AMERICAN EVALUATION ASSOCIATION

SERVING DISCONNECTED YOUNG ADULTS: EVALUATION OF THE @LIKE PROGRAM
PRESENTATION OUTLINE

- @LIKE Description
- Evaluation Components
- Main Findings
  - Implementation and Process Studies
  - Impact Study
  - Cost-Benefit Analysis
WHAT IS @LIKE?

- The Linking Innovation, Knowledge, and Employment (@LIKE) Program is a Workforce Innovation Fund initiative

- @LIKE was designed to:
  - Test strategies to reconnect young adults to educational opportunities, employment, and community
  - Focus on socio-psychological elements of resiliency and self efficacy through life coaching
WHAT IS @LIKE?

- U.S. DOL awarded contract for $6m; contract began July 2012
- Program was in operation across three unique counties: Imperial, Riverside, and San Bernardino
- Served young adults ages 18 to 24 who were disconnected from work and school
Ease of enrollment
  ▶ One-Page Application and Self-Attestation

Life Coaching versus only Case Management

Help young adults learn to be resilient and to find confidence
  ▶ Use of Social/Psychological Assessments
Increasing the intensity of service as opposed to traditional programs (WIA/WIOA)

- Through number of professionals delivering a ‘wrap around’ service
- Through length of time in program
- Through service options available
- Through participant re-engagement.
EVALUATION OVERVIEW

- Workforce Innovation Fund (WIF) requirement

- IMPAQ International: Independent evaluator

- Rigorous Evaluations:
  - Identify evidence-based improvements
  - Contribute to knowledge base
  - Inform future investments
EVALUATION OVERVIEW

- Implementation Study
- Process Study
- Impact Study w/ CBA

Findings
DATA COLLECTION

- Data Collection
  - Administrative data
  - Site visits
  - In-person interviews with key stakeholders
  - Participant focus groups
  - Documents review
QUALITATIVE EVALUATION RESULTS

- Program Recruitment
  - Followed Multi-faceted Approach to Recruitment
  - Streamlined Program Enrollment and Engagement

- Participant Engagement
  - Employ Social/Psychological Assessments
  - Emphasize Professional Development
  - Flexibility to Re-engage
QUANTITATIVE EVALUATION

- Descriptive and Outcomes Analysis
- Impact Analysis
- Cost Benefit Analysis
DESCRIPTIVE AND OUTCOMES ANALYSIS: QUESTIONS

- Did @LIKE serve individuals with barriers?
- Was the program successful in meeting its goals?
Characteristics of Enrolled Participants

- Foster Care Youth
- Gang Affiliated
- Ex-Offender
- With Family Responsibility
- Homeless

<table>
<thead>
<tr>
<th>Category</th>
<th>All Participants</th>
<th>Riverside County</th>
<th>Imperial County</th>
<th>San Bernardino County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care Youth</td>
<td>6%</td>
<td>8%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Gang Affiliated</td>
<td>8%</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Ex-Offender</td>
<td>7%</td>
<td>1%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>With Family Responsibility</td>
<td>20%</td>
<td>18%</td>
<td>16%</td>
<td>28%</td>
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<tr>
<td>Homeless</td>
<td>6%</td>
<td>2%</td>
<td>8%</td>
<td>9%</td>
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</tbody>
</table>
OUTCOMES ANALYSIS: RESULTS

- Served 664 participants.
- High rates of program completion
  - 45.5 percent were deemed successful completers.
- Program-related variables such as number of services and program tenure mattered more than demographic and socioeconomic variables, and were positively related to outcome achievement.
IMPACT ANALYSIS: RESEARCH QUESTIONS

- What is the impact of the program on participants’ likelihood of finding employment or obtaining training?
- Is the program effective in improving educational achievement?
- Are @LIKE individuals more likely to complete program requirements successfully as compared to WIA/WIOA participants?
Did the program improve the educational and employment outcomes of individuals?

**YES!!**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Likelihood</th>
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<tbody>
<tr>
<td>Obtaining employment</td>
<td>26.4%</td>
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<tr>
<td>Obtaining vocational training</td>
<td>14.8%</td>
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<tr>
<td>Obtaining GED/HS diploma</td>
<td>4.6%</td>
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<tr>
<td>Completing program</td>
<td>39.7%</td>
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</table>
COST-BENEFIT ANALYSIS

- Did measured benefits of the @LIKE program exceed its measured costs?

YES!
COST-BENEFIT ANALYSIS

- Program’s net benefits amount to $1,449, one year following program completion.

Assumptions:

- All costs are incurred during program implementation.
- Benefits take time to accrue.
  - Estimated benefits for one year following program implementation due to lack of data to quantify benefits beyond that period.
- Social discount rate of 3 percent.
CONCLUSION

- Program achieved its major goals
  - Enabled participants to successfully access services and achieve positive outcomes
    - Even in the case of especially disadvantaged subgroups.
- Program significantly improved educational and employment outcomes
- Cost-benefit analysis reveals that the measured benefits of the @LIKE program exceed its measured costs
QUESTIONS

- Comments and questions?
- Contact Information:

  Sonam Gupta, PhD  
  Senior Research Associate  
  IMPAQ International  
  sgupta@impaqint.com  
  (443) 259-5205  
  www.impaqint.com