

Kentucky Youth One Year Out Interviewer Training

Professional Development regarding Post School
Outcome Data Collection for Local Education
Agency Identified Interviewers

*Kentucky Post School Outcome Center
Human Development Institute
University of Kentucky
Spring 2012*

Anticipated Outcomes

Youth One Year Out (YOYO) Interviewers will Understand:

1. Why and how we collect post school outcome data
2. How to Interview Former Students (FS)
3. Importance of the Interviewers role in data collection
4. How to assist FS who may need help to participate in YOYO interview
5. How to assist Former Students (FS) who may need post-school support information
6. How to access the KyPSO Data Collection System

LESSON 1

The Why and How of Kentucky Post School Outcome Data Collection

Collecting Post School Outcome Data is a Federal Requirement (Office of Special Education Programs (OSEP))

All States are required to report the “percent of youth who are no longer in secondary school, had IEPs in effect at the time they left school, and were:

- A. Enrolled in higher education within one year of leaving high school.
- B. Enrolled in higher education or competitively employed within one year of leaving high school.
- C. Enrolled in higher education or in some other postsecondary education or training program; or competitively employed or in some other employment within one year of leaving high school”.

(20 U.S.C. 1416(a)(3)(B))



All Youth who Exit with an IEP

Includes any student with an IEP who exited school last year by either

- Graduating with a diploma
- Completing with a Certificate of Attainment
- Aging Out
- Dropping Out

Collecting This Data Will Help Us Answer Questions Like These:

For students who are successful, did school help and how?

For students who aren't successful, was there something school could have done differently/better?

What kinds of supports do young adults need most after high school?

What changes are needed to better support students, families, schools, agencies?

Data Collected Includes Information About Former Students' (FS) Post-High School:

1. Employment
2. Enrollment in postsecondary education
3. Leisure activities
4. Quality of life
5. Services/supports currently receiving and/or needed

How are Data Collected?

Data are collected using the Youth One Year Out Former Student Interview or YOYO....a computer assisted telephone interview

Who Collects the Data?

Every Local Education Agency (LEA), every year, on every student with an IEP who exited school one year earlier.

Therefore, in the spring of 2012, school districts will follow up with students who exited school at the end, or anytime during, the 2010-2011 school year.

What Happens After Data is Collected?

- KyPSO @ the Human Development Institute, University of Kentucky (HDI/UK) conducts secondary data analysis.
- KyPSO compiles reports for KDE/DLS, LEAs, parents, and other stakeholders.



LESSON 2

Interviewers Role

Being a YOYO Interviewer is a Big Responsibility

- You are collecting data that tells us about the post school outcomes of FS with disabilities across Kentucky.
- The information you collect will be compiled and reported to districts, the state, and federal governments.
- Important decisions will be made based on these reports and recommendations.
- The information you obtain can help future students be more successful after high school. It may even help the very student you are talking with!
- Remember, you may be the last person from the school to ever speak with this former student again! So, it is important to show the FS you care about her/him and what is happening now that they are on their own.

Protecting Confidentiality

As a YOYO Interviewer, you will be accessing personal information about former students

As a Youth One Year Out Interviewer ***you are trusted*** with protecting the confidentiality of the former students interviewed as well as the information you obtain from them.

Protecting Confidentiality



- Youth are protected by ensuring that all personal information about them is confidential.
- All paper and electronic information containing personally identifiable information must not be available to anyone outside of school personnel with designated access.
- Never leave YOYO materials in a public place (e.g. leaving your computer screen open to a former student interview).
- Never allow unauthorized persons to look at them.
- Notify your supervisor if you lose any confidential materials.
- Never talk about who you interviewed or what they say.

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Two Purposes for Interview

1. Collect Post School Outcome Information
2. Provide information about post-school supports to Former Students who may need this information

LESSON 3

Interviewing Former Students

Inform Former Students That You Will Be Contacting Them

- Former Students (FS) should be informed of the fact that you will be contacting them approximately 2 weeks before you plan to start contacting them
- The easiest way to do this will be to send a letter to the FS
- A sample of such a letter can be found at www.kypso.org

You Will Need:

- Computer with Internet access
- Telephone with speaker phone capability
- Approximately 15 minutes per interview
- Quiet area as free of distraction as possible
 - *you may want to post a sign on the door of the office/area you are using notifying people of telephone interviews in progress*

Former Student (FS) Participation is Voluntary

Even though conducting the YOYO, itself, is a federal requirement for school districts, Former Student (FS) participation is strictly **voluntary**.

Should an FS choose not to be interviewed, thank her/him for their time and hang up.

Likewise, a FS may agree to be interviewed but refuse to answer a given question(s).

How Many Times Should I try to Contact Former Students?

Attempt to contact the Former Student (FS) three (3) times

- Start by contacting the FS using the contact information provided by the YOYO Interview
- If you cannot reach the FS at a home telephone number, attempt to contact the student via her/his cell phone number, if provided.
- If you are unable to reach the FS via telephone, try e-mailing the FS

When to Call

- Ideally, interviews would be conducted at a time when the former student(s) is most likely to be at home:
 - Week-day evenings, between 5:30 p.m. and 9:00 p.m.
 - Week-end
- Times to avoid:
 - Before 9:00 in the morning
 - After 9:00 at night.
- As a last resort, try early morning or late evening calls.

When to Call?

- Unfortunately, the times when former students are most likely to be available for a telephone interview do not coincide with school personnel work hours
- Therefore, if an Interviewer is unable to make arrangements with their district to conduct the interviews during these hours, the Interviewer will need to conduct them whenever possible throughout the typical work day
- Try to call at a time when you know, as an Interviewer, you are least likely to be interrupted.
- Allow approximately 20 minutes to conduct each interview. Even though it should only take about 15 minutes, this will allow a time cushion should you have a FS who has a lot of questions and/or answers in depth.

Getting an answering machine

If you get an answering machine, use the following script:

Hello, this is _____ calling from _____ school. I am calling for Former Student Name. I want to know if you would like to participate in an interview we are conducting with former students to see how things are going. You can return my call at _____. I will also try to call you at another time. Thank you.

What if There is No Answer?

- If you discover a number is disconnected or no longer reaches the Former Student (FS), try alternate numbers.
- You may also have an e-mail address for the student.
- No matter what the result, indicate on the YOYO what happened.

Including Former Students without Telephones

Important to ensure all those identified have the opportunity to respond. Here are some effective strategies:

- Utilize a lap-top computer to facilitate meeting the former student and/or their family at their home or in the community.
- Ask the former student and or their family to come into school to complete the interview.
- Send a local or toll-free number to use to call in when they are at a place with a phone and tell them what days and hours to call.
- If they are known to attend day programming, attempt to contact them there.

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What if Former Student Cannot Be Located/Contacted?

It may be difficult to contact former students

- They may have moved
- They may not have a telephone
- They may not wish to be contacted

If you cannot contact the former student after 3 attempts, note this on the YOYO and move on



Using Speaker Phone

- It may be easier to input responses on the YOYO if you have the Former Student (FS) on speaker phone.
- If this is the case, you will need to assure that you are conducting the interview in an area where it will not be overheard.

Using Speaker Phone

Once you assure that you are in area where interview will not be overheard...

- Ask FS if it is o.k. to put him/her on speaker phone
- Assure FS that the interview cannot be overheard

What Can I Say to Encourage Participation?

- Inform the Former Student (FS) that the survey is voluntary.
- Inform FS that they can refuse to answer any particular question.
- Assure Former Student (FS) that the survey is important to their school district and the state.
- Assure FS that what they say is protected and will be kept private and confidential.
- Explain that their name won't appear in any report and that their responses will be combined with many other surveys.
- Inform the FS that they can have someone help them answer any part or all of the interview.

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If I Cannot Interview the Former Student, Can I Interview Someone Else?

- Interview the Former Student (FS) whenever possible.
- However, because of the types of questions asked, acceptable to interview parents, or guardians, of a FS.
- Occasionally the FS's disability makes participating in a phone survey difficult.
- Sometimes effective to have Former Student (FS) on one phone and their representative (often a parent) on another.
- If this is not enough of an accommodation, it may be necessary to interview someone else.

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If I Cannot Interview the Former Student, Can I Interview Someone Else?

Ideally, the former student will tell you who they want to speak for them.

It is helpful to ask who usually speaks with and for the former student.

Please Note! It is not the parent/guardian opinion that we want, it is the *parent/guardian understanding of the FS's opinions that we want.*

Once someone answers

Expect they will probably think you are trying to sell them something and may hang up.

- Quickly and politely explain who you are and why you are calling. An Interviewer Introduction script is included at the very beginning of the YOYO.

Remember, your call will often be an interruption.

- If necessary, provide a chance to set up an appointment where you can call back at a time more convenient for the Former Student (FS).

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LESSON 4

Assisting Former Students (FS) who May Need Help to Participate

Former Students Who Need Accommodation to Participate

- Prior to calling the former student (FS), the Interviewer should review the FS's final Individual Education Program (IEP) to determine if this FS will need accommodation and what that accommodation may be.
- Knowing which respondents were eligible for the statewide Alternate Assessment can also help identify those most likely to need accommodation.

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Please note!

- Only certain school personnel have access to student IEPs.
- Make certain your Director of Special Education (DOSE) knows that you may need information from former student (FS) IEPs in order to conduct the YOYO.

Former Students Who Need Accommodation to Participate

- You may not find out what accommodation a former student may need to participate in the interview until you call.
- These calls can be awkward...go slowly, apologize as appropriate, and try to determine who the best representative will be (e.g. “is there someone else I might speak with?”).
- You may eventually call the home of a youth with a disability who needs assistance with almost every aspect of their lives.

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Be Sensitive and Listen to Youth

Some Former Students (FS) who respond to the survey may become upset during the survey

- You ask if they are working, which they desperately want to do, but have not been able to find a job or get the help they need.
- It is understandable that they might be very upset by the question.
- This rarely happens, but if it does, it may be necessary to stop the interview, talk with them until they calm down, and then end the call and note why.

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Be Sensitive and Listen to Parents

Asking questions about their son/daughters life can also be very upsetting to a parent who is reminded, by the questions, of things their child may never do. So.....

- Be sensitive and listen.
- Explain that the same survey questions are asked of everyone, and that the accomplishments of their child, no matter how modest, are valued.

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Be Accurate & Consistent

- While you want to make sure to use a conversational tone, it is still important that questions are phrased to student *exactly* as written every time.
- If you must rephrase a question for student to understand, preserve the *neutral* character of the original question.
- For example the question “are you working now?”
 - **non-neutral rephrasing...** “You still have the job down at the hardware store, don’t you?”
 - **neutral rephrasing...** “Do you have a job now?”

What if FS Misunderstands Question or Responses Available?

There are questions you can ask to help clarify responses. These are called "*probes*."

Examples of probes:

- "Can you be a little more specific?"
- "I'm not sure I am entirely clear about what you mean. Could you explain it a little more?"
- "Could I read back what I have written to be sure I have understood exactly what you wanted to say?"
- "Could I reread the question and the answer I've written down just to be sure I have gotten everything you wanted to say?"
- "I think I may not have read the question correctly, so may I read it to you again to be sure?"

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LESSON 5

How to Assist Former Students (FS) Who May Need Post-School Support Information

Last Opportunity to Assist FS

Interviewer is not only collecting post school outcome data from FS:

- Interviewer may be able to connect FS with needed supports
- The Interview may be last time LEA will probably have contact with FS
- Interviewer notes (via YOYO check-list) resources that may be shared with FS

Post School Support Resources

- Kentucky Disability Resources Manual
- Supplemental Resource Manual
- www.transitiononestop.org
- Special Education Cooperative Transition Consultants

Kentucky Disability Resources Manual

- Designed primarily for use by individuals with developmental disabilities and related conditions.
- Useful for families, as well as service coordinators and providers who directly assist families and individuals with developmental disabilities.
- Main focus of this manual is to provide easy-to-read information concerning available resources, and to provide immediate contact information for the purpose of applying for resources and/or locating additional information.
- www.kypso.org “Resources”

How to Use HDI Resource Manual

- The Resource Manual is linked to the YOYO Interview
- Review Resource Manual prior to beginning interviews
- Allow “pop ups”
- Open the Resource Manual, minimize it, and keep it open throughout the interview in case it is needed
- Top of each YOYO Interview page will list corresponding Resource Manual pages
- Check off list of resources shared will appear on the last page of YOYO Interview

Supplemental Resource Manual

Additional resources, some arranged by region, of post school supports/resources

www.kypso.org "Resources"

www.transitiononestop.org

- Provides information related to the many transitions we encounter across our life spans.
- Designed as resource for anyone going through, or helping someone with, a life change including people with disabilities who may have additional needs during times of transition.

Nine key transition points were identified by the partners who built this site. They are listed on the left menu

- From these nine (9) key transition points, select **High School to Community**

Special Education Cooperative Transition Consultants

- Kentucky has eleven (11) Special Education Cooperatives
- <http://www.education.ky.gov/kde/instructional+resources/exceptional+children/special+education+partners/kentucky+special+education+cooperatives.htm>
- Every Local Education Agency (LEA) belongs to a Cooperative
- Each Cooperative provides a number of services and/or resources that are shared by its' member districts
- One of these resources is a Transition Consultant

Transition Consultant

- Knowledgeable about post school supports in you region
- Can help make connections
- When in doubt, refer former student (FS) to Transition Consultant...your “default” resource!
- The name of your Transition Consultant, along with their contact information, will appear on the final page of the YOYO Interview

LESSON 6

Accessing the KyPSO Data Collection System

www.kypso.org

- Go to www.kypso.org
- Find tabs at top of home page
- Click on “Data Collection” tab

Creating an Account

- Data are entered using a secure, log-in protected system
- Every YOYO Interviewer must have a KyPSO account
- Due to significant changes in instrument and log-in system, each YOYO Interviewer, whether returning or new, must take the YOYO Quiz in order to access and enter data
- If Interviewer has an account from last year (user name and password), your log-in information is still good
- If Interviewer has user name, but forgot y password, KyPSO will e-mail your password to you
- If Interviewer does not remember User Name, contact Judy Johns at Judy.Johns@uky.edu
- If you have changed school districts you must change your user profile
 - Click on “change user profile”
- If you do not (never have had) an account, create an account with www.kypso.org

Technical Assistance

Kentucky Post School Outcome Center (KyPSO)

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