

2023 YOYO Training For New Interviewers

What we'll cover today

- Why we collect Post-School Outcome (PSO) data
- How we collect PSO data
- Roles and responsibilities of interviewers
- Contacting former students
- Interviewing skills
- Directing former students to resources
- Utilizing the online system

Why We Collect Post-School Outcome Data

Federal Requirement

(U.S. Department of Education, Office of Special Education Programs)

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))

State Requirement

- The Kentucky Department of Education (KDE) wants to help districts improve transition outcomes.
- Contracts with KYPSO to develop the instrument, collect secondary data, analyze and report.
- KDE wants to know about items in addition to Indicator 14:
 - Residence
 - Support services
 - Community engagement

To Help Districts and Educators Make Informed Decisions!

- Directors of Special Education (DoSE's) can examine district reports.
- KYPSO staff and Transition Consultants can work with you to identify ways to improve outcomes.
- As an interviewer you can provide access to resources to former students.
- Hear first-hand stories about your former students and use that knowledge to help others.

How We Collect Post-School Outcome Data

The Youth One Year Out (YOYO) Interview

- An online interview of about 35 questions
- The system tells you who to contact
- How to contact them (usually)
- What questions to ask
- How to provide support if needed

Who Should Be Interviewed?

- Any student that exited in the 2021-22 school year, had an IEP in place at the time of exit, and exited by:
 - Graduation with regular diploma
 - Graduation with alternative diploma
 - Reaching maximum age
- KYPSO works with KDE to identify these former students, assign them to the correct district, and to include contact information.

Sometimes It Doesn't Work....

- If a student “exits” in 2021 but re-enrolls before the YOYO starts, they should be removed.
- If a student moves to another district but never enrolls there, they are considered a dropout from your district.
- Sometimes students who should be on your list should not be.
- Sometimes contact information is not up to date.

You can help fix this for next year!

What To Do?

To add students:

- Download “Copy of fields to add students.xlsx” from kypso.org > Resources.
- Fill out all information.
- Upload it at our secure site on kypso.org.

To delete students:

- Document reason for deletion (usually an IC screenshot) showing current enrollment.
- Upload it at our secure site on kypso.org.

In all cases, KYPSO will make the final decision regarding who can be added or removed.

We will often consult with KDE.

Roles and Responsibilities of Interviewers

Being A YOYO Interviewer Is A Big Responsibility

- You are collecting data that tells us about Post School Outcomes of Former Students (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 might 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's important to show the FS you care about them and what is happening in their life now that they're on their own.

Confidentiality

- Youth are protected by ensuring that all personal information about them is confidential.
- All paper and electronic information containing Personally Identifiable Information (PII) must not be available to anyone outside of school personnel with designated access.
- Never leave YOYO materials in public (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.

Contacting Former Students

Response Rates

- Every interview will end in one of four ways:
 1. You'll make contact and complete an interview (~60%)
 2. You'll make contact, but they'll refuse to be interviewed (~4%)
 3. You'll be unable to make contact (~35%)
 4. You'll make no attempt to conduct an interview (~1%)
- Each of these rates is reported to the state.
- We understand that not all former students can be contacted.
 - But there are ways to increase response rates.
- There is no excuse for not making an attempt.

Can I Interview A Family Member?

- YES, if you cannot get in touch with a former student, or the former student says they want their family member to answer their questions.
 - This is typically the case with 1/3 of completed interviews.
- Remember – it's the former student's answers that we want, not the parents.
 - Ask the parent how their son/daughter would likely respond.

Contacting Former Students

- We supply the contact information that KDE gives us.
 - They get it from you!
- You may have better methods of contacting former students.
 - If so, use them!
 - Student Contact Form
- They don't have to respond, but you do have to try.
 - They may not want to talk to someone from their school.
 - Be personable and open.
- Start early!
 - The YOYO opens April 1, 2023.

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 Former Student Letter.
- A sample Former Student Letter can be found at www.kypso.org and click on Resources.

Be Prepared To Interview

- Computer with internet access.
- Telephone with speaker phone capability or headset.
- 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 to notify people of a telephone interview in progress.
- Know who you are calling.
 - Do they have communication needs?
 - Do you remember anything personal about them?

What If I Just Can't Get In Touch With Someone?

- If you have exhausted all options, or tried at least three phone calls with no response, simply mark “Could not Contact” and submit the interview. NEVER complete the interview according to how you think they would answer.
- Remember, you can also interview the respondent in person. Some interviewers have even texted questions one by one.
- Try calling during the evening or on weekends. Be creative, but not invasive.

What If I Get Voicemail?

You can use this script:

“Hello, this is blank calling from blank 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 blank. I will also try to call you at another time. Thank you.”

What Can I Say To Encourage Participation?

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

Interviewing Skills

Be Sensitive And Listen

- Some Former Students (FS) who respond to the survey may become upset during the interview.
 - 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.
- The same is true for parents!

Rephrasing

- While we want all questions to be asked the same way, we also want to get full and complete answers.
- You may need to re-phrase certain questions.
 - Do so in a neutral way.
- Example: “From the time you left high school, have you ever had a paying job?”
 - Former Student: “What do you mean?”
 - Bad rephrasing:
 - “You never worked, did you?”
 - Good rephrasing:
 - “Do you go to work?”
 - “Do they pay you?”
 - “Did you ever go to work in the past year?”

Redirecting

- Often, Former Students (FS) will give answers that are not relevant to the question being asked.
- Be aware of this and try to redirect their response.
 - For example, you can say, “I’d like to talk more about that later. Can we work on this question first?”
 - If they’re still not responding to the question being asked, enter their comments at the end of the interview in the interviewer comments.
 - Please do not enter those comments under the “other” responses if they’re not answering the question asked.

Integrated Competitive Employment Items

- Items added in 2019 regarding integrated setting, comparable pay, benefits, opportunities for advancement.
- We realize that these are difficult questions for anyone to answer.
- Selecting “Don’t Know” is perfectly acceptable and WILL NOT result in the Former Student (FS) being considered non-competitively employed.
- Do your best to determine if you think their job meets the underlying concepts of these items.

Probes

- Sometimes it can be difficult for a young person to fully explain what he or she is trying to get across.
- This does not allow for the best data to be captured, nor does it encourage the former student to fully explore her or his thoughts and experiences.
- Probes are used to address this.
- We have restricted the YOYO to only have a few response options, so probes are very important.

General Probes

- These can be used for almost any question.
- Examples:
 - “What do you mean by that?”
 - “Please tell me more about that.”

Specific Probes – Agencies And People

- We do not know the name of every agency or person in the state.
 - For agencies please don't use abbreviations that are not obvious (OVR is o.k.). Please tell us what **services** the agency provides.
 - For people, do not use names. Tell us what they do and how they were helpful (or unhelpful).

Specific Probes – Activities

- “What do you do on most days?”
 - Please probe if they say, “Stay home.”
 - Ask them how they spend their time at home.
 - Are they watching TV?
 - Spending time with family?
 - Working on a hobby at home?
 - Or just staying home by themselves and not engaging in any activity?
- “What are the reasons for not working or pursuing postsecondary education?”
 - If they say “Disability” ask them to be more specific.
 - Do they believe they cannot work / go to school because of their disability? This could be an opportunity to share resources or success stories.

Specific Probes

- Problems faced in post-secondary education:
 - We often hear references to lack of contact with the Disability Services Center (DSC). Good probes would be....
 - Why did you not contact DSC?
 - Was it because you did not want to be identified?
 - Was the DSC unavailable or unhelpful?
 - Something else?

Directing Former Students to Resources

Linking The YOYO To Resource Guide

- HDI – University of Kentucky Disability Resource Guide <https://resources.hdiuky.org/>.
- The top of each section of the YOYO Interview provides a link to relevant information in the online Resource Manual.
- Have resource guide open while interviewing. If possible, send links to interviewees.
- Additional information can be found in the “Supplemental YOYO Resource Manual” under Resources at kypso.org.
- There are many other resources, including transition related videos on our resource page. Feel free to share!

Other Resources

- At the end of interview, you may note which, if any, resources you referred respondent to.
- Transition Consultant is best for general information.
 - Name and contact information appear at end of YOYO.
- Other options:
 - Vocational rehabilitation
 - Medicare / Medicaid
 - Michelle P. Waiver
 - Information related to employment (including supported employment)
 - Information related to higher education
 - Your personal information

Let's Look at the YOYO!