



# **MRC/DMH/ACCS Employment Model**

## **MRC Connect**

### **Individual and Family Engagement Office**

# Overview of the Employment Model for ACCS Job Seekers

## Targeted population –

DMH clients receiving services through DMH Adult Community Clinical Services (ACCS) who have identified or have an emerging interest in work and/or education towards a career path



# Components of the Model

**Timely and flexible** - Engagement of job seekers must be timely and flexible, beginning with the initial points of contact and continuing throughout their involvement with employment services

**Emphasis on exploratory “pre-engagement”** - Engagement with job seekers can be exploratory and can focus on developing an interest in employment (e.g. Individuals not required to be “job ready” upon entry)

**Services before formal MRC entry** - Informal entry encompasses the engagement, education, and orientation activities that occur prior to a formal application to MRC

**Meeting job seekers “where they are at”** - Mental Health VRCs are assigned to work with local ACCS teams, and when possible be co-located, in order to facilitate rapid connections with job seekers, enhance local engagement opportunities, and increase formal applications



# Integrated Resource Team (IRT) Approach

- **Person-centered** – The Integrated Resource Team approach is a collaborative model focused on employment.
- **Collaborative** – The QVRC and job seeker work together, with support from other IRT members, to formulate a cohesive individualized plan for employment (IPE) that is person centered, identifies issues or concerns that may impact success, addresses barriers to employment, and supports the job seeker through their pathway to successful employment.
- **Coordinated** - Coordinated wrap around services and ongoing communication with DMH, MRC, ACCS, Clubhouse providers, and the employment network are critical to the success of the job seeker



# Movement Toward Employment

## Vocational Rehabilitation Services Designed for a Mental Health Population

- 26 Specialty Mental Health Vocational Rehabilitation Counselors
- 13 Contracted Vendors with both mental health and Competitive Integrated Employment Services (CIES) expertise
- 776 Job Seekers referred for specialized CIES services

## Faster More Efficient Access

- Eligibility determination 67% faster (average 20 days vs 60 days)
- Plan for Employment development 48% faster (average 47 days vs 90 days)

	ACCS Job Seekers Served by MRC (Annual Target – 900)*cumulative data											
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY20	134	242	397	604	781	833	972	1050	1119	1162	1188	1236
FY21	1266	1346	1389	1456	1523	1573	1631	1688				

	Job Seekers Placed in Competitive Employment (Annual Target – TBD)*cumulative data											
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY20	1	2	10	14	17	25	32	49	57	60	62	77
FY21	86	97	115	131	138	170	182	206				



# Highlight of Key Performance Indicators (as of 2/8/21)

- 69.3% of Job Seekers in the partnership are being provided benefits counseling (goal is 70%)
- 206 Consumers have secured competitive employment
- 123 Consumers have maintained their jobs for over 90 days
- 69 Consumers have maintained their jobs for over 180 days
- 12 Consumers in the partnership have participated in Job Driven Trainings offered by MRC
- For new cases referred to MRC from 7/1/2019 forward, the average is 225 days from application date to job placement date.



# Next Steps

MRC requested an program evaluation from UMass Medical School (UMMS) to assess the Employment Initiative during its first year of implementation. Twelve informant interviews with 20 different stakeholders, including DMH staff, MRC Leadership, MRC VRCs, and ACCS/CIES vendors.

Future Next Steps based on the evaluation:

- Continue to support and clarify expectations for Competitive Integrated Employment Service Vendors (CIES)
- Clarify what “integration” with employment systems means for ACCS teams
- Clarify role of CIES staff on ACCS teams within a parent organization
- Review metrics/benchmarks for employment for all partners
- Provide continued training opportunities to all partners
- Conduct focus groups with persons served and staff



# Questions on the DMH/ACCS Employment Model





# How to Access MRC Services



# Serving Students 14+

## MRC Pre-Employment Transition Services

Before you finish high school, pre-employment transition services (Pre-ETS) can help you get ready for a job. These services include:

- Job exploration counseling
- Work readiness training
- Work-based learning experiences
- Counseling in post-secondary education
- Self-advocacy

Services can start at age 14 and available until student graduate high school or turn 22. You do not need to apply for Vocational Rehabilitation, instead you can connect directly to a pre-ETS community provider while still in high school and benefit from the five pre-ETS services.

<https://www.mass.gov/service-details/pre-employment-transition-services-pre-ets-0>



# Welcome to MRC Connect

If you have a disability, MRC Connect can help you fill out an online application to match your needs to available MRC programs you may be eligible for.

## Apply for these programs through MRC Connect:

- ✓ Vocational Rehabilitation (VR)
- ✓ Statewide Head Injury Program (SHIP)
- ✓ Home Care Assistance Program (HCAP)
- ✓ Supported Living Program (SL)
- ✓ Chapter 688

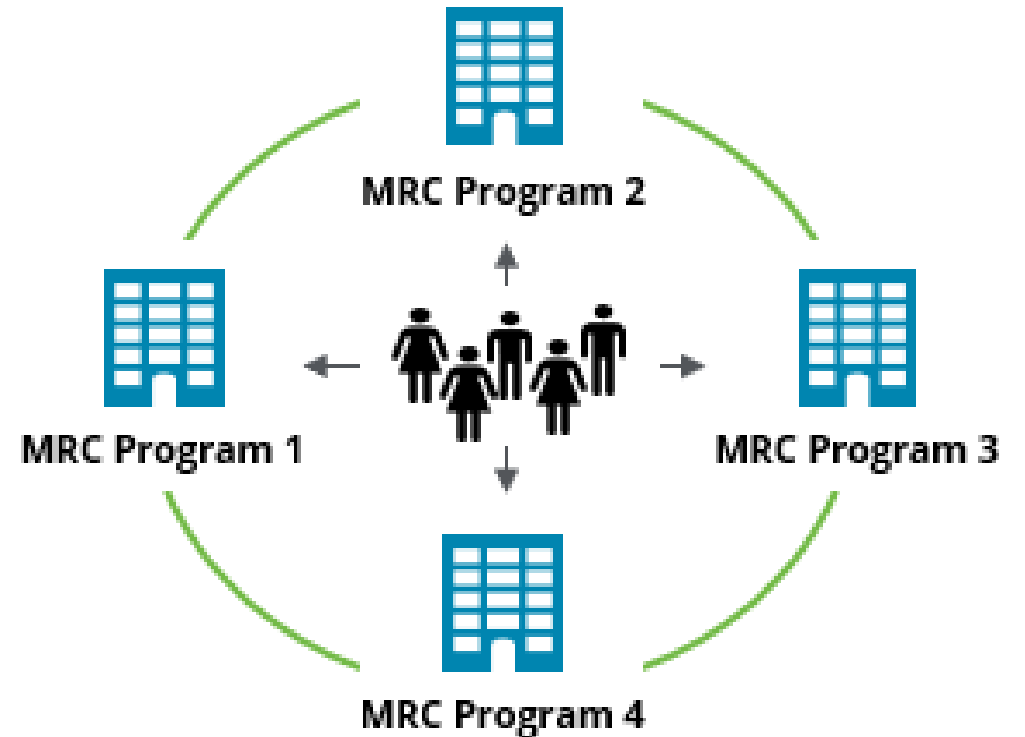


# Our Purpose

To improve the experience for people with disabilities and allow them to benefit from the full array of MRC services, in a streamlined, efficient manner.

This process includes:

1. Collecting information from applicants through a virtual self-completed form or MRC Connect staff-assisted phone call
2. Connecting directly with an MRC Connect staff to finalize eligibility determination process.



# Benefits

- Providing an online application expands individuals choices to connect with MRC
  - Complete an online application themselves or with a support person/family member
  - Uncomfortable with technology, or don't have internet/computer access? Applicants can call an MRC Connect staff to complete an application over the phone!
  - Online Application to be available in 5 different languages
- Removes unnecessary burden of applying to multiple different services, enabling applicants to share information only once with MRC to be considered for a variety of MRC services.

# Key Services

- **Information and Referral Services**

Problem solving with applicants to identify their needs, share information about MRC services, and leverage tools such as MassOptions.

- **Apply Anywhere**

Applicants can now apply anywhere at anytime using the online application located on MRC's website.

- **Submit Documents Anywhere**

Upload documents with an application or submit documents digitally to MRC Connect.

- **Interview Anywhere**

Conduct virtual interviews at the convenience of your home, or work with our team if additional assistance and/or a secure location is needed.

# Who We Are

MRC Connect is primarily a virtual team of talented individuals who are equipped with technology and collaboration tools that promotes applicant flexibility and choice. Let's meet our team:



## Information Navigator

I am the first point of contact to help applicants and support them in filling out the online application.

- Answers initial calls and inquires
- Provides information and referral services
- Supports applicants filling out applications



## Eligibility Screener

I complete an applicant's interview, review supporting documents, and determine their program eligibility.

- Review submitted documents by applicant
- Conduct interview
- Finalize eligibility determination



## Customer Service Advisor

I am an applicant's customer service lead and support setting up their interview and collecting documents needed for eligibility determination.

- Sends applicant Welcome Package
- Facilitates collection of required documents
- Schedule's applicant interview with Eligibility Screener

- Although virtual, MRC Connect staff have access to a physical regional office for applicant or office needs as required.
- Mailing required documents to our central location is preferred, but we can coordinate with a local office for drop off, if needed. This coordination can also occur depending on applicant interview needs.

# MRC Office of Individual and Family Engagement

- **New Director:** Amanda Costa
- **Purpose:**
  - A dedicated space to elevate the voices and expertise of people with disabilities and their allies to guide all of our work at MRC and within communities across the Commonwealth
  - A vehicle to guide how MRC develops, talks about and creates services with not for, the disability community
- **Priorities:**
  - Onboard, train and engage disability leaders, family allies and staff champions to guide the work of this office
  - Develop messaging, culture shift, and training supporting disability and family engagement in service design, delivery, and assessment





# Questions

