



## The 3rd Annual Central Massachusetts Autism Summit Welcome

**April 11, 2017**

**Scott Leung, Consultant**

**Massachusetts Rehabilitation Commission (MRC)**

**Bill Allen, Director Statewide Job Placement Services**

**Massachusetts Rehabilitation Commission (MRC)**

# Commonwealth of Massachusetts



## Massachusetts Rehabilitation Commission (MRC)

### Mission and Vision:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed or fail in the pursuit of independence and employment in the community. The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.





## Massachusetts Rehabilitation Commission

### Three Divisions:

- *Vocational Rehabilitation*
- *Community Living*
- *Disability Determination Services*



## What is Vocational Rehabilitation?

- ❖ Vocational Rehabilitation assists individuals to evaluate their skills related to employment.
- ❖ We match an individual's skill set to the appropriate job or fund training to update skills necessary for employment.



## What Services are Available to Employers?

### MRC can provide employers with:

- ❖ Diverse Candidates
- ❖ Pre-screened Applicants
- ❖ Customized Job Driven Training Programs (JDT)
- ❖ On-The-Job Training
- ❖ No Cost Services
- ❖ Tax Incentives



## MRC also offers consultation services to include:

- ❖ American's with Disabilities Act
- ❖ Diversity and Sensitivity Awareness
- ❖ Employee Assistance
- ❖ Work Site Modification



## Customized Job Driven Training Programs

- Meet with employer to identify employment needs
- Develop job driven training plan utilizing employer information relevant to open positions and requirements
- Identify qualified and motivated MRC Consumers seeking a career as pharmacy technician
- RESUMate: Database for matching candidates for jobs and training programs
- Prepare MRC consumers with a thorough vetting process to include mock interviews and pre-training modules



# MRC Vocational Rehabilitation (VR) Program



## Workforce Initiatives – Overview

Why we do it:



“We’re in search of great talent. It’s critical to our business that we reflect the communities and patients we serve and we believe our team provides CVS Health with a competitive advantage in seeking that talent.”

“We help break the cycle of poverty for people who may otherwise continue down the road of dependency which often spans generations.”





# MRC Vocational Rehabilitation (VR) Program



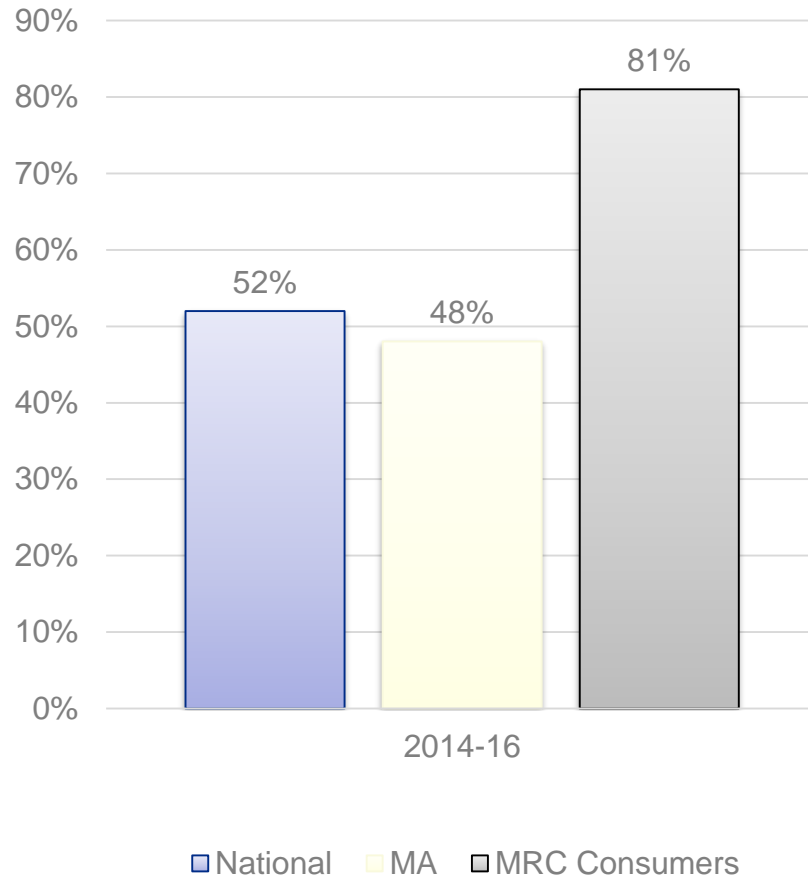
- **MRC provides:**
  - Training sites
  - Trainers
  - Vetted candidates
  - Job readiness curriculum & preparation
- **CVS provides:**
  - Our training curriculum & LMS access
  - SMEs
  - Additional job readiness preparation resources
  - Jobs!



# MRC Vocational Rehabilitation (VR) Program



## ■ Pharmacy Technician Annual Retention



MRC Consumers who were hired through our customized Pharmacy Tech program *nearly doubled our retention rate locally.*

Average cost of turnover: \$2,900 per Pharmacy Tech  
60 Pharmacy Techs hired through this program.

Total training cost savings to the company of over \$60,000.

WOTC: potentially >\$75,000

Cost to CVS Health of 4 cycles of training to date: <\$1,000





## JDT Candidates:

- Opted into JDT due to interest in the work and/or employer
- Graduates presented to the employer have met JDT attendance expectations
- Immersed into curriculum specific to (and ideally provided by) employer
- Prepared for hiring process, workforce through job readiness training
- Want to be engaged in a role that is part of a career path

## Traits employers want to see in candidates:

- Enthusiastic about company, brand ambassador
- Reliable, dedicated
- Ramp-up time reduced, less chance that unknown that could lead to turnover
- Knowledgeable, prepared, supported both internally and externally
- Desire to learn, grow with organization



# MRC Vocational Rehabilitation (VR) Program



More saving.  
More doing.®

## JOB DRIVEN TRAINING

### Implementation of Best Practices

- MRC Candidates Identified, Vetted, and Mock Interviews
- MRC prepares candidates for specific positions within The Home Depot job categories
- MRC candidates participate in Job Driven Training Program at The Home Depot (various locations across the state)



More saving.  
More doing.®

## JOB DRIVEN TRAINING

### Implementation of Best Practices (Cont.)

- The Home Depot provides detailed information about work environment, job requirements and job expectations
- Candidates move forward with the on-line application and hiring process
- Candidates are offered job after background check



# MRC Vocational Rehabilitation (VR) Program



More saving.  
More doing.®

## JOB DRIVEN TRAINING

### Implementation of Best Practices (Cont.)

- Once hired the employee begins orientation and continues with on-line training modules for approximately two weeks
- MRC Job Placement Team continues to work with The Home Depot representatives and MRC Consumers/employees to ensure success



# MRC Vocational Rehabilitation (VR) Program



More saving.  
More doing.

## JOB DRIVEN TRAINING (JDT) RESULTS\*

- 75 MRC Candidates Registered and Participated in the JDT
- 45 Placements
- 35 Successful Employment Outcomes (90+ Days)

\*(Point-In-Time Report= Placements and Outcomes still in process)





# MRC Vocational Rehabilitation (VR) Program



## What makes these JDs possible?





# Resumate



- Applicant and employer database tracking program
- “One-stop shop that holds real-time job information”
- Been in business for nearly 30 years
- Used in thousands of HR departments and staffing organizations in over 40 countries worldwide





# Resumate: Client/Dept (Employer) tab



People Client/Dept. Job Order Daily Planner Calendar Groups

Nobis Engineering, Inc

Record 322 of 475 Recruiter: Set

Client: Nobis Engineering, Inc  
 ID:   
 Addr 1: 18 Chenell Drive  
 Addr 2:   
 Addr 3:   
 City: Concord State: NH  
 ZIP Code: 03301 Country: USA

Date Fields Calendar Items Outlook Items  
 Acquired: 05/27/2014 Last Update: 05/27/2014  
 Last Call: // Next Call: //

SIC:   
 Prod/Svcs:   
 Div Of:   
 Publ/Priv:   
 Sales Vol:   
 # Employees:   
 JPS:   
 ESS:

Description	Tel No/E-Mail	Ext.	
Office	(603) 224-4182		
Web	http://www.nobis		

Job Order Status Job Functions Education Experience M/Y Transportation

Contact - 1 Record Active People All People All Job Order - 4 Records Active Job Order

ID	First Name	L	Open
	Deb		New

Client	Job Title	Open
Nobis Engineering, Inc	Billing Coordinator	
Nobis Engineering, Inc	CAD Technician	1
Nobis Engineering, Inc	Data Validation Speciali	1
Nobis Engineering, Inc	Engineering Intern	



# Resumate: Job Order tab



People Client/Dept. Job Order Daily Planner Calendar Groups

Retail Sales Associate (Macy's Inc)

Record 1,612 of 1,612 Recruiter: WA

Job Title: Retail Sales Associate  
 ID: 71148172  
 Client/Dep: Macy's Inc.  
 Contact: [ ]

Prod/Svc: Sales/Retail  
 Location of Job: Leominster  
 Salary/Bonus:  
 Relo Policy:  
 Must Haves: Ability to work a flexible schedule  
 Should Haves: Previous retail experience  
 Why Open?:  
 JPS/ESS: Bill Allen  
 Hire by/When? ASAP  
 Store Number:

Date Fields Calendar Items Outlook Items  
 J.O. Date: 09/19/2016 Last Update: 09/19/2016  
 Next Call: // Last Call: //  
 Closed: // Filled: //

Job Order Status Job Functions Education Experience M/Y Transportation

Active Job Order Activity - 0 Records All Job Order Activity Active People All People

Last Name	First Name	Middle Name	ID	Job Title	Open
					New

Notes  
 Monday, September 19, 2016, 10:42:52 AM

**Retail Sales, Flex: Leominster, MA, Macy's  
 The Mall At Whitney Field**

City/State  
 Leominster, MA

Location  
 71177-MA-Leominster: The Mall At Whitney Field

Category  
 Stores » Sales/Retail

Schedule  
 On-Call

Requisition ID  
 71148172

**Job Overview:**

As a Retail Associate, you will be an integral part of bringing the magic of Macy's to life. Sales Associates provide outstanding customer service, meet hourly sales and Star Rewards goals on a personal and departmental basis, and demonstrate superior product knowledge to customers. To



# Resumate: People tab



People Client/Dept. Job Order Daily Planner Calendar Groups

Lilly Rubitsky

Record 541 of 694

First: [Redacted] Middle: [Redacted] Last: [Redacted] ID: [Redacted]

Linked Client/Dept.: [Redacted]  This person is a contact only

City: Winthrop State: MA ZIP Code: 02152 Country: USA

Acquired: 12/18/2015 Next Call: // Placed: 03/23/2016 Open: // Last Update: 07/20/2016 Last Call: //

Employer: Macy's Title: Stocking Associate Area Office: Downtown Boston JPS: Drew Ritter ESS: Margie Gilligan VR Counselor: Michael Rogers

Job Order Status	Job Functions	Education	Experience M/Y	Transportation
	Teacher	Bachelors Degree		

Active Job Order Activity - 0 Records All Job Order Activity

Client	Job Title	ID	Job Order	Res Sent To	Open
					New

Resume  Interview Questions

**Education**

9/2010 - 5/2014 **University of Massachusetts, Amherst, MA**

- B.S. in Communication Sciences and Disorders with linguistics minor. Coursework in language acquisition, neuroscience in speech and language disorders, audiology, statistics, syntax, morphology, and semantics
- Independent study: conversational partner for international teaching assistants; Facilitated with accent modification and provided weekly feedback
- GPA 3.5/4.0

Anticipated graduation 2018 **Bunker Hill Community College**

- Currently enrolled A.S program in Computer Science, taking courses in object-oriented programming
- Pursuing a certificate in Data Management; currently taking a course in Big Data, which uses R & RStudio, Excel, and introduces Tableau
- Anticipating coursework in SQL, Java, Data Structures, Networking, and advanced Excel

**Experience**

11/2014 - present **Boston Public Library:** volunteer ESOL teacher for conversational English

365 Bremen St, East Boston, MA

- Create lesson plans that stimulate discussion while



# Resumate: Resume search



## Admin Asst

Last Name	First Name	Middle Name	ESS	JPS	Area Office	City
			Margie Gilligan	Drew Ritter	Downtown	Chestnut Hill
			Mike Walsh	Matt Berard	Fall River	Fall River
			SES		Framingham	Ashland
			Mike Walsh	Matt Berard	Taunton	apt 2-102 Taunton
			Margie Gilligan	Karen Mael	Downtown	Dorchester
			Alycia Griffin	Julie Arroyo	Roxbury	Boston
			Patty Bongiorno		Salem	Beverly
			Michael LoGuidice	Todd Nelson	Fitchburg	Leominster
			Kathy Perrault	Deb Booth	Worcester	Worcester
			Patty Bongiorno		Salem	Gloucester
			Patty Bongiorno		Salem	Lynn
			Alycia Griffin	Julie Arroyo	Roxbury	Boston
			Michael LoGuidice	Todd Nelson	Fitchburg	Dorchester
			Alycia Griffin	Julie Arroyo	Roxbury	Boston
			Karen Johnson	Kelly Tavares	Hyannis	Marstons Mills
			John Emokpae	Debbie Booth	Worcester	Worcester
			Michael LoGuidice	Todd Nelson	Fitchburg	Gardner
			Ron Wybert	Todd Nelosn	Fitchburg	Shirley
			Patty Bongiorno	Marilyn Dean	Malden	Boston
					Boston	Boston
			Patty Bongiorno	Marilyn Dean	Malden	Medford
					Boston	Roslindale
			Kathym Perrault	Molly Eastman	Sturbridge	Dudley
			Patty Bongiorno	Marilyn Dean	Malden	Lexington
			Kathym Perrault	Molly Eastman	Sturbridge	Southbridge
			Alycia Griffin	Julie Arroyo	Roxbury	Boston
			Alycia Griffin	Julie Arroyo	Roxbury	Boston
					Boston	Revere
			Heather Fahey	Gregg Ames	Somerville	Arlington
			Mike Walsh	Matt Berard	Taunton	Raynham
			Mike Walsh	Matt Berard	Fall River	Fall River
			Karen Johnson	Amanda D'Alessio	Brockton	
			Patty Bongiorno	n/a	Salem	Nahant
			Mike Walsh	Matt Berard	Taunton	Foxboro
			Mike Walsh	Matt Berard	Fall River	Fall River
			Mike LoGuidice	Todd Nelson	Fitchburg	Fitchburg
			Patty Bongiorno	n/a	Salem	Gloucester
			Art Jones	Linda Rosen	Greenfield	~ Greenfield
			Patty Bongiorno	Marilyn Dean	Malden	Stoneham



# Candidate Tally (sorted by nearest area office)



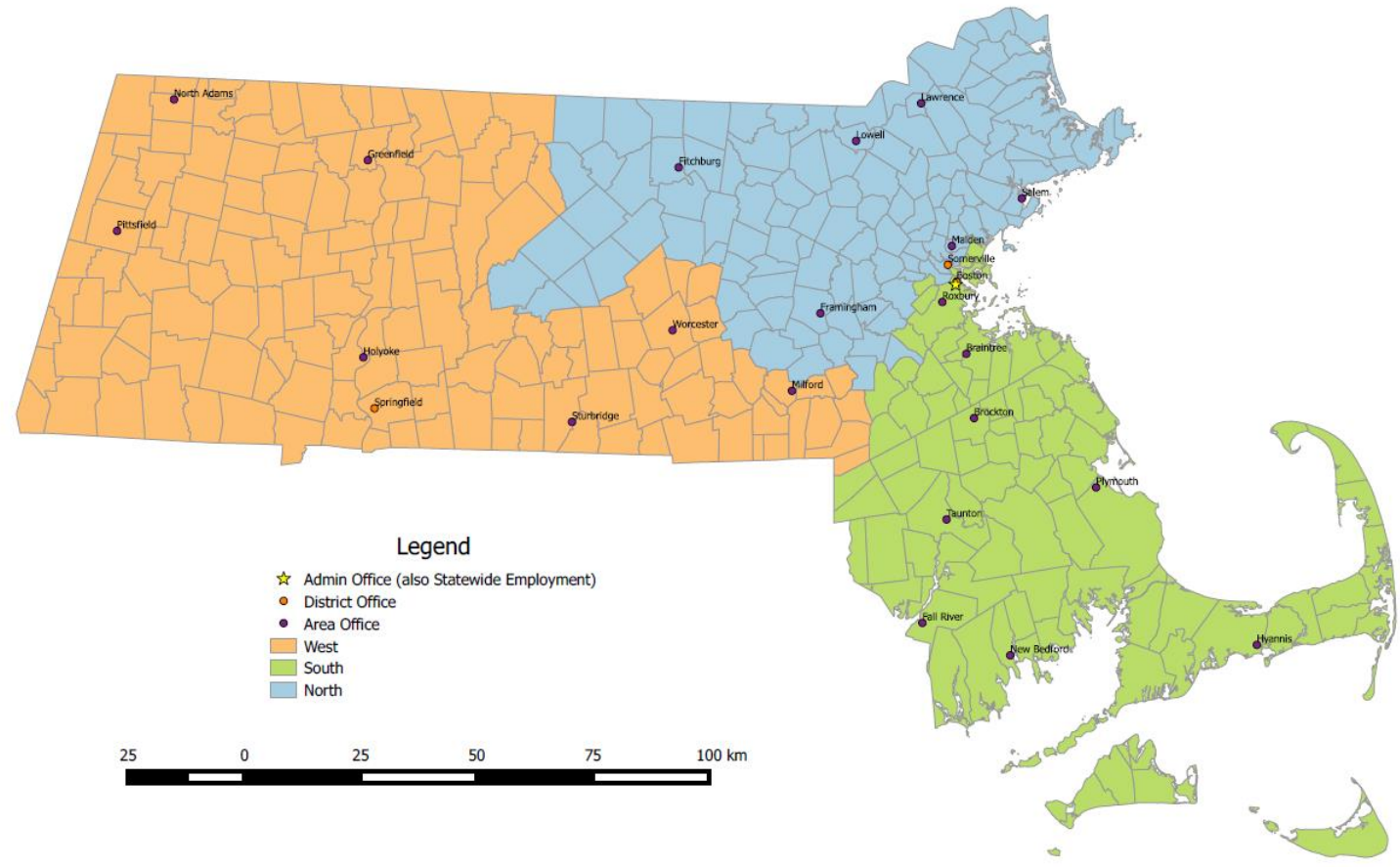
<b>CENTRAL</b>	Customer Service	Clerical	Admin	Bank Teller
Worcester - 611 Main Street Worcester, MA	14	4	11	1
Lowell - 77 Middlesex Street, Lowell	2	0	2	0
Milford - 14 Beach Street, Milford, MA	1	0	1	0
Southbridge - 6 Larochelle Way Southbridge, MA	11	0	4	0
Attleboro - 75 Park Street Attleboro, MA	35	1	22	0
Leominster - 80 Erdman Way, Leominster, MA	11	1	9	1
<b>SOUTHEAST</b>				
Brockton - 490 Forest Ave, Brockton, MA	6	1	8	0
Fall River - 1794 North Main Street, Fall River, MA	17	4	13	1
Martha's Vineyard - 11 A Street, Edgartown, MA	10	0	3	0
Nantucket - 16 Broad Street, Nantucket, MA	10	0	3	0
Plymouth - 40 Industrial Park Road, Plymouth, MA	4	0	6	0
South Yarmouth - 1084 Route 28, South Yarmouth, MA	10	0	3	0
New Bedford - 278 Union Street, New Bedford, MA	22	2	9	0
Taunton - 1 Washington Street, Taunton, MA	35	1	22	0
<b>WESTERN</b>				
Springfield - 165 Liberty Street, Springfield, MA	5	2	1	0
Chicopee - 1011 Chicopee Street, Chicopee, MA	6	2	2	0
Easthampton - 116 Pleasant St, Easthampton, MA	1	0	1	0
Greenfield - 18 Miner Street, Greenfield, MA	10	2	5	0
North Adams - 33 Main Street, North Adams, MA	0	0	0	0
Pittsfield - 333 East Street, Pittsfield, MA	1	0	1	0



## Besides working with the Job Placement Team...



## VR Area/District Office Areas

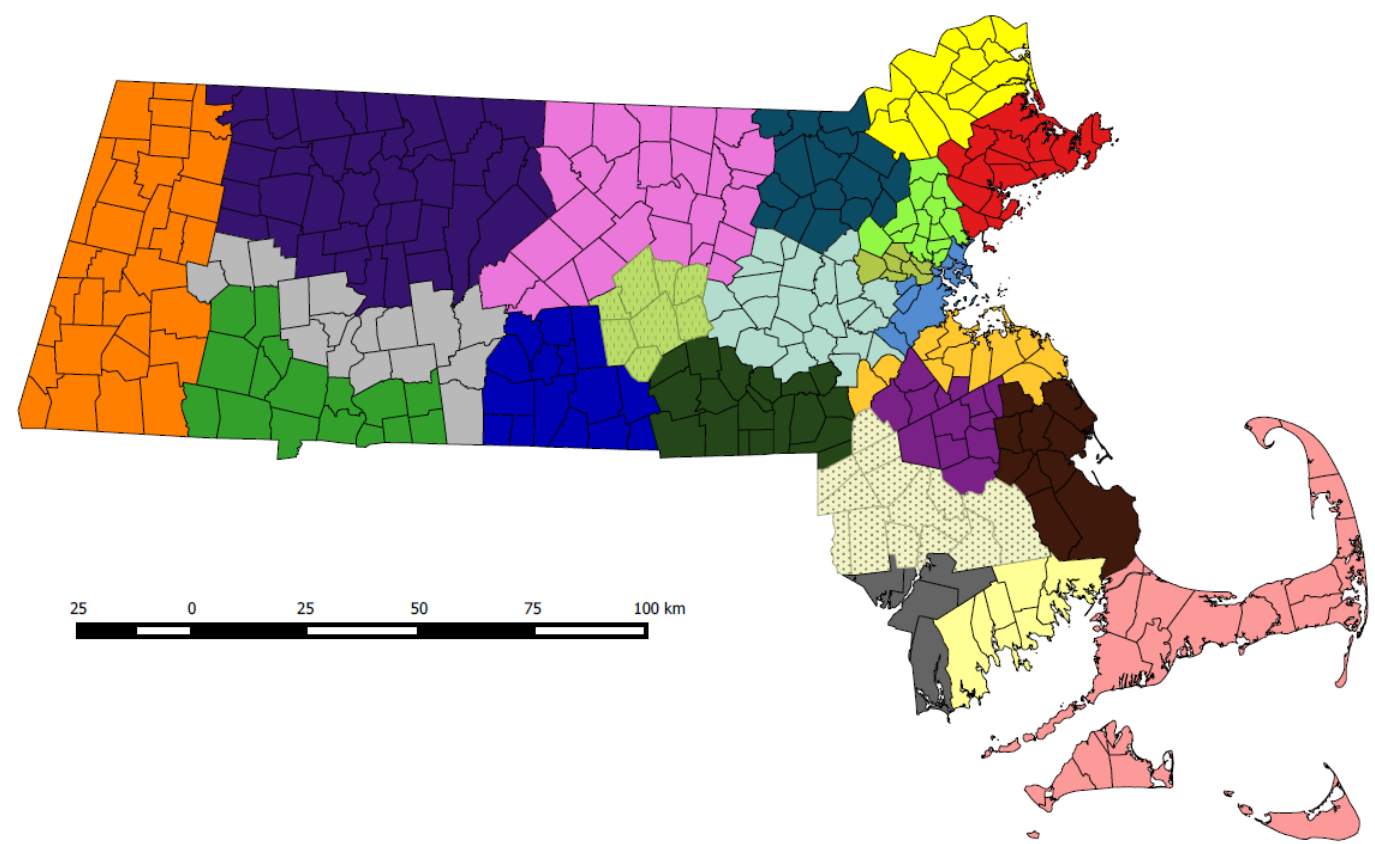






## VR Area Offices

- Legend
- Area Offices
- Boston/Roxbury
  - Brockton
  - Cape
  - Fall River
  - Fitchburg
  - Framingham
  - Greenfield
  - Holyoke
  - Lawrence
  - Lowell
  - Malden
  - Milford
  - New Bedford
  - Pittsfield
  - Plymouth
  - Quincy
  - Salem
  - Somerville
  - Springfield
  - Sturbridge
  - Taunton
  - Worcester
  - Worcester





# MRC Vocational Rehabilitation (VR) Program



**THANK YOU!**

**QUESTIONS**

**???**