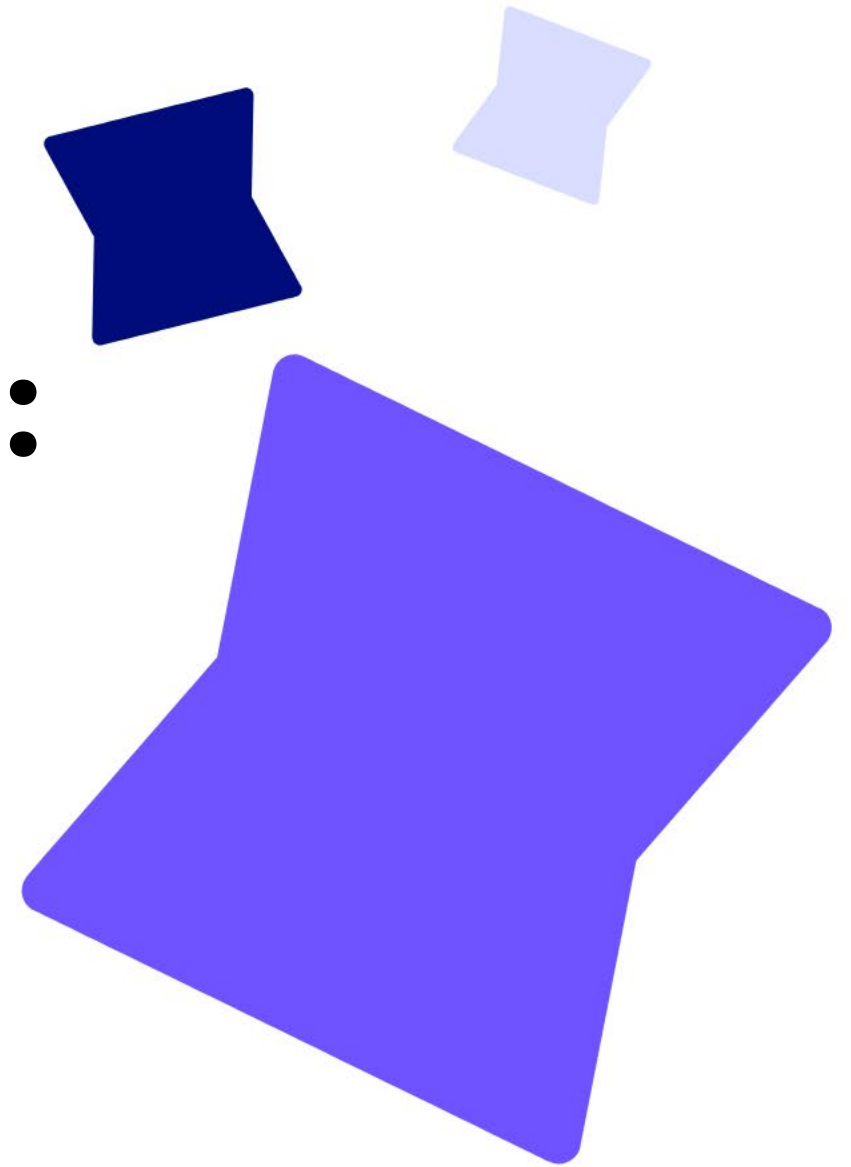


Employment Services: Deliverables and Expectations



Agenda

- Introductions
- Objective of today's breakout session
- Outcomes & Tracking Quality Performance Overview
- Review of Standard Forms:
 - Placement Plans
 - Coaching Plans
 - Career Portfolios



Facilitators

Adam Garber, Senior Career Services Director

Elizabeth (Bronwen) Lafferty, Business Improvement Partner



Today's Objective

To gain an understanding of MassAbility's revised procedures with regard to outcomes and tracking quality improvement of Employment Services



RSA Reporting Requirements

☐ **Number of Rehabs (90+ days on a job) per year**

- Calculated as a per counselor number annually
- Current year rehab goal is approximately 3000

☐ **Rehab rate – ratio of successful closures to unsuccessful closures**

- RSA established rehab rate is 55.8% annually



Outcome Measures

☐ **Quality Measures – How well services are delivered**

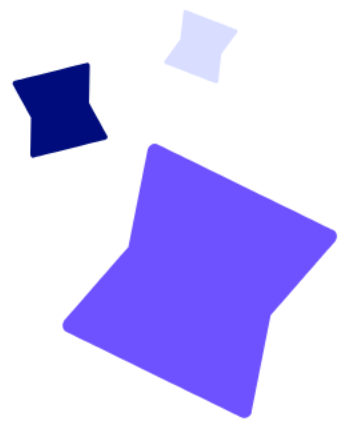
- Examples may include, customer satisfaction, counselor satisfaction, level and quality of communication and others.

☐ **Output Measures – What is delivered**

- Examples may include, number of participants receiving services, number of applications submitted, number of job matches identified, and others.

☐ **Outcome Measures – What changes for participants**

- Examples may include 5, 30, or 90 days on a job as well as other measures.



Measurement Tools

- ☐ Monthly Statistical Reports
- ☐ Monthly Progress Notes
- ☐ Satisfaction Surveys
- ☐ Timeliness of reporting and billing measures
- ☐ Responsiveness
- ☐ Quality of communication
- ☐ Acceptance rates and timeliness of starting services for new referrals



Timeline

- ❑ **Statistical and progress reporting ready for 10/1 start**
- ❑ **Timeliness of reporting and billing an ongoing measure:**
 - All Reporting and Billing must be submitted ***no later than*** the 15th of the month following the month in which the service was provided
- ❑ **Expectation of monthly contract management check-ins starting in October**
- ❑ **Satisfaction surveys to be built over the course of year one**
- ❑ **Full performance indicators and provider assessment system to be built by end of year one**



Placement Plan Form Review:

What are the initial steps in the process?

- Collaborative Internal meeting
- Counselor contacts provider for program fit & capacity
- Initial referral information sent & a brief 3-way meeting scheduled
- If all parties in agreement, referral and CO will be sent to provider



MassAbility

What information is required on the Placement Plan Form?

- Job Seeker Name
- Referral/Plan Date
- Provider Information
- MassAbility Counselor
- Employment Goal from IPE
- Desired Wage/Salary/Start Date
- Skills/Prior Experience
- Potential Barriers
- Supportive People (Name/Role)
- Action Items Related to the Goal (Tasks/Who is involved/When complete)
- Date/Time/Location of Next Appointment
- Desired Meeting Frequency (no less than once every 2 weeks)

Actual Placement Plan Form:

MassAbility Placement Plan Template for CCS Employment Services Bundle

Provider Organization Name: _____ Provider Staff assigned: _____

Job Seeker Name: _____ Referral Date: _____

Date of Plan: _____ Service being provided: _____

MassAbility Counselor: _____

Employment Goal from MassAbility IPE (industry/title): _____

Desired Hourly Wage/Annual Salary: _____

Desired Date to begin work: _____

Skills/Prior Experience in desired job: _____

Potential Barriers (but not contraindicators) to address during job search: _____

Supportive People (Name/Role): _____

Action Items related to Goal

Task	Who is involved?	When complete?
(EXAMPLE) Call/email past employers for references	Participant, employment specialist, TJMaxx, Local Library and Best Buy	Bring to next meeting 11/2/26

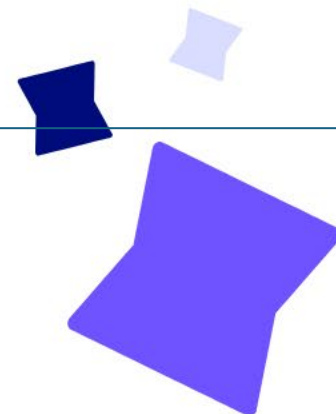
Date/Time/Location of Next Appointment: _____

Desired Meeting frequency and location: (no less than once every 2 weeks) _____

PLEASE RETURN THIS FORM TO MASSABILITY COUNSELOR WITHIN 10 DAYS AFTER MEETING WITH PARTICIPANT

When should the form be completed, returned, and to whom?

- **Completed:** During initial scheduled meeting with Job Seeker
- **Returned:** Placement Plan should be sent within 10 days of initial meeting
- The completed form should be sent to the referring counselor



Coaching Plan Form Review:

What Information is required on the Coaching Plan?

- Job Seekers Name/Contact Information
- Counselor Name/Area Office
- Employment Location/Work Hours
- Supports needed
- Job Coaching Schedule
- Plans for building Natural Supports
- Follow up Appointment with MassAbility Team and Job seeker

Job Coaching Plan Template
(To Be Completed By The provider Agency)

Date: _____ Participants Full Name: _____

Participants Address: _____

Phone: _____ Email: _____

Referring Counselor: _____ Area Office: _____

Provider Organization: _____ Provider Contact/Coach: _____

Participants Employment Location: _____

Position Title: _____ Work Hours Per Week: _____

Preferred Contact Type: In Person: _____ Virtual: _____ Phone Call: _____ Combination: _____

Please describe supports needed: _____

Job Coaching Schedule: _____

Start date of coaching: _____

How many hours per week needed: _____ Preferred Days of the week: _____

How long will the service last: _____

Please describe plans for building natural supports: _____

Date for check in with Counselor to review contract: _____

Form Completed By: _____ Email Address: _____

Date Completed: _____

PLEASE RETURN THIS FORM TO MASSABILITY COUNSELOR

When should the Coaching Form be completed?

- **Within 5 business days of accepting the referral**

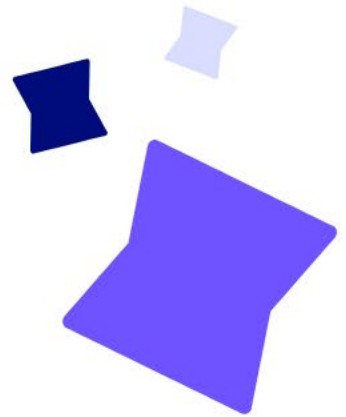


Career Portfolios

- Why Career Portfolio?
- Career Portfolio V's Resume
- Types of Career Portfolios
- Who develops the portfolio?



Questions?



Thank You for joining us today!

