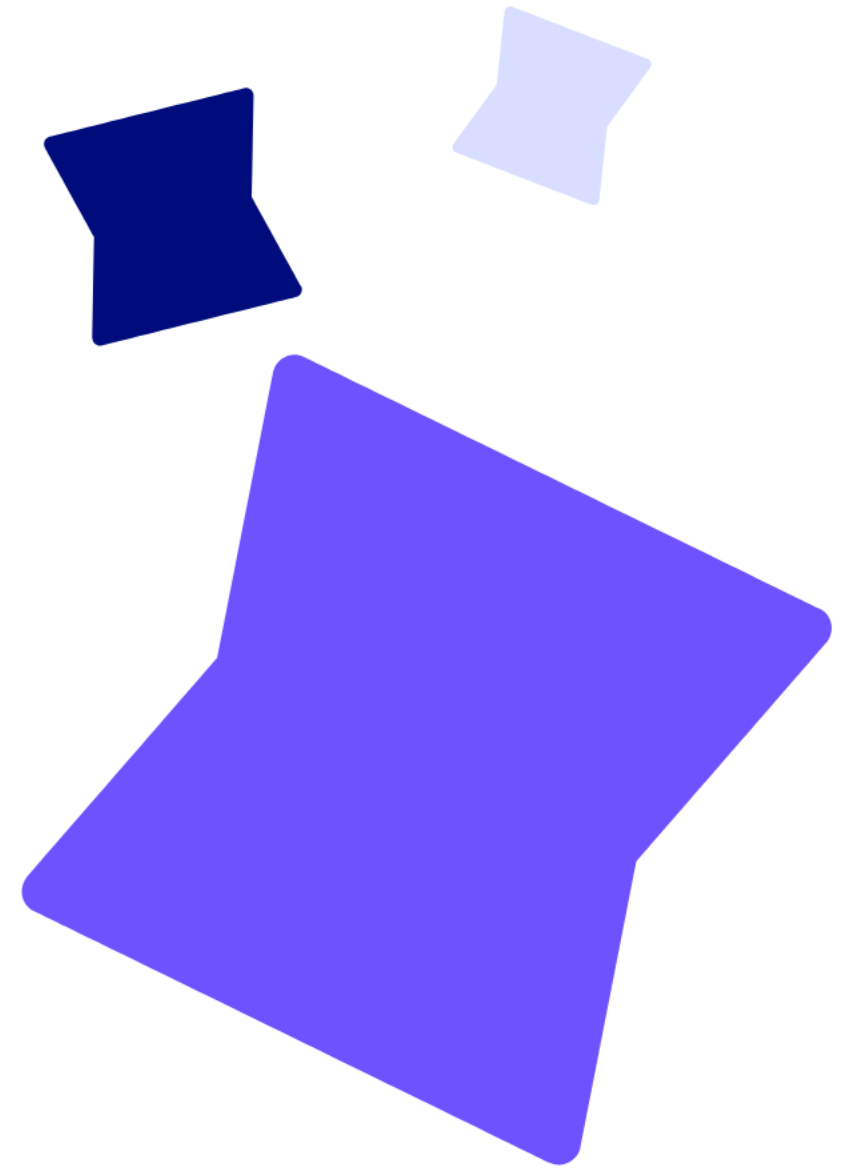




Comprehensive Career Services Symposium

June 2026

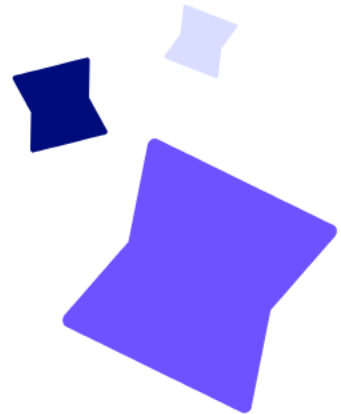


Welcome and thank you for joining us at the
CCS Provider Symposium!

Please reflect on this prompt:

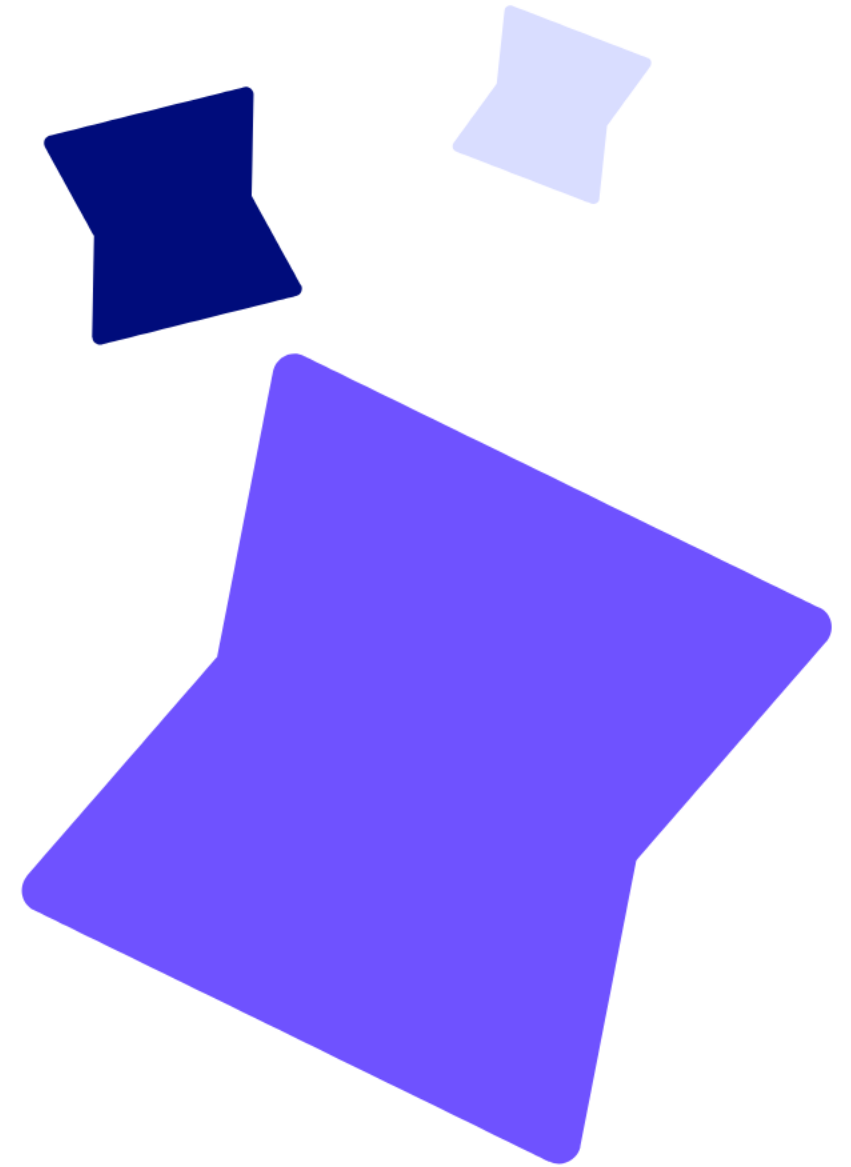
What do you hope to gain from today?

Scan the QR code (no app or account
needed) and share with us!



What to Expect

Rachel Reyes, Career Services Operations Director



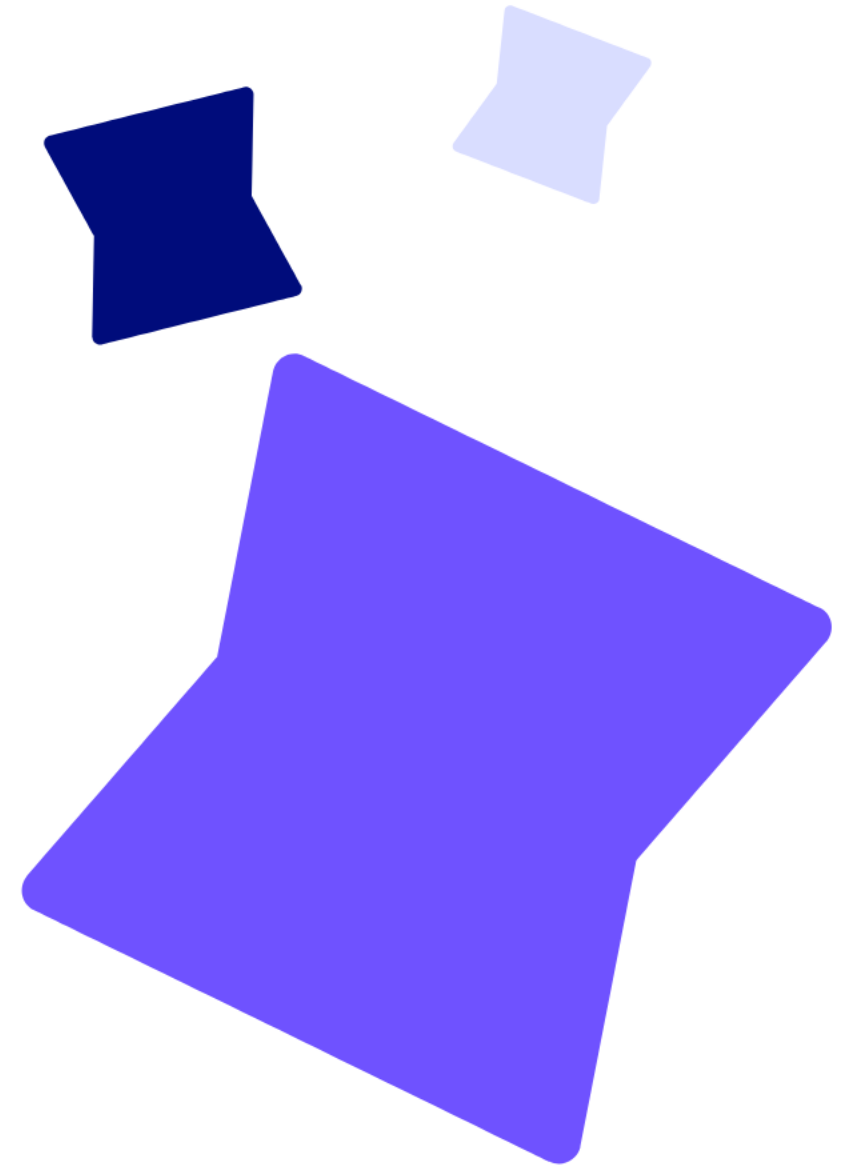
Agenda

- Opening Remarks
- Plenary Session
- Morning Breakouts
 - ASL and CART marked in Agenda
 - Workshop assignment on Name tag
- Lunch
- Plenary Session
- Afternoon Breakouts
- Closing Remarks



Opening Remarks

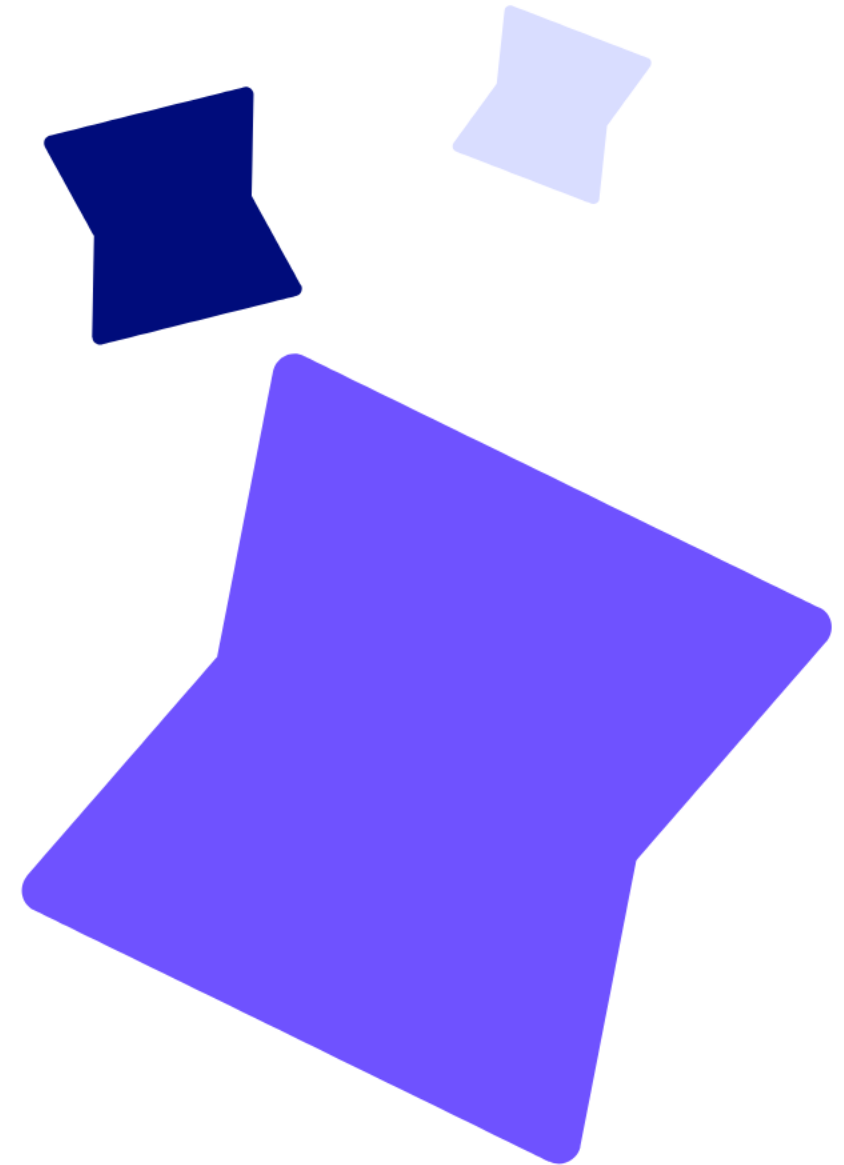
Toni Wolf, Commissioner



NUTS AND BOLTS

Comprehensive Career Services
Employment and Transition

Rachel Reyes, Career Services Operations Director
Adam Gerber, Career Services Regional Director



Employment Services Overview

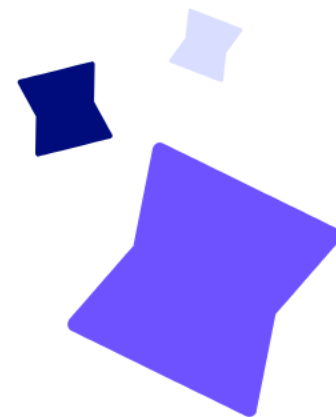
Goals for This Session

- A Brief Overview of employment services as contracted in the Comprehensive Career Services (CCS) procurement
- An introduction to the Resource Integration Model
- An introduction to the partnership model with our Business Relations Unit
- Learn about the Employment Services Deliverables
- Take-aways and Next Steps



Background

- Traditionally, a higher proportion of individuals served under former CIES model have more significant disabilities in terms of functional limitations to work.
- There has been a slight decrease in the individuals served by CIES in the past 5 years, as well as a 5% decrease in the percent of placements leading to an SEO (79% to 74%).
- Cost per successful outcome has increased (some but not all is attributable to rate increases) and can vary widely by vendor.



Background continued...

- A comprehensive analysis revealed participants who received services from both CIES vendors and internal Business Relations staff yielded higher success rates for SEOs, fewer unsuccessful closures, and higher wages/hours per week worked compared to those only receiving CIES.
- Participants who received CIES services who obtain employment have a higher concentration of jobs clustered in retail and other lower wage occupations and earn lower wages and work fewer hours, suggesting the need in the new procurement to focus on the quality of jobs, keeping in mind participant's individual skills and needs.
- Data on service trends indicates that the CIES model underserved non-English Speaking job seekers



New Employment Model

- Providing more service options for participants
- Providing a structure where counselors can purchase individualized services based on the needs of individual participants
- Providing work-based experiences for first time job seekers
- Allowing for partnering and collaboration between our vendors and our internal Business Relations Unit
- Increasing the ability to purchase job coaching services
- Better addressing the needs of non-English speaking participants



Individualized Purchasing Model

- Model creates more opportunities for support and resource obtainment, matches the services with the Job Seeker's needs
- Single service and bundled purchasing model
 - Job Development and Placement Bundle
 - Job Search Supports
 - Job Coaching
 - Work Experience Model

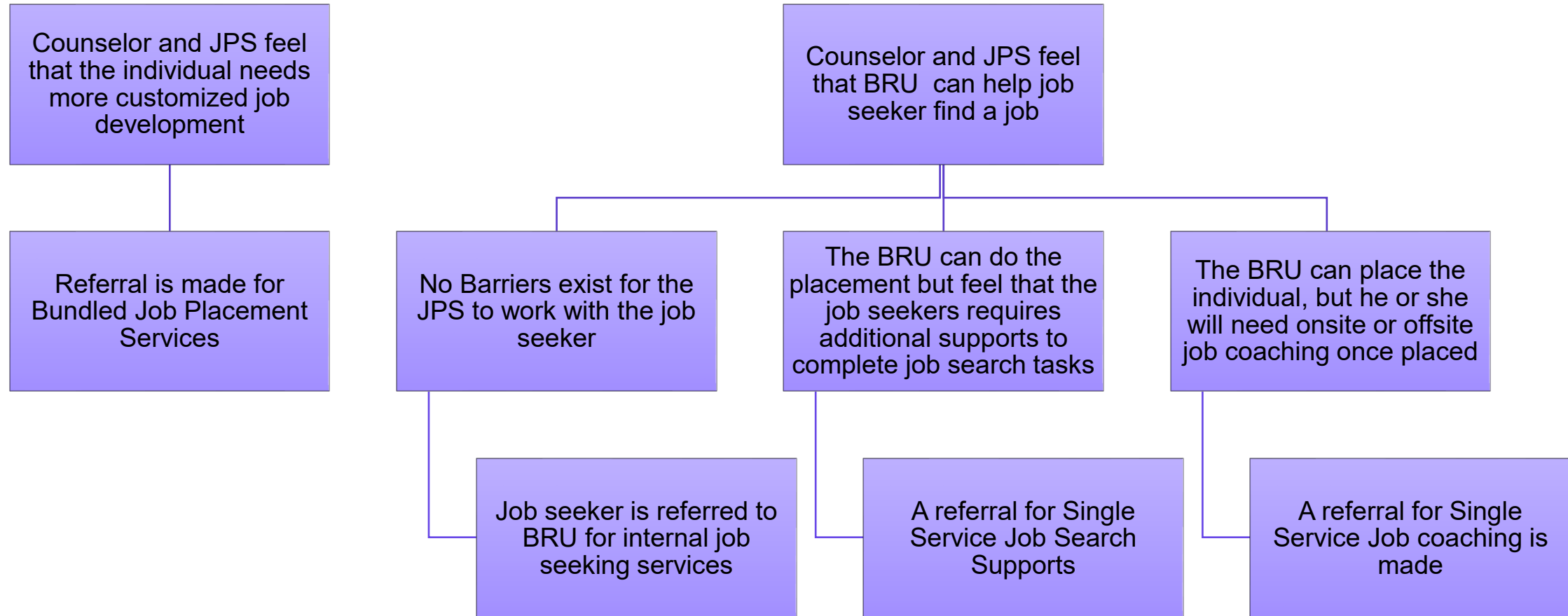


Collaborating to support each Job Seeker

- Model puts the job seeker, the counselor, and the JPS as partners driving the process
- Match the service need to the Job Seeker
 - Will look different for each job seeker
 - Some will be working with JPS as lead
 - Others will be working mainly or entirely with CCS Provider
- Providers are brought in as partners based on the needs of the job seeker
- Align the right provider with each job seeker
- The importance of Three/Four-way meetings



Placement Partnership Model



What Does Collaboration Look Like?

Integrated Resource Team Model - The IRT

Resource integration around the needs of an individual

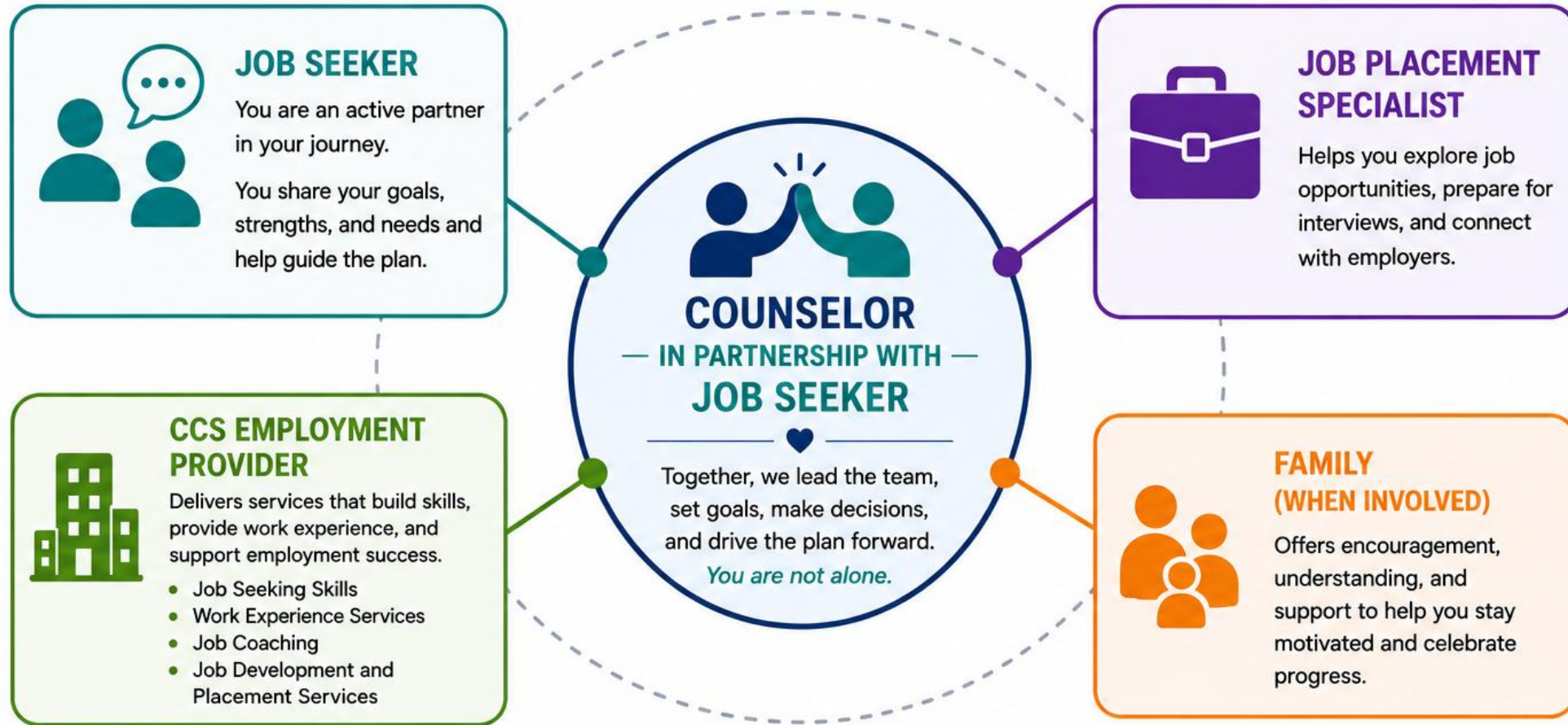
Who is on the team?

- Job Seeker
- Counselor
- Business Relations Unit - Job Placement Specialist
- CCS Provider
- Community Partners (DDS, DMH, Residential Support)
- Family
- Other (anyone participant identifies)



INTEGRATED RESOURCE TEAM STRUCTURE

Working together in partnership. Coordinated support. Better outcomes.



ONE TEAM. ONE PLAN. YOUR SUCCESS.

We communicate, coordinate, and collaborate to create a plan that removes barriers, builds on strengths, and helps you reach your goals.



COMMUNICATE

We stay in regular contact.



COORDINATE

We align services and resources.



FOCUS

We keep you at the center.



EMPOWER

We support your goals and growth.

Stronger together. Brighter futures.



Bundled and Single Service Overview

- **Job Development and Placement**

- Bundle Service
- From start to finish
- Direct services face to face, including supports on the job, is expected from Day 1 through Day 30
- Additional supports day 31-90 will be funded separately as hourly Job Coaching

- **Job Search Supports**

- Hourly Service
- In partnership with MassAbility Job Placement Specialists

- **Job Coaching**

- Hourly Service
- In partnership with MassAbility Job Placement Specialists or post-employment



Work Experience - Where Does This Fit In?

This service is intended for individuals who have no prior work history, those with a significant employment gap that raises questions about their current skill level, and/or individuals who require on-site skill development to strengthen both hard and soft workplace skills.

Examples might include:

- Individuals with a long history of mental health challenges who have not worked for an extended period
- Individuals with an acquired disability (e.g., traumatic brain injury, spinal cord injury) who need to re-establish or rebuild work skills
- Individuals with ID/DD who have not yet had paid employment and need structured work experience to build foundational skills.
- Young adult with a disability who has had little or no work experience, is struggling to identify a career goal, and would benefit from a short-term work experience in an identified field to determine if the job aligns with their skills, interests, and goals.



Work Experience Parameters

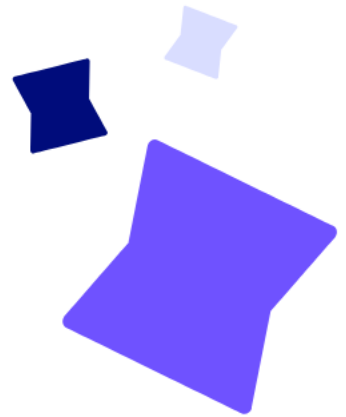
- This is not an assessment
- This is not skills training
- This is time limited, in community-based settings, aligning with the skills and/or interests of the job seeker
- Must be approved by the Area Director
- Limited capacity in each contract for Work Experience
- This is not a job, or an OJT (On-the-Job Training Program), and there is no commitment from the employer to hire the participant
- MassAbility Business Relations Unit may be able to assist with employer connections



Transition Services Overview

Transition Services is the new Pre-ETS

- All five required services must be offered
 - **Work-based learning experiences**
 - **Job exploration counseling**
 - **Counseling on post-secondary education opportunities**
 - **Workplace readiness training**
 - **Self-advocacy**
- Students must be approved for services as potentially eligible or as a MassAbility eligible referral before beginning services
- Service plans are required for all students
- Potentially eligible students can apply for services through a simple online platform beginning in September



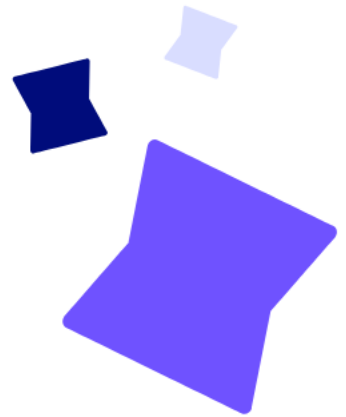
Background

- Over the past five years, only 25% of students receiving Pre-ETS as Potentially Eligible end up applying for MassAbility Career Services.
- The overall number of individuals receiving Pre-ETS has declined around 10% over the last 5 years. Only 6% of special education students statewide received Pre-ETS in the past 5 years via MassAbility.
- The amount of Career Service eligible participants receiving Pre-ETS has also decreased.
- Over the past 5 years, the provision of Pre-ETS services has become more even, with about 60% of students receiving all 5 services. Workplace Readiness was the most common service followed by Job Exploration Counseling. In recent FYs there was an increase in the utilization of Counseling on Enrollment in Post-Secondary and Self-Advocacy.



Background continued...

- This pattern caused Work-Based Learning to decrease from the 2nd most common service in FY2022 to the 4th most common in FY2025 and FY2026.
- Geographical analysis of Pre-ETS students shows an uneven distribution of individuals served by school, school district, and regions which does not always correspond with population trends. Pre-ETS students served under the existing RFR are either served for a short period of time (under one year or only a few months) or often for 2+ fiscal years. Those Pre-ETS students that cross multiple fiscal years received services for an average of 671 days, with some receiving services for 6 years.



Background continued...

- 40% of all High Schools were not participating in Pre-ETS in 2024, and college students account for a very small portion of the students enrolled
- Most students being served are high school students rather than college students. 64% began receiving services between ages 16 and 18, with fewer individuals beginning services between 19 and 21 (18%), and ages 14 and 15 (18%).
- These findings informed some changes to the RFR to address some of these areas, such as moving programming out of schools, and to increase focus on work-based learning which studies have shown that participation in is a future indicator of success with employment.



New Transition Services Model

- Intended to be short-term in nature with students entering and exiting services and returning in future years
- All providers will offer Single Service Sessions as well as Career Camps and Work-Based Learning
- Services can be provided remotely or in-person
- Services are intended to be provided in group sessions excluding Work-Based Learning
- The majority of students completing Career Camps should be offered Work-Based Learning opportunities
- Program is not school based but can happen during non-school hours on campuses
- Focus on older High School and College age students



Transition Services Expectations

- Standardized Curriculum
- Providers can enhance with their own curriculum and activities
- Technology Lending Library
- Transportation to and from single sessions and Career Camps is reimbursable
- Rates are fully loaded and include recruitment, supplies, facilities, staffing, and administration
- Work-Based Learning must be in competitive community-based locations and not in agency programs
- Paid Work-Based Learning is paid at minimum wage, through a payroll system
- A paid work experience is not a requirement for all students and unpaid experiences can be provided, especially for younger students

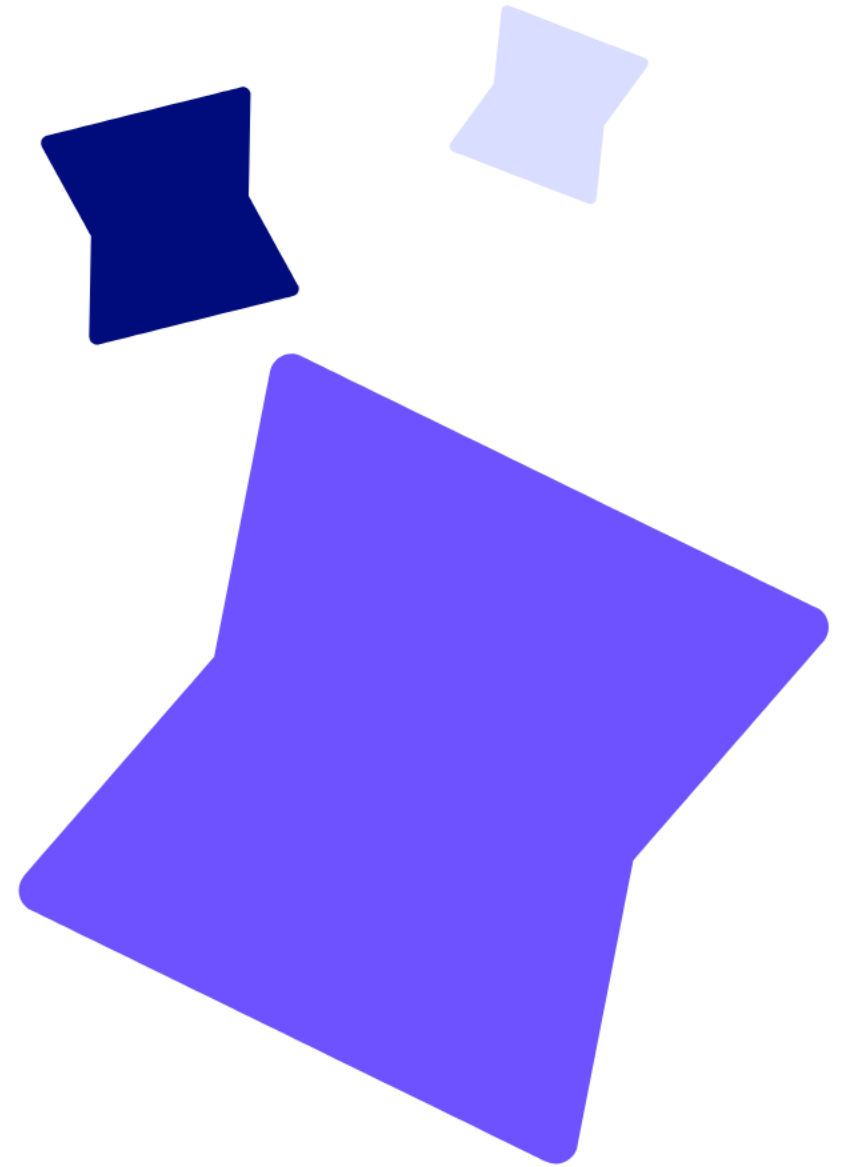


Student Access

- Providers can recruit students through schools, colleges, and community partners (DDS, DMH, DCF, DYS, Boys and Girls Clubs, YMCAs, Social Groups, Independent Living Centers, etc.)
- While providers are no longer providing services in schools during the school day, collaboration with schools is encouraged
- Students can apply for Transition Services through a simple online application - Assignment to provider will be managed by MassAbility
- Counselors can refer students for Transition Services directly
- Outreach and marketing is an expectation of the contract
- Transportation, language access, and remote capability all enhance student access



Thank you

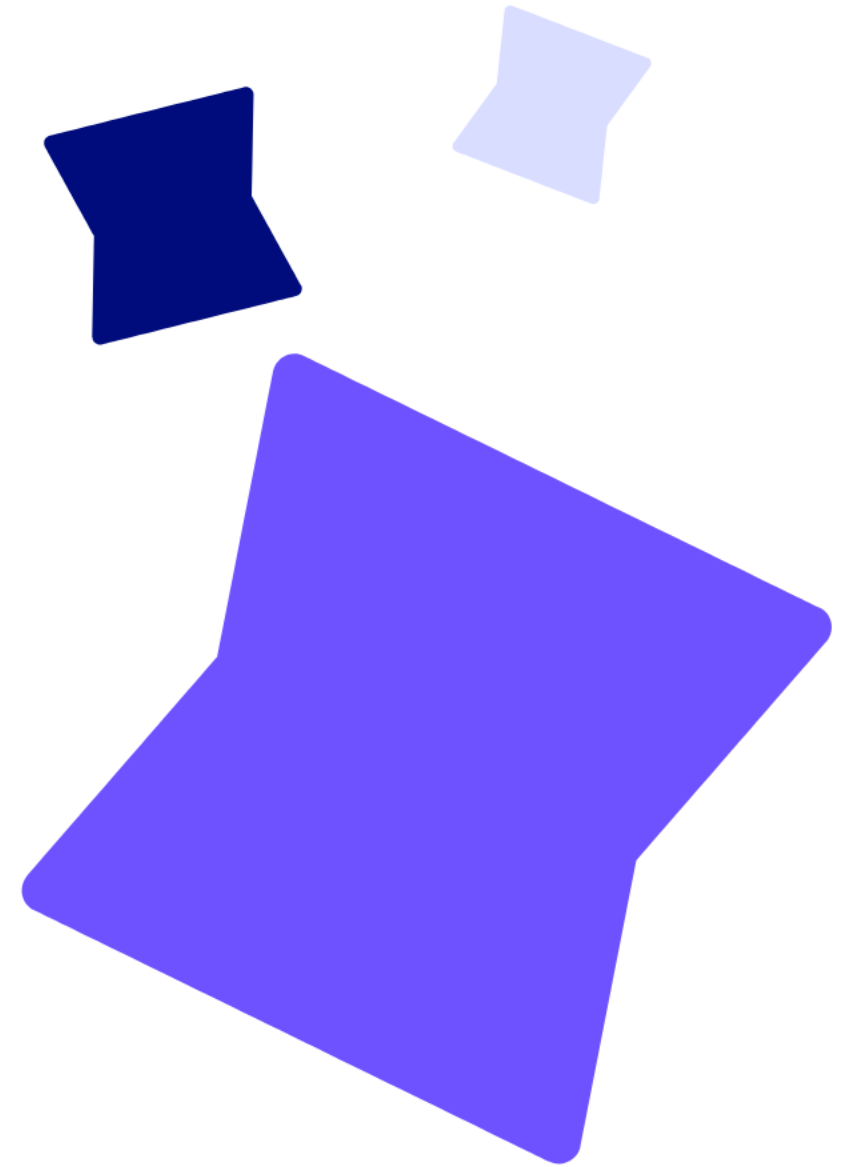


Morning Breakouts

- Partnerships for Employment Success → **Main Ballroom**
- Employment Services Deliverables and Expectations → **Tara Ballroom**
- Transition Curriculum for Pre-ETS in → **Commons A**



Lunch & Networking

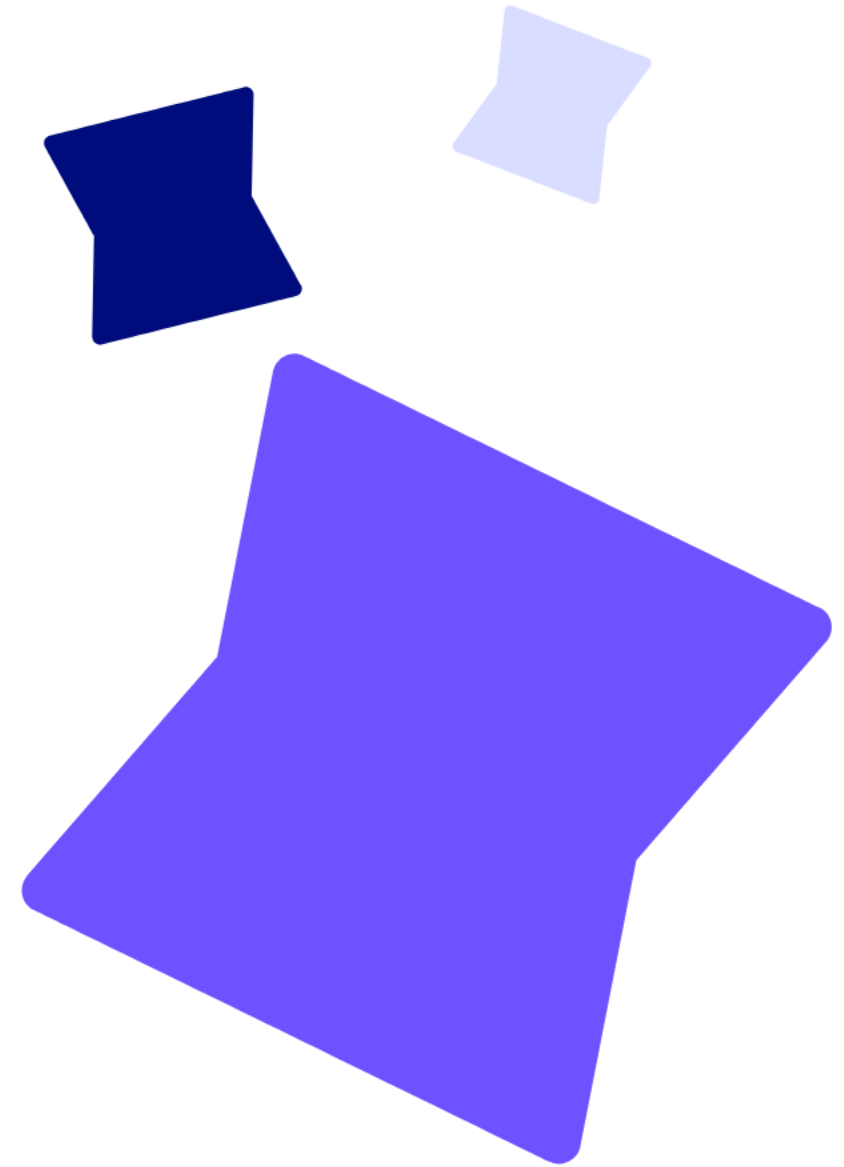




NUTS and BOLTS 2.0

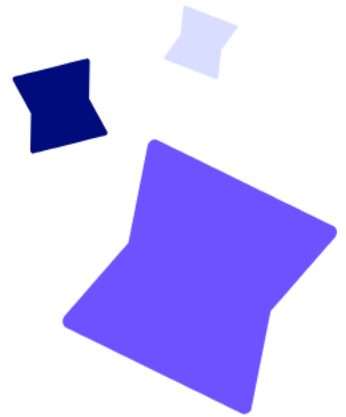
Keys to Success Employment and Transition

Rachel Reyes, Career Services Operations Director
Adam Gerber, Career Services Regional Director



NUTS AND BOLTS 2.0

- Support to Providers
- Billing and Reporting
- Contract Details
- What to Expect Next
- Language Services
- Storytelling and Branding



Support to Providers

MassAbility is Launching a Public Facing Webpage to Support Providers



- Comprehensive Career Services Guide
- Participant Service Forms Templates
- Monthly Statistical Reports
- Link to access PE Portal for Students
- Link to Student Transition Services Application
- Marketing Materials and Branding Links
- List of Area Offices and Contacts



Comprehensive Career Services User Guide

Topics Include:

- Employment Services General Requirements
- Employment Services Referral Process
- Employment Services Bundle and Single Service Options
- Provider and Business Relations Partnership
- Employment Services Compensation
- Incentive & Milestone Guidance
- Performance Requirements and Monitoring
- Forms/Reporting Deliverables Template
- Language Interpretation & Compensation
- Finance/Budget/CO Guidance
- Self-CAReS Definition & Provider Expectations
- Integrated Resource Team (IRT)
- Employment Case Examples



Forms and Reports

- Placement Plan
- Coaching Plan
- Career Portfolio Template
- Employment Statistical Report
- Supp-Ex Reporting
- Supported Employment Statistical Report
- Monthly Progress Note
- Monthly Progress Note (Supp-Ex)
- Job Placement Form (by day 5)
- Sustained Employment Form (90 days)
- Work Experience Evaluation



Billing and Reporting

Billing will be a combination of EIM Billing and “Paper” invoicing with Payment Voucher for both Employment and Transition Services

EIM Billing and Reporting is required to be submitted **no later** than the 15th of the month following the month in which the service was provided

Written consent for later submissions for PV billing may be provided upon agency request

Timely billing is critical



Billing and Reporting - Employment Services

EIM Billing

All require an SDR (Service Delivery Report)

Hourly Services:

- Job Search, Job Coaching, Supports for Work-Based Learning

Component Billing

- 40% Initiation, 60% Completion

Performance Payments

- After Benchmarks are met

“Paper” Billing with PV

- Wages for Work Experience
- Language Services (spoken and ASL)



Billing and Reporting - Transition Services

EIM Billing

Single Service Components:

- In-person Session Rate and Remote Session Rates

Career Camp Sessions (Two Sessions per day)

- In-person Session Rate and Remote Session Rates

Hourly Support for Work Experience

Transportation

SDR that supports billing will be submitted via email for all services

“Paper” Billing with PV

- Wages for Work Experience
- Language Services (spoken and ASL)



About your Contract

- Master Agreement
- Statement of Work
- Contract Negotiations (over the summer)
- Contract management (AD's)
- The role of the Business Improvement Partner (BIP's)
- Local collaboration
- State and Federal Fiscal Years



What To Expect Over The Summer And Beyond

- CCS procurement goes live 10/1/26
- Contract Negotiations to happen throughout the summer
- Trainings/meetings to happen over the summer including:
 - ✓ Continued training on service model
 - ✓ Service Authorization and Billing
 - ✓ Marketing to local offices
 - ✓ Meet and greets with Business Relations Unit
 - ✓ Language Access
 - ✓ Learning Communities
 - ✓ Regular electronic communication



What To Expect Over The Summer And Beyond

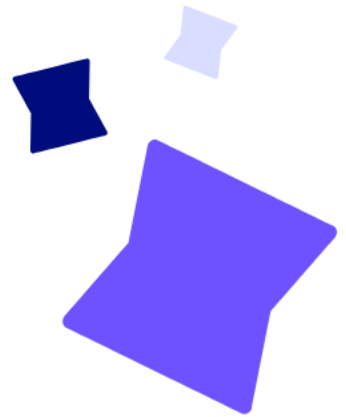
Transition Services Specifics

- Current Pre-ETS providers will provide summer programming including Career Camps and Work-Based Learning Opportunities
- Current Pre-ETS providers should plan for a technology refresh and Curriculum purchase funded by MassAbility
- Providers should start planning their new Transition Services outreach plan, materials, website updates, social media plans
- Transition Services contract negotiations will include a fiscal planning process to help identify the number of single sessions, Career Camp weeks and hours of paid Work-Based Learning that providers are able to provide to help with the budgeting process.



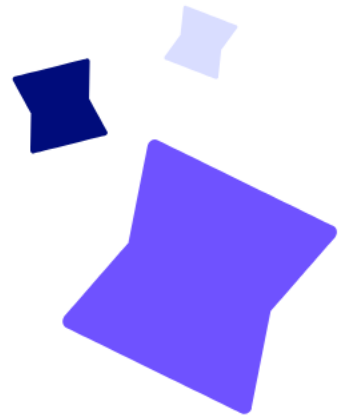
MassAbility Spoken Language Access Model

- MassAbility Created RFQ (Request For Quote) on CommBuys, off of the Statewide PRF75 Contract through Operational Services Division (OSD)
- The RFQ generated several responses from pre-qualified vendors on the PRF75
- We awarded 2 vendors on the RFQ for the Career Services field to choose from
- These 2 vendors currently accept requests for spoken language interpretation from all career services offices, depending on needs



MassAbility Spoken Language Access Model

- We purchase either video/remote, in-person, or telephonic interpretation through both vendors
- Career Services counselors access each vendor's online portal directly for scheduling ahead of time
- Career Services counselors also can access each vendor's 24/7 language line when "real time" interpretation needs arise
- Vendor invoices MBY regularly for the appointments that occurred in Career Services, and those invoices are reviewed and validated through the counselor involved

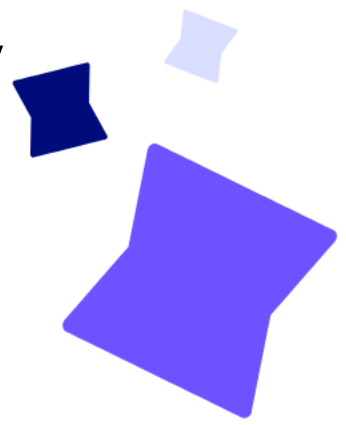


Sign Language Interpreting (ASL) and CART Captioning

- **Meetings** (in-person or virtual)
 - 1 hour or less -typically 1 ASL interpreter; more than 1 hour typically 2
 - 2 hours or less-typically 1 CART provider; more than 2 hours typically 2
- Select participants may need 2 interpreters: ASL and Certified Deaf Interpreter (CDI)
 - Counselors will indicate language needs in referral or 3-way meetings

Working with MCDHH Pro Tips:

- Online request process is simple
- Make request 2 weeks in advance when possible
- One request for re-occurring meetings: same day of the week & time
- Access to virtual is easier to obtain
- MCDHH will bill provider directly
- Provider will bill MassAbility



Interpreter Resources For Our Partners

- Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)
- Contact information: 800-882-1155 toll free / 617-740-1600 main / 617-326-7546 VP
- Interpreter/CART request
online link: <https://www.mass.gov/how-to/how-to-request-an-asl-interpreter-or-cart-captioner>
- Private interpreters are available in Mass but are typically more expensive and quality varies



Process is Simple

How to Request an ASL Interpreter or CART captioner

Requests for Interpreters are made either directly by Deaf, Deaf-Blind, late deafened, hard of hearing and hearing individuals and/or agencies, etc.

THE DETAILS

[What you need](#)

[How to request](#)

[More info](#)

[Contact](#)

What you need

Requests for Interpreters are made either directly by Deaf, Deaf-Blind, late deafened, hard of hearing and hearing individuals and/or agencies, organizations, schools, employers, businesses, doctors, hospitals, police departments, courts and other entities seeking to make themselves accessible to the former.

It is generally the payee - the party legally responsible under state and federal law for provision and payment for such service - that initiates the request.

Communication Spectrum Tip Sheet for First-Time Interpreter/CART Requests

[Communication Spectrum Tip Sheet for First-Time Interpreter / CART Requests Download \(.docx\)](#)

How to request

Online

Online request:

This is the preferred way for making requests. The service may not be used for cancellations. Go here to make your request.

[Request an Interpreter or CART Provider Online](#)

[Court Requests](#) - Request an Interpreter or CART provider for a Court proceeding (for Trial Court personnel only).

CONTACTS

Massachusetts Commission for the Deaf and Hard of Hearing Contact

Phone

Voice [617-740-1600](#)

TTY [617-740-1700](#)

Toll Free - Voice [800-882-1155](#)

Toll Free - TTY [800-530-7570](#)

RELATED

[Request to cancel interpreting & CART services →](#)

[After-Hours Emergency Services →](#)

[Interpreter Service Rates FY23 →](#)

[Overview of CART Services →](#)

[Statewide Interpreter and CART Referral Service →](#)

MCDHH - Interpreting and CART Submission

Region Category

Service City*

Region

ICDH Agency

Requestor Information

Requestor First*

Requestor Last*

Requestor Title*

Requestor Email*

Requestor Phone*

Business/Organization Information

Business/Organization Name*

Business/Organization Address 1*

Business/Organization Address 2

City*

State*

Zip*

Billing Contact Information

☐ Billing Contact is same as Requestor

First Name*

Last Name*

Contact Title*

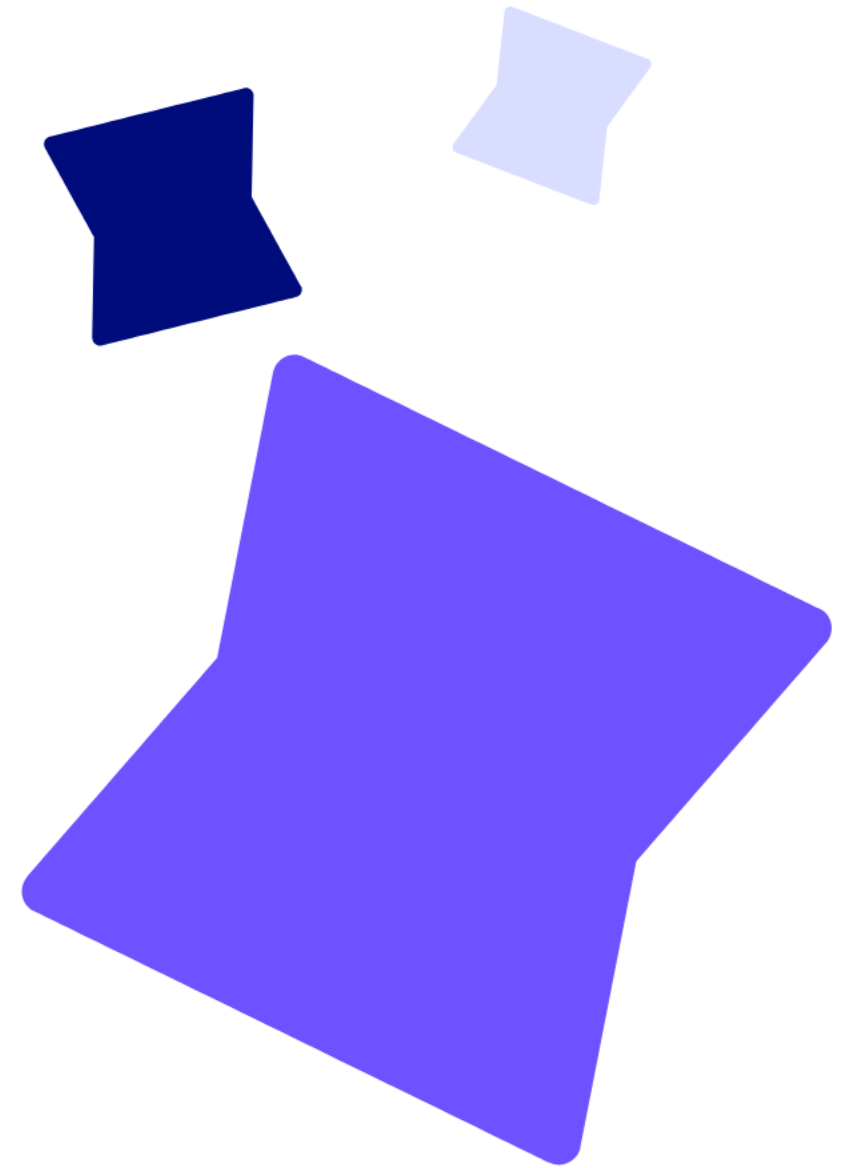
Contact Email*

Contact Phone*

Nature of event (Describe what is happening and why):*

Storytelling and Branding

Comprehensive Career Services Symposium



Driving Impact Through Storytelling And Branding

- **Elevates program visibility.** Ensure individuals with disabilities can find and access your services.
- **Builds trust and credibility.** Engagement increases when participants, families, and community members know your track record.
- **Strengthens our collaboration.** MassAbility is proud to work with its provider partners to break down barriers and change life in Massachusetts for the better.



Stories Are Among Our Strongest Asset, Helping To:

Humanize the work. Personal stories and photos demonstrate what our work means for real people.

Promote best practices. Highlighting individual accomplishments inspires stakeholders and partner providers.

Amplify in communications material. We feature success stories across newsletters, annual reports, presentations, and social media.

Share your success stories with
MassAbilityComms@Mass.Gov and tag us in your social media posts.



Using the MassAbility Brand

It is critical that our stakeholders, including participants and families, understand services are provided by MassAbility and the Commonwealth. Consistent branding connects our community to life-changing resources.

Approved brand uses

- ✓ **Program materials:** Flyers, forms, and documents for programs funded by MassAbility
- ✓ **Collaborative initiatives:** Joint resource fairs, events
- ✓ **Success stories:** Shared success stories or media releases (with participant and agency consent)

Prohibited brand uses

- ✗ **Unrelated programs:** Material or initiative with no official relation to MassAbility
- ✗ **Political activity:** Advocacy, campaigning, lobbying
- ✗ **Administrative materials:** Letterheads or business cards among others.

Do not alter the MassAbility brand or logo.

When in doubt, reach out to MassAbilityComms@Mass.Gov

Aligning Our Communications Efforts.

1

Use the MassAbility brand on MassAbility program materials.

2

Share your success stories and photos with us!

3

Follow and tag our socials.

4

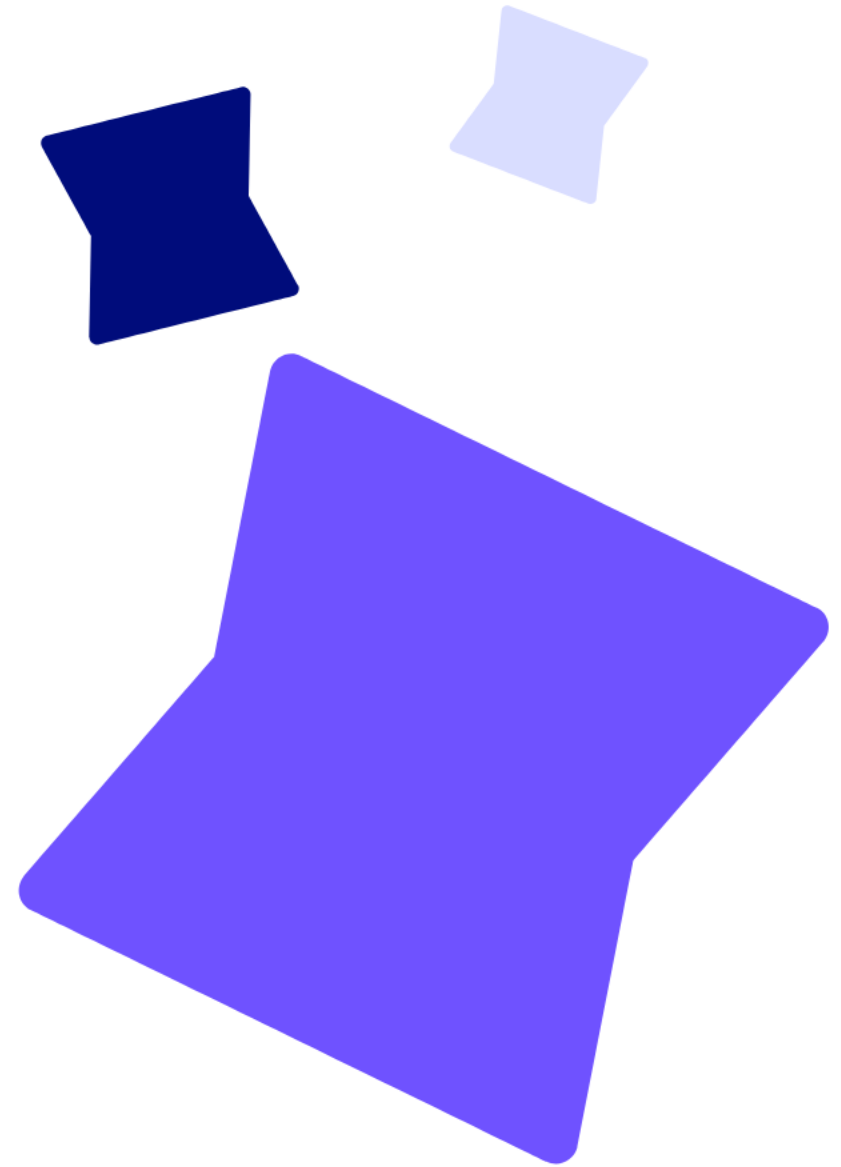
Maintain digital accessibility standards

5

Unsure of something? Reach out with any questions.

Facebook and LinkedIn: @MassAbility
Instagram: @MassAbility_MA
Email: MassAbilityComms@Mass.gov

Thank you



Afternoon Breakouts

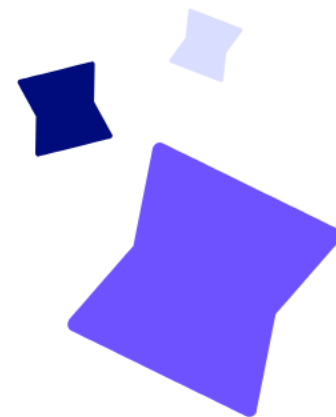
- Partnerships for Employment Success in **Main Ballroom**
- Employment Services Deliverables and Expectations in **Tara Ballroom**
- Transition Student Recruitment Strategies in **Commons A**



As we begin to think about next steps,
please reflect on this prompt:

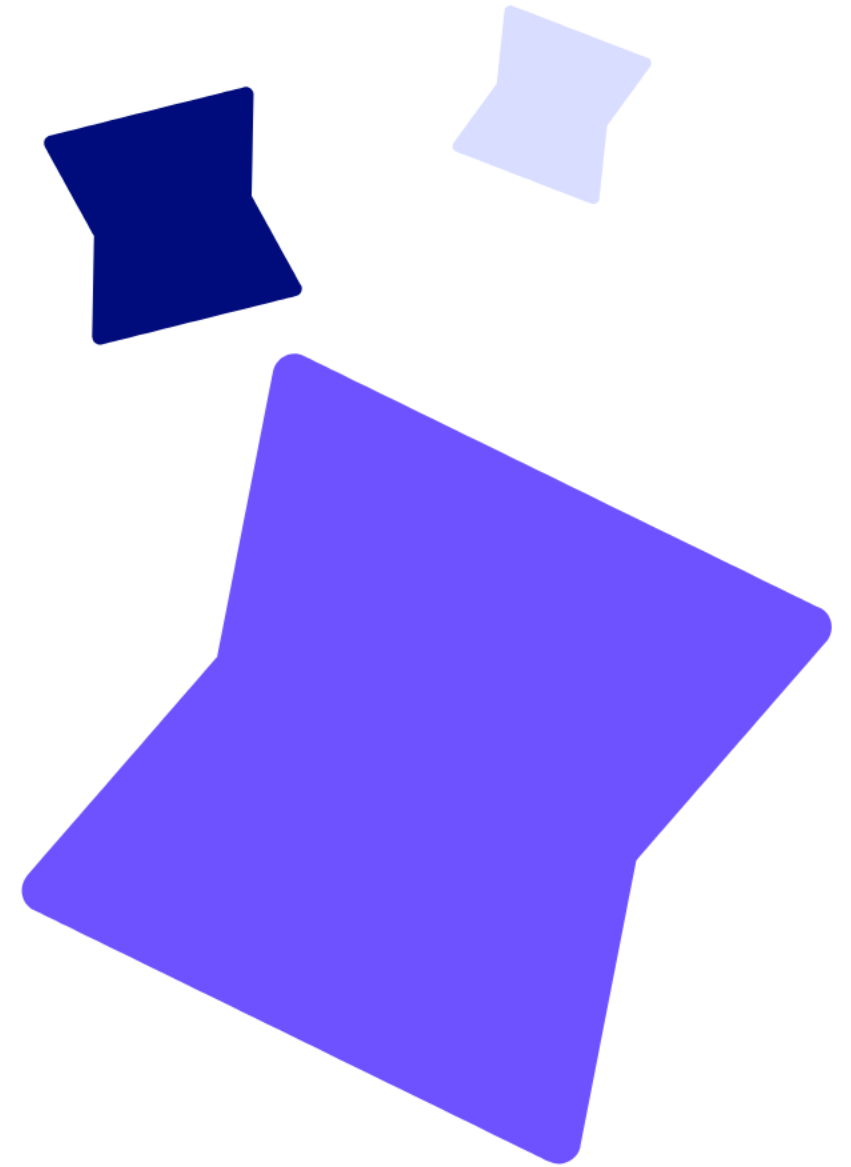
*In one word, what quality does your team
bring that will make this model a success?*

Scan the QR code (no app or account
needed) and share with us!



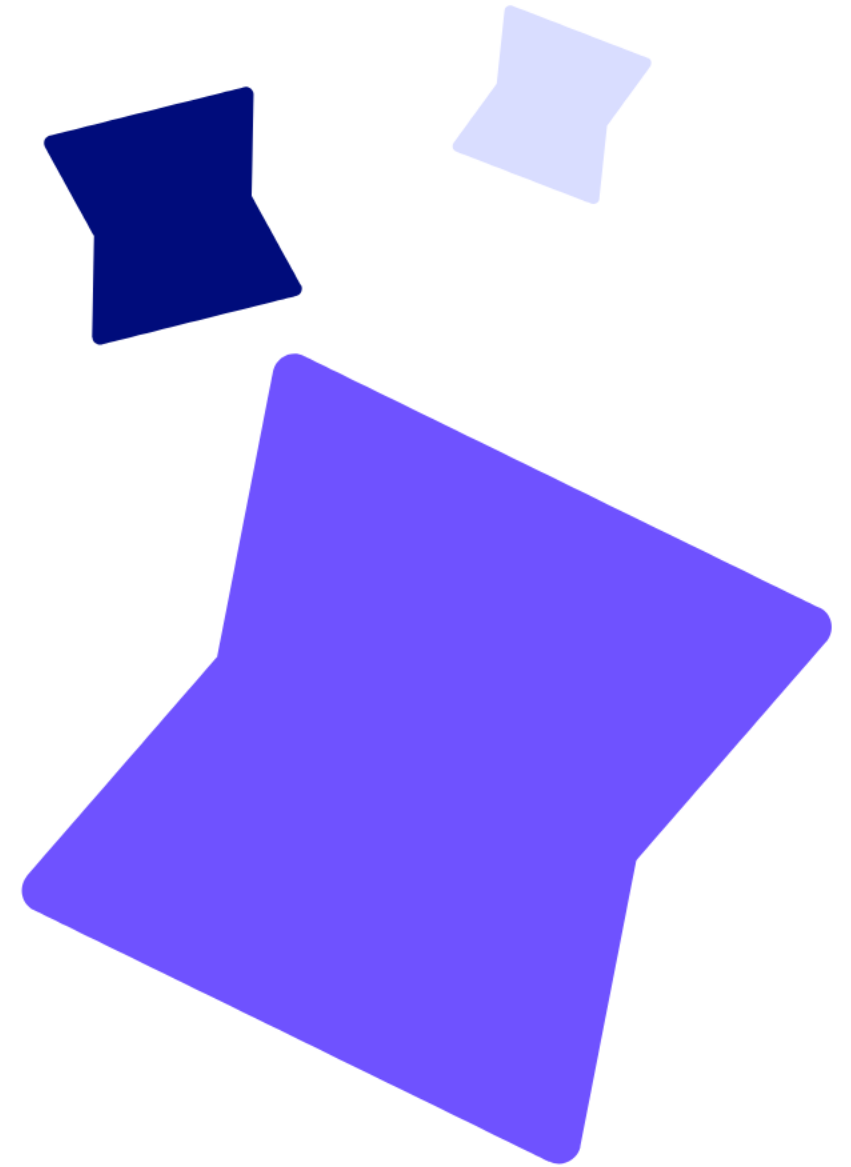
Next Steps

Bron Lafferty, Business Improvement Partner



Closing Remarks

Joan Phillips, Assistant Commissioner of Career Services and Workforce Development



Thank you

