



VOCATIONAL SERVICES UTILIZATION GUIDE

COMPETITIVE INTEGRATED EMPLOYMENT SERVICES (CIES)

VOCATIONAL REHABILITATION SUPPORTIVE INDEPENDENT LIVING SERVICES (VR/IL)

MASSACHUSETTS REHABILITATION COMMISSION

REVISED: JULY, 2017

This document is a guide for both the Qualified Vocational Rehabilitation Counselor and the staff of Community Rehabilitation Providers to determine which service component to choose.

****Please note that information may change in this guide book, please check with the MRC intranet for the most current version.*

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COMPETITIVE INTEGRATED EMPLOYMENT SERVICES (CIES) PROGRAM DESCRIPTION

INTAKE, EVALUATION, ASSESSMENT - (Assess)

DESIRED OUTCOME:

Consumer articulates initial goals, commits to a comprehensive service plan, and engages in assessment and evaluation services.



This component consists of one, or a combination of various evaluation methodologies, which may include standardized testing, situational assessment, work samples, and or actual work in a real job setting.

Readiness determination for Job Targeted Educational and Skills Development Activities, and Job Development, Placement Activities can be determined through Assessment. This component may be used for determining eligibility for Vocational Rehabilitation services.

Consider these service if a person:

- Needs to explore career interests and options
- Has no work history
- Has a work history with a series of lost positions
- Is “turning 22” with no work history
- Is “turning 22” with work experience restricted to small enclaves with high supervision
- Needs to change careers after multiple years in one position
- Lacks an identified career goal
- Needs to accurately identify their work tolerance
- Is unsure about a commitment to employment
- Needs to identify marketable skills
- Needs to identify the required supports and support services necessary to focus on vocational planning

REFERRAL PROCESS:

Referral from MRC for Evaluation / Assessment: The provider will meet in person with the consumer and develop an outline of the Assessment plan. The provider will confirm the start date for services with the consumer and the MRC VR counselor. The MRC counselor will develop a fiscal Contract Order Authorization for services. The provider must receive the fiscal Contract Order Authorization, (COA), and the completed MRC Referral Form prior to initiating services.

REQUIRED DOCUMENTATION TO BE COMPLETED BY PROVIDER:

- Monthly Progress report(s) until the Final Assessment Report is received by the QVR Counselor.
- **Initiation and Completion Client Forms** in the electronic billing system, (EIM)

(Progress reports & electronic client forms must be submitted for approval of billing)

JOB-TARGETED EDUCATIONAL AND SKILLS TRAINING **ACTIVITIES - (Prepare)**



DESIRED OUTCOME:

The consumer has sufficient training, education, or a combination of both:

- 1.) To enter job search and placement for initial employment in a competitive environment in accordance with his/her job goals; or**
- 2.) To learn stabilization skills in a competitive work environment.**

Job Targeted Educational and Skills Training Activities are defined as a curriculum based skills training program that leads to a marketable, specific skill. The curriculum may include short term 'soft' or 'technical' job skills training, work adjustment, job search and interviewing skills. 'Soft skills' training alone is not acceptable as an educational and skills training activity.

Consider these services if a person:

- Has a realistic vocational goal and
- Requires training to acquire competencies based on an approved curriculum for a specific career
- Requires time to develop skills for a career
- Demonstrates some work tolerance
- Needs to develop job seeking skills
- Has demonstrated basic work habits and attitudes, though may require strengthening of existing skills

REFERRAL PROCESS:

Referral from MRC for Job Targeted Educational and Skills Training Activities indicating the specific skills training curriculum/skills area being requested. Issues that the provider will be asked to address to meet the needs of the consumer's job goals must be clearly identified on the Referral form. The MRC counselor will develop a fiscal Contract Authorization for services. The Provider must receive the fiscal Contract Order Authorization, (COA), and the completed MRC Referral Form prior to initiating services.

REQUIRED DOCUMENTATION TO BE COMPLETED BY PROVIDER:

- Monthly Progress Report(s) sent to the MRC QVR Counselor.
- **Initiation and Completion Client Forms** in the electronic billing system (EIM)

(Progress reports & electronic client forms must be submitted for approval of billing)

JOB DEVELOPMENT, PLACEMENT - (Obtain)

DESIRED OUTCOME:

Initial employment retained for at least thirty (30) days.

The purpose of Job Development, Placement Services is to provide timely assistance to individuals to locate and to maintain integrated competitive employment. The component consists of job development, job placement and job support services which provide a variety of supports responsive to individual needs. This service is provided to consumers who have agreed to a specific employment goal.



The specific service elements expected are:

- **Job Development, Placement:** Time spent engaged in direct consumer placement efforts.
- **Direct On-site, Job Training (Job Coaching):** Time spent working with the consumer, at the job site, including observation.
- **Consumer supports:** Time spent in direct consumer employment support activities which may occur on or off the job site.
- **Employment management:** Time spent with work site personnel for purposes directly related to consumer employment issues.

Consider these services if a person:

- Has a defined, realistic job goal
- Has developed skills for a specific career
- Has demonstrated good work tolerances
- Has some job seeking skills
- Has demonstrated good work habits and attitudes
- Has definition of a specific job requirement and skills necessary to successfully complete the job

REFERRAL PROCESS:

Referral from MRC for Job Development, Placement indicating the specific job search and placement plan, including the hourly wage goal, preferred schedule, etc. The MRC counselor will develop a fiscal Contract Authorization for services. The provider must receive the fiscal Contract Order Authorization (COA), and the completed MRC Referral Form prior to initiating services.

REQUIRED DOCUMENTATION TO BE COMPLETED BY PROVIDER:

- Monthly Progress Report(s) – documentation must include the specifics of the job in the final Monthly report.
- Job specifics are reported in the **Completion Client Form** in the electronic billing system (EIM).

(Progress reports & electronic client forms must be submitted for approval of billing)

INITIAL EMPLOYMENT SUPPORTS - (Stabilize)



DESIRED OUTCOME:

Initial employment retained from the thirty-first (31) day through ninety (90) days.

The purpose of Initial Employment Supports (IES) is to provide timely assistance to maintain and stabilize competitive employment. The component consists of employment support services which provide a variety of supports responsive to consumers needs.

The specific service elements expected are:

- **DIRECT ON-SITE, JOB TRAINING (JOB COACHING):**
Time spent working with the consumer, at the job site including observation.
- **CONSUMER SUPPORTS:**
Time spent in direct consumer employment support activities which may occur on or off the job site.
- **EMPLOYMENT MANAGEMENT:**
Time spent with work site personnel for purposes directly related to consumer employment issues.

Initial Employment Supports are provided when:

- Consumer has been placed in a job and requires further services in order to achieve stabilization. The IES component will provide these services up through 90 days of employment. If further services are needed to achieve stabilization, these services will be provided under On-Going Supports while the individual case remains open.

REFERRAL PROCESS:

Referral from the MRC Counselor for Initial Employment Support services that defines the necessary services to achieve stabilization within a ninety (90) day period. The MRC counselor will develop a fiscal Contract Order Authorization for services. The provider must receive the fiscal Contract Order Authorization, (COA), and the completed MRC Referral Form prior to initiating services. If further services are needed to achieve stabilization, these services will be provided under On-Going Supports while the individual case remains open.

REQUIRED DOCUMENTATION:

- Monthly Progress report(s) will include the details of the job as well as any indication of the need for additional or future supports.
- **Initiation and Completion Client Forms** in the electronic billing system (EIM).

(Progress reports & electronic client forms must be submitted for approval of billing.)

INTERIM SUPPORTS - (Assist)

The Interim Supports component allows for the provision of hourly interim supports necessary to assist a consumer who does not require full participation in another component to achieve employment. It is designed to extend flexibility to providers with consumers who need employment or career advancement supports that are short-term in nature. See below for further discussion on expected limits for Interim Supports. Because the level of effort needed on a case-by-case basis to successfully achieve a job upgrade or re-employment is unpredictable, the MRC QVR Counselors will authorize whether to place a consumer into a component or utilize interim supports hours for career advancement or re-employment through the processes described below:

1.) Allowable Services Under Interim Supports

Providers may bill for hourly Interim Supports for consumers who require very short term, limited participation in activities that are allowable under other components such as Job Development & Placement or Job Targeted Educational and Skills Training components. Examples include:

- Job development or job interviews with the consumer (for new placement)
- Job development activities without the consumer present (for new job placement)
- Short-term skills training or work adjustment

2.) Reimbursement Limit for Use of Hourly Interim Supports

If a consumer is receiving hourly Interim Supports in order to achieve the goal of re-employment or career advancement, the total cost of the hourly supports should not exceed the amount it would cost for the consumer to reenter the appropriate component. For example, if a consumer has lost his/her job and the provider determines the consumer should only need a few hours of job development and placement services in order to achieve reemployment, the consumer should not continue to receive hourly supports to the point where the cost exceeds the rate for the Job Development & Placement component. Similarly, if a consumer needs to augment his/her previous skills training in order to achieve career advancement and the provider determines that the consumer may do so with a few hours of Interim Supports, the cost of the hourly Interim Supports should not exceed the rate for the Job Targeted Educational and Skills Training Activities component.

The Interim Supports component may be used to provide Job Coaching services. Interim Supports is an hourly rate utilized for job coaching services purchased through the CIES system.

REQUIRED DOCUMENTATION TO BE COMPLETED BY PROVIDER:

- Monthly progress report(s) will include the details of the job as well as any indication of the need for additional or future supports.

(Progress reports & electronic client forms must be submitted for approval of billing.)

ONGOING SUPPORTS - (Maintain)

There are four different types of On-Going Supports:

- 1.) To **achieve** stabilization after Initial Employment Supports, prior to case closure
- 2.) To **maintain** employment after successful case closure, time limited supports in PES, (status 32)
- 3.) **Supported Employment**: after successful closure, the utilization of non-Federal dollars in extended ongoing supports (through SES or other state agency)
- 4.) **Partnership Plus / Project Advantage**: This program is designed to offer time limited “pro active” post employment supports through a Community Rehabilitation Provider/ Employment Network and when possible, transfer the Ticket To Work to an Employment Network. Referrals are made by the VR counselors for consumers primarily receiving SSI/DI who have, or are going to be, successfully closed in the VR Area Office. SES will facilitate the referral to the CRP/EN. Once agreement has been made and a start date has been established, SES will notify the VR counselor to successfully close the individual’s VR case in status “26”, then place the consumer’s VR case in status “32” and electronically transfer the case to SES.

DESIRED OUTCOME:

Maintaining employment after a successful employment outcome with supports where and when needed. Clients may receive On-Going Supports for as long as necessary for the client to retain and stabilize in the job.

In addition, for those individuals who have been predetermined to be in need of a supported employment and extended supports after closure, On-Going Supports may begin 60 days prior to closure to augment existing supports. However, in this case, non-federal funding must be used.

On-Going Supports will be reimbursed on an hourly basis. Providers will receive hourly reimbursement for supports delivered each month. This hourly rate reimbursement is based on the expectation that On-Going Supports services are delivered on a 1:1 direct-care staff-to-consumer ratio, and on an as-needed basis only.

Allowable services under ON-GOING SUPPORTS:

- Job coaching on job site with the consumer to maintain stability or adapt to a change in the job, job location, job environment, consumer’s disability, or mental health status.
- Meetings with supervisor/employer and the consumer.
- Job related meetings with the consumer.
- Training for the employer or consumer in the use of adaptive technology and aids.
- Meetings/phone calls with employer/supervisor/consumer.

REFERRAL PROCESS:

Referral from MRC for On-Going Supports that indicates in writing the number of hours per month, the required duration; and the specific support needed to achieve stabilization or to maintain employment. Referrals to SES, (*after Stabilization*), are to maintain employment.

Provider must receive the MRC Referral Form for On-Going Supports and the Contract Order Authorization, (COA), prior to initiating this service.

REQUIRED DOCUMENTATION TO BE COMPLETED BY PROVIDER:

- Monthly Progress Report(s)

Certain circumstances or situations may require flexibility, (as an exception), not the rule. Please contact the District/SES Contract Manager with any extenuating circumstances for clarification, if necessary.

MRC CIES Services Referral Form

Vendor: Vendor Code:
Vendor address where services occur:
Start Date of Component:
Consumer Name: MRCIS #:
Social Security #: Date of Birth: Gender:
Address:
Phone #: Cell #: Emergency #:
Consumer is enrolled in High School: Yes ☐ No ☐ **Expected Graduation Date:**
MRC Counselor: Date:
MRC Office: MRC Phone #:
Diagnosis:
Medication(s):
Functional Limitations:
Primary Language:
Communication Skills:
Expressive:
Receptive:
Written:
Education/Skill Training:
Vocational Goal/Interests:
Work Experience:
Consumer is seeking employment: Part Time ☐ Full Time ☐ # of hours per week
Wage/Salary Expectations: per hour per year
Current Income/Source:
Transportation Needs:

SERVICE REQUESTED: check the requested component(s)

ASSESSMENT (Assess): ☐
EDUCATIONAL & SKILLS TRAINING (Prepare): ☐
JOB DEVELOPMENT, PLACEMENT (Obtain): ☐
INITIAL EMPLOYMENT SUPPORTS (Stabilize): ☐
INTERIM SUPPORTS (Assist): ☐
ON-GOING SUPPORTS (Maintain): ☐

Contract Fiscal Authorization Included With Referral? Yes ☐ No ☐
Resume/Mock Application Included? Yes ☐ No ☐

Referral Questions/Requests/Additional Information

MRC CIES MONTHLY PROGRESS REPORT

For: ASSESSMENT

Consumer: _____ Month / Year: _____
Referring Counselor: _____ Office: _____
Provider: _____ Contact: _____
Comments (based upon QVRC's Referral Questions): _____

A. Current Situation: Identified Issues and/or Progress Made: _____

B. Plans To Address Identified Issues: _____

C. Situational Assessments: _____

D. General Comments: _____

MRC CIES MONTHLY PROGRESS REPORT
For: EDUCATIONAL & SKILLS TRAINING or
JOB DEVELOPMENT/PLACEMENT or INITIAL EMPLOYMENT SUPPORTS

Consumer: _____ **Month:** _____
Referring Counselor: _____ **Office:** _____
MRCIS #: _____
Provider: _____ **Contact:** _____
Comments: (based upon QVRC's Referral Questions): _____

A. Current Situation: Identified Issues and/or Progress Made: _____

B. Plans To Address Identified Issues: _____

C. Employer Contacts: _____

D. General Comments: _____

Massachusetts Rehabilitation Commission - Competitive Integrated Employment Services

New CIES Rates for Services Delivered effective July 1, 2016

Description	Total Cost Component Rates	Component Initial Payment	Component Completion Payment	Hourly Rate
	Level B			Level B
Intake, Evaluation and Assessment	\$827.00	20% = \$165.00	80% = \$662.00	N/A
Job-Targeted Educational and Skills Training Activities	\$2,258.00	40% = \$903.00	60% = \$1,355.00	N/A
Job Development and Placement	\$4,552.00	40% = \$1,821.00	60% = \$2,731.00	N/A
Initial Employment Supports	\$1,626.00	40% = \$650.00	60% = \$976.00	N/A
Ongoing and Interim Supports	N/A	N/A	N/A	\$37.20

Rates for services provided in Dukes and Nantucket Counties Only (as per law equals rate times 1.07):

Description	Total Cost Component Rates	Component Initial Payment	Component Completion Payment	Hourly Rate
	Level B			Level B
Intake, Evaluation and Assessment	\$885.00	20% = \$177.00	80% = \$708.00	N/A
Job-Targeted Educational and Skills Training Activities	\$2,416.00	40% = \$966.00	60% = \$1,450.00	N/A
Job Development and Placement	\$4,871.00	40% = \$1,948.00	60% = \$2,923.00	N/A
Initial Employment Supports	\$1,740.00	40% = \$696.00	60% = \$1,044.00	N/A
Ongoing and Interim Supports	N/A	N/A	N/A	\$39.80



MRC Definition of Job Readiness

- Job candidate wants to go to work.
- Candidate's level of motivation is high & job expectations are accurate (assessing skill level, limitations, CORI and labor market).
- Candidate has all supports in place (transportation, child care, etc).
- Informed about the impact employment will have on SSI/DI and health insurance.
- Job candidate must be able to perform the essential functions.
- Job candidate and vocational counselor ensure that the Individual Employment Plan matches the job title.
- Job candidate enrolls and participates in the necessary training to meet the demands of the labor market.
- Vocational counselor and candidate ensure that past work experience provides transferable skills.
- Job candidate is taught and utilizes job seeking skills.
- Candidate must have a marketable resume and cover letter specific to the desired job and company.
- Job candidate is informed about disclosure issues and how to discuss with an employer, if necessary.
- Job candidate participates in a mock interview to practice behavioral interviewing, disclosure and salary negotiation.

NORTH DISTRICT

5 MIDDLESEX AVENUE, SUITE 302
SOMERVILLE, MA 02145

ADAM GARBER
DISTRICT SUPERVISOR
PHONE: (617) 776-1181 x308
VOIP #: 776-1326
FAX #: (617) 776-8331

North District CIES Providers & Corresponding MRC Office
Please send your Fiscal Authorization (CO) to the Area Office listed.

<u>PROVIDERS</u>	<u>AREA DIRECTOR/HEAD CLERK</u>
<u>SOMERVILLE:</u> <ul style="list-style-type: none"> • Vocational Advancement Center • Potter Place (Edinburg Center) • Gateway Arts (Vinfen) 	Karen Sampson Johnson / Ellen Fox 5 Middlesex Ave, Suite 302 Somerville, MA 02145 Fax #: 617-776-1331
<u>MALDEN:</u> <ul style="list-style-type: none"> • Triangle • Riverside Community (Horizon House) 	Gail Griffin / Charlene Hanson 157 Pleasant Street Malden, MA 02148 Fax #: 781-388-9345
<u>LOWELL:</u> <ul style="list-style-type: none"> • Valley Collaborative (MSEC) • Restoration Project • The Plus Company (LGH) • Work Opportunities Unlimited 	Maureen Kriff / Deborah Sutcliffe 325 Chelmsford Street Lowell, MA 01851 Fax #: 978-937-9879
<u>LAWRENCE:</u> <ul style="list-style-type: none"> • American Training • Career Resources • Opportunity Works (Greater Newburyport Opportunity Council) 	Kathryn Sweeney / Cathy Gallagher 280 Merrimack Street Lawrence, MA 01843 Fax #: 978-975-9907
<u>SALEM:</u> <ul style="list-style-type: none"> • Northeast ARC • Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited) - Salem/Som. • Morgan Memorial Goodwill Industries • Tempus Unlimited (formerly Cerebral Palsy Assoc. of No. Shore) 	Teury Marte / Eileen Knowlton 45 Congress Street, Suite 4120 Salem, MA 01970 Fax #: 978-745-9063
<u>FITCHBURG:</u> <ul style="list-style-type: none"> • ARC Community Services • Minute Man ARC 	Jeff Roberge / Andrea Harmon 76 Summer Street, Room 330 Fitchburg, MA 01420 Fax #: 978-343-6949
<u>FRAMINGHAM:</u> <ul style="list-style-type: none"> • Advocates • Employment Options • So. Middlesex Opportunity Council • Programs for People 	Pat Chabot / Karen Miscia 463 Worcester Road, Suite 305 Framingham, MA 01701 Fax #: 508-370-4799

CIES PROVIDER INFORMATION FORM

Name of Provider: Advocates, Inc. Life Skills & Learning Center
Address: 290 Eliot St. Ashland, Ma. 01721
Contact Person(s): Patrick J. Palmaccio
Telephone #: 508-881-6998 x2513
Email address: ppalmaccio@advocates.org
Fax #: 508-881-4035
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC60000230419AD001

Advocates Employment Services provides employment training and related supports to adults with disabilities who are capable of learning and entering competitive employment. Job development, job placement and follow up support greatly expands opportunities for individuals with disabilities by increasing confidence, independence, a source of income, and a meaningful role in the community.

Each person seeking employment will work with one of our consultants to develop a personal job placement plan. Together, we pursue work opportunities that match each person's skills and interests. Once a job is found, the consultant works closely with the individual and the new employer to ensure a successful placement.

CIES PROVIDER INFORMATION FORM

Name of Provider: American Training, Inc.
Address: 6 Campanelli Drive, Andover, MA 01810
Contact Person(s): Denise M. Michaud
Telephone #: 978-685-2151 ext. 6892 Cell phone#: 978-375-6394
Email address: DeniseMichaud@AmericanTrainingInc.com
Fax #: 978-683-5124
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000165526

StarWorks is a provider in Andover, MA, who serves the Merrimack Valley, from the seacoast area of Newburyport, Amesbury, Salisbury and Merrimac through Haverhill, Lawrence, Methuen, Andover, North Andover and the Lowell area. We consistently exceed our placement goals and this is the goal and focus of all our activities. Meetings are usually held in our Andover, MA Corporate Headquarters, but for our Guests who have difficulty traveling to Andover, we meet at their local library, or other mutually agreed upon site.

We regularly and effectively deliver outstanding vocational assessments as requested by MRC Counselors. These assessments typically focus on identifying each person's strengths such as attendance and punctuality, transferable skills, workplace appearance, ability to accept direction, level of motivation and initiative, understanding workplace culture, policies and safety regulations. We effectively teach our Guests how to complete basic vocational tasks such as completing job applications on paper and electronically, introduction to mathematics by teaching basic counting of money and cashiering, vocational ESL and resume writing. Many of our referrals are youth who are recent high school graduates, students still in school, or students who attended school until they received a high school diploma or certificate of completion, but we work with Guests who are all ages. Our goal for each person who is referred to us is to help them attain a work readiness competency and ultimately, a competitive job in the community.

We also go one step further to customize emphasis on other life skills and supports that might be necessary for a particular referral. We are also prepared to assist people on how to travel independently via public transportation with the assistance of the Certified MVRTA Travel Trainers, or assist them with an Access Pass or EZ Trans. We refer our Guests as needed to the Benefits Specialists. We provide other services, particularly to the younger referrals, on necessary transition from school to work. We also instituted an Auto Club; a study group reviewing the Driver's License manual and have been successful in helping several people from our Auto Club pass their permit test because of classes.

We are able to offer classes in American Training's LARE Institute for eligible Guests. The classes include the following training: Medical Assistant, Pharmacy Tech, MS Office/Customer Service, Business Technology, Electronic Assembly ESL, and HiSet. For eligible MRC consumers, we customize assessments in one of these areas, then make a recommendation to the MRC counselor. A Purchase Order to American Training for the tuition can be written upon receipt of the results of the assessment.

We were the first provider to institute "Proyecto Hispano" and now have two bilingual (Spanish/English) Career Counselors who work with people whose first (or only) language is Spanish. This year we hired a new Colleague who is bilingual (English/ASL) who works with the Deaf and Hard of Hearing Guests.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Arc of Opportunity in North Central Massachusetts
Address: 564 Main Street, Fitchburg, MA 01420
Contact Person(s): Karen Chiurri
Telephone #: 978-343-6662
Email address: k.chiurri@arcofopportunity.org
Fax #: 978-343-8852
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000158324

The Arc of Opportunity has been supporting individuals with disabilities in the community for over 63 years, and more than 25 years in employment supports. Our expertise is in assisting individuals to reach employment goals. Many individuals served have little to no work experience. We are successful in taking these individuals from the assessment all the way through to a Successful Employment Outcome.

The longevity of staff has allowed the opportunity to partner with over thirty area businesses for assessments/evaluations. Assessments are conducted on site, with a 1:1 job coach throughout the evaluation process. Using a Person Centered Approach allows us to create more successful employment outcomes as individuals move to the Job Placement components.

The Arc of Opportunity has a proven track record of assisting individuals to obtain and maintain employment in areas of choice and interest.

CIES PROVIDER INFORMATION FORM

Name of Provider: Career Resources Corporation
Address: 22 Parkridge Rd. Unit D, Haverhill, MA 01835
76 Merrimack St. Unit 1, Haverhill, MA 01832
Contact Person(s): Erica Mawby
Telephone #: 978-374-9122 ext 210
Email address: erica.mawby@crc-mass.org
Fax #: 978-377-7108
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000162750

At Career Resources Corporation, the mission of the Vocational Services Team is to encourage and mentor the people we serve through personalized, professional and nurturing relationships in collaboration with the individual, their support systems, CRC, and community partners. We have strong relationships with a variety of different employers in many different industries. We will work to find the best fit for any client, depending on their interests, background, strengths and challenges. We strive to see our clients succeed so that they may move beyond their barriers, recognize and realize their potential and grow in self-sufficiency. As a team, we find success when clients enrich themselves as involved members of their community and seek to help others as they were helped. Regarding supporting our clients in employment, our employment specialists can have flexible availability to job coach during regular business hours as well as evenings and weekends.

CIES PROVIDER INFORMATION FORM

Name of Provider: Gateway Arts (Vinfen)
Address: 62 Harvard St., Brookline, MA 02445
Contact Person(s): Zoë Wyner, Rae Edelson
Telephone #: 617-734-1577
Email address: wynerz@vinfen.org
Fax #: 617-734-3199
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000164821

Gateway Arts (a vibrant arts-based vocational center located in Brookline, MA) is the venue for a unique MRC-funded program that provides artists support in developing their work and careers in the arts. This program, known as the Artist Training Program (ATP), runs for 17-weeks and is led by two artists with degrees in education and fine art. Participants have access to a wide range of studio materials and facilities that inspire creative exploration and growth. Artists spend 6 hours per week in the studio creating art work, and another 3 hours weekly in seminars that address topics such as creating an artist statement, bio, and resume, as well as marketing, pricing of work, and business fundamentals. As a product of these seminars, the artists leave the program with a portfolio in both digital and physical format, business cards, and a number of art materials (which allows them to continue to produce artwork on their own).

During the program (as well as for a period of time after), the Gateway Gallery and store serve as a venue for the artists to display their work. Gateway has a large customer base comprised of individuals in the community who have supported the organization for years, which program participants with a unique opportunity to have their art viewed as they are finding their paths as artists.

Clients may also attend Gateway Arts for a period of time after the training is over through the use of interim supports. These supports are recommended for individuals who could benefit from additional time at Gateway Arts after the program is completed, and can receive aid in applying for grants, submitting their work to upcoming art shows/craft fairs, creating and managing an online presence as an artist, as well as in a host of other arenas.

The Artist Training Program at Gateway Arts is funded through the use of CIES funds (for the assessment and interim supports), as well as through Purchase of Service funds (used to fund the ATP training program and to provide clients with supplies while attending the program as well as additional supplies to be utilized at home upon program completion as a way to encourage continued development as professional artists in the field).

CIES PROVIDER INFORMATION FORM

Name of Provider: Minute Man Arc
Address: 35 Forest Ridge Road, Concord, MA 01742
Contact Person(s): Barbara Jean White
Telephone #: 978-287-7900
Email address: bwhite@minutemanarc.org
Fax #: 978-287-7901
CIES Contract SC#: North: OMRC00CIESNORTH00000
Vendor Code #: VC6000158767AD001

Minute Man Arc's Employment Services has been providing creative and effective job opportunities to people with disabilities for over 50 years. We are dedicated to cultivating relationships with local businesses and organizations. We possess a proven track record of placing over 82 percent of individuals in the community in the past two years. We employ an experienced staff of job coaches with an average of 11.7 years of experience supporting people with disabilities and 6 years with Minute Man Employment services. We strive to help every individual realize his or her career aspirations while contributing to the community.

Minute Man Arc's Employment Services has a long history supporting people with Developmental Disabilities and people who are on the Autism Spectrum. Over the past year, we have hired several staff with extensive experience supporting people with mental health needs and have worked very successfully with them. We can support people in the greater Concord and Fitchburg areas and their surrounding cities and towns.

Minute Man Employment Services offers:

Evaluation and Assessment Services that include Job Readiness, Career Interest, Skills Assessment, Work Values and Community Based Situational Assessments at areas of the person's interest including many companies such as Petco, CVS, Walgreens, and local restaurants .

Job Development and Placement matching employees with jobs according to their interests and abilities and with a company that provides the environment and values that will help the person be the most successful.

Short Job Coaching and Follow Along Services providing on the job training and support while developing natural supports for the initial transition to new employment or for those with life-long needs, follow along services weekly or monthly.

CIES PROVIDER INFORMATION FORM

Name of Provider: Morgan Memorial Goodwill Industries
Address: 45 Congress Street, Salem, MA 01970
Contact Person(s): Patricia Maynard, Program Manager
Telephone #: 978-825-5000 ext. 244
Email address: pmaynard@goodwillmass.org
Fax #: 978-825-5010
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000157396

Goodwill's Job Specialist develops employer partnerships and job opportunities. The Job Specialist provides vocational counseling and case management services to assist with job placement and successful job retention to each individual with a person centered planning approach. Individuals may be entering the workforce for the first time, re-entering the workforce with outdated skill sets, need support to maintain present job, or looking for job advancement. Job Club and individual meetings are facilitated at least weekly. Core activities address areas such as: soft skills, transportation options, career exploration, resume development, mock interviewing, job application, job development, job matching, job coaching and employer follow up. Goodwill provides situational assessments in janitorial training, warehouse assembly and packaging, receptionist, food service and retail. Goodwill's headquarters located in Boston offers an 8 week HELP (Human Services Employment Ladder Program) which prepares individuals to work in human services.

The mission of Morgan Memorial Goodwill Industries (Goodwill) is to provide exemplary job training and related services to help individuals with disabilities and other barriers to self-sufficiency to achieve independence and dignity through work.

CIES PROVIDER INFORMATION FORM

Name of Provider: Northeast Arc
Address: 64 Holten Street, Danvers, MA 01923
Contact Person(s): Diane Palocci (Contract/Billing)
Lisa Leo (Services)
Telephone #: 978-762-4878 (Diane)
978-750-1436 (Lisa)
Email address: DPalocci@ne-arc.org
LLeo@ne-arc.org
Fax #: 978-777-6149
978-777-3070
CIES Contract SC#: OMRC00CIESNORTH000000
Vendor Code #: VC6000158389

The Northeast Arc has played a vital role in the community on the North Shore for over 60 years. Part of this role has been to provide employment supports to individuals with a wide range of disabilities. The Northeast Arc is well known for its ability to provide individualized employment services based on a person's career goals and skills. The Supported Employment program of the Northeast Arc has developed positive relationships with a wide range of businesses from all over the North Shore which provide meaningful jobs to the people we support. The Supported Employment program is also well known for their ability to provide job coaching support in a variety of situations to ensure an individual's ability to retain a job and be successful even if the tasks or environment changes. Over the past five years, the Supported Employment program has also developed a widely recognized assessment tool which has been utilized by thirty school districts in the state. The assessment tool is designed to provide an individual with hands on vocational trials, based on their interests, to assess the individual's skills in a variety of settings such as customer service, retail, administrative support, and assembly work. The assessment tool also includes in depth career planning which helps to guide the job development process.

CIES PROVIDER INFORMATION FORM

Name of Provider: Opportunity Works (Greater Newburyport Opportunity Council)
Address: 10 Opportunity Way, Newburyport, MA 01950
Contact Person(s): Karen Flahive
Telephone #: 978-462-6144 x235
Email address: karen.flahive@opportunityworks.org
Fax #: 978-499-7730
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000230326AD001

Opportunity Works provides a full array of employment services to anyone referred to us by MRC counselors with particular experience serving people with cognitive support needs. These services include Intake, Evaluation and Assessment, Job Development and Placement, Initial Employment Supports, Ongoing Interim Supports.

Opportunity Works has long lasting partnerships with many businesses throughout the Merrimack Valley. A small sample of these include Northern Essex Community College in Haverhill and Lawrence, First Church in Bradford, Schylling Toy distributors in Rowley and many others. In addition, we operate a packaging and assembly fulfillment business in Newburyport. As a result of these relationships we are able to provide a wide variety of on the job assessments in many areas of interest for the people we serve. These on the job assessments have proven to be a very valuable tool in helping to shape the employment plans for the people receiving services through Opportunity Works.

CIES PROVIDER INFORMATION FORM

Name of Provider: The PLUS Company
Address: Headquarters: 19 Chestnut Street, Nashua, NH 03060
Mass. Main Office: 885 Main Street, Unit #5, Tewksbury, MA 01876
Contact Person(s): Maggie Hinkle, Director of Career and Business Services
Telephone #: 603-889-0652
Email address: mhinkle@pluscompany.org
Fax #: 603-880-8938
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000063028

The PLUS Company has been serving adults with developmental disabilities and acquired brain disorders in Southern New Hampshire and the Merrimack Valley since 1972. PLUS has developed employment training programs and provides employment services with the belief that everyone can work with appropriate supports.

These programs are unpaid and do not ensure employment with the host company beyond the internship. Employment training programs offered in Massachusetts include the following:

The STRIDE Program: 19 week internship program hosted at Lowell General Hospital, Monday thru Friday from 9:00 a.m. to 2:00 p.m. The 1st week is orientation, then 3 six week rotations learning jobs in various departments in the hospital. The students acquire marketable and transferable skills to enable them to apply for competitive related positions in the community. In addition to the job rotations, they receive training on soft skills that employers look for, like appropriate worksite behaviors, stress management, team work, the importance of good attendance, etc. Upon completion of the program, PLUS provides job development services, and initial/ongoing supports to ensure success.

The Retail Program: 18 week program hosted by Marshalls in Tewksbury. PLUS Career Trainer and store staff provide guidance and feedback to the students. Students spend 4 hours per day 5 days per week at the internship site where they acquire the core skills necessary to be hired in entry-level retail positions in the community. They also have an hour per day in the classroom training, where they learn soft skills that employers look for, (appropriate worksite behaviors), stress management, team work, the importance of good attendance, customer service, interpersonal communication, conflict resolution, personal effectiveness, creative problem solving, and team work to name a few. Along with interview skills, they work also on body language, eye contact, and active listening. Job development and initial/ongoing supports are also provided.

The INCOME Program: 18-week integrated classroom and on-the-job program hosted at UMASS Lowell and focused on developing office support competencies with the resulting goal of competitive employment.

Classroom Instruction – 120 hours of combined lecture, role play, team projects and external research focused on Introduction to Business, Office Technologies, Customer Service and Professionalism

Internships – 150 hours of real-life, hands-on, coached work experiences in various departments

Placement & Retention – PLUS resources work with graduates beyond the formal program to ensure competitive employment, on-site support and on-going Career Development

CIES PROVIDER INFORMATION FORM

Name of Provider: Potter Place
Address: 15 Vernon St., Waltham, MA 02453
Contact Person(s): Adam Shulman
Telephone #: 781-894-5302
Email address: ashulman@edinburgcenter.org
Fax #: 781-894-3812
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000164360

Potter Place is a type of day-program for adults with mental illness that is called a clubhouse. There are hundreds of clubhouses all over the world, and 34 in Massachusetts alone. In short, a clubhouse functions as both a community center and vocational rehabilitation center for the population.

One who attends the clubhouse is referred to as a member. At Potter Place, staff and members of the clubhouse work side-by-side in the running of the clubhouse. Staff are here to support members, but members are also here to support staff.

A major goal of Potter Place is to better connect our members with the communities they live in. The primary way we do this is by assisting members to access jobs. We offer a unique employment program called Transitional Employment (TE). Transitional Employment Placements (TEPs) are jobs that Potter Place maintains with local businesses. Members who work TEPs are paid competitive wages, directly from the employer. They are also trained by knowledgeable Potter Place staff, and provided on-site support as needed. The clubhouse does all of the recruitment, training, and even absence coverage for each position. As such, TEPs provide a highly supportive job opportunity for virtually all members. Additionally, we offer a Supported Employment (SE) program. The key factor is that with SE, the employer of a member knows (in some capacity) that their employee is a member of Potter Place. By extension, they know what we do at Potter Place, and that the employee has some history of mental illness. Often, this relationship allows the clubhouse to work with members to ensure long-term employment success in a variety of job settings.

CIES PROVIDER INFORMATION FORM

Name of Provider: Programs for People/Project Advance
Address: 98 Lincoln Street, Framingham, MA 01702
Contact Person(s): Anthony Sirignano
Telephone #: 508-620-1730
Email address: tonys.projectadvance@hotmail.com
Fax #: 508-872-8724
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code: VC6000164326

Project Advance provides services to individuals who have a diagnosis of mental illness. We offer comprehensive assessment services that include formal interest inventories as well as employment assessments in an agency run breakfast/lunch business and community volunteer sites.

We support individuals in developing the skills needed to obtain community employment including cover letter and resume development, practice interviewing skills, effective strategies for dealing with on-the-job stressors, and searching for employment using agency contacts, community networks and on-line resources.

On-going support is available to individuals to help them maintain successful employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Restoration Project
Address: 40 Beharrell Street, Concord, MA 01742
Contact Person(s): Eloise Newell
Telephone #: 978-263-0416
Email address: info@restorationproject.org
Fax #: 978-371-0416
CIES Contracts SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000178969

Restoration Project is a vocational program for adults and youth in transition with mental illnesses and brain injuries. We teach the hands-on crafts of furniture finishing and upholstery to develop the self-confidence and transferable work skills needed for success in any field. Participants work two days a week, 9:00 to 3:00, and are paid a commensurate wage. A community presence in the form of supporters, customers and volunteers is an important part of our program.

Assessments for work readiness are facilitated by observations in a real work situation. Positive, rehabilitative conversations flow in a shop environment and are further encouraged by staff, who were all MRC or DMH clients themselves. Adding to that, our upholstery teacher is a registered nurse and our employment specialist is a social worker with experience as a disability navigator for a One Stop Career Center.

We offer interest and aptitude testing, career counseling, job search assistance, and a job club to help participants choose, find and keep competitive employment best suited for them, (most often not in finishing or upholstery).

Restoration Project will be moving in the near future to a larger location within 128 with plans to open a thrift store adjacent to the shop. The store will provide a third vocational experience for participants, one that can readily transition to competitive employment in retail.

CIES PROVIDER INFORMATION FORM

Name of Provider: Riverside Community Care/Horizon House
Address: 78 Water Street, Wakefield, MA 01880
Contact Person(s): Catherine Taatjes
Telephone #: 781-245-4272
Email address: ctaatjes@riversidecc.org
Fax #: 781-245-4276
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000175937

Riverside Community Care provides the full range of CIES components through its Clubhouse Programs. Riverside Clubhouses have a long and successful history of helping individuals with mental illness return to work and stay employed. Riverside Clubhouses offer individuals the full spectrum of CIES services.

Individuals may start with an Evaluation/Assessment conducted at the Clubhouse as part of the Work-Ordered Day. Job Targeted Education & Skills Training can take place either on site or in the community through temporary employment. Job Development/Placement services focus on locating and maintaining competitive employment in the community. Initial Employment Supports, and if necessary, On-Going/Interim Supports, allow individuals to benefit from timely assistance to maintain and stabilize employment. MRC Offices may purchase one or more CIES components depending on the needs of the individual.

This North District Contract supports CIES services purchased through Riverside's Wakefield based Clubhouse services:

Riverside Community Care
Horizon House
78 Water Street
Wakefield, MA 01880
(781) 245-4272 (Phone)
(781) 245-4276 (Fax)
Catherine Taatjes
ctaatjes@riversidecc.org

CIES PROVIDER INFORMATION FORM

Name of Provider: South Middlesex Opportunity Council
Address: 7 Bishop St., Framingham, MA 01702
Contact Person(s): Mark Knowlton
Telephone #: 508-620-2680
Email address: mknowlton@smoc.org
Fax #: 508-620-2472
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000159993

South Middlesex Opportunity Council, Inc. (SMOC) provides CIES supported employment services through the Serenity Vocational Program. The Serenity Vocational Program is a long standing, unique program that provides a structured assessment, job readiness training program and supported job search and placement services to women residing in the Serenity residential recovery house in Hopkinton. Women participate in a 30 day in-house assessment process which includes completion of a comprehensive Vocational Packet, weekly pre-vocational workshops and daily recovery related activities. Following the initial assessment phase, participants enter a 30 day volunteer placement to begin transitioning back into the community. During phase 3 participants actively create an Individual Employment Plan with an Employment Specialist and participate in job readiness, soft skills, money management and life skills workshops at the SMOC Career Center. After successfully completing all 3 program phases, participants receive a Certificate of Completion and begin working one-on-one with an Employment Specialist to begin the job search process. Only women who are participating in the Serenity residential treatment program are eligible for these specific services.

SMOC is also able to provide the full gamut of CIES services for Massachusetts Rehabilitation Commission consumers. To refer an individual for services, the Vocational Counselor can contact Mark Knowlton directly at 508.620.2680 to discuss the nature and scope of services required. Once the service needs have been established, the case will be assigned to an Employment Specialist for one-on-one assistance. Employment Specialists can provide a wide variety of useful services to MRC clients. They can offer job seeking skills training, they can advocate with employers on behalf of the client, they can provide job placement assistance, and they can provide job retention services such as soft skills, job coaching as well as support regarding difficulties individuals may be facing in the workplace.

CIES PROVIDER INFORMATION FORM

Name of Provider: Tempus Unlimited (formerly Cerebral Palsy Association of Eastern Massachusetts Inc.)

Address: 103 Johnson Street, Lynn, MA 01902

Contact Person(s): Terry Holmgren / Carol Perlino

Telephone #: 781-593-2727 x2220

Email address: tholmgren@cpemass.org

Fax #: 781-593-2542

CIES Contract SC#: 0MRC00CIESNORTH00000

Vendor Code #: VC6000158106

The Adult Services Employment Program of Tempus Unlimited provides job placement and support services for individuals with disabilities. Tempus Unlimited has provided successful vocational placements for over 25 years, matching consumer skills with the needs of employers. The program focuses on individual career development on the North Shore and runs as a community based model. The program has a great understanding of the business needs in the area and emphasizes building and maintaining strong employer relationships. The staff members in the program have extensive experience with placing individuals with disabilities working competitively in the community.

Our staff provides assistance in all aspects of employment; including skills assessment, resume writing, interviewing skills, job search, on-the-job training, job coaching, job placement, and continued support on the job. Furthermore, our staff will be available to help assist during the training period to become familiar with all aspects of the consumer's job description. This ensures smooth transition into the job site as well as continued satisfaction with job performance. Once the consumer is placed on a job, he/she will receive on-going support from the staff through on-site visits at work as well as counseling by phone. In addition, our staff will assist individuals with Social Security issues and acquiring transportation to and from work.

CIES PROVIDER INFORMATION FORM

Name of Provider: Triangle, Inc.
Address: 420 Pearl St, Malden, MA 02148
Contact Person(s): Debbie Muldoon
Telephone #: 781-388-4320
Email address: dmuldoon@triangle-inc.org
Fax #: 781-388-4320
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000161720

Triangle has 44 years' experience equipping adults with disabilities to identify, pursue and secure competitive employment. We are conveniently located in Malden and Salem, Ma. and easily accessible to the MBTA. In FY 15, Triangle placed 32 people across the disability spectrum from the North District Office and 30 people achieved their 90 day Successful Employment Outcome status.

Career Services and Assessment/Skills Training:

Triangle's Career Service's Department accepts most referrals, focusing on the consumers that have many challenges with finding employment. We work 1 to 1 with each referral to provide exactly the placement services that they need to obtain a competitive job and maintain and/or advance in that job. These services include: identifying realistic vocational goals, resume writing and interview preparation, as well as accompanying consumers to interviews when needed. We also complete or assist with online applications and provide job analysis, job coaching, travel training, support counseling, employment advocacy and reasonable accommodation consultation.

Triangle also provides individualized Work Assessments in our housekeeping department, which includes vacuuming, dusting, general and specific cleaning, trash removal, window cleaning as well as other assigned tasks. We also can provide Assessments for general assembly and clerical work, which includes filing, data entry, computer research and other various clerical projects. We have a staff devoted to assist these specific clients with their Assessments as needed and can provide 1 to 1 assistance.

After the Assessment we meet with the client, staff and MRC counselors to discuss the Assessment outcome and what the next step should be. Assessments usually last between 4-10 weeks. This is a real work experience for the consumer and if the results are positive, the consumer can use Triangle as a reference while building their individual work history.

SCHOOL to CAREER:

School to Careers mission is to assist students ages 18-24 as they pursue and achieve the career, education and transition goals. We fulfill this mission by providing; Hands-On Career training, Career and placement services, professional and personal development and referrals to post-secondary education.

CIES PROVIDER INFORMATION FORM

Name of Provider: Valley Collaborative
Address: 17 Bridge St, Billerica, MA 01821
Contact Person(s): Heather Valcanas
Telephone #: 978-528-7886
Email address: hvalcanas@valleycollaborative.org
Fax #: 978-528-7810
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000176637

Valley Collaborative has been providing vocational services to students and adults since 1976. With dozens of community partners, such as TJX Companies, Sodexo and D'Youville Senior Center; we are able to offer individuals a variety of vocational opportunities to explore. Valley Collaborative accepts referrals for assessment, skills training, job development & placement, initial supports, ongoing supports and interim support services. Employment support is available during day, night, and weekend hours, based on individual need. Skills training services focus on three fields; clerical, retail and maintenance.

Valley Collaborative's job development team has eight members totaling over 100 years of experience in building community business partnerships and working to assist people with disabilities find and secure competitive employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited) - Pittsfield, Holyoke, Worcester

Pittsfield Contact: Victoria Fisher
2 South Street, Suite 290, Pittsfield, MA, 01201,
Phone: 413-499-1248 ext.11
Fax #: 413-499-7545
Email: vfisher@communityenterprises.com

Holyoke Contact: Sandra Coyne
287 High Street Holyoke, MA 01040
Phone: 413-536-4200 ext.217
Fax #: 413-534-4839
Email: scoyne@communityenterprises.com

Worcester Contact: Deborah Sanborn
65 James St., Suite 10
Worcester, MA 01603
Phone #: 508-755-5387
Fax #: 508-755-5743
Email: dsanborn@communityenterprises.com

CIES Contract SC#: CIESWEST000046MRC010

Vendor Code #: VC6000248268

Viability, Inc. offers specialized community based employment and training services to a wide range of disability populations. We currently work with over 250 employers throughout the country and have over thirty years of experience in developing tremendous employer partnerships. Viability, Inc. has experience in working with a broad array of individuals including people with Autism, Intellectual Disabilities, Mental Illness, Traumatic Brain Injury, Deafness, Visual Impairments, Physical and Learning Disabilities. Viability, Inc. supports self-determination, and empowerment, and our core belief is that, given the right tools and opportunities, all individuals can be successful in employment.

In all Viability, Inc. locations in Central and Western Massachusetts, Viability, Inc. offers Skills Training, Vocational Assessments, and Job Development & Placement Services. Viability, Inc. offers truly **individualized vocational services** to enable individuals to seek and secure positions they desire.

Vocational Assessments offer an opportunity for the individual to explore a variety of different jobs to identify strengths, interests, and areas for improvement so that the individual is able to engage in a successful employment path. Reports are created to assess hard & soft skills to determine a consumer's viability in the competitive workplace.

Skills Trainings offer hands-on hard and soft skills components, as well as an opportunity for the individual to utilize the skills in a real work setting. Skills Trainings target developing skills in a specific vocational area, such as Clerical and Customer Service –to name but a few; thereby both developing individual existing skills, and updating these skills in order to remain competitive in the current job market.

Job Development & Placement Services include employment preparation, resume/cover letter-writing, soft skills, interviewing techniques, job search assistance, job placement, and additional support services as determined by the consumer, Viability, Inc. & MRC. The end goal is for the individual to enter the competitive work force, secure a position and work to sustain the position with continuing support and encouragement. Clients are engaged and reinforced with a coaching approach to enhance their success in securing of the position they seek. Once secured, Viability, Inc. works provides follow along supports to ensure a successful employment outcome.

In the Berkshire Region, The Pittsfield Office affords us the luxury of a small staff to individual ratio, offering an opportunity to provide truly individualized vocational services, going beyond the limits of traditional service provision where necessary to meet individual needs.

In Western MA, Viability, Inc. also provides **Job Training and Placement Programs (JTTPS)** and **Entrepreneurial and Small Business Venture Services**. Our Western MA JTTPs with Walgreens Distribution Center and Walgreens Stores provide onsite vocational training and placements programming and training techniques and supervision. **Entrepreneurial and Small Business Venture Services** provide the opportunity for individuals to pursue their business and/or product interests as a nontraditional employment option. Individual counseling and the use of outside services are made available to consider all aspects of beginning a business, including business planning, marketing and financing.

CIES PROVIDER INFORMATION FORM

Name of Provider: Vocational Advancement Center
Address: 115 Watertown Street, Watertown, MA 02472
Contact Person(s): Cheryl Barraclough, Director of Employment & Day Services
Telephone #: 617-926-5201 x225
Email address: Cheryl.Barraclough@advancewithvac.org
Fax #: 617-926-5209
CIES Contract SC#: 0MRC00CIESNORTH00000
Vendor Code #: VC6000217553

VAC moved to our new location at 115 Watertown Street in Watertown in October 2013 after many years in Brighton. VAC has on staff 2 full time Job Developers (one of whom is trained and experienced in completing Vocational Assessments), 2 part time Job Coaches and plans to have another full time Job Coach in FY16.

VAC's Job Developers are fully equipped with mobile devices (phones and laptops) to meet with consumers in community settings, and available to assist with interviews, filling out applications, and reaching out to employers in local businesses. VAC's Job Developers are involved in regular outreach to employers, as well as networking opportunities such as the Greater Boston Employment Collaborative. VAC has a variety of options for Vocational Assessments including traditional, comprehensive assessments (paper and pencil testing). This typically lasts 2 days in addition to a written report and case conference. Some of our testing includes the O Net, Minnesota Clerical, Valpar tests, CASI, Transferrable skills analysis, exploring your talents, typing speed tests, the interest inventory, etc. Situational Assessments can also be done at the following sites:

- Dish room/Cafeteria evaluation at Tufts University, Medford
- Janitorial Evaluation at Vocational Advancement Center, Watertown, MA,
- Retail evaluation (pricing, stocking, some light cleaning) at Walgreens, Medford.

VAC's job coaches are available to assist individuals directly at their place of employment, or at another location in the community, as well as through email or phone call check-ins. Our job coaches all have extensive experience proactively assisting with workplace issues, including co-worker/supervisory communication issues, learning new tasks, etc. Our job coaches' schedules are available to provide support during "off hours", such as evenings and weekends, as needed.

Please feel free to contact Cheryl Barraclough with any questions about new referrals or to discuss how VAC can assist a consumer.

CIES PROVIDER INFORMATION FORM

Name of Provider: Work Opportunities Unlimited Contracts, Inc.

Address: 114 Locust Street, Dover, NH 03820

Contact Person(s): Ann M. Betts, Contract Administrator

For Lowell Referrals: Pamela Beckwith, pbeckwith@workopportunities.net, 978-551-1686

For Malden Referrals: Elena Gendron, egendron@workopportunities.net, 310-384-8210

For Fitchburg Referrals: Darlene Haden, dhayden@workopportunities.net, 978-894-4887

Telephone #: 603-749-4504 X729

Email address: abetts@workopportunities.net

Fax #: 603-742-2071

CIES Contract SC#: 0MRC00CIESNORTH00000

Vendor Code #: VC6000065001

Since 1982, Work Opportunities Unlimited has been providing community-based employment services to those with barriers to employment. With locations across New England, Maryland, Washington D.C., Florida, and Virginia; we offer substantial experience with employment services and systems to those with disabilities. Our progressive job development procedures puts an emphasis on a business to business approach, which utilizes an internal database featuring current job orders from employers and a centralized sales team to supplement the efforts of the local teams working directly with job seekers. Work Opportunities Unlimited offers not only job placement and training services, but customized work assessments with community employers. In addition to providing services to MRC, Work Opportunities also works with MCB, DDS, school districts, and DCF. Lastly we are also a Ticket to Work Employment Network. The specific services provided include: interview training, resume development, application training, customized job development, with and on behalf of, the job seeker, on-site and off-site job training services, long-term support, and work assessments.

SOUTH DISTRICT

18 TREMONT ST. – SUITE 200
BOSTON, MA. 02108

(617) 357-8137
FAX: (617) 482-5576

SATELLITE OFFICE

FRANK BENEVIDES
DISTRICT SUPERVISOR
(508) 678-9041 x20

KATELYN ZITER
DISTRICT SUPERVISOR
(508) 678-9041 x-16

170 PLEASANT ST. - 3RD FLOOR ANNEX
FALL RIVER, MA 02720
FAX: (508) 676-2734

MRC SOUTH DISTRICT

**FY17 CIES PROVIDER LIST WITH CORRESPONDING VR AREA OFFICE
POINT OF CONTACT TO SEND FISCAL CONTRACT ORDER AUTHORIZATIONS (COAs)**

<u>PROVIDER</u>	<u>VR AREA OFFICE</u>	<u>LOCAL MONITOR</u>
Attleboro Enterprises, Inc.	VR-Taunton	Ann Ahearn
Bay Cove / C.A.R. Program	Downtown Boston	Mary Mahon-McCauley
Best Buddies, Massachusetts	Downtown Boston	Mary Mahon-McCauley
Cape Abilities, Inc.	VR-Cape & Islands	James P. Moriarty
Community Connections, Inc.	VR-Fall River	Mitchell Zahn
Community Counseling of Bristol County	VR- Taunton	Ann Ahearn
Community Servings, Inc.	VR-Roxbury	Jo Davis
Community Support Associates	VR-Cape & Islands	James P. Moriarty
Community Work Services	VR-Roxbury	Jo Davis
Cooperative Productions, Inc.	VR- Taunton	Ann Ahearn
Easter Seals, Inc.	Downtown Boston	Mary Mahon-McCauley
Fellowship Health Resources	VR-Fall River	Mitchell Zahn
Jewish Vocational Services	Downtown Boston	Mary Mahon-McCauley
ICI / U-MASS – Boston	VR-Roxbury	Jo Davis
L.I.F.E., Inc.	VR-Cape & Islands	James P. Moriarty
Lifeworks, Inc.	VR-Braintree	Julie Proud-Ray
Martha's Vineyard Community Services	VR- Cape & Islands	James P. Moriarty
M.O. LIFE, Inc.	VR-New Bedford	David Sykes
Morgan Memorial/ GWI – (Boston)	VR-Roxbury	Jo Davis
Nemasket Group, Inc.	VR-New Bedford	David Sykes
People, Incorporated	VR-Fall River	Mitchell Zahn
P.R.I.D.E., Inc.	VR-Taunton	Ann Ahearn
Riverside Community M.H. Center	VR- Roxbury	Jo Davis
Road To Responsibility	VR-Plymouth	Mitch Zahn
Tempus Unlimited	VR-Brockton	Alice Oliveira
Toward Independent Living & Learning	VR-Roxbury	Jo Davis
Transition Centers, Inc.	VR-Cape & Islands	James P. Moriarty
Triangle, Inc. – (South)	VR-Brockton	Alice Oliveira
Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited)	VR-Brockton	Alice Oliveira
Vinfen Corporation	VR-Cape & Islands	James P. Moriarty
WORK, Incorporated	VR-Braintree	Julie Proud-Ray
Work Opportunities Unlimited (South)	VR-Braintree	Julie Proud-Ray

CIES PROVIDER INFORMATION FORM

Name of Provider: Attleboro Enterprises, Inc.
Address: 284 John Dietsch Blvd, North Attleboro, MA 02763
Contact Person(s): John Raposa
Jerry Pilkington
Telephone #: 508-695-4046 X105 (JR)
508-695-4046 X112 (JP)
Email address: jraposa@attleboroenterprises.org
jpilkington@attleboroenterprises.org
Fax #: 508-695-4080
CIES Contract SC#: CIESOUTH00025MRC023
Vendor Code #: VC6000165472

Individuals referred from MRC to AEI's Job Placement Services, have a high probability of obtaining employment and reaching their individual goals. The efforts of AEI's Supported Employment Supervisor, have resulted in one hundred six (106) MRC referrals placed in competitive employment over the past five years. Of these placements, over eighty percent (80%) have achieved successful Supported Employment Outcomes (SEO). This success has been achieved through the maintenance of positive working relationships with the local business community, outstanding natural supports in the workplace, and developing contacts with major employers' Human Resource Departments at the corporate level.

AEI's has a proven record of developing jobs that meet the needs of MRC consumers. This experience and the vast network of partner businesses continue to serve as the basis of our high placement and retention rate. AEI currently enjoys relationships with large national chains such as Lowe's, McDonald's, Target, Tommy Hilfiger, Home Depot and Panera; regional chains such as Dunkin Donuts, Stop & Shop, Market Basket and Shaws; and local businesses and non-profits such as The Artcraft Company, Ouellette Industries, Larson Tool and Stamping, The Lafayette House, The Arc of Bristol County, and the Pond Home.

AEI compiles a comprehensive Placement Plan for each referral to our Job Development that addresses the supports necessary to assist the individual with gaining and maintaining competitive employment. The plan also addresses supports gaps and barriers to employment with written strategies that AEI will utilize to help overcome identified issues.

AEI will then provide the supports necessary to assist the individual in obtaining employment. These supports will include but are not limited to: Initial Intake, preparation for interview, assistance with online and/or written applications, initial employer contact and coordination of interviews (AEI will accompany client during interview if requested). Once job is obtained, AEI will provide regular contact with the employer/client to monitor progress and provide intervention (on/off site support) with any work issues that may arise, in order to ensure a Successful Employment Outcome.

CIES PROVIDER INFORMATION FORM

Name of Provider: Bay Cove Human Services
Address: 3313 Washington Street, Suite #2, Jamaica Plain, MA 02130
Contact Person(s): Steve Ponte / Vinette Mckay
Telephone #: 617-371-3006
Email address: sponte@baycove.org or vmckay@baycove.org
Fax #: 617-788-1070
CIES Contract #: CIESSOUTH00017MRC002
Vendor Code #: VC6000162461

Bay Cove Employment Services and the Employment Resource Center are located at 3313 Washington Street, Jamaica Plain, MA. All enrolled MRC clients have access to employment supports Monday through Friday 9 AM to 5 PM. These supports include access to internet, email, interview support, resume/cover letter development, job search, career exploration, computer classes, situational assessments, employment preparation and training, and a variety of vocational certificate trainings. On-site access to CORI/SORI counseling and benefits counseling.

Bay Cove Employment Services are provided in the community at a variety of satellite locations in the North End, South End/Roxbury, Somerville, and other locations to meet the needs of individuals served.

Bay Cove Employment Services specializes in providing assessment, including situational assessment, job placement, initial supports, and on-going supports for individuals with mental health conditions, young adults (18-26), individuals with CORI/SORI records, and low income residents of Boston and surrounding towns.

MRC counselors can contact Mark A. Maragnano for more information or to discuss potential referrals.

CIES PROVIDER INFORMATION FORM

Name of Provider: Best Buddies Massachusetts
Address: 45 Bromfield Street, 7th Floor, Boston, MA 02108
Contact Person(s): Craig Welton
Telephone #: 617-778-0522
Email address: craigwelton@bestbuddies.org
Fax #: 617-778-0526
CIES Contract #: CIESSOUTH00131MRC058
Vendor Code #: VC6000249399

Best Buddies Massachusetts provides person-centered supported employment to adults over the age of 18 with a primary diagnosis of intellectual and/or developmental disability (IDD). We are a state affiliate of Best Buddies International, a non-profit 501(c)3 organization whose mission is to develop a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with IDD. We offer Best Buddies Jobs, our supported employment program, in greater Boston and greater Worcester.

Best Buddies offers assessment, job development, job placement, job coaching, and follow-along services. Uniquely, we rarely cut ties with a participant, continuing to provide services as needed for as long as they remain employed or wish to retain our services. Once an SEO is achieved, we work with the VR counselor and DDS service coordinator, as well as the relevant area office, to find continued funding to follow the consumer. Best Buddies is also an official Employment Network (EN) through the federal Ticket to Work program.

In order to enroll in the Best Buddies Jobs program, a client must have a primary diagnosis of IDD and have a generally positive work history or have successfully completed a pre-employment training program. Best Buddies does not provide pre-employment training. Once referred, Best Buddies will conduct a screening call and then a formal assessment to identify the client's goals and determine whether they will be a good fit for the program. While we do work with some individuals with mental health needs in addition to their primary IDD diagnosis, we do not have mental health specialists on staff nor resources to support clients with significant mental health needs.

We work with an exceptional network of employer partners in greater Boston and greater Worcester, including law firms such as Holland & Knight and Seyfarth Shaw, as well as financial services firms such as John Hancock and Santander Bank. Best Buddies only offers community-based, competitive, integrated employment with an emphasis on developing natural supports in the workplace to facilitate successful long term placements.

CIES PROVIDER INFORMATION FORM

Name of Provider: Cape Abilities
Address: 895 Mary Dunn Rd., Hyannis, MA 02601
Contact Person(s): Fran Reynolds (Contracts)
Beth O'Brien (Billing)
Telephone #: 508-778-5040
Email address: freynolds@capeabilities.org
bobrien@capeabilities.org
Fax #: 508-778-9642
CIES Contract #: CIESSOUTH00107MRC050
Vendor Code #: VC60000162461

Cape Abilities supports diverse individuals in a variety of settings including individualized community integrated employment, enclaves and through Entrepreneurial businesses operated by the organization. The unique geographical characteristics of Cape Cod require us to be creative and innovative in our approach and scope of our Vocational Services. Many strong partnerships have been created throughout the Cape Cod Community and our staff participates as active members in a variety of Cape based Programs including Chambers of Commerce, the Workforce Investment Board, Rotary and others. We have a number of experienced staff who have been employed at Cape Abilities for many years and who have developed strong backgrounds in the vocational field, a fact that was specifically noted in our most recent CARF Review.

The CIES program offers vocational supports to individuals interested in the achievement and maintenance of a compatible community job. Individuals will benefit from our assessment services, assistance with the development of resume and career plans, job development and placement, and onsite training and coaching supports. The assessment process involves participating in several onsite work evaluations in the community. Included in these sites are Cape Abilities own business enterprises which offer individuals valuable evaluation experiences sites where skills can be tested and improved upon in such field as agriculture, vending, retail, assembly and maintenance services. This allows staff to develop an appreciation for your skills and preferences. Cape Abilities will assist with employment searches and work with local businesses toward the development of a compatible placement. In the process we will assist with supports in the application and interview processes. After placement our Job Coaches are available to work with you and the Employer with on-site employment training. If necessary, on-going supports are also available to individuals as they progress.

For more information on Cape Abilities' CIES services please contact:

Mid/Lower Cape: Fran Reynolds, Cape Abilities Lyndon Center, Hyannis
508-778-5040, 508-778-9642 (fax), freynolds@capeabilities.org

Upper Cape: Jack Loughman/AJ Narbonne, Cape Abilities Falmouth Office
508-540-6598, 508-548-1578 (fax), Jloughman@capeabilities.org, Anarbonne@capeabilities.org

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Connections Inc.
Address: 127 Whites Path S. Yarmouth MA 02664,
125 Hartwell St Fall River MA 02721
Contact Person(s): Maria Miranda
Rhonda Kershaw
Kevin Jones
Telephone #: 508-678-1210
Email address: mmiranda@communityconnectionsinc.org,
rkershaw@communityconnectionsinc.org
kjones@communityconnectionsinc.org
Fax #: 508-678-1998
CIES Contract #: CIESSOUTH00032MRC009
Vendor Code #: VC6000170681

Community Connections, Inc. Employment Services offers customized support for each individual seeking employment. Employment Specialists assess an individual's needs to provide the correct amount of support need to find and be successful with employment.

Assessment: A thorough vocational assessment is completed to determine an individual's interests, aptitude and skills. A skills questionnaire, Career Scope and situational assessments will be compiled with an employment recommendation to determine the best type of employment for a particular individual.

Job Development: An Employment Specialist will work with an individual to find employment that matches their interest and abilities. They will compile a resume, practice interviewing, complete online and paper applications and follow up with employers together. The Employment Specialist also markets in the community for the individual in order to secure an interview for them, sometimes carving/creating positions to tailor to their abilities. The Employment Specialist will also accompany the individual on an interview to provide support and guidance.

Job Coaching: Once an individual secures employment; the Employment Specialist can assist them with completing paperwork, attending orientation and learning the job. They will work together with the employer to help the individual become independent as soon as possible.

Supports: At this point, the individual is working independently, but may need some supports with maintaining their employment. Site visits will be provided in order to address any needs of the individual and employer. Additional coaching will be provided, as needed.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Counseling of Bristol County (CCBC)
Address: 1 Washington St Taunton, MA 02780
Contact Person: Kevin Medeiros
Telephone #: 508-977-8123
Email address: kmedeiros@comcounseling.org
Fax #: 508-824-6604
CIES Contract #: CIESSOUTH00033MRC020
Vendor Code #: VC6000174373

CCBC's Employment Specialists provide individuals with psychiatric disabilities with Job Placement services based on a cutting edge practice of Supported Employment. The focus of this service is rapid job placement that follows the individual preferences of the client in order to encourage and empower them to lead the way on their own path to rehabilitation. Employment Specialists work closely with clients to quickly identify their chosen career path and then assist them in applying for employment within 30 days of intake. This method has been empirically shown to promote the most successful employment outcomes for individuals struggling with mental illness as it breaks down barriers to rehabilitation inherent in our own provider system. Employment Specialists then use the process of rapidly applying to various jobs in the community to continuously assess strengths and need areas with the individual and to provide support where appropriate. The result is a real-time evaluation that constantly improves the service and promotes open communication and increased vocational success. To complement this approach with the individual is the job development component that embraces a systematic approach to establishing and nurturing employer relationships in the community. Employment Specialists are then able to refer their clients to a vast network of employers and advocate for their hiring in the position that best matches their strengths and preferences.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Servings/Teaching Kitchen
Address: 18 Marbury Terrace, Jamaica Plain, MA 02130
Contact Person(s): Allison Sequeira
Telephone #: 617-522-7777 x206
Email address: Allison@servings.org
Fax #: 617-522-7770
CIES Contract #: CIESSOUTH00136MRC060
Vendor Code #: VC6000227746

The Community Servings Teaching Kitchen trains individuals interested in careers in the food service industry who are currently unemployed or facing barriers to full-time employment. As they learn basic food service skills, program participants also help our kitchen staff prepare the meals we deliver to our clients each day.

Utilizing our state-of-the-art industrial kitchen, which provides an exceptional training venue for applying a well-structured and truly hands-on learning experience, this 12-week curriculum covers all facets of working in a professional kitchen including food safety and sanitation, menu planning, food preparation, nutrition, packaging and delivery. In addition, participants receive job-readiness skills highlighting the importance of punctuality, attendance, cooperation, and teamwork as well as writing, interviewing and job placement assistance.

Up to 12 students are enrolled in each of the four course cycles offered annually with classes scheduled Monday through Thursday from 9:00 AM to 4:00 PM and Friday from 7:00 AM to 2:00 PM

The application process includes submission of a paper application and eligibility verifications, a TABE test (Test of Adult Basic Education- reading and math), a one on one interview. Applicants must meet physical requirements for the program and should be highly motivated to learn and ready to enter employment upon graduation from the program. A high school diploma or GED is not required, and we welcome applicants with a CORI.

Our program is T-accessible, located just behind the Stony Brook MBTA stop on the Orange Line.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Support Associates, Inc.
Address: 4 Bacon Terrace, Hyannis, MA 02601
Contact Person(s): Martin Gravelle
Telephone #: 508-771-6243, ext. 101
Email address: marty@csacapecod.com
Fax #: 508-790-8052
CIES Contract #: CIESSOUTH00034MRC028
Vendor Code #: VC6000179608

Community Support Associates specializes in Traumatic Brain Injury. Our staff has specialized in working with consumers with TBI for over 25 years. Our Employment Services Department works with consumers with TBI and other disabilities.

Currently the majority of our Employment Services clientele have disabilities related to mental health issues, ranging from mild to severe. Given our TBI background, we are especially successful with clients who were once gainfully employed in the community (many times in professional positions) but who now, due to TBI or the onset of mental health issues are unable to return to their previous professional level. Much of our work may involve helping the client come to terms with their current condition and being accepting of taking a step by step approach to re-employment. This may involve taking a less challenging job in terms of tasks, rate of pay, and/or hours. We always stress that this next job is not their last job and that small forward steps are always preferable to taking a big step and having a setback.

We provide Vocational Assessment, Job Development/Placement Services and Ongoing Support Services. Our approach to these services is to not only help the client obtain and maintain employment, but to also be a learning experience for them. It is important for the client to see what it takes to obtain employment and to participate in the process rather than just directing him/her to an employer. Once they understand the work involved in actually obtaining a job (many clients have looked back and realized that it was more work finding a job than actually working), the less likely they'll quit on a whim. This activity involves doing any tasks that they're capable of doing themselves. On the other hand, we will assist with those tasks that they may struggle with. This may include resume/reference development, filling out online job applications, practicing interview skills, contacting employers, being present in job interviews and participating in the interview process, etc. Once employed we may provide job coaching assistance. This assistance may last anywhere from a few hours to several weeks, depending on need. This involves not only working directly with the client to structure and learn the job, but to also work with the employer to better understand the strengths and limitations of the individual.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Work Services-Boston/Community Work Services-Rhode Island
Address: 174 Portland Street, Boston, MA 02114
20 Marblehead Avenue, North Providence, RI 02904
Contact Person(s): Jillian Ende
Telephone #: 617-910-5155
Email address: jende@cwsne.org
Fax #: 617-367-4759 / 401-353-8126
CIES Contract # CIESSOUTH00004MRC029
Vendor Code #: VC6000156871

CWS assists over 800 men and women annually to successfully overcome barriers to employment by providing effective job training, employment search, career coaching and advancement services. We serve adults seeking a path to greater economic self-sufficiency, including those with disabilities, the homeless, veterans, mature workers, individuals in poverty with chronic unemployment, and the formerly incarcerated. We offer innovative classroom learning, internships and hands-on training so that our graduates gain employment soft-skills and professional experience to become successful in today's competitive job market.

At CWS in **Boston**, we offer assessments and evaluations in Commercial Cleaning, Food Service, and CORI Consultations. Skills Training courses include Commercial Cleaning, At Your Service (hotel and hospitality training, Job Readiness training, Food Service and Culinary Arts (Café Careers). In addition, CWS offers a 4-week internship as part of our Café Careers Program.

Job Readiness Training (JRT) is a comprehensive 4-week educational course that focuses on enhancing program participant's essential soft skills and necessary job preparation work such as resume development, cover letters, mock interviewing, anger management, assertive communication, goal setting, diversity, sexual harassment, conflict resolution, etc. The majority of all Job Development & Placement referrals are required to enroll in this course while actively searching for employment.

Services take place at 174 Portland Street, Boston, MA which is accessible via public transportation.

At CWS in **Rhode Island**, we offer assessments and evaluations in Commercial Cleaning. Skills Training courses include Commercial Cleaning and Job Development Services.

CWS staff works to assist individuals to get into the job market, retain those jobs and help them advance. We offer training programs so that individuals gain employment soft-skills and professional experience. Interested candidates are encouraged to schedule an agency tour to learn more about the program and their requirements. We are located at 20 Marblehead Avenue in North Providence, RI.

CIES PROVIDER INFORMATION FORM

Name of Provider: Cooperative Production Inc.
Address: 455 Somerset Ave., North Dighton, MA 02764
Contact Person(s): Anna Cole or Ray Bala
Telephone #: 508-824-1717 ext207
Email address: acole@co-op.cc or rbala@co-op.cc
Fax #: 508-822-0919
CIES Contract #: CIESSOUTH00020MRC042
Vendor Code: VC6000163831

Cooperative Production Inc. (CO-OP) has provided employment services for individuals of various abilities in the greater Taunton area for the past four decades. More recently we have expanded our catchment area to support individuals served by the Fall River and New Bedford MRC offices. The agency also works in partnership with the Statewide Employment Services. In addition to job placement services, CO-OP conducts situational assessments in a variety of community work environments, including the areas of clerical work, janitorial, pet care, retail, and landscaping. When feasible, individuals are assessed in at least two different work settings.

The agency's employment services resume also includes supporting individuals with Autism Spectrum disorders, physical disabilities and substance abuse issues. Additionally, we have a successful track record in providing job placement and support services to individuals living in rural settings.

CIES PROVIDER INFORMATION FORM

Name of Provider: Easter Seals MA
Address: 484 Main Street Worcester, MA 01608
Contact Person(s): Eric Oddleifson, Director
Telephone #: 508-751-6330
Email address: eoddleifson@eastersealsma.org
Fax #: 508-831-9768
CIES Contract SC#: CIESSOUTH00005MRC033
Vendor Code #: VC6000157011

Our mission at Easter Seals MA is to help ensure that individuals with disabilities have equal opportunities to live, learn, work, and play. Easter Seals MA has consistently provided quality employment services resulting in a high rate of employment retention amongst successful rehabilitations. Our experienced team is excellent at matching the person and their abilities to specific jobs. With offices in Worcester and Boston, we are able to service a large geographic area, developing relationships with employers and clients alike to work towards successful outcomes.

Primary Services--Job Development and Placement / Employment Supports:

We provide a comprehensive approach to job readiness for people with disabilities. Our employment specialists provide the on-going support, information and skill-building needed for getting and keeping a job.

At Easter Seals, we believe that each individual wanting to secure or maintain employment has unique needs. We assist individuals who are seeking competitive employment by providing services that match their needs, preference, abilities and interests. Whether a client is looking for a professional, skilled, semi-skilled or service job, we will provide a flexible, creative solution to meet their specific needs, abilities and interests.

Our staff is qualified to assist your clients with:

- ❖ Writing an effective resume that highlights the client's strengths and transferable skills
- ❖ Job seeking strategies, including assistance with online applications
- ❖ Targeting the right job
- ❖ Preparing for interviews
- ❖ Career counseling
- ❖ Arranging interviews
- ❖ Retaining a job (*Initial and Interim Supports*)

Additional Services--Vocational Evaluations:

Easter Seals provides vocational assessments at our offices in Worcester and Boston. The vocational assessment gathers data to determine the client's skill-set and employability which assists in identifying the client's vocational goals. Our vocational assessments are comprised of a variety of customized components that include: behavioral observation, collaboration with support teams, academic testing, Microsoft Office literacy, identifying transferable skills, fine and gross motor dexterity assessment, and workplace interest exploration.

CIES PROVIDER INFORMATION FORM

Name of Provider: Fellowship Health Resources
Address: 25 Blackstone Valley Place, Suite 300, Lincoln RI 02865-1165
Contact Person(s): Karen Therrien
Thomas Couhig
Telephone #: Karen (office): 508-222-9214
Tom (Cell): 774-313-0634
Email address: ktherrien@FHR.net
Tcouhig@fellowshiphr.org
Fax #: 508-431-9919
CIES Contract #: CIESSOUTH00041MRC016)
Vendor Code #: VC6000196976

Fellowship Health Resources Inc.'s Clubhouses are psycho-social day vocational programs that offer a diverse skill set training curriculum, focusing on the following five core categories: Employment, Education, Housing, Life Skills, and Socialization. We work primary with individuals who have mental health disorders; however, we often have individuals with co-existing disabilities. Within each category, our members develop individualized goals for themselves that are to be achieved with the assistance of the clubhouse's support system.

In the clubhouse setting, staff provide as: instructors, mentors, support personnel, and advocates. However, through peer training, our members also work side by side with each other and staff members. This type of training can be best exemplified by the volunteer assignments that are completed within the work units. Although some variances do exist amongst clubhouses, the five most common work units are identified as: Employment and Education, Administrations, Culinary, and Maintenance Units.

The clubhouse is able to provide services in each CIES component in our program, or individually, out in the community. An assessment can be completed with hands on training in the above said mentioned work units, or at the clubhouse. In the job skills component, we can train a variety of job-specific employment skills at the clubhouse, in work units, such as: prep.- cook, cash transactions, food handling, sanitation. Administrative skills including: computers, operating a multi-use copy/scan/ fax, publishing, graphics, statistics, phone operations and the etc. We also have janitorial/maintenance types of training, anywhere from general cleaning to light building maintenance, like professionally buffing floors and changing industrial lighting. In the vocational unit of the clubhouse job preparation and job seeking skills are taught, as well as job maintenance, discussing possible on the job scenarios.

In the job development component, members can choose to take advantage of all of the clubhouses services internally, or they can choose to meet out in the community with our vocational counselors. We also can offer job coaching, mediation, and on-going employment maintenance supports.

In the initial supports component, we continue to offer employment maintenance through any of the above listed supports. This could also continue past 90 days of employment, if needed. Longer term, or

intermediate employment maintenance supports that occur after 90 days, both with our without an SEO status can occur in the on-going or interim supports components.

The process for the collaboration of services between the clubhouse is as follows: referrals to and from MRC to the clubhouse can initiate a potential contract for services. Clubhouse staff are able to attend the MRC orientation. We encourage our participation in the vocational planning meeting, with the assigned vocational counselor from MRC, and the individual. We communicate the individuals vocational progress, via email, phone, and in monthly notes, with the MRC VR counselor.

Attleboro/Taunton Area: Corner Clubhouse 247 Maple Street, Attleboro, MA 02703 (508) 222-9214

Fall River Area: Towne House 1706 President Avenue, Fall River, MA 02720 (508) 672-2023

Falmouth Area: Fairwinds 155 Katherine Lee Bates Road, Falmouth, MA 02540 (508) 540-6011

New Bedford Area FHR Anchor House 2277 Purchase Street, New Bedford, MA 02746 (508) 984-4300

CIES PROVIDER INFORMATION FORM

Name of Provider: Institute for Community Inclusion/UMass Boston
Address: 150 Mt Vernon Street, 4th floor, Boston MA 02125
Contact Person(s): Lara Enein-Donovan
Telephone #: 617-287-4319
Email address: lara.eneindonovan@umb.edu
Fax #: 617-287-4352
CIES Contract #: CIESSOUTH00120MRC029
Vendor Code #: VC0000444797

The Institute for Community Inclusion/UMass Boston (ICI) has been providing employment services to individuals with disabilities for over 50 years. We provide services to an array of individuals. Program requirements include being at least 16 years old and have a strong motivation to work. We offer a number of different services including the following:

Assessments can be performed through a variety of services at ICI. We can assist individuals with career exploration through job tours and informational interviews at various types of businesses in the community. We can also use our Work Experience Program for more hands-on training and skill building.

The Work Experience Program (Assessment and Skills Training)

The Work Experience Program at Children's Hospital Boston provides opportunities for individuals with disabilities to experience the world of work. While working in departments throughout the hospital, participants develop personal and vocational skills leading to greater independence. The program's focus is on helping participants develop work skills and behaviors that will enhance their professional success. Experiencing different types of jobs, varied work environments, and different types of relationships at work helps participants to learn what jobs and professional settings are best for them, and to develop realistic career goals. Work settings at Children's Hospital provide opportunities for employment staff to perform assessments and evaluations of individuals' skills, in addition to job-targeted education and skills training. Individuals are paid minimum wage for the hours they work and are temporary employees of the hospital.

Individual Placement Services (Job Placement and Job Supports)

Since 1987, the Individual Placement Service (IPS) of the Institute for Community Inclusion has been providing individualized supports to people with disabilities seeking employment. Services include: person-centered career planning, individualized job development services, resume development and job seeking skills training and individualized support and training to facilitate success at a job. The IPS assists individuals with disabilities in getting and keeping a job. These services are highly individualized, providing a wide range of supports for individuals with varied interests, skills, and needs. For individuals seeking employment, person-centered career planning is a cornerstone of the service. Through the career planning process individuals articulate their goals and expectations for employment. The career plan guides the job development process, identifying the type of work, the nature of the work environment, as well as other preferences identified by the job seeker, such as pay, benefits, location, and work schedule. In addition to job placement, services may include job seeking skills training, resume development, case coordination, assistance with benefits, job coaching, travel training, and other work-related supports.

Business Connections in the Community

ICI has many strong business connections in the community ranging from retail, food service, marketing and law offices, Our goal is to assist individuals to find the job that best fits their particular skills, interests and abilities. We are always reaching out to new businesses to build relationships and secure jobs for our customers.

CIES PROVIDER INFORMATION FORM

Name of Provider: JVS
Address: 75 Federal Street 3rd Floor, Boston, MA 02110
Contact Person(s): Janet McGrady
Telephone #: 617-399-3202
Email address: jmcgrady@jvs-boston.org
Fax #: 617-542-3992
CIES Contract #: CIESSOUTH00049MRC005
Vendor Code #: VC6000157139

Intake/Assessment services are available to consumers if there is a question regarding job readiness and/or commitment to job placement services. A written report, with recommendations, is submitted to the referring counselor.

Job Targeted Education/Training services are offered periodically throughout the year to assist consumers develop skills required for customer service/cashier positions. This service is limited to a maximum of six participants during the year.

Job Development/Job Placement includes one-on-one services to assist consumers with job search efforts. Populations served are varied, including consumers focused on entry level positions as well as professional employment.

Initial Supports, Interim Supports, or Ongoing supports are provided to assist consumers to maintain successful employment. JVS has the capacity to provide periodic onsite coaching as well as offsite counseling and support.

CIES PROVIDER INFORMATION FORM

Name of Provider: Living Independently Forever, Cape Cod, Inc. [LIFE, Cape Cod, Inc.]
Address: 550 Lincoln Road Ext., Hyannis, MA 02601
Contact Person(s): Rob Richards, Director of Employment
Telephone #: 508-418-5661
Email address: rrichards@LifeCapeCod.org
Fax #: 508-778-4919
CIES Contract #: CIESSOUTH00133MRC023
Vendor Code #: VC6000227780

After an introduction to the vocational advisors and program, the following vocational interim supports introduction is initiated among participants in LIFE's employment services:

- Transportation Readiness: Covering transportation safety measures, LIFE counselors teach individuals how to set up a ride on DART, store contact info, talk to a live transportation person and learn what to say to get from Point A to Point B.
- Assessment of technical skills: Coverage of basic computer knowledge training & software usage for letter & resume writing
- Finding the Right Vocation: Discussion & exploration of individual vocational preferences, vocational experiences and life experiences to identify interests and skill areas
- Vocational experiential participation research: This innovative job site visitation initiative is based on individual aspirations, needs and abilities identified, and then visitation to on-site specific industries to explore future potential vocational involvement.
- Peer mentoring: LIFE will utilize individuals currently affiliated with our program who are competent in their vocational affiliations to act as mentors to new participants
- Appropriate Public Behavior: Covers public appropriate behavior, publically acceptable communication styles, use of diplomacy, how to handle conflicts and strategies for emotional management during vocationally stressful situations.
- Keeping the Job: Covers the purpose of interim supports, appropriate on the job behaviors and attitudes, and the importance of good work ethics (i.e: being on time for work, etc.)

Eligibility: LIFE serves participants with intellectual and developmental disabilities. Typically, this can begin as early as age 19. Individuals may or may not be independently living on LIFE campuses. The most important criterion for eligibility into LIFE is a desire to seek vocational exploration and expression through volunteerism and/or competitive integrated employment.

LIFE vocational training sites are staffed by experienced and competent vocational advisors to meet the educational and training needs of the participants via the above training and on-site support mechanisms.

CIES PROVIDER INFORMATION FORM

Name of Provider: Lifeworks
Address: 1400 Providence Highway, Norwood, MA 02062
1208A VFW Parkway, West Roxbury, MA 02132
Contact Person(s): Mary Ellen Cameron
Mariano Gonzalez
Telephone #: 781-769-3298
617-323-7400
Email address: mecameron@lifeworksma.org
mgonzalez@lifeworksma.org
Fax #: 781-551-0045
617-323-1266
CIES Contract #: CIES SOUTH 00063MRC001
Vendor Code #: VC6000227047

Lifeworks Employment Services (LES), a division of Lifeworks, Inc. operates two Employment Programs. One is located in West Roxbury and serves greater Boston and the surrounding area, and as far west as Framingham. The other location in Norwood serves Norwood and surrounding towns and as far south as Braintree and Taunton. LES provides job preparation, training and placement, clinical supports and transportation for adults with developmental and intellectual disabilities. We work with people referred from both DDS and MRC, and serve over 200 people annually between the two sites. Lifeworks requires a minimum of a Bachelor's Degree for their 30+ case managers/job coaches which it employs.

LES provides a comprehensive evaluation. The person's skills are assessed in a variety of areas, such as office/computer skills, cleaning, cashiering that take place onsite, and is also evaluated at our different offsite job locations. The offsite locations assess physical skills and stamina in a pharmaceutical warehouse, packaging materials for dental and glove companies, corrugated box assembly in a manufacture setting, collating, labeling and doing mailings at the corporate office of a large retail business. A case manager is assigned to coordinate and oversee the evaluation, and then writes a report with the findings. The evaluation helps to identify the person's skill level, interests and abilities.

A wide variety of curriculum is used for the Skills Training component.

Two Job Developers have had much success finding and creating jobs for the people we work with. They meet with potential job seekers to determine preferences, interest and skill level, send resumes, role play and prep the individual for the interview process, assist with the interview and attend the interview with the individual, if warranted. Once a job placement is secured, a case manager works with the individual helping them to learn the job, problem solve potential issues and look for natural supports for when they fade their assistance.

CIES PROVIDER INFORMATION FORM

Name of Provider: Martha's Vineyard Community Services/Island Employment Services
Address: 111 Edgartown Road, Vineyard Haven, MA 02568
Contact Person(s): Kathi Hackett
Telephone #: 508-693-7900 x249
Email address: khackett@mvcommunityservices.com
Fax #: 508-693-6669
CIES Contract #: CIESSOUTH00071MRC016
Vendor Code #: VC6000159128

Island Employment Services (IES) of Martha's Vineyard Community Services has a long history of providing high quality supports to individuals and local businesses on Martha's Vineyard. Program staff are very committed to providing individualized services and supports in a community that has a number of unique challenges related to employment. The seasonal nature of employment as well as the diverse needs of both employers and consumers on the island provide opportunities for our talented staff members to be creative in finding and securing employment opportunities to those individuals who are referred to the program. Program staff have experience working with individuals with very diverse needs and current caseload includes individuals who have physical and/or cognitive impairments, Autism Spectrum Disorder, mental health issues, substance abuse recovery, etc. Staff members are well connected in the community and use those contacts to provide a rich array of experiences for consumers. Relationships with a wide variety of island businesses, including the Rotary Club, are a strong asset when individuals require assessments of job skills. Assessment sites on Martha's Vineyard have included the YMCA of Martha's Vineyard for custodial assessments, variety of libraries for clerical and library customer service assessments, Brickman's Store for retail sales and customer service, Daybreak Clubhouse for kitchen/food service assessments, Murdick's Fudge and Chilmark Chocolates for retail sales, customer service and mail order services, Morning Glory Farm for retail sales, baking, customer service and food service assessments, Harborview Hotel for housekeeping assessments, etc. IES strives to provide services that support individuals to be as independent as possible in their employment opportunities. Balancing the needs of the employee as well as the needs of the employer that vary throughout the slower winter months through the transition to the high season pace are the main priority. There are many examples of individuals being placed in jobs which have been a wonderful match for both employee and employer and the relationship is sustained over decades. The commitment to high quality, individualized supports and understanding of the community served are the cornerstones of the agency's operations.

CIES PROVIDER INFORMATION FORM

Name of Provider: M.O. L.I.F.E. Inc.
Address: 43 Daniel Street, Fairhaven, MA 02719
Contact Person(s): Ivan Brito
Lenira Pires
Carrie Murphy
Denise Cromwell
Telephone #: 508-992-5978
Email address: ibrito.molife@comcast.net
lpires.molife@comcast.net
cmurphy.molife@comcast.net
dcromwell.molife@comcast.net
Fax #: 508-999-7188
CIES Contract #: CIESSOUTH00118MRC025
Vendor Code #: VC6000181842

M.O. L.I.F.E. Inc. has provided vocational rehabilitation services in the greater New Bedford area including Fall River and Wareham for 20 years. Our specialty population includes the following but not limited to individuals with intellectual disabilities and acquired brain injury that have various barriers to employment. We utilize several sites for employment assessments, which includes Dorothy Cox Chocolate factory, Stop & Shop, The MOLIFE Food Pantry and Gifts to Give.

M.O. L.I.F.E. Inc. takes pride in working closely with each individual and build a good relationship that becomes essential when supporting individuals. We work hard to identify each individual's employment interest, skills and abilities, before we assist them obtain a position that meets theirs goals.

Our supportive employment team is built with experienced job developers and supervisors who care about the individuals we support and who are passionate about the work we do. We enjoy being part of the individual's successful employment outcome. We have a diverse staff that speaks Spanish, Cabo Verdean Creole and Portuguese.

CIES PROVIDER INFORMATION FORM

Name of Provider: Morgan Memorial Goodwill Industries
Address: 1010 Harrison Avenue Boston, MA 02119
Contact Person(s): Jessica Castro
Telephone #: 617-541-1276
Email address: jcastro@goodwillmass.org
Fax #: 617-541-1208
CIES Contract #: CIESSOUTH00067MRC005:
Vendor Code #: VC6000157396

All individuals referred to Goodwill will work with a Job Specialist in order to determine their need, job placement and post placement services

Individuals referred for assessment have been involved in Goodwill's paid training programs in order to evaluate their interests, work adjustment, stamina and skill level. They are also offered classroom-based training and TABE testing.

HELP is an eight week Human Services training program that prepares participants to become entry-level Direct Support Professionals in the field of Human Services. Students learn the essentials of the field while gaining a significant amount of experience in personal interaction with disadvantaged populations. Students learn the nuts and bolts of direct care including terminology and methods, motivating and managing client behaviors, maintaining boundaries and identifying career paths. Students are challenged and encouraged to apply themselves on a daily basis through individual and group assignments. Through the H.E.L.P program graduates become qualified to fill the increasing need for caring, professional workers in community residences, shelters, day programs and other Human Services settings.

First Step (core work readiness training) is classroom based training. Participants focus on resume writing, cover letter, interviewing skills and conflict resolution.

Paid training opportunities included merchandise processing in the Distribution Center and Goodwill Retail Stores (Boston, Jamaica Plain, Quincy, Brighton, Cambridge, South Boston and Somerville. Also, there is food preparation training in the Café.

Panera Cares is a two week internship opportunity located in Downtown Boston the individual is cross trained throughout the location in order to successfully gain employment. The individual must complete the First Step Class in order to participate in Panera Cares.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Nemasket Group
Address: 56 Bridge Street Fairhaven, MA 02719
Contact Person(s): Ericka Duckett
Syrena Costa-Neves
Telephone #: 508-999-4436
Email address: erickaduckett@nemasketgroup.org
syrenacosta.neves@comcast.net
Fax #: 508-997-9239
CIES Contract #: CIESSOUTH00085MRC020
Vendor Code #: VC6000227153

The Nemasket Group is pleased to offer vocational services for consumers served by MRC. We have successfully met our goals for employment outcomes over the past several years. Our employment services include situational assessments which can happen at more than 25 job sites in the community.

Our MRC support staff person sees the “whole person” working with consumers on dress, attitude, motivation, and transportation – all aspects of a successful job placement. Staff is available to consumers by phone as needed even after they complete so that they continue to feel supported. When appropriate, we will make recommendations for referral to PES or SES.

We have expertise in job development and have been cultivating contacts in the community for over 30 years. We have experience and success in working with people with mental health issues as well as learning disabilities. We can serve individuals from the Greater New Bedford and Fall River areas.

CIES PROVIDER INFORMATION FORM

Name of Provider: People, Incorporated
Address: 617 Airport Road Fall River, MA 02720
Contact Person(s): Jerilyn Ingham
Irene Rodrigues
Telephone #: 508-567-4815
Email address: jingham@peopleinc-fr.org
irodrigues@peopleinc-fr.org
Fax #: 508-679-5382
CIES Contract #: CIESSOUTH00074MRC002
Vendor Code #: VC6000160726

People, Incorporated is a human service agency serving the Great Fall River, New Bedford and Taunton areas. As a partnership of specialized, integrated programs, we provide unique opportunities to people with life challenges. Since our inception in 1968, we are one of the largest providers of supports and services to people of all abilities in the community. At the core of our agency is the belief that people benefit from the services we provide and deserve the highest level of quality support. We believe this is accomplished through creating positive partnerships between our agency and the community.

Our mission is to strengthen our community for each of its members by providing premier services for children and adults of all abilities in a collaborative and creative environment.

People, Incorporated employs a team of highly qualified employment specialist that provides comprehensive career counseling, evaluation and assessment, and job search assistance. Services are carefully designed in order for each person to realize their personal potential.

The staff of the Job Placement services works closely with employers to identify people who would fit best and be an asset to their business. We use a business partnership approach in matching the qualifications and interests of individuals to job requirements. We assist people of all abilities including: autism spectrum disorder, developmental disabilities, physical disabilities, substance abuse, psychiatric disorders and CORI records.

Our evaluation and assessment help the individual decide what type of work is best for them, experience different types of work in order to make an informed decision, receive standardized testing to confirm their decision. Our job development services assist individuals create a professional resume, assistance in searching for and finding a job, complete an application, develop interviewing skills, receive on-going support while on the job and extended supports are available if needed.

Some successful placement have been made in a variety of job types including, (but not limited to) : bus monitor, grant writer, cashier, child care assistant, certified nurse's aide, food services, landscape laborer, maintenance technician, parking lot attendant, peer counselor, residential counselor, retail associate, receptionist and van driver.

CIES PROVIDER INFORMATION FORM

Name of Provider: PRIDE Inc.
Address: 3 Maple Street, Taunton, MA 02780
Contact Person(s): Marc Mauricio or Tara Brosnan
Telephone #: 508-824-7134
Email address: mmauricio@pride-inc.org or tbrosnan@pride-inc.org
Fax #: 508-824-5699
CIES Contract #: CIESSOUTH00075MRC014
Vendor Code #: VC6000160746

PRIDE Inc. provides personalized employment services to individuals needing assistance finding employment. PRIDE Inc. employment services are designed to assist individuals obtain meaningful employment. Our services include:

- Situational evaluation and community sites
- Career assessment
- Preparation for job search: ensuring that the individual is proficient in completing various employment applications (i.e. online applications), interviewing and resume building.
- Job Development and Job placement
- Job retention that includes natural supports and development, adaptive equipment, training for co-workers, job site modification, transportation training.
- Job coaching and interim/on-going supports.
- Situational evaluation and community sites. Some of these sites are :

CBM	Assembly, labeling	Taunton
Mac Wholesales	Shipping/Receiving/Pricing/Order Picking	E. Bridgewater
Three Balls	Refurbishing golf clubs	W. Bridgewater
CVS	Stocking/pricing/unloading shipped products	Taunton
Enrest Dinning	Food Service: dishwashing/food prep/catering	Taunton/Raynham
Big Lots	Retail/sorting cloths & refurbishing house hold items	Taunton/Raynham
PRIDE MFG	Assembly, labeling, mailings, use of small mfg. equipment	Taunton

PRIDE Inc. also provides hard of hearing and deaf services. PRIDE offers employers disability awareness training, support and problem resolution, communication facilitation between employer and employee.

CIES PROVIDER INFORMATION FORM

Name of Provider: Riverside Community Care
Address: 595 Pleasant Street, Norwood, MA 02062
Contact Person(s): Eric Quist
Telephone #: 617-416-7648
Email address: equist@riversidecc.org
Fax #: 781-762-2409
CIES Contract #: CIESSOUTH00082MRC015
Vendor Code #: VC6000175937

Riverside Community Care provides the full range of CIES components through its Clubhouse Programs. Riverside Clubhouses have a long and successful history of helping individuals with mental illness return to work and stay employed. Riverside Clubhouses offer individuals the full spectrum of CIES services.

Individuals may start with an Evaluation/Assessment conducted at the Clubhouse as part of the Work-Ordered Day. Job Targeted Education & Skills Training can take place either on site or in the community through temporary employment. Job Development/Placement services focus on locating and maintaining competitive employment in the community. Initial Employment Supports, and if necessary, Interim/On-Going Supports, allow individuals to benefit from timely assistance to maintain and stabilize employment. MRC Offices may purchase one or more CIES components depending on the needs of the individual.

This South District Contract supports CIES services purchased through Riverside's Clubhouse services:

Neponset River House 595 Pleasant Street Norwood, MA 02062 T (781) 762-7075 F (781) 762-2409 Dannielle Ford-Allen dfallen@riversidecc.org	Elliot House 255 Highland Avenue Needham, MA 02494 T (781) 449-1212 F (781) 449-4064 Alison Currans-Sheehan asheehan@riversidecc.org
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CIES PROVIDER INFORMATION FORM

Name of Provider: Road to Responsibility, Inc.
Address: 1831 Ocean Street, Marshfield, MA. 02050
Contact Person(s): Donna Leach, Contracts Manager, 781-536-3203
Meredith Aalto, Job Placement Coordinator
Telephone #: 781-834-1300 (Main Office)
Email address: dleach@rtrinc.org/maalto@rtrinc.org
Fax #: 781-834-1131
CIES Contract #: CIESSOUTH00081MRC009
Vendor Code #: VC6000174357

The Road to Responsibility, Inc. (RTR) Job Placement Department offers Vocational Assessments, Skills Training, Job placement Services and Ongoing Supports in the various MRC office locations and surrounding towns: Plymouth, Brockton, Taunton, and Braintree. RTR staff will meet with MRC counselors and their clients at an intake meeting for any of the services mentioned above and explain how RTR and the referred client can work together towards a successful outcome.

RTR staff can answer questions about the many assessment sites where a variety of skills and interests can be explored. For example, RTR has sites that assess skills needed in the janitorial field, food preparation and serving venues, customer service interaction and product processing in retail stores, landscaping aptitude and animal care on a farm, packaging and counting tasks in an assembly environment, and office administrative proficiencies in a business setting.

RTR is happy to announce the newest assessment site, The Road to Responsibility Enrichment Center, located in Marshfield. Assessments at The Enrichment Center can be customized around the community workshops offered and the activities in the retail department. People taking part in an Enrichment Center assessment will have opportunities to do tasks such as: design and create decorative products and display merchandise for selling, cashiering and learning basic inventory control, assisting to facilitate a community workshop, and meeting local artisans to help market their crafts. These are just a few examples and RTR staff is planning on expanding these activities with input from assessment participants.

In addition to vocational assessments at the Enrichment Center, RTR encourages referrals for any community member with or without a disability so that they can enjoy the many activities evolving in this dynamic community center. RTR wants everyone to know that the Enrichment Center focuses on:

- Assisting people with self- discovery exploration to identify their strengths and talents to enhance their lives
- Acting as a “Hub” to connect job seekers’ skills with potential jobs and volunteer opportunities at local businesses
- Offering educational workshops that can help increase one’s self esteem and participation in the community

RTR staff can answer questions and concerns new job seekers may have about the expectations of searching for and obtaining employment with a job coach to assist them. Staff will help prepare job seekers with their interview presentations and create professional and impactful resumes to make getting hired a positive experience.

We are committed to assisting people to explore their vocational strengths and, working along with MRC, help each job seeker reach their next step towards a satisfying career path.

CIES PROVIDER INFORMATION FORM

Name of Provider: Tempus Unlimited
Address: 600 Technology Center Drive, Stoughton, MA 02072
Contact Person: Linda M. Andrade
Telephone #: 781-297-5444
Email address: LAndrade@masscp.org
Fax #: 978-313-8345
CIES Contract #: CIESSOUTH00147MRC065
Vendor Code #: VC6000158472

The Options program of Cerebral Palsy of Massachusetts provides services to all disability types, including people who are deaf or hard of hearing. Options has CIES program staff who are fluent in American Sign Language and Spanish. Options offers community situational assessments as well as assessments in our large workplace. Our workplace of over 170 staff afford people with disabilities opportunity to learn and experience a variety of office/clerical related employment as well as building maintenance, information technology and community services. Options is ultimately focused on building great business relationships so that our recommended candidates will always have serious consideration for and obtain employment. Options strives to empower people with disabilities to be as independent as possible in all of their employment related experiences. Upon employment, Options will develop a careful plan to support that person according to individualized needs and interests. Confidentiality is of utmost importance each individual we serve has the right to be empowered to independently succeed at his/her job and make their own decisions. Options focuses on individual needs and interests during all planning and support. Options provides and facilitates information gathering and knowledge to assist with consumer decision making. Options believes that each individual who displays great attitude and a desire to work can.

CIES PROVIDER INFORMATION FORM

Name of Provider: TILL, Inc.
Address: 20 Eastbrook Rd., Dedham, Ma 02026
Contact Person: Cindy Anderson, Director of Vocational Services
Telephone #: 781-302-4609
Email address: cindy.anderson@tillinc.org
Fax #: 781-329-4254
CIES Contract #: CIESSOUTH00100MRC018
Vendor Code #: VC6000165702

TILL Inc. has extensive experience providing individualized employment services to individuals with varying intellectual, developmental, mental and physical abilities. Employment specialists provide 1:1 services to assess the individual's vocational skills, interests and abilities, offers skill training, provides job placement services and long term supports during the crucial first days of employment through 90 days and beyond.

TILL partners with employers to identify and meet the needs of their work place and ensures that good matches are made. The joining of both needs increases the likelihood that long term employment success will be achieved.

TILL also operates two catering businesses, one in Chelsea, the other in Hyde Park called Essence of Thyme. These businesses offer the opportunity for **assessment in all aspects of food service** in a supportive real business environment.

TILL Employment Staff currently work with staff and individuals from the Somerville, Braintree and Boston offices and we welcome referrals from other area offices. Employment Specialists meet with individuals in locations close to their homes so that extensive travel is not needed. Meetings occur in career centers, libraries, etc.

CIES PROVIDER INFORMATION FORM

Name of Provider: Transitions Centers Inc.
Address: 32 Commercial Street, South Yarmouth, MA 02664
Contact Person(s): Christine Spaulding, Executive Director
Cate Van Gelder, Director of Functions
Telephone #: 508-398-3333
Email address: cspaulding@transitionscenters.org
cvangelder@transitionscenters.org
Fax #: 508-398-3311
CIES Contract #: CIESSOUTH00119MRC027
Vendor Code #: VC0000408166

Transitions Centers, Inc. supports individuals living with any challenge to transition to greater independence and self-respect. We are invested in providing knowledgeable, compassionate, respectful, professional services in a positive and enriching environment.

Transitions Centers Inc.'s Competitive Employment Service specializes in providing supports for young adults with Autism Spectrum, Deafness/Hearing Loss, Anxiety, Intellectual and Learning Challenges and obtain and maintain community employment. Our clients are highly motivated to work, have a desire to be employed in typical work environments and have an understanding of themselves and how they best interact and learn. We work diligently to assist in placing adults/students with challenges in community employment that best matches the person's interests and abilities by providing a customized plan that may include: Evaluation of work readiness, job trials at local businesses, support in completing paperwork or setting up transportation, skills training sessions for groups and individuals, job training to assist you in learning your job, social skills/interactions training and role playing, identifying and requesting needed accommodations and ongoing support, if needed. Additionally our staff communicate in American Sign Language for our individuals from the Deaf Community and use media-such as iPads and iPhones for communication and scheduling.

CIES PROVIDER INFORMATION FORM

Name of Provider: Triangle Inc. South
Address: 200 Belmont St. Suite 100 Brockton, MA 02301
Contact Person(s): Kay Larracey
Telephone #: 508-583-2400
Email address: klarracey@triangle-inc.org
Fax #: 508-583-3800
CIES Contract #: CIESSOUTH00095MRC008
Vendor Code #: VC6000161720

We know that looking for a job is often hard and challenging. Our employment services program in Brockton offers job seekers: Create a Plan for Success... We help individuals identify their job skills, establish career goals and pursue jobs that match their talents and abilities through community based assessments. Strengthen Job Search Skills... Newspaper and internet job searches aren't effective. We focus on using personal relationships, innovative marketing and local resources to secure employment. Keep the Job! We help employees keep their job and advance in their careers by providing job coaching, travel training, employment advocacy and extended supports.

CIES PROVIDER INFORMATION FORM

Name of Provider: Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited)

Address: 39 Norman Street Suite 302 Salem, MA 02170
22 McGrath Highway, Suite 203 Somerville MA 02143

Contact Person(s): Loretta Mascis, Regional Director
Sandra Silva, Program Manager

Telephone #: Salem: 978-745-7117
Somerville: 617-666-0990

Email address: lmascis@communityenterprises.com
ssilva@communityenterprises.com

Fax #: Salem: 978-741-1930
Somerville: 617-666-5732

CIES Contract #: CIESSOUTH00046MRC010

Vendor Code #: VC6000248268

Viability, Inc. has been providing employment services for people with disabilities for forty years. In the Eastern Massachusetts Region we offer a variety of services, including, employment readiness (Skills Training); employment preparation (resume and cover letter writing); job search assistance; job placement services; job support services and Vocational Assessment services.

Viability, Inc. performs Vocational Assessments based on the consumer's needs. This may include situational assessments and/or assessing the consumer's skills through Prove-It software, which allows for a wide-variety of testing in various areas of interest. In addition, consumer past and present employment, educational and personal situations are gathered in the effort to provide a thorough, written report of all findings and recommendations as related to the consumers vocational goals and needs.

Viability, Inc. also provides the same services for consumers referred under our deaf services program in both the Somerville, as well as in the Salem offices of Eastern Massachusetts service locations.

In addition, In the Plymouth, MA area, Viability, Inc. has partnered with Smart Pak in an Industry Specific Training and Placement Program (ISTTP). In an ISTTP contracts are formed with corporations to provide in-house, custom-tailored training and placement services for specific jobs within their industry. This program was initially developed in partnership with the Connecticut Bureau of Rehabilitation Services. Groups of clients are given classroom and hands-on training. Upon graduation, they become eligible for permanent hire by the corporation. In the Plymouth, MA area Smart Pak, is the hosting corporation currently utilized. Smart Pak is a distribution center catering to horse and other domestic animal supplies.

Travel training is also available for those consumers that are not well-versed in public transportation; this includes buses, trains and subways. Staff ride the public transportation with the consumer until a comfort level has been established, ensuring that the consumer understands how, where and when to access the public transportation system.

Services through Viability, Inc. are individualized and Employment Plans are created with each individual based on their employment goals and objectives. Thus, in the effort to ensure that consumer services are not typical, but are reflective of the individual's needs, desires and abilities.

CIES PROVIDER INFORMATION FORM

Name of Provider: Vinfen Corporation
Address: 950 Cambridge Street, Cambridge, MA 02141
Contact Person: Kristi Joyce
Telephone #: 617-441-1733
Email address: joycek@vinfen.org
Fax #: 617-441-1858
CIES Contract #: CIESSOUTH00123MRC028
Vendor Code #: VC6000164821

Our Clubhouses offers three different types of employment opportunities, Transitional Employment (TE), Supported Employment (SE) and Independent Employment (IE). The goals of TE are to help members gain work experience, build confidence, establish current references and to put them in a stronger position to fully rejoin society through paid work. TE offers members the opportunity to be employed in a Club-arranged/sponsored position for 6 to 9 months. TE allows members the chance to enhance their job skills in the workplace without making a long-term commitment to a job. The work skills the member develops will help him/her move on to more independent employment if they choose. Our SE services incorporate the aspects of employment access and job coaching support found in TE services, but the jobs are not time limited and do not include the expectation of absence coverage being by Clubhouse staff. The Clubhouse will provide help for employment search, placement, training and support. We define the level of support provided based on the specific member's needs, as assessed and identified in his/her *Action Plan*. A SE position may transition into an independent position over time as less support is needed. Conversely, if a member currently working in an independent position identifies the need for SE services, then help is provided. Follow along supports provided by the Clubhouse for SE are continuous and time unlimited, depending on the member's needs.

As a part of all our employment services, the Clubs are actively engaged in job development activities with the goal of providing diverse employment opportunities to members. We identify and establish new contacts, researching and identifying potential worksites through members' expressed interest, online employment listing databases and community job fairs. The Clubs also help members address CORI issues, as well as giving both on and offsite supports to members to request ADA Reasonable Accommodations. We employ peer support strategies, with already employed members, to help members seeking or working to maintain employment to maintain motivation, manage life/work balance, use natural supports, problem solve work issues and develop coping strategies. Some examples of employers we have successfully placed member with include, Costco, Target, TJMaxx, Stop and Shop, CVS, Big Brother and Big Sister's POD program and many more.

Vinfen Corporation manages these Clubhouses:

- The Atlantic Clubhouse, 338 Washington St., Quincy MA 02169
- Plymouth Clubhouse, 340 Court St., Plymouth, Ma. 02360
- Baybridge Clubhouse, 278 Main St., Hyannis, Ma. 02601
- Cove Clubhouse, 383 Route 28, Harwichport, Ma. 02645

CIES PROVIDER INFORMATION FORM

Name of Provider: Work, Inc.
Address: 25 Beach St., Dorchester, MA 02170
Contact Person(s): Margaret Dinon
Tracey Cunningham
Telephone #: 617-691-1654
617-691-1705
Email address: mdinon@workinc.org
tcunninghan@workinc.org
Fax #: 617-691-1595
CIES Contract #: CIESSOUTH00104MRC022
Vendor Code #: VC6000230082

Work, Inc. provides personalized employment services to individuals who need assistance in finding their place in the workforce. We have extensive experience assisting individuals with barriers to employment. Work, Inc. specializes in serving the deaf and hard of hearing population. Work, Inc.'s deaf services program has highly trained staff, all of whom are deaf or fluent in American Sign Language and well versed in deaf culture. Work, Inc. also utilizes the most current technology as well as interpreters to assist in removing any communication barriers to employment. Work, Inc. is currently building a state of the art custodial training center complementing our culinary and administrative training courses. Work, Inc. also offers personal enrichment courses to augment an individual's skills and employability. These include CRP/first aid, crisis prevention intervention, medication administration and American Sign Language.

CIES PROVIDER INFORMATION FORM

Name of Provider: Work Opportunities Unlimited Contracts, Inc.
Address: 114 Locust Street, Dover, NH 03820
Contact Person(s): Ann M. Betts, Contract Administrator
Telephone #: 603-749-4504 X729
Email address: abetts@workopportunities.net
Fax #: 603-742-2071
CIES Contract SC#: CIESSOUTH00089MRC007
Vendor Code #: VC6000065001
Director of south Shore Office for referrals:
William Mullin, wmullin@workopportunities.net, 781-608-8476
Director of East Bay (Fall River/New Bedford) Office for referrals:
Whitney Carroll, wcarroll@workopportunities.net, 802-282-2007

Since 1982, Work Opportunities Unlimited has been providing community-based employment services to those with barriers to employment. We offer substantial experience with employment services and systems to those with disabilities. Our progressive job development procedures puts an emphasis on a business to business approach, which utilizes an internal database featuring current job orders from employers and a centralized sales team to supplement the efforts of the local teams working directly with job seekers. Work Opportunities Unlimited offers not only job placement/placement and job targeted educational /skills training services, but customized work assessments with community employers. In addition to providing services to MRC, Work Opportunities also works with MCB, DDS, school districts, and DCF. Lastly we are also a Ticket to Work Employment Network. The specific services provided include: interview training, resume development, application training, customized job development, with and on behalf of, the job seeker, on-site and off-site job training services, long-term support, and work assessments.

WEST DISTRICT

TIM ANDENMATTEN
DISTRICT SUPERVISOR

1 FEDERAL STREET, BUILDING 102-1
SPRINGFIELD, MA 01105

(413) 736-7296
FAX (413) 737-5693

MRC WEST DISTRICT

FY17 CIES PROVIDER LIST WITH CORRESPONDING VR AREA OFFICE POINT OF CONTACT FOR FISCAL CONTRACT ORDER AUTHORIZATION (COA) AND MRC REFERRAL FORM SUBMISSIONS

<u>PROVIDER</u>	<u>LEAD AREA OFFICE</u>	<u>AREA DIRECTOR</u>
Berkshire County, ARC	Pittsfield	Kate Angelini
B.F.A.I.R	Pittsfield	Kate Angelini
Best Buddies West	Worcester	Ellen Spencer
Center of Hope	Sturbridge	Rachel Reyes
Community Options	Holyoke	Jorge Messmer
Easter Seals West	Worcester	Ellen Spencer
Elevation Group, Inc.	Springfield	Paula Euber
Genesis Club, Inc.	Worcester	Ellen Spencer
Goodwill Industries of the Pioneer Valley	Springfield	Paula Euber
HMEA	Milford	Rachel Reyes
Institute of Abilities	Springfield	Paula Euber
Life Skills	Sturbridge	Rachael Reyes
N.E.B.A.	Springfield	Paula Euber
Opportunity Services, Inc.	Springfield	Paula Euber
Riverside Industries, Inc.	Holyoke	Jorge Messmer
ServiceNet	Greenfield	Mark Dore
Seven Hills Foundation	Worcester	Ellen Spencer
UCP Berkshire County	Pittsfield	Kate Angelini
Viability, Inc.	Holyoke	Jorge Messmer
Work Opportunities Unlimited	Worcester	Ellen Spencer
Work Opportunity Center	Springfield	Paula Euber

CIES PROVIDER INFORMATION FORM

Name of Provider: Berkshire County Arc (BCArc)
Address: 395 South Street Pittsfield MA 01201
Contact Person(s): Rick Hawes
Telephone #: 413-443-1038 ext. 21
Email address: Rhawes@bcarc.org
Fax #: 413-443-8065
CIES Contract SC#: CIESWEST000007MRC004
Vendor Code #: VC6000158245

BCArc employment division, the Advantage Employee Network (AEN), has been providing comprehensive services to MRC consumers for over 30 years in Berkshire County, MA. AEN has provided vocational services to close to 650 individuals referred by MRC over the past 30 years. AEN provides the following comprehensive CIES services for MRC consumers:

- Vocational assessments
- Skills training
- Job development and placement
- Initial supports
Interim supports
- On-going supports

AEN has an extensive network of local businesses including over 150 employers that utilize our services and has a very strong positive reputation in the Berkshires. AEN has a very comprehensive individualized employment assessment process that is sought after by both MRC, other state agencies, and local school districts. AEN has established and maintained successful school to career transition services with all 10 Berkshire County school systems for the past 25 years. AEN continues to serve a wide range of individuals with disabilities.

CIES PROVIDER INFORMATION FORM

Name of Provider: Berkshire Family & Individual Resources (BFAIR)
Address: 771 South Church Street, North Adams, MA 01247
Contact Person(s): Kelly Brennan
Telephone #: 413-664-9382 ext. 19
Email address: kbrenan@bfair.org
Fax #: 413-664-6293
CIES Contract SC#: CIESWEST000035MRC005
Vendor Code #: VC6000180596

At BFAIR Employment Services we are pleased to offer a variety of services that promote valued community roles through gainful employment. Our services are unique due to the fact that we have over 20 years of experience as a human service agency in Berkshire County and served over 130 people within the employment program over the past year.

BFAIR has partnered with several local and state vendors including MRC, MCB, DDS, DMH, BI&SCS and DOE. Partnering with such a variety of vendors has allowed us to gain experience working with people from a variety of backgrounds and skills sets. This includes all age ranges from 16 to 65+ years old. Populations that BFAIR serves and has expertise in include people diagnosed with developmental disabilities, autism, acquired brain injury, mental illness, substance abuse, and co-occurring disorders.

Services that are provided under BFAIR's Employment Services program include:

- Transitioning from high school to work
- Interest inventories
- Career planning
- Skill assessments
- Vocational evaluations
- Soft skills and work hardening education
- One on one vocational counseling
- Obtaining needed identification
- Preparing a resume and cover letter
- Completing a job application
- Interview preparedness
- Assistance to obtain interview clothing
- Transportation training
- Job exploration
- On the job training
- Initial and long term support
- Paid internships
- Computer training on Microsoft Word, Power Point and Excel
- Training on navigating the internet to include setting up an email account and registering with Berkshirejobs.com. We are also in the process of offering training on QuickBooks
- Support and guidance regarding benefits

BFAIR is fortunate to have a host of community partners that allow us to use their environment to conduct vocational evaluations, on the job training and paid internships, many of which has led to gainful employment. An example of sites that are used on a regular basis include The Old Country Buffet, Sonsini Animal Shelter, Western MA Labor Action, Big Y, North Adams Housing Authority, Redemption Centers, Guido's Fresh Market Place Wal*Mart, libraries, The Girls Club Inc, Pittsfield Post Office, Lanesboro Department of Conservation and Mount Greylock Greenhouse.

It is the goal of BFAIR's Employment Services to empower people and assist them in building the skills to become competitively employable and to successfully maintain employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Best Buddies West
Address: 45 Bromfield Street, 7th Floor, Boston, MA 02108
Contact Person(s): Kim Cortes
Telephone #: 617.778.0522 x101
Email address: KimberlyCortes@bestbuddies.org
Fax #: 617-778-0526
CIES Contract SC#: CIESWEST000131MRC058
Vendor Code #: VC6000249399

Best Buddies Massachusetts provides person-centered supported employment to adults over the age of 18 with a primary diagnosis of intellectual and/or developmental disability (IDD). We are a state affiliate of Best Buddies International, a non-profit 501(c)3 organization whose mission is to develop a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with IDD. We offer Best Buddies Jobs, our supported employment program, in greater Boston and greater Worcester.

Best Buddies offers assessment, job development, job placement, job coaching, and follow-along services. Uniquely, we rarely cut ties with a participant, continuing to provide services as needed for as long as they remain employed or wish to retain our services. Once an SEO is achieved, we work with the VR counselor and DDS service coordinator, as well as the relevant area office, to find continued funding to follow the consumer. Best Buddies is also an official Employment Network (EN) through the federal Ticket to Work program.

In order to enroll in the Best Buddies Jobs program, a client must have a primary diagnosis of IDD and have a generally positive work history or have successfully completed a pre-employment training program. Best Buddies does not provide pre-employment training. Once referred, Best Buddies will conduct a screening call and then a formal assessment to identify the client's goals and determine whether they will be a good fit for the program. While we do work with some individuals with mental health needs in addition to their primary IDD diagnosis, we do not have mental health specialists on staff nor resources to support clients with significant mental health needs.

We work with an exceptional network of employer partners in greater Boston and greater Worcester, including law firms such as Holland & Knight and Seyfarth Shaw, as well as financial services firms such as John Hancock and Santander Bank. Best Buddies only offers community-based, competitive, integrated employment with an emphasis on developing natural supports in the workplace to facilitate successful long term placements.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Center of Hope Foundation
Address: 100 Foster Street, Southbridge, MA 01550
Contact Person: Alexandria Kwasek
Telephone #: 508-764-4085
Email address: akwasek@thecenterofhope.org
Fax #: 508-765-0255
CIES Contract SC#: CIESWEST000092MRC013
Vendor Code #: VC6000169288

The Center of Hope Foundation offers individuals with disabilities opportunities for productive work. Employment supports are also in place to offer gainfully employed individuals the opportunity to socialize, brainstorm, provide mutual support, and discuss the benefits and concerns regarding employment. Individuals are empowered to explore their strengths, desires, work skills and vocational abilities through a comprehensive evaluation program that offers testing to identify strengths, needs interest, goals and opportunities. The primary goal is to help individuals find meaningful paid opportunities.

Vocational Employment Services also oversees many agency small business ventures that provide employment and educational training for program members to learn new skills that will assist in the preparation for future employment. We offer very involved support staff that the individual has from start till completion to check on their progress as well as help adjust to the new settings. The Center also has interactive computer lab on the premises to help with Job Development as well as job searches. This allows the individual to take a more active part in their job searching and application process.

Employment Supports

Our services include:

- An integrated competitive work program
- Work evaluations
- Interview skills/resume writing
- Job skills training
- On-the-job training
- Placement services
- On-going support Services

We provide reliable employees to area businesses, working in, but not limited to:

- Clerical Support
- Labor services
- Customer service (i.e., landscaping, operation maintenance, construction)
- Food Service
- Janitorial Services
- Packing/Assembly
- Retail

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Options, Inc.
Address: PO Box 1352, 442 State St., Belchertown, Ma. 01007
Contact Person(s): Betsy Grim
Telephone #: 413-323-9681
Email address: bgrim.commop77@gmail.com
Fax #: 413-323-5341
CIES Contract SC#: CIESWEST000109MRC052
Vendor Code #: VC6000165825

Community Options, Inc. is a private, non-profit agency that assists people with disabilities living in Hampshire, Hampden, and Franklin counties of western Massachusetts in finding and enjoying the benefits of meaningful employment. The agency focuses on individual job placements, ideally close to the person's home. We work with local employers if either training or extra supports are needed. It is important to us that both the employee and employer are experiencing a positive working relationship. We tailor our supports to each person's interests, skills, and needs. Each person is their own individual with their own uniqueness.

Central to the agency's philosophy is Social Role Valorization (SRV) theory, which emphasizes the dignity of all human beings, and the need to promote and protect a positive image of people with disabilities in society. This shapes not only the content of the services the agency offers, but also how those services are provided. Thus, Community Options has consistently adhered to a strategy that emphasizes as natural a work experience as possible for people with disabilities – one that involves the business directly in providing the supports a person needs, and thus giving the employer a stake in that person's success.

Employment is pursued on an individual basis; the agency does not arrange for group placements with local employers, nor does it provide ongoing job "coaching". Rather, Job Developers work carefully to find jobs which match personal preferences and abilities, identify the specific support needs that might be required, and arrange that those supports come from supervisors and/or co-workers on the job. Regular, ongoing contact is maintained with both the employer and individual as needed throughout employment. We have been in the business of helping people find work for over thirty five years.

CIES PROVIDER INFORMATION FORM

Name of Provider: Easter Seals West
Address: 484 Main Street, Worcester, MA 01608
Contact Person(s): MaryEllen MacRae, Director
Telephone #: 617-226-2858
Email address: MMacRae@eastersealsma.org
Fax #: 617-737-9875
CIES Contract SC#: CIESWEST000005MRC033
Vendor Code #: VC6000157011

Our mission at Easter Seals MA is to help ensure that individuals with disabilities have equal opportunities to live, learn, work, and play. Easter Seals MA has consistently provided quality employment services resulting in a high rate of employment retention amongst successful rehabilitations. Our experienced team is excellent at matching the person and their abilities to specific jobs. With offices in Worcester and Boston, we are able to service a large geographic area, developing relationships with employers and clients alike to work towards successful outcomes.

Primary Services--Job Development and Placement / Employment Supports:

We provide a comprehensive approach to job readiness for people with disabilities. Our employment specialists provide the on-going support, information and skill-building needed for getting and keeping a job.

At Easter Seals, we believe that each individual wanting to secure or maintain employment has unique needs. We assist individuals who are seeking competitive employment by providing services that match their needs, preference, abilities and interests. Whether a client is looking for a professional, skilled, semi-skilled or service job, we will provide a flexible, creative solution to meet their specific needs, abilities and interests.

Our staff is qualified to assist your clients with:

- ❖ Writing an effective resume that highlights the client's strengths and transferable skills
- ❖ Job seeking strategies, including assistance with online applications
- ❖ Targeting the right job
- ❖ Preparing for interviews
- ❖ Career counseling
- ❖ Arranging interviews
- ❖ Retaining a job (*Initial and Interim Supports*)

Additional Services--Vocational Evaluations:

Easter Seals provides vocational assessments at our offices in Worcester and Boston. The vocational assessment gathers data to determine the client's skill-set and employability which assists in identifying the client's vocational goals. Our vocational assessments are comprised of a variety of customized components that include: behavioral observation, collaboration with support teams, academic testing, Microsoft Office literacy, identifying transferable skills, fine and gross motor dexterity assessment, and workplace interest exploration.

CIES PROVIDER INFORMATION FORM

Name of Provider: Elevation Group Inc.
Address: 93B Mill Street, Springfield, MA 01108
Contact Person(s): Joseph Santos
Telephone #: 413-363-9028
Email address: jsantos@elevationgroup.comcastbiz.net
Fax #: 413-372-4913
CIES Contract SC#: CIESWEST000145MRC063
Vendor Code #: VC0000735534

Elevation Group Inc. is a minority-owned not-for-profit organization specializing in job training and placement services. We provide employment and job placement services primarily for the service and retail industry. We utilize the hotels in downtown Springfield as the primary training sites for entry-level job development skills. Staff members are uniquely qualified in the areas of public administration, Human Resources management and employee training, employee coaching and counseling, and job development with two of our members being former contracted individual job coaches receiving referrals from the Mass Rehabilitation Commission. We have worked with consumers with dependency, learning disabilities and in transition.

CIES PROVIDER INFORMATION FORM

Name of Provider: Genesis Club, Inc.
Address: 274 Lincoln Street, Worcester, MA 01605
Contact Person(s): Kevin Bradley, Executive Director, Ken Bisson, Employment Services Manager
Telephone #: 508-831-0100
Email address: www.genesisclub.org
Fax #: 508-753-1286
CIES Contract SC#: CIESWEST000062MRC013
Vendor Code #: VC6000173082

Genesis Club assists individuals with a mental illness to succeed in employment, education, housing, wellness and friendships. Genesis Club membership is open to adults with a diagnosis of mental illness. The clubhouse provides a place of hope, dignity friendships and recovery.

There are several employment programs offered at Genesis: Transitional employment, Supported Employment and Independent Employment. Transitional Employment (TE) provides clubhouse members with quality part-time jobs with some of the best employers in the Worcester area. Genesis staff serve as employment placement managers that provide on the job training, ongoing supports and 100% member absence coverage to the employer. Transitional employment placements are generally 6 to 9 months in duration at the employer's place of business and members are paid the prevailing wage rate directly by the employer. Transitional employment is often the gateway for clubhouse members to enter into full or part-time permanent employment.

Clubhouse Supported Employment (SE) offers members the opportunity to achieve permanent employment, full or part-time. Members are hired directly by the employer and the position belongs to the member. As a defining characteristic of clubhouse Supported Employment, there is a relationship between the employer and the clubhouse. In partnership, the clubhouse and the member determine the type, frequency and location of determined supports, while maintaining an ongoing relationship with the employer. Members may or may not receive on the job supports which is solely determined by the member.

Independent Employment (IE) positions are the members own. Genesis may be involved in working with the member to help develop a position and provide supports as needed. Supports typically include, updated employment plans, developing a resume and preparing for an interview.

CIES PROVIDER INFORMATION FORM

Name of Provider: Goodwill Industries of the Pioneer Valley, Inc.
Address: 570 Cottage Street, Springfield, MA 01104
Contact Person(s): ClairAnn Muddiman, Director, Workforce Development
Sue Ann Voisine, Workforce Development Coordinator
Telephone #: ClairAnn Muddiman: 413-788-6981 EXT 296
Sue Ann Voisine: 413-788-6981 EXT 272
Email address: cmuddiman@ourgoodwill.org
svoisine@ourgoodwill.org
Fax #: 413-304-2687
CIES Contract SC#: CIESWEST000050MRC016
Vendor Code #: VC60000157573

Our Mission: To create a better community through partnerships in employment, education, and life enrichment.

Our Vision: We will be satisfied only when every person in our community has the opportunity to achieve his / her fullest potential and to participate and contribute fully in all aspects of life.

We identify barriers to employment and utilize our expertise, experience, vast programs, and networks to assist with breaking down barriers that contribute to inability to work. We provide workforce development services to individuals with disabilities and socio-economic disadvantages throughout the Pioneer Valley. Below is a list of skills currently offered through the Career Academy of Goodwill Industries of the Pioneer Valley:

- Instructor taught ESOL for Spanish speakers
- Pre-employment training & skill building
- Assistance in obtaining interview and work appropriate clothing
- Online instructed / self-paced basic and advanced Microsoft Suite applications
- Obtaining & understanding CORI reports and what to do to seal records
- On the job training
- Readily available worksite assessment programs
- Understanding of how credit affects employment
- Personal budgeting
- Teaching how to accurately report wages
- Referrals to Certified Work Incentive Coordinators (CWICs)
- Short term hard skills training in manufacturing, retail, and forklift operation, computer repair, and ServSafe Certification
- Letters of recommendation, referrals to employers, and report of participation in trainings
- Concentrated and 1:1 services as requested / required for client success
- Group trainings in Networking and the power of the hidden job market
- Internet safety

- Professional etiquette and language
- Post-employment training – how to keep the job
- Self-Advocacy at work and in personal life
- How to make a plan for the future
- Understanding self-sabotage and why it happens
- Creating long terms goals for success in life and employment

CIES PROVIDER INFORMATION FORM

Name of Provider: HMEA
Address: 8 Forge Park East, Franklin, MA 02038
Contact Person(s): Stephanie Guitard
Telephone #: 508-298-1135
Email address: sguitard@hmea.org
Fax #: 508-298-1435
CIES Contract SC#: CIESWEST000052MRC009
Vendor Code #: VC6000159109

The Transitional and Community Services (TRACS) program at HMEA provides support to individuals with differing needs including but not limited to Intellectual Disabilities, Autism Spectrum Disorder, Traumatic Brain Injury, Learning Disabilities, ADHD, depression, anxiety disorders, bi-polar disorder, schizoaffective disorder, cerebral palsy, etc.

We provide vocational services including:

1. Assessment services – This includes job shadow opportunities, 1:1 job coaching and observation during the job shadows and interest inventory assessments to help guide the individual to determine what job may be the best fit. The TRACS program offers recommendations to the client and the funder based on the information and observation from the assessment
2. Job development services -This includes 1:1 support from an employment specialist each week to teach, train and guide the individual through the job search process. The employment specialist helps the individual create a resume, develop and practice interview skills, and learn appropriate dress for job hunting and interviewing. They also talk to the individual about employee relations and interactions with co-workers and supervisors, help the individual decide appropriate transportation needs, and help them communicate with their supervisors.
3. Job coaching services - 1:1 job coach support on the job site to help the individual learn the tasks of the job, navigate communication with the supervisor and employees, and advocate for themselves in regards to work related situations.
4. Ongoing support services - continued job coaching to help the individual learn the skills necessary to be independent.

CIES PROVIDER INFORMATION FORM

Name of Provider: Institute of Abilities, LLC
Address: 152 Center St. Suite 1 Chicopee, MA 01013
Contact Person(s): Johnny Miranda
Telephone #: 413-885-2842
Email address: mr.johnnymiranda@gmail.com / johnny@instituteofabilities.org
Fax #: 413-331-4868
CIES Contract SC#:
Vendor Code #: VC0000808351

The Institute of Abilities is a provider who serves the Western Massachusetts region. They provide individualized quality employment services to disadvantaged individuals; promoting social inclusion, empowerment and self-sufficiency.

The Institute of Abilities tailors every employment plan to the needs of every client. We specialize in trauma informed care services and will develop a comprehensive employment plan after having conducted individualized assessments. Assessments will identify the clients personality, learning style, work interests, barriers to employment, employment goals and other community services from which they can take advantage of to assist them in their search for a meaningful job. Program participants will be encouraged to participate in various work trial as part of the career exploration process, when their employment goal is unknown. In cases where the participants have identified an employment goal, their educational qualifications will be assessed and a plan will be put in place to help increase their chances of entering the competitive employment market.

Job Placement and development services will be provided to individuals who have identified an employment goal and who have expressed genuine interest in entering the workforce. The Institute of Abilities will connect them to employers or assist in the job search process, guiding them every step of the way. Clients receiving job placement services will receive assistance in obtaining work, as well as a set of skills and tools to achieve their employment goals.

The Institute of Ability offers a C.N.A / Job readiness training in partnership with CNS Academy. They also have a job readiness cohort tailored for the blind community, in which they incorporate assistive technology.

The Institute serves as an advocate for every client they serve.

CIES PROVIDER INFORMATION FORM

Name of Provider: Life-Skills, Inc.
Address: 44 Morris St, Webster, MA 01570
Contact Person(s): Kim Lapworth
Telephone #: 508-943-0700 x 2171
Email address: voctrainer@life-skillsinc.org
Fax #: 508-949-6129
CIES Contract SC#: CIESWEST000121MRC031
Vendor Code #: VC6000161603

Developed in 1996 to provide unemployed or underemployed Southern Worcester County residents support in acquiring and maintaining successful, meaningful employment.

We begin our successful program with an informative three way meeting between the consumer, their MRC Counselor and a Life-Skills employment specialist, meant to provide details about our job development program and discuss the strengths, barriers and employment goals of the consumer. Throughout our employment program, we prioritize effective, regular communication while working towards independence and continued workplace growth and success.

Life-Skills works with consumers to define specific job requirements and characterize realistic job goals. We specializes in effective resume and cover letter writing, skills identification, job search organization, job preparation, job development, interview preparation and on the job supports.

Our success lies in our experience and ability to connect with clients of all ages and from diverse backgrounds. Ensuring a proper match between client and employer to promote long-term success is one of our top priorities. Other priorities include being proactive, timely reporting and offering consistently superior services in a professional manner.

CIES PROVIDER INFORMATION FORM

Name of Provider: New England Business Associates
Address: 1 Federal Street, Springfield, MA 01105
Contact Person(s): Jamin Wright, Division Supervisor
Telephone #: 413-821-9200 ext. 171
Email address: jamin.wright@nebaworks.com
Fax #: 413-233-4893
CIES Contract SC#: CIESWEST000080MRC003
Vendor Code #: VC6000168870

New England Business Associates (NEBA) combines innovation with proven experience to help individuals with disabilities or other barriers reach their employment and/or education goals. Our programs include job skills training, interview skills training, resume writing, career plans, and supported employment search. We are committed to helping each individual we serve realize their full potential. NEBA also provides vocational assessments to identify vocational interests and skills, and to determine whether individuals are capable of obtaining and maintaining competitive employment. Vocational assessments are held in NEBA offices and on site with the support of partnering agencies. Some partnering agencies include:

- Café LEV in Longmeadow
- Mailroom in Springfield
- Office in Springfield
- Library at Veritas Prep

NEBA's Business Development Center (BDC) provides an innovative approach to assisting individuals with disabilities and/or employment barriers in starting their own business. The BBC also provides support for the Ticket to Work program to promote full employment and income self-sufficiency. Participants receive the necessary entrepreneurial training to write a valid business plan and ongoing business implementation support once the plan is completed.

CIES PROVIDER INFORMATION FORM

Name of Provider: Opportunity Services
Address: One Federal Street, Building 101, Springfield, MA 01105
Contact Person(s): Kathleen Mangiafico
Telephone #: 413-372-4820
Email address: KathleenM@oppserv.org
Fax #: 413-372-4386
CIES Contract SC#: CIESWEST000143MRC030
Vendor Code #: VC0000735531

Opportunity Services is proud to be part of Massachusetts; building strong community partnerships connecting dedicated employees to committed employers, focusing on the economic revitalization of The Pioneer Valley!

OS specializes in community based competitive employment services. OS matches the job seeker's vocational objective to meet the needs of local businesses. Opportunity Services is CARF accredited and has 20+ years of expertise in assisting individuals with disabilities towards making meaningful contributions to their community. We have over 20 years of experience providing job placement, training and retention services for individuals of all abilities and age ranges. In addition, we make Teamwork a priority! Clear lines of communication and collaboration with our state agency are a must. We excel at maintaining consumer records, collecting data and documenting the services we provide. For FY16, we had a 94% successful placement rate!

OS has on staff a certified business coach that is igniting the fire in the soul of Springfield! We have established strong relationships within the business community and are working closely with:

- Granite City Electric
- Handz-On Inc.
- United Personnel
- Olive Garden
- Landmark Senior Living
- Target
- Raymour & Flanigan
- Sodexo
- Bon Ton
- J. Morrissey
- CVS

Every day we are expanding our horizons searching for new ways to connect with people on both sides of the table of employment. OS has a customized coaching program that brings results! It is utilized with each consumer in one-on-one job development sessions and is offered at The Springfield Public Library and local schools upon request. Our goal is to get The Pioneer Valley back to work in competitive jobs that provide sustainable lifestyles! OS believes that to rebuild a community it comes down to a single powerful word – PRIDE. We help people integrate into their workplaces, making the most of their skills and interest. We change our clients' perceptions of themselves and the perceptions of the people with whom they interact, and we're all better off for it.

CIES PROVIDER INFORMATION FORM

Name of Provider: Riverside Industries Inc.
Address: 1 Cottage Street, Easthampton, MA 01027
Contact Person(s): Nick Isherwood
Telephone #: 413-527-2711
Email address: nisherwood@rsi.org
Fax #:
CIES Contract SC#: [CIESWEST000073MRC008](#)
Vendor Code #: VC6000160529

Now, in its 49th year, Riverside provides individualized services combining life skills development, rehabilitation, and employment options for more than 230 adults living with developmental disabilities from 33 towns in the tri-county region. Riverside also offers a wide range of innovative therapies and programs, including music, art, farming, yoga, and other classes. Riverside's home base at One Cottage Street in Easthampton supports hundreds of adults as well as students transitioning out of high school, living with developmental disabilities from 33 towns throughout the Pioneer Valley.

We have been providing supports for our clients to work in the community for decades and continue to support many individuals in long term employment at workplaces in the community such as Amherst College, UMASS, Big Y and Stop and Shop. Riverside has many long standing relationships with companies in the area that we have cultivated by successfully placing hundreds of people over 40 years. Riverside also runs four businesses of its own, which provide clients with training and employment opportunities. This also allows us to provide comprehensive vocational assessments that allow us to successfully place clients in the job that best matches their skills and interests. We have implemented new and innovative programs to better train and support our clients in the jobs of their choice and recently partnered with CVS who have established a groundbreaking training program for individuals with disabilities in the Pioneer Valley.

Riverside provides its clients with wide-ranging, comprehensive Job Development services including:

- Discovery Process (Vision Meeting)
- Situational Assessments
- Skill Development Training
- Interest Inventories/Job Matching
- Resume Writing Training
- Job Search Strategies
- Job Interview Training
- On The Job Training and Follow Along Services

CIES PROVIDER INFORMATION FORM

Name of Provider: ServiceNet

Greenfield and Holyoke:

Address: 55 Federal Street, Greenfield, MA 01301

Contact Person(s): Betty Axelson

Telephone #: 413-773-0073

Email address: baxelson@servicenet.org

Fax #: 413-775-4794

Pittsfield/North Adams:

Contact Person: Cindy MacDonald, Program Director

Address: 141 North Street, Pittsfield, MA 01201

Telephone #: 413 448-5356 Ext. 117

Email address: cmacdonald@servicenet.org

Fax #: 413-448-2662

CIES Contract SC#: CIESWEST000130MRC033

Vendor Code #: VC6000162622

Greenfield & Holyoke:

ServiceNet provides a wide range of human services for people in the Pioneer Valley and in Berkshire County. Our programs include outpatient behavioral health services; adolescent support programs; early intervention for young children; home health care; rehabilitation and residential programs for those with mental health issues, developmental disabilities, traumatic brain injuries, or addictions; shelter and housing services for the homeless; and Competitive Integrated Employment Services (CIES).

ServiceNet helps people with disabilities find and maintain employment. Having been in business for more than 25 years, we have placed well over 1,200 people in independent, competitive employment throughout western Massachusetts. Every individual is screened and assessed for skills, aptitudes, and abilities needed for competitive employment. Our success reflects the effort we put toward finding the best match between the job seeker's abilities and interests and the demands of a particular job. We also maintain contact after job placement.

Pittsfield/North Adams:

Berkshire Vocational Services (BVS) of ServiceNet is a non-profit agency that helps people with disabilities to go to work. BVS offers a reliable hiring solution to local businesses and **together** we work to strengthen our community.

Here at BVS we know that hiring people with disabilities adds value to a business. We have been building relationships with Berkshire-based businesses for over forty years and have successfully placed over 1200

qualified workers in positions ranging from dishwasher to computer technician. Many of these workers have held their jobs for ten or more years, building very solid alliances.

Our staff at BVS offer considerable experience with employment services that are highly individualized. We serve all of Berkshire County and work with people who are referred from both MRC and DDS.

Our services include:

- Vocational counseling
- Psychoeducational groups
- Evaluation of work readiness
- Vocational Assessments (involving fairly brief situational assessments/job trials)
- Career Planning
- Job seeking skills training
- Social Skills training
- Job placement services and job coaching
- Transportation training
- Computer training (e-mail and internet w/assistive technology)
- Job Networking/Support Group (Optional - Provides structure and support to the job search – meets weekly)

CIES PROVIDER INFORMATION FORM

Name of Provider: Seven Hills Foundation
Address: 81 Hope Ave., Worcester, Ma. 01603
150 Goddard Memorial Dr., Worcester, Ma, 01603
Contact Person(s): Phil Philbin
Karen Chiurri
Telephone #: 508-796-1512
508-981-0447
Email address: pphilbin@sevenhills.org
kchiurri@sevenhills.org
Fax #: 508-796-1599
CIES Contract SC#: CIESWEST000126MRC024
Vendor Code #: VC6000182211

Seven Hills provides Job Placement and Coaching Services to assist individuals in achieving independence in employment. CIES Services Provided by Seven Hills include:

Evaluation and Assessment: Seven Hills utilizes the role of a Certified Rehabilitation Counselor to complete employment evaluations/assessment with individuals who MRC may need more information about before heading toward employment for that individual.

Education and Skills Training: Seven Hills also provides Education and Training in Building Services, Culinary arts, Clerical, and Auto Detailing. Education and Training sessions are six week courses, providing a comprehensive, structured training to individuals expressing an interest in these types of employment.

Job Development and Placement: Seven Hills has a consistent Job Placement team and utilizes Job Coaches to ensure that individuals served receive high quality services to become successful in obtaining and maintaining employment. With the longevity of staff, Seven Hills has built strong, long term relationships with many area businesses. Seven Hills takes pride in the many successful employment outcomes and business relationships they have had through the years.

CIES PROVIDER INFORMATION FORM

Name of Provider: UCP of Berkshire County
Contact Person(s): Sal Garozzo
Telephone #: 413-442-1562
Email address: Sgarozzo@ucpberkshire.org
Fax #: 413-499-4077
CIES Contract: CIESWEST000090MRC021-2017-CT
Vendor Code: VC6000157896

UCP of Berkshire County offers employment services for persons with all types of physical and intellectual/developmental disabilities. Our program offers job evaluations, short term training, job placement and follow up services. In addition, our assistive technology center can support persons in need of adaptive equipment to help with job placement or retention.

CIES PROVIDER INFORMATION FORM

Name of Provider: Viability Inc. (Formerly Community Enterprises and Human Resources Unlimited)

Pittsfield Contact: Victoria Fisher
2 South Street, Suite 290, Pittsfield, MA, 01201,
Phone: 413-499-1248 ext.11
Fax #: 413-499-7545
Email: vfisher@communityenterprises.com

Holyoke Contact: Sandra Coyne
Springfield 287 High Street Holyoke, MA 01040
Greenfield Phone: 413-536-4200 ext.217
Fax #: 413-534-4839
Email: scoyne@communityenterprises.com

Worcester Contact: Deborah Sanborn
65 James St., Suite 10
Worcester, MA 01603
Phone #: 508-755-5387
Fax #: 508-755-5743
Email: dsanborn@communityenterprises.com

CIES Contract SC#: CIESWEST000046MRC010

Vendor Code #: VC6000248268

Viability Inc. offers specialized community based employment and training services to a wide range of disability populations. We currently work with over 250 employers throughout the country and have over thirty years of experience in developing tremendous employer partnerships. Viability Inc. has experience in working with a broad array of individuals including people with Autism, Intellectual Disabilities, Mental Illness, Traumatic Brain Injury, Deafness, Visual Impairments, Physical and Learning Disabilities. Community Enterprises supports self-determination, and empowerment, and our core belief is that, given the right tools and opportunities, all individuals can be successful in employment.

In all Viability locations in Central and Western Massachusetts, Viability offers Skills Training, Vocational Assessments, and Job Development & Placement Services. Viability offers truly **individualized vocational services** to enable individuals to seek and secure positions they desire.

Vocational Assessments offer an opportunity for the individual to explore a variety of different jobs to identify strengths, interests, and areas for improvement so that the individual is able to engage in a successful employment path. Reports are created to assess hard & soft skills to determine a consumer's viability in the competitive workplace.

Skills Trainings offer hands-on hard and soft skills components, as well as an opportunity for the individual to utilize the skills in a real work setting. Skills Trainings target developing skills in a specific vocational area, such as Clerical and Customer Service –to name but a few; thereby both developing individual existing skills, and updating these skills in order to remain competitive in the current job market.

Job Development & Placement Services include employment preparation, resume/cover letter-writing, soft skills, interviewing techniques, job search assistance, job placement, and additional support services as determined by the consumer, Viability & MRC. The end goal is for the individual to enter the competitive work force, secure a position and work to sustain the position with continuing support and encouragement. Clients are engaged and reinforced with a coaching approach to enhance their success in securing of the position they seek. Once secured, Viability works provides follow along supports to ensure a successful employment outcome.

In the Berkshire Region, The Pittsfield Office affords us the luxury of a small staff to individual ratio, offering an opportunity to provide truly individualized vocational services, going beyond the limits of traditional service provision where necessary to meet individual needs.

In Western MA, Viability also provides **Job Training and Placement Programs (JTTPS)** and **Entrepreneurial and Small Business Venture Services**. Our Western MA JTTPs with Walgreens Distribution Center and Walgreens Stores provide onsite vocational training and placements programming and training techniques and supervision. **Entrepreneurial and Small Business Venture Services** provide the opportunity for individuals to pursue their business and/or product interests as a nontraditional employment option. Individual counseling and the use of outside services are made available to consider all aspects of beginning a business, including business planning, marketing and financing.

CIES PROVIDER INFORMATION FORM

Name of Provider: Work Opportunities Unlimited Contracts, Inc.

Address: 114 Locust Street, Dover, NH 03820

Contact Person(s): Ann M. Betts, Contract Administrator

Telephone #: 603-749-4504 X729 (Ann M. Betts)

Email address: abetts@workopportunities.net

Fax #: 603-742-2071

CIES Contract SC#: CIESWEST000089MRC007

Vendor Code #: VC6000065001

Director of Worcester Office for Referrals:

Darlene Hayden

dhayden@workopportunities.net

978-894-4887

Director of Milford Office Referrals:

Mike Amons

mamons@workopportunities.net

774-280-0394

Since 1982, Work Opportunities Unlimited has been providing community-based employment services to those with barriers to employment. With locations across New England, Maryland, Washington D.C., Florida, and Virginia; we offer substantial experience with employment services and systems to those with disabilities. Our progressive job development procedures puts an emphasis on a business to business approach, which utilizes an internal database featuring current job orders from employers and a centralized sales team to supplement the efforts of the local teams working directly with job seekers. Work Opportunities Unlimited offers not only job placement and training services, but customized work assessments with community employers. In addition to providing services to MRC, Work Opportunities also works with MCB, DDS, school districts, and DCF. Lastly we are also a Ticket to Work Employment Network. The specific services provided include: interview training, resume development, application training, and customized job development, with and on behalf of, the job seeker, on-site and off-site job training services, long-term support, and work assessments.

CIES PROVIDER INFORMATION FORM

Name of Provider: Work Opportunity Center, Inc.
Address: 1666 Main St., Suite D, Springfield MA 01103
Contact Person(s): Paul Burns-Johnson
Telephone #: 413-886-0489 X101
Email address: pburnswoc@yahoo.com
Fax #: 413-886-0492
CIES Contract SC#: CIESWEST000094MRC017
Vendor Code #: VC6000161187

JOB DEVELOPMENT AND PLACEMENT: WOC works with consumers referred from DDS and DTA as well as from MRC. Across all programs we averaged a 70% placement rate in FY 2015 68% in FY 14 and 73% in FY 13. Included in our Job Development process is a series of seminars conducted twice a week where we work directly with consumers and provide training and direct 1:1 supports around job developing. Seminar topics include: Answering difficult interview questions (with regular opportunity for role playing and practice); Resume Writing (with direct staff assistance); Tips on completing applications (online and on paper); how to dress for interviews etc. We also provide direct support with PVT/ADA applications.

ASSESSMENTS: The assessment process generally takes place over 6 sessions, which include a mix of paperwork, situational assessments and interpersonal interactions. Sessions last between three and 6 hours. Situational assessment sites generally include, 3 hours in a retail setting, 6 hours in our production facility which will include some or all of the following, mail room, light assembly, janitorial, general supervision and quality control.

STATEWIDE EMPLOYMENT SERVICES (SES)

600 WASHINGTON ST.
BOSTON, MA 02111-1704

CHERYL BOMBARD
BUSINESS MANAGER SPECIALIST
(617) 204-3854
FAX: (617) 204-3847

JIM FRATOLILLO
DIRECTOR
(617) 204-3854
FAX: (617) 204-3847

CIES PROVIDER INFORMATION FORM

Name of Provider: Advocates, Inc.
Address: 290 Eliot St. Ashland, Ma. 01721
Contact Person(s): Patrick J. Palmaccio
Telephone #: 508-881-6998 x2513
Email address: ppalmaccio@advocates.org
Fax #: 508-881-4035
CIES Contract SC#: 0MRC00CIESSES0000045MRC044
Vendor Code #: VC60000230419

Advocates Employment Services provides employment training and related supports to adults with disabilities who are capable of learning and entering competitive employment. Job development, job placement and follow up support greatly expands opportunities for individuals with disabilities by increasing confidence, independence, a source of income, and a meaningful role in the community.

Each person seeking employment will work with one of our consultants to develop a personal job placement plan. Together, we pursue work opportunities that match each person's skills and interests. Once a job is found, the consultant works closely with the individual and the new employer to ensure a successful placement.

CIES PROVIDER INFORMATION FORM

Name of Provider: American Training Inc.
Address: 6 Campanelli Drive, Andover, MA 01810
Contact Person: Denise Michaud
Telephone #: 978-258-2815
Email address: denisemichaud@americantraininginc.com
Fax #: 978-258-0974
CIES Contract SC#: CIESSES0000026MRC001
Vendor Code #: VC6000165526

StarWorks has been providing effective and successful services to people with disabilities referred by the Massachusetts Rehabilitation Commission. We have been recognized as one of the area's most comprehensive and diverse providers of service to this client group. We also service more people with disabilities of Hispanic descent and with limited English abilities than any other similar vendor in our region. We are also proud to be the only area provider able to accommodate the Deaf and Hard of Hearing clients referred to us by MRC. We consistently meet or exceed our established goals.

StarWorks anticipates and understands that people referred to our program face substantial Barriers to finding or maintaining employment in the community. Historically, and at present, we serve youth and adults with disabilities with diagnoses such as depression, psychiatric disorders, Autism spectrum disorders, orthopedic, learning, and developmental disabilities, brain injuries, deaf and hard of hearing, vision impairments, history of substance abuse, people transitioning from sober houses, and others. StarWorks is an experienced provider of educational and especially workplace and career skills evaluations and training to people with disabilities. We regularly and effectively deliver outstanding vocational evaluations as requested by MRC Counselors. These evaluations typically focus on identifying each person's strengths such as attendance and punctuality, transferable skills, workplace appearance, ability to accept direction and constructive criticism, level of motivation and initiative, understanding workplace culture, policies and safety regulations. We effectively teach our Guests how to complete basic vocational tasks such as completing job applications, introduction to mathematics by teaching basic counting of money and cashing, vocational ESL and resume writing. Many of our referrals are youth who are recent high school graduates, students still in school, or students who attended school until they received a high school diploma or certificate of completion. Our goal for each person who is referred to us is to help them attain a work readiness competency and ultimately, a competitive job in the community.

We also go one step further to customize emphasis on other life skills and supports that might be necessary for a particular referral. We are also prepared to assist people on how to travel independently via public transportation with the assistance of the Certified MVRTA Travel Trainers, or assist them with an Access Pass or EZ Trans. We provide other services, particularly to the younger referrals, on necessary transition from school to work. We also instituted an Auto Club; a study group reviewing the Driver's License manual and has been successful in helping several pass their permit test because of classes.

All of StarWorks youth referrals to-date face substantial barriers to employment because of their disability, but at times, for other reasons as well. For example, lack of basic literacy skills because of either a learning disability or inability to speak English can be a major drawback to getting and keeping a job. Often our youth referrals have limitations either due to learning or psychiatric disabilities, which may subsequently

impede concentration. Most read below an 8th grade level, with several reading at a 3rd grade level. We have been effective at assisting them in increasing or maintaining their reading level. We use techniques such as identifying questions on job applications and career games using pictures with the words in order to compensate where it is necessary.

Some of our program Guests face other barriers as well due to involvement with DYS or DSS. Some have young children in need of day care; have on-going involvement with therapists or many medical appointments. We teach them techniques to fulfill job requirements and/or hours and scheduled appointments. StarWorks becomes involved with youth with disabilities from referrals through MRC but are often referred to them by schools, therapists, other caseworkers, and law enforcement personnel. We have completed several **Next Step for Career Success** Programs for youth who were attending Lawrence High School in the Special Education Department. Funding was provided for several of these programs – through MRC funding, through the WIB, and one summer program paid for by the Lawrence Public School Department. Our Next Step Programs were very successful, for MRC, for the School Department, for DDS, and especially for the Students and Youths at Risk we worked with.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Arc of Opportunity in North Central Massachusetts
Address: 564 Main Street, Fitchburg, MA 01420
Contact Person(s): Karen Chiurri
Telephone #: 978 343-6662
Email address: k.chiurri@arcofopportunity.org
Fax #: 978-343-8852
CIES Contract SC#: CIESSES0000008MRC022
Vendor Code #: VC6000158324

The Arc of Opportunity has been supporting individuals with disabilities in the community for over 63 years, and more than 25 years in employment supports. Our expertise is in assisting individuals to reach employment goals. Many individuals served have little to no work experience. We are successful in taking these individuals from the assessment all the way through the Initial Supports.

The longevity of staff has allowed the opportunity to partner with over thirty area businesses for assessments/evaluations. Assessments are conducted on site, with a 1:1 job coach throughout the evaluation process. Using a Person Centered Approach allows us to create more successful employment outcomes as individuals move to the Job Placement components.

The Arc of Opportunity has a proven track record of assisting individuals to obtain and maintain employment in areas of choice and interest.

CIES PROVIDER INFORMATION FORM

Name of Provider: Attleboro Enterprises, Inc.
Address: 284 John Dietsch Blvd., North Attleboro, MA 02763
Contact Person(s): John Raposa, Jerry Pilkington
Telephone #: 508-695-4046 X105 (JR); 508-695-4046 X112 (JP)
Email address: jraposa@attleboroenterprises.org / jpilkington@attleboroenterprises.org
Fax #: 508-695-4080
CIES Contract SC#: 00CIESSES00000025MRC023
Vendor Code #: VC042660632

Individuals referred from MRC to AEI's Job Placement Services, have a high probability of obtaining employment and reaching their individual goals. The efforts of AEI's Supported Employment Supervisor, have resulted in one hundred six (106) MRC referrals placed in competitive employment over the past five years. Of these placements, over eighty percent (80%) have achieved successful Supported Employment Outcomes (SEO). This success has been achieved through the maintenance of positive working relationships with the local business community, outstanding natural supports in the workplace, and developing contacts with major employers' Human Resource Departments at the corporate level.

AEI's has a proven record of developing jobs that meet the needs of MRC consumers. This experience and the vast network of partner businesses continue to serve as the basis of our high placement and retention rate. AEI currently enjoys relationships with large national chains such as Lowe's, McDonald's, Target, Tommy Hilfiger, Home Depot and Panera; regional chains such as Dunkin Donuts, Stop & Shop, Market Basket and Shaws; and local businesses and non-profits such as The Artcraft Company, Ouellette Industries, Larson Tool and Stamping, The Lafayette House, The Arc of Bristol County, and the Pond Home.

AEI compiles a comprehensive Placement Plan for each referral to our Job Development that addresses the supports necessary to assist the individual with gaining and maintaining competitive employment. The plan also addresses supports gaps and barriers to employment with written strategies that AEI will utilize to help overcome identified issues.

AEI will then provide the supports necessary to assist the individual in obtaining employment. These supports will include but are not limited to: Initial Intake, preparation for interview, assistance with online and/or written applications, initial employer contact and coordination of interviews (AEI will accompany client during interview if requested). Once job is obtained, AEI will provide regular contact with the employer/client to monitor progress and provide intervention (on/off site support) with any work issues that may arise, in order to ensure a Successful Employment Outcome.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Barry L. Price Rehabilitation Center
Address: 27 Christina Street, Suite 201, Newton, MA 02466
Contact Person: Lori Harrington
Telephone #: 617-244-0065
Email address: lharrington@barrypricecenter.org
Fax #: 617-244-0069
CIES Contract SC#: 0MRC00CIESSES0000023MRC031
Vendor Code #: VC6000164883

We are a service provider for DDS we provide adults with intellectual and developmental disabilities education and training, group work opportunities and job development and job coaching and on-going services

CIES PROVIDER INFORMATION FORM

Name of Provider: Bay Cove Human Services
Address: 3313 Washington Street, Suite #2, Jamaica Plain, MA 02130
Contact Person(s): Mark A. Maragnano
Telephone #: 617-371-3006
Email address: mmaragnano@baycove.org
Fax #: 617-788-1070
CIES Contract SC#: CIESSES0000017MRC002
Vendor Code #: VC6000162461AD001

Bay Cove Employment Services and the Employment Resource Center are located at 3313 Washington Street, Jamaica Plain, MA. All enrolled MRC clients have access to employment supports Monday through Friday 9 AM to 5 PM. These supports include access to internet, email, interview support, resume/cover letter development, job search, career exploration, computer classes, situational assessments, employment preparation and training, and a variety of vocational certificate trainings. On-site access to CORI/SORI counseling and benefits counseling.

Bay Cove Employment Services are provided in the community at a variety of satellite locations in the North End, South End/Roxbury, Somerville, and other locations to meet the needs of individuals served.

Bay Cove Employment Services specializes in providing assessment, including situational assessment, job placement, initial supports, and on-going supports for individuals with mental health conditions, young adults (18-26), individuals with CORI/SORI records, and low income residents of Boston and surrounding towns.

MRC counselors can contact Mark A. Maragnano for more information or to discuss potential referrals.

CIES PROVIDER INFORMATION FORM

Name of Provider: Beaverbrook STEP, Inc.
Address: 85 Main St., 2nd Floor, Watertown, MA 02472
Contact Person: Virginia A. Connolly, Exec Director
Jessica Kirwan, Senior Director
Telephone #: 617 926-1113
Email address: vaconnolly@beaverbrookstep.org
jesskirwan@gmail.com
Fax #: 617-926-1226
CIES Contract SC#: CIESSES0000018MRC003
Vendor Code #: VC6000162468

Beaverbrook STEP, Inc. provides employment services and supports to individuals with all ranges of intellectual and developmental disabilities, autism spectrum disorders, and those with interfering behaviors. We have 3 (soon to be 4) training sites located in the heart of Belmont and Watertown business districts. These sites are on bus lines, and are accessible to shopping, libraries, restaurants as well as to local employment opportunities.

Beaverbrook STEP has a long history of progressive, individualized services. We work closely with individuals to achieve success. Our staff include clinicians, BCBA behaviorists, credentialed rehabilitative and employment specialists.

CIES PROVIDER INFORMATION FORM

Name of Provider: Berkshire County Arc (BCarc)
Address: 395 South Street, Pittsfield, MA 01201
Contact Person(s): Rick Hawes
Telephone #: 413-443-1038 ext. 21
Email address: Rhawes@bcarc.org
Fax #: 413-443-8065
CIES Contract SC#: 0MRC00CIESWEST000000
0MRC00CIESSES0000000
Vendor Code #: VC6000158245

BCarc employment division, the Advantage Employee Network (AEN), has been providing comprehensive services to MRC consumers for over 30 years in Berkshire County, MA. AEN has provided vocational services to close to 650 individuals referred by MRC over the past 30 years.

AEN provides the following comprehensive CIES services for MRC consumers:

- Vocational assessments
- Skills training
- Job development and placement
- Initial supports
- Interim supports
- On- going supports

AEN has an extensive network of local businesses including over 150 employers that utilize our services and has a very strong positive reputation in the Berkshires. AEN has a very comprehensive individualized employment assessment process that is sought after by both MRC, other state agencies, and local school districts. AEN has established and maintained successful school to career transition services with all 10 Berkshire County school systems for the past 25 years. AEN continues to serve a wide range of individuals with disabilities.

CIES PROVIDER INFORMATION FORM

Name of Provider: Berkshire Family and Individual Resources, Inc.
Address: 771 S Church Street, North Adams, MA 01247
Contact Person: Kelly Brennan
Telephone #: 413-664-9382 Ext.19
Email address: Kbrennan@bfair.org
Fax #: 413-664-6293
CIES Contract SC#: CIESSES0000035MRC005 AND CIESWEST000035MRC005
Vendor Code #: VC6000180596

BFAIR Employment Services is a training and placement agency supporting people with disabilities with work related goals to obtain job opportunities throughout Berkshire County. Services focus on work preparedness and educational training, job placement through job development, case management, vocational evaluations and skills training programs. BFAIR Employment Services is pleased to announce new additions to our program. We will be having different groups open to our consumers where they can come together and discuss their experience, collaborate on ideas, hear others success stories, and listen to guest speakers on a variety of vocational topics such as; accessing transportation, the importance of first impressions/ appearance and presentation, soft skills and more. Every consumer referred to BFAIR will be referred to, and receive assistance in accessing the Suit Yourself Program. Through our skills training program, BFAIR offers on the job training in the community to assist people to increase their work skills and independence in the work place. Consumers will receive certificates of completion upon successful completion of skills training. Both evaluations and skills training can be carved with a person centered approach to maximize their advancements and opportunity. BFAIR has also been working to increase measurable evaluation tools to better measure skills and the progression of skills of our consumers during the evaluation and skills training process. Although we have many established sites where consumers can experience and learn about their vocational goals, we at BFAIR strive to continue to add new employers and opportunities daily

CIES PROVIDER INFORMATION FORM

Name of Provider: Best Buddies Massachusetts
Address: 45 Bromfield Street, 7th Floor, Boston, MA 02108
Contact Person(s): Sarah Carroll
Janna Rayworth
Telephone #: 617-778-0522
Email address: sarahcarroll@bestbuddies.org
JannaRayworth@bestbuddies.org
Fax #: 617-778-0526
CIES Contract SC#: CIESSES0000131MRC058
Vendor Code #: VC6000249399

Best Buddies Massachusetts provides person-centered supported employment to adults over the age of 18 with a primary diagnosis of intellectual and/or developmental disability (IDD). We are a state affiliate of Best Buddies International, a non-profit 501(c)3 organization whose mission is to develop a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with IDD. We offer Best Buddies Jobs, our supported employment program, in greater Boston and greater Worcester.

Best Buddies offers assessment, job development, job placement, job coaching, and follow-along services. Uniquely, we rarely cut ties with a participant, continuing to provide services as needed for as long as they remain employed or wish to retain our services. Once an SEO is achieved, we work with the VR counselor and DDS service coordinator, as well as the relevant area office, to find continued funding to follow the consumer. Best Buddies is also an official Employment Network (EN) through the federal Ticket to Work program.

In order to enroll in the Best Buddies Jobs program, a client must have a primary diagnosis of IDD and have a generally positive work history or have successfully completed a pre-employment training program. Best Buddies does not provide pre-employment training. Once referred, Best Buddies will conduct a screening call and then a formal assessment to identify the client's goals and determine whether they will be a good fit for the program. While we do work with some individuals with mental health needs in addition to their primary IDD diagnosis, we do not have mental health specialists on staff nor resources to support clients with significant mental health needs.

We work with an exceptional network of employer partners in greater Boston and greater Worcester, including law firms such as Holland & Knight and Seyfarth Shaw, as well as financial services firms such as John Hancock and Santander Bank. Best Buddies only offers community-based, competitive, integrated employment with an emphasis on developing natural supports in the workplace to facilitate successful long term placements.

CIES PROVIDER INFORMATION FORM

Name of Provider: Boston College Supported Employment Program
Address: 140 Commonwealth Avenue, Chestnut Hill, MA 02467
Contact Person: Julie Ferro, Coordinator
Telephone #: 617-552-1522
Email address: ferroj@bc.edu
Fax #: 617-552-6465
CIES Contract SC#: OMRC00CIESSES00000000
Vendor Code #: VC6000156860

The Boston College Supported Employment Program offers adults with physical and cognitive disabilities the opportunity to be gainfully employed and supported in a competitive work environment. Our program strives to assist workers to obtain jobs that match their abilities and interests. Our Job Coaches and Case Managers provide all new workers with one to one training and on-going assessment and work support. Emphasis is placed on task completion, guidance in appropriate work behavior, and social interaction – each tailored to the needs of the individual. Weekly meetings with case managers are held to discuss work related concerns. Annual meetings are held to help workers identify career goals as well as the steps necessary to achieve them.

Workers in the Supported Employment Program work 52 weeks each year, with hours ranging from 15 to 35 hours per week. A worker employed 20 hours or more can expect to receive a benefits package which includes vacation, sick and personal days. The University sponsored retirement plan is also available for workers who work 20 or more hours per week and have held permanent part-time employment status for the duration of one year.

Currently, workers hold jobs in Dining Services, Campus Mail, Human Resources, the Graduate School of Social Work, the School of Nursing, the Bookstore, Library, Facilities and Athletics. Job task vary per department but may include the following; food preparation, assisting the bakery department, busing tables, mopping floors, raking, delivering books, custodial services, sorting mail, tracking inventory, photocopying, and various other clerical tasks.

Being on the Boston College campus allows workers to be involved in many opportunities. Boston College has a chapter of Best Buddies where workers are paired with a student buddy and interpersonal relationships are formed with inclusion in monthly events. We also provide PULSE, which is a program of study that involves a service component. We are the only on campus site where students can meet their service component by supporting our workers at the work environment., and Boston College student employees who are trained to work on a one to one basis with our workers.

All of the workers in the program have the opportunity to review their basic human rights annually with the Human Rights Officer (HRO) using our comprehensive Human Rights Booklet. The HRO trains and supports individuals, their families, and their direct support staff regarding various human rights issues.

The program shares a Human Rights Committee with Institute of Community Inclusion and Best Buddies International.

CIES PROVIDER INFORMATION FORM

Name of Provider: Cape Abilities
Address: 895 Mary Dunn Rd., Hyannis, MA 02601
Contact Person(s): Fran Reynolds (Contracts)
Beth O'Brien (Billing)
Telephone #: 508-778-5040
Email address: freynolds@capeabilities.org
bobrien@capeabilities.org
Fax #: 508-778-9642
CIES Contract SC#: CIESSES0000107MRC050
Vendor Code #: VC60000160849

Cape Abilities supports diverse individuals in a variety of settings including individualized community integrated employment, enclaves and through the 5 thriving businesses owned by the organization. The unique geographical characteristics of Cape Cod require us to be creative and innovative in our approach and scope of our Vocational Services. Many strong partnerships have been created throughout the Cape Cod Community and our staff participates as active members in a variety of Cape based Programs including the Chambers of Commerce, the Workforce Investment Board, Rotary and others. We have a number of staff who have been employed at Cape Abilities for many years and who have developed strong backgrounds in the vocational field, a fact that was specifically noted in our most recent CARF Review.

CIES PROVIDER INFORMATION FORM

Name of Provider: Career Resources Corporation
Address: 22 Parkridge Rd., Unit D, Haverhill, MA 01835
76 Merrimack St., Unit 1, Haverhill, MA 01832
Contact Person(s): Erica Mawby
Telephone #: 978-374-9122 ext. 210
Email address: erica.mawby@crc-mass.org
Fax #: 978-377-7108
CIES Contract SC#: CIESSES0000128MRC057
Vendor Code #: VC6000162750

At Career Resources Corporation, the mission of the Vocational Services Team is to encourage and mentor the people we serve through personalized, professional and nurturing relationships in collaboration with the individual, their support systems, CRC, and community partners. We strive to see our clients succeed so that they may move beyond their barriers, recognize and realize their potential and grow in self-sufficiency. As a team, we find success when clients enrich themselves as involved members of their community and seek to help others as they were helped.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Center of Hope Foundation

Address: 100 Foster Street, Southbridge, MA 01550

Contact Person(s): Rachel Reyes, Director of Programs
Kenneth La Hue, Director of Employment Supports

Telephone #: 508-764-4085

Email address: rreyes@thecenterofhope.org
klahue@thecenterofhope.org

Fax #: 508-765-0255

CIES Contract SC#: CIESSES0000092MRC013

Vendor Code #: VC6000169288

The Center of Hope Foundation offers individuals with disabilities opportunities for productive work. Employment supports are also in place to offer gainfully employed individuals the opportunity to socialize, brainstorm, provide mutual support, and discuss the benefits and concerns regarding employment. Individuals are empowered to explore their strengths, desires, work skills and vocational abilities through a comprehensive evaluation program that offers testing to identify strengths, needs interest, goals and opportunities. The primary goal is to help individuals find meaningful paid opportunities.

Vocational Employment Services also oversees many agency small business ventures that provide employment and educational training for program members to learn new skills that will assist in the preparation for future employment. We offer very involved support staff that the individual has from start till completion to check on their progress as well as help adjust to the new settings. The Center also has interactive computer lab on the premises to help with Job Development as well as job searches. This allows the individual to take a more active part in their job searching and application process.

Employment Supports

Our services include:

- An integrated competitive work program
- Work evaluations
- Interview skills/resume writing
- Job skills training
- On-the-job training
- Placement services
- On-going support Services

We provide reliable employees to area businesses, working in, but not limited to:

- Clerical Support
- Labor services
- Customer service (i.e., landscaping, operation maintenance, construction)
- Food Service
- Janitorial Services
- Packing/Assembly
- Retail

CIES PROVIDER INFORMATION FORM

Name of Provider: CLASS Inc.
Address: 1 Parker Street, Lawrence, MA 01843
Contact Person(s): John Lyness, Director of Employment
Telephone #: 978-975-8587 ex. 1339
Email address: jlyness@classinc.org
Fax #: 978-794-7720
CIES Contract SC#: CIESSES0000022MRC038
Vendor Code #: VC6000164552

The mission of CLASS is to support, promote, and facilitate the inherent rights of individuals with disabilities to experience a life of opportunity for personal growth and active meaningful engagement in their community. An intrinsic facet of active meaningful engagement in the community is the ability to access “real jobs with real wages” and to avoid lives of dependence, poverty and isolation. The goal of the Career Services department at CLASS Inc. is to tailor employment services for individuals with disabilities into integrated jobs in the community. The true challenge in this endeavor is the creation of meaningful employment that will capitalize on the unique talents, interests and abilities of the individuals we serve. The tools required for successful job placement include individualized vocational assessments, career exploration and person centered job placement planning. Any individual with a disability who has an aspiration and desire to work is entitled to supported employment services he or she needs in order to find and sustain a job.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Connections Inc.
Address: 127 Whites Path S. Yarmouth MA 02664
125 Hartwell St Fall River MA 02721
Contact Person(s): Maria Miranda
Rhonda Kershaw
Kevin Jones
Telephone #: 508-678-1210
Email address: mmiranda@communityconnectionsinc.org
rkershaw@communityconnectionsinc.org
kjones@communityconnectionsinc.org
Fax #: 508-678-1998
CIES Contract SC#: CIESSES0000032MRC009
Vendor Code #: VC6000170681

Community Connections, Inc. Employment Services offers customized support for each individual seeking employment. Employment Specialists assess an individual's needs to provide the correct amount of support need to find and be successful with employment.

Assessment: A thorough vocational assessment is completed to determine an individual's interests, aptitude and skills. A skills questionnaire, Career Scope and situational assessments will be compiled with an employment recommendation to determine the best type of employment for a particular individual.

Job Development: An Employment Specialist will work with an individual to find employment that matches their interest and abilities. They will compile a resume, practice interviewing, complete online and paper applications and follow up with employers together. The Employment Specialist also markets in the community for the individual in order to secure an interview for them, sometimes carving/creating positions to tailor to their abilities. The Employment Specialist will also accompany the individual on an interview to provide support and guidance.

Job Coaching: Once an individual secures employment; the Employment Specialist can assist them with completing paperwork, attending orientation and learning the job. They will work together with the employer to help the individual become independent as soon as possible.

Supports: At this point, the individual is working independently, but may need some supports with maintaining their employment. Site visits will be provided in order to address any needs of the individual and employer. Additional coaching will be provided, as needed.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Options, Inc.
Address: PO Box 1352, 442 State St., Belchertown, MA 01007
Contact Person(s): Betsy Grim
Telephone #: 413-323-9681
Email address: bgrim.commop77@gmail.com
Fax #: 413-323-5341
CIES Contract SC#: CIESSES0000109MRC052
Vendor Code #: VC6000165825

Community Options, Inc. is a private, non-profit agency that assists people with disabilities living in Hampshire, Hampden, and Franklin counties of western Massachusetts in finding and enjoying the benefits of meaningful employment. The agency focuses on individual job placements, ideally close to the person's home. We work with local employers if either training or extra supports are needed. It is important to us that both the employee and employer are experiencing a positive working relationship. We tailor our supports to each person's interests, skills, and needs. Each person is their own individual with their own uniqueness.

Central to the agency's philosophy is Social Role Valorization (SRV) theory, which emphasizes the dignity of all human beings, and the need to promote and protect a positive image of people with disabilities in society. This shapes not only the content of the services the agency offers, but also how those services are provided. Thus, Community Options has consistently adhered to a strategy that emphasizes as natural a work experience as possible for people with disabilities – one that involves the business directly in providing the supports a person needs, and thus giving the employer a stake in that person's success.

Employment is pursued on an individual basis; the agency does not arrange for group placements with local employers, nor does it provide ongoing job "coaching". Rather, Job Developers work carefully to find jobs which match personal preferences and abilities, identify the specific support needs that might be required, and arrange that those supports come from supervisors and/or co-workers on the job. Regular, ongoing contact is maintained with both the employer and individual as needed throughout employment. We have been in the business of helping people find work for over thirty five years.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Support Associates, Inc.
Address: 4 Bacon Terrace, Hyannis, MA 02601
Contact Person(s): Martin Gravelle
Telephone #: 508-771-6243, ext. 101
Email address: marty@csacapecod.com
Fax #: 508-790-8052
CIES Contract SC#: CIESSES0000034MRC028
Vendor Code #: VC6000179608

Community Support Associates specializes in Traumatic Brain Injury. Our staff has specialized in working with consumers with TBI for over 25 years. Our Employment Services Department works with consumers with TBI and other disabilities.

Currently the majority of our Employment Services clientele have disabilities related to mental health issues, ranging from mild to severe. Given our TBI background, we are especially successful with clients who were once gainfully employed in the community (many times in professional positions) but who now, due to TBI or the onset of mental health issues are unable to return to their previous professional level. Much of our work may involve helping the client come to terms with their current condition and being accepting of taking a step by step approach to re-employment. This may involve taking a less challenging job in terms of tasks, rate of pay, and/or hours. We always stress that this next job is not their last job and that small forward steps are always preferable to taking a big step and having a setback.

We provide Vocational Assessment, Job Development/Placement Services and Ongoing Support Services. Our approach to these services is to not only help the client obtain and maintain employment, but to also be a learning experience for them. It is important for the client to see what it takes to obtain employment and to participate in the process rather than just directing him/her to an employer. Once they understand the work involved in actually obtaining a job (many clients have looked back and realized that it was more work finding a job than actually working), the less likely they'll quit on a whim. This activity involves doing any tasks that they're capable of doing themselves. On the other hand, we will assist with those tasks that they may struggle with. This may include resume/reference development, filling out online job applications, practicing interview skills, contacting employers, being present in job interviews and participating in the interview process, etc. Once employed we may provide job coaching assistance. This assistance may last anywhere from a few hours to several weeks, depending on need. This involves not only working directly with the client to structure and learn the job, but to also work with the employer to better understand the strengths and limitations of the individual.

CIES PROVIDER INFORMATION FORM

Name of Provider: Community Work Services - Boston
Address: 174 Portland Street, Boston, MA 02114
Contact Person(s): Liz Krumenacker, Program Manager
Telephone #: 617-910-5156
Email address: Ekumenacker@cwsne.org
Fax #: 617-367-4759
CIES Contract SC#: CIESSES0000004MRC029
Vendor Code #: VC6000166871

CWS assists over 800 men and women annually to successfully overcome barriers to employment by providing effective job training, employment search, career coaching and advancement services. We serve adults seeking a path to greater economic self-sufficiency, including those with disabilities, the homeless, veterans, mature workers, individuals in poverty with chronic unemployment, and the formerly incarcerated. We offer innovative classroom learning, internships and hands-on training so that our graduates gain employment soft-skills and professional experience to become successful in today's competitive job market.

At CWS in Boston, we offer assessments and evaluations in Commercial Cleaning, Food Service, Benefits and CORI Consultations. Skills Training courses include Commercial Cleaning, At Your Service (hotel and hospitality training) Job Readiness training, Food Arts and Food Arts Careers. In addition, CWS offers a 4-week internship as part of our Food Arts Careers Program.

Job Readiness Training (JRT) is a comprehensive 4-week educational course that focuses on enhancing program participant's essential soft skills and necessary job preparation work such as resume development, cover letters, mock interviewing, anger management, assertive communication, goal setting, diversity, sexual harassment, conflict resolution, etc. The majority of all Job Development & Placement referrals are required to enroll in this course while actively searching for employment.

Services take place at 174 Portland Street, Boston, MA which is accessible via public transportation.

CIES PROVIDER INFORMATION FORM

Name of Provider: Cooperative Production Inc.
Address: 455 Somerset Ave, North Dighton, MA 02764
Contact Person(s): William Corbett
Ray Bala
Telephone #: 508-824-1717 ext. 207
Email address: bcorbett@co-op.cc
rbala@co-op.cc
Fax #: 508-822-0919
CIES Contract SC#: CIESSES0000079MRC043
Vendor Code #: VC6000163831

Cooperative Production Inc. (CO-OP) has provided employment services for individuals of various abilities in the greater Taunton area for the past four decades. More recently we have expanded our catchment area to support individuals served by the Fall River and New Bedford MRC offices. The agency also works in partnership with the Statewide Employment Services. In addition to job placement services, CO-OP conducts situational assessments in a variety of community work environments, including the areas of clerical work, janitorial, pet care, retail, and landscaping. When feasible, individuals are assessed in at least two different work settings.

The agency's employment services resume also includes supporting individuals with Autism Spectrum disorders, physical disabilities and substance abuse issues. Additionally, we have a successful track record in providing job placement and support services to individuals living in rural settings.

CIES PROVIDER INFORMATION FORM

Name of Provider: Drawing on Strengths LLC
Address: 1105 Massachusetts Ave, Cambridge, MA 02138
Contact Person: Alexandra (Sasha) Watkins
Telephone #: 781-526-2435
Email address: drawingonstrengths@gmail.com
Fax #: 617-492-9063
CIES Contract SC#: CIESSES0000145MRC064
Vendor Code #: VC0000735006

Drawing on Strengths LLC is a vocational support and skill training company that specializes in working with adults with Learning Disorders/Attention Deficit Disorder (LD/ADHD) and other psychiatric disabilities who are pursuing competitive employment. Drawing on Strengths LLC provides a variety of services tailored to individual consumers, including but not limited to vocational rehabilitation assessment and evaluation, job-targeted educational and skills training activities, initial and on-going employment supports. Drawing on Strengths LLC grew out of *Drawing on Strengths: Support Program for Adults with Learning Disabilities/Attention Deficit Hyperactivity Disorder* that has a proven track record of serving Massachusetts Rehabilitation Commission (MRC) consumers with LD/ADHD since 2005.

CIES PROVIDER INFORMATION FORM

Name of Provider: Easter Seals MA
Address: 484 Main Street, Worcester, MA 01608
Contact Person(s): Eric Oddleifson, Director
Telephone #: 508-751-6330
Email address: eoddleifson@eastersealsma.org
Fax #: 508-831-9768
CIES Contract SC#: WEST (0MRC00CIESSSES000000)
Vendor Code #: VC6000167011

Our mission at Easter Seals MA is to help ensure that individuals with disabilities have equal opportunities to live, learn, work, and play. Easter Seals MA has consistently provided quality employment services resulting in a high rate of employment retention amongst successful rehabilitations. Our experienced team is excellent at matching the person and their abilities to specific jobs. With offices in Worcester and Boston, we are able to service a large geographic area, developing relationships with employers and clients alike to work towards successful outcomes.

Primary Services--Job Development and Placement / Employment Supports:

We provide a comprehensive approach to job readiness for people with disabilities. Our employment specialists provide the on-going support, information and skill-building needed for getting and keeping a job.

At Easter Seals, we believe that each individual wanting to secure or maintain employment has unique needs. We assist individuals who are seeking competitive employment by providing services that match their needs, preference, abilities and interests. Whether a client is looking for a professional, skilled, semi-skilled or service job, we will provide a flexible, creative solution to meet their specific needs, abilities and interests.

Our staff is qualified to assist your clients with:

- ❖ Writing an effective resume that highlights the client's strengths and transferable skills
- ❖ Job seeking strategies, including assistance with online applications
- ❖ Targeting the right job
- ❖ Preparing for interviews
- ❖ Career counseling
- ❖ Arranging interviews
- ❖ Retaining a job (*Initial and Interim Supports*)

Additional Services--Vocational Evaluations:

Easter Seals provides vocational assessments at our offices in Worcester and Boston. The vocational assessment gathers data to determine the client's skill-set and employability which assists in identifying the client's vocational goals. Our vocational assessments are comprised of a variety of customized components that include: behavioral observation, collaboration with support teams, academic testing, Microsoft Office literacy, identifying transferable skills, fine and gross motor dexterity assessment, and workplace interest exploration.

CIES PROVIDER INFORMATION FORM

Name of Provider: Edinburg Center
Address: 15 Vernon St., Waltham, MA 02453
Contact Person(s): Adam Shulman
Telephone #: 781-894-5302
Email address: ashulman@edinburgcenter.org
Fax #: 781-894-3812
CIES Contract SC#: CIESSES0000021MRC036
Vendor Code #: VC6000164360

Potter Place is a type of day-program for adults with mental illness that is called a clubhouse. There are hundreds of clubhouses all over the world, and 34 in Massachusetts alone. In short, a clubhouse functions as both a community center and vocational rehabilitation center for the population.

One who attends the clubhouse is referred to as a member. At Potter Place, staff and members of the clubhouse work side-by-side in the running of the clubhouse. Staff are here to support members, but members are also here to support staff. Potter Place is intentionally understaffed, so that staff will need to reach out to, or “engage”, members in the work of the day. There is no work, no meeting, and no space that is not accessible to both staff and members.

Like any program, there is a lot of work that needs to be done to make it work efficiently and effectively. At Potter Place, the work is organized in such a way to ensure this happens. Both the morning and the afternoon portions of the Work-Ordered Day begin with work area meetings in our two work areas: Membership Services and the Culinary Arts Unit. Membership Services coordinates our efforts around reception, publications, record keeping, outreach, and janitorial work. The Culinary Arts Unit focuses on all of our food and financial services. The work area meetings are intended to foster positive working relationships, as well as to organize the work of the day. All work and participation in the clubhouse is voluntary. Staff will attempt to engage all members in the work of the day, as this is their primary responsibility. However, members will always have the right to say “no”.

A major goal of Potter Place is to better connect our members with the communities they live in. The primary way we do this is by assisting members to access jobs. We offer a unique employment program called Transitional Employment (TE). Transitional Employment Placements (TEPs) are jobs that Potter Place maintains with local businesses. Members who work TEPs are paid competitive wages, directly from the employer. They are also trained by knowledgeable Potter Place staff, and provided on-site support as needed. The clubhouse does all of the recruitment, training, and even absence coverage for each position. As such, TEPs provide a highly supportive job opportunity for virtually all members. Additionally, we offer a Supported Employment (SE) program. SE can mean many things, but the key factor is that with SE, the employer of a member knows (in some capacity) that their employee is a member of Potter Place. By extension, they know what we do at Potter Place, and that the employee has some history of mental illness. Often, this relationship allows the clubhouse to work with members to ensure long-term employment success in a variety of job settings. Potter Place also has many members who work

independently. Lastly, we offer assistance to members looking to return to school, and those looking to pursue housing.

In short, members of Potter Place benefit from the support of like-minded individuals who comprise a community that is well-connected and well-positioned with local employers and related community resources.

CIES PROVIDER INFORMATION FORM

Name of Provider: Elevation Group Inc.
Address: 93B Mill Street, Springfield, MA 01108
Contact Person(s): Joseph Santos
Telephone #: 413-363-9028
Email address: jsantos@elevationgroup.comcastbiz.net
Fax #: 413-372-4913
CIES Contract SC#: CIESSES0000146MRC063
Vendor Code #: VC0000735534

Elevation Group Inc. is a minority-owned not-for-profit organization specializing in job training and placement services. We provide employment and job placement services primarily for the service and retail industry. We utilize the hotels in downtown Springfield as the primary training sites for entry-level job development skills. Staff members are uniquely qualified in the areas of public administration, Human Resources management and employee training, employee coaching and counseling, and job development with two of our members being former job developers for Mass Rehabilitation Commission. We have worked with consumers with dependency, learning disabilities and in transition.

CIES PROVIDER INFORMATION FORM

Name of Provider: Genesis Club, Inc.
Address: 274 Lincoln Street, Worcester, MA 01605
Contact Person(s): Kevin Bradley, Executive Director
Ken Bisson, Employment Services Manager
Telephone #: 508-831-0100
Email address: www.genesisclub.org
Fax #: 508-753-1286
CIES Contract SC#: CIESSES0000062MRC013
Vendor Code #: VC6000173082

Genesis Club assists individuals with a mental illness to succeed in employment, education, housing, wellness and friendships. Genesis Club membership is open to adults with a diagnosis of mental illness. The clubhouse provides a place of hope, dignity friendships and recovery.

There are several employment programs offered at Genesis: Transitional employment, Supported Employment and Independent Employment. Transitional Employment (TE) provides clubhouse members with quality part-time jobs with some of the best employers in the Worcester area. Genesis staff serve as employment placement managers that provide on the job training, ongoing supports and 100% member absence coverage to the employer. Transitional employment placements are generally 6 to 9 months in duration at the employer's place of business and members are paid the prevailing wage rate directly by the employer. Transitional employment is often the gateway for clubhouse members to enter into full or part-time permanent employment.

Clubhouse Supported Employment (SE) offers members the opportunity to achieve permanent employment, full or part-time. Members are hired directly by the employer and the position belongs to the member. As a defining characteristic of clubhouse Supported Employment, there is a relationship between the employer and the clubhouse. In partnership, the clubhouse and the member determine the type, frequency and location of determined supports, while maintaining an ongoing relationship with the employer. Members may or may not receive on the job supports which is solely determined by the member.

Independent Employment (IE) positions are the members own. Genesis may be involved in working with the member to help develop a position and provide supports as needed. Supports typically include, updated employment plans, developing a resume and preparing for an interview.

CIES PROVIDER INFORMATION FORM

Name of Provider: Goodwill Industries of the Pioneer Valley, Inc.
Address: 570 Cottage Street, Springfield, MA 01104
Contact Person(s): ClairAnn Muddiman, Director, Workforce Development
Sue Ann Voisine, Workforce Development Coordinator
Telephone #: ClairAnn Muddiman: 413-788-6981 EXT 296
Sue Ann Voisine: 413-788-6981 EXT 272
Email address: cmuddiman@ourgoodwill.org
svoisine@ourgoodwill.org
Fax #: 413-304-2687
CIES Contract SC#: CIESSES0000050MRC016
Vendor Code #: VC6000157573

Our Mission: To create a better community through partnerships in employment, education, and life enrichment.

Our Vision: We will be satisfied only when every person in our community has the opportunity to achieve his / her fullest potential and to participate and contribute fully in all aspects of life.

We identify barriers to employment and utilize our expertise, experience, vast programs, and networks to assist with breaking down barriers that contribute to inability to work. We provide workforce development services to individuals with disabilities and socio-economic disadvantages throughout the Pioneer Valley. Below is a list of skills currently offered through the Career Academy of Goodwill Industries of the Pioneer Valley:

- Instructor taught ESOL for Spanish speakers
- Pre-employment training & skill building
- Assistance in obtaining interview and work appropriate clothing
- Online instructed / self-paced basic and advanced Microsoft Suite applications
- Obtaining & understanding CORI reports and what to do to seal records
- On the job training
- Readily available worksite assessment programs
- Understanding of how credit affects employment
- Personal budgeting
- Teaching how to accurately report wages
- Referrals to Certified Work Incentive Coordinators (CWICs)
- Short term hard skills training in manufacturing, retail, and forklift operation, computer repair, and ServSafe Certification
- Letters of recommendation, referrals to employers, and report of participation in trainings
- Concentrated and 1:1 services as requested / required for client success

- Group trainings in Networking and the power of the hidden job market
- Internet safety
- Professional etiquette and language
- Post-employment training – how to keep the job
- Self-Advocacy at work and in personal life
- How to make a plan for the future
- Understanding self-sabotage and why it happens
- Creating long terms goals for success in life and employment

CIES PROVIDER INFORMATION FORM

Name of Provider: GWArc, Inc. (Greater Waltham Arc)
Address: 56 Chestnut Street Waltham, MA 02452
31 Woodland Road Waltham, MA 02452
Contact Person(s): Catherine Babcock: Chief Operating Officer
David Damon: Employment Coordinator
Telephone #: 781-899-1344 ext. 4123
781-899-2206 ext.224
Email address: cbabcock@gwarc.org
ddamon@gwarc.org
Fax #: 781-899-2197
781-736-0714
CIES Contract SC#: 0MRC00CIESSES0000055MRC010
Vendor Code #: VC6000160603

GWArc, Inc. provides comprehensive vocational assessment, job placement and ongoing support and training for individuals with a wide range of disabilities. Initially, potential candidates are thoroughly evaluated using the TWI (Transition to Work Inventory) as well as additional assessment tools geared specifically for people with all levels of intellectual and physical disability. The Employment Coordinator works closely with each individual, and their identified support system, to determine areas of interest, knowledge, skills and abilities to further assess job readiness and target job seeking efforts. Next, the Employment Coordinator will gather information about past work history and performance, volunteer or internship experiences and directly observe an individual in an internship or volunteer position when applicable. All of this information is used to create a plan for individuals with the goal of successful community employment. Any necessary pre-employment training is provided directly by the Employment Coordinator who has full access to the curriculum currently used in the School to Work Transitions program. This established and proven curriculum assists in preparing clients for meaningful and successful integration into vocational opportunities in Waltham and surrounding areas.

GWArc, Inc. has established professional relationships with many local and national businesses over the years including Costco, Market Basket, Shaw's, True Value Hardware, Newton-Wellesley Hospital, Sodexo Food Services and Lasell College, just to name a few. In response to the growing demand for community integrated employment opportunities for people with disabilities GWArc created a Community Employment Developer position. The primary purpose of this position is to seek out additional employment opportunities for individuals thereby expanding the number of referrals GWArc can accept and offering prospective clients numerous vocational options.

CIES PROVIDER INFORMATION FORM

Name of Provider: HMEA
Address: 8 Forge Park East, Franklin, MA 02038
Contact Person(s): Michele Mayer
Telephone #: 508-298-1170
Email address: mmayer@hmea.org
Fax #: 508-298-1470
CIES Contract SC#:

- CIESWEST000052MRC009 - 2016 – CT - VR CIES Components
- CIESSES0000052MRC009 - 2016 - CT -VR/SES CIES Component
- CIES Partnership Plus CIESPES0000098MRC009

Vendor Code #: VC6000159109

The Transitional and Community Services (TRACS) program at HMEA provides support to individuals with differing needs including but not limited to Intellectual Disabilities, Autism Spectrum Disorder, Traumatic Brain Injury, Learning Disabilities, ADHD, depression, anxiety disorders, bi-polar disorder, schizoaffective disorder, cerebral palsy, etc.

We provide vocational services including:

1. **Assessment services:** This includes job shadow opportunities, 1:1 job coaching and observation during the job shadows and interest inventory assessments to help guide the individual to determine what job may be the best fit. The TRACS program offers recommendations to the client and the funder based on the information and observation from the assessment.
2. **Job development services:** This includes 1:1 support from an employment specialist each week to teach, train and guide the individual through the job search process. The employment specialist helps the individual create a resume, develop and practice interview skills, and learn appropriate dress for job hunting and interviewing. They also talk to the individual about employee relations and interactions with co-workers and supervisors, help the individual decide appropriate transportation needs, and help them communicate with their supervisors.
3. **Job coaching services:** 1:1 job coach support on the job site to help the individual learn the tasks of the job, navigate communication with the supervisor and employees, and advocate for themselves in regards to work related situations.
4. **Ongoing support services:** This includes continued job coaching to help the individual learn the skills necessary to be independent.

CIES PROVIDER INFORMATION FORM

Name of Provider: JVS
Address: 75 Federal Street, 3rd Floor, Boston, MA 02110
Contact Person(s): Janet McGrady
Telephone #: 617-399-3202
Email address: jmcgrady@jvs-boston.org
Fax #: 617-542-3992
CIES Contract SC#: CIESSES0000049MRC005
Vendor Code #: VC6000157139

Intake/Assessment services are available to consumers if there is a question regarding job readiness and/or commitment to job placement services. A written report, with recommendations, is submitted to the referring counselor.

Job Targeted Education/Training services are offered periodically throughout the year to assist consumers develop skills required for customer service/cashier positions. This service is limited to a maximum of six participants during the year.

Job Development/Job Placement includes one-on-one services to assist consumers with job search efforts. Populations served are varied, including consumers focused on entry level positions as well as professional employment.

Initial Supports, Interim Supports, or Ongoing supports are provided to assist consumers to maintain successful employment. JVS has the capacity to provide periodic onsite coaching as well as offsite counseling and support.

CIES PROVIDER INFORMATION FORM

Name of Provider: Living Independently Forever, Cape Cod, Inc. [LIFE, Cape Cod, Inc.]
Address: 550 Lincoln Road Ext., Hyannis, MA 02601
Contact Person(s): Rob Richards, Director of Employment
Telephone #: 508-418-5661
Email address: rrichards@LifeCapeCod.org
Fax #: 508-778-4919
CIES Contract #: CIESSES0000133MRC023
Vendor Code #: VC6000227780

After an introduction to the vocational advisors and program, the following vocational interim supports introduction is initiated among participants in LIFE's employment services:

- Transportation Readiness: Covering transportation safety measures, LIFE counselors teach individuals how to set up a ride on DART, store contact info, talk to a live transportation person and learn what to say to get from Point A to Point B.
- Assessment of technical skills: Coverage of basic computer knowledge training & software usage for letter & resume writing
- Finding the Right Vocation: Discussion & exploration of individual vocational preferences, vocational experiences and life experiences to identify interests and skill areas
- Vocational experiential participation research: This innovative job site visitation initiative is based on individual aspirations, needs and abilities identified, and then visitation to on-site specific industries to explore future potential vocational involvement.
- Peer mentoring: LIFE will utilize individuals currently affiliated with our program who are competent in their vocational affiliations to act as mentors to new participants
- Appropriate Public Behavior: Covers public appropriate behavior, publically acceptable communication styles, use of diplomacy, how to handle conflicts and strategies for emotional management during vocationally stressful situations.
- Keeping the Job: Covers the purpose of interim supports, appropriate on the job behaviors and attitudes, and the importance of good work ethics (i.e: being on time for work, etc.)

Eligibility: LIFE serves participants with intellectual and developmental disabilities. Typically, this can begin as early as age 19. Individuals may or may not be independently living on LIFE campuses. The most important criterion for eligibility into LIFE is a desire to seek vocational exploration and expression through volunteerism and/or competitive integrated employment.

LIFE vocational training sites are staffed by experienced and competent vocational advisors to meet the educational and training needs of the participants via the above training and on-site support mechanisms.

CIES PROVIDER INFORMATION FORM

Name of Provider: Lifeworks
Address: 1400 Providence Highway, Norwood, MA 02062
1208A VFW Parkway, West Roxbury, MA 02132
Contact Person(s): Mary Ellen Cameron
Mariano Gonzalez
Telephone #: 781-769-3298
617-323-7400
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mgonzalez@lifeworksma.org
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617-323-1266
CIES Contract SC#: CIESSES0000063MRC001
Vendor Code #: VC6000227047

Lifeworks Employment Services (LES), a division of Lifeworks, Inc. operates two Employment Programs. One is located in West Roxbury and serves greater Boston and the surrounding area, and as far west as Framingham. The other location in Norwood serves Norwood and surrounding towns and as far south as Braintree and Taunton. LES provides job preparation, training and placement, clinical supports and transportation for adults with developmental and intellectual disabilities. We work with people referred from both DDS and MRC, and serve over 200 people annually between the two sites. Lifeworks requires a minimum of a Bachelor's Degree for their 30+ case managers/job coaches which it employs.

LES provides a comprehensive evaluation. The person's skills are assessed in a variety of areas, such as office/computer skills, cleaning, cashiering that take place onsite, and is also evaluated at our different offsite job locations. The offsite locations assess physical skills and stamina in a pharmaceutical warehouse, packaging materials for dental and glove companies, corrugated box assembly in a manufacture setting, collating, labeling and doing mailings at the corporate office of a large retail business. A case manager is assigned to coordinate and oversee the evaluation, and then writes a report with the findings. The evaluation helps to identify the person's skill level, interests and abilities.

A wide variety of curriculum is used for the Skills Training component.

Two Job Developers have had much success finding and creating jobs for the people we work with. They meet with potential job seekers to determine preferences, interest and skill level, send resumes, role play and prep the individual for the interview process, assist with the interview and attend the interview with the individual, if warranted. Once a job placement is secured, a case manager works with the individual helping them to learn the job, problem solve potential issues and look for natural supports for when they fade their assistance.

CIES PROVIDER INFORMATION FORM

Name of Provider: Martha's Vineyard Community Services - Island Employment Services
Address: 111 Edgartown Road, Vineyard Haven, MA 02568
Contact Person(s): Kathi Hackett
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Email address: khackett@mvcommunityservices.com
Fax #: 508-693-6669
CIES Contract SC#: 0MRC00CIESSES00000
Vendor Code #: VC6000159128

Island Employment Services (IES) of Martha's Vineyard Community Services has a long history of providing high quality supports to individuals and local businesses on Martha's Vineyard. Program staff are very committed to providing individualized services and supports in a community that has a number of unique challenges related to employment. The seasonal nature of employment as well as the diverse needs of both employers and consumers on the island provide opportunities for our talented staff members to be creative in finding and securing employment opportunities to those individuals who are referred to the program. Program staff have experience working with individuals with very diverse needs and current caseload includes individuals who have physical and/or cognitive impairments, Autism Spectrum Disorder, mental health issues, substance abuse recovery, etc. Staff members are well connected in the community and use those contacts to provide a rich array of experiences for consumers. Relationships with a wide variety of island businesses, including the Rotary Club, are a strong asset when individuals require assessments of job skills. Assessment sites on Martha's Vineyard have included the YMCA of Martha's Vineyard for custodial assessments, variety of libraries for clerical and library customer service assessments, Brickman's Store for retail sales and customer service, Daybreak Clubhouse for kitchen/food service assessments, Murdick's Fudge and Chilmark Chocolates for retail sales, customer service and mail order services, Morning Glory Farm for retail sales, baking, customer service and food service assessments, Harborview Hotel for housekeeping assessments, etc. IES strives to provide services that support individuals to be as independent as possible in their employment opportunities. Balancing the needs of the employee as well as the needs of the employer that vary throughout the slower winter months through the transition to the high season pace are the main priority. There are many examples of individuals being placed in jobs which have been a wonderful match for both employee and employer and the relationship is sustained over decades. The commitment to high quality, individualized supports and understanding of the community served are the cornerstones of the agency's operations.

CIES PROVIDER INFORMATION FORM

Name of Provider: Minute Man Arc
Address: 35 Forest Ridge Road, Concord, MA 01742
Contact Person(s): Barbara Jean White
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Email address: bwhite@minutemanarc.org
Fax #: 978-287-7901
CIES Contract SC#: North (OMRC00CIESSES000000)
Vendor Code #: VC6000158767AD001

Minute Man Arc's Employment Services has been providing creative and effective job opportunities to people with disabilities for over 50 years. We are dedicated to cultivating relationships with local businesses and organizations. We possess a proven track record of placing over 82 percent of individuals in the community in the past two years. We employ an experienced staff of job coaches with an average of 11.7 years of experience supporting people with disabilities and 6 years with Minute Man Employment services. We strive to help every individual realize his or her career aspirations while contributing to the community.

Minute Man Arc's Employment Services has a long history supporting people with Developmental Disabilities and people who are on the Autism Spectrum. Over the past year we have hired several staff with extensive experience supporting people with mental health needs and have worked very successfully with them. We can support people in the greater Concord and Fitchburg areas and their surrounding cities and towns.

Minute Man Employment Services offers:

- 1. Evaluation and Assessment Services** that include Job Readiness, Career interest, Skills Assessment, Work Values and Community Based Situational Assessments at areas of the persons interest including many companies such as Petco, CVS, Walgreens, and local restaurants .
- 2. Education and Skills Training** using existing Group Community Employment sites including: Quiet Logistics, a high tech packaging and fulfillment company; Lythrum Farm, a horse training establishment; Emerson Hospital where we provide horticultural care to the facilities plants; and Corvel, where we assist with prepping payables and bills.
- 3. Job Development and Placement** matching employees with jobs according to their interests and abilities and with a company that provides the environment and values that will help the person be the most successful.
- 4. Job Creation/Customized Employment:** We assist individuals and businesses in identifying jobs in the workplace.
- 5. Short Job Coaching and Follow Along Services** providing on the job training and support while developing natural supports for the initial transition to new employment or for those with life-long needs follow along services weekly or monthly.

CIES PROVIDER INFORMATION FORM

Name of Provider: M.O. L.I.F.E. Inc.
Address: 43 Daniel St., Fairhaven, MA 02719
Contact Person(s): Ivan Brito
Lenira Pires
Carrie Murphy
Denise Cromwell
Telephone #: 508-992-5978
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dcromwell.molife@comcast.net
Fax #: 508-999-7188
CIES Contract SC#: CIESSES0000118MRC025
Vendor Code #: VC6000181842

M.O. L.I.F.E. Inc. has provided vocational rehabilitation services in the greater New Bedford area including Fall River and Wareham for 20 years. Our specialty population includes the following but not limited to individuals with intellectual disabilities and acquired brain injury that have various barriers to employment. We utilize several sites for employment assessments, which includes Dorothy Cox Chocolate factory, Stop & Shop, The MOLIFE Food Pantry and Gifts to Give.

M.O. L.I.F.E. Inc. takes pride in working closely with each individual and build a good relationship that becomes essential when supporting individuals. We work hard to identify each individual's employment interest, skills and abilities, before we assist them obtain a position that meets theirs goals.

Our supportive employment team is built with experienced job developers and supervisors who care about the individuals we support and who are passionate about the work we do. We enjoy being part of the individual's successful employment outcome. We have a diverse staff that speaks Spanish, Cabo Verdean Creole and Portuguese.

CIES PROVIDER INFORMATION FORM

Name of Provider: Morgan Memorial Goodwill Industries
Address: 1010 Harrison Avenue Boston, MA 02119
Contact Person(s): Jessica Castro
Telephone #: 617-541-1276
Email address: jcastro@goodwillmass.org
Fax #: 617-541-1208
CIES Contract SC#: CIESSES0000067MRC005
Vendor Code #: VC6000157396

All individuals referred to Goodwill will work with a Job Specialist in order to determine their need, job placement and post placement services

Individuals referred for assessment have been involved in Goodwill's paid training programs in order to evaluate their interests, work adjustment, stamina and skill level. They are also offered classroom-based training and TABE testing.

HELP is an eight week Human Services training program that prepares participants to become entry-level Direct Support Professionals in the field of Human Services. Students learn the essentials of the field while gaining a significant amount of experience in personal interaction with disadvantaged populations. Students learn the nuts and bolts of direct care including terminology and methods, motivating and managing client behaviors, maintaining boundaries and identifying career paths. Students are challenged and encouraged to apply themselves on a daily basis through individual and group assignments. Through the H.E.L.P program graduates become qualified to fill the increasing need for caring, professional workers in community residences, shelters, day programs and other Human Services settings.

First Step (core work readiness training) is classroom based training. Participants focus on resume writing, cover letter, interviewing skills and conflict resolution.

Paid training opportunities included merchandise processing in the Distribution Center and Goodwill Retail Stores (Boston, Jamaica Plain, Quincy, Brighton, Cambridge, South Boston and Somerville. Also, there is food preparation training in the Café.

Panera Cares is a two week internship opportunity located in Downtown Boston the individual is cross trained throughout the location in order to successfully gain employment. The individual must complete the First Step Class in order to participate in Panera Cares.

CIES PROVIDER INFORMATION FORM

Name of Provider: Morgan Memorial Goodwill Industries
Address: 45 Congress Street, Salem, MA 01970
Contact Person(s): Patricia Maynard, Program Manager
Telephone #: 978-825-5000 ext. 244
Email address: pmaynard@goodwillmass.org
Fax #: 978-825-5010
CIES Contract SC#: CIESSES0000067MRC005
Vendor Code #: VC6000157396

Goodwill's Job Specialist develops employer partnerships and job opportunities. Job Specialist provides vocational counseling and case management services to assist with job placement and successful job retention to each individual with a person centered planning approach. Individuals may be entering the workforce for the first time, re-entering the workforce with outdated skill sets, need support to maintain present job, or looking for job advancement. Job Club and individual meetings are facilitated at least weekly. Core activities address areas such as: soft skills, transportation options, career exploration, resume development, mock interviewing, job application, job development, job matching, job coaching and employer follow up. Goodwill provides situational assessments in janitorial training, warehouse assembly and packaging, receptionist, food service and retail. Goodwill's headquarters located in Boston offers an 8 week HELP (Human Services Employment Ladder Program) which prepares individuals to work in human services.

The mission of Morgan Memorial Goodwill Industries (Goodwill) is to provide exemplary job training and related services to help individuals with disabilities and other barriers to self-sufficiency to achieve independence and dignity through work. Not charity, but a chance.

CIES PROVIDER INFORMATION FORM

Name of Provider: The Nemasket Group
Address: 56 Bridge Street Fairhaven, MA 02719
Contact Person(s): Ericka Duckett
Syrena Costa-Neves
Telephone #: 508-999-4436
Email address: erickaduckett@nemasketgroup.org
syrenacosta-neves@comcast.net
Fax #: 508-997-9239
CIES Contract #: CIESSES0000085MRC020
Vendor Code #: VC6000227153

The Nemasket Group is pleased to offer SES services to individuals needing on-going and other supports. Our goal is to support individuals to maintain and grow within their employment situation. Within this contract, we also can provide job development and placement services for individuals whose employment status changes and are in need of new employment.

Our MRC support staff can serve individuals in this contract from the Greater New Bedford and Fall River areas.

SES supports provided by Nemasket include the following: job coaching on the job site with the consumer to maintain stability or adapt to a change in the job or the consumer's needs, meetings with supervisor/employer and the consumer, job related meetings with the consumer, and meetings/phone calls with the employer, supervisor, and/or consumer. We also will provide assistance with finding resources related to transportation, child care, etc.

CIES PROVIDER INFORMATION FORM

Name of Provider: New England Business Associates
Address: 1 Federal Street Springfield, MA 01105
Contact Person(s): Jamin Wright, Division Supervisor
Telephone #: 413-821-9200 ext. 171
Email address: jamin.wright@nebaworks.com
Fax #: 413-233-4893
CIES Contract SC#: CIESSES0000080MRC003
Vendor Code #: VC6000168870

New England Business Associates (NEBA) combines innovation with proven experience to help individuals with disabilities or other barriers reach their employment and/or education goals. Our programs include job skills training, interview skills training, resume writing, career plans, and supported employment search. We are committed to helping each individual we serve realize their full potential. NEBA also provides vocational assessments to identify vocational interests and skills, and to determine whether individuals are capable of obtaining and maintaining competitive employment. Vocational assessments are held in NEBA offices and on site with the support of partnering agencies. Some partnering agencies include:

- Café in Longmeadow
- Mailroom in Springfield
- Office in Springfield
- Library at Veritas Prep

NEBA's Business Development Center (BDC) provides an innovative approach to assisting individuals with disabilities and/or employment barriers in starting their own business. The BBC also provides support for the Ticket to Work program to promote full employment and income self-sufficiency. Participants receive the necessary entrepreneurial training to write a valid business plan and ongoing business implementation support once the plan is completed.

CIES PROVIDER INFORMATION FORM

Name of Provider: Northeast Arc
Address: 64 Holten Street, Danvers, MA 01923
Contact Person(s): Diane Palocci (Contract/Billing)
Lisa Leo (Services)
Telephone #: 978-624-2444 (Diane)
978-750-1436 (Lisa)
Email address: DPalocci@ne-arc.org
LLeo@ne-arc.org
Fax #: 978-777-6149
978-777-3070
CIES Contract SC#: OMRC00CIESSES00000
Vendor Code #: VC6000158389

The Northeast Arc has played a vital role in the community on the North Shore for over 60 years. Part of this role has been to provide employment supports to individuals with a wide range of disabilities. The Northeast Arc is well known for its ability to provide individualized employment services based on a person's career goals and skills. The Supported Employment program of the Northeast Arc has developed positive relationships with a wide range of businesses from all over the North Shore which provide meaningful jobs to the people we support. The Supported Employment program is also well known for their ability to provide job coaching support in a variety of situations to ensure an individual's ability to retain a job and be successful even if the tasks or environment changes. Over the past five years, the Supported Employment program has also developed a widely recognized assessment tool which has been utilized by thirty school districts in the state. The assessment tool is designed to provide an individual with hands on vocational trials, based on their interests, to assess the individual's skills in a variety of settings such as customer service, retail, administrative support, and assembly work. The assessment tool also includes in depth career planning which helps to guide the job development process.

CIES PROVIDER INFORMATION FORM

Name of Provider: Nu-Path, Inc.
Address: 147 New Boston St. Woburn, MA 01801
Contact Person(s): Cheryl Curry-Brown
Telephone #: 781-935-7057
Email address: cherylcurry-brown@nupathinc.org
Fax #: 781-935-4227
CIES Contract SC#: CIESSES0000015MRC026
Vendor Code #: VC6000161603

We provide unemployed or underemployed to Woburn area residents support in acquiring and maintaining successful, meaningful employment. We specialize in effective resume writing, skills identification, job preparation, job development, interview preparation and on the job supports. Our success lies in our experience and ability to connect with clients of all ages and from diverse backgrounds. Ensuring a proper match between client and employer to promote long term success is one of our top priorities. Other priorities include being proactive, timely reporting and offering consistently superior services in a professional manner.

CIES PROVIDER INFORMATION FORM

Name of Provider: Opportunity Works, Inc.
Address: 10 Opportunity Way, Newburyport, MA 01950
Contact Person: Karen Flahive
Telephone #: 978-462-6144 Ext. 235
Email address: karen.flahive@opportunityworks.org
Fax #: 978-499-7730
CIES Contract SC#: 0MRC00CIESSES00000000
Vendor Code #: VC6000230326AD00

Opportunity Works services people with Developmental and Physical Disabilities including Traumatic Brain Injury. We can provide extensive support in each of the five components that are contracted to assist people in job readiness and job development. A variety of training and assessment sites can or will be identified when a job interest is expressed or employment options are explored.

CIES PROVIDER INFORMATION FORM

Name of Provider: People, Incorporated
Address: 617 Airport Road Fall River, MA 02720
Contact Person(s): Jerilyn Ingham
Irene Rodrigues
Telephone #: 508-567-4815
Email address: jingham@peopleinc-fr.org
irodrigues@peopleinc-fr.org
Fax #: 508-679-5382
CIES Contract #: CIESSES0000074MRC002
Vendor Code #: VC6000160726

People, Incorporated is a human service agency serving the Great Fall River, New Bedford and Taunton areas. As a partnership of specialized, integrated programs, we provide unique opportunities to people with life challenges. Since our inception in 1968, we are one of the largest providers of supports and services to people of all abilities in the community. At the core of our agency is the belief that people benefit from the services we provide and deserve the highest level of quality support. We believe this is accomplished through creating positive partnerships between our agency and the community.

Our mission is to strengthen our community for each of its members by providing premier services for children and adults of all abilities in a collaborative and creative environment.

People, Incorporated employs a team of highly qualified employment specialist that provides comprehensive career counseling, evaluation and assessment, and job search assistance. Services are carefully designed in order for each person to realize their personal potential.

The staff of the Job Placement services works closely with employers to identify people who would fit best and be an asset to their business. We use a business partnership approach in matching the qualifications and interests of individuals to job requirements. We assist people of all abilities including: autism spectrum disorder, developmental disabilities, physical disabilities, substance abuse, psychiatric disorders and CORI records.

Our evaluation and assessment help the individual decide what type of work is best for them, experience different types of work in order to make an informed decision, receive standardized testing to confirm their decision. Our job development services assist individuals create a professional resume, assistance in searching for and finding a job, complete an application, develop interviewing skills, receive on-going support while on the job and extended supports are available if needed.

Some successful placement have been made in a variety of job types including, (but not limited to) : bus monitor, grant writer, cashier, child care assistant, certified nurse's aide, food services, landscape laborer, maintenance technician, parking lot attendant, peer counselor, residential counselor, retail associate, receptionist and van driver.

CIES PROVIDER INFORMATION FORM

Name of Provider: The PLUS Company
Address: Headquarters: 19 Chestnut Street, Nashua, NH 03060
Massachusetts Main Office: 885 Main Street, Unit #5, Tewksbury, MA 01876
Contact Person(s): Maggie Hinkle, Director of Career and Business Services
Telephone #: 603-889-0652
Email address: mhinkle@pluscompany.org
Fax #: 603-880-8938
CIES Contract SC#: CIESSES0000088MRC005
Vendor Code #: VC6000063028

The PLUS Company has been serving adults with developmental disabilities and acquired brain disorders in Southern New Hampshire and the Merrimack Valley since 1972. PLUS has developed employment training programs and provides employment services with the belief that everyone can work with appropriate supports. These programs are unpaid and do not ensure employment with the host company beyond the internship. Employment training programs offered in Massachusetts include the following:

The STRIDE Program: 19 week internship program hosted at Lowell General Hospital, Monday thru Friday from 9:00 a.m. to 2:00 p.m. The 1st week is orientation, then 3 six week rotations learning jobs in various departments in the hospital. The students acquire marketable and transferable skills to enable them to apply for competitive related positions in the community. In addition to the job rotations, they receive training on soft skills that employers look for, like appropriate worksite behaviors, stress management, team work, the importance of good attendance, etc. Upon completion of the program, PLUS provides job development services, and initial/ongoing supports to ensure success.

The Retail Program: 18 week program hosted by Marshalls in Tewksbury. PLUS Career Trainer and store staff provide guidance and feedback to the students. Students spend 4 hours per day 5 days per week at the internship site where they acquire the core skills necessary to be hired in entry-level retail positions in the community. They also have an hour per day in the classroom training, where they learn soft skills that employers look for, (appropriate worksite behaviors), stress management, team work, the importance of good attendance, customer service, interpersonal communication, conflict resolution, personal effectiveness, creative problem solving, and team work to name a few. Along with interview skills, they work also on body language, eye contact, and active listening. Job development and initial/ongoing supports are also provided.

The INCOME Program: 18-week integrated classroom and on-the-job program hosted at UMASS Lowell and focused on developing office support competencies with the resulting goal of competitive employment.
Classroom Instruction – 120 hours of combined lecture, role play, team projects and external research focused on Introduction to Business, Office Technologies, Customer Service and Professionalism
Internships – 150 hours of real-life, hands-on, coached work experiences in various departments
Placement & Retention – PLUS resources work with graduates beyond the formal program to ensure competitive employment, on-site support and on-going Career Development.

CIES PROVIDER INFORMATION FORM

Name of Provider: PRIDE Inc.
Address: 3 Maple Street, Taunton, MA 02780
Contact Person(s): Marc Mauricio
Arlene Fernandes
Stephen Wyman
Telephone #: 508-824-7134
Email address: customerservice@pride-enterprises.org
Fax #: 508-824-5699
CIES Contract SC#: CIESSES0000075MRC014
Vendor Code #: VC6000160746

PRIDE Inc. provides personalized employment services to individuals needing assistance finding employment. PRIDE Inc. employment services are designed to assist individuals obtain meaningful employment. Our services include:

- Situational evaluation and community sites
- Career assessment
- Preparation for job search: ensuring that the individual is proficient in completing various employment applications (i.e. online applications), interviewing and resume building.
- Job Development and Job placement
- Job retention that includes natural supports and development, adaptive equipment, training for co-workers, job site modification, transportation training.
- Job coaching and interim/on-going supports.
- Situational evaluation and community sites. Some of these sites are:

CBM	Assembly, labeling	Taunton
Mac Wholesales	Shipping/Receiving/Pricing/Order Picking	E. Bridgewater
Three Balls	Refurbishing golf clubs	W. Bridgewater
CVS	Stocking/pricing/unloading shipped products	Taunton
Eurest Dinning	Food Service: dishwashing/food prep/catering	Taunton/Raynham
Big Lots	Retail/sorting cloths & refurbishing house hold items	Taunton/Raynham
PRIDE MFG	Assembly, labeling, mailings, use of small mfg. equipment	Taunton

PRIDE Inc. also provides hard of hearing and deaf services. PRIDE offers employers disability awareness training, support and problem resolution, communication facilitation between employer and employee.

CIES PROVIDER INFORMATION FORM

Name of Provider: Programs for People/Project Advance
Address: 98 Lincoln Street, Framingham, MA 01702
Contact Person(s): Anthony Sirignano
Telephone #: 508-620-1730
Email address: tonys.projectadvance@hotmail.com
Fax #: 508-872-8724
CIES Contract SC#: 0MRC00CIESSES0000077MRC001
Vendor Code: VC6000164326

Project Advance provides services to individuals who have a diagnosis of mental illness. We offer comprehensive assessment services that include formal interest inventories as well as employment assessments in an agency run breakfast/lunch business and community volunteer sites.

We support individuals in developing the skills needed to obtain community employment including cover letter and resume development, practice interviewing skills, effective strategies for dealing with on-the-job stressors, and searching for employment using agency contacts, community networks and on-line resources.

On-going support is available to individuals to help them maintain successful employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Restoration Project
Address: 40 Beharrell Street, Concord, MA 01742
Contact Person(s): Eloise Newell
Telephone #: 978-263-0416
Email address: info@restorationproject.org
Fax #: 978-371-0416
CIES Contracts SC#: CIESNORTH00083MRC007-2016-CT
CIESSES0000083MRC007-2016-CT
Vendor Code #: VC6000178969

Restoration Project is a vocational program for adults and youth in transition with mental illnesses and brain injuries. We teach the hands-on crafts of furniture finishing and upholstery to develop the self-confidence and transferable work skills needed for success in any field. Participants work two days a week, 9:00 to 3:00, and are paid a commensurate wage. A community presence in the form of supporters, customers and volunteers is an important part of our program.

Assessments for work readiness are facilitated by observations in a real work situation. Positive, rehabilitative conversations flow in a shop environment and are further encouraged by staff, who were all MRC or DMH clients themselves. Adding to that, our upholstery teacher is a registered nurse and our employment specialist is a social worker with experience as a disability navigator for a One Stop Career Center.

We offer interest and aptitude testing, career counseling, job search assistance, and a job club to help participants choose, find and keep competitive employment best suited for them, (most often not in finishing or upholstery).

Restoration Project will be moving in the near future to a larger location within 128 with plans to open a thrift store adjacent to the shop. The store will provide a third vocational experience for participants, one that can readily transition to competitive employment in retail.

CIES PROVIDER INFORMATION FORM

Name of Provider: Riverside Community Care
Address: 595 Pleasant Street, Norwood, MA 02062
Contact Person(s): Eric Quist
Telephone #: 617-416-7648
Email address: equist@riversidecc.org
Fax #: 781-762-2409
CIES Contract #: CIESSES0000082MRC015
Vendor Code #: VC6000175937

Riverside Community Care provides the full range of CIES components through its Clubhouse Programs. Riverside Clubhouses have a long and successful history of helping individuals with mental illness return to work and stay employed. Riverside Clubhouses offer individuals the full spectrum of CIES services.

Individuals may start with an Evaluation/Assessment conducted at the Clubhouse as part of the Work-Ordered Day. Job Targeted Education & Skills Training can take place either on site or in the community through temporary employment. Job Development/Placement services focus on locating and maintaining competitive employment in the community. Initial Employment Supports, and if necessary, Interim/On-Going Supports, allow individuals to benefit from timely assistance to maintain and stabilize employment. MRC Offices may purchase one or more CIES components depending on the needs of the individual.

This South District Contract supports CIES services purchased through Riverside's Clubhouse services:

Neponset River House 595 Pleasant Street Norwood, MA 02062 T (781) 762-7075 F (781) 762-2409 Dannielle Ford-Allen dfallen@riversidecc.org	Elliot House 255 Highland Avenue Needham, MA 02494 T (781) 449-1212 F (781) 449-4064 Alison Currans-Sheehan asheehan@riversidecc.org
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CIES PROVIDER INFORMATION FORM

Name of Provider: ServiceNet
Address: 55 Federal Street, Greenfield, MA 01301
Contact Person(s): Betty Axelson
Telephone #: 413-773-0073
Email address: baxelson@servicenet.org
Fax #: 413-775-4794
CIES Contract SC#: CIESSES0000130MRC033
Vendor Code #: VC6000162622

ServiceNet provides a wide range of human services for people in the Pioneer Valley. Our programs include outpatient behavioral health services; adolescent support programs; early intervention for young children; home health care; rehabilitation and residential programs for those with mental health issues, developmental disabilities, traumatic brain injuries, or addictions; shelter and housing services for the homeless; and Competitive Integrated Employment Services (CIES).

ServiceNet helps people with disabilities find and maintain employment. Having been in business for more than 25 years, we have placed well over 1,200 people in independent, competitive employment throughout western Massachusetts. Every individual is screened and assessed for skills, aptitudes, and abilities needed for competitive employment. Our success reflects the effort we put toward finding the best match between the job seeker's abilities and interests and the demands of a particular job. We also maintain contact after job placement.

CIES PROVIDER INFORMATION FORM

Name of Provider: Seven Hills Foundation
Address: 81 Hope Ave., Worcester, MA 01603
150 Goddard Memorial Dr., Worcester, MA, 01603
Contact Person(s): Melanie Tosches
Peter Joncas
Telephone #: 508-983-2902
508-796-1510
Email address: mtosches@sevenhills.org
pjoncas@sevenhills.org
Fax #: 508-796-1599
CIES Contract SC#: CIESSES0000126MRC024
Vendor Code #: VC6000182211

Seven Hills provides services to a wide array of individuals with intellectual and developmental disabilities. These individuals include people with mental retardation, cerebral palsy, acquired brain injury, traumatic brain injury, autism and other spectrum related disorders. Seven Hills has a Certified Rehabilitation Counselor on staff to complete employment assessments for individuals who may need one. We also provide vocational training courses in Building Services, Culinary Arts, and soon to start, Auto Detailing. These courses run six weeks, and provide a broad entry level training for individuals who are interested in these lines of work.

Seven Hills has a number of training sites where we send group supported teams for janitorial, manufacturing and culinary work that gives us great locations for employment assessments, and training opportunities. We also have a dedicated MRC job development team, consisting of a full time job developer, and two job coaches that are available for weekly check-ins, and further training as needed once employment is found. Seven Hills has great relationships with many of the area colleges, and have had a great deal of success placing people in their kitchens. We also have a number of good contacts in retail, manufacturing and do our best to find individuals the type of work they are looking for and that meets their needs.

CIES PROVIDER INFORMATION FORM

Name of Provider: Tempus Unlimited
Address: 103 Johnson Street, Lynn, MA 01902
Contact Person(s): Terry Holmgren
Carol Perlino
Telephone #: 781-593-2727 x2220
Email address: tholmgren@cpemass.org
Fax #: 781-593-2542
CIES Contract SC#: CIESSES0000106MRC055
Vendor Code #: VC6000158106

The Adult Services Employment Program of Tempus Unlimited provides job placement and support services for individuals with disabilities. Tempus Unlimited has provided successful vocational placements for over 25 years, matching consumer skills with the needs of employers. The program focuses on individual career development on the North Shore and runs as a community based model. The program has a great understanding of the business needs in the area and emphasizes building and maintaining strong employer relationships. The staff members in the program have extensive experience with placing individuals with disabilities working competitively in the community.

Our staff provides assistance in all aspects of employment; including skills assessment, resume writing, interviewing skills, job search, on-the-job training, job coaching, job placement, and continued support on the job. Furthermore our staff will be available to help assist during the training period to become familiar with all aspects of the consumer's job description. This ensures smooth transition into the job site as well as continued satisfaction with job performance. Once the consumer is placed on a job, he/she will receive on-going support from the staff through on-site visits at work as well as counseling by phone. In addition our staff will assist individuals with Social Security issues and acquire transportation to and from work.

CIES PROVIDER INFORMATION FORM

Name of Provider: TILL, Inc.
Address: 20 Eastbrook Rd., Dedham, MA 02062
Contact Person: Cindy Anderson, Director of Vocational Services
Telephone #: 781-302-4609
Email address: cindy.anderson@tillinc.org
Fax #: 781-329-4254
CIES Contract SC#: CIESSES0000100MRC018
Vendor Code #: VC6000165702

Till Inc. has extensive experience providing individualized employment services to individuals with varying intellectual, developmental, mental and physical abilities. Employment specialists provide 1:1 services to assess the individual's vocational skills, interests and abilities, offers skill training, provides job placement services and long term supports during the crucial first days of employment through 90 days and beyond.

TILL partners with employers to identify and meet the needs of their work place and ensures that good matches are made. The joining of both needs increases the likelihood that long term employment success will be achieved.

TILL also operates two catering businesses, one in Chelsea, the other in Hyde Park called Essence of Thyme. These businesses offer the opportunity for assessment in all aspects of food service in a supportive real business environment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Transitions Centers Inc.
Address: 32 Commercial Street, South Yarmouth, MA 02664
Contact Person: Christine Spaulding
Telephone #: 508-398-3333
Email address: cspaulding@transitionscenters.org
Fax #: 508-398-3311
CIES Contract SC#: CIESSES0000119MRC027
Vendor Code #: VC0000408166

Transitions Centers Inc. Employment Services has experience in placing adults with Autism Spectrum Disorder, nonverbal learning disorders, intellectual disabilities in competitive employment that matches the person's interests and aptitudes. We maintain small caseloads that allow us to provide individually tailored services to assist the job seeker meet their vocational goals. Job seekers can expect consistent communication with Transitions staff and themselves, as well as with their families/guardians and support providers if applicable. Services are provided by professionals that show respect for the individual at all times and strive to challenge the individual to reach their fullest potential. Services can include assessments in community businesses, work orientation, recommendations on employment goals and support needs, social skills training, job placement and job coaching.

CIES PROVIDER INFORMATION FORM

Name of Provider: Triangle Inc. South
Address: 200 Belmont St. Suite 100 Brockton, MA 02301
Contact Person(s): Kay Larracey
Telephone #: 508-583-2400
Email address: klarracey@triangle-inc.org
Fax #: 508-583-3800
CIES Contract SC#: CIESSES0000095MRC008
Vendor Code #: VC6000161720

We know that looking for a job is often hard and challenging. Our employment services program in Brockton offers job seekers: **Create a Plan for Success...** We help individuals identify their job skills, establish career goals and pursue jobs that match their talents and abilities through community based assessments. **Strengthen Job Search Skills...** Newspaper and internet job searches aren't effective. We focus on using personal relationships, innovative marketing and local resources to secure employment. **Keep the Job!** We help employees keep their job and advance in their careers by providing job coaching, travel training, employment advocacy and extended supports.

CIES PROVIDER INFORMATION FORM

Name of Provider: Institute for Community Inclusion/UMass Boston
Address: 150 Mt Vernon Street, 4th floor, Boston MA 02125
Contact Person(s): Lara Enein-Donovan
Telephone #: 617-287-4319
Email address: lara.eneindonovan@umb.edu
Fax #: 617-287-4352
CIES Contract SC#: CIESSES0000120-MRC029-2016-CT
Vendor Code #: VC0000444797

The Institute for Community Inclusion/UMass Boston (ICI) has been providing employment services to individuals with disabilities for over 50 years. We provide services to an array of individuals. Program requirements include being at least 16 years old and have a strong motivation to work. We offer a number of different services including the following:

Assessments can be performed through a variety of services at ICI. We can assist individuals with career exploration through job tours and informational interviews at various types of businesses in the community. We can also use our Work Experience Program for more hands-on training and skill building.

The Work Experience Program (Assessment and Skills Training)

The Work Experience Program at Children's Hospital Boston provides opportunities for individuals with disabilities to experience the world of work. While working in departments throughout the hospital, participants develop personal and vocational skills leading to greater independence. The program's focus is on helping participants develop work skills and behaviors that will enhance their professional success. Experiencing different types of jobs, varied work environments, and different types of relationships at work helps participants to learn what jobs and professional settings are best for them, and to develop realistic career goals. Work settings at Children's Hospital provide opportunities for employment staff to perform assessments and evaluations of individuals' skills, in addition to job-targeted education and skills training. Individuals are paid minimum wage for the hours they work and are temporary employees of the hospital.

Individual Placement Services (Job Placement and Job Supports)

Since 1987, the Individual Placement Service (IPS) of the Institute for Community Inclusion has been providing individualized supports to people with disabilities seeking employment. Services include: person-centered career planning, individualized job development services, resume development and job seeking skills training and individualized support and training to facilitate success at a job. The IPS assists individuals with disabilities in getting and keeping a job. These services are highly individualized, providing a wide range of supports for individuals with varied interests, skills, and needs. For individuals seeking employment, person-centered career planning is a cornerstone of the service. Through the career planning process individuals articulate their goals and expectations for employment. The career plan guides the job development process, identifying the type of work, the nature of the work environment, as well as other preferences identified by the job seeker, such as pay, benefits, location, and work schedule. In addition to job placement, services may include job seeking skills training, resume development, case coordination, assistance with benefits, job coaching, travel training, and other work-related supports.

Business Connections in the Community

ICI has many strong business connections in the community ranging from retail, food service, marketing and law offices, Our goal is to assist individuals to find the job that best fits their particular skills, interests and abilities. We are always reaching out to new businesses to build relationships and secure jobs for our customers.

CIES PROVIDER INFORMATION FORM

Name of Provider: Valley Collaborative
Address: 17 Bridge St, Billerica, MA 01821
Contact Person(s): Heather Valcanas
Telephone #: 978-528-7886
Email address: hvalcanas@valleycollaborative.org
Fax #: 978-528-7810
CIES Contract SC#: CIESSES0000116MRC023
Vendor Code #: VC6000176637

Valley Collaborative has been providing vocational services to students and adults since 1976. With dozens of community partners, such as TJX Companies, Sodexo and D'Youville Senior Center; we are able to offer individuals a variety of vocational opportunities to explore. Valley Collaborative accepts referrals for assessment, skills training, job development & placement, initial supports, ongoing supports and interim support services. Employment support is available during day, night, and weekend hours, based on individual need. Skills training services focus on three fields; clerical, retail and maintenance.

Valley Collaborative's job development team has eight members totaling over 100 years of experience in building community business partnerships and working to assist people with disabilities find and secure competitive employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited)

Address: 287 High Street, Holyoke, MA 01040

Contact Person(s): Sandra Coyne, DM, MBA, Director

Telephone #: 413-536-4200 x217

Email address: scoyne@communityenterprises.com

Fax #: 413-534-4839

CIES Contract SC#: CIESSES0000046MRC010

Vendor Code #: VC6000248268

Viability, Inc. offers specialized community based employment and training services to a wide range of disability populations. We currently work with over 250 employers throughout the country and have over thirty years of experience in developing tremendous employer partnerships. Viability, Inc. has experience in working with a broad array of individuals including people with Autism, Intellectual Disabilities, Mental Illness, Traumatic Brain Injury, Deafness, Visual Impairments, Physical and Learning Disabilities. Viability, Inc. supports self-determination, and empowerment, and our core belief is that, given the right tools and opportunities, all individuals can be successful in employment. Viability, Inc. provides SES services in **Salem (serving all of North Shore), Somerville, Worcester, Pittsfield and Holyoke (serving, Greenfield, Northampton, and Springfield.)**

In all Viability, Inc. locations in Massachusetts, Viability, Inc. offers Skills Training, Vocational Assessments, Job Development & Placement Services, Initial Employment Supports and Ongoing Supports. Viability, Inc. offers truly **individualized vocational services** to enable individuals to seek and secure positions they desire.

Vocational Assessments offer an opportunity for the individual to explore a variety of different jobs to identify strengths, interests, and areas for improvement so that the individual is able to engage in a successful employment path. Reports are created to assess hard & soft skills to determine a consumer's viability in the competitive workplace.

Skills Trainings offer hands-on hard and soft skills components, as well as an opportunity for the individual to utilize the skills in a real work setting. Skills Trainings target developing skills in a specific vocational area, such as Clerical and Customer Service –to name but a few; thereby both developing individual existing skills, and updating these skills in order to remain competitive in the current job market.

Job Development & Placement Services include employment preparation, resume/cover letter-writing, soft skills, interviewing techniques, job search assistance, job placement, and additional support services as determined by the consumer, Viability, Inc. & MRC. The end goal is for the individual to enter the competitive work force, secure a position and work to sustain the position with continuing support and encouragement. Clients are engaged and reinforced with a coaching approach to enhance their success in

securing of the position they seek. Once secured, Viability, Inc. works provides follow along supports to ensure a successful employment outcome.

Initial Employment Supports Once Viability, Inc. has successfully helped a participant obtain employment, Viability, Inc. staff will provide initial employment supports or on-the-job training. Exceptional on-the-job training goes beyond skill training and models social skills, conflict resolution and relationship building. Participants' work performance is monitored and direct and constructive feedback is given. Supports will also include reviewing and purchasing of necessary equipment and clothing needs for the position. Viability, Inc. staff will make outside referrals for services, such as childcare, transportation services or benefit planning, if necessary.

Ongoing Support Services Viability, Inc. staff work regularly with the employee and/or employer for follow along visits where the staff can assess each individual employment situation and deal with any issue quickly. Participants level of satisfaction with their employment situation and services are regularly assessed in order to help them with their career choices and pathways. Viability, Inc. staff will also teach participants how to effectively advocate for themselves on the job to maintain or advance employment.

CIES PROVIDER INFORMATION FORM

Name of Provider: Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited) - (Salem)

Address: 39 Norman Street, Suite 302, Salem, MA 02170

Contact Person(s): Loretta Mascis, Regional Director

Telephone #: 978-745-7117 (Salem)

Email address: lmascis@communityenterprises.com

Fax #: 978-741-1930 (Salem)

CIES Contract SC#: CIESSES0000046MRC010

Vendor Code #: VC6000248268

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CIES PROVIDER INFORMATION FORM

Name of Provider: Viability, Inc. (new name under merger of Community Enterprises & Human Resources Unlimited) - (Somerville)

Address: 22 McGrath Highway, Suite 203, Somerville, MA 02143

Contact Person(s): Sandra Silva, Program Manager

Telephone #: 617-666-0990 (Somerville)

Email address: ssilva@communityenterprises.com

Fax #: 617-666-5732 (Somerville)

CIES Contract SC#: CIESSES0000046MRC010

Vendor Code #: VC6000248268

Viability, Inc. offers specialized community based employment and training services to a wide range of disability populations. We currently work with over 250 employers throughout the country and have over thirty years of experience in developing tremendous employer partnerships. Viability, Inc. has experience in working with a broad array of individuals including people with Autism, Intellectual Disabilities, Mental Illness, Traumatic Brain Injury, Deafness, Visual Impairments, Physical and Learning Disabilities. Viability, Inc. supports self-determination, and empowerment, and our core belief is that, given the right tools and opportunities, all individuals can be successful in employment. Viability, Inc. provides SES services in **Salem (serving all of North Shore), Somerville, Worcester, Pittsfield and Holyoke (serving, Greenfield, Northampton, and Springfield.)**

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CIES PROVIDER INFORMATION FORM

Name of Provider: Vinfen - Gateway Arts
Address: 62 Harvard St., Brookline, MA 02445
Contact Person(s): Zoë Wyner; Rae Edelson
Telephone #: 617-734-1577
Email address: wynerz@vinfen.org
Fax #: 617-734-3199
CIES Contract SC#: CIESSES0000123MRC028
Vendor Code #: VC6000164821

Gateway Arts (a vibrant arts-based vocational center located in Brookline, MA) is the venue for a unique MRC-funded program that provides artists support in developing their work and careers in the arts. This program, known as the Artist Training Program (ATP), runs for 17-weeks and is led by two artists with degrees in education and fine art. Participants have access to a wide range of studio materials and facilities that inspire creative exploration and growth. Artists spend 6 hours per week in the studio creating art work, and another 3 hours weekly in seminars that address topics such as creating an artist statement, bio, and resume, as well as marketing, pricing of work, and business fundamentals. As a product of these seminars, the artists leave the program with a portfolio in both digital and physical format, business cards, and a number of art materials (which allows them to continue to produce artwork on their own).

During the program (as well as for a period of time after), the Gateway Gallery and store serve as a venue for the artists to display their work. Gateway has a large customer base comprised of individuals in the community who have supported the organization for years, which program participants with a unique opportunity to have their art viewed as they are finding their paths as artists.

Clients may also attend Gateway Arts for a period of time after the training is over through the use of interim supports. These supports are recommended for individuals who could benefit from additional time at Gateway Arts after the program is completed, and can receive aid in applying for grants, submitting their work to upcoming art shows/craft fairs, creating and managing an online presence as an artist, as well as in a host of other arenas.

The Artist Training Program at Gateway Arts is funded through the use of CIES funds (for the assessment, training, and interim supports), as well as through Purchase of Service funds (used to provide clients with supplies while attending the program as well as additional supplies to be utilized at home upon program completion as a way to encourage continued development as professional artists in the field).

A Vinfen Clubhouse is a community of support for individuals who are in recovery from mental illness. The Clubhouse is a membership program and is completely voluntary, with the activities of the Club being based around the interests, needs and goals of its membership. Our services include supports geared toward employment, education, social activities and relationships, life skill development, connecting to community resources, health and wellness, arts based rehabilitation and advocacy. The focus of the Clubhouse is on self-help, peer-support and empowerment of its membership, with staff and members working side by side to manage all of the Clubhouse operations and governance. Our Clubhouse focuses on the strengths of

each individual, providing members the opportunity to live, learn, and engage in meaningful work, while contributing their talents to the Clubhouse community.

The employment models used by Vinfen's Clubhouse programs, which include transitional, supported and independent employment services, are flexible and dynamic, serving the diverse needs of our clients. **A persons desire to work is the only prerequisite to access employment services in the club,** as this is the single most important factor in person's success in employment. We assist in a) helping a member to set realistic career goals; b) providing supports and services specific to the person's needs; and c) providing whatever training and ongoing supports are request/needed for as long as the person chooses to receive them. Their peers, as well as the education services, skill building opportunities and work readiness preparation in the Club's work areas, encourage and facilitate member's movement to more independent work settings and career development over time.

Our Clubhouses offers three different types of employment opportunities, Transitional Employment (TE), Supported Employment (SE) and Independent Employment (IE). The goals of TE are to help members gain work experience, build confidence, establish current references and to put them in a stronger position to fully rejoin society through paid work. TE offers members the opportunity to be employed in a Club-arranged/sponsored position for 6 to 9 months. TE allows members the chance to enhance their job skills in the workplace without making a long-term commitment to a job. The work skills the member develops will help him/her move on to more independent employment if they choose. Our SE services incorporate the aspects of employment access and job coaching support found in TE services, but the jobs are not time limited and do not include the expectation of absence coverage being by Clubhouse staff. The Clubhouse will provide help for employment search, placement, training and support. We define the level of support provided based on the specific member's needs, as assessed and identified in his/her *Action Plan*. A SE position may transition into an independent position over time as less support is needed. Conversely, if a member currently working in an independent position identifies the need for SE services, then help is provided. Follow along supports provided by the Clubhouse for SE are continuous and time unlimited, depending on the member's needs.

As a part of all our employment services, the Clubs are actively engaged in job development activities with the goal of providing diverse employment opportunities to members. We identify and establish new contacts, researching and identifying potential worksites through members' expressed interest, online employment listing databases and community job fairs. The Clubs also help members address CORI issues, as well as giving both on and offsite supports to members to request ADA Reasonable Accommodations. We employ peer support strategies, with already employed members, to help members seeking or working to maintain employment to maintain motivation, manage life/work balance, use natural supports, problem solve work issues and develop coping strategies. Some examples of employers we have successfully placed members with include Costco, Target, TJ Maxx, Stop and Shop, CVS, Big Brother and Big Sister's POD program and many more.

CIES PROVIDER INFORMATION FORM

Name of Provider: Vocational Advancement Center
Address: 115 Watertown Street, Watertown, MA 02472
Contact Person(s): Cheryl Barraclough, Director of Employment & Day Services
Telephone #: 617-926-5201x225
Email address: Cheryl.Barraclough@advancewithvac.org
Fax #: 617-926-5209
CIES Contract SC#: 0MRC00CIESSES0000102MRC015
Vendor Code #: VC6000217553

VAC moved to our new location at 115 Watertown Street in Watertown in October 2013 after many years in Brighton. VAC has on staff 2 full time Job Developers (one of whom is trained and experienced in completing Vocational Assessments), 1 Full time Job Coach and 2 part time Job Coaches.

VAC's Job Developers are fully equipped with mobile devices (phones and laptops) to meet with consumers in community settings, and available to assist with interviews, filling out applications, and reaching out to employers in local businesses. VAC's Job Developers are involved in regular outreach to employers, as well as networking opportunities such as the Greater Boston Employment Collaborative. VAC has a variety of options for Vocational Assessments including traditional, comprehensive assessments (paper and pencil testing). This typically lasts 2 days in addition to a written report and case conference. Some of our testing includes the O Net, Minnesota Clerical, Valpar tests, CASI, Transferrable skills analysis, Exploring your talents, typing speed tests, the interest inventory, etc. Situational Assessments can also be done at the following sites:

- Dish room/Cafeteria evaluation at Tufts University, Medford
- Janitorial Evaluation at Vocational Advancement Center, Watertown, MA,
- Retail evaluation (pricing, stocking, some light cleaning) at Walgreens, Medford.

VAC's job coaches are available to assist individuals directly at their place of employment, or at another location in the community, as well as through email or phone call check-ins. Our job coaches all have extensive experience proactively assisting with workplace issues, including co-worker/supervisory communication issues, learning new tasks, etc. Our job coaches' schedules are available to provide support during "off hours", such as evenings and weekends, as needed.

Please feel free to contact Cheryl Barraclough with any questions about new referrals or to discuss how VAC can assist a consumer.

CIES PROVIDER INFORMATION FORM

Name of Provider: WORK Inc.
Address: 25 Beach St., Dorchester, MA 02122
Contact Person: Eugene Gloss
Telephone #: 617-691-1705
Email address: egloss@workinc.org

Deaf Services

Contact Person: Margaret Dinon
Telephone #: 617-691-1654
Email address: mdinon@workinc.org
Fax #: 617-691-1519
CIES Contract SC#: CIESSES0000104MRC022
Vendor Code #: VC6000230082

CIES Services are provided in the Greater Boston, South Shore, Fitchburg and New Bedford areas. WORK Inc. provides services to individuals with all types of disabilities and has a unique capability to support Deaf individuals with well trained staff, fluent in ASL. All services take place in the community and in addition to assessments in the community; WORK Inc. provides certificate training in culinary arts, building maintenance and administrative services.

CIES PROVIDER INFORMATION FORM

Name of Provider: Work Opportunities Unlimited Contracts, Inc.

Address: 114 Locust Street, Dover, NH 03820

Contact Person(s): Ann M. Betts, Contract Administrator

Telephone #: 603-749-4504 X729

Email address: abetts@workopportunities.net

Fax #: 603-742-2071

CIES Contract SC#: CIESSES0000089MRC007

Vendor Code #: VC6000065001

- Director of Worcester office for referrals:
Darlene Hayden, dhayden@workopportunities.net, 978-894-4887
- Director of Lowell Office for referrals:
Pamela Beckwith, pbeckwith@workopportunities.net, 978-551-1686
- Director of Woburn Office for referrals:
Elena Gendron, egendron@workopportunities.net, 310-384-8210
- Director of Merrimack Valley Office:
Colin Coates, ccoates@workopportunities.net, 734-512-7735
- Director of North Shore Office:
Erica Feldman, efeldman@workopportunities.net, 518-225-3792
- Director of South Shore Office for referrals:
William Mullin, wmullin@workopportunities.net, 781-608-8476
- Director of Fall River Office for referrals:
Whitney Carroll, wcarroll@workopportunities.net, 802-282-2007

Since 1982, Work Opportunities Unlimited has been providing community-based employment services to those with barriers to employment. With locations across New England, Maryland, Washington D.C., Florida, and Virginia; we offer substantial experience with employment services and systems to those with disabilities. Our progressive job development procedures puts an emphasis on a business to business approach, which utilizes an internal database featuring current job orders from employers and a centralized sales team to supplement the efforts of the local teams working directly with job seekers. Work Opportunities Unlimited offers not only job placement and training services, but customized work assessments with community employers. In addition to providing services to MRC, Work Opportunities also works with MCB, DDS, school districts, and DCF. Lastly we are also a Ticket to Work Employment Network. The specific services provided include: interview training, resume development, application training, customized job development, with and on behalf of, the job seeker, on-site and off-site job training services, long-term support, and work assessments.

**Vocational Rehabilitation Supportive
Independent Living Services
(VR/IL)**

VR/IL - NORTH DISTRICT

5 MIDDLESEX AVENUE, SUITE 302
SOMERVILLE, MA 02145

ADAM GARBER
DISTRICT SUPERVISOR
PHONE: (617) 776-1181 x308
VOIP #: 776-1326
FAX #: (617) 776-8331

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Independent Living Center of the North Shore and Cape Ann, Inc.
Address: 27 Congress St., Suite 107, Salem, MA 01970
Contact Person(s): Mary Margaret Moore, Executive Director
Shawn McDuff, Deputy Director
Telephone #: 978-741-0077
Email address: mmmoore@ilcnsca.org / smcduff@ilcnsca.org
Contract SC#: MRC20075002030000A
Vendor Code #: VC6000172361

The Independent Living Center of the North Shore and Cape Ann Inc. (ILCNSCA) provides core independent living services including independent living skills training, peer counseling, individual advocacy skill development, service coordination. To support the efforts of consumers receiving VR services and their work toward acquiring employment along with their QVRCs, ILCNSCA guides consumers to address their independent living needs/goals to enhance their ability to gain personal readiness to engage in employment. Examples of what consumers can achieve when receiving services from ILCNSCA include: learning about housing opportunities and acquiring housing, learning about transportation options ways to increase mobility in the community, understanding benefits and how to acquire them (SSDI/SSI, MassHealth, Medicare, SNAP, etc.), learning about work incentives (i.e. PASS), comprehending their legal rights (fair housing, civil rights, ADA), learning about and acquiring assistive technology, and learning about long-term services and supports (PCA, home health aide). ILCNSCA staff offer peer support and are role models for coping with disabilities, dealing with cultural barriers and stigma, all while maintaining employment.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: MetroWest Center for Independent Living
Address: 280 Irving St Framingham, MA 01702
Contact Person(s): Sean Mahoney-Pierce, Director of Services
Telephone #: 508 875-7853 x122
Email address: seanmp@mw cil.org
Contract SC#: 20075002031000B
Vendor Code #: VC6000172466

The MetroWest Center for Independent Living serves individuals of all ages with any type of disability. Our core services are Information and Referral, Skills Training, Peer Counseling, and Advocacy. A great deal of the work we do could be seen as pre-vocational. Types of skills training include:

Transportation-Learning how to use public transit, The Ride, etc. Also how to budget time accordingly depending on type of transportation utilized

- Budgeting
- Gathering ID (things needed for work i.e., Driver's license or MA ID, Social Security Card, Birth Certificate)
- Setting up bank account
- Cooking and nutrition
- Self-Advocacy and Communication

Our Transition to Adulthood (TAP) program offering these services to our 14-22 year old population. Beyond the core services above, we advocate for consumers in the development of their service plans, IEPs, and 504 meetings with the school. We also assist with planning for further education and employment, resume building, mock interviews, and job applications

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Northeast Independent Living Program
Address: 20 Ballard Road, Lawrence MA 01843
Contact Person(s): Nanette Goodwin, Asst. Director
Telephone #: 978-687-4288
Email address: ngoodwin@nilp.org
Contract SC#: SCMRC20075002029000A
Vendor Code #: VC6000166459

The Northeast Independent Living Program, Inc. is a consumer controlled Independent Living Center providing advocacy and services to people with all disabilities who wish to live independently in the community. As a provider, we are unique in that a majority of our staff and Board are people with disabilities.

Independent Living philosophy states that individuals with disabilities are the best determinants of their own needs and service choices. Through role modeling and peer counseling, with other individuals with disabilities, they become empowered to make changes in their lives and become more self-sufficient and self-reliant.

The Independent Living Vocational Rehabilitation (IL/VR) program staff works closely with the Lowell and Lawrence area offices of the Massachusetts Rehabilitation Commission (MRC) to assist people with disabilities who receive services from MRC in achieving their independent living goals.

By providing consumers with Peer Counseling and Skills Training in areas such as financial management, benefits counseling, applying for transportation services, and assistance with housing applications consumers become more confident, self-sufficient, have more stability in their lives, and are better positioned to achieve their goals of employment and independence.

VR/IL - SOUTH DISTRICT

18 TREMONT ST. – SUITE 200
BOSTON, MA. 02108

(617) 357-8137
FAX: (617) 482-5576

~ SATELLITE OFFICE ~

FRANK BENEVIDES
DISTRICT SUPERVISOR
(508) 678-9041 x20

KATELYN ZITER
DISTRICT SUPERVISOR
(508) 678-9041 x-16

170 PLEASANT ST. - 3RD FLOOR ANNEX
FALL RIVER, MA 02720

FAX: (508) 676-2734

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Boston Center for Independent Living (BCIL)
Address: 60 Temple Place, 5th Floor, Boston MA 02111
Contact Person(s): Bill Henning (director)
Courtland Townes (deputy director)
Telephone #: 617-338-6665
Email address: bhenning@bostoncil.org
ctownes@bostoncil.org
Contract #: SCMRC20075002022000A
Vendor Code #: VC6000163044

BCIL can provide a range of services to consumers working with MRC VR Program Counselors. Our VR-IL staff person works on a consumer's defined independent living goals, which often include obtaining assistance to receive benefits such as SSI, SSDI, and Medicaid; navigating the work-incentive system (PASS plans, SSA programs, CommonHealth); personal budgeting; navigating the process to obtain subsidized housing; and peer mentoring. Complementary services at BCIL include the consumer-directed Personal Care Attendant program; information and referral; Options Counseling for people in or at risk of entering a nursing facility or institutional setting; Money Follows the Person services for people in a nursing home; coordination of Long Term Services and Supports for people enrolled in One Care; Transition to Adulthood services for youth between 14 and 22; and the Transitional Internship Program for high school students with disabilities. Presently BCIL has staff who can communicate in Spanish, Haitian Creole, Portuguese, Mandarin Chinese, Russian, French, and ASL. Notably, approximately 70% of staff have a disability, enabling establishment of strong peer relationships. For individuals wishing to become involved with systemic advocacy, BCIL has invigorated initiatives on health reform, PCA services, employment, MBTA services, and affordable, accessible, and integrated housing.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Cape Organization for Rights of the Disabled (CORD)
Address: 106 Bassett Lane, Hyannis, MA 02601
Contact Person(s): Coreen Brinckerhoff
Telephone #: 508-775-8300 (v/tty)
Email address: cordinfo@cilcapecod.org
Contract #: SCMRC20075002024000B
Vendor Code #: VC6000171231

CORD is the Center for Independent Living serving Cape Cod and the Islands. We provide independent living services to people with any disability of any age at any income level. One of our goals is to give people with disabilities the skills and knowledge they need to live as independently as possible. We do this by providing advocacy, skills training, transition services and peer support. Peer support is what makes CORD unique to the community. Since we are run mainly by people with disabilities for people with disabilities, we understand the frustrations and the barriers that people face and use this first-hand experience to help them achieve their goals.

CORD offers the following programs:

Independent Living (IL): provides independent living services to people with any disability of any age; also provides assistance transitioning from an institution to the community

Transition to Adulthood Program (TAP): provides independent living and transition services to students ages 14 – 22 receiving special education services

Deaf and Hard of Hearing Independent Living Services (DHILS): provides independent living services to people who are deaf and hard of hearing ages 16 and older

Options Counseling: provides short-term decision support on long-term care service options to people ages 18 and older

CORD is a 501 (c) (3) nonprofit organization and we do not charge a fee for our services.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Independence Associates
Address: 100 Laurel Street, Suite 122, East Bridgewater, MA 02333
Contact Person(s): Manel Desvallons
Telephone #: 508-583-2166 x104
Email address: maneld@iacil.org
Contract #: SCMRC20075002025000B
Vendor Code #: VC6000166457

First and foremost Independence Associates is a cross-age, cross-disability, and cross-culture independent living center. We work with and provide services to consumers of any age, any type of disabilities, of any background and culture. Our staff members go above and beyond for our consumers, especially when it comes to advocacy. Our goal is to empower our consumers with the skills, self-confidence, and support to take control over their own lives and become active, productive and successful members of society. IA also has procedure in place for all VR referrals from MRC. After completing and I&R and intake with a VR consumer, the initial/first meeting should be a group meeting with the consumer, the resource coordinator and the MRC counselor. That way, everyone involved will be on the same page from the get-go.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Southeast Center for Independent Living
Address: 66 Troy Street, Suite 3, Fall River, MA 02720
Contact Person(s): Lisa Pitta (Executive Director)
Maria Sullivan (Director of Programs)
Telephone #: 508-679-9210
Email address: lpitta@secil.org
msullivan@secil.org
Contract #: SCMRC20075002026000B
Vendor Code #: VC6000172116

SCIL provides assistance and services to individuals with any type of disability. Each individual that seeks services through SCIL is assigned to work with Independent Living Coordinators who understand the personal situations and needs of the consumer. SCIL offers an array of services from Driver's Education, Computer trainings, advocacy, skills training, peer counseling and information and referral to those seeking assistance. We offer monthly Housing Workshops, which provide all information on the housing process. SCIL also provides assistance to those who are in nursing facilities – assisting with transition back to community living. Referrals can be self-referred, agency referred, etc.

VR/IL - WEST DISTRICT

TIM ANDENMATTEN
DISTRICT SUPERVISOR

1 FEDERAL STREET, BUILDING 102-1
SPRINGFIELD, MA 01105

(413) 781-7420
FAX (413) 737-5693

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: AdLib, Inc.
Address: 215 North Street, Pittsfield, MA 01201
Contact Person: Joseph Castellani Jr., Executive Director
Nancy Trzcinski, Assistant Program Manager
Telephone #: 413-442-7047; 800-232-7047
Email address: jcastellani@adlibcil.org / ntrzcinski@adlibcil.org
Fax #: 413-443-4338
CIES Contract SC#: SCMRC20075002021000A
Vendor Code #: VC6000227087

AdLib, Inc. provides Independent Living Skills and Supportive Independent Living Skills to referred MRC/VR consumers in the Berkshire Region. AdLib has been a VR/IL Provider agency since 1992.

AdLib's five core services of Information & Referral, IL Skills Training, Peer Counseling, Advocacy, and Transition are the primary means used to assist consumers in achieving these needed skills. Using the IL Peer Model of service provision, AdLib has been successful in assisting people with disabilities meet their vocational goals.

In addition to the core services, AdLib also offers specialized services and programs which may help the consumer reach his/her independent living/supportive living goal(s). For example, AdLib routinely works with consumers on housing and transportation needs. Similarly, AdLib's Deaf and Hard of Hearing Program is also a valuable resource for VR consumers with a hearing loss. In short, AdLib offers an array of services which can be accessed and used to assist consumers gain greater independence.

AdLib's service area is composed of that covered by the Northern and Central Berkshire offices of the Massachusetts Rehabilitation Commission. The cities and towns included in the Berkshire Region are as follows:

Adams	Great Barrington	New Ashford	Savoy
Alford	Hancock	New Marlborough	Sheffield
Becket	Hinsdale	North Adams	Stockbridge
Cheshire	Lanesborough	Otis	Tyringham
Clarksburg	Lee	Peru	Washington
Dalton	Lenox	Pittsfield	West Stockbridge
Egremont	Monterey	Richmond	Williamstown
Florida	Mount Washington	Sandisfield	Windsor

AdLib also offers VR/IL Services at MRC's Northern Berkshire Office. This office located at 37 Main Street 3rd Floor North Adams, MA, is staffed one to two days per week and enables AdLib's advocates to reach North County consumers. In both locations, Nancy Trzcinski is the contact for the VR/IL Contract. Consumers are asked to call AdLib's main office to schedule appointments.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Center for Living and Working, Inc.
Address: 484 Main St., Suite 345, Worcester, MA 01608
Contact Person: Monica Polanco
Telephone #: 508-798-0350
Email address: opsearch@centerlw.org
Fax #: 508-797-4015; 800-520-4488
CIES Contract SC#: SCMRC20075002023000B
Vendor Code #: VC6000163426

Mission: It is the mission of Center for Living & Working to empower persons with disabilities to take active roles in their lives and in the community in which they live.

Four Core Services:

CLW believes in the empowerment of consumers, encouraging them to take active roles in their lives and in the community in which they live. CLW provides comprehensive and innovative programs and services, which maximize individual independence and opportunities. Driven by the belief that consumers must always be equal members of society with equal access, CLW provides the following four core Independent Living Services throughout Central Massachusetts:

- **Information and Referral - Skills Training**
- **Peer Support – Advocacy**

Programs:

➤ **Personal Care Attendant Services**

CLW serves over 2,000 people in Central Massachusetts who have MassHealth Standard or CommonHealth and need the help of a Personal Care Attendant (PCA). As an Independent Living Center, we are committed to assuring that those we serve have complete control in managing their own personal care.

➤ **Independent Living Skills Training**

CLW provides skills training in these areas:

- Consumer/Legal Rights - Housing
- Education/Training - Self-Care/Nutrition
- Employment - Personal/Self-Help
- Finances/Benefits - Social/Recreational
- Health Care/Nutrition

➤ **Transition to Adulthood (TAP)**

CLW provides Transition to Adulthood services to young adults between the ages of 14 and 22 with the transition from an educational setting to independent living in the community. TAP also provides guidance with the Individual Education Plan (IEP) and Individual Transition Plan (ITP) process. Utilizing the role model approach, the peer counselor and consumer will build a relationship through sharing real life experiences and develop an independent living plan together. Services include the four core services (Skills Training, Peer Counseling, Advocacy-both Individual

and Community, Information and Referral), IEP and ITP advocacy, Support to Family, Community Education and Recreation.

➤ **Transitional Internship Program (TIP)**

CLW offers a paid Transitional Internship Program for high school students and post-secondary education students between the ages of 16-21 who are MRC VR eligible. Students are placed at worksites for an 8-12 week internship and participate in bi-weekly workshops on job readiness. Please contact CLW's Youth Services Department for more information.

➤ **SCI (Spinal Cord Injury) Early Intervention**

CLW's Spinal Cord Early Intervention Program focuses on working with individuals to achieve independence and quality of life while providing individualized supports to the consumers and their families. CLW's SCI Team works closely with the individual from admission to a rehabilitation hospital through their transition home. We provide compassionate and comprehensive coordination of services in a manner that effectively achieves quality results while providing social outlets, recreational opportunities, vocational supports and promoting the prevention of further health problems by connecting individuals with the appropriate supports as well as providing Independent Living four core services.

➤ **Deaf and Hard of Hearing Independent Living Services**

CLW provides a variety of services to Deaf and Hard of Hearing consumers in the following areas:

- Independent Living Services - Information and Referral
- Peer Mentoring Program - Outreach and Community Education
- Problem Solving Assistance - Education/Social Events
- Crisis Intervention - Volunteer/Internship Programs
- Advocacy Program - Assistive Device Training/Loaner Program

➤ **Nursing Home Initiative and Money Follows the Person Demonstration**

CLW assists individuals living in an institutional setting return to living independently in the community with the necessary added supports. CLW has trained staff experienced in assisting individuals with a successful transition out of a facility back into the community.

➤ **One Care: Long Term Services and Supports**

For individuals who are dually eligible (MassHealth and Medicare) and are enrolled in a One Care Plan (Commonwealth Care Alliance or Tufts), CLW assists individuals through the provision of integrated care teams to ensure the individual's complex medical and behavioral long term supports and services needs are being met while living independently in the community.

➤ **Aging and Disability Resource Consortium: Options Counseling**

CLW's Options Counselors provide short-term counseling to any individual who requests assistance in understanding and navigating programs, services, health insurance, eligibility criteria and options available to them.

VR/IL PROGRAM – PROVIDER INFORMATION FORM

Name of Provider: Stavros Center for Independent Living
Address: 210 Old Farm Rd. Amherst, MA 01002-2704
Contact Person: Janet Shaw-IL, Director
Andrea Pianka, MRC-VR Peer Counselor
Telephone #: Janet Shaw, 413-256-0473 ext. 232
Andrea Pianka, 413-781-5555 ext. 333
Email address: jshaw@stavros.org
apianka@stavros.org
Fax #: 413-256-0190
CIES Contract SC#: SCMRC20075002027000A
Vendor Code #: VC6000248260

Stavros Center for Independent Living helps people with all types of disabilities achieve or maintain more self-sufficient and productive lives in their communities. ILCs (Independent Living Centers) directly provide or coordinate, through referrals, those services which assist people in increasing their abilities to exercise control over their lives. Control over one's life means having a choice in making decisions and being able to participate in everyday activities. These activities can include work, social events, recreational activities, family time, etc. Stavros provides direct service to individuals with disabilities by advocates who have disabilities to provide understanding, guidance, and support in different areas.

One specific area can include advocating for improved accessibility in the community, home and/or workplace. We have individuals on staff who are knowledgeable about the ADA and accessibility issues. Another area is peer counseling. Peer counseling means a consumer receives counseling from another person with a disability who can guide them. Advocates can provide counseling on improving communication and social skills with a consumer. We can help individuals locate and access recreational opportunities. Consumers can receive skills training and guidance on transportation options, benefits, insurance, budgeting and how to access certain types of financial assistance like SNAP benefits. Another important service is housing assistance. We can help consumers learn about and access different types of housing assistance like Section 8 and other forms of subsidized housing. We provide service coordination by helping consumers locate and access different resources/services within Stavros as well as in their communities including assistance with obtaining assistive technology loans from Easter Seals. We hold housing workshops, monthly, to teach consumers about their options. Our advocates send specific housing information including available housing opportunities in their area of choice. In regards to adaptive equipment, we have wheelchair clinics that help consumers with specific wheelchair issues. Consumers can get some repairs to wheelchairs and also can be seat-mapped to see if there are issues with their current seating system. An important part of Stavros is our advocacy. We help advocate for consumers on a local and state level in regards to legislation that would benefit them. We also teach and encourage consumers to advocate for themselves.

The Vocational Rehabilitation services that we provide include pre-employment assistance with resume writing, interview practice, etc. in conjunction with the vocational services provided by MRC. We have a

program for youth ages 14-22 called TAP (Transition to Adulthood Program) which coordinates groups/activities for individuals in this age bracket encompassing social, recreational and vocational goals. Stavros also has different programs to try to help consumers get out of nursing homes/institutions. Consumers can receive building modification services to improve the accessibility in their homes. Through MassHealth, consumers can receive services through the personal care attendant program at Stavros if they are eligible which allows them to live in their own homes. We also have a department specializing in serving consumers who are deaf and hard of hearing. Advocates help enable individuals who are deaf and hard of hearing to be able to live independently in their communities through education and providing important resources.

These are the services that are important for the VR providers to be aware of when referring consumers to Stavros.

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MRC Referral and Authorization for VR/IL Program

Independent Living Center Name:

Client Name:

Street:

City:

State:

Zip:

Phone:

Email Address, if available:

MRC Client Number:

Social Security Number:

Date of Birth:

Primary Disability:

Secondary Disability:

Reason for Referral:

- Accessibility Issues ☐
- Communication Skills ☐
- Daily Living Skills ☐
- Disability Awareness ☐
- Education/Training ☐
- Finances/Benefits ☐
- Healthcare/Nutrition ☐
- Housing ☐
- Human Relations ☐
- Legal Rights of the Consumer ☐
- Mobility ☐
- PASS Plan Development ☐
- Personal Assistance ☐
- Personal Growth/Self Help ☐
- Independent Living Evaluation ☐
- Transition Internship Program (TAP) ☐
- Transition to Adulthood Program (TAP) ☐
- Computer Classes ☐
- Driver's Evaluation ☐
- Other ☐ (please specify)