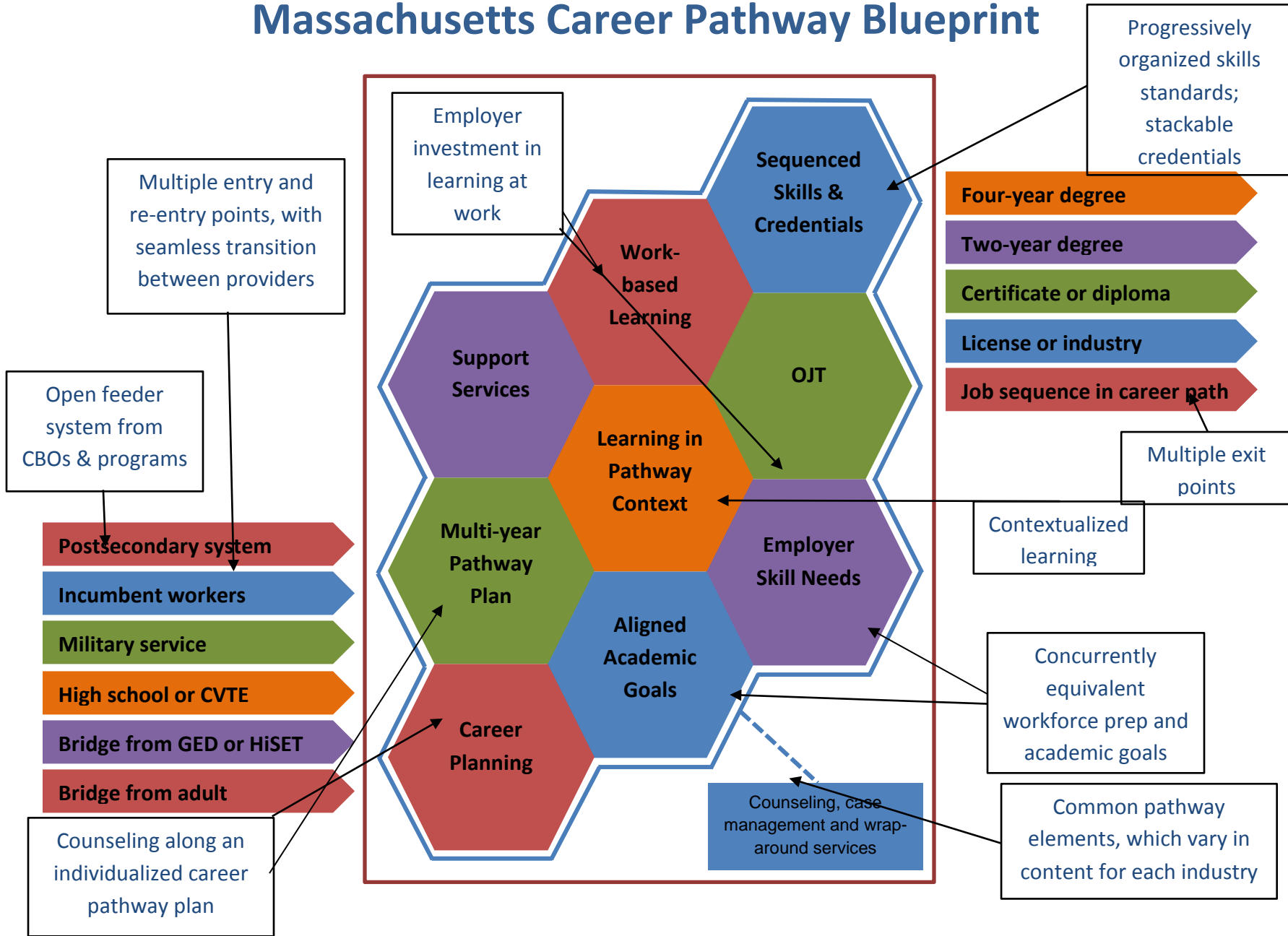
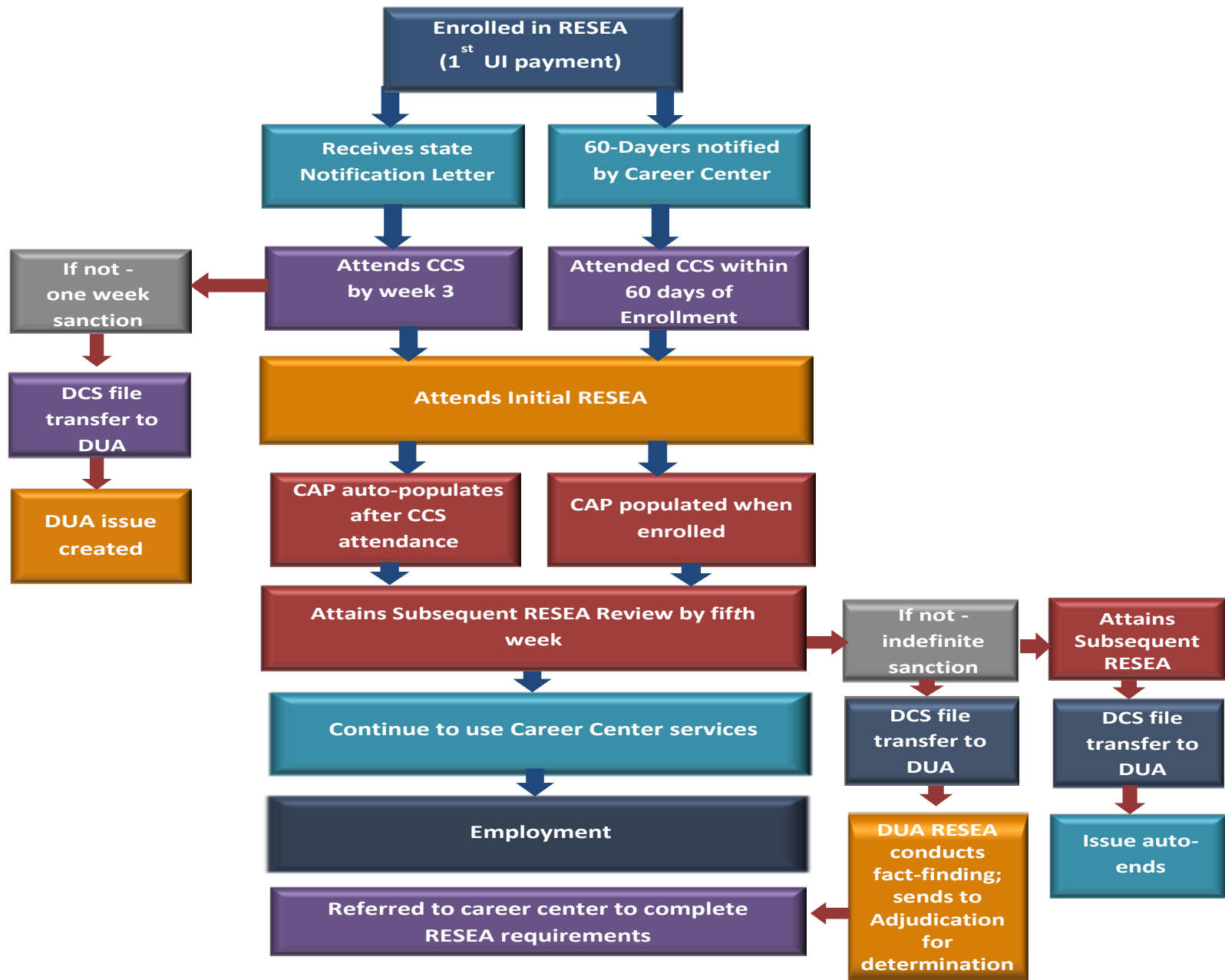


Massachusetts Career Pathway Blueprint

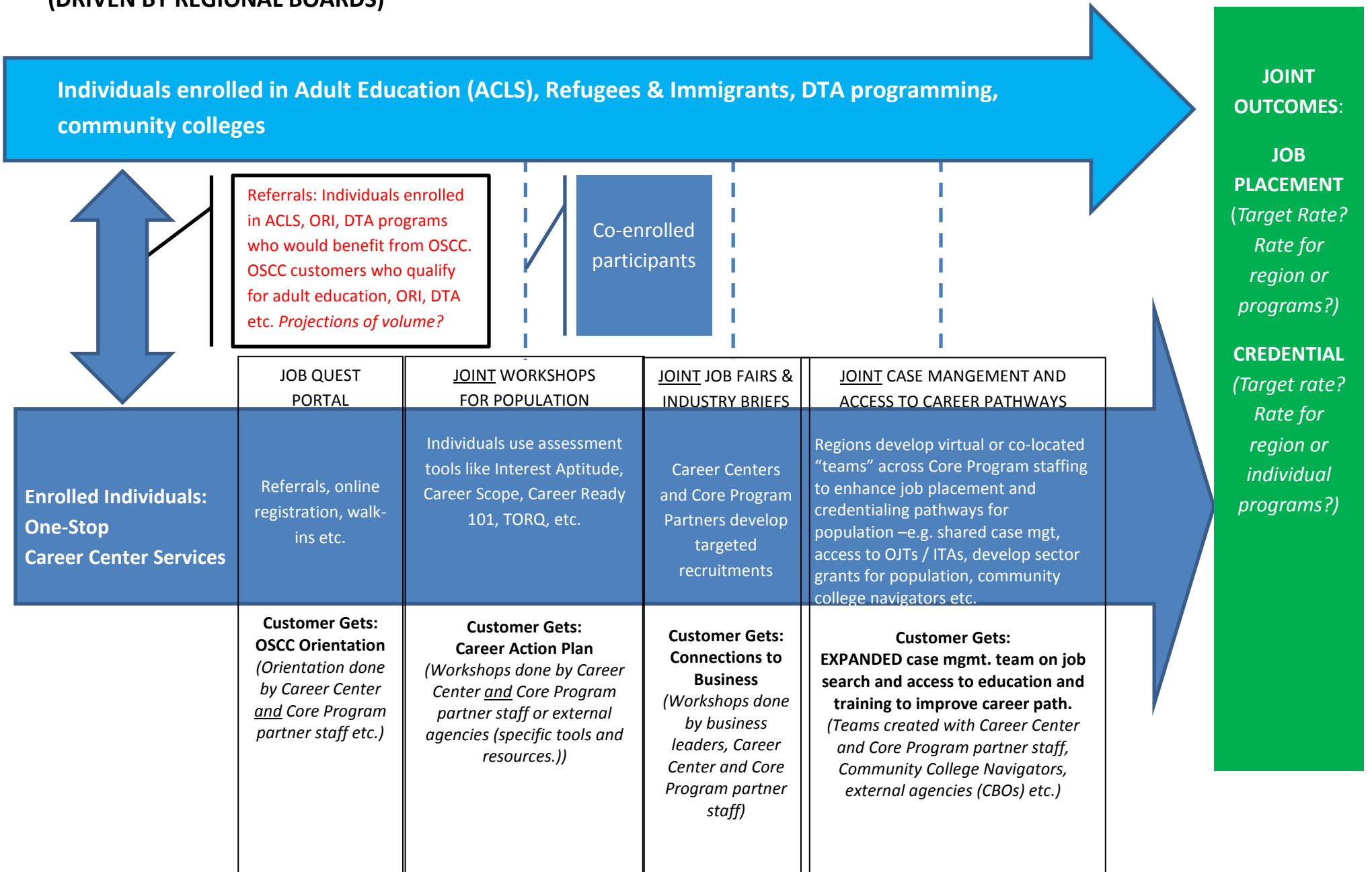


ATTACHMENT C: Unemployment Insurance Service Flow for Reemployment Services and Eligibility Assessment (RESEA) Grant

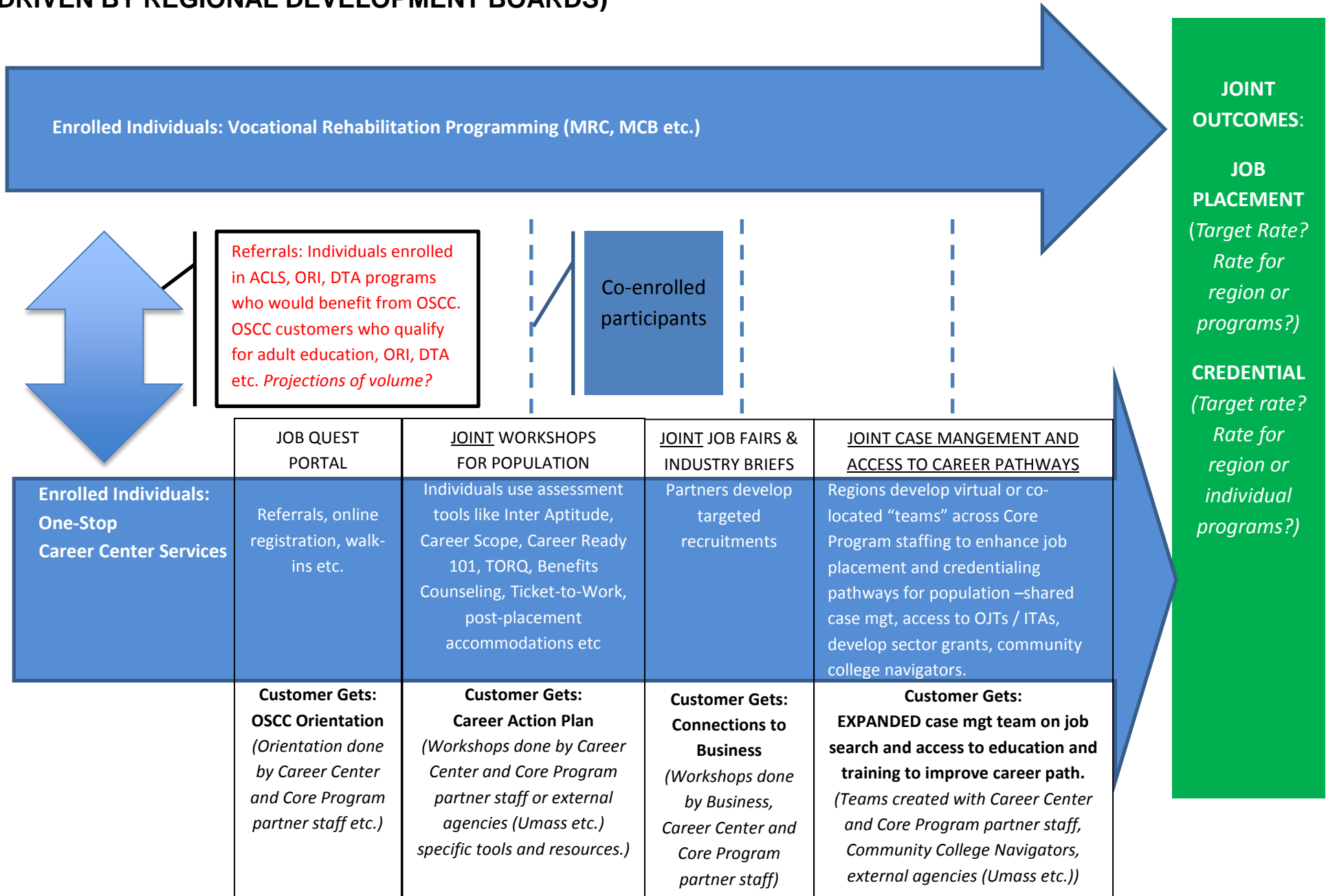


ATTACHMENT C: Customer-Center Service design flowchart for low-skilled, low-income individuals

**SHARED CUSTOMER MODEL: SERVICE DESIGN, CAREER PATHWAYS, COSTS AND ACCOUNTABILITY
(DRIVEN BY REGIONAL BOARDS)**



**SHARED CUSTOMER MODEL: SERVICE DESIGN, CAREER PATHWAYS, COSTS AND ACCOUNTABILITY
(DRIVEN BY REGIONAL DEVELOPMENT BOARDS)**



ATTACHMENT C: Case Studies of Career Pathway for Individuals with Disabilities

Case Studies of Career Pathway for Individuals with Disabilities:

Shared Participants between Vocational Rehabilitation (VR) and One-Stop Career Center to support long-term, credential attainment

A scan of regional work happening across Massachusetts points to areas where Vocational Rehabilitation, Workforce Boards, One-Stop Career Centers, adult education, community colleges and other partners work together to support long-term progress for individuals along a skills and employment pathway. Several key practices are consistent:

Referral and Co-enrollment Practices for Performance

1. Consumer visits the Career Center and discloses to the worker that they have a disability. The consumer is offered OSCC orientation and assistance with Job Quest Portal. Consumer is asked if he/she is enrolled with VR. If the answer is no, then they should be asked if they would like to be referred to VR.
2. Consumer visits VR agency and develops an Individual Plan for Employment (IPE). After training services are completed, consumer works with VR Counselor and OSCC counselor on job search and related services.

In the examples listed above, the VR agency and the Career Centers would both receive credit for the services provided when the employment goal is achieved. Establishing a good referral process between VR and Career Centers is vital to a successful collaboration with the Career Center and the VR agencies.

Integrated Supports and Design

Vocational Rehabilitation, Ticket-to-Work, One-Stop Career Centers, adult education and community colleges offer a range of resources to job seekers with disabilities that have greater impact on the success rate of an individual if they are leveraged.

Initial Vocational Rehabilitation assessment process offers a consumer a wide range of preparation and support services documented in an Individualized Plan for Employment (IPE). For the individual:

- Physical and Mental Restoration Services
- Career Counseling

Case Studies of Career Pathway for Individuals with Disabilities

- Training (OJT, Pharmacy Tech, High School Internships, Competitive Integrated Employment Services vendors, Transitional Internship Program, Transition to Adulthood Programs, etc.)
- Benefits Planning
- Assistive Technology
- Vehicle Modification
- Job Site Accommodations
- Job Coaching Services

Once an individual is ready for employment, VR counselors work on job placement and can collaborate with One-Stop Career Centers and other organizations to develop:

- Resume
- Interview Skills
- Employer / Job Opening leads
- Career Ready 101 assessment or National Career Readiness Certificate
- Job Fairs
- Employer contacts
- Post-placement support/job site accommodations from VR

Post-Secondary Credentials

Adult education, Vocational Rehabilitation and Career Centers can work with individuals with disabilities to assist in enrollment in post-secondary programs and certificates that lead to employment with higher wages. One-Stop Career Centers have been working on new ways to assess individual with disabilities utilizing Career Ready 101 (instead of TABE or Accuplacer) and worked with community colleges to increase the number of individuals with disabilities who access post-secondary education. The Disability Employment Initiative assisted regions in developing models. Assessment, funding for tuition and fees (financial aid or public resources), education coaching, accommodations, transportation to school, etc. can be resourced across the partners.

Case Studies of Career Pathway for Individuals with Disabilities

Performance

Regional Partners need to work together to design a career pathway that integrates services from the individual's perspective. A critical discussion point is how each partner agency will achieve the prescribed performance measures while co-enrolled in long-term programming or with multiple agencies. One key issue is to ensure that each partner agency understands the performance measures for partner program the ways to ensure performance requirements support the long-term progression for participants. For example, One-Stop Career Centers are measured on job placement after an individual "exits" from service. If a participant is referred to VR or a community college for enrollment, the Career Center needs follow up information and data to keep the individual active in the data management system so that employment is not measured until after the participant completes a credential is actually looking for a job placement.

Regional Examples from Disability Employment Initiative (DEI):

Franklin Hampshire Region

Franklin Hampshire Career Center works with a participant named "Eli". Eli became a customer of the Career Center around January of this year, he has been working as a janitor with very limited hours, and he has maintained that job for a number of years. In interviewing Eli, he shared that he wanted a 'career' not just a job. He knew he wanted to go into a specific field.

The Career Center works with its partners because Eli is co-enrolled in Department of Mental Health, MRC and a member of a vocational rehabilitation Clubhouse model program. Eli enrolled in training under DEI and WIA funding.

The Center contacted his DMH worker as well as his Clubhouse advocate. The customer researched the career he wanted. He had been a MRC client, but had not had contact with MRC for over a year. The Career Center and MRC worked together to secure funding from all agencies to help pay for school, books and fuel to get to training. Participating agencies: Career Center – Lead agency, Department of Mental Health, MRC, Star Light Center – Human Resources Unlimited and Springfield Technical Community College – Department of Disabilities.

Case Studies of Career Pathway for Individuals with Disabilities

Career Center of Lowell

The Career Center of Lowell has a partnership with Class Inc., DMH and DDS. DMH refers a high volume of clients to the Career Center and stays actively involved by bringing the DMH clients to interviews and assisting them in completing their applications while working with the Career Center etc. DMH and Career Center staff work together to leverage DMH and Career Center resources. In addition, the Career Center works with a job coach and business developers from Class Inc. through DDS for job placement.

The Career Center writes the resumes, assists with their job search, and completes mock interviews. The agencies work together to align resources based on the customized need of the shared participants.

North Shore Career Center

Just 2 years ago “Sharon” was homeless and living in a shelter. She had severe depression and anxiety and no support or guidance in her life. With the help of a Case Worker at the Shelter she was able to get suitable housing and was referred to the North Shore Career Center and the Massachusetts Rehabilitation Commission for assistance. She is also connected with a therapist that has helped Sharon tremendously. Through assessment testing (CareerReady 101) the Career Center was able to determine that Sharon had good Customer Service and office skills. The Career Center and MRC were able to recommend her for a job at Boston College working in the Documents Department. Sharon was quite capable of taking public transportation; however, at times if the cars were too crowded her anxiety level would increase. The Career Center recommended that she apply for the “RIDE”. The Career Center explained that the “RIDE” was available for people with disabilities. She made an appointment for an assessment in Charlestown for RIDE services. Sharon was found eligible for services when necessary. Although Sharon loved her job she wanted to do more. She entered the CVS Pharmacy Tech program through MRC, completed the program and is now working at a CVS in Boston. In this particular store all Pharmacy Tech graduates start at the front of the house and work their way into the Pharmacy. Sharon has been there for a few months and now is able to apply for a transfer to another store. She would like to transfer to the North Shore to be closer to home. The Career Center is working with her and MRC to help her accomplish this.

CareerPoint (Holyoke One-Stop Career Center)

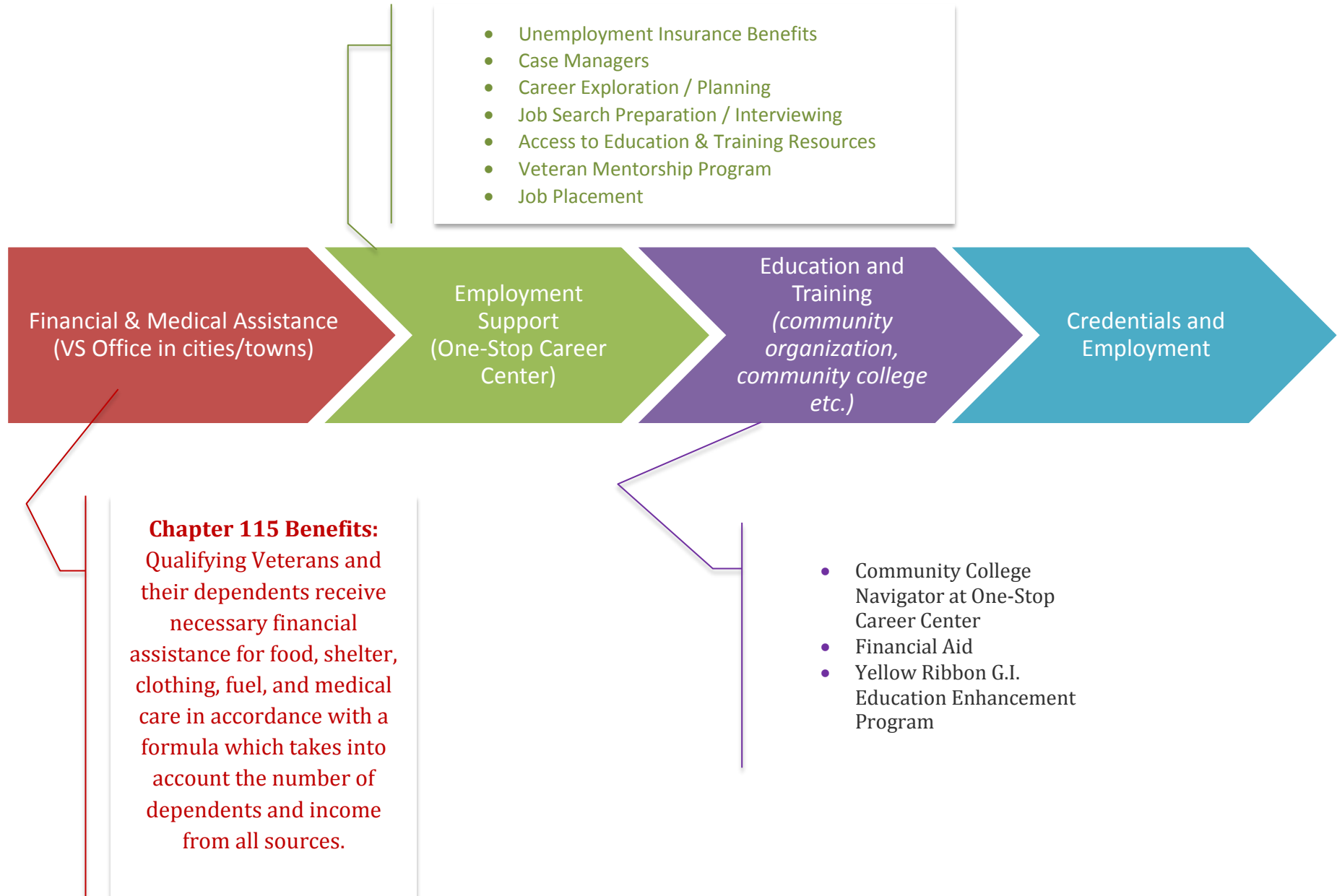
CareerPoint established a regional disability resource committee, which includes Mass Rehab Commission, Mass Commission for the Blind, Sunshine Village, Community Enterprises, Human Resources Unlimited, the disability departments of both Springfield Technical Community College and Holyoke Community College, and the Department of Developmental Services. These meetings have resulted in greater communication and understanding of services. Another positive result was that we were able, through the offices of Springfield Technical Community College, to assist customers with free tutoring. All of these agencies are included on our email listing for events, job postings, and job fairs.

Case Studies of Career Pathway for Individuals with Disabilities

The Disability Resource Coordinator from the One-Stop Career Center has presented at the staff meeting of both Mass Rehab, as well as the Department of Developmental Services. MRC has made numerous referrals to the DEI program that we have been able to assist with tuition/training and job placement. As a direct result of the Regional Meetings, we have increased awareness of the DEI Grant, as well as our Center services and have streamlined the process of inter-communication regarding clients.

Career Point has established an in-house disability committee which includes staff from the Veteran's office, Youth Services, Business Services, as well as the mature workers program. These meetings have proved to be a great resource for case conferencing and have resulted in co-enrollments of customers and in some cases training contracts and employment.

ATTACHMENT C: Customer-centered service design flowcharts for Veterans



Statewide Model for Business Services Across Agency Partners

