



Vocational Rehabilitation

WIOA State Plan: Goals and Next Steps

Massachusetts Rehabilitation Commission

Research, Development, and Performance Management
Department

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Introduction

The Massachusetts Rehabilitation Commission (MRC) has formulated agency specific goals following recommendations in conjunction with recommendations from the Statewide Rehabilitation Council (SRC) and the Comprehensive Statewide Needs Assessment. These goals were formulated with the five WIOA Combined State Plan goals in mind, with each of the 21 MRC goals below have been identified and categorized as falling within at least one of the five statewide goals. Targets will be reviewed on an annual basis during the 4 year state plan and will be included in the two year plan update.

Under the Workforce Innovation and Opportunity Act (WIOA) State Plan Requirements put forth by the Federal Office of Management and Budget, §6.l.1-3(a-c), MRC is required to develop these goals in partnership with the SRC in order to guide its implementation of statewide Vocational Rehabilitation and Supported Employment Programs. These goals are based on an analysis of the Statewide Needs Assessment results, level of performance determined under §116 of the WIOA and any other information on the operation and effectiveness of VR programming under §107 of WIOA.

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Overall Massachusetts WIOA Combined State Plan Goals:

1. Align Economic, Workforce, and Education systems to coordinate systems based on skill needs in regions
2. Increase talent recruitment and hiring for business partners through business outreach, talent recruitment, matching and education, and training activities that match business need
3. Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment
4. Increase credentialing and job placement outcomes for youth, including youth with barriers to employment
5. Implement a world class Labor Market Information System

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MRC Goal 1-

Create career pathways for job seekers through increasing Employment Outcomes through placement, training, and Job Driven Trainings provided through MRC's Job Placement Team, Employer Account Management System, and Annual Statewide Hiring Event. Continue to coordinate these business engagement efforts with WIOA partners as part of the overall MassHire Massachusetts workforce system.

This aligns with Goal II of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations.

Key Performance Indicators-

Continue measuring Key Performance Indicators related to Successful Employment Outcomes (SEO's) including:

- Total number of Successful Employment Outcomes for Vocational Rehabilitation Division and percentage change over the prior year's results
- Total Number of Successful Employment Outcomes achieved through the involvement of the MRC Job Placement Team in the current fiscal year and percentage change over the prior year's results
- Total Number of Successful Employment Outcomes (Status 26 closures) with Employers participating in MRC's Account Management System in the current fiscal year and percentage change over the prior year's results
- Total number of Successful Employment Outcomes (Status 26 Closures) from Consumers Participating in MRC's annual Statewide Hiring Event in the current fiscal year and percentage change over the prior year's results
- Continue to coordinate business engagement efforts as part of the MassHire workforce system through quarterly meetings of the Business Services and Engagement Workgroup

Target-

MRC's target goals:

- 3,700 Successful Employment Outcomes for MRC's Vocational Rehabilitation Division and a positive percentage change over prior year results.
- Exceed 400 Successful Employment Outcomes for MRC's Job Placement Team annually and a positive percentage change over prior year results.
- Exceed 200 Employment Outcomes from Employer Account Management System annually and a positive percentage change over prior year results
- Exceed 60 Successful Employment Outcomes for Consumers Participating in the Statewide Hiring Event annually and a positive percentage change over prior year results.
- Completion of quarterly meetings of the MassHire Business Services and Engagement Workgroup

Data Sources-

MRCIS, Workgroup materials

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase talent recruitment and hiring for business partners through business outreach, talent recruitment, matching, education, and training activities that match business need.

MRC Goal 2-

Successfully implement a joint venture using the MRC Competitive Integrated Employment Service (CIES) program and the Adult Clinical Community Services (ACCS) program with the Department of Mental Health (DMH) to increase employment outcomes and create career pathways to better meet the needs of individuals with Behavioral Health needs utilizing the Integrated Resource Team (IRT) Model and the CIES Pay for Performance competitive employment model.

This aligns with Goal III of the WIOA Combined State Plan.

Key Performance Indicators-

MRC will evaluate the ACCS program based on Key Performance Indicators.

- MRC ACCS Job Seekers initiated engagement with ACCS Counselors
- MRC ACCS Job Seekers initiated engagement with CIES-ACCS providers
- MRC ACCS Job Seekers initiated engagement with internal Job Placement Services
- MRC ACCS Job Seekers having a completed IPE within 45 days from eligibility
- MRC ACCS Job Seekers initiating Placement Services from CIES-ACCS providers or MRC Job Placement Team Staff as part of their ACCS services
- MRC ACCS Job Seekers receiving Benefits Planning as part of their MRC ACCS services
- MRC ACCS Job Seekers successfully being placed into employment through CIES-ACCS and MRC Job Placement team services
- MRC ACCS Job Seekers are successfully maintaining employment for 90 and 180 days through ACCS-CIES and Internal MRC Job Placement services
- MRC ACCS Job Seekers placed who are working an average and median of 20+ hours/week
- MRC ACCS Job Seekers placed receiving an average hourly wage of \$12.50/hour and a median hourly wage of \$12.25/hour
- 80% of MRC ACCS Job Seekers satisfied with CIES-ACCS Services they received

Target-

To complete deployment of MRC-DMH employment initiative by the end of the Program Year 2020 (PY20). MRC is currently in the process of developing multi-year annual targets and will update as required.

- MRC ACCS Counselors will serve 900 job seekers based on the caseload capacity goal of 50 per caseload, 60% or more of cases will have eligibility completed within 30 days of application
- # and % of MRC ACCS referrals initiating CIES ACCS services with CIES-ACCS providers. Target will be established for PY2020 based on PY2019 baseline data.
- # of % of MRC ACCS Job Seekers initiated engagement with internal Job Placement Services. Target will be established for PY2020 based on PY2019 baseline data.
- 60% or more of MRC ACCS Job Seekers will have a completed IPE within 45 days from eligibility
- 65% or more of MRC ACCS Job Seekers initiating Placement Services from CIES-ACCS providers within the program year.
- 95% or more of MRC ACCS Job Seekers with Social Security Insurance or Social Security Disability Insurance are receiving Benefits Planning as part of their MRC ACCS services
- 75% of MRC ACCS Job Seekers will be successfully being placed into employment through CIES-ACCS and MRC Job Placement team services.
- 75% of Job Seekers will successfully maintaining employment after placement for 90 and 180 days through ACCS-CIES and Internal MRC Job Placement services
- MRC ACCS Job Seekers placed who are working an average and median of 22.5 hours/week
- MRC ACCS Job Seekers placed receiving an average hourly wage of \$12.50/hour and a median hourly wage of \$12.25/hour
- MRC ACCS 80% of Job Seekers satisfied with CIES-ACCS Services they received

Data Sources-

MRCIS, CIES-ACCS Vendor Reports, MRC Satisfaction Survey

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 3-

Fully implement the redesign of the Empower to Employ program in collaboration with the Department of Transitional Assistance (DTA) in order to work to improve services and outcomes for individuals with disabilities receiving TANF support utilizing the Integrated Resource Team Model and the Pay for Performance competitive employment model. This project is part of MRC's efforts with its WIOA partners to align and coordinating services amongst state partners.

This aligns with Goal III of the WIOA Combined State Plan.

Key Performance Indicators-

MRC will evaluate the Empower to Employ program using Key Performance Indicators with DTA and will update as required. Complete an ISA between MRC and DTA, and hire staff for MRC-DTA Individual Planning and Support Pilot Project. Use data from Key Performance Indicators to develop targets during PY2020 and PY2021 based on PY2019 data.

Target-

Completion of the Interagency Service Agreement, hiring of 100% of staff, and commencement of 100% of services for MRC-DTA Individual Planning by the end of the Program Year 2020 (PY2020), complete staff training for the Integrated Resource Team (IRT) approach.

Increase services to allow 100 or more placements annually for the project

Expand project sites from 3 to 5 by the end of PY2020.

Employed project participants will earn an average hourly wage of \$14.50 or more, and work an average of 28 hours or more per week.

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 4-

Maximize Employment Retention for MRC Consumers Employed at Exit from Vocational Rehabilitation at the Second Quarter after Exit.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Measure the following metric in order to gauge progress toward Goal 4:

- Employment Rate at the 2nd Quarter after Exit for MRC Consumers closed during the Current Program Year (Successful and Unsuccessful closures) based on Unemployment Insurance Wage Earnings.

Target-

Initial target is 60% pending establishment of negotiated standards from RSA which are expected for PY2022.

Data Sources-

Closure Data from MRCIS, RSA—911 Report, Unemployment Insurance Quarterly Wage Data.

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 5-

Maximize Employment Retention of competitive employment for MRC Consumers Employed at Exit from Vocational Rehabilitation at the Fourth Quarter after Exit and is based on the results of the MRC Comprehensive Statewide Needs Assessment.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 5:

- Employment Rate at the 4th Quarter after Exit for MRC Consumers closed during the Current Program Year (Successful and Unsuccessful closures) based on Unemployment Insurance Wage Earnings

Target-

Initial target is 55% pending establishment of negotiated standards from RSA which are expected for PY2022.

Data Sources-

Closure Data from MRCIS, RSA—911 Report, Unemployment Insurance Quarterly Wage Data

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 6-

Increase Median Quarterly Earnings for MRC Consumers Employed in competitive employment at Exit from Vocational Rehabilitation at the Second Quarter after Exit.

This aligns with Goal III of the Combined Overall WIOA State Plan based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 6:

- Median Quarterly Earnings at the 2nd Quarter after Exit for MRC Consumers closed during the Current Program Year (Successful and Unsuccessful closures) based on Unemployment Insurance Wage Earnings.

Target-

Initial target is \$3,900 3500 quarterly earning pending establishment of negotiated standards from RSA which are expected for PY2022.

Data Sources-

Closure Data from MRCIS, RSA—911 Report, Unemployment Insurance Quarterly Wage Data

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 7-

Maximize the Number and Proportion of MRC Consumers with Recognized Secondary and/or Post—Secondary Credential Attainment during Participation in the MRC VR Program.

This aligns with Goal III of the Combined Overall WIOA State Plan and based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 7:

- Number of MRC Consumers obtaining post—secondary education credentials and/or obtaining a secondary school diploma or equivalent during participation in the MRC VR Program (or up to 1 year after exit from program).
 - For proportion, previous number divided by the total number of consumers served during the program year.

Target-

Establish baseline target based on currently available data and monitor progress. Pending establishment of negotiated standards from RSA/DOL which are expected for PY2022.

Data Sources-

Level of Education Data from MRCIS, RSA—911 quarterly reporting

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 8-

Maximize the Percentage of MRC Consumers Enrolled in Education and Training Programs leading to a recognized credential or employment achieving measurable skills gains during the Program Year.'

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 7:

- Number of MRC Consumers enrolled in education and training programs leading to employment or a recognized post—secondary credential achieving measurable skills gains during the program year with documented progress divided by total number of consumers receiving services through an IPE in the program year (Status 12—22)

Target-

25% is the proposed target to be submitted in the state plan. Pending establishment of negotiated standards from RSA which are expected for PY2020.

Data Sources-

Level of Education Data from MRCIS, RSA—911 quarterly reporting, WIOA Annual Report

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 9-

Provide Effective Services to Employers in the Commonwealth of Massachusetts to ensure retention rates of individuals placed in competitive employment.

This aligns with Goal I of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 9:

- Employment Retention Rate with the Same Employer at 2nd and 4th Quarter after Exit for MRC Consumers closed during the Current Program Year (Status 26 Closures) based on Employer Tax ID (EIN) in Unemployment Insurance Wage Data
- # of Repeat Business Customers (defined as a business where MRC places more than one job seeker during the program year)

Target-

400 or more repeat business customers annually where multiple job seekers are placed into employment. Pending establishment of negotiated standards from RSA/DOL which are expected for PY2022.

Initial Target is 70% of job seekers retained at the same employer between the 2nd and 4th quarter after exit. Establish and refine target based on a baseline of data and track progress on performance. Pending establishment of negotiated standards from RSA/DOL which are expected for PY2022.

Data Sources-

Status 26 Closure Data from MRCIS, RSA—911 Report, Unemployment Insurance Quarterly Wage Data, WIOA Annual Report

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Align economic, workforce, and education systems to coordinate systems based on skill needs in regions.

MRC Goal 10-

Maximize Successful Employment Outcomes for MRC Job Seekers for 90 Days or more and establish a new annual program outcome goal. Reset goal and target annually based on performance.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 10:

- Total Sum of Successful Employment Outcomes for MRC Consumers for the Current Program Year (Status 26 Closures)

Target-

Achieve 3,700 or more successful employment outcomes in the program year.

Data Sources-

Status 26 Closure Data from MRCIS, Monthly Key Performance Indicators Tracking Report

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 11-

Maximize the number of Consumers Exiting the MRC VR Program whose Primary Source of Economic Support is from their own Employment Earnings.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment

Next Steps-

Evaluate the following criteria in order to track progress of Goal 11:

- Proportion of Individuals Successfully Closed in Status 26 in the current fiscal year with a RSA— 911 Employment Status Code of Competitive Employment in MRCIS with hourly wages at or above minimum wage (the higher of either State or Federal Minimum Wage, currently is \$12.00 in Massachusetts) whose Primary Source of Support at Closure is Personal Income (Code 1) minus the proportion of those consumers whose primary source of support at application was personal income (Code 1).

Target-

Ratio of 60% or more.

Data Sources-

MRCIS, Monthly Key Performance Indicators Tracking Report

Frequency of Evaluation-

Progress toward completing this goal will be evaluated monthly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 12-

Fully implement the re-design of Pre-ETS Services to Eligible and Potentially Eligible students (14 – 22) Maximize the Number and Percentage of high school students receiving pre-employment transition services, including work-based learning experiences (Pre-ETS/Potentially Eligible) from MRC, either eligible or potentially eligible. Continue to coordinate Pre-ETS service delivery with partners and schools.

This aligns with Goal IV of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment.

Key Performance Indicators

Evaluate the following criteria in order to track progress of Goal 13:

- Number of students (potentially eligible and eligible) receiving Pre-Employment Transition Services (Pre-ETS) from MRC and its contracted providers during the program year.
- Percent of students initiating services for each of the five the 5 Pre-ETS services (Work-Based Learning, Job Exploration Counseling, Counseling on Enrollment in Post-Secondary Education, Workplace Readiness Training, Self-Advocacy) from MRC and its contracted provider.
- s during the program year.
- Completion of an annual program evaluation report on Pre-ETS services provided by MRC and present findings to the SRC and MRC leadership.
- Explore ways to work with DESE and other partners to coordinate Pre-ETS services.

Target-

Serve 3,000 or more students receiving one or more of the 5 Pre-ETS services during the program year

An average of 70% of students will initiate services for each of the five Pre-ETS services (Work-Based Learning, Job Exploration Counseling, Counseling on Enrollment in Post-Secondary Education, Workplace Readiness Training, Self-Advocacy) from MRC and its contracted providers during the program year.

Completion of an annual program evaluation report on Pre-ETS services provided by MRC and present findings to the SRC and MRC leadership.

Set up meetings with DESE and workforce partners to discuss coordination of Pre-ETS Services.

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated monthly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including youth with barriers to employment.

MRC Goal 13-

Maximize the Number and Percentage of youth (defined as ages 14 through 24) consumers served by MRC completing education and training programs, including post—secondary education as part of MRC's efforts to coordinate services for youths with WIOA partners, including the MassHire workforce system.

This aligns with Goal IV of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment.

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 12:

- Number and Percent of Youth Age 14 to 24 Completing Education and Training Programs. Measured by the flow of Youth Consumers moving from Status 18 Training and Education into Status 20 Job Ready or Status 22 Job Placement during the month/fiscal year divided by the total number of youth consumers served in Status 18 Training and Education during the month/fiscal year.

Target-

At or above 200 or 3% of youth consumers per month completing training or education, annual total of 2500 or 16%

Data Sources

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated monthly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including youth with barriers to employment.

MRC Goal 14-

Create career pathways for job seekers through maximizing the Number of Successful Competitive Employment outcomes and the percent of Placements leading to Successful Employment Outcomes through MRC's Competitive Integrated Employment Services (CIES) programs in partnership with Community Rehabilitation Providers.

This aligns with Goals II and III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 14:

- Total Number of 90 Day Successful Employment Outcomes from CIES Program; Total Number of CIES Successful Employment Outcomes divided by the total number of 30 Day Placements for the CIES Program, % of CIES consumers served achieving a placement.-

Target-

Exceed 850 Successful Employment Outcomes for CIES for the fiscal year and greater than 75% of CIES placements result in successful employment outcomes, and 60% or more of CIES consumers served during the year are placed into employment.-

Complete the redesign and deployment of MRC CIES contracts successfully through the RFP and annual monitoring and program evaluation process to provide CIES Pay for Performance services (Annual Program Evaluation Report)

Data Source-

MRC CIES Quarterly Cumulative Utilization Report and Annual Program Evaluation Report

Frequency of Evaluation-

Progress toward completing this goal will be evaluated monthly and annually.

Overall WIOA Combined State Plan Category-

Increase talent recruitment and hiring for business partners through business outreach, talent recruitment, matching, education, and training activities that match business need.

MRC Goal 15-

Continue to provide consumers with an avenue to access employment and training opportunities through participation in the Donated Vehicle Program in partnership with Good News Garage and exploring other transportation partnerships.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 15:

- Number of Consumers Participating in the Donated Vehicle Program who obtain a successful employment outcome or who enter training and education (Status 18) divided by the number of consumers participating in the Donated Vehicle Program during the current fiscal year.
- Research additional transportation partnerships to assist with transportation including programs related to bicycling.

Target-

Greater than 90% of Consumers participating in the Donated Vehicle Program during the current fiscal year result in successful employment outcomes or enrollment in training or education (Status 18)

Issue 100 vehicles per program year utilizing the RFR process, for a total of 400 over the 4 year period.

Number of individuals who may be employed as a result of this program

90% or greater satisfaction with the program

Completion of research on additional transportation partnerships and presentation of a report to leadership and the SRC.

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 16-

Provide Quality Vocational Rehabilitation Services leading to increased successful employment outcomes to individuals with Autism. Coordinate services for individuals with autism with partners.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 16:

- Number of successful employment outcomes as defined by Status 26 closures for MRC consumers with a Primary and/or Secondary RSA Disability Cause Code of 08 and employment rate for these consumers.
- Number of consumers served on the Autism Spectrum mm

Target-

Equal or greater to 175 consumers employed per program year

Modernize the Life Skill mapping planning process for individuals with Autism through completion of an enhanced procurement/RFR to provide these services

75% employment rate or greater for consumers on the autism spectrum receiving Life Mapping services.

55.8% or greater employment rate for consumers with autism spectrum receiving VR services

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 17-

Continued Outreach to the Asian community to identify strategies for serving this underserved population.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Implementation of additional Focus Groups to MRC regions with high concentrations of Asian community, such as Braintree and Boston.

Increase in the # and % of Asian consumers served by MRC

Target-

Completion of Focus Groups or community meetings in Braintree and/or Boston, and/or other areas with high population concentration of Asian communities by the end of the program year, with consultation of the diversity and bilingual committees to review results and to develop best practices in collaboration with community organizations for increasing outreach efforts and services to the Asian community based on the comprehensive needs assessment survey conducted by the SRC, to present to agency leadership.

Develop and implement a new consumer engagement program which will include coordination of outreach services to community organizations in areas with underserved populations

Increase in the # and % of Asian consumers served by MRC

Data Sources-

Program Evaluation program data, MRCIS, SRC engagement Work plan

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 18-

Research Best Practices Models to create career pathways and increase employment of Individuals with Disabilities based on recommendations provided by the SRC Executive Committee.

Key Performance Indicators-

Completion of research of best practices, models, or capstone projects for the development of new programs intended to provide enhanced training and job placement for individuals with disabilities for presentation to the leadership team and the SRC.

Target-

Completion of Research and completion of a report by the end of the program year for presentation to MRC Leadership and SRC.

Data Sources-

CSA VR, Google/Electronic Reference Libraries

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 19-

Expand the use of occupational goal information from MRC job seekers to inform job placement efforts. Share occupational data and coordinate sharing of labor market information with WIOA Workforce Partners including MassHire

This aligns with Goal V of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment.

Key Performance Indicators-

Develop a report of MRC job seekers based on vocational goals in the MRCIS system by Standard Occupational Code (SOC Code) compared to job placements and outcomes for job seekers by SOC Code

Track placements and occupational goals by SOC code and SOC category

Research strategies for linking occupational code data with industry classification data

Revamp labor market information reports for MRC staff

Target-

Completion of reports and presentation of findings to agency leadership and the Job Placement team by the end of the program year.

Research strategies and develop recommendations for linking occupational code and industry classification data to guide job placement efforts, sector employment, and to assist with coordination of business services with WIOA partners

Completion of new labor market report templates for MRC staff

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Implement a world class Labor Market Information System

MRC Goal 20-

Research and look into ways to conduct outreach to college students and other groups to increase awareness of MRC services and research additional resources to assist MRC consumers who are in post-secondary education programs

Key Performance Indicators-

Completion of research into ways MRC can outreach to college students to increase awareness of MRC services. Research additional resources and programs that may assist MRC consumers in post-secondary education program. Present findings to the leadership team and the SRC.

Target-

Completion of research into ways MRC can outreach to college students to increase awareness of MRC services. Research additional resources and programs that may assist MRC consumers in post-secondary education program. Develop a report and present findings to the leadership team and the SRC.

Data Sources-

Google/Electronic Reference Libraries

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 21-

Implementation of a new MRC MassHire Training and Placement Collaborative Program where MRC is coordinating training services for MRC Job Seekers through the MassHire Career Center network, as part of efforts to coordinate service delivery across WIOA workforce partners in Massachusetts

This aligns with Goals I and III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment

Key Performance Indicators-

MRC will develop Key Performance Indicators for this project with MassHire. Use data from Key Performance Indicators to establish a baseline and develop targets during PY2020 and PY2021 based on PY2019 data.

Completion of an annual program evaluation report on the MassHire Training and Placement Collaborative Program and present findings to the SRC, MRC leadership, and WIOA partners.

Target-

Completion of Key Performance Indicators, Establishment of baseline data and develop targets by PY2021 based on project data

Completion of an annual program evaluation report on the MassHire Training and Placement Collaborative Program and complete presentation of findings to the SRC, MRC leadership, and WIOA partners.

Data Sources-

MRCIS, Reports from MassHire

Frequency of Evaluation-

Progress toward completing this goal will be evaluated annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.

MRC Goal 22-

Provide Quality Vocational Rehabilitation Services leading to increased successful employment outcomes to individuals with behavioral health needs. Coordinate services for individuals with behavioral health needs with partners.

This aligns with Goal III of the WIOA Combined State Plan and is based on the results of the MRC Comprehensive Statewide Needs Assessment and the SRC Recommendations

Key Performance Indicators-

Evaluate the following criteria in order to track progress of Goal 16:

- Number of successful employment outcomes as defined by Status 26 closures for MRC consumers with a Primary and/or Secondary RSA Disability Code of 18 and employment rate for these consumers.
- Number of consumers served with an Disability Code of 18 during the program year

Target-

Equal or greater to 600 consumers employed per program year

55.8% or greater employment rate for consumers with Impairment Code 18 receiving MRC VR services

Data Sources-

MRCIS

Frequency of Evaluation-

Progress toward completing this goal will be evaluated quarterly and annually.

Overall WIOA Combined State Plan Category-

Increase credentialing and job placement outcomes for individuals, including individuals with barriers to employment.