

The MRC Eligibility Units (EU) will support the agency to:

- Engage consumers quicker
- Reduce caseload sizes
- Standardize processes
- Afford time to build counseling relationship

The EU will launch in phases starting in Spring 2019 with VR, followed by SHIP and other CL programs.



Why Change?

- Lack of standardization of processes
- Lack of uniform & equitable eligibility decisions
- Challenging system for consumers to navigate
- Frustrating and lengthy application process
- Choppy internal MRC communication
- Inefficient staffing patterns and job functions
 - Duplication of staff doing eligibility determination tasks agency-wide
 - Programmatic silos in the way of maximizing service delivery
- Oversized caseloads that compromise service delivery and effective counselling relationships

Rolling Out in Phases:
 VR 1st, SHIP 2nd, Rest of CL 3rd

Regional Eligibility Units

Single Point of Entry

Structure & Staffing

Three mobile Regional Teams

- One per VR District
- Determine eligibility for VR and for most CL programs
- Recommend and follow through with referrals to both MRC and other state services

VR responsibilities moving to EU Teams:

- Processing referrals and conducting uniform orientations
- Conducting standard intakes and completing all pertinent paperwork
- Obtaining medical records and completing eligibility /OOS

EU Staffing approach will be:

- Multidisciplinary
- Diverse – language, skills, and background
- Oversight by QVRC Supervisors
- Staff will include:
 - Experienced QVRCs
 - Experienced Unit Supervisors
 - Clerical Staff
 - Experienced Program Coordinators II
 - Consulting Clinicians (RNs and PhDs)

*Eligibility determinations

- Will be clear, standard and equitable through this process

Benefits for Consumers & Staff

Better Customer Service

- Streamlined referral process
- Timely service provision
- Warm handoff from EU to offices
- Improved service delivery in line with a rapid-engagement process.

QVRCs retain counseling relationship with consumers

- Begin the counseling relationship with consumers who are eligible/eager to go to work
- More time to complete tasks associated with plan development, job seeking, **and** employment supports
- Less time spent in data entry & data collection
- Ability to provide quality consumer engagement
- Receive updated job descriptions and performance reviews
- Manageable case loads

Professional Development Opportunities

- Work with colleagues from other MRC divisions & who have training in other disciplines
- Strengthen assessment skills

*The eligibility structure will support robust, uniform eligibility determinations that comply with RSA and MRC eligibility regulations and standards, and will produce comprehensive eligibility and OOS decisions. The strengthened process will support Agency decisions during the appeal process.