



MRC Presentation to the Commission on Status of Persons with Disabilities

- Our Mandate: Workforce Innovation and Opportunity Act
- Our Foundation: Who we are serving today and future trends
- Looking at MRC 10-year data trend
- VR Nationally and MRC Similarities
- Continuing to Innovate

**Additional Information in Appendix Attachment*



Workforce Innovation and Opportunity Act

- Individuals with disabilities were eligible for VR services **for the purpose of advancing in employment**. The VR program is not solely intended to place individuals with disabilities in entry-level jobs, but, **to partner with consumers to obtain, retain, advance in, or regain employment, consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, and informed choice**.
- To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary **to secure and advance in employment with family-sustaining wages**.

Who We Serve - One Size Does Not Fit All



Who We Serve by Disability

Who We Serve						
		FY'17	FY'18	FY'19	FY'20	FY'21
Psychiatric Disabilities		40.10%	40.60%	41.90%	44.30%	46.00%
Substance Abuse		8.30%	8.20%	8.10%	6.60%	7.20%
Orthopedic Disabilities		9.90%	8.40%	7.20%	8.40%	8.40%
Learning Disabilities		22.80%	26.20%	26.50%	24.70%	22.60%
Developmental/Intellectual Disabilities		2.30%	1.70%	2.00%	2.30%	2.60%
Deaf and Hard of Hearing		5.90%	5.80%	5.70%	5.50%	5.30%
Neurological Disabilities		2.40%	2.20%	2.20%	2.20%	2.10%
Traumatic Brain Injury		1.30%	1.30%	1.60%	1.40%	1.40%
Other Disabilities		7.00%	5.60%	4.90%	4.60%	4.40%

**The largest population served by MRC are people with mental health conditions*

Who We Serve by Demographics

Race/ Ethnicity					
	FY'17	FY'18	FY'19	FY'20	FY'21
White	79%	79%	80%	77%	79%
African American	18%	18%	18%	18%	18%
Asian	3%	3%	3%	3%	4%
Hawaiian	4%	4%	3%	3%	3%
Hispanic	12%	13%	14%	14%	14%
Native American	1%	1%	1%	1%	1%

Gender		
	Male	Female
FY'17	54%	46%
FY'18	55%	46%
FY'19	55%	45%
FY'20	55%	45%
FY'21	55%	45%

Age					
	FY'17	FY'18	FY'19	FY'20	FY'21
<= 21 Years	37%	39%	43%	41%	39%
22-34 Years	24%	23%	22%	23%	24%
35-44 Years	14%	13%	12%	13%	14%
45-54 Years	15%	15%	13%	13%	13%
55+ Years	10%	10%	10%	10%	11%

Trends and Projections: Disability

Who Are Our VR Consumers	Psychiatric Disabilities	Substance Abuse	Orthopedic Disabilities	Learning Disabilities	Developmental/ Intellectual Disabilities	Deaf and Hard of Hearing	Neurological Disabilities	Traumatic Brain Injury	Other Disabilities
FY2017	40.1%	8.3%	9.9%	22.8%	2.3%	5.9%	2.4%	1.3%	7.0%
FY2018	40.6%	8.2%	8.4%	26.2%	1.7%	5.8%	2.2%	1.3%	5.6%
FY2019	41.9%	7.2%	8.1%	26.5%	2.0%	5.7%	2.1%	1.6%	4.9%
FY2020	44.3%	6.6%	8.4%	24.8%	2.3%	5.5%	2.2%	1.4%	4.6%
FY2021	46.0%	7.2%	8.4%	22.6%	2.6%	5.3%	2.1%	1.4%	4.4%
FY2022	46.1%	6.9%	7.8%	23.3%	2.6%	5.1%	2.0%	1.2%	4.2%
FY2023	46.9%	6.6%	7.5%	23.9%	2.5%	4.9%	1.9%	1.1%	4.1%
FY2024	47.8%	6.3%	7.1%	24.6%	2.5%	4.8%	1.9%	1.0%	3.9%
FY2025	48.7%	6.0%	6.8%	25.2%	2.5%	4.6%	1.8%	0.9%	3.8%
FY2026	49.5%	5.7%	6.5%	25.9%	2.5%	4.4%	1.7%	0.9%	3.7%

**We expect continued growth in the number and percent of consumers served with psychiatric/mental health, learning disabilities, and consumers on the Autism spectrum.*

Trends and Projections:

Individuals with Autism/Spectrum by Race

	FY	White	Hispanic	Black/African American	Asian/Pacific Islander	Native American	Total
Trend	FY15	1,572	82	95	45	8	1,802
Trend	FY16	1,673	96	108	52	11	1,940
Trend	FY17	2,517	160	164	87	22	2,950
Trend	FY18	2,866	206	221	106	26	3,425
Trend	FY19	2,181	157	189	100	24	2,651
Trend	FY20	2,981	240	267	133	31	3,652
Forecast	FY21	2,935	230	241	130	32	3,568
Forecast	FY22	3,190	259	269	147	36	3,901
Forecast	FY23	3,445	288	297	165	41	4,235
Forecast	FY24	3,700	317	325	182	45	4,569

10 Years (2011-2021) of VR Performance

	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY2021
All Consumers	45,344	45,839	46,366	43,579	42,014	42,719	42,929	44,529	40,301	34,148	30,453
Active Served	22,003	22,127	22,100	22,609	23,611	25,125	27,028	29,463	24,991	22,540	21,357
Consumers Closed Prior to Eligibility	10,619	10,256	8,752	8,286	8,877	8,351	8,335	8,199	8,321	5,094	2,727
Consumers Closed Unsuccessful	3,232	3,686	3,263	2,757	3,363	3,612	2,323	6,555	5,216	2,879	4,129
Consumers Closed No Services	3,381	2,964	3,084	3,338	3,291	2,044	2,382	2,002	1,490	1,303	560
Consumers Employed	3,413	3,487	3,509	3,653	3,737	3,816	3,973	4,053	3,695	3,042	2,727
Avg Hourly Wage	\$12.58	\$12.78	\$12.79	\$12.67	\$12.98	\$13.18	\$14.11	\$14.65	\$14.69	\$15.45	\$16.84
Avg Hours Worked	26.5	26.7	26.4	26.5	26.8	26.8	26.7	27.3	27.42	27.42	28.33
Employment Rate	51%	49%	52%	57%	53%	51%	63%	38%	41%	51%	40%



MRC Employment Outcomes by Occupation

<u># of Consumers Employed</u>	<u>SOC Major Group</u>	<u>Avg Hours Worked</u>	<u>Avg Hourly Wage</u>
475	Office and Administrative Support Occupations	26.7	\$14.50
421	Sales and Related Occupations	23.5	\$13.21
344	Food Preparation and Serving Related Occupations	23.1	\$12.93
260	Transportation and Material Moving Occupations	28.1	\$15.00
216	Community and Social Service Occupations	31.3	\$16.61
210	Building and Grounds Cleaning and Maintenance Occupations	25.7	\$14.10
187	Personal Care and Service Occupations	24.2	\$14.29
158	Healthcare Support Occupations	28.4	\$16.61
132	Production Occupations	33.0	\$14.79
120	Educational Instruction and Library Occupations	29.9	\$17.50

10 Years (2011-2021) of VR Performance

<u># of Consumers Employed</u>	<u>Standard Occupation Classifications - Major Group</u>	<u>Employment Landscape (10 Year Growth Outlook)</u>
475	Office and Administrative Support Occupations	1%
421	Sales and Related Occupations	0%
344	Food Preparation and Serving Related Occupations	4%
260	Transportation and Material Moving Occupations	3%
216	Community and Social Service Occupations	5%
210	Building and Grounds Cleaning and Maintenance Occupations	2%
187	Personal Care and Service Occupations	4%
158	Healthcare Support Occupations	5%
132	Production Occupations	0%
120	Educational Instruction and Library Occupations	2%

Review of National VR Data

1. The performance data of state VR agencies: 50% employment rate, but the majority of jobs are less than full time and don't pay a living wage.
2. Individuals with disabilities experience limited employment sustainability and almost no career advancement.
3. Even with successful VR employment outcomes, many consumers still remain on SSI, SSDI, TANF, etc.
4. The traditional VR system relies on the Rehab Counselor as a case manager with high caseloads burdened by documentation requirements.

The Research

Best practice and research shows that there is a significant relationship between self-concept, self-efficacy, self-determination and career outcomes.

WINTAC BEST PRACTICES

(Workforce innovation technical assistance center)

Pre-Employment Transition Services:

- The content needs to be developed to support students moving through the structured array of services, with special attention to self-advocacy and self-determination, as well as thorough assistive technology and accommodation assessments
- Increase the involvement of the family to provide information about transition from school, employment, benefits, etc.
- The more the services can be tailored to each individual student's needs, the better the outcomes; and coupled with this is the concept of “person-driven planning” – giving each student the opportunity to drive their own services.

Innovative Practice Learnings from DMH/MRC Partnership – Adult Clinical Community Services

Exceeding Service Number Expectations

- 1,704 individuals served since July 2019
- 1,494 individuals served in FY2021 (exceeding annual goal of 1,300)
- 330 job placements
- 208 jobs maintained for 90+ days

Model Differences from Traditional VR

- VR Counselor focused on engagement first in a collaborative manner
- VR Counselors go where consumers are – in the community
- 70% of jobs seekers received Benefits Counseling
- Using Integrated Resource Model maximizing the strengths of our Employment Provider Partners. ILC's, Clubhouses and community resources;
- Created dedicated Mental Health VR Counselors with a caseload of 50 vs 90-120.

Moving Forward with Our Consumers

- Use data analytics to promote innovation
- Focus on programs with high employment rates that could be expanded or adapted such as new models: DMH/MRC and DTA/MRC utilizing a Integrated Resource Team Model
- Taking risks in our services by utilizing job driven trainings and internship opportunities to achieve higher wage occupations (example: cyber security training)
- Address workforce shortages within human service industry; substance abuse disorder and human service pipeline training and internship program.
- Partner with DOL and CommCorp Learn To Earn Initiative to mitigate the “cliff effect”
- Created a Individual and Family Engagement Office, which will continue to hold consumer and family focus groups



Specific VR Agency Goals

- Reduce Closures Prior to Eligibility (goal: 42% □ 27%)
- Reduce Exited Services Without Employment (goal: 23% □ 18%)
- Increase Successful Employment Outcome Closures (goal: 50% □ 65%)
- Re-align placement and IPE process
- One MRC- Developing IT Platform Solution

RSA Innovation Grant

Led by MRC in collaboration with MCB, MCDHH, and other partners

Format: Provide 2 simultaneous VR service programs, the current VR program being provided by each agency (*control group*) and a new model (*study group*), each will be provided in a distinct manner with separate dedicated staff (*additional staffing estimate of 20 -25 FTEs*).

Goal: To serve 5% of the VR-eligible population = 1,000 individuals per year during the grant demonstration period (statewide, all disabilities, all ages) in the new model.

Conceptual New Model: An evidence-based approach that integrates the individual's self-sufficiency and independence with career development. By building the individual's ability to self-determine his/her own career path, it shifts the focus from a counselor-driven approach to a consumer-driven approach (*teach a man to fish v. give him a fish*). *Enhancing our partnerships with our providers*

Estimated Grant Budget: \$ 3,425,000 per year x 5 years = \$17,125,000

Key Partnerships

- MRC + MCB + MCDHH
- Current State agency partners: DMH, DDS, DTA
- Secondary + Post-Secondary Schools
- MassHires and Registered D.O.L. Apprenticeships
- Employers + Business Coalitions
- State Rehabilitation Council + Consumer Advocacy Groups
- Independent Living Centers, Clubhouses and Recovery Centers
- Community Based Employment Providers
- Consumers, Parents + Families defined by the Consumer

Discussion

How do we maximize the talent and partnership of this Commission?

What will be our connecting points?

Other comments, thoughts and questions?