



Massachusetts Rehabilitation Commission

## VOCATIONAL REHABILITATION SERVICES

### **MRC Job Placement Services Evidence/Results Based Outcomes – Summary (FY2018)**

#### **MRC Job Placement Service Features/Services**

##### **Job Driven Training/ Skills Training**

- MRC has leveraged its partnerships with employers to create job-driven training programs to train and employ MRC consumers. These programs provide consumers with the skills and experience to develop a career path. To date, MRC has developed job driven trainings with CVS Health, Advance Auto Parts, Home Depot, G4S, Allied Universal Security Services, Enterprise Rent-A-Car, Lowe's, MAPFRE Insurance, the Kraft Group, amongst others. New JDTs are planned for later in FY2019

##### **Annual Hiring Event**

- The MRC Federal Hiring Event in partnership with OFCCP provides consumers with opportunities for competitive employment, and federal contractors with access to qualified applicants. Participating consumers benefit from access to employment opportunities and from wrap-around job search assistance services provided by MRC JPS/ESS staff plus valuable feedback from employers.

##### **Account Management System**

- MRC's robust account management system is designed for the agency to hear first from employers regarding their specific labor market needs. MRC JPS/ESS staff develop and maintain business relationships with employers at the local, regional and statewide level to develop and secure employment opportunities for qualified MRC consumers that are ready, willing, and able to work.

##### **On-The-Job Training/On-The-Job Evaluation (OJT/OJE)**

- The OJT/OJE program provides employers incentives to hire individuals with disabilities and to create a more diverse workforce. Individuals with disabilities benefit from job-specific training and gain important industry-based skills that will benefit their career development, and receive a wage during the training.

##### **Program Description**

The MRC through its Job Placement and Employment Service Specialists cultivates business and employer relationships and peer partnerships. MRC's robust account management system is designed for the agency to hear first from employers regarding their specific labor market needs.

MRC JPS/ESS staff use targeted workforce strategies through consumer assessments and training, targeted labor market information, and direct outreach to employers. This public-private partnership between MRC and employers creates private-industry training opportunities for individuals with disabilities in a variety of industries, such as health care, transportation, manufacturing and customer services.

Through its Job Placement Team, MRC has developed a series of initiatives including On-The-Job Training and Evaluations, Job-Driven trainings with employer partners, and its annual Hiring Event in partnership with the US Office of Contract Compliance Program (OFCCP).

## **Results of MRC Job Placement Service Features**

### **Employment and Wages**

- During FY2018, 4,053 consumers served by MRC were successfully placed into competitive employment based on their choices, interests, needs and skills.
- During FY2018, MRC's Job Placement Specialists helped assist 865 consumers in achieving Successful Employment Outcomes, and MRC's Employment Service Specialists assisted 755 consumers in achieving Successful Employment Outcomes (note both JPS and ESS can be involved in assisting the same consumer, and both get individual credit but these numbers should not be added together)
- Overall, MRC consumers achieving SEOs in FY2018 earned wages averaging \$14.65 per hour and worked an average of 27.3 hours per week.
- The aggregate annual earnings of consumers achieving Successful Employment Outcomes through the Vocational Rehabilitation Program in FY2017 was \$84.3 million.
- The 2018 Annual Hiring Event resulted in 133 SEOs statewide, both in Boston and the Western Massachusetts event.
- MRC's Job Driven Training Programs led to 57 SEOs in FY2018. Placements are ongoing in FY2019 as JDTs continue to be offered.

### **Benefits to Consumers**

- Increased standard of living through earning a competitive wage.
- Reduced dependence on public benefits such as SSI and SSDI.
- Overcoming barriers
- Development and enhancement of skill sets for career advancement
- Feedback from employers to guide career development.

### **Satisfaction**

- Overall, 86% of MRC consumers are satisfied with MRC services and 80% believe MRC is meeting their needs for services. Job placement and job training programs are rated as important service needs by a vast majority of consumers.
- Survey results demonstrate high levels of satisfaction from employers and consumers related to the MRC hiring event. The last survey conducted demonstrated that 96% of consumers were satisfied with the hiring event and with their experience, with the great majority reporting that they were "very satisfied" overall.

### **Return on Investment**

- In FY2018, the total annual earnings for consumers employed during the fiscal year was \$84.3 million. This equates to a 6% Return on Investment (ROI) for MRC consumer earnings looking at consumer wages against total MRC VR expenditures.

### **What Consumers Have to Say**

- "I'm very satisfied with MRC's work to assist me in obtaining employment by enabling me [to] acquire pharmacy technician skills"
- "After trying some service jobs, MRC provided me with more training in other areas that I'm good in and through this training, I got a job doing pharmacy tech. I love it and the pay is excellent."
- "I love my job and I look forward to continuing my work with the Kraft Group and becoming a full-time employee in the very near future. Many thanks again to the Kraft Group and the Massachusetts Rehabilitation Commission for this wonderful career opportunity."