



MCDHH

Human Resources

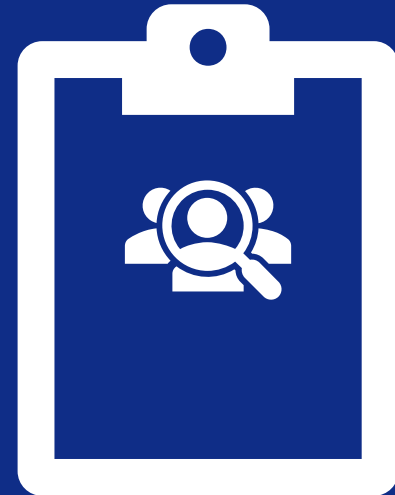
October 2020

**Presentation for MCDHH Statewide Advisory Council (SAC)**



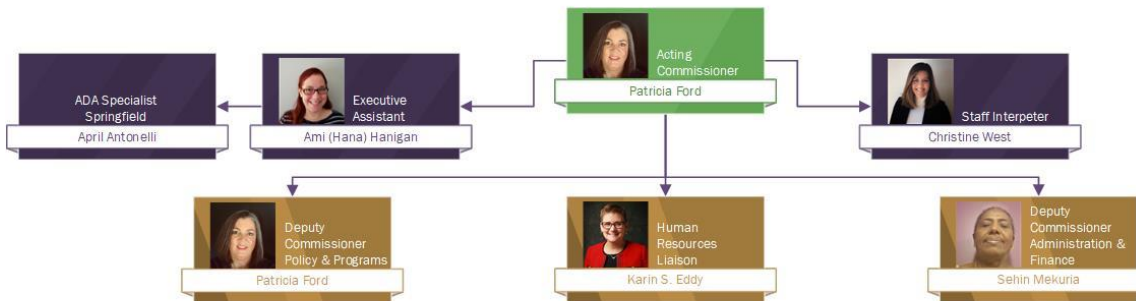
## We will review

1. MCDHH's Organizational Structure (Org Chart)
  - Recent Hires and Staffing Changes
2. Current Vacancies and Recruitment Channels
3. Diversity
  - EOHHS Race and Racism Series
  - MCDHH Diversity Workgroup





MCDHH  
October 2020



Programs and Policy

**Case Management**

Adult Case Managers  
Child Specialists  
911 - Equipment Distribution

**Communication Access & Community Engagement (CACE)**

CATTS  
Interpreter Services  
Interpreter Screening  
Referral Department

**Programs**

Project Coordination  
Statewide SUD  
Victim Services

Administration and Finance

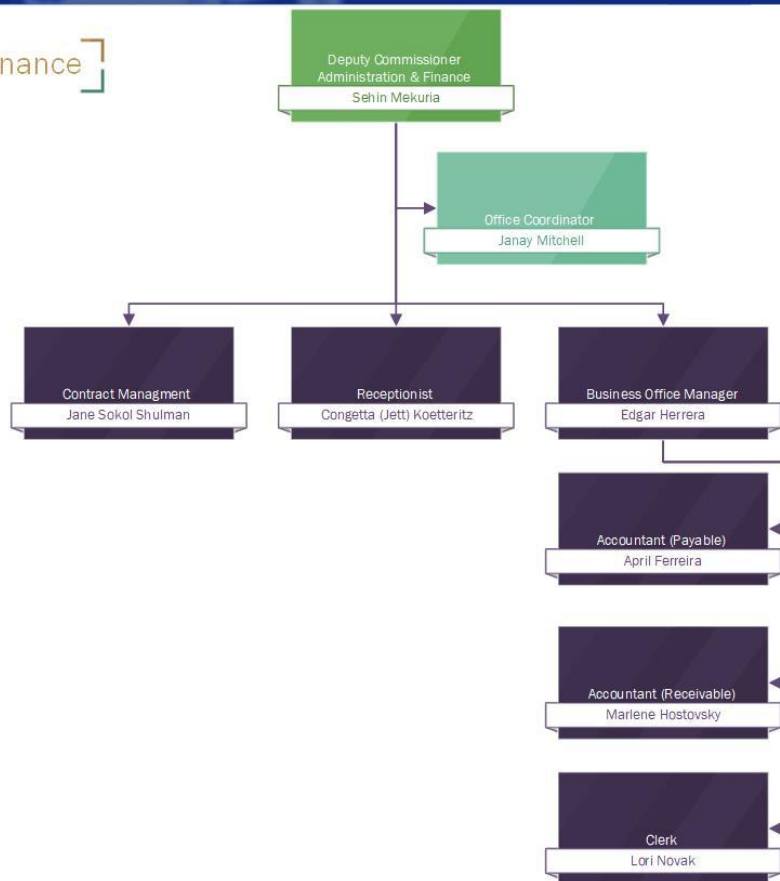
**Business Office**

Accounts Payable  
Accounts Receivable

**Procurement & Contract Management**  
**Reception**

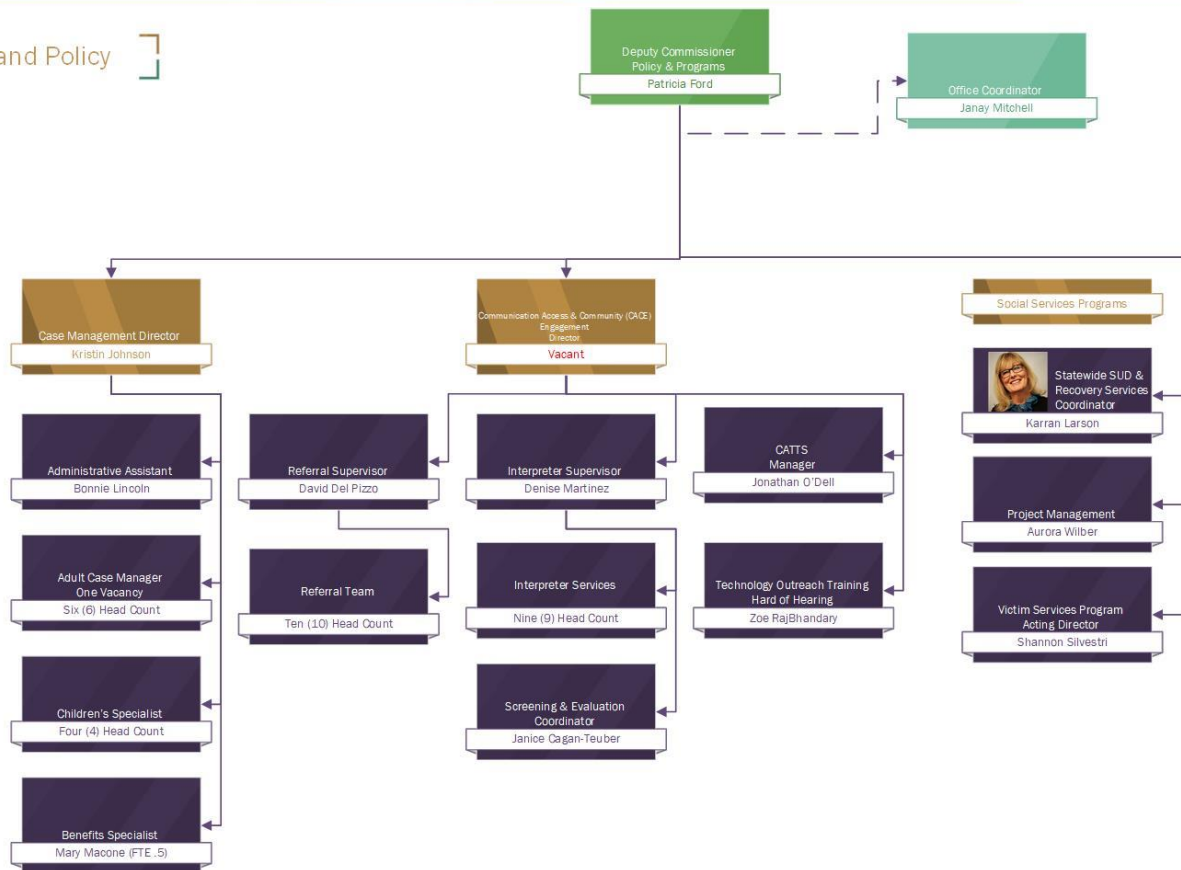


## Administration & Finance



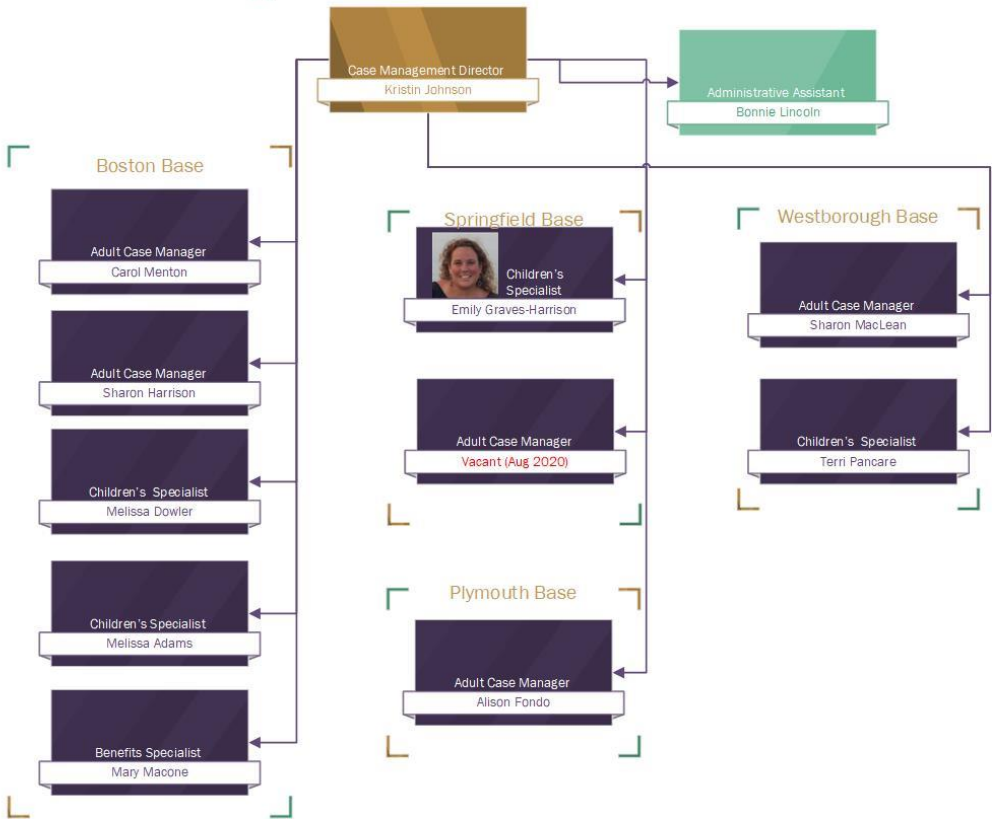


Programs and Policy





# Case Management





C.A.C.E.

Communication Access & Community Engagement (CAE) Director  
**Vacant**

 Referral Supervisor  
David Del Pizzo

CATTS Manager  
Jonathan O'Dell

Technology Outreach Training Hard of Hearing  
Zoe RajBhandary

Interpreter Supervisor  
Denise Martinez

Lead Referral Specialist - Westborough  
Scott LeSaffre

Referral Specialist - Boston  
Katherine Luckett


Intake - Boston  
Adrienne Woumm

Referral Specialist - Boston  
Anthony Harrison

Referral Specialist- Westborough  
Karen Sawyer

Referral Specialist - Boston  
Denise Cunniff

Legal Referral Specialist - Westborough  
Shannon LaMarche

 Referral Specialist Boston  
Vanessa Sherrick

 Referral Specialist Boston  
Hayley Bernard

Interpreter Screening & Evaluation Coordinator  
Janice Cagan-Teuber

Interpreter - Boston CDI/Staff  
Terry Malcom

 Interpreter - Boston CDI - Legal/Community/Staff  
Jesse (Rupert) Dubler

Interpreter - Plymouth Community/Staff  
Anna Purcell

Interpreter - Pittsfield Legal/Community/Staff  
Trudy Gilbert

Interpreter - Pittsfield Community/Staff  
Lisa Smyle

Interpreter - Springfield Legal/Community/Staff  
Diana Batch

Interpreter - Springfield Community/Staff  
Cindy Murray

Interpreter - Springfield CDI - Legal/Community/Staff  
Fatima Silvestre

Interpreter - Westborough Community/Staff  
Lynda Matys

Interpreter -Westborough Community/Staff  
Karen Putney



# Current Vacancies and Recruitment

## Vacancies

- C.A.C.E. Director  
Communication Access and Community Engagement
- Case Management, Adult Case Manager
- FY2021 – anticipate 1-3 retirements

## Recruitment

- MCDHH Channels
- EOHHS Talent Acquisition Team



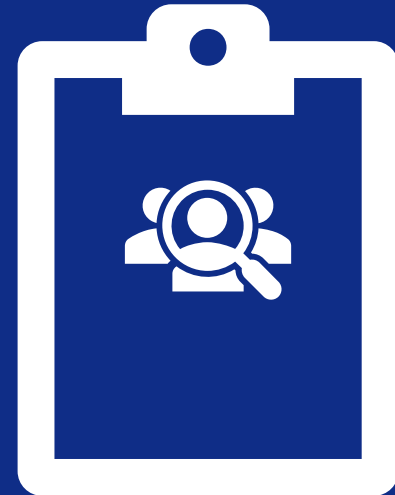




# MCDHH Channels

Sharing our postings, getting the word out

- Primary: MassCareers, with MCDHH Vlog
- LinkedIn
- FaceBook, staff also share with Voices of the Deaf group
- DeafJobWizard.com
- Indeed, scrapes state's MassCareers site
- CSDWorks (free)
- GU, **Bison CareerLink** (free)
- RIT/NTID Career Connect powered by **Symplicity**
- **Handshake Platform** (2100 C/U nationwide)





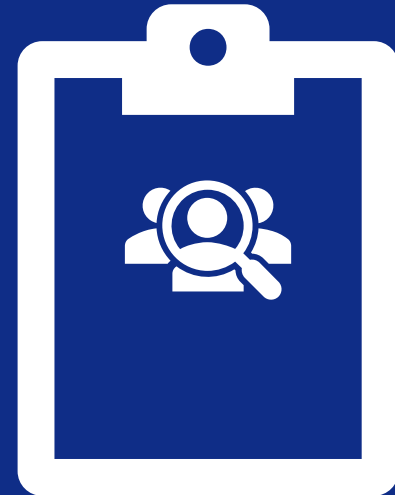
## Services Offered - Candidate Sourcing

**Sourcing** is finding qualified **candidates**

both passive and active – who have not applied directly to an open role.

- **LinkedIn Recruiter**

- TA has a dedicated LinkedIn Recruiter seat
- TA will have access to LinkedIn's entire network of active and passive candidates.
- We can use search filters to hone in on the best candidates.
- We can view up to 1,000 profiles in search results, (this is not available in a basic/free personal account).
- TA will contact candidates through InMail, LinkedIn's trusted messaging environment.

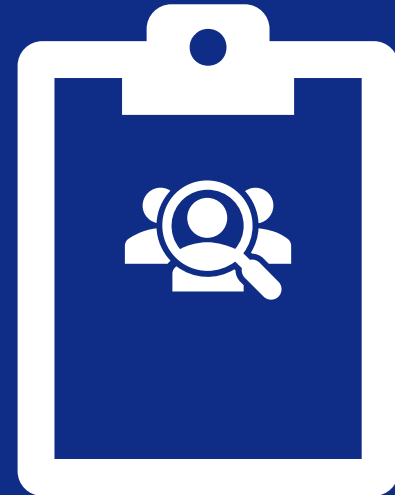




## Services Offered – Posting/Sourcing

- **Betterteam**

- Jobsite and applicant tracking website to post agency jobs.
- Publish job vacancies throughout different channels in a single click (see channels below).



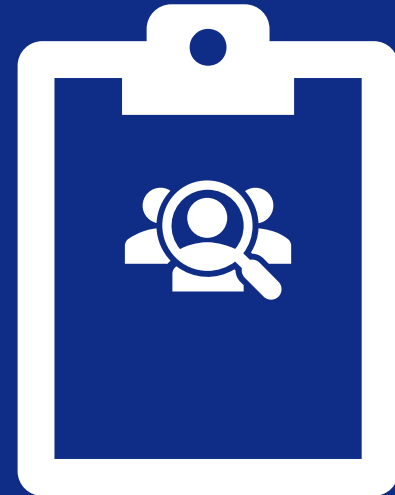


# EOHHS Talent Acquisition Team

## Services Offered – Diversity Recruiting

- **DiversityJobs.com**

- Job publishing website - automated job scrape of all secretariat agency jobs twice daily.
- Jobs will be published to DiversityJobs.com and an exclusive diversity network below:





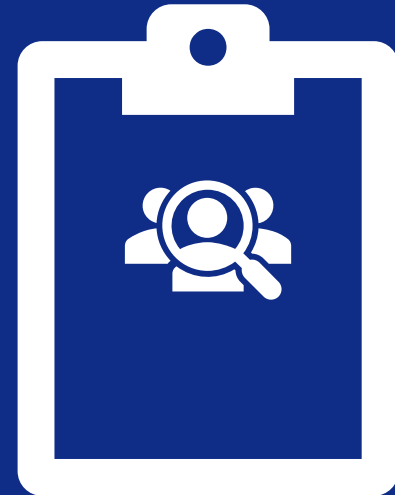
# Diversity Trainings, Workgroups, Data

Executive Office of Health and Human Services (EOHHS)  
Office of Diversity and Civil Rights

- Engaged **Christian H. Bijoux** ([Bio](#))
- Race and Racism series
- Central Best Practices and Resources
  - Turn the Page Book Club
  - With Book Club facilitator training

MCDHH

- MCDHH Diversity Workgroup, Oct 21
- Trainings with ASL primary
- Demographic Data and Analysis





# EOHHS hosting a series of trainings on Race and Racism

- I. **Affinity Group Discussion (Limited to Black/African American Staff) Healing From Racial Trauma.**
- II. **Group Discussion (Open to All Staff)- Healing From Racial Trauma & Practicing Thoughtful Allyship.**
- III. **Talking About Race (Managers ONLY).**
- IV. **Where Do We Go From Here - Lessons From the Field (Open to All Staff).**
- V. **Going Beyond Words – Strategizing and Operationalizing Diversity & Inclusion Initiatives (Open to All Staff).**



Facilitator:  
Christian H. Bijoux, MPH, MBA, PhD-2



# Collecting and Analyzing the Data

- MCDHH Case Management and DHILS providers
  - Collect and Analyze FY2020 client data
  - Compare with 2020 Census data for the region(s)
  - Sharing Diversity Plans, build awareness
  - Future discussions

