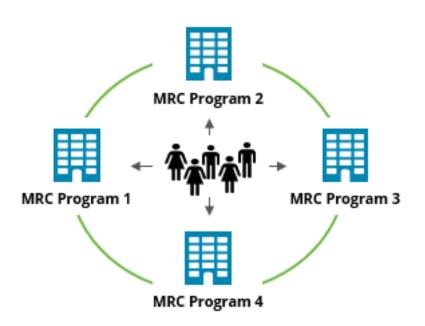
#### Massachusetts Rehabilitation Commission MRC Connect Update SRC 3/28/2024

#### **MRC Connect- Our Purpose**

• To improve the experience for people with disabilities and allow them to benefit from the full array of MRC services, in a streamlined, efficient manner.

This process includes:

- 1. Collecting information from applicants through a virtual self-completed form or MRC Connect staff-assisted phone call
- 2. Connecting directly with an MRC Connect staff to finalize eligibility determination process.

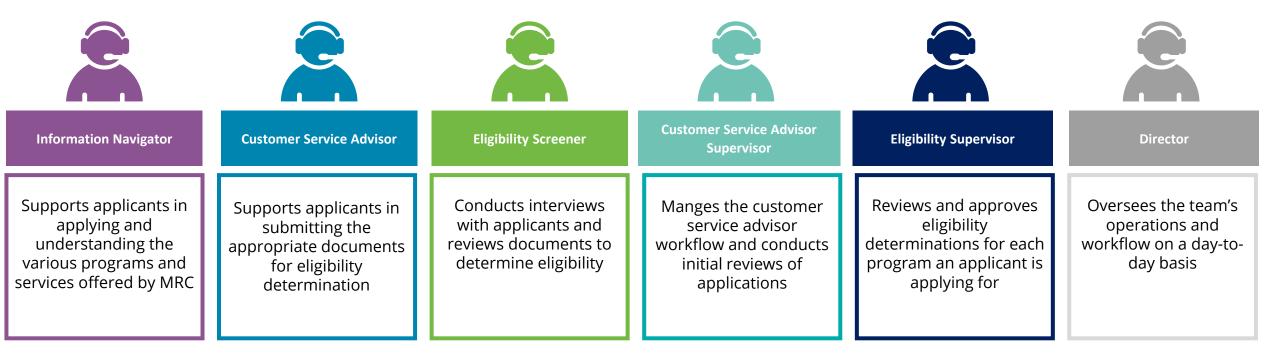


#### MRC Connect – Programs We Support

- MRC Connect determines eligibility for the following MRC Programs
  - Vocational Rehabilitation
  - Chapter 688 Eligibility
  - Home Care Assistance Program
  - Statewide Head Injury Program
  - Supported Living Program

#### **MRC Connect Team**

A centralized team improves the customer experience by supporting them throughout the process



#### Other Team Resources

Staff Interpreter: Provides translation and interpretation support as needed

**Executive Assistant:** Supports MRC Connect team

**Clinician:** Reviews eligibility for SHIP applications and provides consultations **688 Coordinator**: Reviews 688 applications for eligibility **Special Projects Manager**: Works with staff on identified projects and initiatives within the Connect team

## **MRC Connect- History**

- MRC Connect began taking applications through our online application in November 2020
- We took a phased roll out approach to processing eligibilities for all programs
- We completed our statewide roll out in June 2023
- MRC Connect team has grown from its original number of 25 staff to 40 staff

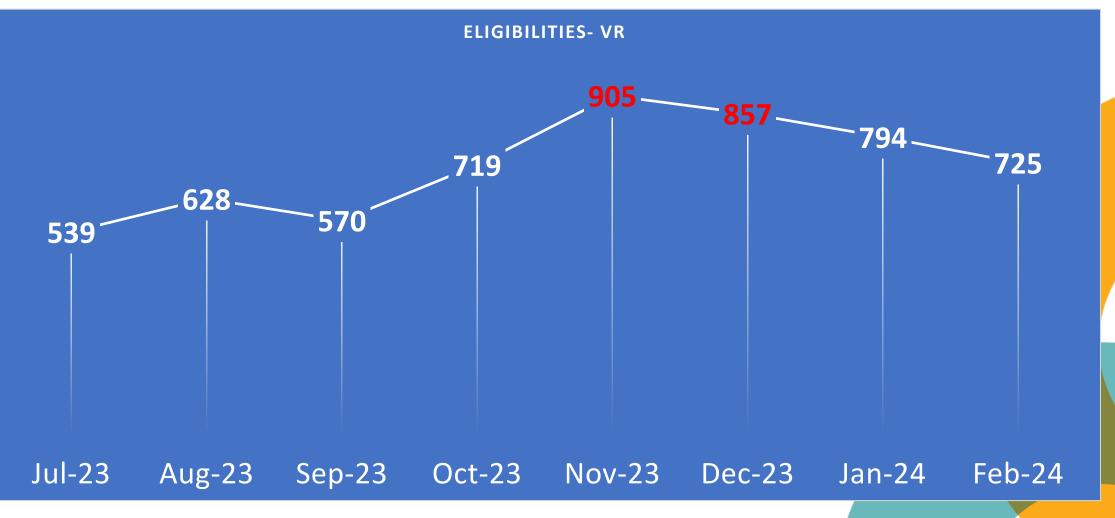
# **Online Applications**



# **Online Applications- VR**



# **VR** Eligibilities



\*\*Red denotes months the team was engaged in overtime to address backlog

#### Enhancements since implementation

- Eligibility Screeners are now completing on demand intake appointments – no longer scheduling out intakes
- Gathering only information necessary for eligibility criteria
- Decreasing the amount of touch points with multiple MRC Connect staff
- Communicating expected timelines and expectations to applicants
- Increased staffing

# Timelines

- Prior to MRC Connect it was taking an average of 93 days for applicants to complete intake and eligibility with VR
- Our current timelines from online application submission to transfer to VR office post eligibility is 44 days
- During this round of overtime we have been able to cut our time down to about 36 days
  - We are reaching out to applicants within 5 days of receipt of application to provide timeline expectations

# Consumer Survey Results 2023

"It was very user friendly and easy to fill out online. I was able to get connected with a intake Case Manager fairly quickly after filing my application. (VR)"

> 80% of applicants agreed the application was easy to complete

"Very easy to use and convey information. Excellent comprehension of my situation and helping me best articulate my needs. (VR)"

80% of applicants agreed that that the staff who assisted during the application process were knowledgeable and helpful

# Where are we headed?

- Name Change: We expect to see a continued increase of applications during our rebranding/name change and continue to look at process improvements to manage the volume of applications coming in
- Improved Customer Experience: Enhancing the experience for applicants by simplifying the application process,
- Data Integration and Sharing: Establishing seamless sharing of relevant information between different programs
- Continuous Improvement Culture: Cultivating a culture of continuous improvement with input from staff, applicants, and stakeholders to make iterative enhancements to processes, systems, and services.
- Community Outreach and Education: Engaging in proactive outreach efforts to raise awareness about available programs and eligibility requirements within the community.