Welcome

**Co Chairs**
Kristin Driscoll  
Workforce Development Manager, Human Resources  
Boston Children’s Hospital

MJ Ryan  
Director, Workforce Development, Human Resources  
Partners HealthCare System
Agenda

II. Hiring Persons with Disabilities: Transitions to Work Partners Discussion 50 min.
   • Organization Spotlights
     • Introduced and facilitated by:
       • Oz Mondcjar, Partners Healthcare, Spaulding Rehabilitation Network
       • Colleen Moran, Partners Healthcare, Spaulding Rehabilitation Network
     • Presenting organizations:
       • Massachusetts Commission for the Blind
       • Massachusetts Rehabilitation Commission
       • National Organization on Disability: Campus to Careers
       • Work Without Limits
       • Work Inc.
   • Table Discussion with presenting organizations
     • How is your organization implementing these strategies?
     • How can you apply something new of what you heard today to your work — immediate and long term?
     • How might you/we think about sustaining this collaboration even when the labor market is not as tight as it is now?

III. System Updates & Sharing 15 min.
   • Community Health Needs Assessment: Citywide Collaboration
     • Michelle Keenan, Brigham & Women’s Hospital
     • Magnolia Contreras, Dana-Farber Cancer Institute
     • Governor’s Statewide Healthcare Consortium

IV. Community College Partner Highlight 10 min.
   • Salvador Pina, Roxbury Community College
   • Benjamin Hejaj, Boston Adult Technical Academy

V. Boston as a Case Study in Longevity 10 min.
   • Navjeet Singh, National Fund for Workforce Solutions

VI. Partner Updates 15 min.
Hiring Persons with Disabilities

Oz Mondejar
Senior Vice President of Mission and Advocacy, Partners Continuing Care Partners Healthcare, Spaulding Rehabilitation Network

Colleen Moran
Director, Workforce Programs
Partners Healthcare, Spaulding Rehabilitation Network
Overview

- Session Outline
- Overview of Spaulding Rehabilitation Network
- Relationship with Partners HealthCare System
- Employment Landscape
- Putting It All Together
**Mission**
Partners Continuing Care is committed to delivering compassionate care across the health care continuum to improve quality of life for persons recovering from or learning to live fully with illness, injury and disability.

**Vision**
Partners Continuing Care will be the nationally recognized leader in research and education achieving exceptional patient outcomes and known for delivering a broad range of innovative and integrated health care solutions. We will exercise leadership to shape health policy and to advocate for our patients, their families and our staff.
Employment Statistics

- Unemployment rate for PWD is more than double that of people without disabilities (9.2% vs 4.2%). Labor force participation rate is much lower for PWD, 80% of PWD are not in the workforce.

- PWD more likely to work part time (33% of workers with disabilities work part time vs 20% of workers without disabilities).

- Workers with disabilities are more concentrated in service occupations than those with no disability (20.2%).

- Regardless of disability status, those with a bachelor’s degree are more likely to be employed.

Spaulding’s Impact -
Care, Research, Teaching, and Advocacy

- Ranked **#2 in 2018** by US News & World Reports Best Hospitals for Rehabilitation Survey
- Best Place to Work for Disability Inclusion for 2017 and 2018
- New flagship hospital in Boston is a nationally recognized model of Inclusive Design and Sustainability with LEED Gold Certification
- The only hospital designated as a Model System site in all 3 areas - Burn, Spinal Cord and Brain Injury, by NIDILRR
- “Working Partners” program honored as part of White House Champions of Change in Disability Employment Awards
Advocacy Driving Goals Beyond Compliance

- Adaptive Sports
  Recreation

- Advocacy
  Empowerment
  Accessibility

- Inclusive
  Design

- Vocational
  Rehabilitation

- Psychology
  Mental Health
  Therapy
  Wellness

- Community
  Engagement

- Assistive
  Technology

- Research
  Innovation

SPaulding Rehabilitation Network
Sustainability

- Accreditation standards
- Community and political support
- Customer satisfaction
- Good public relations
- Grant qualification
- Innovation
- Liability management
- Market share
- Productivity
- Quality and outcomes
Breaking Down Barriers to Employment for Persons with Disabilities

• Job Training Programs
  – Nationally Recognized “Working Partners” Program
  – “Project Search” Youth Training Program with City of Boston
  – JVS, Red Cross and Triangle Nurse Assistant Training Programs

• Public/Private Partnerships
  – Massachusetts Rehabilitation Commission
  – Perkins School for the Blind
  – Jewish Vocational Services
  – Goodwill Industries
  – Work Without Limits

• Council on Disability Awareness
JobLab is a groundbreaking, first of its kind innovation center providing pre-employment training opportunities to partner programs.

This hands-on experience will equip participants to transition into the workforce through learning valuable job skills on-site in simulated work environments and developing noticeably better talent.

Employers will recognize that these candidates are well prepared and ready to enter the world of work.
Let’s Get to Work!

Partnerships

Advocacy

Perseverance
• Serves residents of Massachusetts who are legally blind
  -20/200 vision
  -Generally speaking - one tenth of “normal”

• Approximately 27,000 individuals registered with
Overview of Services

Service Units
• Children’s Unit
• Social Rehabilitation Unit (SR)
• Deaf-Blind Extended Support Unit
• Vocational Rehabilitation Unit (VR)

Vocational Rehabilitation Unit
• Vocational Rehabilitation Counselors (VRCs)
• Employment Services Specialists (ESS)

Services
• Rehabilitation Teachers (RTs)
• Orientation and Mobility (O&M)
• Assistive Technology (AT)

Massachusetts Commission for the Blind
Specialized Services

Orientation and Mobility

◦ Canes
◦ Guide Dogs
◦ Travel Training

Rehabilitation Teaching

◦ Labeling items
◦ Instruction of work tasks non-visually

Assistive Technology

◦ Screen Reading Software: JAWS
◦ Magnification Software: Zoomtext
◦ CCTV
◦ Braille and non-braille Note takers
◦ I-Phone

Massachusetts Commission for the Blind
Success Stories!

- Beth Israel Deaconess Medical Center
  - Internship to employment
  - Administrative Assistant II Clinical Practice: Radiation Oncology

- Spaulding Rehab
  Nurse - new hire

- MGH / Partners
  Patient Navigator, Speech Pathology, IT employee
How can You Help?

- MCB In-Services
- Technology Assessments
- Informational Interviews
- Host an Intern
- HIRE a talented and qualified person who happens to have a vision impairment
Contact Information

Please feel free to connect with the Employment Services Department with questions and to learn more about opportunities for collaboration.

- Joey.Buizon@state.ma.us  617-626-7607
- Carol.Cullins@state.ma.us  617-626-7605
OUR GOAL
The employment rate of people with disabilities is equal to that of people without disabilities.
Work Without Limits
PUTTING ABILITIES TO WORK

• Resources
• Hire Thinking
• Benefits Counseling
• Administrative Employment Network
• Training & Consulting
• Events
An affiliate of Disability:IN, Disability:IN Massachusetts employers are:

- Committed to **Diversity** and **Inclusion**
- Interested in building capacity to include people with disabilities in their companies as employees, customers, and suppliers
- Seeking opportunities to learn, connect and build confidence, competence and success when employing people with disabilities.

Private and public-sector businesses join Disability:IN Massachusetts by becoming Corporate Sponsors of Work Without Limits.
5 years
80 Trainings
2,733 participants

- Disability Sensitivity
- Disability Awareness
- Disability Etiquette
- Interviewing People with Disabilities
- Performance Discussions
- Mental Health
- Neurodiversity

As of January 2019
Engage with us!

www.workwithoutlimits.org

• **Become a corporate sponsor** - join Work Without Limits and Disability:IN Massachusetts
• **Sponsor our Raise the Bar HIRE! Conference** and/or **submit a breakout session proposal**
• **Schedule disability inclusion training or consulting**
• **Talk us up in your networks!**

**Bonnie Rivers**, Director of Employer Relations 508-856-2710
Bonnie.Rivers@umassmed.edu
Who do you serve?

Massachusetts Rehabilitation Commission
Vocational Rehabilitation Division

The Vocational Rehabilitation (VR) Division of the Massachusetts Rehabilitation Commission assists individuals with disabilities to obtain and maintain employment.
Services/supports provided?
Candidate Preparation

- Counseling and guidance
- Interest and aptitude testing
- Job placement assistance
- Diagnostic evaluations
- College or vocational training
- Assistive and/or rehabilitation technology
Services/supports provided?
Placement Strategy / Job Matching

- Efficient job analysis is paramount to the performance and organizational success of the Vocational Rehab Team during this time of transition.

- Effective job placement begins with understanding the consumer, the employer, and the requirements of the job.

- Transferable skills analysis and job matching is important for an effective placement and successful outcome.
What makes your organization unique?
Best Practices

- Understanding the employer’s needs, requirements, and job duties to provide a better fit candidate
- Understanding the skill sets, abilities, and behaviors of the MRC candidate to provide a potential “right fit” candidate
- Utilizing assistive technology and tools available to meet the speed of business
A one-point of contact system provides streamlined and efficient communication to employer. This communication happens through designated account manager(s). Account Manager(s) provide important information to the candidates and to the employers.

3 things that PIC members can do to help MRC Call us First
Account Management System

1. Call us First

2. Account Manager(s) provide important information to the candidates and to the employers

3. A one-point of contact system provides streamlined and efficient communication to employer
Contact Info

Mary Mahon-McCauley  
Area Director, Downtown-Boston Office  
mary.mahon-mcccauley@state.ma.us  
(617) 357-8137

Dan Craven  
Program Coordinator - Medical Sector Liaison - Working Partners Program  
daniel.craven@state.ma.us  
617-233-1590
Employment Services

• Serving 425 people with disabilities & individuals on Transitional Assistance
• 75% (134) are served in Boston
• In FY18 and FY19 to date, 260 job placements; ave. wage $12.13 per hour; 23 hours per week
• An additional 123 people with disabilities working on 20 federal contracts at an average wage of $18.96 and 30 hours per week
• One-on-one discovery (assessment), job/career development, case management, long term supports, group skills training
• Access Point for the MassHire Boston Career Centers
What Makes Us Unique

• Transformational Program Designs
  – Pathways to Careers
    • Customized employment model using “Discovery” to identify interests and skills
    • matching to the “unmet needs” of employers
  – Meaningful Jobs Initiative
    • Train and place individuals with Autism Spectrum Disorder into jobs in the security industry with clinical post placement supports
  – Currently integrating these strategies into all employment services
A Success and a Challenge

• SUCCESS -- GT.
  – MJJ participant
    • Turning 22 yrs. with ASD referred in July 2018
    • Had multiple paid/unpaid school experiences in healthcare
    • Accepted Digital Imaging Analyst II position at 20 hours per week. $16.50 per hour with a goal of Full-time.

• CHALLENGE
  – Integration of individual-based services and sector based strategies
Three Ways You Can Help

1. Help us understand the critical skill sets for high demand positions and unmet needs;
2. Share you human resource processes so we can align our supports;
3. Be willing to engage fully in post placement strategies and provide timely feedback
CONTACT

– Stephen Aalto, V.P. Workforce Development
  • saalto@workinc.org, 617-691-1702

– Eugene Gloss, V.P. Employment Services and Business Development
  • egloss@workinc.org, 617-691-1705
A leader in helping business tap the disability labor force

- For 35 years, advancing employment opportunity for Americans with disabilities
- Collects data on quality practice, assists companies with disability hiring and recruitment practices
- Governed by corporate and civic leaders
What role does Campus to Careers play?

Working with employers to reach their D&I goals in disability hires by forming/strengthening direct pipelines between employers, schools, and students

General State of Disability Hire

Siloed relationships between each stakeholder in disability hires

Campus to Careers

Bridges the gaps between each stakeholder in disability hires
Outreach for students

**Partnering Campuses**
- Brandeis University
- College of the Holy Cross
- Northeastern University
- UMass Amherst
- UMass Dartmouth
- Westfield State University
- Worcester State University

**Additional Campuses Continued**
- Bunker Hill Community College
- Emerson College
- Emanuel College
- Lesley University
- MA College of Pharmacy & Health Services
- Merrimack College
- Quinsigamond Community College
- Roxbury Community College
- Salem State University
- Simmons College
- Stonehill College
- Suffolk University
- Tufts University
- UMass Boston
- UMass Lowell
- University of New Hampshire
- Western New England University
Agenda

Health Care Career Fair

Date: Thursday, February 21st, 2019

Time: 12-1pm Meet and Greet Luncheon
1pm-3pm Career Fair

Location: Northeastern University
Curry Student Center, Room 340
360 Huntington Ave,
Boston, MA 02115
What are we doing?

Promoting Healthcare Career Fair

Direct messages to students

- Correspondence and reminders to Career Services and Disability/Accessibility Services
- Correspondence with healthcare departments and colleges
- Direct emails to our student database with call to action to share with their network
- Posting on campus social media
- Student Ambassadors on campuses
  - Peer word of mouth and bulletin posts

We are handling all aspects of event planning
Results

Fall 2018 results
• 2 internships
• 1 co-operative
• 3 full-time hires

6 Hires

Total hires since Campus to Careers inception Spring 2017

15 Hires includes Fall 2018
Who are Campus to Careers

NATIONAL ORGANIZATION ON DISABILITY + WorkWithoutLimits

Boston Children’s Hospital
Deloitte
JPMorgan Chase & Co.

Partners Healthcare

pwc
Raytheon
Spaulding Rehabilitation Network

Holy Cross
Northeastern University

University of Massachusetts Amherst
UMass Dartmouth
Westfield State University
Worcester State University
Thank You

Ramona Cataldi
Program Manager, Employer Services
cataldir@nod.org
212-860-2082
Table Discussion with the Presenting Organizations

1. How is your organization implementing these strategies?

1. How can you apply something new of what you heard today to your work – immediate and long term?

1. How might you/we think about sustaining this collaboration?
System Updates & Sharing:

Citywide Collaboration: Community Health Needs Assessment

Michelle Keenan
Director, Community Programs
Brigham and Women’s Hospital

Magnolia Contreras
Director, Community Benefits
Dana-Farber Cancer Institute
Collaborative Vision & Mission

Vision Statement

- A healthy Boston with strong communities, connected residents and organizations, coordinated initiatives, and where every individual has an equitable opportunity to live a healthy life.

Mission Statement

- To achieve sustainable positive change in the health of Boston by collaborating with communities, sharing knowledge, aligning resources, and addressing root causes of health inequities.
Conduct a joint, participatory community health needs assessment (CHNA) for Boston every 3 years

Develop a collaborative community health improvement plan (CHIP) for Boston to address top priority issues and identify opportunities for shared investment

Align implementation efforts and track individual organizational activities

Monitor and evaluate CHIP strategies for progress and impact

 Communicate process and results to organizational leadership, stakeholders, and the public
Shared Values

- Equity
- Inclusion
- Data driven
- Innovative
- Integrity
- Partnership
• Nancy Kasen, Co-Chair, Beth Israel Deaconess Medical Center
• Carl Sciortino, Co-Chair, Fenway Health
• Ayesha Cammaerts, Boston Children’s Hospital
• Magnolia Contreras, Dana-Farber Cancer Institute
• Denise De Las Nueces, MD, Healthcare for the Homeless
• Sherry Dong, Tufts Medical Center
• Erin Duggan, Massachusetts Eye and Ear
• Jennifer Fleming, Boston Medical Center
• Ricky Guerra, Dudley Street Neighborhood Initiative
• Daniel Joo, Uphams Corner Health Center
• Wanda McClain, Brigham and Women’s Hospital
• Mary Ellen McIntyre, Mass League of Community Health Centers
• Jeanne Pinado, Madison Park Development Corporation
• Joan Quinlan, Massachusetts General Hospital
• Margaret Reid, Boston Public Health Commission
• Darlene Lombos, Community Labor United
• Tracy Sylven, Brigham and Women’s Faulkner Hospital
• Jamiah Tappin, Boston Alliance for Community Health
• Robert Torres, Urban Edge
CHNA/CHIP Project Timeline

2018

Full Collaborative Kick-Off Meeting

2019

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Work Groups Kick-Off Meetings

Review existing data (secondary data)

Engage community & collect new data (primary data)

Prioritization Meeting

Planning Process

Complete Draft CHNA Report

Complete Final CHNA Report

Complete Community Health Improvement Plan (CHIP) Report & Yr 1 Action Plan

Full Collaborative Kick-Off Meeting

Prioritization Meeting

Planning Process

Complete Community Health Improvement Plan (CHIP) Report & Yr 1 Action Plan

Complete Draft CHNA Report

Complete Final CHNA Report

Review existing data (secondary data)

Engage community & collect new data (primary data)
Strategy: Community Data Gathering

- Community survey – data from large sample
  - In multiple languages
  - Online and in-person to reach large numbers
  - https://www.surveymonkey.com/r/bostonchina

- 12 focus groups – deep dive with specific groups (e.g., community leaders, staff who work directly w/specified population, or other expert in the field)

- 40 key informant interviews – agency and organizational perspective
How can you be involved?

- Disseminate the community survey
  - [https://www.surveymonkey.com/r/bostonchna](https://www.surveymonkey.com/r/bostonchna)
- Keep current on the work of the collaborative
- Participate in the prioritization process in the spring
- Identify alignment of organizational plans with Collaborative plan
Thank you!

For questions or more information, visit http://www.bostonchna.org/ or contact: info@BostonCHNA.org
Massachusetts Healthcare Collaborative kick-off
Broad recognition of need for industry-led HC Collaborative uniting providers, educators, and govt

**Industry**
Communicate industry needs and direct initiatives

**Educational Institutions**
Align curricula to employer needs, address capacity issues, and promote priority careers

**Public / quasi-public orgs**
Inform gaps of current WFD efforts and implement / oversee targeted initiatives at local-level
- Representation from regional planning teams

**Government**
Convene stakeholders and generate policy for long term change
Collaborative to initially target highest priority HC jobs

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<th>Priority HC job groups</th>
<th>Regional Planning Blueprints</th>
<th>Data analysis</th>
<th>Feedback from interviews</th>
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<td>HC practitioners: RNs¹</td>
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<td>HC support &amp; personal care: HHAs², CNAs³, MAs⁴, etc</td>
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¹ Registered Nurses ² Home Health Aides ³ Certified Nursing Assistants ⁴ Medical Assistants ⁵ Includes Substance Use Disorder & Behavioral Health Counselors and Mental Health Counselors
Center for Workforce Development
Salvador Pina, Executive Director

February 7, 2019
Center for Workforce Development

• Roxbury Community College’s non-credit training arm.

• Three main areas of focus:
  – Professional Education
  – Corporate Training
  – Life-Long Learning
Health Sciences Building
Part of a $72 Million College Renovation

Includes:
10,000 S.F. Mock Hospital
Radiology Lab
Phlebotomy Lab
CNA Training Lab
Infirmary
Health Sciences Partnerships

• Partnership Opportunities:
  – Business Partnerships
  – Educational Partnerships
  – Clinical Partnerships
  – Community Health Organizations
  – Equipment and Supplies
RCC/BATA Partnership

- Phlebotomy training at RCC to 28 BATA students as part of their Biology requirement.

- Students attend classes twice weekly for 84 hours of class time and a 160 hour internship experience.

- Students who successfully complete training will receive certificates of completion and be eligible to sit for the National Certification Exam.
Contact Info

Salvador A. Pina
Executive Director, Center for Workforce Development
1234 Columbus Avenue, Bldg. 4 RM 102A
Boston, MA 02120
PH: 857-701-1604
Email: spina@rcc.mass.edu
Pipeline Updates & Sharing: Secondary Education

- Universal PIC application has officially launched
  - Soft launch results:
    - 98/228 applicants selected healthcare as their first choice

- Interested in hiring summer interns? Reach out to Megan.Orlander@bostonpic.org

- East Boston Career Day – Medical/Business Professionals willing to visit the school Thursday, February 28th from 7:30 AM – 10:17 AM to talk about their work
Pipeline Updates & Sharing: Secondary Education

Enhance Your Skills for College & Career Success!

The ASA Boston Education and Career Planning Center is offering a FREE College & Career Readiness Certification Program. Students will develop the essential interpersonal and soft skills necessary to succeed in college and beyond in their chosen career.
Pipeline Updates & Sharing: Postsecondary Education

Looking to hire college students for the summer?

Our Postsecondary coaches have students eager to engage in career building internships!

Reach out to Megan.Orlander@bostonpic.org with any opportunities
Pipeline Updates & Sharing: Adults

MassHire Downtown Boston Career Center

- 2 upcoming job fairs (already filled on the employer front)
  - Looking for job seekers for.

- The next CNA Graduation and Healthcare Job Fair will be on April 10.

- JVS is doing a recruit and train pipeline for Animal Care Technicians for Boston Children’s Hospital

- Upcoming event for HR leaders