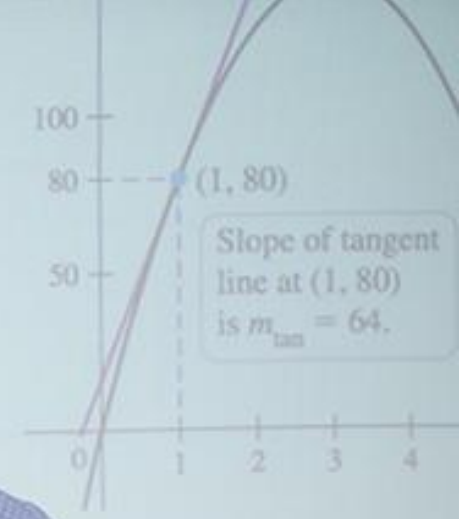


$$m_{\text{tan}} = \lim_{x \rightarrow a} \frac{f(x) - f(a)}{x - a}$$

$$f(x) = -16x^2 + 96x ; P(1, 80)$$
 Find the slope of the tangent line to the graph at  $P$ ,  $a = 1$

$$m_{\text{tan}} = \lim_{x \rightarrow 1} \frac{-16x^2 + 96x - 80}{x - 1}$$

$$= \lim_{x \rightarrow 1} \frac{-16(x-5)(x-1)}{x-1} = 64$$



# Drug & Alcohol Department

Educational Programming Overview

06-13-18

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# North Shore Community College

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- **Accredited since 2014** by the Massachusetts Bureau of Substance Abuse Services (BSAS) as an Approved Education Provider (AEP) for individuals pursuing state licensure as Licensed Alcohol & Drug Counselors (LADC)
- Receives marketing support through state's 'Careers of Substance' website
- Current accreditation is valid through August 31, 2019.



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# Credit Programs

## **Substance Addiction Counseling Certificate (est. 1976)**

- **'Career' Program**
- **Gen Ed, Human Service & Drug & Alcohol Specific Courses**
- **27 Credits**
- **Stackable Credential into Drug & Alcohol Degree.**



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## **Drug & Alcohol Rehabilitation Associates Degree (est. 1981)**

- **'Career' Program**
- **60 Credits**
- **Includes a Technology Course**
- **Includes 480 hour field placement/internship over last 2 semesters**
- **Requires CORI clearance by NSCC & host agency.**

Enrollment total for both programs is typically 70-90

# How I Describe the Differences

## Substance Addiction Counseling Certificate (est. 1976)

- Entry level work as a Recovery Specialist if no prior related experience
- Entry level work as a Case Manager if student has prior, related work experience (or a higher degree already)

## Drug & Alcohol Rehabilitation Associates Degree (est. 1981)

- Preferred by employers
- Typically leads to employment in inpatient/residential settings- Case Manager/Counselor
- Field placement/internship experience counts as 'work experience'



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# Student Demographics

- **Students tend to enroll part-time; are predominately white, female, & English-speaking**
- Overall median age of around 27 years old; non-traditional students
- SAC program: >50% of students over age 35, and over one-third 50+
- DAD program: 1/2 of students at least 30 years old
- Many students self-report having mental health/substance use, and other related health disorders

Demographics	SAC	DAD	COMBINED
White/Non-Minority	100%	74%	<b>78%</b>
Minority	0%	26%	<b>22%</b>
Asian	0%	1%	<b>1%</b>
Black American	0%	6%	<b>5%</b>
Hispanic/Latino	0%	14%	<b>12%</b>
Multi-Racial	0%	5%	<b>4%</b>
Female	29%	77%	<b>76%</b>
Male	71%	23%	<b>24%</b>
Full-time	36%	34%	<b>34%</b>
Part-time	64%	66%	<b>66%</b>



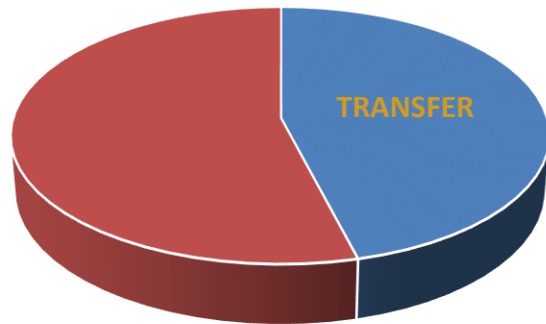
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# Transfer Students

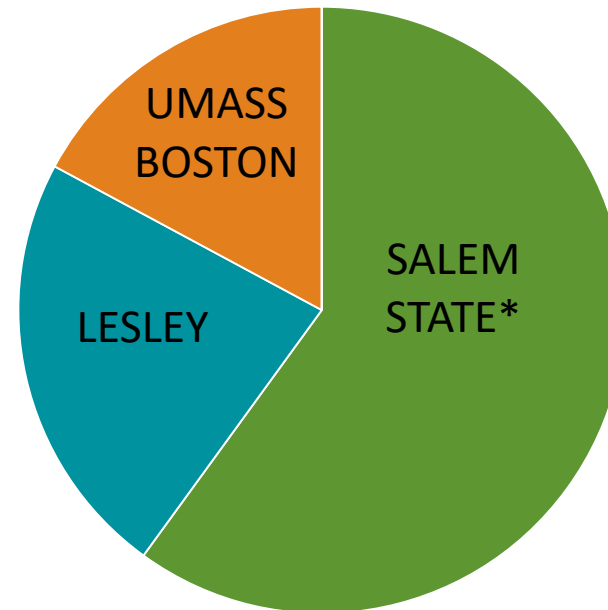
**2011-2015: Despite being a 'career' program, almost half of our graduates transfer**

43% of **SAC graduates** elected to transfer to a 4 year institution following completion of their Certificate.

48% of **DAD graduates** elected to transfer to 4 year institutions following NSCC.



## TOP 3 Transfer Schools



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\*Most SSU transfers occurred 2012 or prior

# Employment Rates of Graduates

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- Nearly 100%
- Most students already working prior to graduation, many full-time
- Many students reluctant to leave their existing jobs due to sub-optimal pay rates in addiction field
- Employers might consider offering more per-diem positions, as a way to onboard (and evaluate) suitable staff
- Generally, students are referred to local North Shore providers (e.g. Lahey), Indeed, and Career of Substance websites to begin job searches.



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# 'Accelerated' Certificate Program

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- Developed in response to requests for coursework to fulfill LADC/CADC educational requirements
- Launched in Fall 2017
- Comprised of many students with Bachelors & Masters Degrees already
- Hybrid format (half in class, half on-line)
- Meets 1x per week; can complete in 10 months.



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# Recovery Coach Academy

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- Developed in response to community interest; delivered through NSCC's Professional Education Division (non-credit)
- Offers a variety of formats in which to complete the training(s), typically in Mon-Thurs, or Fri/Sat bundled training (alternates between Danvers & Lynn Campuses)
- Connecticut Community for Addiction Recovery (CCAR): Nationally Recognized Model (Part I); covers recovery coaching guiding principles (advocacy, mentoring/education, & recovery/wellness support=30 hours)
- Began in Jan 2018, 3 cohorts, 46 persons trained to date.



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# Recovery Coach Academy

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- Additional 30 hours (Part II) needed for certification offered as well
- Fulfills the 14 hours of required training in Addiction 101, Mental Health, Motivational Interviewing, and Cultural Competency (Days 1 & 2)
- Fulfills the 16 hours of required training on Ethical Responsibilities (Days 3 & 4)
- Can attend days 1 & 2, days 3 & 4, or the full program; launches this month.
- Ongoing-fall, spring, summer annually.



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# Summary

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- Coursework and offerings modified, enhanced, & developed in response to workforce, accreditation, and community needs
- Though historically student body was predominately older adults, much younger population over past 2 years
- Percentage of students transferring to 4-year institutions trending up significantly
- Most graduates able to obtain work in addiction settings during or immediately following graduation
- Though college enrollment overall is trending down, drug & alcohol programs remain flat (positive); projected growth in labor market; 22% (much faster than average).



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# 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

# Job Placement Unit

## Mission:

- ▶ Empowering Employers to Hire, Promote, & Retain Qualified Individuals with Disabilities

# What is Vocational Rehabilitation?

Vocational Rehabilitation assists people with disabilities to find and keep jobs that are consistent with their skills and abilities. MRC is the federal-state vocational rehabilitation program focused on assisting individuals with disability(s) to become successfully employed. MRC is the State agency which provides these services.

# Why Collaborate with MRC?

Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment, and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed or fail in the pursuit of independence and employment in the community.

We help your business achieve its workforce goals.

Call us first for quality and cost-saving services.



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“The Massachusetts Rehabilitation Commission is forward thinking around creating partnerships with employers paving the way for any hiring manager to gain access to dynamic talent while also offering opportunities to those often challenged by entering the workforce. Working Partners, the private/public collaboration we have established with MRC, is unique in the country and exists due to the willingness of MRC to try new incentives and respond to the needs of the market.”

*Spaulding Rehabilitation Network*





# Best Practice

- ▶ 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 the technology and tools available to meet the speed of business



**MRC Administration**  
 William Allen  
*Director*  
 Statewide Job Placement Services

**MRC West District**  
 Jack Houlker  
*Employment Services Supervisor*  
 (Springfield)

**MRC Administration**  
 Dan Craven  
*Medical Sector Liaison*  
 Program Coordinator

**MRC North District**  
 Drew Ritter  
*Employment Services Supervisor*  
 (Somerville)

**MRC Administration**  
 Sandra Jones  
*Program Assistant*  
 Statewide Job Placement Services

**MRC South District**  
 Matt Berard  
*Employment Services Supervisor*  
 (Fall River)

**MRC Milford**  
 E. Bronwen Lafferty  
*Job Placement Specialist*  
 John Emokpae  
*Employment Services Specialist*

**MRC Worcester**  
 E. Bronwen Lafferty  
*Job Placement Specialist*  
 Emily Mellon-Vengruskas  
*Job Placement Specialist*  
 John Emokpae  
*Employment Services Specialist*

**MRC Lawrence**  
 Paula Santagati  
*Job Placement Specialist*  
 Heather Fahey  
*Employment Services Specialist*

**MRC Lowell**  
 Shabakka Herring  
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 Michael LoGiudice  
*Employment Services Specialist*

**Brockton**  
 Amanda D'Alessio  
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 Karen Johnson  
*Employment Services Specialist*

**MRC Roxbury**  
 Dan Craven  
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 John Emokpae  
*Employment Services Specialist*

**MRC Braintree**  
 Breann Brady  
*Job Placement Specialist*  
 Dan Craven  
*Employment Services Specialist*

**MRC Springfield**  
 Tara Raymond  
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 Owen Humphries  
*Employment Services Specialist*

**MRC Holyoke**  
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 Owen Humphries  
*Employment Services Specialist*

**MRC Somerville**  
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 Heather Fahey  
*Employment Services Specialist*

**MRC Malden**  
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 Heather Fahey  
*Employment Services Specialist*

**MRC Fall River**  
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 Karen Johnson  
*Employment Services Specialist*

**MRC Taunton**  
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 Karen Johnson  
*Employment Services Specialist*

**MRC Plymouth**  
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 Karen Johnson  
*Employment Services Specialist*

**MRC Pittsfield**  
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 Owen Humphries  
*Employment Services Specialist*

**MRC North Adams**  
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 Michael LoGiudice  
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 Dan Craven  
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*Job Placement Specialist*  
 Owen Humphries  
*Employment Services Specialist*

**MRC Salem**  
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*Job Placement Specialist*  
 Heather Fahey  
*Employment Services Specialist*

# Job Placement Specialist -

## **MICRO Local/Regional Employer Development and Activities**

The JPS shall work in tandem with the ESS by providing critical job information to MRC “job-ready” clients. This confluence of information will assist with more efficient and effective job placement activities, along with preparing MRC Job Ready Candidates for the changing world of work.

# Employment Services Specialist -

## **MACRO Employer Development and Activities**

The Employment Services Specialist (ESS) will function as a business liaison, marketer, and job developer for the Vocational Rehabilitation Division of the Massachusetts Rehabilitation Commission.

# Candidate Preparation

- ▶ Soft Skills
- ▶ Resume and Cover Letter Review
- ▶ Job Search Strategies
- ▶ Application Process
- ▶ Behavioral Interviewing
- ▶ Disclosure
- ▶ Mock Interviewing
- ▶ Job Driven Trainings
- ▶ Hiring Events

# Account Management System

1.

A one-point of contact system provides streamlined and efficient communication to employer

2.

This communication happens through designated account manager(s)

3.

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

# RESUMate

- ▶ What is RESUMate?
  - ▶ Recruiting software
- ▶ Why is it innovative?
  - ▶ MRC is using the recruiting software proactively in reverse placement strategies
- ▶ How does it help with employment?
  - ▶ The innovative practices of MRC placement team uses RESUMate to take Placement Ready candidates and match them to potential active job leads.

# Job Driven Training

New Federal Directive under the Workforce Innovation and Opportunity Act (WIOA).

The enactment of the Workforce Innovation and Opportunity Act (WIOA) provides a tremendous opportunity for reforms to ensure America's One-Stop System is job driven - responding to the needs of employers and preparing workers for jobs that are available now and in the future.

Prequalified and vetted individuals who are now trained with your curriculum; saving you Time & Money while providing you with additionally skilled and trained employees.



# JOB Driven Trainings

- ▶ Job Driven Training is a collaborative effort between MRC and Employers to design a customized training program to prepare and hire candidates for hard to fill positions while increasing job retention.
- ▶ The job driven training program is specific and unique to the challenges that an employer faces. MRC is looking to build a sustainable and predictable training program that provides a pipeline of qualified candidates for your organization.
- ▶ Examples of Successful JDTs:
  - CVS Health 86% placement rate following JDT
  - The Home Depot 90% placement rate following JDT

# Annual Hiring Event

- ▶ MRC teams up with the Office of Federal Contractor Compliance Programs (OFCCP) to facilitate an annual Hiring event in Boston.
- ▶ Each year we bring qualified candidates to the event to interview with 40 employers.
- ▶ 80-100 individuals annually are placed in stratified levels of jobs in various industries

# Placement Strategy / Job Matching

- ▶ Instituting the initiative to perform a more and efficient job analysis is paramount to the performance and organizational success of the placement 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 to an effective placement and successful outcome.
- ▶ RESUMate allows us to have all of this criteria in one place.

# Identifying the Job Ready Candidate

- ▶ Vetted and Job Ready Candidate
  - Resume/Interview skills
- ▶ Place-ability
  - Job Goal Obtainability
  - Reality Based
- ▶ Labor Market
- ▶ Understanding the job requirements and meeting the minimum experience requirements

# Right Fit Candidates

- Group fit
- Skills vs. Personality “Fit”
- Understanding the common goal
- Success through effective Communication
- Motivated & Reliable Employees
- Individuals willing to learn



# Conclusion

- ▶ Job Placement is a multifaceted process to understand the individual consumer, understand their behaviors, understand their skills & abilities, and match them to the employer's job requirements. This includes understanding the employer's needs, understanding the job's required skills/abilities, and the job & workplace's required behaviors.
- ▶ Improved pathways to employment for MRC consumers including transition youth.
- ▶ Effective Follow-up and support of placements to ensure candidate retainment after hire.
- ▶ Improved job matching for employers.
- ▶ Establishment of replicable workforce model for MRC

# Thank You

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# Substance Use and Addictions Workforce Forum

Worcester State University

June 13, 2018



CareerSolution



SUPPORTED BY





# MA One Stop Career Centers

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- Diverse Population
  - Diversity defined in all the ways - age, economic standing, education, ethnicity
- Seeking jobs, training, or education
- Employers seeking help with recruitment



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# MA One Stop Career Centers

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- List of MA OSCC
- [https://www.mass.gov/files/documents/2018/04/20/2066A\\_0.pdf](https://www.mass.gov/files/documents/2018/04/20/2066A_0.pdf)



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# Training: Make It Affordable

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- Is your training...
- WIOA approved (so eligible residents can get help to pay tuition)?
- Section 30 approved (so people receiving unemployment can continue to receive UI while in training)?



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# Training: Make It Affordable

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- Register your program with TrainingPro
- <https://www.mass.gov/training-provider-information>
- Ask for the **WIOA Counselor** at the OSCC if you have questions



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# Connect: Meet Candidates

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- Contact the **Business Services Rep** at local OSCC
- Information Session – industry overview, job requirements and career pathways
- Recruitment Session – brief information session followed by interviews
- Job Fairs – several employers



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# Other Services

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- Post Job Orders on JobQuest
- Screen candidates
- Share nuances of your screening process
  - Requirements vs Preferences
  - Common barriers (English proficiency, computer literacy, background checks)
- Referrals – establish main point of contact



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# My Contact Information

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