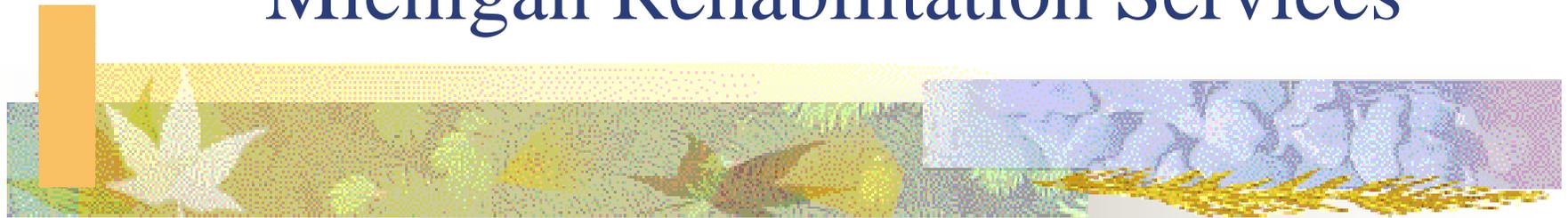


Michigan Department of Labor and Economic Growth  
**Michigan Rehabilitation Services**



Statewide JET Training  
2007-2008



## Michigan Rehabilitation Services (MRS)

- Federally-funded program
- All MRS Counselors are required to have a Masters Degree in Counseling
- MRS helps persons with disabilities prepare for, find, and keep a job
- Each year more than 7,000 Michigan citizens with disabilities are assisted into employment through MRS services



# MRS--Eligibility Based Program

- All applicants must:
  - Have a physical or mental disability that impedes employment
  - *Require* MRS services to prepare for, keep or re-enter the job market
  - Agree that they would like to be employed



# MRS Applicants

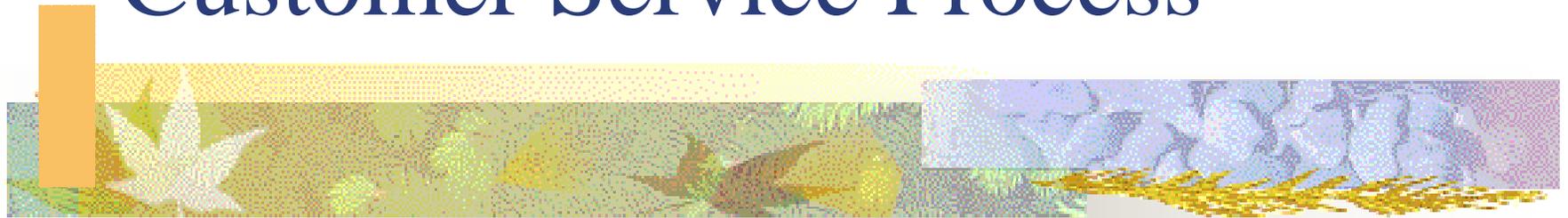
- MRS cannot consider persons as MRS applicants if the person:
  - Does not wish to apply for MRS services;
  - Does not wish to become employed;
  - Is restricted from employment by a physician



## JET: The MRS Role

- MRS provides information to DHS, BWP, and MWA staff regarding:
  - Persons with disabilities,
  - Community services available to persons with disabilities
  - MRS program

# Customer Service Process





# Customer-Specific Assistance

- MRS Counselors assist DHS and MWA with the identification of potential barriers to employment for persons with disabilities



# DHS Consultation

- MRS Consultation is a professional service provided to DHS applicants or recipients coded Incapacitated, “IN”
- Consultation is provided by a qualified MRS rehabilitation counselor



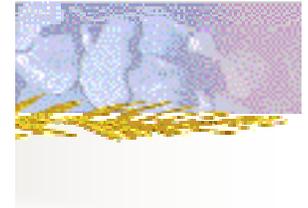
# Consultation Request

- Requests can only be made for DHS clients who allege a disability or a disability is suspected
- Consultation is requested by the DHS caseworker by:
  - Completing the “DHS 517-Consultation” form
  - Providing the medical documentation

- 
- At a minimum the consultation request packet must include the following items:
    - Release of information form signed by the customer
    - All available medical information
    - Completed “DHS 517-Consultation” form



**jobs education & training**  
increasing economic opportunity and reducing  
poverty through jobs, education, and training



**NOTICE OF APPOINTMENT**

Date

TO:

We have been asked by your caseworker at the Michigan Department of Human Services to talk with you about your disability and to share with you information on opportunities for employment for persons with disabilities.

I have scheduled an appointment for you on

Date: \_\_\_\_\_  
Time \_\_\_\_\_  
Location \_\_\_\_\_

- ✓ Please contact me prior to the appointment of any disability related accommodations needed to complete our first meeting.
- ✓ Please bring any medical information you may have about your condition.
- ✓ You may also bring someone with you if you need or would like to have assistance.
- ✓ If you need assistance with paying for childcare or transportation so you can keep this appointment, please contact your DHS caseworker.

Please call me at \_\_\_\_\_ if this day or time will not work for you. Otherwise I will look forward to meeting with you on the above date.

Sincerely,

MRS JET Counselor  
Michigan Rehabilitation Services



# Consultation

- Upon receipt of the consultation request form and the medical documentation, the MRS/JET counselor will:
  - Interview customer
  - Discuss resources and provide information about community services
  - Advise customer of observations and recommendations; if any



# Consultation

- Neither encourage or discourage the customer from applying or reapplying for Social Security Administration (SSA) benefits
- If the person is interested in MRS services and appears appropriate for services, the MRS/JET counselor will contact the customer to schedule an MRS orientation



# Consultation Feedback to DHS

- MRS will complete and return the “DHS 517-Consultation” form and medical documentation within 45 days of receipt of the complete DHS referral packet

# “IN” Consultation



Scenarios



# Sylvia

- Sylvia missed two consultation appointments. However, the MRS counselor decided to schedule a third session. Knowing that Sylvia has a diagnosis of depression, the counselor observed that poor follow-through was often a symptom of untreated depression.
- Is she a candidate for MRS orientation and intake?

- 
- Following a consultation in which Sylvia stated that she did want to work, the MRS counselor worked with Sylvia to access mental health services, including medication.
  - Sylvia was initially inconsistent in her participation in treatment and reluctant to continue with the medication due to side effects.
  - The counselor met with Sylvia and her case manager and worked out a plan for more active treatment and medication adjustment.



# Extended Assessment

- Given Sylvia's reluctance to be actively involved in treatment and the now apparent depth of her depression, the MRS counselor and Sylvia planned an Extended Assessment during which Sylvia also began a community-based work assessment in which she was evaluated for three different types of jobs in the community.

- 
- There were several interruptions in the evaluation as Sylvia struggled with treatment (“I’m worse, not better.”). It took almost eight months for Sylvia to stabilize in treatment and complete the community-based work assessment.



## MRS Services

- Currently, she has an Individualized Plan for Employment that includes brief training as a janitor, followed by job placement services and after-hours job coaching to monitor her job adjustment and problem solving skills.



# Karmen

- Karmen had recently completed substance abuse treatment at the time of her “IN” referral to MRS.
- When Karmen met with the MRS counselor, she was adamant that she would not be interested in further assessment or treatment and did not experience any limitations or barriers to work related to her substance abuse.

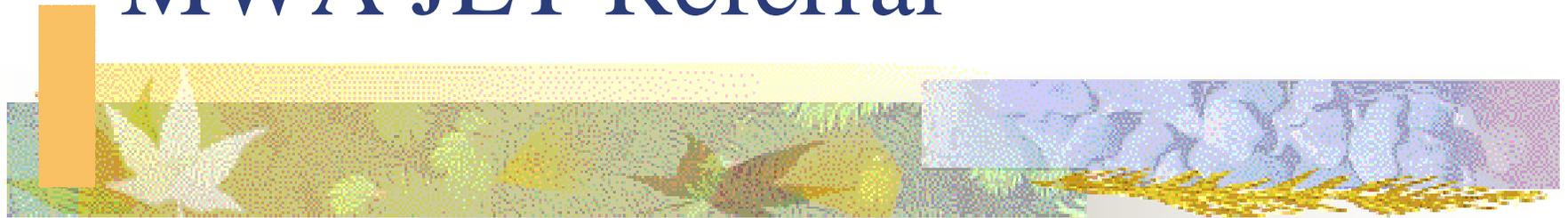
- 
- Her work history did include two instances of her being fired for using drugs on the job. “But that’s behind me now.”
  - Did the counselor schedule an orientation and intake with MRS?



# Consultation

- Since Karmen firmly denied any barriers to employment related to substance abuse, the counselor had no basis for recommending her for an MRS orientation and intake.
- Further, Karmen did not require MRS services. Despite having been fired twice, Karmen had a substantial work history and the counselor assessed her as someone who would be able to use the services of Michigan Works for job seeking.

# MWA JET Referral





# MWA JET Referral

- Family Independence Program (FIP) recipients with a disability and working with MWA, may require specialized MRS services for employment



# MWA Referral

- MWA can refer customers to MRS by completing the “Jobs, Education and Training (JET) MWA Referral Form”



Upon receipt of the “Jobs, Education and Training (JET) MWA Referral Form”, MRS will:

- Review information
- Schedule an interview with the customer if necessary
- If the person is interested in MRS services and the referral is appropriate, the counselor will schedule the customer for an orientation

- 
- MRS will complete and return the “Jobs, Education and Training (JET) MWA Referral Form” within 45 days of its receipt



## If Person Referred by MWA is Significantly Disabled...

- MRS will refer customer back to MWA with an explanation

--Including--

A recommendation the customer be re-considered by DHS for “IN” status, enabling the customer to receive benefits

# MWA Referral



Scenario



# Naila

- Naila was referred to MRS by the local MWA, as both customer information and MWA test results strongly indicated the likelihood she may have a learning disability.

- 
- After talking with the customer and further discussion with MWA the counselor concluded Naila required specific services which MRS would provide.
  - The counselor reported back to MWA that a joint case would be established with MWA.

- 
- MWA would provide training and other associated costs.
  - MRS would provide specialized services.
  - Naila was scheduled for an orientation and intake with MRS.



## MRS/MWA Services

- Testing provided by MRS established Naila had a significant learning disability with problems in both visual and auditory in-put. The psychologist strongly recommended hands-on training.
- MWA agreed to cover the cost of the OJT with MRS paying for the cost of a job coach.

- 
- As training progressed, Naila's difficulties with organization became more apparent.
  - An occupational therapist, provided by MRS, worked with Naila and the job coach to develop techniques for organization on the job.

- 
- By the end of the training, the employer rated Naila positively, but was unable to hire her due to a downturn in business.
  - MWA located and placed Naila with an employer in the same field.
  - MRS provided two weeks of job coaching and short-term assistance from the OT.

# JET Triage





# Triage

- DHS and MWA customers will not be terminated from a DHS and/or MWA program without first scheduling a “triage”
- “Triage” is the formal process for DHS and MWA to determine if there was “good cause” for the customer’s non-compliance



## MRS Involvement in Triage

- MRS will attend Triage meetings on an “as needed” basis, in accordance with state and local agreements
- MRS will not be involved in discussions and decisions associated with sanctioning