

Stakeholder Feedback Adult Service Workers - Detroit 7/19/18

Form Number	Step Number	Step in the Process	Feedback	MRS Design Team Response	Comments from MRS DesignTeam
7	1	Receive Referral	Adult Services worker makes referral to MRS --> MRS worker will provide steps 3-25.	Team has adopted the feedback	We would need additional feedback for clarity
9	1	Receive Referral	Who would referral go to specifically	Team has adopted the feedback	MRS will provide education on referral process
13	1	Receive Referral	Referral for what kind of services is it limited to	Team has adopted the feedback	MRS will provide education on referral process
14	1	Receive Referral	determine if client can work or willing to work.	Team has adopted the feedback	
15	1	Receive Referral	What are the qualifications? What services does this offer for APS Clients?	Team has adopted the feedback	MRS will provide education on referral process
16	1	Receive Referral	This is correct	Team has adopted the feedback	
17	1	Receive Referral	✓	Team has adopted the feedback	
18	1	Receive Referral	n/a	Feedback will not be relevant under new MRS process	
27	1	Receive Referral	Most ILS clients have disability that will last many years.	Team has addressed the feedback	MRS will provide education on referral process
36	1	Receive Referral	I'm assuming that we make the referral or give info to client to make referral.	Team has adopted the feedback	MRS will provide education on referral process
38	1	Receive Referral	MRS	Team has addressed the feedback	APS/ILS to follow with participant/MRS via email/phone call
40	1	Receive Referral	ASW/MRS	Team has addressed the feedback	APS worker will continue to follow their current process
44	1	Receive Referral	Need MRS worker contact ct behind ASW referral who qualifies services.	Team has adopted the feedback	MRS will provide education on referral process

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45	1	Receive Referral	What does the referral look like? Are we expected to collect them or just give them MRS contact info? Particularly these clients who are denied for ILS services. Which means we will not have any additional contact. Must transfer case to MRS immediately!	Team has adopted the feedback	APS worker to complete the referral and email to MRS assigned counselor
46	1	Receive Referral	Possible mailbox to MRS for clients with active home help clients	Team has addressed the feedback	APS worker to complete the referral and email to MRS assigned counselor
9	3	Identify Participant	ASW Would identify a specific candidate	Team has adopted the feedback	MRS will provide education on referral process
13	3	Identify Participant	What is the targeted group? Mentally challenged - what age?	Team has addressed the feedback	MRS will provide education on referral process
14	3	Identify Participant	Identify which client needs services	Team has addressed the feedback	MRS will provide education on referral process
16	3	Identify Participant	correct		
17	3	Identify Participant	✓	Team has adopted the feedback	MRS will provide education on referral process
24	3	Identify Participant	If client shows interest will give their MRS Phone # then I'm done.	Team has addressed the feedback	Idealized design will incorporate an MRS referral form for APS
27	3	Identify Participant	Clients don't want to return to work force.	Team has addressed the feedback	MRS will provide education on referral process

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36	3	Identify Participant	Who qualifies? Physical and or developmental disabilities? Does income affect food stamps or Medicaid eligibility?	Team has adopted the feedback	MRS will provide education on referral process
38	3	Identify Participant	ASW/MRS	Team has addressed the feedback	APS worker will continue to follow their current process
45	3	Identify Participant	May be more helpful during initial assessment.	Team has addressed the feedback	MRS will provide education on referral process
46	3	Identify Participant	May address with clients if they received info. What are their thoughts are they interested in getting referral	Team does not understand feedback	n/a
5	5	Clarify What Services are Needed	Will there be funds? Often times we make referrals and there is a wait list?	Team has addressed the feedback	MRS will provide education and training
9	5	Clarify What Services are Needed	Jobs that would not interrupt clients MDHHS income	Team has addressed the feedback	MRS will provide education and training
13	5	Clarify What Services are Needed	What services are provided?	Team has addressed the feedback	MRS will provide education and training
14	5	Clarify What Services are Needed	determine what client needs if services are needed?	Team has addressed the feedback	MRS will provide education and training
15	5	Clarify What Services are Needed	What services are offered at MRS that can help APS clients?	Team has addressed the feedback	MRS will provide education and training
16	5	Clarify What Services are Needed	TRUE	Team does not understand feedback	n/a
17	5	Clarify What Services are Needed	✓	Team has addressed the feedback	MRS will provide education and training
22	5	Clarify What Services are Needed	Why is this step before your determined need	Team has addressed the feedback	The idealized design has been updated to reflect
23	5	Clarify What Services are Needed	I would clarify what services are needed @ step 7	Team has addressed the feedback	MRS will provide education and training

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36	5	Clarify What Services are Needed	What services are available? Transportation? Medicaid equipment?	Team has adopted the feedback	MRS will provide education and training
42	5	Clarify What Services are Needed	Should be combined with 9	Team has addressed the feedback	The idealized design has been updated to reflect
43	5	Clarify What Services are Needed	observe the client may need	Team does not understand feedback	n/a
44	5	Clarify What Services are Needed	Clarify needs to be w/the client/The client needs to be sold on the MRS program.	Team has addressed the feedback	MRS will provide education and training
46	5	Clarify What Services are Needed	This should be completed by MRS worker	Team has addressed the feedback	MRS will provide education and training
9	7	Determine Eligibility	Michigan rehab would determine	Team has addressed the feedback	APS worker will continue to follow their current process
13	7	Determine Eligibility	Is this inclusive of those in AFC or group home?	Team has adopted the feedback	MRS will provide education and training
14	7	Determine Eligibility	What are eligibility requirements?	Team has addressed the feedback	MRS will provide education and training
15	7	Determine Eligibility	Most of APS clients receive SSI or pensions due to disabilities and/or age and they would not be interested in services to help with employment because they don't want to lose their benefits.	Team has addressed the feedback	MRS will provide education and training
16	7	Determine Eligibility	This is for ILS	Team has addressed the feedback	APS worker will continue to follow their current process
17	7	Determine Eligibility	What are the eligibility requirements	Team has addressed the feedback	APS worker will continue to follow their current process
23	7	Determine Eligibility	I would determine eligibility @ step 9	Team has addressed the feedback	APS worker will continue to follow their current process

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30	7	Determine Eligibility	The client is done prior to our referral	Team does not understand feedback	n/a
37	7	Determine Eligibility	Maybe do this but would prefer not	Team has addressed the feedback	APS worker will continue to follow their current process
42	7	Determine Eligibility	Should be made after referral	Team has addressed the feedback	APS worker will continue to follow their current process
43	7	Determine Eligibility	ask client questions	Team has addressed the feedback	APS worker will continue to follow their current process
44	7	Determine Eligibility	Barriers need to be established early on w/ct- show the need 4 benefits to the client.	Team has addressed the feedback	MRS will provide education and training
46	7	Determine Eligibility	This should be an MRS function	Team has addressed the feedback	APS worker will continue to follow their current process
9	9	Determine Participant Needs	ASW Would identify a specific candidate	Team has addressed the feedback	MRS will provide education and training
13	9	Determine Participant Needs	What services are offered?	Team has addressed the feedback	MRS will provide education and training
14	9	Determine Participant Needs	What are eligibility requirements?	Team has addressed the feedback	MRS will provide education and training
17	9	Determine Participant Needs	How will needs be met?	Team has addressed the feedback	APS worker will continue to follow their current process
22	9	Determine Participant Needs	This should be step #3 or 5 - Need before clarify services (Hard to determine when you don't know services)	Team has addressed the feedback	APS worker will continue to follow their current process
23	9	Determine Participant Needs	I would determine participate needs @ step 5	Team has addressed the feedback	The idealized design has been updated to reflect changes

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30	9	Determine Participant Needs	This would be a potential place for referral services.	Team has addressed the feedback	The idealized design has been updated to reflect changes
42	9	Determine Participant Needs	21, 9 & 11 should be combined done with client	Team has addressed the feedback	The idealed design has been updated to reflect changes
43	9	Determine Participant Needs	will speak with client during review	Team has addressed the feedback	APS worker to complete the referral and email to MRS assigned counselor
44	9	Determine Participant Needs	Blind people need to be educated/informed what their benefits are up front -	Team has addressed the feedback	MRS will provide education and training
5	11	Establish Participant Goals	Will the ASW have to attend meetings?	Team has adopted the feedback	MRS will provide education and training
9	11	Establish Participant Goals	ASW Would identify a specific candidate	Team has addressed the feedback	MRS will provide education and training
13	11	Establish Participant Goals	APS is not a long term program?	Team has addressed the feedback	APS worker will continue to follow their current process
14	11	Establish Participant Goals	What is the long-term goal.	Team has adopted the feedback	MRS will provide education and training
20	11	Establish Participant Goals	Service goals are important so they can stay on track.	Team has addressed the feedback	APS worker will continue to follow their current process
25	11	Establish Participant Goals	Most clients don't have goals. I know this is sad. ILS does not do this.	Team has addressed the feedback	MRS will provide education and training
43	11	Establish Participant Goals	May help client	Team has addressed the feedback	MRS will provide education and training
45	11	Establish Participant Goals	Goals? Employment, vocational, education.	Team has adopted the feedback	MRS will provide education and training
9	13	Assess Employment Needs	MRW	Team has addressed the feedback	MRS will provide education and training
13	13	Assess Employment Needs	What is the qualification?	Team has addressed the feedback	MRS will provide education and training

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14	13	Assess Employment Needs	determine if client wants to work long-term, full-time, part time	Team has addressed the feedback	MRS will provide education and training
16	13	Assess Employment Needs	APS does use	Team has adopted the feedback	MRS will provide education and training
17	13	Assess Employment Needs	Do clients have to work? What if they are unable to?	Team has addressed the feedback	MRS will provide education and training
29	13	Assess Employment Needs	Unable to work	Team has addressed the feedback	MRS will provided education and training
35	13	Assess Employment Needs	Some client don't like talking about ILS so trying to talk about employment may create a barrier.	Team has addressed the feedback	MRS will provided education and training
39	13	Assess Employment Needs	Maybe	Team has addressed the feedback	APS worker to complete the referral and email to MRS assigned counselor
41	13	Assess Employment Needs	If they can work they don't need this service. Most do not want to work.	Team has addressed the feedback	MRS will provide education and training
44	13	Assess Employment Needs	Determine need - establish goals careers and barriers.	Team has addressed the feedback	MRS will provide education and training
45	13	Assess Employment Needs	That may be as specific as we can get considering our limited interactions w/clients.	Team does not understand feedback	n/a
9	15	Explore Careers	Brochures for clients	Team has addressed the feedback	MRS will provide education and training
13	15	Explore Careers	APS is not a long term program how quick is the turn around time for assistance.	Team has addressed the feedback	MRS will provide education and training
14	15	Explore Careers	What areas of wxx are good for employment	Team does not understand feedback	n/a

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15	15	Explore Careers	Most APS clients receive benefits due to poor mental capacities, disabilities, or old age. They would not be interested in exploring careers because they don't want to lose their benefits.	Team has addressed the feedback	MRS will provide education and training
16	15	Explore Careers	We do connect with other employees	Team has addressed the feedback	MRS will provide education and training
17	15	Explore Careers	How will clients receive job training to qualify for careers.	Team has addressed the feedback	
23	15	Explore Careers	I would explore careers @ step 17	Team has addressed the feedback	APS worker will continue to follow their current process
35	15	Explore Careers	Good idea - several clients are capable of seeking employment but don't because of resources.	Team has addressed the feedback	MRS will provide training and education
39	15	Explore Careers	No Way!	Team has addressed the feedback	MRS will provide training and education
41	15	Explore Careers	Most cannot be home for six month visit so I believe they will not participate in work program.	Team has addressed the feedback	MRS will provide training and education
45	15	Explore Careers	MRS - should take responsibility however we can assist w/step 11 maybe?	Team has addressed the feedback	APS worker will continue to follow their current process
9	17	Eliminate Barriers	MR Works with trainers in Linda Henderson	Team does not understand feedback	n/a
14	17	Eliminate Barriers	Unsure	Team does not understand feedback	n/a
16	17	Eliminate Barriers	APS attempts to - however we are limited	Team has addressed the feedback	APS worker will continue to follow their current process

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20	17	Eliminate Barriers	A worker will be needed to determine what the barriers are. Transportation is a huge barrier they will need to be taught how to take the bus.	Team has addressed the feedback	APS worker will continue to follow their current process
23	17	Eliminate Barriers	I would eliminate barriers @ step 15	Team has addressed the feedback	APS worker will continue to follow their current process
25	17	Eliminate Barriers	Identification, Birth Certificate, social security card, transportation, high school diploma, associate/bachelors degree	Team has adopted the feedback	MRS will provide training and education
39	17	Eliminate Barriers	How?	Team does not understand feedback	n/a
44	17	Eliminate Barriers	I have 6 legally blind ct scared and refused services	Team does not understand feedback	n/a
45	17	Eliminate Barriers	What does this require? We typically see clients only 2x per year. How will this impact our need to see client face to face.	Team has adopted the feedback	The idealized design has been updated to reflect
46	17	Eliminate Barriers	ASW identify home help needs and barriers. MRS - educational disability needs are clear. Does this mean ASW would determine any ongoing ILS referrals.	Team has addressed the feedback	APS worker will continue to follow their current process
9	19	Transition Case to MRS	(Don't believe it would work for APS but maybe for ILS. Maybe APS could make referrals.	Team has addressed the feedback	The idealized design has been updated to relect
13	19	Transition Case to MRS	What time frame	Team has addressed the feedback	MRS will provide education and training

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17	19	Transition Case to MRS	How will cases be transferred?	Team has addressed the feedback	MRS will provide education and training
25	19	Transition Case to MRS	ILS will make referral if the client is not eligible	Team has addressed the feedback	MRS will provide education and training
38	19	Transition Case to MRS	ASW	Team has adopted the feedback	MRS will provide education and training
39	19	Transition Case to MRS	Okay	Team does not understand feedback	n/a
40	19	Transition Case to MRS	ASW	Team has adopted the feedback	MRS will provide education and training
41	19	Transition Case to MRS	This will not apply to our clients they will feel their benefits will be cut and it will depending on services. Half have scammed the systems. Not being hard but thoughtful.	Team has addressed the feedback	MRS will provided education and training
42	19	Transition Case to MRS	should be done after meeting with participant should be moved up after eligibility	Team has addressed the feedback	APS worker will continue to follow their current process
45	19	Transition Case to MRS	:)	Team does not understand feedback	n/a
16	21	Collaborate with Participant	Always	Team does not understand feedback	n/a
20	21	Collaborate with Participant	Monitor the client for the duration of employment on a quarterly basis	Team has addressed the feedback	MRS will provide training and education
39	21	Collaborate with Participant	Maybe but how?	Team has addressed the feedback	MRS will provide training and education
14	25	Identify Job Match	most of our clients are not @ appropriate age of employment or capacity	Team has addressed the feedback	MRS will provide training and education
18	25	Identify Job Match	n/a	Team does not understand feedback	n/a

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25	25	Identify Job Match	ILS-->Not something we do.	Team has addressed the feedback	MRS will provide training and education
39	25	Identify Job Match	No Way!	Team has addressed the feedback	MRS will provide training and education
5	27	Find Employers Willing to Accommodate	Will they find work?	Team has addressed the feedback	MRS will provide training and education
35	27	Find Employers Willing to Accommodate	Create an employer listing	Team does not understand feedback	n/a
39	27	Find Employers Willing to Accommodate	No Way!		
20	29	Get Training As Needed	APS clients will need to be encouraged to go into the work force	Team has addressed the feedback	MRS will provide training and education
35	29	Get Training As Needed	provide transportation Big issue with clients	Team has addressed the feedback	MRS will provide training and education
39	29	Get Training As Needed	No Way!	Team does not understand feedback	n/a
20	31	Get a Job	Training such as how to dress, what to say, how to interview will be great!	Team has addressed the feedback	MRS will provide training and education
39	31	Get a Job	Ha! They don't want you to know their ability now b/c they're afraid their checks will be reduced.	Team has addressed the feedback	MRS will provide training and education
38	33	Maintain A Job	MRS/Person-Participant	Team has addressed the feedback	MRS will provide training and education
39	33	Maintain A Job	He! He!	Team does not understand feedback	n/a
35	35	Improve Independence	Encouragement is needed because several clients become too dependent on program who can work.	Team has addressed the feedback	MRS will provide training and education

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38	35	Improve Independence	MRS	Team does not understand feedback	n/a
39	35	Improve Independence	Maybe!	Team has addressed the feedback	MRS will provide training and education
38	37	Participate in Setting of Their Choice	Person	Team does not understand feedback	n/a
39	37	Participate in Setting of Their Choice	Okay	Team does not understand feedback	n/a
20	39	Participate Earns Income	Assure clients only being employed is a good thing.	Team does not understand feedback	n/a
38	39	Participate Earns Income	MRS-Person	Team does not understand feedback	n/a
39	39	Participate Earns Income	One day maybe!	Team does not understand feedback	n/a
38	41	Participate in Less Restrictive Setting	MRS-Person	Feedback will not be relevant under new MRS process	n/a
39	41	Participate in Less Restrictive Setting	Okay	Team does not understand feedback	n/a
31	3-39		Yes	Team does not understand feedback	n/a
36	7-41	Determine Eligibility	Need training to get to this point	Team does not understand feedback	n/a
37	9-41	Determine Participant Needs	(crossed out steps)	Team does not understand feedback	n/a
42	1-3	Receive Referral	Should be combined	Team has addressed the feedback	APS worker will continue with their current process
20	1-11	Establish Participant Goals	Red tape needs to be eliminated. Make process simple as 1,2,3	Team has addressed the feedback	Idealized design will incorporate an MRS referral form for APS
29	1-11	Establish Participant Goals	Yes	Team has addressed the feedback	MRS will provide education and training
39	1-11	Establish Participant Goals	Okay	Team has addressed the feedback	n/a
40	3-17		Both	Team does not understand feedback	n/a

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38	5-17	Clarify What Services are Needed	MRS	Team does not understand feedback	n/a
45	7-9	Determine Eligibility	MRS- should take responsibility	Team has adopted the feedback	MRS will provide education and training
46	9-15	Determine Participant Needs	MRS function	Team has addressed the feedback	The idealized design has been updated to reflect changes
22	1 and 3		This type of step should be combined together	Team has addressed the feedback	MRS will provide education and training
42	13-17	Assess Employment Needs	All should be done with client	Team has addressed the feedback	MRS will provide education and training
12	15-41	Explore Careers	MRS should do this step.	Team has adopted the feedback	APS worker will continue with their current process
29	15-41	Explore Careers	no	Team does not understand feedback	n/a
40	21-27	Collaborate with Participant	MRS	Team has addressed the feedback	MRS will provide education and training
38	21-31	Collaborate with Participant	MRS	Team has addressed the feedback	MRS will provide education and training
13	27/29	Find Employers Willing to Accommodate	APS- Program don't seem to fit.	Team has addressed the feedback	MRS will provide education and training
40	29-41	Get Training As Needed	Participant	Team has adopted the feedback	APS worker will continue with their current process
16	9 and 11	Determine Participant Needs	APS does this kind of the goal of APS and how to get to the main goal.	Team has addressed the feedback	The idealized design has been updated to reflect changes
1	All		Unable to complete at this time	Team does not understand feedback	n/a
2	All		N/A	Team does not understand feedback	n/a
3	All		Unsure	Team does not understand feedback	n/a

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4	All		Some of are client based on their identify need, are not interested in obtaining a job. I think for some it can be beneficial need to know more about the program.	Team has addressed the feedback	MRS will provide training and education
6	All		APS Clients are mostly past the age of working, not interested in working. The majority of the clients from APS are seniors. Mostly all clients receive disability & SSI & aren't interested in losing any of their monthly benefits.	Team has addressed the feedback	MRS will provide training and education
8	All		Help them to be employed who has disabilities.	Team has addressed the feedback	MRS will provide training and education
10	All		APS clients don't want us involved in general, it would be doubtful that want to participate. Those that want to work are working, most clients are elderly or having income from ssi.	Team has addressed the feedback	MRS will provide training and education

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11	All		This would work for ILS workers, they have the clients for a longer period of time. Adult protective services workers are conducting investigation for abuse and neglect. APS doesn't have the time to do case management work. APS cases are typically 30 days. I have never had a client who wanted a job they want to keep their state or government benefits.	Team has addressed the feedback	MRS will provide training and education
12	All		Most APS clients would not be able to participate. Not feasible for the average APS client. MRS or Possibly ILS>not APS.	Team has addressed the feedback	MRS will provide training and education
13	All		It would have been more beneficial to have a meeting on what MRS offers, what the program is about.	Team has addressed the feedback	MRS will provide training and education
18	All		It is believed that this program may not be helpful in the APS Program - Thanks!	Team has addressed the feedback	MRS will provide training and education
19	All		This program may not be helpful to APS	Team has addressed the feedback	MRS will provide training and education
21	All		We only need 3 steps. 1 First we need to know exactly what services you guys offer. 2. What clients qualify for the services. 3. The referral process.	Team has adopted the feedback	MRS will provide training and education

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22	All		Made several referrals no response. - Currently have one client that is getting services.	Team has addressed the feedback	MRS will provide training and education
26	All		There is a lack of familiarity with MRS therefore I don't believe I can accurately complete this. My client contact entails physical needs within the home. I cannot recall a client ever addressing employment needs during a contact.	Team has addressed the feedback	MRS will provide training and education
28	All		I am happy to refer clients to MRS if they indicate they want to work. But, what else is needed on my end after that? Hopefully nothing.	Team has addressed the feedback	MRS will provide training and education
32	All		I worked in CPS for 13 years and APS for 2 years and I strongly agree that this program will be excellent for those programs.	Team has addressed the feedback	MRS will provide training and education
33	All		Great presentation very helpful information.	Team has adopted the feedback	MRS will provide training and education
34	All		Need further info/clarification	Team has addressed the feedback	MRS will provide training and education
37	all		1. Receive referral 2. Identify participant. 3. Call MRS or Have client call MRS.	Team has addressed the feedback	MRS will provide training and education