



**Working as "One MRC"
to Improve Services
and Their Delivery
to Consumers**

Annual Report

Fiscal Year
2011



Mission & Vision



Mission

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and productive independence for individuals with disabilities. We achieve these goals by enhancing and encouraging personal choice and the right to fail or succeed in the pursuit of independence and employment in the community.

Vision

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Multiple programs in the MRC complement each other to assist individuals with disabilities, including: Community Living, Vocational Rehabilitation and Disability Determination.

Senior Management Team



Charles Carr
Commissioner



Kasper Goshgarian
Deputy
Commissioner



Richard Arcangeli
General Counsel



Robert Perry
Chief Financial
Officer



Debra Kamen
Assistant Commissioner
of Community Living
Division



Joan Phillips
Assistant Commissioner
of Vocational
Rehabilitation Division



Barbara Kinney
Assistant Commissioner
of Disability Determination
Services Division

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Message from the Commissioner

I am pleased to present the Massachusetts Rehabilitation Commission (MRC) Annual Report for federal fiscal year 2011, which introduces an enhanced focus on **"One MRC"** that allows us to concentrate on our commitment to continuing to provide our consumers and stakeholders with more comprehensive and efficient services and delivery.

The MRC's idea of **"One MRC"** gives consumers the choice of entering the agency through any of our three divisions; Community Living, Vocational Rehabilitation and Disability Determination, and receiving the services that best fit their needs and plans.

Over the last couple of years we have been working with staff to cross educate them on the array of services we as an agency provide. We facilitated this instruction by in house learning opportunities, cross-divisional new hire orientations, and by the rollout of our new MRC brand and improved identity.

The MRC was also innovative in its approach to funding and we were able to provide more efficient services and delivery with additional funds from both the American Reinvestment and Recovery Act (ARRA) and federal reallocation of Title 1 funds.

I hope this Annual Report gives you a good picture of what we accomplished with and for you in FY'11. We look forward to working with you to continue to rebuild the MRC to truly reflect the needs people with disabilities have to live and work in the community.

Sincerely,

Charles Carr
Commissioner

A plan for the future



The MRC developed a multi-year Workforce Planning initiative to address the future staffing needs of the agency through the recruitment, retention and promotion of highly qualified employees based on projected high levels of staff retirement over the coming years. Capitalizing on ARRA and reallotment funds, the MRC hired additional Vocational Rehabilitation Counselors and Placement Specialists to assist individuals with disabilities in their efforts to complete rehabilitation and training and obtain competitive employment.



The MRC also developed Employment Service Specialist positions to seek out and develop relationships with new employers to identify employment opportunities for consumers. Finally, the MRC developed an internship program for students in VR Counseling Programs to assist in recruiting potential new staff members to reduce the risk from high staff retirements. These staff assisted the MRC in increasing total employment outcomes from 3,022 to 3,413 between 2010 and 2011.

At the conclusion of ARRA, the MRC transferred the majority of staff members into permanent positions as part of its workforce planning process due to attrition. The MRC also built the college internship program into its regular operations in order to continue to recruit new qualified staff. The ARRA budget for this project was \$1,032,331.

American Recovery and Reinvestment Act of 2009 (ARRA)



ARRA, or as it is more commonly known, “Federal Stimulus money,” is a package enacted by the 111th United States Congress and signed by President Barack Obama in February 2009. The original estimate was for \$787 billion, but was later increased in the President’s 2012 budget to \$849 billion.

This package was to address challenges that developed because of the recession of the early 2000s. One of the primary challenges was unemployment, and ARRA was intended to provide temporary support to programs and impacted parties and to “recover and reinvest” back into America through infrastructure, education, health, and green energy.



Here in Massachusetts the MRC was fortunate enough to receive \$8,000,000 of ARRA monies to assist with relieving some of the stressors impacting the disability community. The MRC strategized how we could best use these funds to bring impactful, meaningful, and efficient programs to our consumers with the understanding that these funds were temporary.

Over the past four years, we created a number of initiatives. On the next few pages you will find a snapshot of these projects.

The Vocational Rehabilitation (VR) division of the Massachusetts Rehabilitation Commission is focused on placing MRC consumers either into an education/training program or back into the workforce.

With access to Federal Stimulus monies the VR division was able to offer an array of projects.

ARRA: Vocational Rehabilitation Project Descriptions

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
1 On-The-Job Training Initiative	Statewide	186	\$438,572	2009-2011	186 consumers participated in ARRA-funded OJTs, resulting in 99 successful employment outcomes

Project Description: The MRC successfully leveraged ARRA funding to increase utilization of On-The-Job training in partnership with employers. This initiative created individualized employer and industry-specific job training opportunities for MRC consumers, and helped to stimulate the economy by placing individuals with disabilities into positions in high-growth industries. This initiative has been sustained beyond the ARRA period with other resources.

2 Car Donation Initiative	Statewide	80	\$500,000	2009-2011	80 consumers received donated vehicles enabling them to go to work and live independently, resulting in 79 successful employment outcomes
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Project Description: Using ARRA funding, the MRC launched a Car Donation Program in partnership with Good News Garage. This program matches donated vehicles to individuals with disabilities who need transportation to access employment when little or no access to public transportation is available. Training consumers on maintenance and registration of a vehicle is also provided. Consumers must have a valid driver's license and the resources to register, insure, and operate the vehicle to participate in the program.

ARRA: Vocational Rehabilitation P

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
3 Adaptive Van for Driver Evaluation and Training Program	Central Massachusetts <i>Serves Consumers Statewide</i>	35 (To date)	\$155,000	2010	Van purchased and modified, over 35 consumers have received training and evaluation to date

Project Description: The MRC, in partnership with the Central Massachusetts Safety Council, utilized ARRA funds to purchase and modify an adaptive van for use in evaluation and training of MRC consumers. The van incorporates state-of-the-art adaptive technology, and is now being used to evaluate and train other MRC consumers to assist them with going to work and living independently in the community.

4 Youth Summer Employment Internship Program	Boston Area, Worcester, & Springfield	34	\$38,461	2009-2010	15 internships in 2009, 19 in 2010 supported with ARRA funds. Sustained with other resources in 2011 and 2012
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Project Description: Using ARRA funds, the MRC has developed an innovative summer employment internship program for youth with disabilities served by the MRC. Consumers are provided with paid internships at state work sites including job coaching and soft skills training. The program has been sustained beyond ARRA using other resources and will be entering its 4th year in 2012.

5 VR College Student Internships	MRC Offices Statewide	30	\$272,367	2009-2011	15 interns hired into permanent VR counseling positions
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Project Description: Spearheaded by ARRA funds, the MRC developed a paid college internship program for students in VR Counseling Programs as part of its Workforce Succession Planning Initiative to help recruit potential new staff to reduce risk from high staff retirements. Since 2010, 15 interns have been hired as VR Counselors through this program. The program has been sustained beyond ARRA with other resources.

Project Descriptions

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
6 Youth Leadership Forum	Bridgewater State College	37	\$35,000	2010	In 2010, 25 youth from across the state were served, 12 mentors participated

Project Description: The MRC used ARRA funding to support a Youth Leadership Forum for youth with disabilities in partnership with Easter Seals and other organizations. The forum matched high school youth with college-aged peer mentors and promoted job readiness, college readiness, and civic engagement to help create leadership skills. The forum has been sustained beyond ARRA using other resources.

7 Career Aptitude Software	MRC Offices Statewide	All MRC Consumers and Staff	\$43,522	2010-2011	30 copies obtained and installed in all MRC office resource rooms for use by MRC counselors and consumers
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Project Description: The MRC used ARRA funds to obtain and install copies of Career Scope, a career evaluation and assessment tool, in all MRC offices. Staff was also trained in use of the tool. The tool allows both MRC counselors and consumers to conduct direct career assessments and evaluations, individually or together.



ARRA: Vocational Rehabilitation P

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
8 VR Counselors added as part of Workforce Planning Initiative	MRC Offices Statewide	18	\$1,032,331	2009-2011	15 VR Counselors hired. Assisted MRC in increasing employment outcomes from 3,022 to 3,413 in SFY2011. Part of MRC's Workforce Plan.

Project Description: The MRC hired 18 additional VR Counselors using ARRA funds to assist individuals with disabilities in their efforts to complete rehabilitation and training and obtain competitive employment. Adding these staff allowed the MRC to increase the number of individuals served and improve the efficiency of service delivery. These staff members have been transferred into state positions as part of the MRC's Workforce Succession Planning process.

9 LD/ADHD Support Group	Boston Area	13+	\$31,250	2010-2011	13+ consumers participated in the group
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Project Description: The MRC utilized ARRA funds to support a learning disability support and skills training group for MRC consumers. The group provides support and employment skills training to individuals with learning disabilities interested in pursuing vocational goals and improving their independence in the community. The group has been sustained after ARRA with other resources.

10 Hiring Employment Specialists and Placement Specialists	MRC Offices Statewide	10	\$825,398	2009-2011	6 Employment Specialists and 4 Job Placement Specialists hired, assisting MRC in increasing employment outcomes from 3,022 to 3,413 in SFY2011. Part of MRC's Workforce Plan.
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Project Description: Capitalizing on ARRA funds, the MRC developed a new class of positions, Employment Services Specialists, to seek out and develop relationships with employers, and work directly with employers to develop programs and identify employment opportunities for people with disabilities. The MRC also hired additional Job Placement Specialists with the goal of increasing successful employment outcomes.

Project Descriptions

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
11 Technological Infrastructure Investments	MRC Offices Statewide	All MRC Staff and VR Consumers	\$1,641,168	2010-2011	227 notebooks purchased for MRC counselors to enhance mobility and efficiency of services, 26 scanners purchased for transitioning to a paperless system, 45 laptops purchased to assist consumers in educational endeavors and obtaining employment.

Project Description: The MRC utilized ARRA funding on a series of technological improvements to assist MRC staff in providing more efficient and effective services to individuals with disabilities. These included obtaining notebooks and other equipment for staff to replace outdated technology, scanners to assist in the agency’s efforts to move toward a paperless system, the initial stages of converting MRC’s VR case management system to a web-based system, and computers to assist consumers in educational pursuits and obtaining employment.

12 Assistive Technology Toolkits	MRC Offices Statewide	29	\$85,000	2010-2011	Toolkits assembled and distributed to all MRC Area Offices
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Project Description: The MRC partnered with Easter Seals to create Assistive Technology Resource Toolkits for each MRC office and provided training to staff. The kits are used by MRC staff to assist individuals with disabilities with accommodations at employment sites and to demonstrate low-cost assistive technology to potential employers, helping place consumers into employment.

13 Marketing and Employer Outreach Efforts	Statewide	MRC Staff and Regional Employers	\$52,542	2009-2011	Employment and OJT brochures completed, event held to assist MRC Placement Team in reaching out to employers
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Project Description: The MRC utilized ARRA funds to spearhead an overall strategic initiative to reach out to new employers as part of its effort to assist individuals with disabilities in obtaining employment. Two brochures and a marketing event to highlight employers who worked with MRC in developing employment opportunities were undertaken to assist MRC’s Job Placement and Employment Specialists in developing new employer partnerships.

The Community Living division of the Massachusetts Rehabilitation Commission supports consumers who wish to live independently in the community by focusing on transitioning individuals out of institutional settings.

These projects, supported by Stimulus money, helped us make progress toward achieving this goal.

ARRA: Community Living Project Descriptions

Project Initiative	Location	Number Served	Total Project Value	Project Timeline	Key Outcomes
1 "All People Accessible Business Program" at ILCNSCA	North Shore and Cape Ann	Consumers in ILCNSCA service area	\$137,304	2010-2013	Community Education Coordinator hired, 5 accessibility surveys completed to date, technology upgraded

Project Description: The ILC of the North Shore and Cape Ann has used ARRA funds to develop the All People Accessible Business (APAB) survey project, which provides guidance to local businesses to improve accessibility for people with disabilities and promotes businesses that meet ADA and state accessibility criteria. ILCNSCA created a website and a data entry portal for survey results and is networking with area Chambers of Commerce and employers to market the project. ILCNSCA has also upgraded technology and enhanced a resource booklet for consumers through ARRA-funded staff.

2 Stavros Center's Disabled Veterans and Home Accessibility Program	Springfield Area, Amherst Area, Pioneer Valley	Consumers in Stavros' service area	\$142,528	2010-2013	Veterans Specialist and 2 Project Managers hired, accessibility program created and construction bids submitted
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Project Description: Stavros used ARRA funds to operate the Disabled Veterans Assistance program that provides dedicated services to veterans to assist them in maintaining independence in the community. Stavros has also created a home accessibility modification program for individuals with disabilities. This program includes a "handyman" service, which provides quick repairs and improvement for accessible features in the homes of people with disabilities.



Project Initiative

Location

Number Served

Total Project Value

Project Timeline

Key Outcomes

3

AdLib Center for Independent Living Drop-In-Center Program

Berkshire County

700

\$136,389

2010-2013

35 to 40 consumers served daily, 1 full-time Coordinator and 12 consumer jobs created

Project Description: AdLib is utilizing its ARRA funding to operate the Drop-In Center, a recreational and social support program for individuals with disabilities in Pittsfield. The program is an integral and important part of the lives of over 700 individuals and is staffed by individuals with disabilities. The cross-disability program offers a wide array of educational and social activities enabling members to integrate and be independent in the community.

4

Boston Center for Independent Living (BCIL) Outreach to Latino and Haitian Communities

Greater Boston Area

100 new consumers to date

\$391,773

2010-2013

5 Outreach Advocates hired, 100 new consumer cases opened, 6 newspaper articles published, community workshops conducted

Project Description: The Boston Center for Independent Living is using ARRA funding to conduct intensive outreach to underserved populations in Greater Boston, focused on the Latino and Haitian communities. To date these efforts have allowed BCIL staff working on this project to develop active client databases of individuals in the target groups, seniors at high risk of entering a nursing facility, and youth with learning disabilities.

ARRA: Community Living P

Project Initiative	Location	Population Served	Total Project Value	Project Timeline	Key Outcomes
5 Northeast Independent Living Program (NILP) ARRA Projects	Northeastern Massachusetts, Lowell and Lawrence Areas	Consumers in NILP service area	\$138,655	2010-2011	Summer Youth Program for high-risk youth with disabilities operated, ADA Compliance Training Program conducted, outreach to underserved communities

Project Description: NILP utilized its ARRA funds to retain staff, to grow community marketing and outreach efforts, to develop an ADA compliance curriculum to train community partners, and to operate a Summer Youth Program for high-risk youth with disabilities. These efforts have provided the foundation for NILP's continued focus on strategic planning, organizational services, outreach and advocacy. NILP has secured resources to sustain the agency's summer youth program started with ARRA.

6 MetroWest Center for Independent Living (MWCIL) Technology and Outreach Projects	MetroWest Suburbs of Boston	All consumers in MetroWest suburbs	\$136,877	2010-2013	Information Specialist and 2 Peer Counselors hired, technology upgrades completed, equipment for training and education materials obtained
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Project Description: MWCIL is using ARRA funding to improve technological infrastructure, community outreach efforts, and resource development. The Center has hired ARRA-funded staff to increase communication with consumers and the disability community. MetroWest is also using technological equipment and accessories to produce education and training materials for people with disabilities.

7 Center for Living and Working (CLW) Accessibility Improvements	Central Massachusetts	All consumers in CLW service area	\$139,536	2010-2013	16 accessible workstations installed, phone system upgraded, 3 staff retained, PCA database add-on obtained
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Project Description: The Center for Living and Working has used its ARRA funding to support facilities improvements for enhanced accessibility for clients and staff as well as technological upgrades to software and office systems for increased efficiency. In addition, three staff positions are retained with ARRA funds. ARRA funds will also support skills training and education classes for CLW staff.

g Project Descriptions

Project Initiative	Location	Population Served	Total Project Value	Project Timeline	Key Outcomes
8 Southeast Center for IL (SCIL) ARRA Projects	Southeastern Massachusetts, Fall River, New Bedford	All consumers in SCIL service area	\$137,923	2010-2013	5 staff positions retained, partnership with Bristol Community College created, Ticket to Work application submitted

Project Description: The Southeast Center for Independent Living is utilizing ARRA funding to support five staff positions focused on assisting consumers in transitioning into maintaining independence in the community. These ARRA-funded positions are also coordinating efforts to assist SCIL consumers with obtaining academic and employment opportunities. SCIL also used ARRA funding to develop and submit an application for the Social Security Ticket to Work program for the Center to become an Employment Network.

9 Independence Associates (IA) Technological Upgrades and Outreach Project	Greater Brockton Area	All consumers in IA service area	\$138,873	2010-2013	Phone system replaced, equipment for staff and community trainings purchased, staff member hired
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Project Description: Independence Associates is using its ARRA resources on technological upgrades, staffing, and accessibility improvements to upgrade the Center’s capacity to provide quality services to individuals with disabilities within its service area. Projects include upgrading technological equipment to improve service delivery and assist community trainings as well as improvements to IA’s facilities to increase accessibility and improve the ability of IA to serve individuals with disabilities.

10 Cape Organization for the Rights of the Disabled (CORD) Recreation and Special Ed. Projects	Cape Cod and the Islands	All consumers in CORD service area	\$136,873	2010-2013	8 staff members retained, special education workshops conducted, conference on accessible recreation planned, accessible trolley tour proposal presented
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Project Description: The CORD is utilizing its ARRA funding on projects revolved around special education training and increasing access to recreational activities for individuals with disabilities in the Cape Cod region. In addition, the CORD will be using ARRA funds on programs and services to assist youth with disabilities in transitioning from school to work, adulthood, and independent living.

ARRA: Community Living Project Descriptions

Project Initiative	Location	Population Served	Total Project Value	Project Timeline	Key Outcomes
11 Multicultural ILC (MILCB) Outreach and Relocation Project	Boston Area	Consumers in MILCB service area	\$167,552	2010-2013	2 Outreach and Peer Mentors hired, negotiations for relocation underway

Project Description: The Multicultural Independent Living Center of Boston is utilizing ARRA funds toward outreach and skills training efforts to underserved individuals with disabilities within its service area, focusing on consumers with cultural and language barriers. MILCB also will utilize ARRA resources to assist with the agency's effort to relocate to a new location which will expand its capacity to provide core independent living services to individuals with disabilities of diverse backgrounds.

12 New Client Tracking Database for MRC Independent Living Centers	Statewide	All 11 Massachusetts ILCs and Consumers	\$194,000	2010-2011	New web-based database for MA ILCs completed and training developed and provided
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Project Description: ARRA funds supported a major upgrade of the program database used for client tracking and performance monitoring by the ILCs. The database is web-based, fully accessible, and meets federal and state reporting requirements. The database is used to generate reports and record client and service information.

13 Performance Measures for Independent Living Centers (ILC)	Statewide	All 11 Massachusetts ILCs	\$30,000	2009-2011	New measures created, documented, and tested. Training of ILCs completed
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Project Description: ARRA funds supported development of new performance measures for Massachusetts ILCs. Performance measures were created to better evaluate the quality and effectiveness of services received by individuals with disabilities, including benchmarks and outcomes.

FY2011 Project Highlights



On-The-Job Training Employment Initiative

The MRC successfully leveraged ARRA funding to increase utilization of On-The-Job trainings in partnership with employers. This initiative created individualized employer and industry-specific job training opportunities for MRC consumers, and assisted in stimulating the economy by placing individuals with disabilities into positions in high-growth industries. Through ARRA funding, 186 MRC consumers participated in On-The-Job trainings. These placements resulted in 99 successful employment outcomes. OJT employment outcomes included work as an EMT, GIS analyst, and marketing representative. These results demonstrate how this initiative is an effective tool to place individuals with disabilities into employment in skilled positions and high-growth industries. The total ARRA budget for this project was \$438,572.





Launching a new MRC identity

In December, 2009, the MRC senior leadership team, together with managers from each division, met to identify key priorities that could further the good work the MRC does. Among them was the need to address gaps in knowledge among staff, consumers, providers, employers and other stakeholders about the vast array of services the MRC offers. There was strong agreement about the importance of 'getting the right consumer to the right service areas' and the idea that acting as a single, coordinated unit, or **"One MRC"** as the concept became known, would be a key factor in creating a comprehensive approach to service delivery. To keep the momentum and develop a detailed plan of action, senior leadership endorsed the creation of the Marketing Strategy Team (MST) in the late spring of 2010. The team was built from volunteers throughout the MRC's divisions, including representation from offices around the Commonwealth.

The energy and synergy of team members formed the basis of the process, which:

- designed and participated in the collection of feedback from all stakeholders about their understanding of the MRC;
 - gathered recommendations on best practices and ways to bridge the existing gaps;
 - drafted a Marketing Strategy Plan; and
 - interviewed marketing firms to find a partner to help execute the recommendations.
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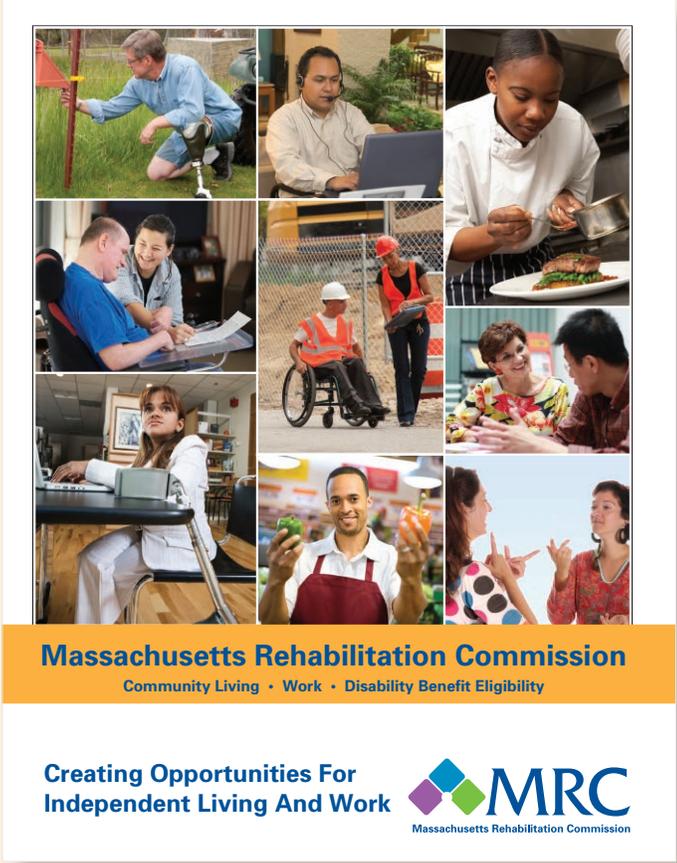
After an intensive period of data collection and analysis, the MST produced a detailed marketing plan, issued an RFP and interviewed potential marketing resources. As a result, the senior leadership team authorized the hiring of Buyer Advertising to lead phase II of this project, including the utilization of MST subgroups to provide direction and feedback on various elements involved in getting the word out while creating a new MRC brand and identity.

The new materials, with samples shown on the following pages, represent the new face of the MRC and will help us more clearly communicate the philosophies, practices and resources we bring to bear in support of the consumers we serve.

Only by having each of us understand and follow the principles of the new MRC brand, and live the concept of **"One MRC"** in all we do, can we reach our goal of getting the right consumer to the right service areas. In the fall, we will extend the launch of our new brand to external media.



Our new logo pairs a contemporary typeface with three diamond shapes representing the three divisions of the MRC that are ready to work as one organization to help consumers move toward a more independent life. A colorful palette makes the complete logo an interesting and eye-catching visual element.



“Creating Opportunities For Independent Living And Work”

The tagline distills in one phrase our objectives, plans and hopes for the consumers we work with to achieve a more independent life.

The new consumer brochure is the centerpiece of our updated menu of material for use with our consumers and partners. In a very visual fashion, the brochure tells the story of how we work with consumers from initial consultation to their eventual move toward a more self-reliant and independent living situation. It talks about our interest in planning and goal setting as well as our aim to serve the whole person, regardless of the reason for their initial contact. Perhaps most important, it introduces the concept of **“One MRC”** – our pledge to bring all the appropriate resources of the organization and our partners to each consumer with whom we work.

Working With MRC



Continued on back panel

Vision and Mission

The 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.

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

www.mass.gov/mrc

1-800-245-6543
(Toll-free in MA only)



The 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.

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

COMMUNITY LIVING • WORK • DISABILITY BENEFIT ELIGIBILITY



The design of our new combination sign/poster, which will be displayed in the lobbies of our offices around the state and in certain areas of our administrative office, promotes our mission and major areas of work. The photos add a human touch and depict the additional independence we hope consumers will achieve as a result of working with us.

Creating Opportunities for Independent Living and Work



Folder Cover



Data Sheet

Consumer Liaison

"The goal of our services is to promote dignity through employment and community living, one person at a time. All people with disabilities in Massachusetts must have opportunities to contribute as productive members of their communities and families as a result of services provided by the MRC."

Charles Carr,
Commissioner

The MRC has a staff member working within the Commissioner's Office as an Ombudsperson who serves as a consumer liaison, primarily to address concerns regarding delivery of services and to answer a variety of disability-related questions. People who typically contact the Ombudsperson include consumers, family members, advocates, legislators and their aides, other state government personnel and MRC staff members.



The Ombudsperson provides information and referral services and assists callers to better understand the services offered by the MRC. If a complaint is brought forward, the Ombudsperson promptly reviews the matter and works with consumers and MRC staff to find a solution. If this type of intervention does not bring about resolution, there is a formal appeal process. Mediation services are also available to MRC-VR consumers.

The Ombudsperson assists consumers across all service programs and may be contacted by telephone at 617-204-3603 or 800-245-6543 (voice and TTY), through the agency website at www.mass.gov/mrc or by writing to the MRC Administrative Office in Boston.

State Rehabilitation Council

The purpose of the MRC State Rehabilitation Council (SRC) is to advise the MRC about the delivery of effective rehabilitation services to promote employment and independence of people with disabilities (except those with blindness) in Massachusetts.

Council members are appointed by and serve at the pleasure of the Governor. The membership reflects a diverse representation of people with disabilities and disability advocacy groups; current and former consumers of vocational rehabilitation and independent living services; people in business and industry; the medical profession; education; and community rehabilitation programs. Members of the MRC State Rehabilitation Council are volunteers who donate their time to fulfill the mission of the SRC.



SRC Mission

To function as the Massachusetts Rehabilitation Commission's Vocational Rehabilitation Advisory Council focused on supporting and advising the agency in the provision of high quality, value based training and services that lead to meaningful and sustainable competitive employment.

SRC Vision

To provide a dynamic pathway to economic self-sufficiency for all people with disabilities to break the historic bonds of poverty.

2011 SRC Members:

Faith Behum, Mark Bornemann, Kristin Britton, Dawn Clark, Christiana Erekosima, Mike Ferriter, Kevin Goodwin, Alan Greene, June Hailer, Nicholas Kaltsas, Jenna Knight, Lusa Lo, Carol Menton, Joseph Panciotti, Ann Marie Paulson, Edna Pruce, Jeffrey Roberge, Rita Sagalyn, Neil Sullivan, and Ruth Unger.

MRC Finances



Vocational Rehabilitation | 7/1/10 – 6/30/11

Competitive Employment in Massachusetts

The MRC successfully placed 3,413 consumers with disabilities into employment based on their choices, interests, needs and skills in FY11.

These rehabilitated employees earned \$59.2 million in their first year of employment.

Estimated public benefits savings from consumers assisted by the MRC in MA were \$25.6 million.

The return to society based on increases in lifetime earnings range from \$14 to \$18 for every \$1 invested in the MRC Vocational Rehabilitation program.

\$5 is returned to the government through income taxes and reduced public assistance payments for every \$1 invested in the MRC Vocational Rehabilitation program.

Average Hourly Wage:	\$12.58
Average Weekly Hours Worked:	26.50

Vocational Rehabilitation

Who Are Our VR Consumers?

Psychiatric Disabilities:	36.8%
Learning Disabilities:	18.8%
Orthopedic Disabilities:	10.7%
Substance Abuse:	10.0%
Deaf and Hard of Hearing:	6.7%
Developmental Disabilities:	2.7%
Neurological Disabilities:	2.0%
Traumatic Brain Injury:	2.0%
Other Disabilities:	9.6%

Average Age:	34
Female:	46.1%
Male:	53.9%
White:	79.6%
Black:	16.4%
Asian/Pacific Islander:	3.4%
Native American:	0.6%

Facts at a Glance

Consumers Actively Receiving Services:	22,003
Consumers Enrolled in Training/Education Programs:	15,169
Consumers with Significant Disabilities Employed:	3,413
Consumers Employed with Medical Insurance:	94.4%
Consumers Satisfied with Services:	84.0%

Vocational Rehabilitation

7/1/10 – 6/30/11

MRC Finances



Community Living Programs

Community Living Programs | 7/1/10 – 6/30/11

Consumers Served

Independent Living Centers:	6,195
Brain Injury Services:	1,815
Home Care Services:	1,340
Assistive Technology:	682
Turning 22 Services:	445
Protective Services:	393
Housing Registry:	365
Supported Living Services:	170

Services Purchased

Brain Injury Services:	\$16,071,666
Independent Living Centers:	\$6,639,954
Home Care Services:	\$3,849,147
Supported Living Services:	\$1,501,202
IL Turning 22 Services:	\$1,393,305
Assistive Technology:	\$1,140,648
Protective Services:	\$638,245
Housing Registry:	\$80,000

Facts at a Glance

Consumers Actively Receiving Services:	11,405
Total Funds Expended:	\$31,314,167
Cost Per Consumer Served:	\$2,746

Historically, the agency has only looked at the financial information for the three divisions within the MRC; however, this year Commissioner Carr wanted to look at the number of youth served, not simply referred. In alignment with his commitment to transition efforts and placing youth with disabilities within the community, he is making this a priority.

**Youth Served
(Ages 16-22)***

The Vocational Rehabilitation Program served **6,951** youth ages 16 to 22 during SFY10.

825 young consumers were placed in employment, with an average hourly wage of **\$10.72**.

Employed young consumers worked an average of **26.9** hours per week.

476 high school students were served by the Transition Works Grant program which is in its fourth year. Transition Works is a 5-year, \$500,000 demonstration grant funded by the U.S. Department of Education to develop best practices for transitioning youth with disabilities from school to work.

* Age at application for MRC services.

**Who Are Our
Young Consumers?**

Male:	59.4%
Female:	40.6%

**Age Profile
(% served)**

16	2.6%
17	15.3%
18	31.6%
19	24.3%
20	11.4%
21	8.1%
22	6.7%

Referral Source

688 Referral:	30.4%
Lead Education Agency:	15.3%
TAC-Assigned:	0.3%
Other Referral Source:	54.0%

Disability Profile

Sensory/Communicative:	8.0%
Physical/Mobility:	10.6%
Cognitive/Psychological:	81.4%

Facts at a Glance

Youth actively receiving services:	6,951
Youth enrolled in training/education programs:	5,453
Average hourly wage for employed youth:	\$10.72

MRC Finances



Disability Determination | 10/1/10 – 9/30/11

DDS: SSI/DI Claims Processed

Total Receipt of Cases:	83,372
Total Disposition of Cases:	86,726
Initial Claims Filed:	52,366
Initial Claims Disposed:	56,035
% Allowed:	41.9%
Continuing Disability Review Receipts:	8,691
Continuing Disability Review Dispositions:	7,906

DDS: Purchased Services

Consultative Examinations Purchased:	24,453
Consultative Examination Rate:	28.2%
Medical Evidence of Record Purchased:	76,784
Medical Evidence of Record Rate:	88.5%

Total Medical Costs:	\$4,263,547
Total Budget:	\$45,108,734
Cost Per Case:	\$520.13

Facts at a Glance

Total Disposition of SSI/DI Cases:	86,726
Accuracy of Decisions:	97%
Federal Accuracy of Decision Standard:	90%

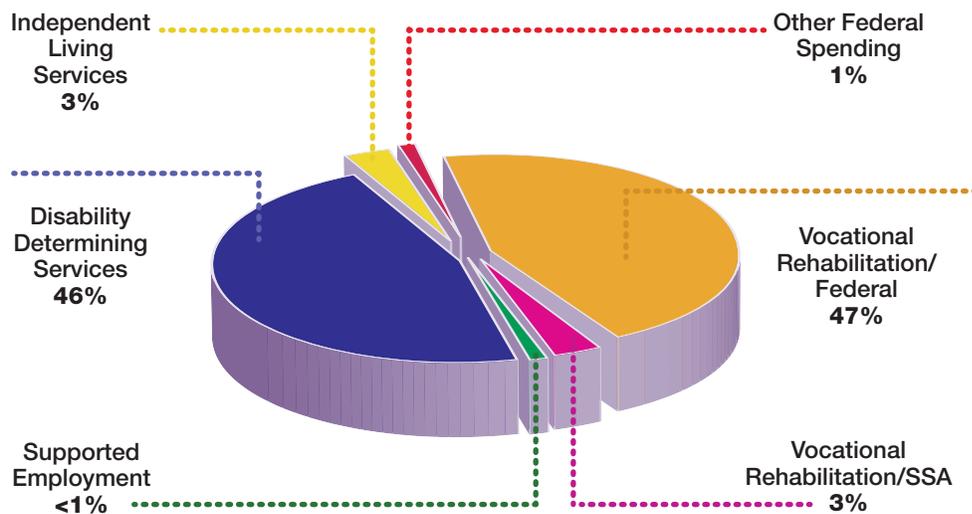
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MRC Finances

Sum for Federal FY | 10/1/10 – 9/30/11

Federal Funds Expended	FY2011	%
Vocational Rehabilitation/Federal	\$46,822,973	47%
Disability Determination Services	\$45,176,668	46%
Independent Living Services	\$3,084,648	3%
Vocational Rehabilitation/SSA	\$2,650,400	3%
Other Federal Spending	\$1,118,054	1%
Supported Employment	\$450,890	<1%
Total	\$99,303,633	

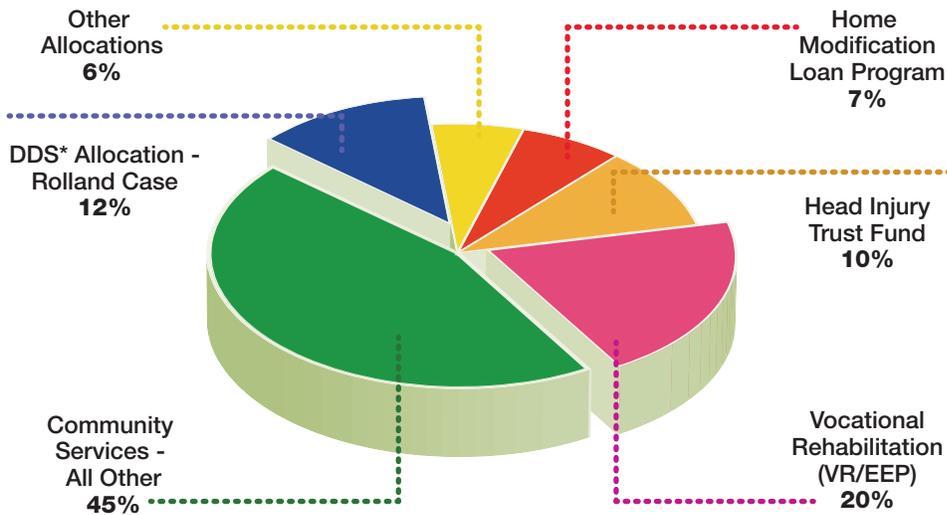
FY 2011 Federal Funds Expended



Sum for State FY | 7/1/10 – 6/30/11

State Funds Expended	FY2011	%
Community Services - All Other	\$27,773,003	45%
Vocational Rehabilitation (VR/EEP)	\$12,435,559	20%
DDS Allocation - Rolland Case	\$7,306,055	12%
Head Injury Trust Fund	\$6,440,455	10%
Home Modification Loan Program	\$4,000,000	7%
Other Allocations	\$3,498,054	6%
Total	\$61,453,126	

FY 2011 State Funds Expended



* - DDS formerly DMR



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