



VOCATIONAL REHABILITATION SERVICES

MRC Statewide Comprehensive Vocational Rehabilitation Needs Assessment Process

The Massachusetts Rehabilitation Commission (MRC), in cooperation with the State Rehabilitation Council (SRC) conducts an annual Comprehensive Statewide Annual Needs Assessment (CSNA). The MRC conducts the CSNA on an annual basis with the information and findings incorporated into MRC's State Plan, Strategic Planning, and Quality Assurance Activities. The CSNA provides agency management with detailed information regarding the needs of the consumers served by the MRC, and to fulfill the federal requirement that the agency conduct a needs assessment at least every three years as part of the State Plan. The MRC and the SRC have determined that conducting a needs assessment of consumers every year will provide agency management with more detailed and timely information regarding the needs of MRC consumers.

The CSNA process consists of a consumer survey, focus groups, analysis of key statistical and demographic information and facts, and collaboration and discussion with the SRC and other key stakeholders. The MRC and the SRC has developed a subcommittee of MRC staff, SRC representatives, and other stakeholders to manage the CSNA process to ensure the CSNA is comprised of a wide array of information to determine the service needs of citizens with disabilities within Massachusetts as well as provide input on the assessment of the needs of consumers served by the MRC. The subcommittee reviews the CSNA process each year to enhance and modify the process as needed to ensure it captures a wide range of information, both quantitative and qualitative, from a wide range of participants.

The goal of the CSNA is to provide agency staff with short and long term data on consumer needs to drive improvements to Vocational Rehabilitation and other related MRC programs. In addition to assessing the overall needs of the MRC's consumer population and individuals with disabilities in Massachusetts, the CSNA process seeks to identify the VR service needs of individuals with significant disabilities including the need for supported employment, determining the needs of individuals with

disabilities from diverse ethnic and racial backgrounds, individuals who may be underserved or unserved by the MRC's VR program, the needs of individuals with disabilities served through the overall Massachusetts workforce investment system, and to evaluate the need to create and improve community rehabilitation programs.

The agency utilizes the results of the CSNA to assist in crafting the goals and priorities for the agency, defining avenues for resources that will form the determination of goals and priorities for the years to come. This data also informs MRC program development and special project activities by documenting the need for grant funded programs and new initiatives meeting the vocational needs of citizens of the Commonwealth with disabilities. The findings on consumer needs listed in this report are presented and shared with MRC Senior Management and VR staff, the entire body of the SRC, and other key stakeholders as part of the MRC's State Plan, Strategic Plan, and continuous quality improvement processes. The information is also disseminated through the MRC's website.