**Massachusetts State Rehabilitation Council**

**Submitted draft recommendations for consideration-5/16/25**

**FY26- 1- incorporating FY26-10**

**Submitted by Client Assistance Program**

MassAbility will create fact sheets for participants of career services to better understand and orient themselves to the services that they will receive.  Fact sheets would be written in plain language, be available in multiple languages, and would be distributed to participants upon engaging in services and at various points throughout the VR process. Subjects of fact sheet would include basic information on the Individualized Plan for Employment (IPE) and employment goal, financial participation, eligibility, general rights and responsibilities, and due process. These materials should also be available on MBY’s website.

**FY26- 2**

**Submitted by Client Assistance Program**

Create a process whereby job placement staff connect to staff of state agency employers who are knowledgeable about the details of the agency’s stock of jobs beyond what is included in a written job description. By connecting to such staff, it would be possible to understand the actual day to day work associated with a position, and what makes or doesn't make a good match for the position. This increases the likelihood that MBY can make effective recommendations of MassAbility participants who would be qualified for state agency positions.

**FY26- 3**

**Submitted by Business Employment and Opportunity (BEO) Committee**

The Business Employment and Opportunity (BEO) Committee will work with MassAbility to make available instructional materials relevant to MBY participants becoming certified holders of the Disability Employment Tax Credit (DETC). The Committee will advise MassAbility on strategies for marketing the DETC to participants, vendors and employers.

**FY26- 4**

**Submitted by Business Employment and Opportunity (BEO) Committee**

The Business Employment and Opportunity (BEO) Committee will join MassAbility to improve the self-employment supports provided, based upon best practices from the State VR Programs of ME and VT.

**FY26- 5**

**Submitted by Business Employment and Opportunity (BEO) Committee**

The Business Employment and Opportunity (BEO) Committee will advise MassAbility on additional efforts to engage additional employers to support hiring people with disabilities in the commonwealth.

**FY26- 6**

**Submitted by the Statewide Comprehensive Needs Assessment & Consumer Satisfaction Committee**

The SRC recommends that MassAbility collaborate with community transportation providers to create a centralized, streamlined application and intake process for transportation assistance. Prioritizing affordability, accessibility, and reliability for individuals with disabilities, this process should include free and discounted access to vehicles, vehicle modifications, and transportation services such as public transit and paratransit.

This collaboration should also produce a comprehensive outreach and education toolkit that includes user-friendly materials and a transportation resource directory. The toolkit will help participants, especially those in underserved areas, understand their options, navigate transportation services more easily, and access the support they need to pursue and maintain competitive, sustainable employment.

**FY26- 7**

**Submitted by the Statewide Comprehensive Needs Assessment & Consumer Satisfaction Committee**

The SRC recommends that MassAbility identify and implement targeted strategies to reduce communication breakdowns between vocational rehabilitation counselors and participants, particularly the loss of contact that often leads to cases being closed unsuccessfully. These strategies may include, but are not limited to, reviewing and adopting best practices from offices with stronger communication outcomes; clarifying what information is provided to participants at intake about how to re-establish contact with their counselor if needed; and exploring whether an optional alternate contact person (distinct from the emergency contact) could be designated for use if contact with the participant is lost.