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Massachusetts Commission for the Blind  
Virtual Town Hall – September 23, 2020

Massachusetts State Seal

Slide 2

Welcome

MCB logo with braille above each letter in M C B and Massachusetts Commission for the Blind written underneath

Commissioner David D’Arcangelo

Slide 3

Mary Otiato

Director of Policy & Strategic Initiatives/Ombudsman

Slide 4

MCB Central Registry – Introduction

* Why the Central Registry (CR)?
* CR Staff & Functions
* Frequently Asked Questions
* Business Process Redesign
* Important CR Information

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MCB CR Business Process Redesign

OnBase System

* OnBase is a data extraction tool from the MRLB. When data is extracted from the MRLB, it goes through a quality control process to validate the registrant information.
* OnBase expedites the registration process, and especially in cases where the registrant is in danger of losing employment or needs immediate safety services.
* Current state - MRLB is submitted to MCB via fax, CR has to code the report and manually enter the data into the central registration system which a long time.
* Future state – MRLB is submitted into OnBase, data is validated and converted into excel. After QA, data is forwarded into the Case Management System.

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MCB CR Business Process Redesign

* MCB Short Form – First Impression Matters
* When a patient is diagnosed as legally blind and registered with MCB, it is important that the individual receive a meaningful welcome from the agency.
* The short form validates registrant demographic data for accuracy.
* The form has about 26 survey questions that touches on topics like shared consumers with other agencies, transportation use and safety, driver’s license, visual function and technology use.
* The survey also addresses immigration statuses, labor force involvement and language preferences for better service delivery.
* All questions on the survey are pegged to other surveys such as ACS, GSS, NHIS etc. for comparison.

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Karin Butler

MCB Registrar

Slide 8

CR Frequently Asked Questions

* How do I become registered?
* Eye physician submits the results of most recent eye exam. If vision meets the definition of legal blindness, patient will be registered, notified by mail & contacted for an explanation of services. Legal Blindness: vision with correction of 20/200 or less in the better eye; or, peripheral field of ten degrees or less regardless of acuity.

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Luis Nolasco

Director of Consumer Registration & Data Management

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CR Frequently Asked Questions Continued

* What are some of the benefits of registration?
* Real Estate & Auto Excise tax exemptions
* Certificates of Blindness
* MCB ID card
* Voting rights information
* Certification for handicap placards & specialized telephone equipment
* Specialized blindness services i.e. Orientation & Mobility, Independent Living training etc.

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Beverly Jean-Baptiste

Office Specialist

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CR Frequently Asked Questions Continued

* Why do I need a Certificate of Blindness (COB)?
  + COBs are used for tax exemption & HP Placard applications & obtaining an MBTA Blind Access card.
* What are my options for free or reduced travel?
  + The MCB ID card provides verification of blindness required by some travel companies offering free or reduced rate travel. The MBTA offers free travel with the Blind Access card, call 617-222-3200.

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Luis Nolasco

Director of Consumer Registration & Data Management

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CR Important Numbers

* Central Register Inquiries: [BlindnessRegistry@mass.gov](mailto:BlindnessRegistry@mass.gov)

Phone: 617-626-7415

* General MCB Inquiries: [MCBinfo@mass.gov](mailto:MCBinfo@mass.gov)

Phone: 617-727-5550

Toll Free: 800-392-6450

* Ombudsman: [MCB-Ombudsman@mass.gov](mailto:MCB-Ombudsman@mass.gov)

Phone: 617-626-7408

* Online Registration Portal: (eye physicians only)

[www.mass.gov/reportofblindness](http://www.mass.gov/reportofblindness)

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Darren Black

SR/RT Supervisor, Region 4

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Matthew Shifrin

Student

Photo of Matthew Shifrin. Photo shows a man with red hair who has light skin tone and who is blind. The man is wearing a striped colorful sweater and black glasses. He is sitting at a table and touching a building made of Legos. Behind the man is a tall bookcase that contains buildings made of Legos.

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Connect with MCB

Thank you!

Website: www.mass.gov/mcb

Twitter/Instagram: @massblind

Facebook: @masscommblind

LinkedIn: Massachusetts Commission for the Blind

YouTube: Massachusetts Commission for the Blind

YouTube: Massachusetts Commission for the Blind