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Mission and Vision

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 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.
Dear Colleagues:

I am very honored to be the Commissioner of the Massachusetts Rehabilitation Commission (MRC) since March of 2015. Leading an agency that provides comprehensive services to people with disabilities, MRC is maximizing the quality of life and economic self-sufficiency of people throughout the Commonwealth.

It is with great pleasure I present our annual report for fiscal year 2016. During the year, MRC provided Vocational Rehabilitation services to 25,125 consumers and assisted 3,816 consumers in obtaining and maintaining competitive employment, provided community living services to 12,267 consumers to assist them in maintaining independence in the community, and processed over 90,000 eligibility claims for disability benefits for Massachusetts citizens with a 98% accuracy rate.

The MRC is proud of the strong collaborations we have established and maintained over the years with employers, providers, and other state agencies which contribute to these successes. These partnerships are critical in the work we do to achieve MRC’s mission. One of our highlights was completing our first statewide employer conference which was attended by approximately 200 employers. In FY16, we also expanded our public-private collaboration through job-driven training programs with employers such as Home Depot, CVS Health, Advance Auto Parts, Allied Barton, G4S Security, the Kraft Group, Lowe’s, among others. During FY2016, 380 MRC consumers achieved successful employment with these employers across the Commonwealth thanks to these efforts.

I am committed to ensuring MRC promotes equality, empowerment and independence of individuals with disabilities. This goal can only be accomplished through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

Sincerely,

Adelaide “Nicky” Osborne
Commissioner
MEET THE MRC SENIOR MANAGERS

Adelaide “Nicky” Osborne
Commissioner

Kasper M. Goshgarian
Deputy Commissioner

Richard Arcangeli
General Counsel

Josh Mendelsohn
Assistant Commissioner
Community Living Services

Joan Phillips
Assistant Commissioner
Vocational Rehabilitation Services

Patricia Roda
Assistant Commissioner
Disability Determination Services
VOCATIONAL REHABILITATION: JULY 1, 2015 – JUNE 30, 2016

VR: Competitive Employment in Massachusetts

The MRC successfully placed 3,816 individuals with disabilities into employment based on their choices, interests, needs and skills in FY16.

These rehabilitated employees earned $70.1 million in their first year of employment.

Estimated public benefits savings from individuals assisted by the MRC in MA were $28.6 million.

The returns to society based on increases in lifetime earnings range from $14 to $18 for each $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: $13.18
Average Weekly Hours Worked: 26.8

VR: Facts at a Glance

Consumers Actively Receiving Services: 25,125
Consumers Enrolled in Training/Education Programs: 16,513
Consumers with Significant Disabilities Employed: 3,816
Consumers Employed with Medical Insurance: 95.9%
Consumers Satisfied with Services: 84.0%
Who are our VR consumers

<table>
<thead>
<tr>
<th>Disability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatric Disabilities</td>
<td>40.0%</td>
</tr>
<tr>
<td>Learning Disabilities</td>
<td>22.2%</td>
</tr>
<tr>
<td>Orthopedic Disabilities</td>
<td>10.2%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>8.7%</td>
</tr>
<tr>
<td>Other Disabilities</td>
<td>7.4%</td>
</tr>
<tr>
<td>Deaf and Hard of Hearing</td>
<td>6.0%</td>
</tr>
<tr>
<td>Neurological Disabilities</td>
<td>2.4%</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>1.8%</td>
</tr>
<tr>
<td>Traumatic Brain Injury</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

Average Age: 33

Female: 46%
Male: 54%

White: 79.7%
Black: 17.6%
Hispanic: 11.8%
Asian/Pacific Islander: 3.4%
Native American: 1.0%

- “After trying some service jobs, MRC provided me with more training in other areas that I’m good in and through this training, I got a job doing pharmacy tech. I love it and the pay is excellent.”
- “I love my job and I look forward to continuing my work with the Kraft Group and becoming a full-time employee in the very near future. Many thanks again to the Kraft Group and the Massachusetts Rehabilitation Commission for this wonderful career opportunity.”
  – MRC Consumers
VOCATIONAL REHABILITATION YOUTH SERVICES: JULY 1, 2015 – JUNE 30, 2016

VR Youth Served (Ages 16-24)*

The Vocational Rehabilitation Program served 10,471 youth ages 16 to 24* during SFY16.

1,298 young consumers were placed in employment, with an average hourly wage of $11.58.

Employed young consumers worked an average of 26.7 hours per week.

During SFY2016, MRC served 2,897 high school students with disabilities through its VR Area Offices. MRC also initiated Pre-Employment Transition contracts with 20 vendors across the Commonwealth. These programs offer work-based learning experiences, job readiness and skills trainings, assistance with enrollment in post-secondary education and training programs, job exploration, and leadership/mentoring services to students with disabilities.

During SFY2016, MRC provided paid summer internship experiences for 436 young consumers across the Commonwealth through its Local Area Office Internship Program, CVS Health Summer Internship Program, and the Transitional Internship Program (TIP). These internships provide employment related skills and guidance, and references to facilitate permanent future employment opportunities.

VR Youth: Facts at a Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Actively Receiving Services:</td>
<td>10,471</td>
</tr>
<tr>
<td>Youth Enrolled in Training/Education Programs:</td>
<td>7,654</td>
</tr>
<tr>
<td>Average Hourly Wage for Employed Youth:</td>
<td>$11.58</td>
</tr>
</tbody>
</table>

*Age at application for MRC services.
VOCATIONAL REHABILITATION YOUTH SERVICES: JULY 1, 2015– JUNE 30, 2016

Who are our young VR consumers

Males: 59.1%
Females: 40.9%

Referral Source
688 Referral: 33.8%
Lead Education Agency: 20.1%
Transitional Advisory Council Assigned: 0.2%
Other Referral Source: 45.8%

Disability Profile
Sensory/Communicative: 4.9%
Physical/Mobility: 10.2%
Cognitive/Psychological: 84.9%
COMMUNITY LIVING: JULY 1, 2015– JUNE 30, 2016

CL: Consumers Served

Independent Living Centers:* 5,887
Assistive Technology: 1,850
Home Care Services: 1,273
Brain Injury Services: 1,006
Waiver Unit Services: 597
Turning 22 Services: 591
Protective Services: 439
Housing Registry: 430
Supported Living Services: 194

CL: Services Purchased

Brain Injury Services: $30,500,000
Independent Living Centers: $ 7,730,106
Home Care Services: $ 4,650,773
IL Turning 22 Services: $ 2,058,663
Supported Living Services: $ 1,950,471
Assistive Technology: $ 1,853,712
Protective Services: $ 807,925
Housing Registry: $ 80,000

CL: Facts at a Glance

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Consumers Actively Receiving Services:</td>
<td>12,267</td>
</tr>
<tr>
<td>Total Funds Expended:</td>
<td>$49,640,740</td>
</tr>
<tr>
<td>Cost per Consumer Served:</td>
<td>$4,047.00</td>
</tr>
</tbody>
</table>

* State funded services only.

DDS: Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)

**DDS: SSI/ SSDI Claims Processed**

- Total Receipt of Cases: 91,337
- Total Disposition of Cases: 91,657
- Initial Claims Filed: 48,430
- Initial Claims Disposed: 48,954
- % Allowed: 41.2%
- Continuing Disability Review Receipts: 30,682
- Continuing Disability Review Dispositions: 23,595

**DDS: Purchased Services**

- Consultative Examinations Purchased: 21,281
- Consultative Examination Rate: 23.7%
- Medical Evidence of Record Purchased: 79,476
- Medical Evidence of Record Rate: 88.5%

**DDS: MA Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)**

- Total MA Population: 6.79M
- MA SSI Recipients, 2015*: 188,051
- MA SSDI Recipients, 2015*: 235,739
- Annual SSI Benefits Paid: $1.20B
- Annual SSDI Benefits Paid: $3.32B

*Most Recent Data available from Social Security Administration

**DDS: Facts at a Glance**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Medical Costs</td>
<td>$8,660,650</td>
</tr>
<tr>
<td>Total Budget</td>
<td>$50,350,907</td>
</tr>
<tr>
<td>Cost Per Case</td>
<td>$549.34</td>
</tr>
<tr>
<td>Total Disposition of SSI/SSDI Cases</td>
<td>91,657</td>
</tr>
<tr>
<td>Accuracy of Initial Decisions</td>
<td>98.6%</td>
</tr>
<tr>
<td>Federal Accuracy of Decision Standard</td>
<td>90.6%</td>
</tr>
</tbody>
</table>
### SUM FOR FEDERAL FY: OCTOBER 1, 2015—SEPTEMBER 30, 2016

<table>
<thead>
<tr>
<th>Federal Funds Expended</th>
<th>FY2016</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocational Rehabilitation/Federal</td>
<td>$ 55,220,204</td>
<td>51%</td>
</tr>
<tr>
<td>Disability Determination Services</td>
<td>$ 47,894,658</td>
<td>45%</td>
</tr>
<tr>
<td>Independent Living Services</td>
<td>$ 1,440,392</td>
<td>1%</td>
</tr>
<tr>
<td>Vocational Rehabilitation/SSA</td>
<td>$ 1,507,685</td>
<td>1%</td>
</tr>
<tr>
<td>Other Federal Spending</td>
<td>$ 1,170,772</td>
<td>1%</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>$ 300,801</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 107,534,512</strong></td>
<td></td>
</tr>
</tbody>
</table>

#### Federal Funds Expended - FFY2016

- **Vocational Rehabilitation/Federal**
- **Disability Determination Services**
- **Independent Living Services**
- **Other Federal Spending**
- **Vocational Rehabilitation/SSA**
- **Supported Employment**
### MRC FINANCIAL STATEMENTS

**SUM FOR STATE FY: JULY 1, 2015 – JUNE 30, 2016**

<table>
<thead>
<tr>
<th>State Funds Expended</th>
<th>FY2016</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services - All Other</td>
<td>$34,663,314</td>
<td>47%</td>
</tr>
<tr>
<td>Vocational Rehabilitation (VR)</td>
<td>$12,435,307</td>
<td>17%</td>
</tr>
<tr>
<td>Dept. of Developmental Services (DDS) Allocation - Rolland Case</td>
<td>$6,012,635</td>
<td>8%</td>
</tr>
<tr>
<td>Head Injury Trust Fund</td>
<td>$5,404,665</td>
<td>7%</td>
</tr>
<tr>
<td>Home Modification Loan Program</td>
<td>$6,500,000</td>
<td>9%</td>
</tr>
<tr>
<td>Waiver (Other Allocations)</td>
<td>$8,961,270</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$73,977,192</strong></td>
<td></td>
</tr>
</tbody>
</table>

![State Funds Expended - SFY2016](chart.png)
The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.
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Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary, Executive Office of
Health & Human Services

ADELAIDE OSBORNE
Commissioner, MRC