



# **Creating Opportunities For Independent Living And Work**

**2018 ANNUAL REPORT**

# TABLE OF CONTENTS

## Contents

Mission and Vision .....	2
Message from the Commissioner .....	3
Meet the MRC Senior Managers .....	4
MRC Program Results:	
• <i>Vocational Rehabilitation</i> .....	5
• <i>Vocational Rehabilitation Youth</i> .....	7
• <i>Community Living</i> .....	9
• <i>Disability Determination</i> .....	10
Financial Statements.....	11
Consumer Liaison Information .....	13

## Mission and Vision

### **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.

### **Who We Serve:**

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community. All programs have their own intake criteria including financial, medical, and other eligibility requirements.

# MESSAGE FROM THE COMMISSIONER

Dear Colleagues,

At the close of the State 2018 Fiscal Year, MRC provided assistance with employment, independent living and disability claimant services to more than 78,000 citizens with disabilities within the Commonwealth. In addition, MRC pursued new opportunities and stronger pathways for collaboration with our sister state agencies, consumers, stakeholders, state rehabilitation council, advisory boards, employers and providers. We are proud of our collaborations and our accomplishments, but most of all, I am very proud of our team at MRC, who work tirelessly to enhance the quality of life for a diverse population of people with significant disabilities.

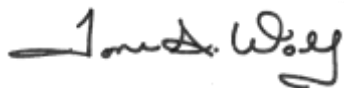
We are reminded daily that our consumers and staff represent many dimensions of identity and hail from many unique backgrounds. We are more similar than different, as we hold the vision of 'One Team, One Dream.' MRC's dream is to move full steam ahead toward employment, independence, and equality for citizens with disabilities in Massachusetts.

As you continue to read our statistical accomplishments throughout this annual report, I want to draw your attention to a few of the many notable accomplishments from this past year.

- Awarded an Administration of Community Living (ACL) grant to partner with the MA Department of Public Health and Brain Injury Association of MA, to address a service gap of individuals with Substance Use Disorders and Traumatic Brain Injuries in MA.
- Created an Individual Placement and Support (IPS) program with shared consumers with disabilities from the Department of Transitional Assistance to choose, obtain, and maintain competitive employment in the respective local labor markets in the Commonwealth.
- Developed a shared vision with the Department of Mental Health to create a new engagement and employment service for consumers from the Adult Community Clinical Support (ACCS) services.
- MassMATCH expanded the Weight and Seating Independence Project (WSIP) providing access to scales and pressure mapping systems for wheelchair users, essential equipment for health monitoring and the prevention of life-threatening pressure injuries.

MRC continues to measure performance and utilize data to analyze population trends to better inform current and future service practices. In addition, we are building an adaptable culture within MRC to adjust to the changing business and community needs.

We will continue to implement innovative practices, find creative avenues for partnerships with our stakeholders and strengthen our services to maintain MRC as the premier agency for people with disabilities to pursue their own dreams. Sincerely,



Toni A. Wolf  
Commissioner

# MEET THE MRC SENIOR MANAGERS



**Toni A.  
Wolf**  
Commissioner



**Kathleen  
Biebel**  
Deputy Commissioner



**Erik  
Nordahl**  
Acting General  
Counsel



**Josh  
Mendelsohn**  
Assistant  
Commissioner  
Community Living  
Services



**Joan  
Phillips**  
Assistant  
Commissioner  
Vocational  
Rehabilitation  
Services



**Patricia  
Roda**  
Assistant  
Commissioner  
Disability  
Determination  
Services

# MRC PROGRAM RESULTS

## VOCATIONAL REHABILITATION: JULY 1, 2017 – JUNE 30, 2018

### VR: Competitive Employment in Massachusetts

The MRC successfully placed 4,053 individuals with disabilities into employment based on their choices, interests, needs and skills in FY18.

These rehabilitated employees earned \$84.3 million in their first year of employment.

Estimated public benefits savings from individuals assisted by the MRC in MA were \$30.4 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.

\*based on Commonwealth Corporation Study.

Average Hourly Wage:	\$14.65
Average Weekly Hours Worked:	27.3

### VR: Facts at a Glance

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<i>Consumers Actively Receiving Services:</i>	<i>29,463</i>
<i>Consumers Enrolled in Training/Education Programs:</i>	<i>18,471</i>
<i>Consumers with Significant Disabilities Employed:</i>	<i>4,053</i>
<i>Consumers Employed with Medical Insurance:</i>	<i>98.7%</i>
<i>Consumers Satisfied with Services:</i>	<i>88.0%</i>

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# MRC PROGRAM RESULTS

VOCATIONAL REHABILITATION : JULY 1, 2017 – JUNE 30, 2018

## Who are our VR consumers

Psychiatric Disabilities:	40.6%
Learning Disabilities:	26.2%
Orthopedic Disabilities:	8.4%
Substance Abuse:	8.2%
Other Disabilities:	5.6%
Deaf and Hard of Hearing:	5.8%
Neurological Disabilities:	2.2%
Developmental Disabilities:	1.7%
Traumatic Brain Injury:	1.3%

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Average Age:	31.8
Female:	45.5%
Male:	54.5%
White:	79.0%
Black:	17.9%
Hispanic:	12.9%
Asian/Pacific Islander:	3.7%
Native American:	1.2%

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- *“At no point have my needs not been addressed by MRC. Feedback/support/guidance has ALWAYS been timely, topical and above all else....ENCOURAGING. I feel like I am not alone in facing my challenges. There were workshops on soft skills, accessibility to posted jobs, mock interviews, and assistance with creating cover letters and resumes. Every time I went to the program, I was supported extremely well.”*
- *“People at MRC are amazing and wonderful. They assisted me get back to college to finish my education degree after being out of school for years due to financial hardship and struggling with mental illness. I was able to take aptitude and career readiness tests to help focus on a career path and then advised me on what my options were going forward.”*
- *“My MRC counselor has been a vital asset on my journey to getting my future plans secured. She has been there every step of the way and now that I am settled in school/work-study she continues to support me and encourage me along the way. She has been incredible and has made this transition as smooth as it could possibly be.”*

– MRC Consumers

# MRC PROGRAM RESULTS

## VOCATIONAL REHABILITATION YOUTH SERVICES: JULY 1, 2017 – JUNE 30, 2018

### VR Youth Served (Ages 14-24)\*

The Vocational Rehabilitation Program served 11,057 youth ages 14 to 24\* during SFY18.

1,060 young consumers were placed in employment, with an average hourly wage of \$12.55.

Employed young consumers worked an average of 26.5 hours per week.

During SFY2018, MRC served 5,588 high school and post-secondary education students with disabilities aged 14 to 22 through its VR Area Offices. MRC also operated Pre-Employment Transition Service (Pre-ETS) contracts with 34 providers across the Commonwealth serving 1,061 students. 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 SFY2018, MRC provided work-based learning experiences for 1,481 young consumers across the Commonwealth through its Local Area Office Internship Program, CVS Health Summer Internship Program, Pre-ETS Contracts, and Transitional Internship Program (TIP). These work-based learning experiences provide employment related skills and guidance, and references to facilitate permanent future employment opportunities.

### VR Youth: Facts at a Glance

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<i>Youth Actively Receiving Services:</i>	<i>11,057</i>
<i>Youth Enrolled in Training/Education Programs:</i>	<i>7,992</i>
<i>Average Hourly Wage for Employed Youth:</i>	<i>\$12.55</i>

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*\* Age at application for MRC services.*

# MRC PROGRAM RESULTS

## VOCATIONAL REHABILITATION YOUTH SERVICES: JULY 1, 2017 – JUNE 30, 2018

### Who are our young VR consumers

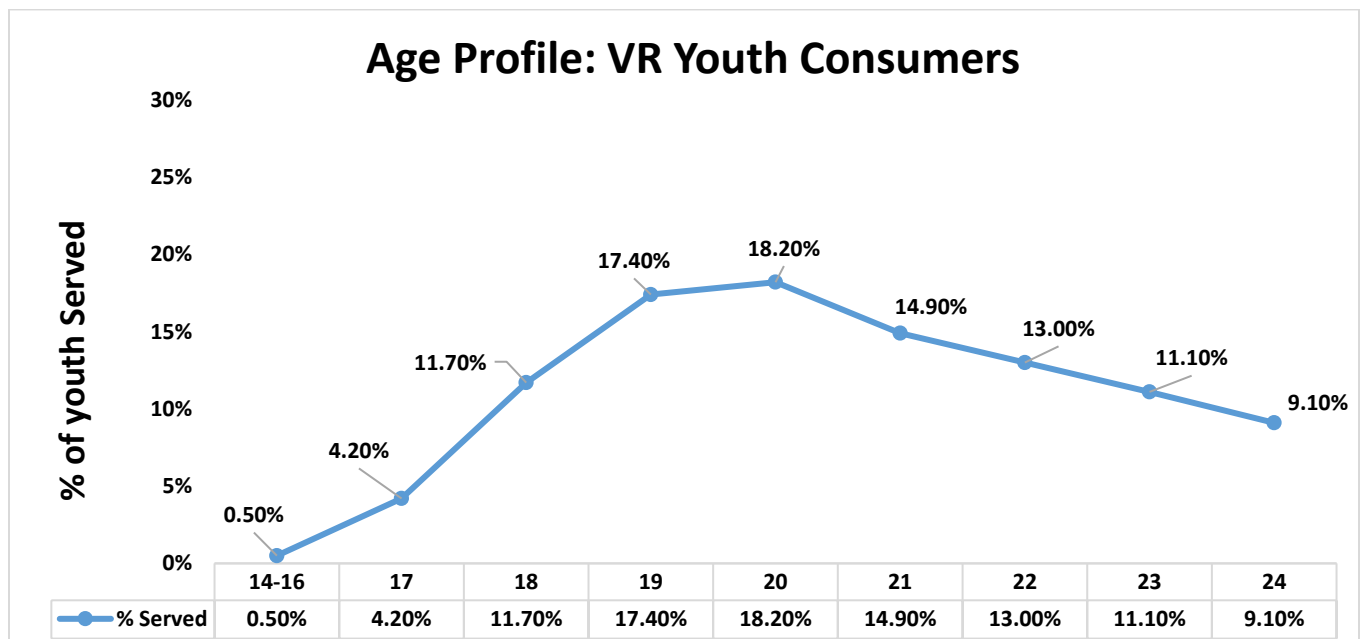
Males: 60.7%  
 Females: 39.3%

#### Referral Source

688 Referral: 28.8%  
 Lead Education Agency: 27.2%  
 Transitional Advisory Council Assigned: 0.6%  
 Other Referral Source: 43.4%

#### Disability Profile

Sensory/Communicative: 6.3%  
 Physical/Mobility: 6.9%  
 Cognitive/Psychological: 86.8%





# MRC PROGRAM RESULTS

## COMMUNITY LIVING: JULY 1, 2017 – JUNE 30, 2018

### CL: Consumers Served

Independent Living Centers:*	6,012
Assistive Technology:	2,707
Home Care Services:	1,375
Brain Injury Services:	1,192
Waiver Unit Services:	829
Turning 22 Services:	734
Protective Services:	427
Housing Registry:	1,611
Supported Living Services:	167

### CL: Services Purchased

Brain Injury Services:	\$29,930,810
Independent Living Centers:	\$ 7,359,020
Home Care Services:	\$ 4,341,050
Assistive Technology:	\$ 2,107,587
IL Turning 22 Services:	\$ 1,908,903
Supported Living Services:	\$ 1,666,193
Protective Services:	\$ 792,988
Housing Registry:	\$ 80,000

### CL: Facts at a Glance

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<i>Total Consumers Actively Receiving Services:</i>	<i>15,054</i>
<i>Total Funds Expended:</i>	<i>\$48,186,551</i>
<i>Cost per Consumer Served:</i>	<i>\$3,201</i>

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*\* State funded services only.*

# MRC PROGRAM RESULTS

DISABILITY DETERMINATION: OCTOBER 1, 2017– SEPTEMBER 30, 2018

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

## DDS: SSI/ SSDI Claims Processed

Total Receipt of Cases:	86,058
Total Disposition of Cases:	83,977
Initial Claims Filed:	43,776
Initial Claims Disposed:	44,321
% Allowed:	41.1%
Continuing Disability Review Receipts:	26,673
Continuing Disability Review Dispositions:	27,510
Accuracy of Decisions:	96.4%

## DDS: Purchased Services

Consultative Examinations Purchased:	17,573
Consultative Examination Rate:	20.9%
Medical Evidence of Record Purchased:	74,706
Medical Evidence of Record Rate:	89.0%

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

Total MA Population:	6.86M
MA SSI Recipients, 2016*:	186,306
MA SSDI Recipients, 2016*:	231,503
Annual SSI Benefits Paid:	\$3.32B
Annual SSDI Benefits Paid:	\$1.19B

*\*Most Recent Data available from Social Security Administration*

## DDS: Facts at a Glance

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<i>Total Medical Costs:</i>	<i>\$7,089,727</i>
<i>Total Budget:</i>	<i>\$47,765,219</i>
<i>Cost Per Case:</i>	<i>\$568.79</i>
<i>Total Disposition of SSI/SSDI Cases:</i>	<i>83,977</i>
<i>Accuracy of Initial Decisions:</i>	<i>96.4%</i>
<i>Federal Accuracy of Decision Standard:</i>	<i>90.6%</i>

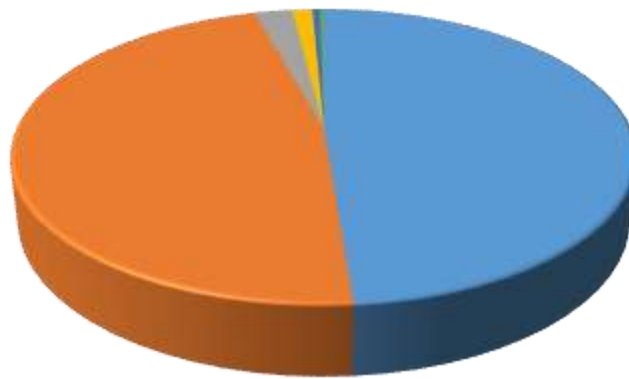
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# MRC FINANCIAL STATEMENTS

## SUM FOR FEDERAL FY: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

<b>Federal Funds Expended</b>	<b>FY 2018</b>	<b>%</b>
Disability Determination Services	\$ 47,252,164	49%
Vocational Rehabilitation (VR)	\$ 45,478,214	47%
Community Services	\$ 2,284,172	2%
Other Federal Spending	\$ 1,212,845	1%
Supported Employment	\$ 463,580	0%
Work Incentive Planning and Assistance	\$ 227,648	0%
<b>Total</b>	<b>\$96,918,624</b>	

**Federal Funds Expended for FY 2018**



- Disability Determination Services
  - Community Services
  - Supported Employment
- Vocational Rehabilitation (VR)
  - Other Federal Spending
  - Work Incentive Planning and Assistance

# MRC FINANCIAL STATEMENTS

SUM FOR STATE FY: JULY 1, 2017 – JUNE 30, 2018

State Funds Expended	FY 2018	%
Community Services- All other	\$ 36,298,677	55%
Vocational Rehabilitation (VR)	\$ 12,662,899	19%
Waiver Programs	\$ 10,928,129	17%
Dept. of Developmental Services (DDS)	\$ 5,765,894	9%
Other State Spending	\$ 346,479	1%
<b>Total</b>	<b>\$66,002,078</b>	

**State Funds Expended for FY 2018**



- Community Services- All other
- Vocational Rehabilitation (VR)
- Waiver Programs
- Dept. of Developmental Services (DDS)
- Other State Spending

# MRC CONSUMER LIAISON

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](http://www.mass.gov/mrc) or by writing to the MRC Administrative Office in Boston.

**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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## ADMINISTRATIVE OFFICES

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Boston, MA 02111  
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800-245-6543 (toll free MA)  
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*Secretary, Executive Office of  
Health & Human Services*

**TONI A. WOLF**  
*Commissioner, MRC*