



Massachusetts Rehabilitation Commission

Priority for Services – Category Appeal Process

As of January 8, 2019, MRC has begun prioritizing vocational rehabilitation services for people with the “most significant disabilities.” The federal term for this process is Order of Selection; within MRC, this process is called Priority for Services. Vocational Rehabilitation applicants are placed into categories of priority based on how their disability impacts their ability to work.

All eligible job seekers have the right to appeal their category assignment in the Priority for Services process if they feel that their ability to work was not accurately presented. The appeals process is described in detail below:

1. Contact the Ombudsperson at MRC to receive forms and instructions on how to begin the appeal process.

Mark Cowell, MRC Ombudsperson
600 Washington Street, Boston, MA 02111
Phone: 617-204-3600 or 800-245-6543
Email: Mark.Cowell@mrc.state.ma.us

2. Complete and return the appeal form within 30 days from the date you received the form to the MRC Ombudsperson. All appeal requests must be received in writing. No verbal requests will be taken.
 - If you need assistance with your appeal, the Client Assistance Program (CAP) of the MA Office on Disability can be reached at 1-800-322-2020.
 - If you need any accommodations for your appeal, please note your request on the form.
3. Once the completed form has been received and reviewed, you may be contacted by MRC staff for additional information. The process may consist of the following steps to move towards resolution.
 - Administrative Review
 - Mediation
 - Fair Hearing

If you have questions regarding the form or the process, please contact the MRC Ombudsperson.

Note: The MRC Ombudsperson cannot provide legal advice and does not make decisions on appeals.