**Massachusetts State Rehabilitation Council**

**Submitted draft recommendations for consideration-6-5-25**

**Final draft recommendations- 6-19-25**

**FY26- 1**

**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- 2**

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

The Business Employment and Opportunity (BEO) Committee will advise and partner with MassAbility in ongoing efforts to improve self-employment supports based upon national best practices.

**FY26- 3**

**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- 4**

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

The SRC recommends that MassAbility support collaborative efforts with community transportation providers and other stakeholders to improve access to affordable, reliable, and accessible transportation for participants. MassAbility can assist by sharing best practices, strengthening referral pathways, and helping participants navigate transportation options that support their employment goals.

The SRC also recommends that MassAbility provide information or training to vocational rehabilitation counselors on available transportation resources and how to assist participants in accessing them. In addition, MassAbility could contribute to the development of an outreach and education toolkit with user-friendly materials and a transportation resource directory. This would help participants, especially those in underserved areas, better understand and access services that support competitive, sustainable employment.

**FY26- 5**

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

The SRC recommends that MassAbility strengthen strategies to prevent loss of contact between counselors and participants, which often leads to unsuccessful case closures. This may include adopting effective practices from high-performing offices, ensuring participants are clearly informed at intake about how to reconnect with their counselor, and exploring the option of an alternate contact (distinct from an emergency contact) to be used only if communication is lost.

The SRC further recommends that MassAbility provide quarterly updates on communication improvement efforts and their effectiveness.