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ELMER C. BARTELS
COMMISSIONER

**Information for
New Clients
of the
Massachusetts
Rehabilitation Commission**

Who is the Vocational Rehabilitation Program For?

Services of the Massachusetts Rehabilitation Commission are **for any person who has a physical, mental, or emotional disability that:** keeps them from working; keeps them from holding a job consistent with their capabilities; or, keeps them from running a household as a homemaker. **By law,** a person is eligible for vocational rehabilitation services if: he has a disability that is a substantial handicap to employment; and, there is a reasonable expectation that he can benefit in terms of employability as a result of vocational rehabilitation services. **Our first priority is to serve those eligible people who have a severe disability or handicap.**

How Does Vocational Rehabilitation Work?

At the vocational rehabilitation office a professionally trained counselor and the disabled person meet in an initial interview. In this interview, the counselor discusses the nature of vocational rehabilitation services emphasizing specific information relating to the person's particular disability and circumstances. The counselor also discusses what makes a person eligible for vocational rehabilitation services and the process of determining a person eligible for vocational rehabilitation services. Appeal procedures including administrative reviews and fair hearings are discussed, as well as the person's right to confidentiality.

In order to determine whether or not a person is eligible for vocational rehabilitation services, the counselor needs **substantial diagnostic information** of all kinds about the person. These diagnostic evaluations to determine one's eligibility for services are **always paid for by the Commission.** After the coun-

AREA OFFICES

BROCKTON AREA

55 CITY HALL PLAZA
Brockton, 02401
1-583-1530

BROOKLINE AREA

320 Washington St.
Brookline, 02146
727-7163

CAMBRIDGE AREA

2464 Mass. Ave.
Cambridge, 02138
492-0360

CONCORD AREA

336 Baker St.
Concord, 01742
1-369-1963

FALL RIVER AREA

151 Rock St.
Fall River, 02720
1-678-9041

FITCHBURG AREA

76 Summer St.
Fitchburg, 01420
1-345-1713

HARBOR AREA

59 Temple Place
Boston, 02111
357-8137

GREENFIELD AREA

324 Main St.
Greenfield, 01301
413-774-2326

HOLYOKE AREA

560 Dwight St.
Holyoke, 01040
413-536-8200

HYANNIS AREA

147 Falmouth Rd.
Hyannis, 02601
1-775-6131

LAWRENCE AREA

499 Essex St.
Lawrence, 01840
1-685-1731

LOWELL AREA

24 Merrimack St.
Lowell, 01852
1-458-4544

LYNN AREA

8 SILSBEE STREET
Lynn, 01901
593-6604

MALDEN AREA

157 Pleasant St.
Malden, 02148
324-7160

MATTAPAN AREA

80 Boylston St.
Boston, 02116
424-1871

selor has evaluated all the diagnostic information, he will meet with the client to inform him of his eligibility for vocational rehabilitation services.

When a person has been determined eligible for services, he then becomes a client of the Commission. The counselor and client jointly develop a plan for vocational rehabilitation. This plan is a written document called the Individualized Written Rehabilitation Program or I.W.R.P. Briefly, **the I.W.R.P. specifies the vocational rehabilitation services to be provided to achieve established employment goals and outlines the terms and conditions of these services**, including the responsibilities of the handicapped person and the counselor in implementing the I.W.R.P., and the extent of client participation in the cost of services. Clients whose financial resources fall below a certain level receive most services at no cost to themselves; clients who have higher incomes usually pay part of the cost of services. **Any service that is provided is based on the unique needs of the individual client.**

Client Rights

The Massachusetts Rehabilitation Commission **does not discriminate** with regard to race, color, creed, national origin, age or handicap in the provision of services.

If you are dissatisfied with any action or inaction regarding the provision or denial of vocational rehabilitation services, you have the right to request an **administrative review**. The request must be filed in writing with the director of the local Massachusetts Rehabilitation Commission office **within 30 days** of the action/inaction for which you are filing. If you are dissatisfied with the results of the administrative

review, you have the right to request a **fair hearing** before the Commissioner of the Massachusetts Rehabilitation Commission or his designee. **The final decision of the fair hearing will be made by the Commissioner of the Massachusetts Rehabilitation Commission.** If you are dissatisfied with the results of the fair hearing and if your dissatisfaction concerns a decision made under an Individualized Written Rehabilitation Plan, you have the right to request that the Secretary of the United States Department of Education review the decision.

Priority of Services

In the event of a shortage of funds, an Order of Selection will be implemented. **Under an Order of Selection**, diagnostic services to determine eligibility for vocational rehabilitation services and priority classification, and all appropriate **non-paid** services (counseling and guidance, referral, and job placement) will be provided to eligible clients. **Paid services will be provided on the basis of priority classification.** Clients will be assigned to the highest possible priority category.

Services for people who are blind are provided by the Massachusetts Commission for the Blind, 110 Tremont St., Boston, Mass.

Massachusetts Rehabilitation Commission

Administrative Offices
Statler Office Building
20 Providence Street
Boston, Mass. 02116
(617) 727-2183

(Accessible entrance and HP parking at the 21 Columbus Ave. entrance.)

MILFORD AREA

3 Fayette St.
Milford, 01757
1-478-0700

Framingham Area Office
MASS. REHAB. COMMISSION
47 FRANKLIN STREET
FRAMINGHAM, MA. 01701

1-620-0818

NEW BEDFORD AREA

848 Pleasant St.
New Bedford, 02740
1-993-6255

NORTH ADAMS AREA

85 Main St.
North Adams, 01247
413-663-5391

NORWOOD AREA

886F Washington St.
Norwood, 02062
769-5950

PITTSFIELD AREA

6 Clinton Ave.
Pittsfield, 01201
413-499-2720

PLYMOUTH AREA

Human Service Ctr.
Lakeville, 02346
1-947-1231, Ext. 519
529
530

QUINCY AREA

1431 Hancock St.
Quincy, 02169
471-1600

ROXBURY AREA

55 Dimock St.
Roxbury, 02119
442-5510

SOUTHBRIDGE AREA

922 West Main St.
Southbridge, 01550
1-765-5968

SPRINGFIELD AREA

16 Fort St.
Springfield, 01103
413-736-7296

TAUNTON AREA

30 Taunton Green
Taunton, 02780
1-823-8141

TUFTS AREA

256-258 Harrison Ave.
Boston, 02111
482-1780

WORCESTER CITY

75 B Grove St.
Worcester, 01609
1-754-1757

WORCESTER SUBURBAN

110 Lancaster St.
Worcester, 01609
1-791-6301

Specialized units

Corrections
442-5510
Severe Physical Disabilities
727-7163