

More about the Massachusetts Office on Disability (MOD)

Learn about MOD's areas of focus and how MOD fits within government

MOD is a small state agency that promotes access, inclusion, and equal opportunity for people with disabilities in Massachusetts. We serve government agencies and the general public, which includes individuals, businesses and other groups. Our main focus is helping people understand how disability laws and regulations apply in their situation and explore their options.

Assistance for the general public

MOD answers questions about [disability rights](#), reasonable accommodations, and issues related to equal access and opportunity.

For vocational rehabilitation (VR) and independent living (IL) services, we refer people to the organizations that specialize in these services. Our [Client Assistance Program](#) (CAP) provides confidential and neutral support for people who have questions and concerns about their VR/IL services or their rights.

For questions regarding accessibility in the built environment, MOD's [Architectural Access](#) experts provide information, remote consultation, and in-person site visits for substantial cases.

MOD promotes the sharing of information and community building within the disability world. We currently do this through email updates, our [Community Access Monitor Training](#) and [events](#) such as our annual Disability Summit.

Partnership with local communities

MOD offers specific services and opportunities for local government and groups who serve the disability community in their city or town:

- [Municipal ADA Improvement Grant Program](#)
- Guidance for [Commissions on Disability](#)
- [Disability Emergency Preparedness Training](#)

We provide the same support to municipal and local communities as we do to the general public, in an effort to help local groups understand what obligations exist.

Supporting the Executive Branch of state government

MOD acts as the Americans with Disabilities Act (ADA) coordinator for the Executive Branch. This means MOD supports state government in its compliance with the ADA through training, information sharing, and individualized guidance.

MOD offers free [accessibility consulting](#) to Executive Branch agencies. Services include guidance on understanding obligations under the Enterprise Information Technology Accessibility Policy, access to a subject matter expert when planning for procurement, and small-scale AT/IT assistance to test the accessibility of electronic products.

MOD manages the application process for [Reasonable Accommodations Capital Reserve Account \(RACRA\) funds](#). RACRA funds are available to help agencies provide reasonable accommodation requests to their employees when doing so would otherwise be a financial hardship.

Identifying the best agency for your inquiry

Sometimes it can be challenging for members of the public to figure out the roles of different organizations. On the [Finding Your Way Around](#) page we provide you with some basic concepts to help you get started in navigating the federal and state organizations that serve the disability community.

When a question falls outside of MOD's scope or which would be better addressed elsewhere, we point people to the appropriate organization. Examples include:

- Disability benefits, and other financial assistance
- Services provided by other organizations, such as housing searches, MassHealth, personal care programs, public transport, and services available to specific populations within the disability community
- Enforcement of disability laws and regulations
- Questions not directly related to disability

Learn more about MOD

- Return to the [MOD home page](#) to explore our different offerings
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How to contact us

If you want to reach someone at MOD, you can contact us as follows:

Phone: Main: (617) 727-7440
 Mass relay: Dial 711 and connect via main number
 Toll-Free: (800) 322-2020
 When you call our main number, you can leave a message on our general intake line or use the directory to contact a specific staff member.

Online: use our [contact form](#), where you can request responses by phone or email

Fax: (617) 727-0965

Mail: Massachusetts Office on Disability
 One Ashburton Place, Room 1305
 Boston, MA 02108

Whichever method you use to contact us, we will direct your inquiry to an appropriate staff member.

Accessibility Statement

MOD does not discriminate on the basis of disability and is committed to providing accessible documents and services. To request an accessible version of any documents on our website, or if you otherwise need a reasonable modification to access MOD's programs, services, or facilities, please contact MOD General Counsel and ADA Coordinator, Julia O'Leary, at Julia.E.OLeary@mass.gov or 617.727.7440 x27324

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- Yes No

