



# **MRC 2014 Consumer Satisfaction Survey Survey Report**

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**MRC Research, Development, and Performance Management**

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**June 2015**

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## **SUMMARY of RESULTS**

Overall, 84% of consumers were satisfied with MRC services in 2014. Of these, a very high 48.6% were very satisfied with MRC services. There were 319 responses out of 1,687 survey recipients, achieving a response rate of 19% and statistical validity (at a confidence level of 95% and a 5% margin of error).

The 2014 survey was the first MRC consumer satisfaction survey to be implemented completely online. The strong response rate indicated the viability of conducting an all-online satisfaction survey using consumer email addresses. In addition, new survey questions yielded valuable data on VR consumer outcomes.

- A large majority of MRC consumers, 84%, were satisfied with MRC services overall. About 49% (very close to half) were very satisfied, 23% were satisfied, and 12% somewhat satisfied.
- About 80% of respondents would encourage others with disabilities to go to the MRC for training or employment services.
- About 83% of respondents were satisfied that MRC services assisted them in becoming more independent (44% were very satisfied, 27% were satisfied, and 12% somewhat satisfied).
- 71% of respondents (224 individuals) reported that they had a job.
- 88% of respondents with a job were satisfied with their job. (38% were very satisfied and 29% were satisfied.)
- About 84% of respondents were satisfied that their job matched the goals developed in their MRC employment plan (38% were very satisfied in this regard).
- A majority of respondents with jobs (38%) work more than 35 hours per week. The next largest group with jobs (14.5%) work 16-20 hours per week.
- The majority of respondents with jobs earn between \$12 and \$20 per hour. (27% earn \$12 to \$14 an hour, 23% earn \$9 to \$11 an hour, and 20% earn \$15 to \$20 an hour.)
- A majority of respondents were very satisfied with counseling and guidance services.
- Over 83% of respondents were satisfied with the ability of the MRC to identify their interests, strengths, and employment goals (41% were very satisfied in this regard).
- Overall, 82.5% were satisfied with the employment plan that they developed with their MRC counselor (42% were very satisfied, 24% were satisfied, and 15.5% were somewhat satisfied with their employment plan.)
- Overall, 82.5% were satisfied with their level of participation in their employment plan (40.5% were very satisfied, 27.5% satisfied, and 14.5% somewhat satisfied).
- A majority of respondents were very satisfied with the kinds of job leads they received through the MRC. Overall, about 70% of respondents were satisfied with their job leads.
- A majority of respondents (67%) were very satisfied with the number of job interviews they received through the MRC.
- About 79% of survey respondents were satisfied with the promptness of services at the MRC.

## **BACKGROUND & METHODOLOGY**

The Massachusetts Rehabilitation Commission's (MRC) Research, Development, and Performance Management Department works with the Consumer Satisfaction Committee of the State Rehabilitation Council (SRC) to implement the annual Consumer Satisfaction Survey and survey report. The Consumer Satisfaction Committee is a standing committee of the SRC that meets regularly to monitor developments and results with regard to the mandated Consumer Satisfaction Survey.

The annual Consumer Satisfaction Survey measures consumer satisfaction with the agency's VR programs and services and supports the quality improvement and evaluation activities of the MRC. It also makes up part of the Comprehensive Statewide Needs Assessment (CSNA) process. The survey is intended for all MRC consumers whose cases were closed in "Status 26" or "Status 28" in the prior federal fiscal year (between October 1<sup>st</sup> 2013 and September 30<sup>th</sup> 2014). Status 26 consumers are those who are successfully closed after their Individualized Plan for Employment goals are achieved. Status 28 consumers are those who are unsuccessfully closed after receiving VR services.

In 2014, the MRC Research, Development, and Performance Management Department enacted key changes to the survey in consultation with the Consumer Satisfaction Committee of the SRC. The changes included: implementing 2014 survey as an all-online survey; introducing new survey questions measuring the employment status, job satisfaction, work hours, and wages of recently closed consumers; and rewording and reordering the survey questions to increase clarity and effectiveness.

To maximize the number of consumer email addresses available for the first all-online satisfaction survey, the 2014 survey included all Status 26s and Status 28s between the end of the prior state fiscal year and the beginning of the last federal fiscal year (7/1/2013 through 9/30/2013). The total number of consumers closed in Status 26 or 28 in this period was 7,647, and the number of consumers with known email addresses was 1,842.

Out of the sample of 1,842, there were 155 undeliverable email addresses. The final sample size was 1,687 (22% of the 2014 closed cases). A survey announcement was emailed to the sample of 1,687 closed cases in November 2014, and four email reminders were sent between November and February. The survey closed on February 25<sup>th</sup>.

There were a total of 319 survey responses, achieving statistical validity at a confidence level of 95% with a 5% margin of error (using a 70:30 distribution split appropriate for the topic and population). The 2014 response rate was 19%. These results exceeded the previous year in both response rate and satisfaction rate. In the 2013 survey, the first to make use of consumer email addresses, was sent to 1,277 closed cases with valid email addresses. In the 2013 there were 159 online responses, a response rate of 12%.

The 2014 survey responses were exported for statistical analysis. Data from the MRC electronic management information system (MRCIS) was linked to survey responses to explore demographic correlation. Consumer comments to open-ended questions were analyzed using qualitative methods. Common themes were coded and categorized according to theme and frequency. The Research, Development, and Performance Management Department refers any survey respondents who express serious problems or concerns through the consumer satisfaction survey to the MRC Ombudsman's office. No such instances arose in the 2014 survey. Results and preliminary drafts of this survey report were shared and discussed with the Consumer Satisfaction Committee.

A possible limitation of the 2014 Consumer Satisfaction Survey methodology was that drawing a sample comprised only of consumers with email addresses could have resulted in a sample that did not accurately represent the full population of Status 26 and 28 closed cases, constituting a coverage error. However, the final sample of 1,687 individuals were not notably different in age, race, gender, or level of education from previous years' survey samples, when samples were drawn randomly and data was collected entirely or primarily by mail. As in previous years, the 2014 respondents were slightly older and slightly more educated than the overall population of closed cases. The slight difference between the 2014 survey respondents and the total population of 2014 closed cases would very likely persist regardless of what sampling approach was used. That is, survey respondents would continue to be slightly older and slightly better educated than the overall population.

The benefits of increased efficiency, cost savings, and of meeting consumers' growing desire for more electronic forms of communication outweigh the stated limitations. It is also reasonable to expect that the number of MRC VR consumers with recorded email addresses will continue to grow across all demographics, reducing any potential coverage error over time. The general makeup of the 2014 survey respondents is discussed below.

## **DEMOGRAPHIC CHARACTERISTICS OF SURVEY RESPONDENTS**

The following summarizes demographic information for the 2014 survey recipients. Aggregated survey data was cross-referenced with consumer demographic data, such as age, race and ethnicity, gender, education, and type of disability, by linking to the MRC electronic data management system (MRCIS) using client ID numbers. The MRCIS data allowed for comparison between all 2014 MRC closed cases and the survey respondents.

### **Gender**

There were 47% men and 53% women among respondents, a rough inverse of the figures for the population of MRC closed cases in FY 2014, which was composed of 54.7% male and 45.3% female consumers.

### Race/Ethnicity

With regard to race/ethnicity, the percentage of Whites was very slightly higher among respondents (84%) than among the population of FY 2014 closed cases (82.3%). There were somewhat fewer African Americans (13.6% vs. 14.7%) and Hispanics (7.3% vs. 10%) among respondents than the population. Asian/Pacific Islanders made up 3.5% of all MRC VR closures, and 2.5% of all survey respondents in FY 2014.

### Age

As in previous years, respondents were slightly older than the population from which they were sampled. The following is the age distribution of survey respondents:

Age Distribution of FY 2014 26 Survey Respondents:

<b>Age at Closure: Respondents</b>	<b>#</b>	<b>%</b>
20-22	20	6%
23-26	32	10%
27-30	24	7.5%
31-40	53	17%
41-50	87	27.5%
51-60	71	22.5%
61-69	32	10%
70+	2	.5%

Age Distribution of all FY 2014 26 and 28 Closures:

<b>Age at Closure: All</b>	<b>#</b>	<b>%</b>
Up to 22	1,082	14%
23-26	1,149	15%
27-30	682	9%
31-40	1,276	16%
41-50	1,541	20%
51-60	1,440	19%
61-69	397	5%
70+	80	1%

- The largest groups of survey respondents were in the 41-50 age range (27.5%) followed by the 51-60 age range (22.5%). There were more respondents who were 41-50 years old (27.5%) compared to all FY 2014 cases closed in Status 26 or 28 (20%).
- There were more respondents over 50 (33%) than the overall population (25%).
- As expected, there were fewer respondents under the age of 23 compared to the population of all MRC cases closed as status 26 or 28 (6% versus 14%).
- There were fewer respondents in the 23-30 age range (56, or 17.5%) compared to the group of MRC cases closed in Status 26 or 28 in FY 2014 (24%).
- The 31-40 age range was a closer match; there were 53 respondents, or 17%, in this range and there were 16% of the total group of MRC cases closed in Status 26 or 28.

### Education

As in previous years, survey respondents were slightly more educated than the population from which they were sampled. The majority of respondents had an Associates' degree or certificate or a Bachelor's degree; 51% compared to about 38% in the overall population.

Level of education at closure for survey respondents:

<b>Age at Closure: All</b>	<b>#</b>	<b>%</b>
Level of Education at Closure:	#	%
Less Than High School	6	2%
HS Diploma or Equivalent	57	18%
Special Ed Certificate or In Attendance	7	2%
Some College, No Degree	57	18%
Associates or Certificate	86	27%
Bachelor's Degree	75	24%
Master's Degree or higher	28	9%

Level of education at closure for all MRC FY 2014 Status 26 and 28s:

<b>Age at Closure: All</b>	<b>#</b>	<b>%</b>
Level of Education at Closure:	#	%
Less Than High School	516	6.7%
HS Diploma or Equivalent	2,140	28.0%
Special Ed Certificate or In Attendance	303	4.0%
Some College, No Degree	1,758	23.0%
Associates or Certificate	1,695	22.2%
Bachelor's Degree	958	12.5%
Master's Degree or higher	277	3.6%

### Disability

There were few differences with type of disability between respondents and the population from which they were drawn, with some exceptions; there were many more respondents with hearing/communication disabilities (18%, vs. 8.5%) and there were more respondents with Mobility/Orthopedic disabilities than the population of cases closed in Status 26 or 28 (16% vs. 10.3%). There were less respondents with cognitive disabilities in all the FY 2014 cases closed in Status 26 or 28 (16% vs. 25%).

<b>Primary Disability of Respondents</b>	<b>%</b>
Visual	2%
Hearing/Communicative	18%
Mobility/Orthopedic	16%
Other Physical	8%
Cognitive	16%
Psychosocial/Psychological	37%
Other Mental Health	3%

<b>Primary Disability of MRC Population (closed cases)</b>	<b>%</b>
Visual	0.5%
Hearing/Communicative	8.5%
Mobility/Orthopedic	10.3%
Other Physical	8.4%
Cognitive	25.0%
Psychosocial/Psychological	40.5%
Other Mental Health	6.8%

### **Work Hours and Wages**

With regard to hours worked per week and hourly wages, survey respondents essentially matched the population of MRC closed cases. A large majority of respondents with jobs (38%, the largest group by far) responded that they work 35 hour or more, followed by 16-20 hours by week (14.5%). In addition, 70% of respondents, or 143 individuals, earn between \$11 and \$20 an hour, with the majority earning \$12 to \$14 an hour. By comparison, the population of all MRC VR closed cases in FY 2014 had an average work week of 26.9 hours, and average hourly wages of \$12.69 per hour.

### **Status at Closure**

The percentage of 2014 survey respondents who were closed in Status 26 was 74%, a great majority, while 16% were closed in Status 28. By comparison, among the population of all MRC closed cases in FFY 2014, Status 26 cases accounted for 63.3% of closed cases while Status 28 accounted for 36.7%. As in previous years, it is expected to receive more survey responses from 26s vs 28s.

### **MRC Area Offices**

With regard to the distribution of responses from the MRC area offices, there were between 2 and 44 respondents from each of the offices (which vary greatly in the number of consumers served depending on catchment area). The largest number of responses came from area offices in relatively dense areas, such as Metro Boston, Worcester, and Somerville. A breakdown of what MRC area offices the 2014 survey respondents came from is provided in the following table:

#### **2014 Respondents by MRC Area Office**

<b>MRC Area Office</b>	<b># of Respondents</b>
Downtown Boston	44
Somerville	32
Worcester	26
Plymouth	24
Quincy/Braintree	21
Brockton	16

Framingham	15
Greenfield	14
Springfield	12
New Bedford	11
Holyoke	10
Roxbury	10
Pittsfield	9
Lawrence	9
Lowell	9
Salem	9
Hyannis	8
Malden	7
Brookline	6
Taunton	6
SES	6
Sturbridge	4
Fitchburg	3
Milford	3
Fall River	2

**DETAILED RESULTS**

**SURVEY**

**Q1: Overall, how satisfied are you with the services that you received from the Massachusetts Rehabilitation Commission (MRC)?**

Close to half of the 315 respondents to Question 1 were very satisfied with MRC services (48.6%). Overall, about 84% were satisfied with the services they received from the MRC. A high 72% were either very satisfied or satisfied, and 12% were somewhat satisfied.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	48.6%	23.2%	12.1%	8.6%	7.6%
#	153	73	38	27	24

**Q2: Would you encourage others with disabilities to go to the MRC for any employment or training services that they may need?**

An overwhelming majority of respondents (80%, or 4 out of 5) would encourage others with disabilities to go to the MRC for employment or training services.

	%	#
Yes	79.9%	250
No	8.3%	26
Not Sure	11.8%	37

**Q3: How satisfied are you that the services you received through the MRC have assisted you in becoming more independent?**

A vast majority of respondents were either very satisfied or satisfied that the services they received through the MRC assisted them in becoming more independent. Overall, 83% of respondents were satisfied that the MRC assisted them in becoming more independent.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	44.3%	26.4%	12.4%	9.2%	7.6%
#	139	83	39	29	24

**Q4: Are you currently employed (for any amount of hours or pay)?**

A great majority of respondents are currently employed (71.3%, or 224 individuals), and 28.7%, or 90 individuals, are not employed.

**Q5: How satisfied are you with your current job?**

A majority (38%) are very satisfied with their current job and 29.4% are satisfied. Overall, over 88% are satisfied with their current job.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	38.3%	29.4%	20.6%	9.8%	1.9%
#	82	63	44	21	4

**Q6: How satisfied are you that your current job matches the goals developed in your MRC employment plan?**

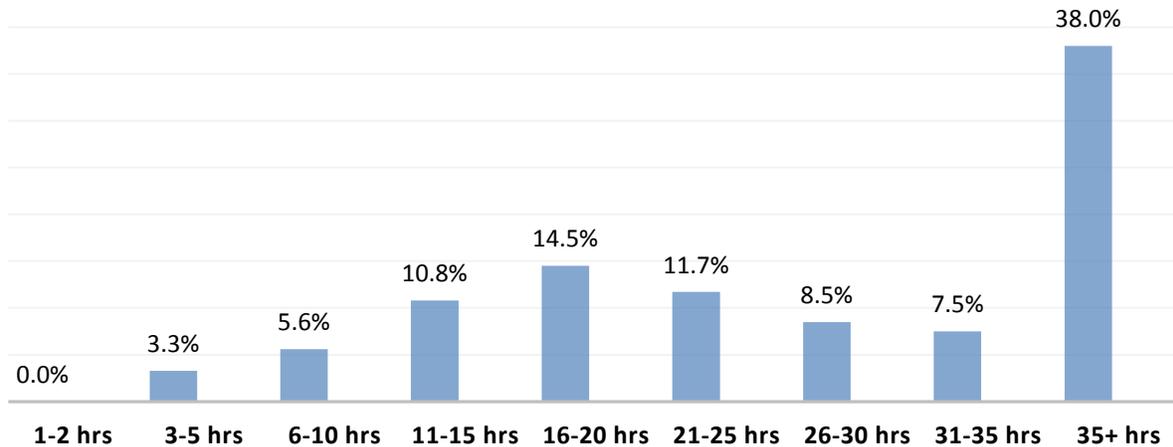
A great majority of respondents were very satisfied (37.9%) or satisfied (28%) that their job matches the goals developed in their employment plan. Overall, 83.9% were satisfied.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	37.9%	28%	18%	11.4%	4.7%
#	80	59	38	24	10

**Q7: How many hours do you work per week? If it varies from week to week, please estimate the average amount of hours that you work on any given week.**

When asked to estimate weekly work hours, the largest group by far (38% of respondents) replied that they worked more than 35 hours per week. The next largest group (14.5%) worked 16 to 20 hour per week. About 66% of respondents, or 2 out of 3, work at least 21 hours per week.

**Note:** Those who replied that they were not currently employed, in Question 4, did not answer this question. There were 213 respondents to Question 7.

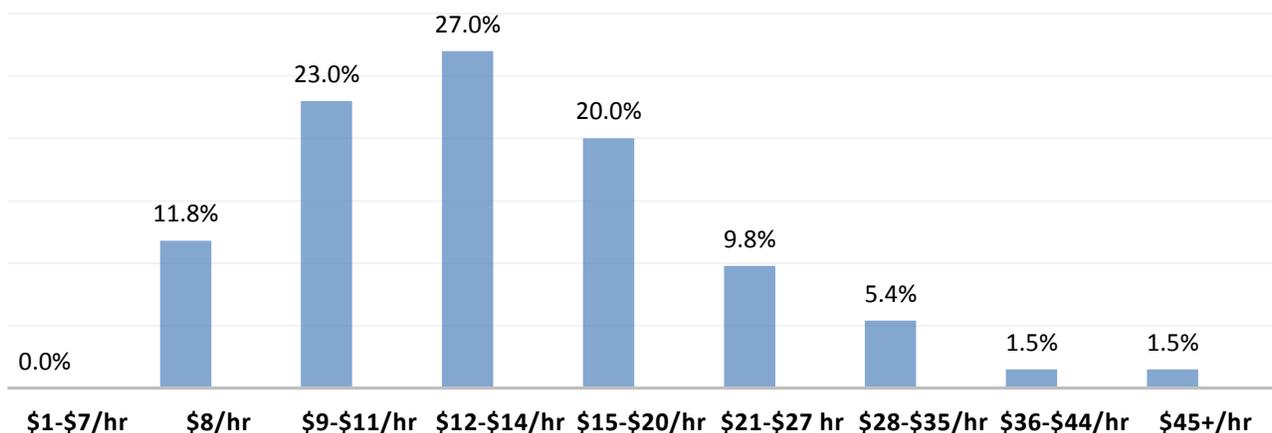


**Q8: What is your current hourly wage? If your hourly wage changes, please estimate your overall average wage.**

When asked to estimate their hourly wages, the largest group of respondents (27%) replied that they earned \$12 to \$14 an hour. The next largest groups replied that they earned \$9 to \$11 an hour (23%) and \$15 to \$20 an hour (20%). These were by far the largest response categories.

70% of respondents, or 143 individuals, earn between \$11 and \$20 an hour, with the majority earning \$12 to \$14 an hour.

About 35% of respondents, or 71 individuals, earn \$8 to \$11 an hour, with 2/3 of these earning at least \$9 an hour. Over 18% of respondents, or 37 individuals, earn \$21 or more an hour, with the majority of these earning \$21 to \$27 an hour.

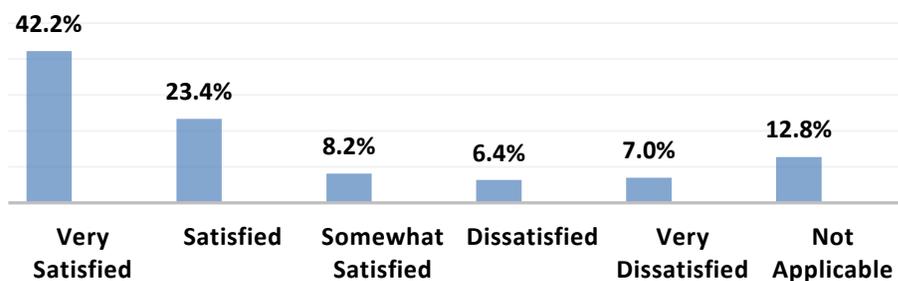


**Q9: Please rate your level of satisfaction with each type of service that you received through the MRC. If you did not receive a listed service, respond with Not Applicable.**

Question 9 asked for satisfaction ratings relating to 16 services from the MRC and/or MRC providers. For every listed service, the largest response by far was very satisfied, followed by satisfied (see detailed findings below). The services with the highest level of consumer satisfaction were Counseling & Guidance Services. Skills Training Services, such as interviewing, resume preparation, or soft skills training and Education Services, such as college/university costs or supplies, also had high satisfaction. The following tables provide survey results for each of the listed MRC services:

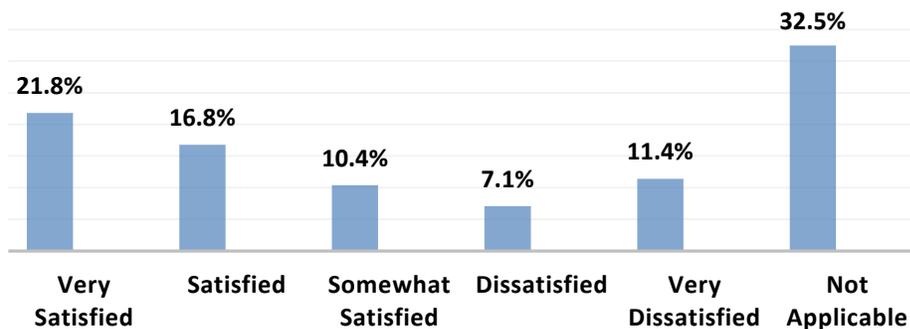
**Counseling & Guidance Services:**

A great majority were very satisfied or satisfied with MRC counseling & guidance services.



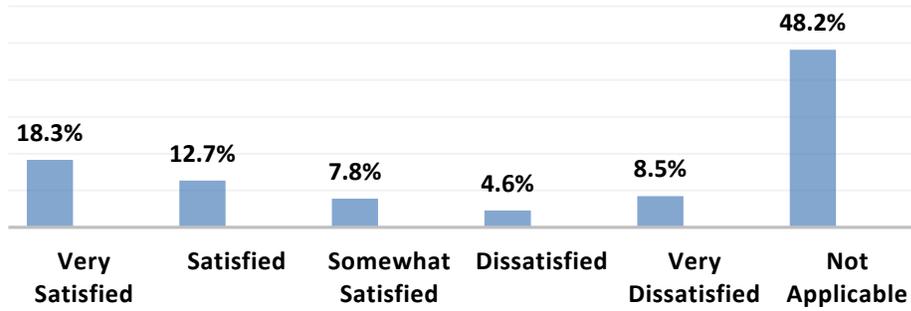
**Job Placement Services (from MRC staff):**

Well over half of respondents who received job placement services from MRC staff were very satisfied or satisfied with them. A great majority were satisfied overall.



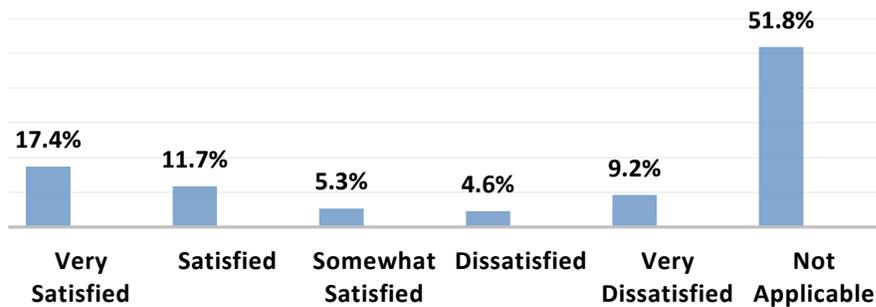
**Job Placement Services from an MRC service provider, such as a Competitive Integrated Employment Services (CIES) provider:**

Just over half of respondents received job placement services from MRC providers, and the great majority were very satisfied or satisfied with these services.



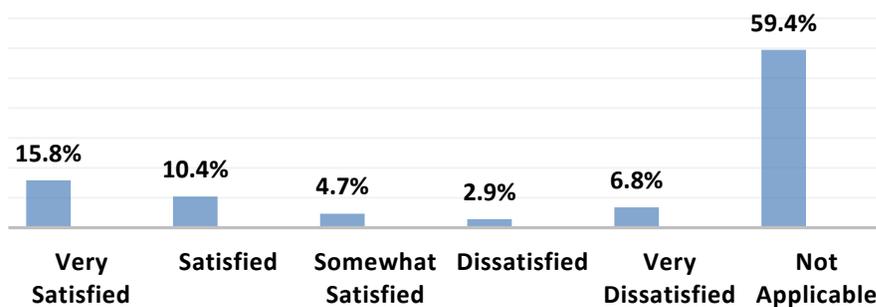
### On-the-Job Supports or Supported Employment Services:

Over half of respondents (52%) replied that they received On-the-Job Supports or Supported Employment Services (48% responded N/A). Of the 52% who received the services, a great majority were very satisfied or satisfied.



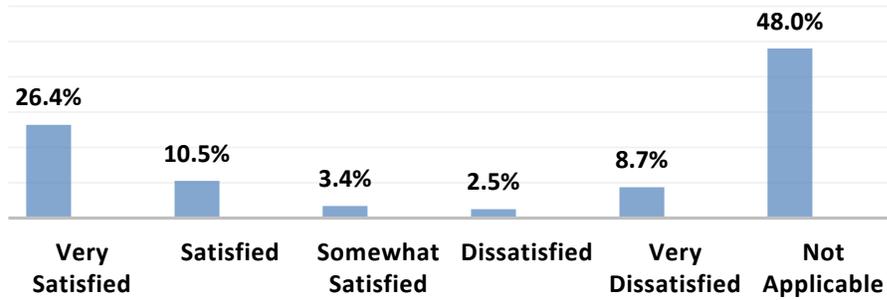
### On the Job Training (at a job site):

About 40% of respondents replied that they received On the Job Training, and a vast majority of these were very satisfied or satisfied with these services.



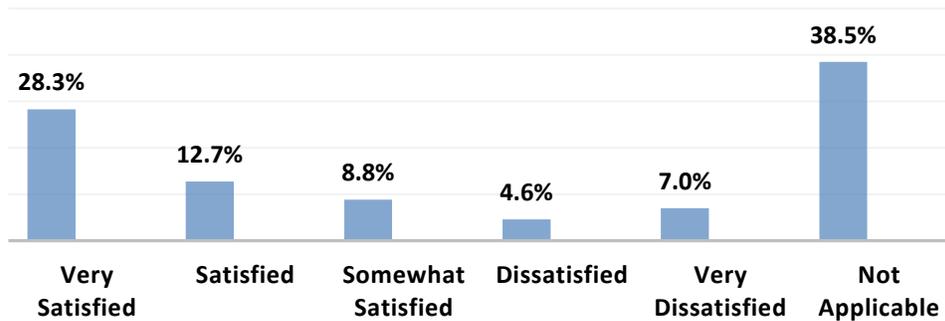
### Education Services (college/university costs or supplies):

52% of respondents received education services such as payment for college or university tuition and/or supplies. Of these, a great majority were very satisfied and an overwhelming majority were satisfied overall.



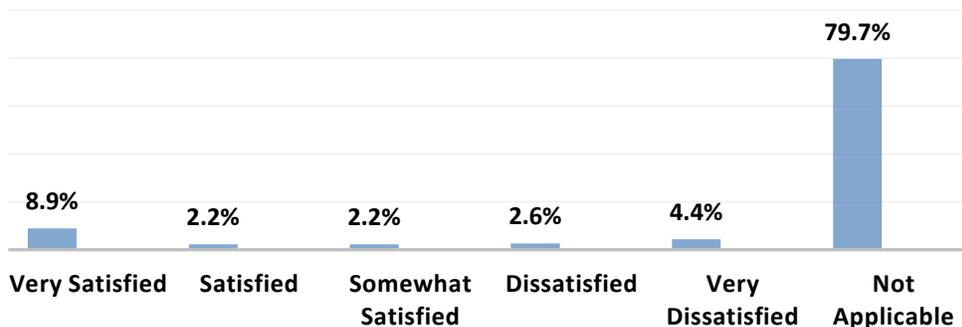
**Skills Training Services (interviewing, resume preparation, or soft skills):**

About 61.5% of respondents received Skills Training Services such as interviewing, resume preparation, or soft skills training, from the MRC (38.5% responded N/A). A great majority of those who received services were very satisfied with these services.



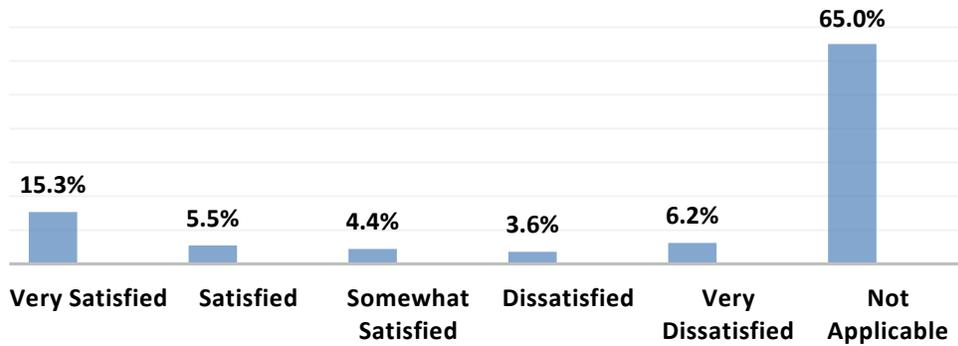
**MRC CVS Pharmacy Technician Training Program:**

Of the approximately 20% of respondents who rated the CVS Pharmacy Technician Training Program, a great majority were very satisfied, satisfied, or somewhat satisfied.



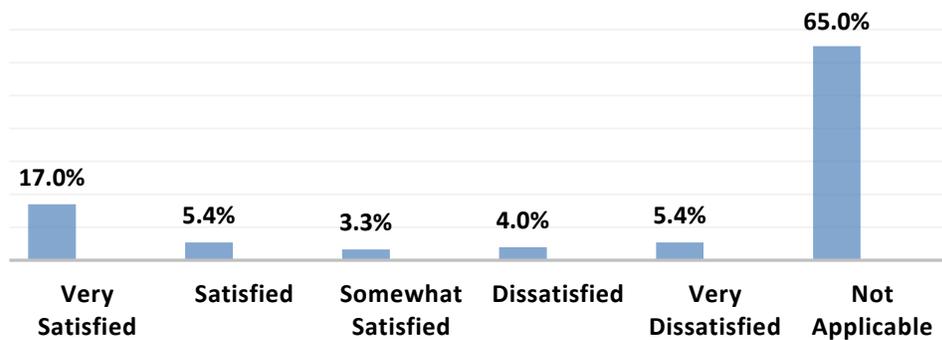
**Assistive Technology (such as computer, home, or vehicle modifications):**

Of the 35% of respondents who rated Assistive Technology services from the MRC, an overwhelming majority were very satisfied or satisfied.



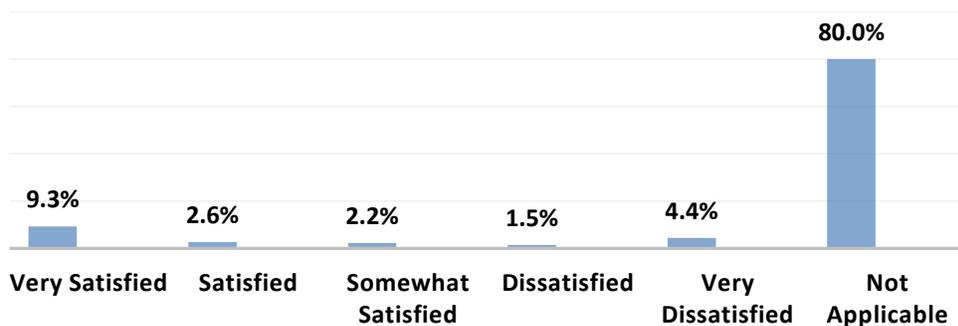
**Transportation (train passes, RIDE, Charlie Cards, or donated car program):**

35% of respondents rated the MRC’s Transportation services (such as train passes, RIDE, Charlie Cards, or donated car program). A vast majority were very satisfied or satisfied.



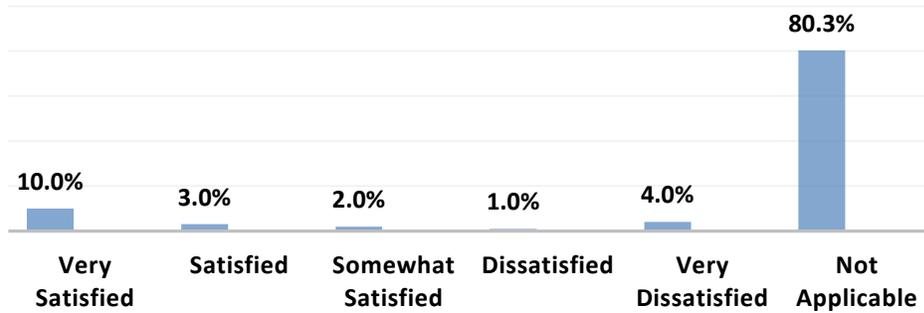
**Reader Services:**

20% of respondents rated the MRC’s Reader services, and a great majority of these were very satisfied.



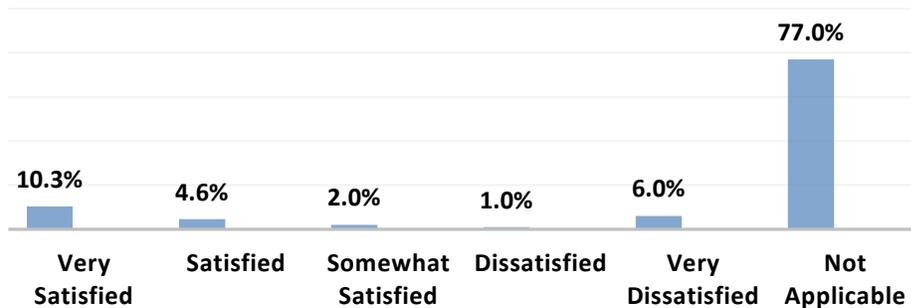
**Interpreter Services:**

About 52% of respondents rated the MRC’s Reader services. A great majority of these were very satisfied with the MRC’s interpreter services.



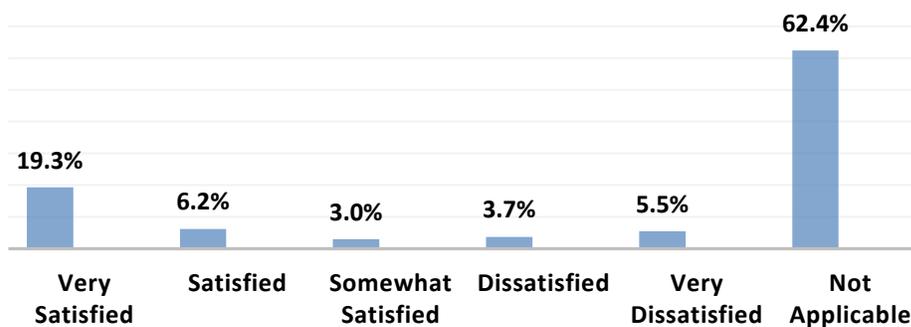
**Personal Attendant Services:**

About 23% of respondents rated the MRC’s Personal Attendant services. A great majority of these were very satisfied with these services.



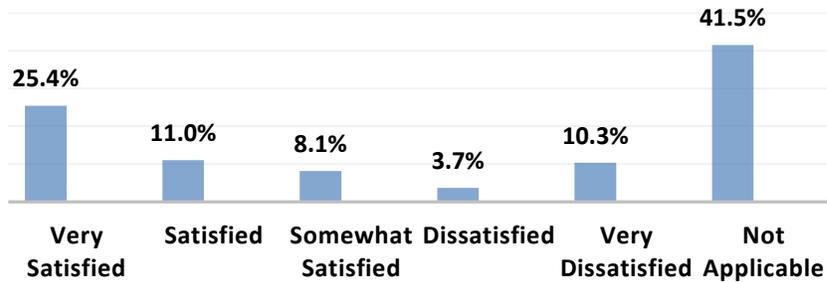
**Tools, equipment, or uniforms:**

About 38% of respondents rated the MRC’s services providing tools, equipment, or uniforms. A vast majority of these were very satisfied with these services.



**Information and Referral Services:**

Just over 38% of respondents rated the MRC’s Information and Referral Services. A vast majority were very satisfied with these services, and a large percentage were satisfied.



**Q10: How satisfied were you that you received adequate information regarding the range of services available to you through the MRC?**

A great majority of respondents (40%, the largest group by far) were very satisfied that they received adequate information regarding the range of services available to them through the MRC. Overall, 83% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	40%	25%	18%	10%	7%
#	113	71	52	29	20

**Q11: Were you made aware of the MRC Consumer Handbook?**

A small majority of respondents were not sure that they had been made aware of the MRC Consumer Handbook. About 1/3 replied that they had been made aware of the MRC Consumer Handbook and another 1/3 that they hadn't.

Response	%	#
Yes	31.5%	90
No	30.8%	88
Not Sure	37.8%	108

**Q12: If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with these services?**

34.5% of respondents received services from a service provider to assist them with job placement or training. Of these, a vast majority were very satisfied.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	N/A
%	17.4%	8.4%	2.8%	2.4%	3.5%	65.5%
#	50	24	8	7	10	188

**Q13: Please list the names of any MRC affiliated service providers that you received services from.**

Respondents were able to list up to 3 service providers. There were 62 respondents to the question, of which only 32 referred to actual providers. Other responses mentioned names without providing the provider, or incorrectly gave the name of MRC staff or area offices).

The most frequent response was Easter Seals (6), followed by Community Enterprises, Good News Garage and educational institutions (each mentioned twice). All other providers were only mentioned once. The following table displays the responses:

<b>Provider</b>	<b>Frequency</b>
Easter Seals	6
Community Enterprises	2
Good News Garage Donated Vehicle Program	2
University or College	2
Asperger's Association of New England (AANE)	1
American Training	1
Centerville Pie Factory..... job coach	1
Road to Responsibility	1
Institute for Community Inclusion (ICI)	1
South Bay	1
Bay Cove	1
Community Work Services (CWS)	1
The Hearing Center	1
Boston Community Works Services	1
Massachusetts Epilepsy Foundation	1
Triangle	1
Bay Cove	1
Life Skills, Inc.	1
New England Business Associates	1
Transitions Centers Incorporated	1
BU Center Psych. Rehab	1
Sandra Farias, M.S., L.C.S.W.	1
Karen Beth Mael, M.S.L.C.S.W	1

**Q14: How satisfied were you with the ability of the Massachusetts Rehabilitation Commission to identify your interests, strengths, and employment goals?**

A great majority were very satisfied with the ability of the Massachusetts Rehabilitation Commission to identify your interests, strengths, and employment goals. Overall, 83% of respondents were satisfied in this regard.

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>%</b>	40%	25%	18%	9%	8%
<b>#</b>	112	68	49	24	21

**Q15: How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?**

A great majority were very satisfied the employment plan that they and their counselor developed. Overall, about 82% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	42%	24%	15.5%	9.5%	9%
#	113	64	42	26	25

**Q16: How satisfied were you with your level of participation in the development of your employment plan?**

A great majority of respondents were very satisfied with their level of participation in the development of their employment plan. Overall, about 83% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	40.5%	27.5%	14.5%	8.5%	9%
#	109	74	39	23	24

**Q17: How satisfied were you with the kinds of job leads you received through the Massachusetts Rehabilitation Commission?**

A majority of respondents were very satisfied with the kinds of job leads they received through the MRC. Overall, about 70% of respondents were satisfied with their job leads.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	29.8%	22.4%	17.7%	11.7%	18.4%
#	76	57	45	30	47

**Q18: How satisfied were you with the number of job interviews you received through the Massachusetts Rehabilitation Commission?**

A majority of respondents were very satisfied with the number of job interviews they received through the MRC. Overall, about 67% of respondents were satisfied in this regard. About 21%, a sizable group, were very dissatisfied with their number of job interviews.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	26.5%	20%	20.5%	12.5%	20.5%
#	68	50	51	31	51

**Q19: How satisfied were you with the promptness of the services you received through the Massachusetts Rehabilitation Commission?**

A great majority of respondents were very satisfied with the promptness of the services they received through the MRC. Overall, 79% of respondents were satisfied with the promptness of services received through the MRC.

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>%</b>	42%	22%	15%	11%	10%
<b>#</b>	112	58	40	29	27

**Q20: What were you least satisfied with in your experience with the Massachusetts Rehabilitation Commission?**

Following analysis, the 173 open-ended responses to Question 20 were analyzed and coded into the following 8 major themes:

- A:** Contact/communication with MRC counselor(s) was lacking.
- B:** Services took too long/wait times too long.
- C:** Counselors were not understanding or knowledgeable.
- D:** Unsatisfied with job leads, interviews, or kinds of jobs/job locations available.
- E:** General lack of adequate guidance, support, or results from MRC services.
- F:** Services felt rushed
- G:** Education costs not paid for/education issues
- H:** N/A, “None”, neutral, or positive comments (no dissatisfaction to report).

The following table outlines the frequency and percentage for each major theme:

<b>Theme</b>	<b># of Responses</b>	<b>% (of 173)</b>
<b>H:</b> N/A, “None”, or positive comments	69	40%
<b>E:</b> Lack of general guidance/support from MRC	36	21%
<b>D:</b> Unsatisfactory job/job leads/locations	21	12%
<b>B:</b> Long wait time	17	10%
<b>A:</b> Contact/Communication with counselor lacking	10	6%
<b>C:</b> Counselors not understanding/compassionate	8	4.5%
<b>G:</b> Education costs not paid for	6	3.5%
<b>F:</b> Services seemed rushed	3	2%

The majority of responses to Question 20 replied with either a “N/A”, “None”, some form of neutral comment, or some form of positive comment (such as “no complaints”, etc.).

Excluding this group, the largest category of responses involved dissatisfaction with the level of guidance, support, or effectiveness from MRC services. This category included a wide range of comments, such as:

“Their lack of ability and/or willingness to assist me with my strengths and abilities to find an appropriate job”

“MRC's willingness to help me was severely lacking”

“Honestly no one really guided me, I was asked what I liked, and they sort of went with that. I took some test about what I would enjoy for employment and never got any results from it. I said I thought I might be able to make a living as a bookkeeper and found a class in it at a local adult Ed place. No one ever told me I could go to community college and be a real bookkeeper! I found out from the 6 week class I took was that you can't be a bookkeeper without a 2 year degree. I'm currently not employed and ready to lose my house.”

“My expectations were dashed after I went through a lot.”

The next largest response categories for Question 20 involved being unsatisfied with a current job, job leads, or job location, followed by dissatisfaction with speed of services.

### **Q21: What were you most satisfied with in your experience with the Massachusetts Rehabilitation Commission?**

The 188 open-ended responses to Question 21 were coded into the following 10 themes:

- A:** General positive comments
- B:** Caring and enthusiastic staff
- C:** Supportive, understanding, and effective counselor
- D:** Training and education services
- E:** Job searches/Successful employment
- F:** Building resumes and interviewing skill
- G:** Financial assistance
- H:** Adaptive services and/or Assistive Technology
- I:** Transportation
- J:** Other, N/A

The following table outlines results for each major theme, ordered by most frequent:

<b>Theme</b>	<b># of Responses</b>	<b>%</b>
<b>C:</b> Supportive, understanding, and effective counselor	69	37%
<b>A:</b> General positive comments	37	20%
<b>B:</b> Caring and enthusiastic staff	23	12%
<b>J:</b> Other, N/A	19	10%
<b>D:</b> Training and education services	14	7.5%
<b>G:</b> Financial assistance	9	4.5%
<b>E:</b> Job searches/Successful employment	7	4%
<b>F:</b> Building resumes and interviewing skill	5	2.5%
<b>I:</b> Transportation	3	1.5%
<b>H:</b> Adaptive services and/or Assistive Technology	2	1%

A great majority of the respondents (37%) providing comments on what they were most satisfied with in their experience with the MRC responded with positive comments about their counselor(s). These responses generally described the supportiveness and effectiveness of their MRC VR counselors(s). The next largest category (20%) gave generally positive comments about their experience with the MRC agency as a whole. About 12% answered that the MRC staff as a whole was caring and supportive.

**Q22: Please provide any additional comments you may have regarding your satisfaction with the Massachusetts Rehabilitation Commission.**

There were 125 open ended responses to Question 22. These responses were analyzed and coded into the following 11 major themes:

- A:** Positive comments regarding MRC services and/or experience
- B:** Positive comments regarding MRC VR staff
- C:** Negative comments regarding MRC services and/or experience
- D:** Negative comments regarding MRC VR staff or providers
- E:** Did not get enough assistance from MRC services
- F:** More understanding and contact is needed from counselors
- G:** Dissatisfied with education services/funding
- H:** Staff need more understanding of specific disabilities (LD, Dyslexia, and Anxiety Disorder)
- I:** Desired more information on available services
- J:** Recommends service enhancement or change
- K:** N/A or none

The following table outlines results for each major theme, ordered by most frequent:

<b>Theme</b>	<b>#</b>	<b>%</b>
<b>A:</b> Positive comments regarding MRC services and/or experience	52	41.5%
<b>B:</b> Positive comments regarding MRC VR staff	21	17%
<b>C:</b> Negative comments regarding MRC services and/or experience	16	13%
<b>K:</b> N/A or none	13	10%
<b>E:</b> Did not get enough assistance from MRC services	10	8%
<b>J:</b> Recommends service enhancement or change	4	3%
<b>D:</b> Negative comments regarding MRC VR staff/providers	3	2.5%
<b>G:</b> Dissatisfied with education services/funding	2	1.5%
<b>H:</b> Staff need more understanding of specific disabilities (such as Learning Disability, Dyslexia, or Anxiety Disorder)	2	1.5%
<b>F:</b> More understanding/contact needed from counselors	1	1%
<b>I:</b> Desired more information on available services	1	1%

The majority of responses to Question 22 (about 42%) gave positive comments regarding MRC services and respondents' experiences with the MRC. The next largest group of responses (17%) gave positive comments on the MRC staff, referring either to the agency in general, a particular area office, or one or more particular VR counselors.

Of the negative comments (13%, or 16 individuals), the great majority were broad in nature and addressed no specific service or issue. Specific issues mentioned in negative comments included wait time, ineffectiveness of services (such as job placement or counseling), or dissatisfaction with service providers.

## **RECOMMENDATIONS**

The MRC Research, Development, and Performance Management Department has made the following recommendations based on the findings from the 2014 Consumer satisfaction Survey.

1. The MRC should continue to work to make sure all new and existing consumers are given access to the MRC Consumer Handbook, to increase consistency and uniformity of VR services across area offices and providers as well as to ensure that consumers are made aware of all services available to them. The MRC will continue to track consumer awareness of the handbook through the annual Consumer Satisfaction Survey.
2. The MRC should work to improve the quality and number of job interviews and job leads for MRC VR consumers. Though satisfaction with these services was moderately high (in the 60% to 70% range), improvements can be made.
3. The MRC should continue to work to measure and analyze consumer outcomes beyond the current 90 day case closure timeframe, to determine longer term outcomes regarding job status, work hours, wages, and job satisfaction for MRC VR consumers.
4. Following SRC recommendations and annual Needs Assessment findings that indicate a growing preference for more electronic forms of communication from consumers, the MRC should continue to work to increase the number of recorded consumer email addresses, in order to facilitate future online surveys as well as general communication with consumers.

## **APPENDIX A**

### **2014 Survey Instrument**

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#### **THE MASSACHUSETTS REHABILITATION COMMISSION 2014 CONSUMER SATISFACTION SURVEY**

**Welcome to the annual Consumer Satisfaction Survey of the Massachusetts Rehabilitation Commission (MRC). This survey will ask you about your satisfaction with the services you received through the MRC.**

The information that you provide through this survey is very important to the work of the MRC and to the people the agency serves. Your feedback can let us know what is working well and what can be improved. This survey is completely voluntary, and your answers will be kept confidential.

Please take the time to complete this brief survey. Use the "Next" button at the bottom of the screen to get to the next page and the "Prev" button to return to the previous page. After you hit the "Done" button on the last page, you will not be able to access your responses.

If you require any technical assistance or accommodations to complete this survey, please contact the R&D department at 617-204-3764 or at RDSurvey@MassMail.State.MA.US.

Thank you.

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#### **MRC 2014 Consumer Satisfaction Survey**

##### **OVERALL SATISFACTION**

#### **1. Overall, how satisfied are you with the services that you received from the MRC?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

#### **2. Would you encourage others with disabilities to go to the MRC for any employment or training services that they may need?**

- Yes
- No
- Not Sure

#### **3. How satisfied are you that the services you received through the MRC have assisted you in becoming more independent?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**4. Are you currently employed (for any amount of hours or pay)?**

- Yes
- No

**EMPLOYMENT INFORMATION**

The following questions regarding employment are completely voluntary. You can continue with the rest of the survey at any time by clicking the "Next" button below.

**5. How satisfied are you with your current job?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**6. How satisfied are you that your current job matches the goals developed in your MRC employment plan?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**7. How many hours do you work per week? If it varies from week to week, please estimate the average amount of hours that you work on any given week.**

- 1-2 hours per week
- 3 - 5 hours per week
- 6 - 10 hours per week
- 11- 15 hours per week
- 16 - 20 hours per week
- 21 - 25 hours per week
- 26 - 30 hours per week
- 31- 35 hours per week
- more than 35 hours per week

**8. What is your current hourly wage? If your hourly wage changes, please estimate your average wage.**

- \$1 - \$7 an hour
- \$8 an hour
- \$9 - \$11 an hour
- \$12 - \$14 an hour
- \$15 - \$20 an hour
- \$21 - \$27 an hour
- \$28 - \$35 an hour
- \$36 - \$45 an hour
- More than \$45 an hour

## SATISFACTION WITH SERVICES

**9. Please rate your level of satisfaction with each type of service that you received through the MRC. If you did not receive a listed service, respond with "Not Applicable".**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Not Applicable

Listed Services:

- Counseling & Guidance Services
- Job placement Services from MRC staff
- Job Placement Services from an MRC service provider, such as any Competitive Integrated Employment Services (CIES) service providers
- On-the-Job Supports or Supported Employment Services (to assist you in keeping your job)
- On the Job Training at a job site
- Education Services (college or university costs or books and supplies)
- Skills Training Services (such as interviewing, resume preparation or soft skills training)
- The MRC CVS Pharmacy Technician Training Program
- Assistive Technology (such as computer, home or vehicle modifications)
- Transportation Services (including train passes, the RIDE, Charlie Cards, and the donated car program)
- Reader Services
- Interpreter Services
- Personal Attendant Services
- Tools, equipment, or uniforms
- Information and Referral Services

**10. How satisfied were you that you received adequate information regarding the range of services available to you through the MRC?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**11. Were you made aware of the MRC Consumer Handbook?**

- Yes
- No
- Not Sure

**12. If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with these services?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- I did not receive services from any MRC affiliated service providers

**13. Please list the names of any MRC affiliated service providers that you received services from.**

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_

**14. How satisfied were you with the ability of the MRC to identify your interests, strengths, and employment goals?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**15. How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**16. How satisfied were you with your level of participation in the development of your employment plan?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**17. How satisfied were you with the kinds of job leads you received through the MRC?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**18. How satisfied were you with the number of job interviews you received through the MRC?**

- Very satisfied
- Satisfied

- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**19. How satisfied were you with the promptness of the services you received through the MRC?**

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

**COMMENTS AND SUGGESTIONS**

**20. What were you least satisfied with in your experience with the MRC?**

**21. What were you most satisfied with in your experience with the MRC?**

**22. Please provide any additional comments you may have regarding your satisfaction with the MRC.**

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**Thank You**

## **APPENDIX B**

### **MRC Vocational Rehabilitation (VR) Services 2014 Fact Sheet**

**FY 2014 Year in Review: July 1, 2013 – June 30, 2014**

#### **MRC VR Services**

**3,653** Massachusetts citizens with disabilities were successfully placed into competitive employment through the MRC VR Services, based on their choices, interests, needs, and skills.

The total earnings of these successfully placed VR consumers in their first year of employment were \$63.8 million.

The estimated public benefits savings from people rehabilitated in MA were \$27.4 million.

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Average Hourly Wage	\$12.67
Average Work Hours Weekly	26.5

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The returns to society based on increases in lifetime earnings range from \$14 to \$18 for each \$1 invested in the MRC VR program.\*

\$5 is returned to the government in the form of increased taxes and reduced public assistance payments for every \$1 invested in the MRC Vocational Rehabilitation program.\*

*\*Based on a 2004 Commonwealth Corporation Study.*

#### **Who Are Our Consumers?**

Psychiatric Disabilities	37.6%
Substance Abuse	8.8%
Orthopedic Disabilities	10.4%
Learning Disabilities	20.8%
Developmental Disabilities	2.2%
Deaf and Hard of Hearing	6.7%
Neurological Disabilities	2.6%
Traumatic Brain Injury	2.0%
Other Disabilities	8.9%

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Average Age	34
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Female	47.2%
Male	52.8%

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Asian/Pacific Islander	3.8%
Black	16.6%
Hispanic	10.2%
Native American	.8%
White	80.2%

### **FACTS AT A GLANCE**

The goal of our services is to promote dignity and self-sufficiency through employment and community living, one person at a time. We hope that 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 the services provided by the Massachusetts Rehabilitation Commission.

<b>Consumers actively receiving services</b>	<b>22,609</b>
<b>Consumers enrolled in training/education programs</b>	<b>15,567</b>
<b>Consumers with disabilities competitively employed</b>	<b>100%/3,653</b>
<b>Consumers employed with medical insurance</b>	<b>95.9%</b>
<b>Consumers satisfied with services</b>	<b>80.3%</b>

### **Agency 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.

### **Agency Vision:**

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

### **The MRC Vocational Rehabilitation (VR) Division**

The MRC Vocational Rehabilitation Program and the Massachusetts Commission for the Blind serve eligible individuals with disabilities who are available and able to attain employment as a result of vocational rehabilitation services.

The MRC Vocational Rehabilitation Program is the federal-state vocational rehabilitation program focused on assisting individuals with disability(s) to become employed. Some of the MRC-VR services provided include:

- Vocational counseling, guidance and assistance in job placement
- Training and education programs, including college if appropriate
- Rehabilitation technology services
- Job coach services
- Community based employment services
- Job Placement

### **2014 Consumer Comments**

- “MRC assisted me in making significant progress in my life.”
- “MRC gave me back my life. After devastating amputations prevented me from working and driving, MRC told me I could do both again, and they found me a job as well as paid for adaptive automobile equipment. I am so very grateful to MRC.”
- “My MRC vocational rehabilitation counselor has done everything within her capacities to assist in developing a game plan to return to the work force. She assisted in obtaining job placement services to find a job for me where I can use some of the skills I've acquired.”
- “The MRC’s supports and services are extremely important to me and others not only in seeking employment, but in maintaining independence and self-sufficiency in the world which we live in daily.”
- “The staff were extremely professional, helpful, understanding and gave me hope. I would not be working in the position I have today without the help of the MRC.”
- “I was very satisfied with the services I received form MRC. The services were individualized, appropriate and played a large role in the success I have attained”