



2018 MRC Consumer Satisfaction Report Survey

MRC Analytics and Quality
Assurance Department

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Background and Methodology

The Massachusetts Rehabilitation Commission's (MRC) Analytics and Quality Assurance Department collaborates with the Consumer Satisfaction Committee of the State Rehabilitation Council (SRC) to implement the annual Consumer Satisfaction Survey and survey report. MRC is required to conduct an annual Consumer Satisfaction Assessment. Additionally, the SRC and MRC revise, implement and review the Consumer Satisfaction Survey conducted each year. This year's Statewide Satisfaction Survey was conducted in the winter of 2018.

The annual Consumer Satisfaction Survey measures consumer satisfaction with the agency's VR programs, services, and supports the quality improvement and evaluation activities of 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 1st, 2017 and September 30th, 2018). 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.

Since the last survey, MRC's Analytics and Quality Assurance Department along with the Consumer Satisfaction Committee of the SRC made an addition to the survey. These changes included, increase amounts to account for the rise in minimum wage, satisfaction around Pre-Employment Transition Services, and developing skip logic to survey questions that would not be applicable to certain survey participants. All changes made to the survey were discussed and agreed upon during the SRC's Consumer Satisfaction Quarterly meeting.

The questionnaire is comprised of several items designed to: measure consumer satisfaction with service delivery and overall satisfaction with the VR program; measure consumer satisfaction with their vocational rehabilitation counselor; determine the consumer's level of involvement in the program; determine what factors, if any, prevented the consumer from working, among other factors.

The total number of consumers closed in Status 26 or 28 in this period was 12,168 (and the number of consumers with known email addresses was 5,330 which experienced an increase of 49% in comparison to 2017 for known email addresses which was 2,635.

Out of the this number there were some instances where the survey was sent to nonfunctional email addresses, individuals who opted out of participating in the survey, and those who did not open the survey. The final sample size was 1,987 (or 45% of total survey invitations sent out), this represents 16% of closed cases for 2018. In total, the survey received 404 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). This simply means that the total number of survey responses met the recommended sample size needed to be representative.

The 2018 survey responses were exported to excel and SPSS for statistical analysis. Data from the MRC electronic management information system (MRCIS) is linked to survey responses to compare the demographic correlation. Consumer comments to open-ended questions were analyzed using qualitative methods. Common themes were coded and categorized according to theme and frequency.

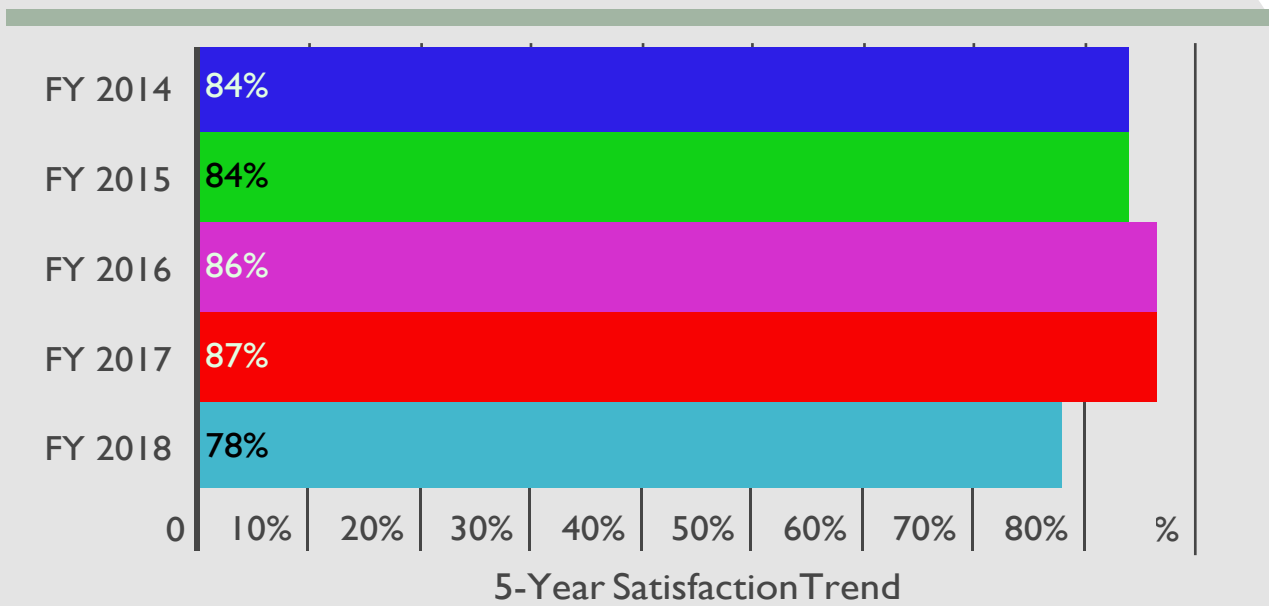
The AQA Department refers any survey respondents who express any serious problems or concerns through the consumer satisfaction survey to the MRC Ombudsman's office. There were no such instances that occurred in the 2018 survey. Results and preliminary drafts of the survey report are and continue to be shared and discussed with the Consumer Satisfaction Committee which has now been combined with the Comprehensive Statewide Needs Committee.

A possible limitation of the 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 entire population of Status 26 and 28 closed cases, constituting a coverage error. As in previous years, the 2018 respondents were slightly older and slightly more educated than the overall population of closed cases. The final sample of individuals were not notably different in demographics such as age, race, gender, or level of education when compared to the previous year survey samples or the overall closed case population from previous years.

Summary of Results- Key Findings

In consideration of the Massachusetts Rehabilitation Commission's (MRC) delivery of services, job satisfaction, level of participation in developing their Individualized Plan for Employment (IPE), and if their current employment matching their IPE goals, the majority of consumers revealed that MRC met their expectations for these areas of performance.

In addition, overall a high percent of consumers (78%) were satisfied with MRC services in 2018. Of these, a very high 41% were very satisfied with MRC services, followed by 21% of respondents were satisfied and 16% of respondents were somewhat satisfied. Furthermore, when compared to previous survey years, FY18 experienced a total decrease of 9% from last year's overall satisfaction figures. Although this is a significant decrease, MRC is still seeing a great majority of consumers reporting to be satisfied with MRC services.

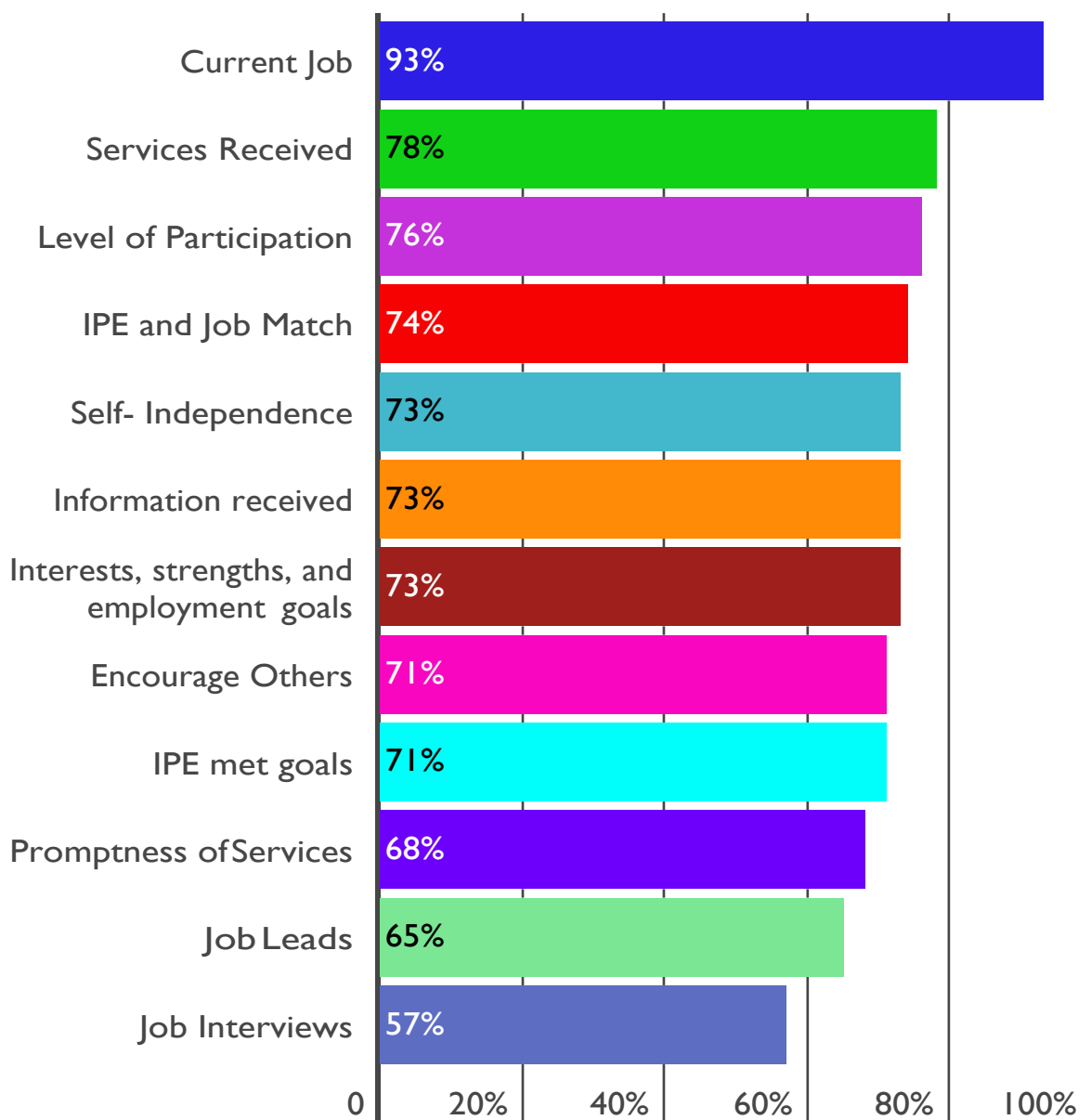


When compared to previous years in terms of satisfaction rates, MRC experienced a 9% decrease in overall satisfaction, in contrast to the response rates reported in previous reports (e.g. 84% in 2014, 84% in 2015, 86% in 2016, and 87% in 2017) attained in the prior years, the drop in response rates can be explained by the addition of large numbers on consumers who were closed as unsuccessful (Status 28).

Additionally, MRC discovered that individuals who indicated in the survey that they were not satisfied (22%), generally indicated they were dissatisfied throughout the survey. Upon further analysis, a cross tabulation function was run in SPSS on this group and it revealed, those who expressed dissatisfaction, 21% were somewhat satisfied with the level of participation in the development of their IPEs and were most dissatisfied with the promptness of services received through MRC.

Summary of Results-Key Findings

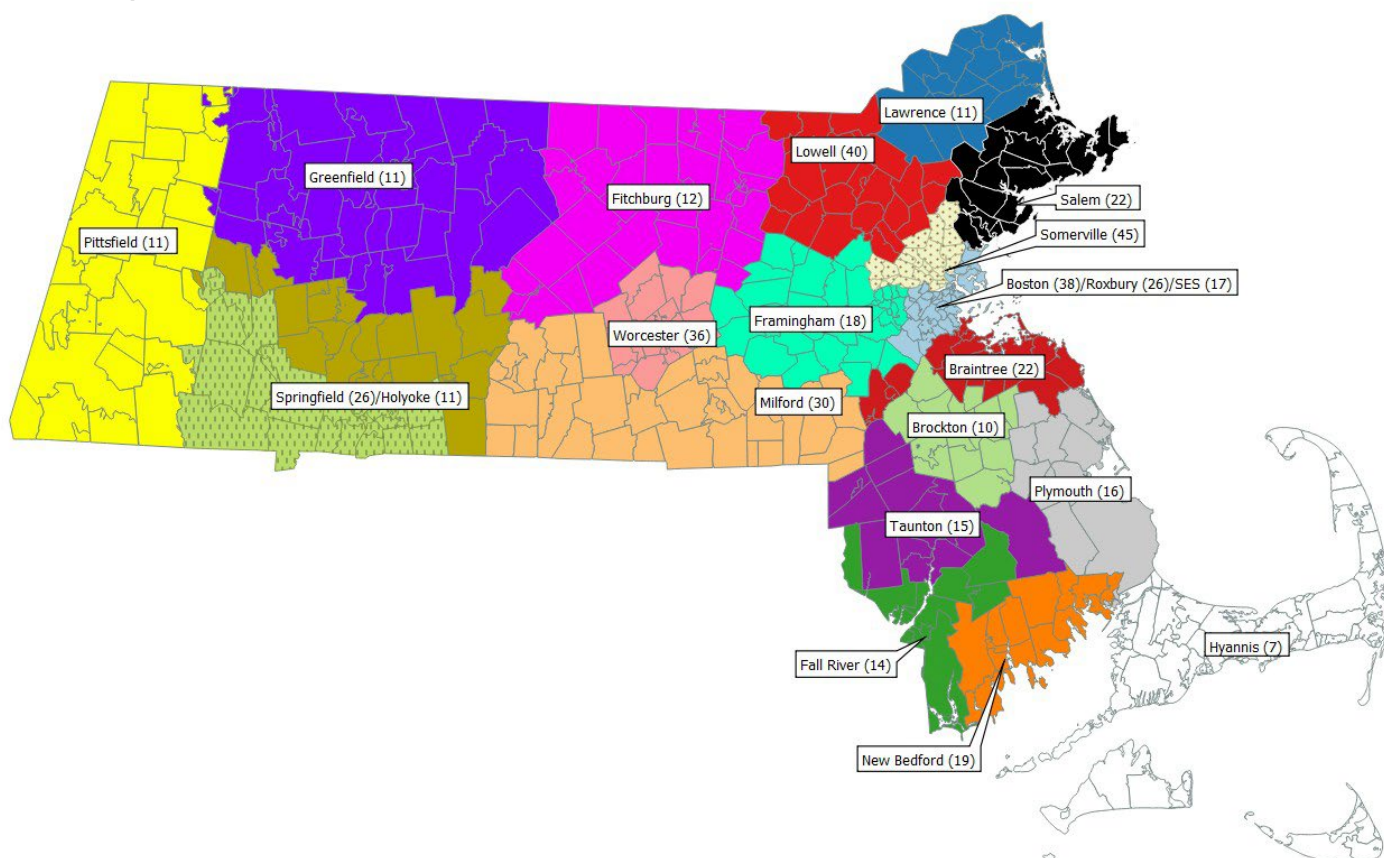
Consumers were asked to rate their level of satisfaction with MRC services, their Individualized Plan for Employment (IPE), level of participation, promptness of services, job leads, job satisfaction among other areas. More than half of survey recipients were satisfied with the following areas. Although this year's satisfaction survey experience a noticeable decrease in satisfaction, there were high satisfaction rates in areas such as consumer's satisfaction with their current employment (93%), consumer's level of participation in the IPE process (76%), and job match to IPE (74%). Additionally, MRC was able to obtain consumer feedback through this survey and some consumers reported that they were most satisfied with job placement and how effective their VR counselors was during their time at MRC.



Demographics Characteristics

The aggregated survey data was cross-referenced with consumer demographic data, including 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 MRC closed cases and the survey respondents. For FY 2018, the combined total number for all cases closed in status 26 and status 28, was 12,168 cases of which, 59% (4,125) were cases closed in Status 26 and 41% (8,043) were cases closed in status 28. The percentage of 2018 survey respondents who were closed in Status 26 was 54% while the remaining 46% were closed in Status 28. Results discussed in this report are based on information provided by 404 survey respondents.

By comparison, among the population of all MRC closed cases in FY 2018, Status 26 cases accounted for 36% of the overall population while Status 28 accounted for 61%. With regard to the distribution of responses from the MRC area offices, there were between 1 and 49 respondents from each of the offices (which vary greatly in the number of consumers served depending on catchment area). The largest number of survey responses came the local MRC area offices in Salem, Springfield, Holyoke, Lowell, Lawrence, and Worcester. These response areas accounted for 41% of total survey responses received.

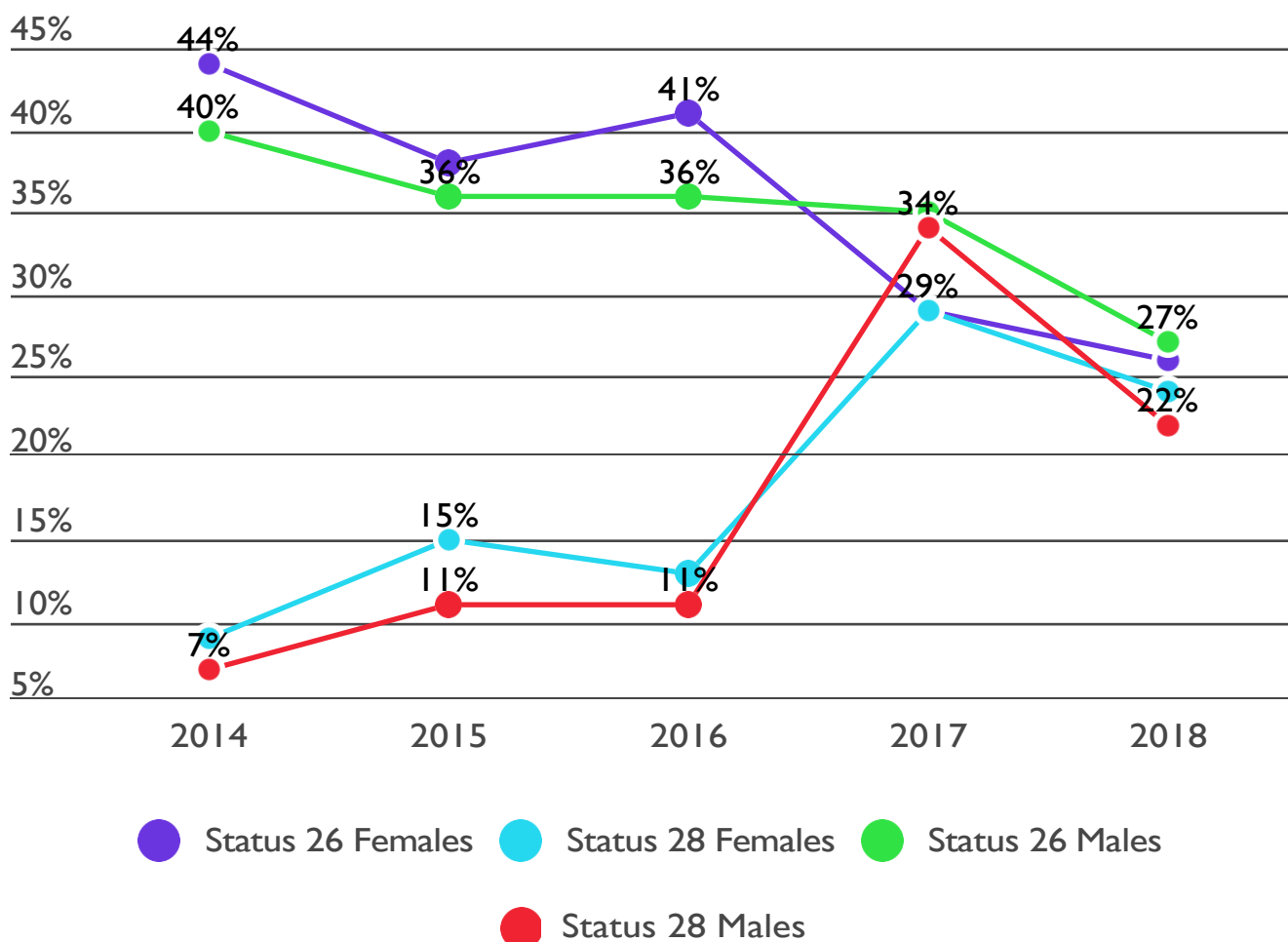


Demographics Characteristics- Gender

The following information shows the demographic statistics for the 2018 survey recipients in terms of gender and closure status. MRC generally serves more males than females, this year's figures continue to reflect that 34% of females regardless of status were served by MRC and 66% of males regardless of status were served by MRC.

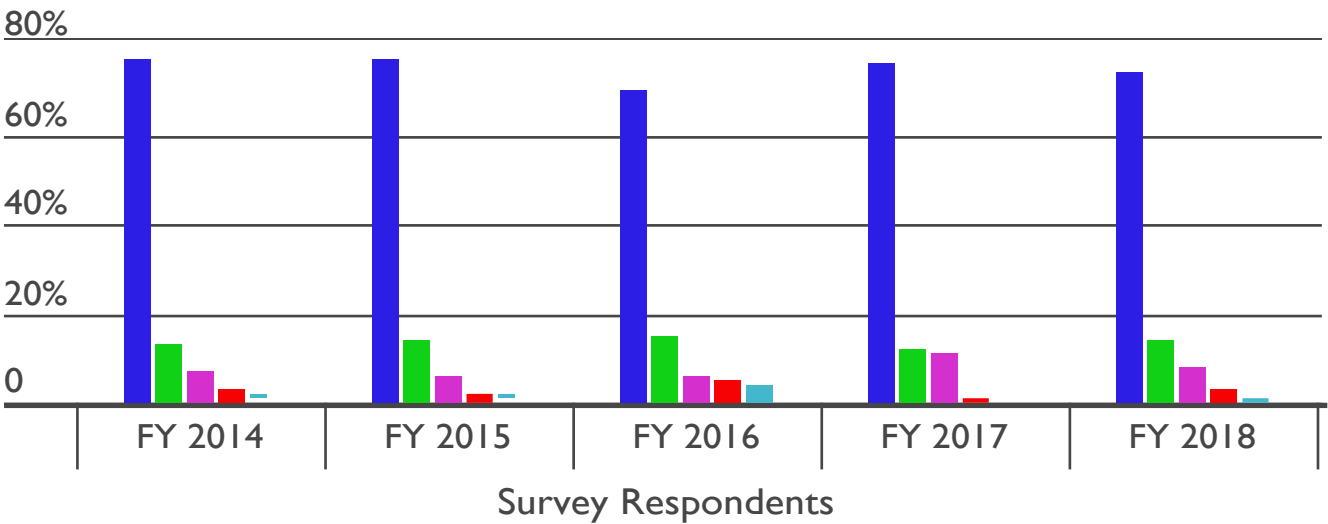
This year, the total number of females in the overall MRC population that were closed out in either Status 26 and 28 was 5,922, of which 67% (or 3,719) were closed out unsuccessfully and the remaining 33% (1,873) were closed out successfully.

Additionally, MRC conducted a 5-year trend analysis of survey respondents (both females and males) and discovered that males in Status 28 had increased from FY 2014- FY 2017 while males in Status 26 have continued to slowly decline over the same time period. Very similar to the male populations, the female survey population seem to be experiencing the same trends (increased Status 28 closures and decreased Status 26 closures), although we see a sharp decline in both status regardless of gender in FY 2018.

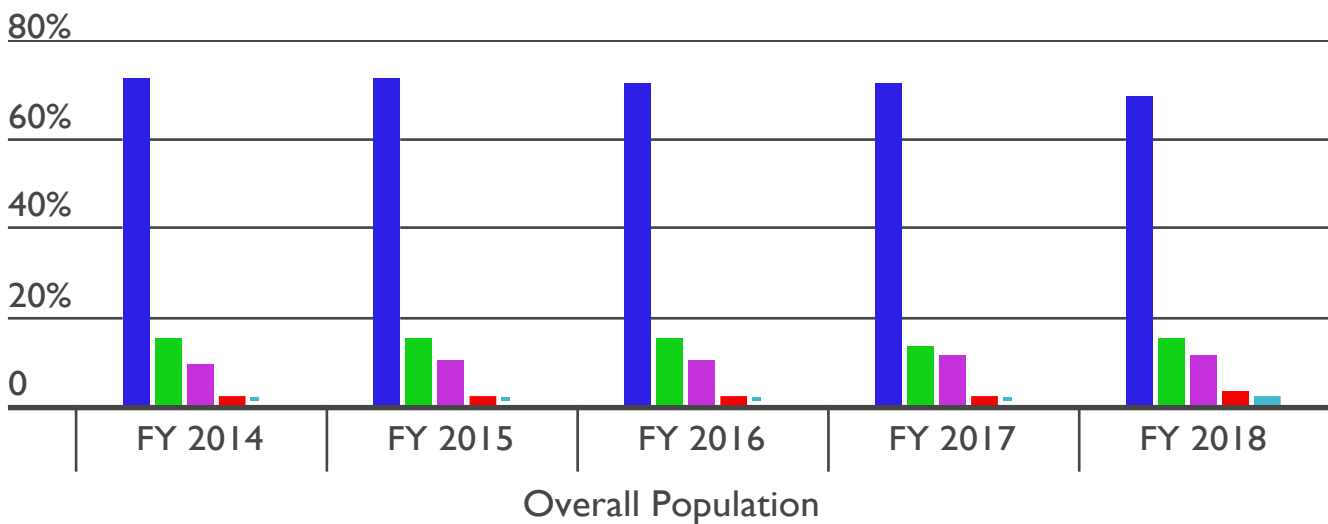


Demographic Characteristics - Race and Ethnicity

With regard to race/ethnicity, the percentage of those who identified as White were very similar among survey respondents (74%) compared to the population of closed cases (78%). The response rate between African Americans respondents and those with a closed case in FY 18 there was a slight difference between the two where 18% of closed cases were African –American compared to the 14% of survey respondents. This is also an overall increase of 3% (among closed cases) and a 1% increase (among survey respondents) from last year’s numbers. The response rate between Hispanics survey respondents (8%) and closed cases (12%) are slightly different. Additionally, Asian/Pacific Islanders made up 4% of both MRC VR closures and all survey respondents.



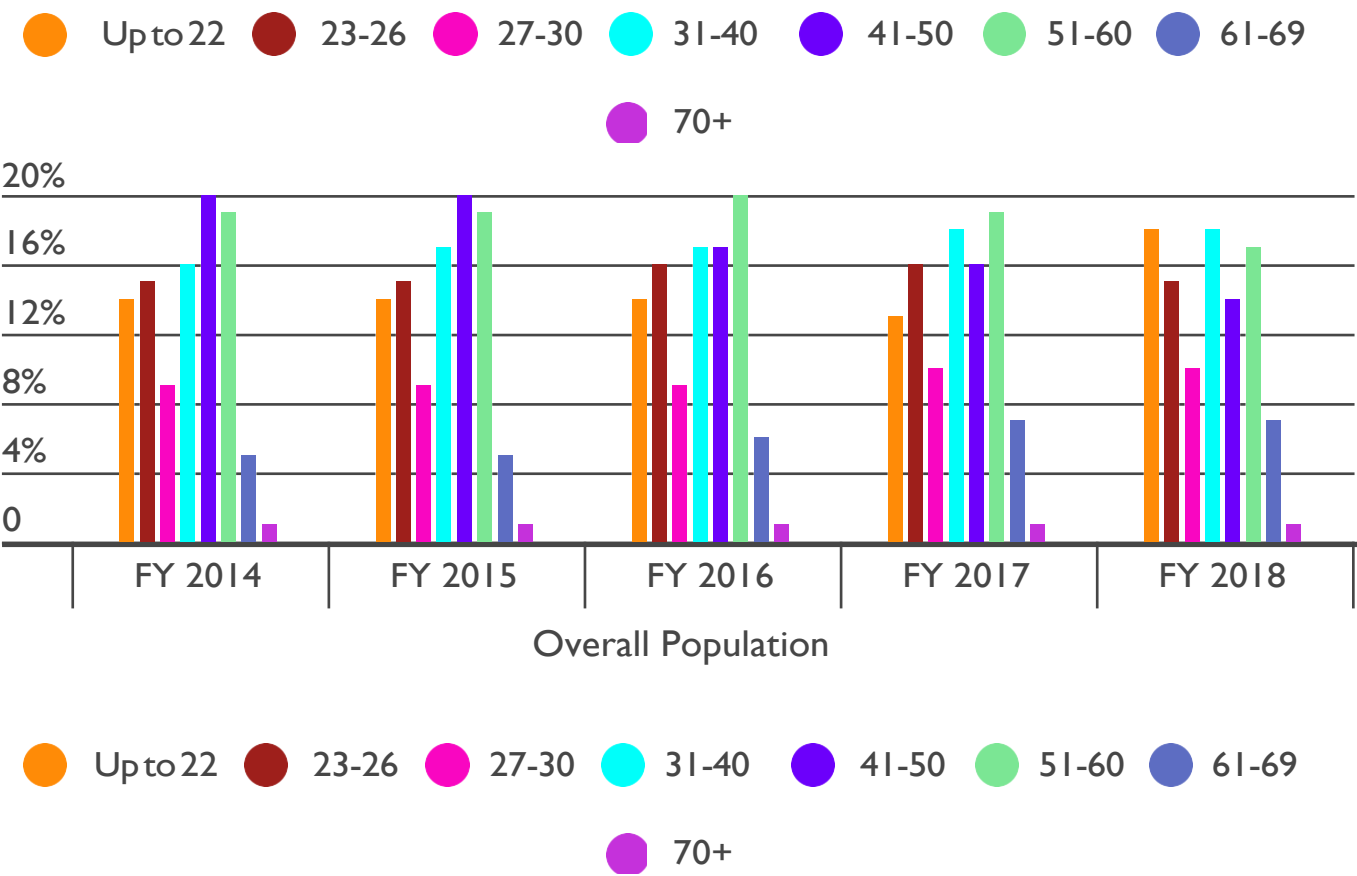
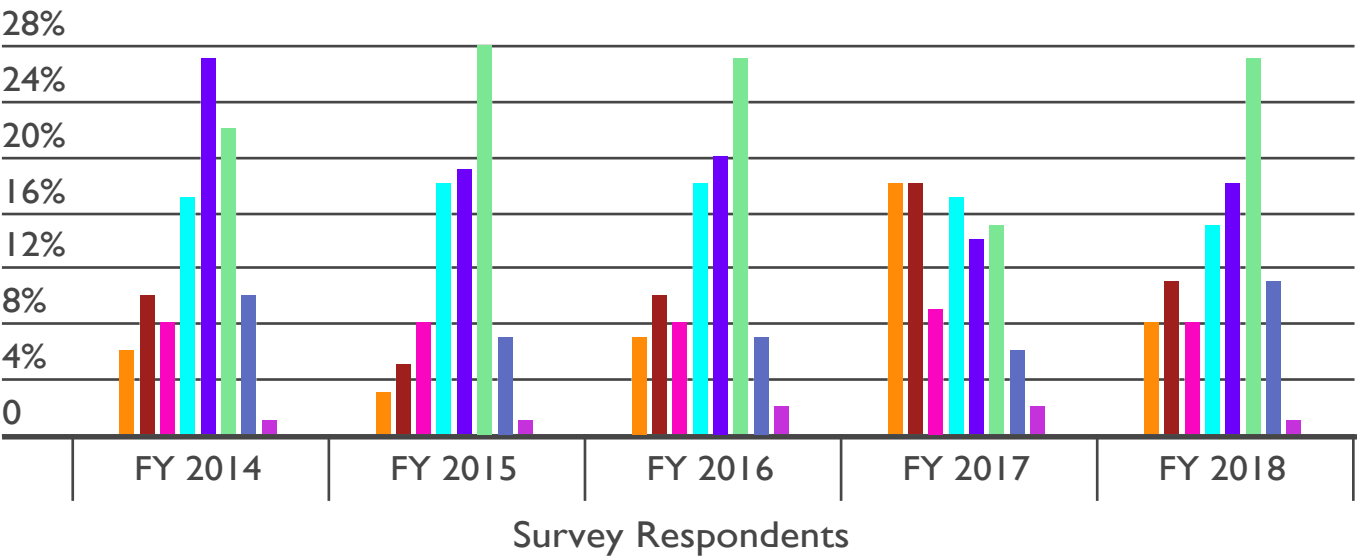
Caucasian Black Hispanic Asian Hawaiian/Pacific Islander



Caucasian Black Hispanic Asian Hawaiian/Pacific Islander

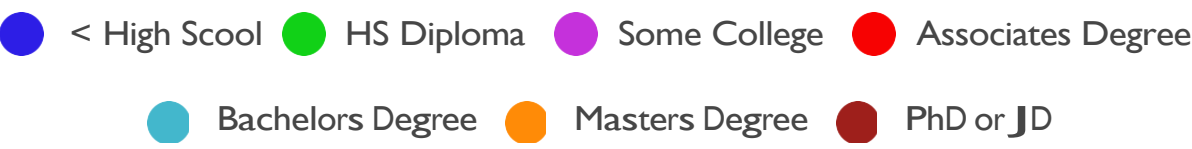
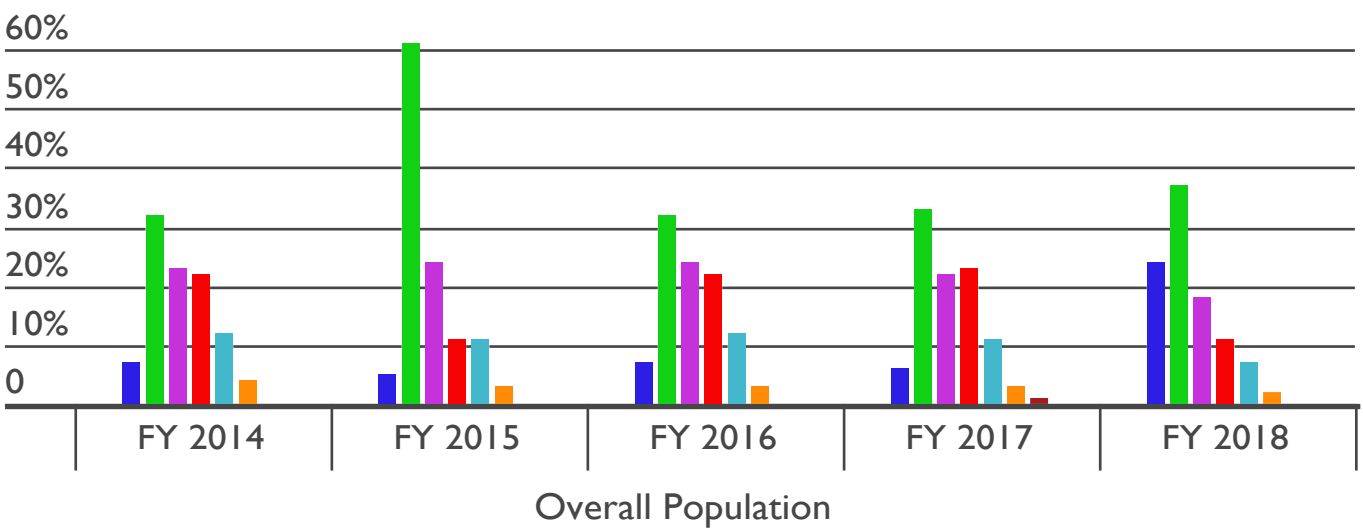
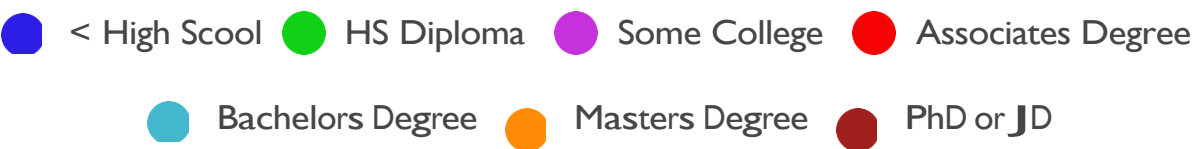
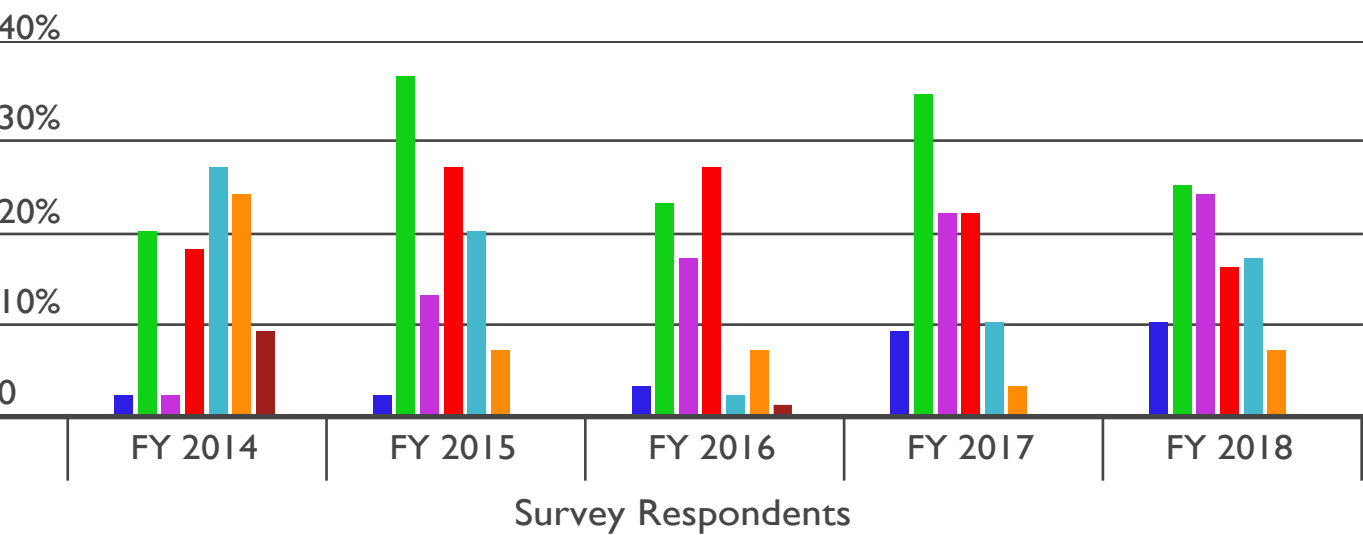
Demographic Characteristics - Age

Survey respondents were similar in age from the population from which they were sampled. The following is the age distribution of survey respondents. In FY 2018, respondents between the ages of 51-60 had the highest response rate of 27%, followed by ages 41-50 (18%), 31-40(15%), 61-69 and 23-26(11%), respondents up to 22 and 27-30 (8%), and 70+ (15). These years results are fairly similar to the previous consumer satisfaction survey results. As illustrated by the bar graphs, most of the age range were close match of the total group of MRC cases closed in Status 26 or 28.



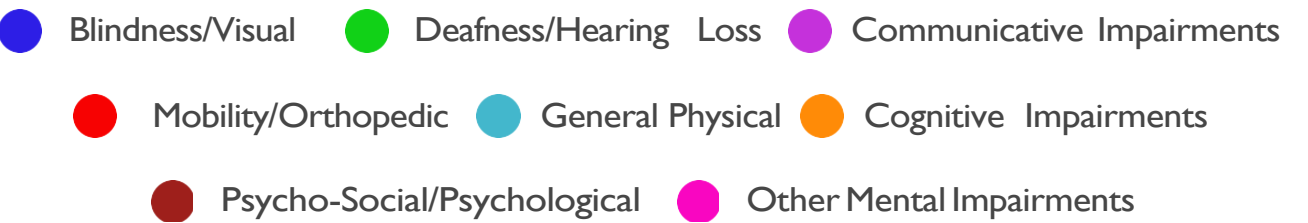
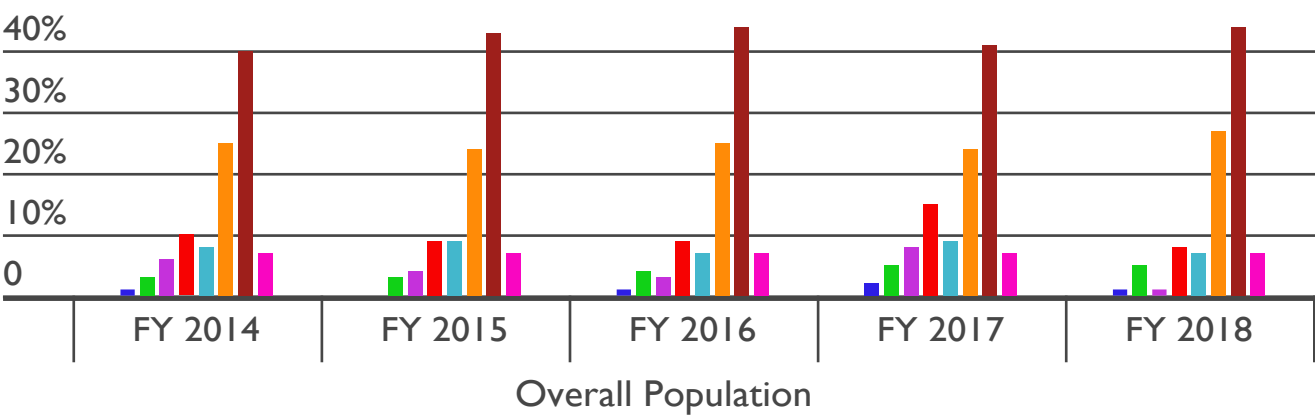
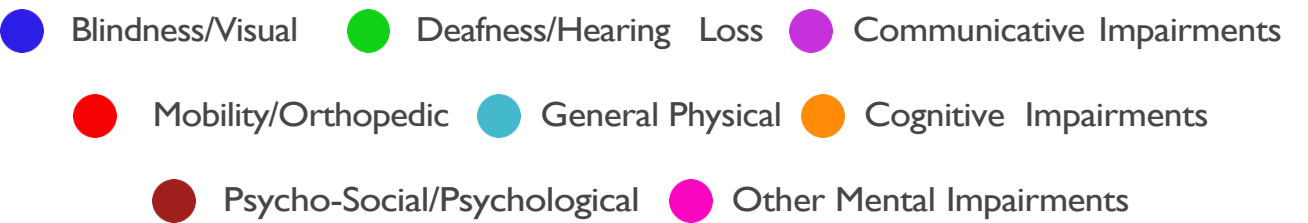
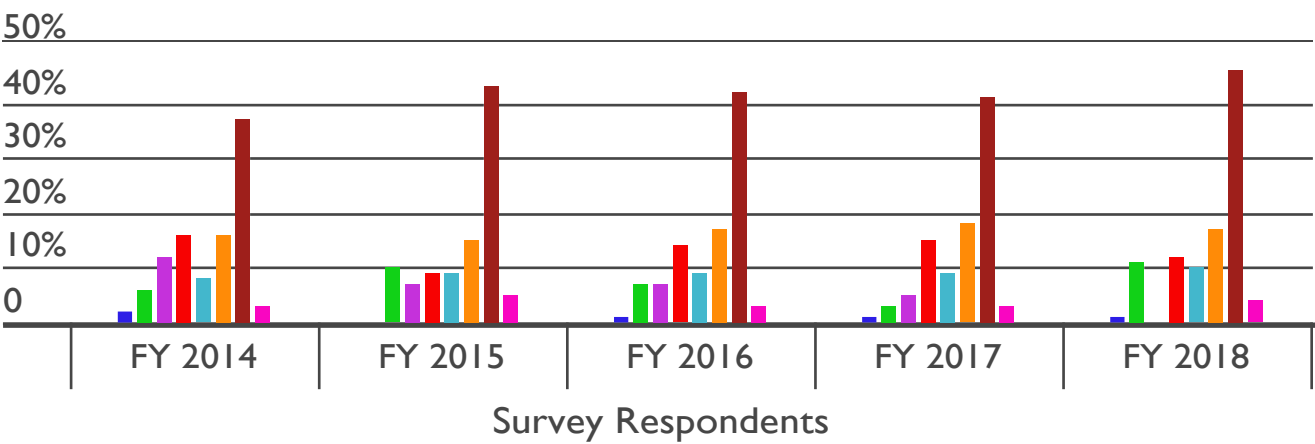
Demographic Characteristics - Education

Survey respondents and closed cases were slightly similar in terms of education from which they were sampled but still within close proximity between the two groups. The majority of respondents had a high school diploma (25%) followed by some college (24%), compared to the overall population where 31% had a high school degree or equivalent and 24% had less than a high school education.



Demographic Characteristics - Disability

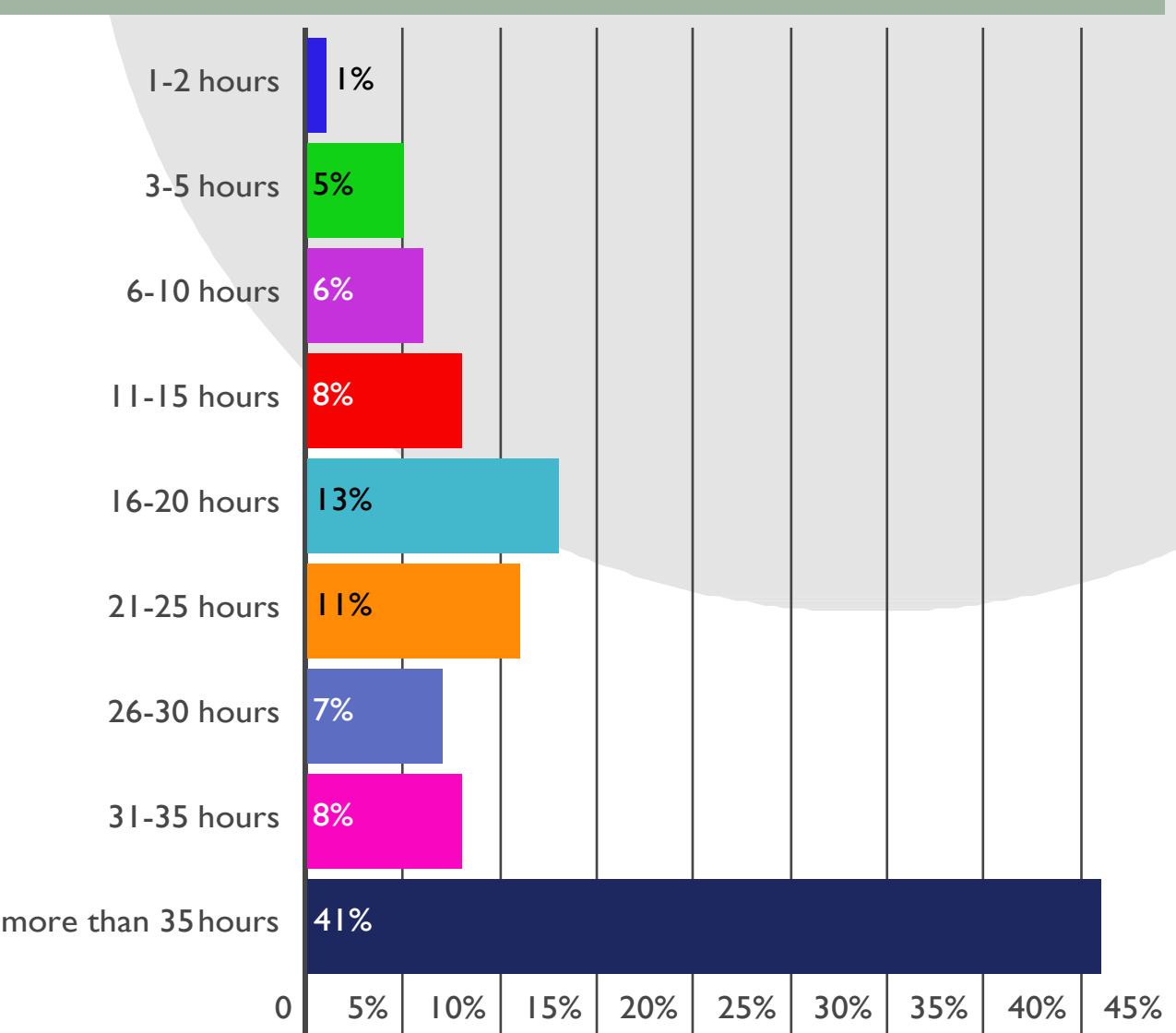
For primary disability, the largest proportion of survey respondents were consumers with psychological/psycho-social (46%), cognitive (17%), or mobility/orthopedic (12%), who comprised 75% of all survey respondents. This was followed by consumers with general physical and other physical disabilities (10%), and by consumers with sensory or communicative impairments (12%). Although the differences between survey respondents and the MRC population continues to increase, consumers with psychological/cognitive disabilities responding to the survey has also increased.



Work Hours for Survey Respondents

Of the 217 respondents who provided how many hours they work per week, 41% indicated they work more than 35 hours per week, 16-20 hours per week (13%); 21-25 hours per week (11%); 31-35 hours and 11-15 hours per week (both at 8%); 26-30 hours (7%); 6-10 hours and 1-5 hours per week, a combined total of 6%. Further analysis was done regarding satisfaction rates for employment (regardless of number of hours worked) and discovered 93% of respondents were satisfied with both their current job and that their current job matched their employment goals outlined in their IPEs.

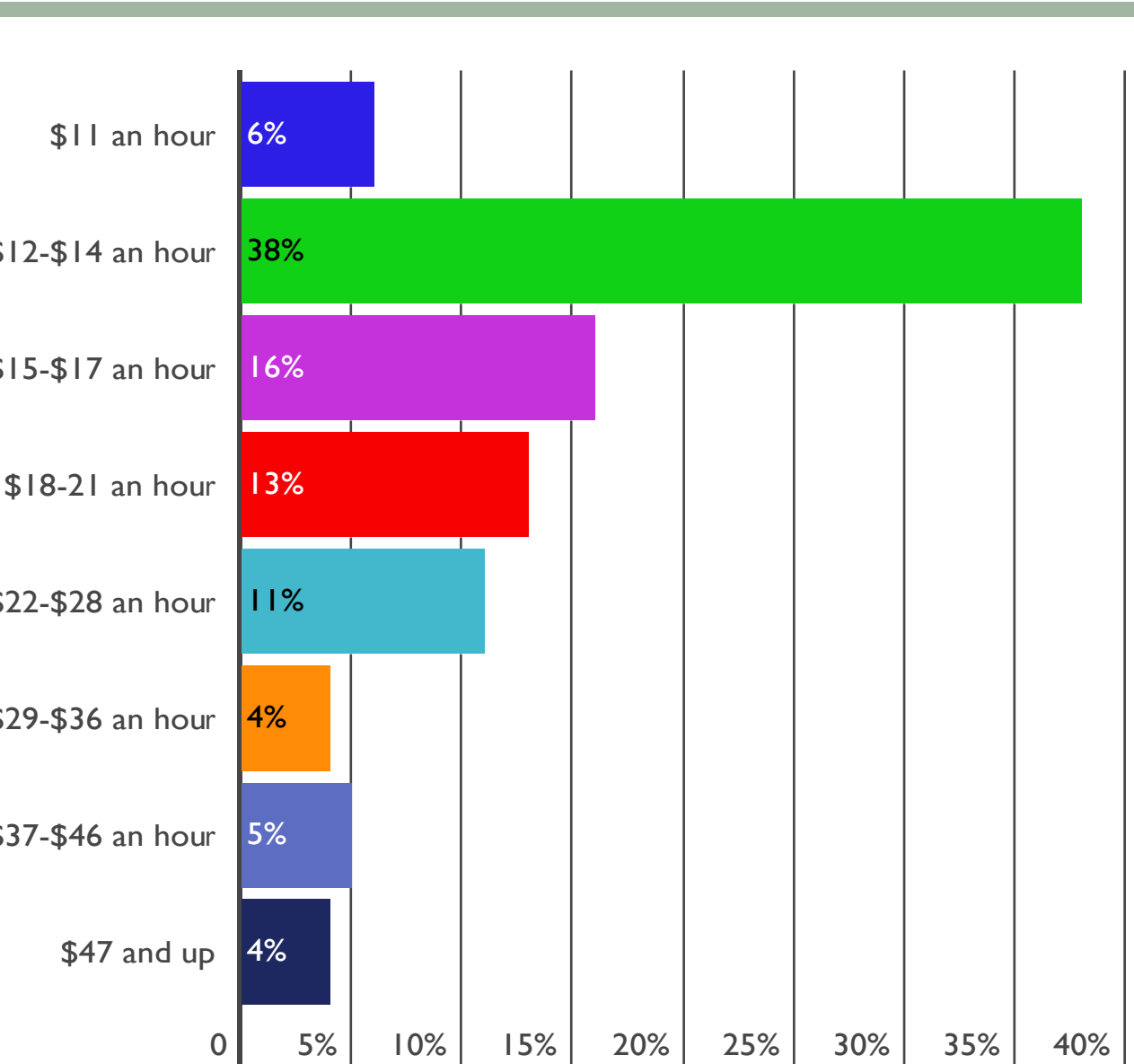
Further analysis showed that of the 160 (or 40%) of consumers who indicated that they were not employed for any amount of hours or pay, 68% (109 individuals) reported that they were still satisfied with the services received from MRC and were satisfied with their IPE (56%) as well as the job leads (50%). This is important to note due to the fact that the individuals who were not employed at the time of this survey still had moderately high satisfaction rates with the services received at MRC.



Work Wages for Survey Respondents

On average most individuals were making between \$12 and \$14 (38%), followed by \$15-\$17 (16%), \$18-\$21 (13%), \$22-\$28 (11%), \$11 an hour (6%), \$37-\$46 (5%), more than \$47 per hour (4%), and \$29-\$36 (4%). Additionally, respondents working more than 35 hours per week indicated making between \$11 and greater than \$47 per hour, with a majority of these individuals making between \$18 and \$21 per hour (40%).

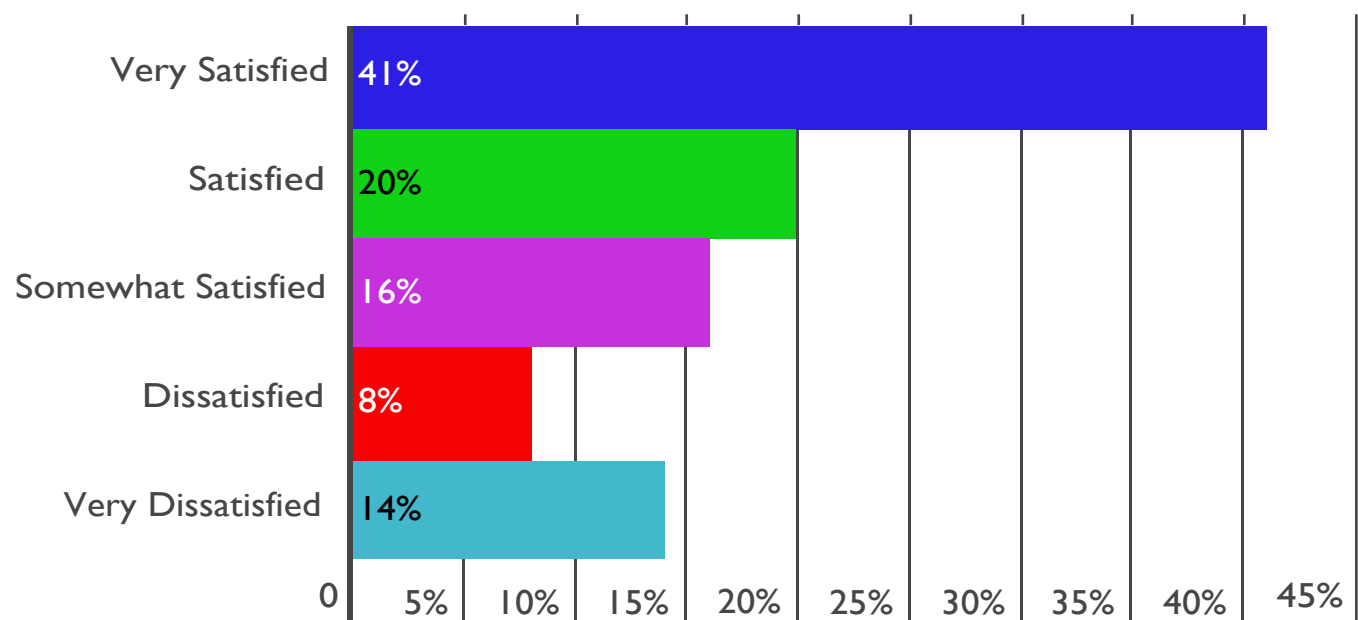
This is comparable to last year's figures where those working more than 35 hours per week indicated making between \$11 and greater than \$47 per hour, with a majority of these individuals making between \$22 and \$28 per hour (21%), followed by 9% who indicated working between 31 and 35 hours per week (9%) earning between \$11 and \$36 an hour and respondents working 26–30 hours (4%), 21–25 hours (10%), 16-20 hours (14%), and 11–15 hours (10%), were making between \$11 and \$36 an hour.



Detailed Survey Results

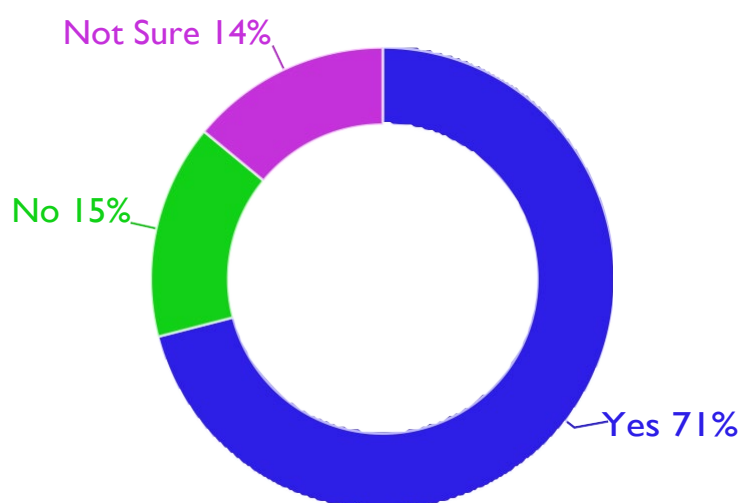
Q1. How satisfied are you with the services that you received from the MRC?

Of the respondents who answered this question, 355 or 75% stated they were satisfied with the services they received from the MRC. A majority indicated they were Very Satisfied (41%) while another combined 36% indicated they were either Satisfied (20%) or Somewhat Satisfied (16%).



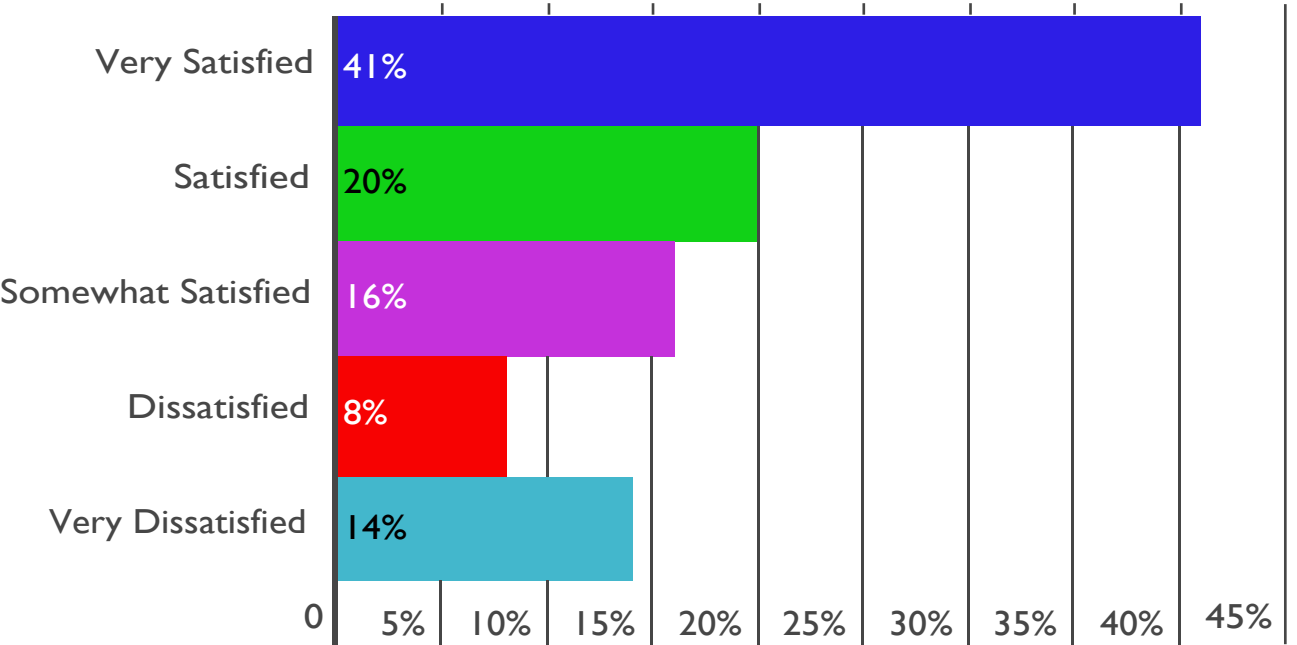
Q2. Would you encourage others with disabilities to go to the MRC for any employment or training services that they may need?

A total of 286 individual respondents, or 71%, indicated they would encourage other individuals with disabilities to go to the MRC for services. The remaining survey respondents indicated No (15%), and Not sure (14%)

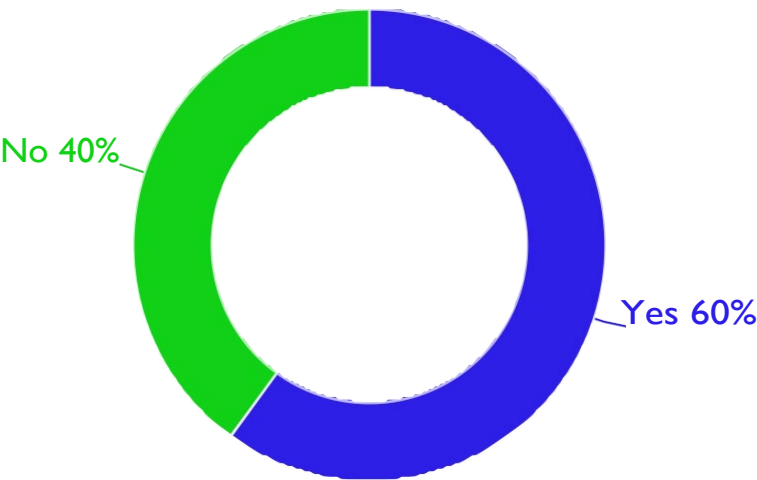


Q3. How satisfied are you that the services you received through MRC have assisted you in becoming more independent?

Overall, 73% of respondents indicated they were satisfied in how the services they received from MRC assisted them in becoming more independent, 41% being Very Satisfied followed by 20% (Satisfied), 16% (Somewhat Satisfied), and the remaining 22% of respondents indicated that they were dissatisfied.

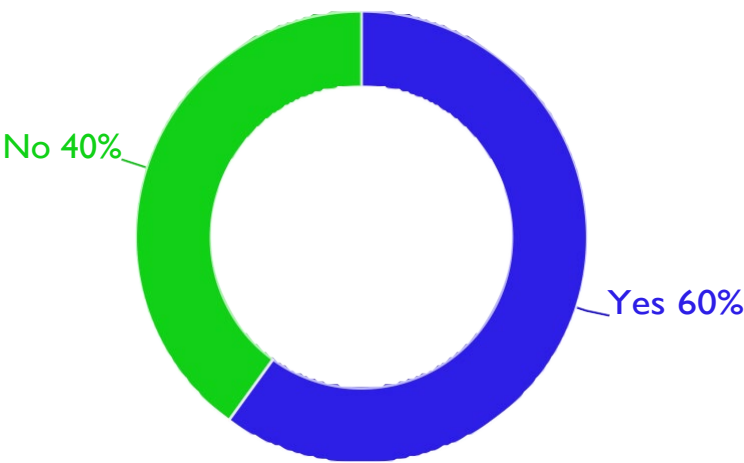


Of the 397 individuals to respond to this question, a great majority responded yes, they are currently employed (60%).



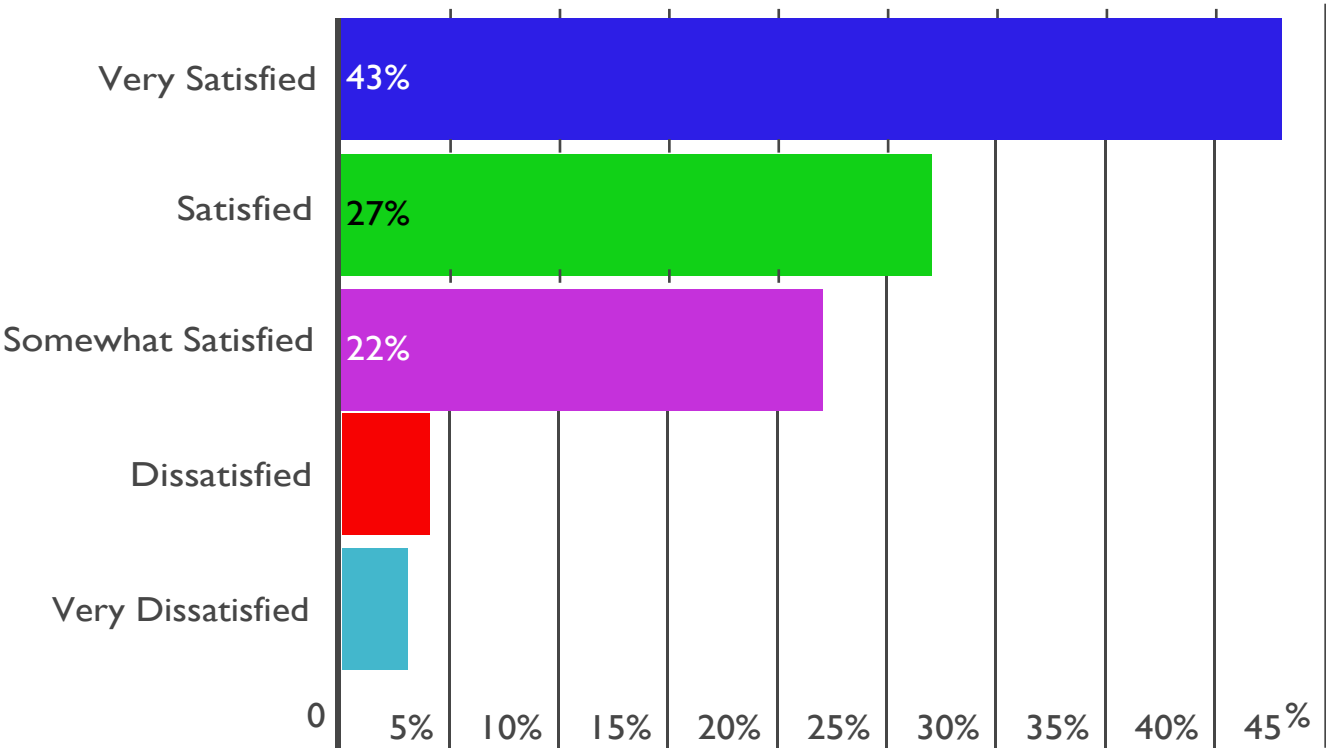
Q4. Are you currently employed (for any amount of hours or pay)?

Of the 397 individuals to respond to this question, a great majority responded yes, they are currently employed (60%).



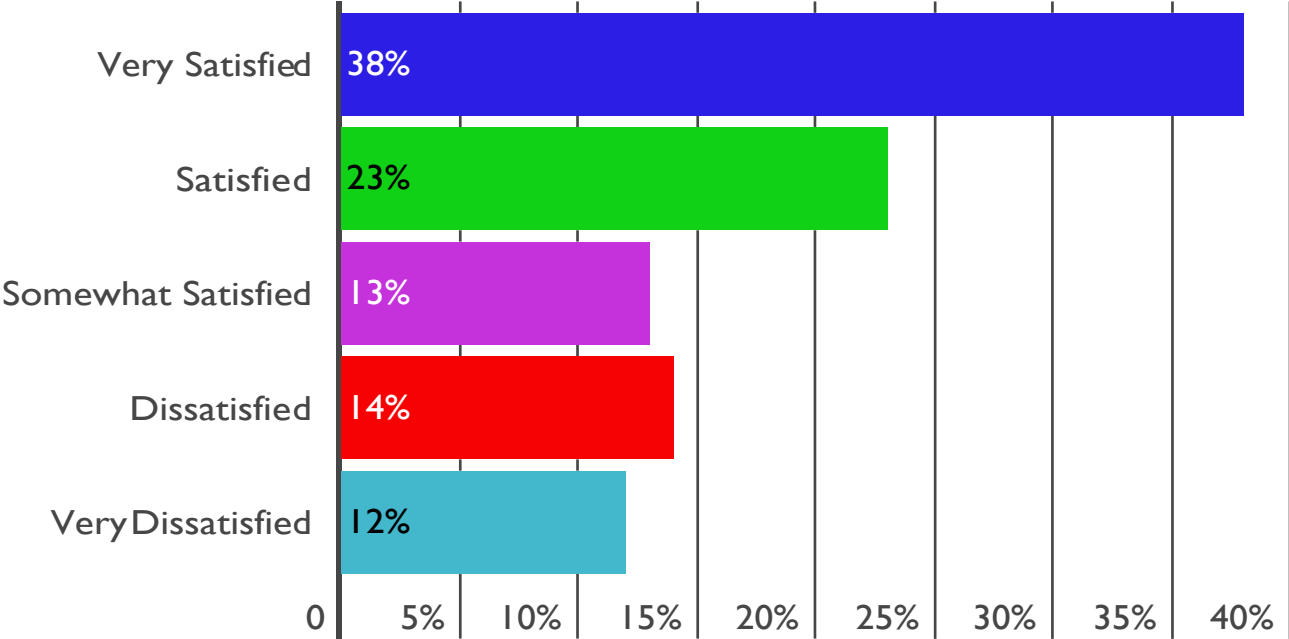
Q5. How satisfied are you with your current job?

Nearly 92% of respondents who stated they were currently employed, indicated they were satisfied with their current job. 43% of respondents indicated that they were Very Satisfied, while an additional 49% indicated they were satisfied or somewhat satisfied. The remaining 7% of respondents were not satisfied.



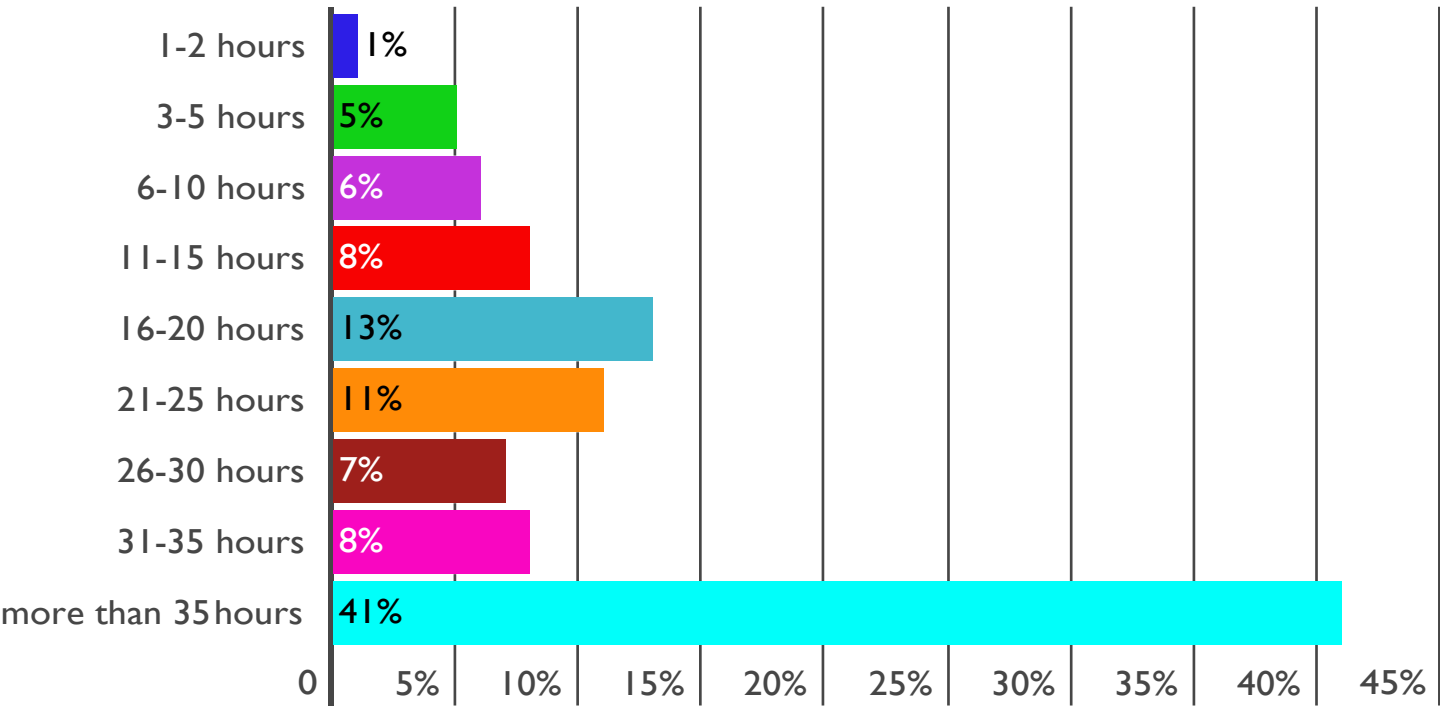
Q6. How satisfied are you that your current job matches the goals developed in your MRC employment plan?

Of the 208 individuals to respond to this question, a great majority (74%) responded that they were satisfied that their current job matched the goals developed in their MRC employment plan.



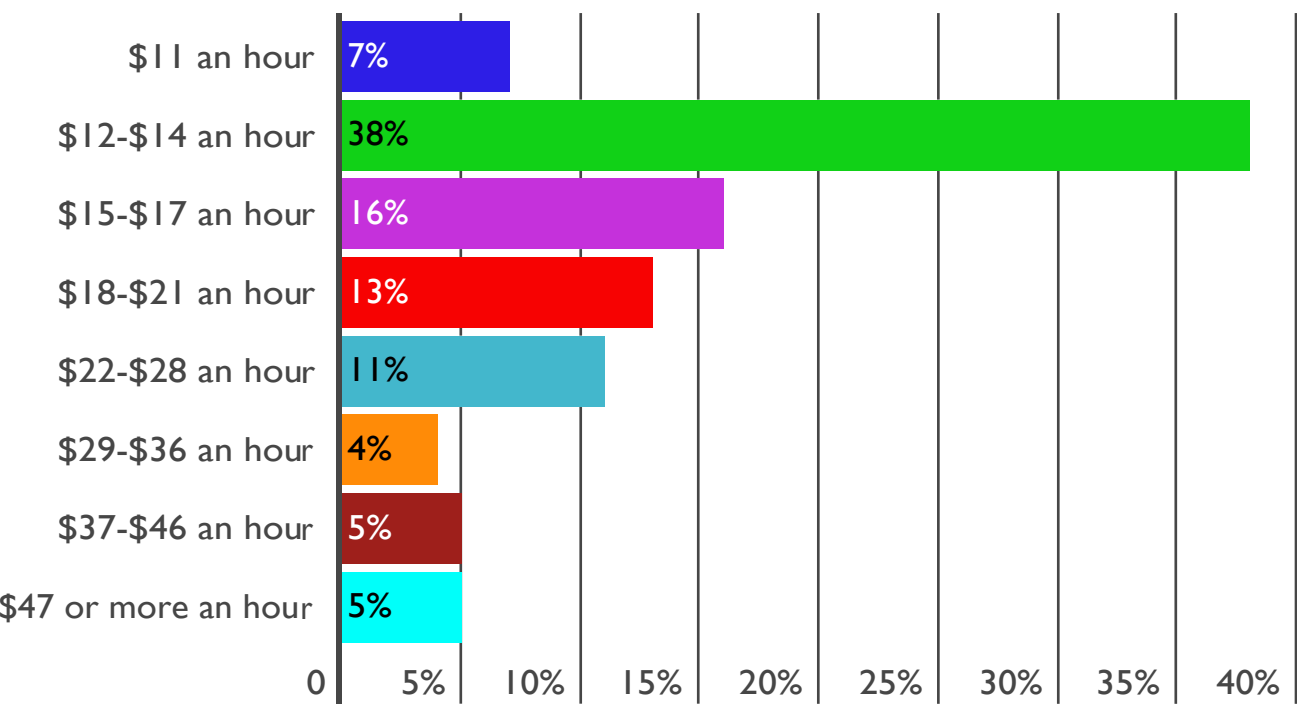
Q7. How many hours do you work per week?

Of the 237 individuals who answered “yes” as to whether or not they were employed in question 4, 40% indicated they work more than 35 hours per week, followed by a combined 26% working between 21 and 35 hours weekly. This is 4% higher than last year's figures.



Q8. What is your current hourly wage?

Of the 211 respondents, 81 individuals, or 38%, reported to be earning \$12 - \$14 per hour at their place of employment. The amount of individuals reporting this level of earnings increased approximately 18% since the 2018 satisfaction survey. The next largest group indicated they were earning \$15-\$17 per hour (16%), followed by individuals reporting earnings of \$15 - \$17 per hour (15%), and individuals earning between \$18-\$21 (13%);

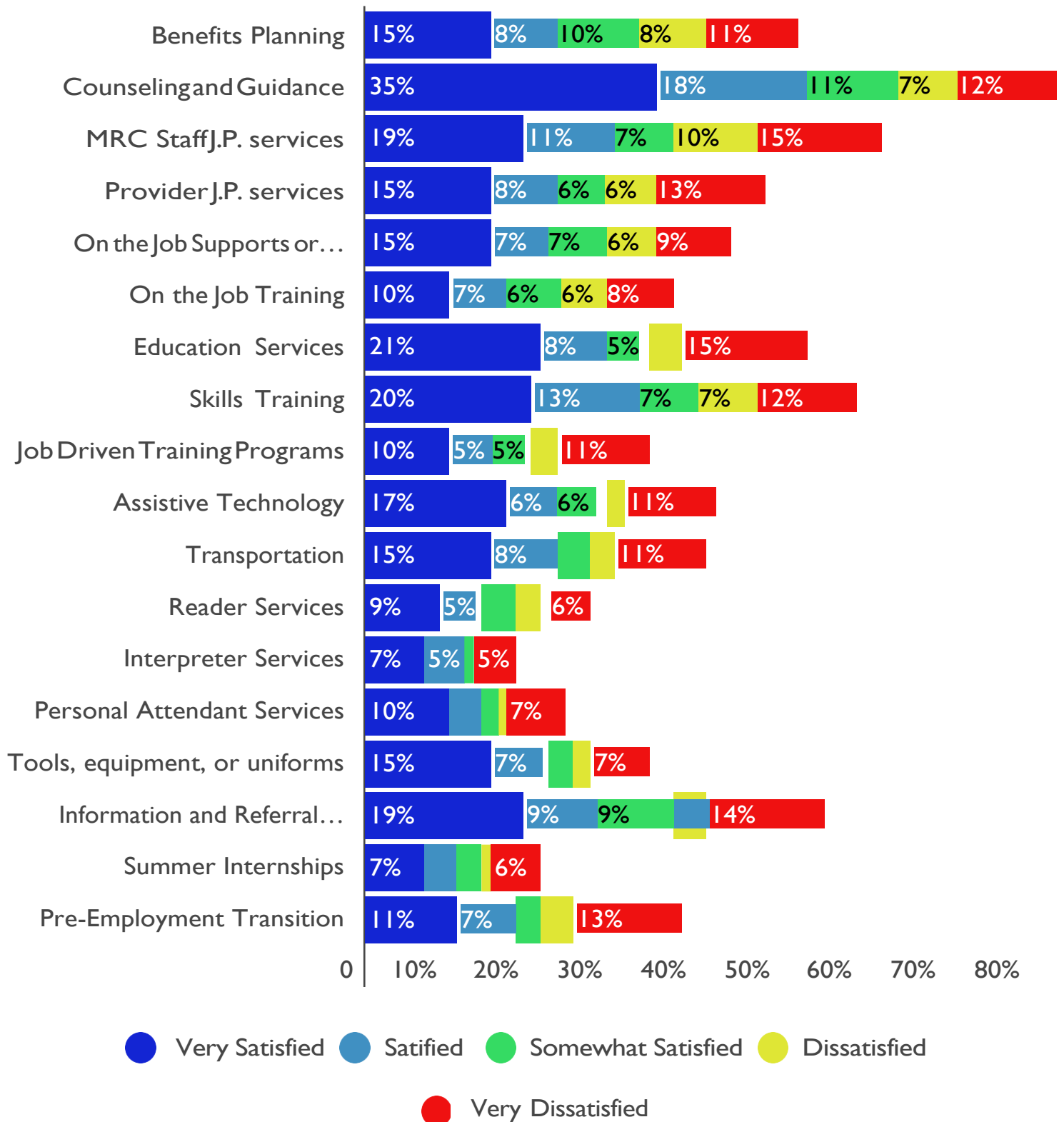


Q9. Please rate your level of satisfaction with each type of service that you received through MRC.

Question 9 asked for satisfaction ratings related to 18 services by either the MRC and/or MRC providers. There were 3 additional services added to this survey (Pre-ETS, Benefits Planning, and Summer Internships). For most listed services, the largest response by far was very satisfied, followed by satisfied. The services with the highest level of consumer satisfaction were Counseling & Guidance services, Skills Training services, Education services, Information Referral services, and Job Placement services. The following table below, provide survey results for each of the listed MRC services:

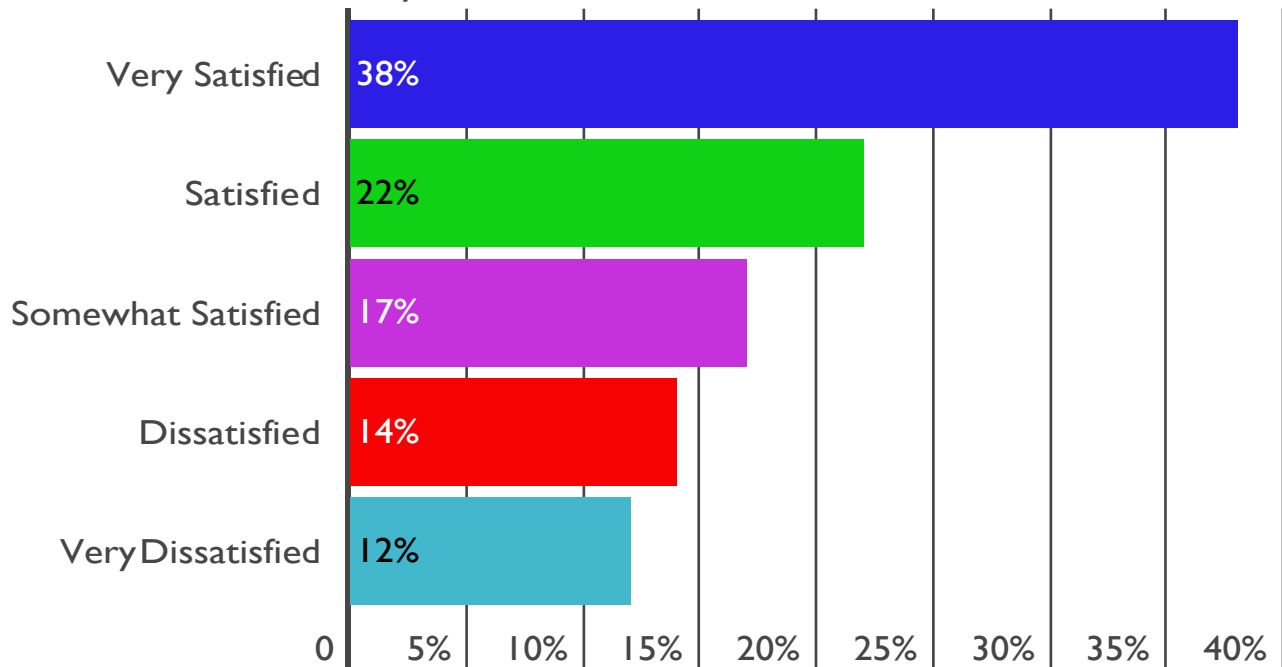
Note: The following information on individual services presented by the individual respondent who indicated they received said services. Those who responded “not applicable” were not included in the following analysis.

Level of satisfaction with MRC services :



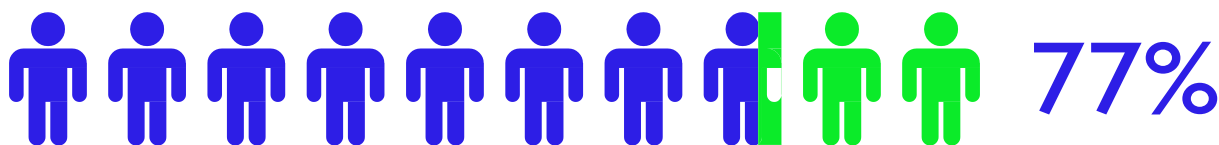
Q10. How satisfied were you that you received adequate information regarding the range of services available to you through the MRC?

Of those who responded to this question, nearly 38% were Very Satisfied with the information they received regarding MRC programs and services; the largest group of responses. Additionally, 39% of respondents indicated being either Satisfied (22%) or Somewhat Satisfied (17%) with the amount of information they received. Overall, 77% of respondents were satisfied with the amount of information they received.



Q11. Were you made aware of the new MRC Consumer Handbook that is now available online?

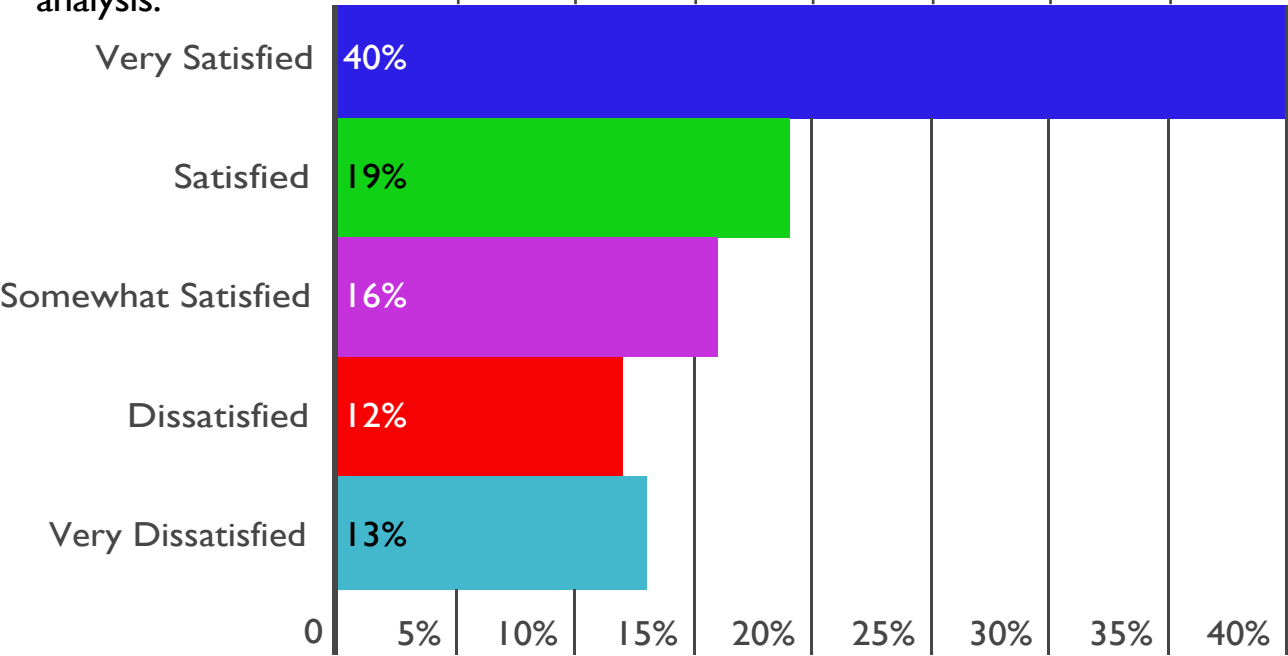
Of the 349 individuals who answered this question, while 21% of individuals indicated they were made aware of the handbook, 56% reported not being made aware of this resource. Additionally, the 23% who indicated they were not sure if they were aware of the MRC Consumer Handbook (these individuals were not included in the chart analysis below which left only the 77% of respondents who answered "Yes" or "No" to this question).



Q12. If you received services from a service provider that worked with the MRC to assist you with job placement or training, how satisfied were you?

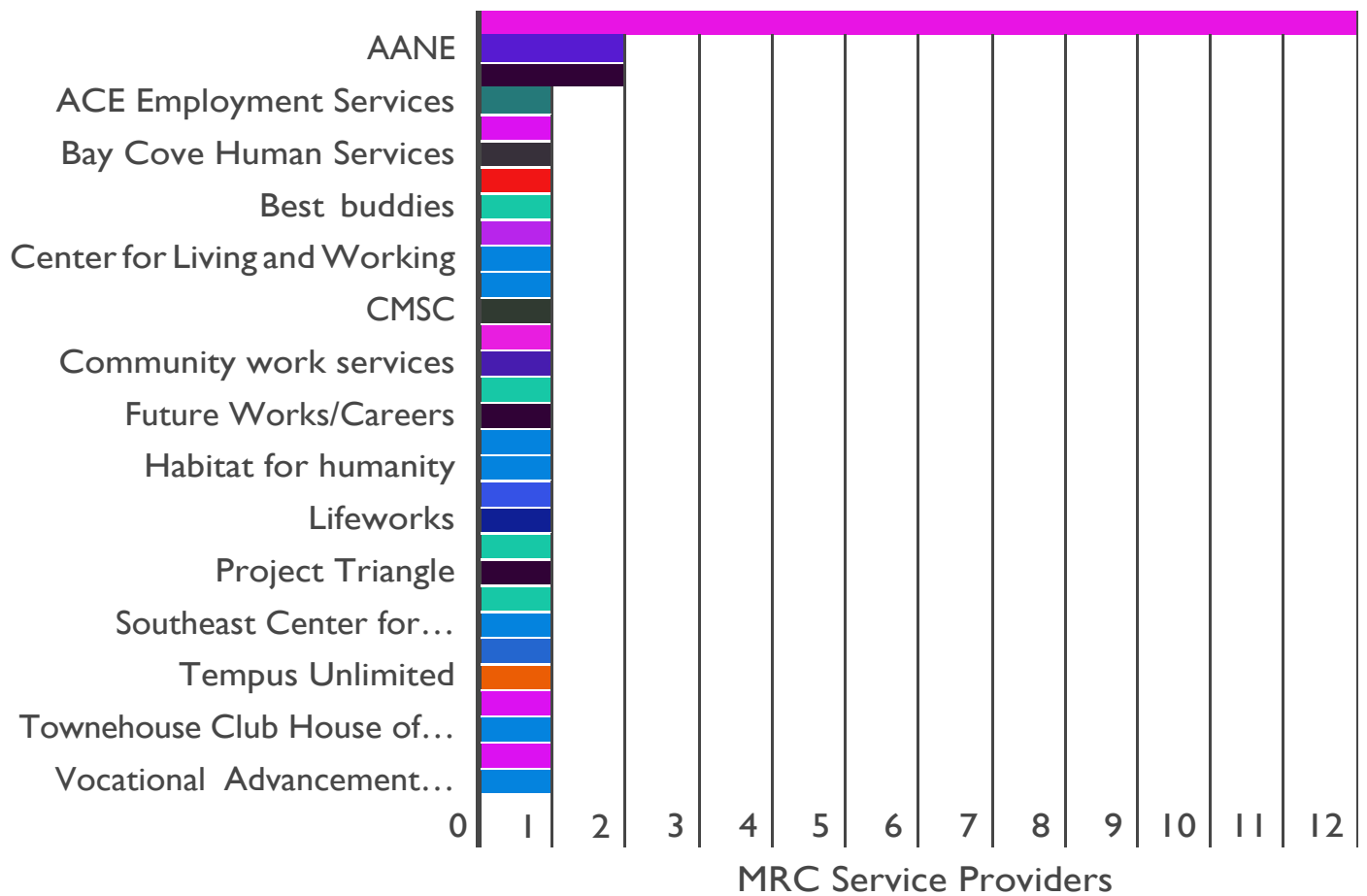
Overall, 38% of respondents received services from a service provider to assist them with job placement or training. Of these, a vast majority (75%) were satisfied overall.

Note: A majority of respondents (62%) indicated that this was not applicable to them because they did not receive services from any MRC affiliated service providers. For this reason, these individuals were exempt from the chart analysis.



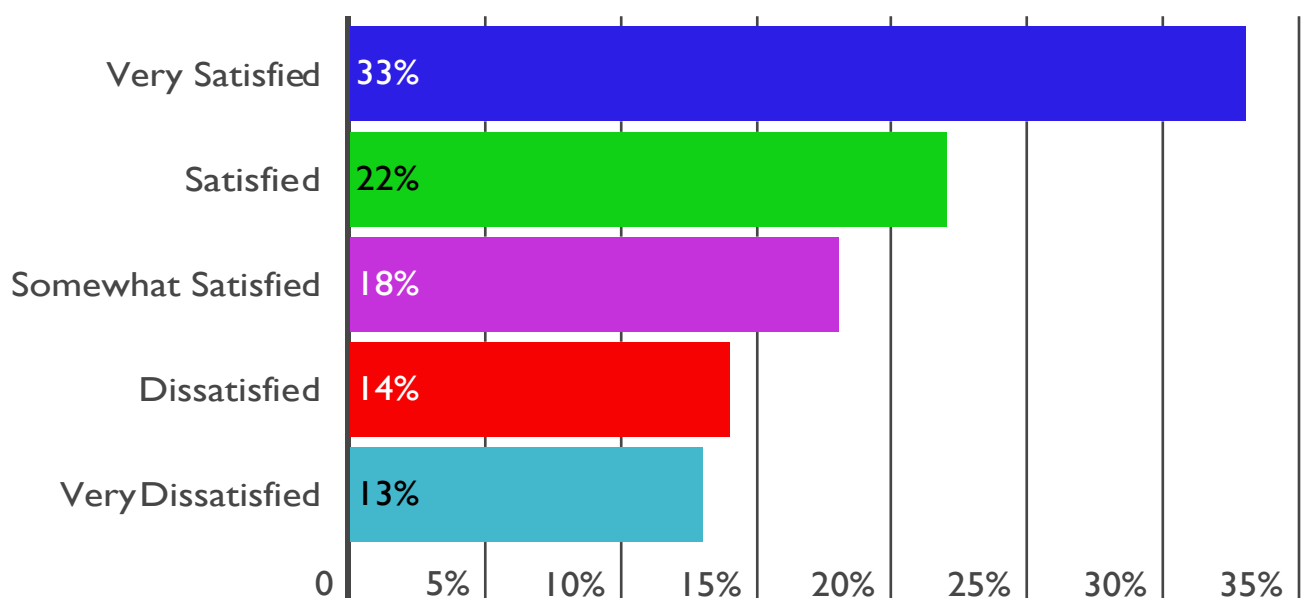
Q13. Please list the names of any MRC affiliated service providers that you received services from.

Respondents were able to list up to 3 service providers. There were 63 responses to the question, of which only 71% (45 responses) 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, followed by Vocational Advancement Center (VAC), Community Enterprises, Work Opportunities Unlimited (WOU), Bayada Home Services and Dress for Success. Community Connections, Aspergers Autism Network (AANE), and Goodwill all had 2 mentions, and the remaining providers all have a single mention. The following table displays the responses.



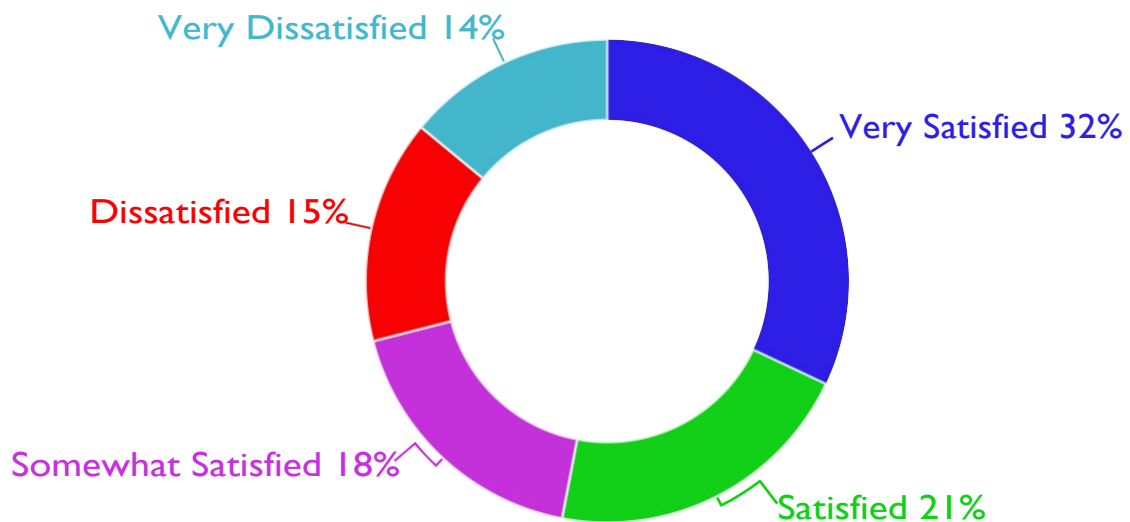
Q14. How satisfied were you with the ability of the MRC to identify your interests, strengths, and employment goals?

A majority of responses indicate that respondents (73%) are mostly satisfied with the MRC's ability to identify their interests, strengths, and employment goals (33% Very Satisfied, 22% Satisfied, 18% Somewhat Satisfied).



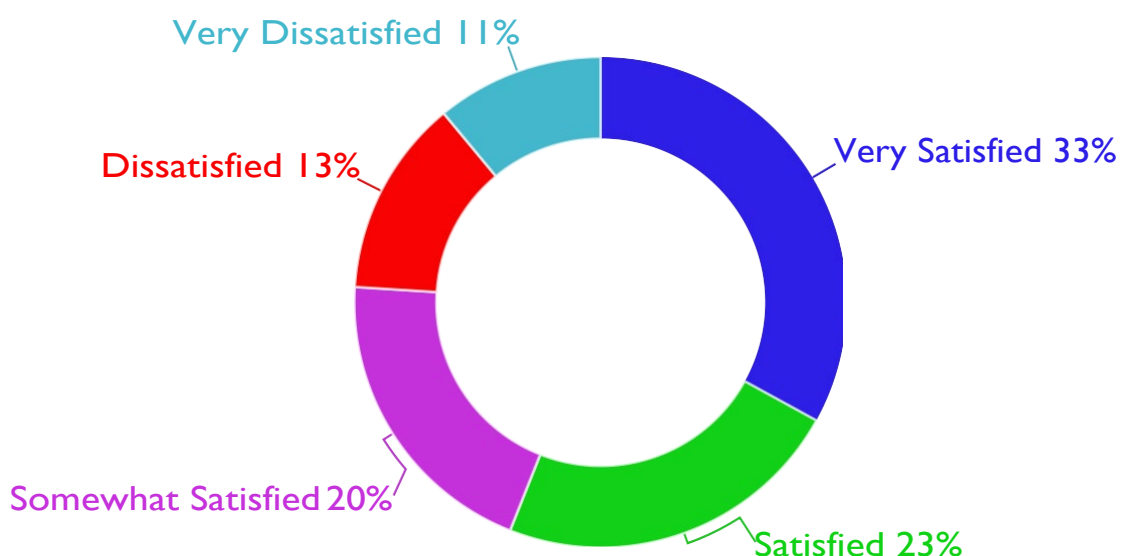
Q15: How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?

Of the 306 responses to this question, a large majority of respondents indicated they were overall satisfied with the employment they developed with their counselor, with 32% being Very Satisfied, 21% being Satisfied, and 18% being Somewhat Satisfied.



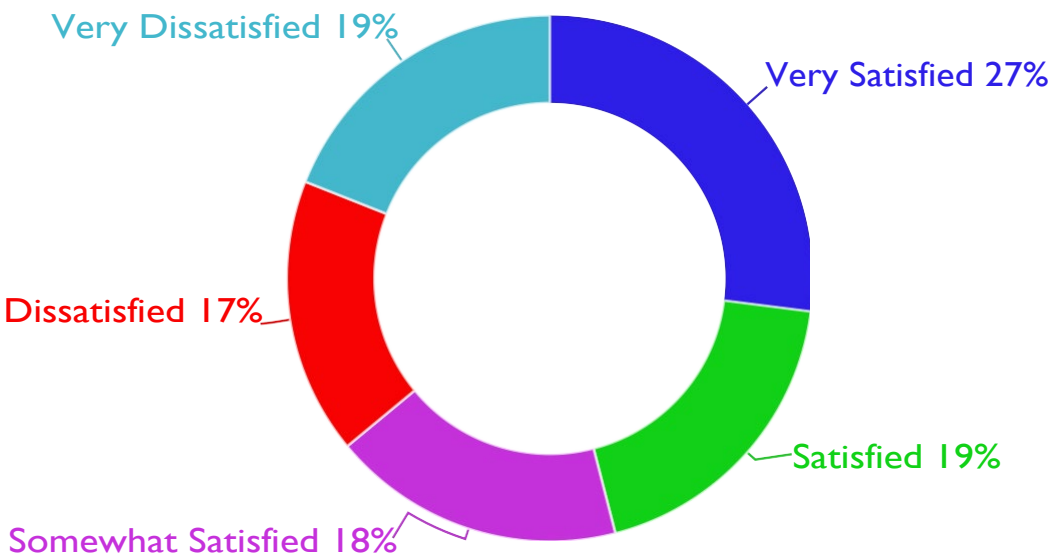
Q16: How satisfied were you with your level of participation in the development of your employment plan?

A large majority of respondents, 75% were overall satisfied with the level of participation in their employment plan, with 33% being Very Satisfied, 23% being Satisfied, and 20% being Somewhat Satisfied.



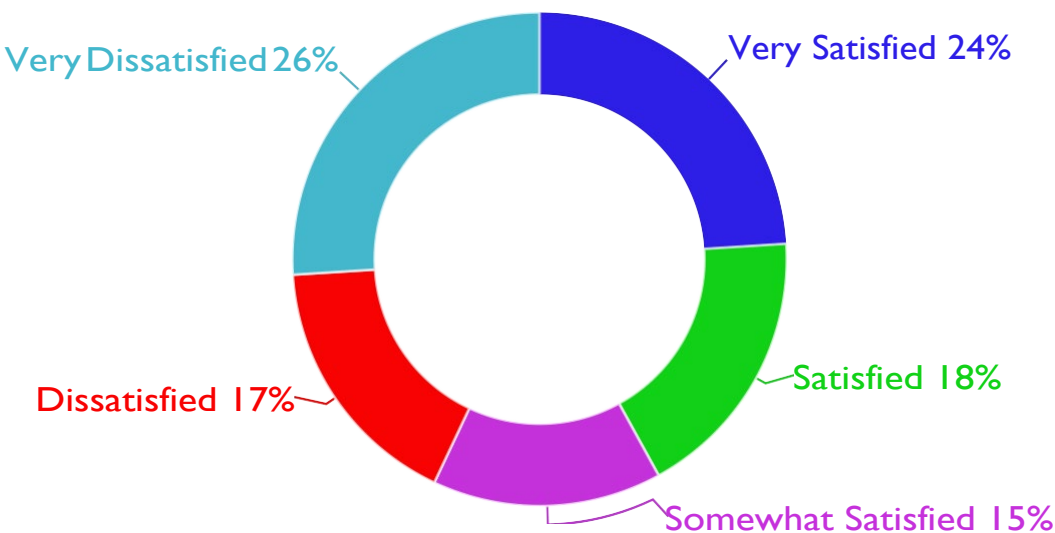
Q17: How satisfied were you with the kinds of job leads you received through the Massachusetts Rehabilitation Commission?

An overall majority (65%) of respondents were satisfied with the kinds of job leads they received through the MRC (27% Very Satisfied, 20% Satisfied, and 18% Somewhat Satisfied).



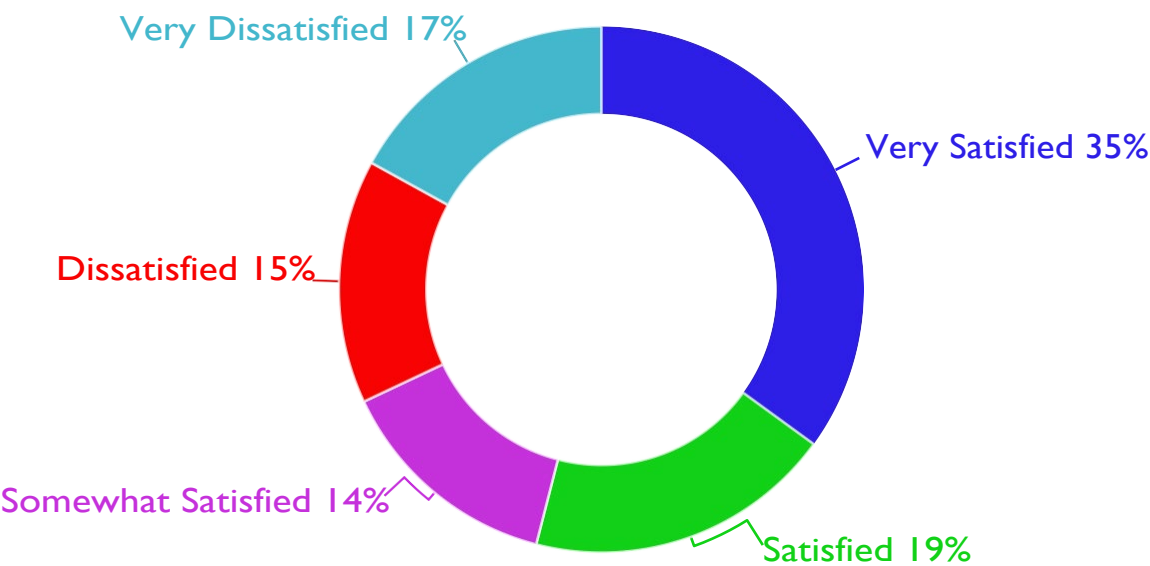
Q18: How satisfied were you with the number of job interviews you received through the Massachusetts Rehabilitation Commission?

More than half of 57% respondents were overall satisfied with the number of interviews they have received through MRC, with 24% being Very Satisfied, 18% being Satisfied, and 15% being Somewhat Satisfied.



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

68% of respondents indicated that they were either very satisfied (35%), satisfied (19%), or Somewhat Satisfied (14%) with the promptness of the services that they received through the MRC.



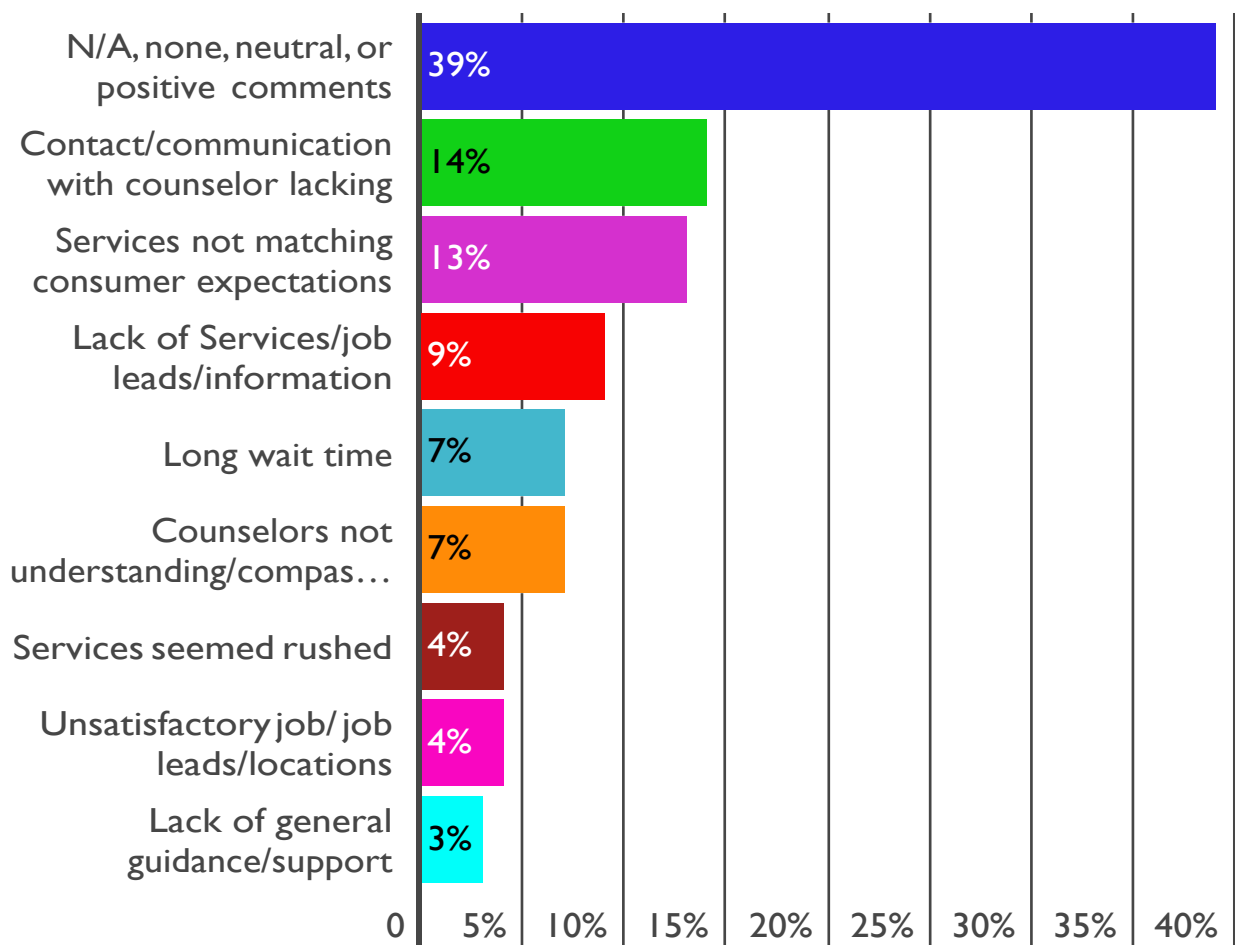
The final section of the Satisfaction survey was focused on obtaining further insight on consumer experiences during their time in the MRC VR program through additional open-ended questions around satisfaction with service experiences and service delivery. The first question asks consumers what they were least satisfied with in their experience with MRC, followed by what they were most satisfied with in their experience with MRC, and any additional comments regarding their satisfaction with MRC. This year’s findings were consistent with the findings from the past few years’ surveys. There were differences in consumer opinion on this question based on answers to other survey questions. The responses have been consistently ranked among the most important services being received by consumers.

Q20: What were you least satisfied with in your experience with the MRC?

The following analysis to the open-ended responses in Question 20 were analyzed and coded into the following 9 major themes:

- 1. Contact/communication with counselor lacking
- 2. Counselors not understanding/compassionate
- 3. Lack of general guidance/support from MRC
- 4. Lack of services/job leads/information
- 5. Long wait time
- 6. Services not matching consumer expectations
- 7. Services seemed rushed
- 8. Unsatisfactory job/ job leads/locations
- 9. N/A, none, neutral, or positive comments

The following chart outlines the percentage for each major theme (in order by most frequent response):



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:

- *"Communication was poor. I attempted to email my contact person. When I did not receive a response, she reported she never received any emails. And I never had this issue with other people I email with. I received letters stating if I did not stay in contact, my case would be closed. This happened while I waited for responses to my emails. I informed her I was moving out of state & still received a generic letter asking for my response or my case would be closed."*
- *"Poor funding!!!!!"*
- *"Lack of providing info., therefore resulting in asking abundance of questions in order to understand what services are available. And lack of professional engagement."*
- *"Going over how my disability benefits would end."*
- *"Lack of understanding around potential barriers that may be faced by LGBT (particularly trans) clients may face on top of the disability being faced."*
- *"Lack of recognition surrounding mental disabilities (illness, Autism/ADHD, etc) to provide appropriate referrals for diagnosis and treatment."*
- *"Not receiving assistance with school. I did not qualify for financial aide. Had to take a loan out...."*
- *"There was no effort made to find employment. I went there twice a week and it was the same thing over and over again."*

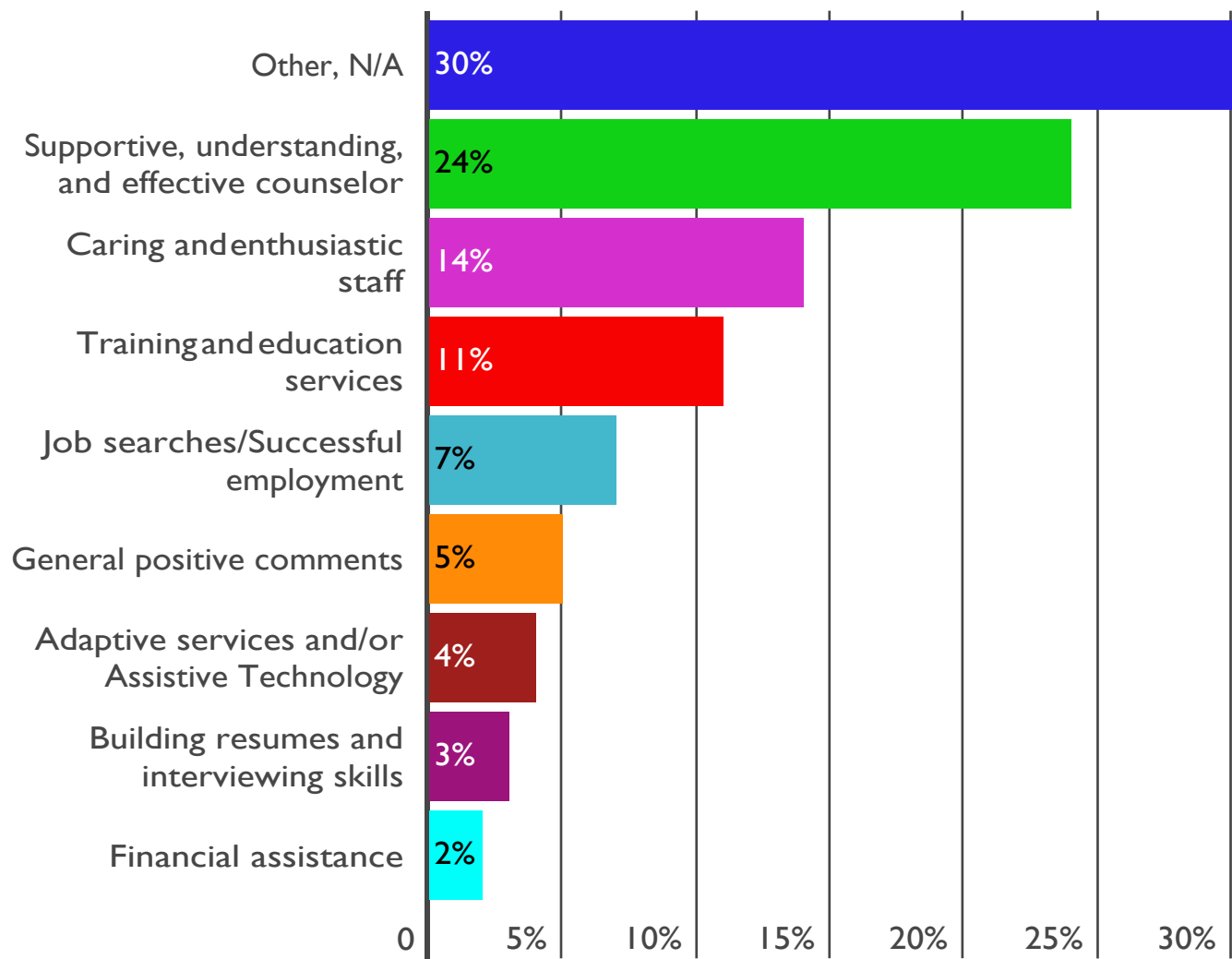
Again this year, a number of consumer comments suggest that some consumers experience difficulties getting in touch or communicating with their MRC VR counselor. Some consumers indicated their phone calls, emails, or other messages are not consistently answered or returned, or they have been waiting for long periods of time without contact/communication with their counselor.

Consumers also indicated that the lack of information and difficulty finding placements that meet their interests and expectations, and jobs matching their abilities were areas consumers experienced dissatisfaction in.

Q2I: What were you most satisfied with in your experience with the MRC?

The following analysis to the open-ended responses to Question 2I were analyzed and coded into the following 9 major themes:

- 1. General positive comments
- 2. Caring and enthusiastic staff
- 3. Supportive, understanding, and effective counselor
- 4. Training and education services
- 5. Job searches/Successful employment
- 6. Building resumes and interviewing skills
- 7. Financial Assistance
- 8. Adaptive services and/or Assistive Technology
- 9. Other, N/A



A great majority of the respondents provided comments on Question 21 in terms of what they were most satisfied with in their experience with the MRC. Most responded with positive comments about their counselor(s). The largest category were comprised of general positive comments about their experience with the effectiveness of their VR counselor. The next largest category were responses that generally described effectiveness and the support received from their MRC VR counselors(s). Additionally, survey respondents identified being satisfied with the job searches and employment. This survey question included a wide range of comments, such as:

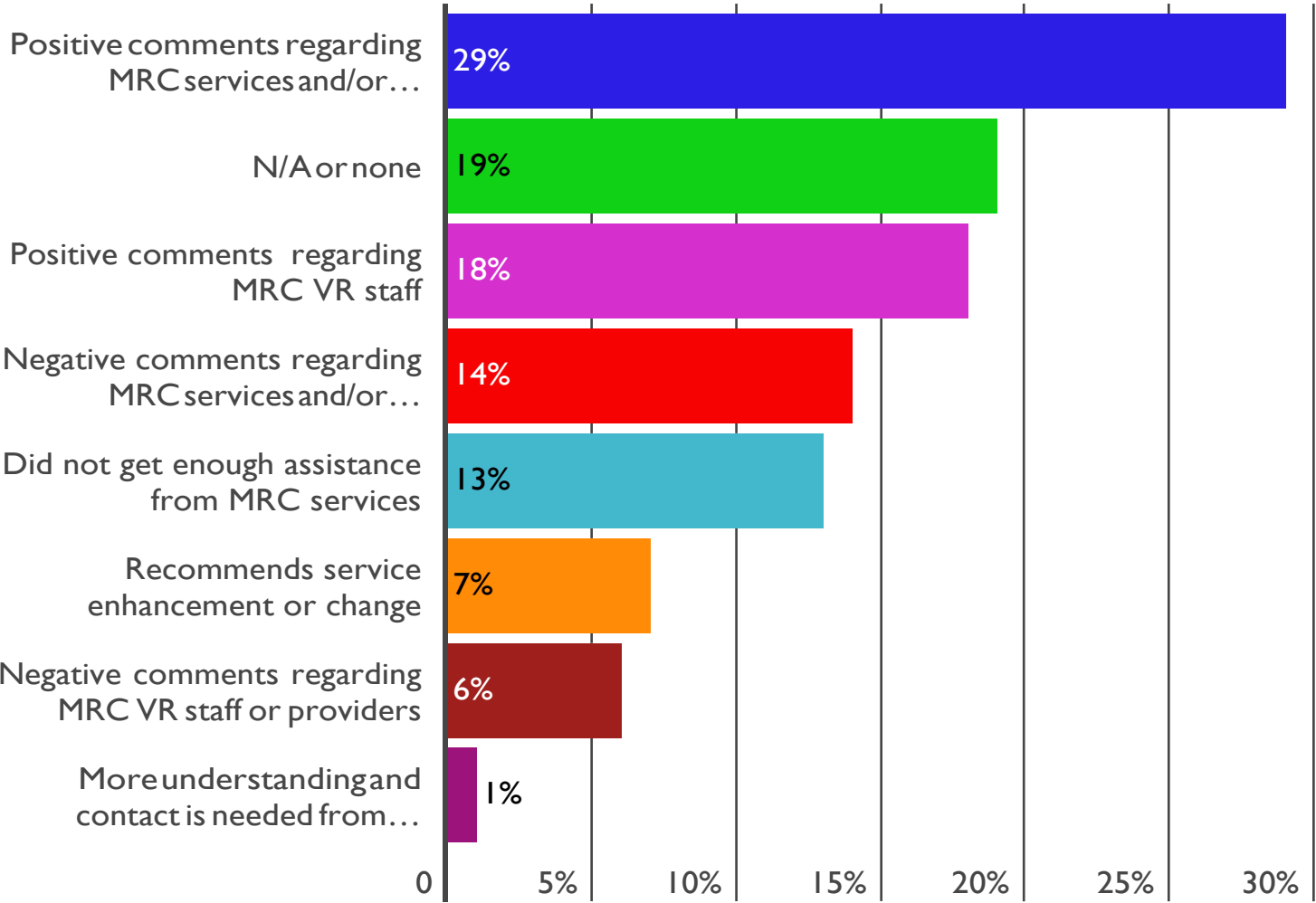
- *"The MRC office was a pleasant place to be. Everyone was friendly. I was very happy with the person assigned to me...I feel they went above and beyond to help me."*
- *"The kindness, compassion and generosity I received. They understood how much I loved my job and wanted to keep it. They changed my world by accepting me into their hearing disabilities program."*
- *"Patience and support of my counselor for me to find what was best for me!"*
- *"I was able to accomplish receiving Associate and Bachelor Degrees with the financial help of the Massachusetts Rehabilitation Commission."*
- *"I was pleased with the level of commitment and professionalism. I also felt very comfortable with the people who supported me; they understood, and for the most part respected me, for the person I was and the person I forgot that I was..."*
- *"MRC is amazing it really helped me in my early recovery to stay on top of my job hunt and find a long term career."*
- *"The Job Placement counselor was very enthusiastic, helpful, encouraging, and several practice opportunities. Really fabulous."*
- *"I learned about soft skills versus hard skills, which was very useful in getting me a job. I liked how my counselor was direct and straight to the point with me. I needed to hear it. I got frustrated with that at times, but it actually helped me a lot. "*

As with last year, many consumers expressed how their counselor's counseling and guidance, and positive attitude have been instrumental to assist consumers to them to achieve their goals. Consumers also stated counselors were kind and patient throughout their process and also helped keep them positive and involved throughout the process to meet their employment goals.

Q22: Please provide any additional comments you may have regarding your satisfaction with the MRC ?

The following analysis to the open-ended responses to Question 22 were analyzed and coded into the following 8 major themes:

- 1. Positive comments regarding MRC services and/or experience
- 2. Positive comments regarding MRC VR staff or providers
- 3. Negative comments regarding MRC services and/or experience
- 4. Negative comments regarding MRC VR staff or providers
- 5. Did not get enough assistance from MRC services
- 6. More understanding and contact is needed from counselors
- 7. Recommends service enhancement or change
- 8. N/A or none



The majority of responses to Question 22 (about 23%) gave positive comments regarding MRC services and respondents' experiences with the MRC. The third largest group of responses (18%) 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, the great majority were broad in nature and addressed no specific service or issue (i.e., personal issues). Specific issues mentioned in negative comments included funding, lack of information, lack of support and communication or dissatisfaction with lack of services provided. This survey question included a wide range of comments, such as:

- *"It could work miracle in many peoples lives and is a honor and privilege to have had a chance to be involved."*
- *"MRC helped me to get back into the world; I couldn't have done it without them"*
- *"Thank you for everything that you do! I am so glad that I heard of the MRC and whits presence was more well known."*
- *"Everyone that works there are really nice. It is too bad more people don't use ~~the~~ services."*
- *"I wish I received more financial support for college."*
- *"I think there needs to be jobs that are there for people with mental issues...."*
- *" Please improve services by really listen what need and trying to be more open to just one idea, try open minded and think outside box of all resources and possibilities, staff were patient tried hardest but didn't help with much at the time"*
- *"I wish there were more support in the way of guidance in performing my job."*

Furthermore, it is very apparent from the responses that many individuals served by the MRC continues to experience significant challenges due to various circumstances (i.e. health issues and difficulties with financing education). Also this year, there were a number of comments where consumers felt MRC did not provide enough supports or job leads for those who may be looking for more advanced or higher level jobs.

Recommendations

The MRC's Analytics and Quality Assurance Department has made the following recommendations based on the findings from the 2018 Consumer Satisfaction Survey.

1. The MRC should continue to work to increase awareness among all new and existing consumers of the online 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 development of other informational materials should be considered to assist consumers in learning about other available VR services. The MRC will continue to track consumer awareness of the handbook through the annual Consumer Satisfaction Survey.
2. The MRC should also work to improve the quality and number of job interviews and job leads for MRC VR consumers even though survey respondents identified being satisfied with job searches and their employment.
3. MRC is encouraged to maximize the use of On-The-Job trainings with the Workforce Centers to increase employment opportunities for individuals with disabilities in high-demand occupations.
4. MRC should consider establishing partnerships with local community colleges in the State and employers to develop tailored training programs for individuals with disabilities. These programs will help ensure employment in high-demand occupations for MRC VR consumers that successfully complete the training programs.
5. The MRC should strive to improve communication between counselors and consumers. In this year's survey, some consumers expressed difficulty contacting their counselor or not knowing who their counselor is. This has been a recurring theme in previous surveys. It recommended that MRC should continue to consider ways to increase other outlets of communication including text messaging. This will also assist in communication between the consumers and their VR counselors.
6. 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.

Recommendations

7. The MRC should explore opportunities to expand access to assistive technology resources to support individuals with disabilities to be more independent. MRC should also explore additional resources for assistive technology services/devices for individuals with disabilities, particularly those disabilities with a lower service rate: need ratio (e.g. hearing, visual , and communicative impairments).

In conclusion, the Annual MRC Consumer Satisfaction Survey report for the Massachusetts Rehabilitation Commission utilized qualitative and quantitative methods to investigate the vocational rehabilitation needs of individuals with disabilities in the state. The distribution of this year's survey lead to over 400 consumers (with closed cases) participating in the survey. It is the hope that the findings and recommendations if this report will be utilized by the MRC to inform future planning and service coordination for the agency.

The Massachusetts Rehabilitation Commission 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 617-204-3818 or at RDSurvey@MassMail.State.MA.US.

Thank you.

Overall Satisfaction

1. Overall, how satisfied are you with the services that you received from the Massachusetts Rehabilitation Commission?

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

2. Would you encourage others with disabilities to go to the Massachusetts Rehabilitation Commission 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 Massachusetts Rehabilitation Commission 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 overall average wage.

- ☐ \$11 an hour
- ☐ \$12 - \$14 an hour
- ☐ \$15 - \$17 an hour
- ☐ \$18 - \$21 an hour
- ☐ \$22 - \$28 an hour
- ☐ \$29 - \$36 an hour
- ☐ \$37 - \$46 an hour
- ☐ More than \$47 an hour

Satisfaction with Services

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

	Very satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Counseling & Guidance Services						
Job placement Services from MRC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Planning						
Job Placement Services from an MRC service provider, such as any Competitive Integrated Employment Services (CIES) service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-the-Job Supports or Supported Employment Services (to assist you in keeping your job)						
On the Job Training at a job site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education Services (college or university costs or books and supplies)						
Skills Training Services (such as interviewing, resume preparation or soft skills training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job driven training programs (i.e. the MRC CVS Pharmacy Technician Training Program, Lowe's, Home Depot, Advance Auto Parts, etc.)						
Assistive Technology (such as computer, home or vehicle modifications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Transportation Services (including train passes, the RIDE, Charlie Cards, and the donated car program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reader Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input type="radio"/> Interpreter Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Attendant Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tools, equipment, or uniforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and Referral Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer Internships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-ETS Services such as: Work Based Learning Experiences (i.e. Job internship) Work Readiness Training (i.e. Soft skills training), Self- Advocacy/Mentoring, <input type="radio"/> Counseling on enrollment in Post- Secondary Training Programs, Job exploration/ Job shadowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Satisfaction with Services (continued)

10. How satisfied were you that you received adequate information regarding the range of services available to you through the Massachusetts Rehabilitation Commission?

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

11. Were you made aware of the new MRC Consumer Handbook that is now available online?

- ☐ 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

Service Providers

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

1

2

3

Satisfaction with Services (continued)

14. How satisfied were you with the ability of the Massachusetts Rehabilitation Commission 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 Massachusetts Rehabilitation Commission?

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

18. How satisfied were you with the number of job interviews you received through the Massachusetts Rehabilitation Commission?

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

19. How satisfied were you with the promptness of the services you received through the Massachusetts Rehabilitation Commission?

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

Comments and Suggestions

20. What were you least satisfied with in your experience with the Massachusetts Rehabilitation Commission?

21. What were you most satisfied with in your experience with the Massachusetts Rehabilitation Commission?

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



Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

Year in Review July 1, 2017 – June 30, 2018

Massachusetts Rehabilitation Commission

4,053 citizens with disabilities have been successfully placed into competitive employment based on their choices, interests, needs and skills.

The earnings of these rehabilitated employees in MA in the first year were **\$84.3 million**.

Estimated public benefits savings from people rehabilitated in MA were **\$30.4 million**.

Average Hourly Wage	\$14.65
Average Work Hours Weekly	27.3

*The returns to society based on increases in lifetime earnings range from \$14 to \$18 for each \$1 invested in the MRC Vocational Rehabilitation 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 Commonwealth Corporation Study.*

Who Are Our Consumers?

Psychiatric Disabilities	40.6%
Learning Disabilities	26.2%
Orthopedic Disabilities	8.4%
Substance Abuse	8.2%
Deaf and Hard of Hearing	5.8%
Other Disabilities	5.6%
Neurological Disabilities	2.2%
Developmental/Intellectual Disabilities	1.7%
Traumatic Brain Injury	1.3%

Average Age	31.8
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Male	54.5%
Female	45.5%

White	79.0%
Black	17.9%
Hispanic	12.9%
Asian/Pacific Islander	3.7%
Native American	1.2%

FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope 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 services provided by the MRC.

Consumers actively receiving services	29,463
Consumers enrolled in training/education programs	18,471
Consumers with disabilities employed in competitive, integrated employment	4,053 (100%)
Consumers employed with medical insurance	98.7%
Consumers satisfied with services	88.0%

Vision and 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.

Who We Serve:

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

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 disabilities to obtain, maintain, and advance in employment. Some of the MRC-VR services provided include:

- Vocational counseling, guidance, and assistance in job placement;
- Training programs, including job-driven partnerships with employers, including college and vocational certificate programs, if appropriate, to attain competitive employment;
- Assistive technology and rehabilitation technology services;
- Job Coach services;
- Community based employment services;
- Interview preparation and direct job placement services;
- Pre-Employment Transition Services (Pre-ETS) for students with disabilities.

What MRC Consumers Have To Say:

- ❖ “At no point have my needs not been addressed by MRC. Feedback/support/guidance has ALWAYS been timely, topical and above all else....ENCOURAGING. I feel like I am not alone in facing my challenges. There were workshops on soft skills, accessibility to posted jobs, mock interviews, and assistance with creating cover letters and resumes. Every time I went to the program, I was supported extremely well.”
- ❖ “People at MRC are amazing and wonderful. They assisted me get back to college to finish my education degree after being out of school for years due to financial hardship and struggling with mental illness. I was able to take aptitude and career readiness tests to help focus on a career path and then advised me on what my options were going forward.”
- ❖ “My MRC counselor has been a vital asset on my journey to getting my future plans secured. She has been there every step of the way and now that I am settled in school/work-study she continues to support me and encourage me along the way. She has been incredible and has made this transition as smooth as it could possibly be.”
- ❖ “MRC has been there for me when I was looking for employment and assisted me to find work at Allied Universal. My vocational specialist went above and beyond and she made sure that I was comfortable and always took the time to make sure that I was focused and my head was in the game.”
- ❖ “MRC assists those with disabilities to never give up their hopes of becoming someone important in society. MRC provides an invaluable opportunity for people with disabilities.
- ❖ “I’d be nowhere without MRC. MRC’s on the job trainings got me back into a routine of working again and now I have a full time position.”
- ❖ “I’m very thankful to MRC and my case manager for setting me up with a paid internship program where I got experience in the field of my choice.”