

Better Data | Better Insights | Better Outcomes

Consumer Experience Survey

Prepared for: Massachusetts Rehabilitation Commission

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Candace Walsh
Research Manager

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A. Survey Introduction

Introduction and Lead-in

Survey Lead-In

Hello, may I speak with: <NAME>?

I'm _____ calling from the Massachusetts Rehabilitation Commission, to do a survey on the quality of services you are receiving or have received. Could you answer a few questions for me?

AS NEEDED: Your information is strictly confidential. This is not a sales call. The survey will take about 15 minutes depending on your answers.

IF THEY DO NOT RECOGNIZE MRC: Massachusetts Rehabilitation Commission is the agency that provides services to individuals with disabilities to support independence and success in employment. You may be receiving services from MRC such as; include vocational rehabilitation (employment supports), and community living services (e.g., Statewide Head Injury

- 11 YES (GO TO AGEVER)
- 12 PERSON NOT AT THIS NUMBER, WRONG NUMBER (GO TO FPER)
- 13 PERSON IS UNABLE TO COMPLETE THIS SURVEY (GO TO PROXY)
- 15 NOT NOW, CALL BACK (GO TO CBTRE)
- 17 OTHER (Terminate INT39)
- 18 ADD TO DO NOT CALL LIST (Terminate INT66)
- 19 CONTACT ONLY - DID NOT SPEAK WITH RESPONDENT (GO TO INT24)
- 21 BUSINESS (Terminate INT34)
- 23 LANGUAGE (GO TO VERLANG)
- 25 INFIRM (GO TO PROX1)
- 26 HANG UP (GO TO INT35)
- 27 RESPONDENT NOT AVAILABLE DURING DATA COLLECTION (Terminate INT25)
- 28 REFUSAL (GO TO PER1)
- 29 WANT MORE INFORMATION ABOUT STUDY OR TO MAIL SURVEY (GO TO INFOQ)
- 30 GO STRAIGHT TO PARENTAL PERMISSION (GO TO PARPER)
- 31 GO STRAIGHT TO PROXY IDENTIFICATION (GO TO PXLEAD)
- 34 NEVER RECEIVED SERVICES FROM MRC (Terminate INT15)

Information and Persuader Screens

Your participation in this survey is very important. We want to know how you feel about the vocational services you are receiving or have received. Your answers will help MRC better meet your needs and the needs of others. Will you help us by doing this survey?

AS NEEDED: Massachusetts Rehabilitation Commission is the agency that provides services to individuals with disabilities to support independence and success in employment. You may be receiving services from MRC such as; include vocational rehabilitation (employment supports), and community living services (e.g., Statewide Head Injury Program, Supported Living, Waiver services).

STUDY LENGTH

The survey will take about 15 minutes.

HOW WAS I SELECTED

Your telephone number was selected from a list of people who receive services at MRC . For our results to be accurate, it is very important that we interview all the people selected. Your participation will make this survey more accurate and will help MRC improve their services and supports. Will you help us?

If you want to learn more about the survey, please call and ask for the study director at 1-800-293-1538 extension 1500. After hours you can also leave a voice mail message.

Answering Machine Message

Hello, my name is _____ and I am calling on behalf of the Massachusetts Rehabilitation Commission (MRC). We are conducting an important survey about services you receive to better understand your experiences. Another interviewer will be contacting your household in the next few days.

Participation in this survey is voluntary and will not negatively impact the services you currently receive. If you have any questions or concerns about the survey, or need to verify it as legitimate, please feel free to call the study director at 1-800-293-1538 extension 1500. Thank you and goodbye.

B. Survey Questions

Note: The survey includes wording for both past and present tense. The survey program will be used to set the tense of the question based on the current status of the client (open or closed).

General Vocational Rehabilitation Questions

OVERALL1

Overall, how satisfied are/were you with the MRC's program and services?

PROMPT: Would you say you are/were...

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 8 DK (GO TO CONTROL1)
- 9 REF (GO TO CONTROL1)

**DO NOT ASK IF: DK OR REF to OVERALL1
OVERALL1A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 11 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 12 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 13 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 14 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 15 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 17 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 18 TIME LAG TO GET SERVICES, APPOINTMENTS
- 19 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 20 DIDN'T RECEIVE JOB SEARCH HELP
- 95 OTHER (SPECIFY)
- 98 DK-REF

CONTROL1

Now, I would like to ask you how satisfied or dissatisfied you are/were with your experience and the services provided by the MRC.

How satisfied are/were you with your level of input over the services you receive/received and your involvement in making decisions and choosing what feels/felt right for you?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied (GO TO CONTROL2)
- 2 Satisfied (GO TO CONTROL2)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied)
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO CONTROL2)
- 8 DK (GO TO CONTROL2)
- 9 REF (GO TO CONTROL2)

ASK IF CONTROL1 = NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED**CONTROL1A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 TIME LAGS TO GET INTO THE PROGRAM
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 15 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 16 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 17 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 18 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 19 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 95 OTHER (SPECIFY)
- 98 DK-REF

CONTROL2

How satisfied are/were you with the vocational rehabilitation goals set between you and your counselor?

MESSAGE TO THE INTERVIEWER READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied (GO TO CONTROL2)
- 2 Satisfied (GO TO CONTROL2)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO CONTROL2)
- 8 DK (GO TO CONTROL2)
- 9 REF (GO TO CONTROL2)

ASK IF CONTROL2 = NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED**CONTROL2A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 11 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 12 DID NOT ACHIEVE GOAL, WORKING ON, NEED GUIDANCE
- 13 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 14 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 15 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 16 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 17 DIDN'T RECEIVE JOB SEARCH HELP
- 18 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 95 OTHER (SPECIFY)
- 98 DK-REF

SERVICE0

How strongly do you agree or disagree with this statement:

The MRC provides/provided me with the information about services and resources available to help me reach my goals.

PROMPT: Would you say...

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree (GO TO SERVICE1)
- 2 Somewhat agree (GO TO SERVICE1)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO SERVICE1)
- 8 DK (GO TO SERVICE1)
- 9 REF (GO TO SERVICE1)

**ASK IF SERVICE0 = NEITHER AGREE NOR DISAGREE, DISAGREE, STRONGLY DISAGREE
SERVICE0A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 11 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 12 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 16 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 17 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 18 COUNSELOR RUDE, DISRESPECTFUL, UNPROFESSIONAL
- 19 DISSATISFIED WITH DOCTORS, SPECIALISTS, VENDORS
- 95 OTHER (SPECIFY)
- 98 DK-REF

**CONDITIONAL SKIP TO SERVICE2VR, SERVICE2CL BASED ON VRFLG
SERVICE1**

How satisfied are/were you with the choice of services to support you in achieving your employment goals?

PROMPT: When you first started working with MRC, you were given options as to how they could support you in achieving your goal and the services they provide. How satisfied were you with those choices?

PROMPT: Would you say you are/were

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very satisfied (GO TO SERVICE2VR OR SERVICE2CL)
- 2 Satisfied (GO TO SERVICE2VR OR SERVICE2CL)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO SERVICE2VR OR SERVICE2CL)
- 8 DK (GO TO SERVICE2VR OR SERVICE2CL)
- 9 REF(GO TO SERVICE2VR OR SERVICE2CL)

ASK IF SERVICE1= NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED

SERVICE1A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 DIDN'T RECEIVE JOB SEARCH HELP
- 13 HELP CLIENT GET A JOB, PROVIDE MORE JOB OPTIONS
- 14 NEED MORE SERVICES, PROGRAMS, PROVIDERS
- 15 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 16 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 17 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 18 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 19 DID NOT ACHIEVE GOAL, WORKING ON, NEED GUIDANCE
- 95 OTHER (SPECIFY)
- 98 DK-REF

ASK OF VR CLIENTS (VRFLG = 1)

SERVICE2VR

How satisfied are/were you with the choice of service providers and support staff?

Examples of service providers and support staff include a job coach and other vendors to which you were referred.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied (GO TO COMM1)
- 2 Satisfied (GO TO COMM1)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO COMM1)
- 8 DK (GO TO COMM1)
- 9 REF (GO TO COMM1)

ASK OF CL CLIENTS (VRFLG =2)

SERVICE2CL

How satisfied are/were you with the choice of service providers and support staff?

Examples of service providers and support staff include homecare staff, personal care attendants, and other staff to which you were referred.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied (GO TO COMM1)
- 2 Satisfied (GO TO COMM1)
- 3 Neither satisfied nor dissatisfied (GO TO SERVICE2A)
- 4 Dissatisfied (GO TO SERVICE2A)
- 5 Very dissatisfied (GO TO SERVICE2A)
- 7 N/A TO ME/MY EXPERIENCE (GO TO COMM1)
- 8 DK (GO TO COMM1)
- 9 REF (GO TO COMM1)

**ASK IF SERVICE2VR OR SERVICE2CL= NEITHER SATISFIED NOR DISSATISFIED,
DISSATISFIED, VERY DISSATISFIED
SERVICE2A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 11 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 12 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 16 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 17 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 18 COUNSELOR RUDE, DISRESPECTFUL, UNPROFESSIONAL
- 19 DISSATISFIED WITH DOCTORS, SPECIALISTS, VENDORS
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM1

How satisfied are/were you with the amount of information you are/were given about what services are/were available to you?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied (GO TO COMM2)
- 2 Satisfied (GO TO COMM2)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO COMM2)
- 8 DK (GO TO COMM2)
- 9 REF (GO TO COMM2)

ASK IF COMM1= NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED**COMM1A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 11 WAS NOT GIVEN INFORMATION ABOUT CHOICES
- 12 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 16 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 17 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 18 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 19 NOT AWARE OF AVAILABLE SERVICES
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM2

Has/Did the MRC responded to your needs or concerns in a timely manner?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Yes (GO TO COMM3)
- 2 No
- 7 N/A TO ME/MY EXPERIENCE (GO TO COMM3)
- 8 DK (GO TO COMM3)
- 9 REF (GO TO COMM3)

ASK IF COMM2 = NO**COMM2A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 13 STAFF DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 14 SHOULD BE ANSWERING PHONES, WANT TO SPEAK TO PERSON
- 15 TIME LAGS TO GET INTO THE PROGRAM
- 16 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 17 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 95 OTHER (SPECIFY)
- 98 DK-REF

TIMELYX

How satisfied are/were you with staff's communication around expected timelines of services?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO TIMELY1)
- 8 DK (GO TO TIMELY1)
- 9 REF (GO TO TIMELY1)

**ASK IF TIMELYX= NEITHER AGREE NOR DISAGREE, DISAGREE OR STRONGLY DISAGREE
TIMELYXA**

Please say more about why you chose that answer.

PROMPT: How would you like/have liked the services you receive/received to be/have been delivered differently?

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NO REASON IN PARTICULAR
- 8 DK
- 9 REF

TIMELY1

MRC responded to my needs or concerns in the expected timeframe.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO COMM4)
- 8 DK (GO TO COMM4)
- 9 REF (GO TO COMM4)

**ASK IF TIMELY1= NEITHER AGREE NOR DISAGREE, DISAGREE OR STRONGLY DISAGREE
TIMELY1A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 13 STAFF DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 14 SHOULD BE ANSWERING PHONES, WANT TO SPEAK TO PERSON
- 15 TIME LAGS TO GET INTO THE PROGRAM
- 16 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 17 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 95 OTHER (SPECIFY)
- 98 DK-REF

TIMELY2

How satisfied are/were you with the amount of time your MRC counselor spends/spent with you to help you understand your choices and make decisions?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO COMM5)
- 8 DK (GO TO COMM5)
- 9 REF (GO TO COMM5)

ASK IF TIMELY2= NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED

TIMELY2A

Please say more about why you chose that answer.

PROMPT: How would you like/have liked the services you receive/received to be/have been delivered differently?

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NO REASON IN PARTICULAR
- 8 DK
- 9 REF

TIMELY3

How satisfied are/were you with the overall amount of time that your case is taking/has taken?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 7 N/A TO ME/MY EXPERIENCE (GO TO APPLY)
- 8 DK (GO TO APPLY)
- 9 REF (GO TO COMM5 APPLY)

ASK IF TIMELY3= NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED

TIMELY3A

Please say more about why you chose that answer.

PROMPT: How would you like/have liked the services you receive/received to be/have been delivered differently?

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NO REASON IN PARTICULAR
- 8 DK
- 9 REF

APPLY

Now, I would like to ask you some questions about your experiences with the MRC.

How easy was it for you to complete the application for MRC services?

PROMPT: This would have been the application you filled out to apply for MRC services.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very easy (GO TO STAFF1)
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult)
- 8 DK (GO TO STAFF1)
- 9 REF (GO TO STAFF1)

**ASK IF APPLY = SOMEWHAT EASY, SOMEWHAT DIFFICULT, VERY DIFFICULT
APPLYA**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 NEEDED HELP IN FILLING OUT FORMS
- 11 POSITIVE OR SATISFIED (GENERAL)
- 12 LOTS OF PAPERWORK, TOO LONG, MAKE IT SHORTER
- 13 HARD, SOMEWHAT DIFFICULT, COMPLICATED
- 14 HAVING TO FIND INFO, TOO MUCH INFO
- 15 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 16 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 17 VISUALLY IMPAIRED, DIFFICULT TO READ
- 18 TIME LAG TO GET SERVICES, APPOINTMENTS
- 95 OTHER (SPECIFY)
- 98 DK-REF

TIMELY4

I experienced delays in accessing services after the initial application process.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO STAFF1)
- 8 DK (GO TO STAFF1)
- 9 REF (GO TO STAFF1)

**ASK IF TIMELY4 = NEITHER AGREE NOT DISAGREE, DISAGREE OR STRONGLY DISAGREE
TIMELY4A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 13 STAFF DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 14 SHOULD BE ANSWERING PHONES, WANT TO SPEAK TO PERSON
- 15 TIME LAGS TO GET INTO THE PROGRAM
- 16 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 17 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 95 OTHER (SPECIFY)
- 98 DK-REF

STAFF1

How helpful are/were the staff of the Massachusetts Rehabilitation Commission?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very helpful
- 2 Somewhat helpful
- 3 Not very helpful, or
- 4 Not at all helpful
- 8 DK (GO TO ACCESS)
- 9 REF (GO TO ACCESS)

**ASK IF STAFF1 = SOMEWHAT HELPFUL, NOT VERY HELPFUL, NOT AT ALL HELPFUL
STAFF1A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 BROKEN PROMISES, NO FOLLOW THROUGH
- 13 AGENCY CLOSED CASE OR STOPPED SERVICES
- 14 BETTER COMMUNICATION NEEDED (IN GENERAL)
- 15 NEED TO FOLLOW UP MORE OFTEN
- 16 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 17 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 18 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH
INFORMATION PROVIDED
- 19 PROGRAMS NOT BENEFICIAL DUE TO CIRCUMSTANCES
- 95 OTHER (SPECIFY)
- 98 DK-REF

ACCESS

How accessible is/was your experience with the Massachusetts Rehabilitation Commission?

PROMPT: By accessible I mean that it is/was easy for you to get in and out of the location you met, information on the website and on paper is/was easy to understand and that materials are/were accessible for screen readers like JAWS, available in alternative formats, or that there are/were interpreters available.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very accessible (GO TO REMOTE01)
- 2 Somewhat accessible
- 3 Not very accessible
- 4 Not at all accessible
- 8 DK (GO TO REMOTE01)
- 9 REF (GO TO REMOTE01)

ASK IF ACCESS = SOMEWHAT ACCESSIBLE, NOT VERY ACCESSIBLE, NOT AT ALL ACCESSIBLE
ACCESSA

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 ACCESS, AND EXIT WITH DOORS, DIFFICULTY
- 11 DISTANCE, TOO FAR AWAY
- 12 LOCATIONS CHANGED OR MOVED, OFFICE NOT EASILY ACCESSIBLE
- 13 LOTS OF WALKING TO GET TO OFFICE, DISTANCE FROM BUS OR TRAIN
- 14 MOBILITY IN BUILDING OR OFFICE, HARD GETTING AROUND
- 15 POSITIVE EXPERIENCE OR SATISFIED
- 16 PROVIDE MORE HANDICAPPED PARKING, BETTER PARKING
- 17 TRANSPORTATION IN GENERAL, DO NOT HAVE TRANSPORTATION, NEED TRANSPORTATION
- 95 OTHER (SPECIFY)
- 98 DK-REF

REMOTE01

When you meet/met VIRTUALLY (e.g., through the telephone, zoom, etc.) how easy is/was it for you to meet with staff?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very easy
- 2 Somewhat easy
- 3 Neither easy nor difficult
- 4 Somewhat difficult
- 5 Very difficult
- 7 N/A TO ME / I KEPT MEETING IN PERSON
- 8 DK
- 9 REF

REMOTE02

How strongly do you agree or disagree with this statement:

I am/was given the option to choose if meetings with my MRC staff take/took place in my home, in the community, virtually, or in person.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree (GO TO REMOTE03)
- 2 Somewhat agree (GO TO REMOTE03)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO REMOTE03)
- 8 DK (GO TO REMOTE03)
- 9 REF(GO TO REMOTE03)

**ASK IF REMOTE02 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE,
STRONGLY DISAGREE**

REMOTE02A

Please say more about why you chose that answer.

PROMPT: How would you like/have liked the services you receive/received to be/have been delivered differently?

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NO REASON IN PARTICULAR
- 8 DK
- 9 REF

REMOTE03

For future meetings with MRC staff, where do you most prefer to meet?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ALL MENTIONED

- 1 In Person – In the community
- 2 In Person – In an MRC office
- 3 In Person – At your home
- 4 Virtually – Over the phone or through a meeting software (e.g., zoom)
- 8 DK
- 9 REF

OUTCOMEINTO

Next, I am going to read a list of statements and I would like to know how strongly you agree or disagree with each. Please tell me if you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with each statement. If it is not applicable to your case, just let me know.

PRESS ENTER TO CONTINUE

OUTCOMES2

How strongly do you agree or disagree with this statement:

The services I receive/received from the MRC will help/helped me become more financially independent.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree (GO TO CULTURE)
- 2 Somewhat agree (GO TO CULTURE)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO CULTURE)
- 8 DK (GO TO CULTURE)
- 9 REF (GO TO CULTURE)

**ASK IF OUTCOMES2 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE,
STRONGLY DISAGREE
OUTCOMES2A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 13 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 14 DIDN'T RECEIVE JOB SEARCH HELP
- 15 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 16 RECEIVED EMPLOYMENT BUT NOT ENOUGH HOURS OR PAY
- 17 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 18 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

CULTURE

How strongly do you agree or disagree with this statement:

The MRC staff respect/respected my cultural or ethnic background.

PROMPT: Cultural background includes race, religion, language, sexual orientation, etc.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO CULTURE2)
- 2 Somewhat agree (GO TO CULTURE2)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO CULTURE2)
- 8 DK (GO TO CULTURE2)
- 9 REF (GO TO CULTURE2)

ASK IF CULTURE = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE, STRONGLY DISAGREE

CULTUREA

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 BROKEN PROMISES, NO FOLLOW THROUGH
- 13 AGENCY CLOSED CASE OR STOPPED SERVICES
- 14 BETTER COMMUNICATION NEEDED (IN GENERAL)
- 15 NEED TO FOLLOW UP MORE OFTEN
- 16 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 17 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 18 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 19 PROGRAMS NOT BENEFICIAL DUE TO CIRCUMSTANCES
- 95 OTHER (SPECIFY)
- 98 DK-REF

CULTURE2

How strongly do you agree or disagree with this statement:

I feel comfortable expressing my cultural identity and needs with MRC staff.

Cultural identity includes your race, religion, marital status, learning style, ethnicity, and gender.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO CULTURE2)
- 2 Somewhat agree (GO TO CULTURE2)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO CULTURE2)
- 8 DK (GO TO CULTURE2)
- 9 REF (GO TO CULTURE2)

**ASK IF CULTURE2 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE,
STRONGLY DISAGREE**

CULTURE2A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 BROKEN PROMISES, NO FOLLOW THROUGH
- 13 AGENCY CLOSED CASE OR STOPPED SERVICES
- 14 BETTER COMMUNICATION NEEDED (IN GENERAL)
- 15 NEED TO FOLLOW UP MORE OFTEN
- 16 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 17 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 18 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH
INFORMATION PROVIDED
- 19 PROGRAMS NOT BENEFICIAL DUE TO CIRCUMSTANCES
- 95 OTHER (SPECIFY)
- 98 DK-REF

CULTURE3

How strongly do you agree or disagree with this statement:

Staff takes my cultural identity into account while working with me and developing my goals.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO CULTURE3)
- 2 Somewhat agree (GO TO CULTURE3)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO CULTURE3)
- 8 DK (GO TO CULTURE3)
- 9 REF (GO TO CULTURE3)

**ASK IF CULTURE3 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE,
STRONGLY DISAGREE**

CULTURE3A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 BROKEN PROMISES, NO FOLLOW THROUGH
- 13 AGENCY CLOSED CASE OR STOPPED SERVICES
- 14 BETTER COMMUNICATION NEEDED (IN GENERAL)
- 15 NEED TO FOLLOW UP MORE OFTEN
- 16 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 17 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 18 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH
INFORMATION PROVIDED
- 19 PROGRAMS NOT BENEFICIAL DUE TO CIRCUMSTANCES
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM4

How strongly do you agree or disagree with this statement:

I feel/felt clear about my roles and responsibilities in working with the Massachusetts
Rehabilitation Commission.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO COMM5)
- 2 Somewhat agree (GO TO COMM5)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO COMM5)
- 8 DK (GO TO COMM5)
- 9 REF (GO TO COMM5)

ASK IF COMM4 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE, STRONGLY DISAGREE

COMM4A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 HELP CUSTOMER GET A JOB, PROVIDE MORE JOB OPTIONS
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 17 NO JOB YET BUT STILL WORKING ON ACHIEVING GOALS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM5

How strongly do you agree or disagree with this statement:

I feel/felt clear about the MRC's roles and responsibilities in working with me.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK COMM5A*)
- 4 Somewhat disagree (*ASK COMM5A*)
- 5 Strongly disagree (*ASK COMM5A*)
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

ASK IF COMM5 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE, STRONGLY DISAGREE

COMM5A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 HELP CUSTOMER GET A JOB, PROVIDE MORE JOB OPTIONS
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 17 NO JOB YET BUT STILL WORKING ON ACHIEVING GOALS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

CONTROL3

How strongly do you agree or disagree with this statement:

MRC staff ask/asked me for my opinions and ideas about the services I need/needed.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO STAFF7)
- 2 Somewhat agree (GO TO STAFF7)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO STAFF7)
- 8 DK (GO TO STAFF7)
- 9 REF (GO TO STAFF7)

**ASK IF CONTROL3 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE,
STRONGLY DISAGREE**

CONTROL3A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR DID NOT RETURN CALLS, NO FOLLOW UP
- 11 HARD TO REACH STAFF
- 12 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 13 SOMEONE ELSE HELPED, COUNSELOR DID PAPERWORK
- 14 NOT ENOUGH, UNAWARE OF AVAILABLE SERVICES
- 15 COMMENDABLE EFFORTS, SERVICES PROVIDED
- 16 COUNSELORS LEFT, SWITCHED
- 17 NEEDED MORE SUPPORT, GUIDANCE, HELP
- 18 NO SERVICES PROVIDED, NOT MUCH HELP
- 19 COMPLETED TESTING, TRAINING, BUT STILL NO JOB
- 20 DID NOT RECEIVE EMPLOYMENT, COULD NOT FIND ME A JOB
- 30 NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 31 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 32 LACKS UNDERSTANDING OF NEEDS, WANTS, ABILITIES
- 33 FIGHT TO GET SERVICES, HELP IS LIMITED
- 34 TIME LAGS TO GET SERVICES, APPOINTMENTS
- 35 STAFF ATTITUDE, DISRESPECT, UNPROFESSIONAL
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

STAFF7

How strongly do you agree or disagree with this statement:

I feel that MRC staff believe/believed in my abilities and partner/partnered with me to achieve my goals.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree (GO TO FUTUREINTO)
- 2 Somewhat agree (GO TO FUTUREINTO)
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE (GO TO FUTUREINTO)
- 8 DK (GO TO FUTUREINTO)
- 9 REF (GO TO FUTUREINTO)

ASK IF COMM5 = NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE, STRONGLY DISAGREE**STAFF7A**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 MEET CUSTOMER'S NEEDS, WORK CLOSELY WITH CUSTOMER
- 17 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

Future Planning and Career Goals

FUTUREINTO

Next, I would like to ask a few questions about how well the Massachusetts Rehabilitation Commission is helping/helped you prepare and plan for the future. Please rate how strongly you agree or disagree with the following statements.

PRESS ENTER TO CONTINUE

ASK OF VR CLIENTS (VRFLG = 1)

FUTURE02VR

How strongly do you agree or disagree with this statement:

Based on my interests and abilities, MRC staff help/helped me explore supports and opportunities in my community.

This could include opportunities for higher wages, career pathways, or other services.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

ASK OF CL CLIENTS (VRFLG = 2)

FUTURE02CL

How strongly do you agree or disagree with this statement:

Based on my interests and abilities, MRC staff help/helped me explore supports and opportunities in my community.

This could include things like housing options, in-home care, or assistance finding transportation.

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

FUTURE04

Do you agree or disagree with this statement:

My MRC staff and I completed an assessment about my knowledge, skills, and abilities to help me reach my goals.

PROMPT: Would you say yes, or no?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Yes – I agree
- 2 No – I disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

ASK OF VR CLIENTS (VRFLG = 1)
FUTURE03

Do you agree or disagree with this statement:

My counselor discussed with me the education or training I would need to pursue the careers I am interested in.

PROMPT: Would you say yes, or no?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 Yes – I agree
- 2 No – I disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

Additional Services

ASK OF VR CLIENTS (VRFLG = 1)

ADDSERV01

How strongly do you agree or disagree with this statement:

I need services to help me live more comfortably and participate in my community.

PROMPT: For example, accessible housing, opportunities to interact with others in your community, or transportation.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

ASK OF CL CLIENTS (VRFLG = 2)

ADDSERV02

How strongly do you agree or disagree with this statement:

I need additional services to help me pursue a career and achieve a higher level of financial independence.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

Overall Satisfaction and Recommendations

OVERALL2

Please rate your satisfaction on a scale from zero to five, where zero is very dissatisfied and five is very satisfied.

How satisfied are/were you with the services provided by the MRC?

MESSAGE TO THE INTERVIEWER: DO NOT READ OPTIONS, SELECT ONE ANSWER

- 0 Very dissatisfied
- 1 1
- 2 2
- 3 3 (GO TO OVERALL3)
- 4 4 (GO TO OVERALL3)
- 5 Very satisfied (GO TO OVERALL3)
- 8 DK (GO TO OVERALL3)
- 9 REF (GO TO OVERALL3)

ASK IF OVERALL2 = VERY DISSATISFIED, 1, OR 2

OVERALL2A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 DIDN'T RECEIVE JOB SEARCH HELP
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 15 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 16 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 17 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 95 OTHER (SPECIFY)
- 98 DK-REF

OVERALL3

Have the services provided by the MRC met your expectations?

MESSAGE TO THE INTERVIEWER READ: ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Not met
- 2 Partially met
- 3 Met (GO TO RECOMMEND1)
- 4 Exceeded (GO TO RECOMMEND1)
- 8 DK (GO TO RECOMMEND1)
- 9 REF (GO TO RECOMMEND1)

ASK IF OVERALL3 = NOT MET, PARTIALLY MET

OVERALL3A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 DIDN'T RECEIVE JOB SEARCH HELP
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 15 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 16 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 17 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 95 OTHER (SPECIFY)
- 98 DK-REF

RECOMMEND1

Would you recommend MRC services to a friend or family member living with a disability?

PROMPT: would you say yes, or no?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 YES
- 2 NO
- 8 DK
- 9 REF

Problems and Quality Improvement

CLOSED01

Do/Did you know what to expect for next steps when your MRC case closes/closed?

MESSAGE TO THE INTERVIEWER READ: ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Yes (GO TO PROBLEMS)
- 2 No
- 7 N/A TO ME/MY CASE (GO TO PROBLEMS)
- 8 DK (GO TO PROBLEMS)
- 9 REF (GO TO PROBLEMS)

ASKED IF CLOSED01 = NO

CLOSED01A

Please say more about why you chose that answer.

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NO REASON IN PARTICULAR
- 8 DK
- 9 REF

PROBLEMS

I am interested in any feedback you might have to help improve the services provided by the MRC.

Have you experienced any problems with the MRC or the services they provide/provided to you?

PROMPT: Would you say yes, or no?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 YES
- 2 NO (GO TO Q16)
- 8 DK (GO TO Q16)
- 9 REF (GO TO Q16)

ASK IF PROBLEMS = YES**PROBLEMSA**

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 TIME LAGS TO GET INTO THE PROGRAM
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 15 DIDN'T RECEIVE JOB SEARCH HELP
- 16 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 17 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 95 OTHER (SPECIFY)
- 98 DK-REF

ASK IF PROBLEMS = YES

RESOLVE1

Did the MRC work to resolve this problem?

PROMPT: Would you say yes, or no?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 YES
- 2 NO
- 8 DK
- 9 REF

QI6

In thinking about your experience with the MRC what works/worked well for you?

- 1 SPECIFY (SPECIFY)
- 2 NOTHING
- 8 DK
- 9 REF

QI1

What feedback do you have to help improve the services provided by the MRC?

PROMPT: Is there anything else?

- 1 SPECIFY (SPECIFY)
- 2 NOTHING
- 8 DK
- 9 REF

QI2

What additional services would help you secure a job with a sustainable wage?

PROMPT: A sustainable wage means having enough money for a family to afford all their basic needs and maintain a quality standard of living. This includes earning enough money to cover essential expenses, such as housing, food, healthcare, education, and other necessities, while also allowing for savings and a reasonable quality of life.

- 1 SPECIFY (SPECIFY)
- 2 NOTHING
- 8 DK
- 9 REF

STAFF8

Are there particular staff from the MRC who have helped you along your service experience?

PROMPT: Would you say yes, or no?

IF YES: What is their first and last name?

MESSAGE TO THE INTERVIEWER READ: OPTIONS ONLY IF NEEDED

- 1 YES (SPECIFY)
- 2 NO (GO TO COVID2)
- 8 DK (GO TO COVID2)
- 9 REF (GO TO COVID2)

ASK IF STAFF8 = YES

STAFF8A

Can you share a bit about that experience?

PROMPT: Is there anything else?

- 1 YES (SPECIFY)
- 2 NO
- 8 DK
- 9 REF

Covid-19

COVID2

Has/Did the COVID-19 pandemic affected/affect your experience receiving MRC services?

PROMPT: Would you say yes, or no?

IF YES: In what ways has the recent coronavirus pandemic affected your experience with your services?

PROBE: Any other ways?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 1 YES (SPECIFY)
- 2 NO IMPACT / NOTHING
- 8 DK
- 9 REF

Education and Employment

EDU02

These last few questions ask about what you are currently doing.
What is the level of education you would like to complete?

MESSAGE TO THE INTERVIEWER: READ OPTIONS ONLY IF NEEDED

- 10 COMPLETING HIGH SCHOOL, GED, HISET, OR OTHER EQUIVALENCE
- 11 COMPLETING AN ASSOCIATE OR TECHNICAL DEGREE
- 12 COMPLETING A 4-YEAR COLLEGE DEGREE (BACHELOR'S DEGREE)
- 13 COMPLETING A GRADUATE DEGREE (MASTERS, MA, MS)
- 14 OBTAINING A PROFESSIONAL CERTIFICATION
- 15 OBTAINING AN INDUSTRIAL CERTIFICATION
- 95 SOMETHING ELSE (SPECIFY)
- 90 NOT SEEKING ADDITIONAL EDUCATION
- 98 DK
- 99 REF

EMPSTATUS

Are you currently...

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ALL THAT APPLY

- 10 Working full time, that is, more than 35 hours per week
- 11 Working part time
- 12 Currently looking for a job
- 13 In school or receiving job training
- 15 Currently unable to work, or
- 16 Volunteering your time, or
- 95 Something else? (SPECIFY)
- 97 NONE OF THESE
- 98 DK
- 99 REF

ASK OF VR CLIENTS (VRFLG = 1) EMPLOYED FULL OR PART TIME (EMPSTATUS = 10 OR 11)

JOBSAT1

Thinking about your current job, how satisfied are you with what you are doing?

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Very satisfied (GO TO JOBSAT2)
- 2 Satisfied (GO TO JOBSAT2)
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied)
- 6 N/A TO ME/MY EXPERIENCE (GO TO JOBSAT2)
- 8 DK (GO TO JOBSAT2)
- 9 REF (GO TO JOBSAT2)

ASK IF JOBSTA1= NEITHER SATISFIED NOR DISSATISFIED, DISSATISFIED, VERY DISSATISFIED

JOBSATA

Please say more about why you chose that answer.

PROMPT: Is there anything else?

MESSAGE TO THE INTERVIEWER: (DO NOT READ OPTIONS, SELECT ALL MENTIONED)

- 10 DISSATISFIED WITH ASPECTS OR PARTS OF JOB
- 11 NOT A CAREER MOVE, ONLY TEMPORARY JOB
- 12 LOW PAY - DOES NOT MEET FINANCIAL NEED
- 13 TOO FEW HOURS
- 14 JOB IS PHYSICALLY DEMANDING
- 15 NEED A JOB ALIGNED WITH SKILLS, TRAINING
- 16 UNPLEASANT WORK ENVIRONMENT
- 17 BORED WITH JOB, BEEN AT JOB TOO LONG, BURNT OUT, NEED CHANGE
- 18 VARYING HOURS, UNRELIABLE HOURS, SCHEDULING PROBLEM
- 19 JOB DOES NOT PROVIDE BENEFITS, DOES NOT PROVIDE GOOD BENEFITS
- 95 OTHER (SPECIFY)
- 98 DK-REF

ASK OF VR CLIENTS (VRFLG = 1) EMPLOYED FULL OR PART TIME (EMPSTATUS = 10 OR 11)

JOBSAT2

How strongly do you agree or disagree with this statement:

I see a path to advance my career where I am currently working.

MESSAGE TO THE INTERVIEWER: READ ALL OPTIONS EVEN IF INTERRUPTED, SELECT ONE ANSWER

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF