



# MASSACHUSETTS REHABILITATION COMMISSION

## STATEWIDE REHABILITATION COUNCIL

**Chairperson**  
Dawn Clark

**Vice Chairperson**

**Secretary**

**Members at Large**

### Statewide Comprehensive Needs Assessment

#### Consumer Satisfaction Committee

600 Washington Street, Boston MA 02111

October 17, 2019

1:00 PM – 3:30 PM

#### Meeting Minutes

##### Call to Order/Introductions

Rich Colantonio (SRC), Bill Noone (MRC), Graham Porell (MRC), Theresa Casey (MRC)

Remotely: Michael Stepansky (DMH), Inez Canada (SRC)

##### Approval of Meeting Minutes

Inez C. Made a motion to accept the meeting minutes with amendments, Rich C. seconded. All in favor

##### Old Business

##### Braintree Focus Group Update

Graham P. and Bill N. met with the Director of Vocational Rehabilitation (VR) Joan Phillips and the South Area Director of VR Fabienne Renelien to discuss the plan to host a focus group at the Braintree MRC office to outreach to the Asian community. Due to the amount of planning that will need to go into the outreach the final date has not yet been determined.

##### Discussion

Graham P. has been working with Sam from the Lowell office it was determined that the best way to reach as many of the targeted audience as possible is to keeping in mind of who the target audience is, have face to face meetings with area community centers and career centers as much as possible. Engaging with the media, create a flier to be distributed.

##### Next Step

Graham will arrange to meet with community centers

Graham will arrange to meet with career centers

Graham will sit with Josh Boardman about designing a flier

## **New Business**

### **FY 2020 Needs Assessment Update**

All changes recommended by the committee have been updated to the FY2020 Needs Assessment Survey. It is currently being sent to all consumers between the ages of 21-30 years of age, who have a current email address. The survey will stay open until the end of November 2019.

All changes recommended by the committee have been updated to The Youth survey and will be sent in out to the youth in December and stay open until

### **Next Steps**

Sit with VR staff on details for a shorter version of the survey to be taken at an area office or hard copy be provided to the consumer.

### **FY 2019 Needs Assessment Report Draft**

The committee reviewed the Needs Assessment Report Draft. The final report will be completed for the December 11, 2019 meeting. The final report will be presented at the SRC meeting on December 19, 2019.

To view previous meeting minutes at:

[Link](#)

### **Next steps**

John B. and Graham P. will complete the FY2019Needs Assessment Report to be presented at the December 11, 2019 meeting

### **SRC 2020 Recommendations Assigned to Needs Assessment/Satisfaction Committee & MRC Responses**

It is suggested that recommendations are not repeated without any attempted progress by the committee. It will be the decision of the committee if they have reached the goal of the recommendation or if this is an ongoing recommendation before submitted the following year's recommendations.

MRC has recommended that a link be developed and maintain a link to be available on the website for transportation options across the Commonwealth. This link will available to consumers and counselors.

### **Adjournment 3:26**

Next meeting date: December 11, 2019 1:00 PM – 3:30 PM