

Consumer Needs and Satisfaction committee Meeting Minutes 2/18/21

- Introduction and discussion with Amanda Costa, Director of Individual and Family Engagement
- Mental health resources form
 - Committee consulted and discussed with MRC staff and DMH.
 - Resource list disseminated to DESE through SharePoint and website.
 - MRC has posted it on their website and disseminated to Area Directors.
 - MRC does not currently share information through mass email to consumers, so there was some question from MRC around how best to get these resources to consumers.
 - Can we share it in the same way surveys are communicated?
 - Can VRCs/ADs share with individual consumers?
- Black History Month – exciting events and newsletter coming out!
- Update from surveys: hoping to have a preliminary summary by our March meeting, with the final report coming out in June.
 - Committee asked to see the raw data from open response questions.
 - Highest response rate from surveys yet with about 2750!
- Synergy consulting group working with MRC to reform consumer satisfaction process.
 - To continue following up with MRC and Synergy's work going forward – item for next meeting's agenda.
- Meeting adjourned!