

## Consumer Needs and Satisfaction committee Meeting Minutes

Date: 6/23/21

### Attendance

**SRC:** Olympia Stroud, Inez Canada, Ronaldo , Douglas Mason, Christine Tosti

**MRC:** Charlene Coombs, Bill Noone, Graham Porell, Amanda Baczko

**Public:** Beverly P, Kevin Goodwin

### Meeting called to order at 2:03 PM

Approval of the Minutes 12/20/21: motion made by Kevin Goodwin to approve, seconded by Doug Mason

SRC Update: Ronaldo is becoming Chair of Consumer needs committee

Olympia moving to co chair

Amanda MRC Update

- Services Experiences Survey
  - VR services and Community Living
  - Online, written, over the phone
  - ASL videos
  - To correct bias, underrepresented groups will be over surveyed
  - Focus groups in community to represent their community
  - Mental health research heavily skewed to underrepresent BIPOC
  - NEXT FRIDAY make notes on questions 7/1/22
  - THEN Amanda will make changes and show us
  - 15-20 min approximately to go through survey
  - Ronaldo: 3 items
    - Skelton of concepts which questions are trying to measure
    - “Refuse to answer” and “I don’t know” responses could indicate questions are difficult (I don’t know) or uncomfortable (Refuse to answer). Both answers may be either further clarified (change “I don’t know” to “I did not understand the question”) to fit the concepts proposed. Flow of the participants life and journey to show their story to be reflected in the questionnaire structure, so it is easier to respond.
      - Inez:
        - VR client and Community living clients have specific questions tailored to them, different tracks
        - VR will need to be different; services have to be tied to an employment goal
        - Distribution: suggested whole SRC is sent survey to edit/ comment
      - Doug: how does a consumer know what services they are eligible for?
      - Christine: current consumer , VR counselors did not explain services
    - Olympia, Graham, Bill

- Site visit Downtown Boston representation
  - Focus groups and forums from diverse people
  - Demographics national, district, local
  - Making data available to staff to better prioritize consumers
  - OneMRC function: filter/sort based on demographics
- Visual Mapping- Ronaldo
  - Map functionality is covered by Will and Graham's available software. The document will be sent to them for their own use if deemed appropriate.
  - Christine: we need data from BSAS and dept of correction about overdoses, arrests, releases
  - Olympia: GED test site priorities with mapping tools
- ADEI
  - Pride and Juneteenth: ALL HAS TO MEAN ALL.
  - [Tipping Cow](#) shout out Black owned company, Dept of secondary education partnered and passed out free ice cream to employees at Olympia's job. Black owned can be a vendor too
- Open mic
  - Doug: Congrats Ronaldo! Shared about an outing with daughter be careful if you look at what is happening right now, voting rights are being threatened, violence, everyday. Our work is not ever done
  - Christine: Black content creator/educator on YouTube the Conscious Lee speaking on DEI
    - <https://www.youtube.com/shorts/KqQFcnmdszc>