Consumer Needs and Satisfaction committee Meeting Minutes

Attendance

SRC: Olympia Stroud (Chair), Christine Tosti

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

Public: Patricia Corley, Doug Mason, Kevin Goodwin

Meeting called to order at 2:02PM

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

MRC Update: Amanda

- Consumer experience data collection process across community living and vocational rehabilitation (over 40,000 people)
- Consumers will be followed along their journey
- Vendor: contract in the works
 - o 3 month updates
 - Oversampling measures to identify underserved consumers
- Bill and Graham: District Update
 - Want data to inform decision making
 - North district complete
 - Will be conducting a total of 20 office visits with VR counselors: want to talk to VR counselors about MRC data combining VR and Community living clients
 - Survey data is limited and has not always been used to make changes
 - MRC is developing new systems so VR counselors can have data reports easily accessible quickly

Date: 3/10/22

- Tableau: visual/interactive data tool including maps
- Results from Pittsfield:
 - Lower wage earnings
 - 91% white , not diverse
 - Want to reach out to racial demographics
 - Olympia's impressions: felt comforted as a black woman hearing that MRC wants to engage with our underserved people
- Improvements
 - Transportation: MRC consumers are eligible for transportation access pass for reduced fares on public transportation
 - Good news garage vehicle donation: non profit provides fixed up vehicles to MRC consumers and get taught how to maintain a car

SUGGESTIONS FOR CONSUMER SATISFACTION

 Olympia: From reading the survey responses, many individuals with disabilities are without credentials. My suggestion would be to add High School Equivalency website (www.doe.mass.edu/hse) link to VR website- on MRC website.

- Christine: Neurodivergent video examples about the challenges faced in getting accurately
 diagnosed with ADHD and autism; stereotypes and gender/race based discrimination leads to
 people being misdiagnosed or undiagnosed and not getting the care they need
 - o https://www.youtube.com/shorts/jLumsAc1faw
 - o https://www.youtube.com/shorts/xgXWeulaYx0
 - Screening tool: Autism and masking symtoms
 - https://embrace-autism.com/cat-q/
- Doug Mason question: how do we connect people to mental health?
 - DDS: dept of developmental services
 - o DMH: dept of mental health

DIVERSITY EQUITY INCLUSION

- Standing for BIPOC: Olympia spoke on colorism in other countries and black bodies being expected to be used for war while they aren't even treated as equals
- Land Reclamation: Soul Fire Farm Immersion programs on site in upstate New York
 - https://www.soulfirefarm.org/food-sovereignty-education/immersion/farming-immersion/
 - Purpose: The Soul FIRE Immersion (Farming In Relationship to Earth) is designed for aspiring, beginning, and intermediate growers of Black, Indigenous, and Latinx heritage to gain basic skills in regenerative farming in a culturally relevant, supportive, and joyful environment. By the end of the program you will have the knowledge to grow and prepare your own food, and the tools to begin a comprehensive commercial farm training if you choose that path. It is our hope that you will also deepen your connection to land, heal from inherited trauma rooted in oppression on land, and take steps toward your personal food sovereignty.
- Workshop for low income women: Budget Buddies
 - https://budgetbuddies.org/

MRC Review Committee

- Amanda discussed request for proposals for DEI trainings
- Discussed DEI Council

Adjourned: 3:33PM

UPCOMING SRC MEETINGS

https://www.mass.gov/orgs/massachusetts-rehabilitation-commission/events? page=1

Full SRC Meeting (zoom info is not available on the website. Needs to be updated)

Thursday March 24th 2022

5pm-7pm

Full SRC Meeting (zoom info is not available on the website. Needs to be updated)

June 16th 2022

5pm-7pm

SRC Comprehensive Needs and Satisfaction Committee June

Thursday, June 23, 2022

2 p.m. - 3:30 p.m.

https://massrehabcommission.zoom.us/j/99889773858?pwd=cWpQZUtNRTdLUkZCejZQYzZPSWJ4QT09