

Consumer Needs and Satisfaction committee Meeting Minutes

Date: 9/17/21

Attendance

SRC: Olympia Stroud, Naomi Goldberg, Kris Callahan, Kevin Goodwin, Doug Mason, Inez Canada

MRC: Bill Noone, Graham Porell, Lola Akinlapa, Charlene Coombs, Amanda Costa, John Bobrowski

Public: Sarah Wiles

Meeting called to order at

Approval of the Minutes: motion made by _____seconded by_____, Minutes approved.

Minutes:

2020 SURVEY UPDATE

- Synergy working group
 - Cross sectional team
 - RFR (Request for response) for partnership to establish consumer survey vendor
 - Competitive bidding process to specify the need areas of vendors who specialize in survey collection
 - Consumer committee would analyze data
 - Why did this working group happen?
 - To address diversity, equity, inclusion, and accessibility
 - Address current survey limitations
 - Current stage: MRC's capacity to implement vendor experience
 - CONSUMER SURVEY MESSAGE
 - MRC mission to address disparities
 - Active outreach to underrepresented populations
 - Focus groups to provide opportunities to participate
 - Current message on slide 4 open to changes
 - Key domains
 - Respect
 - Timeliness
 - Working alliance
 - Dependability
 - Value
 - Diversity, equity, inclusion, accessibility
 - Other ideas: Effectiveness, choices and autonomy, self-agency, homelessness, poverty, social determinants

- Alleviate pressure from VR counselors who cannot address social determinants, process to refer out and connect to resources
- Timing and Language
 - Need to stagger periodic survey every 3/6 months, spontaneously, closure
 - Simple language to capture consumer experience
 - New design: star rating system, ability to give input in the moment
- Process
 - Randomized survey dissemination for ongoing data collection
 - Data export and analysis
 - Transformative action
 - Questions
 - Connection between slide 6 and 9: who are we surveying, in what format, and when?

COMMITTEE NEXT STEPS

- September off!
- RFR draft is being created over the next week to hire/partner with a survey vendor: People can get involved in this and provide input to Amanda Costa by 9/24/21
- Always keep our diversity, equity, and inclusion lens on

CONSUMER VOICE

- Waiting on benefits and resources can be dehumanizing
- Misinformation on meeting time, 3 hour time slot was a mistake
- Doctors and specialists cancellations from covid, now getting back on track, tendency to feel down and low from physical and mental stress; SERENITY PRAYER HELPS

Meeting adjourned at