

May 13, 2023 minutes

Statewide Rehabilitation Council (SRC)

Consumer Satisfaction & Needs Assessment Committee

May 13, 2023, 5:00-6:30 pm EDT

Meeting was held virtually.

Attendees:

- Statewide Rehabilitation Council Members: Dawn Clark (Interim Committee Chair), Paula Euber (Ex-Officio), Tay Silveira, Heather Wood
- Massachusetts Rehabilitation Commission (MRC) Staff: William Noone, Graham Porell, Amy Karr
- Others Present: Kevin Goodwin, Darien Johnson (MassHire State Workforce Board), Doug Mason, Sarah Wiles (Client Assistance Program – CAP)

The meeting was held remotely.

The meeting was called to order by the Committee Chair, Ms. Clark, at 5:05 pm.

1. Welcome and Introductions

All attendees introduced themselves.

2. Approval of minutes

The August 2023 minutes were not approved because a quorum was not present.

3. Overview of the committee's duties

Mr. Porell and Mr. Noone summarized what the committee had been doing in the past, mostly looking at results of the consumer survey.

4. Discussion about updating/revising the responsibilities of the CSNAC moving forward

Mr. Noone wants to make sure that MRC's employment outcomes are reflected in the committee's discussions and work going forward. In addition to looking at consumers' needs and consumers' satisfaction, it is important to look at how many consumers MRC helps find work. He also wants to tie this to the State Plan.

Potential committee names were discussed. One suggestion was the Needs and Outcome Committee.

It was explained that moving forward the hope is that the committee will also review the results of the employers, vendors, and staff surveys. The desire is for a multilayered approach, not focusing only on the consumers. For example, if MRC staff is unhappy, it is possible that MRC consumers are not getting what they need and want.

There was a suggestion that the committee look at the current objective/mission statement of the committee and see how it differs from how we now wish the committee to function. Ms. Clark asked Mr. Mason if he would look at that language before the next committee meeting and determine if the language and/or committee name needs to be updated to reflect its desired broader scope. Mr. Mason agreed, and Ms. Karr stated she would send Mr. Mason the current CSNAC description as posted on the SRC website. Ms. Karr shared the current language in the chat:

“The Customer Satisfaction/Needs Assessment Committee ensures consumer perspectives are included in the process of evaluating VR services. MRC and the SRC jointly conducts an annual Needs Assessment; resultant information and findings are incorporated into the VR section of the Massachusetts WIOA Combined State Plan, MRC strategic planning efforts, and the agency’s quality assurance activities. The Committee provides the agency with detailed information regarding the needs of the consumers served by MRC, and fulfills the federal requirements that the agency and the SRC jointly conduct a needs assessment at least every three years. As part of this process, a Consumer Satisfaction Survey is also sent annually to consumers with closed cases to gauge their satisfaction with VR services received through MRC.”

5. Review of the most recent survey results

There was no data available for presentation at this meeting because Mr. Porell’s department had not been given enough lead time to prepare a report.

6. Next steps

Ms. Clark recommended that the committee meet again before the June 6th Executive Committee meeting. This will give enough lead time for the available survey results to be prepared also also to attempt to use the results to formulate some recommendations. It was decided that this next meeting will occur on Tuesday, May 28th from 5 to 6:30 PM.

The goal is for the committee to meet quarterly since Mr. Porell’s department receives the data quarterly, typically about a month after the quarter ends.

- The next quarter ends on June 30th, so the data could be presented to the committee in August. It was decided that the August CSNAC meeting will be on Monday, August 12th.
- The following CSNAC meeting will be on Monday, November 18th, the week before Thanksgiving.

Ms. Clark thanked the attendees for their input and time.

The next Consumer Satisfaction & Needs Assessment Committee will meet on Tuesday, May 28th at 5 PM.

7. Adjournment

Ms. Clark called for a motion to adjourn. The motion was made by Ms. Wood The motion was seconded by Ms. Silveira. The-meeting was adjourned at 5:59 pm.