



MASSACHUSETTS REHABILITATION COMMISSION STATEWIDE REHABILITATION COUNCIL

Chairperson
Dawn Clark

Vice Chairperson

Secretary

Members at Large
Steve Aalto

Consumer Satisfaction Survey Committee

600 Washington Street Boston MA, 02111

November 15, 2018

10: AM-12:00 PM

Meeting Minutes

Call to Order/Introductions

- Lola Akinlapa, (MRC), Theresa Casey (MRC), Charlene Coombs (MRC)
- Remotely Keven Goodwin (Ex-officio)

Approval of Meeting Minutes

- None

Old Business

- Recap of the 2017 Satisfaction report and the SRC presentation in September of the 2017 Satisfaction report.

New Business

Overview of the 2018 Consumer Satisfaction Survey changes

The Consumer Satisfaction Committee reviewed the draft 2018 satisfaction survey. In terms of survey questions, the following changes are listed below:

Question #4: Are you currently employed (for any amount of hours or pay)?

- Internship has been added to the question

Question #7: How many hours do you work per week? If it varies from week to week, please estimate the average amount of hour that you work on any giving week. Choses were:

- 1-2 hours per week
- 3-5 hours per week
- 6-10 hours per week
- 11-13 hours per week
- 16-20 hours per week
- 21-25 hours per week
- 26-30 hours per week
- 31-35 hours per week
- More than 35 hours per week

- Has been changed to having two choses via nine choses. The choses are now:
 - 10 hours or less or
 - 30 hours of less

Question #11: Where you made aware of the new MRC Consumer Handbook that is available on line?

- The words new and now have been removed

Question #12: If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with theses service?

- Very satisfied
- Satisfied
- Somewhat
- Dissatisfied
- Very
- I did not receive services from any MRC affiliated serves providers
 - If Services were not provided skip to question #15

Question #20: What were you least satisfied with in your experience with the Massachusetts Rehabilitation Commission?

- The worm least will be in bold print

Question # 21: What were you most satisfied with in your experience with the Massachusetts Rehabilitation Commission?

- The word “most” will be in bold print.

Other:

Action Items:

- MRC will send out the revised Consumer Satisfaction survey to the committee for further feedback/suggestions.
- MRC will begin the process to finalize the FY 2018 Consumer Satisfaction survey
- The survey will go out in December via Survey Monkey to consumers who have had cases closed in Status 26 or 28 in 2018. The survey will remain open until March 2019.

Adjournment

- Next meeting date: TBD