

# **Business/Employer Survey**

## **Massachusetts Rehabilitation Commission**

**FINAL**

## **MARKET DECISIONS RESEARCH**

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## A. Survey Introduction

### Survey Introduction and Lead-in

#### Introduction

The Massachusetts Rehabilitation Commission (MRC) is currently conducting an important survey and we highly value your input. The primary objective of this survey is to gain valuable insights regarding our collaboration with your business and MRC. We aim to understand successful strategies, pinpoint potential challenges, and gather suggestions for enhancements that can aid in meeting your organizational staffing requirements more effectively.

If you are not yet familiar with MRC, we kindly urge you to seize this opportunity to share your experiences working with individuals with disabilities and contribute to the enhancement of our services.

The survey is expected to take approximately 10 to 15 minutes of your valuable time.

Please rest assured that all responses provided will be treated with the utmost confidentiality and anonymity. To ensure impartiality, MRC has engaged Market Decisions Research, an independent research firm based in Portland, Maine, to conduct the survey on our behalf.

Should you have any inquiries or concerns, please feel free to reach out to our project manager, Candace Walsh, via email at [cwalsh@marketdecisions.com](mailto:cwalsh@marketdecisions.com).

Your participation and insights are immensely appreciated as we strive to continually improve our collaboration and services.

## B. Survey Questions

### General Notes

A short pilot of the survey will be conducted in February 2024. MRC will provide a list of employers who will test the survey and provide feedback on the content.

The full survey is scheduled to launch in early March.

### ***Business Characteristics***

#### ASK OF ALL

Q1.

What is the name of your company?

1, SPECIFY

8, I don't know

9, I prefer not to answer

#### ASK OF ALL

Q2

What industry does your company work in?

Select all that apply.

10, Mining, Quarrying, and Oil and Gas Extraction

11, Utilities

12, Manufacturing

13, Transportation and Warehousing

14, Finance and Insurance

15, Real Estate and Rental and Leasing

16, Wholesale Trade

17, Retail Trade

18, Construction

19, Information

20, Professional, Scientific, and Technical Services

21, Data Analytics

22, Healthcare

23, Information Sciences

24, Management of Companies and Enterprises

25, Educational Services

26, Health Care and Social Assistance

- 27, Administrative and Support and Waste Management and Remediation Services
- 28, Public Administration (local/state/federal)
- 29, Agriculture, Forestry, Fishing and Hunting
- 30, Arts, Entertainment, and Recreation
- 31, Accommodation and Food Services
- 95, Other (please specify)

99, I prefer not to answer [SCREEN OUT]

### Q3

What is your role within the company?  
Select all that apply.

- 1, Owner
- 2, Manager
- 3, Hiring Manager
- 4, Supervisor
- 5, Human Resource Director
- 6, Recruiter
- 7, Other (please specify)

8, I don't know

9, I prefer not to answer

### Screen

Have you worked with Massachusetts Rehabilitation Commission to employ individuals with disabilities at your company?

1, Yes

2, No [SKIP TO UNFAMILIAR WITH MRC BLOCK]

8, I don't know [SKIP TO UNFAMILIAR WITH MRC BLOCK]

9, I prefer not to answer [SCREEN OUT]

### ***Employers Familiar with MRC [asked of those who said 'yes' to screen]***

### Q4

How long have you been working with MRC to hire individuals with disabilities?

1, Less than 6 months

2, 6 months to a year

3, 1-5 years

4, More than 5 years

8, I don't know

9, I prefer not to answer

#### Q5

How did you first hear about MRC Job Placement Services?

1, Attended an event (which event?)

2, Outreach from MRC Team (please specify)

3, Referred by colleague

5, Other (please specify)

8, I don't know

9, I prefer not to answer

#### Q6

Overall, how satisfied are you with your partnership with MRC and the services provided to your company to hire qualified individuals with disabilities?

1, Very satisfied

2, Satisfied

3, Neither satisfied nor dissatisfied

4, Dissatisfied

5, Very dissatisfied

8, I don't know

9, I prefer not to answer

#### Q7

Overall, how satisfied are you with the skills, talents, and abilities of the individuals you hired as a result of your partnership with MRC?

1, Very satisfied

2, Satisfied

3, Neither satisfied nor dissatisfied

4, Dissatisfied

5, Very dissatisfied

8, I don't know

9, I prefer not to answer

Q8

What supports and services have MRC provided to you and your company that have helped you successfully navigate hiring qualified individuals with disabilities?

10, On-the-job experience- Short-term employment where a candidate can demonstrate required knowledge, skills, and abilities to meet the core requirements of a position. (Please specify)

11, On-the-job training (OJT)- Candidates receive hands-on knowledge and experience within the workplace through the MRC OJT program. Employers can use their existing staff and training to develop employees within their workplace. (Please specify)

12, Hosting Hiring Events- Targets a diverse talent pool with the goal of hiring quality candidates from a hidden job market. Candidates can be interviewed at these events. (Please specify)

13, Participation in Employer Advisory Boards- MRC's advisory boards aim to link employers and community organizations to MRC and its clients. (Please specify)

14, Job Driven Trainings- MRC develops job-driven training programs providing individuals they serve with the necessary skills to attain, maintain, and sustain competitive employment across industries. (Please specify)

15, Product-driven training- MRC provides students with theoretical knowledge fused with the hands-on application of industry-standard software, service, or hardware. Employers can have direct connection to individuals who have gone through this training for potential hiring opportunities. (Please specify)

16, Support Accessing Tax Credits- The IRS offers federal and state tax credit incentives for hiring individuals with disabilities. MRC can help employers facilitate that process. (Please specify)

17, Staff Training on DEI and Diversity: Hands on training with your staff to mitigate human bias, strengthen interactions, understand legal requirements, and address accommodation concerns. (Please specify)

18, Job Posting Database Access- Employers can connect with MRC candidates directly or by posting exclusive jobs to MRC's employee database, Simplicity. MRC invites qualified candidates to apply at no-cost to the employer. (Please specify)

19, Career and Industry Business Briefings- Work together with MRC to provide information quickly and effectively about job openings, industry trends, and your organizational culture to job seekers actively seeking employment through MRC Career Business Briefings. (Please specify)

98, I don't know

99, I prefer not to answer

Q9

What additional supports or services would be helpful to receive from MRC, in your efforts to hire individuals with disabilities at your company?

1, SPECIFY

8, I don't know

9, I prefer not to answer

Q10

In the future, is there anything else MRC can do to better meet your needs for hiring talented candidates?

1, SPECIFY [SKIP TO THNX]

8, I don't know [SKIP TO THNX]

9, I prefer not to answer [SKIP TO THNX]

### ***Employers Unfamiliar with MRC***

**Show if no or I don't know to SCREEN**

Q12A

What barriers have you faced in identifying qualified candidates with disabilities to join your company?

1, SPECIFY

8, I don't know

9, I prefer not to answer

**Show if no or I don't know to SCREEN**

Q11

Which of these identified supports and services provided by MRC would help your company successfully navigate hiring qualified individuals with disabilities? Select all that apply.

10, On-the-job experience- Short-term employment where a candidate can demonstrate required knowledge, skills, and abilities to meet the core requirements of a position. (Please specify)

11, On-the-job training (OJT)- Candidates receive hands-on knowledge and experience within the workplace through the MRC OJT program. Employers can use their existing staff and training to develop employees within their workplace. (Please specify)

12, Hosting Hiring Events- Targets a diverse talent pool with the goal of hiring quality candidates from a hidden job market. Candidates can be interviewed at these events. (Please specify)



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16, Support Accessing Tax Credits- The IRS offers federal and state tax credit incentives for hiring individuals with disabilities. MRC can help employers facilitate that process. (Please specify)

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98, I don't know

99, I prefer not to answer

### **Show if no or I don't know to SCREEN**

#### **Q13**

What additional supports or services would be helpful in your efforts to hire individuals with disabilities at your company?

1, SPECIFY

8, I don't know

9, I prefer not to answer

### **Show to all**

#### **Q12**

Have you hired individuals with disabilities through MRC or any other State Agency?

1, Yes [GO TO Q12B]

2, No [SKIP TO Q14]

8, I don't know [SKIP TO Q14]

9, I prefer not to answer [SKIP TO Q14]

**Show to all**

**Q12B**

Did you have the support you needed to allow individuals to succeed in their roles?

1, Yes

2, No

8, I don't know

9, I prefer not to answer

**Show if no or I don't know to SCREEN**

**Q14**

In the future, what can MRC do to meet the needs of employers like you who are interested in hiring qualified individuals with disabilities?

1, SPECIFY

8, I don't know

9, I prefer not to answer

**THNX**

Thank you for taking the time to complete the survey and please know that MRC's job placement team is available to assist you with finding qualified individuals to meet some of your staffing needs. Please contact our team at [MRC-JobPlacement@mass.gov](mailto:MRC-JobPlacement@mass.gov) and you will be connected to a member of our team who will be able to work with you on how we can work together and support your needs.