



Massachusetts Rehabilitation Commission

Consumer Experience Survey
2022 Q4

Prepared For: Massachusetts Rehabilitation Commission



Market Decisions Research

511 Congress St, Suite 801
Portland, ME 04101
www.marketdecisions.com
(207) 767-6440

Prepared By:

Mark Noyes, MPH
Candace Walsh, MA
Nicholaus Johnson, MPH
Krista Wohl, MS

Contents

- **Survey Methodology**
 - *Review of the Research Process*
 - *Survey Response and Cooperation Rates*
 - *Data Analysis*
- **Survey Results**
 - *Presenting the Survey Results*
 - *General Vocational Rehabilitation Questions*
 - *Future Planning and Career Goals*
 - *Additional Services*
 - *Overall Satisfaction and Recommendations*
 - *Problems and Quality Improvement*
 - *COVID-19 and Remote Services*
 - *Education and Employment*
- **Summary**





Survey Methodology



Sampling and Data Collection

- Interviewing began October 11, 2022, and ran until January 6, 2023.
- Data was collected throughout the months of October, November, and December from MDR's remote data collection services and online through Voxco.
- A total of 592 survey respondents completed the survey.

Number of Respondents Completing the Survey

	Phone	Online	TOTAL
October	107	72	179
November	132	81	213
December	106	94	200
TOTAL	345	247	592

Sampling and Data Collection (Cont'd)

- Of the 592 surveys completed throughout 2022 Q4, approximately 84% were completed among those with open cases.
- Surveys were completed in similar proportions across regions, ranging from the Western region with 29% of the total number of completed surveys to the Southern region with 20%.

Completed Surveys by Region and Case Status

	Open	Closed Successfully	Closed Unsuccessfully	TOTAL
Northern	126	15	13	154
Boston Metro	127	11	11	149
Southern	103	8	7	118
Western	142	16	13	171
TOTAL	498	50	44	592

AAPOR Survey Response and Cooperation Rates

Percentage of Sample Respondents

	Overall	Non-Minority	Minority
Response Rate	13.8%	12.6%	17.0%
Cooperation Rate	68.8%	67.7%	78.6%
Refusal Rate	11.5%	10.6%	10.5%

- **AAPOR:** The American Association for Public Opinion Research.
- **Response rate:** The number of completed interviews divided by the number of eligible reporting units in the sample.
- **Cooperation Rate:** The number of completed interviews divided by the number of eligible reporting units ever contacted.
- **Refusal Rate:** The number of cases in which the respondent either refused to be interviewed or broke off an interview, divided by all cases that were contacted and spoken with.

Data Analysis

- Data presented are weighted to correctly account for:
 - Case Status
 - Minority Race
 - Region
 - Gender
 - Ethnicity
 - Disability Category
- All invalid responses (Don't know, question refusals, voluntary skips) have been set to missing, and will not appear in this presentation.
- Unweighted counts are displayed with each question to inform about the overall number of responses to each question.
 - Due to survey questionnaire changes made mid-way through Q4, some questions have relatively low counts and should be interpreted with caution.



Survey Results



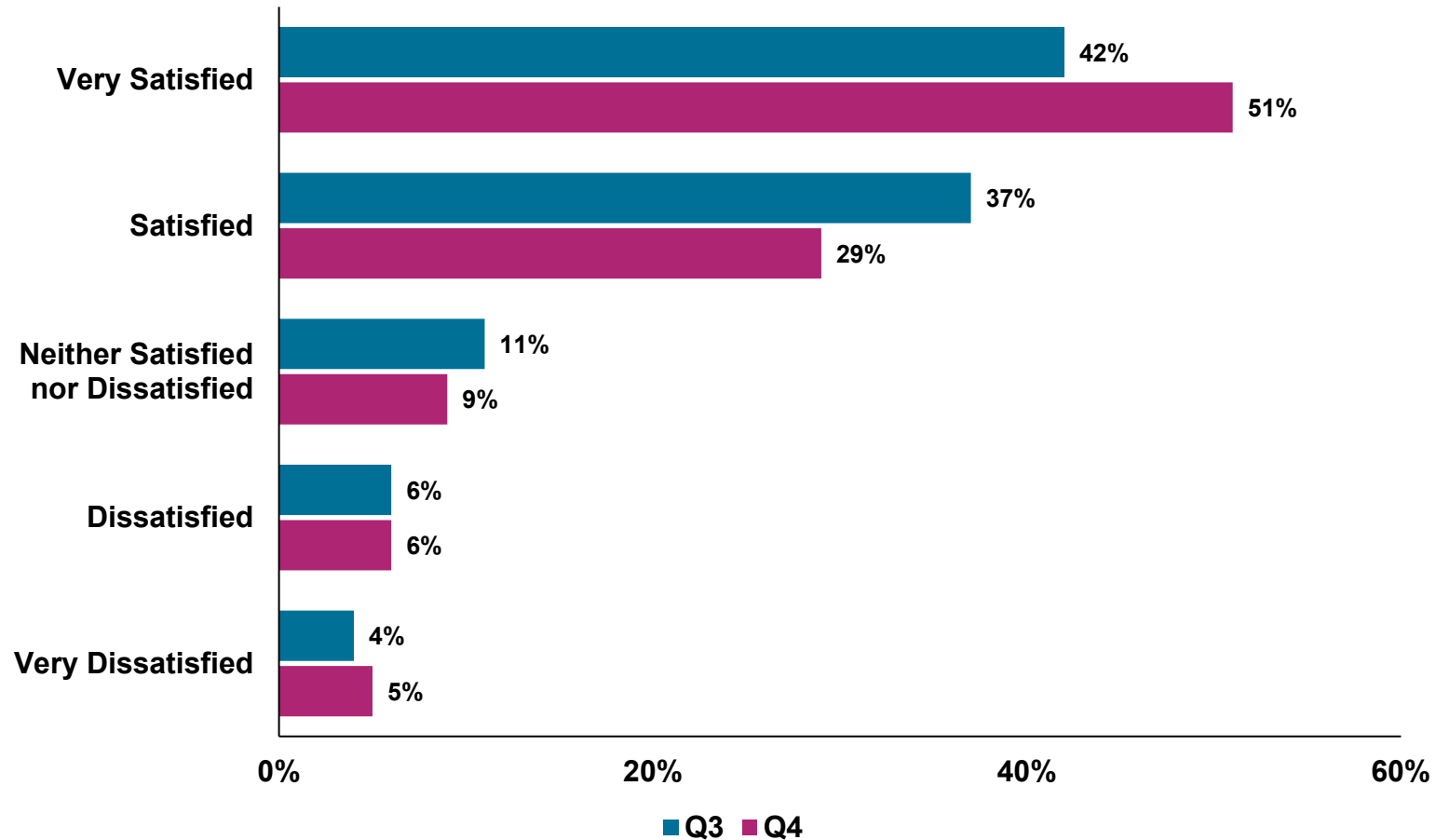
Presenting the Survey Results

- The following presents all survey responses collected during the 2022 Q4 survey fielding.
- Results are presented for individual metrics.
- Detailed results by the following variables are provided in the data compendium accompanying this report:
 - Minority Race
 - Region
 - Case Status
 - Type of Consumer (VR/CL)
 - Gender
 - Ethnicity
 - Disability Category
- Significant differences between groups are also summarized in the data compendium.

General Vocational Rehabilitation Questions

OVERALL1

How satisfied are you with MRC's program and services?



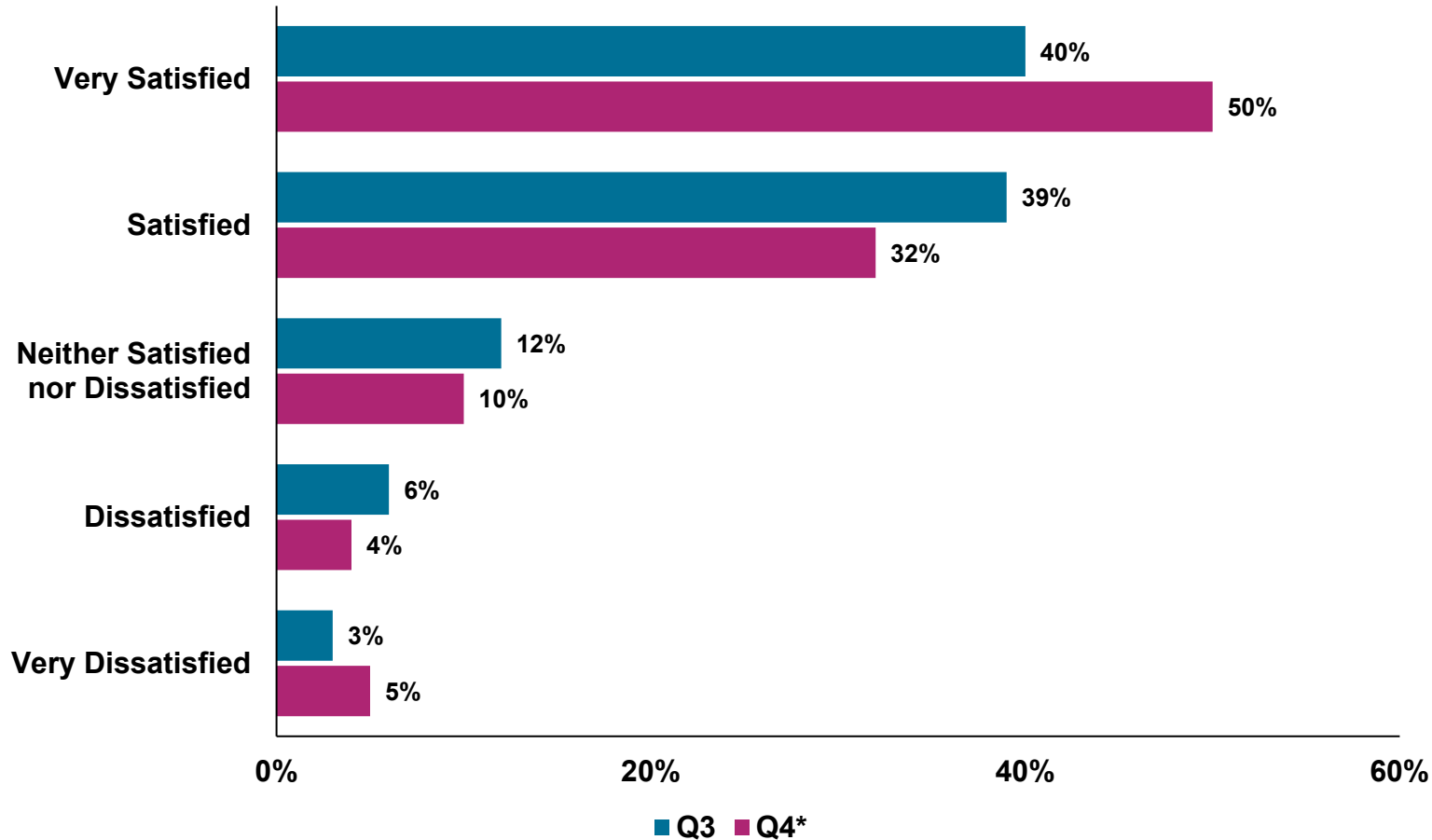
Summary

Four-fifths (80%) of consumers are satisfied with MRC's program, compared to 11% who are dissatisfied.

N = 585

CONTROL1

How satisfied are you with your level of input over the services you receive and your involvement in making decisions and choosing what feels right for you?



*Question was revised for November/December data collection. October question read as follows: How satisfied are you with your input and involvement in your services?

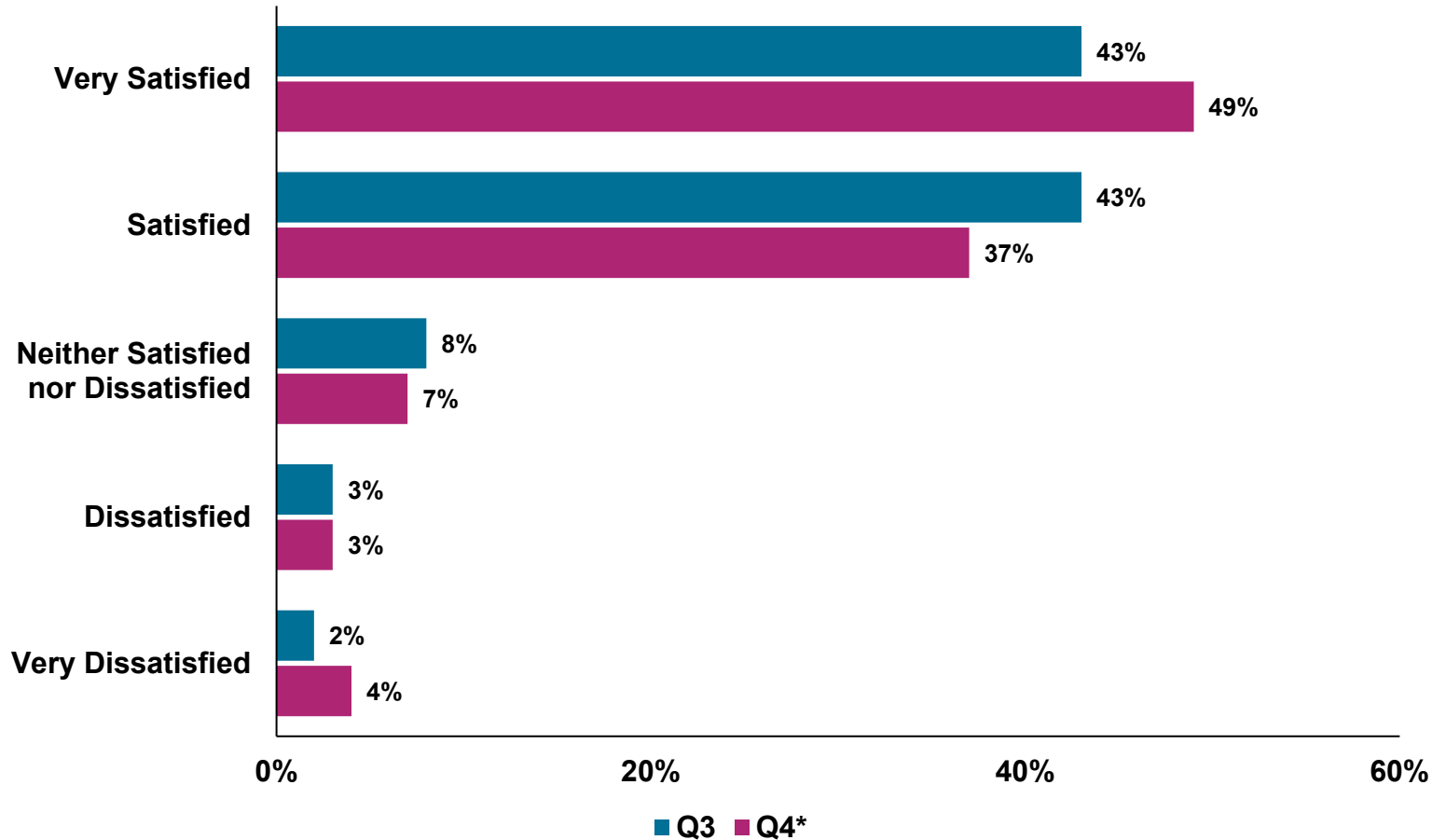
Summary

The majority (82%) of consumers are satisfied with their level of input and involvement in services they receive, while 9% are dissatisfied.

N = 574

CONTROL2

How satisfied are you with the vocational rehabilitation goals set between you and your counselor?



*Question was revised for November/December data collection. October question read as follows: How satisfied are you with your choice of goals?

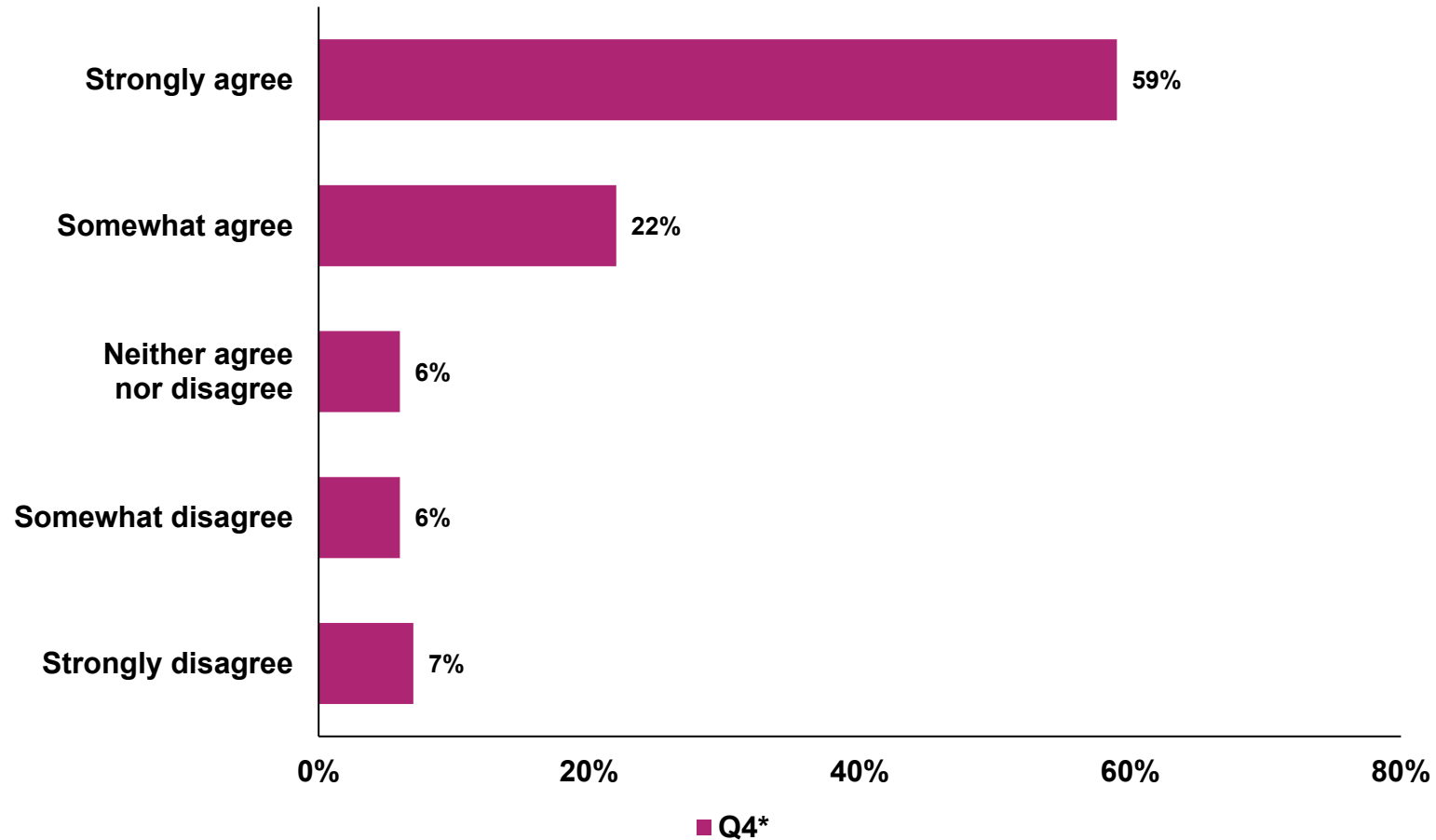
Summary

Similar to the previous quarter, most consumers (86%) are satisfied with their choice of goals, while 7% are dissatisfied.

N = 515

SERVICE0

The MRC provides me with the information about services and resources available to help me reach my goals.



Summary

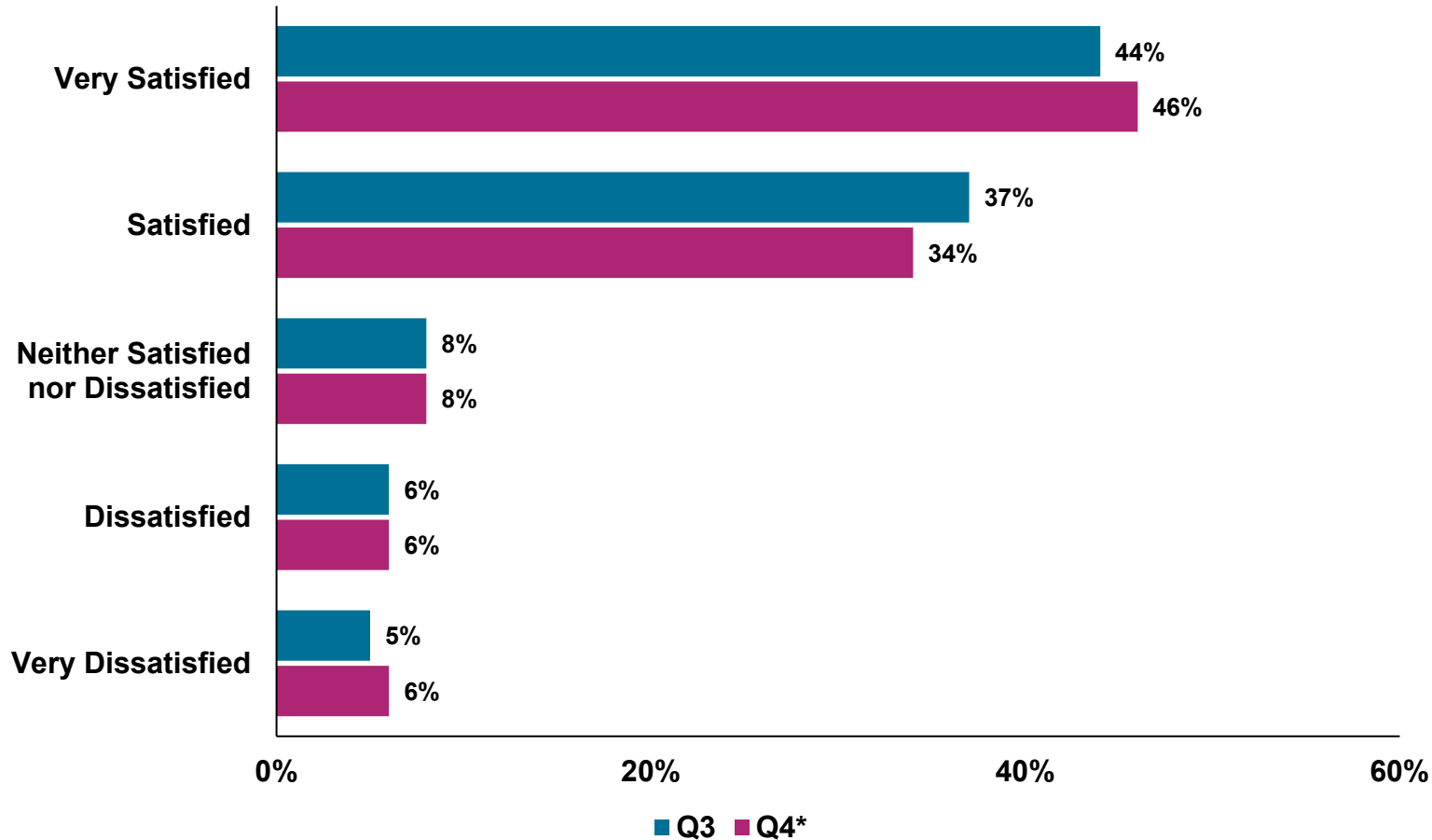
Four-fifths (81%) of consumers agree that MRC provides them with information and resources to help them reach their goals, only 13% disagree.

*Among November and December respondents.

N = 396

SERVICE1

How satisfied are you with the choice of services to support you in achieving your employment goals?



*Question was revised for November/December data collection. October question read as follows: How satisfied are you with the choice of services that are available to you?

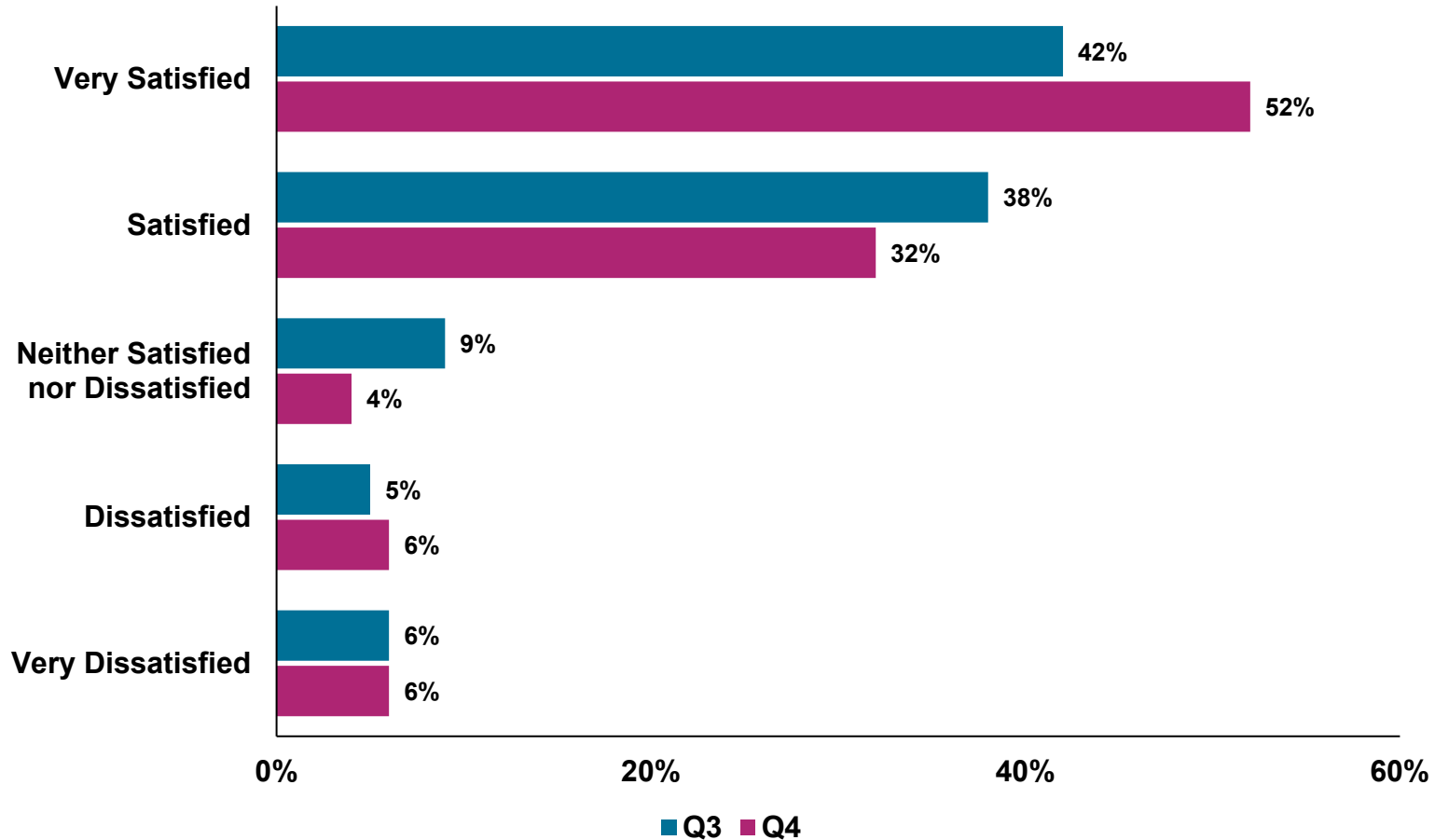
Summary

Similar results to the previous quarter, eight-in-ten (80%) MRC consumers are satisfied with their choice of services, compared to 12% who are dissatisfied.

N = 547

SERVICE2VR

How satisfied are you with the choice of service providers and support staff?



Summary

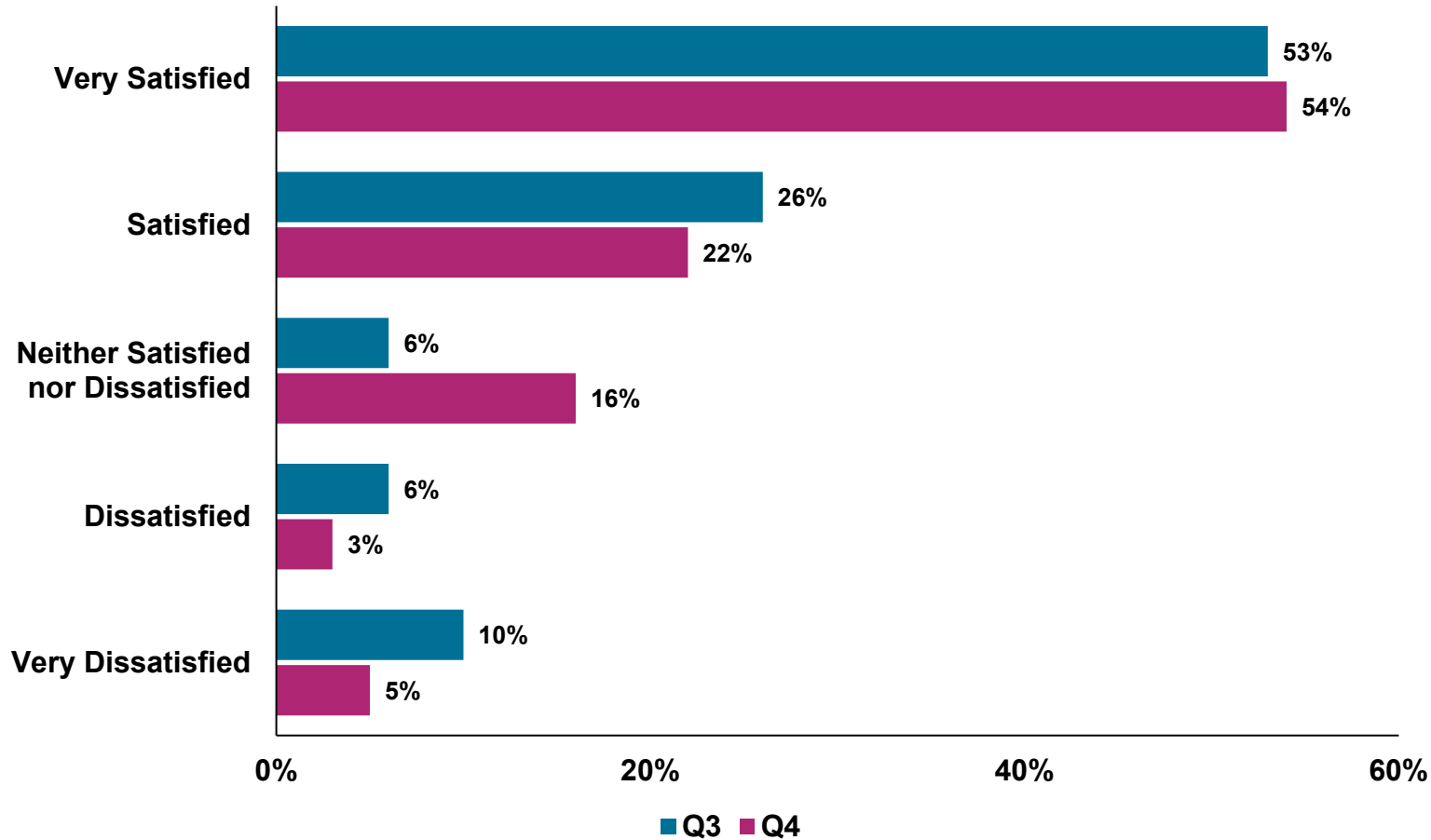
Most MRC vocational rehabilitation consumers (84%) are satisfied with the choice of providers and support staff, while 12% are dissatisfied.

*Among VR respondents.

N = 495

SERVICE2CL

How satisfied are you with the choice of service providers and support staff?



Summary

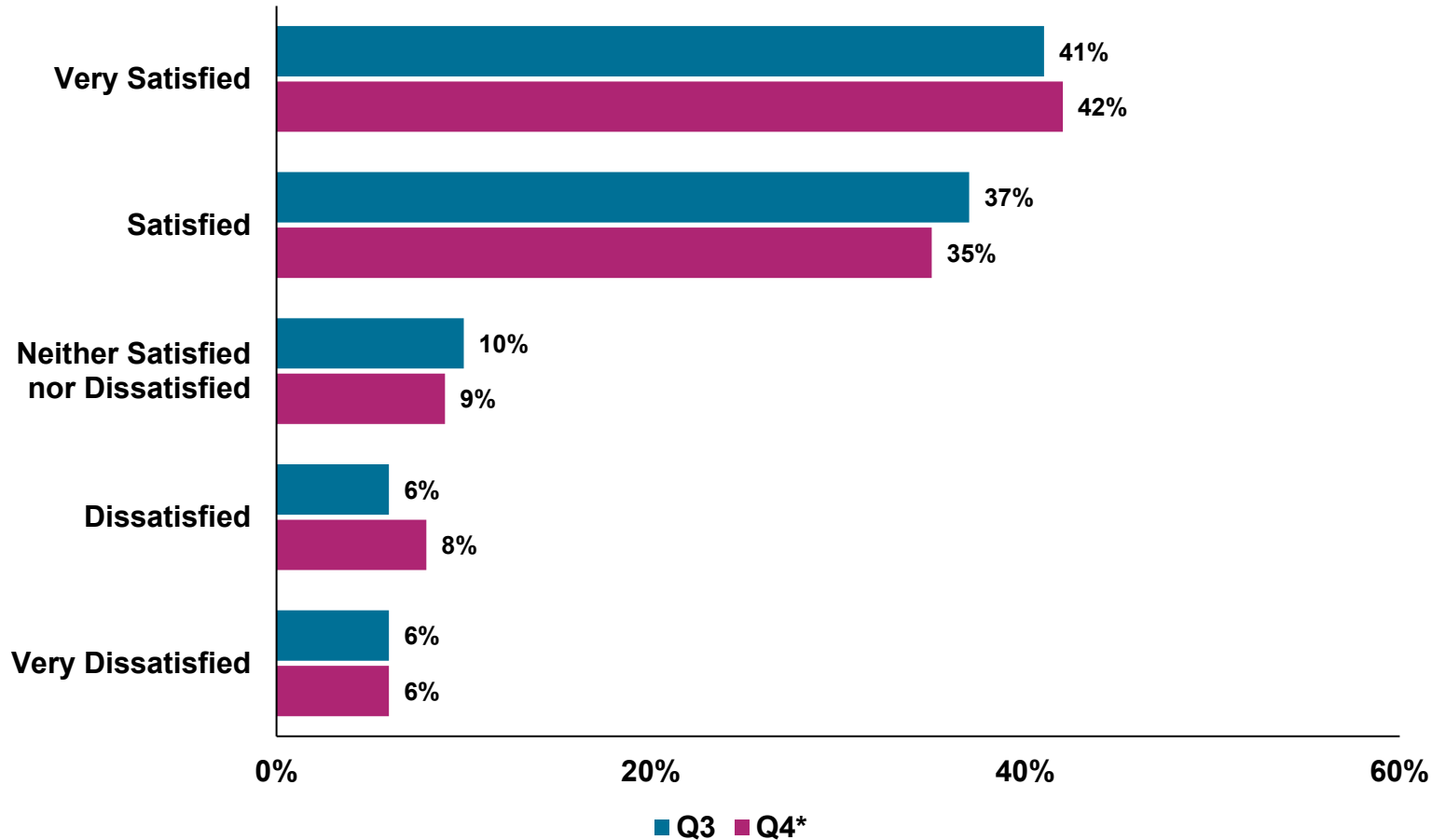
Over three-quarters of community living consumers (76%) are satisfied with the choice of services providers and support staff, while 8% are not.

*Among CL respondents.

N = 48

COMM1

How satisfied are you with the amount of information you are given about what services are available to you?



*Question was revised for November/December data collection. October question read as follows: How satisfied are you with the kind and amount of information you were given about the service options you had available to you?

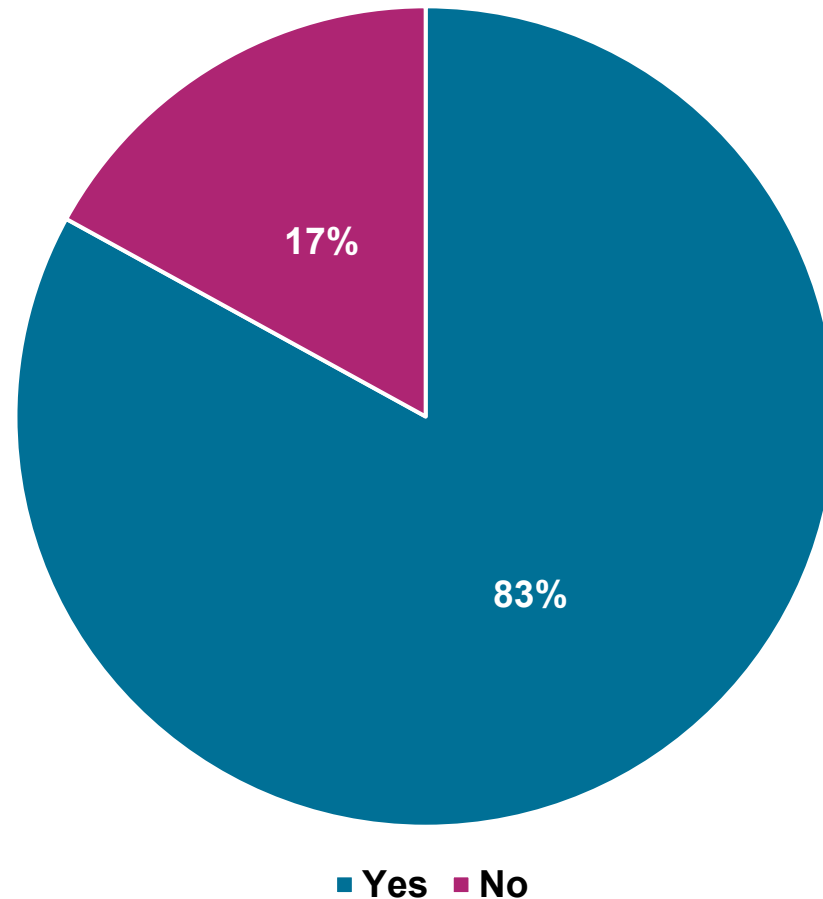
Summary

Over three-quarters (77%) of MRC consumers are satisfied with the information provided about available services, compared to 14% who are dissatisfied.

N = 563

COMM2_V2

Has the MRC responded to your needs or concerns in a timely manner?



Summary

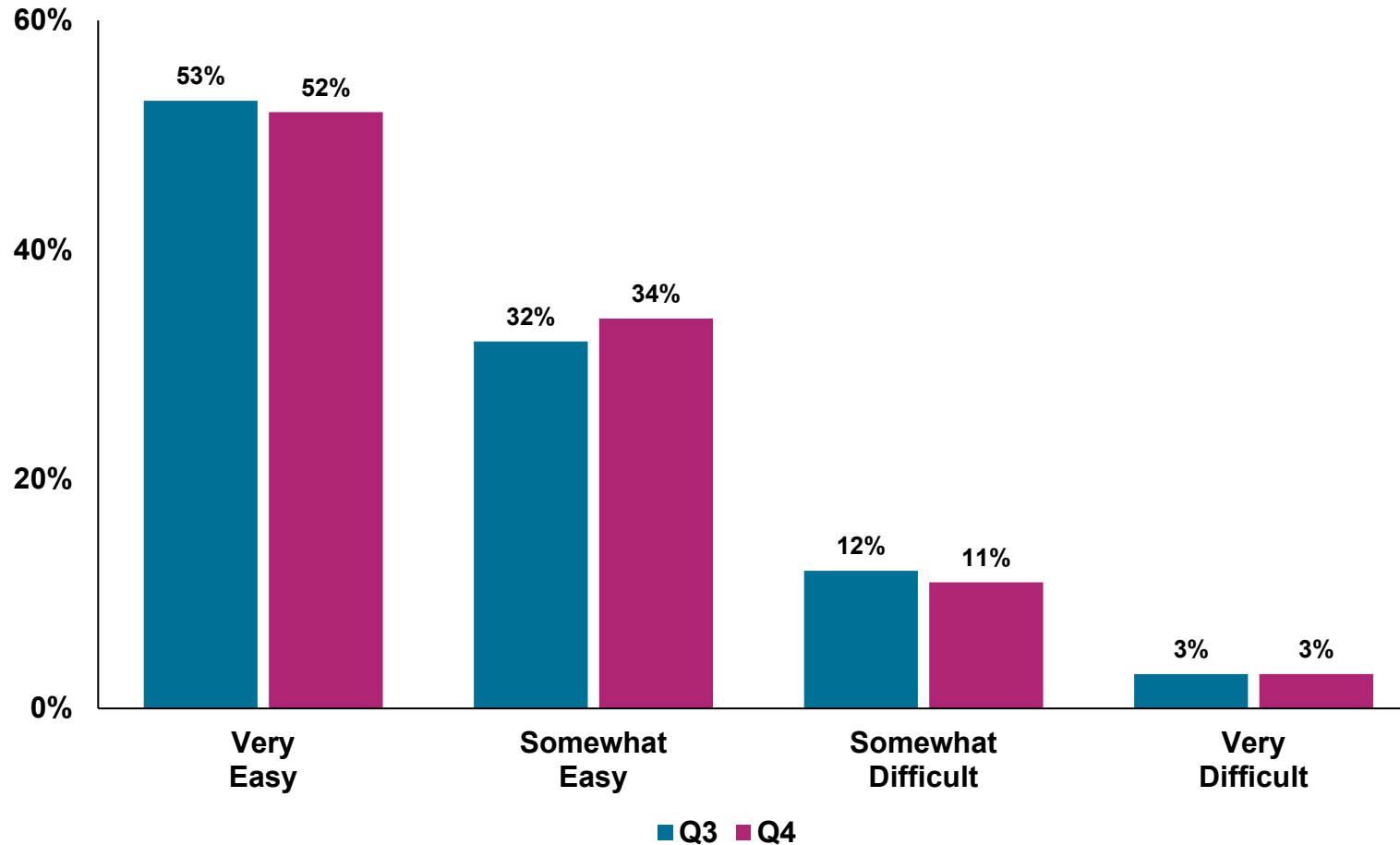
Over four-fifths (83%) of consumers say MRC responded to their needs or concerns in a timely manner, while 17% say MRC did not.

*Among November and December respondents.

N = 379

APPLY

How easy was it for you to complete an application for services?



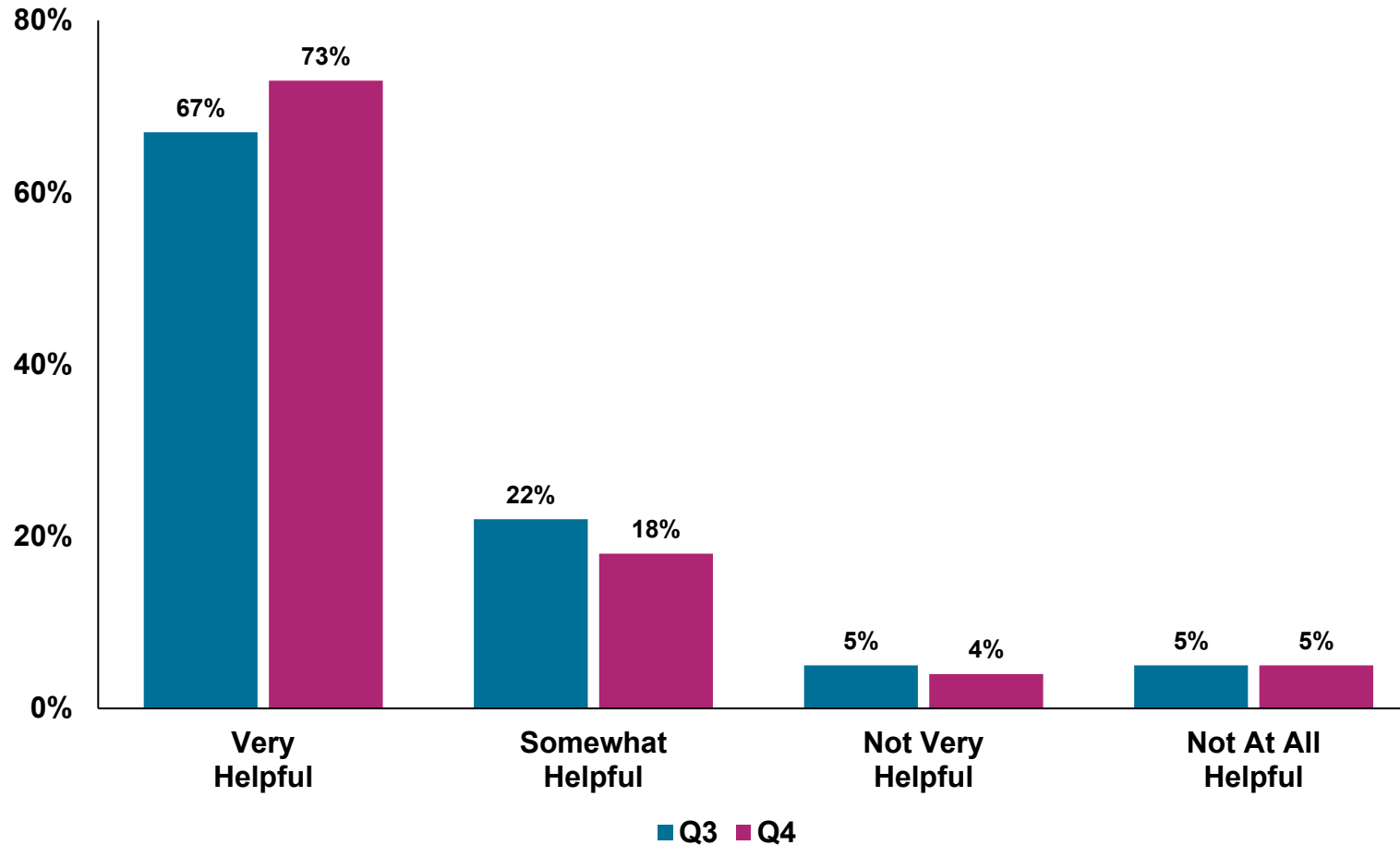
Summary

Over half (52%) of consumers say the application was very easy to complete, 34% say somewhat easy, 11% somewhat difficult, and 3% say very difficult.

N = 524

STAFF1

How helpful are the MRC staff working with you to reach your goals?



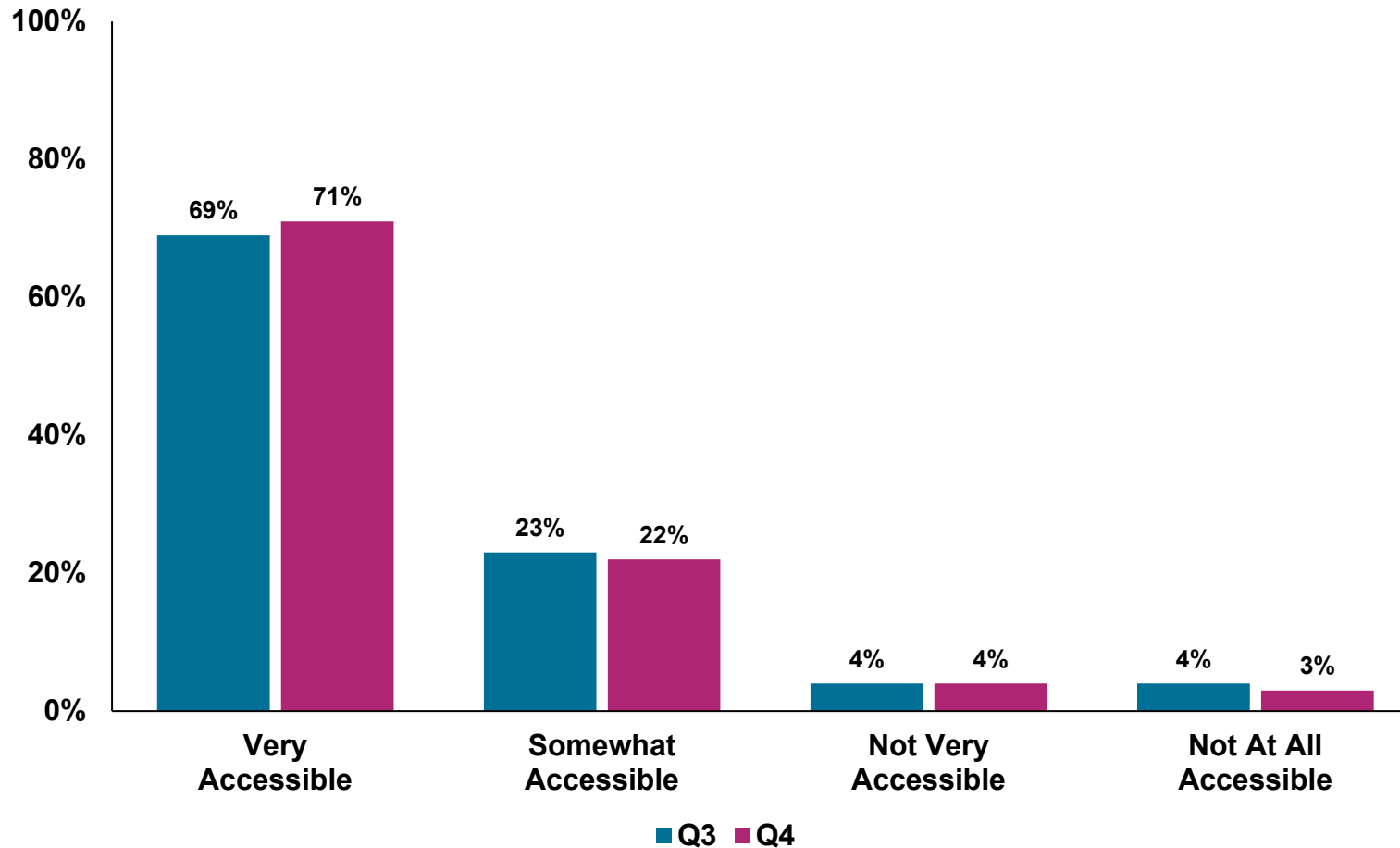
Summary

Three-quarters (73%) of consumers say MRC staff are very helpful working with to help reach their goals, up by 6 percentage points from the previous quarter.

N = 574

ACCESS

How accessible are your experiences with MRC?



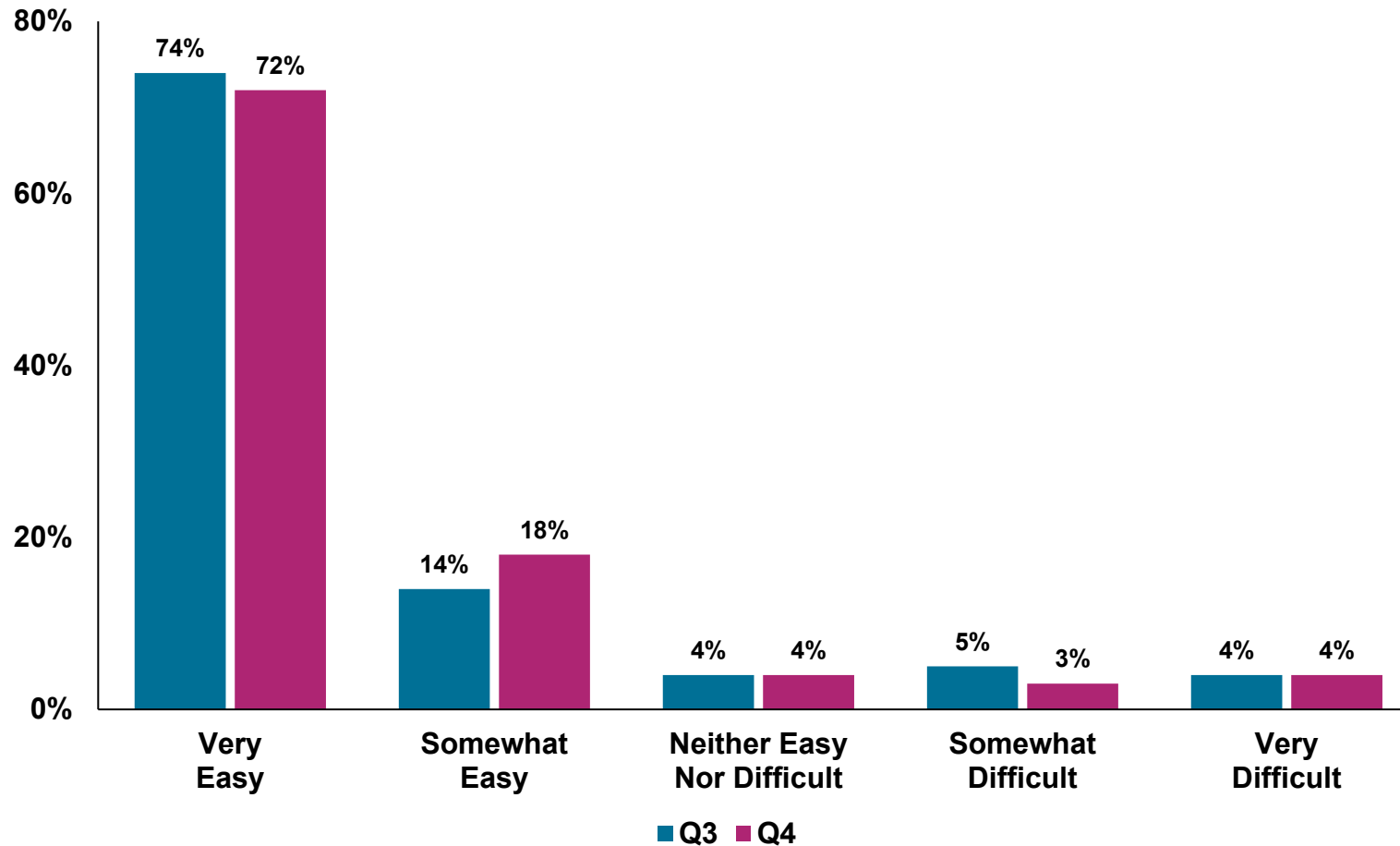
Summary

Nearly all (93%) of MRC consumers say MRC experiences are accessible, 7% do not.

N = 537

REMOTE01

When you meet remotely, how easy is it for you to meet with staff?



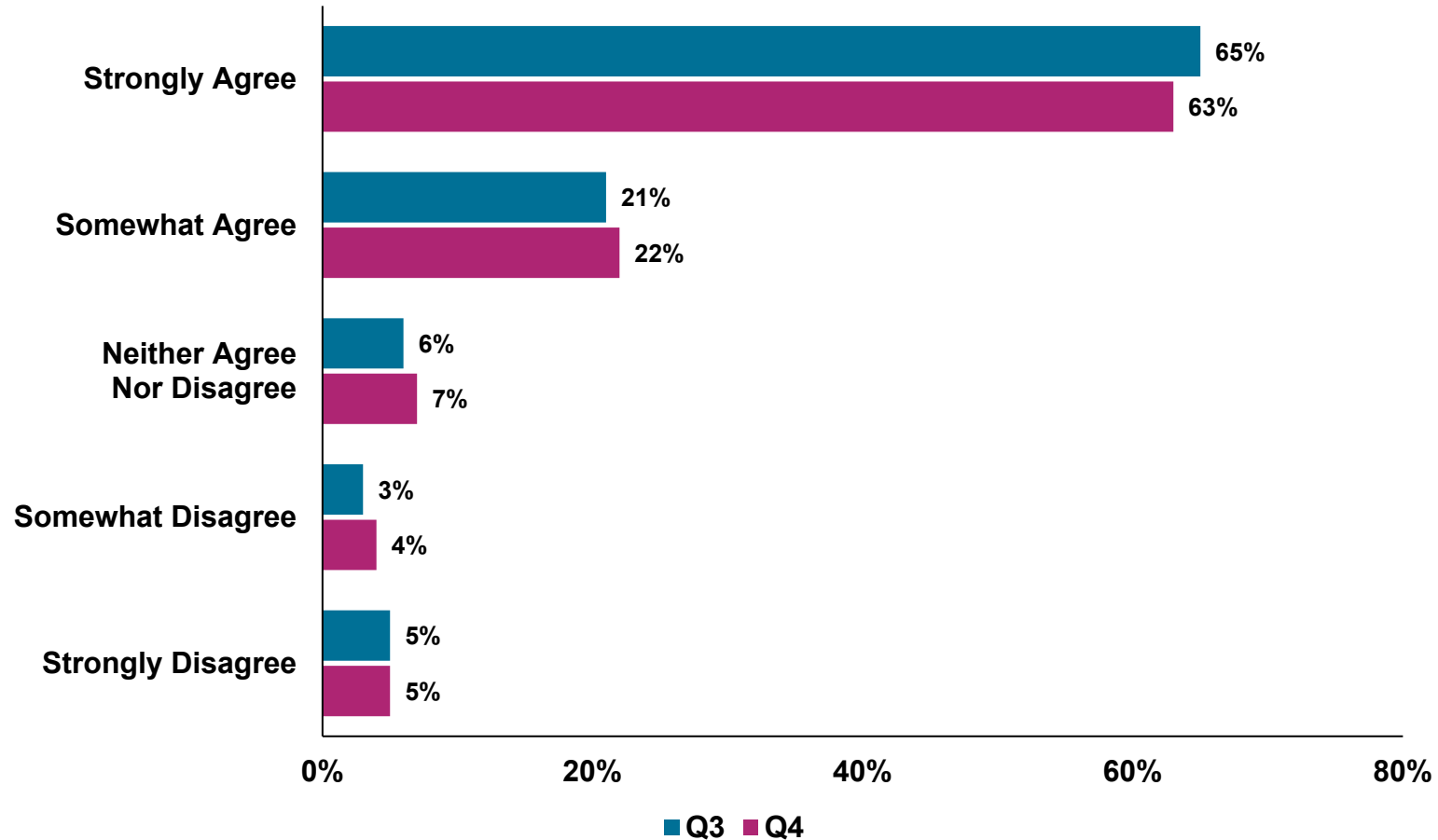
Summary

Nine-in-ten (90%) of consumers report that it was easy to meet with staff remotely. Compared to 7% who report meeting with MRC staff remotely was difficult.

N = 513

REMOTE02

I get to choose how the services I receive are delivered.



Summary

Most MRC consumers (85%) agree that they got to choose how services are delivered, while 9% disagree.

N = 521

REMOTE02A

Why do you feel you are/were not able to choose how services are/were delivered?

	Percent of Sample*	
	Q3	Q4
Remote services didn't help me (general)	40%	47%
Prefer to meet in person/face-to-face contact	30%	27%
Services stopped before given the option	5%	15%
I like both in office and online meetings	5%	10%
Prefer remote - method of meetings doesn't matter	12%	8%

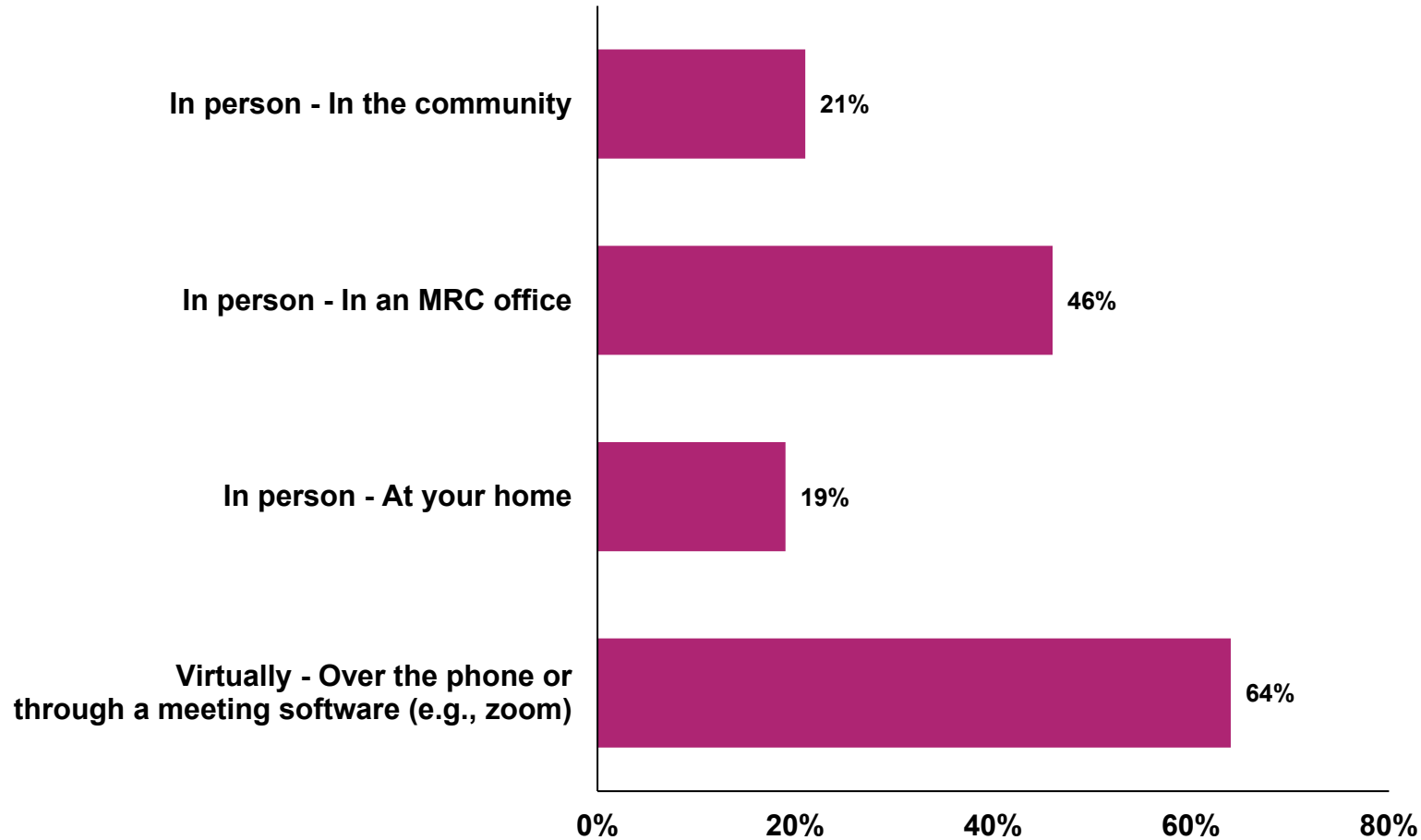
Summary

Nearly half (47%) of MRC consumers say remote services didn't help them, 27% prefer to meet face-to-face or in person, and 15% say services stopped before given the option.

*Among respondents who did not agree that they get/got to choose how services are/were delivered. Multiple responses possible; total does not sum to 100%.

REMOTE03

For future meetings with MRC staff, where do you most prefer to meet?



Summary

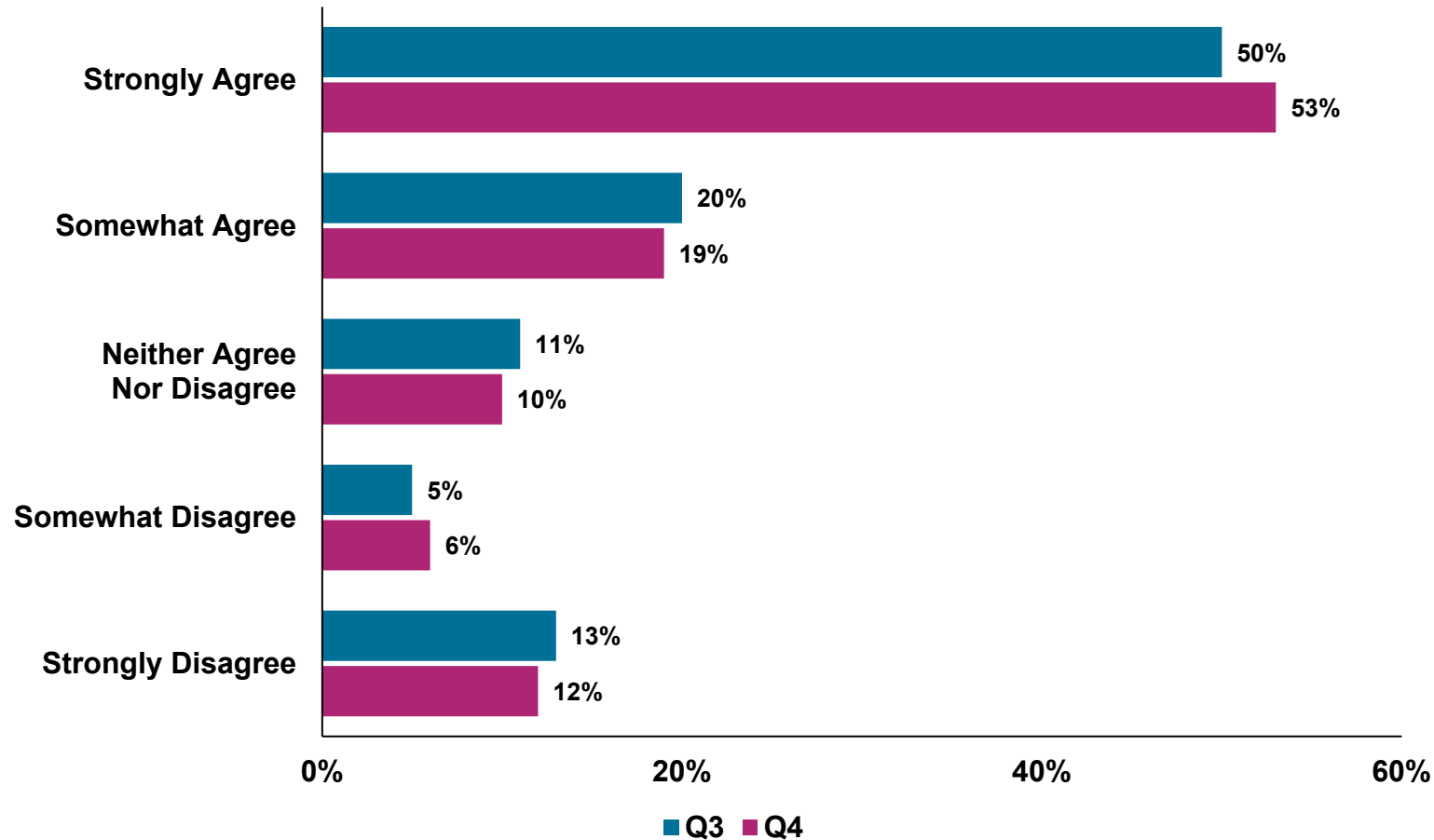
The majority (64%) of respondents would prefer meeting virtually when they meet with staff. Just fewer than half (46%) of service recipients would prefer meeting in person (in an MRC office) in the future.

*Multiple responses possible. Total does not sum to 100%. **Among November and December respondents.

N = 394

OUTCOMES2

The services I received from MRC helped me become more financially independent.



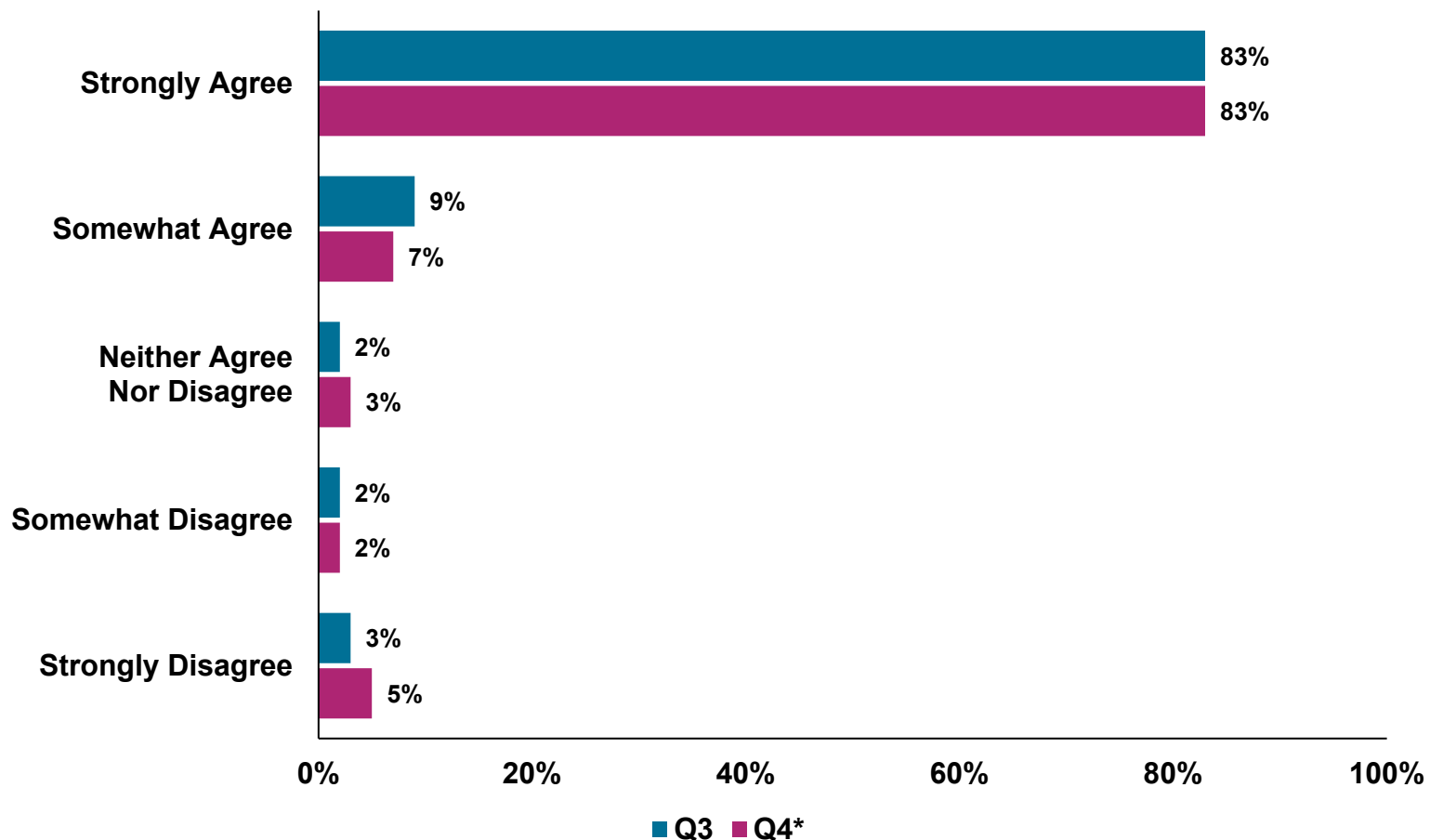
Summary

Nearly three-quarters (72%) of MRC consumers agree that the services they received helped them become more financially independent, compared to 18% who disagree.

N = 527

STAFF2

MRC staff treat me with dignity and respect.



Summary

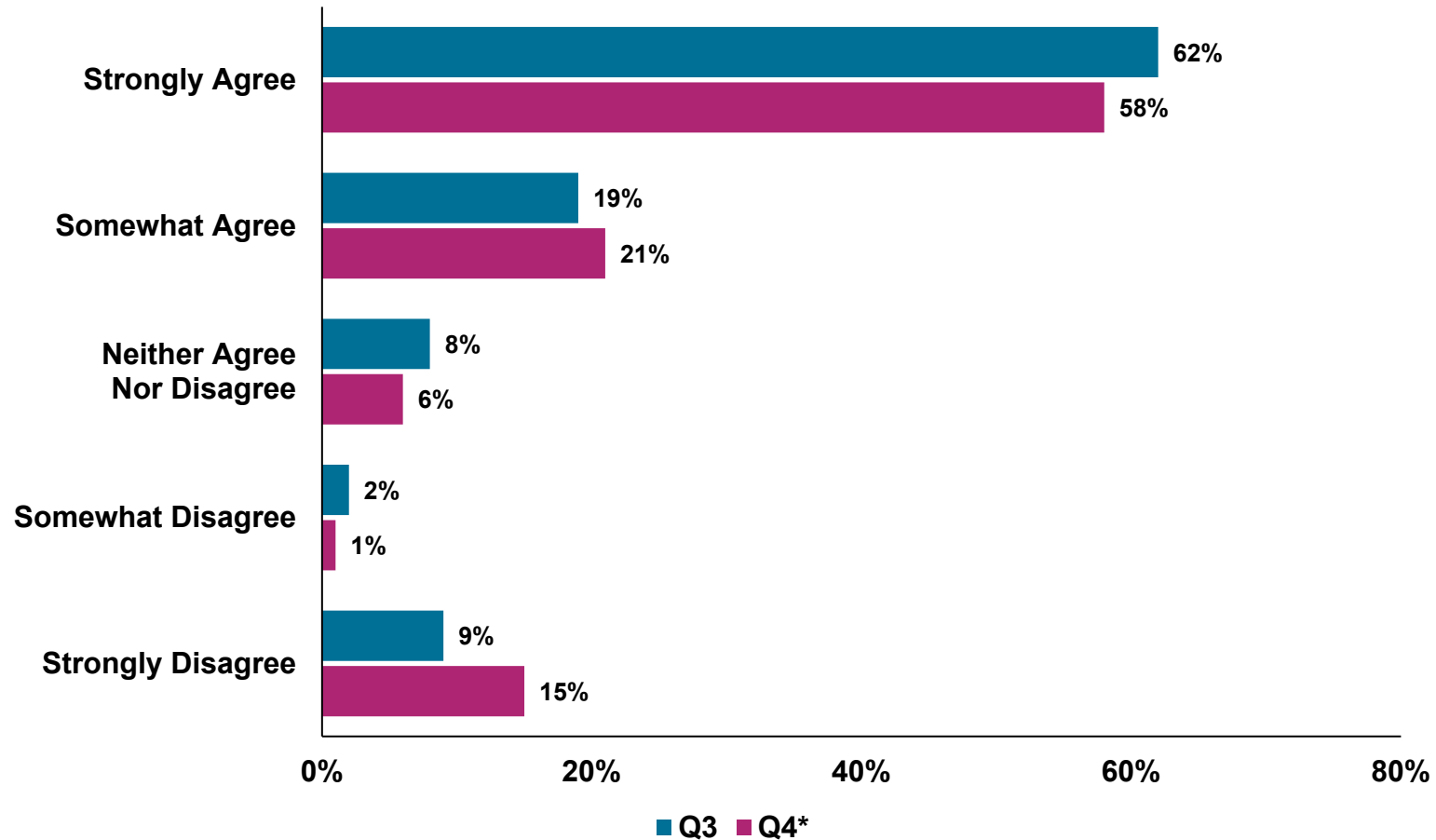
Nine-in-ten (90%) MRC survey respondents agree that staff treat them with dignity and respect, only 7% disagree.

*Among October respondents.

N = 173

OUTCOMES5

MRC helped me reach my goals.



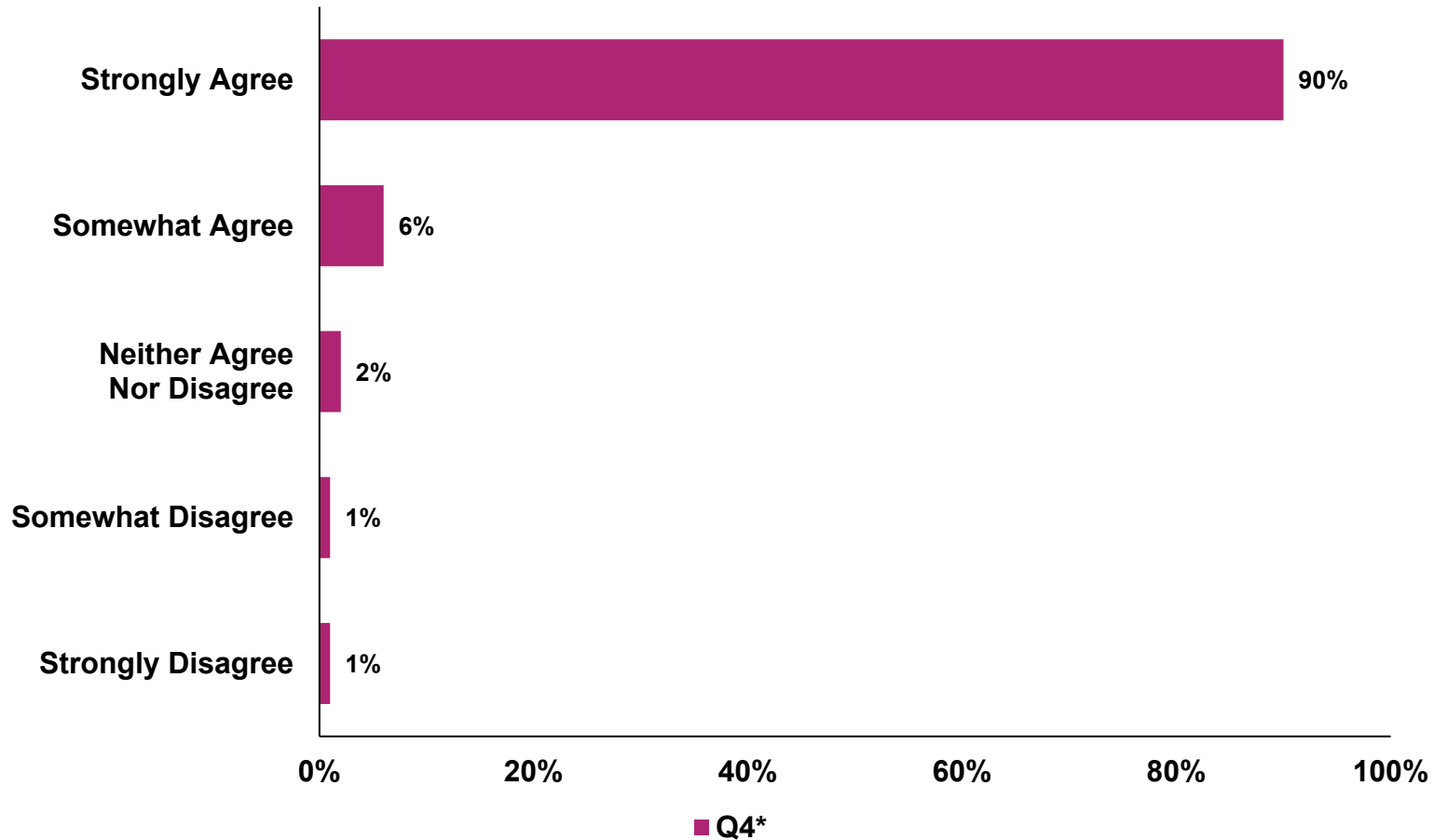
Summary

More than half (58%) of consumers strongly agree that MRC helped them reach their goals, 21% somewhat agree, 1% somewhat disagree, and 15% strongly disagree.

*Among October respondents.

CULTURE

The MRC staff respect my culture and background, including my ethnicity, gender and sexual identity, religious beliefs, race, and place of origin.



Summary

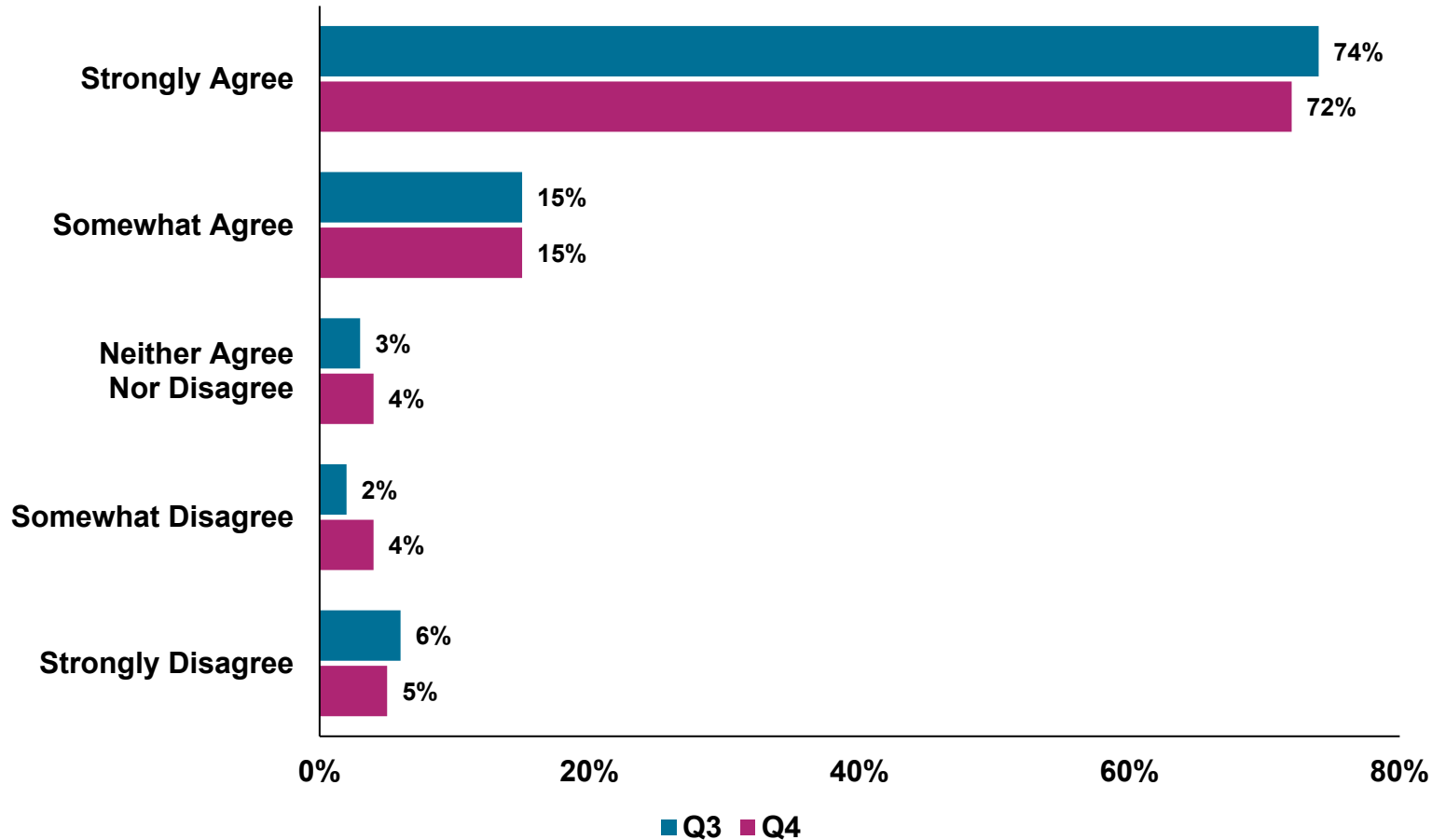
Nearly all consumers (96%) report that MRC staff treat them with dignity and respect.

*Among November and December respondents.

N = 368

COMM4

My role and responsibility in communicating with MRC were made clear to me by staff.



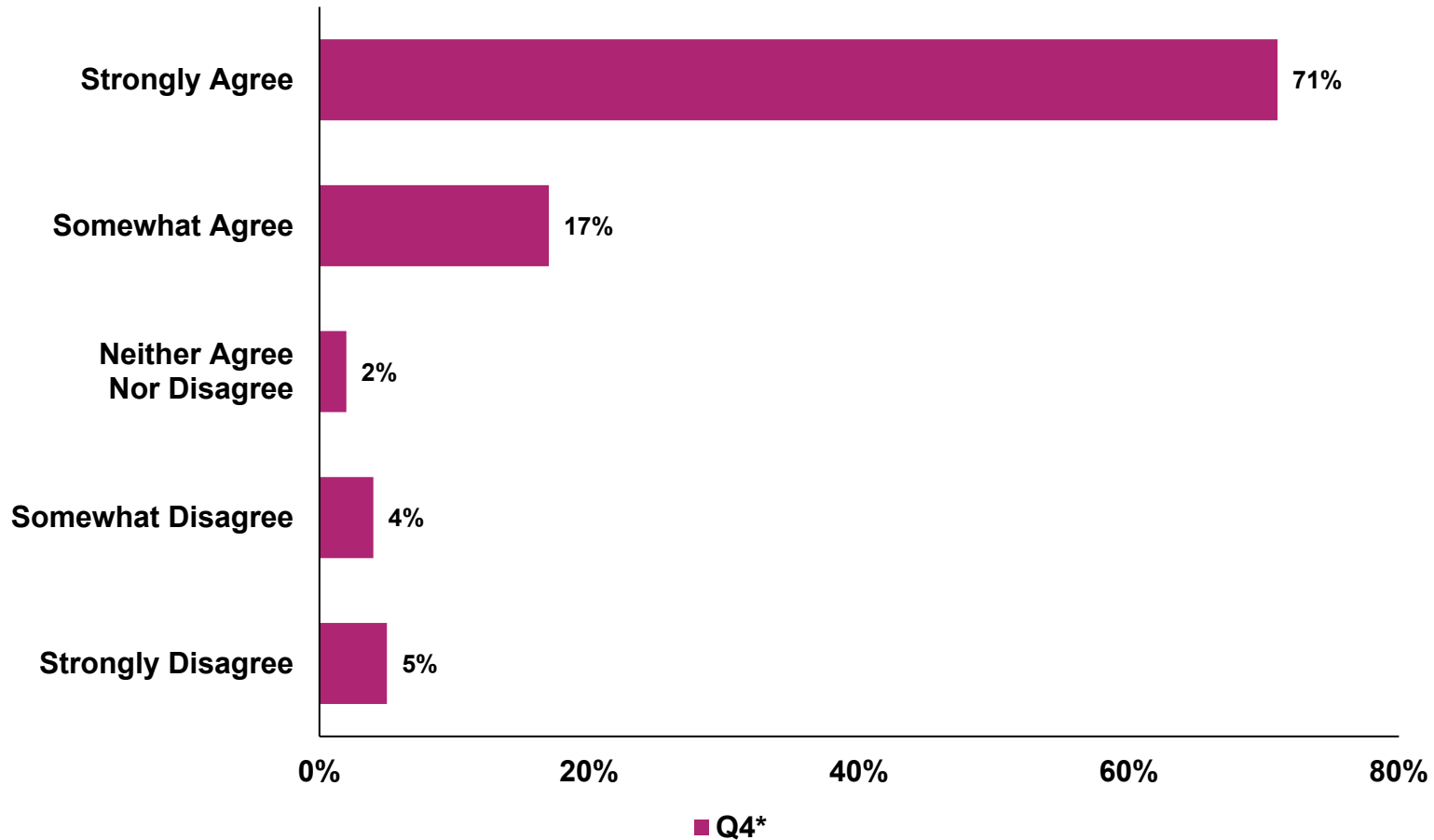
Summary

Similar to the previous quarter, 87% of survey respondents agree their role and responsibility in communicating was made clear by MRC staff, while 9% disagree.

N = 560

COMM5

I feel clear about the MRC's roles and responsibilities in working with me.



*Among November and December respondents.

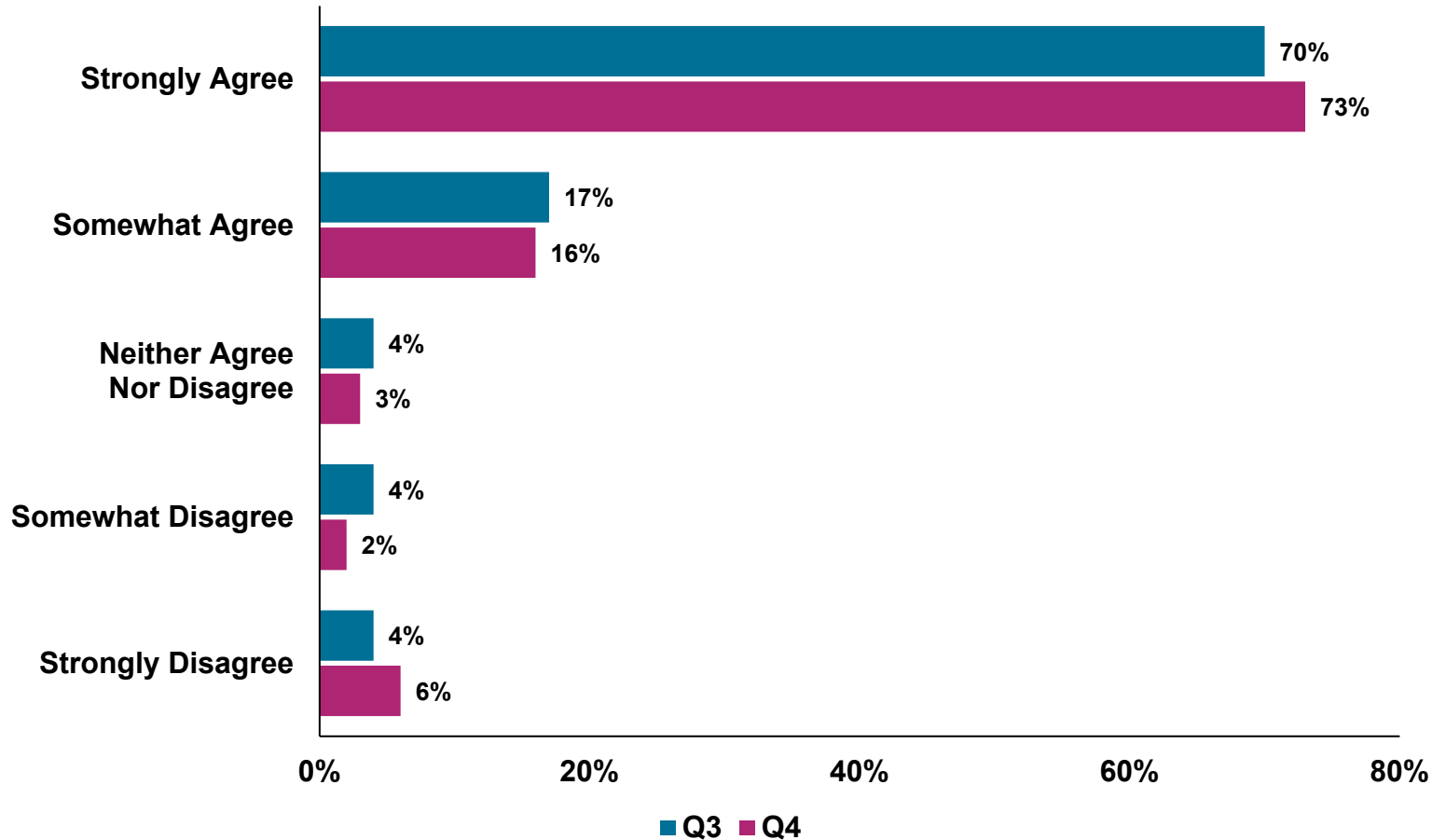
Summary

Most (88%) consumers agree that MRC's roles and responsibilities were made clear, compared to 9% who disagree.

N = 389

CONTROL3

MRC staff asked me for my opinions and ideas about the services I need.



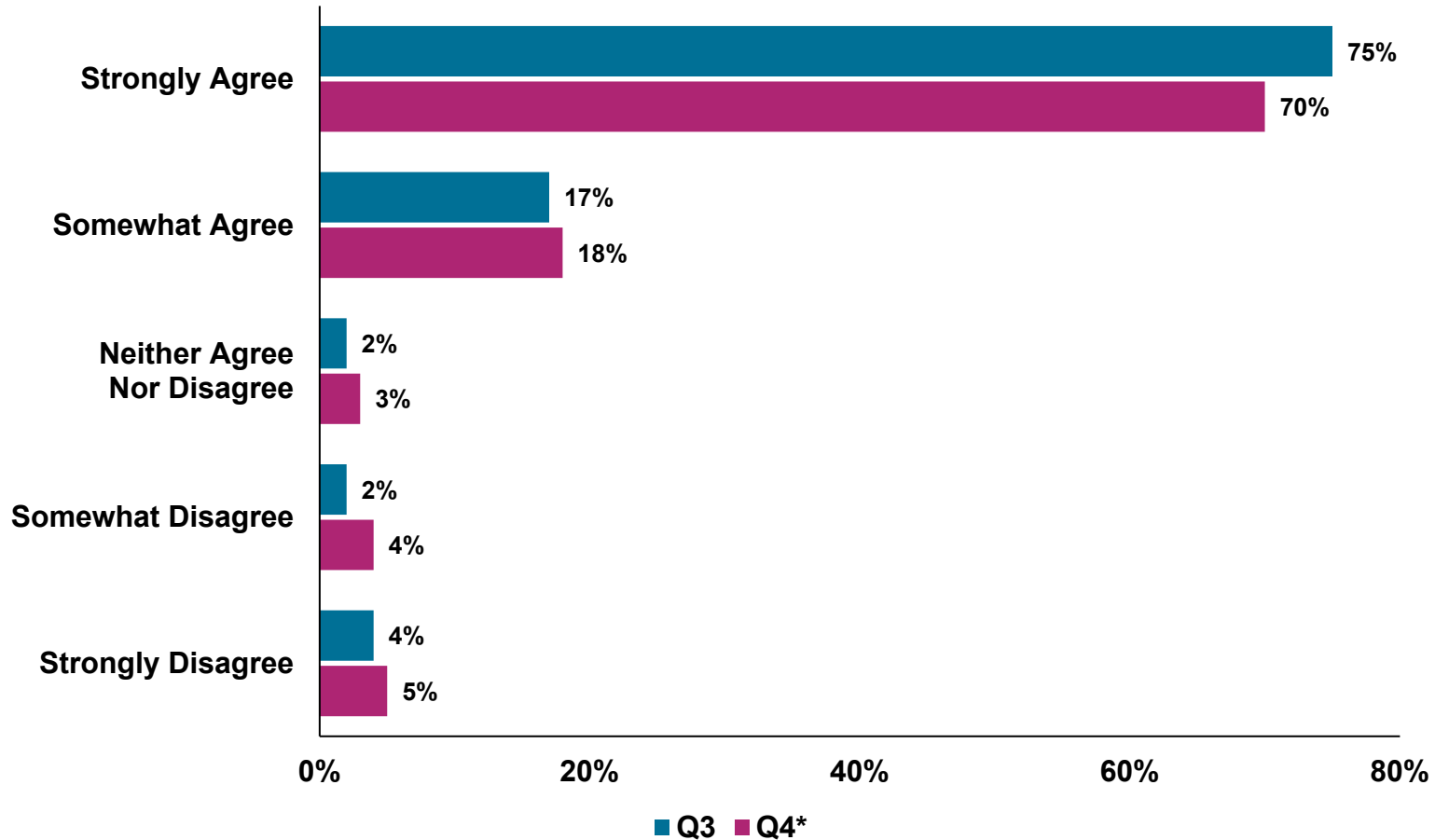
Summary

Nearly three-quarters (73%) of MRC consumers strongly agree that staff asked for their opinions and ideas about services, 16% somewhat agree, 2% somewhat disagree, and 6% strongly disagree.

N = 560

CONTROL4

My opinions and ideas are important to shaping my goals.



*Among October respondents.

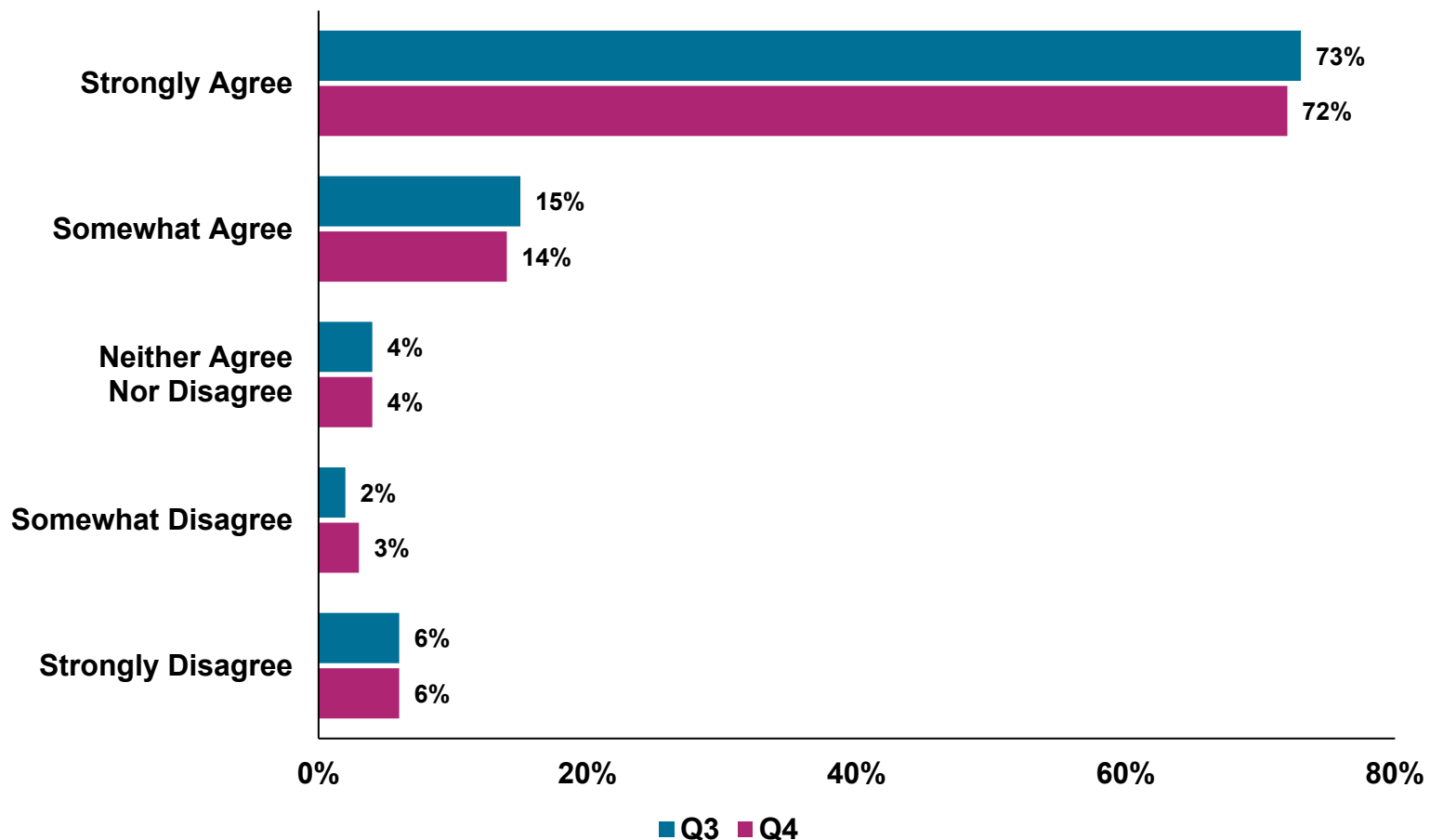
Summary

Most (88%) survey respondents agree that their opinions and ideas were important factors when shaping their goals.

N = 166

STAFF7

MRC staff believe in my abilities and partner with me to achieve my goals.



Summary

The majority (86%) of MRC consumers say staff believe in their abilities and partner with them to achieve their goals.

N = 553

General VR Satisfaction – Positive Comments

	Percent of Sample*	
	Q3	Q4
Positive experience or satisfied	4%	30%
Counselor was helpful, positive	2%	16%
Staff is great, very helpful	3%	9%
Someone else helped, counselor did paperwork	7%	6%
Easy able to reach counselor with no problems	-	4%
Program, information very clear, easy, no problems	2%	4%
Positive, got financial help I needed	4%	4%
Commendable efforts, services provided	-	3%
They tried to help, received some help	1%	2%

*Multiple responses possible. Total does not sum to 100%.

General VR Satisfaction – Negative Comments

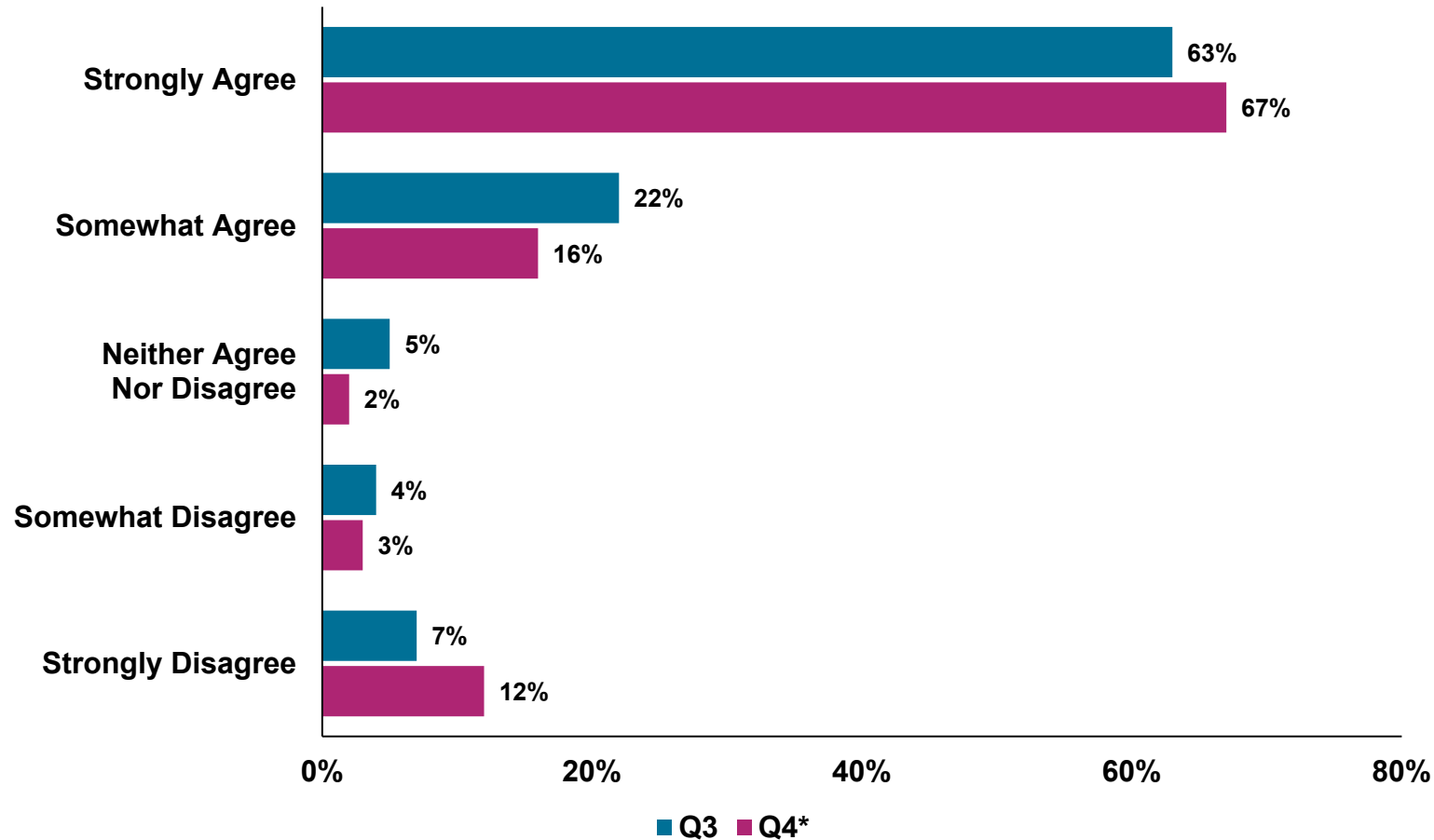
	Percent of Sample*	
	Q3	Q4
Better communication needed	15%	11%
Difficulty with paperwork and forms	-	8%
Had no control over experience, told me what to do	8%	7%
Never received help, VR offered no help	8%	7%
Remote services didn't help me (general)	-	6%
Counselor did not return calls, emails, or follow up	6%	6%
Having to find information, too much information	7%	6%
Not aware of available services due to lack of information	7%	6%
Was not given information about choices	7%	6%
Need to follow up more often	-	5%
Counselor was not helpful or supportive	6%	5%

*Multiple responses possible. Total does not sum to 100%.

Future Planning and Career Goals

FUTURE01

Staff ask me about my long-term goals and help me explore ways to pursue them.



*Among October respondents.

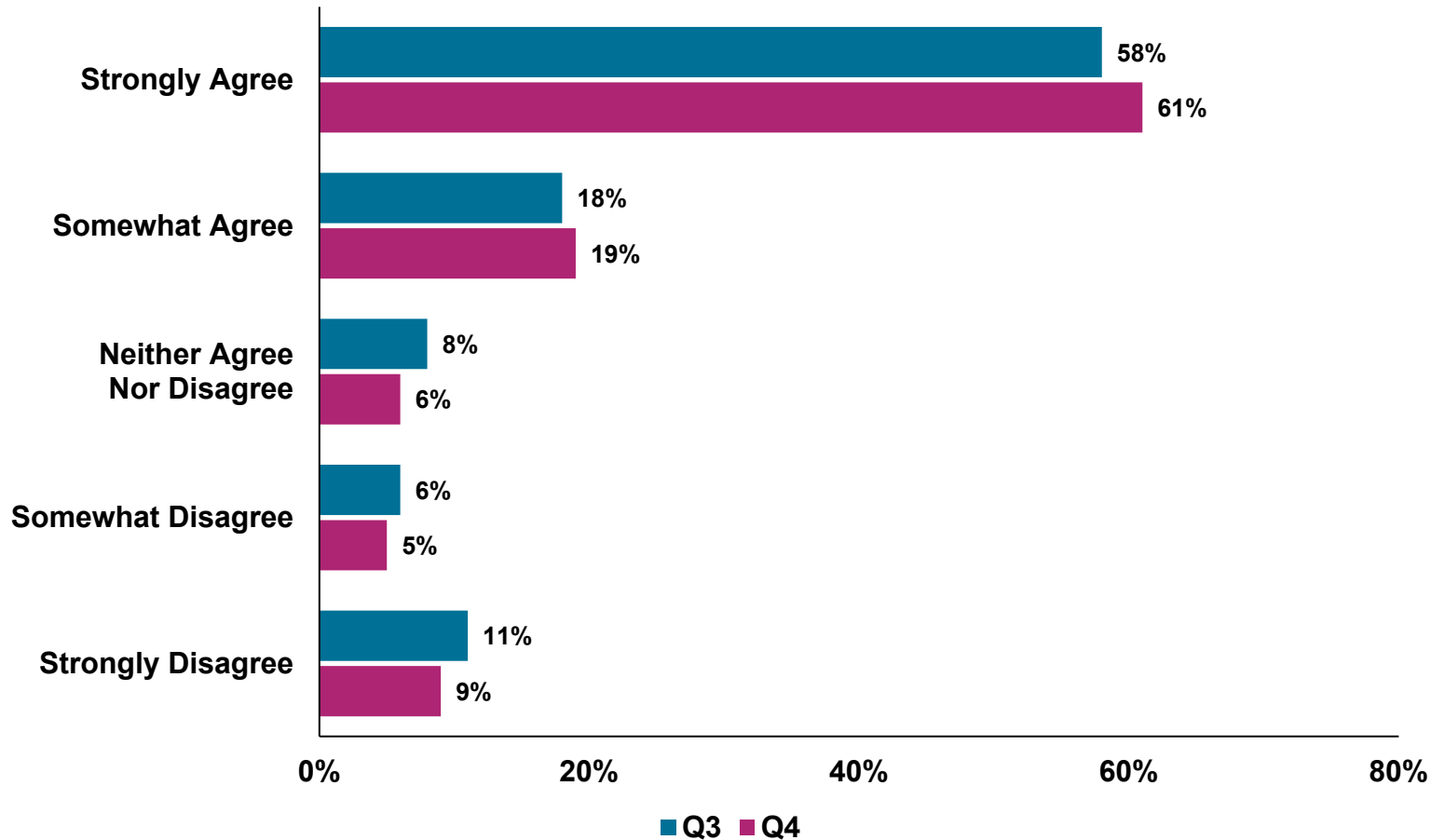
Summary

Over two-thirds (67%) of consumers strongly agree that MRC staff asked about long-term goals and helped explore more ways to pursue them, an increase of four percentage points from the previous quarter.

N = 167

FUTURE02VR

Based on my interests and abilities, MRC staff help me explore supports and opportunities in my community.



*Among VR respondents.

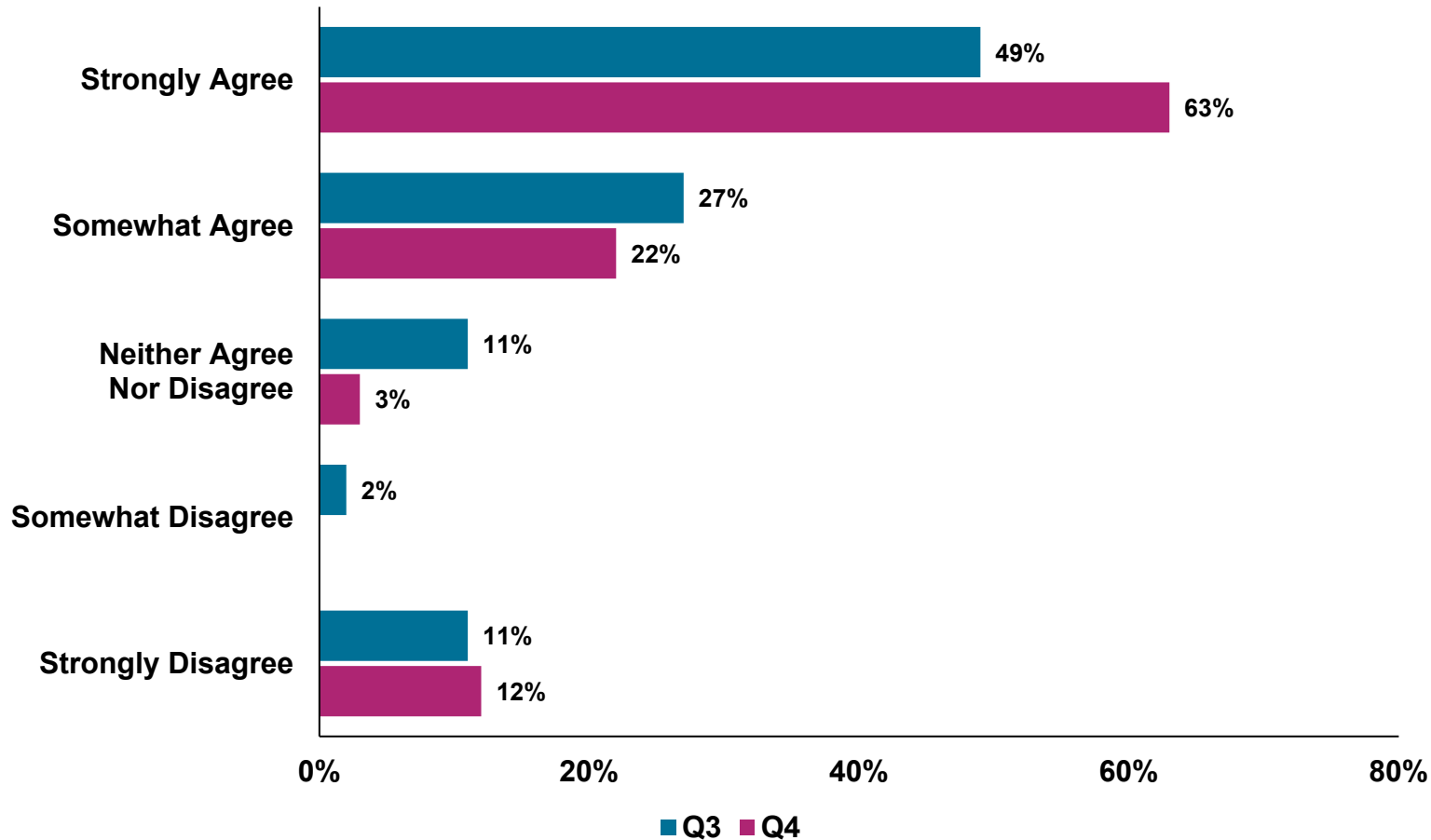
Summary

Eight-in-ten (80%) MRC vocational rehabilitation service recipients say MRC staff help explore supports and opportunities in their community, while 14% disagree.

N = 487

FUTURE02CL

Based on my interests and abilities, MRC staff help me explore supports and opportunities in my community.



*Among CL respondents.

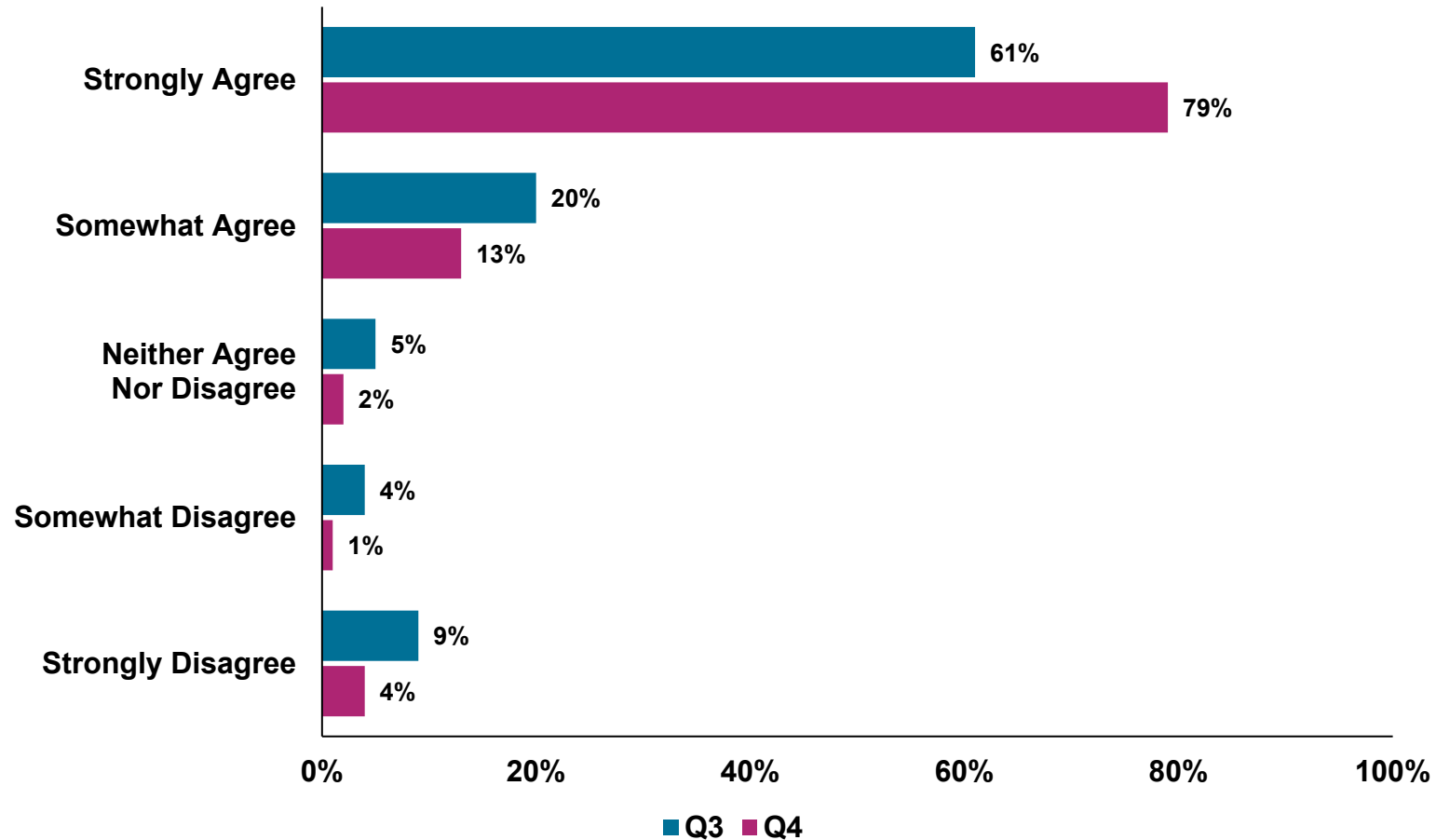
Summary

Most MRC community living service recipients (85%) agree MRC staff helped explore supports and opportunities in their community, an increase of nine percentage points from the previous quarter.

N = 45

FUTURE04

MRC staff and I completed an assessment about my knowledge, skills, and abilities to help me reach my goals.



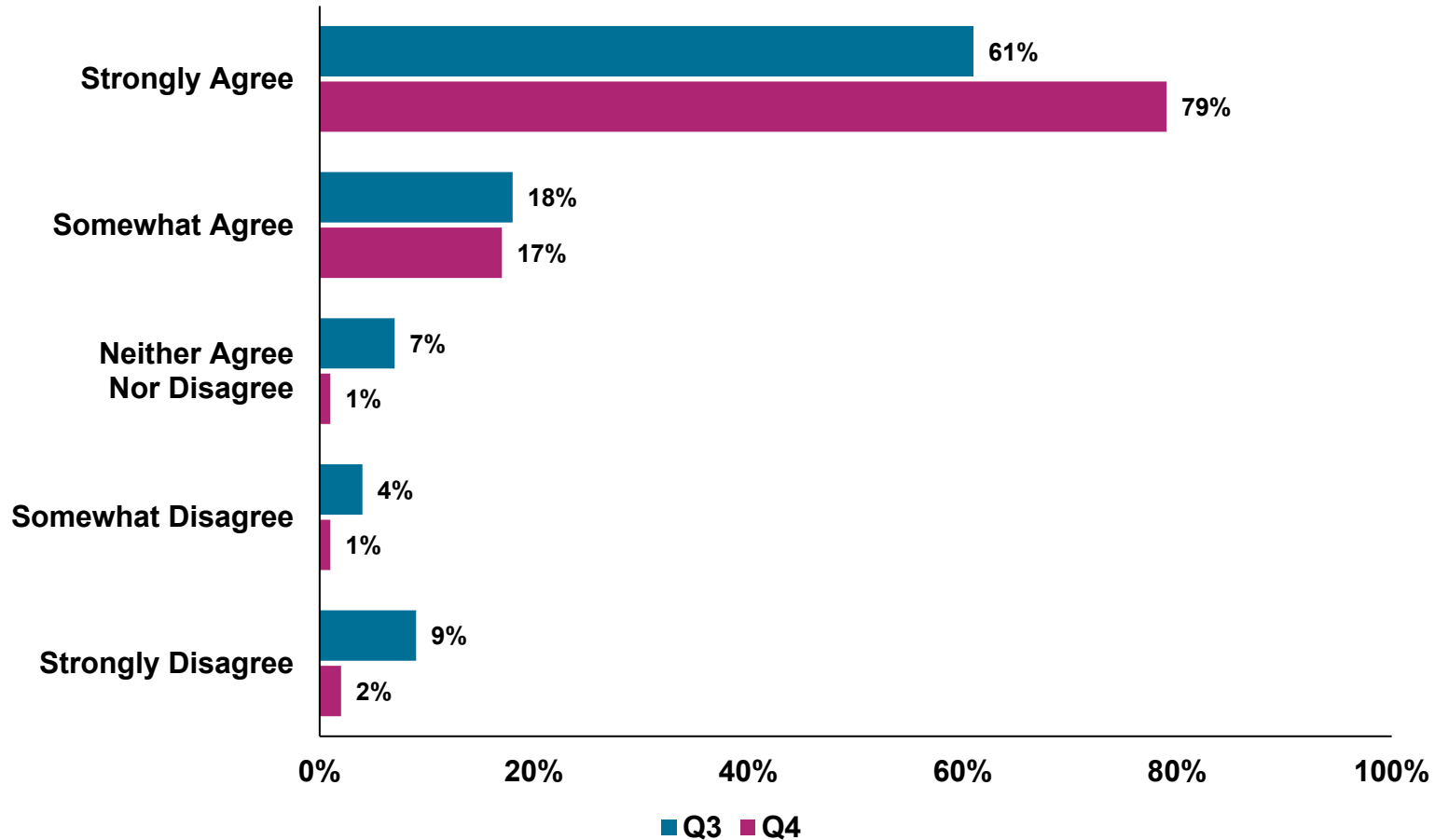
Summary

Most MRC consumers (92%) agree they took an assessment about their knowledge, skills, and abilities, to help reach their goals with staff, and only 5% disagree.

N = 503

FUTURE03

My counselor explained the education or training I would need to pursue the careers I am interested in.



*Among VR respondents.

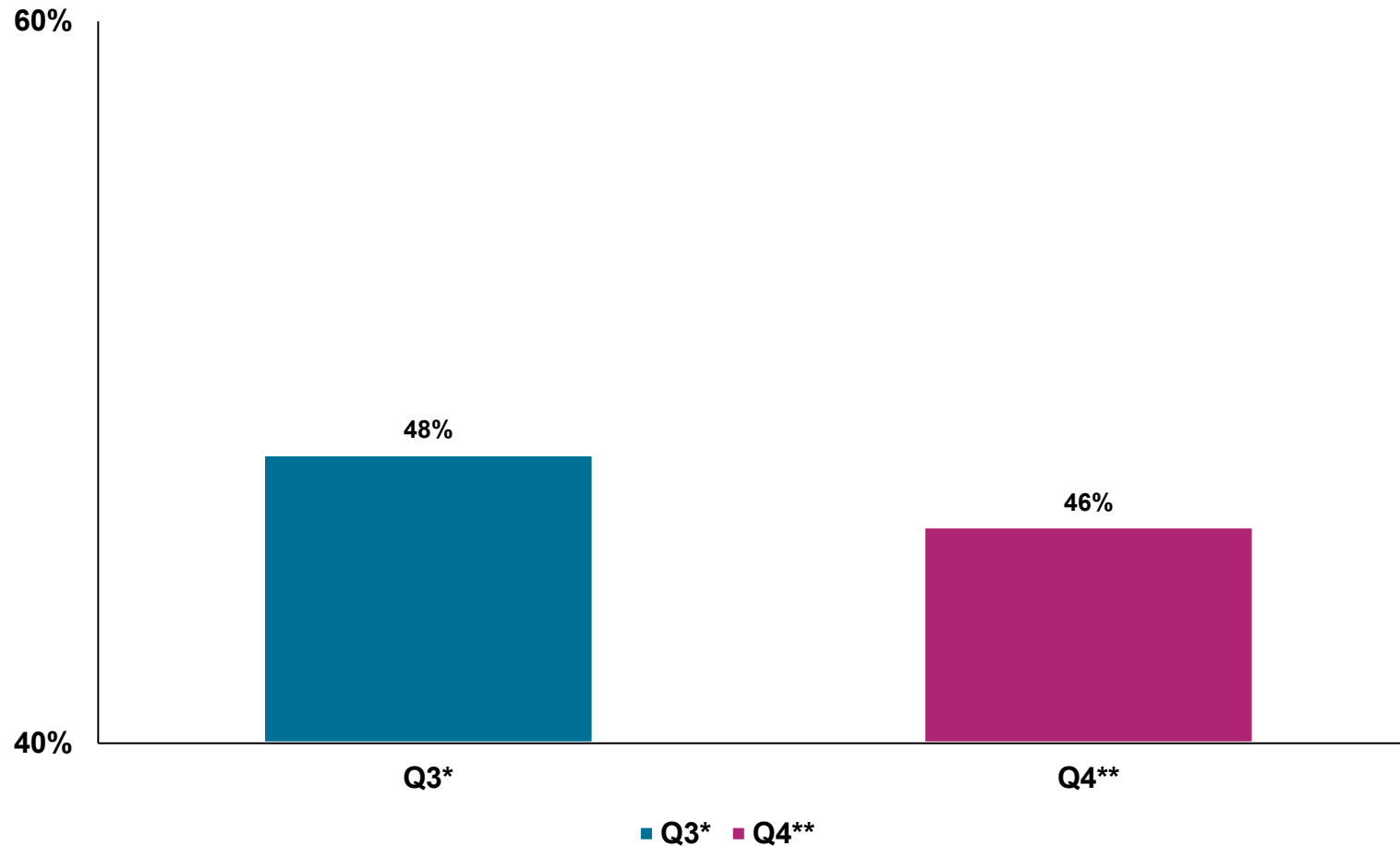
Summary

Nearly all consumers (96%) say their MRC counselor explained the education or training needed to pursue their careers of interest.

N = 471

FUTURE06

Did MRC help you enter any new education, training, certification, or other credential program that will help you pursue a career? (% Yes)



*Among VR respondents. **Among October VR respondents.

Summary

Almost half (46%) of consumer survey respondents say MRC helped them enter a new education, training, certification, or other credential program. This is a decrease of two percentage points when compared to the previous quarter.

N = 129

FUTURE060

Did the MRC help you enter any new education, training, certification, or other credential program that will help you pursue a career? - Yes

	Percent of Sample*	
	Q3	Q4**
Education (general)	19%	19%
Bachelor's Degree	6%	15%
Healthcare/Med Services	9%	13%
Associate's Degree	5%	12%
Transportation/CDL	6%	10%
Computer programming/tech	9%	10%
Mental Health/Social Worker	8%	7%
General Training for Future Development	12%	6%
Still Working on my Professional Goal	-	6%

*Among VR respondents who indicated MRC helped them enter a new education, training, certification, or other credential program that helped them pursue a career. Multiple responses possible. Total does not sum to 100%.

**Among October VR respondents.

Summary

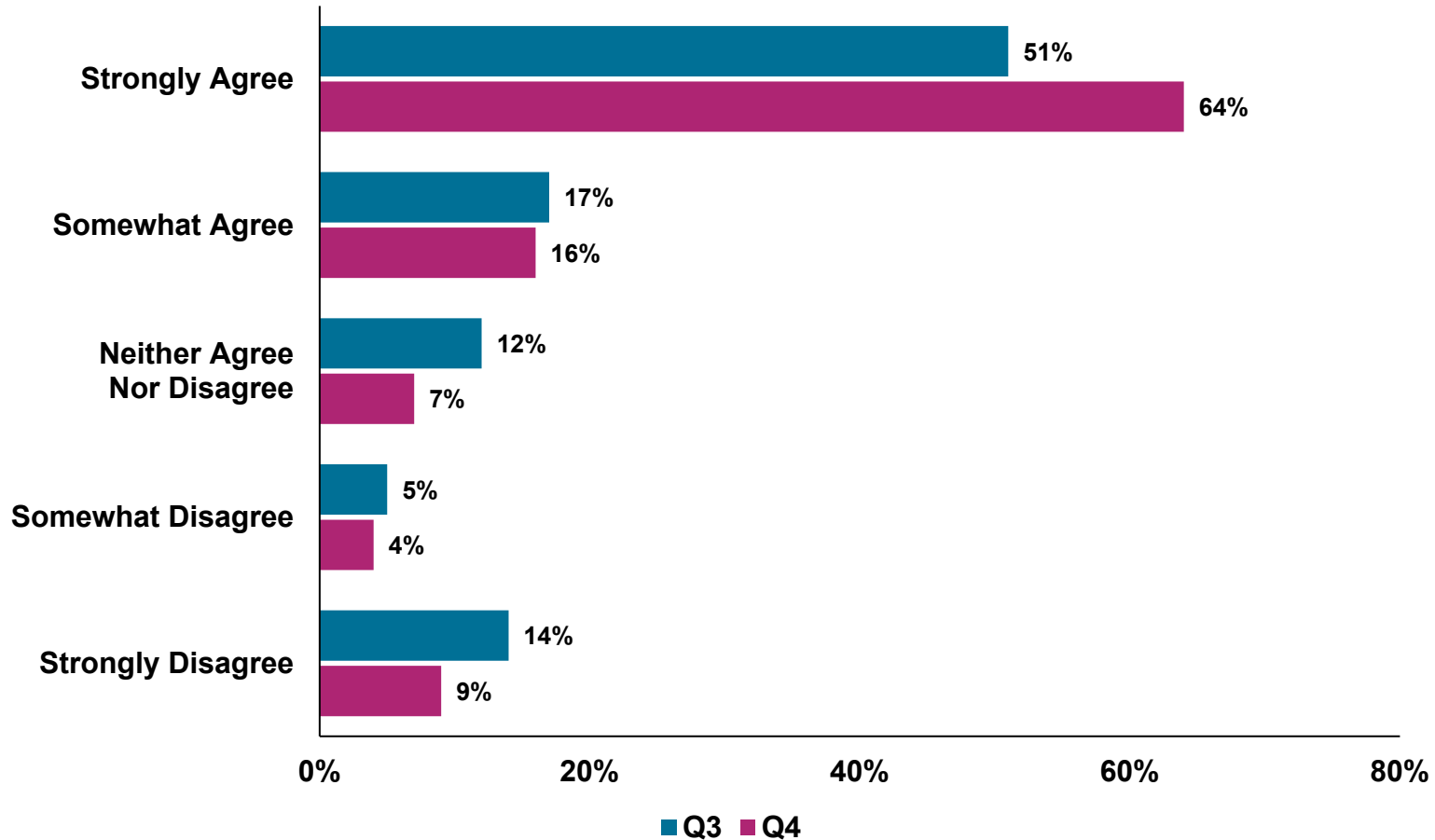
Among those who pursued additional training, education (general) (19%), a bachelor's degree (15%), and healthcare/medical services (13%) were the most popular programs.

N = 62

Additional Services

ADDSERV01

I was offered services to help me live more comfortably and participate in my community.



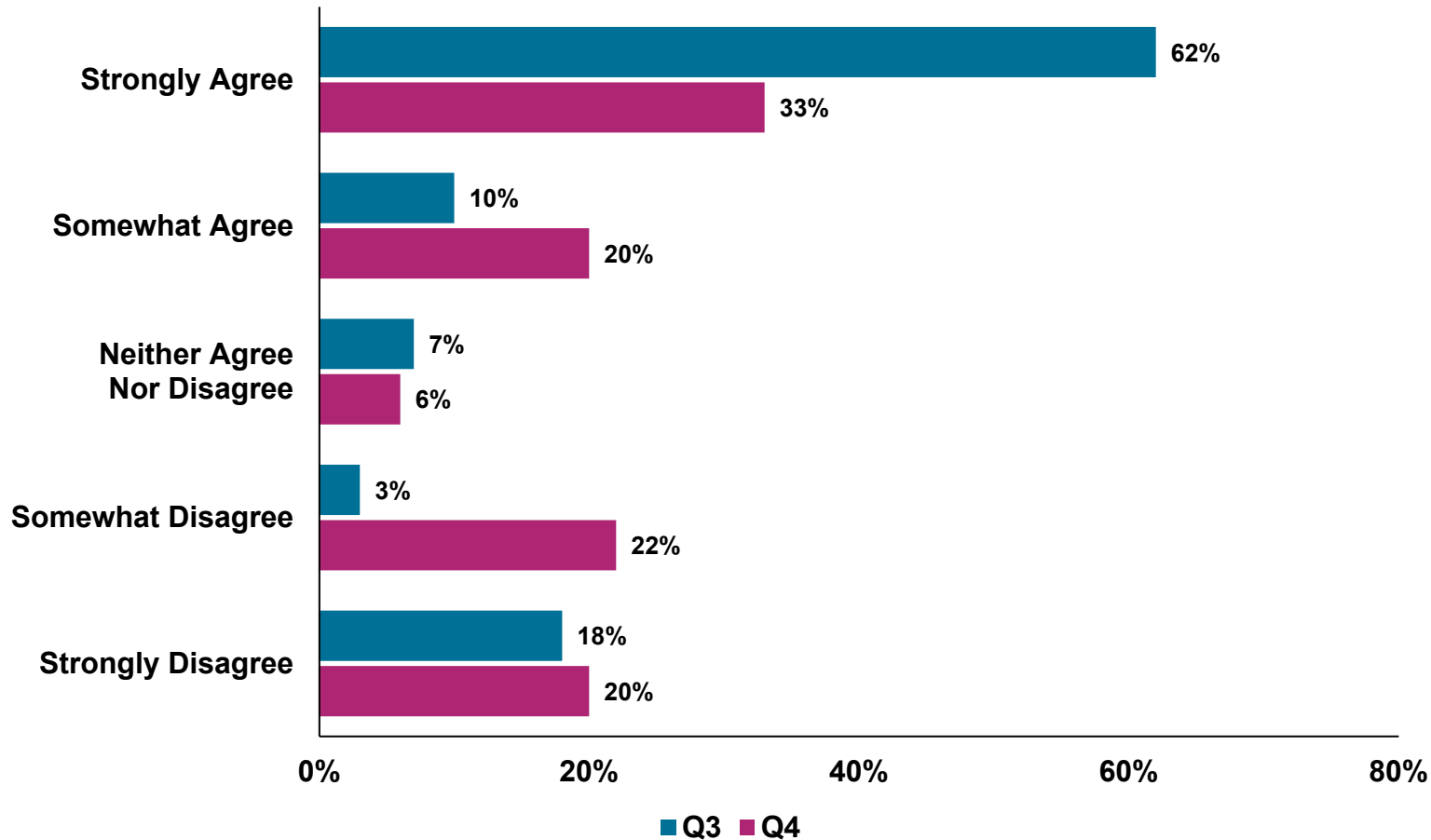
Summary

Eight-in-ten (80%) MRC consumers agree they were offered services to help them live more comfortably and participate in the community.

*Among VR respondents.

ADDSERV02

I was offered services to help me pursue a career and achieve a higher level of financial independence.



*Among CL respondents.

Summary

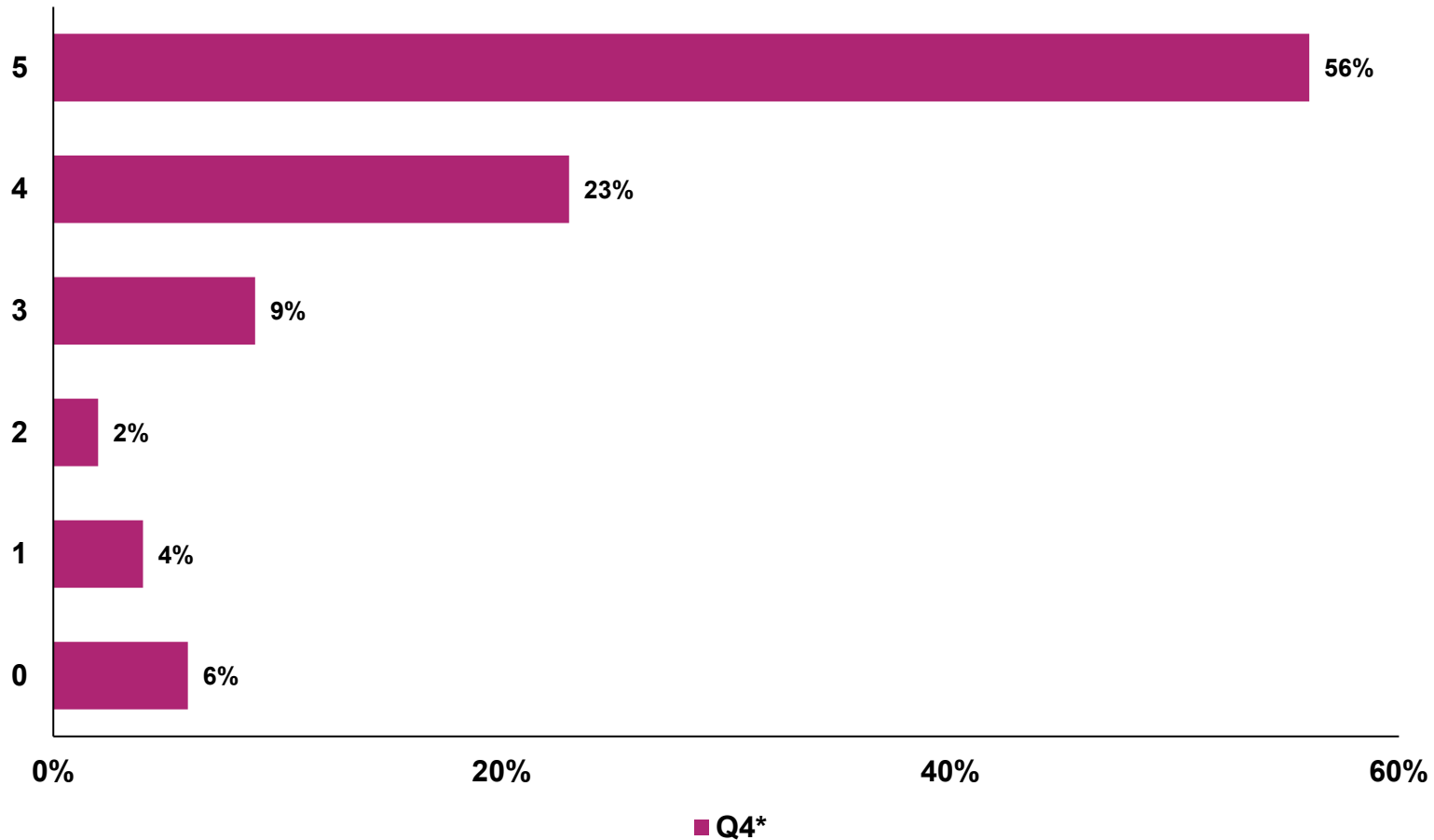
Over half (53%) of MRC consumers agree they were offered services to help them live more comfortably and participate in the community. This is a decrease of nineteen percentage points when compared to the previous quarter.

N = 38

Overall Satisfaction and Recommendations

OVERALL2_V2

How satisfied are you with the services provided by the MRC?



Summary

Nearly eight-in-ten consumers (79%) rate their services as a 4 or greater, while 12% rate their services as a 2 or less.

*Among November and December respondents. On a scale of zero (very dissatisfied) to five (very satisfied).

N = 399

OVERALL2A_V2

Why are/were you dissatisfied with the services provided by the MRC?

	Percent of Sample*
Never received help, VR offered no help	13%
Broken promises, no follow through	10%
Positive experience or satisfied	8%
VR services provided were not much help	8%
Counselor was not helpful or supportive	7%
Program did not meet expectations	6%
Counselor did not return calls, emails or follow up	5%
Counselor rude, disrespectful, unprofessional	5%
Dissatisfied with VR services	5%
Follow through on promises made, what staff says they will do	5%
Received no help in reaching plan or goals	4%
Negative experience or dissatisfied	4%

*Among November and December respondents who scored their satisfaction with the services provided by the MRC as two or less on a five-point scale (OVERALL2). Multiple responses possible. Total does not sum to 100%.

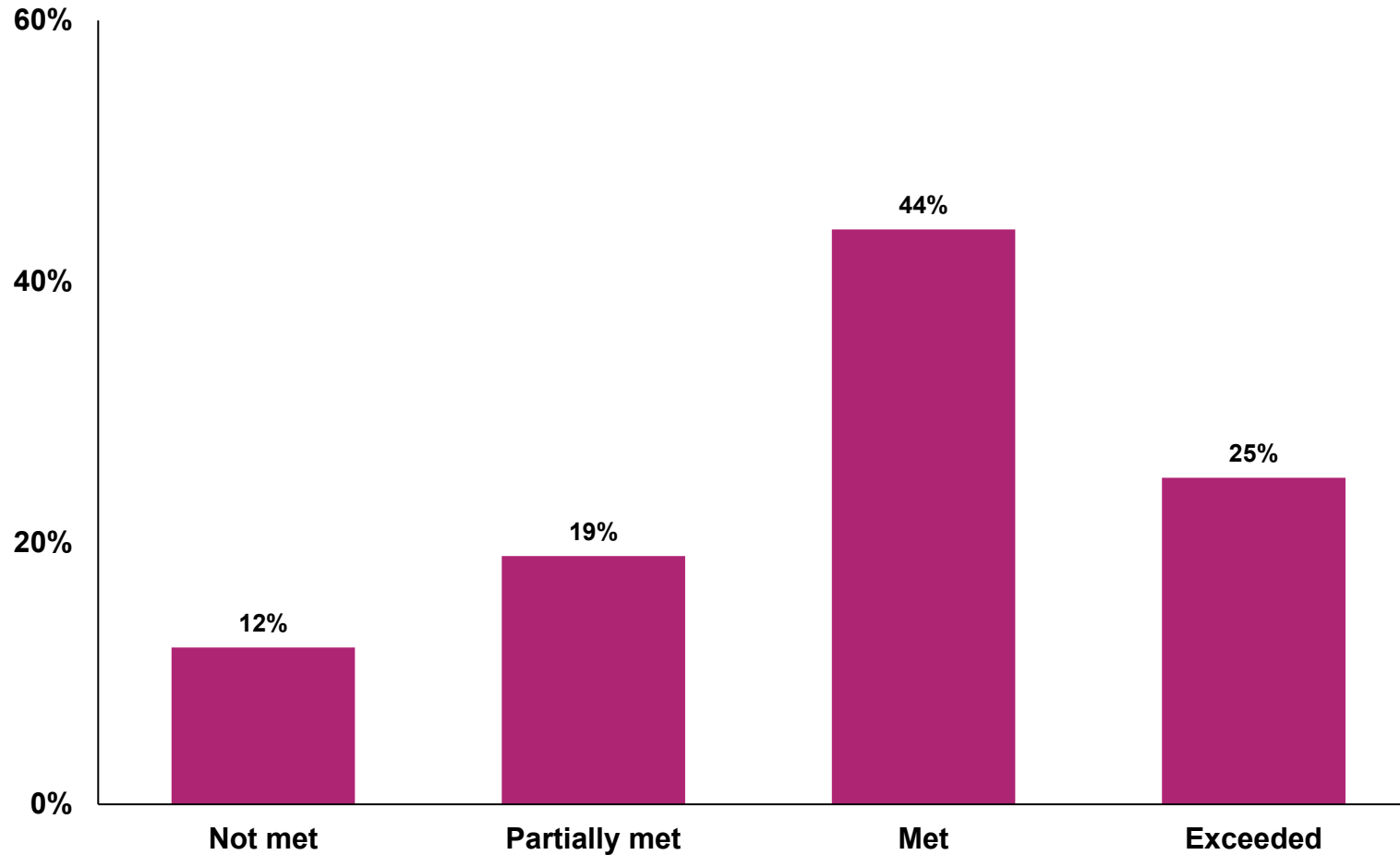
Summary

Among those who were dissatisfied with services, less than one-fifth (13%) say they never received help, VR offered no help, 10% say broken promises, no follow through, and 8% say they had a positive experience with VR.

N = 47

OVERALL3_V2

To what extent have the services provided by the MRC met your expectations?



Summary

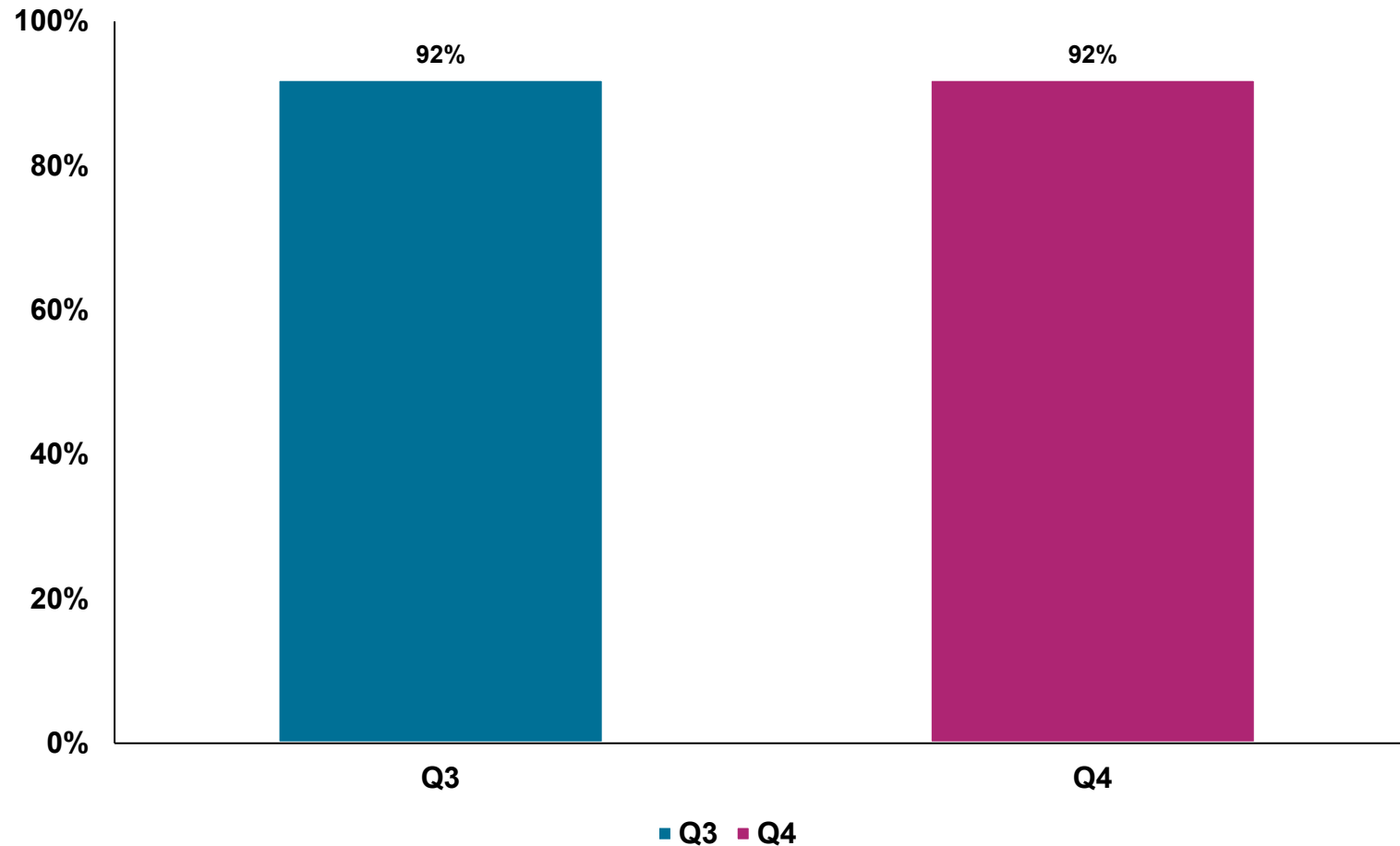
One-quarter of consumers (25%) say MRC's services exceeded their expectations, 44% say services met their expectations, 19% were partially met, and 12% were not met.

*Among November and December respondents.

N = 389

RECOMMEND1

Would you recommend MRC services to a friend living with a disability? (% Yes)



Summary

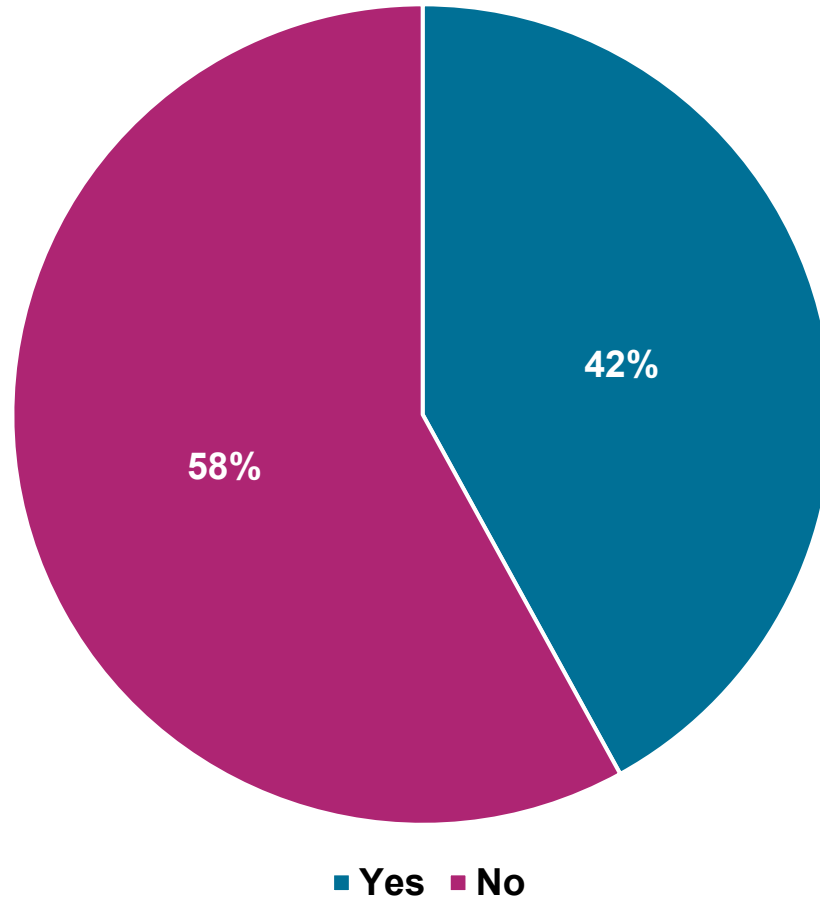
Nearly all (92%) MRC consumers say they would recommend their services to a friend living with a disability, the same as the previous quarter.

N = 551

Problems and Quality Improvement

CLOSED01_V2

Do you know what to expect for next steps when your MRC case closes?



Summary

Nearly three-fifths of consumers (58%) say they know what to expect after MRC closes their case, while 42% do not.

*Among November and December respondents.

CLOSED01A_V2

Why do you feel unprepared when your case closes?

	Percent of Sample*
Don't close cases, cut customers off	44%
Services just stopped, don't know why	32%
Positive experience or satisfied	28%
VR closed case or stopped services	4%
Commendable efforts, services provided	4%
Provide more services, providers, resources	3%
Case was dropped, stopped receiving services	2%
Programs not beneficial due to circumstances	2%
VR, Counselor was OK, helpful, positive	2%

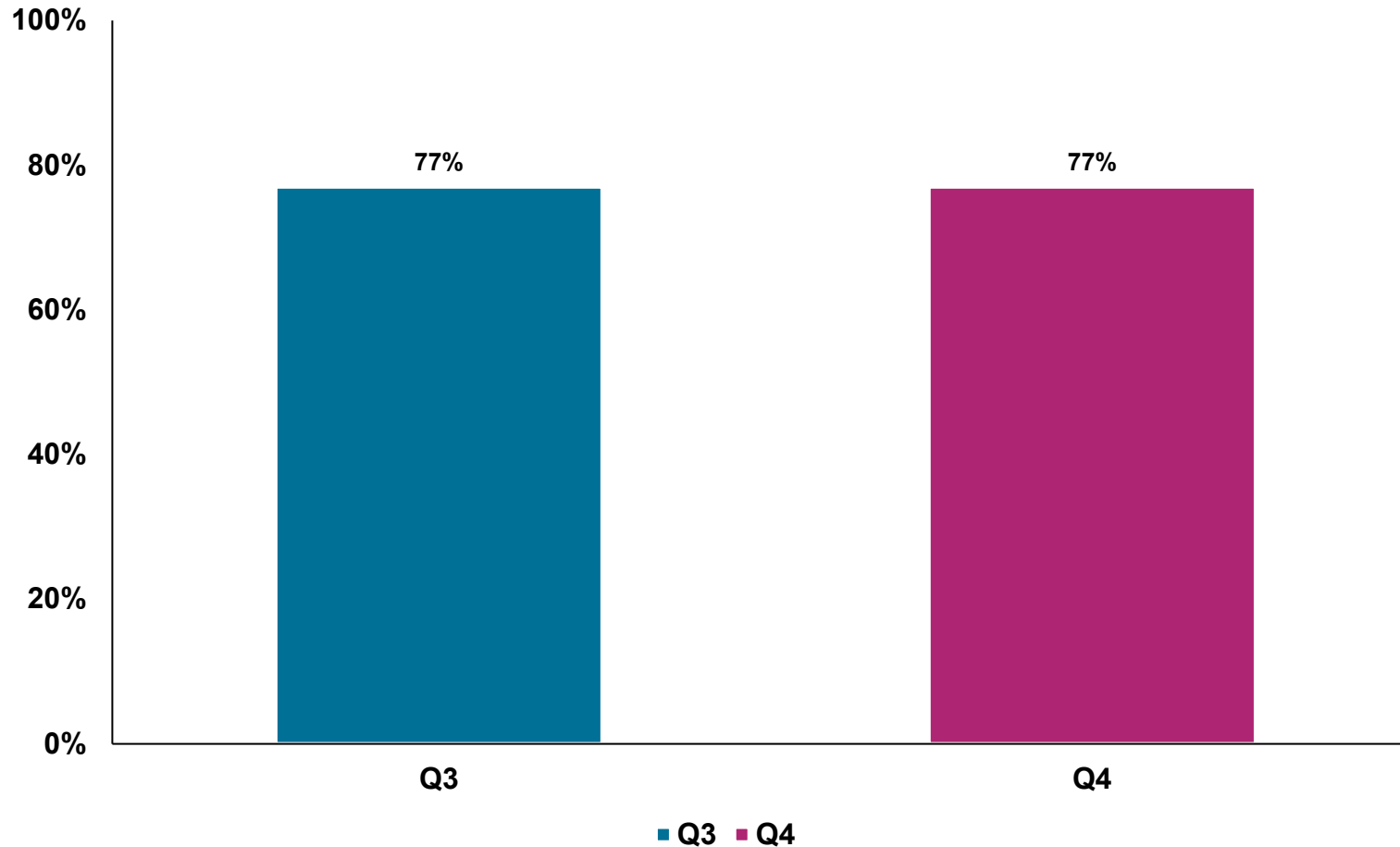
Summary

Among MRC consumers who felt unprepared when their case was closed or who would feel unprepared when their case closes, 44% felt that customers should not be cut off and 32% report that they don't know why services stopped.

*Among November and December respondents who do not feel prepared for when their case closes. Multiple responses possible. Total does not sum to 100%.

PROBLEMS

Have you experienced any problems with MRC or the services they have provided to you? (% No)



Summary

More than three-quarters (77%) of service recipients report not experiencing any problems with MRC or the service provided, the same as the previous quarter.

N = 558

PROBLEMS

What problems did you experience?

	Percent of Sample*	
	Q3	Q4
Better communication needed	17%	15%
Counselor rude, disrespectful, unprofessional	-	9%
Broken promises, no follow through	4%	6%
Staff has poor attitude, disrespectful, unprofessional	-	4%
Counselor was not helpful or supportive	-	4%
Need more guidance, support, explanation	-	4%
More qualified staff, knowledge of disabilities, services	-	4%
Calls, mail not returned for days, weeks, had to wait too long for return call	-	3%
Counselor did not return calls, emails or follow up	4%	3%
Counselor never answered my questions	-	3%

*Among respondents who experienced a problem with the MRC, or the services provided to them. Multiple responses possible. Total does not sum to 100%.

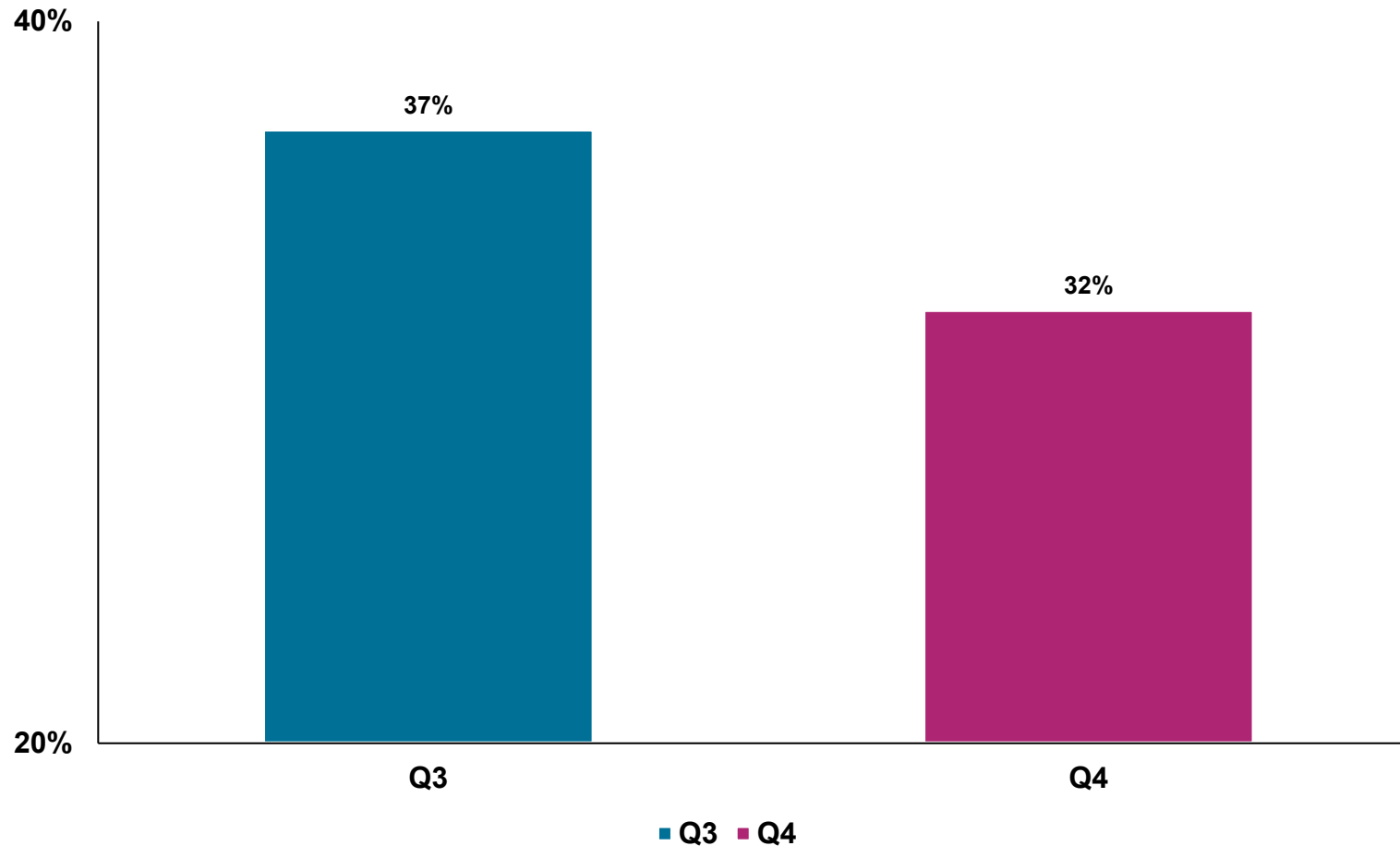
Summary

Better communication needed (15%), counselor rude, disrespectful, unprofessional (9%), and broken promises, no follow through (6%) were the most common responses among MRC consumers who experienced a problem with services.

N = 125

RESOLVE1

Did MRC work to resolve this problem? (% Yes)



Summary

One-third (32%) of those who had a problem with MRC's services say MRC worked to resolve the problem, a decrease of five percentage points from the previous quarter.

*Among respondents who experienced a problem with the MRC, or the services provided to them.

N = 107

Q16

In thinking about your experience with the MRC, what works/worked well for you?

	Percent of Sample*	
	Q3	Q4
Communication and accessibility of counselor	28%	34%
Receiving help from a counselor in general	17%	31%
Having support system with a counselor to determine goal and achieve that goal	17%	11%
Getting feedback from counselor	5%	9%
All, everything	-	8%
Talking with counselor, having a relationship	8%	8%
Funding support for educational purposes	4%	6%
Having a job coach in general	-	5%
The needed equipment that was provided	3%	3%
Being more independent, positive effect on life	-	3%

*Multiple responses possible. Total does not sum to 100%.

Summary

Over one-third of MRC consumers (34%) say communication and accessibility of counselor works/worked well for them, an increase of six percentage points from the previous quarter.

N = 557

Q1

What could the MRC do to improve the services it offers/offered to you and others?

	Percent of Sample*	
	Q3	Q4
Positive experience or satisfied	-	15%
Better communication needed	10%	11%
Need to follow up more often	5%	9%
Hire more qualified job coaches, counselors	6%	5%
Need more information about services offered, not enough information provided	-	3%
Listen to customer, understand needs, wants, ability	-	3%
More qualified staff, knowledge of disabilities, services	-	3%
Staff is great, very helpful	-	3%

*Multiple responses possible. Total does not sum to 100%.

Summary

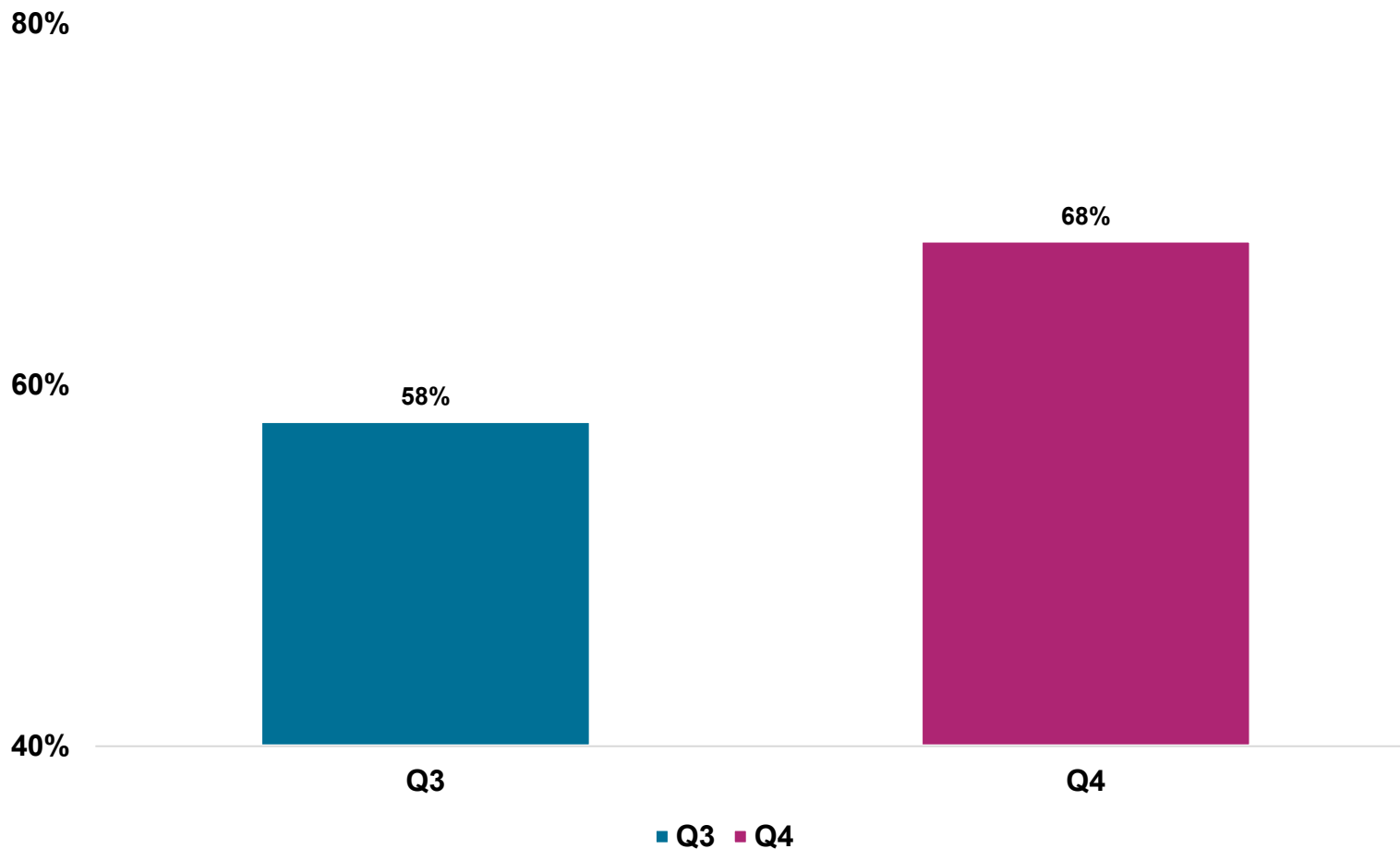
When asked what MRC could do to improve services, 15% report a positive experience with MRC services, 11% say better communication needed, and 9% say MRC needs to follow up more often.

N = 547

COVID-19

COVID2

Has the COVID-19 pandemic affected your experience receiving MRC services? (% No)



Summary

Two-thirds (68%) of consumers say the COVID-19 pandemic did not impact their experience receiving services, an increase of ten percentage points from the previous quarter.

N = 536

COVID20

Has the COVID-19 pandemic affected your experience receiving MRC services? - Yes

	Percent of Sample*	
	Q3	Q4
Unable to meet with counselor, prefer face-to-face	44%	42%
Difficulty communicating, hard to get in touch with counselor	14%	16%
Process has slowed down, delays in achieving goals	13%	15%
Services stopped, interrupted	10%	12%
Isolated, can't leave home	11%	9%
All of it, everything was affected	4%	9%
VR is closed	3%	6%
Stopped looking for work	3%	6%
Difficulty with school, online classes	3%	3%
Had to stop working	-	2%
Don't have necessary equipment (computer), difficulty using technology	2%	2%

*Among respondents who indicated the COVID-19 pandemic affected their experience receiving MRC services. Multiple responses possible. Total does not sum to 100%.

Summary

Among consumers who say COVID-19 affected their MRC experience two-fifths (42%) say it was due to the inability to meet with counselor, prefer face-to-face, 16% say they had difficulty communicating, hard to get in touch with counselor, and 15% say the process slowed down, delays in achieving goals.

N = 167

Education and Employment

EDU01

What is the highest grade in school you have completed?

	Percent of Sample	
	Q3	Q4*
Less than a high school diploma/GED	6%	4%
High school diploma/GED	35%	30%
Attending trade/technical school or community college	11%	10%
Associate degree	11%	8%
Bachelor's degree	14%	13%
Graduate degree	8%	6%
Other	17%	28%

Summary

Almost one-third (30%) of MRC consumers have completed high school or received their GED, and 27% have an Associate degree or higher.

*Among October respondents.

EDU02

What is the level of education you would like to complete?

	Percent of Sample	
	Q3	Q4
High school diploma/GED	4%	6%
Associate degree	9%	9%
Bachelor's degree	18%	20%
Graduate degree	13%	11%
Professional/industrial certification	8%	8%
Not seeking additional education	30%	29%
Other	17%	17%

Summary

Nearly half (48%) of consumers would like to obtain an Associate degree or higher, or a professional/industrial certification, and 29% are not seeking additional education.

N = 535

EMPSTATUS

Are you currently . . .

	Percent of Sample*	
	Q3	Q4
Working full-time	13%	15%
Working part-time	25%	27%
Looking for a job	26%	24%
In school / receiving job training	19%	20%
Unable to work	21%	20%
Volunteering	12%	9%

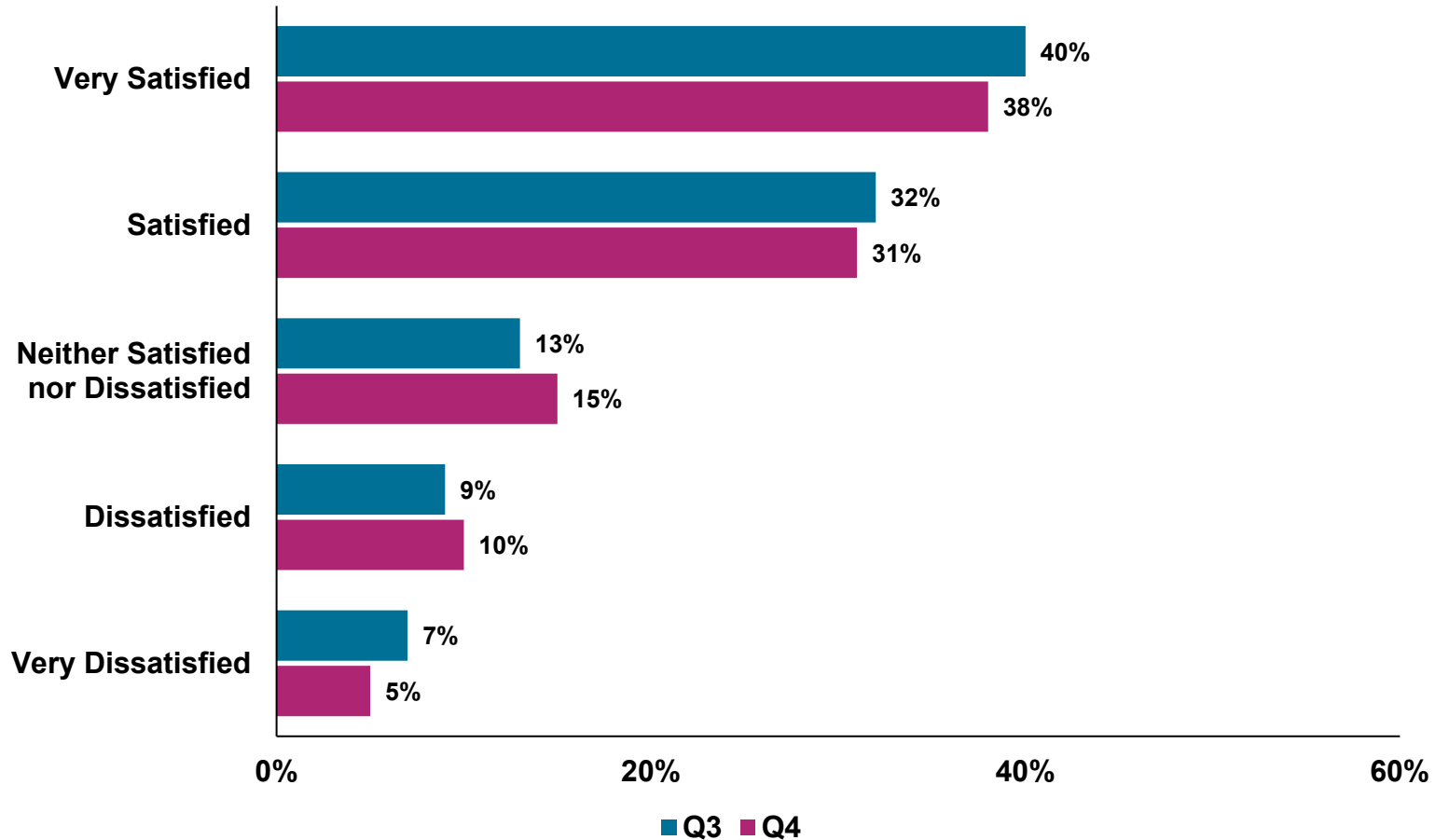
Summary

Almost half of consumers are working full- or part-time (15% and 27%, respectively). About one-quarter (24%) are looking for a job.

*Multiple responses possible. Total does not sum to 100%.

JOB SAT1

Thinking about your current job, how satisfied are you with what you are doing?



Summary

Nearly seven-in-ten (69%) MRC consumers are satisfied with their current job, compared to 15% who are dissatisfied.

*Among VR respondents working full- or part-time.

N = 233

JOBSATA

Why are you not satisfied with your current job?

	Percent of Sample*	
	Q3	Q4
Job is mentally demanding, stressful	11%	15%
Too few hours	-	8%
Not a career move, only temporary job	-	8%
No challenges, few opportunities for growth	3%	6%
Problems with employer or co-worker	-	6%
Need a job aligned with skills, training	7%	6%
Received employment but not enough hours or pay	5%	5%
Dissatisfied with job, not what customer wanted	-	5%
Training did not match with interest, ability	-	5%
Dealing with the public is difficult	-	4%
Satisfied with job in general	-	4%

*Among VR respondents working full- or part-time, who are not satisfied with their current job. Multiple responses possible. Total does not sum to 100%.

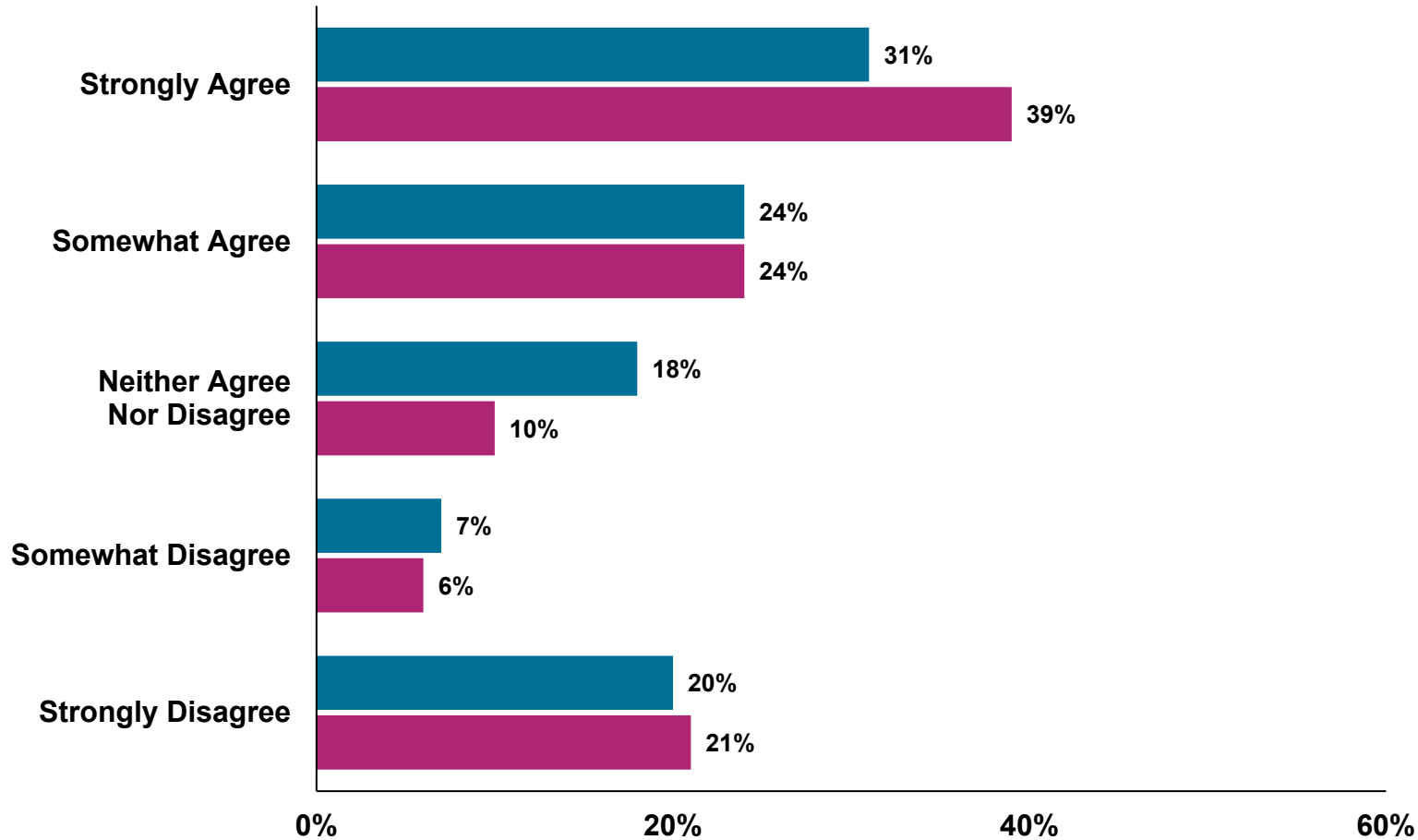
Summary

Among consumers who are not satisfied with their current job, 15% say the job is mentally demanding or stressful, 8% were scheduled for too few hours, and 8% say the position is not a career move, only temporary.

N = 72

JOBSAT2

I see a path to advance my career where I am currently working.



*Among VR respondents working full- or part-time.

Summary

Nearly two-thirds (63%) of MRC consumers with jobs strongly agree that they see more potential for advancement in their career path than where they currently are, an increase of eight percentage points from the previous quarter.

N = 120



Summary



Overall

- Service recipients overall report an extremely high degree of satisfaction with the services they receive from MRC.
 - Overall levels of satisfaction remained high from 2022 Q3 into 2022 Q4, but service recipients were somewhat more likely to report higher levels of satisfaction (very satisfied, strongly agree, etc.).
- Service recipients report being particularly satisfied with their level of control and decision-making in the service process.
 - Additionally, service recipients were very likely to have positive feelings about working with their counselor, as well as the way they were treated by MRC and staff.

Trends to Watch

- About one quarter (23%) of service recipients reported experiencing at least one problem while working with MRC.
 - This is similar to other states in which MDR conducts surveys of similar populations.
 - The sorts of problems reported (communication barriers, difficult relationships with staff, a perception of ineffective services) are also similar to other states.
- Service recipients in Massachusetts do seem to report problems being resolved more consistently than other states.
 - There is also less variation from quarter-to-quarter within these results, but this is likely a result of a larger sample size.
- About a quarter (27%) of service recipients with a job report not feeling as if they have the potential for a long-term career in their current position.
 - Focusing on allowing individuals to develop in their current job can be important to long-term success and reduce the number of repeat cases.

Open-Ended Feedback

- Service recipients, when asked what worked well, tended to point to communication with their counselor, the help they received, and having a support system as they received services.
 - Negative feedback tended to relate to communications, difficulty with paperwork, and struggles in receiving the help they needed.
- This points toward the importance of the counselor to the experience of receiving services- service recipients tend to be highly satisfied with their counselors, but problems in the relationship or communications with their counselor stand out in the recipient's mind.

Thank you

For more information and details, please contact:

Candace Walsh, MA
cwalsh@marketdecisions.com