

Service Experience Project – Q3 FY2024 Consumer Experience Survey Data

Massachusetts
Rehabilitation Commission



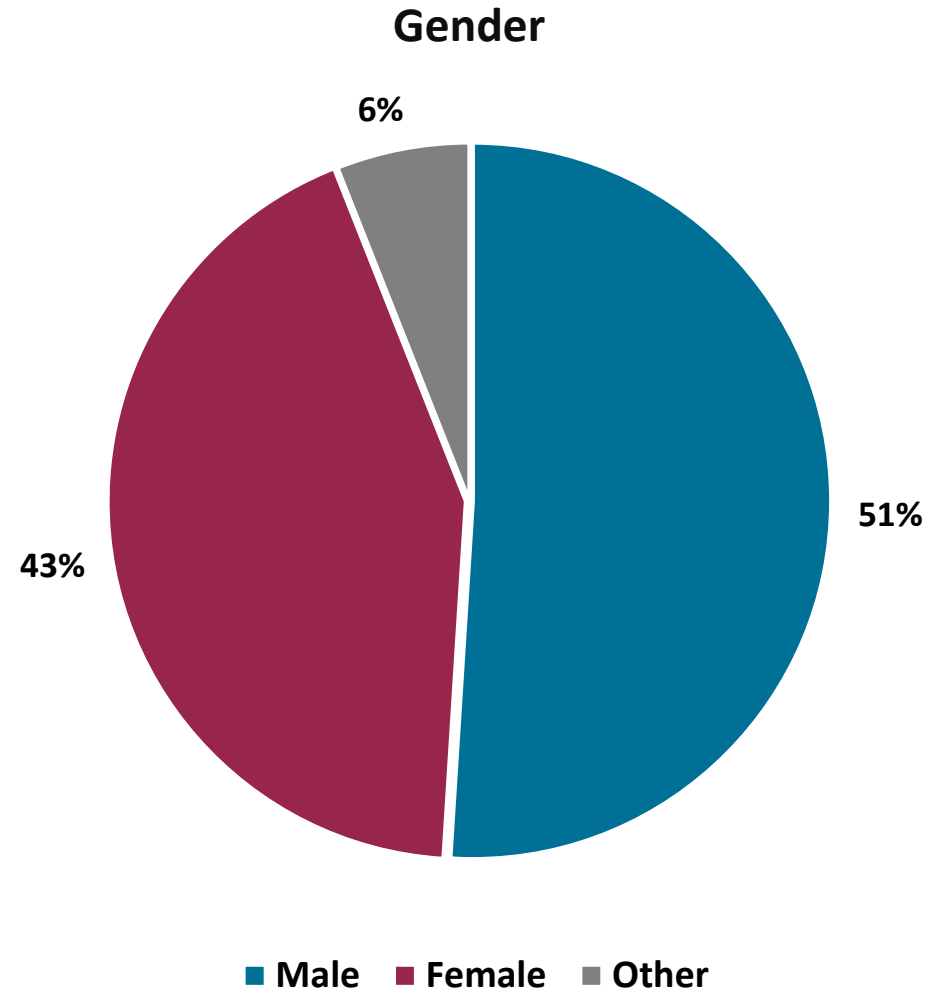
Update on Service Experience Project

- Service Experience Project has five major products
 - Consumer Experience Survey
 - Sent monthly, reports/data provided to MRC quarterly
 - MRC Connect Pulse Survey
 - Ongoing, reports/data provided to MRC quarterly
 - Staff Service Experience Survey
 - New Iteration to be sent in late May along with one pager on accomplishments
 - Employer/Business Survey
 - Annual, currently in process of data collection
 - Provider/Vendor Survey
 - Annual, to be launched May 2024



Q1 Consumer Survey Experience Survey Data and Trends

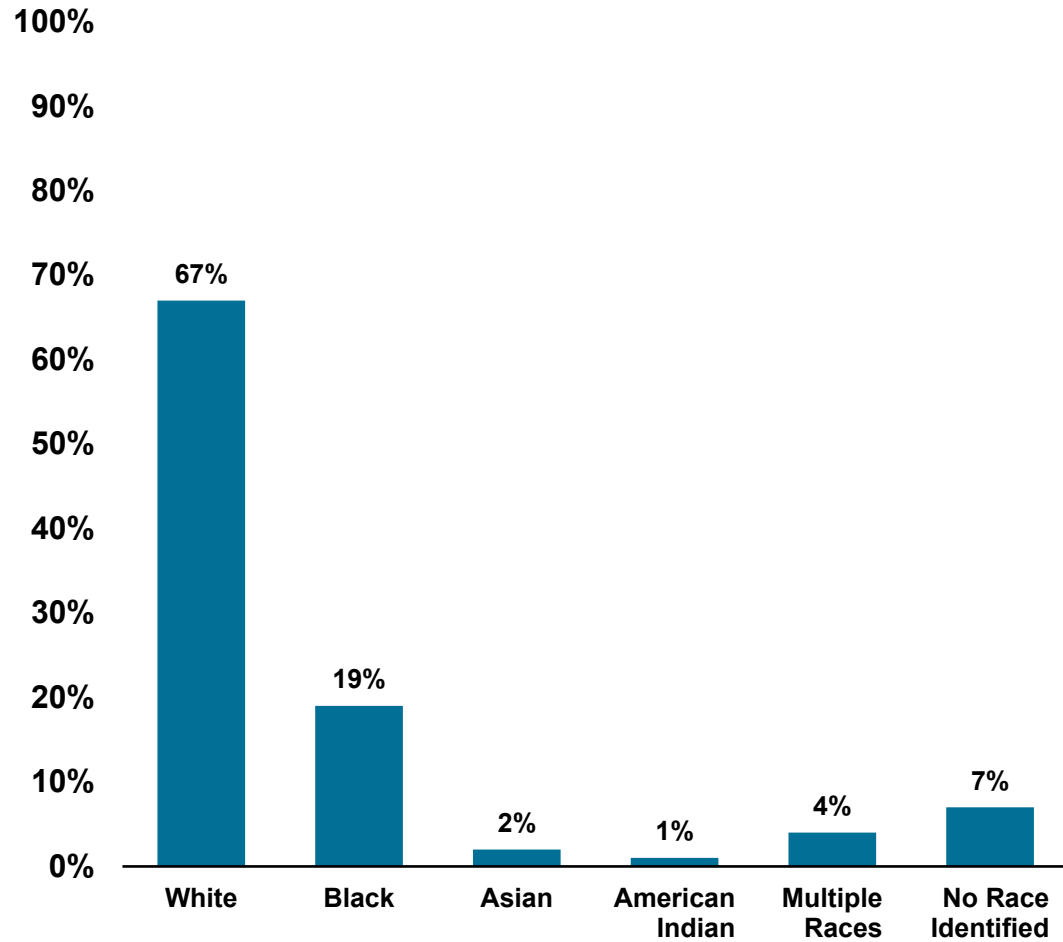
Demographics



N = 501

Demographics

Race

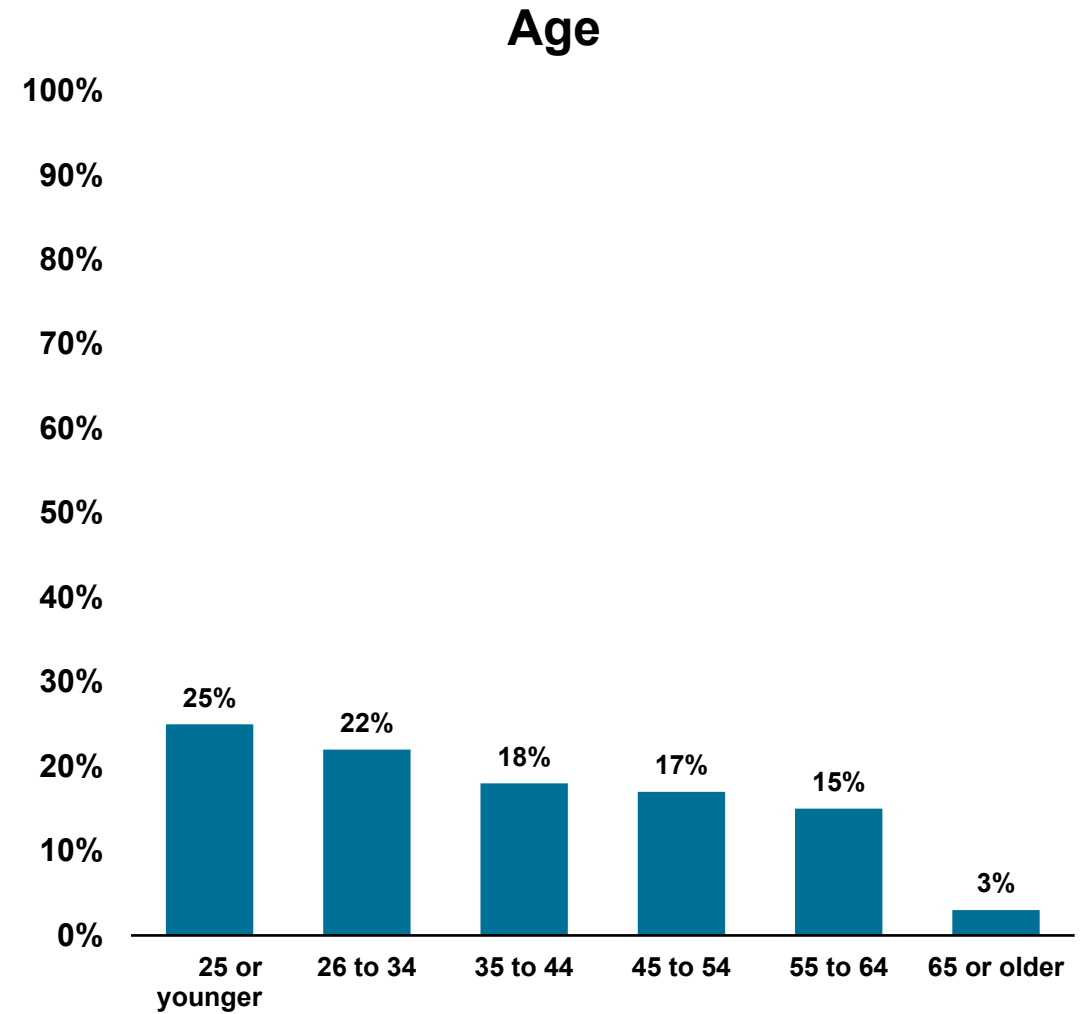


Disability	Percent of Sample*
Psychological/psychosocial disabilities	48%
Intellectual and learning disabilities	24%
Physical disabilities	10%
Auditory/communicative disabilities	3%
Visual disabilities	<1%
Other	-

N = 501

Demographics

Case Status	Percent of Sample*
CL	14%
VR - Open	72%
VR - Closed Successfully	10%
VR - Closed Unsuccessfully	4%



N = 501

Overall

- Overall, service recipients report being satisfied with services, with 78% of respondents reporting high satisfaction ratings (4 or greater).
- Recipients express satisfaction with the accessibility and cultural responsiveness of services, with these two domains having the highest mean scores across both VR (88 and 94, respectively) and CL (90 and 90, respectively).
 - 96% of service recipients report feeling comfortable expressing their cultural identity and needs with MRC staff.
 - 94% of recipients report that their MRC experiences are accessible.
- Compared to prior quarters, service recipients are slightly more satisfied (79%) with the choice of services they are provided to achieve their employment goal.

Trends to Watch

- Satisfaction with their employment and career path remains the lowest-ranking domains (with a mean score of 69) for VR service recipients.
- For CL recipients, perceived timeliness and perceived value were the lowest-ranking domains (with a mean score of 68, in both).
- Of the VR recipients who report working full or part time, 29% report that they do not see a path to advance their career where they're currently working. Additionally, of those VR recipients who are not satisfied with their job, nearly half (45%) report that it is because they do not see their job as a career move.
- Service recipients with physical disabilities are notably more likely to express dissatisfaction with their level of input in the services they receive, their involvement in decision-making, and their ability to choose what aligns with their preferences. Additionally, they are dissatisfied with the goals established between themselves and their counselor.
- Among the 26% of service recipients who faced problems with MRC, most highlight inadequate communication, counselors not responding to calls or emails, and a lack of information.

Sampling and Data Collection (Cont'd)

- Of the 501 surveys completed throughout 2024 Q1, 68 were completed by CL consumers and 433 were completed by VR consumers. The majority (83%) of surveys that were completed by VR consumers were by those with open cases.
- Like the previous quarter, a slightly higher proportion of respondents reside in the Northern region (29%). The lowest proportion of respondents reside in the Boston Metro region (20%).

Completed Surveys (VR) by Region and Case Status

	Open	Closed Successfully	Closed Unsuccessfully	% of TOTAL
% of VR Consumers	83%	12%	5%	
% Northern	29%	28%	32%	29%
% Boston Metro	20%	20%	27%	20%
% Southern	23%	24%	23%	24%
% Western	28%	28%	18%	27%
TOTAL	100%	100%	100%	100%

Sampling and Data Collection for 2024 Q1

- Interviewing began January 25, 2024 and ran until March 29, 2024.
- Data was collected throughout the months of January through March from MDR's data collection facility.
- A total of 501 service recipients completed the survey.

Number of Respondents Completing the Survey

	Phone	VR	CL	Online	VR	CL
January	135	135	-	-	-	-
February	199	171	28	57	54	3
March	93	63	30	17	10	7
TOTAL	427	369	58	74	64	10

AAPOR Survey Response and Cooperation Rates

Percentage of Sample Respondents

	Overall	VR	CL	Non-Minority	Minority
Response Rate	11.3%	11.1%	12.3%	10.6%	12.4%
Cooperation Rate	78.6%	77.7%	82.7%	76.4%	78.1%
Refusal Rate	7.5%	7.2%	9.8%	7.8%	6.6%

- **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.

Domain Mean Scores - Overall

	Overall 2023 Q4	Overall 2024 Q1
Respect: How consumers perceive they are treated by MRC.	81	79
Cultural Responsivity: How consumers perceive services regarding cultural responsiveness and DEI.	94	93
Timeliness: How consumers perceive MRC's pace.	77	74
Dependability: How consumers perceive MRC's responsiveness.	79	76
Working Alliance: How consumers perceive the relationship with their primary service provider.	85	84
Value: How consumers perceive the quality of services they receive.	74	72
Accessibility: How accessible is your experience with the MRC?	87	88
Application: How easy was it for you to complete an application for services?	78	79
Job and Career: Are consumers satisfied with their employment and career path.	75	69
Recommend: Would you recommend MRC services to a friend or family member living with a disability? (% Yes)	96%	94%
Problems and Quality Improvement: Have you experienced any problems with MRC or the services they provide to you? (% No)	84%	74%

Domain Mean Scores - Vocational Rehabilitation

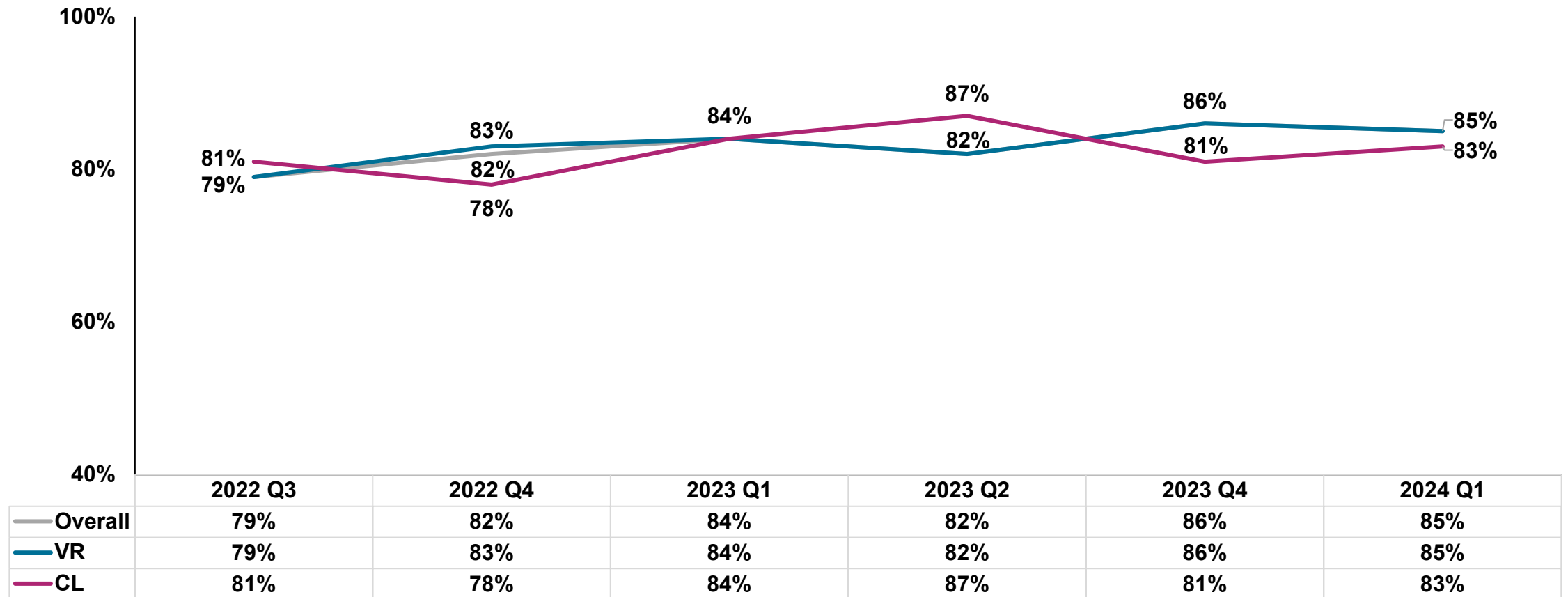
	VR 2023 Q4	VR 2024 Q1
Respect: How consumers perceive they are treated by MRC.	81	80
Cultural Responsivity: How consumers perceive services regarding cultural responsiveness and DEI.	94	94
Timeliness: How consumers perceive MRC's pace.	78	75
Dependability: How consumers perceive MRC's responsiveness.	79	77
Working Alliance: How consumers perceive the relationship with their primary service provider.	87	85
Value: How consumers perceive the quality of services they receive.	75	72
Accessibility: How accessible is your experience with the MRC?	87	88
Application: How easy was it for you to complete an application for services?	78	80
Job and Career: Are consumers satisfied with their employment and career path.	75	69
Recommend: Would you recommend MRC services to a friend or family member living with a disability? (% Yes)	97%	94%
Problems and Quality Improvement: Have you experienced any problems with MRC or the services they provide to you? (% No)	85%	76%

Domain Mean Scores - Community Living

	CL 2023 Q4	CL 2024 Q1
Respect: How consumers perceive they are treated by MRC.	75	76
Cultural Responsivity: How consumers perceive services regarding cultural responsiveness and DEI.	91	90
Timeliness: How consumers perceive MRC's pace.	66	68
Dependability: How consumers perceive MRC's responsiveness.	73	73
Working Alliance: How consumers perceive the relationship with their primary service provider.	80	83
Value: How consumers perceive the quality of services they receive.	67	68
Accessibility: How accessible is your experience with the MRC?	83	90
Application: How easy was it for you to complete an application for services?	70	76
Job and Career: Are consumers satisfied with their employment and career path.	-	-
Recommend: Would you recommend MRC services to a friend or family member living with a disability? (% Yes)	91%	96%
Problems and Quality Improvement: Have you experienced any problems with MRC or the services they provide to you? (% No)	65%	61%

Control 1 – Overall, VR, and CL Combined Trending

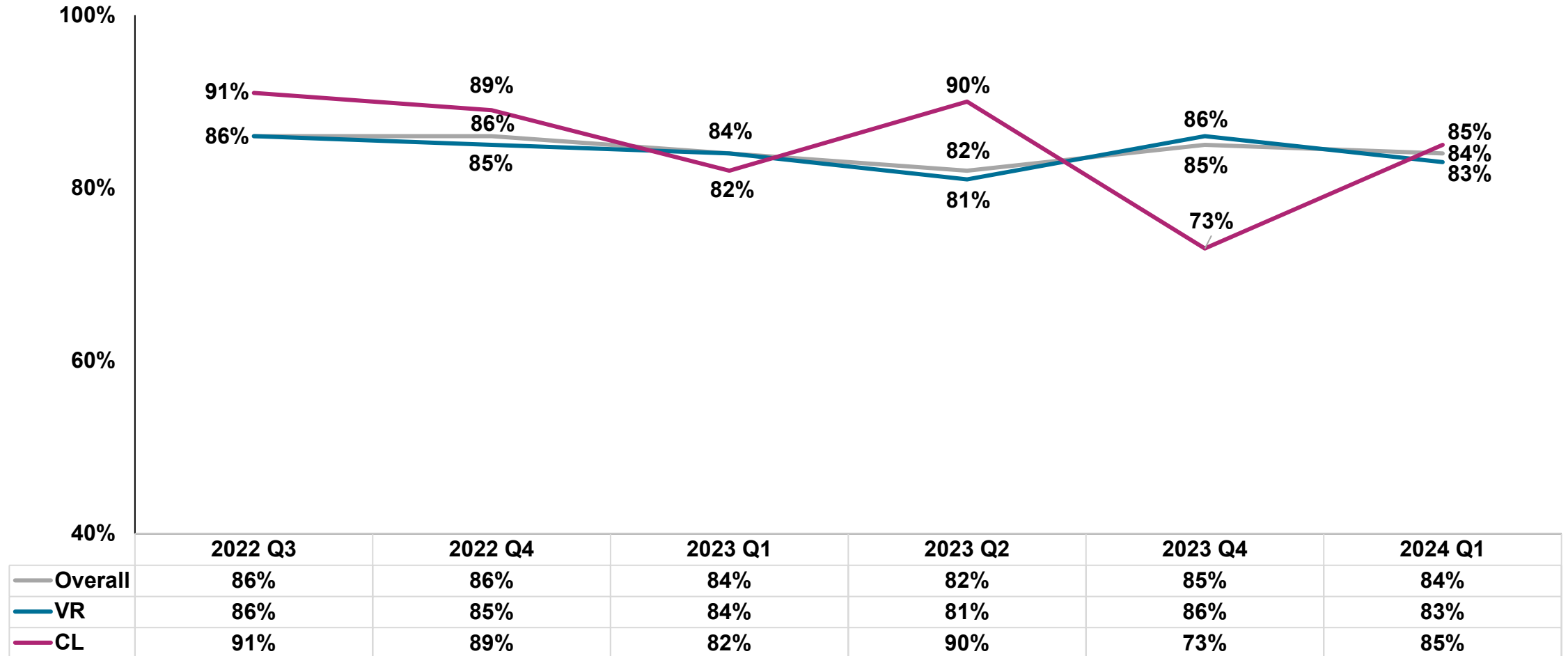
How satisfied are you with your level of input over the services you receive and your involvement in making decisions and choosing what feels right for you?



*Percent satisfied and very satisfied, combined.

Control 2 – Overall, VR, and CL Combined Trending

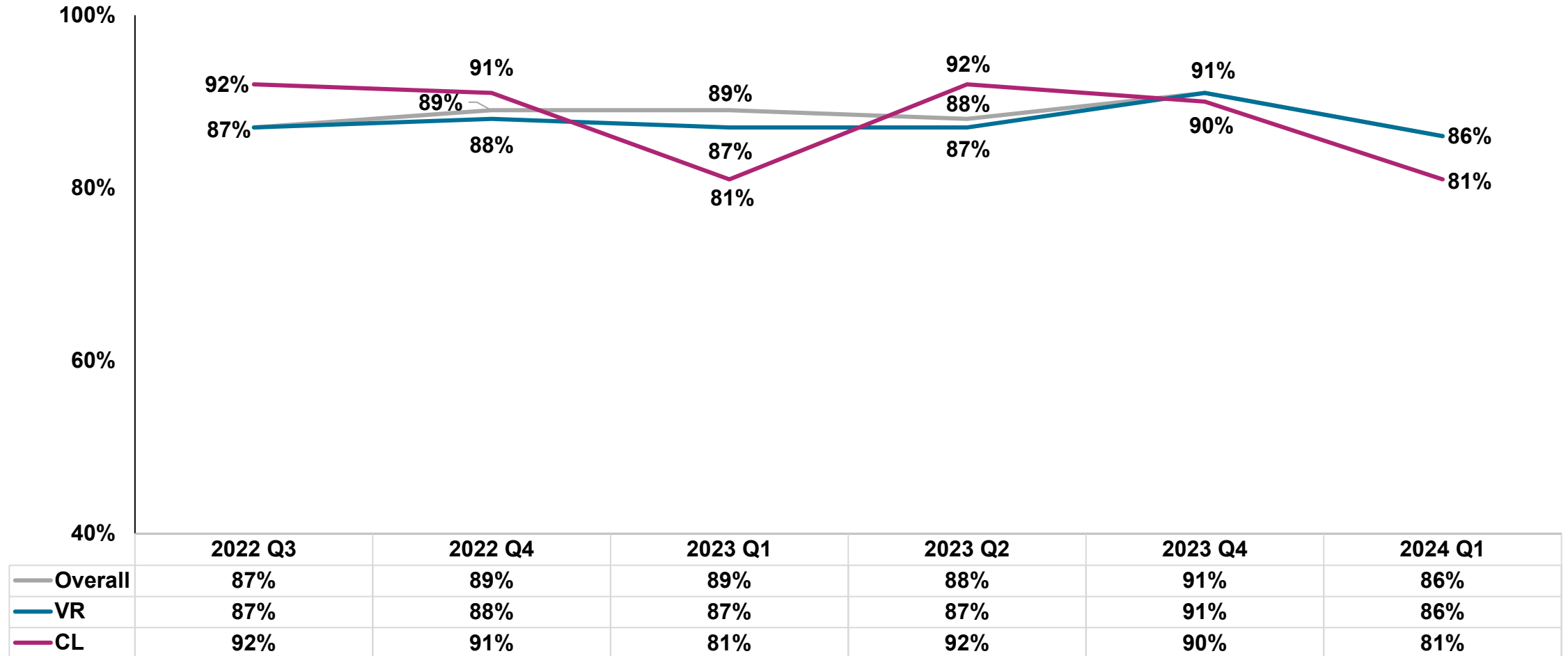
How satisfied are you with the vocational rehabilitation goals set between you and your counselor?



*Percent satisfied and very satisfied, combined.

Control 3 – Overall, VR, and CL Combined Trending

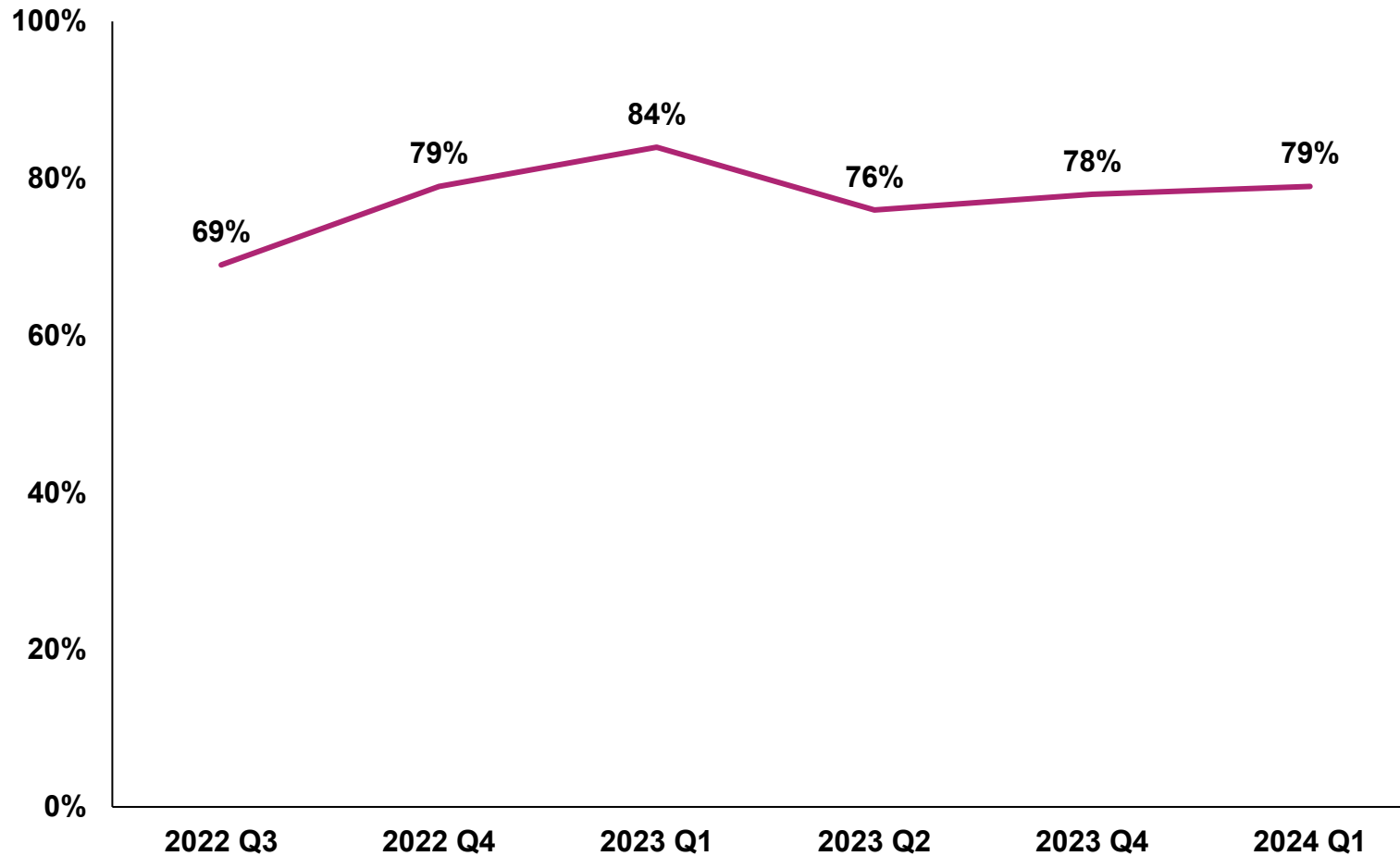
MRC staff asked me for my opinions and ideas about the services I need



*Percent somewhat agree and strongly agree, combined.

OUTCOMES2 (VR service recipients)*

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



*Percent somewhat agree and strongly agree combined.

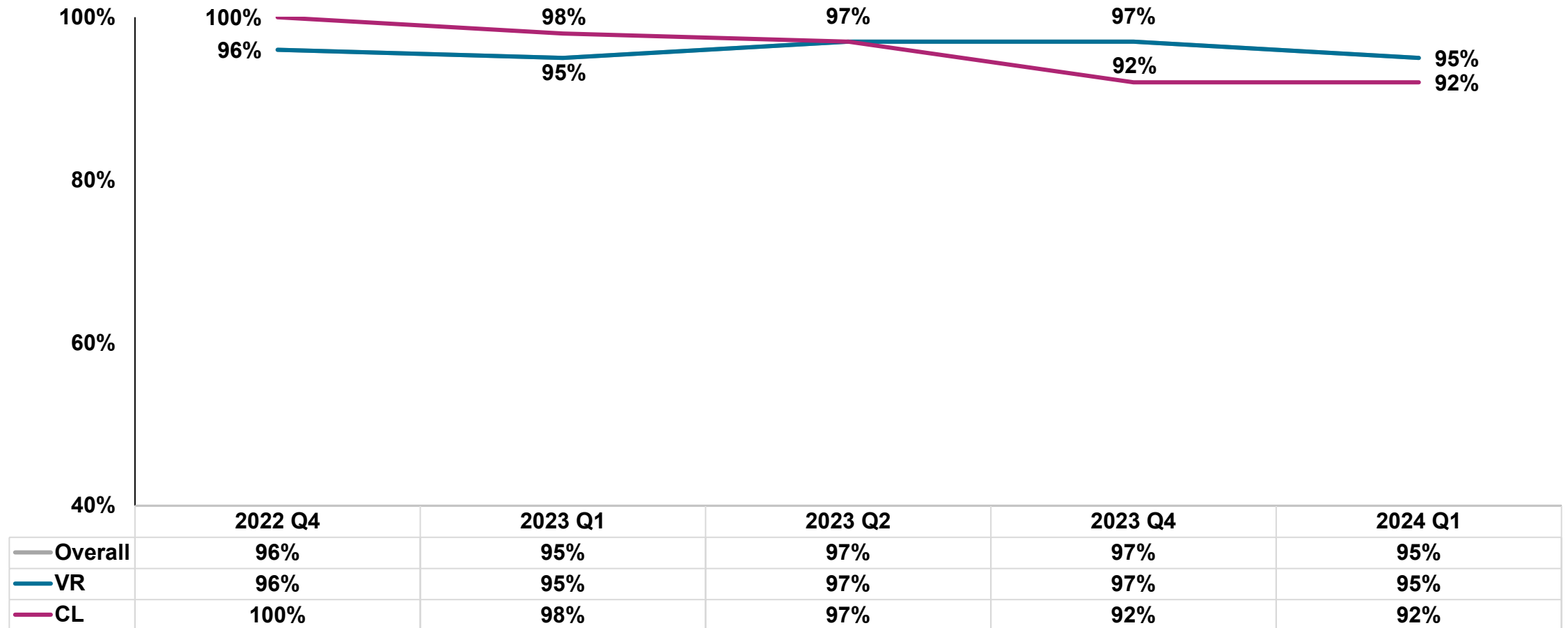
Summary

More than three-quarters (79%) of VR service recipients say the services they received have helped them become more financially independent.

N = 393

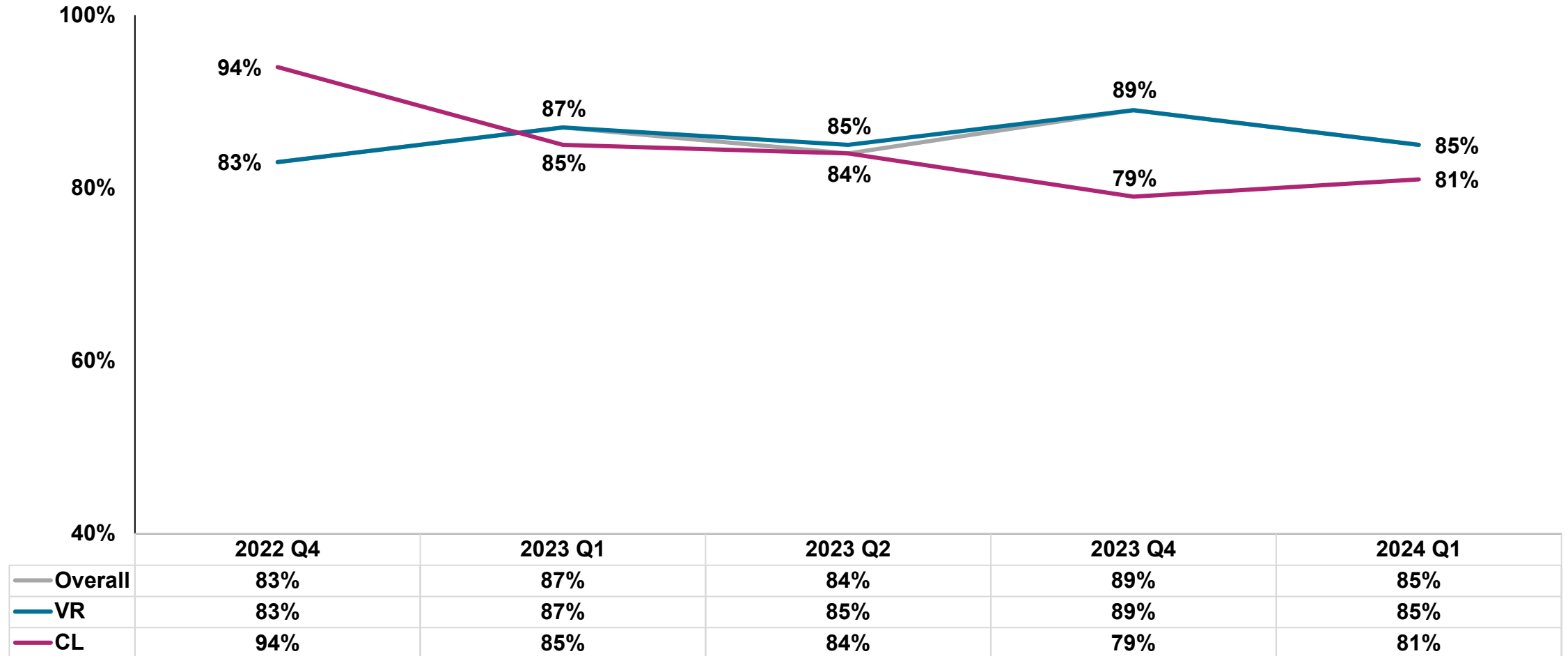
Culture – Overall, VR, and CL Combined Trending

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



Comm2 – Overall, VR, and CL Combined Trending

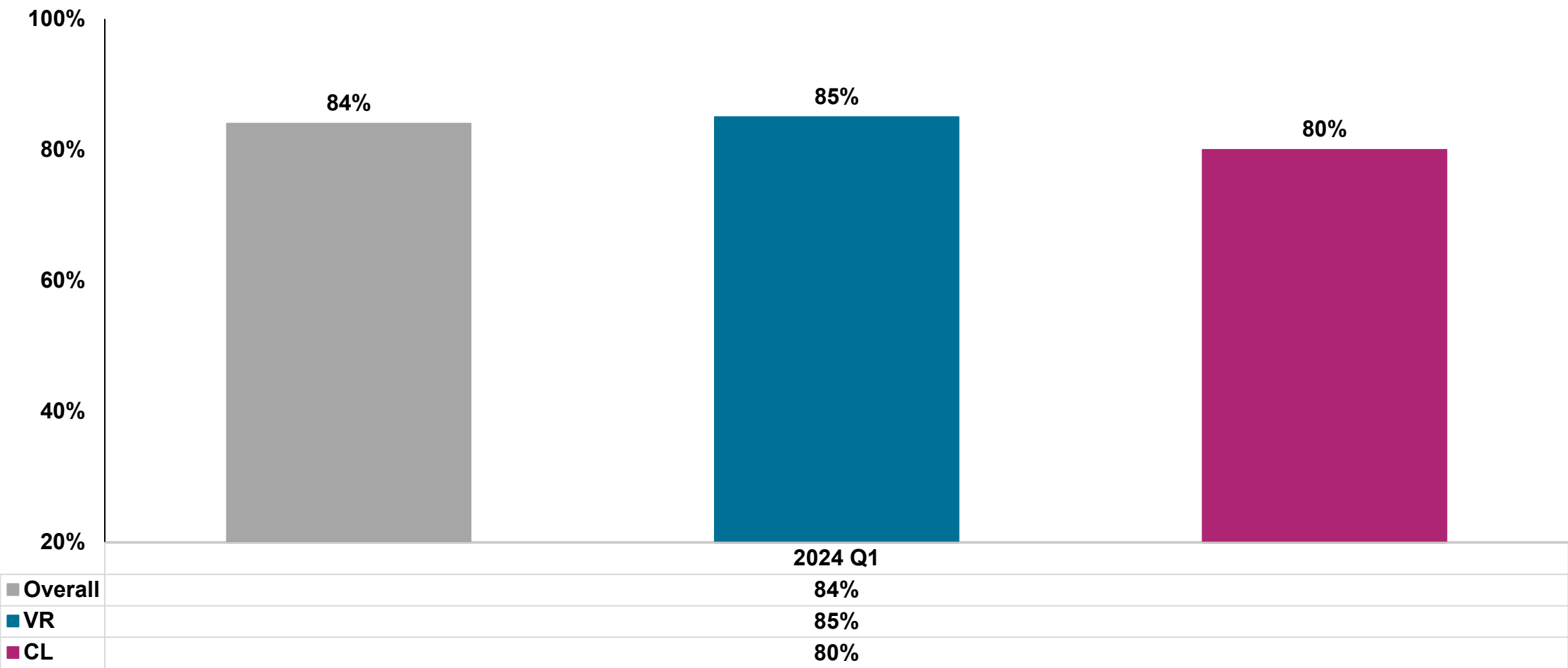
Has the MRC responded to your needs or concerns in a timely manner?



*Percent yes.

Timely1 – Overall, VR, and CL Combined Trending

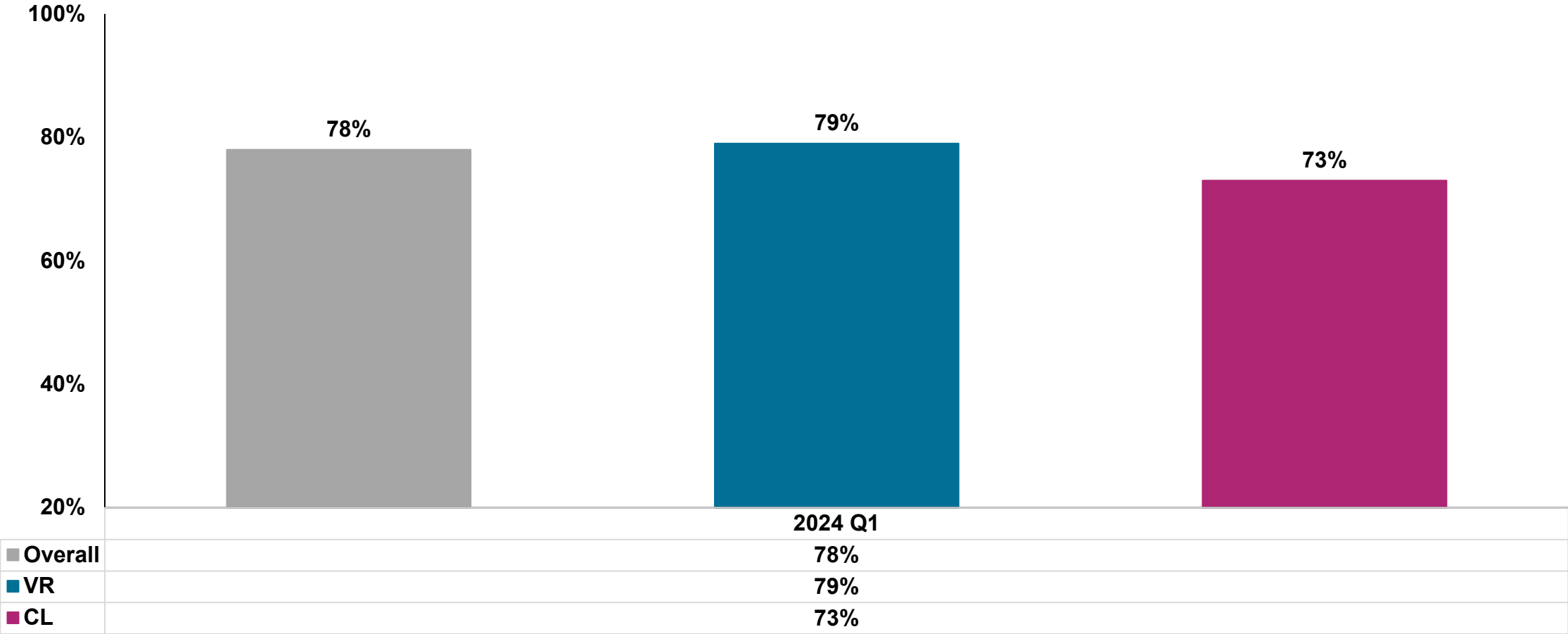
MRC responded to my needs or concerns in the expected timeframe.



*Percent somewhat agree and strongly agree combined.

Timely2 – Overall, VR, and CL Combined Trending

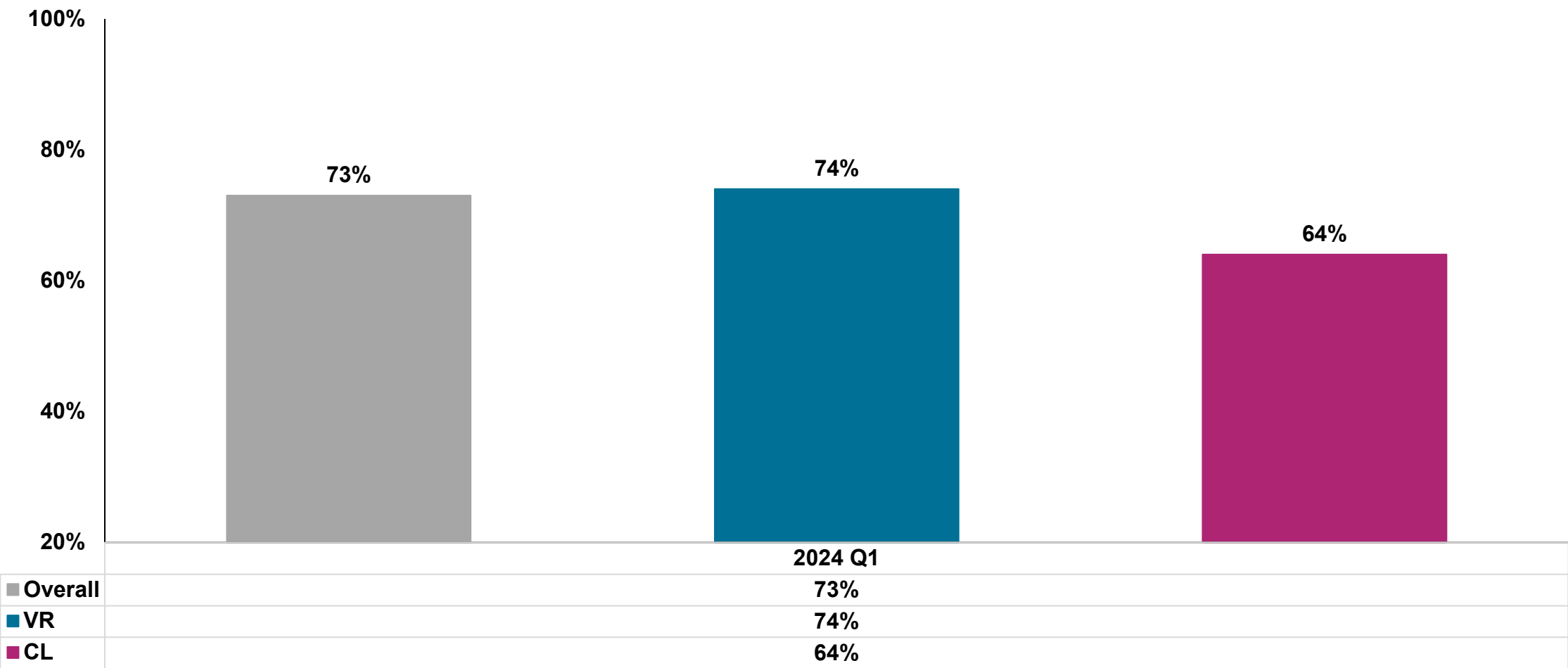
How satisfied are you with the amount of time your MRC counselor spends with you to help you understand your choices and make decisions?



*Percent very satisfied and satisfied combined.

Timely3 – Overall, VR, and CL Combined Trending

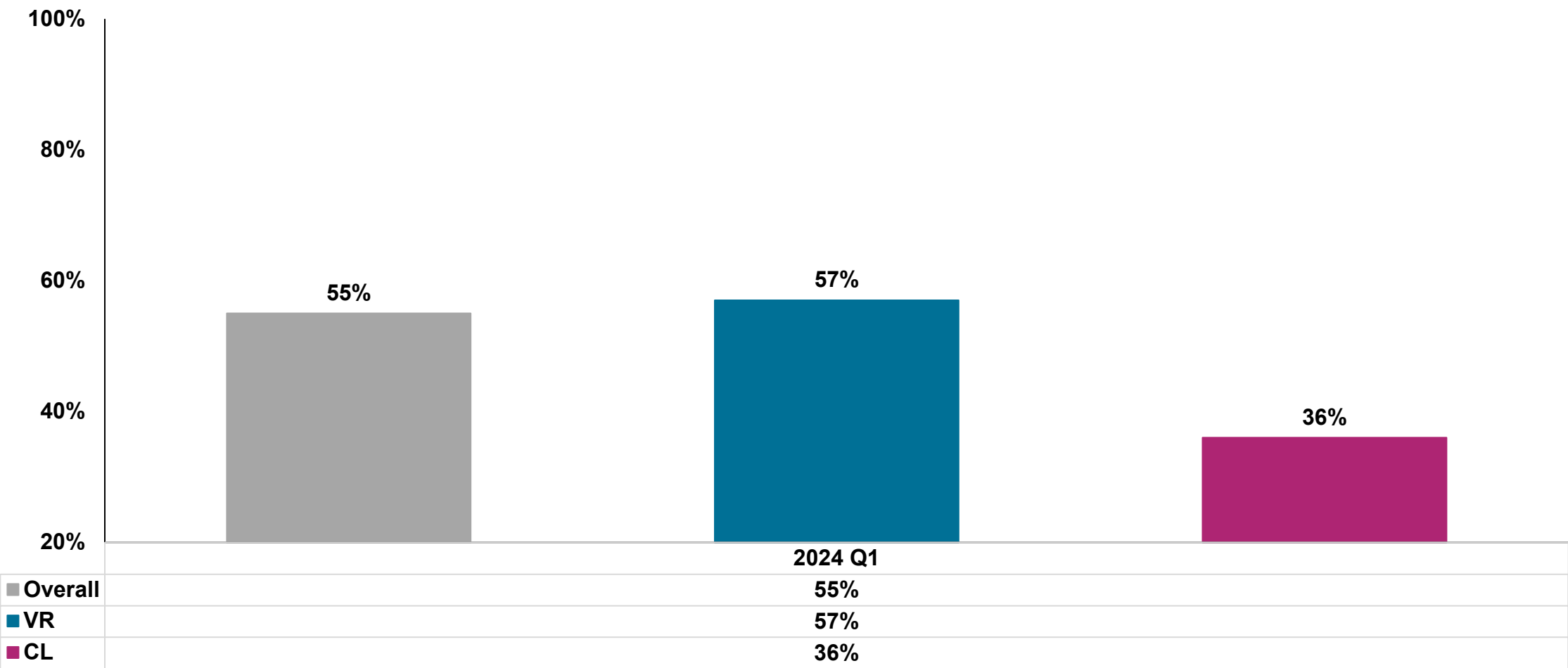
How satisfied are you with the overall amount of time that your case is taking?



*Percent very satisfied and satisfied combined.

Timely4 – Overall, VR, and CL Combined Trending

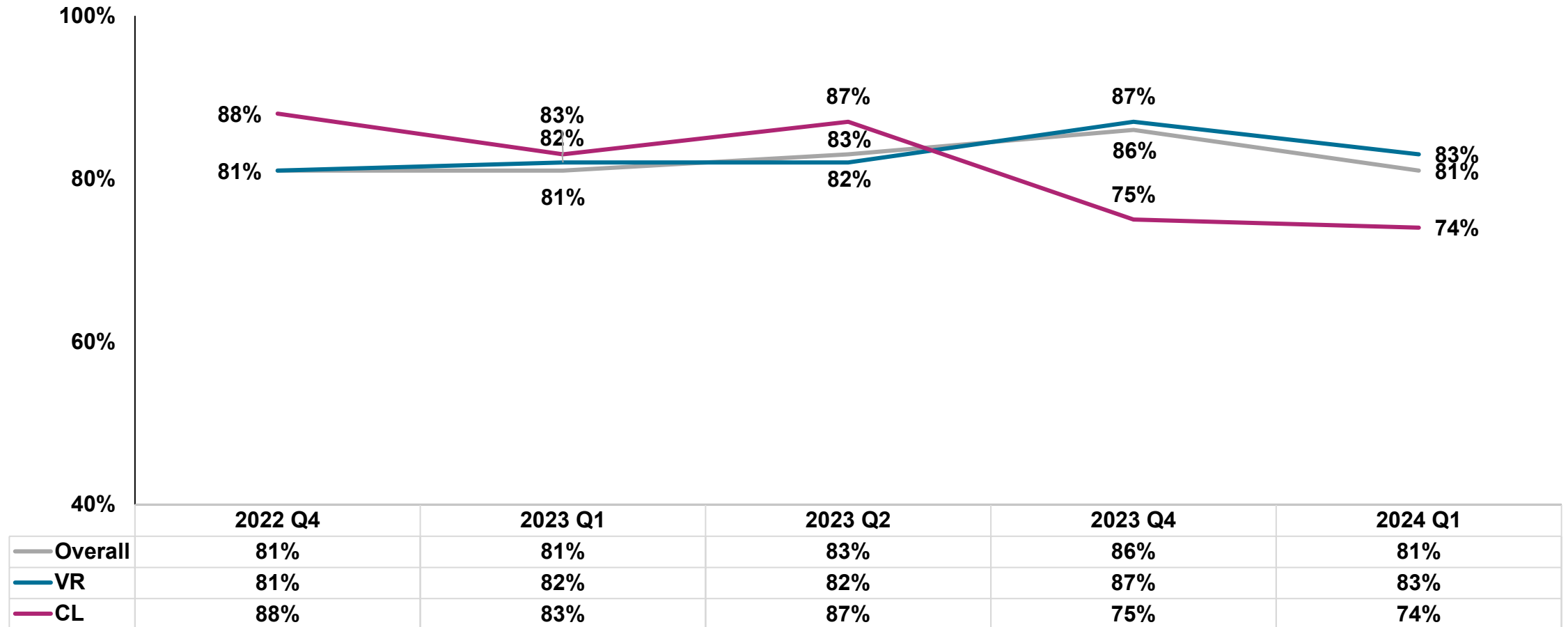
I experienced delays in accessing services after the initial application process.



*Percent somewhat disagree and strongly disagree combined.

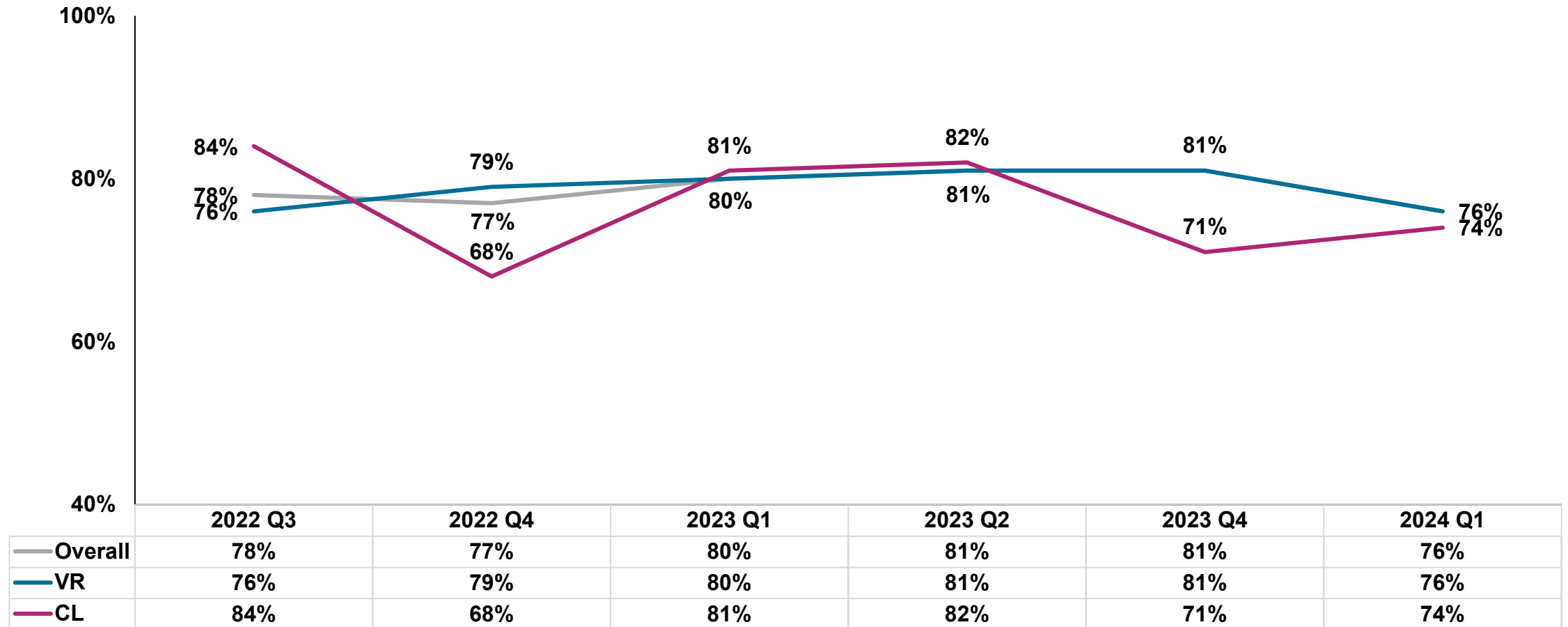
Service0 – Overall, VR, and CL Combined Trending

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



Comm1 – Overall, VR, and CL Combined Trending

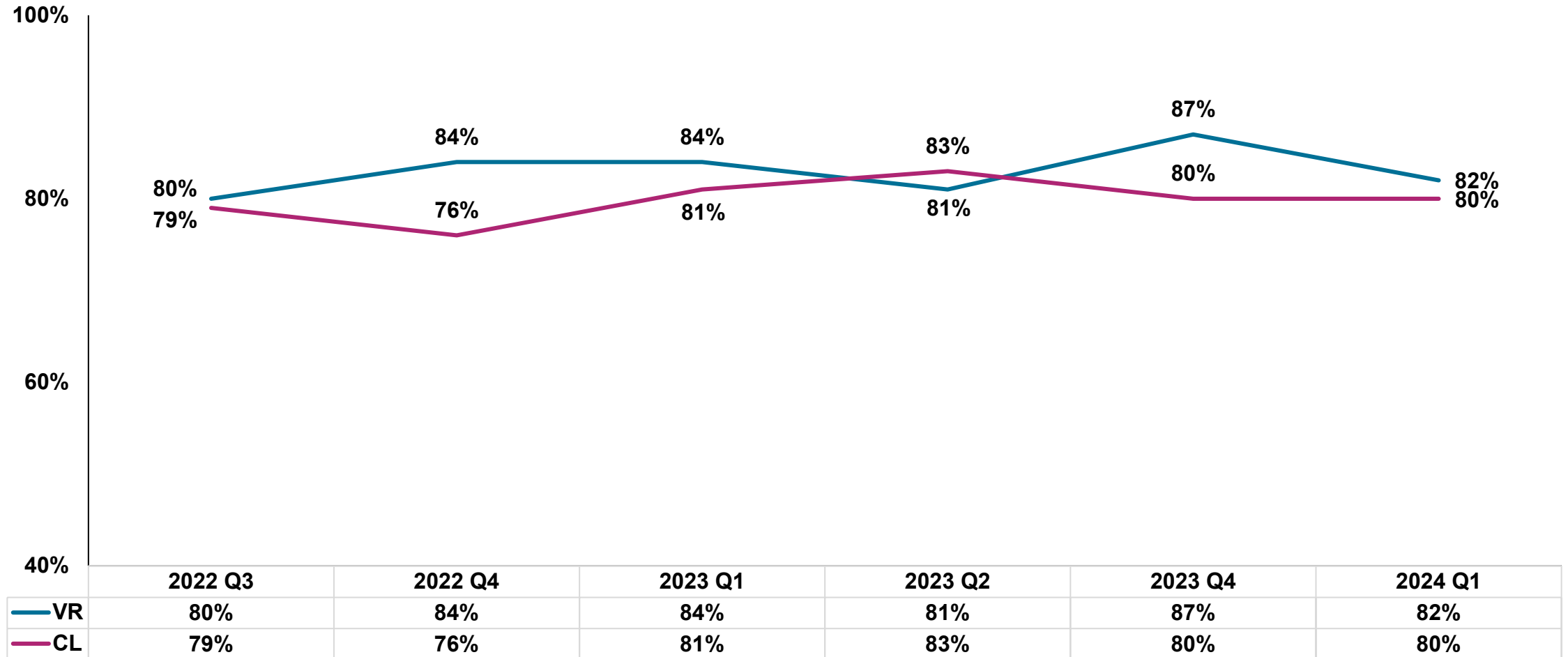
How satisfied are you with the amount of information you are given about what services are available to you?



*Percent satisfied and very satisfied, combined.

Service2 – VR and CL Combined Trending

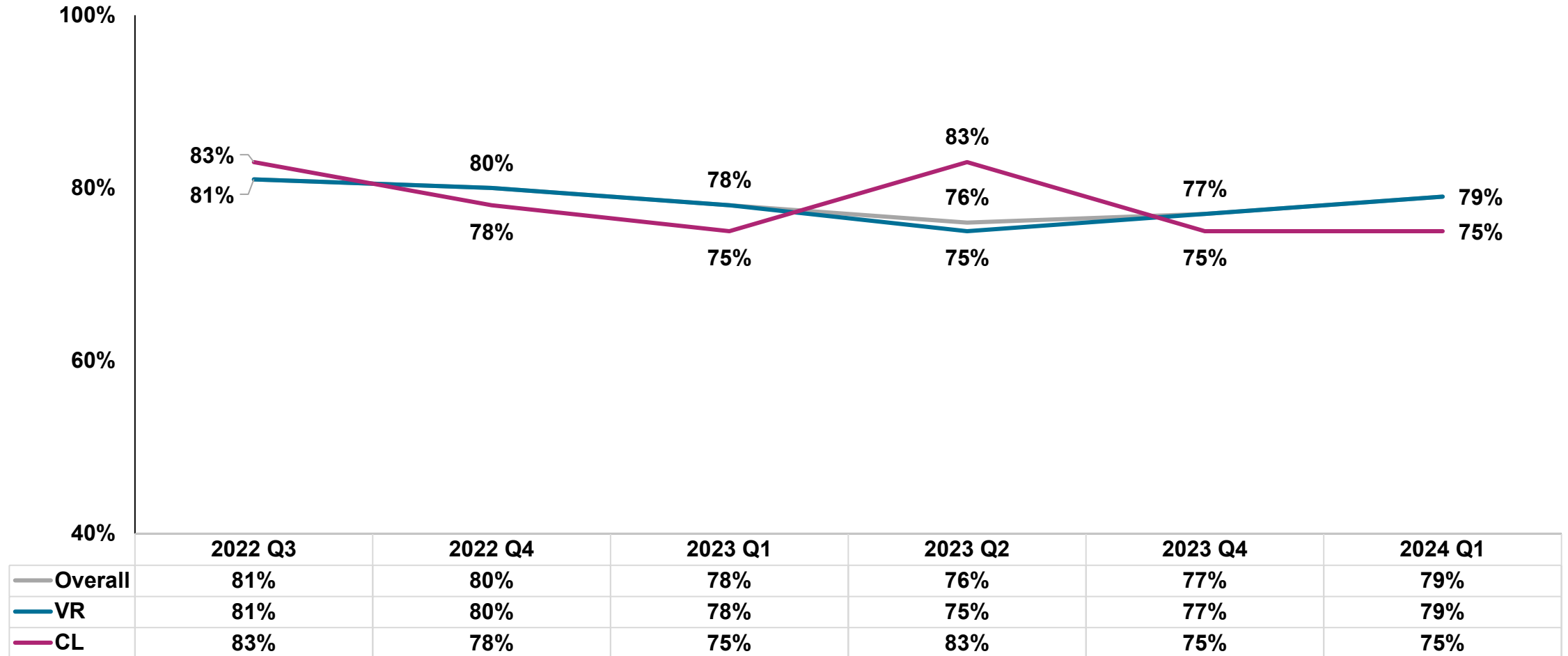
How satisfied are you with the choice of service providers and support staff?



*Percent satisfied and very satisfied, combined.

Service1 – Overall, VR, and CL Combined Trending

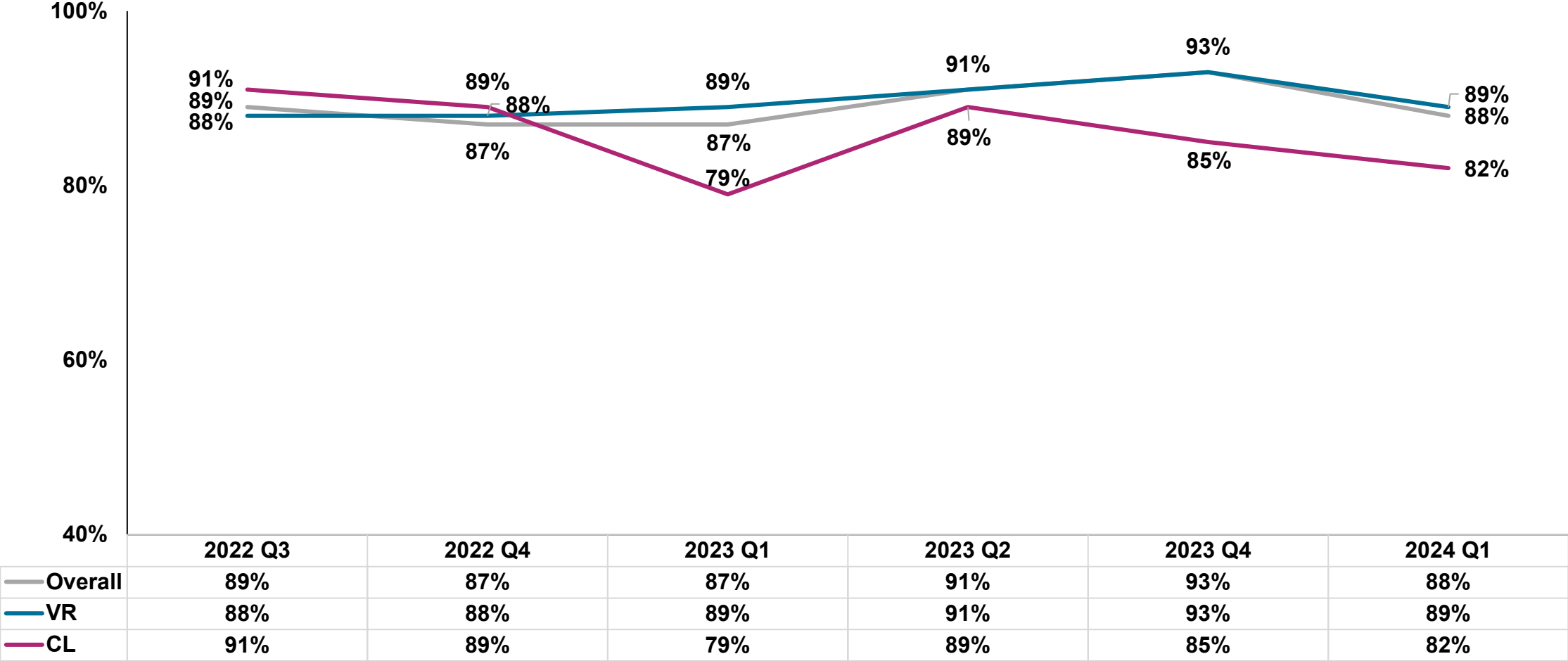
How satisfied are you with the choice of services to support you in achieving your employment goals?



*Percent satisfied and very satisfied, combined.

Comm4 – Overall, VR, and CL Combined Trending

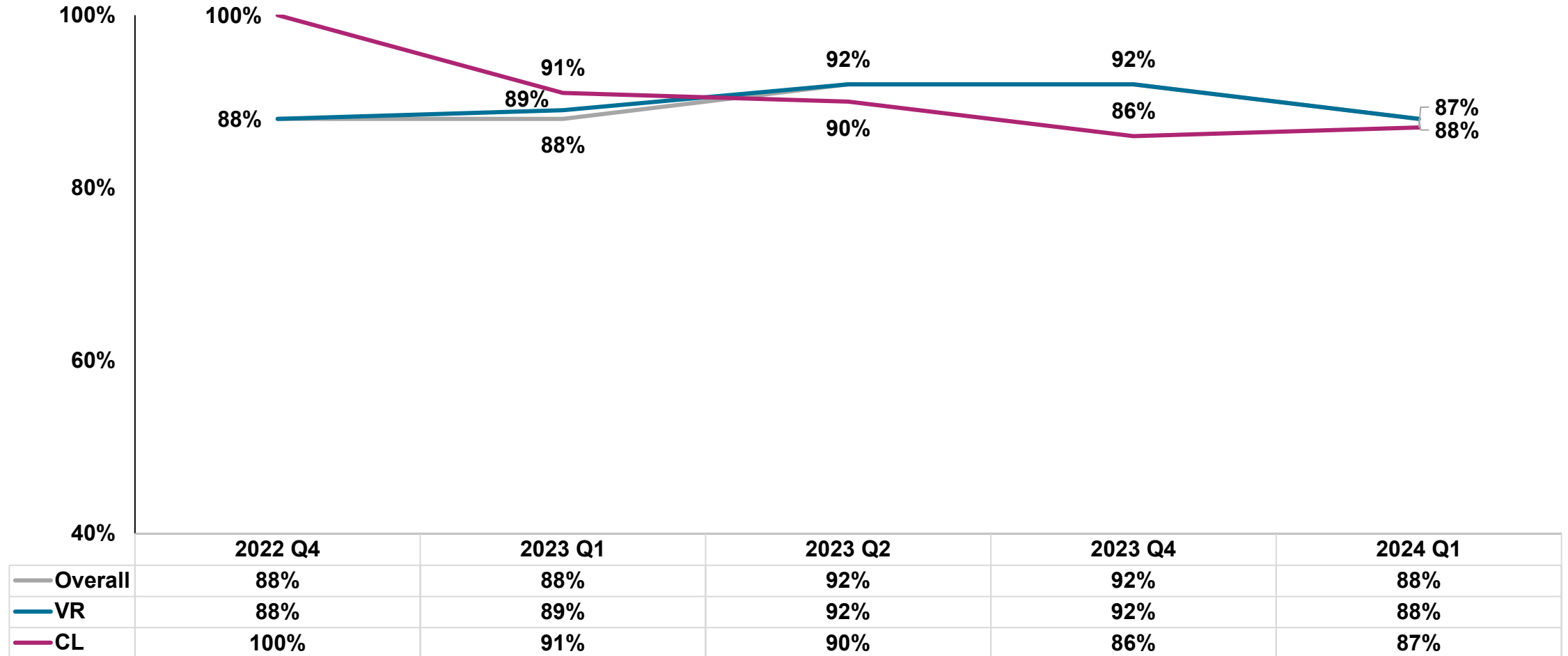
I feel clear about my roles and responsibilities in working with the MRC.



*Percent somewhat agree and strongly agree, combined.

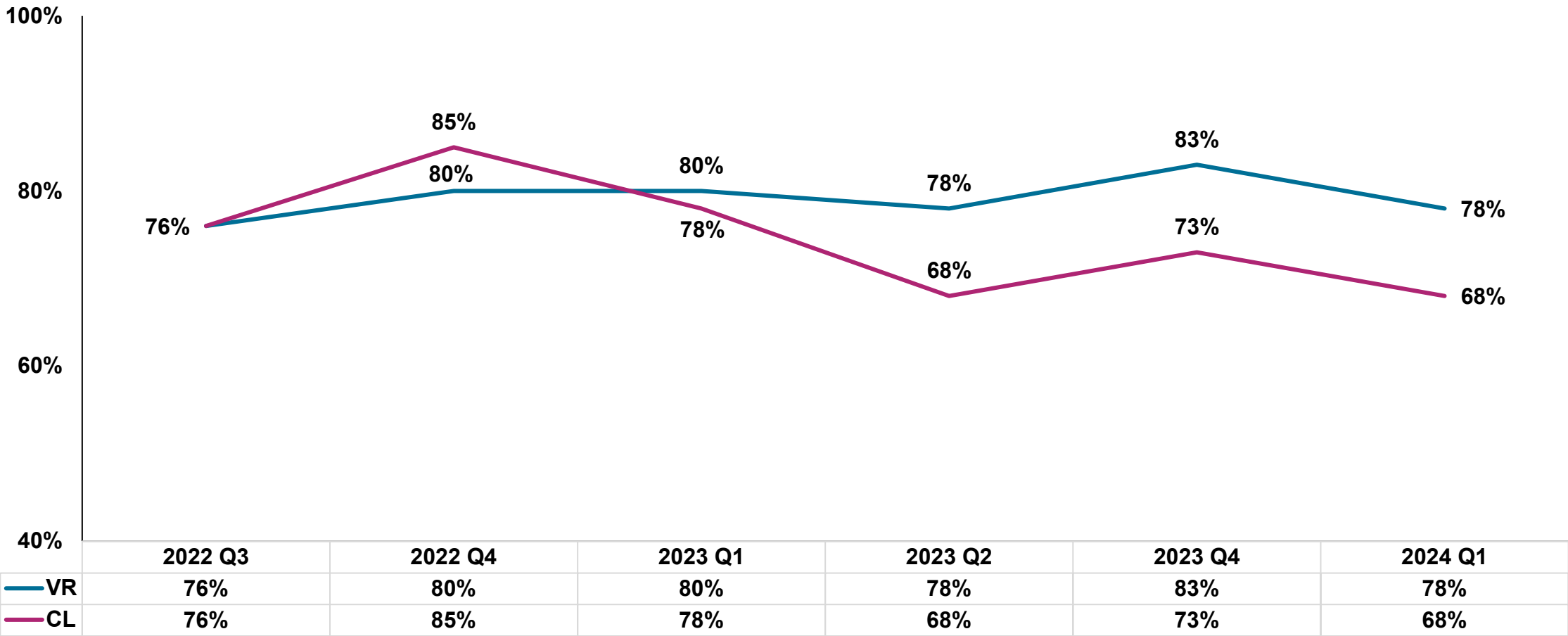
Comm5 – Overall, VR, and CL Combined Trending

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



Future02 – VR and CL Combined Trending

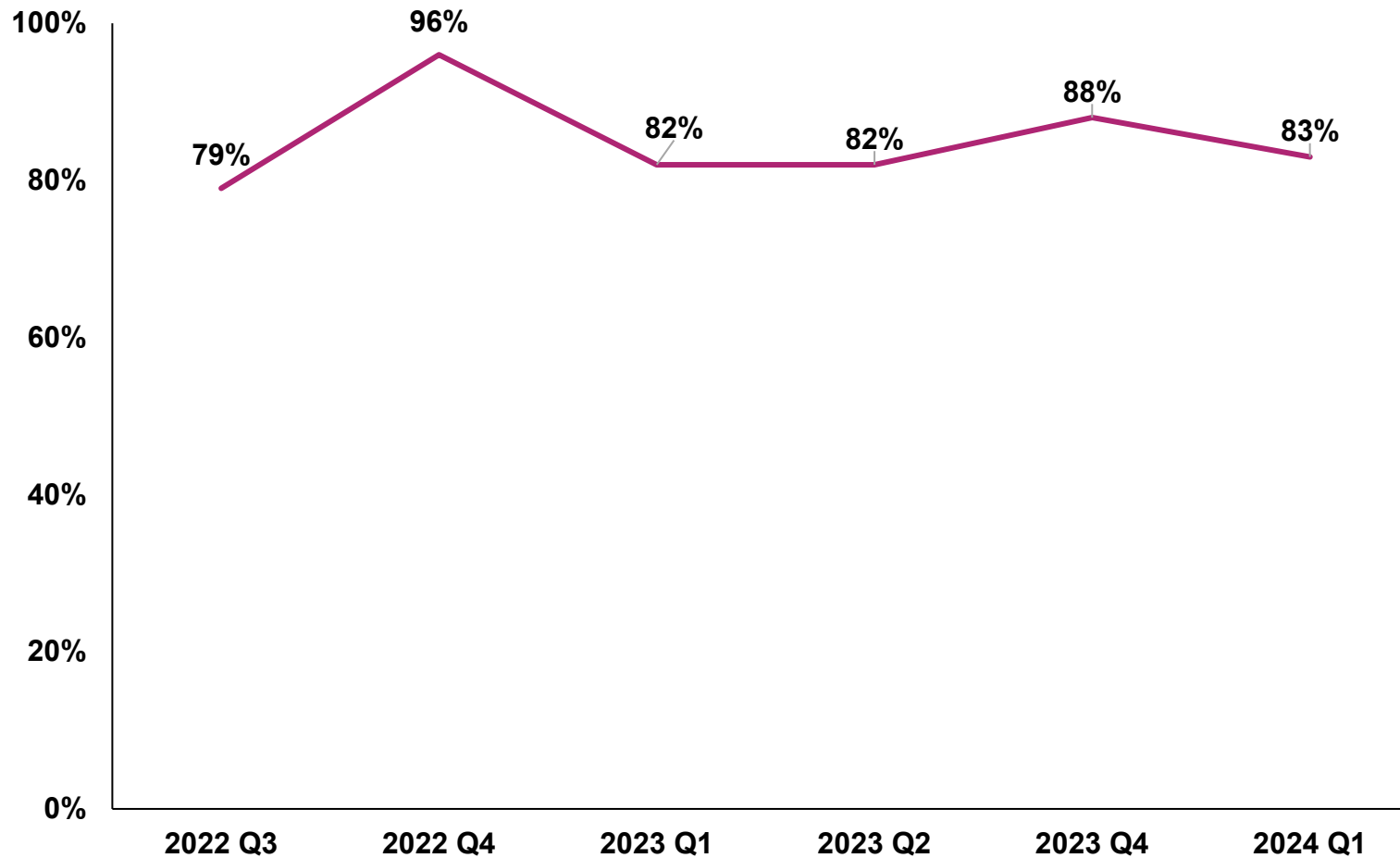
Based on my interests and abilities, MRC staff help me explore supports and opportunities in my community.



*Percent somewhat agree and strongly agree, combined.

FUTURE03*

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



*Among VR service recipients. Percent agree

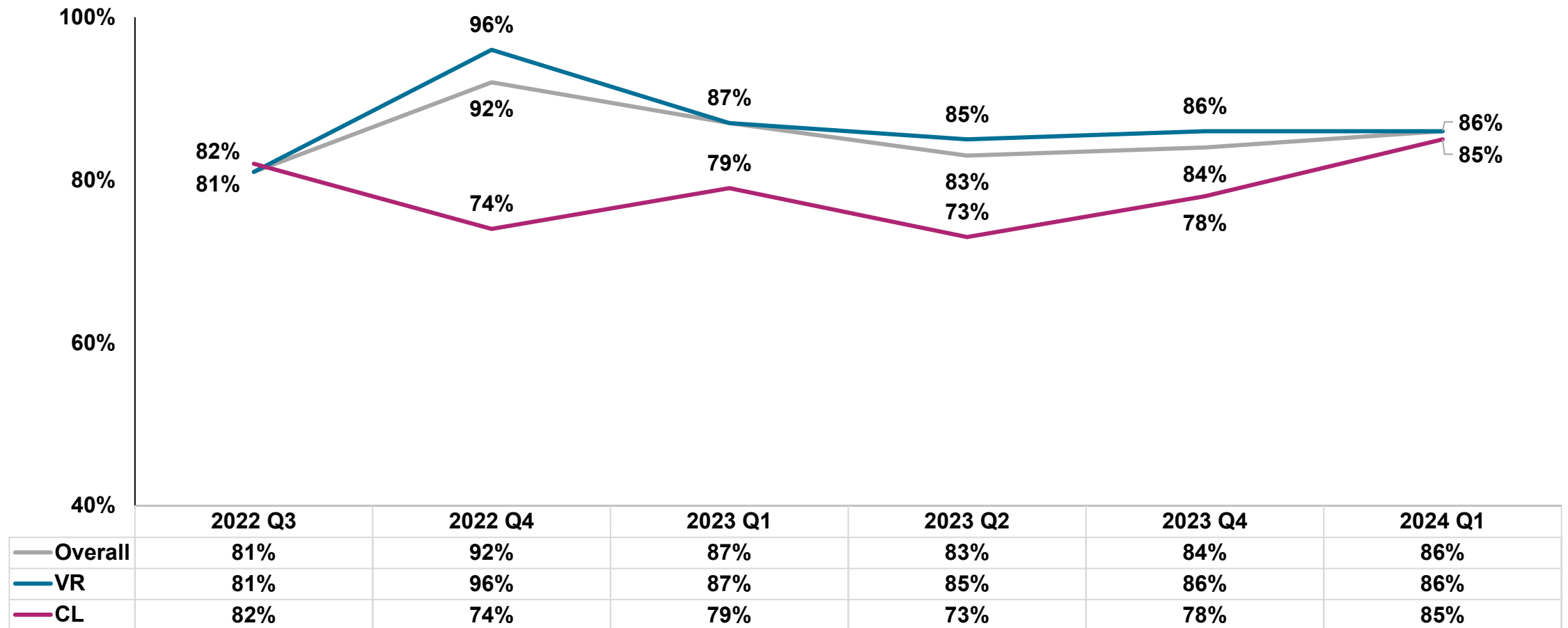
Summary

Over four-fifths (83%) say their MRC counselor explained the education or training needed to pursue their careers of interest, a 5-percentage point decrease from 2023 Q4.

N = 388

Future04 – Overall, VR, and CL Combined Trending

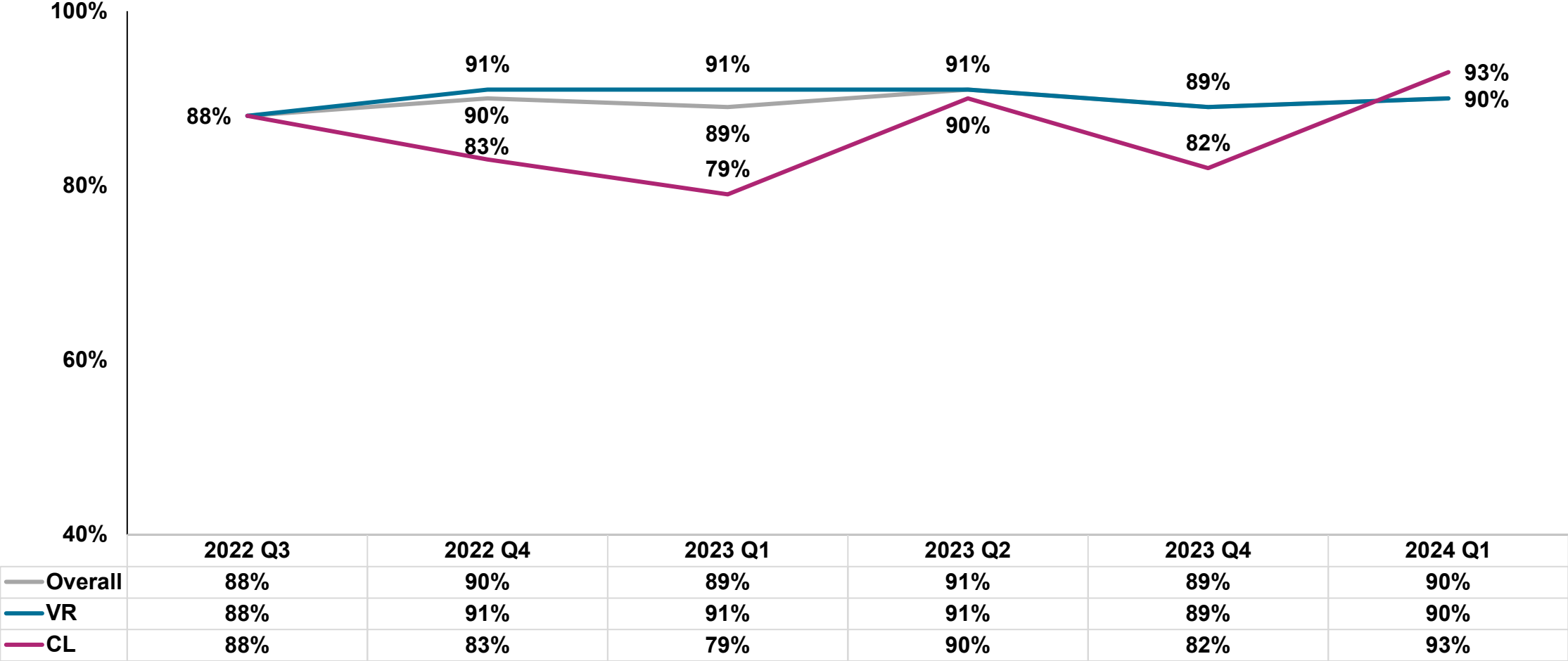
MRC staff and I completed an assessment about my knowledge, skills, and abilities to help me reach my goals



*Percent agree.

Remote01 – Overall, VR, and CL Combined Trending

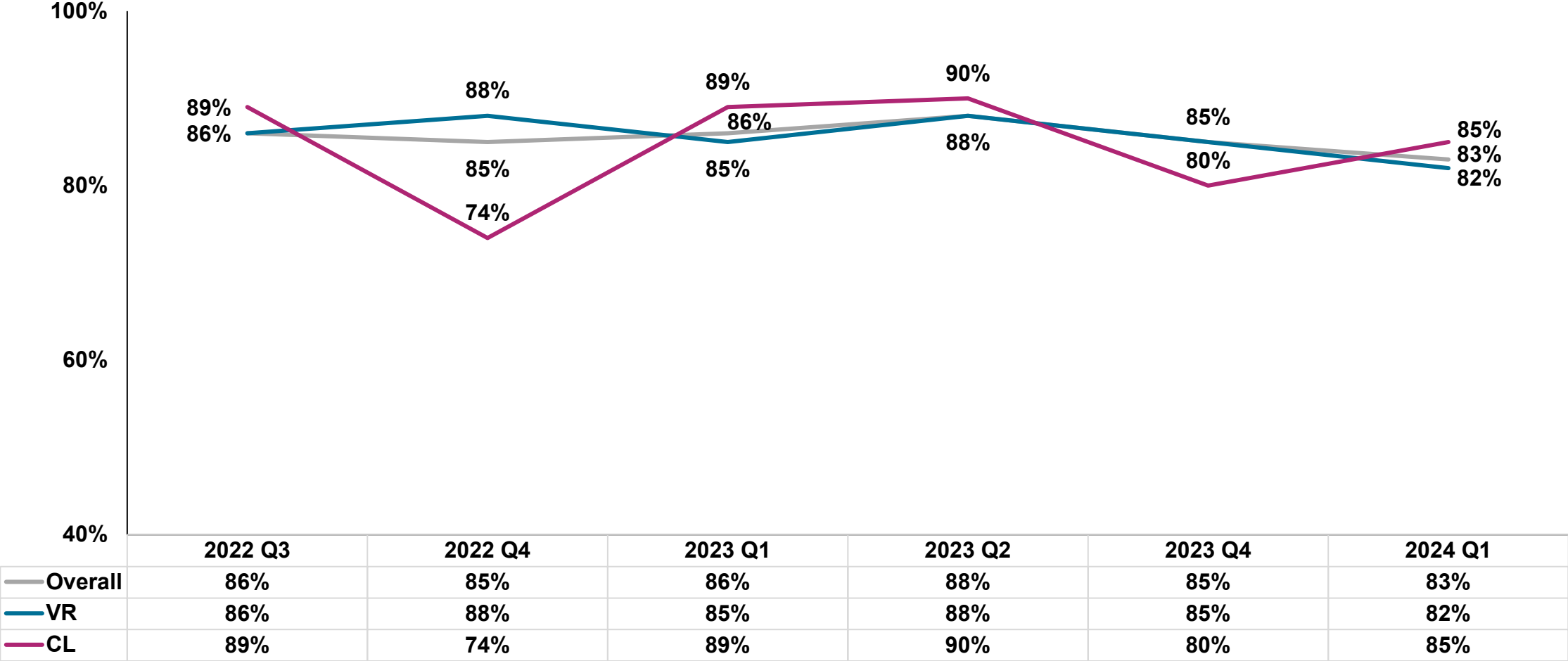
When you meet remotely, how easy is it for you to meet with staff?



*Percent somewhat easy and very easy, combined.

Remote02 – Overall, VR, and CL Combined Trending

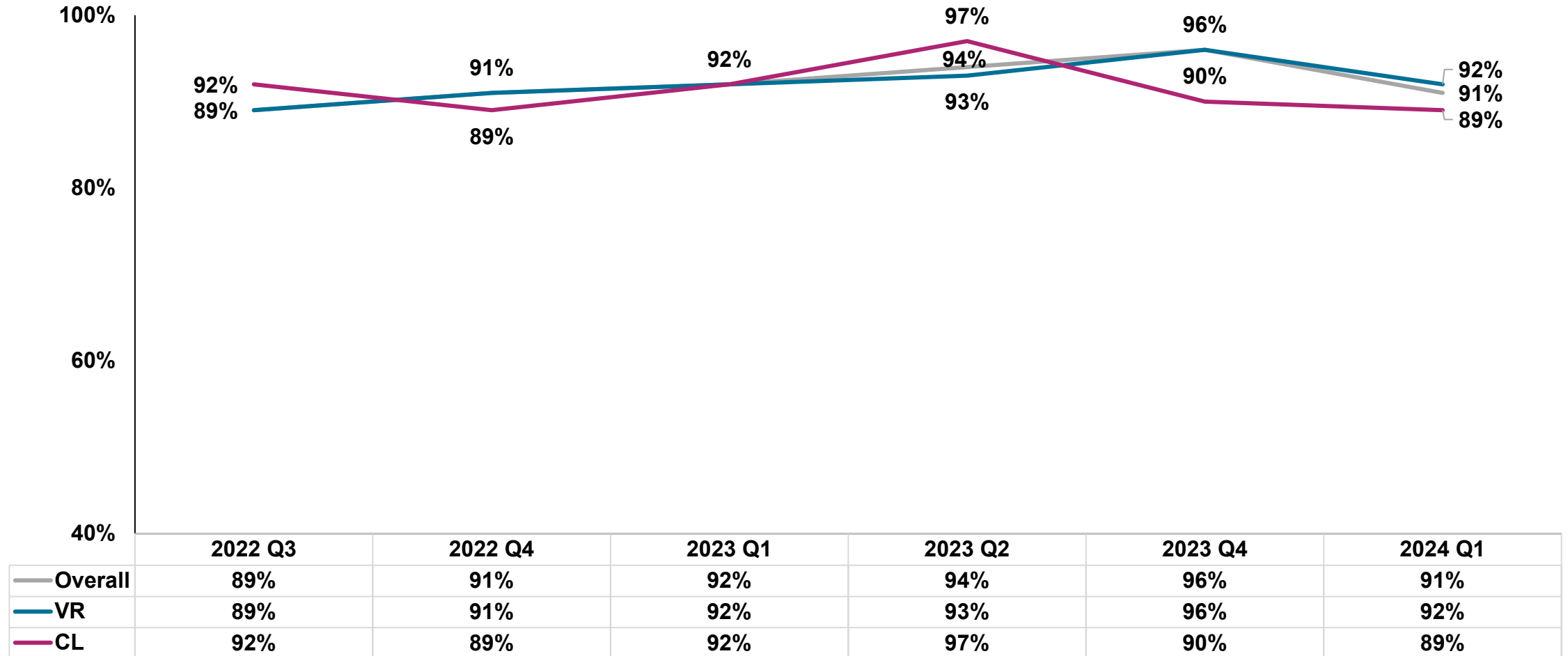
I get to choose how the services I receive are delivered.



*Percent somewhat agree and strongly agree, combined.

Staff1 – Overall, VR, and CL Combined Trending

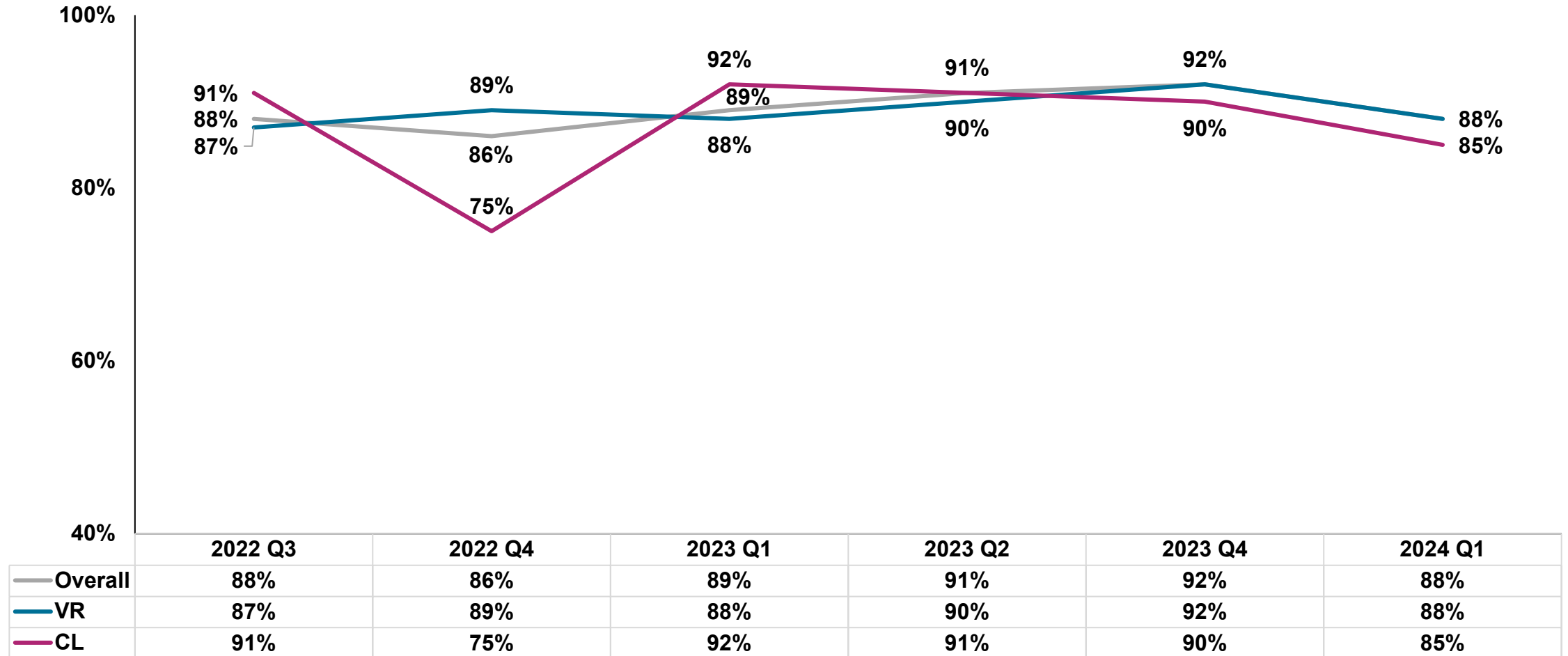
How helpful are the MRC staff working with you to reach your goals?



*Percent somewhat helpful and very helpful, combined.

Staff7 – Overall, VR, and CL Combined Trending

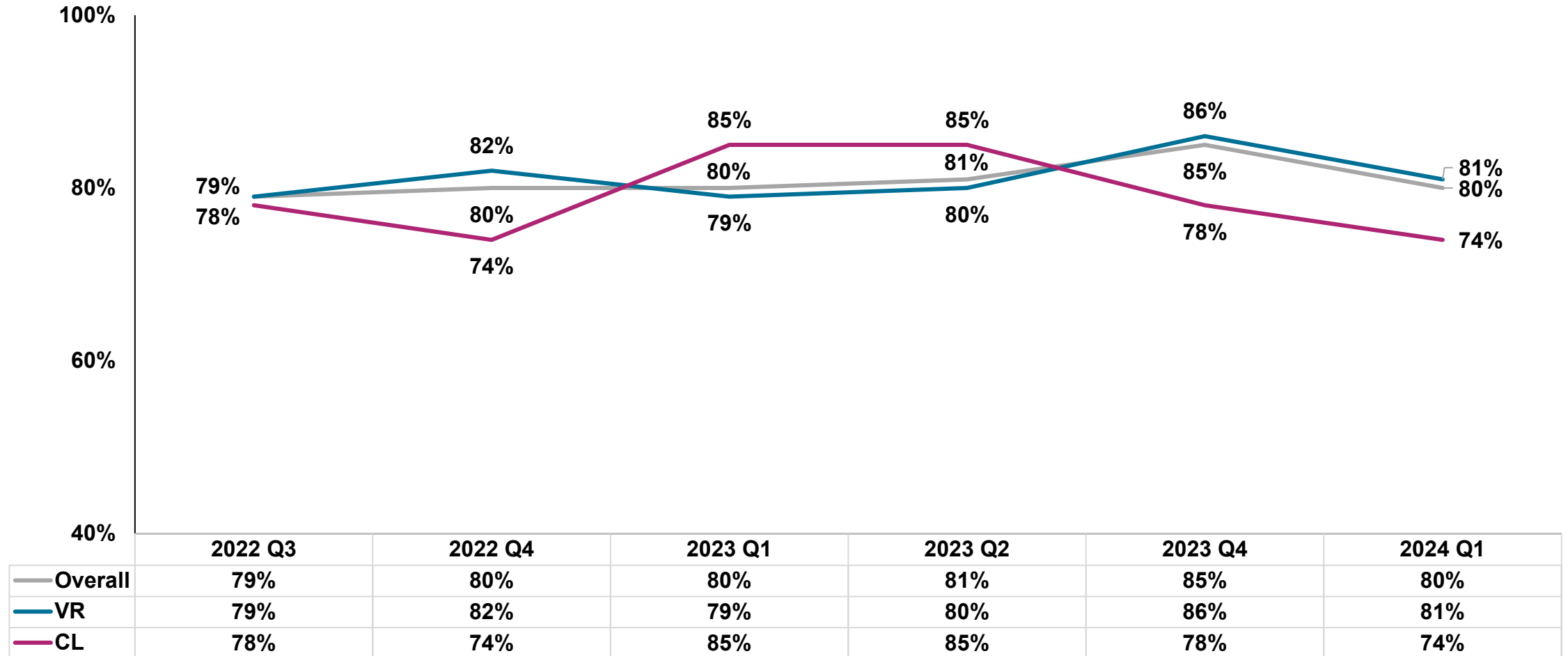
MRC staff believe in my abilities and partner with me to achieve my goals.



*Percent somewhat agree and strongly agree, combined.

Overall1 – Overall, VR, and CL Combined Trending

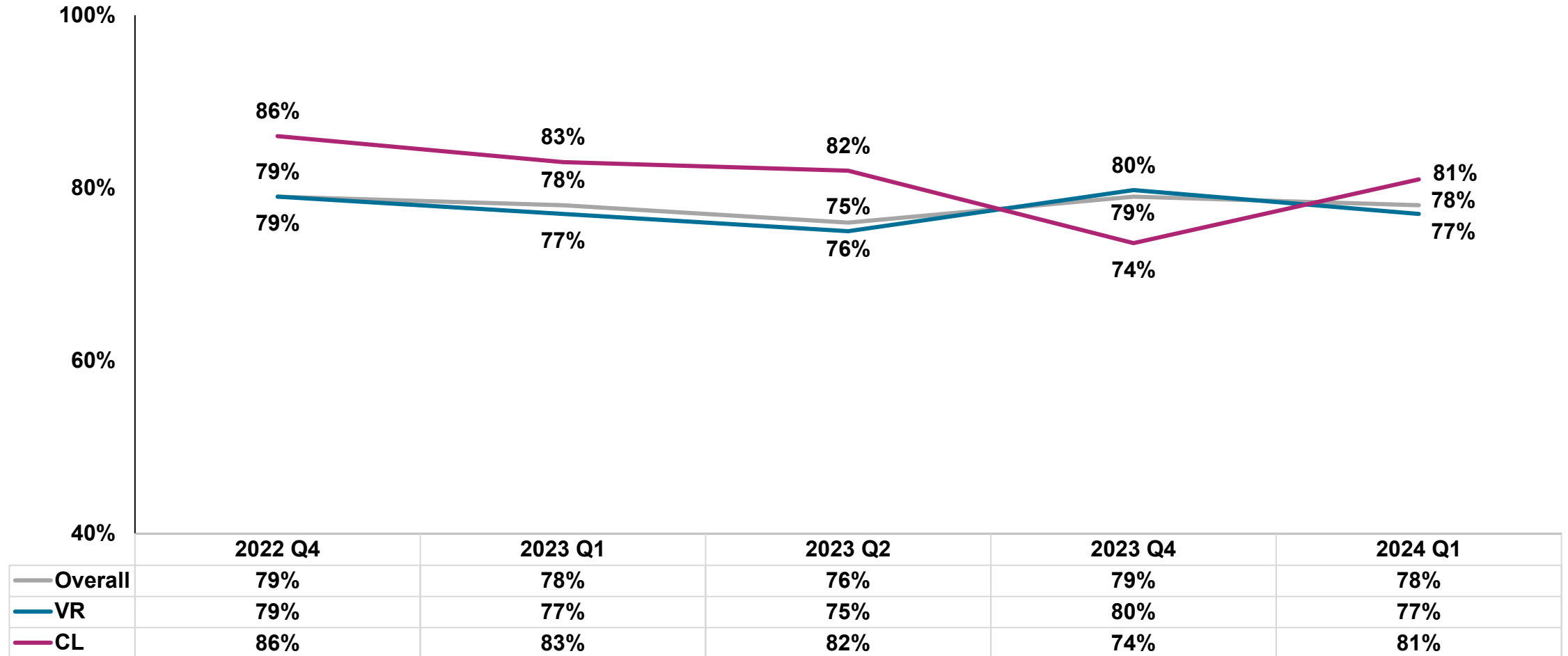
How satisfied are you with MRC's program and services?



*Percent satisfied and very satisfied, combined.

Overall2 – Overall, VR, and CL Combined Trending

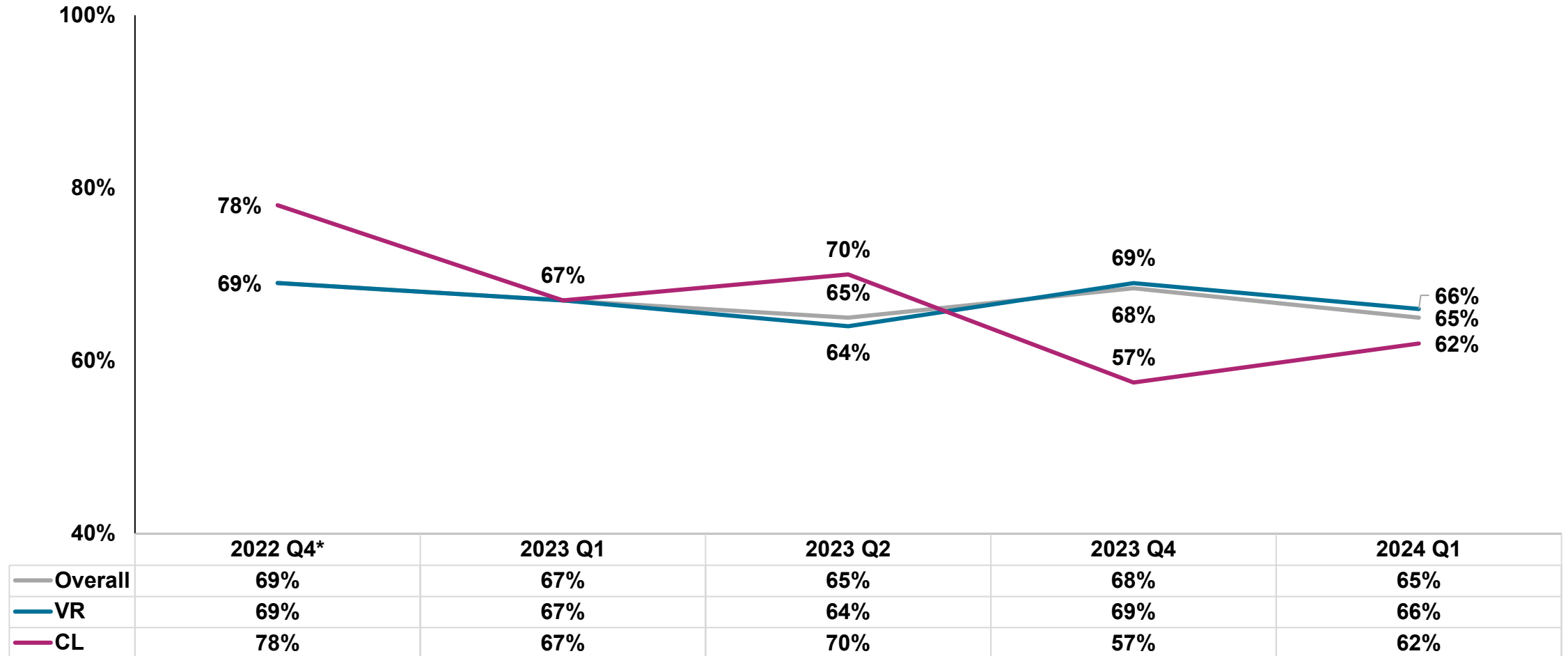
How satisfied are you with the services provided by the MRC?



*On a scale of zero (very dissatisfied) to five (very satisfied), percent 4 and 5's combined.

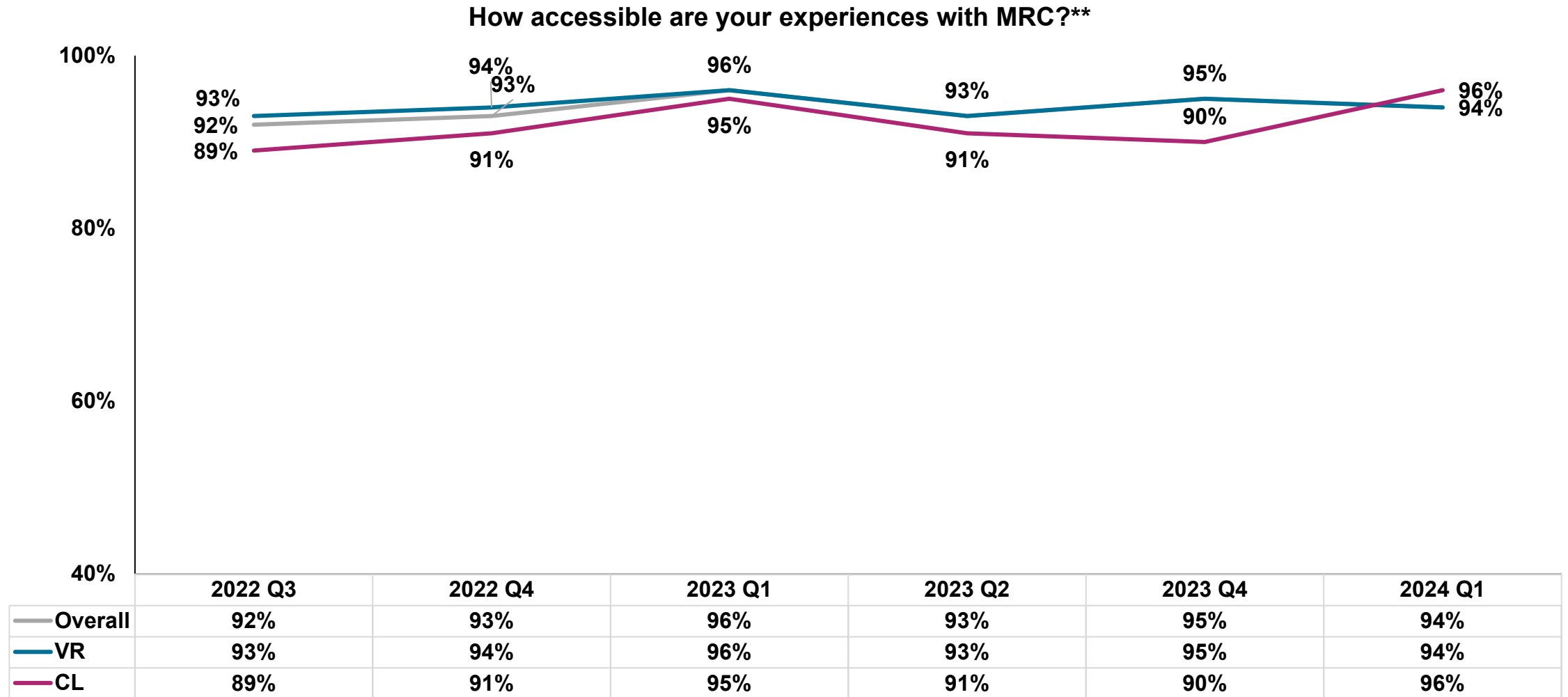
Overall3 – Overall, VR, and CL Combined Trending

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



*Percent met and exceeds, combined

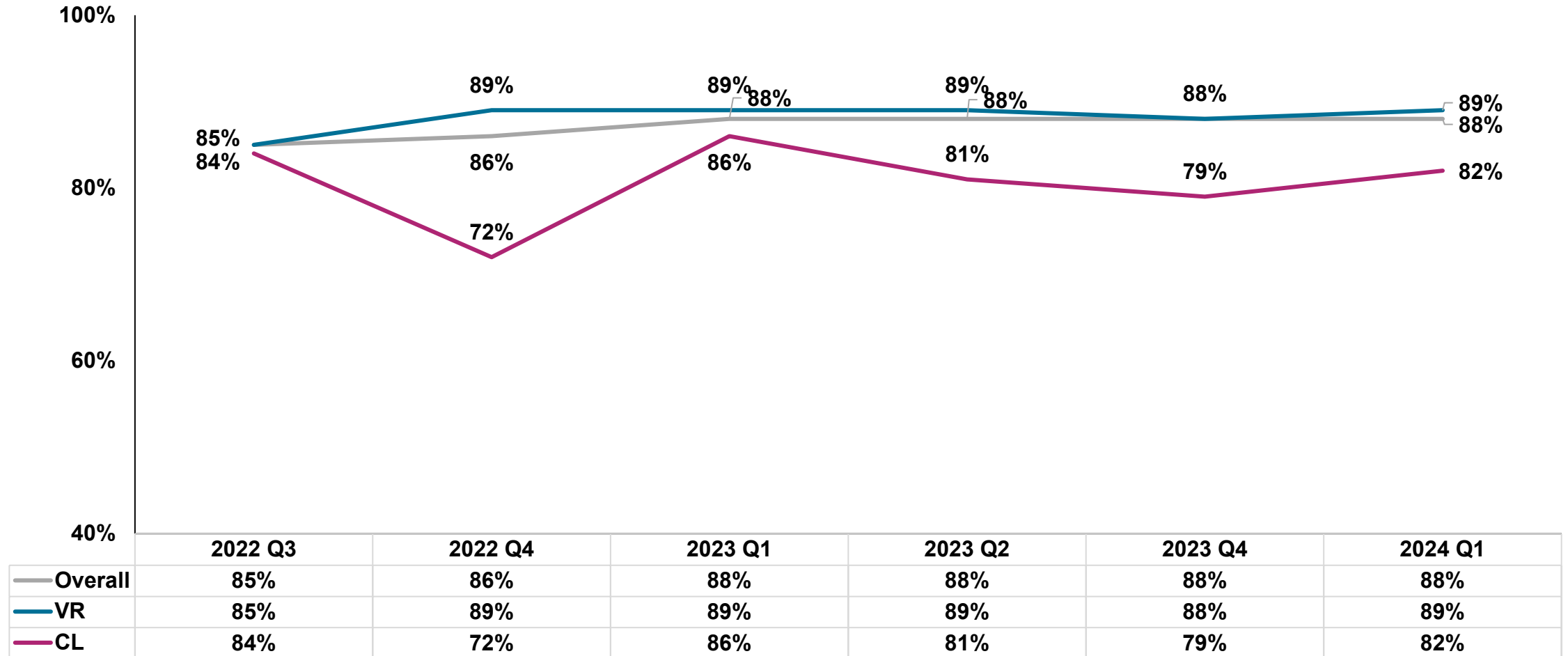
Access – Overall, VR, and CL Combined Trending



*Percent somewhat accessible and very accessible, combined.

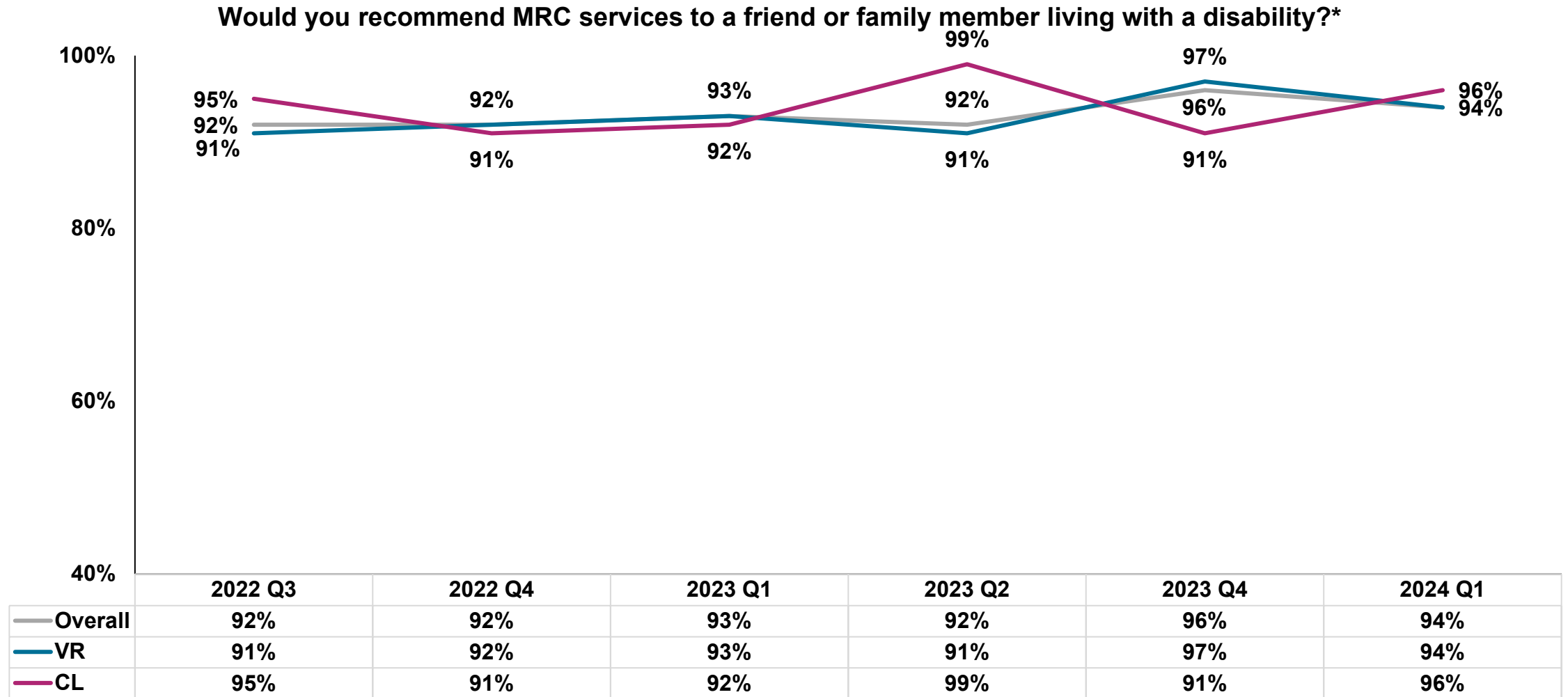
Apply – Overall, VR, and CL Combined Trending

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



*Percent somewhat easy and very easy, combined.

Recommend1 – Overall, VR, and CL Combined Trending



*Percent yes.

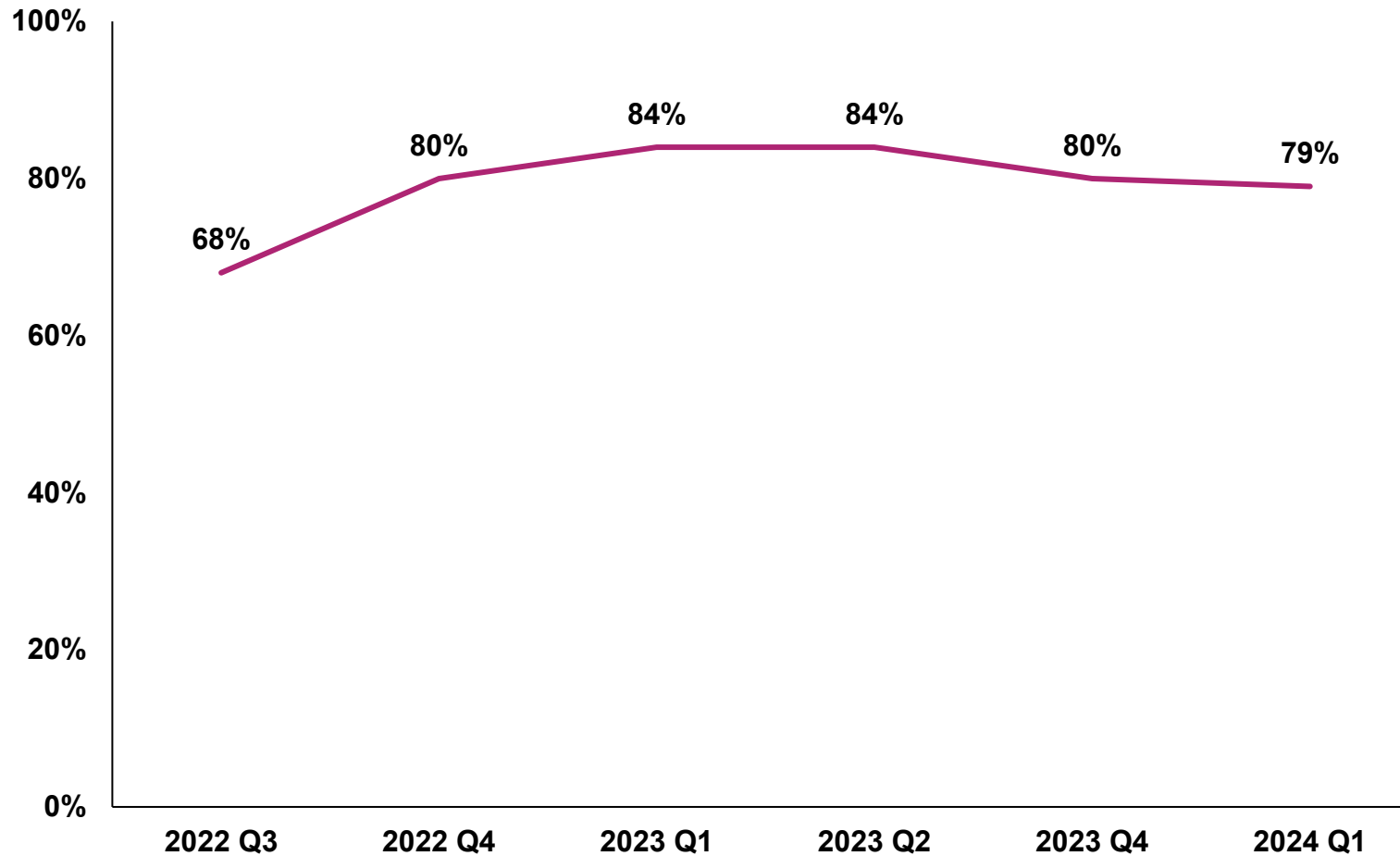
General VR Satisfaction – Positive Comments

	Percent*
Positive experience or satisfied	44%
Staff is great, very helpful	26%

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

ADD SERV01*

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



*Among VR service recipients. Percent somewhat agree and strongly agree, combined.

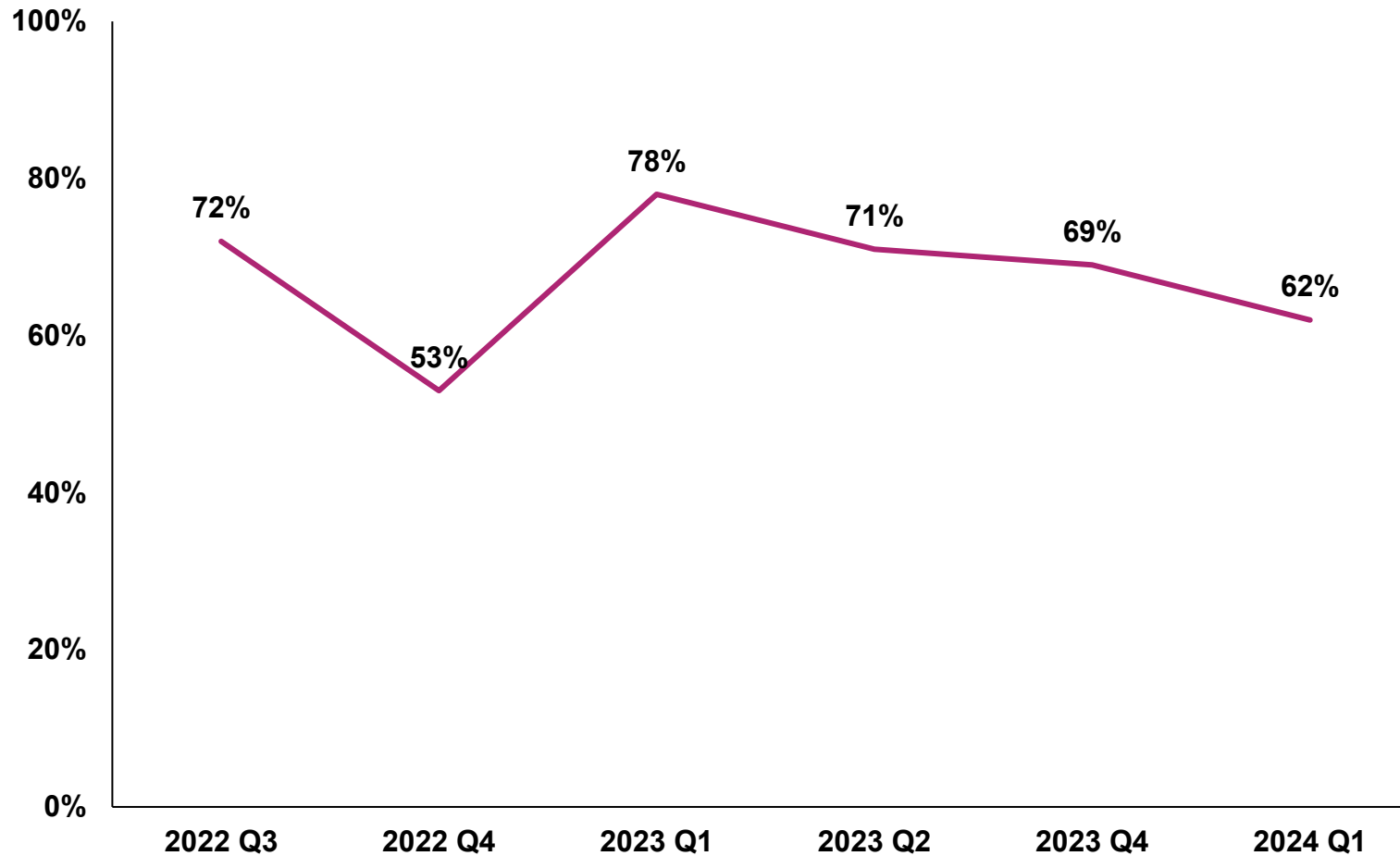
Summary

Nearly four-fifths (79%) of service recipients agree they were offered services to help them live more comfortably and participate in the community, while 14% disagree.

N = 389

ADDserv02*

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



*Among CL service recipients. Percent somewhat agree and strongly agree, combined.

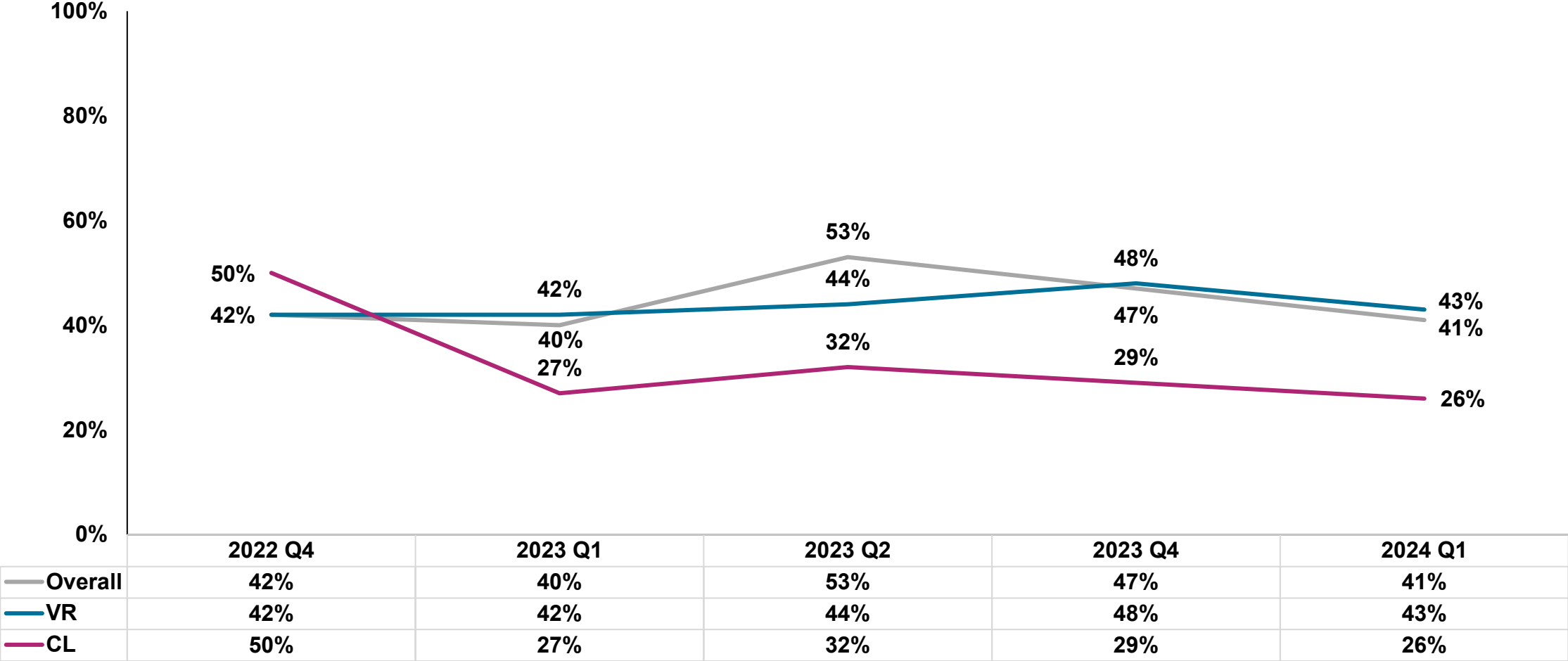
Summary

Two-thirds (62%) service recipients agree they were offered services to help them live more comfortably and participate in the community, a 7-percentage point decrease from 2023 Q4, while 35% disagree.

N = 23

Closed01 – Overall, VR, and CL Combined Trending

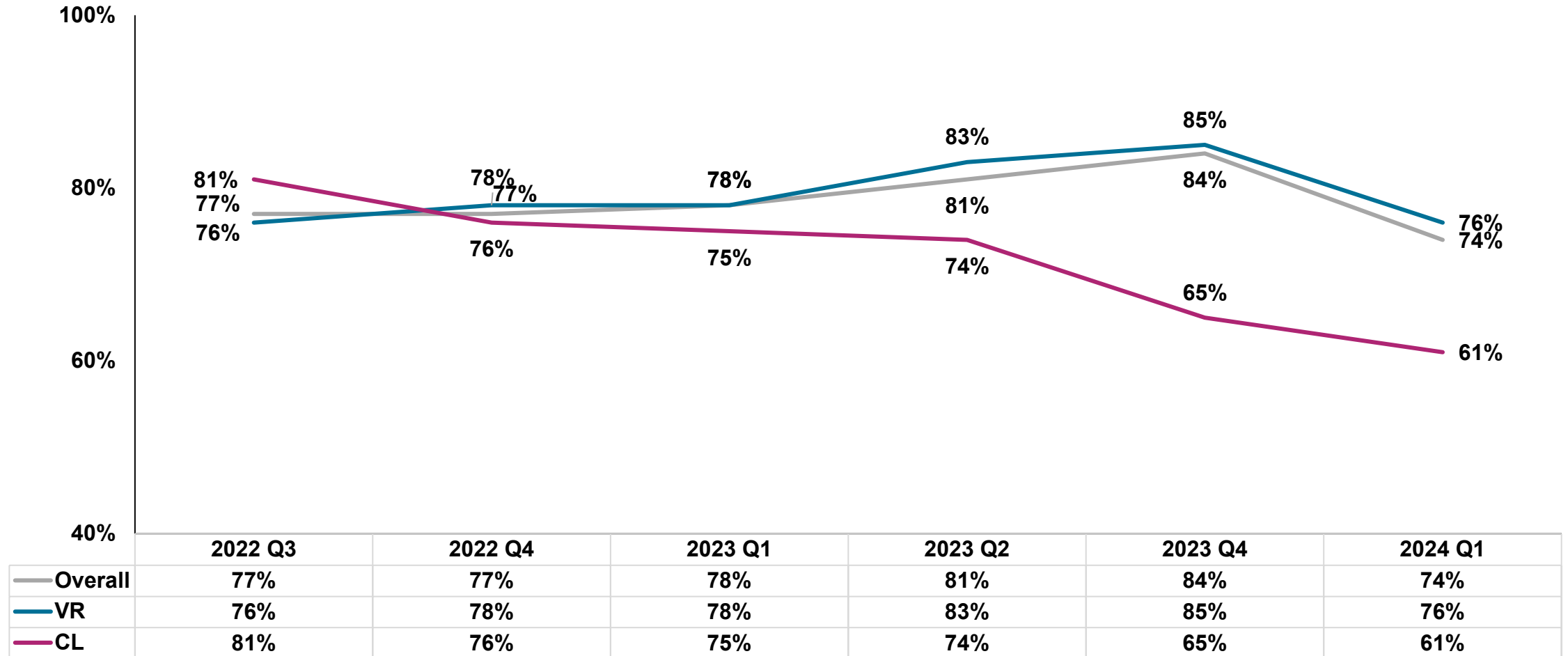
Do you know what to expect for next steps when your MRC case closes?*



*Percent yes.

Problems – Overall, VR, and CL Combined Trending

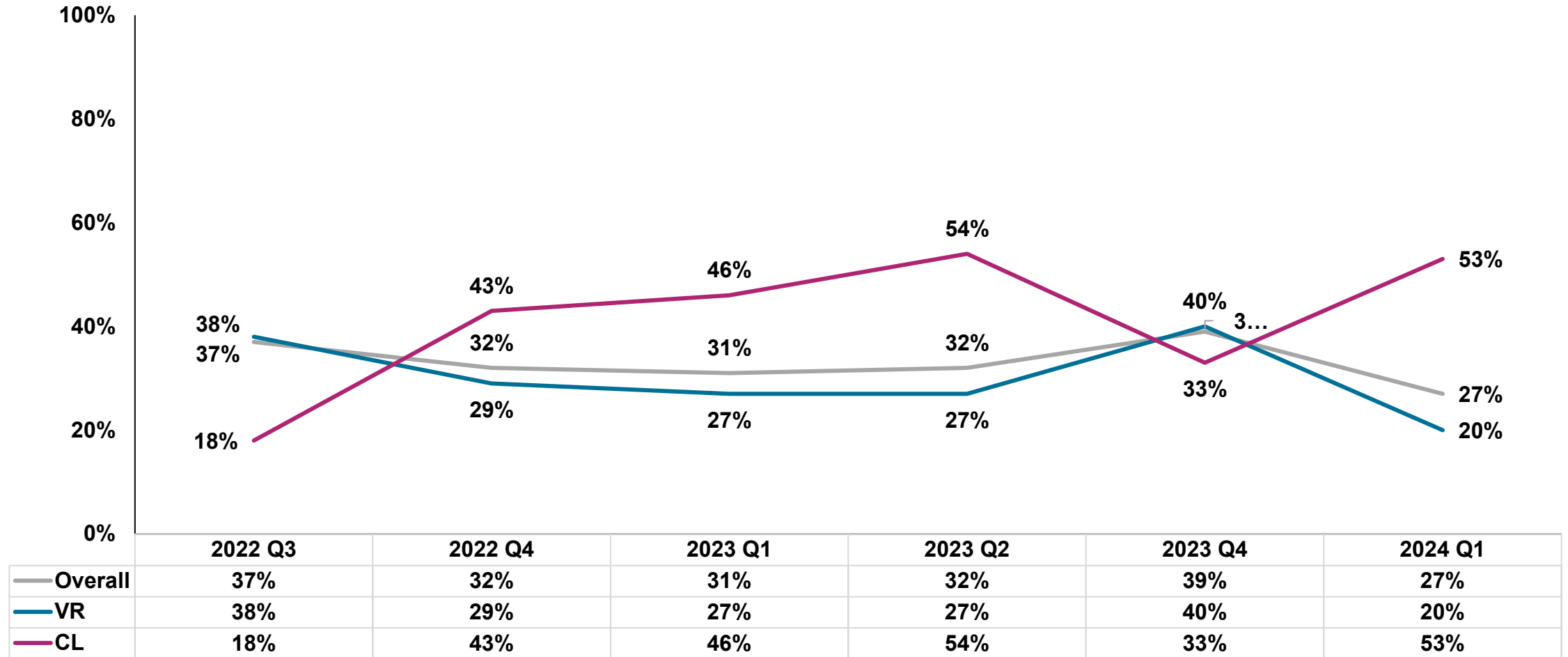
Have you experienced any problems with MRC or the services they have provided to you?



*Percent no.

Resolve1 – Overall, VR, and CL Combined Trending

Did MRC work to resolve this problem?*



*Percent yes. Among service recipients who experienced a problem with the MRC, or the services provided to them.



Questions?