

## **April 18, 2023 minutes**

### **Statewide Rehabilitation Council (SRC)**

#### **Consumer Satisfaction & Needs Assessment Committee**

April 18, 2023, 5:00-6:30 pm EST

Meeting was held virtually.

#### **Attendees:**

Statewide Rehabilitation Council (SRC) Members: Ronaldo Fujii (Committee Chair), Christine Tosti, Inez Canada, Doug Mason (Ex-Officio), Kevin Goodwin (Ex-Officio)

Massachusetts Rehabilitation Commission (MRC) Staff: Graham Porell, William Noone, Amy Karr

Meeting was called to order by the Chair, Mr. Fujii, at 5:03 pm.

#### **1. Welcome and Introductions**

All attendees introduced themselves.

#### **2. Approval of Minutes**

Mr. Fujii called for a motion to approve the December 2022 and March 2023 minutes.

Mr. Goodwin motioned to approve the December 2022 and February 2023 minutes.

Ms. Canada seconded the motion. Mr. Fujii asked whether there were any corrections to the minutes. The December 2022 and February 2023 minutes were approved with no corrections.

#### **3. Update of the survey work - Question from the State Plan committee about identified consumer needs related to VR and potential items for generating recommendations**

The results of the consumer needs survey were discussed. **(See MRC Consumer Experience Survey Report 2022 Q4 (002).)**

Only a small sample of the 17,000 receiving MRC services were surveyed. There are limited resources to do the survey, so it is not possible to survey everyone. As years go by the number who have been surveyed will increase.

There was overall a high rate of satisfaction. Are there statistical significances between the satisfied and dissatisfied, such as age, ethnicity, race? Need an analysis of the breakdown.

Mr. Powell said the data can be broken down further since it has been provided to Market Decisions Research. Need the demographic breakdown to help make good recommendations.

Also need analysis of the responses to open-ended questions, to help determine why some respondents were dissatisfied. Mr. Powell has received a batch of information about the responses to the open-ended questions. At least a summary of the comments is important. Need data about the open-ended responses in order to make recommendations. Otherwise, do not really know why individuals are satisfied or not satisfied.

The results for both quarters look similar. There was only one question with a large difference between quarters. The question ADDSERVE02: "I was offered services to help me pursue a career and achieve a higher level of financial independence." Percentage of Strongly Agree went down and percentage of Disagree went up from the third quarter to the fourth quarter. This was the only question with a big difference between quarters. Was funding stopped for particular services in the fourth quarter? Mr. Fujii would like a year-to-year comparison to see if it is a seasonal problem. The SRC may only know the answer about seasonality by looking at data for the following year. Even with the small sample size of 38, it is still a big shift. Error bar wasn't included to indicate if it's just sample size difference. Mr. Fujii did not see anything else remarkable in the survey results.

Mr. Powell said that one thing different from past years is that a lower number of people said that communication needs to be improved. Mr. Powell also noted that about 44% of respondents preferred face-to-face interactions, which he found interesting. VR has been mostly remote. VR counselors do have hybrid schedules, and the offices are open, so consumers should have the opportunity to meet in person. Transportation to offices would be available when needed.

Mr. Noone thinks that the questions were modified from past surveys. In the past the survey asked what kind of jobs consumers wanted. Would be helpful to know what hours and earnings consumers desire versus their current hours and earnings. Not all people have the same aspirations or expectations. May be desirable to tone down career-related jargon, such as path, advance, progress.

The recommendations from MDR were very general, not insightful. Do need to see the open-ended answers for meaningful recommendations.

#### **4. Open mic**

A member asked if someone could send out invitations for the CSNAC meetings for the rest of the year. Mr. Fujii stated he will do that.

Ms. Tosti shared a video about rapper Lupe Fiasco teaching a college course about the history of rap music. [https://www.youtube.com/watch?v=zBHRsYhYb-o&ab\\_channel=MITComparativeMediaStudies%2FWriting](https://www.youtube.com/watch?v=zBHRsYhYb-o&ab_channel=MITComparativeMediaStudies%2FWriting)

Mr. Fujii thanked the attendees for their input and time.

The next Consumer Satisfaction & Needs Assessment Committee meeting is June 20, 2023 at 5:00 PM.

#### **5. Adjournment**

Mr. Fujii called for a motion to adjourn. The motion was made by Mr. Goodwin. The motion was seconded by Mr. Mason. The-meeting was adjourned at 5:55 pm.