

February 21, 2023 minutes

Statewide Rehabilitation Council (SRC)

Consumer Satisfaction & Needs Assessment Committee

February 21, 2023, 5:00-6:30 pm EST

Meeting was held virtually.

Attendees:

Statewide Rehabilitation Council (SRC) Members: Ronaldo Fujii (Committee Chair), Sarah Wiles (Ex-Officio), Inez Canada, Doug Mason (Ex-Officio)

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

Meeting was called to order by the Chair, Ronaldo Fujii, at 5:00pm.

1. Welcome and Introductions

All attendees introduced themselves. New administrative assistant Amy Karr was introduced and welcomed.

2. Approval of Minutes: No minutes were approved at this meeting. At the next committee meeting minutes for two meetings will be up for approval.

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

William Noone stated that key performance data are available but satisfaction and need data have not yet been evaluated. He is working on response with Commissioner Toni Wolf.

Amanda provided a general update. MRC just received Q4 survey data. They are in the process of finalizing a survey for employers and providers; this will be sent to this committee for review. MRC has qualitative data, data compendium, summary breakdown of data by race, gender, etc.

Ronaldo asked about any first impressions about the data. Amanda said there were high ratings for satisfaction and engagement; job placement figures are creeping up after the pandemic, unlike in many other parts of the country. Will dive into qualitative data about how the pandemic affected services. Approximately 10% of survey respondents felt their needs were not being met by MRC; Amanda wants to look at the themes around that. She suggests Ronaldo looks at the slide deck Amanda shared with him. He wants to use data to help generate recommendations. Ronaldo says there should be a discussion meeting with Joe Bellil about recommendations, wants to give Joe a timeline as soon as possible. Ronaldo will give feedback on the slide deck as soon as possible.

Inez asked if slide deck can be shared to whole committee. Amanda stated that the slide deck can be, but the compendium should not be shared since it may not yet have been deidentified.

4. Open mic

Doug Mason welcomed the SRC chair Inez back.

Ronaldo thanked the attendees for their input and time.

The next Consumer Satisfaction & Needs Assessment Committee meeting is April 18, 2023

5. Adjournment

A motion to adjourn was made by Inez. The motion was seconded by Doug. Ronaldo adjourned the meeting at 5:28 pm.

Action items: Ronaldo to review results and send feedback to Amanda as soon as possible.