

**Attendance**

**SRC:** Olympia Stroud, Inez Canada, Ronaldo Fujii, Christine Tosti

**MRC:** Bill Noone, Graham Porell, Charlene Coombs, Amanda Costa, John Bobrowski

Scott Leung, Graham Porell, Theo Marinakis, John Maruyama, Kevin Goodwin (MRC member? Unsure)

Public: Matthew Bander (consumer of MRC, current or former?)

**Meeting called to order at 1:02PM**

Approval of the Minutes: motion made by Kevin Goodwin seconded by Inez Canada, Minutes approved.

Minutes:

**Update: Next Steps for 2021 Survey: Bill and Graham**

- Last survey analysis gives us 3 years to develop new process
- Investing in new process for enhanced system; MRC needs time
  - Amanda discussed that MRC already has data from UMASS Medical School student interviews with consumers
- Olympia expressed need to prioritize consumer voices and keep them engaged
- Questions:
  - How long do we have? 3 years
  - When do we discuss the data? Can we review what we found from the last survey?
  - FY2017 report possible resource?
  - <https://rsa.ed.gov/sites/default/files/publications/fy2017-ma-g.pdf>
  - Members discussed confusion on what data and demographics we already have
  - Ronaldo requested that data is shared
  - 2 separate tools: Consumer Needs AND Consumer Satisfaction

**MRC Data Collection Process: Amanda**

- MRC decided they needed to change how data is collected; interviewed vendors to help with research development by sending requests for response (RFR)
  - Identify underrepresented individuals: BIPOC, severe/diverse disabilities, LGTBQ, Immigrants/refugees
  - Follow consumers throughout their experience
    - Catch problems early
    - Understand points in service that do not work
  - Need to find a vendor to create an action plan to address diversity, equity, and inclusion
  - Scoring Committee: Amanda, Kate, Ronaldo, Janet, Greg, Kathleen, John, Mary
    - Members decided at an Executive Committee meeting
    - Community Living Partnership to collect data similarly
    - Concerns over who is/was on the committee; prioritization of unrepresented BIPOC; want to ensure all committees are representative
  - Need to support the Council so we are conscious of burnout

- Build awareness of our overlapping identities
- How do we ensure diverse voices are at the table and included?

### **COURAGEOUS CONVERSATIONS**

- Police brutality: during a protest for the murder of George Floyd, husband was pepper sprayed. Horrific pain. Black lives matter
- BIPOC who are LGBTQ, disabled, women, trans experience the most adversity and oppression. Identities that overlap with BIPOC are the most vulnerable
- experience comments like “go back to where you came from”
- Participatory research: people most impacted by data need to be at the table like patients, consumers, clients
- Protect BIPOC from burnout
- MRC Forum: January 11<sup>th</sup> 2022
- Irish hate: grandfather beat up, police brutality

### **OPEN MEETING NEEDS**

- Need voting and endorsement of decision making
- Discussions to have learning sessions to organize data collection as a presentation to be in compliance with Open Meeting Law
  - Separate task force for data open to the public?
  - SRC members ARE allowed to speak individually to one another
  - Email exchanges amongst MRC and SRC members discussions could fall under open meeting law
  - Need for structured teaching about government processes
    - There is a National Coalition SRC group: monthly meetings open to the public

### **WORK LEADS**

- Starmarket in Chestnut Hill is HIRING: Can list Matthew Bander as a referral
  - [www.starmarket.com/careers](http://www.starmarket.com/careers)

### **NEXT STEPS:**

- Ronaldo and Olympia will meet for a presentation on data
- RFR requests
- Consumer needs and consumer satisfaction surveys

Adjourned 2:33PM