

DRAFT until approved at March 18, 2021 meeting.

SRC Meeting Minutes

December 10, 2020

Virtual Meeting

Attendees:

- SRC Members: Joe Bellil, Inez Canada, Dawn Clark, Naomi Goldberg, Steve LaMaster, Lusa Lu, Katie Queally, Ellie Starr, Olympia Stroud, Heather Wood
- SRC Ex Officio Members: Kris Callahan, Kevin Goodwin, Michael Stepansky
- MRC Staff: Lola Akinlapa, Bill Allen, Denise Andrews, Kate Biebel, James Carnazza, Leigh Collupy, Bill Noone, Adetokunbo Owolewa, Cassandra Pierre-Louis, Joan Phillips, Graham Porell, Toni Wolf
- Public: Mona Dorsinville, Mimi Reed, Cheryl Scott, Sadie Simone, Sarah Wiley

Approval of minutes

- Ms. Clark motioned to approve the last meeting minutes. Ms. Canada seconded.

Diversity Equity & Inclusion - Commissioner Wolf & Denise Andrews

- Presented an overview of MRC's critical efforts to improve Diversity, Equity, and Inclusion.
- MRC has brought in Chris Bijoux and other consultants to help with this work.
- A Strength Weakness Opportunity and Threat (SWOT) analysis is in the works and will be done by the end of January 2021.
- Increasing Black, Latino, Native American, Asian American, Veteran, and male recruitment across the Commonwealth is a top priority.
- Suffolk county offices are the most diverse in the Commonwealth.
- A 5-year talent acquisition analysis is also in the works.
- Using the SRC to advance DEI from their vantage point was discussed.

Committee Updates

- Business and Employment – Mr. LaMaster
 - Mr. LaMaster is the new chair of the business & Employment Opportunity Committee.
 - This committee is a voice for jobseekers and employers.
 - Mr. LaMaster and the committee will meet and get to work.
- Policy – Ms. Goldberg
 - The committee has focused most recently on the recommendation relative to Increasing Post-Secondary Outcomes. The goal is to ensure that all college students are well informed and have a good understanding of what to expect in college before they get there regardless of who they have for a VR counselor. The committee gathered and created materials including an extensive resource guide for incoming college students.
 - Joan Phillips and Jessica Cimini will meet with Naomi to go through this resource guide.
 - The committee also discussed MRC liaisons for local colleges and universities.
- Needs Assessment/Satisfaction – Ms. Stroud
 - Discussed upcoming meeting to review strategy for FY21 survey.
 - The needs assessment survey has included some DEI questions – this work has been in partnership with the MRC Analytics and Quality Assurance team,

- There have been about 1200 response to date, and the survey is open until 12/31/20.
- Discussed how MRC already did a survey of client impacts of COVID-19 – specific to technology needs.
- Ms. Biebel discussed an open RFR that includes support to re-conceptualize the consumer satisfaction process at MRC. MRC is reviewing bidders. The consumer satisfaction work is expected to begin in March 2021, pending Prior Approval from RSA.
- State Plan – Mr. Bellil
 - The committee will meet on 12/17, regarding the recommendations for the FY22 State Plan.
 - Mr. Noone and Mr. Porell will discuss updates regarding the WIOA Act.
 - The workplan for FY21 will also be discussed.
 - The Rehabilitation Service Administration annual report will be discussed.

MRC Connect- Cassandra Pierre-Louis & Leigh Collupy

- Main purposes: Standardization of process, operational efficiency, & customer service.
- Programs includes are Vocational Rehabilitation; Chapter 688; Supported Living; Statewide Head Injury Program; Homecare.
- Common application, document collection, eligibility determination.
- Haitian Creole, Spanish, Simplified Chinese, and/or Traditional Chinese will be among the languages available. Language access for non-English speaking applicants is very important.
- Ms. Scott and Mr. LaMaster both requested ongoing updates from MRC about the Connect process - agreed to give updates at quarterly SRC meetings.
- Chairperson Clark motioned for a vote of confidence for the MRC Connect plan. After an extensive discussion, a vote of confidence was delivered by the voting members of the SRC.

Next Full SRC Meeting

- March 18, 2021
- 1pm-3pm
- Virtual Meeting

Ms. Canada moved to adjourn the meeting at 3:02pm. Ms. Goldberg seconded the motion 3:02pm. Meeting adjourned.