

Needs and Assessment Committee Minutes 12/17/2020

- Update on survey questions
 - Graham implemented our feedback, adding questions/language we agreed upon through committee work.
 - The most responses MRC have seen in a long time
 - Surveys have been sent out along with multiple reminders; record response rate about 1900 so far with more anticipated.
 - Survey to stay open until first week of January.
 - Preliminary report by March meeting.
 - Draft report for committee input in early summer (probably June).
 - Full report for late summer (probably August).
 - Next survey to come out in fall 2021.
- Survey questions for COVID-19 and injustice
 - Survey was sent out in June.
 - Concern that only consumers with digital access were able to respond.
 - Efforts were made to reach clients without use of technology by phone, and these efforts will continue to be explored and built upon.
 - Committee to receive questions from Graham et al.
 - Committee interested in data on VR folks who can only be reached by phone – comfort level with technology, whether they experienced any delays in service because of their lack of access, whether they are able to use technology to meet their digital needs, etc.
 - Committee wants to target data and outreach for BIPOC.
 - Suggestion: MRC to hold a town hall for black and brown consumers.
- Next steps: committee to hold meeting mid-January to go over questions and focus on outreach efforts to black and brown consumers.
 - Committee members to consider what time of day works best – whether the 1:00 hour cuts into people’s lunch and break time; follow up with Olympia over email(Olympia.S.Stroud@mass.gov).
- Recommendations
 - Looking at FY 21-2 – this committee was removed from the recommendation; committee affirms.
- DEI conversation
 - Check in – how are committee members feeling after 12/10 conversation about what MRC is doing? How do we make sure they keep DEI a priority?
 - The committee asks: what needs are being identified through these efforts? What opportunities is MRC discovering and working on? What effect have these efforts had? Committee would like data on these questions for consumers and staff.
 - Naomi to draft email from chairs requesting help from DEI consultant for the SRC.
- Olympia to follow up over email to set up next meeting.