



MASSACHUSETTS REHABILITATION COMMISSION

STATEWIDE REHABILITATION COUNCIL

Chairperson
Dawn Clark

Vice Chairperson

Secretary

Members at Large

Comprehensive Statewide Needs Assessment/Consumer Satisfaction Committee

September 10, 2020 - 1:00 P.M

Zoom: <https://massrehabcommission.zoom.us/j/91472903699?pwd=cmRvVm5mL01kRmRWVlZkQ2dZYkdTUT09>

Meeting ID: 914 7290 3699

1. Call to Order/Introductions, Olympia Stroud

- Olympia was introduced as the new chair of this Committee.
- Present: Olympia Stroud, Bill Noone, Dawn Clark, Graham Porell, Kevin Goodwin (phone), Inez Canada, Sarah Wiles, Naomi Goldberg, Charlene Coombs, Lola Akinlapa

2. Approval of Meeting Minutes, Olympia Stroud

- Committee was unable to locate the minutes to previous meeting as they were taken by Theresa Casey. Committee will move forward and start fresh with this meeting.

3. Old Business

- FY20 Needs Assessment Results, Graham Porell
Graham reviewed the FY20 Comprehensive Statewide Needs Assessment Executive Summary. The main report is very comprehensive and encompasses several reports which would take too long to review at this meeting. Graham reviewed the Executive Summary which encapsulates the full report in a concise manner and is 10 pages long. The Committee will be sent the full report for review and input. Input received will be added to the final report.

In the future, Committee requests they receive documents to review at least one week prior to meeting.

Before reviewing the CSNA Executive Summary report, Graham gave the Committee a brief history of the CSNA survey process. This survey is an RSA requirement which should be done every 3 years. MRC chooses to conduct this survey every year to assist with agency planning efforts. The survey is sent to consumers with open cases, the report however also includes the Consumer Satisfaction Survey which is an annual survey sent to consumers whose cases have been closed. These two surveys along with the Counselor Survey, Provider Survey, and Youth in VR Survey make up the Comprehensive Statewide Needs Assessment Survey.



MASSACHUSETTS REHABILITATION COMMISSION STATEWIDE REHABILITATION COUNCIL

The Committee would like to receive a copy of the questions asked for this survey to get an understanding of the flow of the survey questions. These will be sent to the Committee. The Committee would like to review these questions and possibly make changes for next year's questions to incorporate current events such as COVID-19. The survey pre-dated COVID-19 so the responses in this report would not reflect any activity related to the pandemic. Next year's questions will include questions on how the pandemic has affected consumers.

It was also noted that the question on Housing had many who answered "other". We should re-word this question to be more specific. This question was changed this year based on recommendations from Alex Scarlis. This year's survey pre-dates COVID-19 and the questions should reflect this change. We should also consider asking as an open-ended question "How can we help you to understand what MRC can/cannot do for you".

The committee also requested to see the Remote Access Survey recently conducted by MRC. This will be sent to committee members.

Prior to COVID-19 telework assignments, the Committee was prepared to beta test a short survey of 5 questions to be sent to people without emails. We should discuss if this is still an option to send out. The Committee had also thought of brief surveys that consumers could take when they visited an office. Another option is sending the survey out via Qualtrics, a new reporting format recently being used by MRC in other areas. Qualtrics enables us to customize questions and utilize "skip logic" which enables us to manipulate the questions so that if questions don't apply based on previous answers, you won't be asked these questions. This makes for an easier flow of questions. Another benefit of this tool is that it is more accessible, it works better with mobile devices and adjusts to the device it is opened on. Analysis is easier and it's quicker to deploy.

As far as the sentence structure is concerned, it was thought that the questions were too wordy. We should look into restructuring the sentences. We must also keep the sentence meaning in tact because the questions are tied to questions in previous surveys and consistency is important for when comparing year-to-year data.

Future versions of this survey should look closely at the need for: higher education, help getting a job, benefits counseling, soft skills training and whether where people live or need for transportation plays a role in their success with MRC. We need to review Pre-ETS questions. The Pre-ETS questions were put into a separate survey because of the age of the population. Keeping the questions in with the adult population skews the data. It may be possible for us to leave the questions in the survey and using Qualtrics, use skip logic.



MASSACHUSETTS REHABILITATION COMMISSION

STATEWIDE REHABILITATION COUNCIL

The Committee would like to know how the survey impacts MRC's decisions. In the past we included the Committee's recommendations and outcomes in the report but since the report is so long, this was removed. Consider reinserting this section into the report.

The full report will be finalized once the Committee has had a chance to review it and submitted their feedback. The Executive Summary has been approved to present to the SRC on 9/17 as submitted.

Next year's action steps will be to refine the survey and to ask how we can better assist black and minority consumers to reach their goals.

4. Next Steps:

- i. Committee to review CSNA Report and submit feedback to Graham for inclusion in the final version of the report
- ii. Send Committee survey questions to review for next meeting
- iii. Send Committee remote access survey

5. Adjournment

Meeting was adjourned at 2:50 PM

6. Next meeting date:

September 25, 2020 to review questions for next year's survey.