



MASSACHUSETTS REHABILITATION COMMISSION

STATEWIDE REHABILITATION COUNCIL

Chairperson
Dawn Clark

Vice Chairperson

Secretary

Members at Large

State Comprehensive Needs Assessment Committee

600 Washington Street, Boston MA, 20111

March 14, 2019

1:00 PM to 3:00 PM

Meeting Minutes

Call to Order/Introductions

- Rich Colantonio (SRC), Dawn Clark (SRC), Alex Scarlis (MOD), Bill Noone (MRC), Graham Porell (MRC), Charlene Coombs (MRC), Theresa Casey (MRC)
- Remotely: Inez Canada

Approval of Meeting Minutes

- The Committee could not review minutes. Minutes presented for review were for a different meeting.

Old Business

- Review Updated Needs Assessment Action Plan

The director of the Lowell area office is developing a workplan to reach out to the Lowell community.

- Community events across the Commonwealth to educate people with disabilities about MRC services.
- Contact area offices to address outreach focus groups in their communities (Braintree or Hyannis)

Action Item:

- Think of events that MRC could participate in statewide to better reach the Cambodian community.
- How can other staff assist us in reaching out to consumers in the Community?
- Will transportation be provided to attend future focus groups

- Can Braintree be added to the list of offices to have a focus group
- Speak to area directors
- Focus on the western part of the state.
- Develop strategies to attend different events

Everyone is welcome to attend the focus groups. These meetings are held in the evening, which may present a barrier for those who would like to attend. Transportation will still be an issue for members to attend. Only committee members are allowed to have MRC fund transportation.

-FY 2019 Survey update

#26) Transportation Barriers

- Invite Terri Koopman to speak with the Committee regarding transportation barriers across the Commonwealth
- Kevin will give an update from the Transportation Conference
- Invite Racheal Fichtenbaum from Mass Mobility for resources that are available to persons with disabilities in the community

#36) Talk with Marilyn Boyle, and invite to one of our meetings to discuss doing a survey for people with disabilities that they work with.

#50) Get input from counselors on their opinion on effective surveys, what can the MRC do to best serve consumers.

#51) The Youth survey is now out for consumers to take, the survey must be completed by the end of April 2019. We should have a draft report for the June meeting.

Comments:

- Reset reference numbers on the workplan. Items that are completed should be removed and added to a new spreadsheet listing the Committees accomplishments.
- Complete report to show progress for the SRC

WIOA Update

Common Measures

The new performance measures will contain three years of performance measure with other partners. This is not in place yet. In June we should have the first full year of data to use as a baseline. Each state may have different goals but we are not sure what the measures are at this time.

The Common Measures will:

- enhance services to individuals with disabilities
- contain negotiated goals
- align MRC with Department of Mental Health (DMH) on Common Measures
- Some measures are post-employment. We need data from DOE.
- Present the committee's accomplishments to the State Rehabilitation Council (SRC).

New Business

Update Comprehensive Needs Assessment Survey

- Even though the number of active consumers was lower than last year, the total number of consumer responses was than 2018.
- We have added a question asking for the consumers preferred method of communication. We will analyze the results.
- MRC should post a communication on social media about the survey. This may reach people who don't have email accounts. This may present a problem with analysis as surveys have individual identifiable information attached to each survey and this would not be on a generic copy, making analysis difficult. Maybe roll up these surveys separately.

Discussion:

The survey will be sent to anyone with a plan, no matter where they are with services from MRC and have email. If a consumer does not have email address it may cause barriers for the consumer to complete the survey. If staff assists the consumer in completing the survey, the consumer may not be honest for fear of losing services.

Discussion on ways to increase consumer responses:

- Keep up with technology.

- Have survey available at all area offices.
- Limit the number of questions in the survey.
- Counselors should assist consumers to get free email accounts
- Research texting as an option for sending the survey.
- Research different ways of administering the survey.
- Counselors to notify consumers about the survey.

Other

The Committee should schedule a separate meeting to discuss transportation. There is a transportation card, called the “P card” that allows certain amount of dollars to be loaded to use for transportation. We should invite MassRides or DOT to discuss this option. Senior Centers also have bus/shuttles that take elders to appointments for free, check “Friends of the Elderly” on Chauncy St. Theresa has contact information for Rachel.

How to engage Career Centers and Independent Living Centers

Draft meeting for June

Next Steps

- Update Workplan and resent numbering.
- Contact the Braintree and the Cape and the Islands area offices for possible focus groups
- Update list program services
- Schedule transportation meeting.
- Complete report analysis.

Adjourn: 2:45 PM

Next Meeting Date: June 20, 2019