

STATEWIDE



MASSACHUSETTS REHABILITATION COMMISSION
REHABILITATION COUNCIL

Chairperson	Vice Chairperson	Secretary	Members at Large
Dawn Clark			

Statewide Comprehensive Needs Assessment/

Consumer Satisfaction Survey Committee

600 Washington Street, Boston MA, 02111

July, 24, 2019

1:00PM -3:00PM

Meeting Minutes

Call to Order/Introductions

- Rich Colantonio (SRC), John Brobrowski, (MRC) Bill Noone (SRC), Graham Porell (MRC), Erik Nordihl (MRC) Dawn Clark (SRC), Christopher Dreher (SRC), Lola Akinlupal(MRC), Charlene Combs (MRC), Alex Scarlis (CAP)

Approval of Meeting Minutes

- Rich C. motioned to except the minutes as written
- Christopher seconded he motion

Old Business

Updated Needs Assessment Action Workplan

A workplan is used to track progress on items handled by the committee related to the Needs Assessment. MRC conducts surveys to be sent to all MRC consumers who have an open Vocational Rehabilitation (VR) case with an active email address on an annual basis as part of the Needs Assessment. MRC is required to conduct the Needs Assessment every 3 years, however MRC conducts the Needs Assessment annually. MRC follows the consumer from the start of services to the end of services. The survey results assist MRC to best meet the needs of the consumer by providing MRC with the following:

- Consumer input on needed services, important services, and areas for improvement
- Developing State Plan recommendations and recommendations for MRC leadership to develop/improve services to best meet the needs of MRC consumers.
- Hold focus group to obtain consumer input on barriers that they face in their region that prevents them from obtaining employment.
- Report these barriers to the Unserved Underserved Committee and MRC leadership.

Next Steps:

- Engage with other agencies as needed
- Encourage counselors to have consumers to provide an active email address
- Encourage counselors to assist the consumer with filling out the survey
- Provide information about free cell phones such as Save Link ect.

The following references are what the Committee is working on and the progress they have achieved.

Reference # 20

Topic: Consider Regional and specific demographic Focus Groups as part of the Needs Assessment Process

Action Step: Discuss the concept of multiple, regional, or specific population targeted focus groups.

Progress Report: The Lowell Focus group was successfully held on September 20, 2018. Workplan developed with specific follow up recommendations. Plans for the next Focus Group in Braintree.

Reference #26

Topic: Transportation as a barrier to employment-exploring partnerships. Good New Garage, TAP, MBTA Uber

Action Step: Explore options for MRC to partner with other agencies to improve transportation resources for consumers.

Progress Report: The committee recommends that MRC explore options to collaborate with Mass DOT and Federal DOT on transportation. Included as a recommendation in the Needs Assessment Report. MRC/SRC will communicate with Mass Mobility, a meeting will be scheduled with Rachel F. to discuss running ideas about improving transportation. MRC requests assistance from the SRC in this matter.

The committee discussed contacting Teri Koopman to invite her to attend a future meeting for input on what services she has found helpful to our consumers.

Reference #53

Topic: Begin planning for FY2020 Needs Assessment Survey

Progress Report: In process

Needs Assessment Report Update

The Needs Assessment survey was sent out last fall, responses to the survey are up by 24% from the FY2018 survey. The full report is in development and will be presented to the committee upon completion. An executive summary was provided to the committee at the meeting. Suggestions on how to reach more consumers with the Needs Assessment are as followed:

- Have the consumers fill out the survey at the area offices who provide them services. Alex suggested a smaller separate survey for consumers that could be done in the office to complement the needs assessment survey to help get at people who don't have emails. A draft survey will be developed by Graham and John Bobrowski for review by the committee at the August 27th and/or September 12th meetings.
- Survey Area Directors, counselors and employers for suggestion on how to reach more consumers
- Provide a link for the survey on the back of the counselors business card
- Have the survey available in different languages
- Have the survey available through text message

New Business

Consumer Satisfaction FY2019 Survey Update

The Consumer Satisfaction Survey is **sent** to consumers with closed cases whether successful or non-successful.

The 2018 survey is down by 9%, Lola will pull together the last 5 years of surveys to see why the responses have decreased. She will provide a complete report at the December 11, 2019 meeting.

Questions/Suggestions

- Send out a separate survey to service providers
- Put on the agenda for discussion of questions for status 30 closures
- Why are the amount of older consumers seeking employment down?
 - Response: the number of consumer being employed are higher than most states
- What is the percentage of the deaf does MRC serve, do the complete the survey?
 - 26% are satisfied with the services and are employed.

Focus Group

The next focus group with be held at the Braintree area office located at:

Massachusetts Rehabilitation Commission Office

220R Forbes Road, Suite 117

Braintree MA, 02184

A meeting will be scheduled with Assistant Commissioner Phillips, the District Director, and the Area Director to initiate planning of the focus group.

FY2020 Needs Assessment Report Question Review

The committee suggested that the following questions be added to the FY2020 Needs Assessment Survey

Do you know what an IPE means?

Yes No

Did your counselor explain the details on your IPE to you before you signed it?

Yes No

Are you still confused about what your IPE is?

Yes No

List of barriers that you face when seeking and maintaining employment?

- Give them options of answers

Next Steps

Hold a meeting to discuss the State Plan recommendations assigned to the committee on from 1 PM to 3:00

A meeting will be held on August 27th to discuss the FY2020 State Plan Recommendations that have been assigned to the committee. This will allow a report to the State Plan committee for their August 29, 2019 meeting

Update Work Plan & Prepare FY2020 Survey, Complete FY2019 report.

Adjournment

Chris D. made a motion to adjourn

All in favor

- Next meeting date: Special Meeting, August 27, 2019
- Regular Meeting September 12, 2019