



MASSACHUSETTS REHABILITATION COMMISSION
STATEWIDE REHABILITATION COUNCIL

Chairperson

Dawn Clark

**Vice
Chairperson**

Secretary

Members at Large

Statewide Comprehensive Needs Assessment/

Consumer Satisfaction Survey Committee

600 Washington Street, Boston MA, 02111

September 12, 2019

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order/Introductions

- Kevin Goodwin (SRC), Bill Noone (MRC), John Bobrowski (MRC), Graham Porell (MRC), Rich Colantonio (SRC), Scott Leung (MRC), Charlene Coombs (MRC), Lola Akinlapa (MRC), Alex Scarlis (CAP), Inez Canada (CAP), Chris Dreher (SRC); Theresa Casey

Approval of Meeting Minutes

- Minutes from July 24, 2019 meeting were accepted. Motion to accept by Inez Canada, seconded by Chris Dreher. Minutes of the August 27th meeting were not available.

Old Business

Updated Needs Assessment Action Workplan

Graham updated the committee on the Needs Assessment Workplan. The workplan has been redesigned with a new numbering system. The original reference number remains and a new reference # has been added. The original reference # refers to items that have been on the workplan for some time and may appear not to be sequential because as items are completed, they are removed from the worksheet. The new reference number will be sequential.

- N1 – Focus group being planned for Braintree sometime in November. An internal workgroup has been formed with Erik and bi-lingual committee members who will review Lowell suggestions and possibly use these statewide.

- N2 – remove language referring to Unserved/Underserved committee. This may be inserted at a later date. R&D to work on fact sheet on using Uber/Lyft. This will be distributed to the committee when completed.
- N3 – Bill and Graham will follow up with workforce partners on data on students with disabilities, discuss integration workgroup on data, and discuss where students with disabilities are aligned in the system.

Further discussion on the workplan was put on hold due to time limitations of some members. We instead discussed the Survey. When we returned to the workplan, no other changes were made.

On the Survey, Tim had noticed some minor edits to the Introduction and those edits were made. Chris distributed notes that he had developed on both the short and long survey. The committee reviewed these notes and took items under consideration.

- Recommendation changes include:
- Q4 – add rent out a room
- Q5 – recommend to break out and allow for multiple choices and add “with or without children” to Significant Other – Partner
- Q6 - Change the rating scale to 3=Very Important; 2=Somewhat Important; 1=No Importance; and 0=No Opinion (delete Not applicable). The recommendation to categorize questions to follow a logical, linear path was discussed however we will keep the questions in alpha order because this was a recommendation by the SRC.
- Q7 – Reverse order of responses, putting Unsure/Don’t know first.
- Q8 – Add Media to Arts/Entertainment
- Q9 – Change first selection to read “Did you know what IPE was before taking this survey?”

Changes to scaling should also be made to the short survey and youth survey. On the youth survey, change ages to 14-24.

The short survey goes out on a rolling basis to those without emails. We should check to see if they’ve responded to the emailed version.

Chris suggested that we look into purchasing USB devices for consumers. We could include the survey document, consumer handbook, and other information.

Graham distributed the CSNA Executive Summary and a selection of survey comments for the committee's information. Graham will work on breaking down the survey responses by area office by the next two meetings.

Due to time constraints, Rich suggested we review any remaining recommendations submitted and send comments to Graham. Consumer Satisfaction is next on the agenda and requires time to review report. Much thanks to Chris for his thoughtful input.

Lola presented the Consumer Satisfaction Survey Report. Copies of the Executive Summary were distributed to the Committee. The report is now on-line as an InfoGraphic. Items of note are:

- Satisfaction over the past 5 years is down
- Lola will confirm areas not represented in some of the graphs to check to see whether or not they responded.
- OJS and Supported Employment should be listed separately.
- It was suggested that responses of "N/A" be calculated separately as it skews the answer.
- References to the consumer handbook as new should be changed.
- The report needs to be publicized to staff and put on the website in an easily identifiable place.
- We should consider sending reports to area directors on satisfaction trends.

The Committee also discussed the need to schedule the Needs Assessment Committee and Consumer Satisfaction Committee meetings at different times. Each committee has a lot of information to review and should be afforded the time to address their agenda items. Meetings on the same day as we have done in the past makes for a very long day for participants. We should consider holding these meetings on separate dates and when needed hold special meetings to address pressing matters.

Next meeting scheduled for: October 17th 1:00-3:00

Agenda items to include:

- Update on the Braintree Focus Group
- Recommendations
- Update on Needs Assessment Report

MRC is required to conduct Needs Assessment surveys to be sent to all MRC consumers who have an open Vocational Rehabilitation (VR) case with an active email address. MRC is required to conduct this survey every 3 years, however MRC conducts their survey yearly. 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:

- Keeping accurate reports
- Developing State Plan recommendations
- 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

Next Steps:

- Engage in other agencies events
- 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.
- Send a survey to Area Directors then to consumers and employers for suggestions on how to best meet the needs of consumers

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 Steps: Discuss the concept of multiple, regional, or specific population-targeted focus groups

Progress Report: recommendations flowed into larger effort to outreach to Asian Community. Braintree being planned for the next focus group in the Fall of 2019.

- Reference #26

Reference #26

Topic: Transportation as a Barrier to Employment-Exploring Partnerships

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

Progress Report: MRC and SRC will communicate with Mass Mobility. A meeting will be scheduled with Racheal Frichtenbaum to discuss strategies regarding improving transportation.

Reference #36

Topic: Discuss New CSNA Components for WIOA

SEC II Transportation and Community Living Needs

11. The page is very important

Gives awareness to those consumers who are not aware of services available by the Community living programs and services

12. yes or no

Reach out to those consumers who replied no they are not aware of services to assist them with services that they may need.

Discussion:

A shorter form of the survey should be left at all area offices to best reach more consumers to reply to the survey, which will allow the committee to gather more information so that . Send surveys snail mail to those who do not provide emails, allow consumers to call with assistance of answering the survey. Available in other languages will reach ethnic communities. How can we track if consumers are submitting both the long and the short version of the surveys?

Changes will be made and sent out. After 30 days a reminder will be sent to complete the survey.

Consumer Satisfaction Survey Report and survey Update

Summary of Results from the 2018 Consumer Satisfaction survey

The 2018 Consumer Satisfaction survey was conducted completely online using a web based survey tool. The strong response rate indicated the viability of conducting an all online satisfaction survey using consumer email addresses.

Below are some of the results from the survey:

The survey responses received showed 54% were closed out in status 26 (successfully), 46 % were closed in status 28 (unsuccessfully)

- 73% indicated that they satisfied that the services they received through MRC assisted them in becoming more independent.
- 78% indicated they were satisfied with the services they received from MRC.
- 60% indicated that they possessed employment
- 93% indicated that they were satisfied with their current employment. 41% work 35 hours a week, with 55% earning \$12-\$17 an hour
- 76% indicated they were satisfied with their level of participation in the development of their employment plan

Next Steps: When amendments are made to FY2019 they will be sent to the committee members. All comments will be emailed to Graham Porell at graham.porell@massmail.state.ma.us

Setup meeting for October 17, 2019 from 1:00 PM to 3:00 PM

Breakdown area offices

Send survey

Finish report

Adjournment: 3:33

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