



MRC 2016 Consumer Satisfaction Survey Survey Report

MRC Research, Development, and Performance Management

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SUMMARY OF RESULTS

Overall, 86% of consumers were satisfied with MRC services in 2016. Of these, a very high 47% were very satisfied with MRC services. There were 350 survey responses out of a possible 2,140 survey recipients, achieving a response rate of 16% and statistical validity (at a confidence level of 95% and a 5% margin of error).

The 2016 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. In addition, new survey questions yielded valuable data on VR consumer outcomes.

- Out of the 350 online survey responses received 312 (89%) were closed in either status 26 or Status 28. Out of the 312 cases, 73% or 228 respondents were closed out in Status 26 while the remaining 26% were closed out in Status 28.
- A large majority of MRC consumers, 86%, were satisfied with MRC services overall. About 47% (very close to half) were very satisfied, 25% were satisfied, and 14% somewhat satisfied.
- Approximately 79% of respondents would encourage others with disabilities to go to the MRC for training or employment services.
- About 83% of respondents were satisfied that MRC services assisted them in becoming more independent (40% were very satisfied, 27% were satisfied, and 15% somewhat satisfied).
- 65% of respondents (225 individuals) reported that they had a job.
- 92% of respondents with a job were satisfied with their job. (37% were very satisfied, 32% were satisfied, and 23% being somewhat satisfied.)
- About 86% of respondents were satisfied that their job matched the goals developed in their MRC employment plan (40% of responses were very satisfied).
- As part of the satisfaction survey respondents were asked to identify how many hours they work per week. A majority of respondents (34%) identified working more than 35 hours per week, 17% worked 16-20 hours a week, and 11% identified working 11-15 hours and 21-25 hours per week.
- The majority of respondents with jobs earn between \$11 and \$21 per hour. (33% earn \$11 an hour, 25% earn \$12 to \$14 an hour, and 16% earn \$15 to \$17 an hour.)
- Approximately 80 % of survey respondents were satisfied with the ability of the MRC to identify their interests, strengths, and employment goals (37% were very satisfied in this regard).
- Overall, 78% of respondents were satisfied with the employment plan that they developed with their MRC counselor (33% were very satisfied, 26% were satisfied, and 18% were somewhat satisfied with their employment plan.)

- Overall, 79% were satisfied with their level of participation in their employment plan (35% were very satisfied, 28% satisfied, and 16% somewhat satisfied).
- A majority of respondents were very satisfied with the kinds of job leads they received through the MRC. Overall, about 70% of respondents were satisfied with their job leads.
- A majority of respondents (69%) were very satisfied with the number of job interviews they received through the MRC.
- About 76% of survey respondents were satisfied with the promptness of services at the MRC.

BACKGROUND & METHODOLOGY

The Massachusetts Rehabilitation Commission's (MRC) Research, Development, and Performance Management Department collaborates with the Consumer Satisfaction Committee of the State Rehabilitation Council (SRC) to implement the annual Consumer Satisfaction Survey and survey report. The Massachusetts Rehabilitation Commission is required to conduct an annual Consumer Satisfaction Assessment. Additionally, the SRC and MRC revise, implement and review the Consumer Satisfaction Survey conducted each year. This year's Statewide Satisfaction Survey was conducted in the Winter of 2016.

The annual Consumer Satisfaction Survey measures consumer satisfaction with the agency's VR programs and services and supports the quality improvement and evaluation activities of the MRC. It also makes up part of the Comprehensive Statewide Needs Assessment (CSNA) process. The survey is intended for all MRC consumers whose cases were closed in "Status 26" or "Status 28" in the prior federal fiscal year (between October 1st 2015 and September 30th 2016). Status 26 consumers are those who are successfully closed after their Individualized Plan for Employment goals are achieved. Status 28 consumers are those who are unsuccessfully closed after receiving VR services.

In 2016, the MRC Research, Development, and Performance Management Department along with the Consumer Satisfaction Committee of the SRC made one addition to the survey. The addition was to change the minimum wage from \$10 to \$11 to match the state minimum wage increase. Additionally satisfaction around Pre-Employment Transition services, Benefits Planning, and summer internships services were added to this year's survey to assess the quality of Pre-ETS services provided to MRC consumers.

The total number of consumers closed in Status 26 or 28 in this period was 6,680 (and the number of consumers with known email addresses was 2,784 which experienced an increase of 9% in comparison from 2015 for known email addresses. To maximize the number of consumer email addresses available for the satisfaction survey, the 2016 survey included all Status 26s and Status 28s between Federal Fiscal Year and the beginning of the last federal fiscal year (10/1/2015 through 9/30/2016).

Out of the sample of 2,784 there were 420 undeliverable email addresses and 201 who opted out of participating in the survey. The final sample size was 2,163, 30% of closed cases for 2016. This is also a 6% increase from last year's sample of 1,911. A survey announcement was emailed to the sample of 2,163 closed cases in January 2017, and five email reminders were sent between January and April. The survey closed on April 20th, 2017.

There were a total of 350 survey responses (16%), achieving statistical validity at a confidence level of 95% with a 5% margin of error (using a 70:30 distribution split appropriate for the topic and population). This year's survey had total of 2,163 closed cases with valid email addresses and a total of 350 online responses, a response rate of 16%. Furthermore, the survey had an increase of 9% compared to last year's survey responses.

The 2016 survey responses were exported for statistical analysis. Data from the MRC electronic management information system (MRCIS) was linked to survey responses to compare the demographic correlation. Consumer comments to open-ended questions were analyzed using qualitative methods. Common themes were coded and categorized according to theme and frequency. The Research, Development, and Performance Management Department refers any survey respondents who express any serious problems or concerns through the consumer satisfaction survey to the MRC Ombudsman's office. No such instances occurred in the 2016 survey. Results and preliminary drafts of this survey report were shared and discussed with the Consumer Satisfaction Committee.

A possible limitation of the 2016 Consumer Satisfaction Survey methodology was that drawing a sample comprised only of consumers with email addresses could have resulted in a sample that did not accurately represent the full population of Status 26 and 28 closed cases, constituting a coverage error. However, the final sample of 2,531 individuals were not notably different in age, race, gender, or level of education compared from the previous year survey samples. As in previous years, the 2015 respondents were slightly older and slightly more educated than the overall population of closed cases. The slight difference between the 2016 survey respondents and the total population of 2016 closed cases would very likely produce the same outcomes regardless of what sampling approach was used, where survey respondents would be slightly older and educated than the overall population.

The benefits of increased efficiency, cost savings, and of meeting consumers' growing desire for more electronic forms of communication outweigh the stated limitations. It is also reasonable to expect that the number of MRC VR consumers with recorded email addresses will continue to grow across all demographics, reducing any potential coverage

error over time. The general characteristics of the 2016 survey respondents are discussed below.

DEMOGRAPHIC CHARACTERISTICS OF SURVEY RESPONDENTS

The following information shows the demographic statistics for the 2016 survey recipients. Aggregated survey data was cross-referenced with consumer demographic data, including age, race and ethnicity, gender, education, and type of disability, by linking to the MRC electronic data management system (MRCIS) using client ID numbers. The MRCIS data allowed for comparison between all MRC closed cases and the survey respondents. For this fiscal year, the combined total number of cases closed in status 26 and status 28, is 6,680 cases. Of which, 52% (3,455) were cases closed in status 26 and 48% (3,224) were cases closed in status 28.

Gender

There were 47% (163) men and 53% (187) women among survey respondents, a rough inverse of the figures for the population of MRC closed cases (Status 26 and 28) in FY 2016, which were composed of 56% male consumers and 44% female consumers. Additionally, of total number of cases closed, 44% (or 1,516) were females and 56% (1,939) were composed of males in status 26. For cases closed in status 28, 45% (1,468) were females and 54% (1,756) were males. Noted the proportions of men and women who responded to the survey were somewhat similar to those of the population of cases closed in statuses 26 and 28 during FFY 2016 and in previous years.

Additionally, men and women both had more closures in status 26 (109 individuals each), while females experienced a higher rate of closure in Status 28 (51 individuals) compared to men (38 individuals).

Race/Ethnicity

With regard to race/ethnicity, the percentage of those who identified as White were very similar among survey respondents (80%) compared to the population of FY 2016 closed cases (81%). The response rate between African Americans respondents and those with a closed case in FY 16 were no different between the two (17% each), this is also an overall increase of 2% from last year. There were fewer Hispanics among survey respondents than the population (6.8% vs. 11.5%). Additionally, Asian/Pacific Islanders made up 1.4 % of all MRC VR closures, and 1% of all survey respondents.

Age

Survey respondents were similar in age from the population from which they were sampled. The following is the age distribution of survey respondents:

Age Distribution of FY 2016 for 26 and 28 Survey Respondents:

Age at Closure: Respondents	#	%
Up to 22	24	7%
23-26	34	10%
27-30	29	8%
31-40	64	18%
41-50	71	20%
51-60	95	27%
61-69	25	7%
70+	8	2%

Age Distribution of all FY 2016 26 and 28 Closures:

Age at Closure: All	#	%
18- 22	1021	14%
23-26	1111	16%
27-30	677	9%
31-40	1249	17%
41-50	1205	17%
51-60	1393	20%
61-69	430	6%
70+	62	1%

- The largest groups of survey respondents were in the 51-60 age range (27%) followed by the 41-50 age range (20%). There were more respondents who were 51-60 years old (27%) compared to all FY 2016 cases closed in Status 26 or 28 (20%) in the same age group.
- Additionally, there were fewer respondents under the age of 23 compared to the population of all MRC cases closed as status 26 or 28 (7% versus 14%).
- There were fewer survey respondents in the 20-26 age range (47 individuals or 13%) compared to the individuals with closed cases in FY 2016 (27%).
- The 31-40 age range was a closer match; there were 63 respondents, or 18%, in this range and there were 17% of the total group of MRC cases closed in Status 26 or 28.

Education

Survey respondents were slightly more educated than the population from which they were sampled. The majority of respondents had an Associates' degree or certificate or a Bachelor's degree; 27% compared to about 22% in the overall population.

Level of education at closure for survey respondents:

Education at Closure: All (Survey Respondents)	#	%
Less Than High School	10	3%
HS Diploma or Equivalent	73	21%
Special Ed Certificate or In Attendance	6	2%
Some College, No Degree	60	17%
Associates or Certificate	94	27%
Bachelor's Degree	79	2%
Master's Degree or higher	25	7%
Any degree above Master's Degree (PhD or J.D.)	3	1%

Level of education at closure for all MRC FY 2016 Status 26 and 28s:

Education at Closure: All (Closed Cases)	#	%
Less Than High School	477	7%
HS Diploma or Equivalent	2,120	30%
Special Ed Certificate or In Attendance	162	2%
Some College, No Degree	1,726	24%
Associates or Certificate	1,598	22%
Bachelor's Degree	827	12%
Master's Degree or higher	210	3%
Any degree above Master's Degree (PhD or J.D.)	28	0%

Disability

There were few differences with type of disability between respondents and the population from which they were drawn, with some exceptions; there were many more respondents in terms of survey respondents vs the population of status 26 or 28 with Psychosocial / Psychological disabilities (42% vs 44%), hearing and communication disabilities (14% vs. 7%), Mobility/Orthopedic (14% vs 9%), and other physical disabilities (9% vs. 7%). There were about the same amount of survey respondents with visual impairments for cases closed in Status 26 or 28 (1% vs. 1%). There were less survey respondents with cognitive impairments compared to individuals for cases closed in Status 26 or 28 (17% vs. 25%), and other mental health (3% vs. 7%) in FY 2016. Additionally, for both the survey population and overall population, the majority identified psychosocial/ psychological as their primary disability.

Primary Disability of Survey Respondents	#	%
Visual	4	1%
Hearing/Communicative	49	14%
Mobility/Orthopedic	48	14%
Other Physical	32	9%
Cognitive	58	17%

Psychosocial/Psychological	148	42%
Other Mental Health	12	3%

Primary Disability of MRC Population (All closed cases)	#	%
Visual	36	1%
Hearing/Communicative	509	7%
Mobility/Orthopedic	641	9%
Other Physical	527	7%
Cognitive	1794	25%
Psychosocial/Psychological	3152	44%
Other Mental Health	488	7%

Work Hours and Wages

A majority of respondents with jobs responded that they work 35 hours or more (32%), followed by 16-20 hours by week (17%). Survey respondents that reported working 35 hours or more, were earning \$12 to \$28 an hour, with the majority (16%) earning \$15 to \$17 dollars hourly. Respondents working 31-35 hours (15%) earned \$15 - \$17 per hour. For those that reported working 26-30 (6%), 21-25 hours (28%) 16-20 hours (27%), 11-15 hours (18%) per week, were earning \$11 per hour. On average, the majority of both female and male respondents were working more than 35 hours a week at \$11 per hour.

Status at Closure

The percentage of 2016 survey respondents who were closed in Status 26 was 71%, a great majority, while 29% were closed in Status 28. By comparison, among the population of all MRC closed cases in FFY 2016, Status 26 cases accounted for 46% while Status 28 accounted for 54%. As noted previously, it is expected to receive more survey responses from consumers who were closed in status 26 versus those closed in status 28.

MRC Area Offices

With regard to the distribution of responses from the MRC area offices, there were between 3 and 40 respondents from each of the offices (which vary greatly in the number of consumers served depending on catchment area). The largest number of responses came the local MRC area offices in Somerville, Worcester, and Metro Boston. A breakdown of what MRC area offices the 2016 survey respondents came from is provided in the following table:

2016 Respondents by MRC Area Office	
MRC Area Office	# of Respondents
Somerville	39
Worcester	32
Downtown Boston	29
Framingham/Natick	24
Quincy/Braintree	19

Lowell	18
Roxbury	18
Plymouth	17
Brockton	17
Pittsfield	15
Springfield	15
Malden	13
Greenfield	11
SES	11
Fitchburg	11
Salem	10
Taunton	10
Hyannis	9
Holyoke	7
New Bedford	7
Lawrence	7
Milford	5
Fall River	3
Sturbridge	3

DETAILED SURVEY RESULTS

Q1: Overall, how satisfied are you with the services that you received from the Massachusetts Rehabilitation Commission (MRC)?

A large majority of respondents to Question 1 were very satisfied with MRC services (47%). Overall, about 86% were satisfied with the services they received from the MRC. A high 72% were either very satisfied or satisfied, and 14% were somewhat satisfied.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	47%	25%	14%	6%	8%
#	164	88	47	21	29

Q2: Would you encourage others with disabilities to go to the MRC for any employment or training services that they may need?

An overwhelming majority of respondents (79%) or 272 individuals, would encourage others with disabilities to go to the MRC for employment or training services.

	%	#
Yes	79%	272
No	9%	33
Not Sure	12%	43

Q3: How satisfied are you that the services you received through the MRC have assisted you in becoming more independent?

A vast majority of respondents were very satisfied or satisfied (67%) that the services they received through the MRC assisted them in becoming more independent. Overall, 83% of respondents were satisfied that the MRC assisted them in becoming more independent.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	40%	27%	16%	8%	9.2%
#	138	94	57	26	32

Q4: Are you currently employed (for any amount of hours or pay)?

A great majority of respondents are currently employed (65%, or 225 individuals), and 35%, or 121 individuals, are not employed.

Q5: How satisfied are you with your current job?

A majority of respondents (37%) are very satisfied with their current job and 32% are satisfied. Overall, over 92% are satisfied with their current job. This is a 6% increase from the 2016 Consumer satisfaction survey.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	37%	32%	23%	6%	2%
#	82	70	51	13	3

Q6: How satisfied are you that your current job matches the goals developed in your MRC employment plan?

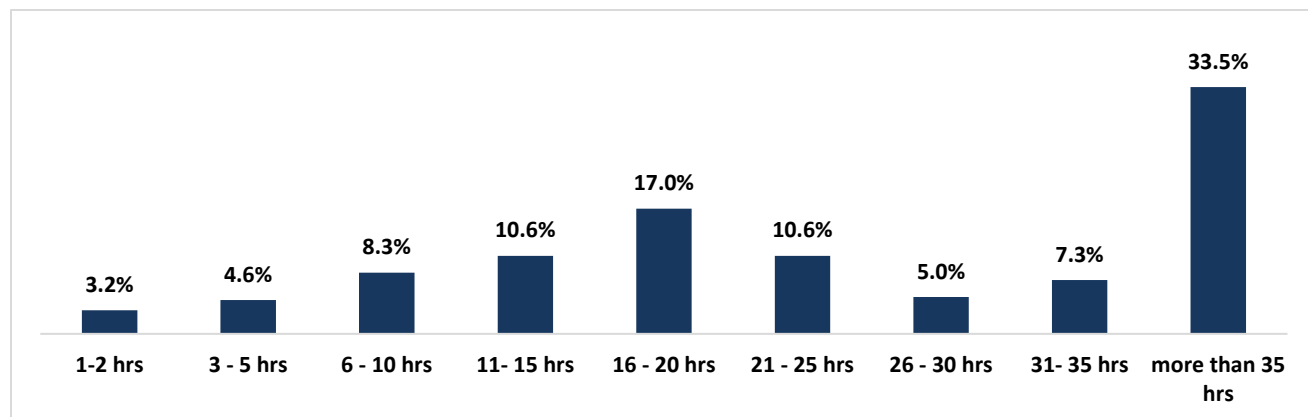
A great majority of respondents were very satisfied (40%) or satisfied (28%) that their job matches the goals developed in their employment plan. Overall, 86% were satisfied, an increase of 5.2% from last year.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	40%	28%	18%	7%	7%
#	84	59	39	16	14

Q7: How many hours do you work per week? If it varies from week to week, please estimate the average amount of hours that you work on any given week.

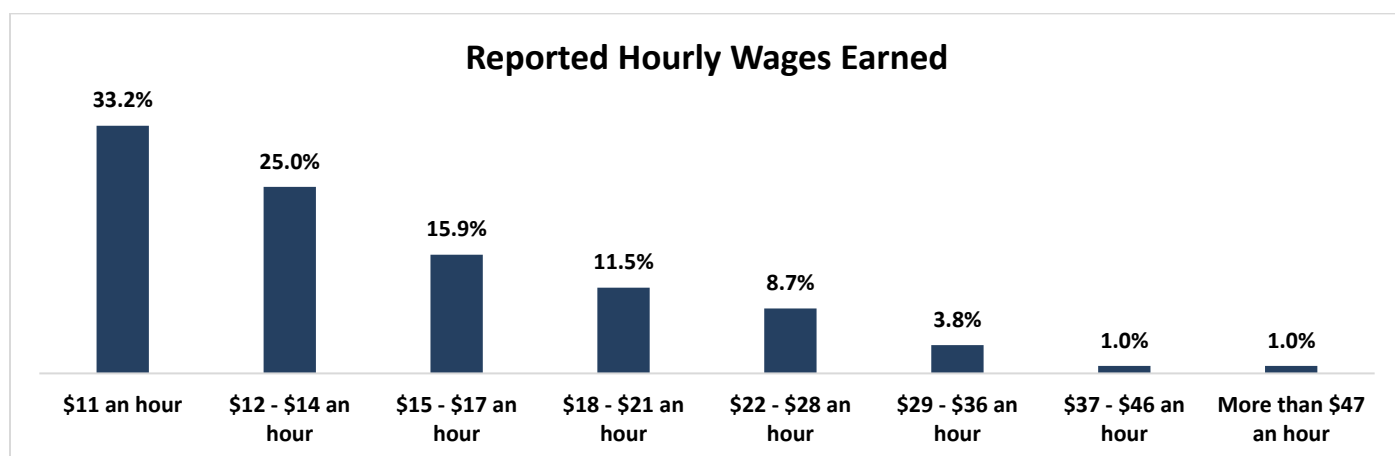
When asked to estimate weekly work hours, the largest group by far (34% of respondents) replied that they worked more than 35 hours per week. The next largest group (17%) worked 16 to 20 hour per week.

Note: Those who replied that they were not currently employed, in Question 4, did not answer this question. There were 218 respondents out of 350 that answered Question 7.



Q8: What is your current hourly wage? If your hourly wage changes, please estimate your overall average wage.

When asked to estimate their hourly wages, the largest group of respondents (33%) replied that they earned \$11 an hour. The next largest groups replied that they earned \$12 to \$14 an hour (25%) and \$15 to \$17 an hour (16%). 85% of respondents, or 178 individuals, earn between \$11 and \$21 an hour, with the majority earning \$11 an hour. This is a 9% increase from last year's results.



Q9: Please rate your level of satisfaction with each type of service that you received through the MRC. If you did not receive a listed service, respond with Not Applicable.

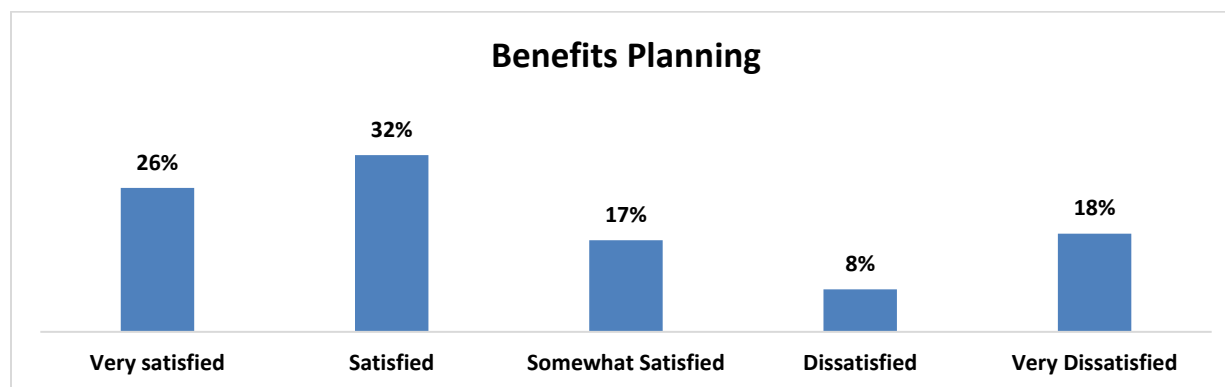
Question 9 asked for satisfaction ratings related to 18 services by either the MRC and/or MRC providers. There were 3 additional services added to this survey (Pre-ETS, Benefits

Planning, and Summer Internships). For most listed services, the largest response by far was very satisfied, followed by satisfied.

The services with the highest level of consumer satisfaction were Counseling & Guidance Services; Job Placement Services Skills Training Services, such as interviewing, resume preparation, or soft skills training; Job placement services from MRC staff; Education Services, such as college/university costs or supplies; and Information and Referral services also had high satisfaction. The following tables provide survey results for each of the listed MRC services:

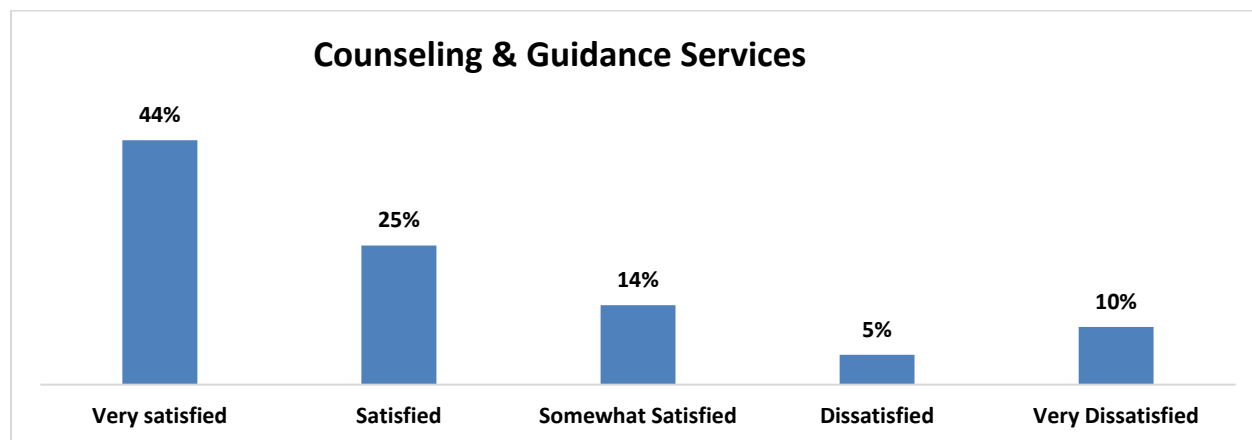
Benefits Planning

More than half of respondents (75%) were satisfied with benefits planning services. A total of 26% of respondents were very satisfied with the benefits planning services they received from MRC, with 32% being satisfied.



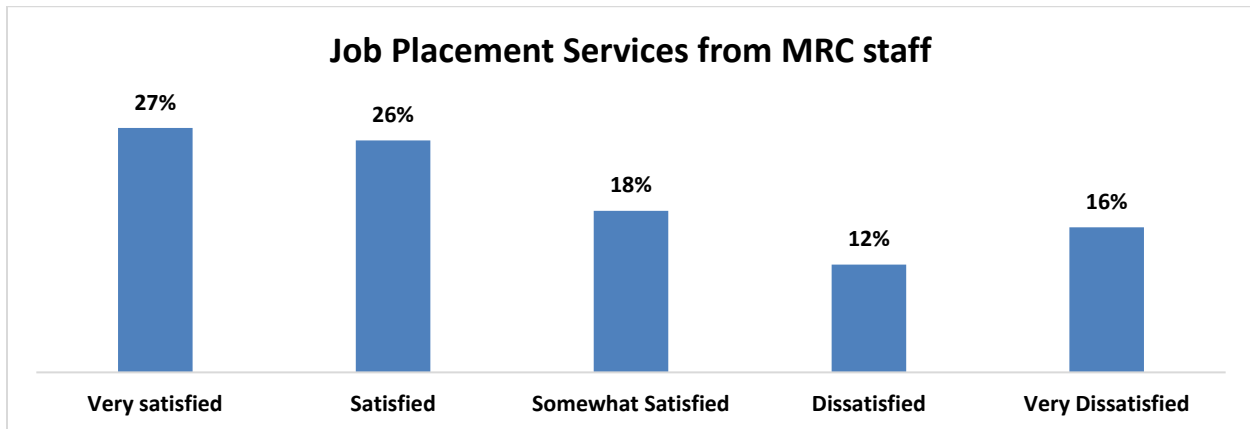
Counseling & Guidance Services:

Overall, 83% were very satisfied or satisfied with MRC counseling & guidance services (44% being very satisfied, 25% being satisfied, and 14% being somewhat satisfied).



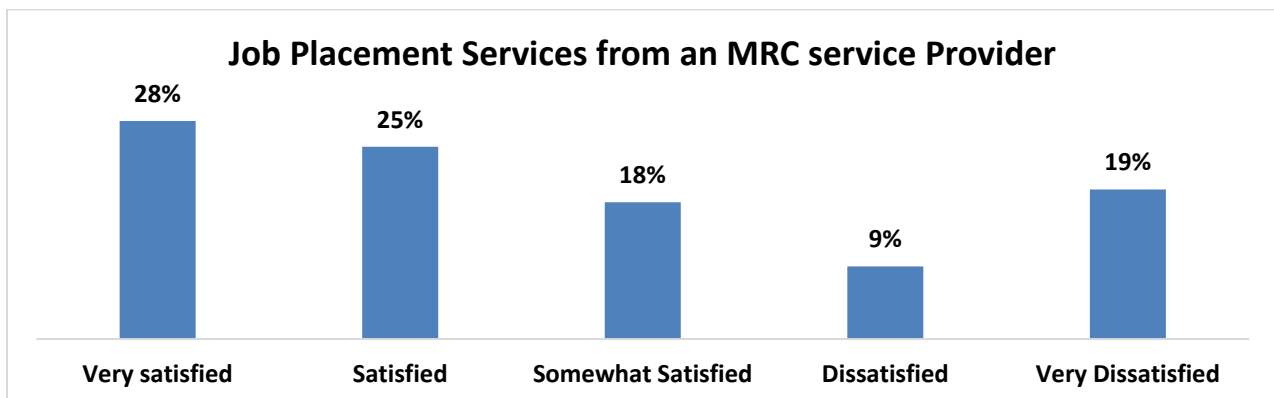
Job Placement Services (from MRC staff):

71% of respondents who received job placement services from MRC staff were very satisfied, satisfied, or somewhat satisfied. Additionally, 27% of respondents identified being very satisfied with Job Placement Services.



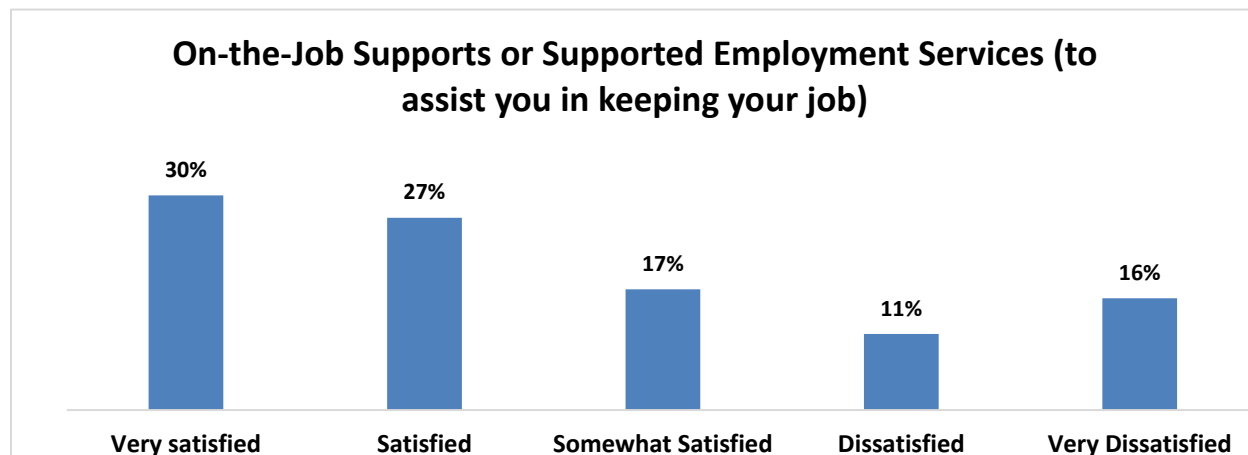
Job Placement Services from an MRC service provider, such as a Competitive Integrated Employment Services (CIES) provider:

71% of respondents that received job placement services from MRC providers were at least somewhat satisfied with services with the great majority (53%) were very satisfied or satisfied with these services.



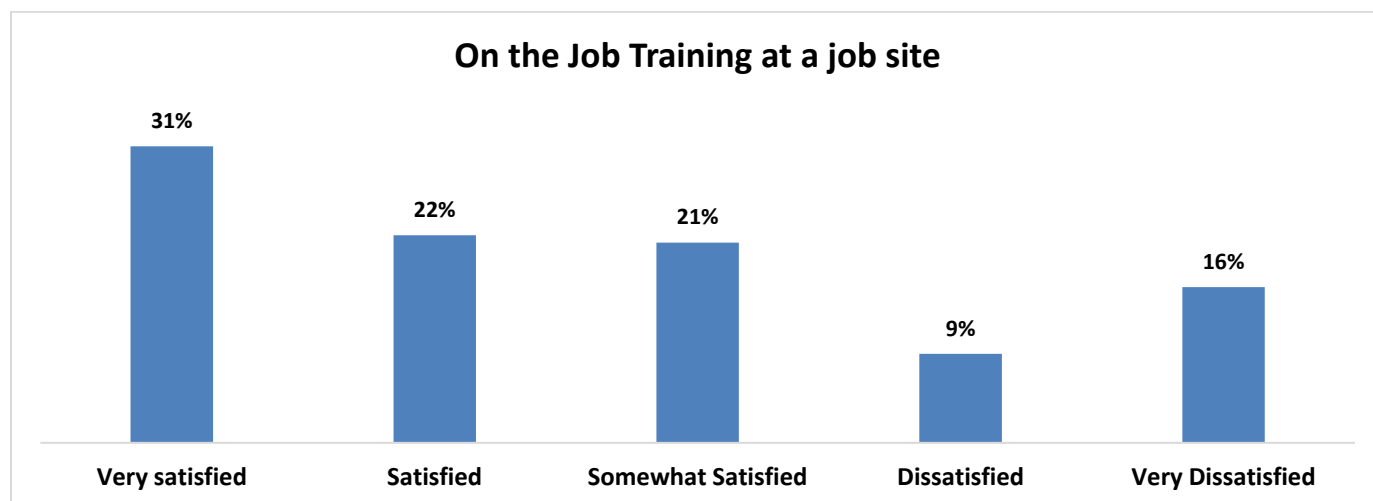
On-the-Job Supports or Supported Employment Services:

Of the 74% of respondents that were satisfied with On-the-Job Supports or Supported Employment Services, 30% were very satisfied while 27 % were either dissatisfied or very dissatisfied.



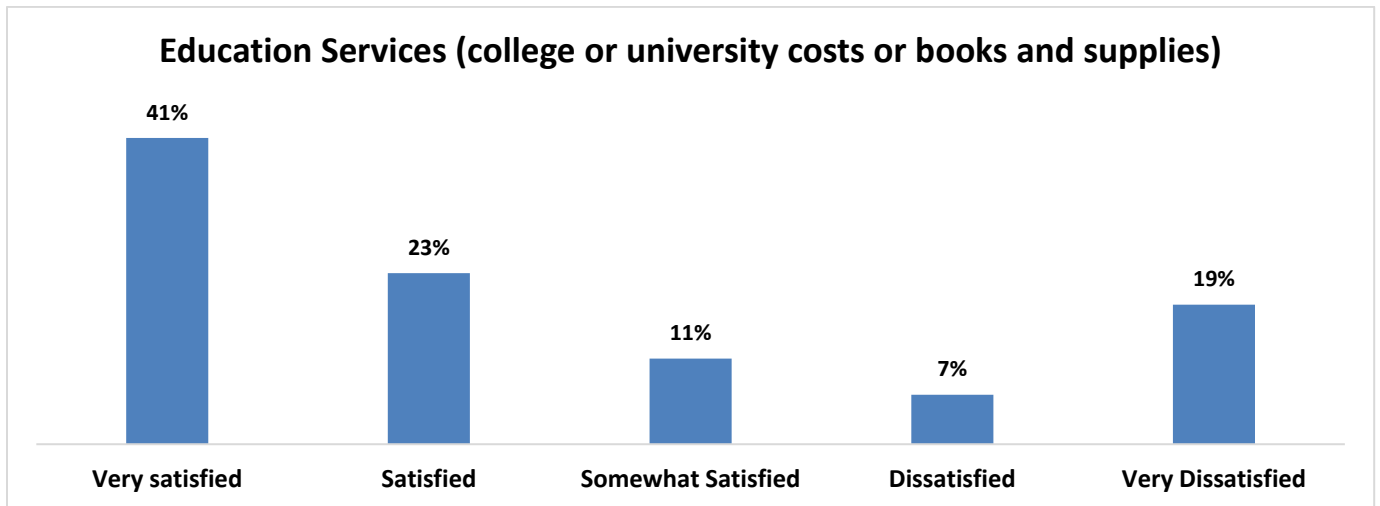
On the Job Training (at a job site):

About 74% of respondents replied that they received On the Job Training, with more than half of respondents (53%) being very satisfied or satisfied with this service.



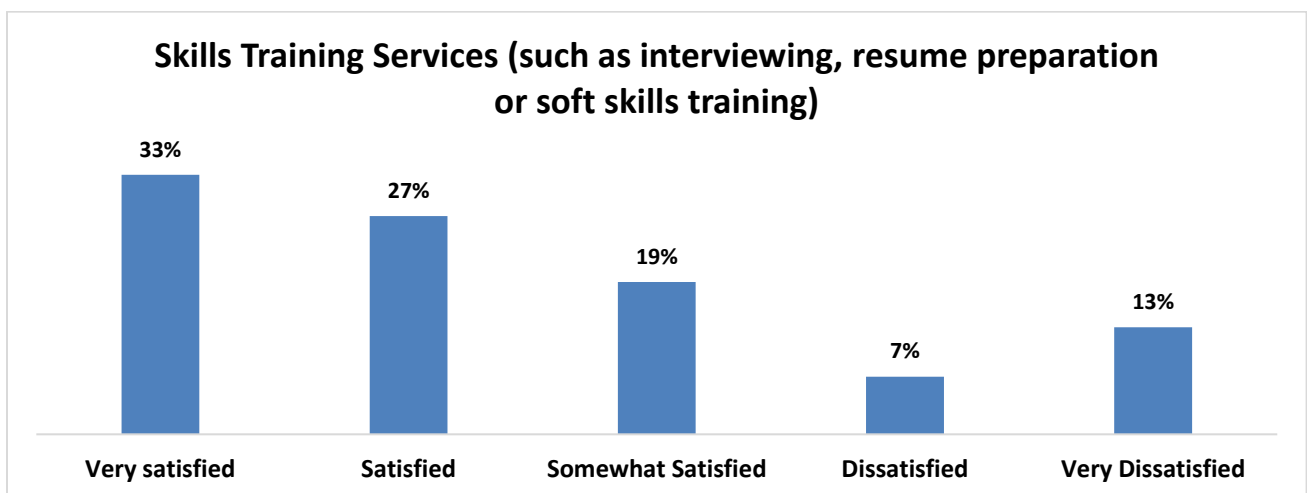
Education Services (college/university costs or supplies):

Overall, a majority (75%) of respondents were at least somewhat satisfied with the education services provided by MRC for education related costs. A total of 26% of respondents were not satisfied with the same services.



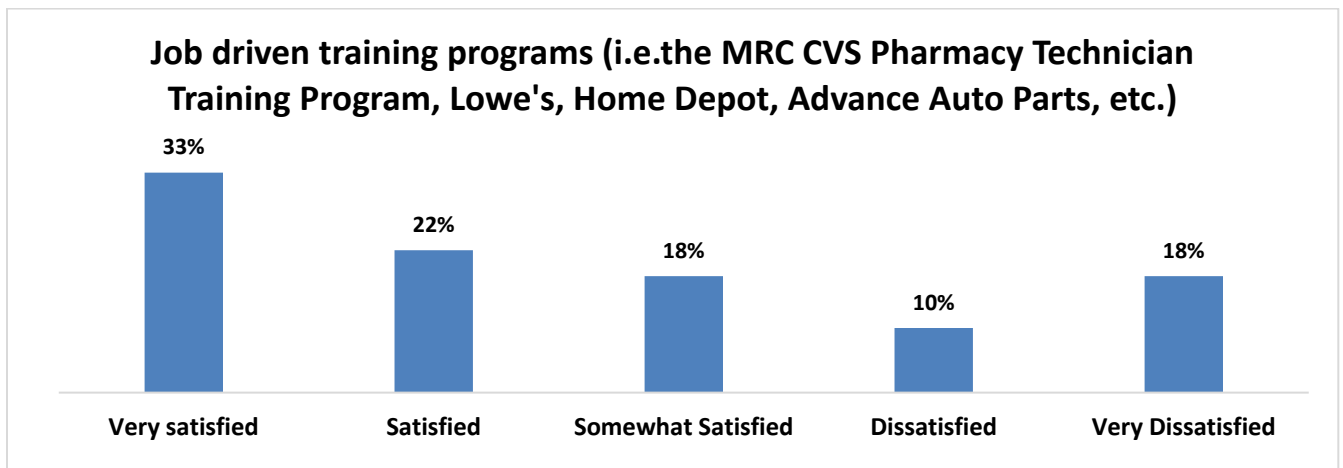
Skills Training Services (interviewing, resume preparation, or soft skills):

A great majority of those who received services (60%) were either very satisfied or satisfied, with the majority of those respondents (33%) being very satisfied. Overall, 79% of respondents were satisfied with Skills Training Services such as interviewing, resume preparation, or soft skills training, from the MRC.



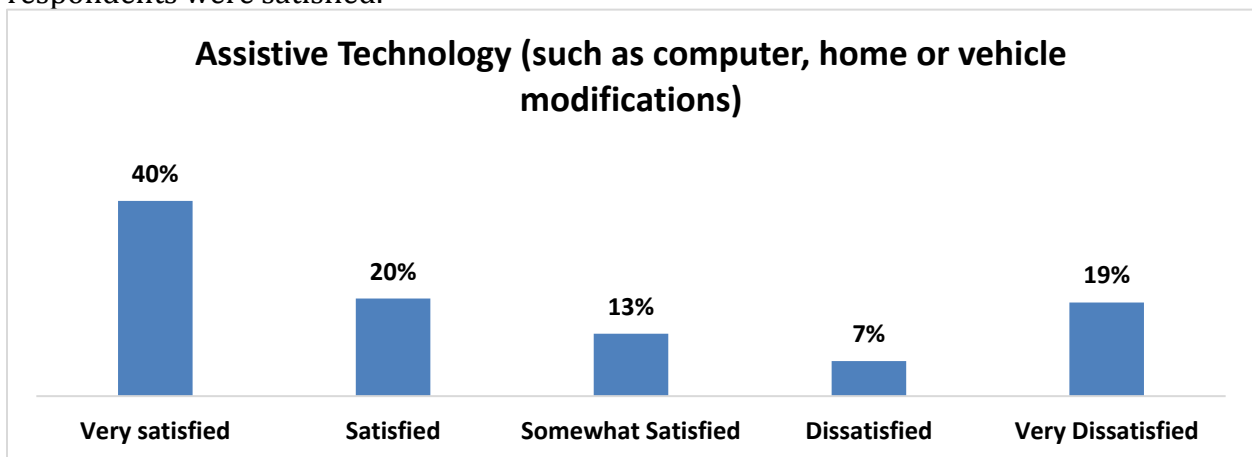
Job Driven Training Programs:

Of the approximately 73% of respondents who rated the CVS Pharmacy Technician Training Program, a great majority (33%) were very satisfied.



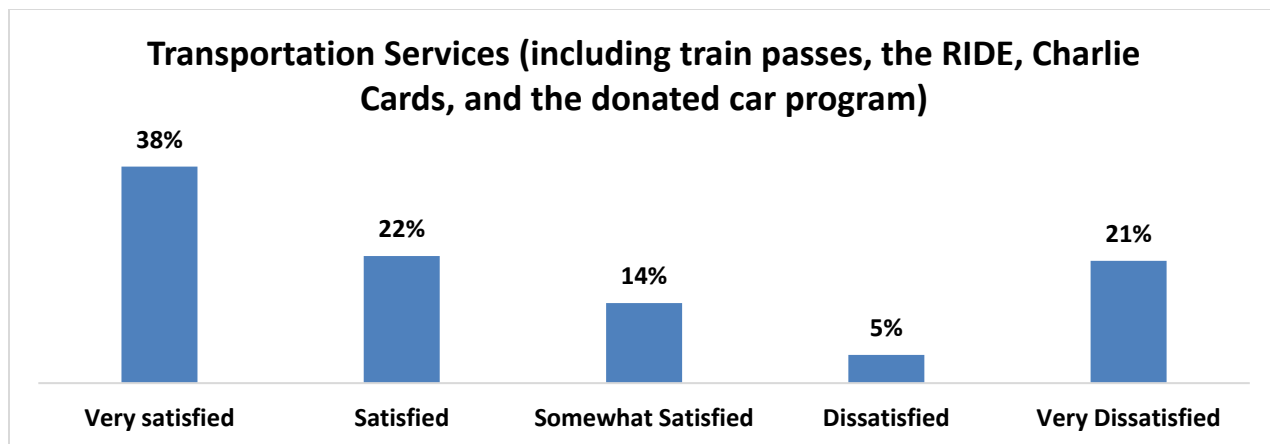
Assistive Technology (such as computer, home, or vehicle modifications):

40% of respondents who rated Assistive Technology services from the MRC, were very satisfied with 20% being satisfied and 13% being somewhat satisfied, overall 73% respondents were satisfied.



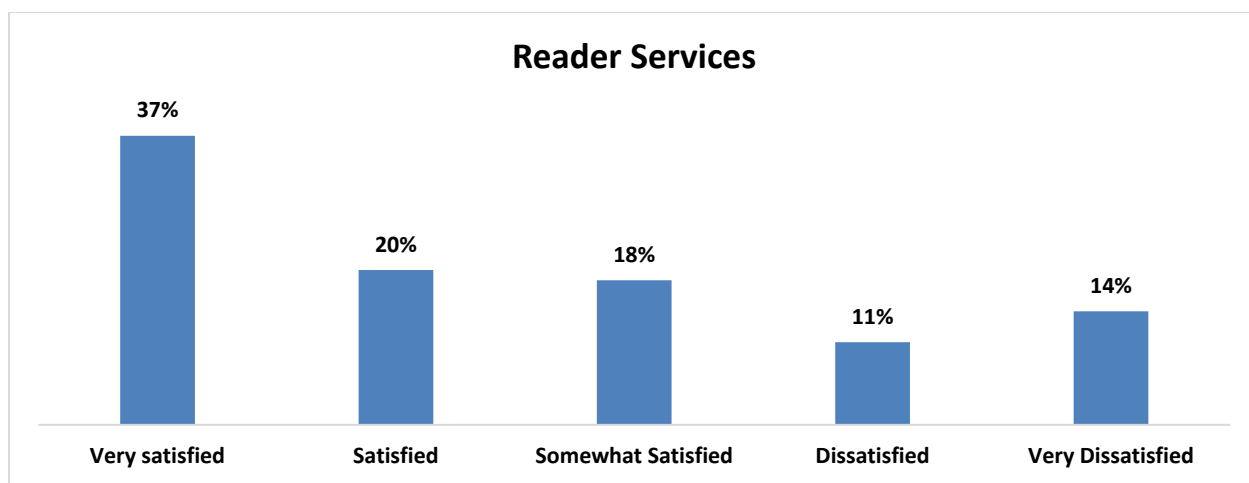
Transportation (train passes, the RIDE, Charlie Cards, or donated car program):

41% of respondents rated the MRC's Transportation services (such as train passes, RIDE, Charlie Cards, or donated car program). More than half of respondents (74%) who received services were overall satisfied, with 38% being very satisfied.



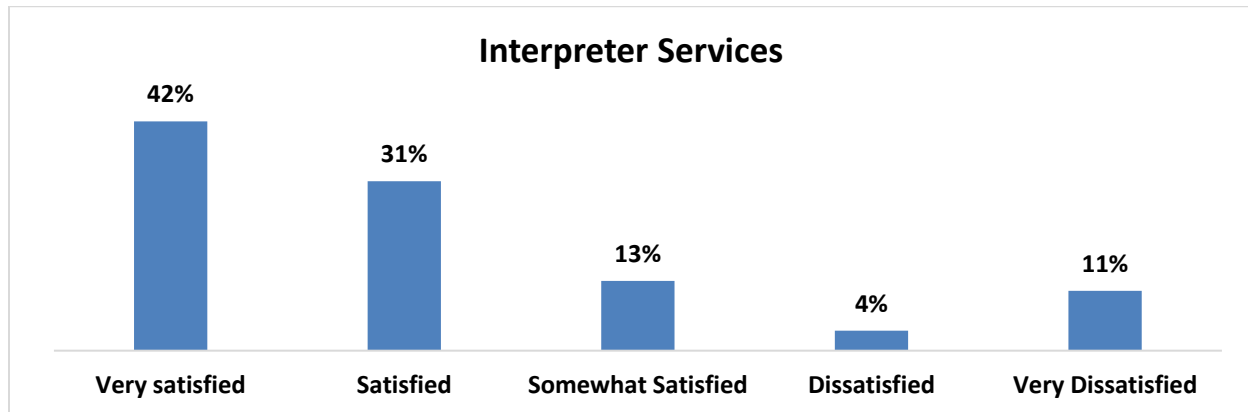
Reader Services:

Most survey respondents rated the MRC's Reader Services, and a great majority (75%) were overall satisfied with these services with 37% being very satisfied and 20% satisfied.



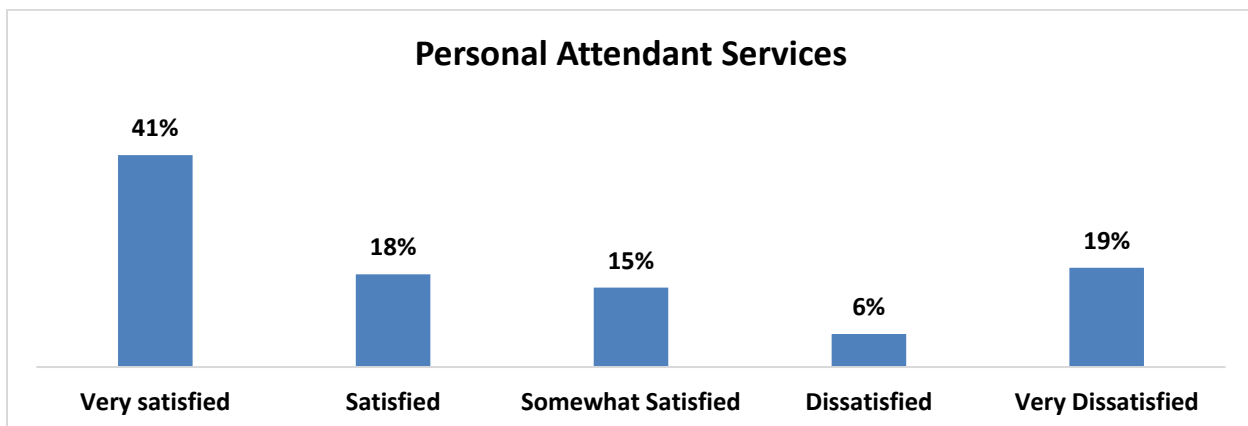
Interpreter Services:

About 25% of respondents rated the MRC's Interpreter services. Most respondents 86% were overall satisfied in this regard with close to half of respondents (42%) being very satisfied.



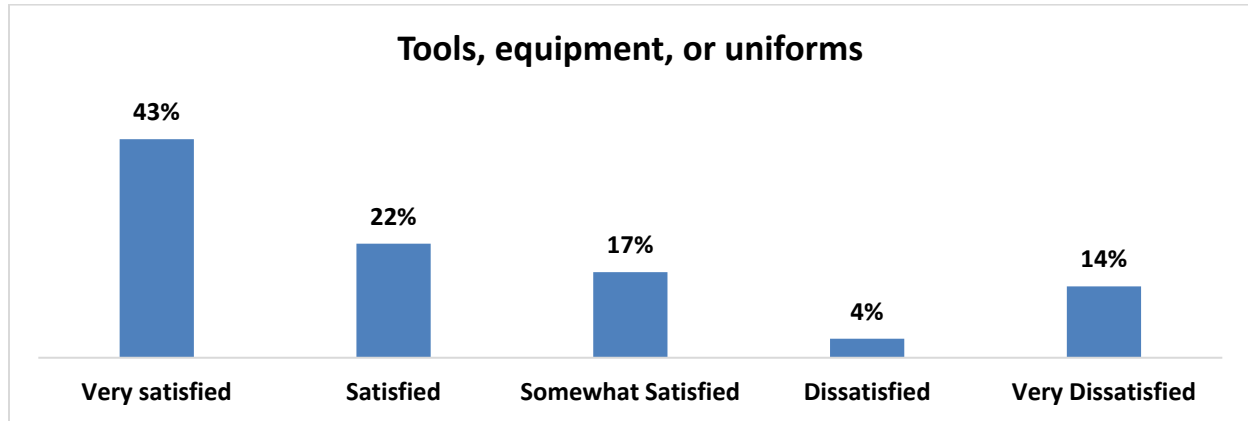
Personal Attendant Services:

About 28% of respondents rated the MRC's Personal Attendant services. The overall majority of the respondents (74%) satisfied with these services, with more than half (41%) being extremely satisfied.



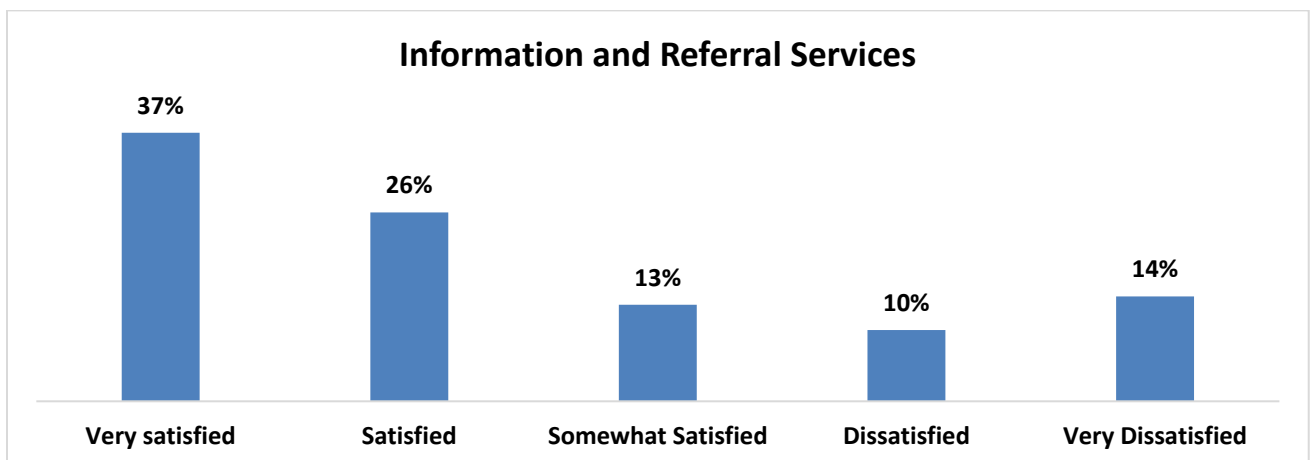
Tools, equipment, or uniforms:

About 42% of respondents rated the MRC's services providing tools, equipment, or uniforms. A vast majority of respondents (82%) overall were satisfied with these services with 43% being very satisfied, 22% being satisfied, and 17% being somewhat satisfied.



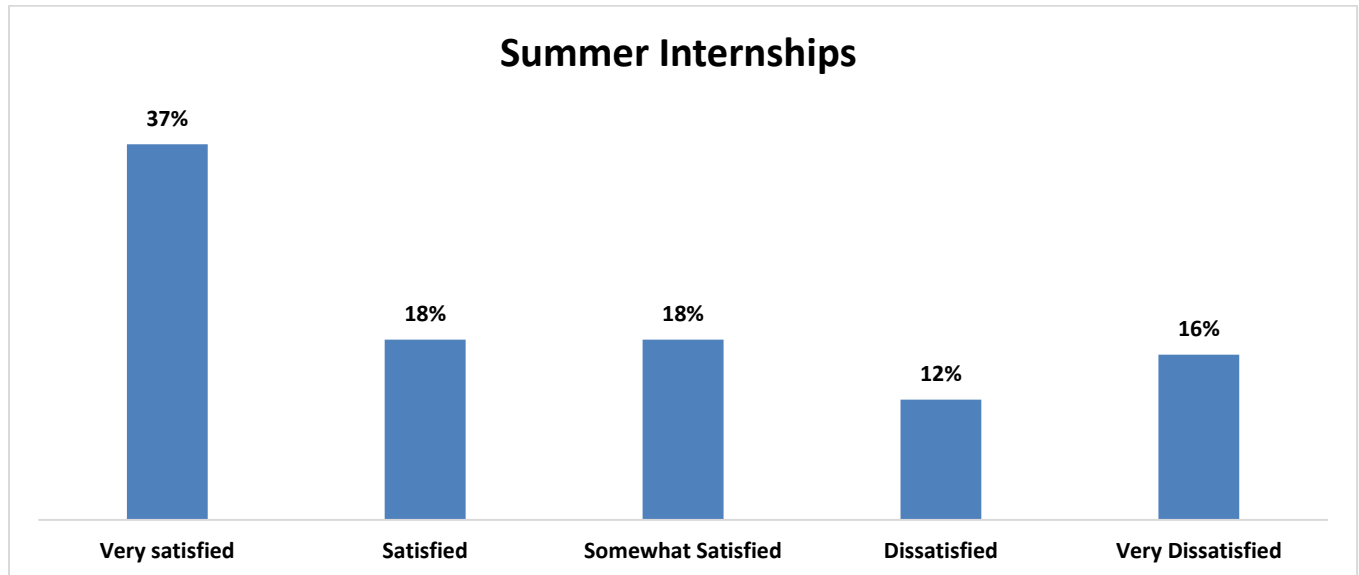
Information and Referral Services:

Just over 66% of respondents rated the MRC's Information and Referral Services. A vast majority (63%) a large percentage were very satisfied or satisfied with these services.



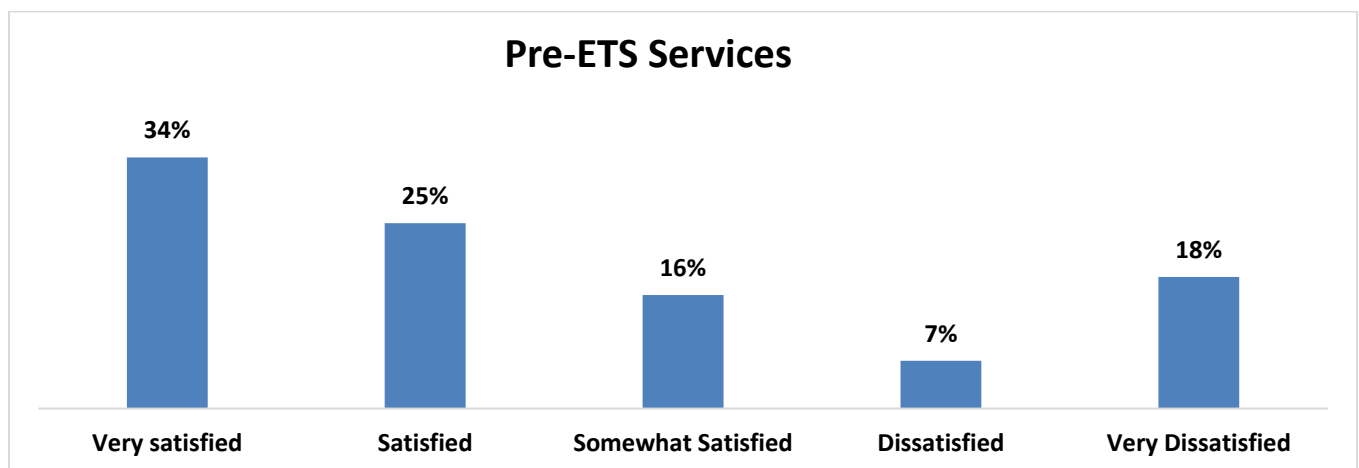
Summer Internships:

The leading majority of survey respondents (73%) were satisfied with MRC's Summer Internships, of which more than half (37%) are very satisfied with this service.



Pre-Employment Transition Services (Pre-ETS)

The 75% of survey respondents (73%) were satisfied with MRC's Summer Internships, of which more than half (34%) are very satisfied with this service.



Q10: How satisfied were you that you received adequate information regarding the range of services available to you through the MRC?

A great majority of respondents (about 33%, the largest group by far) were very satisfied that they received adequate information regarding the range of services available to them through the MRC. Overall, 79% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	32.5%	27.3%	19.2%	11.4%	9.7%
#	100	84	59	35	30

Q11: Were you made aware of the MRC Consumer Handbook?

A small majority of respondents were not sure that they had been made aware of the MRC Consumer Handbook. Approximately, 16% replied that they had been made aware of the MRC Consumer Handbook and 62.5% responded that they hadn't.

Response	%	#
Yes	15.9%	49
No	62.5%	193
Not Sure	21.7%	67

Q12: If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with these services?

39% of respondents received services from a service provider to assist them with job placement or training. Of these, a vast majority (32%) were satisfied overall.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	N/A
%	17.4%	9.2%	4.9%	3.6%	3.9%	60.9%
#	53	28	15	11	12	185

Q13: Please list the names of any MRC affiliated service providers that you received services from.

Respondents were able to list up to 3 service providers. There were 74 responses to the question, of which only 40 referred to actual providers. Other responses mentioned names without providing the provider, or incorrectly gave the name of MRC staff or area offices). The most frequent response was Easter Seals, followed by Community Enterprises, Good News Garage, Work Opportunities Unlimited, Triangle and educational institutions (each

mentioned twice). All other providers were only mentioned once. The following table displays the responses:

Provider	Frequency
Easter Seals	14
Community Enterprises	5
Work Opportunities Unlimited	2
Good News Garage Donated Vehicle Program	2
Triangle	2
CapeAbilities	1
Cape Cod Hearing	1
7 Hills	1
Future Works	1
Minute Men	1
ServiceNet	1
Road to Responsibility	1
Institute for Community Inclusion (ICI)	1
Bay Cove	1
New England Business Associate (NEBA)	1
Aspergers Autism Network (AANE)	1
Spaulding Rehabilitation Network	1
Boston Center for Independent Living (BCIL)	1
Jewish Vocational Services (JVS)	1
Vocational Advancement Center	1

Q14: How satisfied were you with the ability of the Massachusetts Rehabilitation Commission to identify your interests, strengths, and employment goals?

A great majority were very satisfied with the ability of the Massachusetts Rehabilitation Commission to identify your interests, strengths, and employment goals. Overall, approximately 80% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	37%	25%	18%	10%	10%
#	103	69	52	28	29

Q15: How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?

A great majority were very satisfied the employment plan that they and their counselor developed. Overall, about 77% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	33%	26%	18%	11%	12%
#	91	72	50	30	33

Q16: How satisfied were you with your level of participation in the development of your employment plan?

A great majority of respondents were very satisfied with their level of participation in the development of their employment plan. Overall, about 79% of respondents were satisfied in this regard.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	35%	28%	16%	9%	12%
#	98	79	44	25	32

Q17: How satisfied were you with the kinds of job leads you received through the Massachusetts Rehabilitation Commission?

A majority of respondents were very satisfied with the kinds of job leads they received through the MRC. Overall, about 70% of respondents were satisfied with their job leads.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	24%	26%	20%	12%	18%
#	66	72	55	32	48

Q18: How satisfied were you with the number of job interviews you received through the Massachusetts Rehabilitation Commission?

A majority of respondents were very satisfied with the number of job interviews they received through the MRC. Overall, about 69% of respondents were satisfied in this regard. An increase of 2% compared to last year's results. About 20%, a sizable group, were very dissatisfied with their number of job interviews.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	24%	22%	23%	11%	20%
#	63	57	60	29	51

Q19: How satisfied were you with the promptness of the services you received through the Massachusetts Rehabilitation Commission?

A great majority of respondents were very satisfied with the promptness of the services they received through the MRC. Overall, 76% of respondents were satisfied with the promptness of services received through the MRC.

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
%	34%	26%	16%	11%	13%
#	95	75	46	30	38

Q20: What were you least satisfied with in your experience with the Massachusetts Rehabilitation Commission?

Following analysis, the 171 open-ended responses to Question 20 were analyzed and coded into the following 8 major themes:

1. Contact/Communication with Counselor lacking
2. Counselors not understanding/compassionate
3. Lack of general guidance/support from MRC
4. Lack of Services/Job Leads/Information
5. Long wait time
6. Services not Matching Consumer Expectations
7. Services seemed rushed
8. Transportation
9. Unsatisfactory job/ job leads/locations
10. N/A, “None”, neutral, or positive comments (no dissatisfaction to report).

The following table outlines the frequency and percentage for each major theme (in order by most frequent response):

Theme	# of Responses	% (of 171)
N/A, “None”, or positive comments	56	33%
Lack of general guidance/support from MRC	23	14%
Lack of Services/Job Leads/Information	20	11%
Contact/Communication with Counselor lacking	16	9%
Long wait time for services	13	8%
Unsatisfactory job/ job leads/locations	13	8%
Services not Matching Consumer Expectations	12	7%
Counselors not understanding/compassionate	6	4%
Transportation	4	2%
Other	5	3%
Services seemed rushed	3	2%

The majority of responses to Question 20 replied with either a “N/A”, “None”, some form of neutral comment, or some form of positive comment (such as “no complaints”, etc.).

Excluding this group, the largest category of responses involved dissatisfaction with the level of guidance, support, or effectiveness from MRC services. This category included a wide range of comments, such as:

- ***“Not enough networking at the end. I found employment through my own efforts.”***
- ***“The lack of job support after my 90 days of employment. MRC left me to fend for myself on the job. The inconsistency of my MRC counselor. At times I felt unheard***

by him and like I was just a number to the agency. It was my own will power that kept me engaged in this process.”

- *No transitional assistance or training offered.*
- *I was very unsatisfied with the counselor I had to deal with he was very negative and unsupportive towards my goals and career choices.*
- *Communication and employment supports. To explain further, when I was first assigned to Mass Rehab, I was a student and worried about getting through college. It turned out that I didn't need much in the way of supports for that goal. Now, I am finding it difficult to reach out for help. I need help with employment, interview prep, resume and cover letter writing.*
- *The staff at the Malden office. They told me to just go get a job and had a negative opinion of me. What a waste of time.*

The next largest response categories for Question 20 involved being unsatisfied with a current job, communication, job leads, or job location, followed by dissatisfaction with speed of services.

Q21: What were you most satisfied with in your experience with the Massachusetts Rehabilitation Commission?

The 169 open-ended responses to Question 21 were coded into the following 10 themes:

- 1: General positive comments
- 2: Caring and enthusiastic staff
- 3: Supportive, understanding, and effective counselor
- 4: Training and education services
- 5: Job searches/Successful employment
- 6: Building resumes and interviewing skill
- 7: Financial assistance
- 8: Adaptive services and/or Assistive Technology
- 9: Transportation
- 10: Other, N/A

The following table outlines results for each major theme, ordered by most frequent:

Theme	# of Responses	%
General positive comments	55	33%
Supportive, understanding, and effective counselor	44	26%
Other, N/A	20	12%
Job searches / Successful employment	14	8%
Adaptive services and/or Assistive Technology	9	5%
Training and education services	7	4%

Financial assistance	6	4%
Caring and enthusiastic staff	5	3%
Building resumes and interviewing skill	5	3%
Transportation	4	2%

A great majority of the respondents (33%) providing comments on what they were most satisfied with in their experience with the MRC responded with positive comments about their counselor(s), an overall 4% increase from last year. These responses generally described the supportiveness and effectiveness of their MRC VR counselors(s). The next largest category (26%) gave generally positive comments about their experience with the effectiveness of their VR counselor. Additionally, 8% of survey respondents identified being satisfied with the job searches and employment. This survey question included a wide range of comments, such as:

- ***They helped me get a vehicle so I can get to work and have my independence.***
- ***The counselors I've been involved with have been very professional and have treated me in a personal way.***
- ***I was satisfied with all services provided and Jamie Leader was very helpful and also got back to me in a timely manner***
- ***I appreciated the idea of the organization, as I believe in supporting those who have disabilities in being as independent as possible.***
- ***Getting hearing aids for my work, which are very important to me. Wishing that staffs realize how I feel, lefty out, not much communication and also need video phones go to all companies. Hope you understand.***

Q22: Please provide any additional comments you may have regarding your satisfaction with the Massachusetts Rehabilitation Commission.

There were 131 open ended responses to Question 22. These responses were analyzed and coded into the following 9 major themes:

- 1: Positive comments regarding MRC services and/or experience
- 2: Positive comments regarding MRC VR staff
- 3: Negative comments regarding MRC services and/or experience
- 4: Negative comments regarding MRC VR staff or providers
- 5: Did not get enough assistance from MRC services
- 6: More understanding and contact is needed from counselors
- 7: Desired more information on available services
- 8: Recommends service enhancement or change
- 9: N/A or none

The following table outlines results for each major theme, ordered by most frequent:

Theme	#	%
Positive comments regarding MRC services and/or experience	31	29%
Positive comments regarding MRC VR staff	19	18%
N/A or none	18	17%
Negative comments regarding MRC services and/or experience	11	10%
More understanding/contact needed from counselors	7	7%
Recommends service enhancement or change	6	6%
Negative comments regarding MRC VR staff/providers	6	6%
Did not get enough assistance from MRC services	5	5%
Desired more information on available services	3	3%

The majority of responses to Question 22 (about 29%) gave positive comments regarding MRC services and respondents' experiences with the MRC. The next largest group of responses (18%) gave positive comments on the MRC staff, referring either to the agency in general, a particular area office, or one or more particular VR counselors.

Of the negative comments, the great majority were broad in nature and addressed no specific service or issue (i.e personal issues). Specific issues mentioned in negative comments included wait time, ineffectiveness of services (such as job placement or counseling), or dissatisfaction with some service providers or transportation issues. This survey question included a wide range of comments, such as:

- *If you ever need a speaker to represent how wonderful MRC has been for me, I would be happy to do so.*
- *Thank you for the services you provide.*
- *Over my 38 years using a wheelchair, MRC has helped me be independent with van conversions and helped me obtain a college degree. Thank you.*
- *I would certainly recommend my fellow veterans to consider MRC an option to explore in assisting them into becoming a productive member in their community and becoming independent.*
- *Highly recommend MRC.*
- *I recommend this place to everyone I know, and because of the help I received, I am in a better place in my life.*
- *Great organization.*
- *Thank you for your help, and God bless you!*
- *Many thanks for the kind service from all employees of MRC. Without your help its possible that my goal of going back to college may not have happened. I am a very grateful graduate of QCC.*
- *MRC is an excellent facility in getting support needed for my disability.*

RECOMMENDATIONS

The MRC Research, Development, and Performance Management Department has made the following recommendations based on the findings from the 2016 Consumer satisfaction Survey.

1. The MRC should continue to work to increase awareness among all new and existing consumers of the online MRC Consumer Handbook to increase consistency and uniformity of VR services across area offices and providers as well as to ensure that consumers are made aware of all services available to them. The development of other informational materials should be considered to assist consumers in learning about other available VR services. The MRC will continue to track consumer awareness of the handbook through the annual Consumer Satisfaction Survey.
2. The MRC should also work to improve the quality and number of job interviews and job leads for MRC VR consumers even though survey respondents identified being satisfied with the job searches and their employment.
3. The MRC should strive to improve communication between counselors and consumers. In this year's survey, some consumers expressed difficulty contacting their counselor or not knowing who their counselor is. This has been a reoccurring theme in previous surveys. It recommended that MRC should continue to consider ways to increase other outlets of communication including text messaging. This will also assist in communication between the consumers and their VR counselors.
4. The MRC should continue to work to increase the number of recorded consumer email addresses, in order to facilitate future online surveys as well as general communication with consumers.
5. The MRC should continue to work to measure consumer outcomes beyond the current 90 day case closure timeframe, to determine longer term outcomes regarding job status, work hours, wages, and job satisfaction for MRC VR consumers.

APPENDIX A

2016 Survey Instrument

THE MASSACHUSETTS REHABILITATION COMMISSION 2016 CONSUMER SATISFACTION SURVEY

Welcome to the annual Consumer Satisfaction Survey of the Massachusetts Rehabilitation Commission (MRC). This survey will ask you about your satisfaction with the services you received through the MRC.

The information that you provide through this survey is very important to the work of the MRC and to the people the agency serves. Your feedback can let us know what is working well and what can be improved. This survey is completely voluntary, and your answers will be kept confidential.

Please take the time to complete this brief survey. Use the "Next" button at the bottom of the screen to get to the next page and the "Prev" button to return to the previous page. After you hit the "Done" button on the last page, you will not be able to access your responses.

If you require any technical assistance or accommodations to complete this survey, please contact the R&D department at 617-204-3818 or at RDSurvey@MassMail.State.MA.US. Thank you.

MRC 2016 Consumer Satisfaction Survey

OVERALL SATISFACTION

1. Overall, how satisfied are you with the services that you received from the MRC?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. Would you encourage others with disabilities to go to the MRC for any employment or training services that they may need?

- ☐ Yes
- ☐ No
- ☐ Not Sure

3. How satisfied are you that the services you received through the MRC have assisted you in becoming more independent?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied

- ☐ Dissatisfied
- ☐ Very Dissatisfied

4. Are you currently employed (for any amount of hours or pay)?

- ☐ Yes
- ☐ No

EMPLOYMENT INFORMATION

The following questions regarding employment are completely voluntary. You can continue with the rest of the survey at any time by clicking the "Next" button below.

5. How satisfied are you with your current job?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

6. How satisfied are you that your current job matches the goals developed in your MRC employment plan?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

7. How many hours do you work per week? If it varies from week to week, please estimate the average amount of hours that you work on any given week.

- ☐ 1-2 hours per week
- ☐ 3 - 5 hours per week
- ☐ 6 - 10 hours per week
- ☐ 11- 15 hours per week
- ☐ 16 - 20 hours per week
- ☐ 21 - 25 hours per week
- ☐ 26 - 30 hours per week
- ☐ 31- 35 hours per week
- ☐ more than 35 hours per week

8. What is your current hourly wage? If your hourly wage changes, please estimate your average wage.

- ☐ \$9 an hour
- ☐ \$10-\$12 an hour
- ☐ \$13- \$15 an hour
- ☐ \$16 - \$21 an hour
- ☐ \$22 - \$28 an hour
- ☐ \$29 - \$36 an hour
- ☐ \$37 - \$46 an hour
- ☐ More than \$47 an hour

SATISFACTION WITH SERVICES

9. Please rate your level of satisfaction with each type of service that you received through the MRC. If you did not receive a listed service, respond with "Not Applicable".

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable

Listed Services:

- Counseling & Guidance Services
- Job placement Services from MRC staff
- Job Placement Services from an MRC service provider, such as any Competitive Integrated Employment Services (CIES) service providers
- On-the-Job Supports or Supported Employment Services (to assist you in keeping your job)
- On the Job Training at a job site
- Education Services (college or university costs or books and supplies)
- Skills Training Services (such as interviewing, resume preparation or soft skills training)
- The MRC CVS Pharmacy Technician Training Program
- Assistive Technology (such as computer, home or vehicle modifications)
- Transportation Services (including train passes, the RIDE, Charlie Cards, and the donated car program)
- Summer Internships
- Pre-ETS Services such as: Work Based Learning Experiences (i.e. Job internship) Work Readiness Training (i.e. Soft skills training), Self- Advocacy/Mentoring, Counseling on enrollment in Post- Secondary Training Programs, Job exploration/ Job shadowing
- Reader Services
- Interpreter Services
- Personal Attendant Services
- Tools, equipment, or uniforms
- Benefits planning
- Information and Referral Services

10. How satisfied were you that you received adequate information regarding the range of services available to you through the MRC?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

11. Were you made aware of the MRC Consumer Handbook?

- ☐ Yes
- ☐ No
- ☐ Not Sure

12. If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with these services?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ I did not receive services from any MRC affiliated service providers

13. Please list the names of any MRC affiliated service providers that you received services from.

- 1 _____
- 2 _____
- 3 _____

14. How satisfied were you with the ability of the MRC to identify your interests, strengths, and employment goals?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

15. How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

16. How satisfied were you with your level of participation in the development of your employment plan?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

17. How satisfied were you with the kinds of job leads you received through the MRC?

- ☐ Very satisfied

- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

18. How satisfied were you with the number of job interviews you received through the MRC?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

19. How satisfied were you with the promptness of the services you received through the MRC?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

COMMENTS AND SUGGESTIONS

20. What were you least satisfied with in your experience with the MRC?

21. What were you most satisfied with in your experience with the MRC ?

22. Please provide any additional comments you may have regarding your satisfaction with the MRC.

Thank You

APPENDIX B

2017 VR Fact Sheet



VOCATIONAL REHABILITATION SERVICES

Year in Review July 1, 2016 – June 30, 2017

Massachusetts Rehabilitation Commission

3,973 citizens with disabilities have been successfully placed into competitive employment based on their choices, interests, needs and skills.

The earnings of these rehabilitated employees in MA in the first year were **\$77.9 million**.

Estimated public benefits savings from people rehabilitated in MA were **\$29.8 million**.

Average Hourly Wage **\$14.11**
Average Work Hours Weekly **26.7**

*The returns to society based on increases in lifetime earnings range from \$14 to \$18 for each \$1 invested in the MRC Vocational Rehabilitation program.

*\$5 is returned to the government in the form of increased taxes and reduced public assistance payments for every \$1 invested in the MRC Vocational Rehabilitation program.

**Based on Commonwealth Corporation Study.*

Who Are Our Consumers?

Psychiatric Disabilities	40.1%
Substance Abuse	8.3%
Orthopedic Disabilities	9.9%
Learning Disabilities	22.8%
Developmental/Intellectual Disabilities	2.3%
Deaf and Hard of Hearing	5.9%
Neurological Disabilities	2.4%
Traumatic Brain Injury	1.3%
Other Disabilities	7.0%

Average Age 32.4

Female 45.7%
Male 54.3%

Asian/Pacific Islander 3.6%
Black 18.0%
Hispanic 12.4%
Native American 1.1%
White 79.2%

FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.

Consumers actively receiving services	27,028
Consumers enrolled in training/education programs	17,685
Consumers with disabilities employed in competitive, integrated employment	3,973 (100%)
Consumers employed with medical insurance	96.6%
Consumers satisfied with services	86.0%

Mission:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment, and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

Vision:

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Vocational Rehabilitation (VR) Division:

The MRC Vocational Rehabilitation Program and the Massachusetts Commission for the Blind serve eligible individuals with disabilities who are available and able to attain employment as a result of vocational rehabilitation services.

The MRC Vocational Rehabilitation Program is the federal-state vocational rehabilitation program focused on assisting individuals with disabilities to obtain, maintain, and advance in employment. Some of the MRC-VR services provided include:

- Vocational counseling, guidance, and assistance in job placement;
- Training programs, including job-driven partnerships with employers, including college and vocational certificate programs, if appropriate, to attain competitive employment;
- Assistive technology and rehabilitation technology services;
- Job Coach services;
- Community based employment services;
- Interview preparation and direct job placement services;
- Pre-Employment Transition Services (Pre-ETS) for students with disabilities.

What MRC Consumers Have To Say:

- ❖ “It has been a great comfort and a blessing to me to have the Massachusetts Rehabilitation Commission in my corner over the years as I progressed along my vocational path. Thank you to all of my MRC counselors!”
- ❖ “I have frequent contact with my counselor and placement specialist. They both have added stability during my employment search up until I gained employment which both have offered me stability. It's one matter to garner employment and another to maintain it. Both are both very professional and dedicated to their profession. Thank you.”
- ❖ “The Massachusetts Rehabilitation Commission increases and improves the quality of life of any person they are dealing with. They educate, and promotes equality, empowerment and independence of the individual to our day to day activities.”
- ❖ “Currently MRC is doing everything possible to help me find a new career, helping me organize my search and overcome personal physical and psychological limitations.”
- ❖ “My counselor was amazing. She was caring, competent and really helped me with several important hurdles.”
- ❖ “The MRC helped me with a career by helping me get back into school. Now that I finally have a degree, I qualify for many more jobs than I did before. My counselor has also directed me to resources like career centers and offered me MRC counseling as well.”
- ❖ “My counselor is extremely knowledgeable, prepared, encouraging, and supportive. She has me on the right vocational and educational path.”