July 25, 2014

Mr. Paul Joseph Harcz, Jr.

E-mail: joeharcz@comcast.net

1365 E. Mt. Morris Rd.

Mt. Morris, MI 48458

Re: FOIA Response to Request for Information on Consumer Satisfaction Survey BSBP Older Blind

Dear Mr. Harcz, Jr.:

This letter is in response to your June 17, 2014, email request for information, received by this office on June 19, 2014, of which an extension was taken to July 3, 2014. The Bureau of Services for Blind Persons (BSBP) is processing this request under the state’s Freedom of Information Act (FOIA), MCL 15.231 *et seq*.

You have requested information that you describe as per your email which is attached. It is not the purpose of the FOIA to permit persons to secure, from a public body, answers to questions, see MCL 15.232, Section 2(h).

However, in the spirit of cooperation, attached please find a copy of the 2014 Consumer Satisfaction Survey along with a cover memorandum describing the methods used in the survey. Please note that this survey is not exclusive to our Older Blind program.

Sincerely,

Carla Miller Haynes, FOIA Coordinator

Bureau of Services for Blind Persons

Attachments - 2: Email Request for Information & Consumer Satisfaction Survey

cc: Edward F. Rodgers II, Sue Luzenski

Mike Pemble, Katie Belknap

Leamon Jones, Diamalyn Gaston

From: joe harcz Comcast [mailto:joeharcz@comcast.net]

Sent: Tuesday, June 17, 2014 11:17 AM

To: Rodgers, Edward (LARA)

Cc: Luzenski, Sue (LARA); Jones, Leamon (LARA); Timothy Beatty RSA; valarie Barnum Yarger MISILC;

Sarah Gravetti; nfbmi-talk@nfbnet.org; BRIAN SABOURIN; Elmer Cerano MPAS; Gary Gaynor;

commissioner-hudson@outlook.com; BSBPcommissioners

Subject: consumer satisfaction ob request

June 17 2014 Consumer Satisfaction Survey BSBP Older Blind

Paul Joseph Harcz, Jr.

1365 E. Mt. Morris Rd.

Mt. Morris, MI 48458

joeharcz@comcast.net

810-516-5262

To:

Edward F. Rodgers II, Director

Mich. Bureau Services for Blind Persons

Leemon Jones, BSBP

Sue Luzenski, BSBP

(Via E-mail)

Dear Mr. Rodgers,

I point your attention to the following:

From:

Annual Report - Independent Living Services For Older Individuals Who Are Blind

RSA-7-OB for Bureau of Services for Blind Persons - H177B130022 report through September 30, 2013…

C. Briefly summarize results from any of the most recent evaluations or satisfaction surveys conducted for your program and attach a copy of applicable reports.

The Bureau is in the process of conducting a satisfaction survey for the program and results will be available in 2014.”

Now, I have the following questions and requests:

1. Just who or what entity conducted or is conducting this survey?

2. What instrument or tool was used for said alleged survey, and what format or formats was it conducted in?

3. I am requesting, as a blind consumer advocate a copy of said instrument or “tool” in my most accessible format pursuant to obligations Under Section 504 of the Rehabilitation Act of 1973 and Title II, of the Americans with Disabilities Act of 1990 (subpart e, communications). To wit send me this instrument, tool or questionnaire as either a plain text enclosure or attachment to my e-mail address listed above.

Thank you for your prompt and accessible response to this inquiry.

Paul Joseph Harcz, Jr.

Cc: TB, RSA

Cc: MI SILc, ED and Chair

Cc: NFB MI

Cc: CAP/MPAS

Cc: BSBP Commission

Date: January 31, 2014

To: Leamon Jones

From: Bob Robertson

Re: Satisfaction Survey

In early December of 2013, a total of 500 notices were sent to consumers of the Bureau of Services for Blind Persons (BSBP) advising them that someone would be contacting them in the near future to get their opinions on the services provided by the agency. That notice was sent in large print and Braille.

Approximately 10 days later, student assistants working for BSBP began contacting those individuals by phone. The student assistants were given instruction on how to introduce themselves, how to complete the survey form, and what to do if the individual wanted to talk to someone or refused to respond to the questions. A total of 181 surveys (36%) were completed. The rest were not done because either the phone number was no longer valid, the person refused to answer, or they couldn’t be reached after numerous attempts.

The completed forms were then given to me and I compiled the responses. This report provides the results of the survey. If the respondent made some additional comments, I have included those later in the report. For each question, I have indicated the number of replies for each possible answer.

**Survey & Responses:**

1. **What was the primary reason you applied for services?**
2. Help finding a job 56
3. Vocational training or schooling 56
4. Receive assistance to live more independently 69
5. I had a job and needed help to keep the job 6
6. My family suggested it 9
7. I was afraid to go places alone 4
8. To become an operator in the Bus. Enterprise Prog 6
9. Other (please specify):

* Small business planning 2
* Referred by doctor 3
* A friend suggested 1
* Assistive Technology 3
* Losing sight, needed help 8
* Needed glasses to drive 2
* All of the above 1

1. **Have you attended a program at the Training Center in Kalamazoo?**

Yes 71 (39%) No 110 (61%)

If yes, how satisfied were you with the services?

Very Somewhat Not at all

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(55%) (18%) (18%) (1.5%) (6%)

(one person said “don’t remember”)

1. **Did you have a say in determining which services were provided, the doctor you visited, the job goal on the rehabilitation plan, the school you attended, etc.?**

1 – Yes 129 (73%)

2 – No 25 (14%)

3 – It wasn’t an issue 23 (13%)

1. **How often were materials and documents provided to you in your preferred format?**

1 – Always 99 (56%)

2 – Most of the time 31 (18%)

3 – Sometimes 33 (19%)

4 – Never 14 (8%)

1. **Have you received job placement services from the agency?**

Yes 31 (17%) No 149 (83%)

If yes, were you satisfied with the assistance you received?

1 – Very satisfied 15 (48%)

2 – Somewhat satisfied 11 (35%)

3 – Not at all satisfied 4 (13%)

Comment:

* Didn’t get a job but very helpful
* Terrible services
* Not bringing anything new from what she could find
* She was in BEP for a while
* He’s receiving help with his own business plan
* Currently unemployed, the job he had was part-time
* Wants to create own job because of lack of transportation; no help getting equipment
* Services are good. Just haven’t landed a job
* Found my own job but help was offered
* Connected with a job coach

1. **To what extent did the services provided to you by the agency help you develop a more positive attitude about your blindness?**

1 – A great deal 87 (49%)

2 – Somewhat 59 (33%)

1. – Not at all 31 (18%)
2. **Overall, how satisfied are you with the services you received?**

1 – Very satisfied 108 (60%)

2 – Somewhat satisfied 60 (33%)

3 – Not at all satisfied 1 2 (7%)

1. **Would you refer a blind friend or family member to the agency for services?**

Yes 162 (92%) No 15 (8%)

1. people said “not sure”)
2. **How satisfied are you with the communication between you and your counselor or teacher?**

1 – Very satisfied 70 (39%)

2 – Satisfied 33 (18%)

3 – Somewhat satisfied 42 (23%)

4 – Not at all satisfied 35 (19%)

Comment:

1. What county do you live in?

Wayne – 41

Oakland – 27

Kent – 17

Ingham – 14

Macomb – 12

Kalamazoo – 9

Ottawa – 6

Genesee – 6

St Clair – 5

Livingston – 3

Washtenaw – 3

Branch – 3

Ionia – 2

Gratiot – 2

Lapeer – 2

Emmet – 2

Saginaw – 2

Berrien – 2

Marquette – 2

Isabella – 2

Allegan – 1

Grand Traverse – 1

Monroe – 1

Gladwin – 1

Tuscola – 1

Lenawee – 1

Manistee – 1

Arenac – 1

Wexford – 1

Missaukee – 1

Muskegon – 1

Clinton – 1