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| Customer Satisfaction Survey Results –FFY 2019 (10/1/18-9/30/19)In FFY 2019 a total of 473 surveys were completed by accessing the Survey Monkey link (471) or toll free number (2). As a result of the process going automated survey responses have increased significantly from a total of 64 surveys completed in FFY 2018. Since February 2019, 7,059 emails were sent after case closure with the survey link. The survey link and toll free number were also included on all of the closure letters sent during this time. The Customer Satisfaction Survey presents an opportunity for consumers to share their experiences and for OOD to collect data to assist with improving our services to Ohioans with disabilities.  |
|  My current disability(Answered 467) | My age range(Answered 469) | It was easy for me to get to the OOD office, to move around in the office and to get in and out of the office. (Answered 472) | Materials were given to me in my preferred format (e.g. large print, interpreters provided). (Answered 466) |
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| After my first meeting with VR Staff (my BVR/BSVI Counselor/Coordinator/Case Load Assistant), I understood clearly that employment was the goal of the VR program.(Answered 469) | VR staff were polite and professional.(Answered 467) | VR staff helped me understand the kind of services that were available to me. (Answered 466) | VR staff included me in the decisions about my case, including the services listed on the Individualized Plan for Employment (my plan). (Answered 468) |
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| The services on my plan were provided in a timely manner.(Answered 465) | The VR services that I received helped me to become more financially independent.(Answered 459) | The services I received helped me reach my employment goal.(Answered 459) | If services did not result in an employment outcome, were you satisfied with the services that you did receive from VR staff. (Answered 435) |
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| What additional services, if any, would have been helpful to you to reach your employment goal? (Answered 244) | I would recommend OOD to others with disabilities. (Answered 463) | Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 284) |
| * More mentoring, internships, and employer contacts in the community that will hire people with multiple disabilities
* More computer and interview skills training, and job fairs
* More communication with VRC, job leads, and follow up
* Faster help with getting work, fewer delays with case progress
* Fewer staff changes
* More transportation options
 |  | * Good experience, thankful, staff wonderful, extremely helpful, professional, and caring
* Disconnect between VRC and Job Developer
* Lack of communication and follow up
* Too many changes in counselors and service provider staff
* Delays in getting started, services not timely
* Services outstanding/excellent program
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