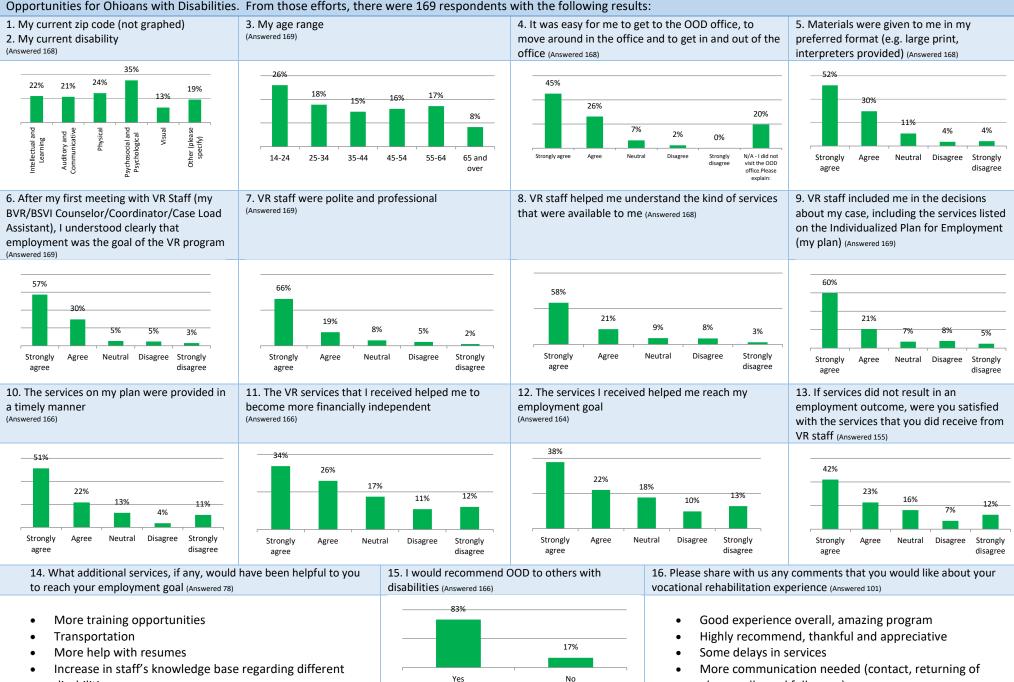
## Statewide Customer Satisfaction Survey Results – Quarter 2- FFY 2020 (1/1/20 - 3/31/20)

During the second quarter of Federal Fiscal Year 2020 there were 4,654 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses, 2,782, also received an automated email message with the toll-free number and survey link encouraging participants to share their experiences with receiving services from Opportunities for Ohioans with Disabilities. From those efforts, there were 169 respondents with the following results:



disabilities

phone calls, and follow up)