

## 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:

<p>1. My current zip code (not graphed) 2. My current disability (Answered 168)</p>	<p>3. My age range (Answered 169)</p>	<p>4. 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 168)</p>	<p>5. Materials were given to me in my preferred format (e.g. large print, interpreters provided) (Answered 168)</p>																																																						
 <table border="1"> <caption>Disability Types</caption> <tr><th>Disability Type</th><th>Percentage</th></tr> <tr><td>Intellectual and Learning</td><td>22%</td></tr> <tr><td>Auditory and Communicative</td><td>21%</td></tr> <tr><td>Physical</td><td>24%</td></tr> <tr><td>Psychosocial and Psychological</td><td>35%</td></tr> <tr><td>Visual</td><td>13%</td></tr> <tr><td>Other (please specify)</td><td>19%</td></tr> </table>	Disability Type	Percentage	Intellectual and Learning	22%	Auditory and Communicative	21%	Physical	24%	Psychosocial and Psychological	35%	Visual	13%	Other (please specify)	19%	 <table border="1"> <caption>Age Ranges</caption> <tr><th>Age Range</th><th>Percentage</th></tr> <tr><td>14-24</td><td>26%</td></tr> <tr><td>25-34</td><td>18%</td></tr> <tr><td>35-44</td><td>15%</td></tr> <tr><td>45-54</td><td>16%</td></tr> <tr><td>55-64</td><td>17%</td></tr> <tr><td>65 and over</td><td>8%</td></tr> </table>	Age Range	Percentage	14-24	26%	25-34	18%	35-44	15%	45-54	16%	55-64	17%	65 and over	8%	 <table border="1"> <caption>Ease of Getting to Office</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>45%</td></tr> <tr><td>Agree</td><td>26%</td></tr> <tr><td>Neutral</td><td>7%</td></tr> <tr><td>Disagree</td><td>2%</td></tr> <tr><td>Strongly disagree</td><td>0%</td></tr> <tr><td>N/A - I did not visit the OOD office. Please explain:</td><td>20%</td></tr> </table>	Response	Percentage	Strongly agree	45%	Agree	26%	Neutral	7%	Disagree	2%	Strongly disagree	0%	N/A - I did not visit the OOD office. Please explain:	20%	 <table border="1"> <caption>Preferred Format</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>52%</td></tr> <tr><td>Agree</td><td>30%</td></tr> <tr><td>Neutral</td><td>11%</td></tr> <tr><td>Disagree</td><td>4%</td></tr> <tr><td>Strongly disagree</td><td>4%</td></tr> </table>	Response	Percentage	Strongly agree	52%	Agree	30%	Neutral	11%	Disagree	4%	Strongly disagree	4%
Disability Type	Percentage																																																								
Intellectual and Learning	22%																																																								
Auditory and Communicative	21%																																																								
Physical	24%																																																								
Psychosocial and Psychological	35%																																																								
Visual	13%																																																								
Other (please specify)	19%																																																								
Age Range	Percentage																																																								
14-24	26%																																																								
25-34	18%																																																								
35-44	15%																																																								
45-54	16%																																																								
55-64	17%																																																								
65 and over	8%																																																								
Response	Percentage																																																								
Strongly agree	45%																																																								
Agree	26%																																																								
Neutral	7%																																																								
Disagree	2%																																																								
Strongly disagree	0%																																																								
N/A - I did not visit the OOD office. Please explain:	20%																																																								
Response	Percentage																																																								
Strongly agree	52%																																																								
Agree	30%																																																								
Neutral	11%																																																								
Disagree	4%																																																								
Strongly disagree	4%																																																								
<p>6. 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 169)</p>	<p>7. VR staff were polite and professional (Answered 169)</p>	<p>8. VR staff helped me understand the kind of services that were available to me (Answered 168)</p>	<p>9. VR staff included me in the decisions about my case, including the services listed on the Individualized Plan for Employment (my plan) (Answered 169)</p>																																																						
 <table border="1"> <caption>Understanding of VR Goal</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>57%</td></tr> <tr><td>Agree</td><td>30%</td></tr> <tr><td>Neutral</td><td>5%</td></tr> <tr><td>Disagree</td><td>5%</td></tr> <tr><td>Strongly disagree</td><td>3%</td></tr> </table>	Response	Percentage	Strongly agree	57%	Agree	30%	Neutral	5%	Disagree	5%	Strongly disagree	3%	 <table border="1"> <caption>Staff Politeness</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>66%</td></tr> <tr><td>Agree</td><td>19%</td></tr> <tr><td>Neutral</td><td>8%</td></tr> <tr><td>Disagree</td><td>5%</td></tr> <tr><td>Strongly disagree</td><td>2%</td></tr> </table>	Response	Percentage	Strongly agree	66%	Agree	19%	Neutral	8%	Disagree	5%	Strongly disagree	2%	 <table border="1"> <caption>Understanding of Services</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>58%</td></tr> <tr><td>Agree</td><td>21%</td></tr> <tr><td>Neutral</td><td>9%</td></tr> <tr><td>Disagree</td><td>8%</td></tr> <tr><td>Strongly disagree</td><td>3%</td></tr> </table>	Response	Percentage	Strongly agree	58%	Agree	21%	Neutral	9%	Disagree	8%	Strongly disagree	3%	 <table border="1"> <caption>Inclusion in Decisions</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>60%</td></tr> <tr><td>Agree</td><td>21%</td></tr> <tr><td>Neutral</td><td>7%</td></tr> <tr><td>Disagree</td><td>8%</td></tr> <tr><td>Strongly disagree</td><td>5%</td></tr> </table>	Response	Percentage	Strongly agree	60%	Agree	21%	Neutral	7%	Disagree	8%	Strongly disagree	5%						
Response	Percentage																																																								
Strongly agree	57%																																																								
Agree	30%																																																								
Neutral	5%																																																								
Disagree	5%																																																								
Strongly disagree	3%																																																								
Response	Percentage																																																								
Strongly agree	66%																																																								
Agree	19%																																																								
Neutral	8%																																																								
Disagree	5%																																																								
Strongly disagree	2%																																																								
Response	Percentage																																																								
Strongly agree	58%																																																								
Agree	21%																																																								
Neutral	9%																																																								
Disagree	8%																																																								
Strongly disagree	3%																																																								
Response	Percentage																																																								
Strongly agree	60%																																																								
Agree	21%																																																								
Neutral	7%																																																								
Disagree	8%																																																								
Strongly disagree	5%																																																								
<p>10. The services on my plan were provided in a timely manner (Answered 166)</p>	<p>11. The VR services that I received helped me to become more financially independent (Answered 166)</p>	<p>12. The services I received helped me reach my employment goal (Answered 164)</p>	<p>13. If services did not result in an employment outcome, were you satisfied with the services that you did receive from VR staff (Answered 155)</p>																																																						
 <table border="1"> <caption>Timely Service</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>51%</td></tr> <tr><td>Agree</td><td>22%</td></tr> <tr><td>Neutral</td><td>13%</td></tr> <tr><td>Disagree</td><td>4%</td></tr> <tr><td>Strongly disagree</td><td>11%</td></tr> </table>	Response	Percentage	Strongly agree	51%	Agree	22%	Neutral	13%	Disagree	4%	Strongly disagree	11%	 <table border="1"> <caption>Financial Independence</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>34%</td></tr> <tr><td>Agree</td><td>26%</td></tr> <tr><td>Neutral</td><td>17%</td></tr> <tr><td>Disagree</td><td>11%</td></tr> <tr><td>Strongly disagree</td><td>12%</td></tr> </table>	Response	Percentage	Strongly agree	34%	Agree	26%	Neutral	17%	Disagree	11%	Strongly disagree	12%	 <table border="1"> <caption>Reaching Employment Goal</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>38%</td></tr> <tr><td>Agree</td><td>22%</td></tr> <tr><td>Neutral</td><td>18%</td></tr> <tr><td>Disagree</td><td>10%</td></tr> <tr><td>Strongly disagree</td><td>13%</td></tr> </table>	Response	Percentage	Strongly agree	38%	Agree	22%	Neutral	18%	Disagree	10%	Strongly disagree	13%	 <table border="1"> <caption>Satisfaction with Services</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Strongly agree</td><td>42%</td></tr> <tr><td>Agree</td><td>23%</td></tr> <tr><td>Neutral</td><td>16%</td></tr> <tr><td>Disagree</td><td>7%</td></tr> <tr><td>Strongly disagree</td><td>12%</td></tr> </table>	Response	Percentage	Strongly agree	42%	Agree	23%	Neutral	16%	Disagree	7%	Strongly disagree	12%						
Response	Percentage																																																								
Strongly agree	51%																																																								
Agree	22%																																																								
Neutral	13%																																																								
Disagree	4%																																																								
Strongly disagree	11%																																																								
Response	Percentage																																																								
Strongly agree	34%																																																								
Agree	26%																																																								
Neutral	17%																																																								
Disagree	11%																																																								
Strongly disagree	12%																																																								
Response	Percentage																																																								
Strongly agree	38%																																																								
Agree	22%																																																								
Neutral	18%																																																								
Disagree	10%																																																								
Strongly disagree	13%																																																								
Response	Percentage																																																								
Strongly agree	42%																																																								
Agree	23%																																																								
Neutral	16%																																																								
Disagree	7%																																																								
Strongly disagree	12%																																																								
<p>14. What additional services, if any, would have been helpful to you to reach your employment goal (Answered 78)</p>	<p>15. I would recommend OOD to others with disabilities (Answered 166)</p>	<p>16. Please share with us any comments that you would like about your vocational rehabilitation experience (Answered 101)</p>																																																							
<ul style="list-style-type: none"> <li>• More training opportunities</li> <li>• Transportation</li> <li>• More help with resumes</li> <li>• Increase in staff's knowledge base regarding different disabilities</li> </ul>	 <table border="1"> <caption>Recommendation</caption> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Yes</td><td>83%</td></tr> <tr><td>No</td><td>17%</td></tr> </table>	Response	Percentage	Yes	83%	No	17%	<ul style="list-style-type: none"> <li>• Good experience overall, amazing program</li> <li>• Highly recommend, thankful and appreciative</li> <li>• Some delays in services</li> <li>• More communication needed (contact, returning of phone calls, and follow up)</li> </ul>																																																	
Response	Percentage																																																								
Yes	83%																																																								
No	17%																																																								