|  |
| --- |
| Statewide Customer Satisfaction Survey Results - Quarter 1 - FFY 2021 (10/1/20 - 12/31/20)During the first quarter of Federal Fiscal Year 2021 there were 4,183 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses (3,152) also received an automated email message with the toll-free number and survey link encouraging participants to share their experiences with receiving Vocational Rehabilitation Services from Opportunities for Ohioans with Disabilities. From those efforts, there were 147 respondents with the following results:  |
| 1. My current zip code (not graphed)2. My current disability (check all that apply):(Answered 147) | 3. My age range(Answered 147) | 4. It was easy for me to get to the meeting location (e.g. OOD office, library, Job Center) and to move around in the office space when meeting my counselor. (Answered 145) | 5. OOD Services were provided to me (check all that apply):(Answered 146) |
|  |  |  |  |
| Why Disagree or Strongly Disagree was chosen for this question:* NA
 | Why Disagree or Strongly Disagree was chosen for this question:* NA
 | Why Disagree or Strongly Disagree was chosen for this question:* Done virtually, and by phone due to COVID
* Do not always have a vehicle
* Had wrong address
* Bus limited /office 25 minutes away
 | Why Disagree or Strongly Disagree was chosen for this question:* NA
 |
| 6. I have been satisfied with how OOD services are being provided.(Answered 146) | 7. Materials were given to me in my preferred format (e.g. large print, interpreters provided).(Answered 144) | 8. After my first meeting with my Counselor, Coordinator, or Caseload Assistant, I understood clearly that employment was the goal of the VR program. (Answered 147) | 9. VR Staff were polite and professional. (Answered 146) |
|  |  |  |  |
| Why Disagree or Strongly Disagree was chosen for this question:* Quicker turn- around time for services would be better
* Never got a job
 | Why Disagree or Strongly Disagree was chosen for this question:* No materials were given
* Would like materials sent by email
 | Why Disagree or Strongly Disagree was chosen for this question:* Communication lag
 | Why Disagree or Strongly Disagree was chosen for this question:* Return time on emails and phone calls
* Felt like just a number
 |
| Statewide Customer Satisfaction Survey Results - Quarter 1 - FFY 2021 (10/1/20 - 12/31/20) - p. 2 |
| 10. VR staff helped me understand the kind of services that were available to me.(Answered 145) | 11. VR staff included me in the decisions about my case, including the services listed on the Individualized Plan for Employment (IPE- my plan).(Answered 146) | 12. I was satisfied with the timeliness of the services that were provided to me from my plan.(Answered 147) | 13. As a result of working with OOD, I have a job and (check all that apply): (Answered 142) |
|  |  |  |  |
| Why Disagree or Strongly Disagree was chosen for this question:* Confusing and Stressful
* Not detailed
 | Why Disagree or Strongly Disagree was chosen for this question:* Not able to move forward with plan
* Did not know what was going on
 | Why Disagree or Strongly Disagree was chosen for this question:* Long gaps between contact
* Delays in call backs
* Delays in services
 | Why Disagree or Strongly Disagree was chosen for this question:* NA
 |
| 14. After working with OOD, I do not have a job and (check all that apply): (Answered 136) | 15. What are the biggest barriers you experienced in working towards your employment goal? What could OOD have done differently to remove those barriers? (Answered 114) | 16. Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 99) | 17. I would recommend OOD to others with disabilities.(Answered 147) |
|  | * Not being able to drive/transportation
* Psychological issues
* Getting free medication
* Proving you could do the job to employers
* COVID 19/following protocols
* Too afraid to ask for help or questions
* Provide lap top computer/computer equipment
* More in person meetings
* Provide Legal services
* Better job coaching
 | * Great program, helpful
* Good Experience, positive
* Thankful
* Staff nice, patient, informative, encouraging, professional, accommodating,

caring, and easy to work with.* Benefited from services
* Process frustrating in some ways

and disappointing |   |
| Why Disagree or Strongly Disagree was chosen for this question:* NA
 |  |  | Why Disagree or Strongly Disagree was chosen for this question:* NA
 |