**Customer Satisfaction Survey Results – Statewide - 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:

## **Question 1 -** My current zip code (not graphed)

## **Question 2 -** My current disability (Answered 147)

* Intellectual and Learning 42%
* Auditory and Communicative 17%
* Physical 33%
* Psychosocial and Psychological 37%
* Visual 12%
* Other 14%

## **Question 3 -** My age range (Answered 147)

* 14-24 26%
* 25-34 13%
* 35-44 16%
* 45-54 16%
* 55-64 23%
* 65 and over 6%

## **Question 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)

* Strongly Agree 47%
* Agree 20%
* Neutral 6%
* Disagree 1%
* Strongly Disagree 1%
* N/A 25%

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

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**Question 5 -** OOD Services were provided to me (check all that apply): (Answered 146)

* OOD Office 40%
* Alternative Location 41%
* Phone and/or Text 66%
* Email and/or Mail 37%
* Video Conferencing 25%

## **Question 6 –** I have been satisfied with how OOD services are being provided. (Answered 146)

* Strongly Agree 61%
* Agree 23%
* Neutral 2%
* Disagree 8%
* Strongly Disagree 7%

Why Disagree or Strongly Disagree was chosen for this question:

* Quick turn around time for services would be better
* Never got a job

## **Question 7 -**Materials were given to me in my preferred format (e.g. large print, interpreters provided). (Answered 144)

* Strongly Agree 53%
* Agree 32%
* Neutral 13%
* Disagree 1%
* Strongly Disagree 1%

Why Disagree or Strongly Disagree was chosen for this question:

* No materials were given
* Would like materials sent by email

## **Question 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)

* Strongly Agree 62%
* Agree 30%
* Neutral 3%
* Disagree 1%
* Strongly Disagree 4%

Why Disagree or Strongly Disagree was chosen for this question:

* Communication lag

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## **Question 9 –** VR staff were polite and professional. (Answered 146)

* Strongly Agree 66%
* Agree 25%
* Neutral 6%
* Disagree 1%
* Strongly Disagree 2%

Why Disagree or Strongly Disagree was chosen for this question:

* Return time on emails and phone calls
* Felt like just a number

## **Question 10 –** VR staff helped me understand the kind of services that were available to me. (Answered 145)

* Strongly Agree 63%
* Agree 22%
* Neutral 8%
* Disagree 3%
* Strongly Disagree 5%

Why Disagree or Strongly Disagree was chosen for this question:

* Confusing and Stressful
* Not detailed

**Question 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)

* Strongly Agree 60%
* Agree 28%
* Neutral 5%
* Disagree 3%
* Strongly Disagree 4%

Why Disagree or Strongly Disagree was chosen for this question:

* Not able to move forward with plan
* Did not know what was going on

## **Question 12 –** I was satisfied with the timeliness of the services that were provided to me from my plan. (Answered 147)

* Strongly Agree 55%
* Agree 25%
* Neutral 5%
* Disagree 7%

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* Strongly Disagree 7%

Why Disagree or Strongly Disagree was chosen for this question:

* Long gaps between contact
* Delays in call backs
* Delays in services

## **Question 13 –** As a result of working with OOD, I have a job and (check all that apply). (Answered 142)

* Reached my employment goal 46%
* Job appropriate for disability 38%
* Satisfied with services from OOD staff 53%
* More financially independent 23%
* N/A- I do not have a job 31%

## **Question 14 –** After working with OOD, I do not have a job and (check all that apply).(Answered 136)

* Satisfied with services from OOD staff 29%
* Chose not to continue with OOD services 16%
* Continuing job search independently 10%
* No longer interested in getting a job 9%
* NA- I do have a job 56%

## **Question 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)

* 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 Laptop computer/computer equipment
* More in-person meetings
* Provide Legal services
* Better job coaching

## **Question 16 -** Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 99)

* Great program, helpful
* Good Experience, positive
* Thankful

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* Staff nice, patient, informative, encouraging, professional, accommodating, caring, and easy to work with.
* Benefited from services
* Process frustrating in some ways and disappointing

**Question 17** – I would recommend OOD to others with disabilities. (Answered 147)

* Yes 87%
* No 13%