**Customer Satisfaction Survey Results - Statewide - Quarter 2 FFY 2021 (1/1/21 - 3/31/20)**

During the second quarter of Federal Fiscal Year 2021 there were 4,542 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses (2,927) 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 157 respondents with the following results:

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

## **Question 2 -** My current disability (Answered 157)

* Intellectual and Learning 36%
* Auditory and Communicative 22%
* Physical 28%
* Psychosocial and Psychological 32%
* Visual 10%
* Other 12%

## **Question 3 -** My age range (Answered 156)

* 14-24 35%
* 25-34 14%
* 35-44 12%
* 45-54 16%
* 55-64 22%
* 65 and over 3%

## **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 157)

* Strongly Agree 40%
* Agree 15%
* Neutral 6%
* Disagree 2%
* Strongly Disagree 1%
* N/A 33%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Did not visit office
* Meetings done virtually, and by phone due to COVID
* Transportation concerns

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**Question 5 -** OOD Services were provided to me (check all that apply): (Answered 157)

* OOD Office 29%
* Alternative Location 31%
* Phone and/or Text 73%
* Email and/or Mail 55%
* Video Conferencing 29%

## **Question 6 –** I have been satisfied with how OOD services are being provided. (Answered 157)

* Strongly Agree 54%
* Agree 20%
* Neutral 13%
* Disagree 6%
* Strongly Disagree 7%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Communicated needs not addressed
* Community employment resources not explored

## **Question 7 -**Materials were given to me in my preferred format (e.g., large print, interpreters provided). (Answered 157)

* Strongly Agree 54%
* Agree 29%
* Neutral 15%
* Disagree 2%
* Strongly Disagree 1%

Reasons for selecting Disagree or Strongly Disagree for this question:

* None given

## **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 157)

* Strongly Agree 59%
* Agree 34%
* Neutral 4%
* Disagree 3%
* Strongly Disagree 1%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Services to find employment delayed by COVID

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## **Question 9 –** VR staff were polite and professional. (Answered 157)

* Strongly Agree 68%
* Agree 22%
* Neutral 5%
* Disagree 4%
* Strongly Disagree 1%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Communication delays

## **Question 10 –** VR staff helped me understand the kind of services that were available to me. (Answered 157)

* Strongly Agree 57%
* Agree 29%
* Neutral 10%
* Disagree 2%
* Strongly Disagree 2%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Limited service options offered

**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 157)

* Strongly Agree 57%
* Agree 28%
* Neutral 11%
* Disagree 3%
* Strongly Disagree 1%

Reasons for selecting Disagree or Strongly Disagree for this question:

* Input not considered

## **Question 12 –** I was satisfied with the timeliness of the services that were provided to me from my plan. (Answered 157)

* Strongly Agree 45%
* Agree 25%
* Neutral 13%
* Disagree 8%
* Strongly Disagree 3%

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Reasons for selecting Disagree or Strongly Disagree for this question:

* Slow process
* Communication delays

## **Question 13 –** As a result of working with OOD, I have a job and (check all that apply): (Answered 157)

* Reached my employment goal 38%
* Job appropriate for disability 37%
* Satisfied with services from OOD staff 54%
* More financially independent 25%
* N/A- I do not have a job 32%

## **Question 14 –** After working with OOD, I do not have a job and (check all that apply):(Answered 157)

* Satisfied with services from OOD staff 31%
* Chose not to continue with OOD services 18%
* Continuing job search independently 11%
* No longer interested in getting a job 3%
* NA- I do have a job 53%

## **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 113)

* Personal and medical challenges related to disability that impacted participation in services
* COVID 19 pandemic
* Lack of work experience
* Transportation
* Increase in opportunities for licensures
* More timely communication from OOD staff
* More assistance with identifying appropriate job goals, and pay above minimum wage

## **Question 16 -** Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 89)

* Great service
* OOD staff willing to help, cared about my goals and success
* OOD staff knowledgeable and informative
* OOD staff polite and professional
* Process stressful
* Specific ideas expressed regarding job goal, and services not considered.

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**Question 17** – I would recommend OOD to others with disabilities. (Answered 156)

* Yes 85%
* No 15%