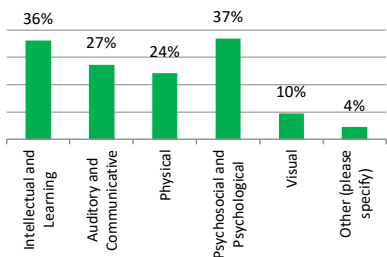


## Statewide Customer Satisfaction Survey Results - Quarter 3 - FFY 2021 (4/1/21 - 6/30/21)

During the third quarter of Federal Fiscal Year 2021 there were 4,034 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses (3,121) 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:

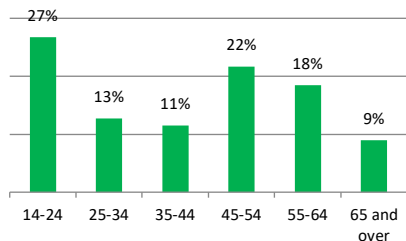
1. My current zip code (not graphed)  
 2. My current disability (check all that apply):  
 (Answered 157)  
**\*Note:** Questions that allow multiple responses will exceed 100%, any other variances are due to rounding.



Reasons for selecting Disagree or Strongly Disagree for this question:

- NA

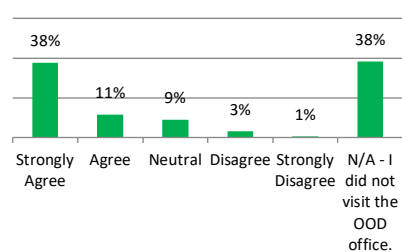
3. My age range  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- NA

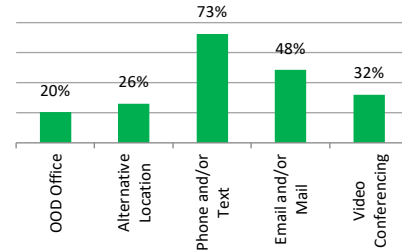
4. It was easy for me to get to the meeting location (e.g., OOD office, library, Job Center) and to move around in the office space when meeting my counselor.  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- Did not visit office due to COVID
- Meetings done virtually, and by phone due to COVID
- Far distance from front door to office using a walker

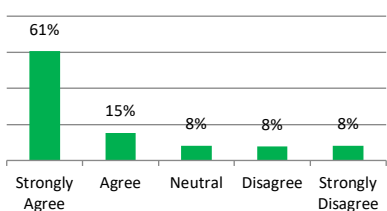
5. OOD Services were provided to me (check all that apply):  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- NA

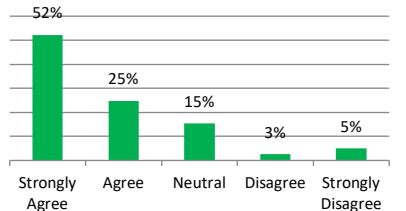
6. I have been satisfied with how OOD services are being provided.  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- More information needed regarding college/training requirements
- More assistance needed finding employment

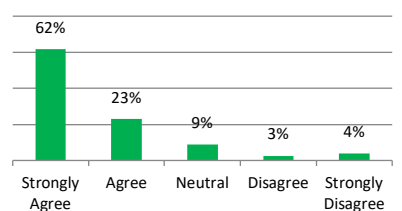
7. Materials were given to me in my preferred format (e.g., large print, interpreters provided).  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- No materials given
- No materials provided in braille or audio format
- Not able to open OOD emails

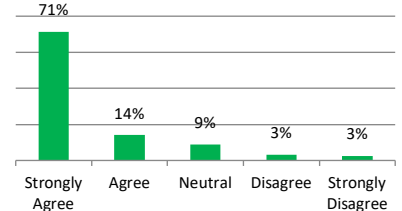
8. After my first meeting with my Counselor, Coordinator, or Caseload Assistant, I understood clearly that employment was the goal of the VR program.  
 (Answered 157)



Reasons for selecting Disagree or Strongly Disagree for this question:

- Did not understand what counselor was saying

9. VR Staff were polite and professional.  
 (Answered 157)

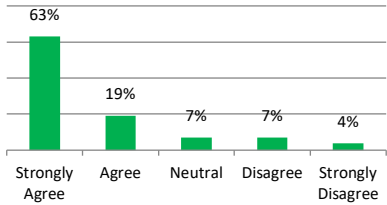


Reasons for selecting Disagree or Strongly Disagree for this question:

- Lack of communication, delay in responding back to phone calls

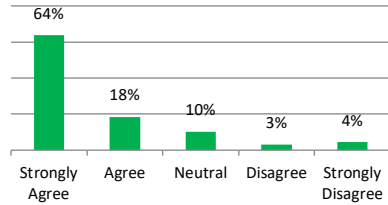
Statewide Customer Satisfaction Survey Results - Quarter 3 - FFY 2021 (4/1/21 - 6/30/21) - p. 2

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



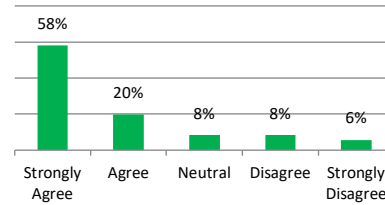
- Reasons for selecting Disagree or Strongly Disagree for this question:
- Limited discussion regarding available services, and how the process worked
  - Limited information regarding the purchase of hearing aids

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)



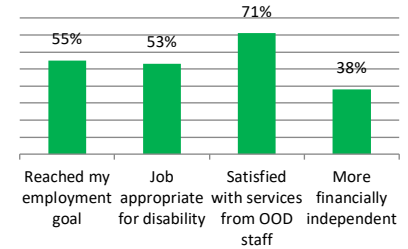
- Reasons for selecting Disagree or Strongly Disagree for this question:
- Input not considered

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



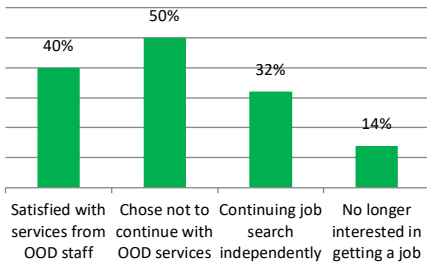
- Reasons for selecting Disagree or Strongly Disagree for this question:
- Service delays

13. As a result of working with OOD, I have a job (68%), I do not have a job (32%) (not graphed)  
(Answered 142)  
14. As a result of working with OOD, I have a job and (check all that apply):  
(Answered 100)



- Reasons for selecting Disagree or Strongly Disagree for this question:
- NA

15. After working with OOD, I do not have a job and (check all that apply):  
(Answered 50)



- Reasons for selecting Disagree or Strongly Disagree for this question:
- NA

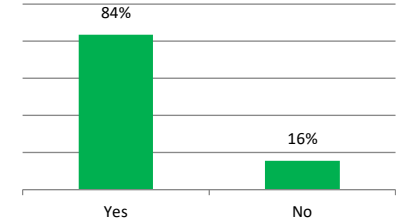
16. What are the biggest barriers you experienced in working towards your employment goal? What could OOD have done differently to remove those barriers?  
(Answered 113)

- COVID 19
- Transportation
- Staff turnovers
- Health issues/disability concerns
- Finding a job
- Respond in a timely manner
- More assistance with transitioning, and learning new job
- In person meetings

17. Please share with us any comments that you would like about your vocational rehabilitation experience.  
(Answered 84)

- Great, and first-rate experience
- Appreciated the opportunity and experience
- Staff wonderful, kind, caring, friendly, and compassionate
- Job Coaching helpful
- A lot of bureaucracy, red tape, and hurdles in the process
- Disappointing

18. I would recommend OOD to others with disabilities.  
(Answered 152)



- Reasons for selecting Disagree or Strongly Disagree for this question:
- NA