

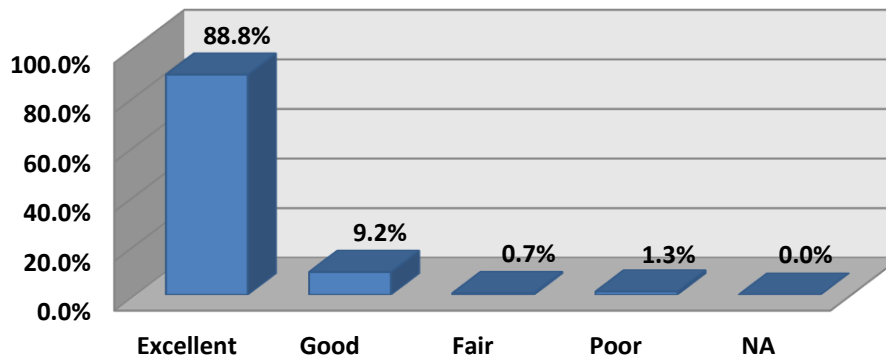
# FFY2024 Active Consumer Satisfaction Survey

## STATE REHABILITATION COUNCIL

### 1. Please rate the quality of services you receive from IVRS?

Excellent	135	88.8%
Good	14	9.2%
Fair	1	0.7%
Poor	2	1.3%
NA	0	0.0%
<b>Total</b>	<b>152</b>	<b>100%</b>

### 1. Please rate the quality of services you receive from IVRS



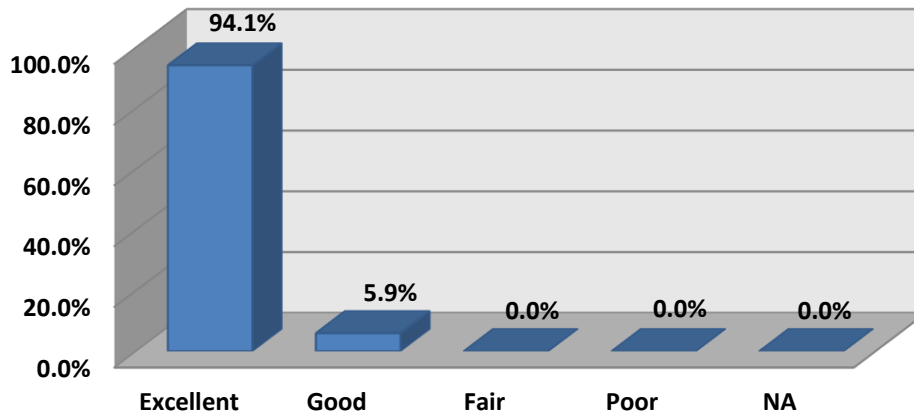
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## STATE REHABILITATION COUNCIL

### 2. Please rate the politeness of IVRS staff.

Excellent	143	94.1%
Good	9	5.9%
Fair	0	0.0%
Poor	0	0.0%
NA	0	0.0%
<b>Total</b>	<b>152</b>	<b>100%</b>

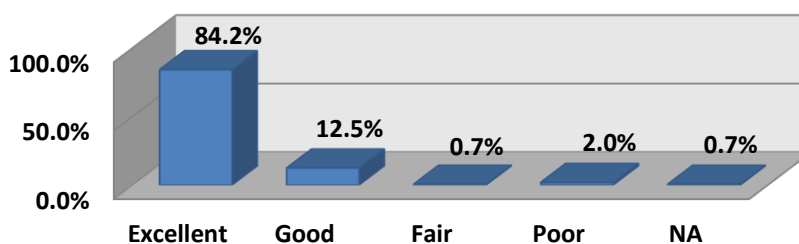
### 2. Please rate the politeness of IVRS staff



### 3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	128	84.2%
Good	19	12.5%
Fair	1	0.7%
Poor	3	2.0%
NA	1	0.7%
<b>Total</b>	<b>152</b>	<b>100%</b>

### 3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



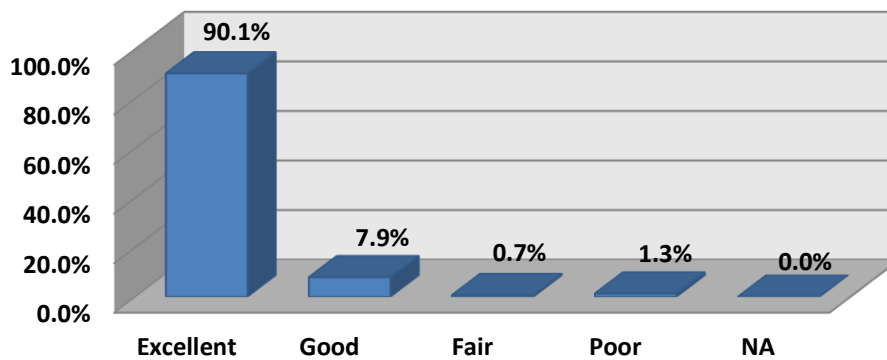
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STATE REHABILITATION COUNCIL

## 4. Please rate the chance of recommending IVRS to someone else.

Excellent	137	90.1%
Good	12	7.9%
Fair	1	0.7%
Poor	2	1.3%
NA	0	0.0%
<b>Total</b>	<b>152</b>	<b>100%</b>

### 4. Please rate the chance of recommending IVRS to someone else



### Percent Returned by Area Office

