

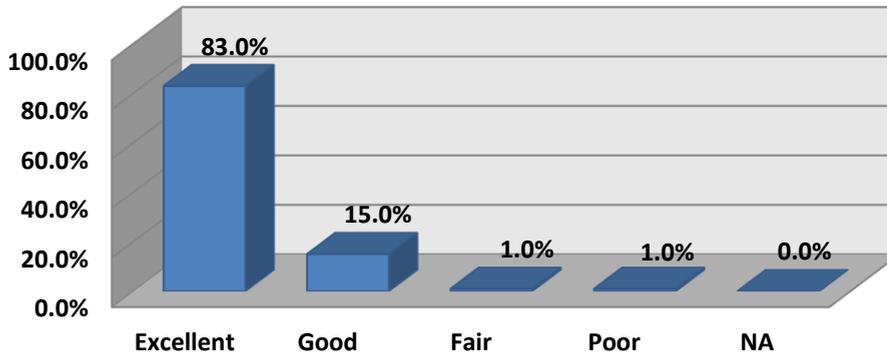
FFY2023 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

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

Excellent	171	83.0%
Good	31	15.0%
Fair	2	1.0%
Poor	2	1.0%
NA	0	0.0%
Total	206	100%

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



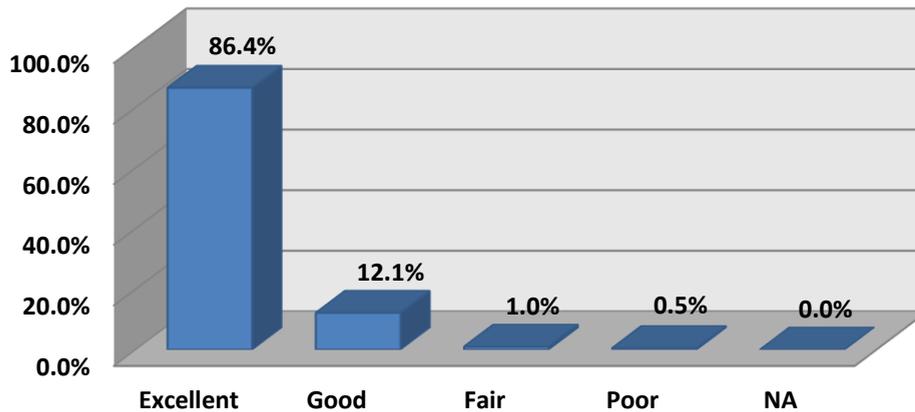
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2. Please rate the politeness of IVRS staff.

Excellent	178	86.4%
Good	25	12.1%
Fair	2	1.0%
Poor	1	0.5%
NA	0	0.0%
Total	206	100%

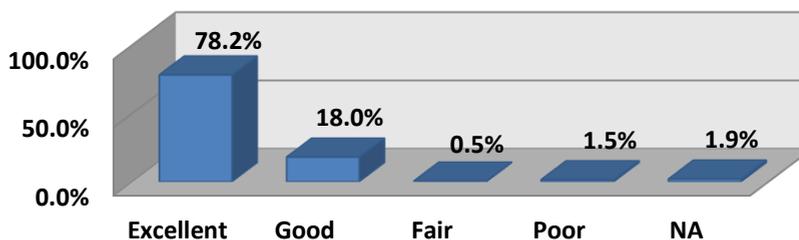
2. Please rate the politeness of IVRS staff



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	161	78.2%
Good	37	18.0%
Fair	1	0.5%
Poor	3	1.5%
NA	4	1.9%
Total	206	100%

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...



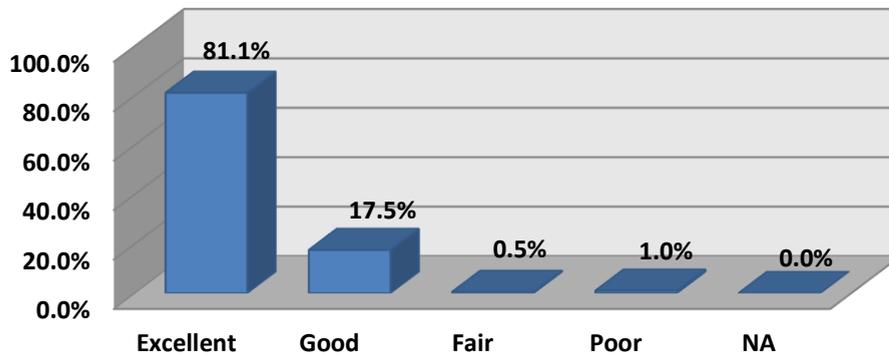
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4. Please rate the chance of recommending IVRS to someone else.

Excellent	167	81.1%
Good	36	17.5%
Fair	1	0.5%
Poor	2	1.0%
NA	0	0.0%
Total	206	100%

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



Percent Returned by Area Office

