

**FFY2023 Consumer Satisfaction Survey - FINAL**

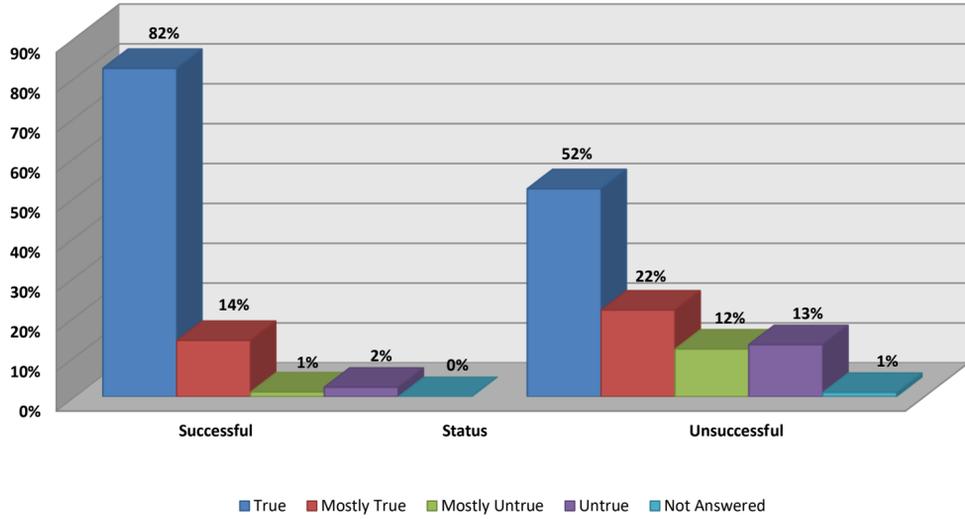
RESPONSE RATE													Return Rate Prior Years					
Closed Successfully 26-0													Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2022	2021	2020	2019	2018	2017
October	27	94	121	4	8	12	2	0	2	16%	9%	10%						
November	39	112	151	1	13	14	5	0	5	3%	12%	10%						
December	37	164	201	4	12	16	4	0	4	12%	7%	8%						
January	30	128	158	6	14	20	2	0	2	21%	11%	13%						
February	36	130	166	7	6	13	3	0	3	21%	5%	8%						
March	35	138	173	3	8	11	1	0	1	9%	6%	6%						
April	26	117	143	5	7	12	2	0	2	21%	6%	9%						
May	28	124	152	8	6	14	3	0	3	32%	5%	9%						
June	20	204	224	4	23	27	2	0	2	22%	11%	12%						
July	16	77	93	5	10	15	0	0	0	31%	13%	16%						
August	29	94	123	4	6	10	3	0	3	15%	6%	8%						
September	28	104	132	6	0	6	3	0	3	24%	0%	5%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
<b>Total</b>	<b>351</b>	<b>1486</b>	<b>1837</b>	<b>57</b>	<b>113</b>	<b>170</b>	<b>30</b>	<b>0</b>	<b>30</b>	<b>18%</b>	<b>8%</b>	<b>9%</b>	12%	12%	15%	17%	16%	16%
Closed Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	51	124	175	6	5	11	5	0	5	13%	4%	6%						
November	29	108	137	2	6	8	5	0	5	8%	6%	6%						
December	44	104	148	4	4	8	3	0	3	10%	4%	6%						
January	48	108	156	4	4	8	10	0	10	11%	4%	5%						
February	39	110	149	1	5	6	8	0	8	3%	5%	4%						
March	45	112	157	2	10	12	8	0	8	5%	9%	8%						
April	36	104	140	2	6	8	4	0	4	6%	6%	6%						
May	43	139	182	6	3	9	4	0	4	15%	2%	5%						
June	53	109	162	5	4	9	6	0	6	11%	4%	6%						
July	30	96	126	3	4	7	3	0	3	11%	4%	6%						
August	30	112	142	1	4	5	6	0	6	4%	4%	4%						
September	41	93	134	1	0	1	8	0	8	3%	0%	1%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
<b>Total</b>	<b>489</b>	<b>1319</b>	<b>1808</b>	<b>37</b>	<b>55</b>	<b>92</b>	<b>70</b>	<b>0</b>	<b>70</b>	<b>9%</b>	<b>4%</b>	<b>5%</b>	6%	6%	8%	8%	7%	8%
Closed Successfully 26-0 and Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	78	218	296	10	13	23	7	0	7	14%	6%	8%						
November	68	220	288	3	19	22	10	0	10	5%	9%	8%						
December	81	268	349	8	16	24	7	0	7	11%	6%	7%						
January	78	236	314	10	18	28	12	0	12	15%	8%	9%						
February	75	240	315	8	11	19	11	0	11	13%	5%	6%						
March	80	250	330	5	18	23	9	0	9	7%	7%	7%						
April	62	221	283	7	13	20	6	0	6	13%	6%	7%						
May	71	263	334	14	9	23	7	0	7	22%	3%	7%						
June	73	313	386	9	27	36	8	0	8	14%	9%	10%						
July	46	173	219	8	14	22	3	0	3	19%	8%	10%						
August	59	206	265	5	10	15	9	0	9	10%	5%	6%						
September	69	197	266	7	0	7	11	0	11	12%	0%	3%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
<b>Total</b>	<b>840</b>	<b>2805</b>	<b>3645</b>	<b>94</b>	<b>168</b>	<b>262</b>	<b>100</b>	<b>0</b>	<b>100</b>	<b>13%</b>	<b>6%</b>	<b>7%</b>	9%	9%	12%	12%	12%	12%

FFY2023 Consumer Satisfaction Survey - FINAL

1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	140	82%	48	52%	188	72%	81%	65%	76%	82%	54%	73%	79%	69%	76%	82%	59%	75%
Mostly True	24	14%	20	22%	44	17%	14%	14%	14%	14%	24%	17%	16%	14%	15%	14%	20%	16%
Mostly Untrue	2	1%	11	12%	13	5%	3%	6%	4%	2%	9%	4%	3%	5%	4%	3%	9%	5%
Untrue	4	2%	12	13%	16	6%	2%	14%	6%	2%	12%	5%	2%	11%	5%	1%	12%	4%
Not Answered	0	0%	1	1%	1	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

1. I am satisfied with the way my counselor related to me?

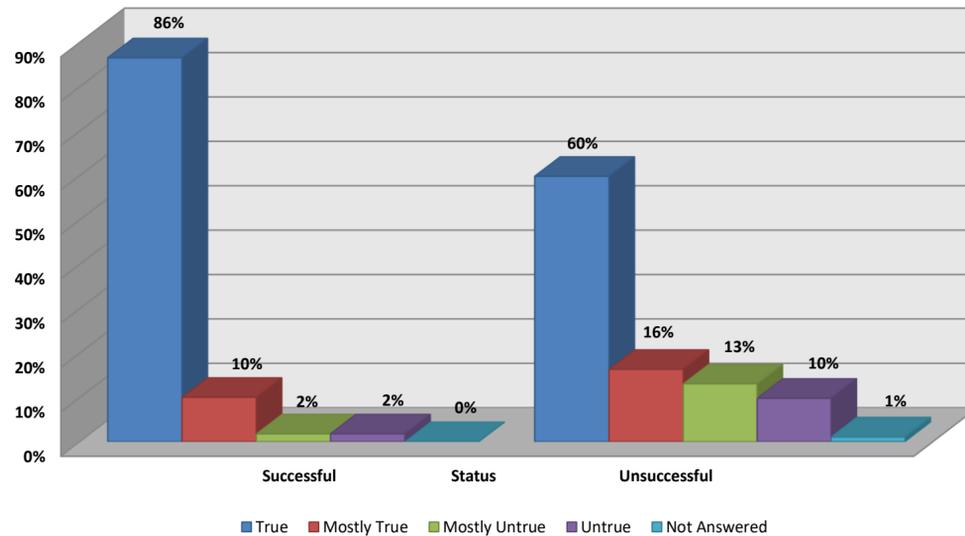


Not really an issue for consumers with successful placements. But those without a placement is 1 in 4.  
 Successful: 96%, 164 of 170 were satisfied with the way their counselor related to them.  
 Successful: 3%, 6 of 170 were NOT satisfied with the way their counselor related to them.  
 Unsuccessful: 74%, 68 of 92 were satisfied with the way their counselor related to them.  
 Unsuccessful: 25%, 23 of 92 were NOT satisfied with the way their counselor related to them.

2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	147	86%	55	60%	202	77%	84%	64%	78%	85%	61%	78%	83%	73%	79%	85%	64%	79%
Mostly True	17	10%	15	16%	32	12%	12%	18%	14%	10%	18%	13%	14%	11%	13%	11%	14%	12%
Mostly Untrue	3	2%	12	13%	15	6%	3%	4%	3%	2%	8%	4%	2%	4%	3%	2%	9%	4%
Untrue	3	2%	9	10%	12	5%	1%	14%	5%	2%	12%	5%	2%	10%	5%	1%	11%	4%
Not Answered	0	0%	1	1%	1	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2. My counselor took my concerns seriously?

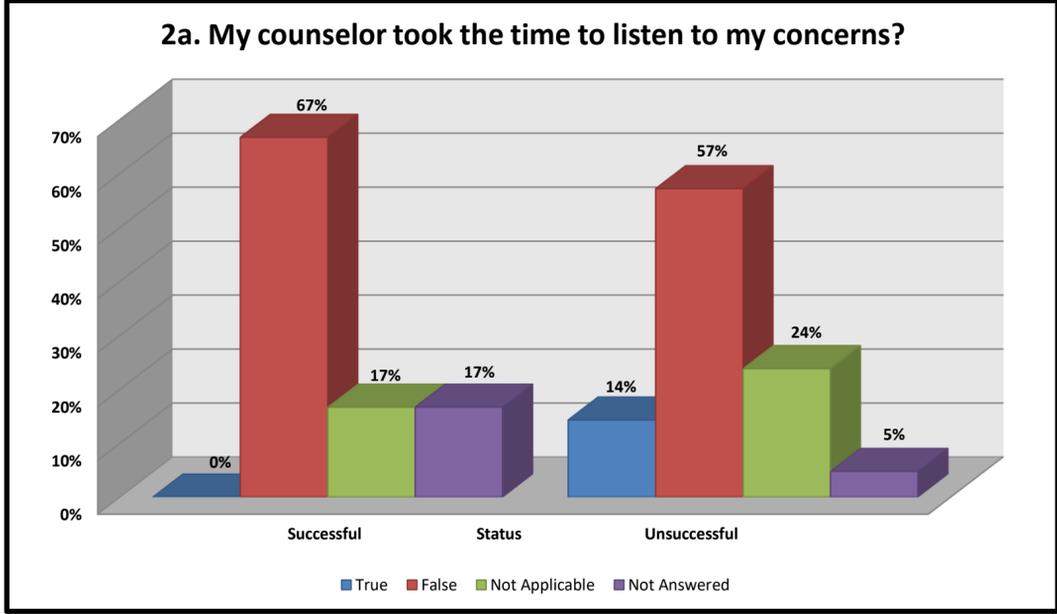


Not really an issue for consumers with successful placements. But those without a placement is less than 1 in 4.  
 Successful: 96%, 164 of 170 had counselors who took their concerns seriously.  
 Successful: 4%, 6 of 170 had counselors who did NOT take their concerns seriously.  
 Unsuccessful: 76%, 70 of 92 had counselors who took their concerns seriously.  
 Unsuccessful: 23%, 21 of 92 had counselors who did NOT take their concerns seriously.

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2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	3	14%	3	11%	33%	11%	19%	11%	28%	22%	22%	15%	17%	10%	18%	16%
False	4	67%	12	57%	16	59%	33%	78%	63%	56%	44%	48%	78%	75%	76%	90%	42%	53%
Not Applicable	1	17%	5	24%	6	22%	22%	11%	15%	33%	28%	30%	0%	10%	7%	0%	27%	21%
Not Answered	1	17%	1	5%	2	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%	0%	12%	9%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



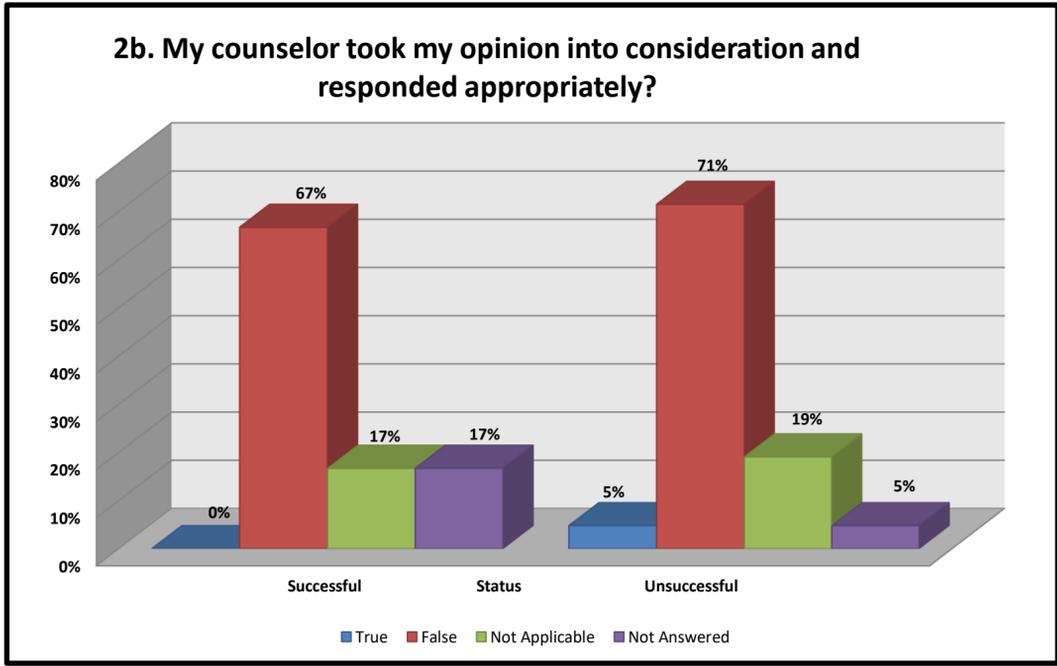
Not really an issue for consumers with successful placements. But 1 in 7 for unsuccessful closures

Successful: 2% 4 of 6 of 170 had counselors that did NOT take the time to listen to my concerns.

Unsuccessful: 13% of 12 of 21 of 92 had counselors that did NOT take the time to listen to my concerns.

2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	1	5%	1	4%	0%	0%	0%	11%	0%	4%	11%	5%	7%	10%	12%	12%
False	4	67%	15	71%	19	70%	56%	83%	74%	89%	72%	78%	67%	90%	83%	90%	48%	58%
Not Applicable	1	17%	4	19%	5	19%	33%	17%	22%	0%	28%	19%	22%	5%	10%	0%	27%	21%
Not Answered	1	17%	1	5%	2	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%	0%	12%	9%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



Not really an issue for consumers with successful placements. But less than 1 in 6 for unsuccessful closures

Successful: 2%, 4 of 6 of 170 had counselor did NOT take their opinion into consideration and/ or responded appropriately

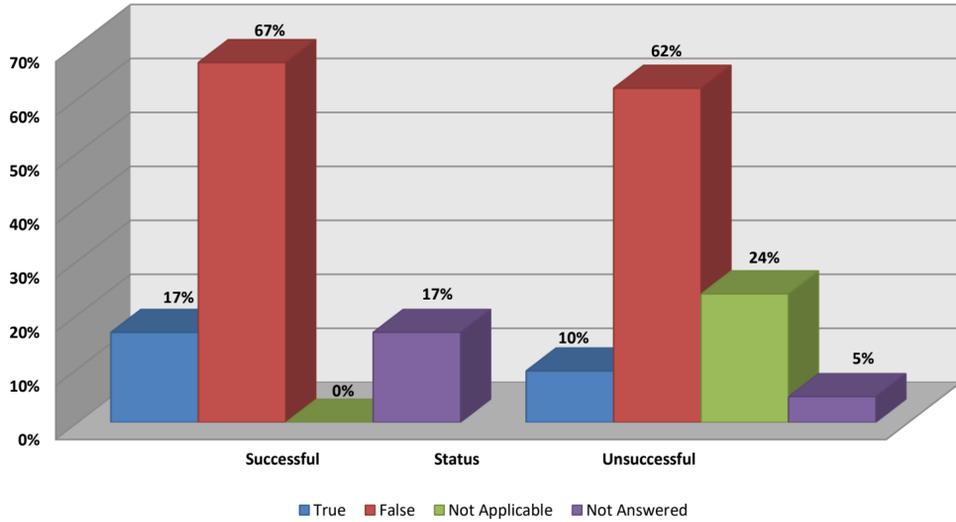
Unsuccessful: 16% of 15 of 21 of 92 had counselor did NOT take their opinion into consideration and/ or responded appropriately

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2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	17%	2	10%	3	11%	11%	0%	4%	11%	17%	15%	44%	10%	21%	10%	3%	5%
False	4	67%	13	62%	17	63%	44%	83%	70%	78%	56%	63%	56%	80%	72%	70%	61%	63%
Not Applicable	0	0%	5	24%	5	19%	33%	17%	22%	11%	28%	22%	0%	10%	7%	20%	24%	23%
Not Answered	1	17%	1	5%	2	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%	0%	12%	9%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

2c. My counselor was open to me expressing my complaints?



Not really an issue for consumers with successful placements. But 1 in 7 for unsuccessful closures

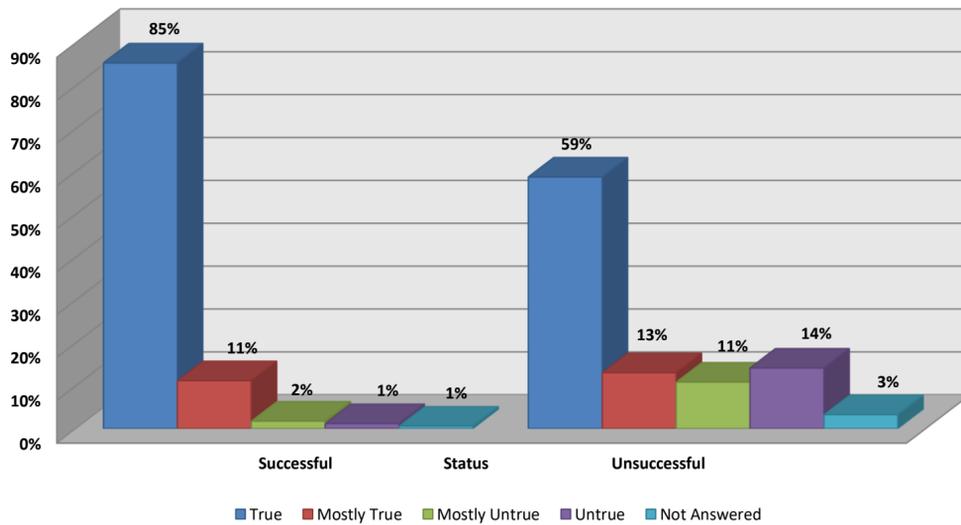
Successful: 2%, 4 of 6 of 170 had counselors who were NOT open to their expressing their complaints

Unsuccessful: 14%, 13 of 21 of 92 had counselors who were NOT open to their expressing their complaints

3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	145	85%	54	59%	199	76%	80%	61%	74%	85%	54%	75%	79%	69%	76%	82%	55%	73%
Mostly True	19	11%	12	13%	31	12%	13%	16%	14%	10%	21%	13%	17%	12%	15%	15%	18%	16%
Mostly Untrue	3	2%	10	11%	13	5%	3%	8%	4%	2%	9%	4%	1%	8%	4%	2%	15%	6%
Untrue	2	1%	13	14%	15	6%	3%	14%	7%	2%	14%	6%	2%	9%	5%	1%	9%	3%
Not Answered	1	1%	3	3%	4	2%	1%	0%	1%	1%	2%	2%	0%	1%	1%	1%	3%	2%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

3. My counselor understood my needs?



Not really an issue for consumers with successful placements. But those without a placement is 1 in 4.

Successful: 96%, 164 of 170 had counselors who understood their needs

Successful: 3%, 5 of 170 had counselors who did NOT understand their needs

Unsuccessful: 72%, 66 of 92 had counselors who understood their needs

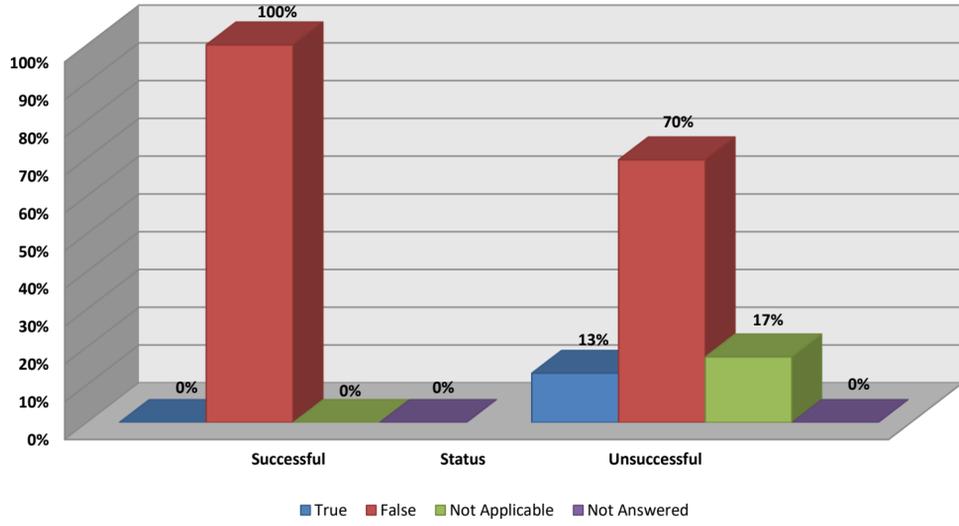
Unsuccessful: 25%, 23 of 92 had counselors who did NOT understand their needs

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3a. My counselor gave me useful advice?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	3	13%	3	11%	23%	5%	11%	11%	5%	7%	13%	17%	16%	13%	15%	15%
False	5	100%	16	70%	21	75%	46%	82%	69%	89%	71%	77%	88%	71%	75%	75%	54%	57%
Not Applicable	0	0%	4	17%	4	14%	31%	14%	20%	0%	19%	13%	0%	13%	9%	13%	21%	19%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	5%	3%	0%	0%	0%	0%	10%	9%
<b>Total</b>	<b>5</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

3a. My counselor gave me useful advice?

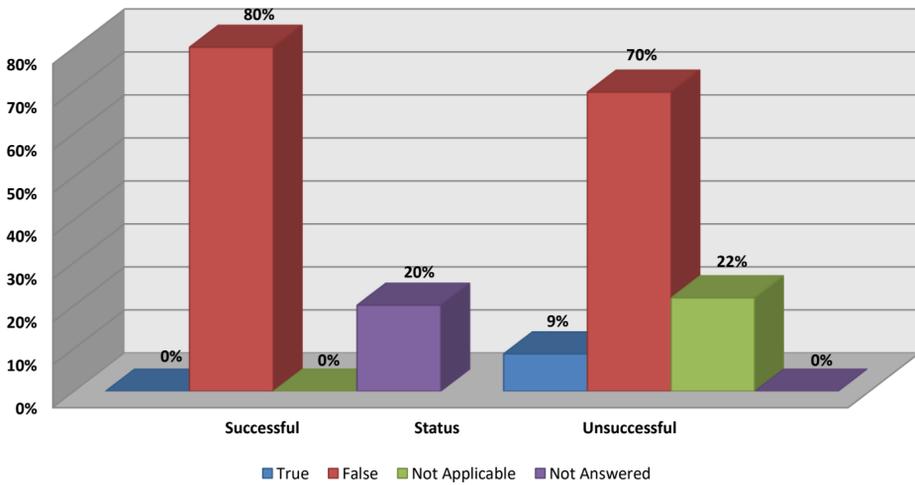


Not really an issue for consumers with successful placements. But those without a placement is less than 1 in 5.  
 Successful: 3%, 5 of 5 of 170 did NOT find counselor's advice useful  
 Unsuccessful: 17%, 16 of 23 of 92 did NOT find counselor's advice useful

3b. My counselor helped me find resources in the community?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	2	9%	2	7%	38%	0%	14%	11%	5%	7%	0%	4%	3%	38%	13%	17%
False	4	80%	16	70%	20	71%	54%	86%	74%	78%	81%	80%	100%	83%	88%	63%	59%	60%
Not Applicable	0	0%	5	22%	5	18%	0%	14%	9%	11%	10%	10%	0%	13%	9%	0%	18%	15%
Not Answered	1	20%	0	0%	1	4%	8%	0%	3%	0%	5%	3%	0%	0%	0%	0%	10%	9%
<b>Total</b>	<b>5</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

3b. My counselor helped me find resources in the community?



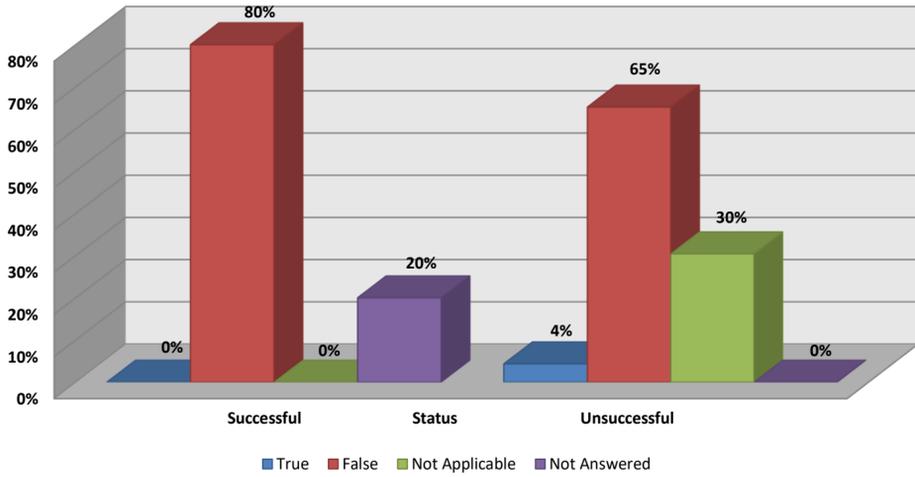
Not really an issue for consumers with successful placements. But those without a placement is less than 1 in 5.  
 Successful: 2%, 4 of 5 of 170 did NOT believe counselor helped them find resources in the community  
 Unsuccessful: 17%, 16 of 23 of 92 did NOT believe counselor helped them find resources in the community

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3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	1	4%	1	4%	0%	9%	6%	0%	0%	0%	0%	0%	0%	0%	3%	2%
False	4	80%	15	65%	19	68%	69%	82%	77%	89%	86%	87%	88%	83%	84%	100%	59%	66%
Not Applicable	0	0%	7	30%	7	25%	31%	9%	17%	11%	10%	10%	13%	17%	16%	0%	26%	21%
Not Answered	1	20%	0	0%	1	4%	0%	0%	0%	0%	5%	3%	0%	0%	0%	0%	13%	11%
<b>Total</b>	<b>5</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

3c. My counselor helped me challenge my expectations of myself?

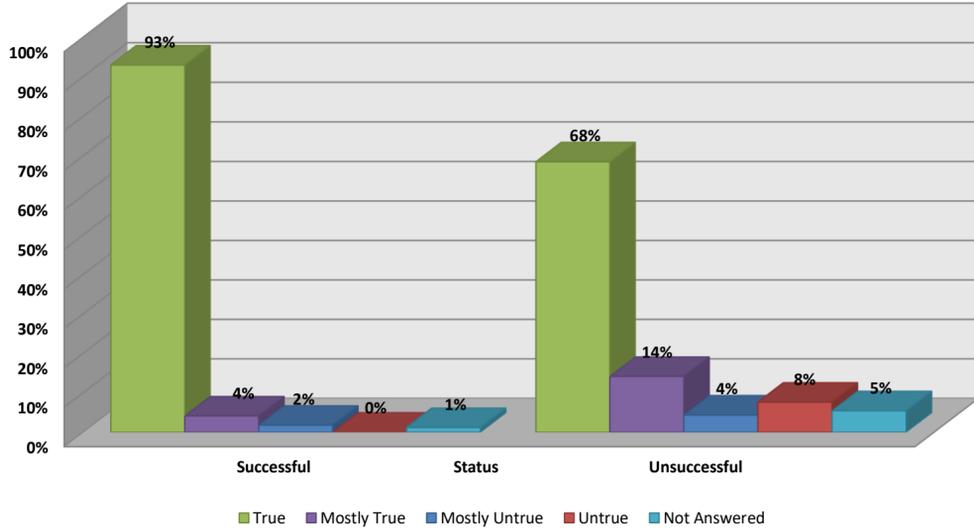


Not really an issue for consumers with successful placements. But those without a placement is less than 1 in 5.  
 Successful: 2%, 4 of 5 of 170 did NOT find that their counselor helped them to challenge their expectations of themselves  
 Unsuccessful: 16%, 15 of 23 of 92 did NOT find that their counselor helped them to challenge their expectations of themselves

4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	158	93%	63	68%	221	84%	86%	79%	84%	90%	68%	84%	89%	77%	84%	90%	74%	85%
Mostly True	7	4%	13	14%	20	8%	7%	8%	8%	5%	16%	9%	8%	7%	8%	7%	15%	9%
Mostly Untrue	3	2%	4	4%	7	3%	2%	2%	2%	2%	2%	2%	0%	5%	2%	1%	3%	2%
Untrue	0	0%	7	8%	7	3%	1%	9%	4%	1%	8%	3%	2%	7%	3%	0%	6%	2%
Not Answered	2	1%	5	5%	7	3%	3%	1%	3%	1%	5%	2%	1%	4%	2%	2%	2%	2%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

4. My counselor treated me with respect?



Not really an issue...very low percentage of those who felt disrespected.

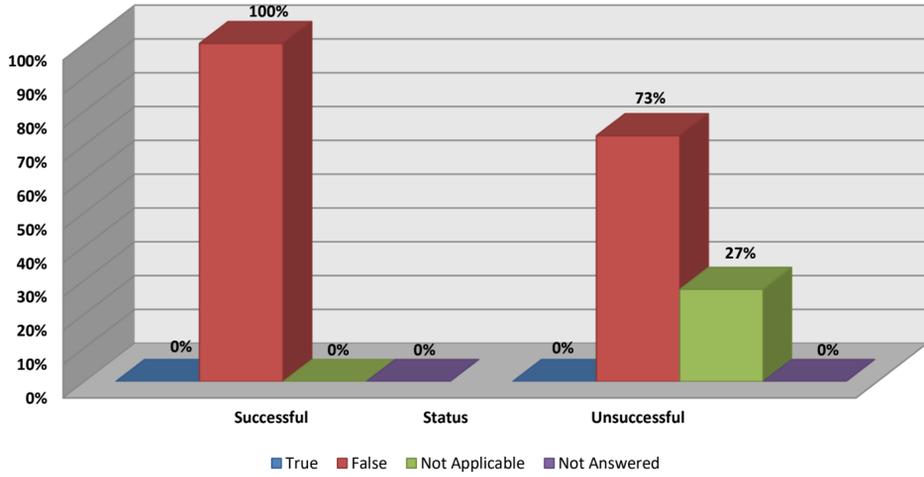
Successful: 97% 165 of 170 felt their counselors treated with respect  
 Successful: 2% 3 of 170 felt their counselors did NOT treat them with respect  
 Unsuccessful: 82% 76 of 92 felt their counselors treated with respect  
 Unsuccessful: 12% 11 of 92 felt their counselors did NOT treat them with respect

FFY2023 Consumer Satisfaction Survey - FINAL

4a. My counselor was timely when responding to me?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	0%	9%	6%	14%	22%	19%	40%	25%	29%	75%	13%	26%
False	3	100%	8	73%	11	79%	83%	91%	88%	71%	67%	69%	40%	63%	57%	25%	53%	47%
Not Applicable	0	0%	3	27%	3	21%	17%	0%	6%	14%	11%	13%	20%	13%	14%	0%	27%	21%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	5%
<b>Total</b>	<b>3</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

4a. My counselor was timely when responding to me?



Not really an issue... low percentage for either successfully or unsuccessfully placed consumers.

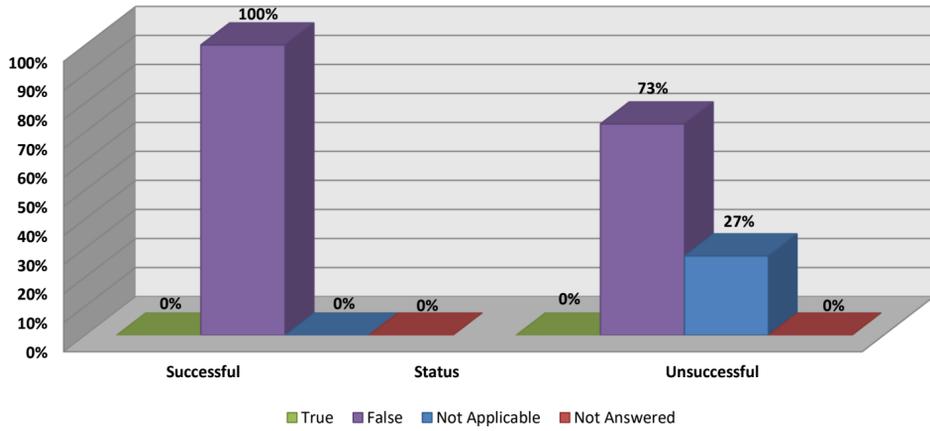
Successful: 2%, 3 of 3 of 170 had counselors who did NOT respond timely

Unsuccessful: 9%, 8 of 11 of 92 had counselors who did NOT respond timely

4b. My counselor acted in my best interest?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	0%	0%	0%	29%	0%	13%	40%	0%	10%	0%	0%	0%
False	3	100%	8	73%	11	79%	83%	91%	88%	57%	89%	75%	60%	94%	86%	100%	67%	74%
Not Applicable	0	0%	3	27%	3	21%	17%	9%	12%	14%	11%	13%	0%	6%	5%	0%	27%	21%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	5%
<b>Total</b>	<b>3</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

4b. My counselor acted in my best interest?



Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

Successful: 2%, 3 of 3 of 170 had counselors who did NOT act in their best interest

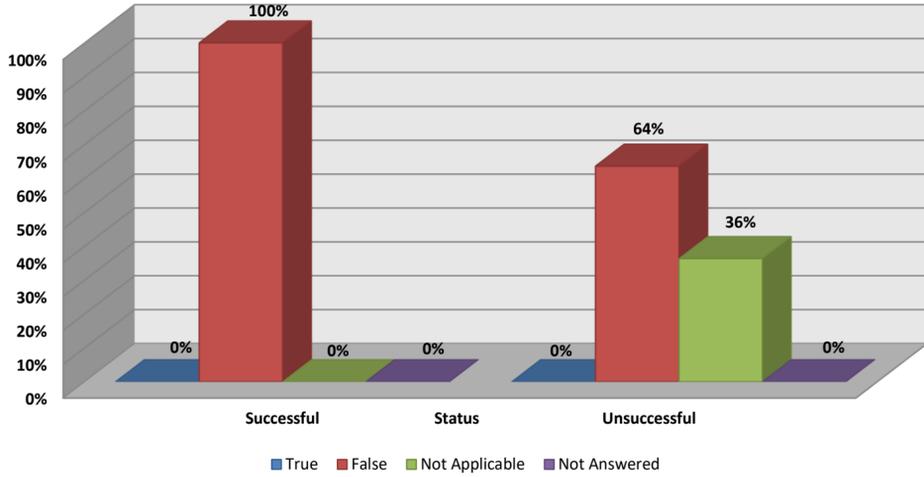
Unsuccessful: 9%, 8 of 11 of 92 had counselors who did NOT act in their best interest

FFY2023 Consumer Satisfaction Survey - FINAL

4c. My counselor respected my culture?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	17%	0%	6%	14%	11%	13%	0%	38%	29%	75%	13%	26%
False	3	100%	7	64%	10	71%	17%	64%	47%	43%	44%	44%	60%	50%	52%	0%	53%	42%
Not Applicable	0	0%	4	36%	4	29%	67%	36%	47%	43%	44%	44%	40%	13%	19%	25%	27%	26%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	5%
<b>Total</b>	<b>3</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

4c. My counselor respected my culture?



Not really an issue...one of the lowest percentages in the whole survey.

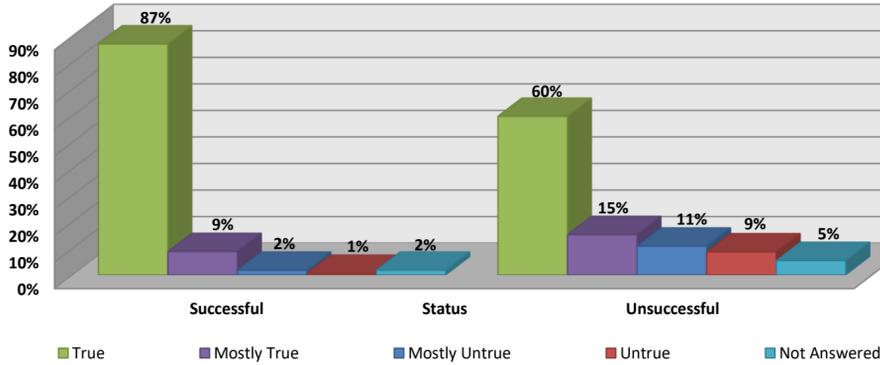
Successful: 2%, 3 of 3 of 170 had counselors who did NOT respect their culture

Unsuccessful: 8%, 7 of 11 of 92 had counselors who did NOT respect their culture

5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	148	87%	55	60%	203	77%	79%	67%	75%	84%	54%	75%	85%	72%	80%	83%	64%	77%
Mostly True	15	9%	14	15%	29	11%	13%	14%	13%	10%	23%	14%	12%	13%	12%	13%	18%	14%
Mostly Untrue	3	2%	10	11%	13	5%	3%	6%	4%	4%	10%	6%	0%	2%	1%	1%	8%	3%
Untrue	1	1%	8	9%	9	3%	2%	10%	4%	1%	8%	3%	2%	8%	4%	1%	8%	3%
Not Answered	3	2%	5	5%	8	3%	3%	2%	3%	1%	5%	3%	1%	5%	3%	2%	3%	2%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

5. My counselor involved me in decision-making?



Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

Successful: 96%, 163 of 170 had counselors involved in their decision-making

Successful: 3%, 4 of 170 had counselors NOT involved in their decision-making

Unsuccessful: 75%, 69 of 92 had counselors involved in their decision-making

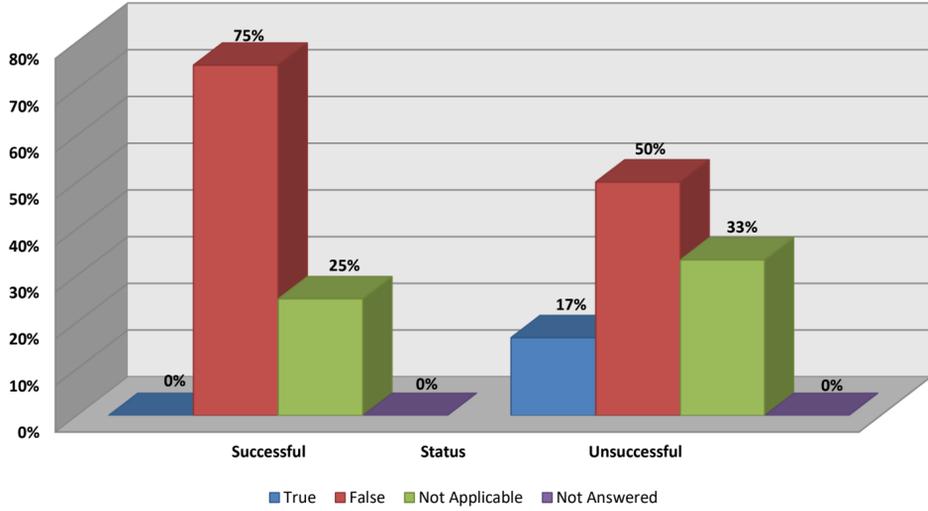
Unsuccessful: 20%, 18 of 92 had counselors NOT involved in their decision-making

FFY2023 Consumer Satisfaction Survey - FINAL

5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	3	17%	3	14%	64%	6%	30%	9%	6%	7%	17%	7%	10%	29%	8%	13%
False	3	75%	9	50%	12	55%	36%	81%	63%	73%	63%	67%	67%	79%	75%	71%	64%	66%
Not Applicable	1	25%	6	33%	7	32%	0%	13%	7%	18%	25%	22%	17%	14%	15%	0%	20%	16%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	6%	4%	0%	0%	0%	0%	8%	6%
<b>Total</b>	<b>4</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

5a. My counselor helped me focus on employment?



Not really an issue for consumers with successful placements.

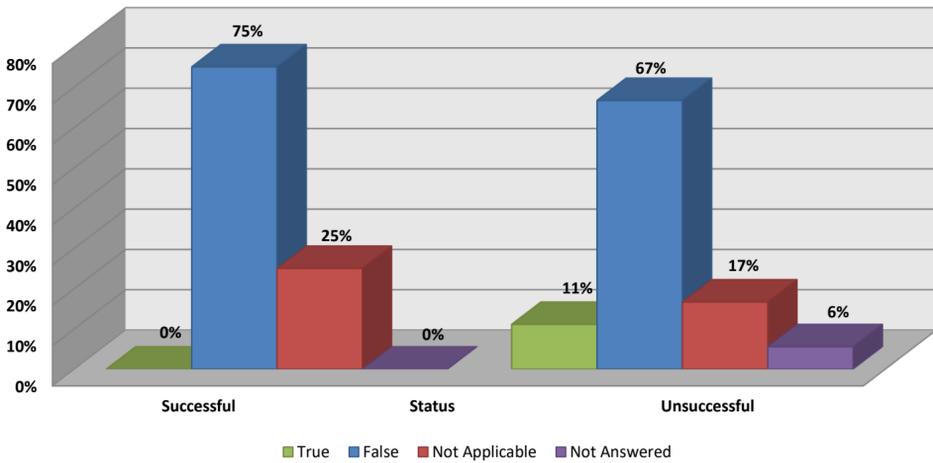
Successful: 2%, 3 of 4 of 170 did NOT feel the counselors helped them focus on employment

Unsuccessful: 10%, 9 of 18 of 92 did NOT feel the counselors helped them focus on employment

5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	2	11%	2	9%	18%	6%	11%	18%	6%	11%	0%	0%	0%	29%	4%	9%
False	3	75%	12	67%	15	68%	73%	88%	81%	73%	75%	74%	83%	79%	80%	57%	68%	66%
Not Applicable	1	25%	3	17%	4	18%	9%	6%	7%	9%	13%	11%	17%	21%	20%	14%	20%	19%
Not Answered	0	0%	1	6%	1	5%	0%	0%	0%	0%	6%	4%	0%	0%	0%	0%	8%	6%
<b>Total</b>	<b>4</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

5b. My counselor helped me explore my options?



Not really an issue for consumers with successful placements.

Successful: 2%, 3 of 4 of 170 did NOT feel the counselors helped them explore options

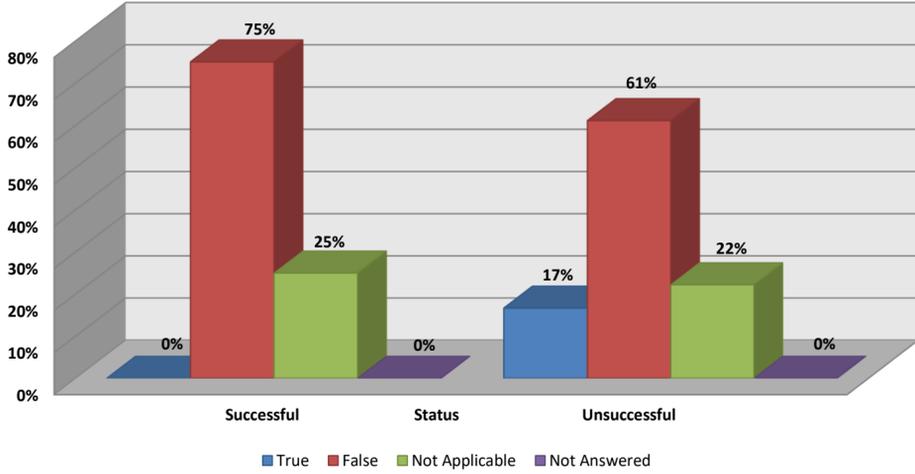
Unsuccessful: 13%, 12 of 18 of 92 did NOT feel the counselors helped them explore options

FFY2023 Consumer Satisfaction Survey - FINAL

5c. My counselor helped me understand the pros and cons of my decision?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	3	17%	3	14%	18%	0%	7%	0%	6%	4%	0%	0%	0%	0%	8%	6%
False	3	75%	11	61%	14	64%	73%	94%	85%	64%	69%	67%	83%	79%	80%	86%	64%	69%
Not Applicable	1	25%	4	22%	5	23%	9%	6%	7%	36%	19%	26%	17%	21%	20%	14%	20%	19%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	6%	4%	0%	0%	0%	0%	8%	6%
<b>Total</b>	<b>4</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

5c. My counselor helped me understand the pros and cons of my decision?



Not really an issue for consumers with successful placements. But 1 in 8 or unsuccessful placements

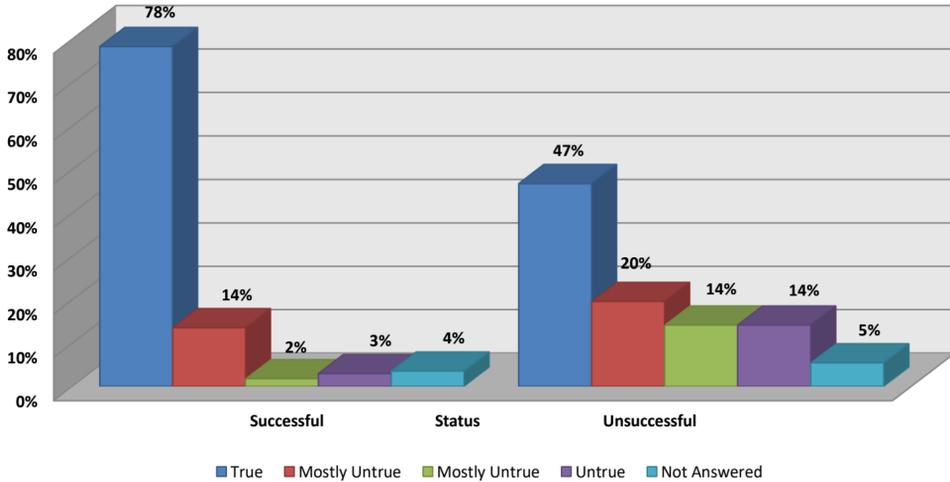
Successful: 2%, 3 of 4 of 170 did NOT feel the counselors helped them understand the pros and cons of their decisions

Unsuccessful: 12%, 11 of 18 of 92 did NOT feel the counselors helped them understand the pros and cons of their decisions

6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	133	78%	43	47%	176	67%	70%	48%	64%	75%	39%	64%	74%	48%	65%	72%	44%	63%
Mostly True	23	14%	18	20%	41	16%	14%	21%	16%	14%	26%	17%	16%	20%	18%	18%	17%	18%
Mostly Untrue	3	2%	13	14%	16	6%	5%	6%	5%	3%	5%	4%	2%	9%	5%	5%	13%	7%
Untrue	5	3%	13	14%	18	7%	6%	23%	11%	5%	22%	10%	5%	18%	10%	3%	23%	9%
Not Answered	6	4%	5	5%	11	4%	5%	2%	4%	4%	8%	5%	2%	4%	3%	3%	4%	3%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6. I am satisfied with how well VR prepared me for employment?



Very high in unsatisfied for those without employment

Successful: 92%, 156 of 170 felt satisfied with how well VR prepared them for employment

Successful: 5%, 8 of 170 felt UNSatisfied with how well VR prepared them for employment

Unsuccessful: 67%, 61 of 92 felt satisfied with how well VR prepared them for employment

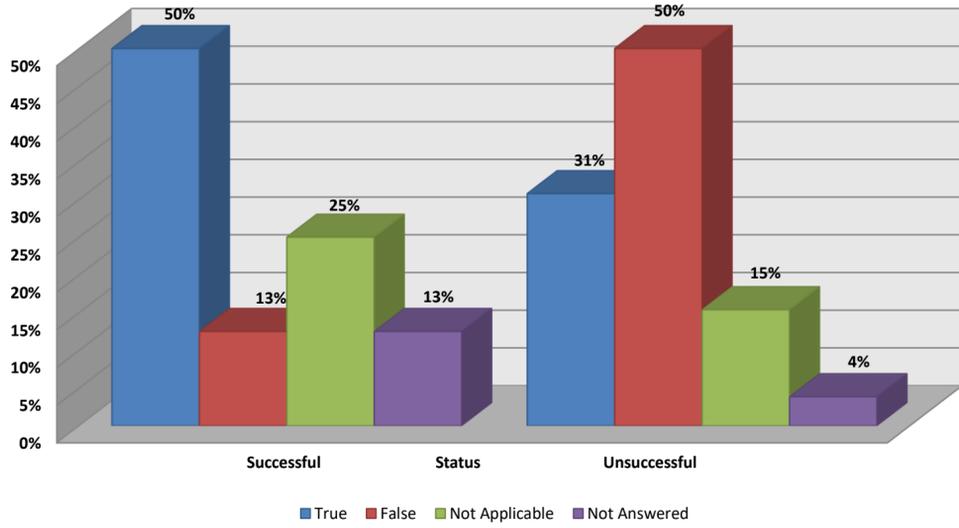
Unsuccessful: 28%, 26 of 92 felt UNSatisfied with how well VR prepared them for employment

FFY2023 Consumer Satisfaction Survey - FINAL

6a. I was advised about my rights and responsibilities?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	50%	8	31%	12	35%	63%	57%	60%	56%	52%	54%	50%	71%	64%	68%	53%	57%
False	1	13%	13	50%	14	41%	29%	29%	29%	38%	32%	34%	22%	18%	20%	12%	30%	24%
Not Applicable	2	25%	4	15%	6	18%	8%	11%	10%	6%	16%	12%	22%	11%	14%	8%	12%	11%
Not Answered	1	13%	1	4%	2	6%	0%	4%	2%	0%	0%	0%	6%	0%	2%	12%	5%	7%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6a. I was advised about my rights and responsibilities?



Not really an issue for consumers with successful placements. But 1 in 7 or unsuccessful placements

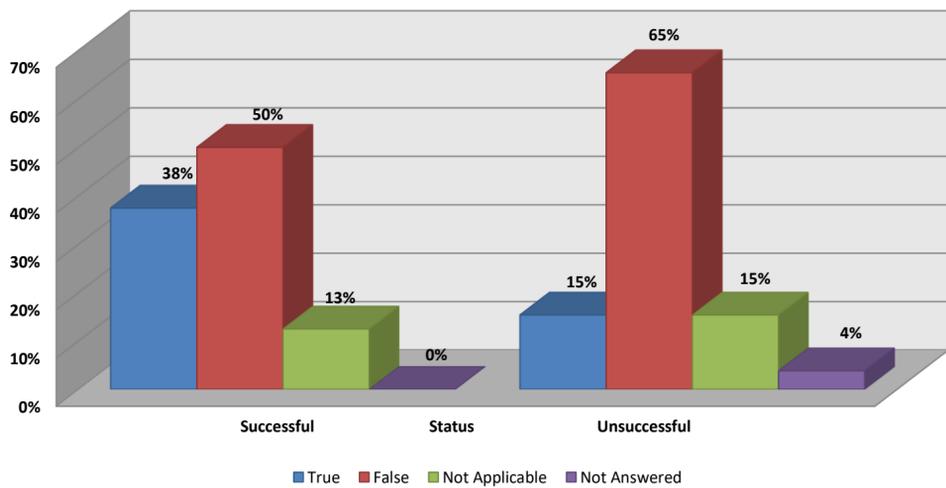
Successful: 1%, 1 of 8 of 170 was NOT advised about their rights and responsibilities

Unsuccessful: 14%, 13 of 26 of 92 was NOT advised about their rights and responsibilities

6b. I was able to make informed choices about the services needed?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	38%	4	15%	7	21%	50%	25%	37%	44%	12%	24%	61%	45%	50%	60%	23%	34%
False	4	50%	17	65%	21	62%	42%	43%	42%	50%	56%	54%	22%	37%	32%	16%	39%	32%
Not Applicable	1	13%	4	15%	5	15%	8%	29%	19%	6%	32%	22%	11%	16%	14%	12%	26%	22%
Not Answered	0	0%	1	4%	1	3%	0%	4%	2%	0%	0%	0%	6%	3%	4%	12%	12%	12%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6b. I was able to make informed choices about the services needed?



Not really an issue for consumers with successful placements. But less than 1 in 5 for unsuccessful placements

Successful: 2%, 4 of 8 of 170 Unable to make informed choices about the services needed

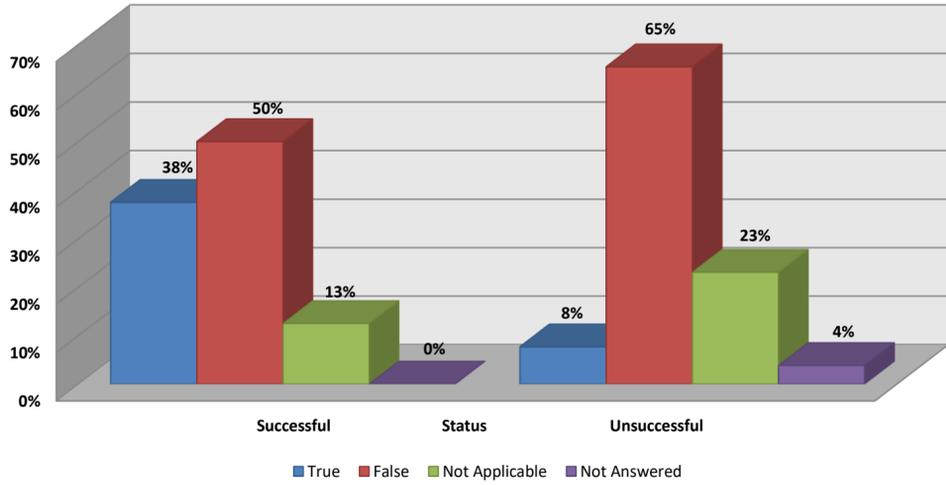
Unsuccessful: 19%, 17 of 26 of 92 Unable to make informed choices about the services needed

FFY2023 Consumer Satisfaction Survey - FINAL

6c. I was able to make informed choices about the provider of services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	38%	2	8%	5	15%	42%	21%	31%	25%	12%	17%	50%	29%	36%	24%	21%	22%
False	4	50%	17	65%	21	62%	42%	50%	46%	69%	60%	63%	28%	45%	39%	28%	40%	37%
Not Applicable	1	13%	6	23%	7	21%	17%	25%	21%	6%	28%	20%	17%	21%	20%	36%	28%	30%
Not Answered	0	0%	1	4%	1	3%	0%	4%	2%	0%	0%	0%	6%	5%	5%	12%	11%	11%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6c. I was able to make informed choices about the provider of services?



Not really an issue for consumers. But less than 1 in 5 for unsuccessful

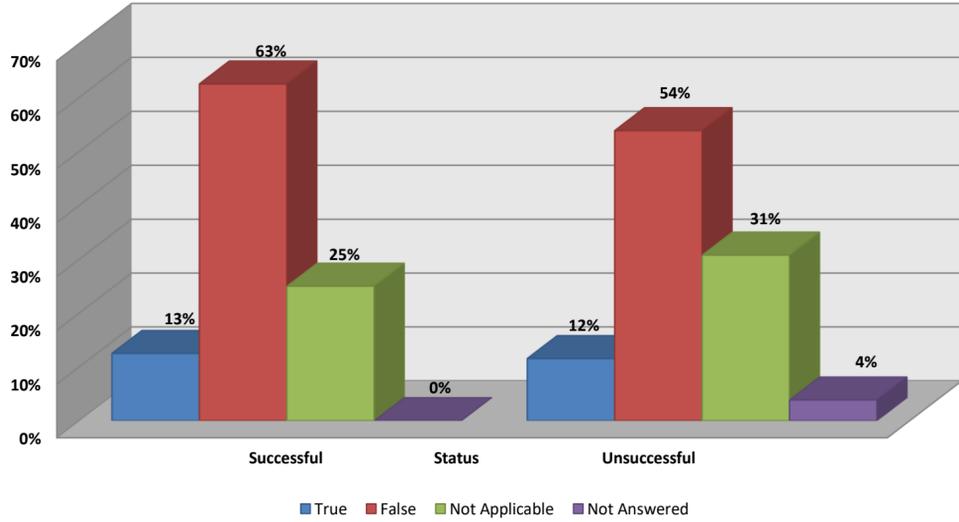
Successful: 2%, 4 of 8 of 170 UNable to make informed choices about the provider of services

Unsuccessful: 19%, 17 of 26 of 92 UNable to make informed choices about the provider of services

6d. I received all agreed upon services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	13%	3	12%	4	12%	50%	21%	35%	25%	8%	15%	50%	18%	29%	44%	21%	28%
False	5	63%	14	54%	19	56%	38%	46%	42%	50%	64%	59%	28%	53%	45%	24%	47%	40%
Not Applicable	2	25%	8	31%	10	29%	13%	29%	21%	25%	24%	24%	17%	26%	23%	20%	23%	22%
Not Answered	0	0%	1	4%	1	3%	0%	4%	2%	0%	4%	2%	6%	3%	4%	12%	9%	10%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6d. I received all agreed upon services?



Not really an issue for consumers with successful placements. And those without a placement is 1 in 7.

Successful: 3%, 5 of 8 of 170 did NOT receive all agreed upon services

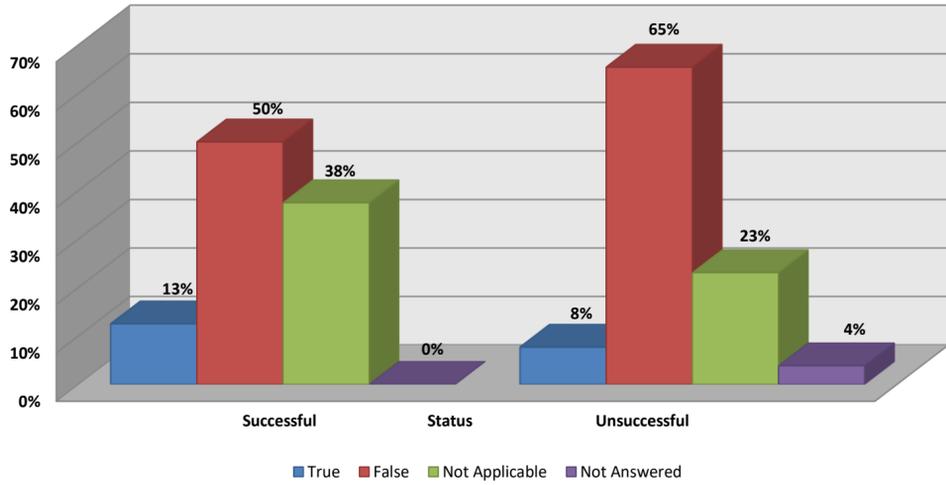
Unsuccessful: 15%, 14 of 26 of 92 did NOT receive all agreed upon services

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6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	13%	2	8%	3	9%	21%	18%	19%	19%	8%	12%	22%	16%	18%	20%	28%	26%
False	4	50%	17	65%	21	62%	58%	54%	56%	69%	64%	66%	39%	58%	52%	48%	49%	49%
Not Applicable	3	38%	6	23%	9	26%	21%	21%	21%	13%	24%	20%	28%	24%	25%	20%	16%	17%
Not Answered	0	0%	1	4%	1	3%	0%	7%	4%	0%	4%	2%	11%	3%	5%	12%	7%	9%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6e. I received all agreed upon services in the time frame that met my needs?

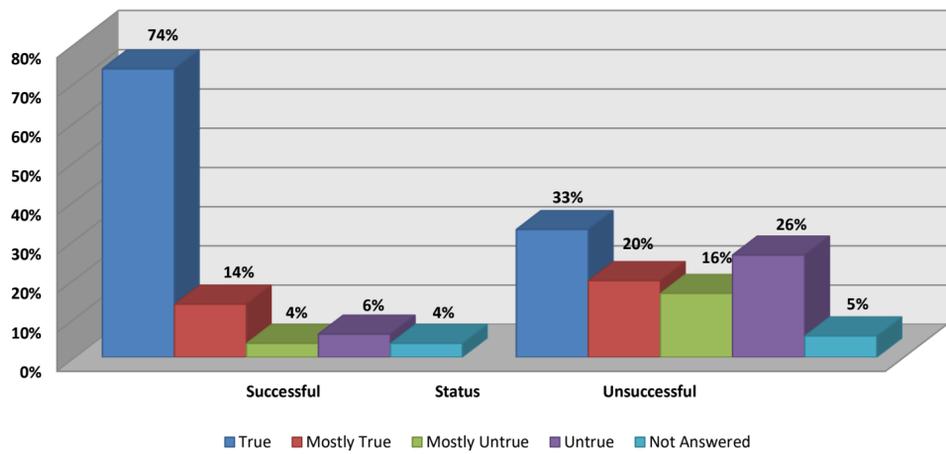


Not really an issue for consumers with successful placements. And those without a placement is nearly 1 in 5.  
 Successful: 2%, 4 of 8 of 170 did NOT receive all agreed upon services in the time frame that met their needs  
 Unsuccessful: 19%, 17 of 26 of 92 did NOT receive all agreed upon services in the time frame that met their needs

7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	125	74%	30	33%	155	59%	69%	32%	58%	75%	26%	60%	73%	38%	61%	72%	28%	58%
Mostly True	23	14%	18	20%	41	16%	16%	23%	18%	14%	24%	17%	16%	20%	18%	20%	23%	21%
Mostly Untrue	6	4%	15	16%	21	8%	7%	10%	8%	3%	5%	4%	2%	7%	4%	3%	9%	5%
Untrue	10	6%	24	26%	34	13%	4%	30%	12%	5%	37%	15%	4%	31%	14%	3%	36%	13%
Not Answered	6	4%	5	5%	11	4%	4%	5%	5%	3%	8%	4%	3%	4%	4%	2%	5%	3%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7. I am employed or more prepared for employment because of the services I received?



Pretty high negative of those not employed 42%

Successful: 88%, 148 of 170 employed or more prepared for employment because of the services they received  
 Successful: 10%, 16 of 170 employed but do NOT perceive this was because of the services they received

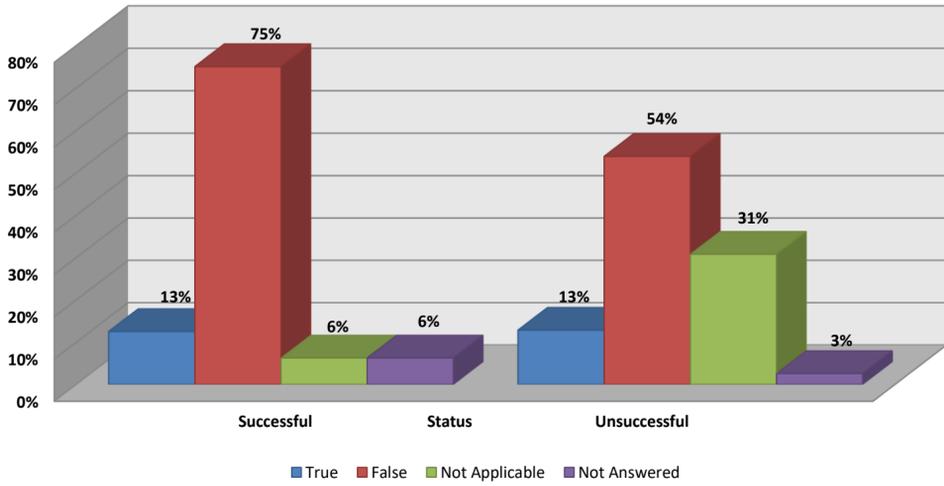
Unsuccessful: 53%, 48 of 92 not employed or more preparedness for employment because of the services they received  
 Unsuccessful: 42%, 39 of 92 not employed and do NOT perceive preparedness because of the services received

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7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	13%	5	13%	7	13%	21%	10%	14%	17%	5%	9%	6%	10%	9%	19%	6%	9%
False	12	75%	21	54%	33	60%	54%	56%	56%	67%	67%	67%	71%	56%	59%	62%	61%	61%
Not Applicable	1	6%	12	31%	13	24%	25%	28%	27%	11%	21%	18%	24%	35%	32%	10%	25%	22%
Not Answered	1	6%	1	3%	2	4%	0%	5%	3%	6%	8%	7%	0%	0%	0%	10%	8%	9%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7a. Services I received helped to decrease or remove the challenges I had related to employment?



Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

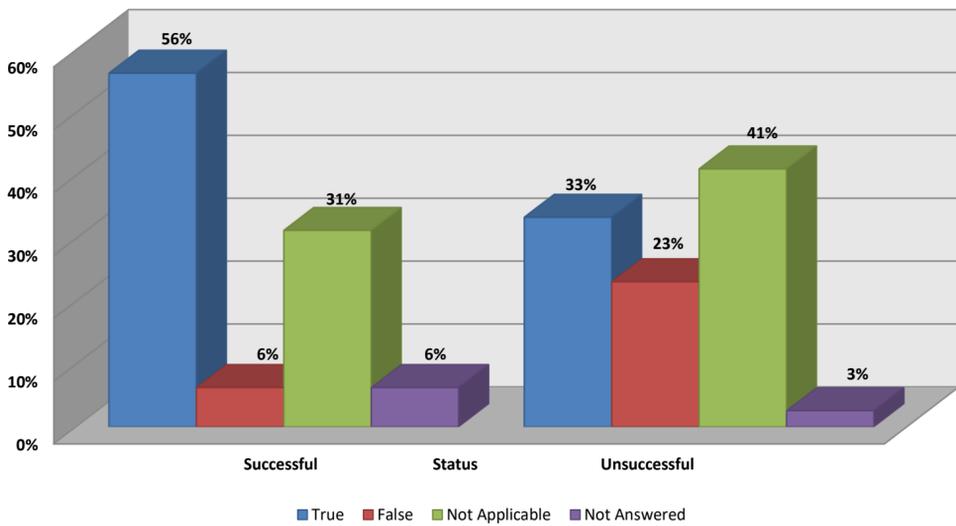
Successful: 7%, 12 of 16 of 170 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers

Unsuccessful: 23%, 21 of 39 of 92 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers

7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	9	56%	13	33%	22	40%	75%	46%	57%	83%	28%	46%	76%	38%	48%	48%	43%	44%
False	1	6%	9	23%	10	18%	21%	23%	22%	6%	38%	28%	12%	33%	28%	24%	29%	28%
Not Applicable	5	31%	16	41%	21	38%	4%	26%	17%	6%	26%	19%	12%	29%	25%	14%	22%	20%
Not Answered	1	6%	1	3%	2	4%	0%	5%	3%	6%	8%	7%	0%	0%	0%	14%	6%	8%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7b. I can independently search for employment?



Not really an issue for consumers with successful placements.

Successful: 1%, 1 of 16 of 170 could NOT independently search for employment

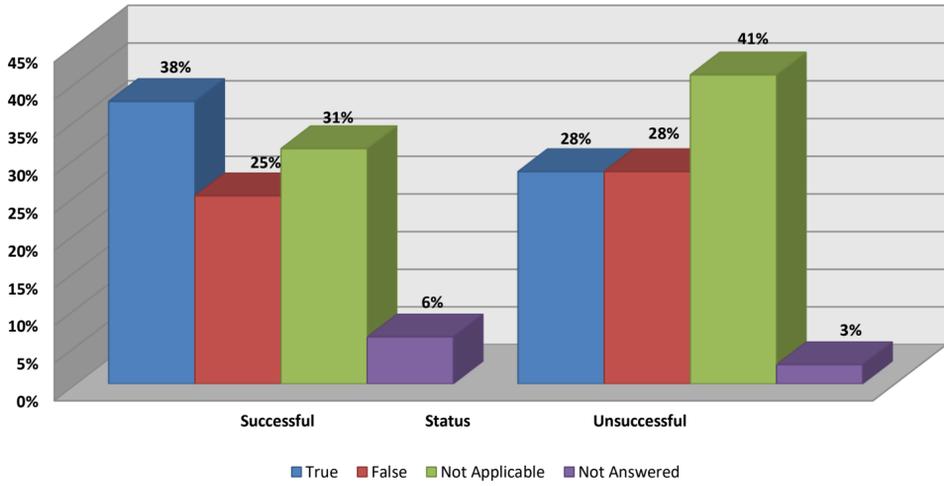
Unsuccessful: 10%, 9 of 39 of 92 could NOT independently search for employment

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7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	6	38%	11	28%	17	31%	54%	26%	37%	39%	15%	23%	53%	27%	33%	38%	32%	33%
False	4	25%	11	28%	15	27%	33%	28%	30%	39%	49%	46%	24%	37%	33%	33%	32%	32%
Not Applicable	5	31%	16	41%	21	38%	13%	41%	30%	17%	28%	25%	24%	35%	32%	10%	26%	23%
Not Answered	1	6%	1	3%	2	4%	0%	5%	3%	6%	8%	7%	0%	2%	1%	19%	10%	12%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7c. I can identify and request appropriate accommodations from an employer?



Not really an issue for consumers with successful placements.

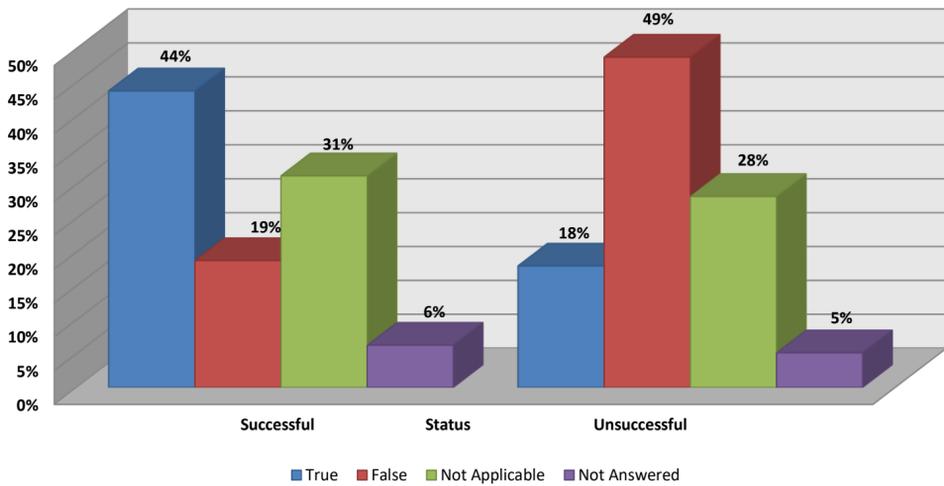
Successful: 2%, 4 of 16 of 170 Unable to identify and request appropriate accommodations from an employer

Unsuccessful: 12%, 11 of 39 of 92 Unable to identify and request appropriate accommodations from an employer

7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	7	44%	7	18%	14	25%	46%	10%	24%	33%	3%	12%	24%	19%	20%	33%	15%	19%
False	3	19%	19	49%	22	40%	33%	41%	38%	44%	59%	54%	47%	48%	48%	38%	56%	52%
Not Applicable	5	31%	11	28%	16	29%	21%	41%	33%	17%	31%	26%	29%	33%	32%	14%	24%	22%
Not Answered	1	6%	2	5%	3	5%	0%	8%	5%	6%	8%	7%	0%	0%	0%	14%	6%	8%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7d. I obtained or am more prepared for a job that matches my skills and interests?



Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

Successful: 2%, 3 of 16 of 170 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

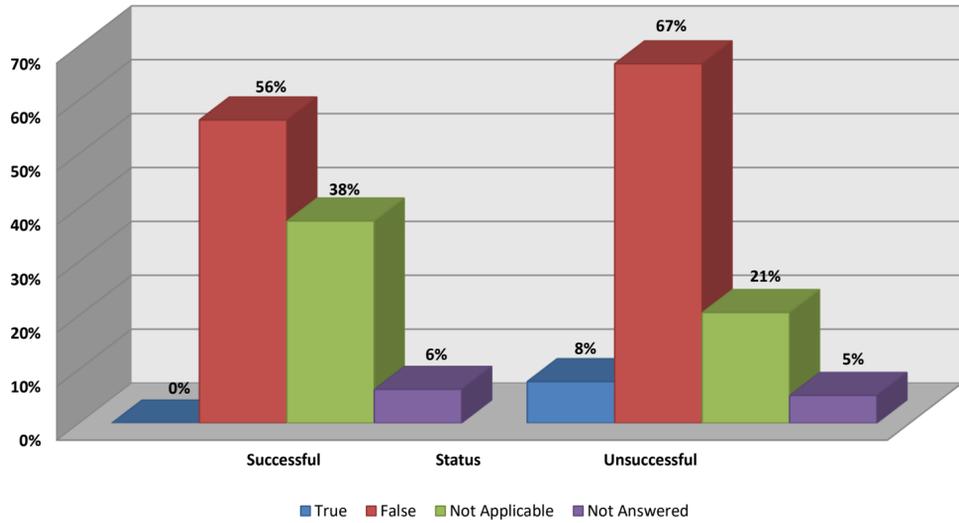
Unsuccessful: 21%, 19 of 39 of 92 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

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7e. IVRS staff helped me achieve my employment goal?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	3	8%	3	5%	21%	5%	11%	17%	3%	7%	6%	0%	1%	0%	7%	5%
False	9	56%	26	67%	35	64%	63%	67%	65%	56%	56%	56%	65%	62%	62%	76%	61%	65%
Not Applicable	6	38%	8	21%	14	25%	17%	23%	21%	17%	31%	26%	29%	38%	36%	10%	25%	22%
Not Answered	1	6%	2	5%	3	5%	0%	5%	3%	11%	10%	11%	0%	0%	0%	14%	7%	9%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

7e. IVRS staff helped me achieve my employment goal?



Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 4.

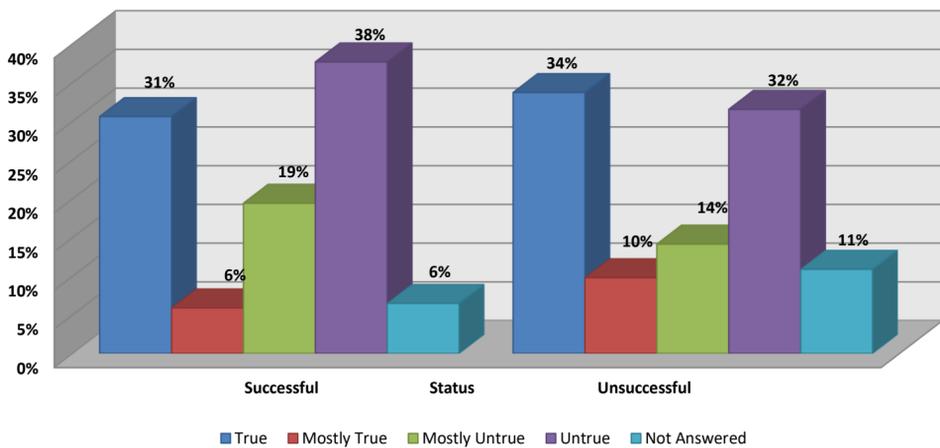
Successful: 5%, 9 of 16 of 170 did NOT obtain the job goal that was identified in my IPE

Unsuccessful: 28%, 26 of 92 did NOT obtain the job goal that was identified in my IPE

8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	52	31%	31	34%	83	32%	28%	31%	28%	25%	36%	28%	26%	34%	29%	31%	42%	35%
Mostly True	10	6%	9	10%	19	7%	12%	4%	10%	8%	10%	9%	10%	6%	8%	13%	9%	12%
Mostly Untrue	33	19%	13	14%	46	18%	10%	11%	10%	13%	7%	11%	4%	7%	5%	3%	6%	4%
Untrue	64	38%	29	32%	93	35%	44%	48%	45%	48%	36%	44%	55%	47%	52%	47%	36%	43%
Not Answered	11	6%	10	11%	21	8%	7%	5%	6%	6%	12%	8%	6%	6%	6%	6%	8%	6%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)



Successful: 37%, 62 of 170 needed assistance from other agencies not directly related to employment

Successful: 57%, 97 of 170 did NOT need assistance from other agencies not directly related to employment

Unsuccessful: 44%, 40 of 92 needed assistance from other agencies not directly related to employment

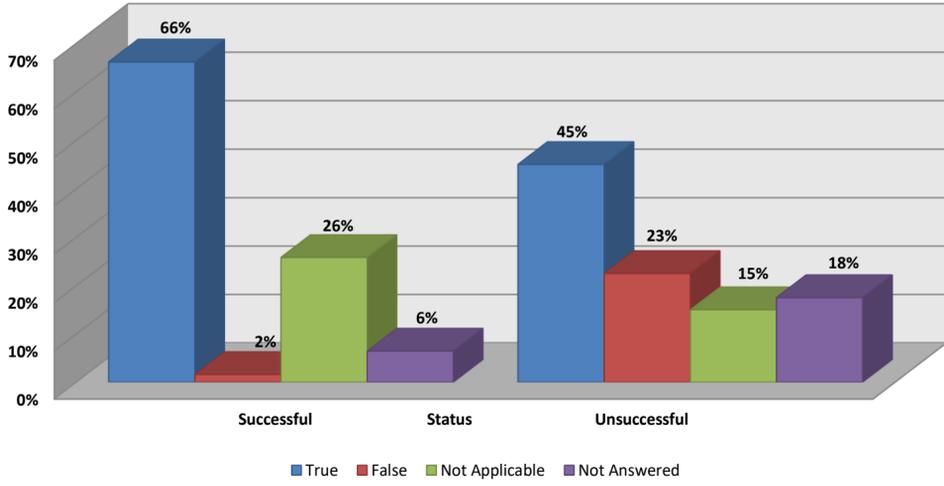
Unsuccessful: 46%, 42 of 92 did NOT need assistance from other agencies not directly related to employment

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8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	41	66%	18	45%	59	58%	61%	41%	56%	68%	43%	59%	64%	47%	58%	61%	49%	57%
False	1	2%	9	23%	10	10%	7%	15%	9%	10%	29%	17%	11%	13%	12%	11%	27%	17%
Not Applicable	16	26%	6	15%	22	22%	22%	24%	23%	6%	17%	10%	10%	15%	12%	18%	10%	15%
Not Answered	4	6%	7	18%	11	11%	10%	21%	13%	16%	12%	14%	15%	25%	19%	10%	14%	11%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8a. I was given information about other programs that could help me with my non-employment related needs?



Not really an issue for consumers with successful placements.

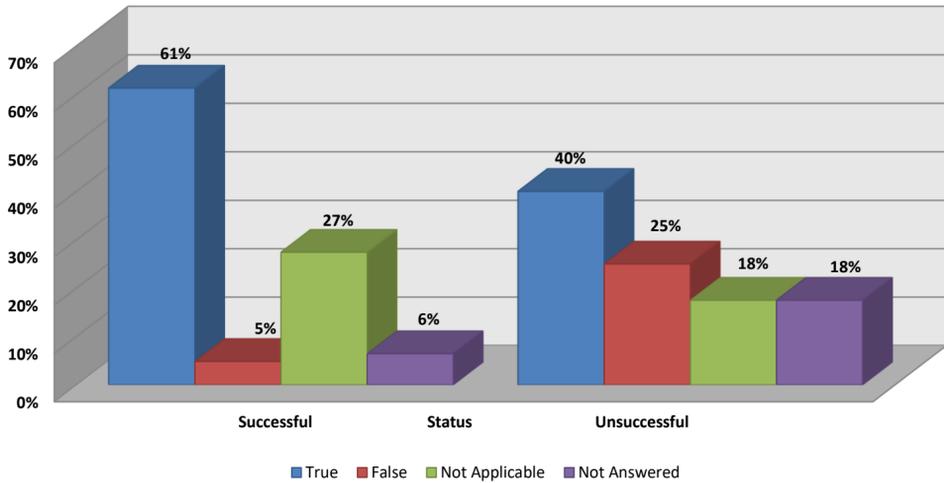
Successful: 1%, 1 of 62 of 170 were NOT provided information about other programs that would be able to assist me with non-employment related needs

Unsuccessful: 10%, 9 of 40 of 92 were NOT provided information about other programs that would be able to assist me with non-employment related needs

8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	38	61%	16	40%	54	53%	54%	41%	51%	57%	36%	49%	60%	47%	55%	57%	43%	52%
False	3	5%	10	25%	13	13%	9%	24%	13%	17%	36%	24%	11%	15%	13%	10%	30%	17%
Not Applicable	17	27%	7	18%	24	24%	26%	15%	23%	10%	12%	11%	15%	13%	14%	23%	14%	20%
Not Answered	4	6%	7	18%	11	11%	10%	21%	14%	16%	17%	16%	15%	25%	19%	10%	14%	11%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8b. I was connected to other programs for assistance with my non-employment related needs?



Not really an issue for consumers with successful placements.

Successful: 2%, 3 of 62 of 170 were NOT referred to other programs for assistance with my non-employment related needs

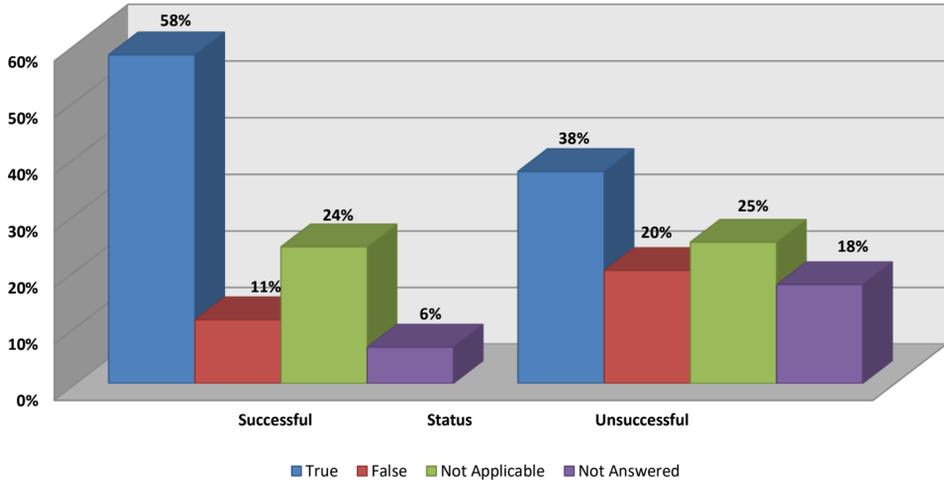
Unsuccessful: 11%, 10 of 40 of 92 were NOT referred to other programs for assistance with my non-employment related needs

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8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	36	58%	15	38%	51	50%	62%	41%	56%	57%	48%	53%	62%	49%	57%	64%	51%	60%
False	7	11%	8	20%	15	15%	8%	26%	13%	14%	29%	20%	13%	11%	13%	7%	25%	13%
Not Applicable	15	24%	10	25%	25	25%	19%	12%	17%	13%	12%	13%	10%	13%	11%	18%	12%	16%
Not Answered	4	6%	7	18%	11	11%	10%	21%	14%	16%	12%	14%	15%	27%	19%	10%	12%	11%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8c. I have received the assistance I needed from the other agencies?



This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

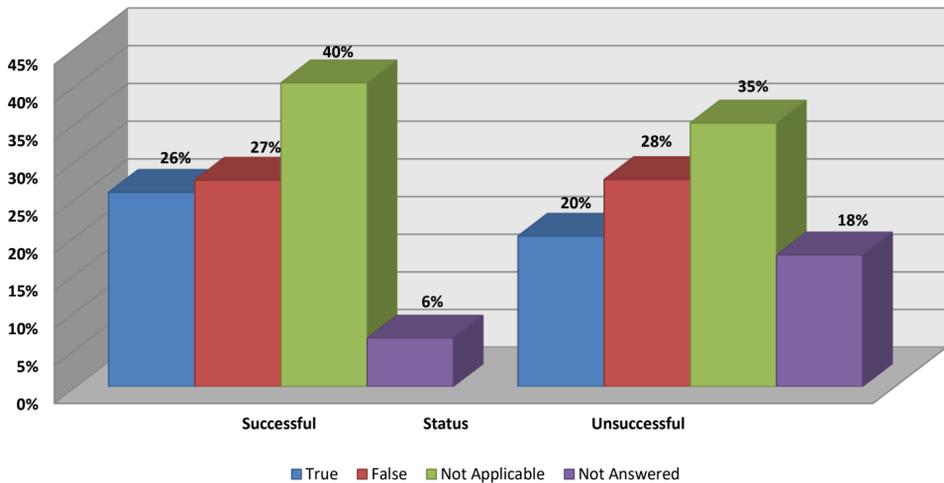
Successful: 4%, 7 of 62 of 170 did NOT receive the assistance for which I was referred

Unsuccessful: 9%, 8 of 40 of 92 did NOT receive the assistance for which I was referred

8d. I am currently on a waiting list for services from the other agencies?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	16	26%	8	20%	24	24%	20%	21%	20%	17%	21%	19%	17%	25%	20%	19%	26%	21%
False	17	27%	11	28%	28	27%	28%	38%	31%	28%	36%	31%	38%	31%	35%	32%	37%	34%
Not Applicable	25	40%	14	35%	39	38%	42%	21%	36%	39%	31%	36%	29%	18%	25%	39%	25%	34%
Not Answered	4	6%	7	18%	11	11%	10%	21%	13%	16%	12%	14%	16%	25%	19%	10%	12%	11%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8d. I am currently on a waiting list for services from the other agencies?



Successful: 9%, 16 of 62 of 170 currently waiting for assistance from the program to which they were referred

Successful: 10%, 17 of 62 of 170 NOT currently waiting for assistance from the program to which they were referred

Unsuccessful: 9%, 8 of 40 of 92 currently waiting for assistance from the program to which they were referred

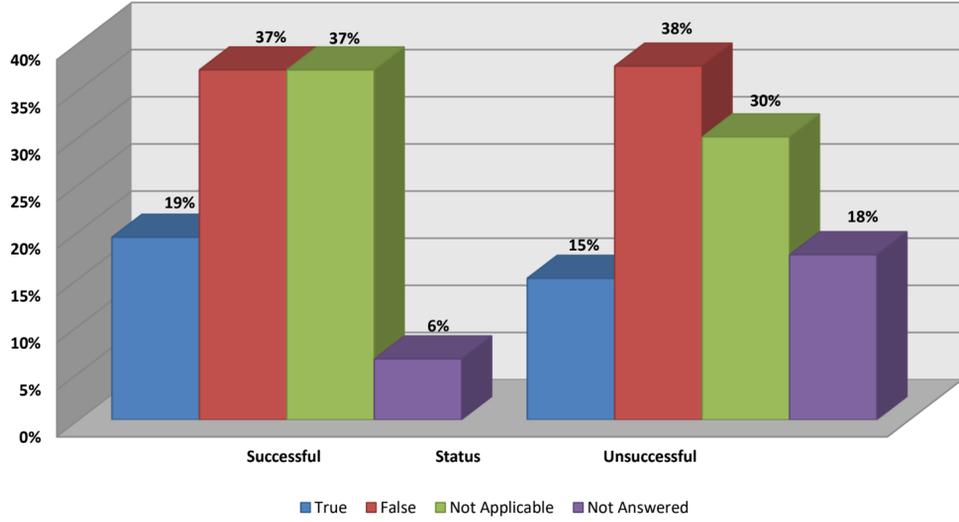
Unsuccessful: 12%, 11 of 40 of 92 NOT currently waiting for assistance from the program to which they were referred

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8e. I was denied assistance by the other agencies?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	12	19%	6	15%	18	18%	19%	12%	17%	9%	19%	13%	15%	24%	18%	19%	22%	20%
False	23	37%	15	38%	38	37%	32%	41%	35%	49%	40%	46%	46%	29%	40%	38%	43%	39%
Not Applicable	23	37%	12	30%	35	34%	37%	26%	34%	26%	29%	27%	24%	22%	23%	33%	22%	29%
Not Answered	4	6%	7	18%	11	11%	12%	21%	15%	16%	12%	14%	16%	25%	19%	10%	12%	11%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

8e. I was denied assistance by the other agencies?

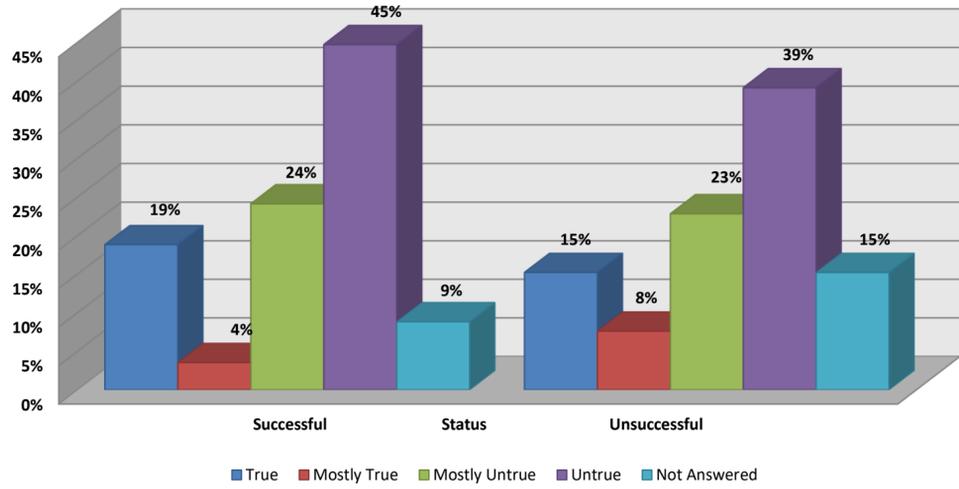


Successful: 7%, 12 of 62 of 170 denied the assistance for which they were referred  
 Successful: 14%, 23 of 62 of 170 were NOT denied the assistance for which they were referred (granted the assistance)  
 Unsuccessful: 7%, 6 of 40 of 92 denied the assistance for which they were referred  
 Unsuccessful: 16%, 15 of 40 of 92 were NOT denied the assistance for which they were referred (granted the assistance)

9. I needed services that IVRS could not provide before I was ready for employment?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	32	19%	14	15%	46	18%	11%	22%	14%	11%	17%	13%	12%	24%	16%	11%	25%	16%
Mostly True	6	4%	7	8%	13	5%	10%	7%	9%	9%	10%	9%	5%	12%	8%	8%	14%	10%
Mostly Untrue	41	24%	21	23%	62	24%	10%	16%	12%	16%	14%	15%	8%	9%	8%	15%	7%	12%
Untrue	76	45%	36	39%	112	43%	60%	46%	56%	57%	42%	53%	68%	47%	61%	60%	43%	54%
Not Answered	15	9%	14	15%	29	11%	9%	8%	9%	8%	16%	10%	8%	7%	8%	6%	11%	8%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

9. I needed services that IVRS could not provide before I was ready for employment?



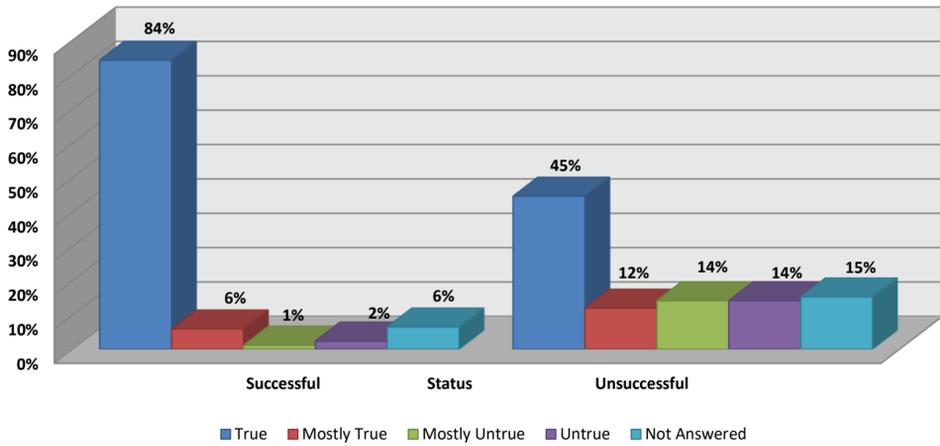
Many consumers, whether successfully placed or not, needed other services before they could become employed  
 Successful: 23%, 38 of 170 needed other services before they could become employed  
 Successful: 69%, 117 of 170 did NOT need other services before they could become employed  
 Unsuccessful: 23%, 21 of 92 needed other services before they could become employed  
 Unsuccessful: 62%, 57 of 92 did NOT need other services before they could become employed

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10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	143	84%	41	45%	184	70%	73%	55%	67%	77%	47%	68%	76%	58%	69%	77%	49%	68%
Mostly True	10	6%	11	12%	21	8%	14%	19%	15%	11%	14%	12%	10%	13%	11%	11%	14%	12%
Mostly Untrue	2	1%	13	14%	15	6%	3%	6%	4%	4%	9%	6%	3%	4%	4%	5%	9%	7%
Untrue	4	2%	13	14%	17	6%	3%	14%	6%	3%	18%	8%	4%	17%	9%	1%	19%	7%
Not Answered	11	6%	14	15%	25	10%	7%	6%	7%	5%	12%	7%	7%	8%	8%	6%	8%	6%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

10. I had a satisfactory experience through IVRS?



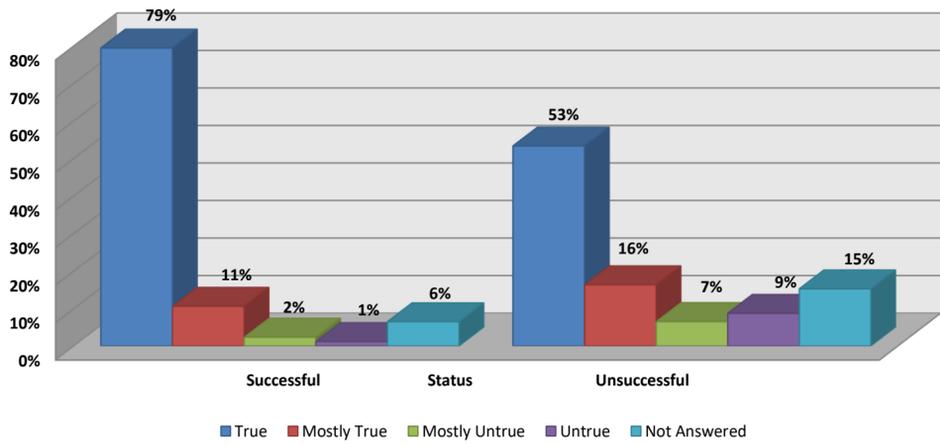
Nearly 1 in 4 of those consumers not placed with a job were not satisfied with their VR process.

Successful: 90%, 153 of 170 had satisfactory experiences throughout the vocational rehabilitation process  
 Successful: 3%, 6 of 170 did NOT have satisfactory experiences throughout the vocational rehabilitation process  
 Unsuccessful: 57%, 52 of 92 had satisfactory experiences throughout the vocational rehabilitation process  
 Unsuccessful: 28%, 26 of 92 did NOT have satisfactory experiences throughout the vocational rehabilitation process

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	135	79%	49	53%	184	70%	73%	57%	68%	82%	55%	74%	77%	70%	74%	75%	56%	69%
Mostly True	18	11%	15	16%	33	13%	16%	25%	19%	9%	20%	12%	12%	12%	12%	16%	15%	16%
Mostly Untrue	4	2%	6	7%	10	4%	3%	8%	5%	3%	7%	4%	3%	4%	3%	3%	10%	5%
Untrue	2	1%	8	9%	10	4%	1%	4%	2%	1%	7%	3%	2%	7%	4%	0%	13%	4%
Not Answered	11	6%	14	15%	25	10%	7%	6%	7%	5%	12%	7%	6%	7%	6%	6%	7%	6%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?



Less than 1 in 5 of those consumers not placed with a job were not satisfied with their VR process.

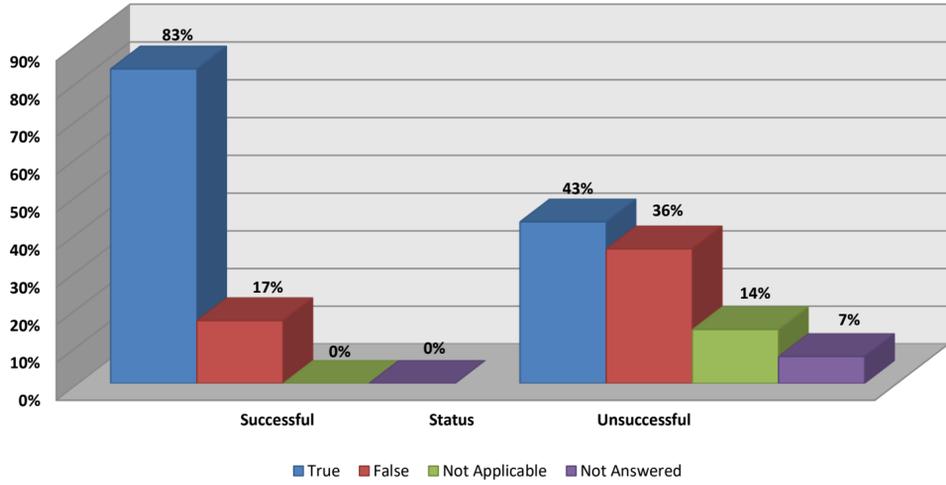
Successful: 90%, 153 of 170 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services  
 Successful: 3%, 6 of 170 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services  
 Unsuccessful: 69%, 64 of 92 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services  
 Unsuccessful: 16%, 14 of 92 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

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11a. Staff explained that employment is the purpose of services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	5	83%	6	43%	11	55%	60%	50%	55%	40%	58%	50%	38%	6%	21%	40%	36%	37%
False	1	17%	5	36%	6	30%	30%	42%	36%	30%	33%	32%	46%	56%	52%	20%	36%	33%
Not Applicable	0	0%	2	14%	2	10%	10%	0%	5%	20%	8%	14%	8%	38%	24%	0%	17%	13%
Not Answered	0	0%	1	7%	1	5%	0%	8%	5%	10%	0%	5%	8%	0%	3%	40%	11%	17%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

11a. Staff explained that employment is the purpose of services?



Not really an issue

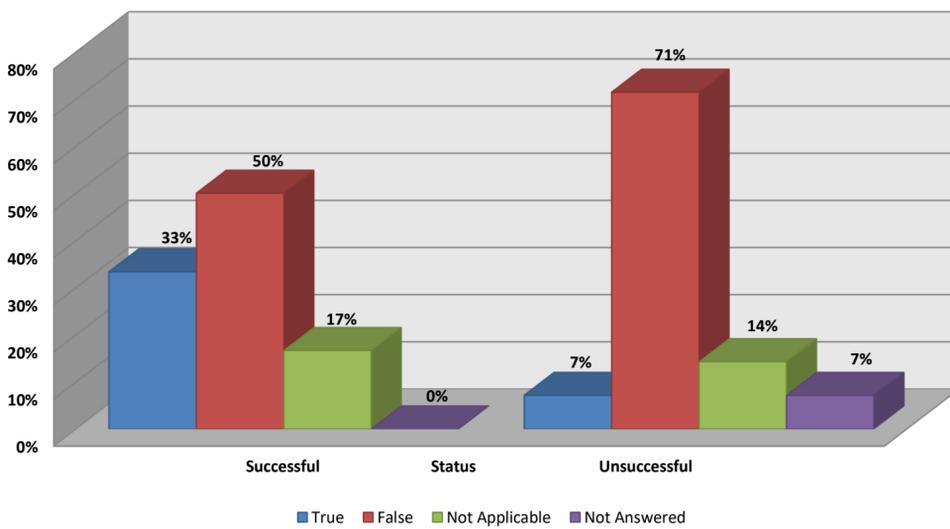
Successful: 1%, 1 of 6 of 170 staff did NOT explain that employment is the purpose of services

Unsuccessful: 5%, 5 of 14 of 92 staff did NOT explain that employment is the purpose of services

11b. Staff explained the process that I would follow?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	33%	1	7%	3	15%	40%	8%	23%	50%	17%	32%	15%	13%	14%	20%	28%	26%
False	3	50%	10	71%	13	65%	50%	83%	68%	30%	58%	45%	69%	69%	69%	40%	44%	43%
Not Applicable	1	17%	2	14%	3	15%	10%	0%	5%	10%	25%	18%	8%	19%	14%	0%	19%	15%
Not Answered	0	0%	1	7%	1	5%	0%	8%	5%	10%	0%	5%	8%	0%	3%	40%	8%	15%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

11b. Staff explained the process that I would follow?



Not really an issue

Successful: 2%, 3 of 6 of 170 staff did NOT explain the process that would follow

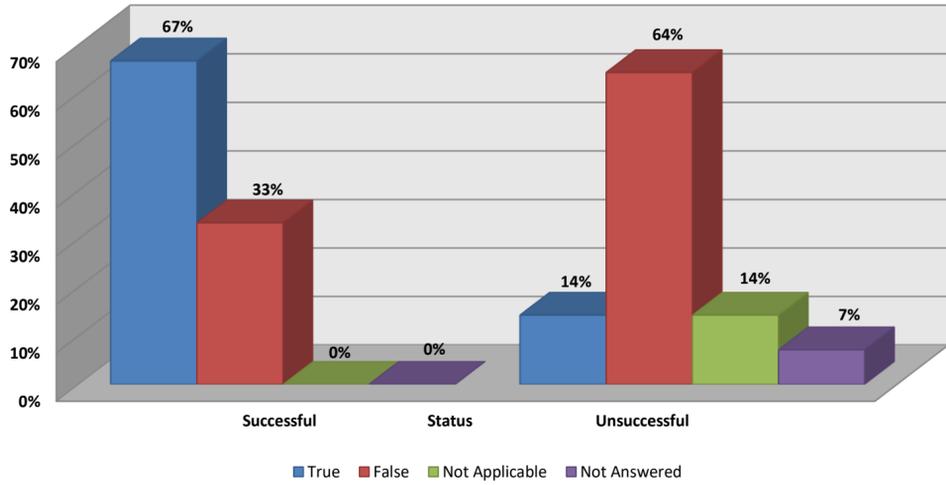
Unsuccessful: 11%, 10 of 14 of 92 staff did NOT explain the process that would follow

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11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	67%	2	14%	6	30%	40%	25%	32%	50%	17%	32%	15%	6%	10%	30%	25%	26%
False	2	33%	9	64%	11	55%	40%	58%	50%	40%	50%	45%	77%	69%	72%	20%	44%	39%
Not Applicable	0	0%	2	14%	2	10%	10%	8%	9%	0%	25%	14%	0%	25%	14%	10%	22%	20%
Not Answered	0	0%	1	7%	1	5%	10%	8%	9%	10%	8%	9%	8%	0%	3%	40%	8%	15%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

11c. Staff explained my rights and responsibilities as a partner in the process?



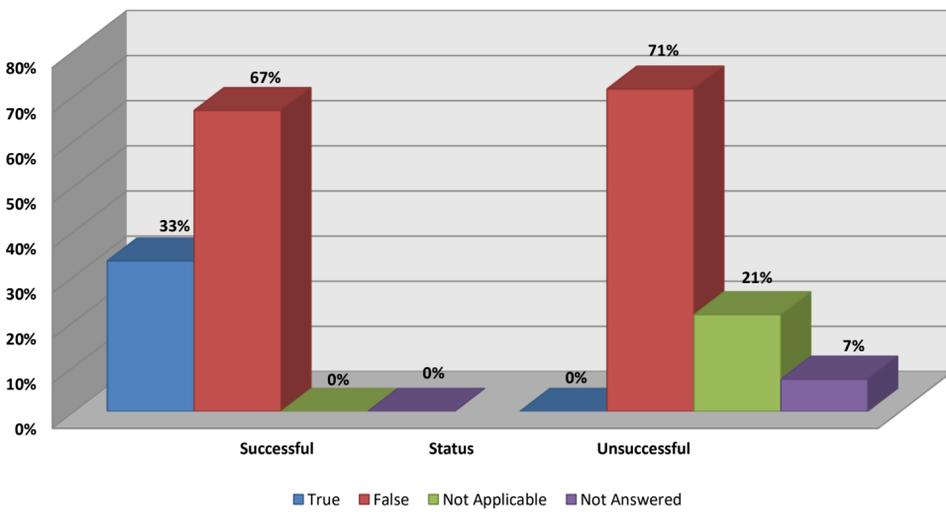
Not really an issue

Successful: 1%, 2 of 6 of 170 staff did NOT explain their rights and responsibilities as a partner in the process  
 Unsuccessful: 10%, 9 of 14 of 92 staff did NOT explain their rights and responsibilities as a partner in the process

11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	33%	0	0%	2	10%	20%	8%	14%	20%	33%	27%	23%	0%	10%	30%	6%	11%
False	4	67%	10	71%	14	70%	60%	75%	68%	50%	42%	45%	69%	75%	72%	20%	61%	52%
Not Applicable	0	0%	3	21%	3	15%	20%	8%	14%	20%	17%	18%	0%	25%	14%	10%	25%	22%
Not Answered	0	0%	1	7%	1	5%	0%	8%	5%	10%	8%	9%	8%	0%	3%	40%	8%	15%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

11d. Staff explained what services were available to help me become employed?



Not really an issue.

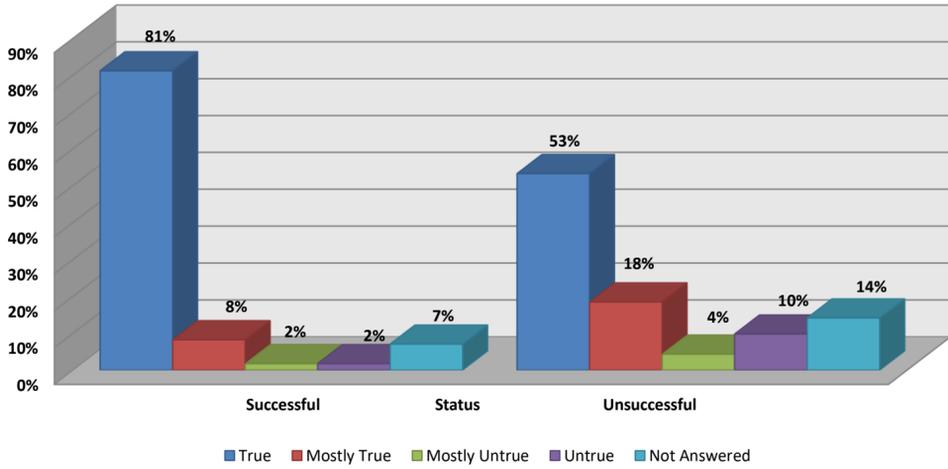
Successful: 2%, 4 of 6 of 170 staff did NOT explain what services were available to help them become employed  
 Unsuccessful: 11%, 10 of 14 of 92 staff did NOT explain what services were available to help them become employed

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**12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)**

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	138	81%	49	53%	187	71%	82%	66%	77%	77%	60%	72%	80%	68%	75%	80%	57%	73%
Mostly True	14	8%	17	18%	31	12%	7%	20%	11%	15%	17%	11%	12%	11%	10%	21%	14%	
Mostly Untrue	3	2%	4	4%	7	3%	1%	3%	2%	1%	4%	2%	4%	3%	2%	5%	3%	
Untrue	3	2%	9	10%	12	5%	2%	4%	3%	1%	7%	3%	2%	10%	5%	11%	4%	
Not Answered	12	7%	13	14%	25	10%	8%	7%	8%	5%	12%	7%	5%	6%	5%	7%	6%	7%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one)**



Not really an issue for consumers with successful placements. 1 of 7 did not think the process for determining eligibility for VR services went smoothly.

Successful: 89%, 152 of 170 had their eligibility determination process go smoothly

Successful: 4%, 6 of 170 did NOT have their eligibility determination process go smoothly

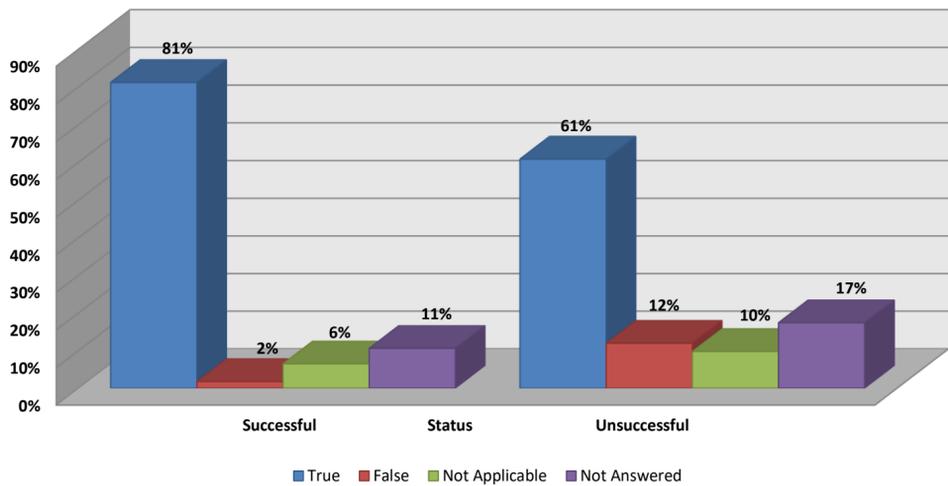
Unsuccessful: 71%, 66 of 92 had their eligibility determination process go smoothly

Unsuccessful: 14%, 13 of 92 did NOT have their eligibility determination process go smoothly

**12a. Staff explained why I needed to be found eligible before receiving services?**

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	138	81%	56	61%	194	74%	81%	74%	79%	83%	65%	77%	82%	75%	80%	82%	72%	79%
False	3	2%	11	12%	14	5%	3%	6%	4%	2%	12%	5%	3%	7%	5%	1%	9%	4%
Not Applicable	11	6%	9	10%	20	8%	4%	7%	5%	4%	7%	5%	5%	9%	6%	6%	6%	6%
Not Answered	18	11%	16	17%	34	13%	11%	12%	12%	11%	16%	13%	10%	9%	9%	11%	13%	11%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**12a. Staff explained why I needed to be found eligible before receiving services?**



Not really an issue

Successful: 81%, 138 of 170 did have staff explain why eligibility was needed

Successful: 2%, 3 of 170 did NOT have staff explain why eligibility was needed

Unsuccessful: 61%, 56 of 92 did have staff explain why eligibility was needed

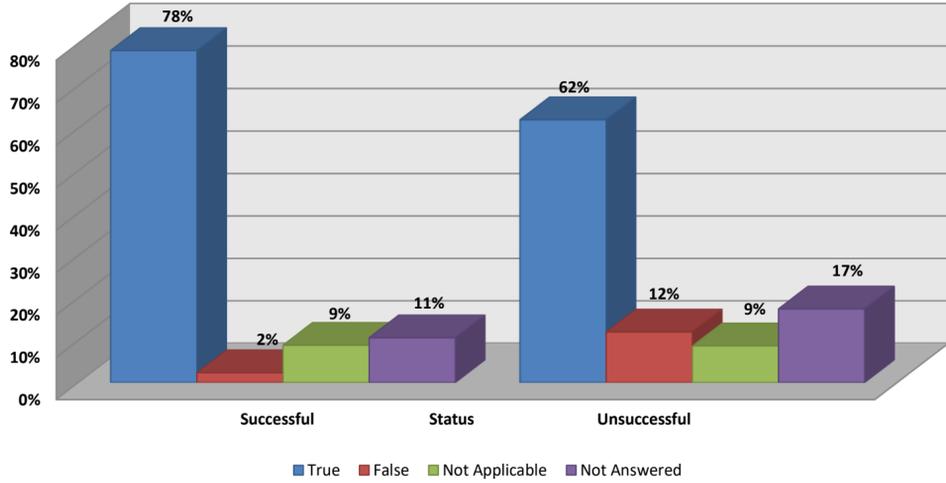
Unsuccessful: 12%, 11 of 92 did NOT have staff explain why eligibility was needed

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12b. Staff explained the steps they would use to determine whether I was eligible for services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	133	78%	57	62%	190	73%	82%	76%	80%	81%	65%	76%	82%	76%	80%	80%	75%	79%
False	4	2%	11	12%	15	6%	3%	6%	4%	4%	13%	7%	3%	7%	5%	3%	10%	5%
Not Applicable	15	9%	8	9%	23	9%	4%	6%	5%	4%	5%	4%	5%	7%	6%	6%	4%	6%
Not Answered	18	11%	16	17%	34	13%	11%	11%	11%	11%	16%	12%	10%	9%	10%	11%	11%	11%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

12b. Staff explained the steps they would use to determine whether I was eligible for services?

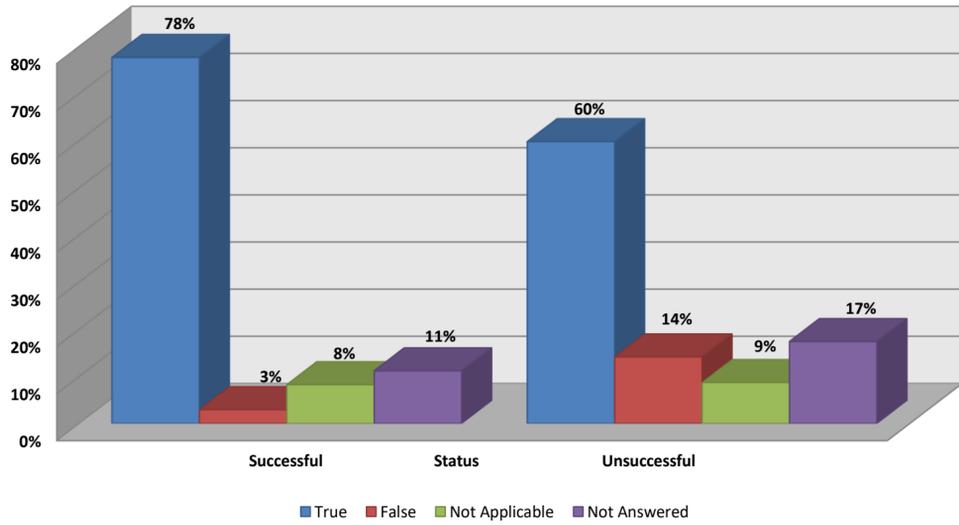


**Not really an issue**  
 Successful: 78%, 133 of 170 did have staff explain steps to determine eligibility  
 Successful: 2%, 4 of 170 did NOT have staff explain steps to determine eligibility  
 Unsuccessful: 62%, 57 of 92 did have staff explain steps to determine eligibility  
 Unsuccessful: 12%, 11 of 92 did NOT have staff explain steps to determine eligibility

12c. Staff involved me in determining my eligibility services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	132	78%	55	60%	187	71%	81%	68%	77%	82%	60%	75%	82%	75%	80%	80%	68%	76%
False	5	3%	13	14%	18	7%	3%	9%	5%	4%	13%	7%	3%	9%	5%	2%	12%	5%
Not Applicable	14	8%	8	9%	22	8%	5%	11%	7%	4%	10%	6%	6%	7%	6%	8%	8%	8%
Not Answered	19	11%	16	17%	35	13%	11%	11%	11%	11%	17%	13%	10%	9%	9%	10%	13%	11%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

12c. Staff involved me in determining my eligibility services?



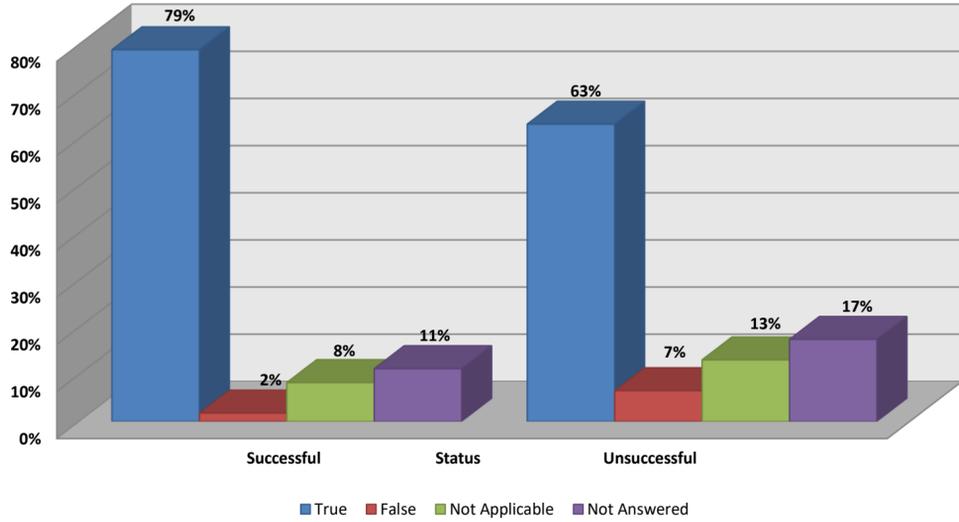
**Not really an issue for successful closures.**  
 Successful: 78%, 132 of 170 staff did inform them of their need to be involved in the eligibility determination process  
 Successful: 3%, 5 of 170 staff did NOT inform them of their need to be involved in the eligibility determination process  
 Unsuccessful: 60%, 55 of 92 staff did inform them of their need to be involved in the eligibility determination process  
 Unsuccessful: 14%, 13 of 92 staff did NOT inform them of their need to be involved in the eligibility determination process

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12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	134	79%	58	63%	192	73%	84%	74%	81%	84%	67%	79%	85%	78%	83%	83%	71%	79%
False	3	2%	6	7%	9	3%	1%	7%	3%	2%	9%	4%	1%	6%	3%	2%	9%	4%
Not Applicable	14	8%	12	13%	26	10%	3%	7%	5%	3%	8%	4%	4%	7%	5%	5%	9%	6%
Not Answered	19	11%	16	17%	35	13%	11%	11%	11%	11%	16%	12%	10%	9%	9%	11%	12%	11%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

12d. Staff notified me when I was eligible to begin services?



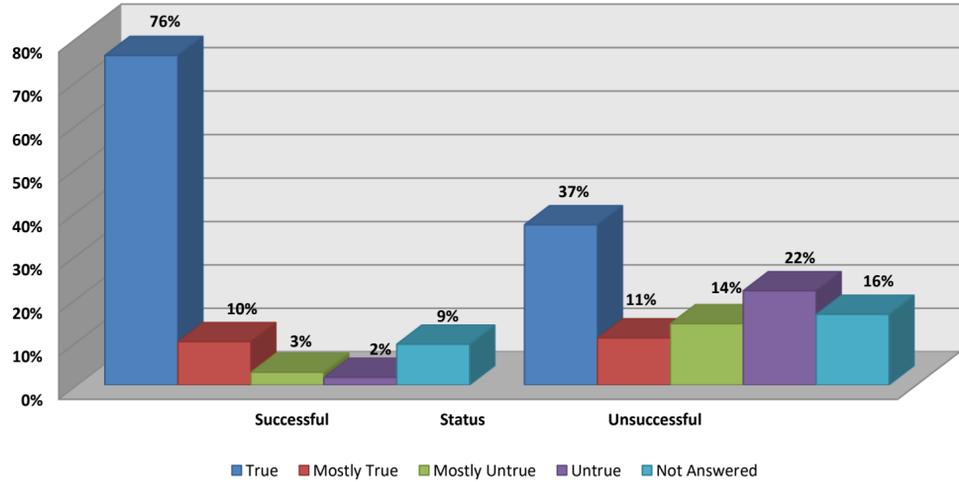
Not really an issue

Successful: 79%, 134 of 170 staff did notify them of when they were eligible to begin services  
 Successful: 2%, 3 of 170 staff did NOT notify them of when they were eligible to begin services  
 Unsuccessful: 63%, 58 of 92 staff did notify them of when they were eligible to begin services  
 Unsuccessful: 7%, 6 of 92 staff did NOT notify them of when they were eligible to begin services

13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	129	76%	34	37%	163	62%	69%	38%	60%	76%	32%	63%	76%	46%	66%	74%	33%	61%
Mostly True	17	10%	10	11%	27	10%	15%	23%	17%	12%	17%	13%	13%	15%	14%	14%	18%	15%
Mostly Untrue	5	3%	13	14%	18	7%	3%	8%	5%	2%	7%	4%	1%	6%	3%	2%	9%	4%
Untrue	3	2%	20	22%	23	9%	3%	21%	8%	4%	32%	13%	3%	27%	11%	3%	31%	12%
Not Answered	16	9%	15	16%	31	12%	9%	10%	10%	5%	13%	8%	6%	7%	6%	7%	9%	8%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

13. My Plan for Employment was carried out to my satisfaction?



Noticeable difference in those placed vs not placed 36% to 5%

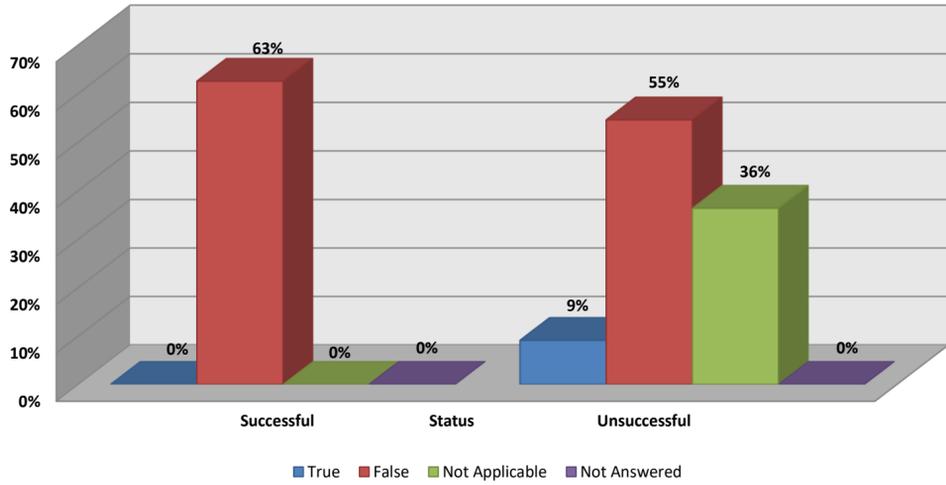
Successful: 86%, 146 of 170 had their IPE carried out to their satisfaction  
 Successful: 5%, 8 of 170 did NOT have their IPE carried out to their satisfaction  
 Unsuccessful: 48%, 44 of 92 had their IPE carried out to their satisfaction  
 Unsuccessful: 36%, 33 of 92 did NOT have their IPE carried out to their satisfaction

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13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	0%	3	9%	4	10%	0%	7%	9%	0%	3%	4%	0%	9%	7%	17%	9%	11%
False	5	63%	18	55%	23	56%	87%	71%	77%	71%	69%	69%	90%	58%	64%	67%	64%	65%
Not Applicable	2	0%	12	36%	14	34%	0%	11%	7%	0%	23%	20%	0%	27%	24%	11%	22%	20%
Not Answered	0	0%	0	0%	0	0%	0%	11%	7%	0%	6%	6%	0%	7%	5%	6%	5%	5%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

13a. All services that I needed to be successfully employed were provided?



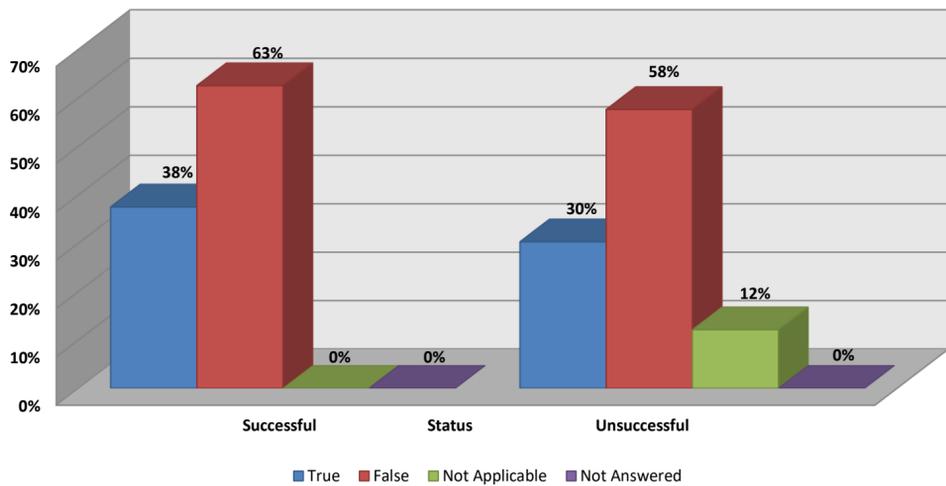
Not really an issue for consumers with successful placements. But, those without a placement is 1 in 5.

Successful: 3%, 5 of 8 of 170 NOT all services on their plan were needed for them to achieve their employment goal  
 Unsuccessful: 20%, 18 of 33 of 92 NOT all services on their plan were needed for them to achieve their employment goal

13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	38%	10	30%	13	32%	20%	11%	14%	29%	14%	18%	10%	27%	24%	28%	27%	27%
False	5	63%	19	58%	24	59%	73%	71%	72%	57%	63%	61%	70%	51%	55%	56%	53%	54%
Not Applicable	0	0%	4	12%	4	10%	7%	7%	7%	7%	17%	14%	20%	13%	15%	11%	14%	13%
Not Answered	0	0%	0	0%	0	0%	0%	11%	7%	7%	6%	6%	0%	9%	7%	6%	6%	6%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

13b. Everyone involved in my plan worked well together to address issues?



Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

Successful: 3%, 5 of 8 of 170 NOT everyone involved in their plan worked well together to address issue

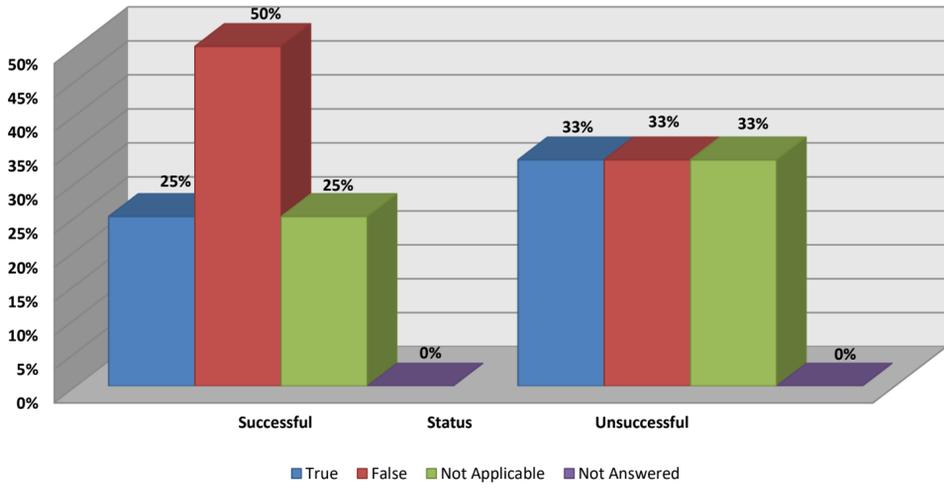
Unsuccessful: 21%, 19 of 33 of 92 NOT everyone involved in their plan worked well together to address issue

FFY2023 Consumer Satisfaction Survey - FINAL

13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	25%	11	33%	13	32%	33%	21%	26%	14%	26%	22%	20%	36%	33%	44%	33%	35%
False	4	50%	11	33%	15	37%	53%	50%	51%	79%	37%	49%	60%	42%	45%	17%	47%	40%
Not Applicable	2	25%	11	33%	13	32%	13%	18%	16%	0%	29%	20%	20%	16%	16%	33%	16%	20%
Not Answered	0	0%	0	0%	0	0%	0%	11%	7%	7%	9%	8%	0%	7%	5%	6%	5%	5%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

13c. Changes to my plan were considered and made when appropriate?



Not really an issue for consumers with successful placements. But those without a placement is 1 in 10.

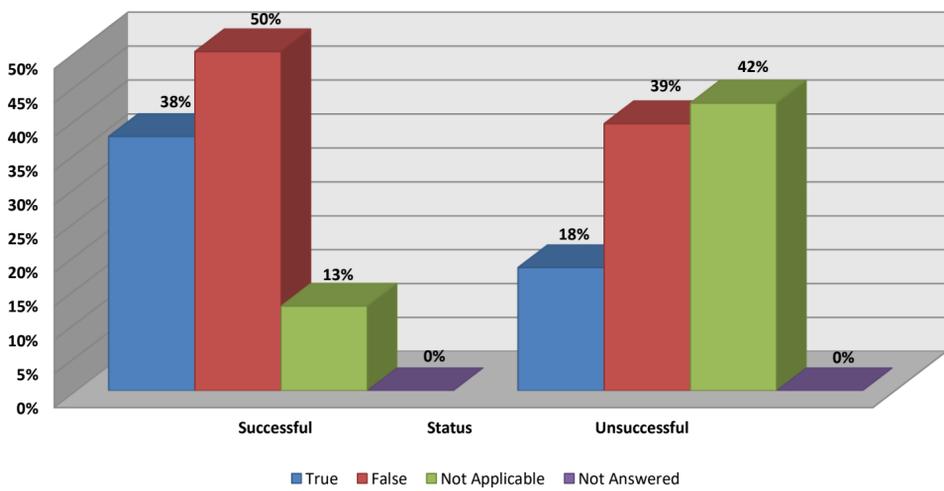
Successful: 2%, 4 of 8 of 170 changes to their plans were NOT considered or made when appropriate

Unsuccessful: 12%, 11 of 33 of 92 changes to their plans were NOT considered or made when appropriate

13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	38%	6	18%	9	22%	40%	7%	19%	36%	20%	24%	20%	16%	16%	28%	16%	18%
False	4	50%	13	39%	17	41%	40%	43%	42%	29%	26%	27%	40%	36%	36%	28%	38%	35%
Not Applicable	1	13%	14	42%	15	37%	20%	39%	33%	29%	46%	41%	40%	38%	38%	39%	33%	34%
Not Answered	0	0%	0	0%	0	0%	0%	11%	7%	7%	9%	8%	0%	11%	9%	6%	14%	12%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

13d. Services that were purchased on my behalf were what I expected?



Not really an issue for consumers with successful placements.

Successful: 2%, 4 of 8 of 170 vendors and community partners did NOT provide services consistent with their plan

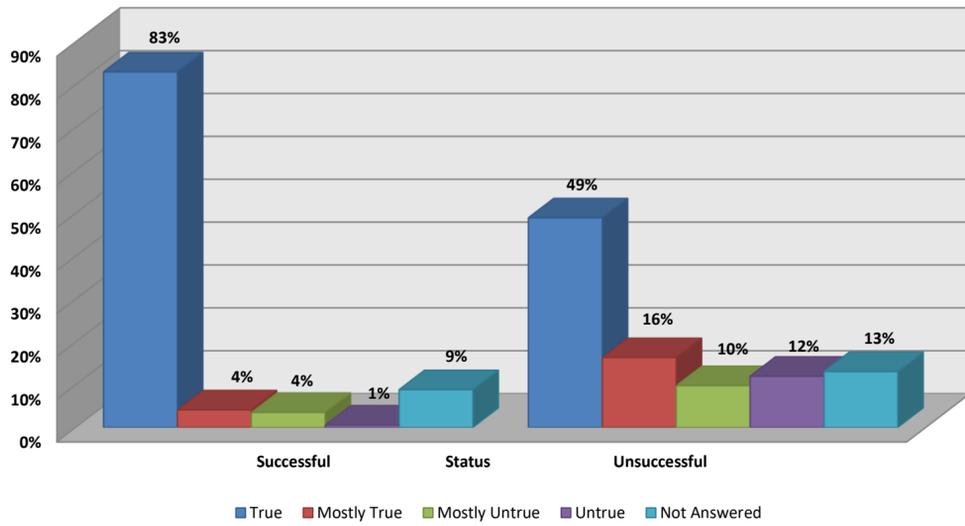
Unsuccessful: 14%, 13 of 33 of 92 vendors and community partners did NOT provide services consistent with their plan

FFY2023 Consumer Satisfaction Survey - FINAL

14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	141	83%	45	49%	186	71%	76%	61%	72%	79%	49%	70%	81%	62%	74%	77%	52%	69%
Mostly True	7	4%	15	16%	22	8%	11%	16%	13%	11%	17%	13%	9%	12%	10%	10%	16%	12%
Mostly Untrue	6	4%	9	10%	15	6%	3%	3%	3%	2%	7%	3%	1%	4%	2%	2%	6%	3%
Untrue	1	1%	11	12%	12	5%	1%	11%	4%	2%	15%	6%	2%	13%	6%	2%	17%	6%
Not Answered	15	9%	12	13%	27	10%	8%	8%	8%	7%	12%	8%	7%	9%	8%	9%	9%	9%
<b>Total</b>	<b>170</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14. VR Staff adequately accommodated my disability?



Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

Successful: 87%, 148 of 170 their disabling condition was adequately accommodated

Successful: 5%, 7 of 170 their disabling condition was NOT adequately accommodated

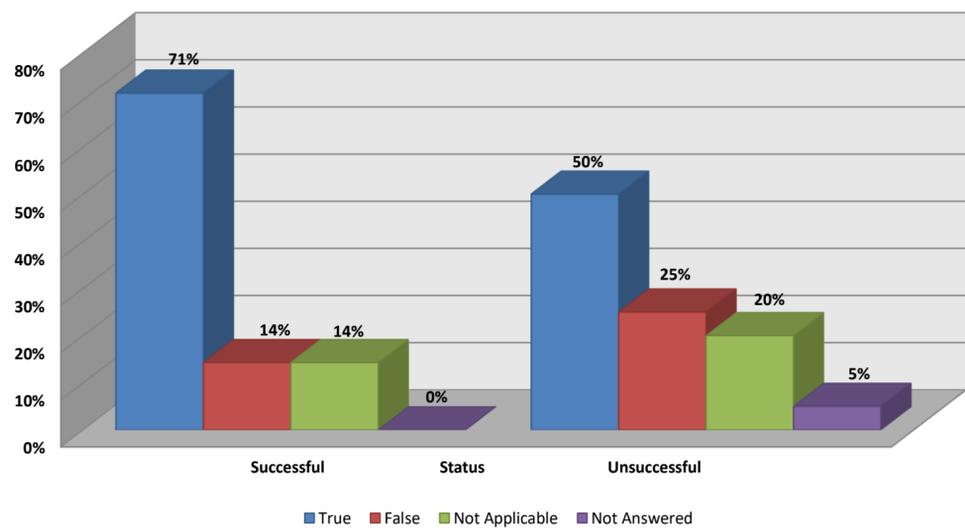
Unsuccessful: 65%, 60 of 92 their disabling condition was adequately accommodated

Unsuccessful: 22%, 20 of 92 their disabling condition was NOT adequately accommodated

14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	5	71%	10	50%	15	56%	50%	43%	46%	50%	45%	46%	43%	54%	52%	67%	32%	41%
False	1	14%	5	25%	6	22%	40%	43%	42%	25%	25%	25%	57%	38%	42%	33%	43%	41%
Not Applicable	1	14%	4	20%	5	19%	10%	14%	13%	25%	30%	29%	0%	4%	3%	0%	19%	14%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%	0%	5%	4%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14a. Staff scheduled appointments in accessible locations?



This is pretty much a non-issue

Successful: 1%, 1 of 7 of 170 staff did NOT schedule appointments in accessible locations

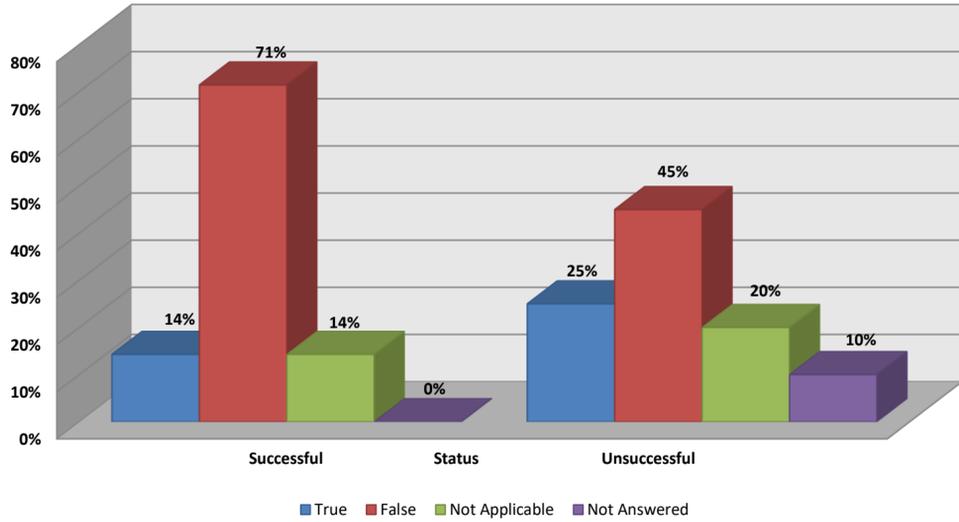
Unsuccessful: 5%, 5 of 20 of 92 staff did NOT schedule appointments in accessible locations

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14b. Staff supported me as a partner in the planning process.

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	14%	5	25%	6	22%	40%	7%	21%	50%	25%	32%	14%	21%	19%	50%	8%	18%
False	5	71%	9	45%	14	52%	50%	79%	67%	38%	60%	54%	71%	58%	61%	50%	73%	67%
Not Applicable	1	14%	4	20%	5	19%	10%	14%	13%	13%	15%	14%	14%	17%	16%	0%	14%	10%
Not Answered	0	0%	2	10%	2	7%	0%	0%	0%	0%	0%	0%	0%	4%	3%	0%	5%	4%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14b. Staff supported me as a partner in the planning process.



This is pretty much a non-issue

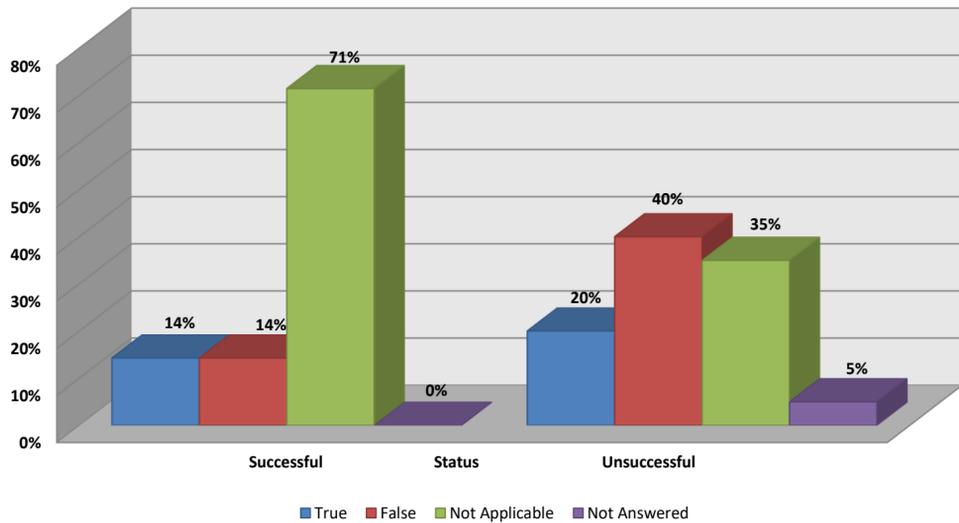
Successful: 3%, 5 of 7 of 170 staff did NOT support me as a partner in the planning process

Unsuccessful: 10%, 9 of 20 of 92 staff did NOT support me as a partner in the planning process

14c. Staff fulfilled my request for written communication?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	14%	4	20%	5	19%	50%	14%	29%	13%	5%	7%	43%	17%	23%	50%	27%	33%
False	1	14%	8	40%	9	33%	20%	29%	25%	38%	40%	39%	57%	58%	58%	33%	46%	43%
Not Applicable	5	71%	7	35%	12	44%	30%	57%	46%	50%	55%	54%	0%	21%	16%	17%	19%	18%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%	0%	8%	6%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14c. Staff fulfilled my request for written communication?



This is pretty much a non-issue

Successful: 1%, 1 of 7 of 170 staff did NOT fulfill their request for written communication

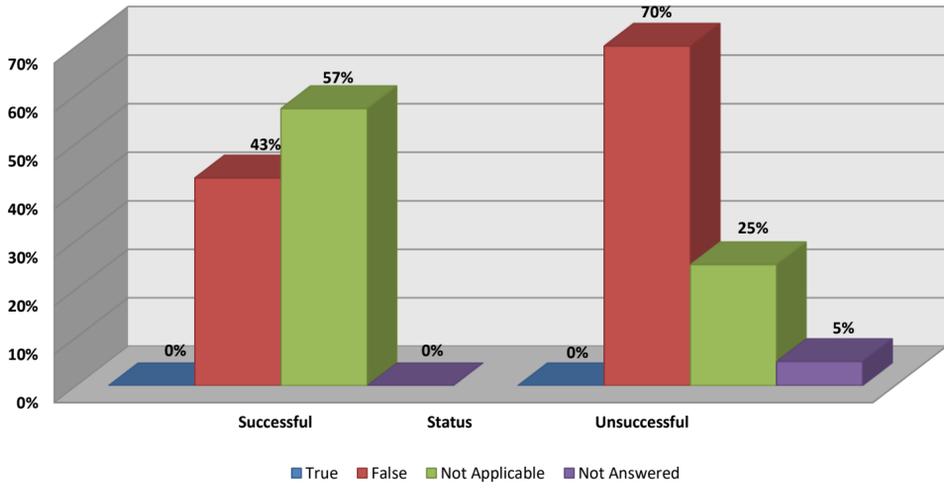
Unsuccessful: 9%, 8 of 20 of 92 staff did NOT fulfill their request for written communication

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14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2022			2021			2020			2019		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	0%	0%	0%	13%	5%	7%	14%	8%	10%	42%	11%	18%
False	3	43%	14	70%	17	63%	80%	64%	71%	75%	75%	75%	86%	79%	81%	58%	65%	63%
Not Applicable	4	57%	5	25%	9	33%	20%	36%	29%	13%	20%	18%	0%	8%	6%	0%	22%	16%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%	0%	3%	2%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14d. Staff referred me to community partners who understood my disability?



Not really an issue for consumers with successful placements. But, those without a placement is 1 in 7.

Successful: 2%, 3 of 7 of 170 staff did NOT refer them to community partners who understood their disability

Unsuccessful: 15%, 14 of 20 of 92 staff did NOT refer them to community partners who understood their disability