

FFY2024 Consumer Satisfaction Survey

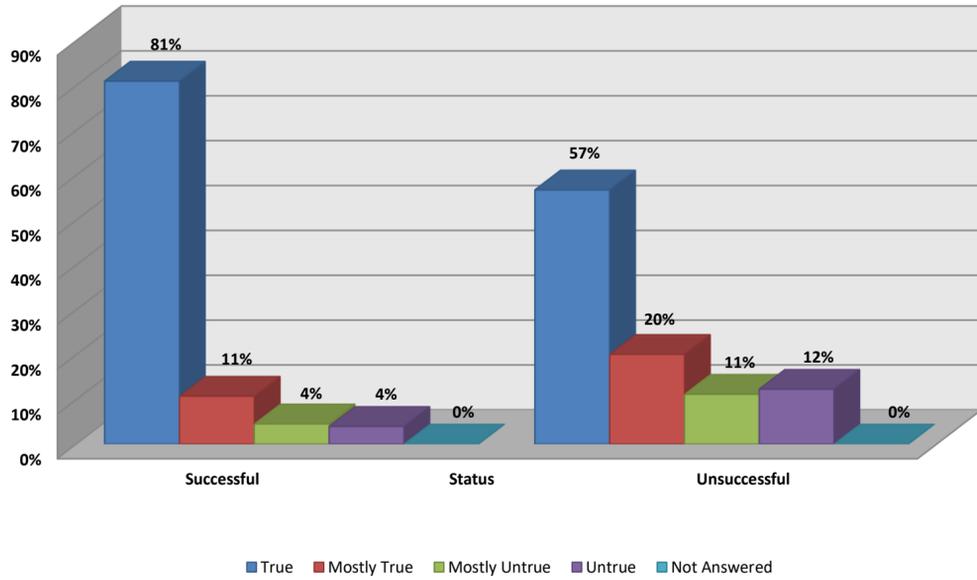
RESPONSE RATE													Return Rate Prior Years					
Closed Successfully 26-0													Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail	Survey Monkey / Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2023	2022	2021	2020	2019	2018
October	23	121	144	10	7	17	5	0	5	56%	6%	12%						
November	15	110	125	0	5	5	2	0	2	0%	5%	4%						
December	22	112	134	4	15	19	2	0	2	20%	13%	14%						
January	39	134	173	6	13	19	2	0	2	16%	10%	11%						
February	13	143	156	1	9	10	0	0	0	8%	6%	6%						
March	32	137	169	9	11	20	0	0	0	28%	8%	12%						
April	15	126	141	7	10	17	0	0	0	47%	8%	12%						
May	28	131	159	6	11	17	0	0	0	21%	8%	11%						
June	21	182	203	3	11	14	0	0	0	14%	6%	7%						
July	13	102	115	3	8	11	0	0	0	23%	8%	10%						
August	16	100	116	2	11	13	0	0	0	13%	11%	11%						
September	20	121	141	1	15	16	0	0	0	5%	12%	11%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	257	1519	1776	52	126	178	11	0	11	21%	8%	10%	9%	12%	12%	15%	17%	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 E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	29	104	133	2	4	6	6	0	6	9%	4%	5%						
November	27	98	125	1	5	6	3	0	3	4%	5%	5%						
December	26	103	129	1	5	6	2	0	2	4%	5%	5%						
January	35	134	169	0	6	6	7	0	7	0%	4%	4%						
February	32	144	176	3	5	8	0	0	0	9%	3%	5%						
March	40	150	190	0	7	7	0	0	0	0%	5%	4%						
April	37	153	190	4	11	15	0	0	0	11%	7%	8%						
May	36	135	171	1	8	9	0	0	0	3%	6%	5%						
June	47	241	288	4	9	13	0	0	0	9%	4%	5%						
July	32	144	176	2	6	8	0	0	0	6%	4%	5%						
August	19	151	170	0	3	3	0	0	0	0%	2%	2%						
September	28	133	161	2	1	3	0	0	0	7%	1%	2%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	388	1690	2078	20	70	90	18	0	18	5%	4%	4%	5%	6%	6%	8%	8%	7%
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 E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	52	225	277	12	11	23	11	0	11	29%	5%	9%						
November	42	208	250	1	10	11	5	0	5	3%	5%	4%						
December	48	215	263	5	20	25	4	0	4	11%	9%	10%						
January	74	268	342	6	19	25	9	0	9	9%	7%	8%						
February	45	287	332	4	14	18	0	0	0	9%	5%	5%						
March	72	287	359	9	18	27	0	0	0	13%	6%	8%						
April	52	279	331	11	21	32	0	0	0	21%	8%	10%						
May	64	266	330	7	19	26	0	0	0	11%	7%	8%						
June	68	423	491	7	20	27	0	0	0	10%	5%	5%						
July	45	246	291	5	14	19	0	0	0	11%	6%	7%						
August	35	251	286	2	14	16	0	0	0	6%	6%	6%						
September	48	254	302	3	16	19	0	0	0	6%	6%	6%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	645	3209	3854	72	196	268	29	0	29	12%	6%	7%	7%	9%	9%	12%	12%	12%

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	144	81%	51	57%	195	73%	82%	52%	72%	81%	65%	76%	82%	54%	73%	79%	69%	76%
Mostly True	19	11%	18	20%	37	14%	14%	22%	17%	14%	14%	14%	14%	24%	17%	16%	14%	15%
Mostly Untrue	8	4%	10	11%	18	7%	1%	12%	5%	3%	6%	4%	2%	9%	4%	3%	5%	4%
Untrue	7	4%	11	12%	18	7%	2%	13%	6%	2%	14%	6%	2%	12%	5%	2%	11%	5%
Not Answered	0	0%	0	0%	0	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%
Total	178	100%	90	100%	268	100%	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 over 1 in 5.

Successful: 92%, 163 of 178 were satisfied with the way their counselor related to them.

Successful: 8%, 15 of 178 were NOT satisfied with the way their counselor related to them.

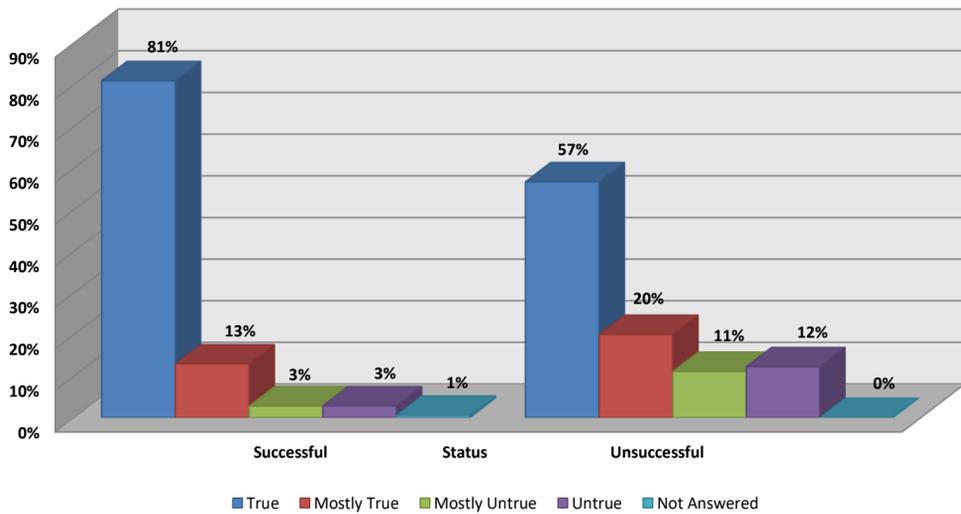
Unsuccessful: 77%, 69 of 90 were satisfied with the way their counselor related to them.

Unsuccessful: 23%, 21 of 90 were NOT satisfied with the way their counselor related to them.

2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	144	81%	51	57%	195	73%	86%	60%	77%	84%	64%	78%	85%	61%	78%	83%	73%	79%
Mostly True	23	13%	18	20%	41	15%	10%	16%	12%	12%	18%	14%	10%	18%	13%	14%	11%	13%
Mostly Untrue	5	3%	10	11%	15	6%	2%	13%	6%	3%	4%	3%	2%	8%	4%	2%	4%	3%
Untrue	5	3%	11	12%	16	6%	2%	10%	5%	1%	14%	5%	2%	12%	5%	2%	10%	5%
Not Answered	1	1%	0	0%	1	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%
Total	178	100%	90	100%	268	100%	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 over 1 in 5.

Successful: 94%, 167 of 178 had counselors who took their concerns seriously.

Successful: 6%, 10 of 178 had counselors who did NOT take their concerns seriously.

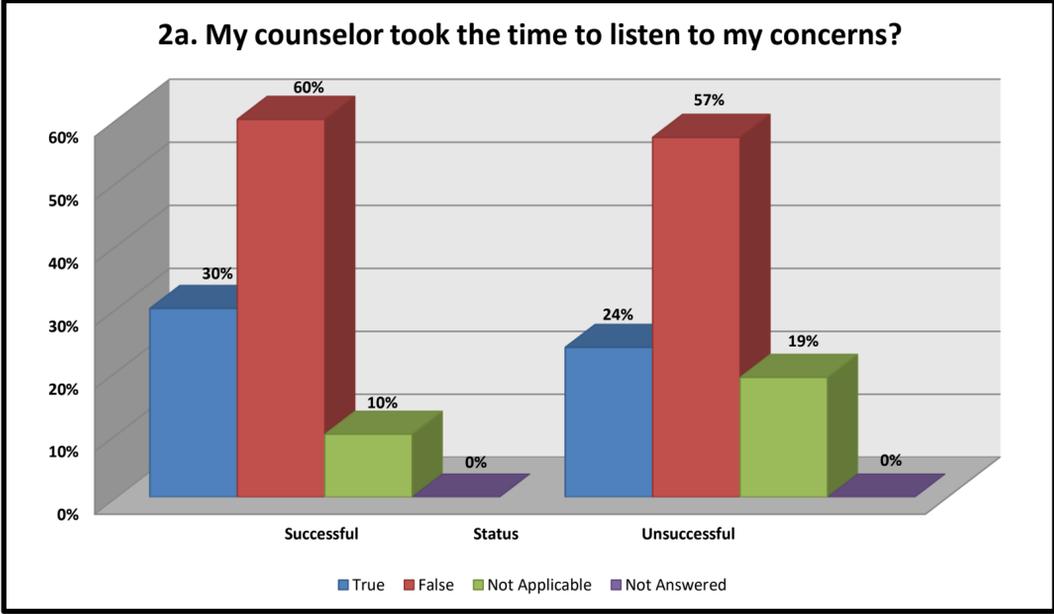
Unsuccessful: 77%, 69 of 90 had counselors who took their concerns seriously.

Unsuccessful: 23%, 21 of 90 had counselors who did NOT take their concerns seriously.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	30%	5	24%	8	26%	0%	14%	11%	33%	11%	19%	11%	28%	22%	22%	15%	17%
False	6	60%	12	57%	18	58%	67%	57%	59%	33%	78%	63%	56%	44%	48%	78%	75%	76%
Not Applicable	1	10%	4	19%	5	16%	17%	24%	22%	22%	11%	15%	33%	28%	30%	0%	10%	7%
Not Answered	0	0%	0	0%	0	0%	17%	5%	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%
Total	10	100%	21	100%	31	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



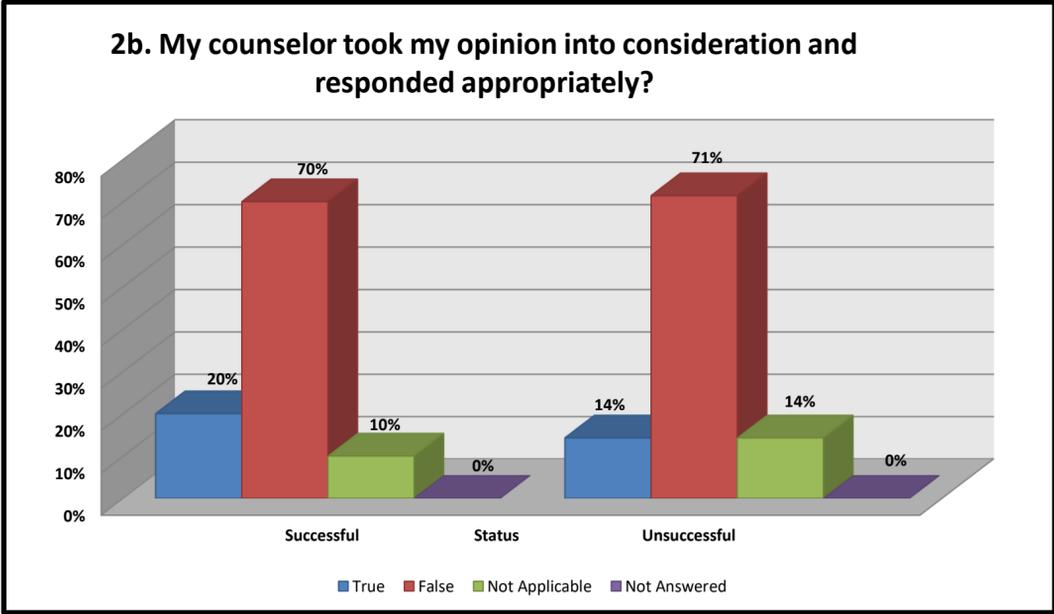
Not really an issue for consumers with successful placements. But 1 in 8 for unsuccessful closures

Successful: 3%, 6 of 10 of 178 had counselors that did NOT take the time to listen to their concerns.

Unsuccessful: 13%, 12 of 21 of 90 had counselors that did NOT take the time to listen to their concerns.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	20%	3	14%	5	16%	0%	5%	4%	0%	0%	0%	11%	0%	4%	11%	5%	7%
False	7	70%	15	71%	22	71%	67%	71%	70%	56%	83%	74%	89%	72%	78%	67%	90%	83%
Not Applicable	1	10%	3	14%	4	13%	17%	19%	19%	33%	17%	22%	0%	28%	19%	22%	5%	10%
Not Answered	0	0%	0	0%	0	0%	17%	5%	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%
Total	10	100%	21	100%	31	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

Successful: 4%, 7 of 10 of 178 had counselors that did NOT take their opinion into consideration and/or responded

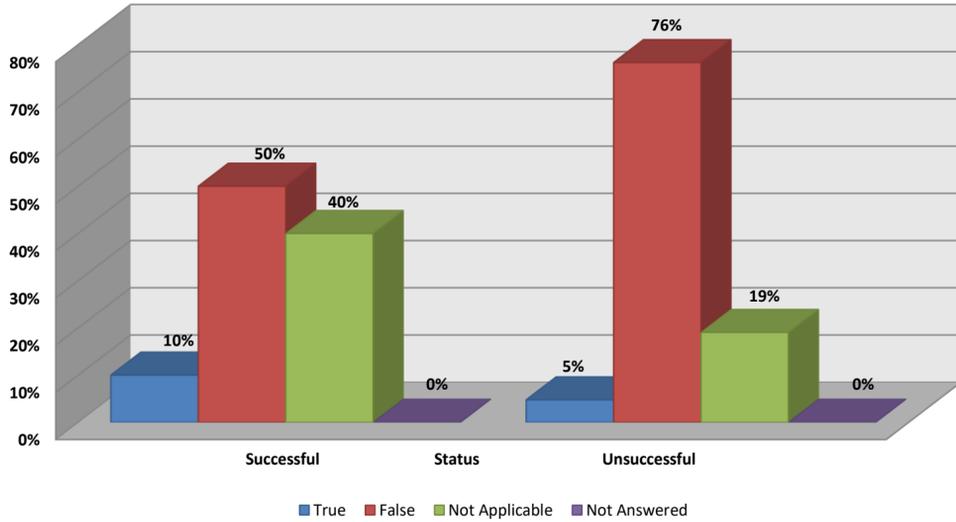
Unsuccessful: 17%, 15 of 21 of 90 had counselors that did NOT take their opinion into consideration and/or responded

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	10%	1	5%	2	6%	17%	10%	11%	11%	0%	4%	11%	17%	15%	44%	10%	21%
False	5	50%	16	76%	21	68%	67%	62%	63%	44%	83%	70%	78%	56%	63%	56%	80%	72%
Not Applicable	4	40%	4	19%	8	26%	0%	24%	19%	33%	17%	22%	11%	28%	22%	0%	10%	7%
Not Answered	0	0%	0	0%	0	0%	17%	5%	7%	11%	0%	4%	0%	0%	0%	0%	0%	0%
Total	10	100%	21	100%	31	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

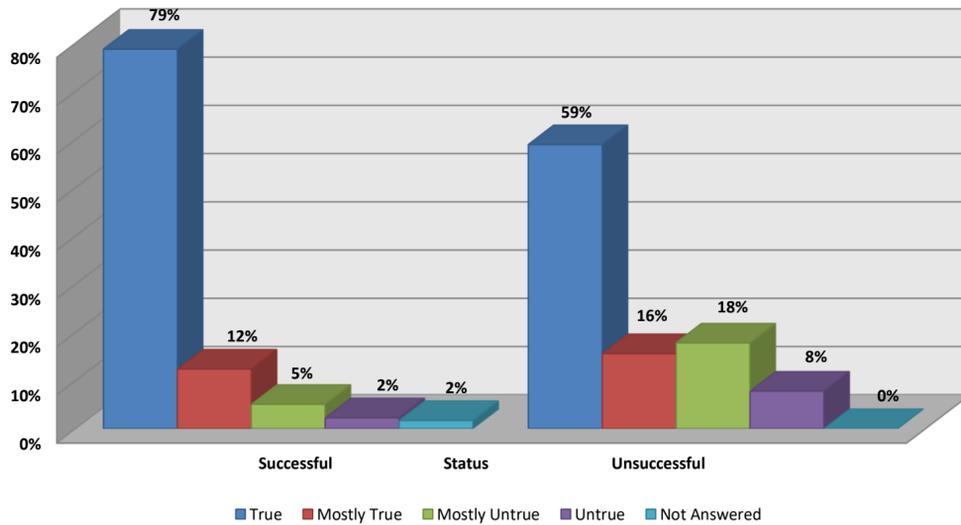
Successful: 3%, 5 of 10 of 178 had counselors that were NOT open to them expressing their complaints.

Unsuccessful: 18%, 16 of 21 of 90 had counselors that were NOT open to them expressing their complaints.

3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	140	79%	53	59%	193	72%	85%	59%	76%	80%	61%	74%	85%	54%	75%	79%	69%	76%
Mostly True	22	12%	14	16%	36	13%	11%	13%	12%	13%	16%	14%	10%	21%	13%	17%	12%	15%
Mostly Untrue	9	5%	16	18%	25	9%	2%	11%	5%	3%	8%	4%	2%	9%	4%	1%	8%	4%
Untrue	4	2%	7	8%	11	4%	1%	14%	6%	3%	14%	7%	2%	14%	6%	2%	9%	5%
Not Answered	3	2%	0	0%	3	1%	1%	3%	2%	1%	0%	1%	1%	2%	2%	0%	1%	1%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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: 91%, 162 of 178 had counselors who understood their needs.

Successful: 7%, 13 of 178 had counselors who did NOT understand their needs.

Unsuccessful: 74%, 67 of 90 had counselors who understood their needs.

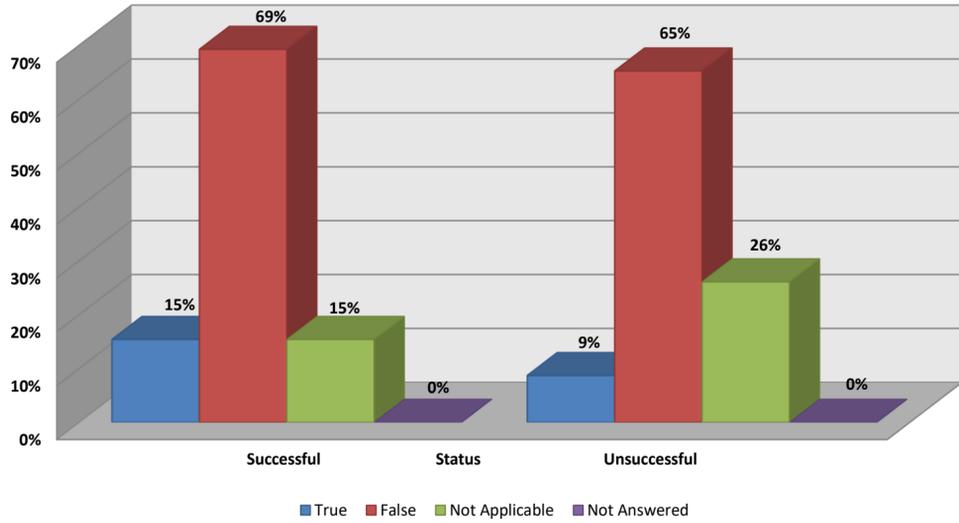
Unsuccessful: 26%, 23 of 90 had counselors who did NOT understand their needs.

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3a. My counselor gave me useful advice?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	15%	2	9%	4	11%	0%	13%	11%	23%	5%	11%	11%	5%	7%	13%	17%	16%
False	9	69%	15	65%	24	67%	100%	70%	75%	46%	82%	69%	89%	71%	77%	88%	71%	75%
Not Applicable	2	15%	6	26%	8	22%	0%	17%	14%	31%	14%	20%	0%	19%	13%	0%	13%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	5%	3%	0%	0%	0%
Total	13	100%	23	100%	36	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

3a. My counselor gave me useful advice?



Not really an issue for consumers with successful placements. But those without a placement is 1 in 6.

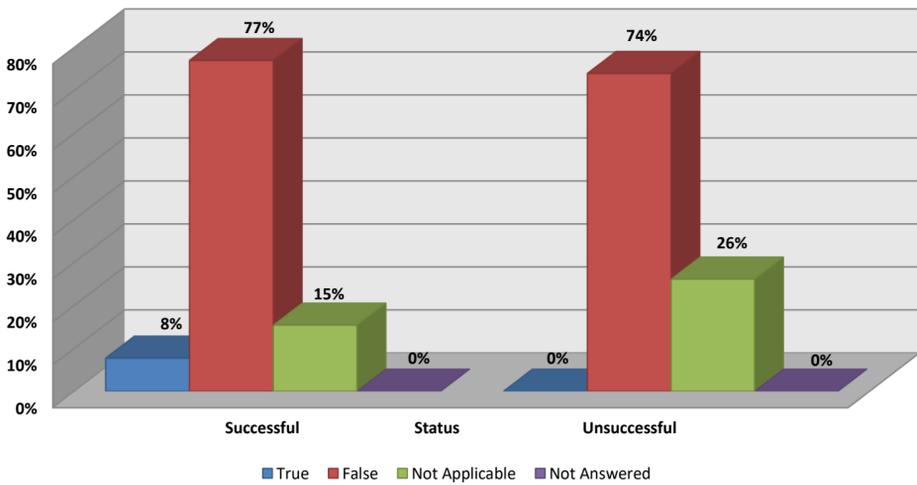
Successful: 5%, 9 of 13 of 178 had counselors that did NOT give them useful advice.

Unsuccessful: 17%, 15 of 23 of 90 had counselors that did NOT give them useful advice.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	8%	0	0%	1	3%	0%	9%	7%	38%	0%	14%	11%	5%	7%	0%	4%	3%
False	10	77%	17	74%	27	75%	80%	70%	71%	54%	86%	74%	78%	81%	80%	100%	83%	88%
Not Applicable	2	15%	6	26%	8	22%	0%	22%	18%	0%	14%	9%	11%	10%	10%	0%	13%	9%
Not Answered	0	0%	0	0%	0	0%	20%	0%	4%	8%	0%	3%	0%	5%	3%	0%	0%	0%
Total	13	100%	23	100%	36	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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: 6%, 10 of 13 of 178 had counselors that did NOT help them find resources in the community.

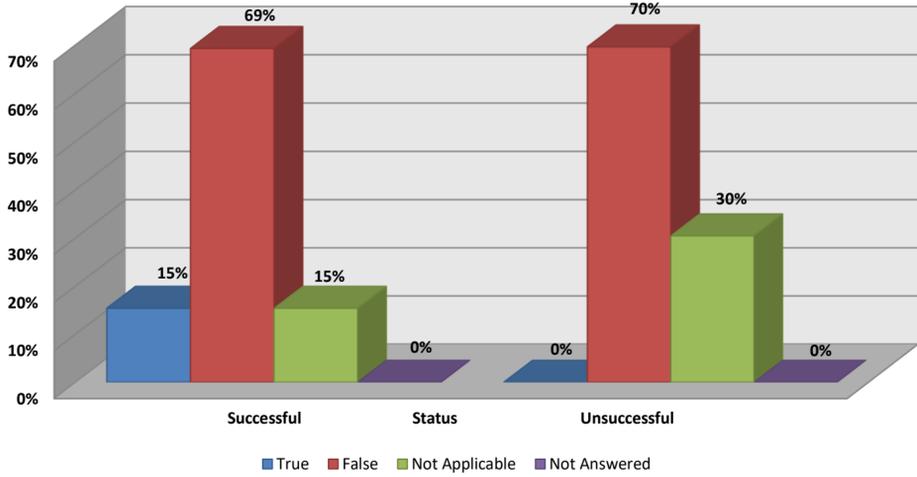
Unsuccessful: 19%, 17 of 23 of 90 had counselors that did NOT help them find resources in the community.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	15%	0	0%	2	6%	0%	4%	4%	0%	9%	6%	0%	0%	0%	0%	0%	0%
False	9	69%	16	70%	25	69%	80%	65%	68%	69%	82%	77%	89%	86%	87%	88%	83%	84%
Not Applicable	2	15%	7	30%	9	25%	0%	30%	25%	31%	9%	17%	11%	10%	10%	13%	17%	16%
Not Answered	0	0%	0	0%	0	0%	20%	0%	4%	0%	0%	0%	0%	5%	3%	0%	0%	0%
Total	13	100%	23	100%	36	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 1 in 6.

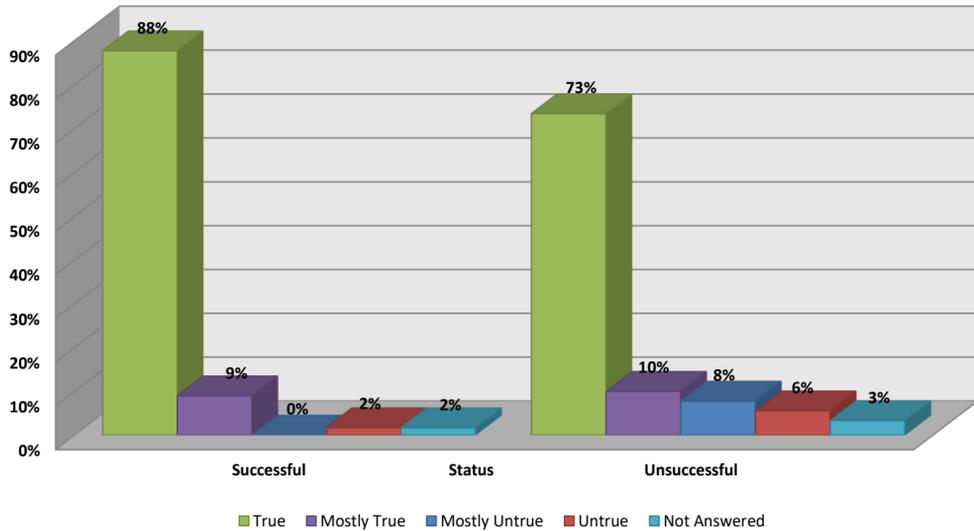
Successful: 5%, 9 of 13 of 178 had counselors that did NOT help them challenge their expectations of themselves

Unsuccessful: 18%, 16 of 23 of 90 had counselors that did NOT help them challenge their expectations of themselves

4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	156	88%	66	73%	222	83%	93%	68%	84%	86%	79%	84%	90%	68%	84%	89%	77%	84%
Mostly True	16	9%	9	10%	25	9%	4%	14%	8%	7%	8%	8%	5%	16%	9%	8%	7%	8%
Mostly Untrue	0	0%	7	8%	7	3%	2%	4%	3%	2%	2%	2%	2%	2%	2%	0%	5%	2%
Untrue	3	2%	5	6%	8	3%	0%	8%	3%	1%	9%	4%	1%	8%	3%	2%	7%	3%
Not Answered	3	2%	3	3%	6	2%	1%	5%	3%	3%	1%	3%	1%	5%	2%	1%	4%	2%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

4. My counselor treated me with respect?



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

Successful: 97%, 172 of 178 had counselors who treated them with respect.

Successful: 2%, 3 of 178 had counselors who did NOT treat them with respect.

Unsuccessful: 83%, 75 of 90 had counselors who treated them with respect.

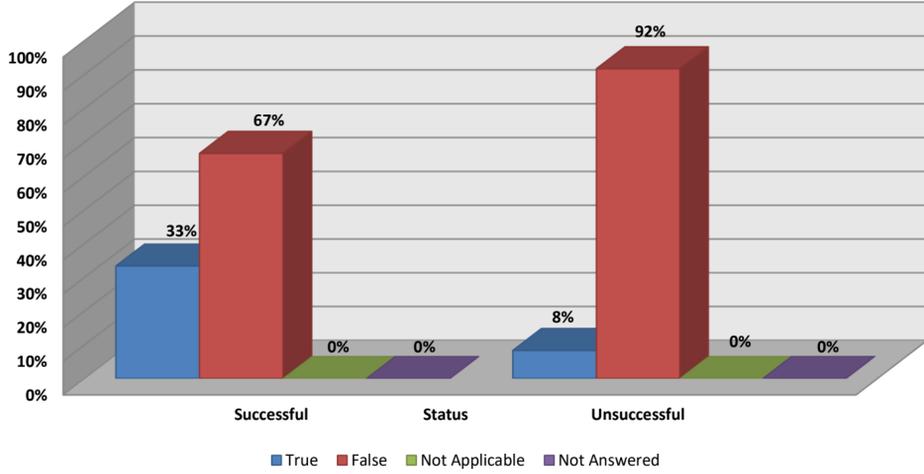
Unsuccessful: 13%, 12 of 90 had counselors who did NOT treat them with respect.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	33%	1	8%	2	13%	0%	0%	0%	0%	9%	6%	14%	22%	19%	40%	25%	29%
False	2	67%	11	92%	13	87%	100%	73%	79%	83%	91%	88%	71%	67%	69%	40%	63%	57%
Not Applicable	0	0%	0	0%	0	0%	0%	27%	21%	17%	0%	6%	14%	11%	13%	20%	13%	14%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	3	100%	12	100%	15	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

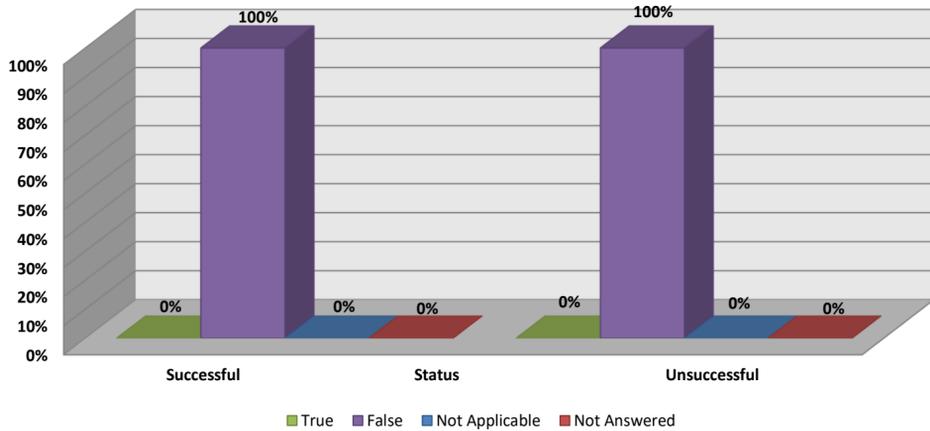
Successful: 1%, 2 of 3 of 178 had counselors that was NOT timely when responding to them.

Unsuccessful: 12%, 11 of 12 of 90 had counselors that was NOT timely when responding to them.

4b. My counselor acted in my best interest?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	29%	0%	13%	40%	0%	10%
False	3	100%	12	100%	15	100%	100%	73%	79%	83%	91%	88%	57%	89%	75%	60%	94%	86%
Not Applicable	0	0%	0	0%	0	0%	0%	27%	21%	17%	9%	12%	14%	11%	13%	0%	6%	5%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	3	100%	12	100%	15	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 178 had counselors that did NOT act in their best interest.

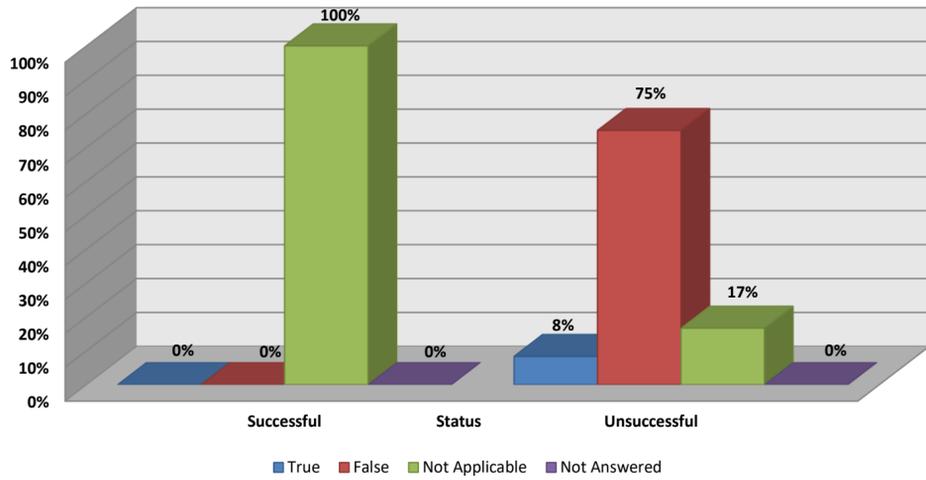
Unsuccessful: 13%, 12 of 12 of 90 had counselors that did NOT act in their best interest.

FFY2024 Consumer Satisfaction Survey

4c. My counselor respected my culture?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	1	8%	1	7%	0%	0%	0%	17%	0%	6%	14%	11%	13%	0%	38%	29%
False	0	0%	9	75%	9	60%	100%	64%	71%	17%	64%	47%	43%	44%	44%	60%	50%	52%
Not Applicable	3	100%	2	17%	5	33%	0%	36%	29%	67%	36%	47%	43%	44%	44%	40%	13%	19%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	3	100%	12	100%	15	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

4c. My counselor respected my culture?



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

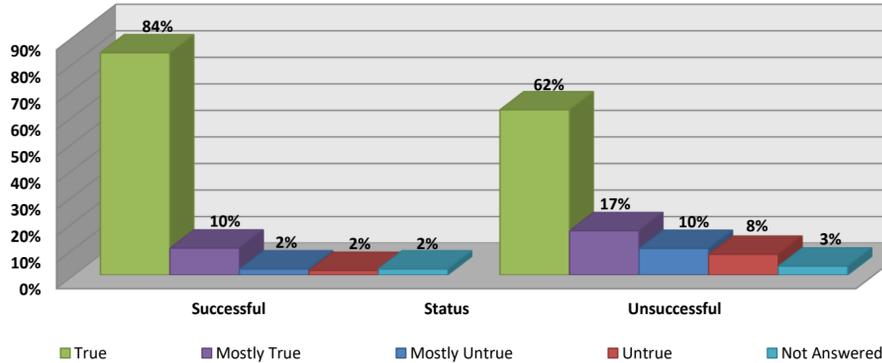
Successful: 0%, 0 of 3 of 178 had counselors that did NOT respect their culture.

Unsuccessful: 10%, 9 of 12 of 90 had counselors that did NOT respect their culture.

5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	149	84%	56	62%	205	76%	87%	60%	77%	79%	67%	75%	84%	54%	75%	85%	72%	80%
Mostly True	18	10%	15	17%	33	12%	9%	15%	11%	13%	14%	13%	10%	23%	14%	12%	13%	12%
Mostly Untrue	4	2%	9	10%	13	5%	2%	11%	5%	3%	6%	4%	4%	10%	6%	0%	2%	1%
Untrue	3	2%	7	8%	10	4%	1%	9%	3%	2%	10%	4%	1%	8%	3%	2%	8%	4%
Not Answered	4	2%	3	3%	7	3%	2%	5%	3%	3%	2%	3%	1%	5%	3%	1%	5%	3%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

5. My counselor involved me in decision-making?



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

Successful: 94%, 167 of 178 had counselors who involved them in decision-making.

Successful: 4%, 7 of 178 had counselors who did NOT involve them in decision-making.

Unsuccessful: 79%, 71 of 90 had counselors who involved them in decision-making.

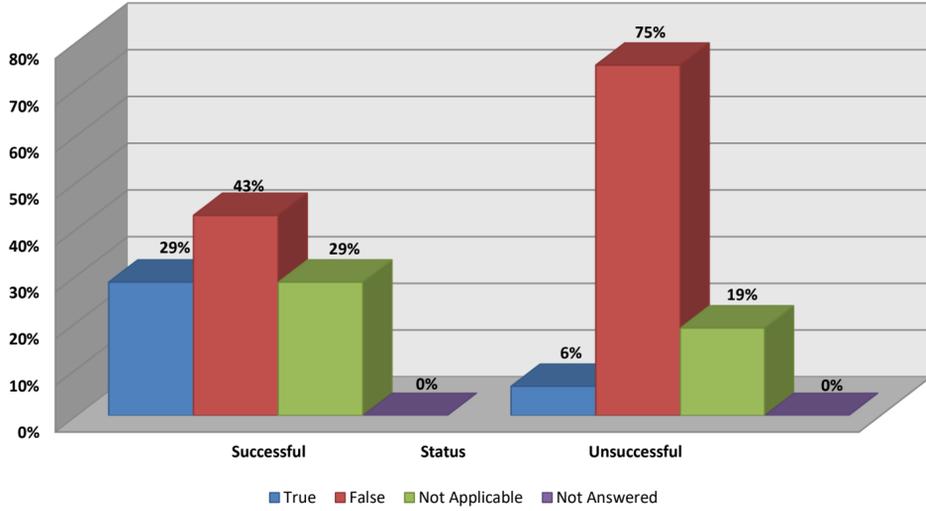
Unsuccessful: 18%, 16 of 90 had counselors who did NOT involve them in decision-making.

FFY2024 Consumer Satisfaction Survey

5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	29%	1	6%	3	13%	0%	17%	14%	64%	6%	30%	9%	6%	7%	17%	7%	10%
False	3	43%	12	75%	15	65%	75%	50%	55%	36%	81%	63%	73%	63%	67%	67%	79%	75%
Not Applicable	2	29%	3	19%	5	22%	25%	33%	32%	0%	13%	7%	18%	25%	22%	17%	14%	15%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	6%	4%	0%	0%	0%
Total	7	100%	16	100%	23	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

5a. My counselor helped me focus on employment?



Not really an issue for consumers with successful placements.

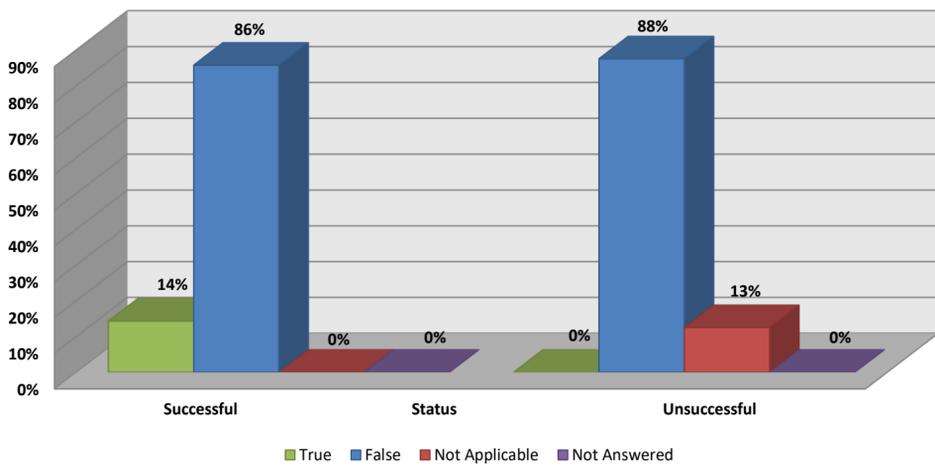
Successful: 2%, 3 of 7 of 178 had counselors that did NOT help them focus on employment.

Unsuccessful: 13%, 12 of 16 of 90 had counselors that did NOT help them focus on employment.

5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	14%	0	0%	1	4%	0%	11%	9%	18%	6%	11%	18%	6%	11%	0%	0%	0%
False	6	86%	14	88%	20	87%	75%	67%	68%	73%	88%	81%	73%	75%	74%	83%	79%	80%
Not Applicable	0	0%	2	13%	2	9%	25%	17%	18%	9%	6%	7%	9%	13%	11%	17%	21%	20%
Not Answered	0	0%	0	0%	0	0%	0%	6%	5%	0%	0%	0%	0%	6%	4%	0%	0%	0%
Total	7	100%	16	100%	23	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

5b. My counselor helped me explore my options?



Not really an issue for consumers with successful placements.

Successful: 3%, 6 of 7 of 178 had counselors that did NOT help them explore my options.

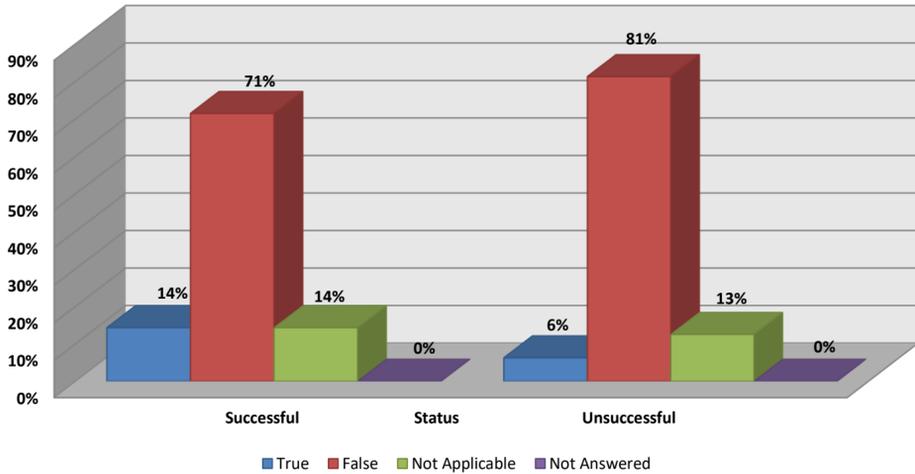
Unsuccessful: 16%, 14 of 16 of 90 had counselors that did NOT help them explore their options.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	14%	1	6%	2	9%	0%	17%	14%	18%	0%	7%	0%	6%	4%	0%	0%	0%
False	5	71%	13	81%	18	78%	75%	61%	64%	73%	94%	85%	64%	69%	67%	83%	79%	80%
Not Applicable	1	14%	2	13%	3	13%	25%	22%	23%	9%	6%	7%	36%	19%	26%	17%	21%	20%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%	0%	6%	4%	0%	0%	0%
Total	7	100%	16	100%	23	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 6 or unsuccessful placements

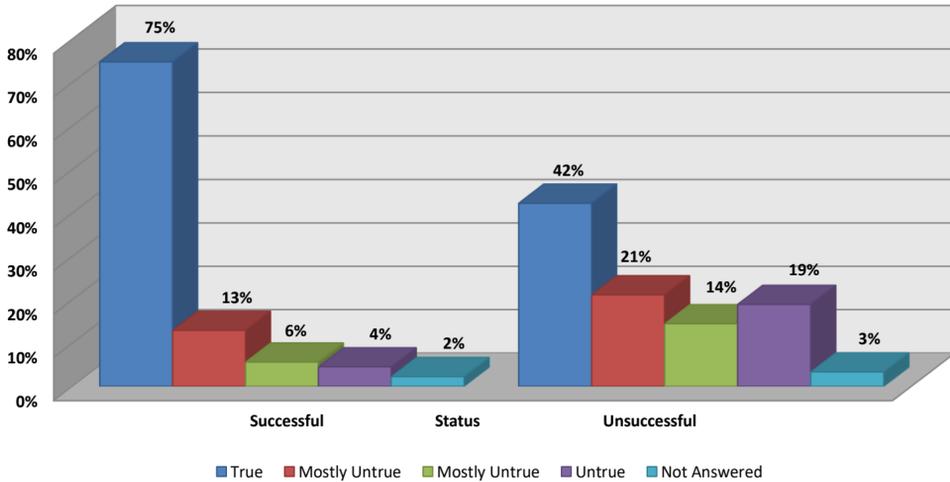
Successful: 3%, 5 of 7 of 178 had counselors that did NOT help them understand the pros and cons of their decision

Unsuccessful: 14%, 13 of 16 of 90 had counselors that did NOT help them understand the pros and cons of their decision

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	133	75%	38	42%	171	64%	78%	47%	67%	70%	48%	64%	75%	39%	64%	74%	48%	65%
Mostly True	23	13%	19	21%	42	16%	14%	20%	16%	14%	21%	16%	14%	26%	17%	16%	20%	18%
Mostly Untrue	10	6%	13	14%	23	9%	2%	14%	6%	5%	6%	5%	3%	5%	4%	2%	9%	5%
Untrue	8	4%	17	19%	25	9%	3%	14%	7%	6%	23%	11%	5%	22%	10%	5%	18%	10%
Not Answered	4	2%	3	3%	7	3%	4%	5%	4%	5%	2%	4%	4%	8%	5%	2%	4%	3%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Very high in unsatisfied for those without employment

Successful: 88%, 156 of 178 felt satisfied with how well VR prepared them for employment.

Successful: 10%, 18 of 178 felt UNSatisfied with how well VR prepared them for employment.

Unsuccessful: 63%, 57 of 90 felt satisfied with how well VR prepared them for employment.

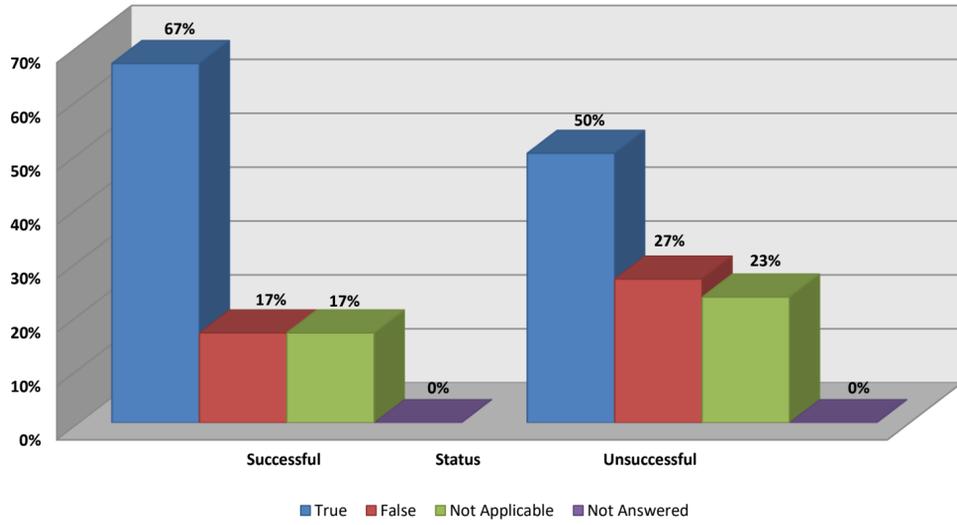
Unsuccessful: 33%, 30 of 90 felt UNSatisfied with how well VR prepared them for employment.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	12	67%	15	50%	27	56%	50%	31%	35%	63%	57%	60%	56%	52%	54%	50%	71%	64%
False	3	17%	8	27%	11	23%	13%	50%	41%	29%	29%	29%	38%	32%	34%	22%	18%	20%
Not Applicable	3	17%	7	23%	10	21%	25%	15%	18%	8%	11%	10%	6%	16%	12%	22%	11%	14%
Not Answered	0	0%	0	0%	0	0%	13%	4%	6%	0%	4%	2%	0%	0%	0%	6%	0%	2%
Total	18	100%	30	100%	48	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for consumers with successful placements.

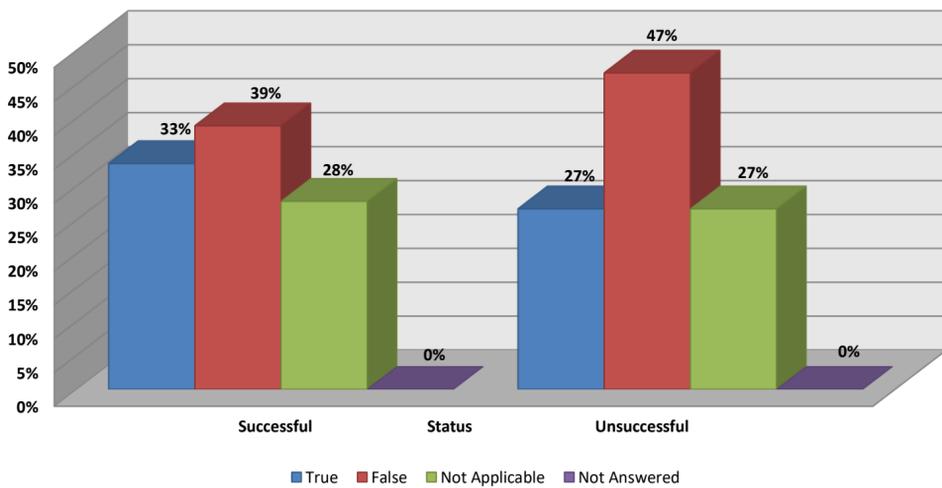
Successful: 2%, 3 of 18 of 178 had counselors that did NOT advise them about their rights and responsibilities.

Unsuccessful: 9%, 8 of 30 of 90 had counselors that did NOT advise them about their rights and responsibilities.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	6	33%	8	27%	14	29%	38%	15%	21%	50%	25%	37%	44%	12%	24%	61%	45%	50%
False	7	39%	14	47%	21	44%	50%	65%	62%	42%	43%	42%	50%	56%	54%	22%	37%	32%
Not Applicable	5	28%	8	27%	13	27%	13%	15%	15%	8%	29%	19%	6%	32%	22%	11%	16%	14%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%	0%	4%	2%	0%	0%	0%	6%	3%	4%
Total	18	100%	30	100%	48	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

Successful: 4%, 7 of 18 of 178 were NOT able to make informed choices about the services needed.

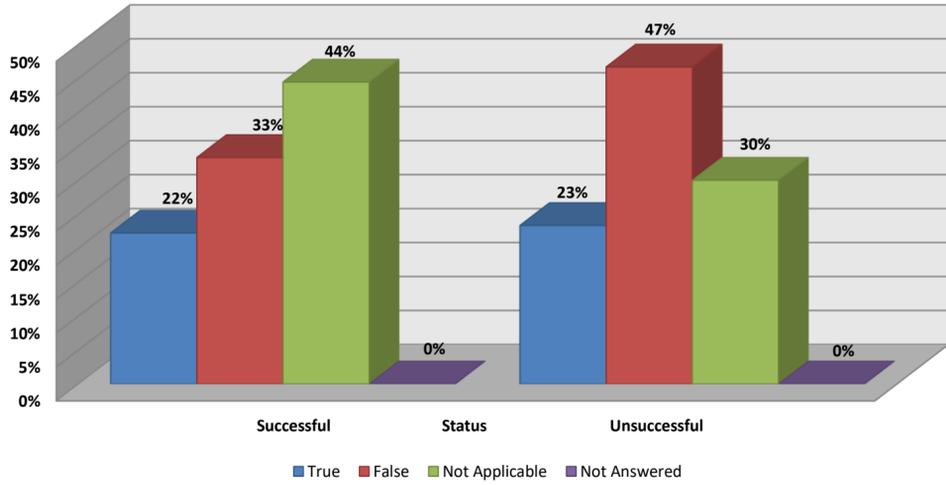
Unsuccessful: 16%, 14 of 30 of 90 were NOT able to make informed choices about the services needed.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	22%	7	23%	11	23%	38%	8%	15%	42%	21%	31%	25%	12%	17%	50%	29%	36%
False	6	33%	14	47%	20	42%	50%	65%	62%	42%	50%	46%	69%	60%	63%	28%	45%	39%
Not Applicable	8	44%	9	30%	17	35%	13%	23%	21%	17%	25%	21%	6%	28%	20%	17%	21%	20%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%	0%	4%	2%	0%	0%	0%	6%	5%	5%
Total	18	100%	30	100%	48	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for consumers. But less than 1 in 6 for unsuccessful

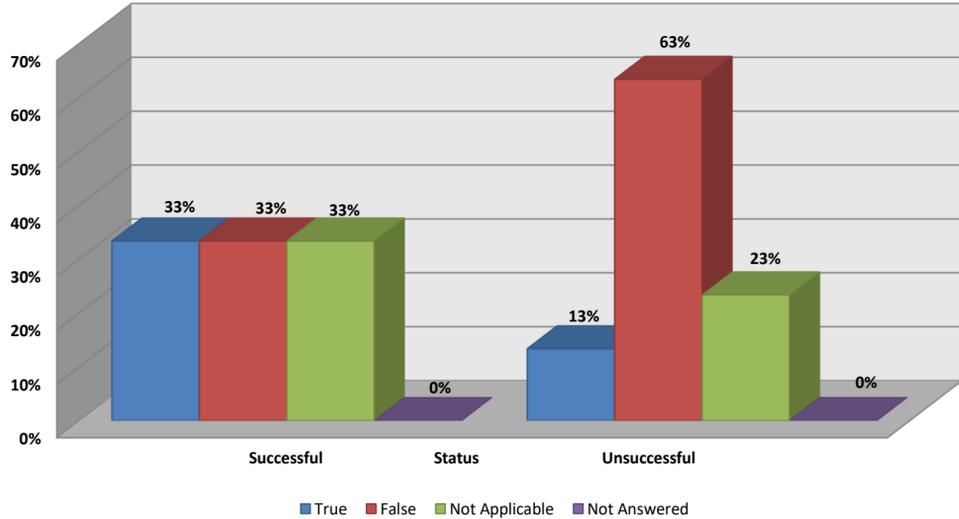
Successful: 3%, 6 of 18 of 178 were NOT able to make informed choices about the provider of services needed.

Unsuccessful: 16%, 14 of 30 of 90 were NOT able to make informed choices about the provider of services needed.

6d. I received all agreed upon services?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	6	33%	4	13%	10	21%	13%	12%	12%	50%	21%	35%	25%	8%	15%	50%	18%	29%
False	6	33%	19	63%	25	52%	63%	54%	56%	38%	46%	42%	50%	64%	59%	28%	53%	45%
Not Applicable	6	33%	7	23%	13	27%	25%	31%	29%	13%	29%	21%	25%	24%	24%	17%	26%	23%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%	0%	4%	2%	0%	4%	2%	6%	3%	4%
Total	18	100%	30	100%	48	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

6d. I received all agreed upon services?



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

Successful: 3%, 6 of 18 of 178 did NOT receive all agreed upon services.

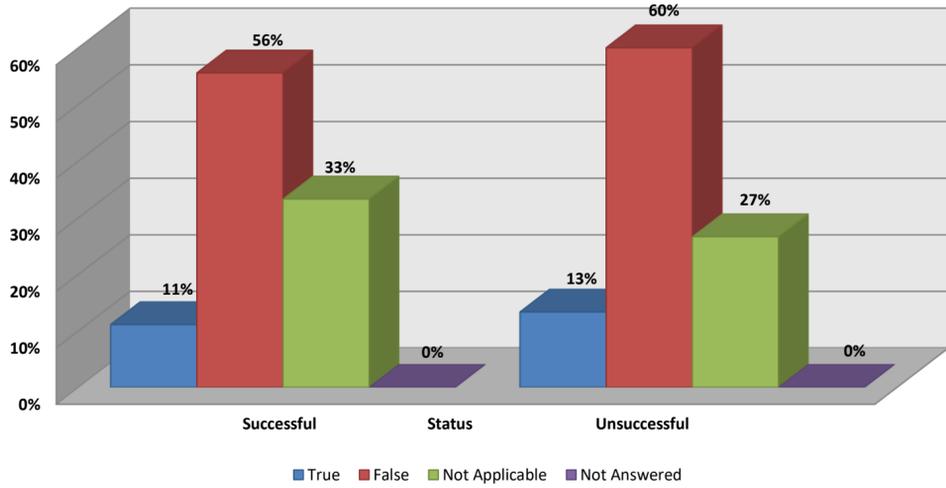
Unsuccessful: 21%, 19 of 30 of 90 did NOT receive all agreed upon services.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	11%	4	13%	6	13%	13%	8%	9%	21%	18%	19%	19%	8%	12%	22%	16%	18%
False	10	56%	18	60%	28	58%	50%	65%	62%	58%	54%	56%	69%	64%	66%	39%	58%	52%
Not Applicable	6	33%	8	27%	14	29%	38%	23%	26%	21%	21%	21%	13%	24%	20%	28%	24%	25%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%	0%	7%	4%	0%	4%	2%	11%	3%	5%
Total	18	100%	30	100%	48	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 1 in 5.

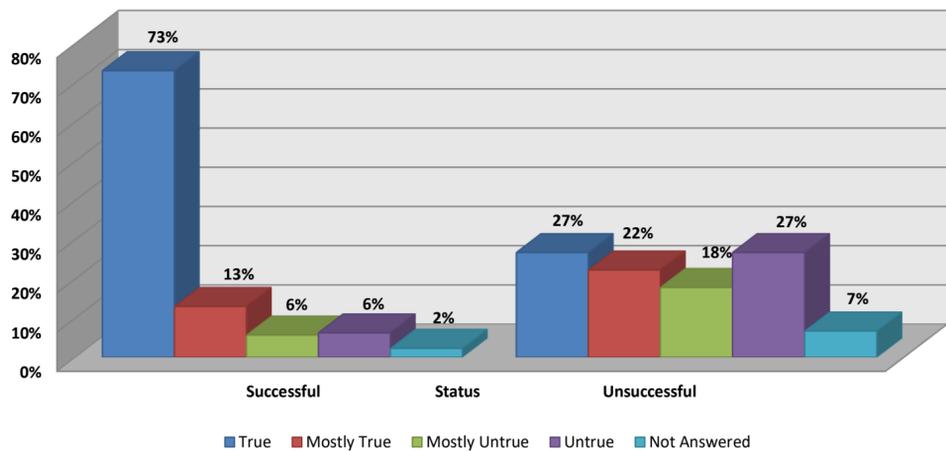
Successful: 6%, 10 of 18 of 178 did NOT receive all agreed upon services in the time frame that met their needs.

Unsuccessful: 20%, 18 of 30 of 90 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	130	73%	24	27%	154	57%	73%	33%	59%	69%	32%	58%	75%	26%	60%	73%	38%	61%
Mostly True	23	13%	20	22%	43	16%	14%	20%	16%	16%	23%	18%	14%	24%	17%	16%	20%	18%
Mostly Untrue	10	6%	16	18%	26	10%	4%	16%	8%	7%	10%	8%	3%	5%	4%	2%	7%	4%
Untrue	11	6%	24	27%	35	13%	6%	26%	13%	4%	30%	12%	5%	37%	15%	4%	31%	14%
Not Answered	4	2%	6	7%	10	4%	4%	5%	4%	4%	5%	5%	3%	8%	4%	3%	4%	4%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Pretty high negative of those not employed 46%

Successful: 86%, 153 of 178 employed or more prepared for employment because of the services they received.

Successful: 12%, 21 of 178 employed or more prepared for employment but do NOT perceive this was because of the services they received.

Unsuccessful: 49%, 44 of 90 employed or more prepared for employment because of the services they received.

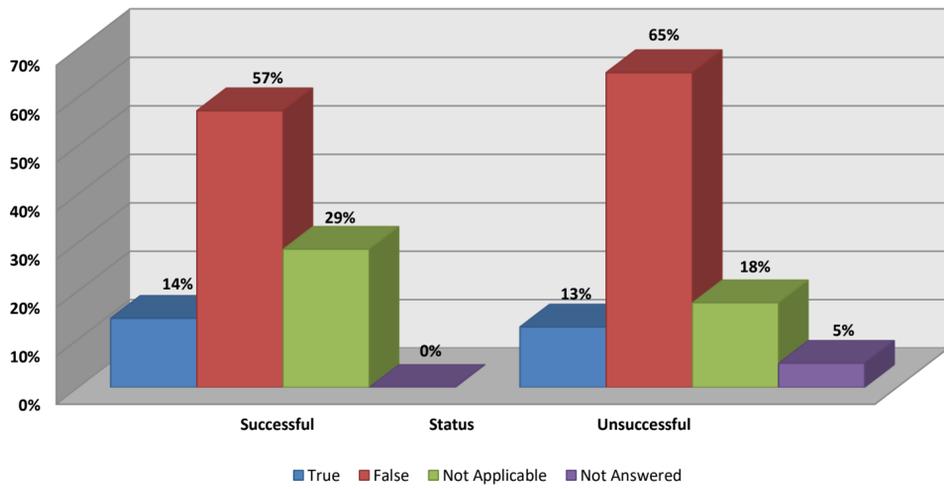
Unsuccessful: 44%, 40 of 90 employed or more prepared for employment but do NOT perceive this was because of the services they received.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	14%	5	13%	8	13%	13%	13%	13%	21%	10%	14%	17%	5%	9%	6%	10%	9%
False	12	57%	26	65%	38	62%	75%	54%	60%	54%	56%	56%	67%	67%	67%	71%	56%	59%
Not Applicable	6	29%	7	18%	13	21%	6%	31%	24%	25%	28%	27%	11%	21%	18%	24%	35%	32%
Not Answered	0	0%	2	5%	2	3%	6%	3%	4%	0%	5%	3%	6%	8%	7%	0%	0%	0%
Total	21	100%	40	100%	61	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 1 in 3.

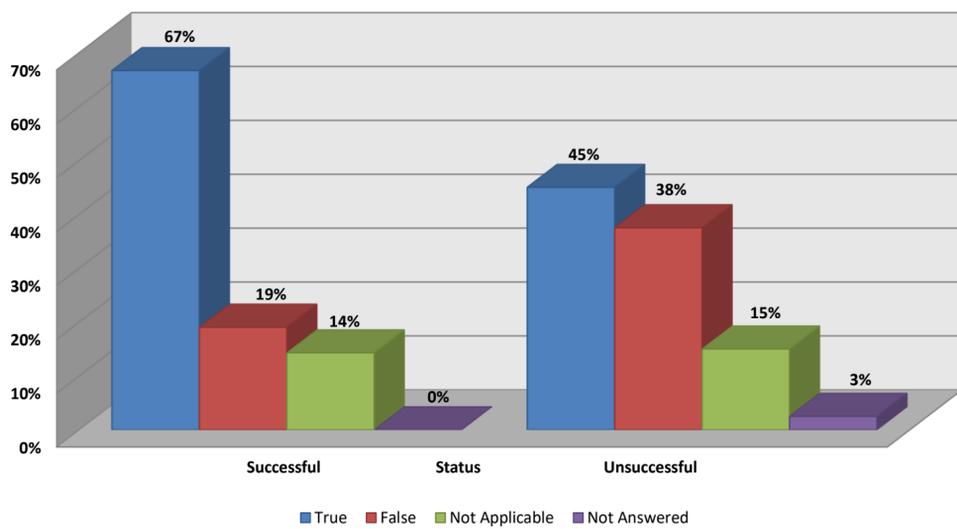
Successful: 7%, 12 of 21 of 178 stated that services received did NOT help to decrease, accommodate, and/or related barriers.

Unsuccessful: 29%, 26 of 40 of 90 stated that services received did NOT help decrease, accommodate, and/or related barriers.

7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	14	67%	18	45%	32	52%	56%	33%	40%	75%	46%	57%	83%	28%	46%	76%	38%	48%
False	4	19%	15	38%	19	31%	6%	23%	18%	21%	23%	22%	6%	38%	28%	12%	33%	28%
Not Applicable	3	14%	6	15%	9	15%	31%	41%	38%	4%	26%	17%	6%	26%	19%	12%	29%	25%
Not Answered	0	0%	1	3%	1	2%	6%	3%	4%	0%	5%	3%	6%	8%	7%	0%	0%	0%
Total	21	100%	40	100%	61	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

7b. I can independently search for employment?



Not really an issue for consumers with successful placements.

Successful: 2%, 4 of 21 of 178 could NOT independently search for employment.

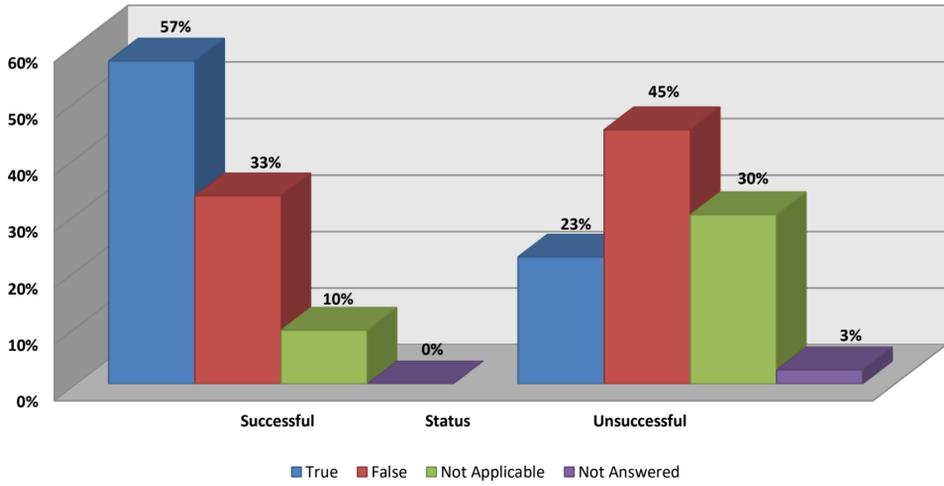
Unsuccessful: 17%, 15 of 40 of 90 could NOT independently search for employment.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	12	57%	9	23%	21	34%	38%	28%	31%	54%	26%	37%	39%	15%	23%	53%	27%	33%
False	7	33%	18	45%	25	41%	25%	28%	27%	33%	28%	30%	39%	49%	46%	24%	37%	33%
Not Applicable	2	10%	12	30%	14	23%	31%	41%	38%	13%	41%	30%	17%	28%	25%	24%	35%	32%
Not Answered	0	0%	1	3%	1	2%	6%	3%	4%	0%	5%	3%	6%	8%	7%	0%	2%	1%
Total	21	100%	40	100%	61	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

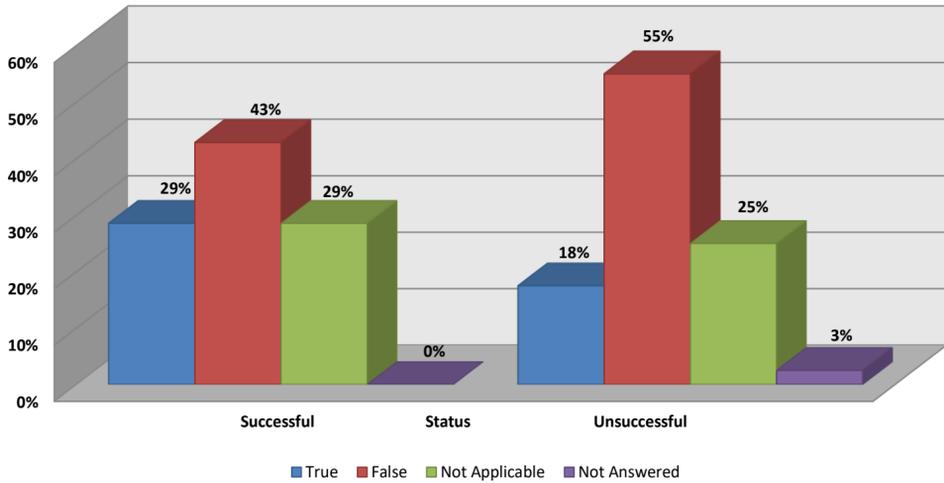
Successful: 4%, 7 of 21 of 178 was NOT able to identify and request appropriate accommodations from an employer.

Unsuccessful: 20%, 18 of 40 of 90 was NOT able 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	6	29%	7	18%	13	21%	44%	18%	25%	46%	10%	24%	33%	3%	12%	24%	19%	20%
False	9	43%	22	55%	31	51%	19%	49%	40%	33%	41%	38%	44%	59%	54%	47%	48%	48%
Not Applicable	6	29%	10	25%	16	26%	31%	28%	29%	21%	41%	33%	17%	31%	26%	29%	33%	32%
Not Answered	0	0%	1	3%	1	2%	6%	5%	5%	0%	8%	5%	6%	8%	7%	0%	0%	0%
Total	21	100%	40	100%	61	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 1 in 4.

Successful: 5%, 9 of 21 of 178 did NOT obtain or are NOT prepared for a job that matches their skills/interests.

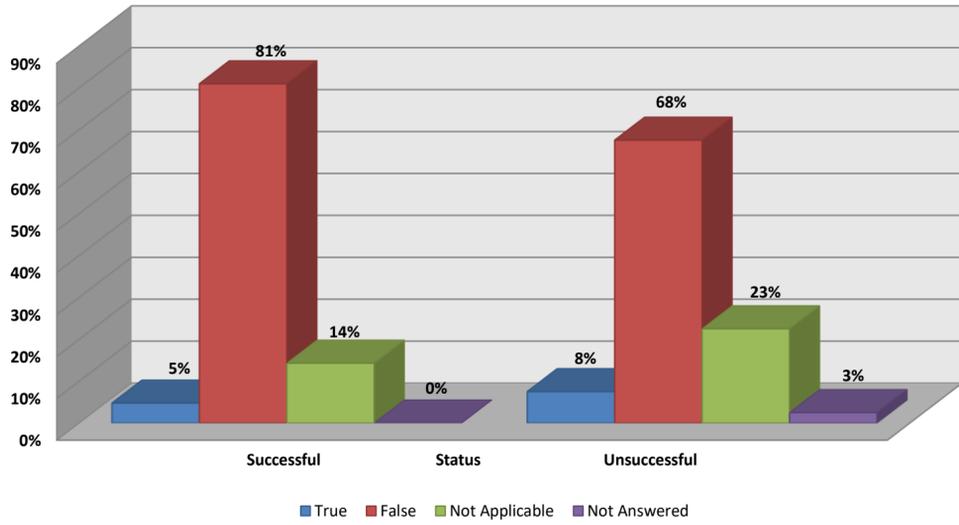
Unsuccessful: 24%, 22 of 40 of 90 did NOT obtain or are NOT prepared for a job that matches their skills/interests.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	5%	3	8%	4	7%	0%	8%	5%	21%	5%	11%	17%	3%	7%	6%	0%	1%
False	17	81%	27	68%	44	72%	56%	67%	64%	63%	67%	65%	56%	56%	56%	65%	62%	62%
Not Applicable	3	14%	9	23%	12	20%	38%	21%	25%	17%	23%	21%	17%	31%	26%	29%	38%	36%
Not Answered	0	0%	1	3%	1	2%	6%	5%	5%	0%	5%	3%	11%	10%	11%	0%	0%	0%
Total	21	100%	40	100%	61	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for consumers with successful placements. But, those without a placement is 1 in 3.

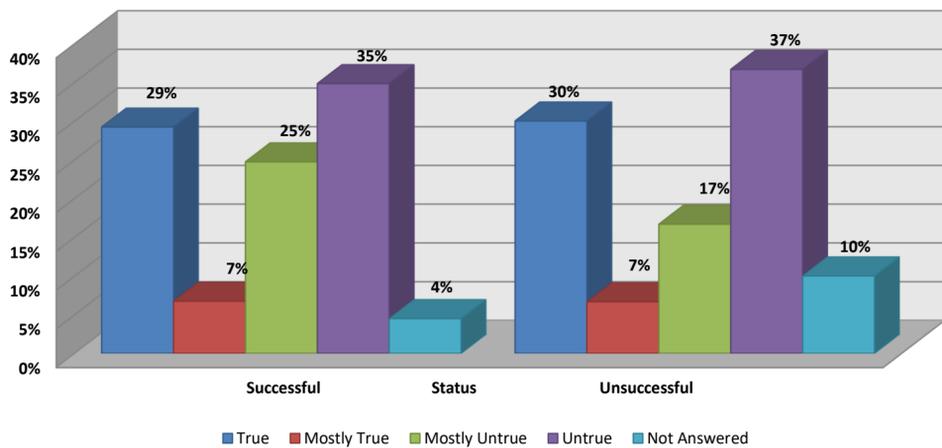
Successful: 10%, 17 of 21 of 178 did NOT obtain the job goal that was identified in their IPE.

Unsuccessful: 30%, 27 of 40 of 90 did NOT obtain the job goal that was identified in their 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	52	29%	27	30%	79	29%	30%	34%	31%	28%	31%	28%	25%	36%	28%	26%	34%	29%
Mostly True	12	7%	6	7%	18	7%	6%	10%	7%	12%	4%	10%	8%	10%	9%	10%	6%	8%
Mostly Untrue	44	25%	15	17%	59	22%	20%	14%	18%	10%	11%	10%	13%	7%	11%	4%	7%	5%
Untrue	62	35%	33	37%	95	35%	38%	32%	36%	44%	48%	45%	48%	36%	44%	55%	47%	52%
Not Answered	8	4%	9	10%	17	6%	7%	11%	8%	7%	5%	6%	6%	12%	8%	6%	6%	6%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Successful: 36%, 64 of 178 needed assistance from other agencies not directly related to employment.

Successful: 60%, 106 of 178 did NOT need assistance from other agencies not directly related to employment.

Unsuccessful: 37%, 33 of 90 needed assistance from other agencies not directly related to employment.

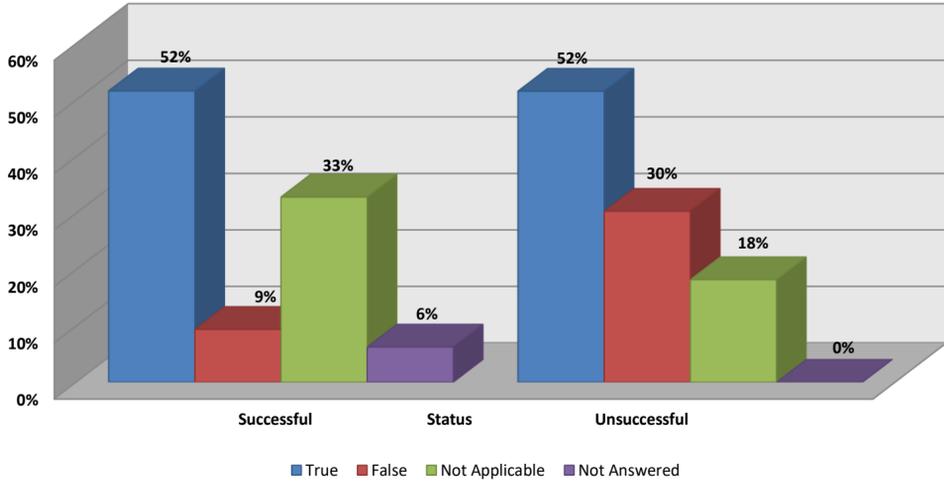
Unsuccessful: 53%, 48 of 90 did NOT need assistance from other agencies not directly related to employment.

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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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	33	52%	17	52%	50	52%	68%	45%	59%	61%	41%	56%	68%	43%	59%	64%	47%	58%
False	6	9%	10	30%	16	16%	2%	23%	10%	7%	15%	9%	10%	29%	17%	11%	13%	12%
Not Applicable	21	33%	6	18%	27	28%	23%	15%	20%	22%	24%	23%	6%	17%	10%	10%	15%	12%
Not Answered	4	6%	0	0%	4	4%	7%	18%	11%	10%	21%	13%	16%	12%	14%	15%	25%	19%
Total	64	100%	33	100%	97	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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.

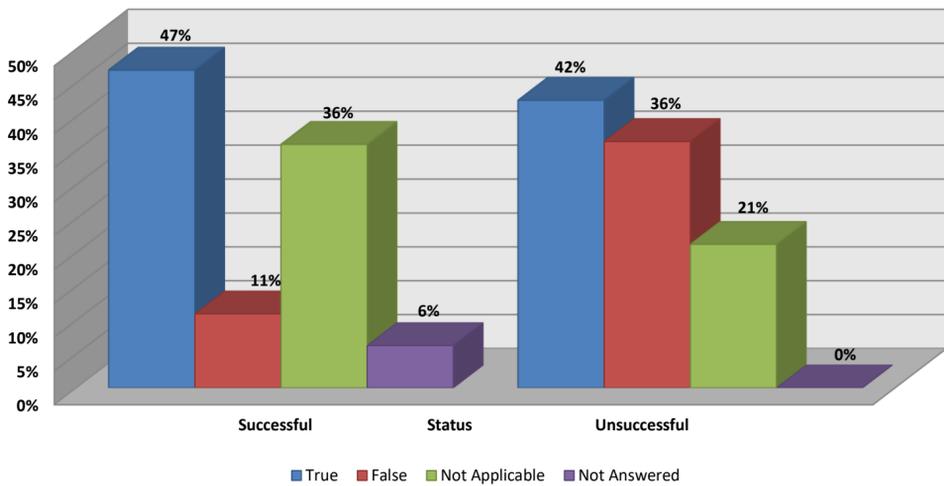
Successful: 3%, 6 of 64 of 178 were NOT provided information about other programs that would be able to assist employment related needs.

Unsuccessful: 11%, 10 of 33 of 90 were NOT provided information about other programs that would be able to assist employment related needs.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	30	47%	14	42%	44	45%	63%	40%	54%	54%	41%	51%	57%	36%	49%	60%	47%	55%
False	7	11%	12	36%	19	20%	5%	25%	13%	9%	24%	13%	17%	36%	24%	11%	15%	13%
Not Applicable	23	36%	7	21%	30	31%	25%	18%	22%	26%	15%	23%	10%	12%	11%	15%	13%	14%
Not Answered	4	6%	0	0%	4	4%	7%	18%	11%	10%	21%	14%	16%	17%	16%	15%	25%	19%
Total	64	100%	33	100%	97	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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: 4%, 7 of 64 of 178 were NOT referred to other programs for assistance with their non-employment related needs.

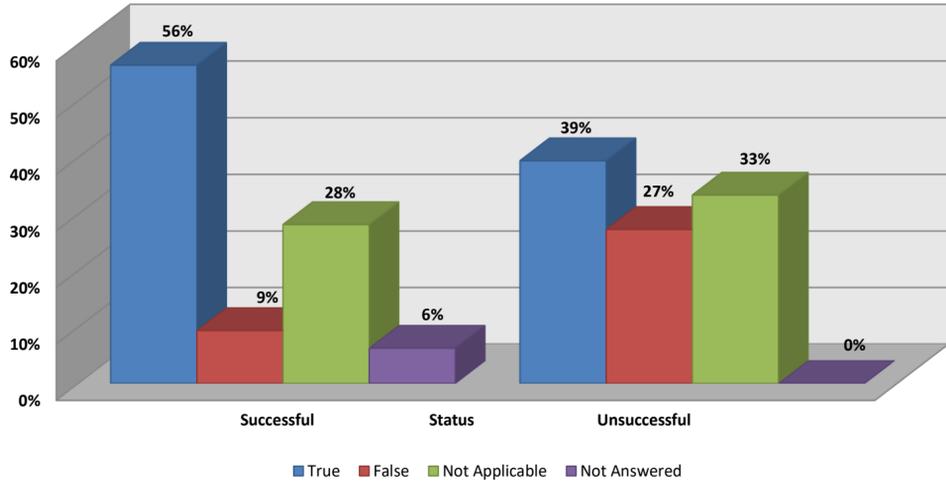
Unsuccessful: 13%, 12 of 33 of 90 were NOT referred to other programs for assistance with their non-employment related needs.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	36	56%	13	39%	49	51%	58%	38%	50%	62%	41%	56%	57%	48%	53%	62%	49%	57%
False	6	9%	9	27%	15	15%	12%	20%	15%	8%	26%	13%	14%	29%	20%	13%	11%	13%
Not Applicable	18	28%	11	33%	29	30%	23%	25%	24%	19%	12%	17%	13%	12%	13%	10%	13%	11%
Not Answered	4	6%	0	0%	4	4%	7%	18%	11%	10%	21%	14%	16%	12%	14%	15%	27%	19%
Total	64	100%	33	100%	97	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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.

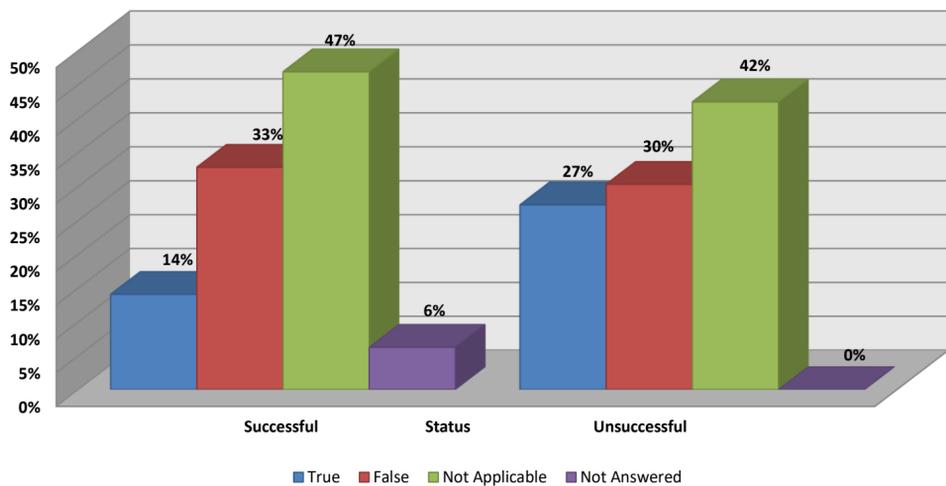
Successful: 3%, 6 of 64 of 178 did NOT receive the assistance for which they were referred.

Unsuccessful: 10%, 9 of 33 of 90 did NOT receive the assistance for which they were referred.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	9	14%	9	27%	18	19%	27%	20%	20%	20%	20%	21%	20%	17%	21%	19%	17%	25%
False	21	33%	10	30%	31	32%	28%	28%	28%	31%	28%	38%	31%	28%	36%	31%	38%	31%
Not Applicable	30	47%	14	42%	44	45%	38%	35%	35%	36%	42%	21%	36%	39%	31%	36%	29%	18%
Not Answered	4	6%	0	0%	4	4%	7%	18%	18%	13%	10%	21%	13%	16%	12%	14%	16%	25%
Total	64	100%	33	100%	97	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Successful: 5%, 9 of 64 of 178 currently waiting for assistance from the program to which they were referred.

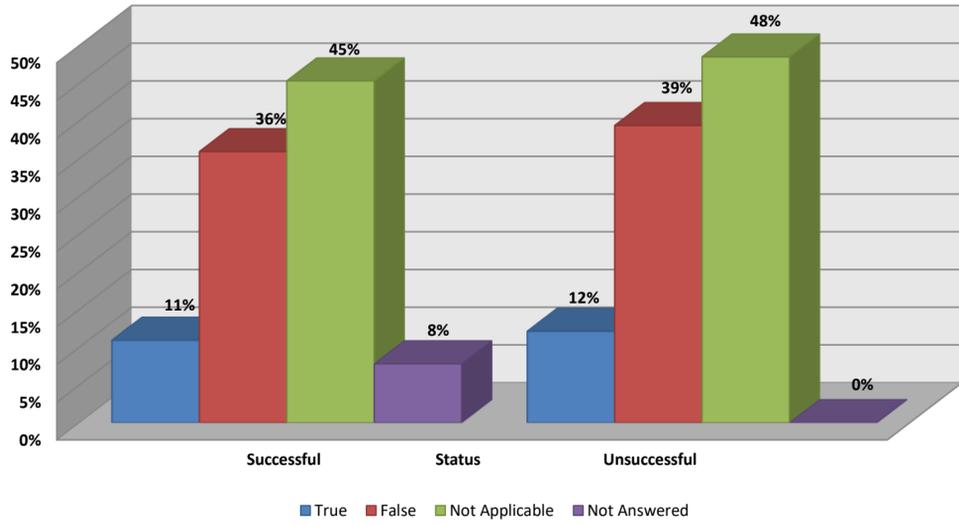
Unsuccessful: 10%, 9 of 33 of 90 currently waiting for assistance from the program to which they were referred.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	7	11%	4	12%	11	11%	18%	15%	17%	19%	12%	17%	9%	19%	13%	15%	24%	18%
False	23	36%	13	39%	36	37%	38%	38%	38%	32%	41%	35%	49%	40%	46%	46%	29%	40%
Not Applicable	29	45%	16	48%	45	46%	37%	30%	34%	37%	26%	34%	26%	29%	27%	24%	22%	23%
Not Answered	5	8%	0	0%	5	5%	7%	18%	11%	12%	21%	15%	16%	12%	14%	16%	25%	19%
Total	64	100%	33	100%	97	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Successful: 4%, 7 of 64 of 178 was denied assistance by the other agencies.

Successful: 13%, 23 of 64 of 178 was NOT denied assistance by the other agencies.

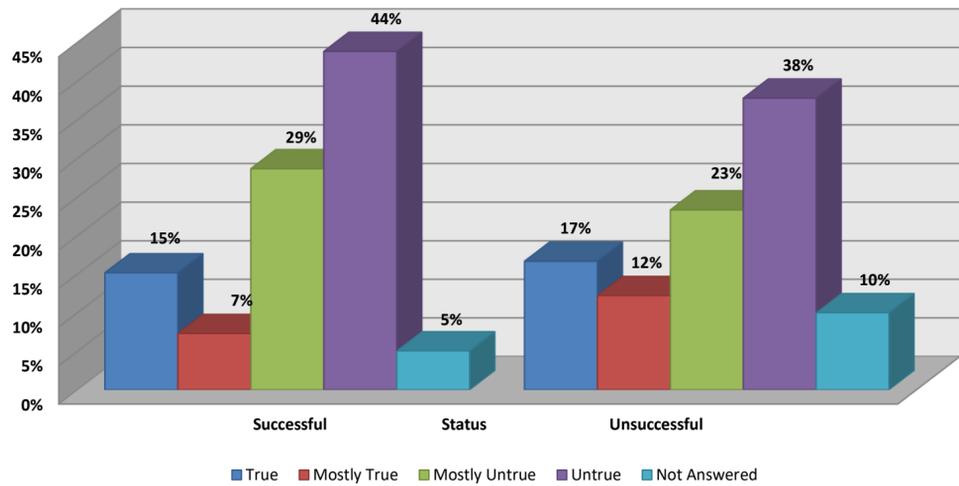
Unsuccessful: 4%, 4 of 33 of 90 was denied assistance by the other agencies.

Unsuccessful: 14%, 13 of 33 of 90 was NOT denied assistance by the other agencies.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	27	15%	15	17%	42	16%	19%	15%	18%	11%	22%	14%	11%	17%	13%	12%	24%	16%
Mostly True	13	7%	11	12%	24	9%	4%	8%	5%	10%	7%	9%	9%	10%	9%	5%	12%	8%
Mostly Untrue	51	29%	21	23%	72	27%	24%	23%	24%	10%	16%	12%	16%	14%	15%	8%	9%	8%
Untrue	78	44%	34	38%	112	42%	44%	39%	43%	60%	46%	56%	57%	42%	53%	68%	47%	61%
Not Answered	9	5%	9	10%	18	7%	9%	15%	11%	9%	8%	9%	8%	16%	10%	8%	7%	8%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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: 22%, 40 of 178 needed other services before they could become employed.

Successful: 72%, 129 of 178 did NOT need other services before they could become employed.

Unsuccessful: 29%, 26 of 90 needed other services before they could become employed.

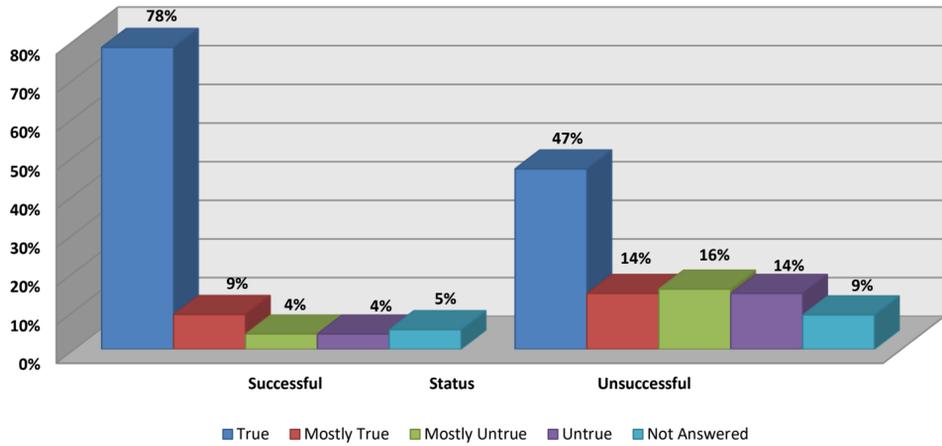
Unsuccessful: 61%, 55 of 90 did NOT need other services before they could become employed.

FFY2024 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	139	78%	42	47%	181	68%	84%	45%	70%	73%	55%	67%	77%	47%	68%	76%	58%	69%
Mostly True	16	9%	13	14%	29	11%	6%	12%	8%	14%	19%	15%	11%	14%	12%	10%	13%	11%
Mostly Untrue	7	4%	14	16%	21	8%	1%	14%	6%	3%	6%	4%	4%	9%	6%	3%	4%	4%
Untrue	7	4%	13	14%	20	7%	2%	14%	7%	3%	14%	6%	3%	18%	8%	4%	17%	9%
Not Answered	9	5%	8	9%	17	6%	7%	15%	10%	7%	6%	7%	5%	12%	7%	7%	8%	8%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

10. I had a satisfactory experience through IVRS?



1 in 3 of those consumers not placed with a job were not satisfied with their VR process.

Successful: 87%, 155 of 178 had satisfactory experiences throughout the vocational rehabilitation process.

Successful: 8%, 14 of 178 did NOT have satisfactory experiences throughout the vocational rehabilitation process.

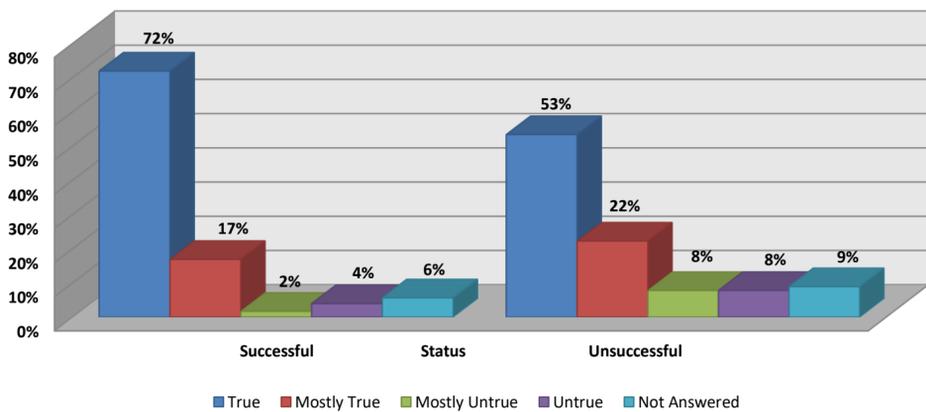
Unsuccessful: 61%, 55 of 90 had satisfactory experiences throughout the vocational rehabilitation process.

Unsuccessful: 30%, 27 of 90 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	128	72%	48	53%	176	66%	79%	53%	70%	73%	57%	68%	82%	55%	74%	77%	70%	74%
Mostly True	30	17%	20	22%	50	19%	11%	16%	13%	16%	25%	19%	9%	20%	12%	12%	12%	12%
Mostly Untrue	3	2%	7	8%	10	4%	2%	7%	4%	3%	8%	5%	3%	7%	4%	3%	4%	3%
Untrue	7	4%	7	8%	14	5%	1%	9%	4%	1%	4%	2%	1%	7%	3%	2%	7%	4%
Not Answered	10	6%	8	9%	18	7%	7%	15%	10%	7%	6%	7%	5%	12%	7%	6%	7%	6%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



1 in 6 of those consumers not placed with a job were not satisfied with their VR process.

Successful: 89%, 158 of 178 had their introduction to the vocational rehabilitation process be adequate enough w services.

Successful: 6%, 10 of 178 did NOT have their introduction to the vocational rehabilitation process be adequate er applied for services.

Unsuccessful: 76%, 68 of 90 had their introduction to the vocational rehabilitation process be adequate enough w services.

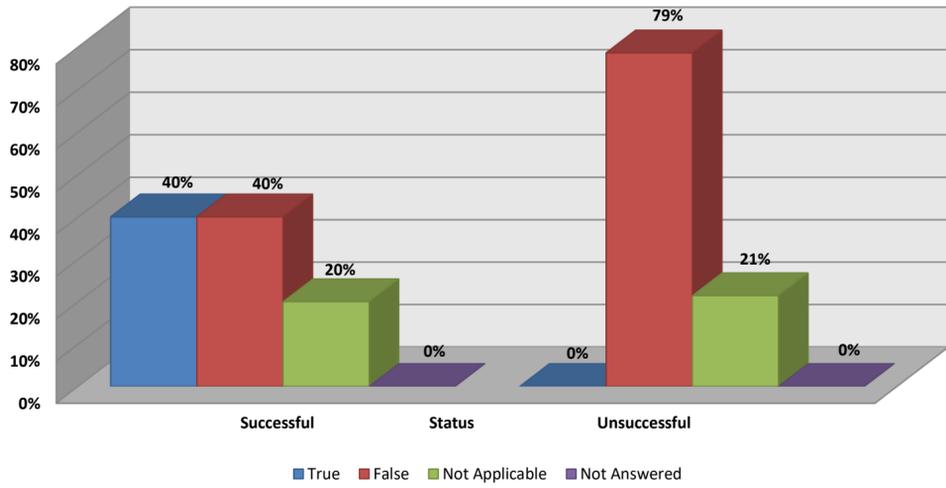
Unsuccessful: 16%, 14 of 90 did NOT have their introduction to the vocational rehabilitation process be adequate applied for services.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	40%	0	0%	4	17%	83%	43%	55%	60%	50%	55%	40%	58%	50%	38%	6%	21%
False	4	40%	11	79%	15	63%	17%	36%	30%	30%	42%	36%	30%	33%	32%	46%	56%	52%
Not Applicable	2	20%	3	21%	5	21%	0%	14%	10%	10%	0%	5%	20%	8%	14%	8%	38%	24%
Not Answered	0	0%	0	0%	0	0%	0%	7%	5%	0%	8%	5%	10%	0%	5%	8%	0%	3%
Total	10	100%	14	100%	24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue

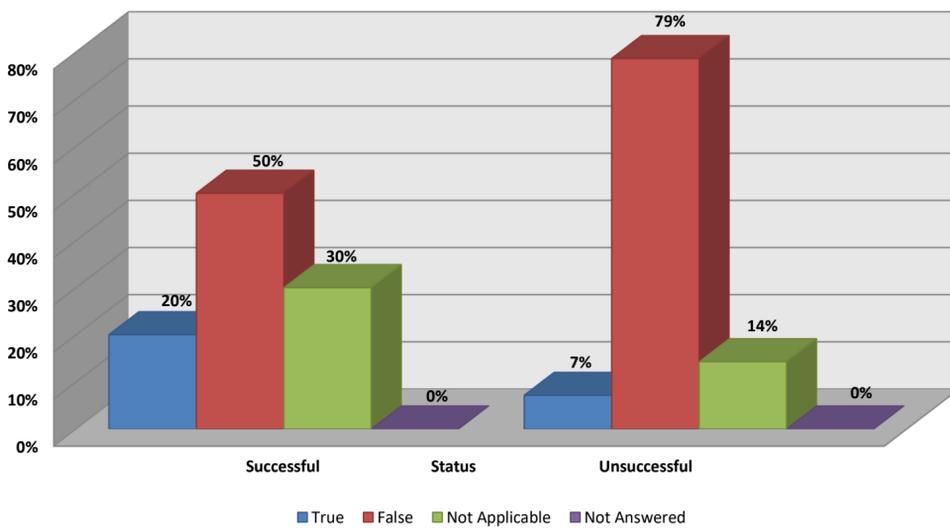
Successful: 2%, 4 of 10 of 178 staff did NOT explain that employment is the purpose of services.

Unsuccessful: 12%, 11 of 14 of 90 staff did NOT explain that employment is the purpose of services.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	20%	1	7%	3	13%	33%	7%	15%	40%	8%	23%	50%	17%	32%	15%	13%	14%
False	5	50%	11	79%	16	67%	50%	71%	65%	50%	83%	68%	30%	58%	45%	69%	69%	69%
Not Applicable	3	30%	2	14%	5	21%	17%	14%	15%	10%	0%	5%	10%	25%	18%	8%	19%	14%
Not Answered	0	0%	0	0%	0	0%	0%	7%	5%	0%	8%	5%	10%	0%	5%	8%	0%	3%
Total	10	100%	14	100%	24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue

Successful: 3%, 5 of 10 of 178 staff did NOT explain the process that I would follow.

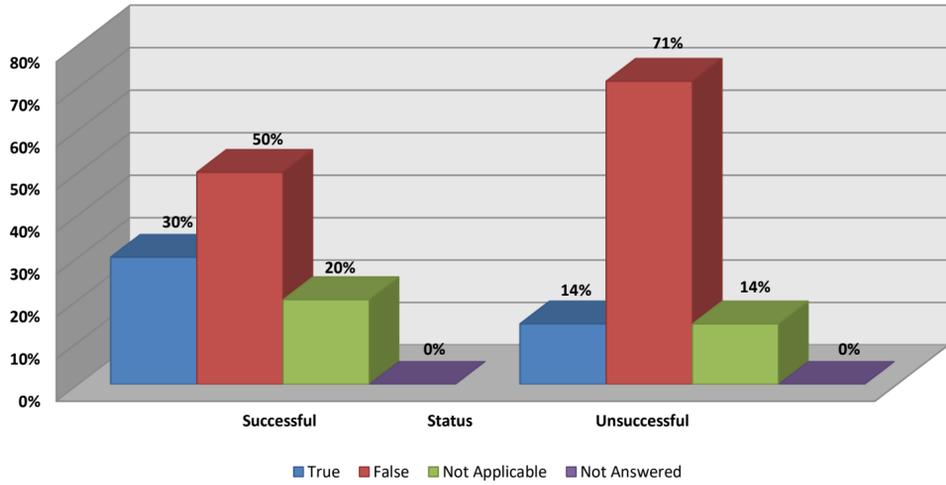
Unsuccessful: 12%, 11 of 14 of 90 staff did NOT explain the process that I would follow.

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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	3	30%	2	14%	5	21%	67%	14%	30%	50%	17%	32%	15%	6%	10%	30%	25%	26%
False	5	50%	10	71%	15	63%	33%	64%	55%	40%	50%	45%	77%	69%	72%	20%	44%	39%
Not Applicable	2	20%	2	14%	4	17%	0%	14%	10%	0%	25%	14%	0%	25%	14%	10%	22%	20%
Not Answered	0	0%	0	0%	0	0%	0%	7%	5%	10%	8%	9%	8%	0%	3%	40%	8%	15%
Total	10	100%	14	100%	24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue

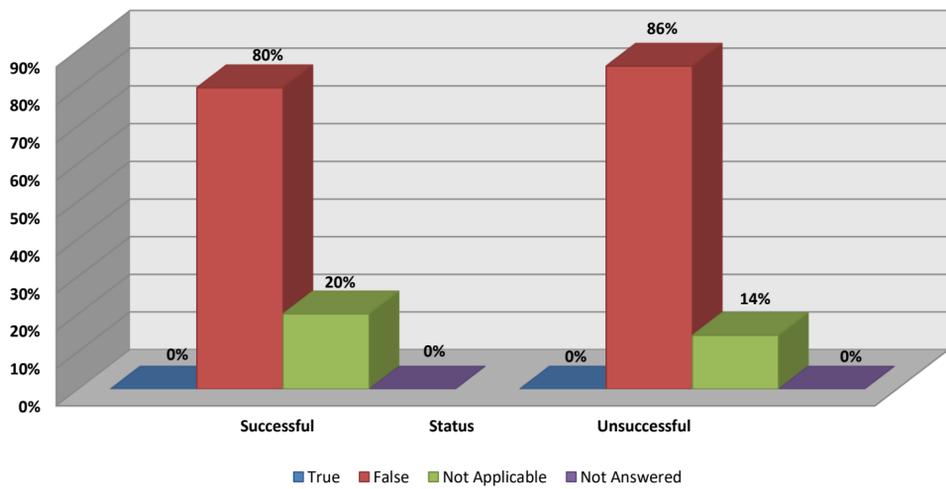
Successful: 3%, 5 of 10 of 178 staff did NOT explain their rights and responsibilities as a partner in the process.

Unsuccessful: 11%, 10 of 14 of 90 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	0	0%	0	0%	33%	0%	10%	20%	8%	14%	20%	33%	27%	23%	0%	10%
False	8	80%	12	86%	20	83%	67%	71%	70%	60%	75%	68%	50%	42%	45%	69%	75%	72%
Not Applicable	2	20%	2	14%	4	17%	0%	21%	15%	20%	8%	14%	20%	17%	18%	0%	25%	14%
Not Answered	0	0%	0	0%	0	0%	0%	7%	5%	0%	8%	5%	10%	8%	9%	8%	0%	3%
Total	10	100%	14	100%	24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for successful closures but 1 in 8 unsuccessful closures did not understand what services IVRS

Successful: 4%, 8 of 10 of 178 staff did NOT explain what services were available to help them become employed

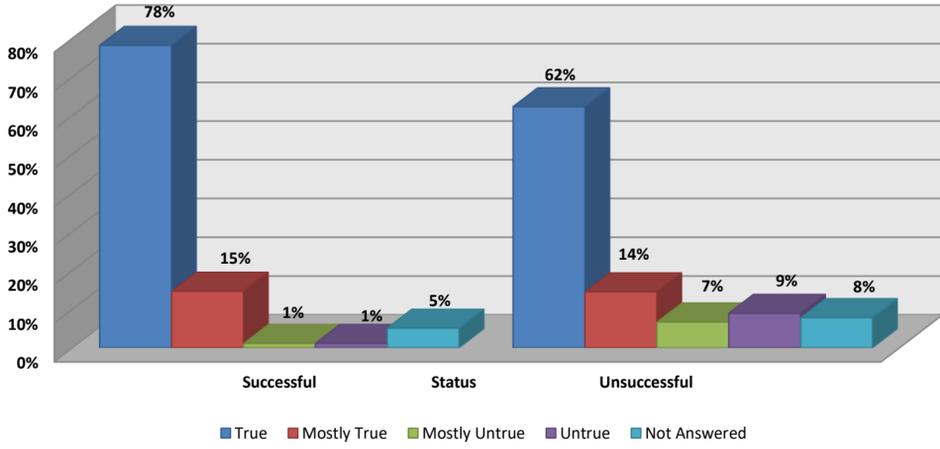
Unsuccessful: 13%, 12 of 14 of 90 staff did NOT explain what services were available to help them become employed

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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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	139	78%	56	62%	195	73%	81%	53%	71%	82%	66%	77%	77%	60%	72%	80%	68%	75%
Mostly True	26	15%	13	14%	39	15%	8%	18%	12%	7%	20%	11%	15%	17%	16%	11%	12%	11%
Mostly Untrue	2	1%	6	7%	8	3%	2%	4%	3%	1%	3%	2%	1%	4%	2%	2%	4%	3%
Untrue	2	1%	8	9%	10	4%	2%	10%	5%	2%	4%	3%	1%	7%	3%	2%	10%	5%
Not Answered	9	5%	7	8%	16	6%	7%	14%	10%	8%	7%	8%	5%	12%	7%	5%	6%	5%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 6 did not think the process for determining eligibility went smoothly.

Successful: 93%, 165 of 178 had their eligibility determination process go smoothly.

Successful: 2%, 4 of 178 did NOT have their eligibility determination process go smoothly.

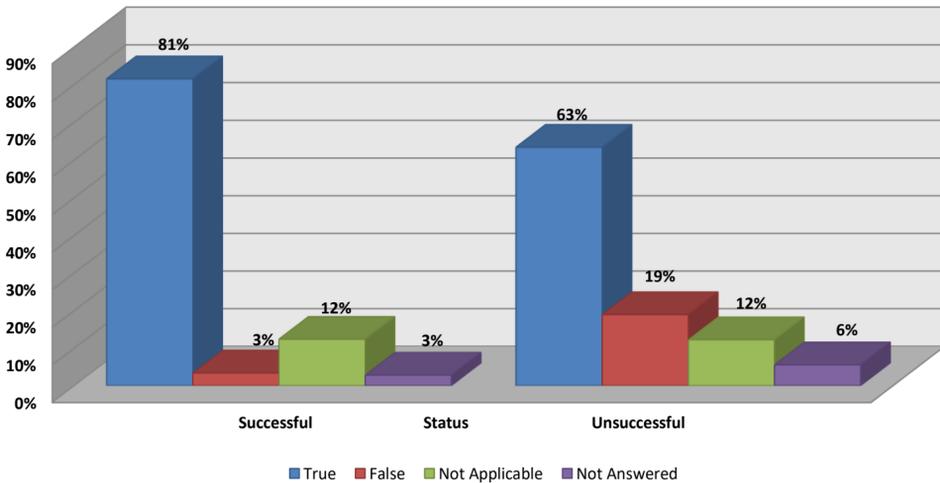
Unsuccessful: 77%, 69 of 90 had their eligibility determination process go smoothly.

Unsuccessful: 16%, 14 of 90 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		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	145	81%	57	63%	202	75%	81%	62%	74%	81%	74%	79%	83%	65%	77%	82%	75%	80%
False	6	3%	17	19%	23	9%	2%	12%	5%	3%	6%	4%	2%	12%	5%	3%	7%	5%
Not Applicable	22	12%	11	12%	33	12%	7%	9%	7%	4%	7%	5%	4%	7%	5%	5%	9%	6%
Not Answered	5	3%	5	6%	10	4%	11%	18%	13%	11%	12%	12%	11%	16%	13%	10%	9%	9%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for successful closures but unsuccessful closures were 1 in 5 not understanding why they need eligible.

Successful: 3%, 6 of 178 of 178 staff did NOT explain why they needed to be found eligible before receiving services.

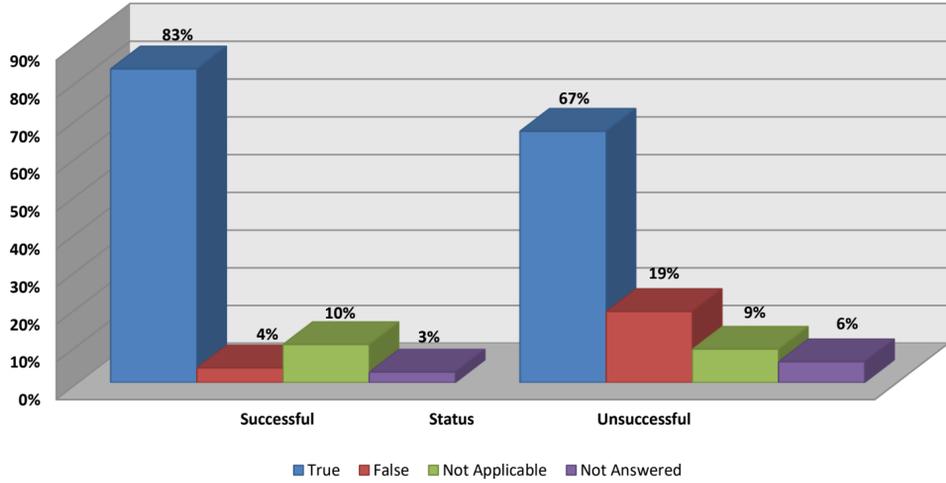
Unsuccessful: 19%, 17 of 90 of 90 staff did NOT explain why they needed to be found eligible before receiving services.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	148	83%	60	67%	208	78%	78%	63%	73%	82%	76%	80%	81%	65%	76%	82%	76%	80%
False	7	4%	17	19%	24	9%	2%	12%	6%	3%	6%	4%	4%	13%	7%	3%	7%	5%
Not Applicable	18	10%	8	9%	26	10%	9%	8%	8%	4%	6%	5%	4%	5%	4%	5%	7%	6%
Not Answered	5	3%	5	6%	10	4%	11%	18%	13%	11%	11%	11%	11%	16%	12%	10%	9%	10%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for successful closures, but unsuccessful closures were 1 in 5.

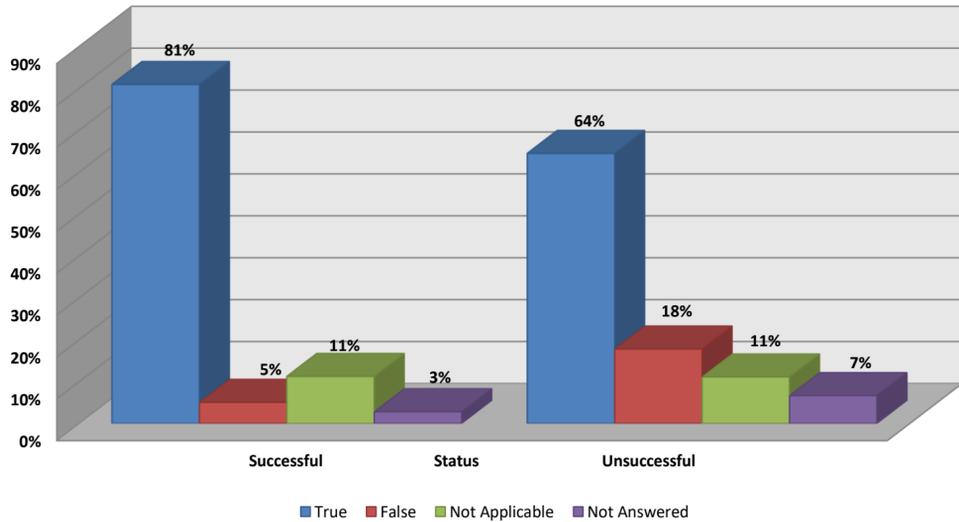
Successful: 4%, 7 of 178 of 178 staff did NOT explain the steps they would use to determine whether I was eligible

Unsuccessful: 19%, 17 of 90 of 90 staff did NOT explain the steps they would use to determine whether I was elig

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	144	81%	58	64%	202	75%	78%	60%	72%	81%	68%	77%	82%	60%	75%	82%	75%	80%
False	9	5%	16	18%	25	9%	3%	14%	7%	3%	9%	5%	4%	13%	7%	3%	9%	5%
Not Applicable	20	11%	10	11%	30	11%	8%	8%	8%	5%	11%	7%	4%	10%	6%	6%	7%	6%
Not Answered	5	3%	6	7%	11	4%	11%	18%	13%	11%	11%	11%	11%	17%	13%	10%	9%	9%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue for successful closures, but unsuccessful closures were less than 1 in 5.

Successful: 5%, 9 of 178 of 178 staff did NOT involve them in determining their eligibility services.

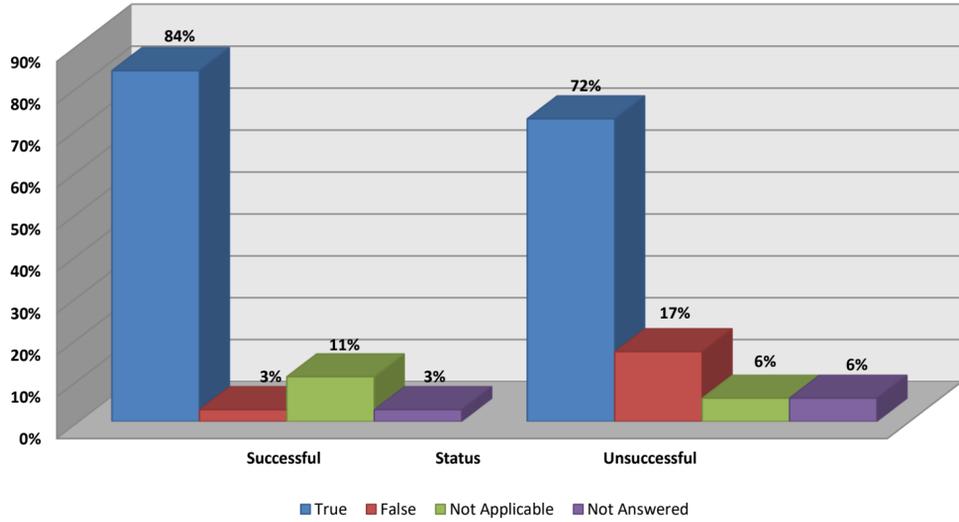
Unsuccessful: 18%, 16 of 90 of 90 staff did NOT involve them in determine their eligibility services.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	149	84%	65	72%	214	80%	79%	64%	73%	84%	74%	81%	84%	67%	79%	85%	78%	83%
False	5	3%	15	17%	20	7%	2%	7%	3%	1%	7%	3%	2%	9%	4%	1%	6%	3%
Not Applicable	19	11%	5	6%	24	9%	8%	12%	10%	3%	7%	5%	3%	8%	4%	4%	7%	5%
Not Answered	5	3%	5	6%	10	4%	11%	18%	13%	11%	11%	11%	11%	16%	12%	10%	9%	9%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Not really an issue

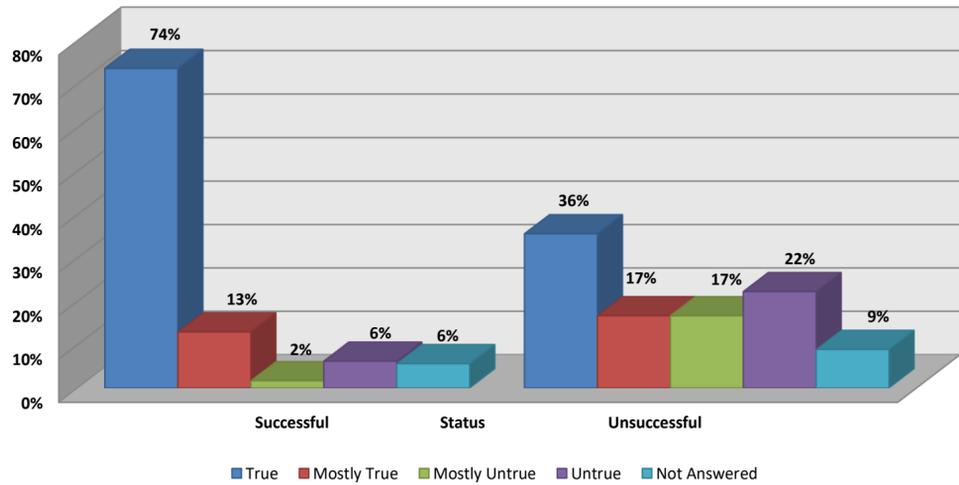
Successful: 3%, 5 of 178 of 178 staff did NOT notify them when they were eligible to begin services.

Unsuccessful: 17%, 15 of 90 of 90 staff did NOT notify them when they were eligible to begin services.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	131	74%	32	36%	163	61%	76%	37%	62%	69%	38%	60%	76%	32%	63%	76%	46%	66%
Mostly True	23	13%	15	17%	38	14%	10%	11%	10%	15%	23%	17%	12%	17%	13%	13%	15%	14%
Mostly Untrue	3	2%	15	17%	18	7%	3%	14%	7%	3%	8%	5%	2%	7%	4%	1%	6%	3%
Untrue	11	6%	20	22%	31	12%	2%	22%	9%	3%	21%	8%	4%	32%	13%	3%	27%	11%
Not Answered	10	6%	8	9%	18	7%	9%	16%	12%	9%	10%	10%	5%	13%	8%	6%	7%	6%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



Noticeable difference in those placed vs not placed 39% to 8%

Successful: 87%, 154 of 178 had their IPE carried out to their satisfaction.

Successful: 8%, 14 of 178 did NOT have their IPE carried out to their satisfaction.

Unsuccessful: 52%, 47 of 90 had their IPE carried out to their satisfaction.

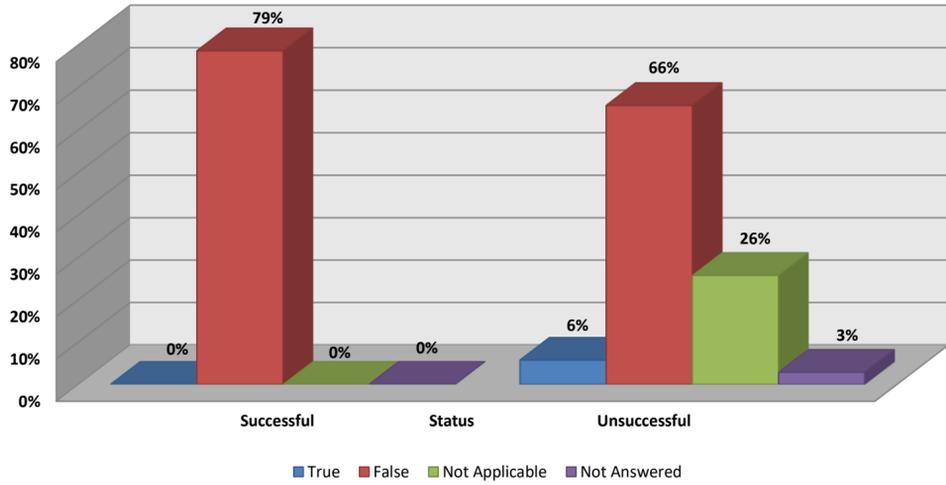
Unsuccessful: 39%, 35 of 90 did NOT have their IPE carried out to their satisfaction.

FFY2024 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	0%	2	6%	3	6%	0%	9%	10%	0%	7%	9%	0%	3%	4%	0%	9%	7%
False	11	79%	23	66%	34	69%	63%	55%	56%	87%	71%	77%	71%	69%	69%	90%	58%	64%
Not Applicable	2	0%	9	26%	11	22%	0%	36%	34%	0%	11%	7%	0%	23%	20%	0%	27%	24%
Not Answered	0	0%	1	3%	1	2%	0%	0%	0%	0%	11%	7%	0%	6%	6%	0%	7%	5%
Total	14	100%	35	100%	49	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 4.

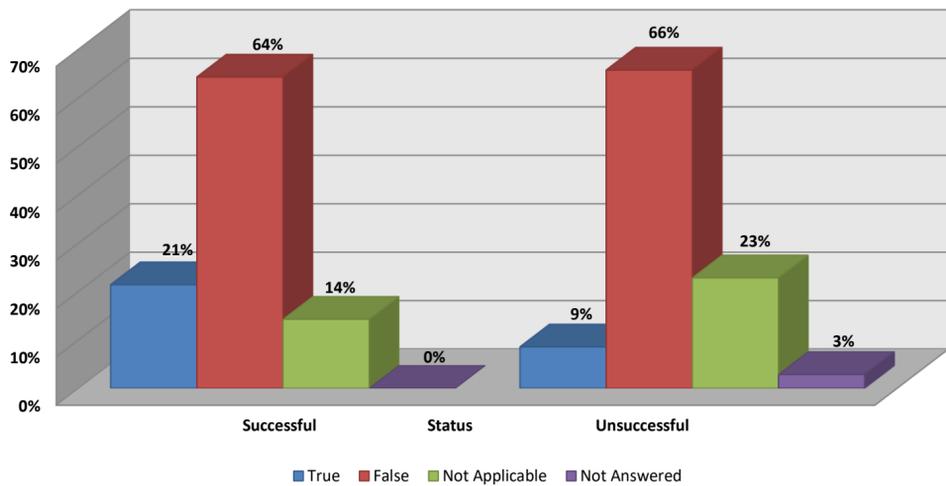
Successful: 6%, 11 of 14 of 178 NOT all services on their plan were needed for them to achieve their employment

Unsuccessful: 26%, 23 of 35 of 90 NOT all services on their plan were needed for them to achieve their employment

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	3	21%	3	9%	6	12%	38%	30%	32%	20%	11%	14%	29%	14%	18%	10%	27%	24%
False	9	64%	23	66%	32	65%	63%	58%	59%	73%	71%	72%	57%	63%	61%	70%	51%	55%
Not Applicable	2	14%	8	23%	10	20%	0%	12%	10%	7%	7%	7%	7%	17%	14%	20%	13%	15%
Not Answered	0	0%	1	3%	1	2%	0%	0%	0%	0%	11%	7%	7%	6%	6%	0%	9%	7%
Total	14	100%	35	100%	49	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 1 in 4.

Successful: 5%, 9 of 14 of 178 NOT everyone involved in my plan worked well together to address issues.

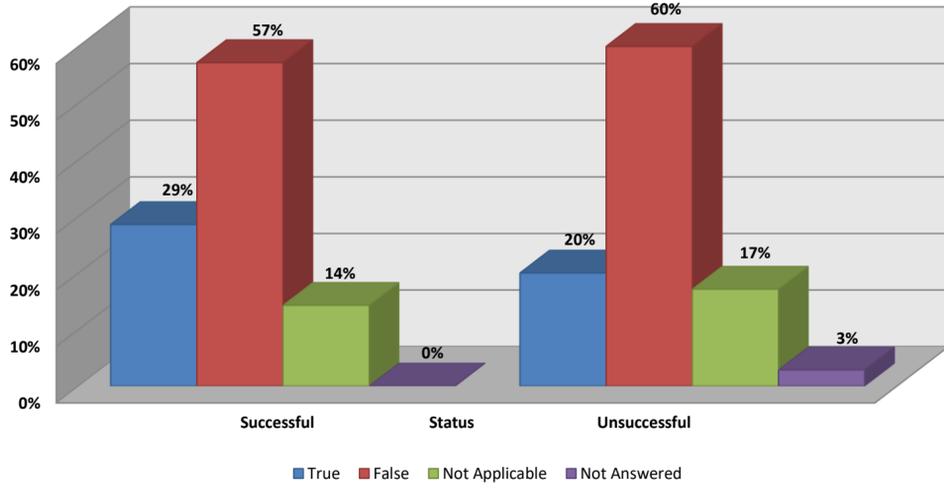
Unsuccessful: 26%, 23 of 35 of 90 NOT everyone involved in my plan worked well together to address issues.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	29%	7	20%	11	22%	25%	33%	32%	33%	21%	26%	14%	26%	22%	20%	36%	33%
False	8	57%	21	60%	29	59%	50%	33%	37%	53%	50%	51%	79%	37%	49%	60%	42%	45%
Not Applicable	2	14%	6	17%	8	16%	25%	33%	32%	13%	18%	16%	0%	29%	20%	20%	16%	16%
Not Answered	0	0%	1	3%	1	2%	0%	0%	0%	0%	11%	7%	7%	9%	8%	0%	7%	5%
Total	14	100%	35	100%	49	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 4.

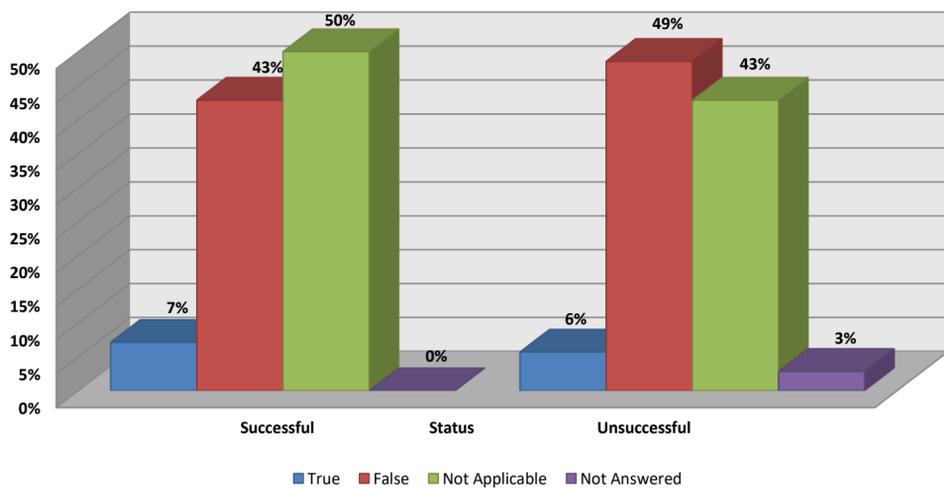
Successful: 4%, 8 of 14 of 178 changes to their plan were NOT considered or made when appropriate.

Unsuccessful: 23%, 21 of 35 of 90 changes to their plan were NOT considered or made when appropriate.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	1	7%	2	6%	3	6%	38%	18%	22%	40%	7%	19%	36%	20%	24%	20%	16%	16%
False	6	43%	17	49%	23	47%	50%	39%	41%	40%	43%	42%	29%	26%	27%	40%	36%	36%
Not Applicable	7	50%	15	43%	22	45%	13%	42%	37%	20%	39%	33%	29%	46%	41%	40%	38%	38%
Not Answered	0	0%	1	3%	1	2%	0%	0%	0%	0%	11%	7%	7%	9%	8%	0%	11%	9%
Total	14	100%	35	100%	49	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

Successful: 3%, 6 of 14 of 178 services that were purchasee on their behalf were NOT what they expected.

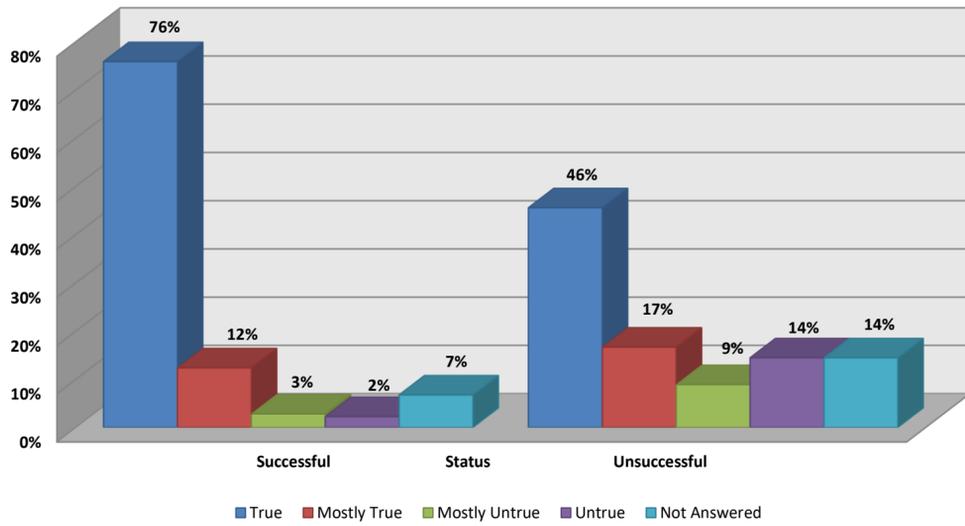
Unsuccessful: 19%, 17 of 35 of 90 services that were purchased on their behalf were NOT what they expected.

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14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	135	76%	41	46%	176	66%	83%	49%	71%	76%	61%	72%	79%	49%	70%	81%	62%	74%
Mostly True	22	12%	15	17%	37	14%	4%	16%	8%	11%	16%	13%	11%	17%	13%	9%	12%	10%
Mostly Untrue	5	3%	8	9%	13	5%	4%	10%	6%	3%	3%	3%	2%	7%	3%	1%	4%	2%
Untrue	4	2%	13	14%	17	6%	1%	12%	5%	1%	11%	4%	2%	15%	6%	2%	13%	6%
Not Answered	12	7%	13	14%	25	9%	9%	13%	10%	8%	8%	8%	7%	12%	8%	7%	9%	8%
Total	178	100%	90	100%	268	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

14. VR Staff adequately accommodated my disability?



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

Successful: 88%, 157 of 178 their disabling condition was adequately accommodated.

Successful: 5%, 9 of 178 their disabling condition was NOT adequately accommodated.

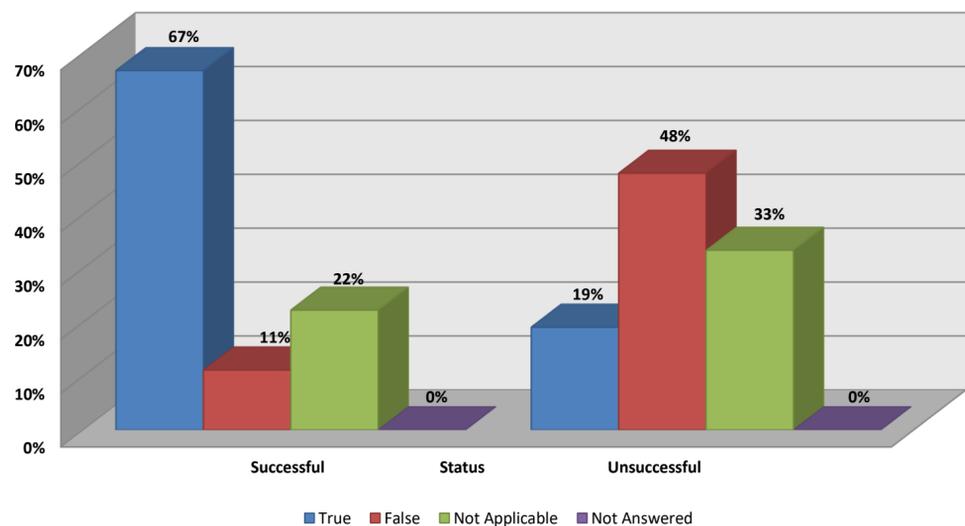
Unsuccessful: 62%, 56 of 90 their disabling condition was adequately accommodated.

Unsuccessful: 23%, 21 of 90 their disabling condition was NOT adequately accommodated.

14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	6	67%	4	19%	10	33%	71%	50%	56%	50%	43%	46%	50%	45%	46%	43%	54%	52%
False	1	11%	10	48%	11	37%	14%	25%	22%	40%	43%	42%	25%	25%	25%	57%	38%	42%
Not Applicable	2	22%	7	33%	9	30%	14%	20%	19%	10%	14%	13%	25%	30%	29%	0%	4%	3%
Not Answered	0	0%	0	0%	0	0%	0%	5%	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%
Total	9	100%	21	100%	30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

14a. Staff scheduled appointments in accessible locations?



This is pretty much a non-issue

Successful: 1%, 1 of 9 of 178 staff did NOT schedule appointments in accessible locations.

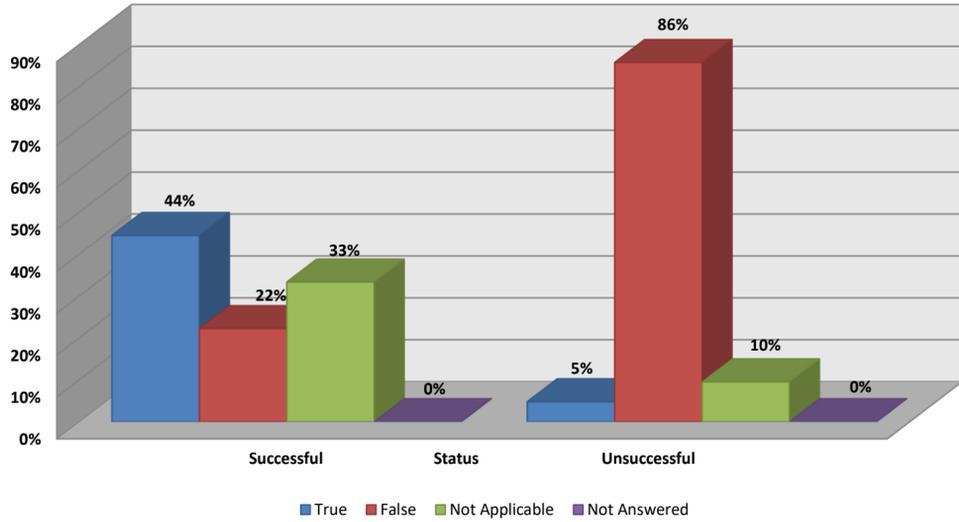
Unsuccessful: 11%, 10 of 21 of 90 staff did NOT schedule appointments in accessible locations.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	4	44%	1	5%	5	17%	14%	25%	22%	40%	7%	21%	50%	25%	32%	14%	21%	19%
False	2	22%	18	86%	20	67%	71%	45%	52%	50%	79%	67%	38%	60%	54%	71%	58%	61%
Not Applicable	3	33%	2	10%	5	17%	14%	20%	19%	10%	14%	13%	13%	15%	14%	14%	17%	16%
Not Answered	0	0%	0	0%	0	0%	0%	10%	7%	0%	0%	0%	0%	0%	0%	0%	4%	3%
Total	9	100%	21	100%	30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



This is pretty much a non-issue for successful closures. But Unsuccessful closures is 1 in 5.

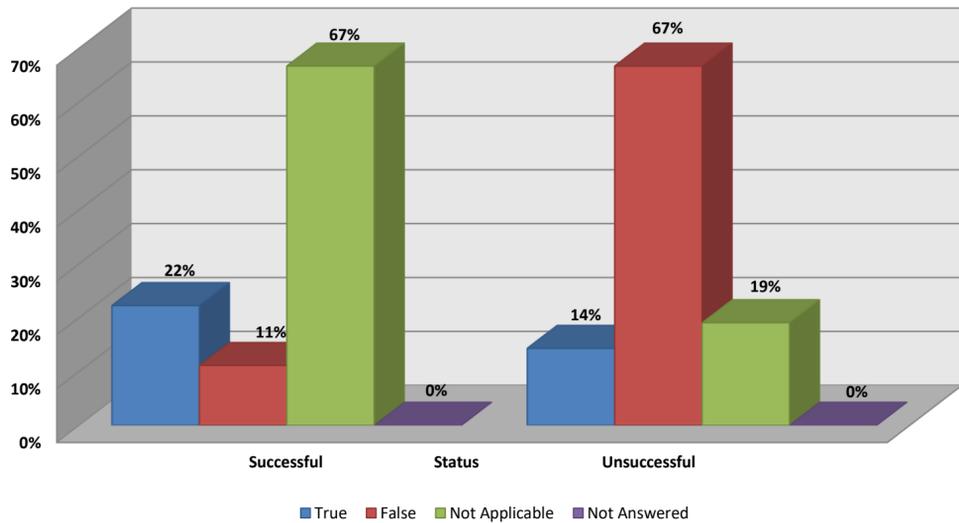
Successful: 1%, 2 of 9 of 178 staff did NOT support them as a partner in the planning process.

Unsuccessful: 20%, 18 of 21 of 90 staff did NOT support them as a partner in the planning process.

14c. Staff fulfilled my request for written communication?

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	2	22%	3	14%	5	17%	14%	20%	19%	50%	14%	29%	13%	5%	7%	43%	17%	23%
False	1	11%	14	67%	15	50%	14%	40%	33%	20%	29%	25%	38%	40%	39%	57%	58%	58%
Not Applicable	6	67%	4	19%	10	33%	71%	35%	44%	30%	57%	46%	50%	55%	54%	0%	21%	16%
Not Answered	0	0%	0	0%	0	0%	0%	5%	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%
Total	9	100%	21	100%	30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

14c. Staff fulfilled my request for written communication?



This is pretty much a non-issue

Successful: 1%, 1 of 9 of 178 staff did NOT fulfill my request for written communication.

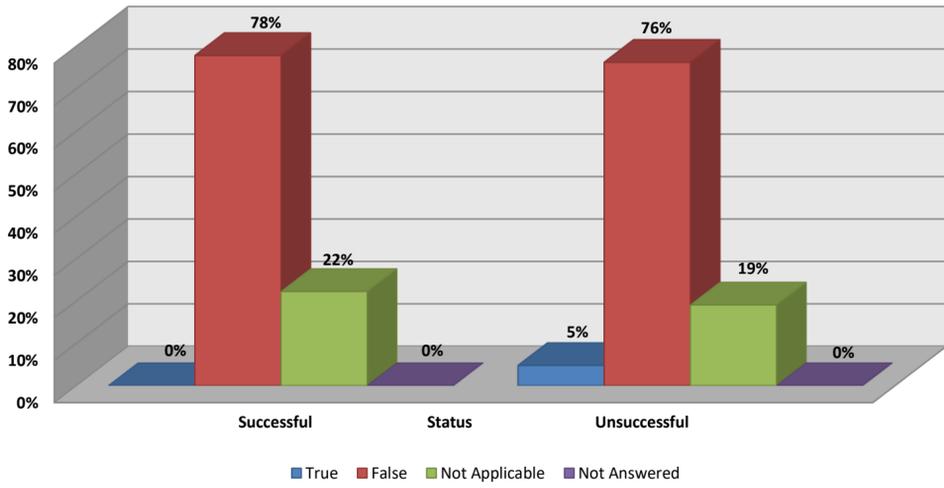
Unsuccessful: 16%, 14 of 21 of 90 staff did NOT fulfill my request for written communication.

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

	Successful		Unsuccessful		Total		2023			2022			2021			2020		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total									
True	0	0%	1	5%	1	3%	0%	0%	0%	0%	0%	0%	13%	5%	7%	14%	8%	10%
False	7	78%	16	76%	23	77%	43%	70%	63%	80%	64%	71%	75%	75%	75%	86%	79%	81%
Not Applicable	2	22%	4	19%	6	20%	57%	25%	33%	20%	36%	29%	13%	20%	18%	0%	8%	6%
Not Answered	0	0%	0	0%	0	0%	0%	5%	4%	0%	0%	0%	0%	0%	0%	0%	4%	3%
Total	9	100%	21	100%	30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 less than 1 in 5.

Successful: 4%, 7 of 9 of 178 staff did NOT refer them to community partners who understood my disability.

Unsuccessful: 18%, 16 of 21 of 90 staff did NOT refer them to community partners who understood my disability.