

2016 Consumer Satisfaction Survey

RESPONSE RATE

Closed Successfully 26-0

	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	0	0	0	0	0	0	0	0	0	0%	0%	0%
November	0	0	0	0	0	0	0	0	0	0%	0%	0%
December	135	212	347	20	20	40	5	0	5	15%	9%	12%
January	69	92	161	13	6	19	3	0	3	20%	7%	12%
February	0	0	0	0	0	0	0	0	0	0%	0%	0%
March	0	0	0	0	0	0	0	0	0	0%	0%	0%
April	0	0	0	0	0	0	0	0	0	0%	0%	0%
May	0	0	0	0	0	0	0	0	0	0%	0%	0%
June	0	0	0	0	0	0	0	0	0	0%	0%	0%
July	0	0	0	0	0	0	0	0	0	0%	0%	0%
August	0	0	0	0	0	0	0	0	0	0%	0%	0%
September	0	0	0	0	0	0	0	0	0	0%	0%	0%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	204	304	508	33	26	59	8	0	8	17%	9%	12%

2015

14%

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	0	0	0	0	0	0	0	0	0	0%	0%	0%
November	0	0	0	0	0	0	0	0	0	0%	0%	0%
December	229	232	461	19	11	30	25	0	25	9%	5%	7%
January	75	59	134	8	1	9	6	0	6	12%	2%	7%
February	0	0	0	0	0	0	0	0	0	0%	0%	0%
March	0	0	0	0	0	0	0	0	0	0%	0%	0%
April	0	0	0	0	0	0	0	0	0	0%	0%	0%
May	0	0	0	0	0	0	0	0	0	0%	0%	0%
June	0	0	0	0	0	0	0	0	0	0%	0%	0%
July	0	0	0	0	0	0	0	0	0	0%	0%	0%
August	0	0	0	0	0	0	0	0	0	0%	0%	0%
September	0	0	0	0	0	0	0	0	0	0%	0%	0%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	304	291	595	27	12	39	31	0	31	10%	4%	7%

6%

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	0	0	0	0	0	0	0	0	0	0%	0%	0%
November	0	0	0	0	0	0	0	0	0	0%	0%	0%
December	364	444	808	39	31	70	30	0	30	12%	7%	9%
January	144	151	295	21	7	28	9	0	9	16%	5%	10%
February	0	0	0	0	0	0	0	0	0	0%	0%	0%
March	0	0	0	0	0	0	0	0	0	0%	0%	0%
April	0	0	0	0	0	0	0	0	0	0%	0%	0%
May	0	0	0	0	0	0	0	0	0	0%	0%	0%
June	0	0	0	0	0	0	0	0	0	0%	0%	0%
July	0	0	0	0	0	0	0	0	0	0%	0%	0%
August	0	0	0	0	0	0	0	0	0	0%	0%	0%
September	0	0	0	0	0	0	0	0	0	0%	0%	0%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	508	595	1103	60	38	98	39	0	39	13%	6%	9%

11%

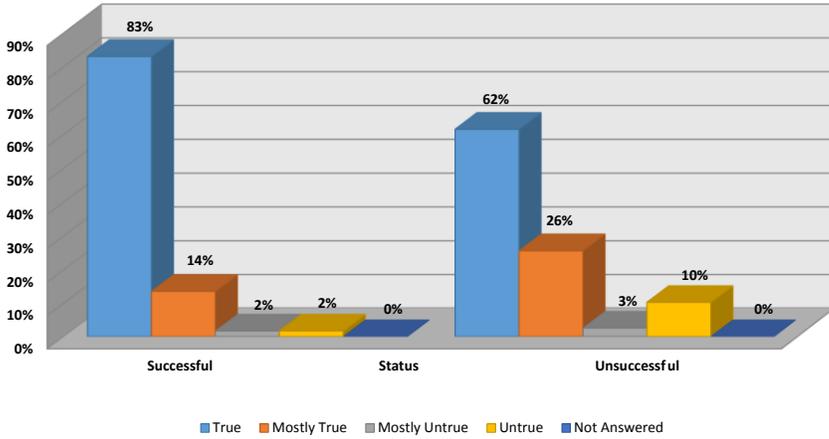
2016 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	49	83%	24	62%	73	74%	82%	58%	76%
Mostly True	8	14%	10	26%	18	18%	13%	20%	15%
Mostly Untrue	1	2%	1	3%	2	2%	2%	7%	3%
Untrue	1	2%	4	10%	5	5%	2%	16%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue for consumers with successful placements. 97%, 57 of 59 were satisfied with the way their counselor related to them. 3%, 2 of 59 were NOT satisfied with the way their counselor related to them. 87%, 34 of 39 were satisfied with the way their counselor related to them. 13%, 5 of 39 were NOT satisfied with the way their counselor related to them.

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

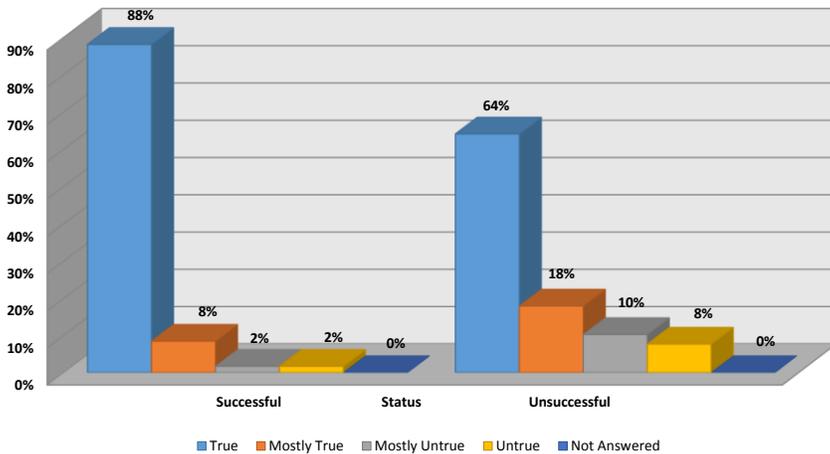


2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	52	88%	25	64%	77	79%	84%	63%	79%
Mostly True	5	8%	7	18%	12	12%	12%	14%	13%
Mostly Untrue	1	2%	4	10%	5	5%	2%	10%	4%
Untrue	1	2%	3	8%	4	4%	2%	13%	4%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5. 97%, 57 of 59 had counselors who took their concerns seriously. 3%, 2 of 59 had counselors who did NOT take their concerns seriously. 82%, 32 of 39 had counselors who took their concerns seriously. 18%, 7 of 39 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



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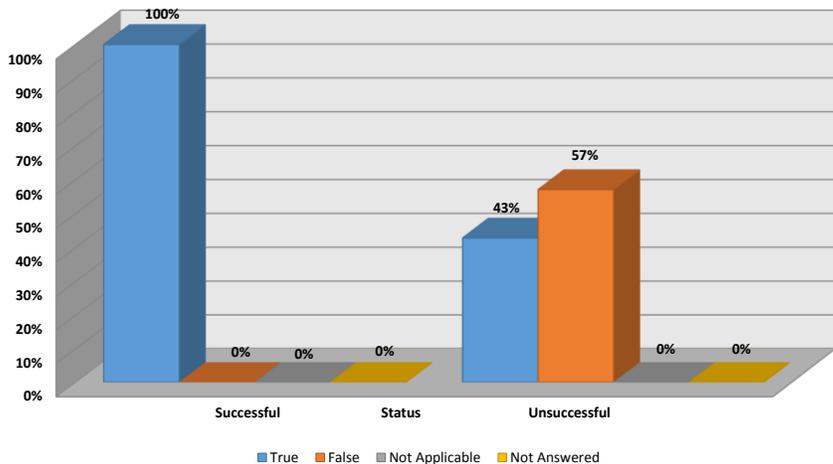
2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	100%	3	43%	5	56%	18%	16%	17%
False	0	0%	4	57%	4	44%	64%	72%	69%
Not Applicable	0	0%	0	0%	0	0%	9%	12%	11%
Not Answered	0	0%	0	0%	0	0%	9%	0%	3%
Total	2	100%	7	100%	9	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

0% 0 of 2 of 59 had counselors that did NOT take the time to listen to my
10% of 4 of 7 of 39 had counselors that did NOT take the time to listen to my

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



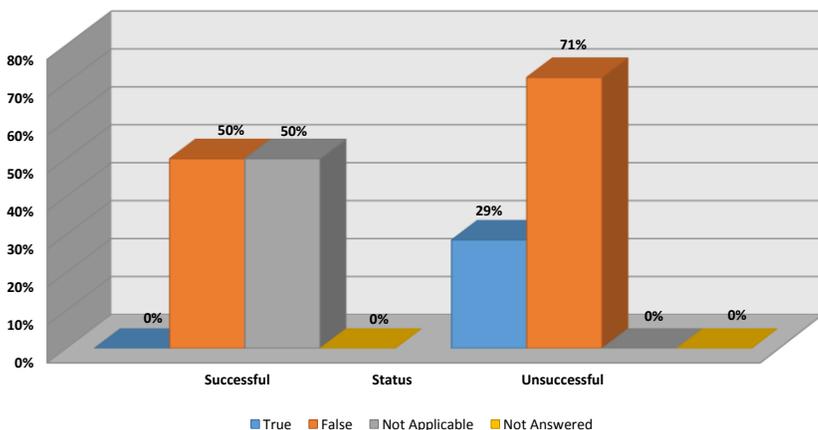
2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	29%	2	22%	18%	4%	8%
False	1	50%	5	71%	6	67%	64%	84%	78%
Not Applicable	1	50%	0	0%	1	11%	9%	8%	8%
Not Answered	0	0%	0	0%	0	0%	9%	4%	6%
Total	2	100%	7	100%	9	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 1 of 2 of 59 had counselor did NOT take their opinion into consideration and/ or responded appropriately
13% 5 of 7 of 39 had counselor did NOT take their opinion into consideration and/ or responded appropriately

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



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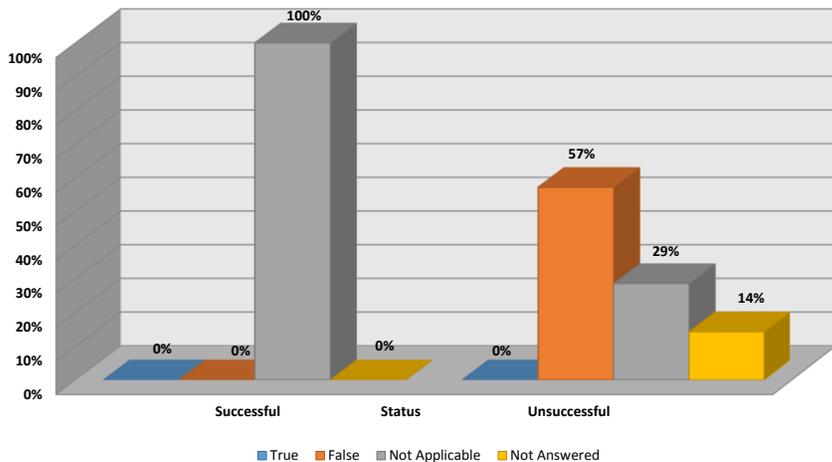
2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	9%	12%	11%
False	0	0%	4	57%	4	44%	64%	80%	75%
Not Applicable	2	100%	2	29%	4	44%	18%	8%	11%
Not Answered	0	0%	1	14%	1	11%	9%	0%	3%
Total	2	100%	7	100%	9	100%	100%	100%	100%

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

0%, 0 of 2 of 59 had counselors who were NOT open to their expressing their complaints
10%, 4 of 7 of 39 had counselors who were NOT open to their expressing their complaints

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



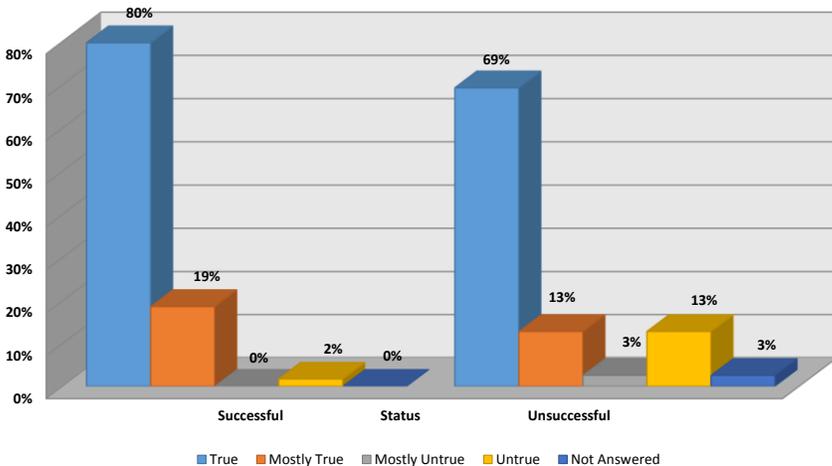
3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	47	80%	27	69%	74	76%	80%	51%	73%
Mostly True	11	19%	5	13%	16	16%	14%	24%	16%
Mostly Untrue	0	0%	1	3%	1	1%	3%	10%	5%
Untrue	1	2%	5	13%	6	6%	2%	13%	4%
Not Answered	0	0%	1	3%	1	1%	2%	1%	2%
Total	59	100%	39	100%	98	100%	100%	100%	100%

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

98%, 58 of 59 had counselors who understood their needs
2%, 1 of 59 had counselors who did NOT understand their needs
82%, 32 of 39 had counselors who understood their needs
15%, 6 of 39 had counselors who did NOT understand their needs

3. My counselor understood my needs?



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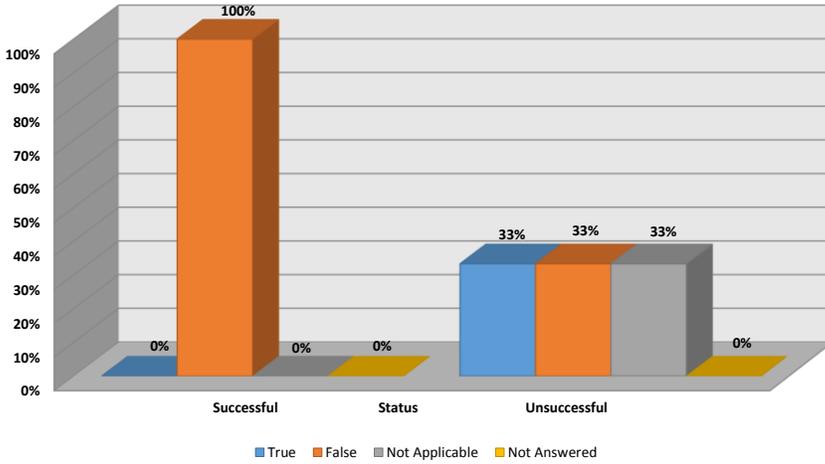
3a. My counselor gave me useful advice?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	33%	2	29%	27%	12%	18%
False	1	100%	2	33%	3	43%	60%	80%	73%
Not Applicable	0	0%	2	33%	2	29%	13%	8%	10%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	6	100%	7	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 1 of 1 of 59 did NOT find counselor's advice useful
5%, 2 of 6 of 39 did NOT find counselor's advice useful

3a. My counselor gave me useful advice?



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

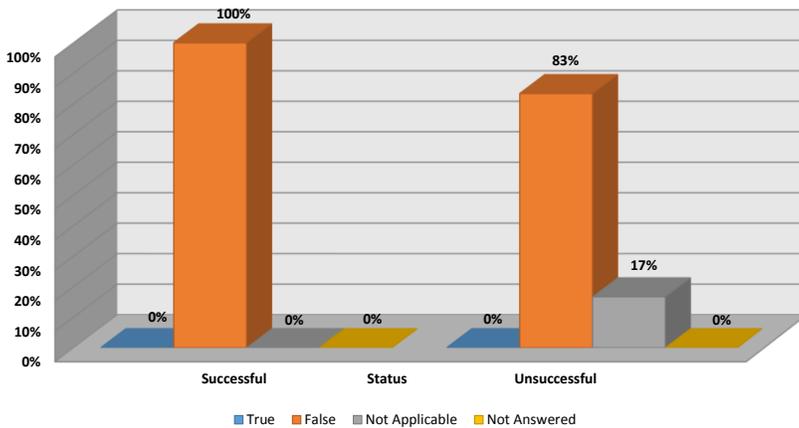
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	13%	4%	8%
False	1	100%	5	83%	6	86%	67%	84%	78%
Not Applicable	0	0%	1	17%	1	14%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	6	100%	7	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 1 of 1 of 59 did NOT find counselor's advice useful

13% 5 of 6 of 39 did NOT believe counseor helped them find resources in the community

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



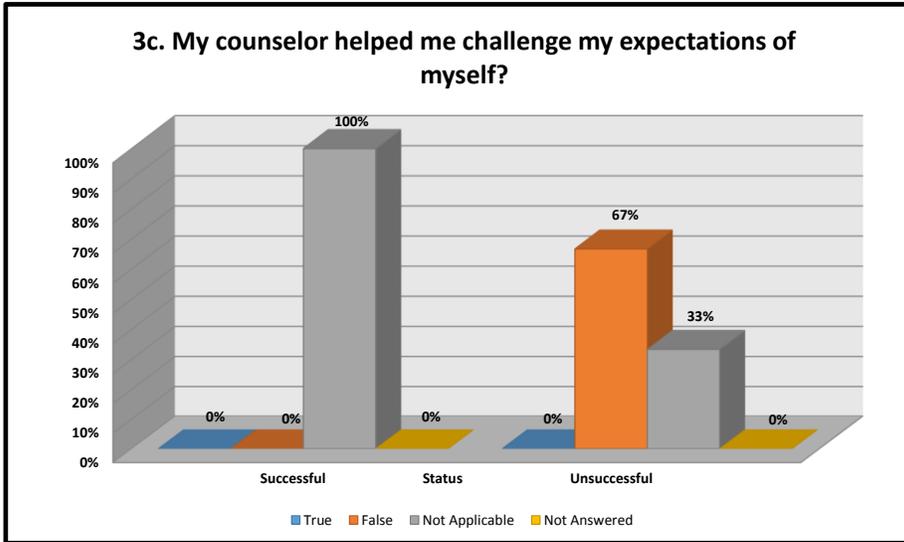
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3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	13%	0%	5%
False	0	0%	4	67%	4	57%	67%	88%	80%
Not Applicable	1	100%	2	33%	3	43%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	6	100%	7	100%	100%	100%	100%

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

0%, 0 of 1 of 59 did NOT find that their counselor helped them to challenge their expectations of themselves
 10%, 4 of 6 of 39 did NOT find that their counselor helped them to challenge their expectations of themselves

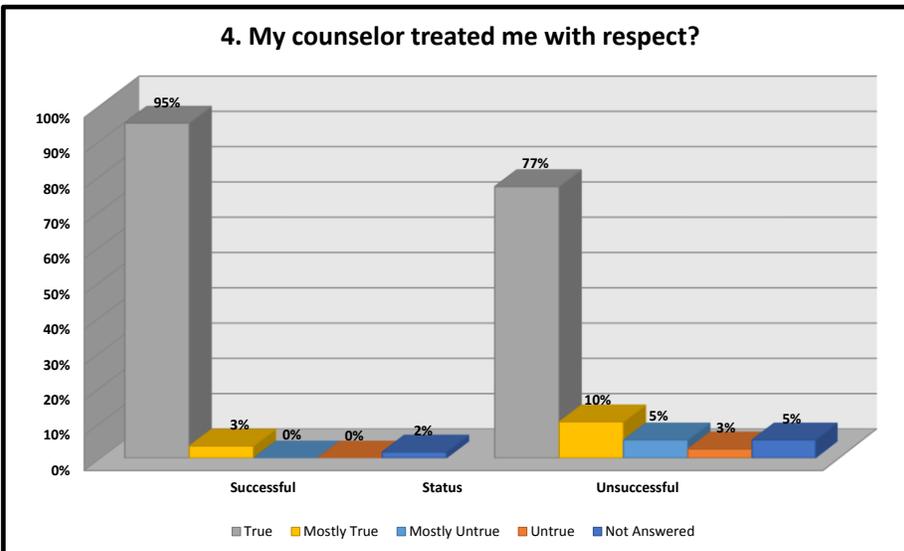


4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	56	95%	30	77%	86	88%	90%	67%	84%
Mostly True	2	3%	4	10%	6	6%	6%	14%	8%
Mostly Untrue	0	0%	2	5%	2	2%	1%	6%	2%
Untrue	0	0%	1	3%	1	1%	1%	8%	3%
Not Answered	1	2%	2	5%	3	3%	2%	5%	3%
Total	59	100%	39	100%	98	100%	100%	100%	100%

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

98% 58 of 59 felt their counselors treated with respect
 0% 0 of 59 felt their counselors did NOT treat them with respect
 87% 34 of 39 felt their counselors treated with respect
 8% 3 of 39 felt their counselors did NOT treat them with respect



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

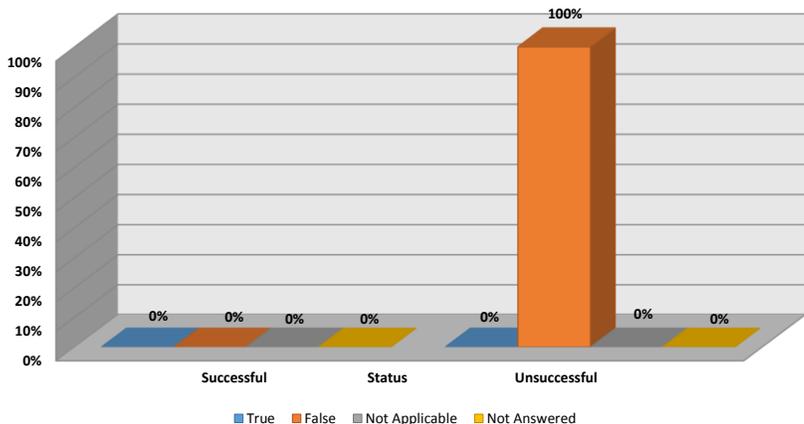
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	25%	13%	17%
False	0	0%	3	100%	3	100%	63%	80%	74%
Not Applicable	0	0%	0	0%	0	0%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	0	0%	3	100%	3	100%	100%	100%	100%

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

0%, 0 of 0 of 59 had counselors who did NOT respond timely

8%, 3 of 3 of 39 had counselors who did NOT respond timely

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



4b. My counselor acted in my best interest?

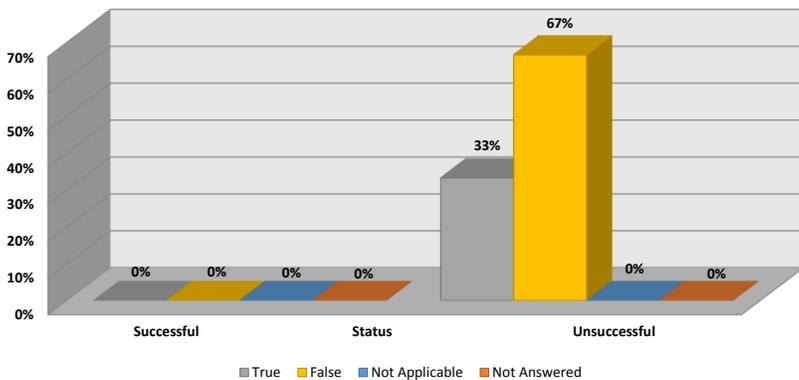
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	1	33%	1	33%	0%	7%	4%
False	0	0%	2	67%	2	67%	75%	93%	87%
Not Applicable	0	0%	0	0%	0	0%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	0	0%	3	100%	3	100%	100%	100%	100%

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

0%, 0 of 0 of 59 had counselors who did NOT act in their best interest

5%, 2 of 3 of 39 had counselors who did NOT act in their best interest

4b. My counselor acted in my best interest?



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4c. My counselor respected my culture?

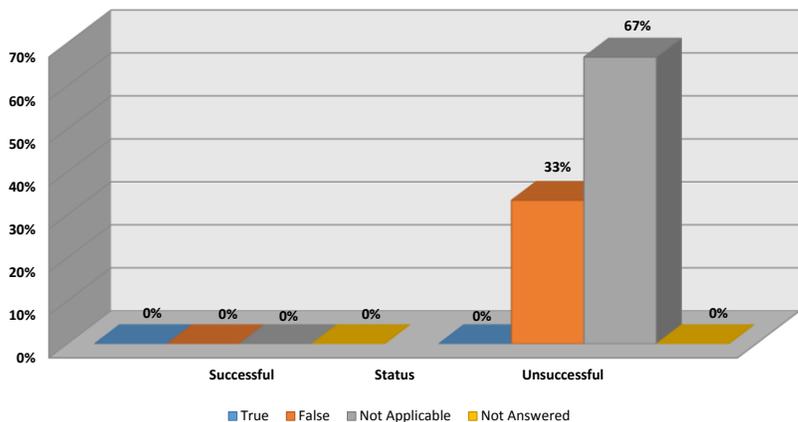
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	13%	0%	4%
False	0	0%	1	33%	1	33%	50%	73%	65%
Not Applicable	0	0%	2	67%	2	67%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	0	0%	3	100%	3	100%	100%	100%	100%

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

0%, 0 of 0 of 59 had counselors who did NOT act in their best interest

3%, 2 of 3 of 39 had counselors who did NOT respect their culture

4c. My counselor respected my culture?



5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	53	90%	25	64%	78	80%	84%	64%	79%
Mostly True	4	7%	5	13%	9	9%	10%	15%	11%
Mostly Untrue	1	2%	4	10%	5	5%	2%	9%	3%
Untrue	0	0%	3	8%	3	3%	2%	9%	4%
Not Answered	1	2%	2	5%	3	3%	2%	3%	3%
Total	59	100%	39	100%	98	100%	100%	100%	100%

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

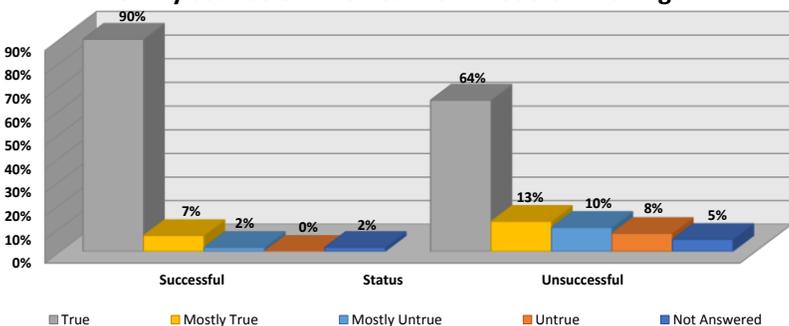
97%, 57 of 59 had counselors involved in their decision-making

2%, 1 of 59 had counselors NOT involved in their decision-making

77%, 30 of 39 had counselors involved in their decision-making

18%, 17 of 39 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



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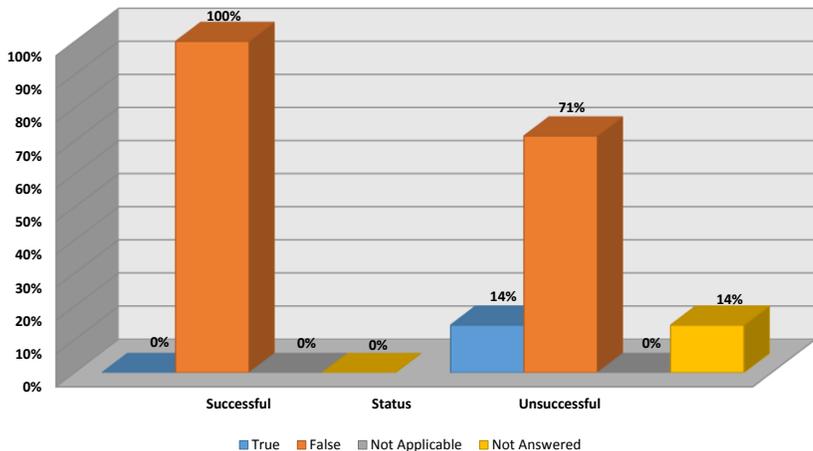
5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	1	14%	1	13%	36%	5%	16%
False	1	100%	5	71%	6	75%	55%	85%	74%
Not Applicable	0	0%	0	0%	0	0%	9%	10%	10%
Not Answered	0	0%	1	14%	1	13%	0%	0%	0%
Total	1	100%	7	100%	8	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 1 of 1 of 59 did NOT feel the counselors helped them focus on
13%, 5 of 7 of 39 did NOT feel the counselors helped them focus on

5a. My counselor helped me focus on employment?



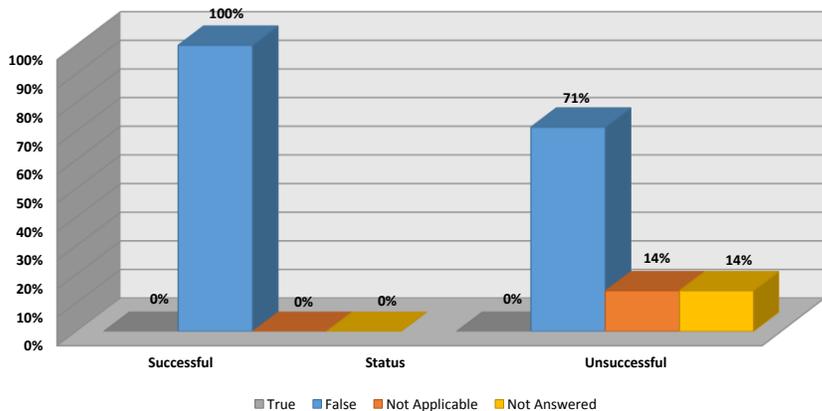
5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	0%	5%	3%
False	1	100%	5	71%	6	75%	82%	95%	90%
Not Applicable	0	0%	1	14%	1	13%	18%	0%	6%
Not Answered	0	0%	1	14%	1	13%	0%	0%	0%
Total	1	100%	7	100%	8	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 1 of 1 of 59 did NOT feel the counselors helped them focus on
13%, 5 of 7 of 39 did NOT feel the counselors helped them focus on

5b. My counselor helped me explore my options?



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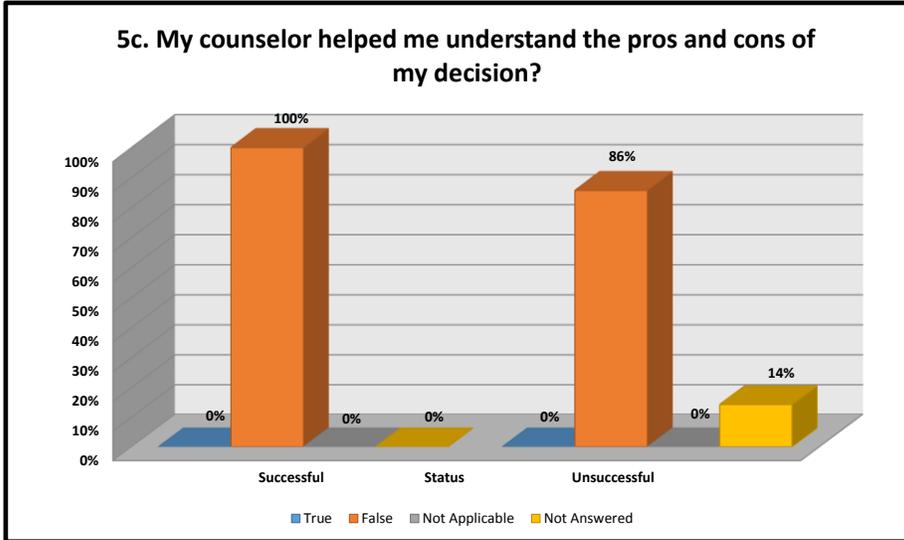
5c. My counselor helped me understand the pros and cons of my decision?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	9%	0%	3%
False	1	100%	6	86%	7	88%	73%	100%	90%
Not Applicable	0	0%	0	0%	0	0%	18%	0%	6%
Not Answered	0	0%	1	14%	1	13%	0%	0%	0%
Total	1	100%	7	100%	8	100%	100%	100%	100%

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

2%, 1 of 1 of 59 did NOT feel the counselors helped them understand the pros and cons of their decisions

15%, 6 of 7 of 39 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		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	45	76%	23	59%	68	69%	70%	46%	64%
Mostly True	8	14%	5	13%	13	13%	19%	20%	19%
Mostly Untrue	1	2%	3	8%	4	4%	3%	13%	6%
Untrue	4	7%	6	15%	10	10%	5%	20%	8%
Not Answered	1	2%	2	5%	3	3%	4%	2%	3%
Total	59	100%	39	100%	98	100%	100%	100%	100%

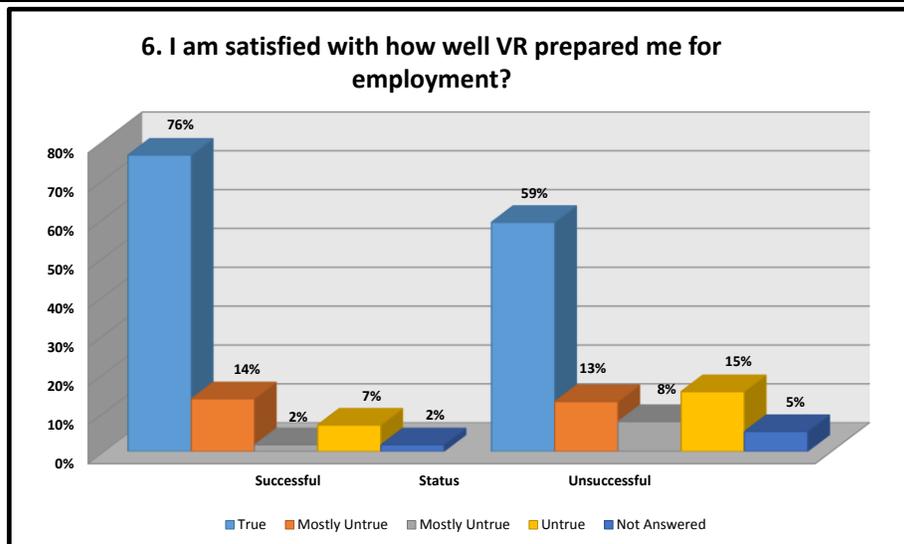
Very high in unsatisfied for those without employment

90%, 53 of 59 felt satisfied with how well VR prepared them for employment

8%, 5 of 59 felt UNSatisfied with how well VR prepared them for employment

72%, 28 of 39 felt satisfied with how well VR prepared them for employment

23%, 9 of 39 felt UNSatisfied with how well VR prepared them for employment



2016 Consumer Satisfaction Survey

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

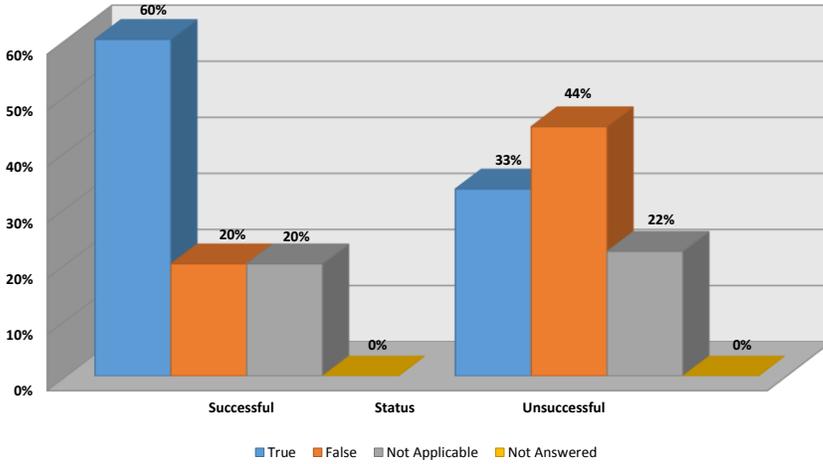
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	60%	3	33%	6	43%	50%	43%	46%
False	1	20%	4	44%	5	36%	38%	37%	38%
Not Applicable	1	20%	2	22%	3	21%	12%	20%	16%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	5	100%	9	100%	14	100%	100%	100%	100%

Not really an issue for consumers...

2%, 1 of 5 of 59 was NOT advised about their rights and responsibilities

10%, 4 of 9 of 39 was NOT advised about their rights and responsibilities

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



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

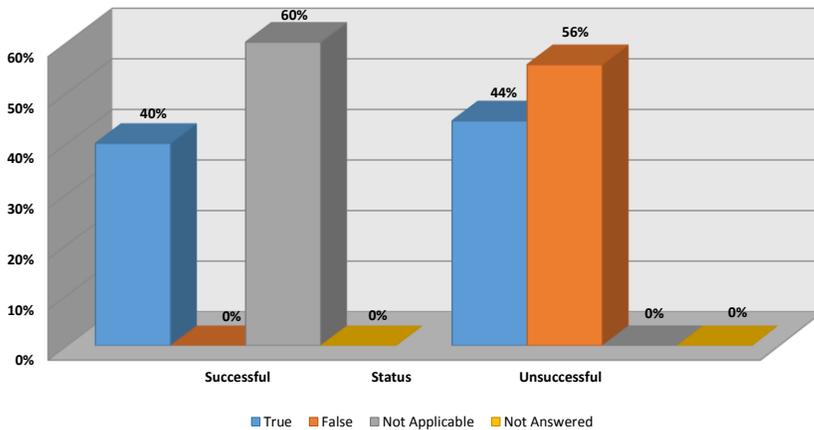
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	4	44%	6	43%	38%	23%	30%
False	0	0%	5	56%	5	36%	50%	69%	61%
Not Applicable	3	60%	0	0%	3	21%	8%	9%	8%
Not Answered	0	0%	0	0%	0	0%	4%	0%	2%
Total	5	100%	9	100%	14	100%	100%	100%	100%

5%, 5 of 98 did not feel able to make an informed choice about the services they needed!

0%, 0 of 5 of 59 UNable to make informed choices about the services needed

13%, 5 of 9 of 39 UNable to make informed choices about the services needed

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



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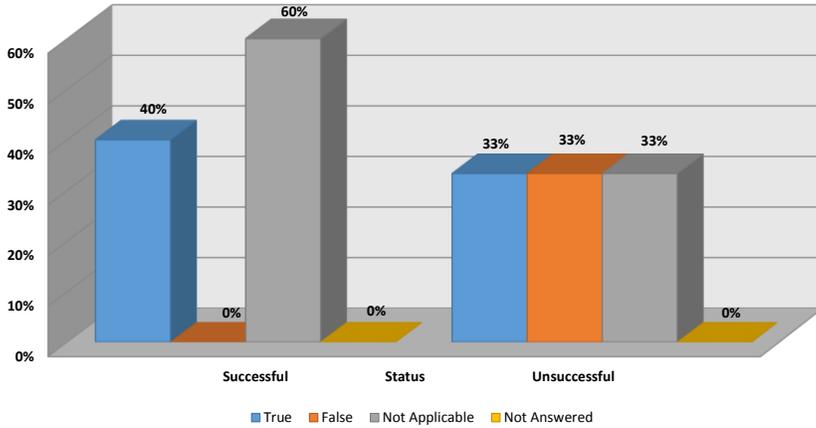
6c. I was able to make informed choices about the provider of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	3	33%	5	36%	46%	31%	38%
False	0	0%	3	33%	3	21%	42%	60%	52%
Not Applicable	3	60%	3	33%	6	43%	8%	9%	8%
Not Answered	0	0%	0	0%	0	0%	4%	0%	2%
Total	5	100%	9	100%	14	100%	100%	100%	100%

Not really an issue for consumers...

0%, 0 of 5 of 59 UNable to make informed choices about the provider of services
8%, 3 of 9 of 39 UNable to make informed choices about the provider of services

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



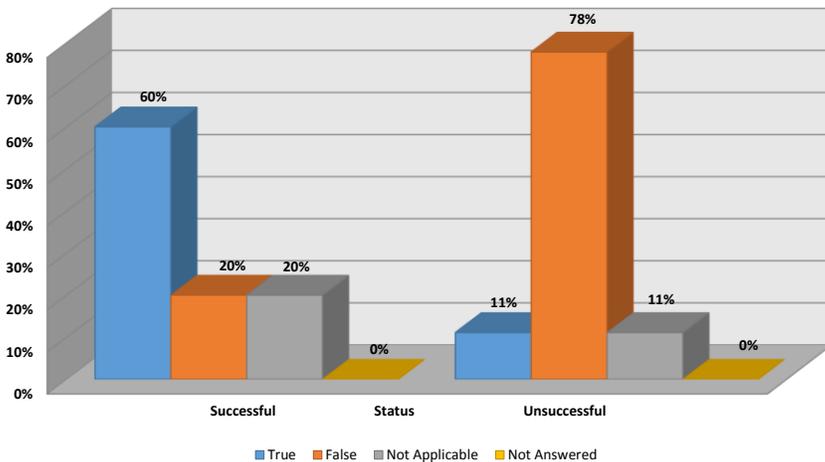
6d. I received all agreed upon services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	60%	1	11%	4	29%	42%	23%	31%
False	1	20%	7	78%	8	57%	50%	54%	52%
Not Applicable	1	20%	1	11%	2	14%	8%	20%	15%
Not Answered	0	0%	0	0%	0	0%	0%	3%	2%
Total	5	100%	9	100%	14	100%	100%	100%	100%

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

3%, 1 of 5 of 59 did NOT receive all agreed upon services
18%, 7 of 9 of 39 did NOT receive all agreed upon services

6d. I received all agreed upon services?



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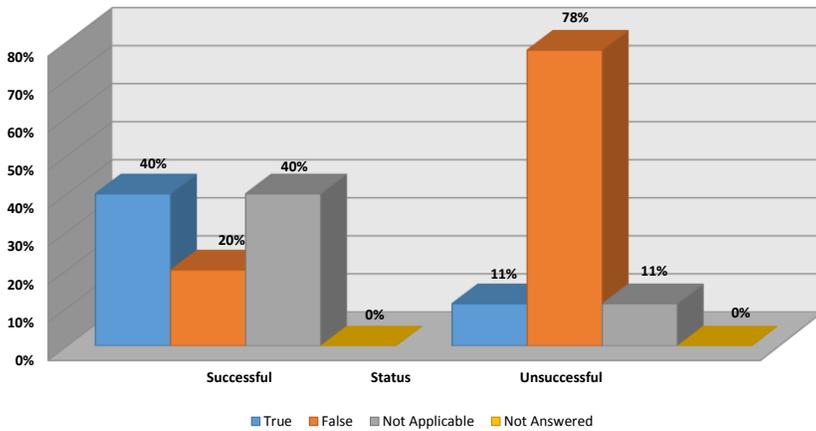
6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	1	11%	3	21%	27%	17%	21%
False	1	20%	7	78%	8	57%	62%	71%	67%
Not Applicable	2	40%	1	11%	3	21%	12%	11%	11%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	5	100%	9	100%	14	100%	100%	100%	100%

Pretty significant for unplaced workers

2%, 1 of 5 of 59 did NOT receive all agreed upon services in the time frame that met their needs
18%, 7 of 9 of 39 did NOT receive all agreed upon services in the time frame that met their needs

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



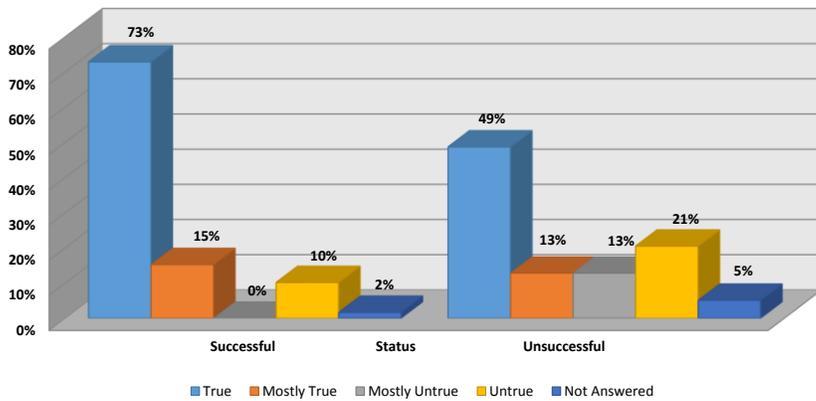
7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	43	73%	19	49%	62	63%	71%	32%	61%
Mostly True	9	15%	5	13%	14	14%	18%	22%	19%
Mostly Untrue	0	0%	5	13%	5	5%	4%	15%	7%
Untrue	6	10%	8	21%	14	14%	4%	29%	10%
Not Answered	1	2%	2	5%	3	3%	3%	2%	3%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Pretty high negative of those not employed (nearly third) 33%

83%, 52 of 59 employed or more prepared for employment because of the services they received
10%, 6 of 59 employed but do NOT perceive this was because of the services they received
62%, 24 of 39 not employed or more preparedness for employment because of the services they received
33%, 13 of 39 not employed and do NOT perceive preparedness because of the services received

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



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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	50%	4	31%	7	37%	11%	9%	9%
False	1	17%	8	62%	9	47%	63%	62%	62%

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

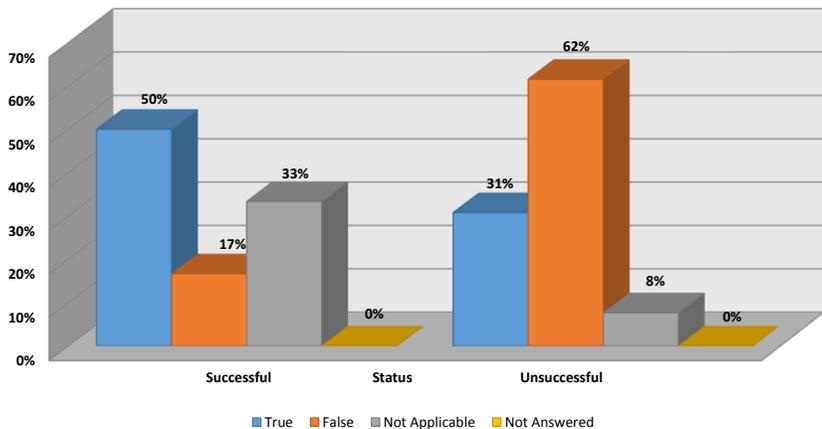
2%, 1 of 6 of 59 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers to employment

2016 Consumer Satisfaction Survey

Not Applicable	2	33%	1	8%	3	16%	26%	26%	26%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%
Total	6	100%	13	100%	19	100%	100%	100%	100%

21%, 8 of 13 of 39 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers to employment

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



7b. I can independently search for employment?

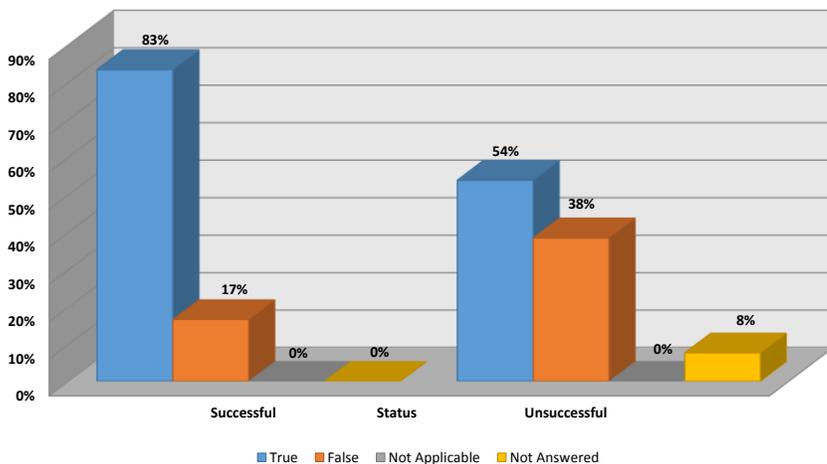
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	83%	7	54%	12	63%	63%	57%	59%
False	1	17%	5	38%	6	32%	19%	23%	22%
Not Applicable	0	0%	0	0%	0	0%	19%	15%	16%
Not Answered	0	0%	1	8%	1	5%	0%	4%	3%
Total	6	100%	13	100%	19	100%	100%	100%	100%

Not really an issue for consumers...

2%, 1 of 6 of 59 could NOT independently search for employment

13%, 5 of 13 of 39 could NOT independently search for employment

7b. I can independently search for employment?



2016 Consumer Satisfaction Survey

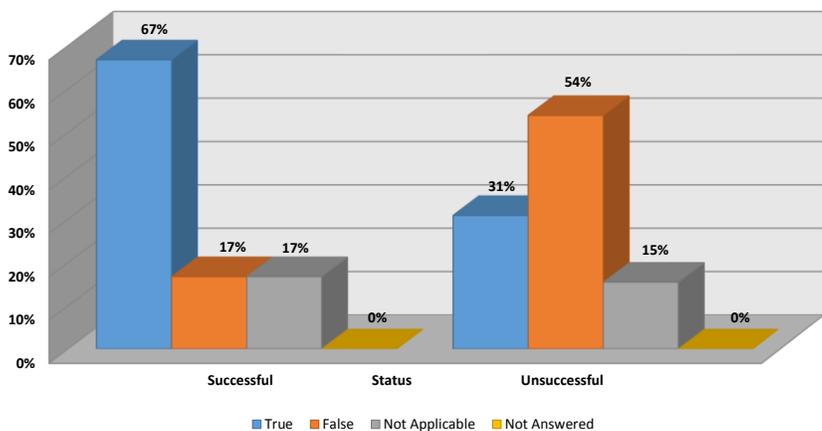
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	67%	4	31%	8	42%	44%	38%	41%
False	1	17%	7	54%	8	42%	37%	28%	31%
Not Applicable	1	17%	2	15%	3	16%	15%	30%	24%
Not Answered	0	0%	0	0%	0	0%	4%	4%	4%
Total	6	100%	13	100%	19	100%	100%	100%	100%

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

2%, 1 of 6 of 59 Unable to identify and request appropriate accommodations from an employer
18%, 7 of 13 of 39 Unable to identify and request appropriate accommodations from an employer

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



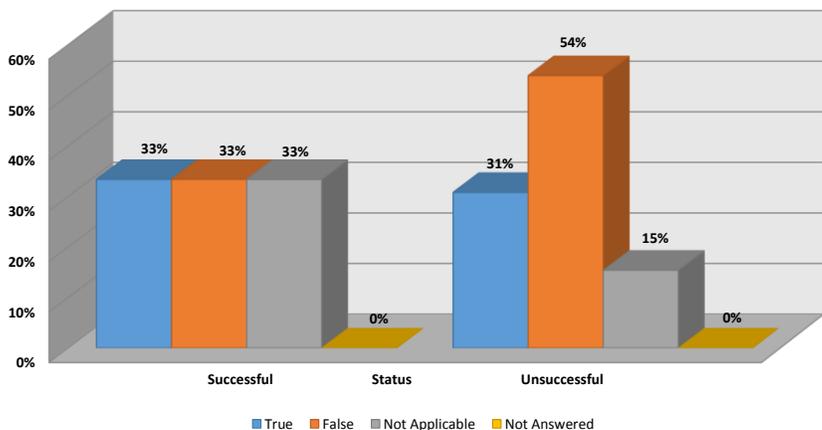
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	33%	4	31%	6	32%	33%	15%	22%
False	2	33%	7	54%	9	47%	48%	51%	50%
Not Applicable	2	33%	2	15%	4	21%	19%	30%	26%
Not Answered	0	0%	0	0%	0	0%	0%	4%	3%
Total	6	100%	13	100%	19	100%	100%	100%	100%

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

3%, 2 of 6 of 59 did NOT obtain or are NOT prepared for a job that matches my skills/intersts
18%, 7 of 13 of 39 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

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



2016 Consumer Satisfaction Survey

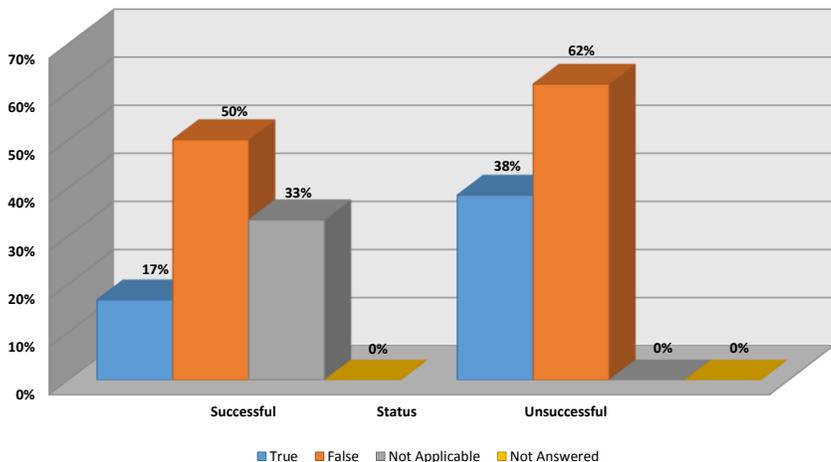
7e. IVRS staff helped me achieve my employment goal?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	17%	5	38%	6	32%	33%	4%	15%
False	3	50%	8	62%	11	58%	37%	53%	47%
Not Applicable	2	33%	0	0%	2	11%	22%	36%	31%
Not Answered	0	0%	0	0%	0	0%	7%	6%	7%
Total	6	100%	13	100%	19	100%	100%	100%	100%

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

8%, 3 of 6 of 59 did NOT obtain the job goal that was identified in my IPE
21%, 8 of 13 of 39 did NOT obtain the job goal that was identified in my IPE

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



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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	11	19%	17	44%	28	29%	27%	34%	29%
Mostly True	4	7%	5	13%	9	9%	15%	21%	16%
Mostly Untrue	6	10%	3	8%	9	9%	8%	9%	8%
Untrue	35	59%	11	28%	46	47%	46%	28%	42%
Not Answered	3	5%	3	8%	6	6%	4%	8%	5%
Total	59	100%	39	100%	98	100%	100%	100%	100%

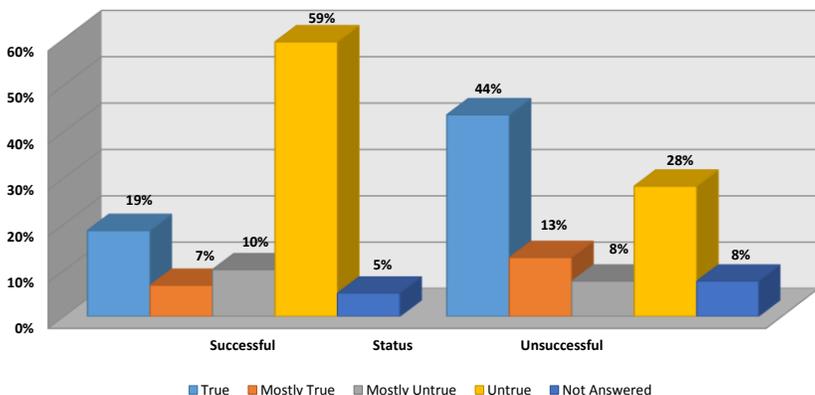
25%, 15 of 59 needed assistance from other agencies not directly related to employment

59%, 41 of 59 did NOT need assistance from other agencies not directly related to employment

56%, 22 of 39 needed assistance from other agencies not directly related to employment

36%, 14 of 39 did NOT need assistance from other agencies not directly related to employment

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



2016 Consumer Satisfaction Survey

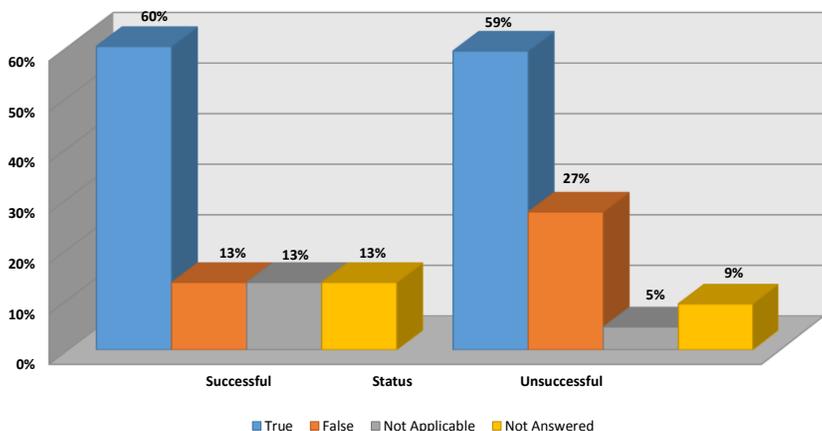
8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	9	60%	13	59%	22	59%	57%	43%	53%
False	2	13%	6	27%	8	22%	12%	31%	18%
Not Applicable	2	13%	1	5%	3	8%	22%	12%	19%
Not Answered	2	13%	2	9%	4	11%	9%	14%	10%
Total	15	100%	22	100%	37	100%	100%	100%	100%

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

3%, 2 of 15 of 59 were NOT provided information about other programs that would be able to assist me with non-employment related needs
15%, 6 of 22 of 39 were NOT provided information about other programs that would be able to assist me with non-employment related needs

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



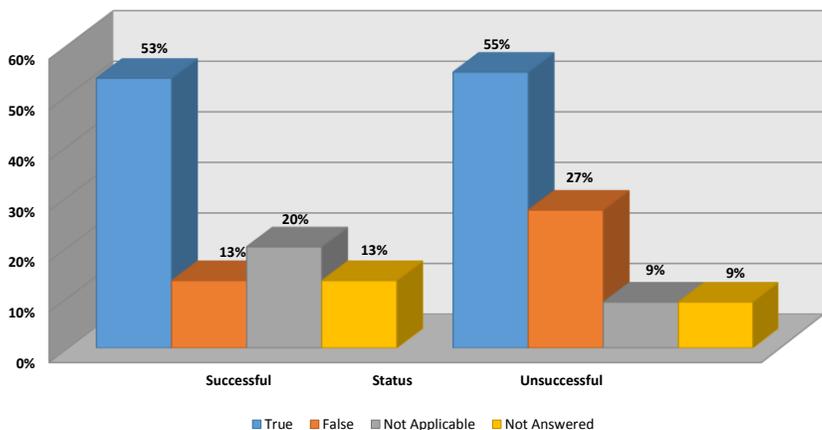
8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	53%	12	55%	20	54%	47%	33%	43%
False	2	13%	6	27%	8	22%	16%	36%	22%
Not Applicable	3	20%	2	9%	5	14%	28%	17%	25%
Not Answered	2	13%	2	9%	4	11%	9%	14%	10%
Total	15	100%	22	100%	37	100%	100%	100%	100%

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

3%, 2 of 15 of 59 were NOT referred to other programs for assistance with my non-employment related needs
15%, 6 of 22 of 39 were NOT referred to other programs for assistance with my non-employment related needs

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



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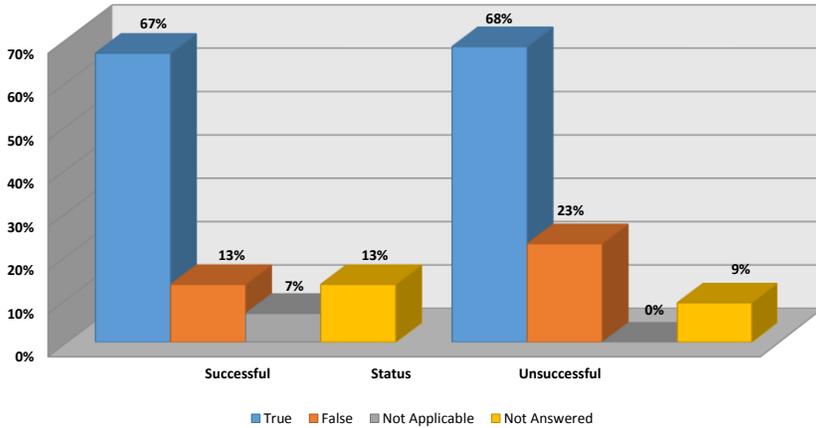
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	67%	15	68%	25	68%	55%	38%	50%
False	2	13%	5	23%	7	19%	7%	19%	10%
Not Applicable	1	7%	0	0%	1	3%	30%	28%	29%
Not Answered	2	13%	2	9%	4	11%	9%	16%	11%
Total	15	100%	22	100%	37	100%	100%	100%	100%

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

3%, 2 of 15 of 59 did NOT receive the assistance for which I was referred
13%, 5 of 22 of 39 did NOT receive the assistance for which I was referred

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



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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	13%	7	32%	9	24%	13%	24%	16%
False	7	47%	10	45%	17	46%	36%	24%	32%
Not Applicable	4	27%	3	14%	7	19%	42%	38%	41%
Not Answered	2	13%	2	9%	4	11%	10%	14%	11%
Total	15	100%	22	100%	37	100%	100%	100%	100%

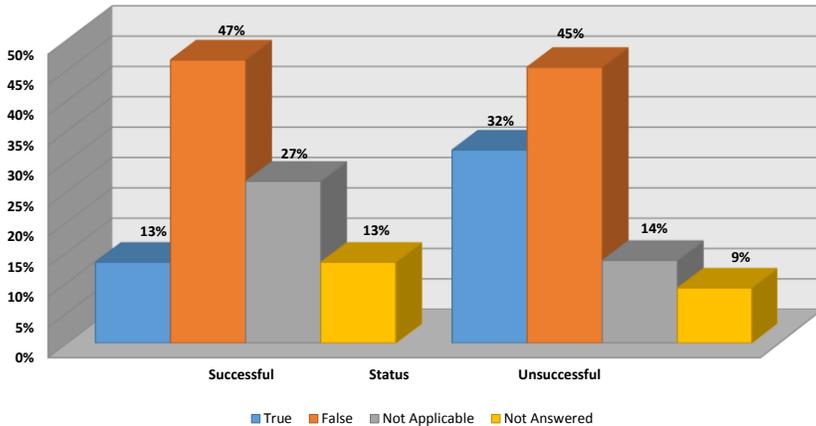
3%, 2 of 15 of 59 currently waiting for assistance from the program to which they were referred

18%, 7 of 22 of 39 currently waiting for assistance from the program to which they were referred

12%, 7 of 15 of 59 NOT currently waiting for assistance from the program to which they were referred

26%, 10 of 22 of 39 NOT currently waiting for assistance from the program to which they were referred

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



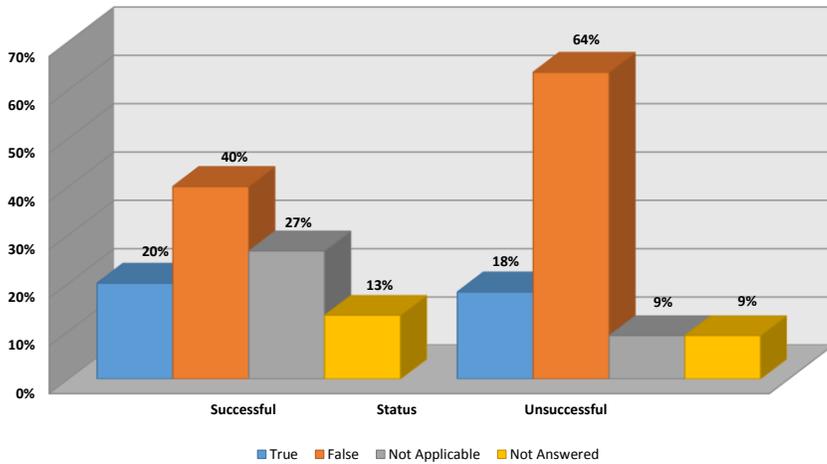
2016 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	20%	4	18%	7	19%	10%	24%	14%
False	6	40%	14	64%	20	54%	47%	28%	41%
Not Applicable	4	27%	2	9%	6	16%	34%	34%	34%
Not Answered	2	13%	2	9%	4	11%	10%	14%	11%
Total	15	100%	22	100%	37	100%	100%	100%	100%

5%, 3 of 15 of 59 denied the assistance for which they were referred
 10%, 4 of 22 of 39 denied the assistance for which they were referred
 10%, 6 of 15 of 59 NOT denied the assistance for which they were referred
 36%, 14 of 22 of 39 NOT denied the assistance for which they were referred (granted the assistance)

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



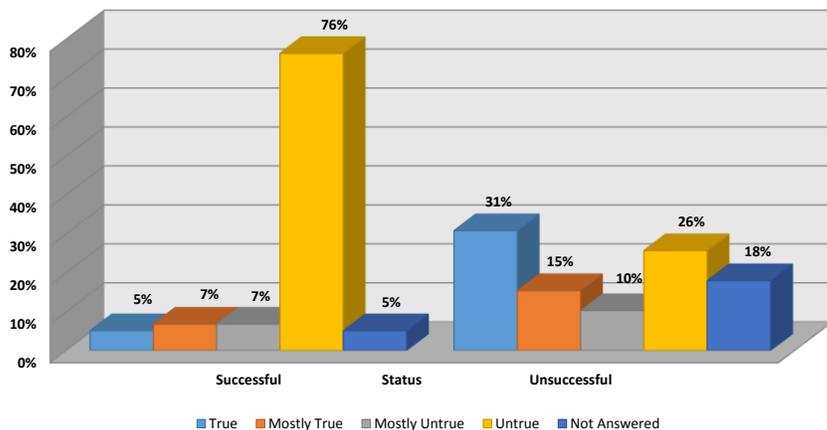
9. I needed services that IVRS could not provide before I was ready for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	5%	12	31%	15	15%	12%	24%	15%
Mostly True	4	7%	6	15%	10	10%	9%	17%	11%
Mostly Untrue	4	7%	4	10%	8	8%	13%	7%	11%
Untrue	45	76%	10	26%	55	56%	60%	40%	55%
Not Answered	3	5%	7	18%	10	10%	6%	11%	7%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Many consumers, whether successfully placed or not, needed other services before they could become employed

12%, 7 of 59 needed other services before they could become employed
 46%, 18 of 39 needed other services before they could become employed
 83%, 49 of 59 did NOT need other services before they could become
 36%, 14 of 39 did NOT need other services before they could become

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



2016 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	49	83%	22	56%	71	72%	74%	41%	66%
Mostly True	6	10%	7	18%	13	13%	15%	31%	19%
Mostly Untrue	1	2%	2	5%	3	3%	3%	5%	4%
Untrue	1	2%	4	10%	5	5%	3%	17%	7%
Not Answered	2	3%	4	10%	6	6%	4%	7%	5%
Total	59	100%	39	100%	98	100%	100%	100%	100%

nearly 1 in 7 of those consumers not placed with a job were not satisfied with their VR process.

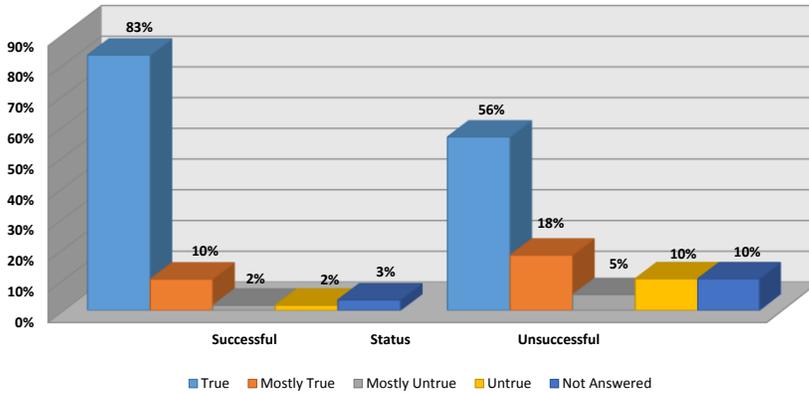
93%, 55 of 59 had satisfactory experiences throughout the vocational rehabilitation process

74%, 29 of 39 had satisfactory experiences throughout the vocational rehabilitation process

3%, 2 of 59 did NOT have satisfactory experiences throughout the vocational rehabilitation process

15%, 6 of 39 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience through IVRS?



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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	46	78%	25	64%	71	72%	77%	55%	71%
Mostly True	9	15%	7	18%	16	16%	15%	25%	17%
Mostly Untrue	1	2%	1	3%	2	2%	2%	4%	3%
Untrue	0	0%	2	5%	2	2%	4%	9%	5%
Not Answered	3	5%	4	10%	7	7%	3%	7%	4%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue

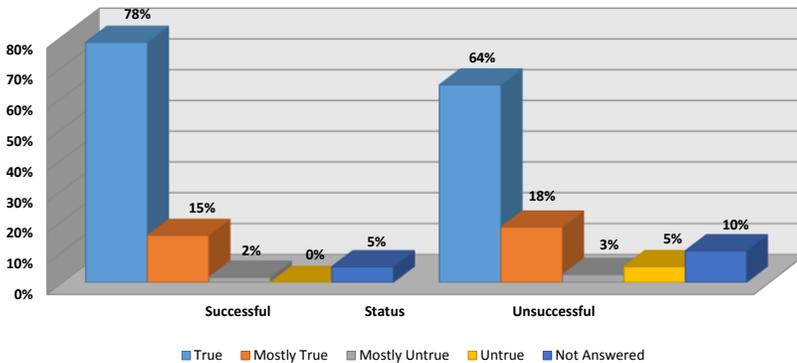
93%, 55 of 59 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

82%, 32 of 39 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

2%, 1 of 59 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

8%, 3 of 39 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

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



2016 Consumer Satisfaction Survey

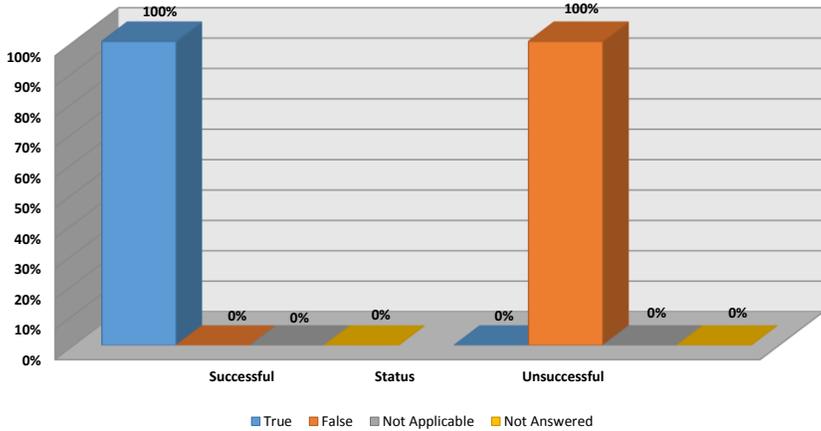
11a. Staff explained that employment is the purpose of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	100%	0	0%	1	25%	58%	29%	45%
False	0	0%	3	100%	3	75%	26%	57%	39%
Not Applicable	0	0%	0	0%	0	0%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	1	100%	3	100%	4	100%	100%	100%	100%

Not really an issue

0%, 0 of 1 of 59 staff did NOT explain that employment is the purpose of services
8%, 3 of 3 of 39 staff did NOT explain that employment is the purpose of services

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



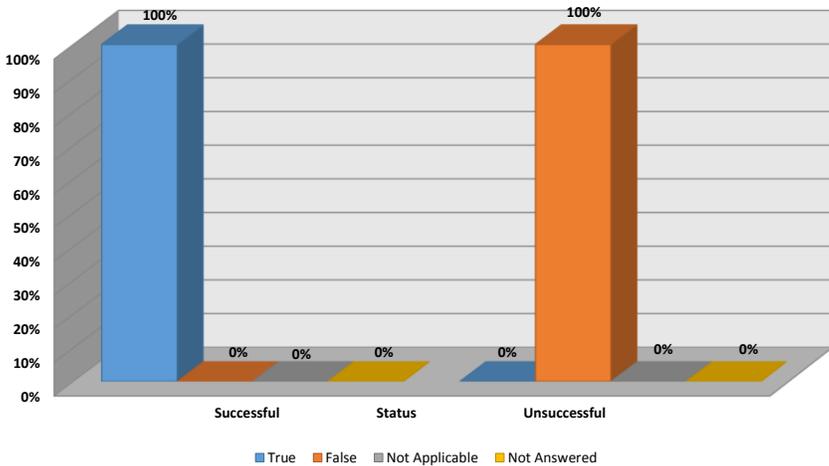
11b. Staff explained the process that I would follow?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	100%	0	0%	1	25%	32%	7%	21%
False	0	0%	3	100%	3	75%	47%	86%	64%
Not Applicable	0	0%	0	0%	0	0%	11%	7%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	1	100%	3	100%	4	100%	100%	100%	100%

Not really an issue

0%, 0 of 1 of 59 staff did NOT explain the process that would follow
8%, 3 of 3 of 39 staff did NOT explain the process that would follow

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



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

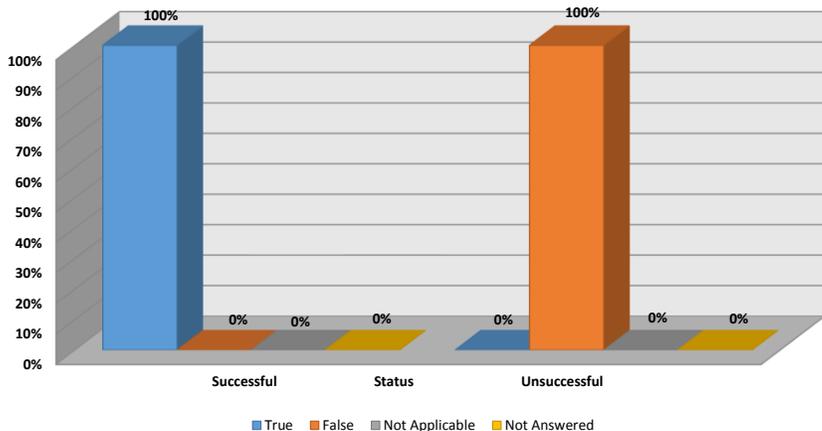
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	100%	0	0%	1	25%	42%	7%	27%
False	0	0%	3	100%	3	75%	42%	79%	58%
Not Applicable	0	0%	0	0%	0	0%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	7%	9%
Total	1	100%	3	100%	4	100%	100%	100%	100%

Not really an issue

0%, 0 of 1 of 59 staff did NOT explain their rights and responsibilities as a partner in the process

8%, 3 of 39 staff did NOT explain their rights and responsibilities as a partner in the process

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



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

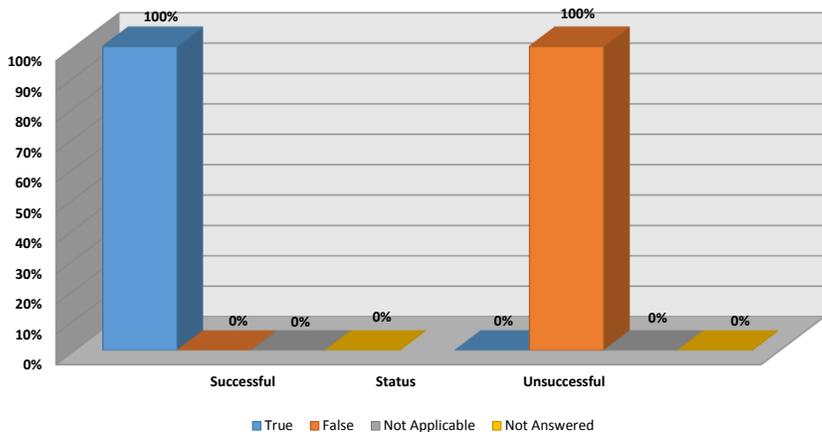
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	100%	0	0%	1	25%	37%	7%	24%
False	0	0%	3	100%	3	75%	47%	86%	64%
Not Applicable	0	0%	0	0%	0	0%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	1	100%	3	100%	4	100%	100%	100%	100%

Not really an issue

0%, 0 of 1 of 59 staff did NOT explain what services were available to help them become employed

8%, 3 of 39 staff did NOT explain what services were available to help them become employed

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



2016 Consumer Satisfaction Survey

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

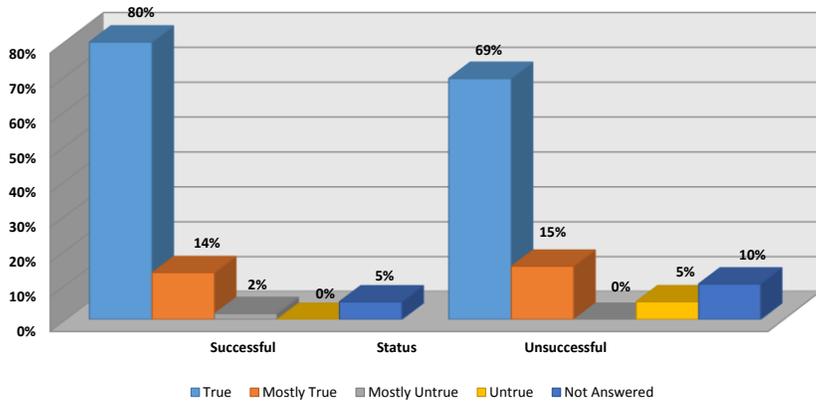
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	47	80%	27	69%	74	76%	78%	54%	72%
Mostly True	8	14%	6	15%	14	14%	15%	23%	17%
Mostly Untrue	1	2%	0	0%	1	1%	1%	7%	3%
Untrue	0	0%	2	5%	2	2%	2%	8%	4%
Not Answered	3	5%	4	10%	7	7%	4%	7%	4%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

93%, 55 of 59 had their eligibility determination process go smoothly
85%, 33 of 39 had their eligibility determination process go smoothly

2%, 1 of 59 did NOT have their eligibility determination process go smoothly
5%, 2 of 39 did NOT have their eligibility determination process go smoothly

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



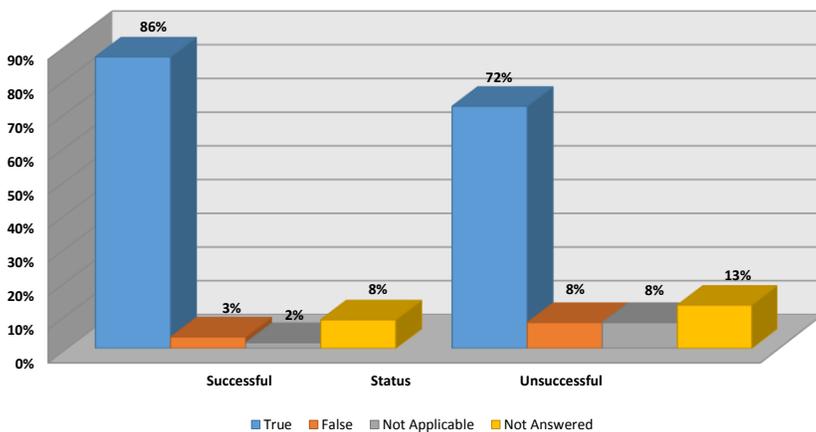
12a. Staff explained why I needed to be found eligible before receiving services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	51	86%	28	72%	79	81%	36%	29%	32%
False	2	3%	3	8%	5	5%	9%	47%	32%
Not Applicable	1	2%	3	8%	4	4%	27%	24%	25%
Not Answered	5	8%	5	13%	10	10%	27%	0%	11%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue

3%, 2 of 59 did NOT have staff explain why eligibility was needed
8%, 3 of 39 did NOT have staff explain why eligibility was needed

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



2016 Consumer Satisfaction Survey

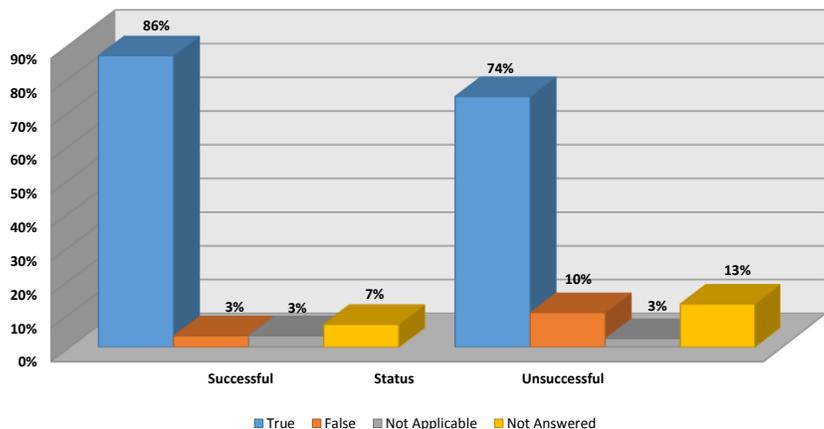
12b. Staff explained the steps they would use to determine whether I was eligible for services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	51	86%	29	74%	80	82%	27%	24%	25%
False	2	3%	4	10%	6	6%	27%	65%	50%
Not Applicable	2	3%	1	3%	3	3%	18%	12%	14%
Not Answered	4	7%	5	13%	9	9%	27%	0%	11%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue

3%, 2 of 59 did NOT have staff explain steps to determine eligibility
10%, 4 of 39 did NOT have staff explain steps to determine eligibility

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



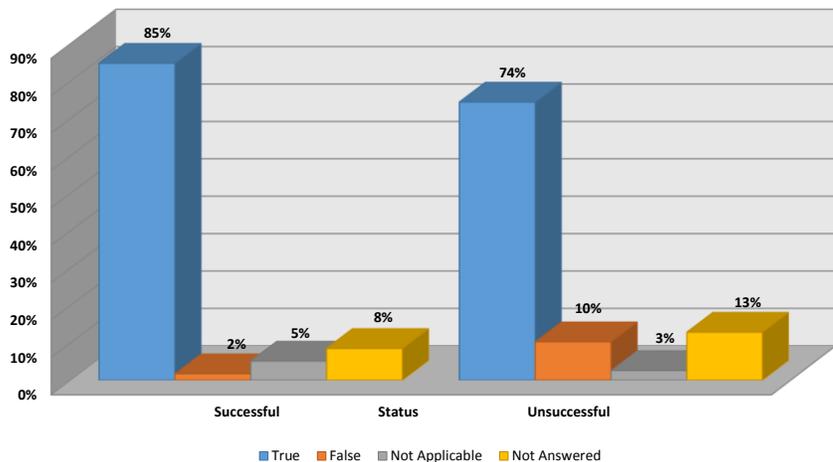
12c. Staff involved me in determining my eligibility services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	50	85%	29	74%	79	81%	18%	24%	21%
False	1	2%	4	10%	5	5%	27%	53%	43%
Not Applicable	3	5%	1	3%	4	4%	27%	24%	25%
Not Answered	5	8%	5	13%	10	10%	27%	0%	11%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Not really an issue

2%, 1 of 59 staff did NOT inform them of their need to be involved in the eligibility determination process
10%, 4 of 39 staff did NOT inform them of their need to be involved in the eligibility determination process

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



2016 Consumer Satisfaction Survey

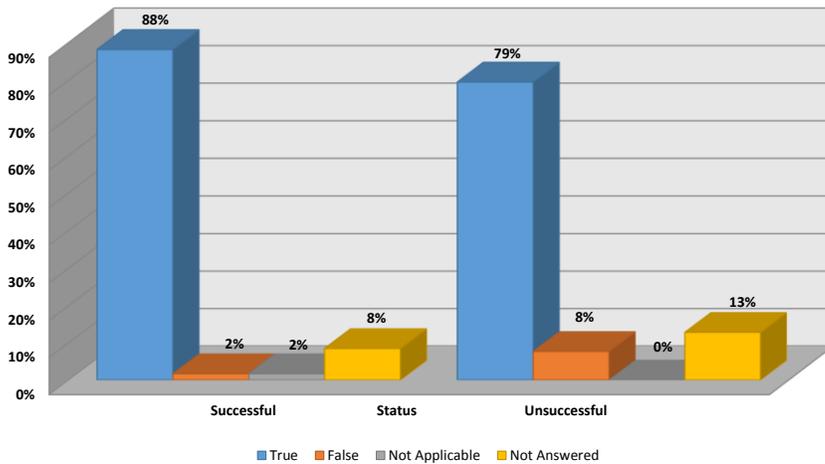
12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	52	88%	31	79%	0	0%	55%	41%	46%
False	1	2%	3	8%	2	100%	0%	41%	25%
Not Applicable	1	2%	0	0%	0	0%	18%	18%	18%
Not Answered	5	8%	5	13%	0	0%	27%	0%	11%
Total	59	100%	39	100%	2	100%	100%	100%	100%

Not really an issue

2%, 1 of 59 staff did NOT notify them of when they were eligible to begin services
8%, 3 of 39 staff did NOT notify them of when they were eligible to begin services

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



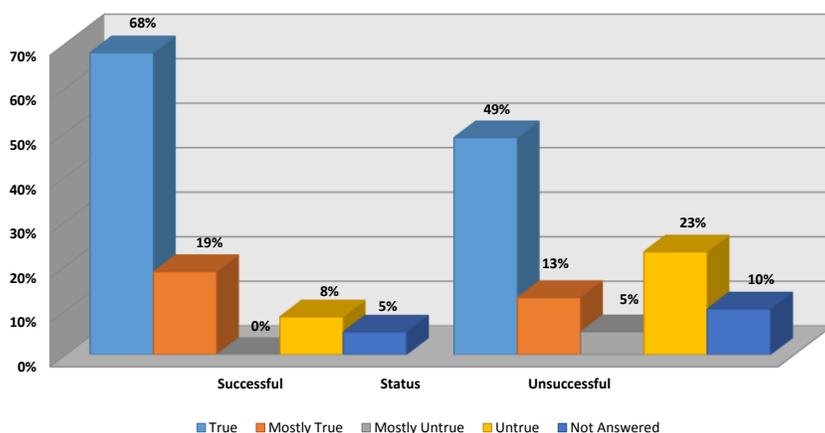
13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	40	68%	19	49%	59	60%	71%	37%	63%
Mostly True	11	19%	5	13%	16	16%	16%	23%	18%
Mostly Untrue	0	0%	2	5%	2	2%	3%	10%	5%
Untrue	5	8%	9	23%	14	14%	4%	20%	8%
Not Answered	3	5%	4	10%	7	7%	6%	9%	6%
Total	59	100%	39	100%	98	100%	100%	100%	100%

Noticeable difference in those placed vs not placed 28% to 3%

86%, 51 of 59 had their IPE carried out to their satisfaction
62%, 24 of 39 had their IPE carried out to their satisfaction
3%, 5 of 59 did NOT have their IPE carried out to their satisfaction
28%, 11 of 39 did NOT have their IPE carried out to their satisfaction

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



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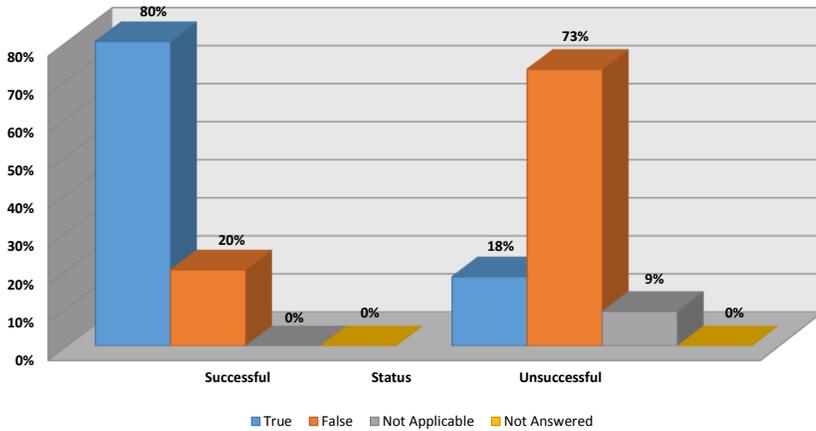
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	80%	2	18%	6	38%	23%	28%	26%
False	1	20%	8	73%	9	56%	50%	56%	54%
Not Applicable	0	0%	1	9%	1	6%	14%	16%	15%
Not Answered	0	0%	0	0%	0	0%	14%	0%	6%
Total	5	100%	11	100%	16	100%	100%	100%	100%

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

2%, 1 of 5 of 59 NOT all services on their plan were needed for them to achieve their employment goal
 21%, 8 of 11 of 39 NOT all services on their plan were needed for them to achieve their employment goal

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



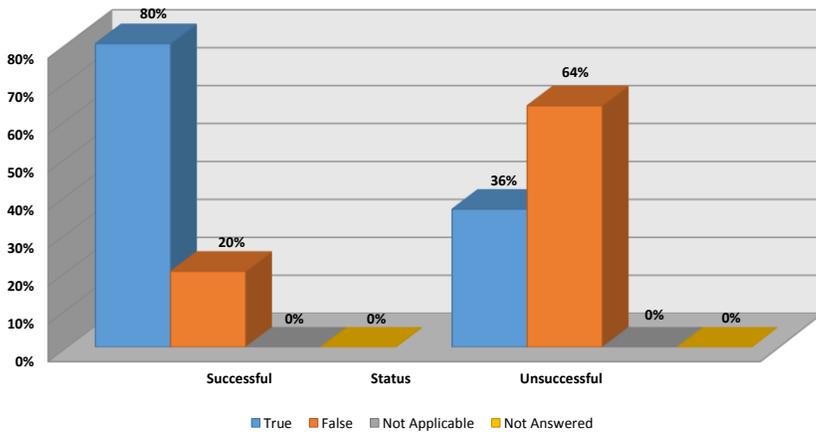
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	80%	4	36%	8	50%	23%	16%	19%
False	1	20%	7	64%	8	50%	50%	63%	57%
Not Applicable	0	0%	0	0%	0	0%	14%	22%	19%
Not Answered	0	0%	0	0%	0	0%	14%	0%	6%
Total	5	100%	11	100%	16	100%	100%	100%	100%

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

2%, 1 of 5 of 59 NOT everyone involved in their plan worked well together to address issue
 18%, 7 of 11 of 39 NOT everyone involved in their plan worked well together to address issue

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



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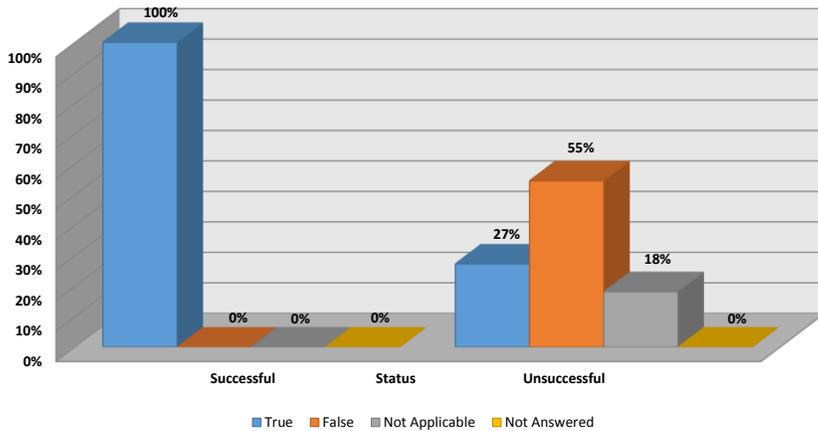
13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	100%	3	27%	8	50%	36%	28%	31%
False	0	0%	6	55%	6	38%	41%	50%	46%
Not Applicable	0	0%	2	18%	2	13%	9%	19%	15%
Not Answered	0	0%	0	0%	0	0%	14%	3%	7%
Total	5	100%	11	100%	16	100%	100%	100%	100%

Not really an issue

0%, 0 of 5 of 59 changes to their plans were NOT considered or made when appropriate
 15%, 6 of 11 of 39 changes to their plans were NOT considered or made when appropriate

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



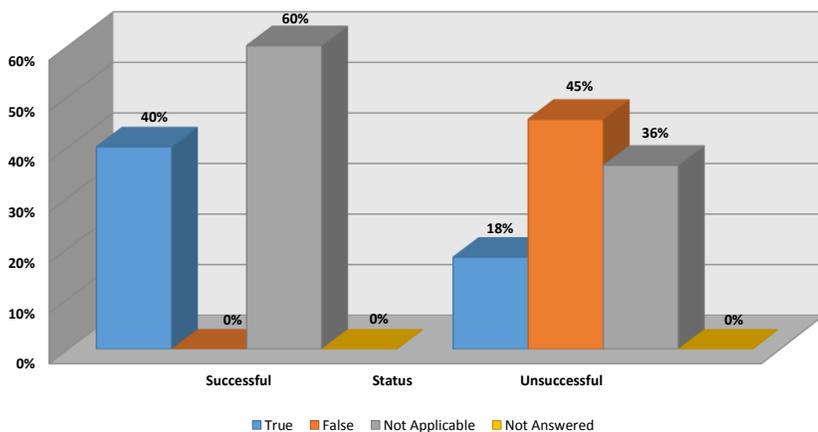
13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	2	18%	4	25%	14%	6%	9%
False	0	0%	5	45%	5	31%	50%	59%	56%
Not Applicable	3	60%	4	36%	7	44%	23%	31%	28%
Not Answered	0	0%	0	0%	0	0%	14%	3%	7%
Total	5	100%	11	100%	16	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

0%, 0 of 5 of 59 vendors and community partners did NOT provide services consistent with their plan
 13%, 5 of 11 of 39 vendors and community partners did NOT provide services consistent with their plan

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



2016 Consumer Satisfaction Survey

14. VR staff adequately accommodated by disability?

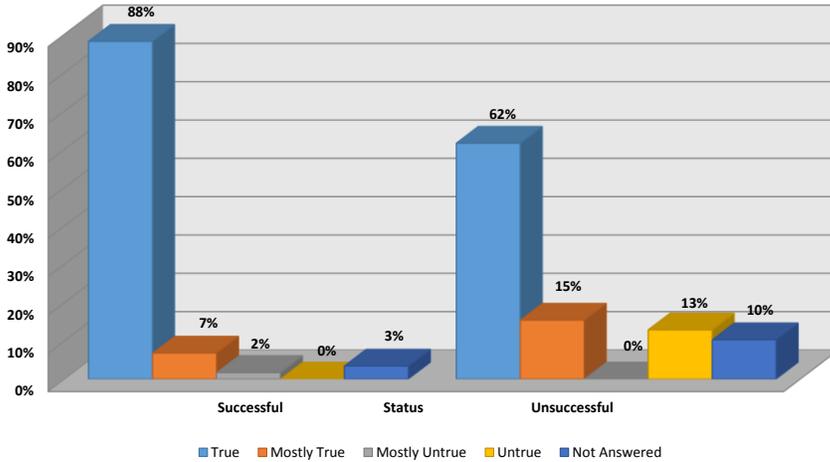
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	52	88%	24	62%	76	78%	73%	42%	65%
Mostly True	4	7%	6	15%	10	10%	18%	23%	19%
Mostly Untrue	1	2%	0	0%	1	1%	2%	10%	4%
Untrue	0	0%	5	13%	5	5%	2%	15%	6%
Not Answered	2	3%	4	10%	6	6%	5%	9%	6%
Total	59	100%	39	100%	98	100%	100%	100%	100%

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

95%, 56 of 59 their disabling condition was adequately accommodated
77%, 30 of 39 their disabling condition was adequately accommodated

2%, 1 of 59 their disabling condition was NOT adequately accommodated
13%, 5 of 39 their disabling condition was NOT adequately accommodated

14. VR Staff adequately accommodated my disability?



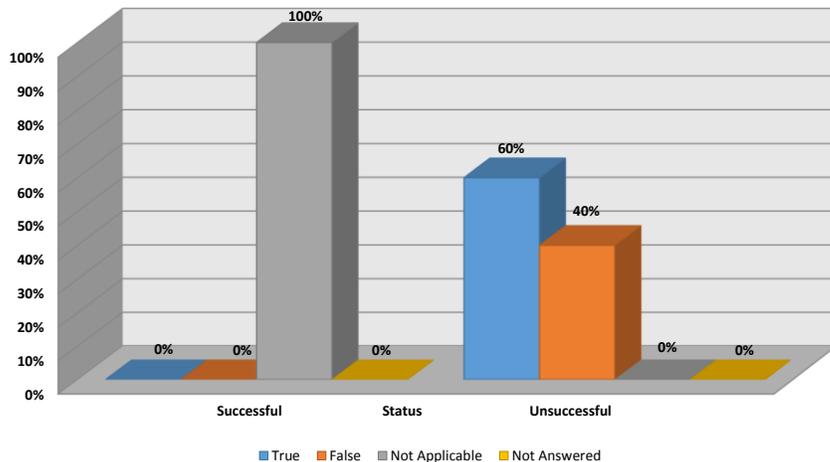
14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	3	60%	3	50%	60%	63%	62%
False	0	0%	2	40%	2	33%	20%	26%	24%
Not Applicable	1	100%	0	0%	1	17%	7%	7%	7%
Not Answered	0	0%	0	0%	0	0%	13%	4%	7%
Total	1	100%	5	100%	6	100%	100%	100%	100%

This is pretty much a non-issue

0%, 0 of 1 of 59 staff did NOT schedule appointments in accessible locations
5%, 2 of 5 of 39 staff did NOT schedule appointments in accessible locations

14a. Staff scheduled appointments in accessible locations?



2016 Consumer Satisfaction Survey

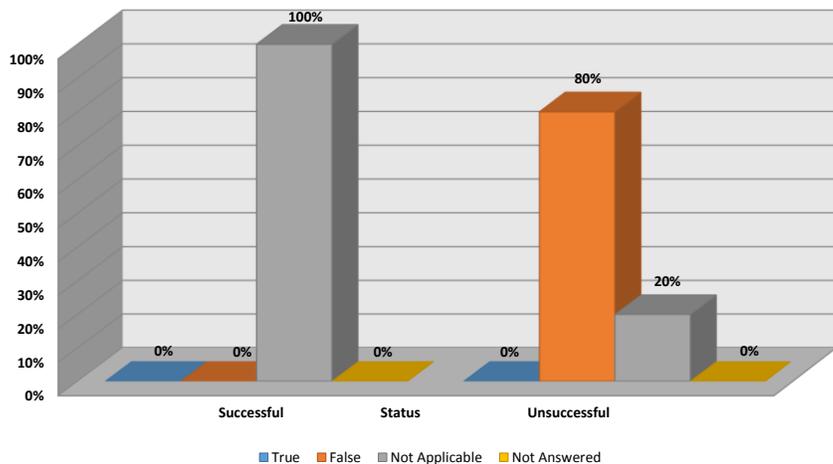
14b. Staff supported me as a partner in the planning process.

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	20%	30%	26%
False	0	0%	4	80%	4	67%	53%	63%	60%
Not Applicable	1	100%	1	20%	2	33%	13%	4%	7%
Not Answered	0	0%	0	0%	0	0%	13%	4%	7%
Total	1	100%	5	100%	6	100%	100%	100%	100%

This has a wide discrepancy between those with placements and those without

0%, 0 of 1 of 59 staff did NOT support me as a partner in the planning process
10%, 4 of 5 of 39 staff did NOT support me as a partner in the planning

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



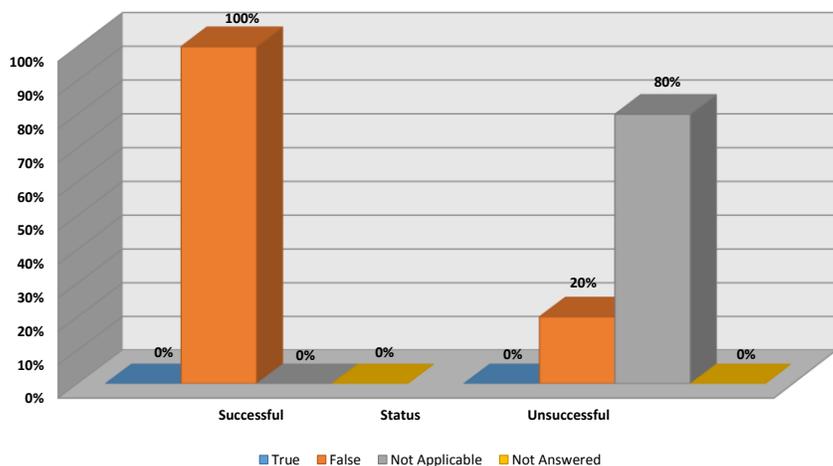
14c. Staff fulfilled my request for written communication?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	27%	37%	33%
False	1	100%	1	20%	2	33%	33%	59%	50%
Not Applicable	0	0%	4	80%	4	67%	27%	0%	10%
Not Answered	0	0%	0	0%	0	0%	13%	4%	7%
Total	1	100%	5	100%	6	100%	100%	100%	100%

This is pretty much a non-issue

2%, 1 of 1 of 59 staff did NOT fulfill their request for written communication
3%, 1 of 5 of 39 staff did NOT fulfill their request for written communication

14c. Staff fulfilled my request for written communication?



2016 Consumer Satisfaction Survey

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

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	0%	11%	7%
False	1	100%	5	100%	6	100%	60%	78%	71%
Not Applicable	0	0%	0	0%	0	0%	27%	7%	14%
Not Answered	0	0%	0	0%	0	0%	13%	4%	7%
Total	1	100%	5	100%	6	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 8.

2%, 1 of 1 of 59 staff did NOT refer them to community partners who understood their disability

13%, 5 of 5 of 39 staff did NOT refer them to community partners who understood their disability

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

