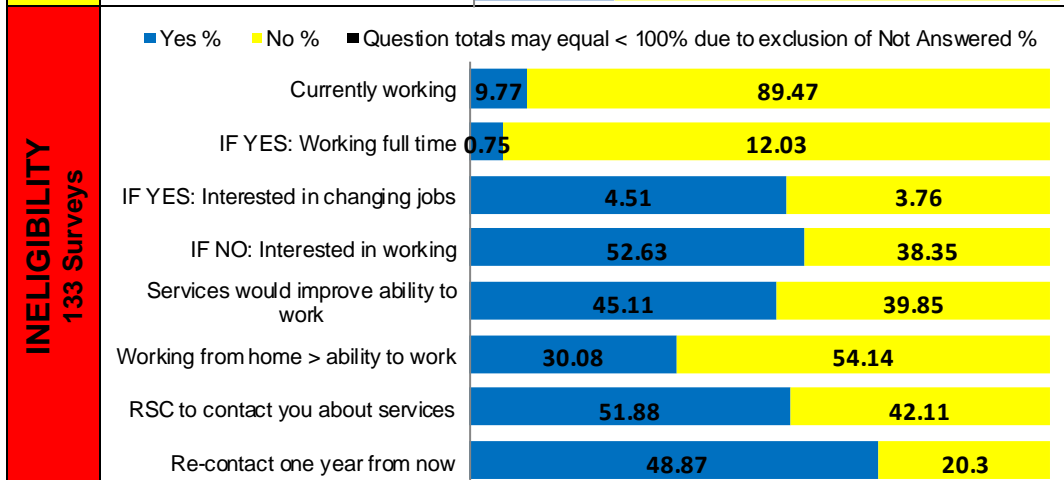
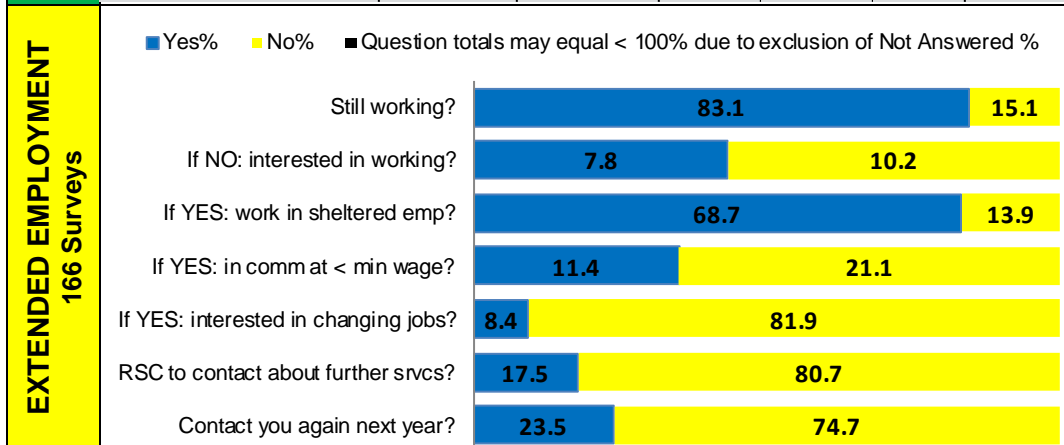


**CONSUMER SURVEYS FFY 2013: 10/1/2012 – 3/31/2013**

This summary of data is compiled from consumer surveys completed in accordance to [30-QA-02 Consumer Survey Policy](#). More detailed information can be obtained by referencing the [VIS PIE Workbook](#).

CONSUMER SATISFACTION 48 Surveys		Completely Satisfied/ Yes %	Somewhat Satisfied/ No %	Neither %	Somewhat Unsatisfied %	Not at All %	No Answer %
	Locations convenient/ accessible	93.75	4.17	2.08	0	0	0
	Understand the process	85.42	8.33	2.08	2.08	2.08	0
	Treated with respect/ dignity	93.75	2.08	2.08	0	2.08	0
	Staff knowledgeable/ Supportive	91.67	2.08	2.08	2.08	2.08	0
	Staff prompt/ timely	85.42	6.25	4.17	2.08	2.08	0
	Involved in decision making	85.42	6.25	2.08	0	6.25	0
	Received services needed	66.67	10.42	12.5	4.17	4.17	2.08
	Happy with job	39.58	2.08	45.83	6.25	4.17	2.08
	Life is better	68.75	14.58	4.17	4.17	4.17	4.17
	Recommend friends/ family	87.5	0	2.08	6.25	2.08	2.08
	Would you like to be contacted by a supervisor?	20.83	79.17	0	0	0	0



**PIE STAFF**

Janet Cool, MSSA	Manager-PIE	614-438-1282	<a href="mailto:Janet.Cool@rsc.ohio.gov">Janet.Cool@rsc.ohio.gov</a>
Lisa Dilmore, MA; M.Ed	RPS-PIE	419-866-5811	<a href="mailto:Lisa.Dilmore@rsc.ohio.gov">Lisa.Dilmore@rsc.ohio.gov</a>
Alana A. Evans, MS	RPS-PIE	614-438-1283	<a href="mailto:Alana.Evans@rsc.ohio.gov">Alana.Evans@rsc.ohio.gov</a>

**Completely Satisfied Consumers**  
\* All responses = "Completely Satisfied"

**BVR** – Bonnie Kallay  
(Columbus BVR 1), Gary Biddle (Cincinnati BVR 1), William Koch (Youngstown BVR 1), Barbara Sloan (Mansfield BVR 1)

**VRP3** – Dara Gage  
(Bridges-Miami DD), Vincent Nimrichter (Erie/Ottawa)

**"They were really good. I have a good job."**

**"Keep up the good work."**

**Consumer Satisfaction:** Ratings have increased for all items since FFY 2012.

**Extended Employment:** Since 2012, there has been a significant increase in those still working in sheltered employment.

**Ineligibility:** Compared to 2012, more consumers responded they are interested in working.

**Next Survey Summary will be issued August 2013 and will include cumulative totals through June 2013.**

**Consumer Survey Response Rate**

