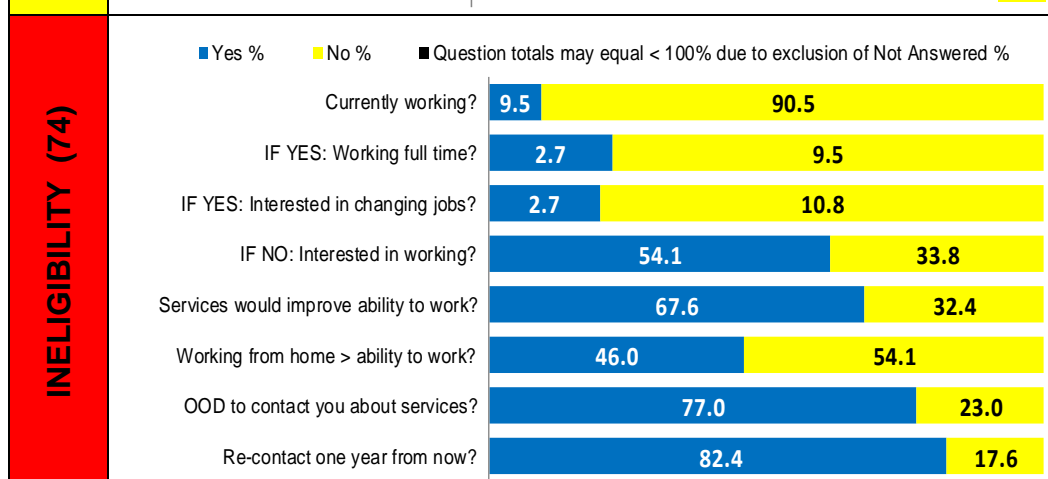
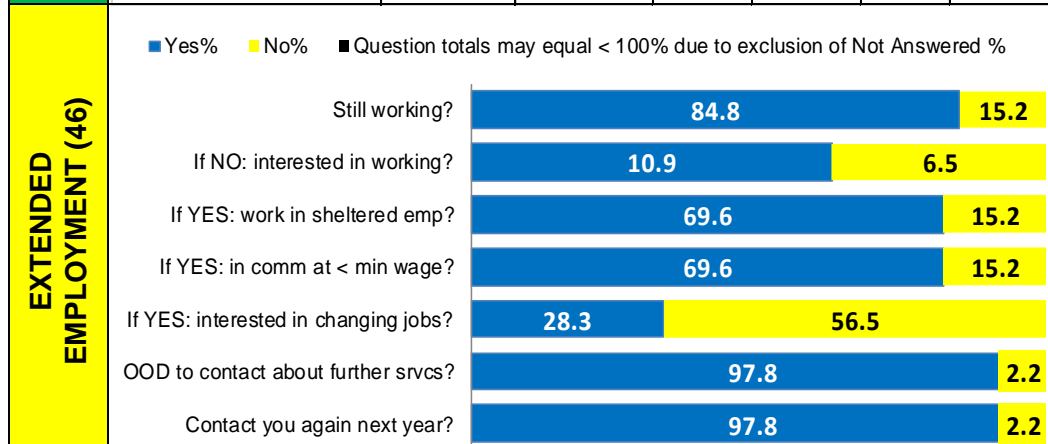


APPLICANT AND ELIGIBLE INDIVIDUAL SURVEYS FFY 2015: 10/1/2014 –9/30/2015

This summary of data is compiled from participant surveys completed in accordance with [30-QA-02 Applicant and Eligible Individual Surveys procedure](#). More detailed information can be obtained by referencing the [VIS MCU Workbook](#).

SATISFACTION (104)		Completely Satisfied/Yes %	Somewhat Satisfied/No %	Neither %	Somewhat Unsatisfied %	Not at All %	No Answer %
	Locations convenient/ accessible	80.77	13.46	3.85	0.96	0.96	0
	Understand the process	76.92	15.38	3.85	0.96	2.88	0
	Treated with respect/ dignity	85.58	12.5	0.96	0.96	0	0
	Staff knowledgeable/ Supportive	76.92	17.31	0.96	3.85	0	0.96
	Staff prompt/ timely	77.88	13.46	1.92	5.77	0.96	0
	Involved in decision making	75.96	15.38	3.85	1.92	2.88	0
	Received services needed	61.54	19.23	8.65	3.85	5.77	0.96
	Happy with job	28.85	10.58	41.35	1.92	5.77	11.54
	Life is better	61.54	15.38	18.27	1.92	2.88	0
	Recommend friends/ family	75	14.42	6.73	0.96	2.88	0
	Would you like to be contacted by a supervisor?	16.35	78.85	0	0	0	4.81



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Completely Satisfied Applicants and Eligible Individuals

BVR

Akron BVR 3
Mansfield BVR 1
Canton BVR 2
Cincinnati BVR 4

* All responses = "Completely Satisfied" 8/1/2015 – 9/30/2015



Applicants/Eligible Individuals Survey Response Rate

■ # Attempted ■ # Responded

