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 45 Surveys

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

## EXTENDED EMPLOYMENT 166 Surveys

- **If NO: interested in working?**
  - 7.8
- **If YES: work in sheltered emp?**
  - 68.7
- **If YES: in comm at < min wage?**
  - 11.4
- **If YES: interested in changing jobs?**
  - 8.4
- **RSC to contact about further services?**
  - 17.5
- **Contact you again next year?**
  - 23.5

## INELIGIBILITY 133 Surveys

- **Currently working**
  - 9.77
- **IF YES: Working full time**
  - 6.75
- **IF YES: Interested in changing jobs**
  - 4.51
- **IF NO: Interested in working**
  - 52.63
- **Services would improve ability to work**
  - 45.11
- **Working from home > ability to work**
  - 30.08
- **RSC to contact you about services**
  - 51.88
- **Re-contact one year from now**
  - 48.87

## PIE STAFF

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**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.