



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

SUSAN CORBIN
DIRECTOR

Dear MRS Customer:

On behalf of Michigan Rehabilitation Services (MRS) and the Michigan Council for Rehabilitation Services (MCRS), Project Excellence at Michigan State University (MSU) is conducting a statewide customer satisfaction survey to get your input about what MRS and the Council can do to improve our work.

Your participation in this survey is voluntary. Please be assured that your eligibility to receive services from MRS will not be affected if you choose not to participate. If you do choose to participate, your answers to the questions will be seen and analyzed only by researchers at MSU, and no individual information about you will be included in any reports. All of the information is reported in group totals.

If you want someone from MRS to contact you, please check "yes" for the last question on the survey AND write your name and current telephone number on the form. Please know that if you list your name, your answers on the survey will be shared with the manager who will call you.

Your input is important to us! Please take a few minutes to complete and return the enclosed survey in the pre-addressed, postage-paid envelope. If you have questions or need assistance completing the survey, contact toll-free at 800-605-6722 (voice) or Dial Relay 7-1-1. Contact may also be by email at LEO-MRS-Customer-Satisfaction-Survey@michigan.gov.

Sincerely,

Handwritten signature of Sigrid Adams in black ink.

Sigrid Adams, Bureau Director
Michigan Rehabilitation Services

Handwritten signature of Carol Bergquist in black ink.

Carol Bergquist, Chair
Michigan Council for Rehabilitation Services