

**Project Excellence:
A Program Evaluation Partnership**

Office of Rehabilitation and Disability Studies
Michigan State University

Michigan Rehabilitation Services
Department of Labor and Economic Opportunity

**Customer Satisfaction at Exit Report
Fiscal Year 2023**

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INTRODUCTION

Measuring Customer Satisfaction (CS) in the state Vocational Rehabilitation (VR) agency is critical in terms of customer involvement and empowerment as well as accountability of the program. According to the mandate stipulated in the Rehabilitation Act of 1973, as amended, the designated state VR agency is to track customer satisfaction as it relates to service provision key indicators. Since 2003, Michigan Rehabilitation Services (MRS) has charged Project Excellence (PE) with the task of evaluating customer satisfaction through the exit survey process.

For the purposes of this report, it is crucial to provide a clear, specific, and agreed upon definition of the concept of customer satisfaction. Kosciulek (2003) presented evidence that customer satisfaction with VR services was a complex, multidimensional construct consisting of a specific set of factors. These findings, when combined with the results of other studies (e.g., Koch & Merz, 1995; Schwab & Fenoglio, 1992) and state and federal mandates related to the evaluation and reporting of customer satisfaction data, indicate that customer satisfaction with VR services consists of the following components:

1. Customer Participation, Choice, and Involvement in the VR Process
2. Relationship with Counselor, Timeliness of Services, and Customer Service
3. Satisfaction with Services Received
4. Job Satisfaction (specific domains: pay, benefits, chance to move up, job security)
5. Overall Job Satisfaction
6. Overall Satisfaction with the VR Process and Agency

These components served as the foundation for the development of items on the MRS Customer Satisfaction Survey. The original survey was designed and piloted in 2002-03 by a committee composed of MRS staff, Michigan Council for Rehabilitation Services (MCRS) members and PE staff. PE continues to meet periodically with MRS and MCRS to review the design and implementation methodology of the Customer Satisfaction Survey. Although minor changes have been made to the survey since its inception, the primary framework has remained essentially unchanged.

METHOD

The targeted population for the CS at Exit survey was VR participants who initiated their IPE based services and exited MRS during the selected two months (e.g., June and September of 2023). By employing a multi-faceted approach and offering adequate time for participation, the survey administration sought to maximize the number of responses and gather valuable insights to enhance the customer satisfaction survey effectively.

For the FY 2023 CS Exit survey, the FY 2022 survey instrument with a slightly reduced number of questions was used. The survey was distributed through two channels: U.S. postal mail and email. The process commenced with the online survey launched on the Qualtrics platform, where PE sent invitation emails to VR participants who had previously provided their email addresses to MRS during the selected months (i.e., June and September of 2023). Additionally, a reminder

note was sent a week later to encourage their participation.

Participants were given nearly one month to take part in the online survey. Subsequently, PE identified those who did not participate in the online survey or whose email addresses were not found in the Aware system. The mailing list of these individuals was then forwarded to MRS. The LEO Mass Mailing Department mailed a cover letter, survey instrument, and pre-addressed, postage-paid return envelope to each participant.

This report provides the summary of quantitative findings as well as a qualitative analysis of the comments received from the respondents. To help better understand the CS trend, the readers can make a comparison of the 2023 satisfaction rates with those of 2022 and 2021. In addition, the potential impacts of exit status, minority status, and other individual characteristics (e.g., age, type of disabilities) on satisfaction levels are investigated and discussed.

RESULTS

I. Quantitative Data Analyses

In FY 2023, 1,945 customers were identified for the CS at Exit Survey Project in the AWARE case management system as they exited MRS during the selected time periods (June and September 2023). Initially, an invitation email was sent to 1,794 customers who had provided MRS with their email address. While 89 survey invitation emails were bounced back, 154 completed the online survey.

The paper and pencil surveys were mailed out to the rest of customers (n=1,640). A total of 129 paper and pencil surveys were returned as undeliverable and without a forwarding address. Of the remaining customers, 97 returned a paper and pencil survey. In FY 2023, a total of 251 customers participated in the survey, with a response rate of 12.9%. It should be noted that the 2023 survey response rate is much lower than those of 2022 (18.4%), 2021 (21.3%), and 2020 (20.2%).

It is difficult to account for the drastic drop in the 2023 response rate, but one possible reason would be related to an incident happened in the mailing process; the original mailing package accidentally did not include a return envelope. It should be noted that the mailing department mailed another survey package with the return envelope later. When reviewing the 2022 returned surveys (n=597), 39.0% (n=233) were completed via the online platform. However, an opposite trend was observed in 2023: the online survey (61.4%; n=154) versus paper and pencil survey (38.6%; n=97). The response rate by survey type will be revisited and monitored in the next year to explore whether it was just a single incident or a change in behavioral patterns.

Demographic Characteristics and Response Rates

Table 1 compares demographic characteristics between the entire survey sample (N=1,945) and the survey participants (n=251) as well as the response rate by each customer characteristic. Overall, the 2023 findings were consistent with those reported in the past years, indicating the significance of customer characteristics in influencing response rates.

- ❖ The majority of survey respondents (80.1%) were customers with an employment outcome. The response rate for this group (19.3%) was greater than the rate for participants without an employment outcome (5.5%).
- ❖ Continuing the trend from previous years, the response rate for men (12.9%) was slightly lower than that for women (13.1%). However, the gap in response rates between the two groups decreased noticeably in 2023.
- ❖ Similarly, the consistent trend from previous years was observed with the response rate of all racial minority customers (9.3%) remaining lower than that of White customers (14.4%).
- ❖ A positive association between age and response rate indicates that older participants were more willing to participate in the survey. For example, the two younger participants (<=25 and 26-35) had the lowest response rates (6.5% and 6.0%, respectively), while those aged 65 and above exhibited the highest response rate (28.4%).

Table 1: Demographic Characteristics and Response Rates

	Entire Sample (N = 1,945)		Respondents (n = 251)		
	n	%	n	%	Response Rate*
Exit Status					
Exited-Other (with a plan)	901	46.3	50	19.9	5.5%
Exited-Employed	1,044	53.7	201	80.1	19.3%
Gender					
Male	1,143	58.8	148	59.0	12.9%
Female	785	40.4	103	41.0	13.1%
Not Identified	17	0.9	0	0.0	0.0%
Race/Ethnicity					
White	1,366	70.2	197	78.5	14.4%
Black or African American	435	22.4	36	14.3	8.3%
American Indian or Alaskan Native	11	0.6	1	0.4	9.1%
Asian & Pacific Islander	24	1.2	3	1.2	12.5%
Hispanic or Latino	49	2.5	8	3.2	16.3%
Multiracial	60	3.1	6	2.4	10.0%
Age at Application					
<= 25	773	39.7	50	19.9	6.5%
26-35	217	11.2	13	5.2	6.0%
36-50	316	16.2	39	15.5	12.3%
51-64	470	24.2	101	40.2	21.5%
>=65	169	8.7	48	19.1	28.4%

* Response rate for all participants = 12.9%

Table 2 provides the distributions of participants and corresponding response rates by the significance of disability and the type of the primary disabilities.

Table 2: Significance and Type of Disabilities and Response Rates

	Entire Sample (N=1,945)		Respondents (n=251)		
	n	%	n	%	Response Rate*
Significance of Disability					
Most Significant Disability	1,212	62.3	117	46.6	9.7%
Significant Disability	461	23.7	78	31.1	16.9 %
No Significant Disability	237	12.2	52	20.7	21.9%
Type of Primary Disability					
Blindness/Visual Impairments**	10	0.5	3	1.2	30.0%
Deafness/Hearing Impairments	577	29.7	138	55.0	23.9%
Physical Impairments-Orthopedic/Neuro.**	57	2.9	5	2.0	8.8%
Other Physical Impairments	249	12.8	23	9.2	9.2%
LD	188	9.7	12	4.8	6.4%
ADHD	100	5.1	3	1.2	3.0%
Intellectual Disabilities	124	6.4	11	4.4	8.9%
Autism	191	9.8	22	8.8	11.5%
Mental Illness	322	16.6	24	9.6	7.5%
Substance Abuse**	45	2.3	4	1.6	8.9%
TBI**	18	0.9	2	0.8	11.1%
Communicative/All Other**	64	3.3	4	1.6	6.3%

* Response rate for all participants = 12.9%

** Small Sample Size: Interpret the results carefully.

In 2023, 86.0% of the entire sample reported having impairments rated as significant or most significant disabilities. Their response rate (11.7%) was lower than individuals without significant disabilities (21.9%).

With regard to the type of primary disability, customers with certain conditions showed a higher participation rate. Specifically, individuals with deafness/hearing impairments had a high response rate at 23.9%. On the other hand, participants with specific disabilities exhibited lower response rates: 6.4% for LD, 6.3% for Communicative/All Other, and 3.0% for ADHD.

It is essential to interpret the results with caution, considering a relatively small sample size of participants in these categories: 0.5% for blindness/visual impairments, 2.9% for Physical Impairments-Orthopedic/Neuro., 2.3% for substance abuse, 0.9% for TBI, and 3.3% for communicative/all other. The limited sample size suggests that these percentages should not be generalized, and further investigation may be required to draw more definitive conclusions.

Customer Satisfaction of All Respondents

General Satisfaction Questions (Questions 1 - 8)

Of the 251 survey respondents, this section reports responses of 250 customers who answered at least four of eight general satisfaction questions (considered usable surveys). Table 3 illustrates the percentages of customers who responded with “*Definitely YES*” or “*Mostly YES*” to each of the eight questions (satisfaction rate) and compares the results of the last two years.

Note that the 2021 satisfaction rates for Q4 and Q8 are unavailable as they were newly added in 2022.

Table 3: Customer Satisfaction from FY 2021 - 2022

	2021 (n=596)	2022 (n=596)	2023 (n=250)
Q1. Involvement in choosing job goals	92.6%	90.2%	91.8%
Q2. Involvement in choosing services	91.5%	90.0%	92.6%
Q3. Counselor understanding of customer needs	91.6%	88.7%	91.6%
Q4. Counselor assistance to obtain/maintain a job (NEW) ⁺⁺	-	84.9%	86.4%
Q5. How long it took to receive services	86.5%	82.8%	85.9%
Q6. Services received	89.6%	85.3%	87.2%
Q7. Overall experience with MRS	90.3%	85.5%	87.1%
Q8. Likelihood to recommend MRS to others (NEW) ⁺⁺	-	86.0%	89.2%

⁺⁺ Two questions were added in 2022.

When comparing the 2022 satisfaction rates, FY 2023 saw an overall increase across all aspects of the VR service process and outcomes. Remember that the 2023 response rate (12.9%) is much lower than the previous years (i.e., 18.4% in 2022; 21.3% in 2021); therefore, that the satisfaction rates could be outliers and it would be difficult to generalize the results.

- ❖ In 2023, 91.8% of respondents reported that they were satisfied or very satisfied with their involvement in setting job goals (Q1).
- ❖ 92.6% of respondents were satisfied or very satisfied with their level of involvement in choosing the services they received from MRS (Q2).
- ❖ 91.6% of respondents indicated that they were satisfied with counselor understanding of their needs (Q3), which is higher than the 2022 rate (88.7%).
- ❖ 86.4% of respondents were satisfied or very satisfied with counselor assistance of obtaining or maintaining jobs (Q4).
- ❖ 85.9% of respondents reported that they were satisfied or very satisfied with the time it took to receive services (Q5).

- ❖ 87.2% of respondents were satisfied or very satisfied with the services they received (Q6).
- ❖ 87.1% of respondents expressed satisfaction with their overall experience with MRS (Q7).
- ❖ 89.2% of all respondents indicated they would recommend MRS to a family member, friend, or colleague (Q8). This rate is higher than the rate of 2022 (86.0%)

Job Satisfaction Questions

Following the first eight questions about general satisfaction (shown above), each survey participant was asked about their current employment status in the next question: “Are You Working Now?” Respondents who indicated that they were currently working were additionally asked to complete four more questions in relation to their current job. Table 4 presents the results in their perceived job satisfaction (marked satisfied or very satisfied).

Specifically, 82.9% (n=203) indicated they were currently employed. Of them, however, only 199 responses were counted as valid (i.e., they completed at least two out of the four work related satisfaction questions). As would be expected, most respondents (92.5%) exited MRS with a successful employment outcome. While the 2023 job satisfaction rates for Q12 and Q14 are higher than the 2022 rates, Q13 and Q15 showed a slight decrease compared to those observed in 2021 and 2022.

Table 4: Job Satisfaction from FY 2021 - 2023

Job Satisfaction Questions	2021 (n=442)	2022 (n=443)	2023 (n=199)
Q12. Wages earned ⁺⁺	-	91.4%	92.9%
Q13. Job benefits	88.0%	85.7%	84.7%
Q14. Chance to move up/promotion	87.0%	83.3%	87.1%
Q15. Job overall	95.0%	94.8%	93.9%

⁺⁺ This question was newly added.

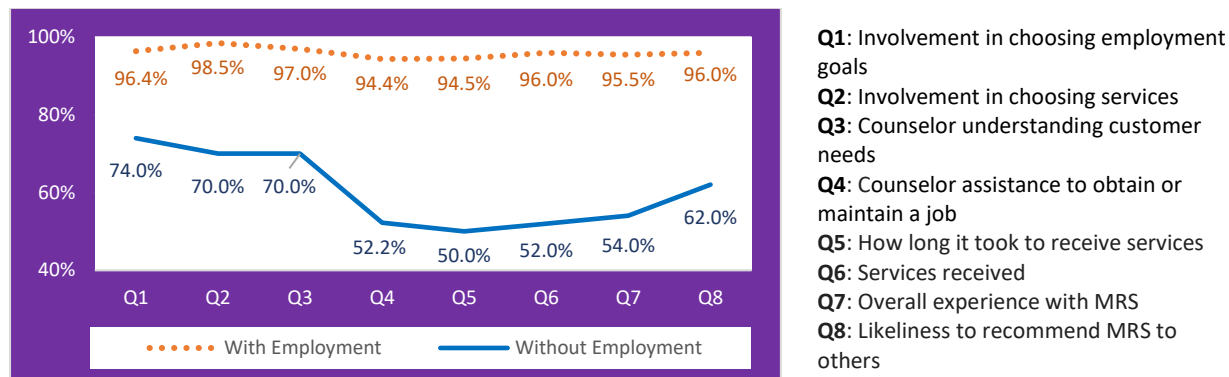
- ❖ The majority of working respondents (92.9%) reported that they were satisfied or very satisfied with their current wages (Q12).
- ❖ 84.7% of working respondents were satisfied or very satisfied with their job-related benefits (e.g., health insurance, vacation, sick leave).
- ❖ 87.1% of working respondents reported that they were satisfied or very satisfied with their opportunities for advancement in their current job (Q14).
- ❖ 93.9% indicated their satisfaction with their current job overall (Q15).

Customer Satisfaction by Type of Exit

As reviewed above, a higher proportion (80.1%) of usable respondents exited MRS with an employment outcome. As expected, respondents who had achieved an employment outcome at exit reported a significantly higher level of satisfaction on all eight general satisfaction questions, compared to those who had not. Figure 1 displays the average satisfaction rate (*Definitely YES* or *Mostly YES*) for each question by type of exit. According to the Figure 1, at least 94.4% of participants with an employment outcome indicated that they responded as *definitely* or *mostly* agreed with all eight general satisfaction questions (ranging from 94.4% to 98.5%).

As for those without an employment outcome, a very low satisfaction rate was observed in relation to the length of time required to receive services (Q5, 50.0%), the services they received (Q6, 52.0%), and lack of assistance to obtain/maintain a job (Q4, 52.2%). The overall satisfaction rate for this exit group was 54.0% (vs. 95.5% for the employed at exit). Top three biggest discrepancies in satisfaction levels between these two exit groups were found in the length of time (Q5) and service (Q6), and counselor (Q4) related questions, and the gaps of the satisfaction rates were 44.5%, and 44.0%, 42.2% respectively.

Figure 1: Satisfaction Rates by Type of Exit for Questions 1-8 (FY 2023)



Three Year Trends in FY 2021 – 2023

The next set of analyses investigates changes in satisfaction rates for the general satisfaction questions (Q1 to Q8) for the two exit groups across the three-year period (see Table 5). Again, participants with a successful employment outcome reported a greater level of satisfaction than those without. The average satisfaction gap between two exit groups in 2023 is 35.5% (96.0% for the employed group vs. 60.5% for the unemployed group at exit).

Compared to the response rate (19.3%) of participants with an employment outcome, it should be noted that only 5.5% of unemployed customers participated in the survey, resulting in a relatively small sample size for this group (n=50). Therefore, the satisfaction rates for the unemployed respondents should be interpreted with caution. However, the length of time required to receive services, services they received, and counselor assistance with obtaining/maintaining a job were found as the areas of concern.

Table 5: Customer Satisfaction Rate by Type of Exit (FY 2021 – 2023)

	With Employment			Without Employment		
	2021 (n=471)	2022 (n=468)	2023 (n=200)	2021 (n=119)	2022 (n=128)	2023 (n=50)
Q1. Involvement in choosing job goals	97.6%	94.9%	96.4%	72.4%	73.6%	74.0%
Q2. Involvement in choosing services	96.8%	95.2%	98.5%	70.1%	71.7%	70.0%
Q3. Counselor understanding of customer needs	96.6%	95.5%	97.0%	71.6%	64.1%	70.0%
Q4. Counselor assistance to obtain/maintain a job	-	92.7%	94.4%	-	57.5%	52.2%
Q5. How long it took to receive services	93.0%	89.4%	94.5%	60.7%	58.4%	50.0%
Q6. Services received	95.5%	93.3%	96.0%	65.8%	56.3%	52.0%
Q7. Overall experience with MRS	96.1%	92.7%	95.5%	67.2%	59.4%	54.0%
Q8. Likelihood to recommend MRS to others	-	92.7%	96.0%	-	61.7%	62.0%
<i>Average Satisfaction Rates</i>	-	93.3%	96.0%	-	62.8%	60.5%
<i>2023 Average Gap between Two Exit Groups</i>	35.5%					

Overall Satisfaction with MRS by Demographic Characteristics and Type of Exit

This section is designed to specifically investigate whether certain demographic characteristics are associated with the response pattern on Question 7 (overall experience with MRS). As shown in Table 6, for example, male participants showed slightly higher employment outcome and satisfaction rates, compared to those of female. It is interesting to see a higher satisfaction rate among males with an employment outcome than females (97.5% male vs. 91.5% female); however, an opposite trend was observed among those without an employment outcome (44.8% male vs. 66.7% female). A careful interpretation should be advised due to a small sample size of those without an employment outcome (n=50).

Whites were more likely to exit MRS with an employment outcome (85.2% vs. 66.7%) and felt more satisfied with MRS services (90.3% vs. 80.6%) than Blacks or African Americans. When the exit type was controlled, an inconsistent finding was observed; employed White participants (96.4%) expressed a higher rate of satisfaction than employed African American participants (91.7%), but an opposite result was observed among those without a successful employment outcome (55.2% vs. 58.3%).

In regard to the type of disabilities, most participants with hearing impairments achieved an employment outcome (96.4%) and reported satisfaction with MRS services (98.5%). On contrary, a lower overall satisfaction rate was reported by the participants with intellectual disabilities, LD, autism, and mental illness.

Table 6: Customer Satisfaction by Demographic Characteristics (FY 2023)

Demographic Characteristics	N of Usable Surveys	Adjusted Rehab Rate (80.0%)	Satisfaction Rate		
			Overall (n=250; 86.8%)	W/ Emp (n=200; 95.0%)	WO Emp (n=50; 54.0%)
Gender					
Male	148	80.4%	87.1%	97.5%	44.8%
Female	102	79.4%	86.4%	91.5%	66.7%
Race/Ethnicity					
White	196	85.2%	90.3%	96.4%	55.2%
Minority	54	61.1%	74.1%	87.9%	52.4%
<i>Black or African American</i>	36	66.7%	80.6%	91.7%	58.3%
<i>American Indian or Alaskan Native</i>	1	100.0%	100.0%	100.0%	-
<i>Asian & Pacific Islander</i>	3	0.0%	66.7%	-	66.7%
<i>Hispanic or Latino</i>	8	62.5%	62.5%	60.0%	66.7%
<i>Multiracial</i>	6	50.0%	50.0%	100.0%	0.0%
Age at Application					
<= 25	49	59.2%	66.0%	76.7%	50.0%
26-35	13	69.2%	61.5%	88.9%	0.0%
36-50	39	66.7%	86.8%	96.0%	69.2%
51-64	101	90.1%	96.0%	98.9%	70.0%
>=65	48	93.8%	95.8%	100.0%	33.3%
Disability Priority Criteria					
Most Significant Disability	116	69.0%	78.6%	88.9%	55.6%
Significant Disability	78	92.3%	93.5%	98.6%	33.3%
Not Significant Disability	52	92.3%	98.1%	100.0%	75.0%
Type of Primary Disability					
Blindness/Visual Impairments	3	100.0%	100.0%	100.0%	-
Deafness/Hearing Impairments	138	96.4%	98.5%	100.0%	60.0%
Physical Impairments-Orthopedic/Neurological	5	40.0%	80.0%	100.0%	66.7%
Other Physical Impairments	23	56.5%	78.3%	84.6%	70.0%
LD	11	45.5%	66.7%	83.3%	50.0%
ADHD	3	0.0%	0.0%	-	0.0%
Intellectual Disabilities	11	81.8%	63.6%	66.7%	50.0%
Autism	22	59.1%	68.2%	84.6%	44.4%
Mental Illness	24	58.3%	70.8%	85.7%	50.0%
Substance Abuse	4	75.0%	100.0%	100.0%	100.0%
Traumatic Brain Injury	2	100.0%	100.0%	100.0%	-
Communicative/All Other Mental	4	75.0%	100.0%	100.0%	100.0%

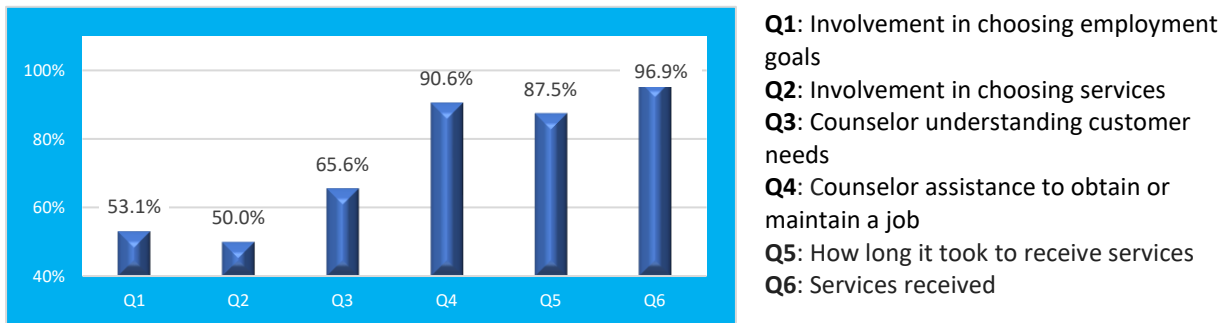
II. Further Investigation on Special Populations

Less Satisfied Customers with MRS

This section further investigates responses from customers who reported as either *Definitely No* or *Mostly No* to Question 7 (Were you satisfied with your overall experience with MRS?) and seeks to identify the factors related to their dissatisfaction. In 2023, 32 (12.9%) of the 250 survey respondents indicated they were dissatisfied with their overall experience with MRS.

Figure 4 displays their *dissatisfaction* rates on the six satisfaction questions. The 2023 cohort data indicate that their dissatisfaction was most related to the services they received (Q6; 96.9%), the counselor assistance with obtaining or maintaining a job (Q4; 90.6%), and how long it took to receive services (Q5; 87.5%). More than half of the customers also expressed their dissatisfaction on the first three questions. Note that the sample size is small (n=32) so the results should be interpreted with caution.

Figure 4: Dis-satisfaction Rates of Less Satisfied Customers (FY 2023)

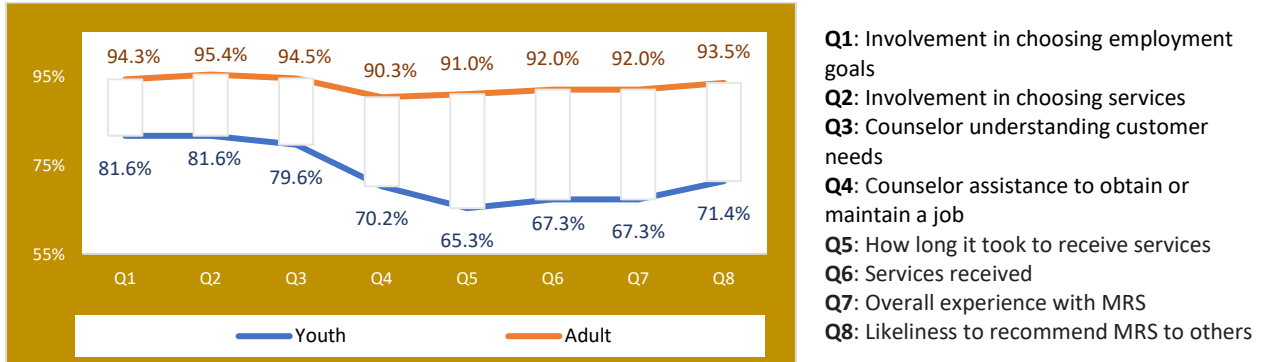


Young Customers

In 2023, a total of 49 (19.6% of the 250 usable respondents) young participants (<26 years at application) participated in the customer satisfaction survey. As displayed in the figure below, young customers exhibited lower satisfaction ratings in all eight questions. The 2023 patterns remained consistent with the previous results. It should be noted that the adjusted rehab rate of the target group (59.2%) is lower, compared to that of adults (85.1%), which is related to their satisfaction rates.

High satisfaction rate gaps were observed in multiple areas, including: length of time to receive services (Q5, 25.7%), services received (Q6, 24.7%), and overall experience with MRS (Q7, 24.7%). The least gap observed was in the involvements in in setting job goals (Q1, 12.7%) and in choosing services received (Q2, 13.8%). Considering a small sample size can be sensitive to changes, PE will continuously investigate whether the similar findings would be observed in 2024.

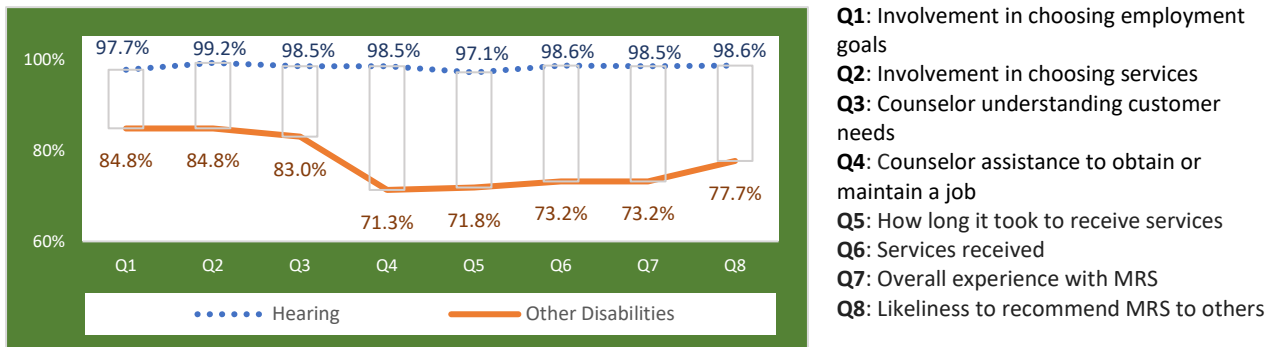
Figure 5: Satisfaction Rates of Younger Customers (FY 2023)



Customers with Hearing Impairments

In 2023, 138 (55.2%) of the 250 usable respondents were those with hearing impairments. As displayed in Figure 6, participants with hearing impairments showed higher satisfaction ratings in all eight questions. This disability group in general requires unique services (i.e., hearing aids) and VR procedures; their typical primary goal is to maintain employment, not obtain a new job. For those without hearing impairments, the overall satisfaction rate (Q7) was 73.2% (vs. 98.5%).

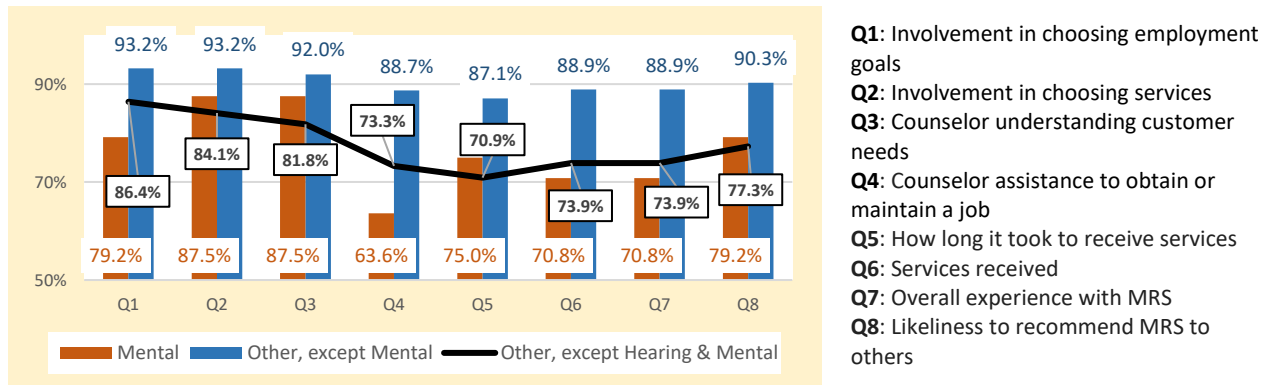
Figure 6: Satisfaction Rates of Customers with Hearing Impairments (FY 2023)



Customers with Mental Illness

In FY 2023, 24 (9.6%) of the 250 usable respondents had mental illness as their primary impairments. As displayed in Figure 7, this target disability group (red bar) showed much lower satisfaction ratings in all questions, in comparison to those without mental illness (blue bar). When removing customers with hearing impairments from the other disability group to make a valid comparison, the satisfaction rates decreased (back solid line). The overall satisfaction rate (Q7) of customers with mental illness was 70.8% (vs. 88.9% for customers without mental illness and 73.9% for customers without mental illness & hearing impairments). Again, a small sample size (n=24) requires careful interpretation.

Figure 7: Satisfaction Rates of Customers with Mental Illness (FY 2023)



III. Qualitative Data Analyses

In addition to the eight general and five job-related satisfaction questions, each customer was invited to respond to two open-ended questions designed to elicit their perspectives regarding areas that the survey did not cover, including experiences that detail and support their ratings on the previous satisfaction questions. The two open-ended questions adopted for the 2023 CS at Exit survey are as follows:

- Question 9: What was the most positive thing regarding your experience with MRS?
- Question 10: Based on your experience, what would you recommend to improve MRS services?

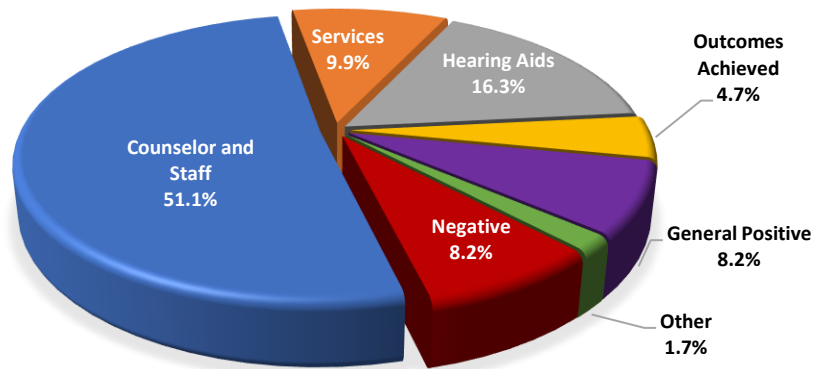
During FY 2023, 211 (84.1%) of the 251 customers who completed the CS at Exit survey provided comments, including simple answer such as yes or no, on at least one question. Approximately 83.1% of customers with an employment outcome, as compared to 88.0% without an employment outcome, provided qualitative feedback on the open-ended questions.

As a result of qualitative data analyses, patterns and common themes emerged in the customer comments that were thematically coded into several broad categories. Positive factors of MRS services were identified in the comments on Question 9, while Question 10 was used to report recommendations for service improvement. In order to increase the credibility and validity of the results, the main themes that each researcher found were discussed and the group reached a consensus on themes, patterns, concepts and insights.

Positive Experience with MRS

A total of 206 participants responded to Question 9: *What was the most positive thing regarding your experience with MRS?* The majority of them (n=166; 80.6%) had their cases closed with an employment outcome.

With regard to their most positive experiences, six primary themes emerged, including counselors and staff (51.1%), services they received (26.1%), specifically including hearing aids services (16.3%), outcomes achieved (4.7%), general positive experiences (8.2%), and other comments (1.7%). The remaining 8.2% of the comments were negative even though the Question 9 was designed to elicit positive aspects of their experience with MRS.



Note that the number of comments may not directly correspond with the number of people who responded as some respondents gave comments that fell into multiple categories. This section primarily focuses on positive comments and recommendations for improvement in MRS service delivery and outcomes.

Positive Experiences Related to Counselors and Staff

According to survey results, a total of 119 participants indicated their satisfaction with MRS counselors/staff and partner agency staff. The participants' comments illustrated how their positive experience was related to MRS counselors and internal/external staff. The most frequently mentioned positive experiences related to counselors and staff included counselor's competency and professionalism, attitudes of counselors and staff to customers, customers' relationship with counselors and staff. Examples are as follows:

- ... Dayna is great.
- ... Counselor was extremely helpful.
- ... Matt Davis was so very helpful with knee pain as well. Thank you.
- ... the helpful staff that worked through the process.
- ... Very positive experience!! Thank you!
- Aaron Cook is great in his job!
- All the woman at the alleged branch.
- Being cared about as a client and able to get the services I need!
- Brad was very helpful and patient with guiding me through the process and paperwork. Very kind also.
- Carol Gardner was very understanding with my situation and was able to explain the whole process from beginning to end in a way that I understood completely.
- Caroline Gorge is good at helping others. I like her energy, though, ... Arthur is the man who did almost all the leg work! He is an amazing person and very diligent. I really helped where he has helped me get to.
- Chris.

- Chris was always ready to listen and discuss how he could help.
- Communication was very good.
- Counselor was knowledgeable. She asks what was needed. She was pleasant and easy to talk to.
- Customer service, communication, informative, follow through.
- Emily gave me the hope and assurance I needed to keep moving forward. She was instrumental in my successful outcome.
- Fast response and informative help.
- Friendly, Professional.
- Great attitudes, and great follow up.
- Great communication and keep getting the accommodation I need! Great working w Kimberly. She was very helpful & listened to my needs to help me w accommodations that are needed on the job.
- Help with getting through all the forms efficiently.
- Helped with job aide.
- How helpful she is.
- How involved the employers were giving me their opinion honestly making me feel like I was important and the only one.
- How much fun it was working with my representative and much stuff I learned from her.
- How nice and concerned they are.
- How quickly the counselor responded to the need.
- How thorough and quick April was at getting my needs met. Thank you, April.
- How will they be to jump right in and develop a plan not only for my employment needs, but overall health and well-being wants and needs for myself. Most impressive is that they did all of this according to what I intended my career and life path to be in the near future.
- I had an emotional moment with my counselor and she remained professional as she listened as I confided in her with my personal information as well as making sure my needs were met. Thankyou.
- I really liked my counselor and his commitment to make this work for me.
- I want to be clear we liked working with our contracted counselor and job coach, ... The job coaches assigned to her were very good though.
- I was treated great; my counselor was professional and helped me along the way.
- I was very satisfied that the counselor knew and understood my needs and laid out a plan with me.
- Interacting with Zack and his timely Responses to things.
- It was relatively easy, and Ali was on top of the communications throughout the process.
- Jennifer is wonderful. She was always fast to answer questions. She made me very confident through the whole process.
- Jennifer Schaller made it easy for me to understand choices. She was not judgmental when I asked questions.
- Kimberly was an amazing counselor. Great follow up and clear explanations.
- Lisa was wonderful. She was very helpful and extremely professional. I really appreciate her.
- Megan and her quick responses and her knowledge of the Hearing Specialists in Brighton that I chose to use. The experience was great.
- Megan Tafel's training and Lj Gamble and Rebecca Flatt's common sense
- Megan was very nice.
- Mr. Milhouse was organized and professional. He is a great communicator, and he kept the process moving along in a very positive way.
- MRS Rep, Elizabeth understood everything we discussed. I thought I had no options.
- Ms. Calhoun was very understanding.

- Ms. Hall, MA, LPC - she knows how to get the job done.
- Ms. Neu was very helpful throughout the entire process! She was able to find Aaron a position quickly and efficiently!
- Ms. Webb was consistent and followed through on whatever she said.
- My case worker Tiffany Schafer was most helpful, kind and understanding.
- My case worker was fantastic.
- My case worker was very supportive and help me get exactly what I was wishing for.
- My counselor Cory, he was very understanding to my needs and ... Cory and MRS made it possible to continue doing my job! Thank you very much.
- My counselor Kimberly Childers was the best at communication and making my needs feeling heard.
- My counselor Marsha was absolutely fantastic, she listened to my challenges and helped me get through them and keep my job. For that I will be forever grateful.
- My counselor took her time and met all my needs and was caring and concerned.
- My counselor was great and very helpful!
- My counselor was incredibly gracious and understanding. They were very helpful in the entire process. We are very fortunate to have the MRS team in Grand Rapids.
- My counselor was very good at keeping timely responses.
- My counselor was very helpful and knowledgeable. She always returns calls, promptly sends information and is encouraging and friendly.
- My counselor, Steve Pelli, was a very positive person to work with!
- My job counselor helped to identify my strengths and challenges in my work.
- My MRS agent, Ruth, was very thorough. She made sure she understood my needs. I was able to review assessments before plan was put into place. She was very courteous and kind. The whole process was expedient.
- My MRS Counselor was awesome.
- Naz is very friendly, professional and efficient!
- Nicole was most understanding and very pleasant to work with.
- Polite, Friendly, and quick.
- Positive interactions, offers to help, quick responses.
- Rachel Tiziani was awesome!
- Sedone Ledesma was very helpful in understanding the process and helping me through it.
- She helped me find a job.
- She really listened to me and asked question to understand my needs.
- She understood my problems and tried to help me get over the barriers.
- She was polite and treated my son with respect while in her office.
- She was wonderful! Helped more than she knows. Have told many friends about her!
- Speaking w/ Mr. Bates on the phone & eventually meeting him in person.
- Staff member I worked with was very knowledgeable and easy to work with.
- Tabitha was an amazing person. Kind and understanding. Great timely clear responses.
- Tabitha was most helpful as an encouragement while trying to navigate the system. Her advice to wait and focus on mental health was most helpful. She also highly recommended volunteer experiences to build up stamina and soft skills for working which was helpful.
- Tasha was very easy to talk to and was able to explain the process so that I understood everything.
- That Miss Hughes helps me every bit of the way Kevin touch with me seeing me... and whatever I need it even with just someone to talk to.
- That there are people willing to help the disabled and mentally challenged like myself.

- That they understood what I was going through.
- The amount of communication.
- The Compassion and care in transitioning to a new field of work due to vision issues. I can't put into words how great Deb, my MRS worker was to me and for me. And my Job Coach Deb paired me with Jackie just as amazing as Deb with listening, and truly hearing you and what your needs are. Huge shout out to Deb and Jackie my MRS workers who helped me find myself and a new future in my job ... Thank You Both so very muck.
- The compassion and understanding shown by them.
- The counselor I worked with was very informative and helpful for my situation. She helped me through the process of getting what was needed.
- The counselor I worked with was very understanding and kind. Amy Hoholik-Bandy.
- The counselor understood my needs and worked to help me obtain them and to help me be able to function more efficiently in my job.
- The counselor was very caring and understanding. Wanted me to improve myself.
- The counselor who worked with me, Latesha was VERY helpful, VERY informative, and made my experience an extremely positive one.
- The counselor's prompt response and explanation of MRS services and keeping a line of communication active via e-mails and hard copies.
- The effort and understanding I received. Very helpful and not too much stress.
- The evaluation process, when the counselor actually sits down with you to assess your needs. The counselor is very personable.
- The interaction & communication was great.
- The kindness of all of the people I worked with.
- The most positive thing about the experience was meeting our counselor. She took her time explaining things and made sure we understood.
- The most positive thing in regard to my experience with MRS was my counselor Deb Carroll Smith. She was very attentive, considerate, and helpful through the whole process. She does a great job at what she does.
- The most positive thing regarding my experience with MRS is when I was in college. Martha, one of the counselors I had at the time, helped me with college. Crystal, another counselor who supported me, helped me find a job after college.
- The professionalism of Emily Anderson.
- The social worker was very understanding and helpful. I would definitely recommend her to family and friends.
- The staff is friendly.
- The time the counselor took explaining things.
- The understanding of the assistance and the speed with which the process took place.
- They got me working again.
- They help me keep my job.
- They helped me pick out different jobs based on my interests.
- They never said NO.
- They showed that they cared about us.
- They were definitely able to help pull me in the right direction.
- They were friendly and helpful.
- Totally helpful and timely service.
- Understanding, non-judgmental, and very helpful.
- Understanding of my situation.

- Understanding what I was trying to do in order to get a job/change career/and be able to maintain a healthy living standard. Thank you, Michigan Rehabilitation Services. Thank you, Ms. Foutner, Tanisha (MRS)
- Was treated very kind ...
- We really enjoyed working with Crystal.
- When I found I had a hearing disability Cory Ferguson reached out to me as I had no health coverage to cover hearing aids.
- ... When she left, I was given many different counselors they were all very nice ...
- Your rep was very knowledgeable! She was very accessible through email, phone, and text.

Positive Experiences Related to Services

A total of 23 respondents provided positive comments about overall services and specific services they received as the major reason behind their positive experiences. Regarding the overall services, the majority of comments pertained to the nature of the service delivery process. The specific services frequently mentioned included: assistance with job search and job placement, job readiness training, financial assistance, and transportation services. Comments in this category are as follows:

- ... process was easy.
- ... some of the trainings they offered xxx.
- After getting the job, the checkups made me feel remembered.
- Easy & Smooth.
- Having my needs met.
- I got some free work clothes!!
- Job experiences and competent job coaches.
- Job opportunities.
- One on One interview with MRS personnel, regarding steps involved to come out of MRS and get independently seek employment, MRS provided the resume preparation and search options to know where to apply MRS explained the process to get verification of PMP, Lean six sigma Black belt and other courses such as technical skills improvement, communication skills improvement and horizons/future activities for next two to three years.
- The whole process was easy! Loved it!
- Received information.
- Resume and application help.
- The case and service I received.
- The follow up and entire process was efficient.
- The most positive thing regarding my experience was getting the help I needed.
- The services in general
- The services provided.
- The support I received through the process.
- They did test, job placement and made sure there were transportation to each site. First was volunteering then actual paid job.

Services Related to Hearing Aids

In addition to the comments about services, a total of 38 respondents specified receiving hearing aids as their most positive experience. These positive experiences are related to counselors'

assistance and the hearing aids service, and hearing aids itself and the positive outcomes resulting from using the hearing aids. Their comments are:

Emphasizing counselor and service to get the hearing aids

- Financial assistance with new hearing aids.
- Get some needed help to hear & see.
- Getting help to receive hearing aids.
- Getting my hearing aid paid for in full and pretty fast too.
- Getting the hearing aids and having MRS work with me on getting them.
- Helping me keep my cost down.
- I feel very grateful to receive help with my hearing aids which I never would be able to afford otherwise.
- I was very satisfied that the counselor knew and understood my needs and laid out a plan with me. And my hearing doctor to ensure that I get properly fitted for hearing aids that have helped tremendously in my workplace and personal life.
- MRS got my hearing aids approved for me quickly. ... MRS was great though.
- MRS Rep, Elizabeth understood everything we discussed. I thought I had no options.
- My case worker Tiffany Schafer was most helpful, kind and understanding. I would not be able to perform my job without her assistance in getting the hearing aids I need.
- My counselor Cory, he was very understanding to my needs and worked hard to see them happen to make it possible for me to hear with the type of hearing loss I experience. Coby and MRS made it possible to continue doing my job! Thank you very much.
- My job counselor helped to identify my strengths and challenges in my work, assisted me in getting hearing aids which are really eloping me in my customer service phone work.
- Received assistance with hearing aid, life changing.
- That *** received amazing hearing aids that are helping him at his job, and they were very cost-efficient for him.
- The counselor I worked with was very understanding and kind. Amy Hoholik-Bandy She listened intently & helped me acquire the hearing aids I desperately needed for my job & life in general.
- The kindness of all of the people I worked with and the ease of getting my hearing aids.
- They provide hearing aids for me.
- Very helpful in assisting me with getting my hearing aids.
- When I found I had a hearing disability Cory Ferguson reached out to me as I had no health coverage to cover hearing aids. Cory was amazing. He helped me to get through the feelings of being so young and having a disability. Then he helped me to get hearing aids and helped me with the cost. He is an amazing gentleman. His words so gentle and kind.

Hearing aids & their positive impact

- ... I was able to keep working!
- I am very happy with the Hearing Aid I received. Thank you.
- I can hear and understand people. Work is a lot more pleasant with hearing aids.
- I received hearing aids & can "hear again"!!
- I was able to get state of the art hearing aids.
- I was able to receive hearing aids to help me at work. Thank you.
- I was fitted for hearing aids after 15 years of hearing loss. They have made a major improvement in my everyday life. Thank you!

- I work at a funeral home. I received hearing aids through you. Wow, what a difference. No more difficulty listening to soft talking! Thank you so very much!
- I'm so happy I'm able to hear now.
- Maintaining my job with improved hearing for better understanding of the tasks and communicate more effectively.
- Now I hear the world as I should and love it. I heard baby birds this year, snow crunching, frogs croaking in the pond. Thank you all for what you do. Someday I will pay it forward.
- Regained proper hearing back which gave me more confidence at my job.
- Thanks to MRS I can hear again. Thank you very much.
- The end result of being able to get product that has improved my hearing to improve my interaction with employers and fellow employees.
- The hearing aids are amazing.
- They have made a huge positive difference in my life! Thank you!
- Was very helpful to me getting my new hearing aids my new ones are MUCH BETTER than my old ones. People don't really understand how hard it is when you can't hear so it was hopeful to me at work & in my life.
- Work and life changing in regard to service received.

Positive Experiences Related to Outcomes Achieved

A total of 11 respondents reported the outcomes they achieved with assistance from MRS as the most positive and satisfactory experience. The most frequently mentioned outcomes were achieving employment. Examples of comments are as follows:

- Becoming independent by gaining employment.
- Get a job!
- Getting a job I had wanted for a long time.
- Goals were laid out ...
- I enjoy working again, thanks.
- It was getting a job that suits you and you are a good fit for it. MRS helped me get a job that I picked out.
- JOB - Obtaining
- Knowing my goal and my career.
- Learning a job skill that a lot of people don't like or don't know how to do.
- The most positive thing regarding my experience with MRS is being able to find a job through them.
- This is the best job I ever had. The people I work for were great. The pay they can afford and if I need help with anything they are there for me loan with no interest and very low pay back and work on my home at no charge. This all for health and easiest family.
- Yes, I like my job a lot.

General Positive

A total of 19 respondents provided comments indicating they had positive experiences within MRS without reporting a specific aspect of the MRS services that contributed to their positive experience (e.g., all of it, everything). In addition, comments indicating customers' overall pleasant experiences with MRS and the overall satisfaction of MRS services (e.g., The MRS helps you in a good way) were coded as general positive. Examples of comments include:

- ... everything went great.
- All of it.
- Always have had a great experience with MRS.
- Efficiency.
- Every aspect was very positive.
- Everything.
- Everything was awesome.
- How they care about my overall welfare
- I was happy to be able to use MRS for myself after working at Michigan Works!
- It was very straightforward.
- Knowing we had support when we needed it.
- Nothing specific. Overall good experience.
- Really appreciate the help & support from MRS!
- The MRS helps you in a good way.
- The solution to my problem!
- They were there at a time in my life when I needed them the most.
- VERY HELPFUL.
- Very positive experience!! Thank you!
- Whole experience was great.

Others

A total of 4 respondents provided comments reflecting their experience with other aspects of MRS services rather than the previously mentioned themes. These comments indicated customers' personal experiences and/or wishes, which may or may not directly related to MRS. Examples of comments are as follows:

- We did not know any of this was available. I did get a job before services were received, but knowing these services are available helped in case I may need it in the future.
- We had a much better experience at MRS a couple of years ago, but that staff member has retired.
- New.
- Good location.

Negative Comments

A total of 19 comments were reflecting dissatisfaction with aspects of MRS even though the Question 11 was designed to elicit positive aspects of their experience with MRS. The negative comments could be categorized as related to the counselor (e.g., lack of communication, lack of understanding of disabilities), MRS (e.g., no service received from MRS, paperwork processing style), general dissatisfaction (e.g., not a single thing), and other aspects not related to MRS services. Examples of dissatisfaction with negative comments are as follows:

Counselor related comments

- ... She (a counselor) refused to respond when my neuropsychologist disagreed with the MRS psychiatric diagnosis. She refused to meet with our neuropsychologist or counselor who highly

recommended changing the inaccurate ASD diagnosis on my file. Everyone approached me as if I have intellectual disabilities. The program was not a good fit for my needs.

- ... she needs to gear towards client goals a little more, also, communicate more.
- ... When she (a counselor) left I was given many different counselors they were all very nice, but I sat home for a year unemployed (even after finding my first job on my own) they just weren't helpful.
- A lot of empty promises. Barely any communication.
- Got random phone calls from every changing case worker. No one ever helped find a job. I ended up applying at Goodwill myself and am working part time.
- I have not received any services from you yet. It's been quite a while since I've had any contact with anyone.
- MRS passes you off to another company. This company can be shitty or ok. Then when you have any problems neither place will call you back. This program is a waste of taxpayers' money.
- My daughter is on the spectrum and has anxiety and the MRS staff person didn't seem in tune to that personality.

MRS related and general comments

- ... but the actual MRS office experience was not good. Everything has to be handwritten and is slow, versus doing online. We had filled out all the paperwork with my daughter ahead, when we got there we were told they couldn't find forms so they had to fill it out again BY Hand! ... We had a much better experience at MRS a couple of years ago, but that staff member has retired.
- ... Although I was told my voucher was going to be more.
- ... but I still haven't got my new clothes or shoes from them yet. I really need them for my new job. How can I get them? ... Need a few things for my job ASAP!
- Hope that they could help me find employment with my disability.
- I saw no benefit from this program at all.
- Lack of help.
- Not a single thing!
- The most positive thing regarding my experience with MRS was the "idea" that it could have been a useful service.

Others

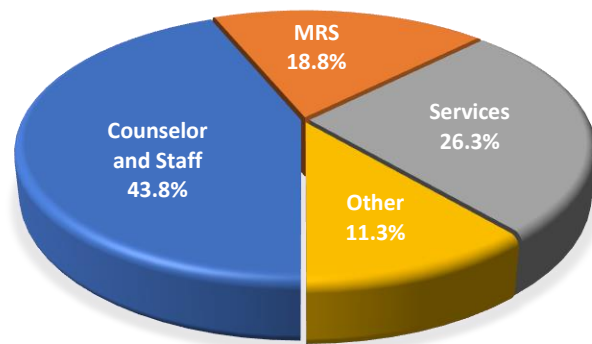
- Although I don't care for the hearing aid place they used as there hours are the same as mine and I can't get in to have them cleaned and checked without taking time off work. I wouldn't use the hearing aid company again.
- No prepaid envelope enclosed.
- There was a longer than expected time frame to receive the hearing aids due to the color I chose was out of stock.

Recommendations for Improvement

Question 10 is an open-ended question designed to elicit consumer suggestions for improved services: *Based on your experience, how should MRS improve services?*

A total of 157 respondents responded to the question. The majority of them (n=118; 75.2%) had their cases closed with an employment outcome.

Excluding some tangential comments (e.g., I don't know, none, do not change; n=39) and general positive comments (e.g., does not need improvement, everything was great; n=48), 80 responses directly addressed recommendations for improvement of MRS services. The following four themes emerged from these responses: MRS counselors and staff (43.8%) MRS as an organization (26.3%), services (18.8%), and other (11.3%).



MRS Counselors and Staff

A total of 35 respondents provided comments related to MRS counselors and staff and their service delivery for improvements. This theme reflects a perceived need for more counselor/staff's response to customers in a timely manner, detailed explanations on MRS services and concern to customers' needs. Comments in this category emphasized the importance of counselors showing respect and care with customers, to better understand the customers' needs, and to be better listeners. Comments representative of this category include:

- Ability to listen better.
- Actually, do some work to help us.
- Actually, do the job instead of sitting there taking a FREE paycheck for doing the bare minimum. Check on their clients more often and get involved should not take as long as mine did and still see no light at the end of the tunnel.
- At the very least learn how to answer the phone. Don't send anyone to goodwill for a job. They allow harassment to go on and keep employed for 90 days then release you.
- Be more upfront on how slow the process is if trying to get a job through MRS.
- Better communication is a must. Thank you.
- By reaching out to me and not removing me from their system because I want to go to MCTI
- Consistency and actually listen to the family.
- Constantly checking in.
- Counselor should provide work leads.
- Counselors should always stay in contact with the client even when the client is being helped by outside sources of MRS.
- Do what they say they are there for.
- explain the services available provide the services that are appropriate help with the application process etc.
- Finding the right fit for a job relating to a degree I earned.
- Follow through on what was agreed upon.
- Following up on how employment is going for the person.
- For the duration of the process, getting a hold of my counselor was extremely challenging. In the beginning I had to leave voicemails for days on with no reply until I finally had to call a counseling supervisor. Once I got my appointment, it seemed that the counselor had too much going on although she did her absolute best to be attentive to my needs. Outside of a concrete appointment, email or phone communication was very spotty unless she needed a response or

document from me. Perhaps more counselors to offset caseloads to give clients the attention they need. I did not get my current job utilizing the services of MRS.

- I think they should keep their word when they need help someone if items for, they knew job they should do it. I have been waiting for over a month to get my clothes - shoes that I was promised to get from MRS. I need them now or ASAP.
- It took a while to get feedback on skills assessment xxx took.
- It would help if they returned your phone calls. Communication was not very good, and they only talked with you over the phone, not in person. They would help fill out job applications that had incorrect information about my previous employment. Plus, things were spelled incorrectly so no wonder I never got call backs for interviews. I would have at least 5 jobs I wanted to apply for each week and my counselor would only apply for one because she said she didn't have enough time. Then would say she would apply for them later and never did? It was nonprofessional and a horrible experience! Needless to say, I am still unemployed. It was so confusing and a waste of time. I would never recommend anyone for this program!
- Kept telling me they could place me in job, never did.
- Make sure the counselor are maintaining their clients and keeping up with their clients' experience.
- Match client up with a counselor and be more involved and help with employment. Mostly letting employers know where extra orientation might be needed. I found work on my own my aunt helped me get a job.
- MRS needs to focus on jobs that allow you to take off for medical appointments. These jobs don't help me or protect my rights. I don't like that I have scrubs that I cannot exchange or use at a job.
- Reliable counselors' better communication.
- Return phone calls. Return emails.
- Speaking as the guardian to a young adult who advocates for the afore mentioned person, I was extremely dissatisfied. At first glance, the report/plan that was made about all of the funds and services allocated for this person looked promising. However, when asked for simple modifications and inquiries outside of the parameters, nothing was available. The case manager offered a link to a grant that could cover Lifelong learning classes at the local community college. The application and essay were completed by us. The grantors asked for a reference from MRS. I asked for the reference letter from the case manager. She agreed to give it. She submitted the letter the day it was due, and the letter was actually for made out for another woman...the deadline was missed. I welcome a call and communication to discuss this. xxx-xxx-xxxx (customer's phone number)
- Speaking w/ clients instead of to consumers deliver discussed services and listen to the needs they have. Propose solutions to concerns & accept health & physical & mental limits as barriers to work & communication & employment.
- Start finalizing things faster and guaranteeing their work more efficiently. I had to wait 3 months for my voucher.
- Stay in better contact with consumers and follow up with potential jobs. Also, my son's caseworker & MRS told my son of a job interview she would put together for him after telling us about the job and my son accepted the possible job then she never called back. Finally, after 2 months, when we enquired about interview, we were told we misunderstood. No, we did not. Then it was suggested he go to Adapt One Day Program for Socialization.
- The MRS should help me to understand about me leaving me at a job that I don't like. And MRS should be responsible.
- there is none, waiting for to talk one on one with MRS counsel is a little longer than the expected.
- They could try to get the counselors assistants to help return phone calls in a more timely manner
- To have more frequent follow-up once employment has been established. Checking in to find out if other services are needed.

- Understand people with mental disabilities better.

Services

A total of 15 respondents provided recommendations for improving services. The service recommendation theme is related to an aspect of services, including outside of those provided by MRS counselors. In essence, this theme is about the lengthy process to receive services and includes services that are commissioned by MRS such as job coaches and hearing aid services. Comments indicating requests for additional services and suggestions of more and better employment options were also categorized in this theme. Comments from this category are:

- ... but took time, not sure that is improbable.
- Don't use the hearing aid company anymore maybe find somewhere different to conduct business.
- Faster delivery.
- Feedback from hearing aid users for improving the actual products available.
- If possible reduce the time it takes to complete requested services.
- I wish there were more options for xxx's interests which are working as an assistant teacher in daycare or preschool.
- I would have liked services to go beyond the school year.
- I'm not as happy with third party placement services.
- It took a lot of time.
- Lack of support on my work skills on my laptop, one on one training.
- Need to have better communications with suppliers. Hearing Depot didn't have a clue and seemed to have dragged their feet with the process.
- Needs more wrap around type services. There's no use looking for employment if I'm in the disability application process. And its near impossible to become employed or maintain it while homeless. Or addicted. Please find a way to meet the needs that come BEFORE employment. Maybe by streamlining things with other departments? Thank you
- Take more about employment opportunities in my skill level, my area, and my likes and dislikes.
- The whole process takes too long.
- While certain things must be resolved before MRS can assist me in the future, I look forward to being involved further in the programs and services MRS has to offer.

MRS as an Organization

A total of 21 respondents provided comments related to MRS and their service delivery for improvements. This theme reflects a perceived need for more marketing of MRS services, improvement of MRS office's location, modifying the implementation of procedures for services, training/hiring more competent counselors, lack of resources or feelings that MRS cannot meet their needs. Comments representative of this category include:

- ... however, I didn't know it even existed until the hearing clinic informed me about it so maybe more awareness might assist additional folks.
- ... However, I do think that many are not aware of what MRS can help/assist with.
- Availability. It was difficult to miss work when the MRS Rep was available.
- Based on my experience, MRS could improve by lengthening the time and resources available for their services. It would've helped my career goals and finances.

- Employers need training in just what MRS offers for employees with handicaps.
- Have as many people like Naz as you can!
- Have office easier to find. Address firstly hidden from streets. Considering your work with disabilities a main floor office would be nice.
- Having more resources and helping anyone involved understand that it's okay to need help.
- Hire more people like April.
- Hire more staff like Ms. Theresa Neu!!
- Improve on the two month of processing time.
- Keep Cory and Pat.
- Lots of paperwork. :)
- Make sure your job coaches are qualified to do the job and know how to follow protocol when an emergency arises.
- Maybe quicker paperwork turnaround time from the vendor, not MRS
- NO MORE FUNDING OF ANYKIND FOR M R S - THAT SHOULD BE REMOVED FROM THE STATE BUDGET ENTIRELY! THIS WAS A JOKE AND A COMPLETE WASTE OF MY TIME!
- Pay for ANY employment training/tutoring in desired career even if the psychological evaluation does not recommend the client for that kind of training at that time so said client doesn't have to wait years to get his or her dream job.
- Put it out there you are available. I had never heard of you. I'm sure many people would seek your help if they knew what you offer.
- Reduce paperwork?
- Resources.
- Use computers, ... locate it a more neutral location.

Other

A total of 9 comments fit in "Other" theme. This theme is composed of comments that do not directly answer the questions and/or do not fit in the aforementioned themes. Examples are:

- Back rubs and donuts.
- Don't send anyone to goodwill for a job. They allow harassment to go on and keep employed for 90 days then release you.
- Ensuring clients receive hours unaffected by slow business operations, etc.
- Honestly really the only thing is that if parents want to be involved then they should as well get info from the person helping not just the kid.
- It was brought to my attention that they no longer help fix cars for employment purposes. I really needed help getting my vehicle fixed so I can continue to be employed.
- Job experiences assume intellectual disabilities and employees are treated as minor children. I drove myself to job sites, but each day was walked to the front door to "meet a parent." I was giving constant "dress code" violations on my reports for touching my mask, though I had a breathing issue I had surgery for and a medical exemption from masking.
- Poor.
- They should help all the people to learn how to re drive if they haven't driven in a long due to strokes or heart attacks, or other illness. Anyone that consider disabled.
- This is the second one (paper survey).

APPENDICES

APPENDIX A:

Customer Satisfaction at Exit Survey Instrument





APPENDIX B:

Response and Satisfaction Rates by MRS Office/Unit

Appendix A: Customer Satisfaction at Exit Survey Instrument

Customer Satisfaction Survey
 Michigan Rehabilitation Services (MRS) &
 Michigan Council for Rehabilitation Services (MCRS)

Circle one answer for each question:

	Definitely YES 	Mostly YES 	Mostly NO 	Definitely NO 
1. Were you involved in choosing your employment goal?	4	3	2	1
2. Were you actively involved in choosing the services in your plan?	4	3	2	1
3. Did your counselor understand your needs?	4	3	2	1
4. Were you satisfied with your counselor's assistance to obtain or maintain a job?	4	3	2	1
5. Were you satisfied with the length of time to receive your services?	4	3	2	1
6. Were you satisfied with the services you received?	4	3	2	1
7. Were you satisfied with your overall experience with MRS?	4	3	2	1
8. How likely is it that you would recommend MRS to a family member, friend or colleague?	4	3	2	1





9. What was the most positive thing regarding your experience with MRS?

PLEASE TURN OVER TO FINISH THE SURVEY

10. Based on your experience, how should MRS improve services?

11. Are you working now? (circle one) YES NO

If you answered **YES**, you are working, please answer the next four questions.

If you ARE WORKING now, how satisfied are you with:	<i>Very Satisfied</i> 	<i>Satisfied</i> 	<i>Dissatisfied</i> 	<i>Very Dissatisfied</i> 
12. Your wages earned?	4	3	2	1
13. Your job benefits (e.g., health insurance, vacation, sick leave)?	4	3	2	1
14. Your chance to move up (i.e., promotion)?	4	3	2	1
15. Your job overall?	4	3	2	1

16. Would you like to talk to a manager at MRS about the services you received?

YES

NO

If you circled **YES**, please print and sign your name below and provide a phone number where you can be reached. **PLEASE KNOW THAT YOUR ANSWERS WILL BE SEEN BY THE MANAGER WHO CALLS YOU.**

Print Name: _____ (_____) _____
Phone Number

Sign Name: _____

THANK YOU VERY MUCH FOR YOUR FEEDBACK!

Appendix B: Response Rate and Satisfaction Rates* by Office/Unit

Office/Unit	Sample #	Response #	Response Rate	Satisfaction Rates							
				Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
MRS	1,945	251	12.9%	91.8%	92.6%	91.6%	86.4%	85.9%	87.2%	87.1%	89.2%
Adrian	47	3	6.4%	66.70%	66.7%	66.7%	66.7%	66.7%	66.7%	66.7%	66.7%
Alpena	15	2	13.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ann Arbor	84	14	16.7%	85.7%	85.7%	85.7%	78.6%	71.4%	78.6%	78.6%	78.6%
Battle Creek	82	11	13.4%	90.9%	81.8%	90.9%	70.0%	66.7%	72.7%	72.7%	72.7%
Bay City	21	4	19.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Benton Harbor	56	9	16.1%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Big Rapids	27	3	11.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton Township	130	24	18.5%	95.7%	91.3%	91.7%	91.3%	91.7%	91.7%	91.7%	91.7%
Detroit Grand River	46	2	4.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Detroit Mack	89	14	15.7%	92.9%	85.7%	85.7%	78.6%	78.6%	85.7%	85.7%	85.7%
Detroit Porter	47	2	4.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Detroit Hamtramck	64	6	9.4%	100.0%	100.0%	100.0%	83.3%	83.3%	100.0%	100.0%	100.0%
Flint	100	13	13.0%	84.6%	83.3%	92.3%	75.0%	76.9%	76.9%	76.9%	76.9%
Gaylord	34	3	8.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Grand Rapids	87	11	12.6%	100.0%	90.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
Holland	42	9	21.4%	100.0%	100.0%	88.9%	88.9%	88.9%	88.9%	88.9%	88.9%
Jackson	39	6	15.4%	66.7%	100.0%	66.7%	50.0%	50.0%	50.0%	50.0%	83.3%
Kalamazoo	71	10	14.1%	88.9%	90.0%	90.0%	100.0%	90.0%	100.0%	90.0%	90.0%
Lansing (1)	142	16	11.3%	93.8%	100.0%	93.8%	87.5%	87.5%	87.5%	87.5%	93.8%
Livonia	53	3	5.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

*Satisfaction Rate = Satisfied or very satisfied

Q1=Were you involved in choosing your employment goal?

Q2=Were you actively involved in choosing the services in your plan?

Q3=Did your counselor understand your needs?

Q4=Were you satisfied with your counselor's assistance to obtain or maintain a job?

Q5=Were you satisfied with the How long it took to receive your services?

Q6=Were you satisfied with the services you received?

Q7=Were you satisfied with your overall experience with MRS?

Q8=How likely is it that you would recommend MRS to a family member, friend, or colleague?

Appendix B: Response Rate and Satisfaction Rates* by Office (Cont'd)

Office/Unit	Sample #	Response #	Response Rate	Satisfaction Rates							
				Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
MRS	1,945	251	12.9%	91.8%	92.6%	91.6%	86.4%	85.9%	87.2%	87.1%	89.2%
Midland	32	1	3.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Monroe	24	2	8.3%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mt. Pleasant	23	2	8.7%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Muskegon	54	7	13.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Oak Park	83	15	18.1%	86.7%	93.3%	86.7%	86.7%	93.3%	86.7%	86.7%	93.3%
Port Huron	77	6	7.8%	100.0%	100.0%	83.3%	83.3%	83.3%	83.3%	83.3%	83.3%
Saginaw	47	9	19.1%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Taylor	51	8	15.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Traverse City	55	4	7.3%	100.0%	75.0%	100.0%	100.0%	75.0%	75.0%	100.0%	100.0%
Pontiac	69	12	17.4%	75.0%	83.3%	83.3%	75.0%	75.0%	75.0%	72.7%	75.0%
Wayne	77	8	10.4%	75.0%	87.5%	87.5%	62.5%	75.0%	62.5%	62.5%	62.5%
Marquette (1)	24	3	12.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Marquette (2)	53	9	17.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	88.9%	100.0%

*Satisfaction Rate = Satisfied or very satisfied

- Q1=Were you involved in choosing your employment goal?
- Q2=Were you actively involved in choosing the services in your plan?
- Q3=Did your counselor understand your needs?
- Q4=Were you satisfied with your counselor's assistance to obtain or maintain a job?

- Q5=Were you satisfied with the How long it took to receive your services?
- Q6=Were you satisfied with the services you received?
- Q7=Were you satisfied with your overall experience with MRS?
- Q8=How likely is it that you would recommend MRS to a family member, friend, or colleague?