

**Project Excellence:  
A Program Evaluation Partnership**

Office of Rehabilitation and Disability Studies  
Michigan State University

Michigan Rehabilitation Services  
Michigan Department of Labor and Economic Opportunity

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

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Report Prepared by:

Sukyeong Pi, Principal Investigator  
Hyejin Yoon, Research Associate  
Mudita Jagota, Research Assistant  
Minju Lee, Research Assistant  
Anna Podlesna, Research Assistant

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# **Project Excellence: A Program Evaluation Partnership**

## **CUSTOMER SATISFACTION AT PLAN REPORT Fiscal Year 2023**

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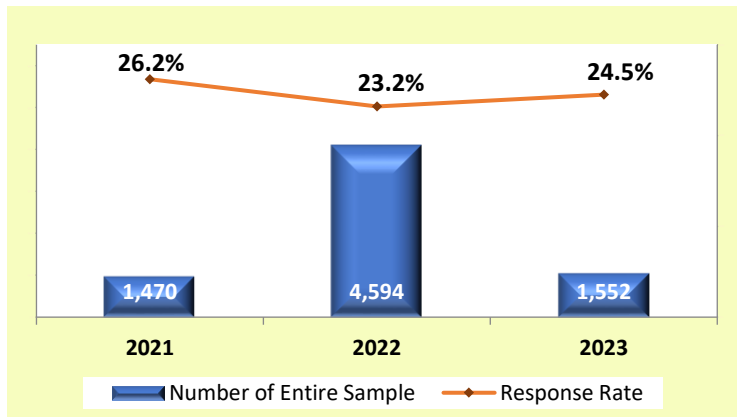
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## EXECUTIVE SUMMARY

### Response Rate

In 2023, a total of 1,552 customers were identified for the Customer Satisfaction (CS) at Plan survey project in the AWARE case management system as they developed their initial Individualized Plan for Employment (IPE) during the selected time periods (November of 2022 and April of 2023). Of those, 381 returned a survey resulting in a 24.5% response rate, which is higher than the previous rates (23.1% in 2022, 15.5% in 2020, 21.0% in 2019, and 21.0% in 2018), but lower than that of 2021 (26.2%). The data were collected through online and paper-pencil surveys. Note that the FY 2022 sample size is much larger as data were collected for six months, as a pilot.

### Entire Sample Sizes and Response Rates (FY 2021 - 2023)



### Data Collection Procedures

All participants who developed their initial Individualized Plan for Employment (IPE) during two selected time periods (November of 2022 and April of 2023) were invited to complete the CS at Plan Survey.

Participants with an email address were initially invited to the Online survey. Then, the paper-pencil survey was mailed to those who did neither provide an email address nor complete the Online survey.

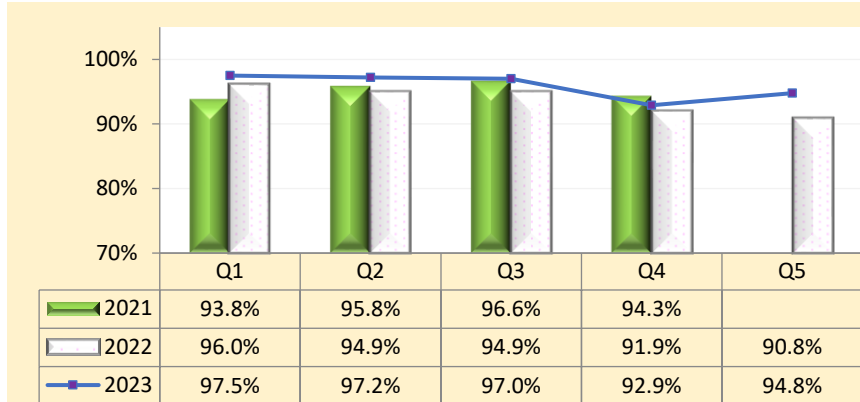
### Level of Satisfaction with MRS Services

As illustrated in the figure below, 92.9% of FY 2023 survey respondents indicated they were satisfied with their overall experience with MRS (Q4). It is noted that the 2023 overall satisfaction rate was slightly higher than that of FY 2022 (91.9%) and lower than that of FY 2021 (94.3%). In the meantime, 94.8% indicated that they would like to recommend MRS to their family members, friends, or colleagues (Q5). It is higher than the FY 2022 rate of 90.8%.

In terms of the satisfaction in relation to VR counselors (Q3), the rate of FY 2023 (97.0%) was slightly higher than those of the previous years (96.6% in 2021; 94.9% in 2022). The highest level of satisfaction was reported in relation to their involvement in the VR process (Q1, 97.5%) in FY 2023. The 2023 satisfaction rate with the employment goal in their plan (Q2, 97.2%) was also higher than those of the previous years (95.8% in 2021; 94.9% in 2022).

Since Question 5 was newly added in 2022, the 2021 satisfaction rate is not available for comparison.

## Satisfaction Rates of All Respondents (FY 2021 - 2023)



Q1. Were you involved in choosing your employment goal?  
 Q2. Are you satisfied with the employment goal in your plan?  
 Q3. Does your counselor understand your needs?  
 Q4. Are you satisfied with your overall experience so far with MRS?  
 Q5. How likely is it that you would recommend MRS to a family member, friend or colleague?

### Additional Questions

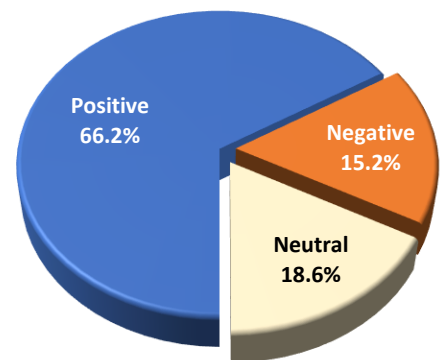
**Job Goal:** While 75.9% (n=289) of the respondents identified their job goal, the rest of them indicated that they were not sure (2.4%) or left the answer box blank (21.8%).

**Contact with Counselors:** Data showed that 10.4% of the respondents reported being contacted by their counselor at least weekly, 19.6% twice or three times a month, 27.9% about once every month, and 11.3% every other month.

**Client Assistance Program (CAP):** More than half (57.0%) of the 349 customers who answered this question indicated that they were informed that they can request help from the CAP, 29.2% were not sure of the CAP, and 13.8% answered no to the question (i.e., they were not informed about the CAP).

### Qualitative Findings

In FY 2023, 213 (55.9%) out of 381 customers who returned the CS at Plan survey provided comments on the open-ended question (*Is there anything else you would like us to know?*). Forty-three customers provided comments deemed unusable for the qualitative analysis, such as “no,” “N/A,” or “not at this time.” The rest of the usable responses (n=170) yielded a total of 204 valid comments which were coded into three broad thematic categories: Satisfaction with MRS/Positive Comments (66.2%), Dissatisfaction with MRS/Negative Comments (15.2%), and Neutral Comments/Suggestions (18.6%).



## SURVEY BACKGROUND AND DATA COLLECTION PROCEDURES

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, state VR programs are to track customer satisfaction with respect to service provision indicators. Since 2003, Michigan Rehabilitation Services (MRS) has charged Project Excellence (PE) with the task of evaluating customer satisfaction through the exit survey process. In 2010, the CS Implementation Team composed of MRS staff, Michigan Council for Rehabilitation Services (MCRS) members, and PE staff introduced the CS at Plan survey project.

The idea behind the CS at Plan Survey is to elicit customers' experiences while they are engaged in the VR process so MRS staff can make appropriate changes to service delivery. Thus, the CS at Plan Survey was implemented in FY 2012 and administered after the first Individual Plan for Employment (IPE). During the FY 2012 Pilot for the CS at Plan Survey, PE periodically met with MRS and MCRS staff to review the design and implementation methodology of the CS at Plan Survey Project. As a result, the CS Implementation Team finalized a protocol and survey instrument consistent with the CS at Exit survey but with special focus on customers' experiences with MRS up to the development of the initial IPE.

The original CS at Plan survey consisted of 10 quantitative questions. Considering the survey fatigue of the respondents and practical utilization of the results, however, the survey questions have been reduced to five (5) since 2022. Despite a reduced number of questions, the survey is designed to collect the following three components: (1) Customer participation, choice, and involvement in VR process, especially in choosing their employment goal at the time of IPE development; (2) Relationships with counselor, timeliness of services, and customer service; and (3) Overall satisfaction with the early VR process and agency. In 2022, One more question was created to additionally measure their overall satisfaction with MRS experience: Q5. *How likely is it that you would recommend MRS to a family member, friend, or colleague?*

In addition to the first five Likert scale questions, the survey asks how much each customer is aware of their job goal and the Client Assistance Program (CAP) and provides space for any written comments. If a customer chooses, s/he is provided with an opportunity to talk with a MRS manager about their experiences. The CS at Plan Survey is comprised of 10 questions and is designed in a double page layout (one page, front to back), to improve readability and provide more space for written comments (See Appendix A).

Two months (November and April) were selected for FY 2023 data collection. In other words, the CS at Plan survey invitation was sent to MRS customers whose initial IPE was developed in November of 2022 and April of 2023.

Electronic surveys were collected initially, followed by paper-pencil surveys. The first step of data collection procedures was to pull out customer cases using the AWARE case management system. Using the customer information provided, a survey invitation email was sent to customers with the email address, followed by a reminder email a week later. Approximately one

month later, PE staff identified who completed the online survey. For those who had neither completed the survey nor provided an email address, PE prepared for the paper-pencil survey package. Accordingly, the Department of Labor and Economic Opportunity (LEO) mailed a cover letter, survey form, and pre-addressed, postage-paid return envelope to the customers.

Once PE staff received the hard copies of the returned surveys, the data were entered into SPSS database spreadsheets, and reviewed for accuracy and anomalies (i.e., forms with signatures only, two or more responses per item, excessive missing data, etc.). For the survey in which a customer indicated s/he wanted to speak with a manager, the scanned survey was sent to the district manager supervising the area where the customer received services. District managers were responsible for following-up with the customer.

## QUANTITATIVE DATA ANALYSIS

In 2023, 1,552 customers developed their initial Individualized Plan for Employment (IPE) during the selected months: November of 2022 and April of 2023. The Online survey was initially sent to 1,317 customers who provided MRS with their email address, and 225 completed the Online survey. Then, the paper and pencil version of the CS at Plan survey was mailed out to 1,327 customers who neither provided an email address nor completed the initial Online survey. Of them, 156 returned the paper and pencil version survey. Altogether, a total of 381 customers participated in the survey, resulting in a response rate of 24.5%, which is higher than the 2022 rate (23.1%). For reference, the previous response rates are as follows: 26.2 % in 2021, 15.5% in 2020, 21.0% in 2019, 21.0% in 2018, 25.8% in 2017, and 23.5% in 2016. Note the 2020 response rate is considered an outlier, which might be related to the outbreak of Covid-19.

### Survey Participants' Background Characteristics and Response Rates

This section provides the breakdown of the survey sample, respondents, and the response rates by background characteristics of the customers, namely gender, race/ethnicity, age, and disability. Table 1 provides a specific demographic breakdown of the survey sample (N = 1,552) versus the demographic breakdown of the respondents (n = 381), and response rates by demographic characteristics. Important findings as shown in Table 1 include:

- ❖ The response rate of men (22.6%) was slightly lower than that of women (27.4%).
- ❖ The response rates of White (27.7%) and Asian & Pacific Islander (30.4%) customers were higher than those of other racial groups.
- ❖ The age of the respondents was positively associated with the response rate. The youngest age group (25 and younger) had the lowest response rate (13.4%) while the oldest age group (65 and above) had the highest response rate (42.5%).

**Table 1: Demographic Characteristics and Response Rate**

Demographic Characteristics	Entire Sample (N = 1,552)		Respondents (n = 381)		
	N	%	N	%	Response Rate
<b>Gender</b>					
Male	851	54.8	192	50.4	22.6%
Female	691	44.5	189	49.6	27.4%
Did not Wish to Self-Identify	10	0.6	0	0.0	0.0%
<b>Race/Ethnicity</b>					
White	1,079	69.5	299	78.5	27.7%
Black or African American	337	21.7	57	15.0	16.9%
American Indian or Alaskan Native	14	0.9	1	0.3	7.1%
Asian & Pacific Islander	23	1.4	7	1.8	30.4%
Hispanic or Latino	57	0.1	10	2.6	17.5%
Multiracial	42	3.7	7	1.8	16.7%
<b>Age</b>					
<= 25	583	37.6	78	20.5	13.4%
26-35	160	10.3	31	8.1	19.4%
36-50	258	16.6	58	15.2	22.5%
51-64	384	24.7	143	37.5	37.2%
>=65	167	10.8	71	18.6	42.5%

Table 2 provides the breakdown of the survey sample, respondents, and response rates by significance of disability and primary disability type. Customers coded with no significant disabilities (37.6%) responded at a higher rate than those with significant (26.6%) or most significant disabilities (20.7%). With respect to the primary disability type, the response rate was highest for customers with deafness/hearing impairments (37.3%) while customers with Intellectual Disabilities (10.9%) had the lowest. Cautious interpretation should be made for the groups with a sample size less than 10 (i.e., Blindness/Visual Impairments, ADHD, Substance Abuse, TBI, and Communicative/All Other Mental Impairments).

**Table 2: Significance and Type of Disability and Response Rate**

Significance and Type of Primary Disability	Entire Sample (N = 1,552)		Respondents (n = 381)		
	N	%	N	%	Response Rate
<b>Significance of Disability</b>					
Most Significant	947	61.0	196	51.4	20.7%
Significant	384	24.7	102	26.8	26.6%
Not Significant	221	14.2	83	21.8	37.6%

Significance and Type of Primary Disability	Entire Sample (N = 1,552)		Respondents (n = 381)		
	N	%	N	%	Response Rate
<b>Type of Primary Disability</b>					
Blindness/Visual Impairments	13	0.8	1	0.3	7.7%
Deafness/Hearing Impairments	541	34.9	202	53.0	37.3%
Physical Impairments-Orthopedic/Neurological	39	2.5	14	3.7	35.9%
Other Physical Impairments	171	11.0	42	11.0	24.6%
LD	163	10.5	23	6.0	14.1%
ADHD	70	4.5	3	0.8	4.3%
Intellectual Disabilities	101	6.5	11	2.9	10.9%
Autism	155	10.0	29	7.6	18.7%
Mental Illness	218	14.0	45	11.8	20.6%
Substance Abuse	31	2.0	3	0.8	9.7%
TBI	4	0.3	0	0.0	0.0%-
Communicative/All Other Mental Impairments	46	3.0	8	2.1	17.4%

### General Satisfaction Questions (Questions 1 - 5)

This section reviews the perceived level of satisfaction of the respondents who answered at least one out of five general satisfaction questions (n=380). Table 3 illustrates the number and percentage of customers who mostly agreed or definitely agreed on each of the five general satisfaction questions. It also displays the numbers of those who did not respond or who were not sure about their answer to each question. For example, 10 respondents elected to skip the Question 1, and 16 out of 370 respondents who provided their answer to Question 1 indicated that they were not sure. Using the valid answers only (n=354), the satisfaction rate for Question 1 was computed ( $345/354 \times 100 = 97.5\%$ ).

**Table 3: Customer Satisfaction Rates in FY 2023 (N=380)**

Customer Satisfaction Survey Questions	Responded		Not Sure	Not Responded
	Number	Sat. Rate		
Q1. Were you involved in choosing your employment goal?	354	97.5%	16	10
Q2. Are you satisfied with the employment goal in your plan?	352	97.2%	20	8
Q3. Does your counselor understand your needs?	361	97.0%	18	1
Q4. Are you satisfied with your overall experience so far with MRS?	367	92.9%	11	2
Q5. How likely is it that you would recommend MRS to a family member, friend or colleague?	369	93.2%	8	3



As indicated in Table 3:

- ❖ 97.5% of the 354 respondents who provided a valid answer to Question 1 reported they felt actively involved in choosing the goals for employment.
- ❖ Of 352 customers with valid answers, 97.2% indicated they were satisfied with their job goals identified in their IPE.
- ❖ 97.0% of the respondents to Question 3 (n=361) agreed that their counselors understood their needs.
- ❖ Of 367 customers who provided a valid answer to Question 4, 92.9% were satisfied with their overall experience with MRS up to the development of their IPE.
- ❖ Regarding Question 5, 93.2% of 369 customers with a valid answer would recommend MRS to their family member, friend, or colleague.
  
- ❖ Besides the high satisfaction rates (> 92%), it is noted that a meaningful proportion of customers skipped or marked “Not Sure” on Question 1 (6.8%), Question 2 (7.4%), and Question 3 (5.0%).
- ❖ With regard to Question 3, the high satisfaction rate (97.0%) about counselors would consistently reflect many positive comments provided in Question 9.

The 2023 overall satisfaction rate with MRS services (Question 4) was 92.9%, which is higher than the rates reported in previous years (87.0% in 2019, 91.9% in 2022), but lower than those of 2020 (96.1%) and 2021 (94.3%). When compared to the 2022 satisfaction rates, the 2023 survey showed higher satisfaction rates in all questions: Question 1 (+1.5%), Question 2 (+2.3%), Question 3 (+2.1%) and Question 4 (+1.0%), and Question 5 (+2.4%).

### **Additional Questions (Questions 6 - 8)**

#### **A. Job Goal**

In addition to the general satisfaction questions, customers were asked, “What is your job goal?” Of the 381 survey respondents, 76.1% (n=290) identified their job goal, such as to obtain/maintain full-time or part-time employment, or a specific occupation such as accountant, carpenter, chef, elementary teacher, game designer, etc. The rest indicated they were not sure (1.8%) or left the answer box blank (22.0%).

#### **B. Contact with Counselors**

As shown in Table 4, 337 out of 381 (88.5%) of the survey respondents answered the question of “How often do you have contact with your counselor?” 27.9% of the respondents reported having contacted their counselor about once a month, 19.6% two to three times a month, 11.3% every other month, and 10.4% at least weekly.

Of 89 customers who marked on "Other" and provided additional information, 28 explicitly expressed their complaints about how often they had contacted with their counselor. Examples of their comments are as follows: never, not often enough, have not yet, hasn't gotten back to me in over 2 weeks.

**Table 4: Response Frequencies to Question on Contact with Counselor**

Contact with Counselors	2023 (N = 337)	2022 (N = 823)	2021 (N = 324)
At least weekly	10.4%	12.5%	17.3%
2-3 times a month	19.6%	21.5%	26.5%
About once a month	27.9%	31.3%	34.3%
Every other month	11.3%	9.5%	21.9%
Other	30.9%	-	-

C. Client Assistance Program

Table 5 presents the frequency counts for customer responses to the question designed to elicit whether MRS customers were aware of or remember the Client Assistance Program (CAP). More than half (57.0%) of the 349 customers who answered this question indicated that they were informed that they can request help from the CAP, 29.2% were not sure of the CAP, and 13.8% answered no to the question (i.e., they were not informed about the CAP).

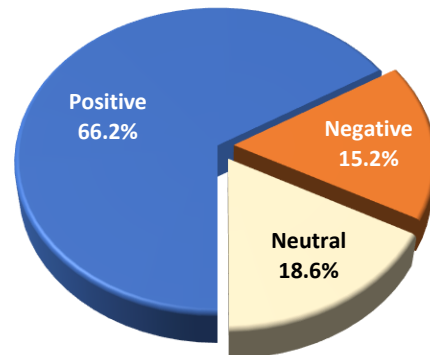
**Table 5: Response Frequencies to Question on Client Assistance Program**

Client Assistance Program	2023 (N = 349)	2022 (N = 846)
Yes	57.0%	56.4%
No	13.8%	13.2%
Not Sure	29.2%	30.4%

**QUALITATIVE DATA ANALYSES**

In addition to the five general satisfaction questions and three additional questions, each customer was invited to respond to an open-ended question, phrased: *Is there anything else you would like us to know?*

In FY 2023, 213 (55.9%) out of 381 customers who completed the CS at Plan survey provided any comments on the open-ended question. Forty-three customers provided comments deemed unusable for the qualitative analysis, such as “no,” “N/A” or “not at this time.” The rest of the usable responses (n=170) yielded 204 comments which were coded into three broad thematic categories: Positive (66.2%), Negative (15.2%), and Neutral comments (18.6%).



Similar to the previous years, more than half of the comments reflected satisfying experiences with MRS. As compared to FY 2022, this year’s

data showed a decrease (3.3%) in the percentage of comments expressing satisfaction. Discussion in the subsections that follow elaborates on the categorical groupings of the customer satisfaction comments.

### **Satisfaction with MRS | Positive Comments**

Overall, the theme of satisfaction with MRS included 135 comments (66.2% of all comments). These comments were grouped into four thematic categories: (1) praise for internal and/or external staff, (2) satisfaction with services, (3) hearing aids, (4) general positive comments.

Praise for Internal and External Staff: This category was comprised of 80 comments representing 59.3% of all positive comments. It included positive comments about counselors, service providers, and staff from MRS and various community partners. These comments reflected customer satisfaction with staff being professional, helpful, courteous, caring, and respectful. Many of these comments addressed specific counselors by name and praised how counselors served customers effectively to achieve their specific goals in the vocational rehabilitation counseling process. Following are examples of individual comments relevant to this theme selected for their detail and ability to further illustrate specific aspects of customer satisfaction with counselors and staff:

- *Aaron Cook, vocational rehabilitation counselor, was thorough, efficient, and respectful with my needs. He has true passion with the work he does and sets an example on the services provided through this gov. program. I am truly grateful in meeting and working with him. A life changing experience.*
- *Amy was fantastic!!!*
- *Appreciate y'all helping me tremendously through my employment goals I tried my best ... y'all did I excellent job, thank you once again.*
- *Athena Stephens was fantastic! She was thoughtful, detailed and every timely. I appreciate her attention to detail and always completely tasks in the timeframe she promised. Thank you, Athena Stephens.*
- *Care was thorough and thoughtful. Everything was explained to me. My manager checked with me each step of the way. She also called when all was done to see if there was anything further what I needed.*
- *Counselor worked hard to help me find a different job to apply for. Counselor was patient with me, empathetic with my job concerns.*
- *Deb was great in office. Knows her job well, is efficient, communicates in timely manner, and flexible to "meet client's needs".*
- *Everyone has been extremely kind and helpful. Thank you.*
- *Excellent service and care by my caseworker. Mikal was interested in my overall need for better hearing and worked hard to secure hearing aids for me.*
- *Great case worker.*
- *Great people.*
- *How helpful they are.*
- *I am highly recommending your services because of Tiffany.*
- *I am in port Huron, and am so grateful for their guidelines+routines, and their way to helping me stick with it and hang in there, and sort it out. Really, they have been professional, reliable, and persistent.*
- *I am very grateful for the kind and helpful employees of MRS Holland Office.*

- *I am very pleased with my experience. It went well and my counselor was very helpful in all phases of the process.*
- *I enjoyed meeting and working with Cary. I want to thank you for your assistance in helping me obtain my goal to continue to hear and understand children and families. I talk to daily on my job.*
- *I had a counselor, B. Williams. She was very professional. Sadly, she has retired.*
- *I had a great experience with the whole staff and process.*
- *I had the pleasure to work with Kelly. Kelly was very knowledgeable with helping me.*
- *I have been working with Karen at the Adrian branch. She has been wonderful in following up with me throughout the whole process. I am very grateful to have been able to work with her, she did a fantastic job helping me establish a projected timeline and expectations.*
- *I liked going and meeting Dale at the Ann Arbor Store. He is a Leo. After we met Dale, we saw the nice lady at the clothes store, and then we went to the fancy Italian restaurant. MRS is pretty good. I would have said having a location in Howell where Toni Jordan was that one day, but it is also fun to go to new places if you have a reason too.*
- *I love Debora Carroll-Smith - she's so helpful.*
- *I think that my counselor does an excellent job.*
- *I was treated very well and was very pleased with the help I received Thank you.*
- *I worked with Tasha Nelson, and she was excellent. Tasha helped get new hearing aids.*
- *I'm very pleased to be working with Justine Bond.*
- *If I have a problem, I feel very comfortable my counselor would be there for me. Since I have no problems or complaints, I won't waste anybody's time!!!*
- *Jessica Maborang did a fantastic job. She was very prompt and helpful. A+*
- *Julie Joppie has been a great counselor helping me prepare for the job I found on Indeed.*
- *Just to say Mary is an awesome counselor.*
- *Karen was great to work with!*
- *Kimberly Williams is an excellent listener and advisor!*
- *Lisa and Frank are wonderful! Wish I could have met them years ago.*
- *Lisa Gardner was exceptional!*
- *Louise is nice and very knowledgeable.*
- *Lucy Maines was amazing. Her follow up and explanations were about the grade.*
- *Marcy Bennis was outstanding to work with. She truly understood the challenges and issues I was facing at work which made putting a workable plan together so much easier. ... I'm eternally grateful for her assistance and have already recommended her to several friends and family that were facing similar challenges and did not know where to turn.*
- *Michael K has been incredibly helpful and easy to work with!*
- *Most positive thing was my counselor, Mikal. Mikal was (and continue to be) very helpful, encouraging and always so upbeat. She made this such an enjoyable and painless experience, and I will forever be grateful to Mikal and MRS. This experience could not have been better. Mikal always let me know what to expect next and that meant so much to me. Thank you so much.*
- *Ms. Morikang was incredibly helpful! I appreciate her devotion and attention in helping me.*
- *Ms. Porter was extremely helpful and quick to respond when needed.*
- *My assistor went above and beyond to connect me with a nearby hearing clinic and it was a great experience.*
- *My case worker Jennifer is always helpful and able to explain what is of need. She was able to handle it all remote and address the issue with resolution quickly.*
- *My counselor, Ms. Nneka Thomas was very understanding and responsive to my hearing loss needs.*

- *My counselor has positive attitude and actually seems to care about my needs. This is not common when I deal with state employees.*
- *My counselor is amazing. She really listened to me and was/is extremely encouraging. She believed in me before I did!*
- *My counselor Marianne from JVS was always there for me and helped me constantly with what I needed in my new job.*
- *My counselor was extremely helpful and kind.*
- *My counselor was great. She helped me in many ways. She was great.*
- *My counselor was very helpful and understanding.*
- *My counselor was very professional and enjoyed working with her.*
- *My counselor was very professional in addressing my needs.*
- *My counselor, Ashley Gammon, was very professional and effectual. She found a solution to enhance my ability to perform my work more effectively. She is an asset to MRS.*
- *My counselor, Jack Jenkinson did an incredible job of assisting me in returning to work by getting me the equipment and services I needed to do so. He was there at every step of the way to guide me through what I needed to do, and what I needed to get done. Which made getting back to work a reality. Thank you, Jack!*
- *My MRS counselor is right on top of everything. If I ever have any questions, she will reply via phone, email, or text.*
- *My MRS counselor, Chris Hall in Grand Rapids, was excellent! I really enjoyed working with her. She was very helpful, explained everything well, was always personable and accommodating, and kind, and made the whole experience easy and pleasant.*
- *My representative Tony Jordan is unreal with help and knowledge. I will contact her if I need additional help or guidance.*
- *Regan has been wonderful to work with - job satisfaction is up to 100%.*
- *She was so helpful, and way faster turnaround than my first turn around. Very impressed with how quick it all happened! ... Thank you to everyone. I really have no complaints at all.*
- *Sidney Riley is excellent- professional, friendly, and efficient.*
- *Sidney was very conscientious and truly got to indispensable issues, which she then advocated for proper resolution.*
- *Special thanks to Ms. Ashley, Mr. Besh and Mrs. Merci.*
- *Stephanie Carlson is fantastic! She was super easy to work with, understood my goal, and explained everything I needed to do and how the process works. She is great and I can still email her anytime I have a question. This is a phenomenal program!*
- *Steve Pelli was awesome. His assistance was very helpful.*
- *Thank you for making with disabilities feel normal. Like myself, most of us have a hard time. Anything to life after high school. Thank you MRS!!*
- *Thank you so much for the help and I really appreciate all the things help from MRS & MCRS. Mrs. Samantha Walters, she is so nice person that I met and helping me.*
- *The counselors were very helpful-they knew their job well and the progression through the steps to completion were seamless. I understand staffing is minimal these days. More with less manpower. The person contact was therefore minimal, and more items were completed via phone or email.*
- *The CRDO Office is efficient. My counselor, Chris Hall is extremely knowledgeable and specific. She is also an extremely active listener. We created my plan, and she is very timely and respectful of my time and schedule. Highly satisfied!!*
- *The girl working with me was kind and knowledgeable.*
- *The individuals at MRS that we have worked with are professional, patient, friendly, easy to talk to and understanding.*

- *The MRS staff have been very helpful as have the Agrability folks Ned, Bev and MSU-E Beef Specialists Kevin Gould. Good program.*
- *The team working for me, "Lause - Wang / Welnar Rob Spessort, and Janet, at ....", office have been excellent and regardful concerning my case.*
- *They are friendly, accommodating, and professional. Keep up the good work.*
- *They went above and beyond trying to help me in my situation. A great program.*
- *Tina Schulz has been outstanding. Always answer my calls/text in a timely manner.*
- *Very Helpful Staff at the Alpena Location, Friendly-Helpful-Wonderful*
- *We worked with Tasha Aelson and she was Excellent! Very knowledgeable, thorough, and willing to work with us to reach our goal. She was on top of things + detail oriented. Great follow-up and overall, a pleasure to work with. Very happy with our experience.*
- *Yes! That you all do a wonderful job! Thanks, and keep up with the good work! ... Thank! P.S. Special Thanks to Carris, Norm, Kathy.*
- *You are doing a good job now.*

Satisfaction with Services: This category included 21 comments (15.6% of all positive comments) which captures customer statements regarding positive aspects of overall or specific services provided by either MRS directly (e.g., counseling and guidance) or community partners contracted through MRS. In addition, the comments appreciating the service process itself fall into this category. Followings are individual comments representative of specific aspects of customer satisfaction with services:

- *Advanced Audiology was able to address the issue quickly and provide necessary steps and paperwork to MRS.*
- *Everything went smoothly.*
- *Finding me a job and job coach. Job is going well.*
- *I am very grateful for the help I was given. I have not needed help with anything like this before, so I learned as we went through the process, and I was very grateful for everything that was done for me. Thank you! Very easy process.*
- *I don't know what I would have done without the help + support I received! Thank you! I am now thriving again at my job!*
- *I love & highly recommend the services of MRS. The help & services they provide are greatly needed.*
- *I'm overall satisfied with the process.*
- *I'm really excited to try to get back to work & was accepted into Stemm-Up.*
- *It's my second time through the program. They were very helpful and met my needs each time.*
- *I've really appreciated the help from MRS.*
- *I would like to thank you. This has helped me greatly! I know it will get better.*
- *My experience is excellent and awesome service. I am hoping to keep our goals for everyone to help each other to make our living smooth and easy for everything.*
- *Received wonderful service from all involved in my care.*
- *Thanks for giving me a second chance. I did not know what I was going to do with my life not having a job. MRS did a wonderful job with helping me.*
- *The help provided gives me a greater hope to continue in life.*
- *The thoroughness of my evaluation to determine eligibility.*
- *Very satisfied with MRS services.*

Hearing Aids: Out of all the positive feedback received, 15 comments (11.1% of the total positive) were categorized as “Hearing Aids,” reflecting satisfaction with the performance and results of the hearing aids. Additionally, it is worth noting that comments expressing satisfaction with the staff and service during the process of applying for and receiving hearing aids were classified as positive feedback on the staff and service, rather than feedback on the hearing aids themselves.

- *Everything went smoothly and professionally from start to delivery of hearing aids, and they are working great.*
- *Great program that helped me get hearing aids so I can still do my job thank you so much.*
- *Hearing aids have made a huge difference in my ability to work!! Thank you. 😊*
- *I am doing great. I am hearing just like I should be. Life is good! Thank you for your help.*
- *I am so happy to have gotten help to get the hearing aid I could never afforded on my own.*
- *I can hear my students+fellow faculty!*
- *I can hear. They were perfect!*
- *I received my hearing aids, and I am very pleased with them. Thank you.*
- *I was surprised how much the aides helped me in general but especially in group settings for in person meetings with my colleagues.*
- *My hearing aid assistance was to help me maintain connection and competency in my current and previously established career.*
- *My new hearing aids are amazing! I could not be happier with this program and all the assistance I received.*
- *Receiving new hearing aids and being able to hear better. Thank you.*
- *Super thankful for the project. I love love love being able to hear. (I requested hearing aids because I need them in my job!) ... but I am still super thankful!*
- *They work well. Thank you for paying for them.*
- *This program (Hearing aids) has helped so much at work - and aside of work.*

General Positive Comments: 19 comments (14.1% of all positive comments) fell into this category which reflects general satisfaction, positive impressions, and gratitude for the program. This category captures positive comments that did not specifically address counselors, staff, services, or hearing aids. Followings are individual comments representative of this theme.

- *Awesome program. So thankful I found out about it! ... This program is a blessing to me!*
- *Easily understanding things. It doesn't need to improve. It's great the way it is.*
- *Great program.*
- *I am very happy to have connected with MRS!*
- *I have no suggestions. I am satisfied.*
- *It was a great experience.*
- *I've had a really good experience with MRS so far.*
- *MRS was very helpful. Thank you!*

### **Dissatisfaction with MRS | Negative Comments**

Thirty-one comments (15.2%) expressed dissatisfaction with MRS. All negative comments were classified into one of the following two sub-categories: (1) dissatisfaction with internal and/or external staff and (2) dissatisfaction with services.

Dissatisfaction with Internal/External Staff: 18 comments (58.1% of all negative comments) were related to counselors, service providers, and staff from MRS and various community partners. Most comments captured failure to maintain regular contacts and poor quality of communication which would result in the feeling of unmet needs for the customers. For example:

- *Don't have a job yet. Case worker has not found me a job.*
- *Honestly would like more checking.*
- *I do not think XXX is good for the deaf community. There have been times where I felt uncomfortable after her interactions. Her approach felt very "dictatorship" & I actually started feeling nervous around her. There are more deaf people who are less educated, and I can see how their experiences would be unpleasant with her. I have informed her manager & changed counselors.*
- *I have had many years and multiple times working with MRS. I feel like I need a separate agency to help me navigate MRS. I feel I need an interpreter at meetings with my counselors even though I speak English. I strongly feel that my counselors have had a secret agenda different from my own. I absolutely would say that everyone has followed the rules and included me in setting goals. However, I have no idea what those rules are. Staff seem to have no idea about communicating with people with PTSD, anxieties, neurological differences, and physical differences. MRS as the organization uses very legalese and conformist communication styles.*
- *I recently received a voucher for clothing for schooling and work I was told that I can only go to a place called national surplus goods in Detroit Michigan off of Trumbull after making an appointment. And I was going there it turned out that they had limited resources or materials for people for MRS. I have a special needs shoe that I have to wear and they only offered me one choice that was standard kitchenware issue work boots which are unsuitable for my place of employment as well as the clothing that they provided they had nothing in my size. They were I was told that they weren't notified that I was a plus size guy and had nothing that they could do for me but they could try to get close to it because of a certain nature of my disability. I am physically unable to wear certain types of boots and I require that in the employment that I'm searching seeking you have to have slippery system puncture resistant waterproof clothing and boots which they did not offer. I am requesting my counselor to revisit the issue and see if I can get a check made out to me so I can purchase the necessary items before my schooling starts. I've had no successful response from him as of today.*
- *I've had to self-advocate non-stop, and I'm still stuck because my counselor hasn't sent 1 referral paper in. I can't reach her and she's non-responsive.*
- *I want my new counselor to be in touch with me and let me know that she is going to help me. My old counselor was XXX. I don't know who my new one is. No one contacted me.*
- *I was sent a plan, but I do not know what my job will be. I have less than three weeks before I am finished with school and have not talked to anyone about the next step.*
- *My daughter started this program in July 2022. We rarely get any communication from anyone. She still does not have a job. Very disappointed in this program.*
- *My mom helped me sign up. I was approved for services, but never got follow up. MRS worker retired, then temp. worker, trying to connect with new worker. I am not good at this. My mom helped me write this.*
- *Once again to be replaced by miserable people who, sadly, have no intention of helping.*
- *Overall, very dissatisfied with the poor communication from my case manager and other services. I was told in April. I would be contacted by vocational services, and I wasn't, and when I tried to reach my case manager about this they would not respond, or their phone voicemail was full and*



*other such things until eventually I gave up trying. I got a letter from them recently saying they tried to contact me, but I have no record of this. If I were to continue with MRS I would insist on doing so with a different case manager.*

- *The counselor I talked to was insulting. She was more concerned that her earrings cost more than mine. I felt she was being arrogant. she did not know anything about me or my earrings. The only reason I didn't tell her about herself was because she wasn't worth the time.*
- *They need to not force things.*
- *We really wanted to get a job coach to support the transition to a new job (1-2 weeks). But it seems that there is very limited availability. Some staff seems overloaded, and partners don't seem readily available (goodwill).*
- *XXX is my counselor. Haven't heard from her even though she said we were on deadline. Is she okay? Could you let her know I'm concerned. What do I do about my deadline?*
- *###, through MRS, got a summer intern job, but once it ended, there wasn't more communication. XXX called his MRS counselor but she said she'd look into what else can be available to him, but never called back. ### is trying to find work on his own.*
- *XXX performed a neuro-psychological assessment to qualify me for MRS services. After a few weeks she texted me to say xxx would have the results over the coming weekend, but three or four weeks after that we still didn't have her report. I was disappointed it took so long to get qualified.*

**Dissatisfaction with Services:** A total of 13 comments (41.9% of all negative comments) were related to dissatisfaction with specific services provided or contracted by MRS. Moreover, overall dissatisfaction with the speed in which services were received was included in this category.

- *I believe that the program is a great resource, but I guess the process is rather long, so as of now I'm in a waiting process.*
- *I have not been helped to get a job. All I have had help with is getting a resume made.*
- *I was not aware that there were other organizations that take Medicaid and help disabled people find careers in the community. If I had a choice, I would be looking for employment services other than MRS which is very complicated, bureaucratic, frightening, and interminable.*
- *It takes the office too long to get a person in a program or a job.*
- *It took me over a year, but I am finally getting hearing aids.*
- *It took over 4 months to get me set up. In the end, I was referred somewhere else with no help.*
- *Length of time, employment goal and needs.*
- *That you think you one place and you are somewhere else! Well, for our those 3-days class that last three hours, don't tell a person it doesn't matter. And you get down, they say well this is what test tell, you piss people off, someone grown, who finished high school, 67 credits of college! Not right.*
- *The frustration is the excessive paperwork to be a vendor for the program. It eliminated Vendors that are familiar with our operation and are local (pay taxes and buy inputs in our community). Just a lot of Bureaucracy adding to the length of the process.*
- *The process feels very slow for what it is.*
- *Was not speedy in the process. Sometimes to be long delayed.*
- *Why can't this program be face-to-face so I can understand what's going on and what I'm supposed to do and stuff.*

## **Neutral Comments or Recommendations**

Thirty-eight comments (18.6%) did not clearly indicate either positive or negative experience with MRS. Rather, these comments highlighted requests for additional services, offered suggestions for improving MRS services, or were ambiguous and unrelated to MRS or VR process, such as customers' own health concerns, employment status, and personal wish/hope for future. Lastly, any comments regarding survey itself were coded as neutral feedback.

Requests for Additional Services: A total of 12 comments (31.6% of all neutral comments) were related to the theme that reflects customers' explicit requests/needs for additional services. As all of the respondents were still active, these requests indicate areas where changes to the quality of MRS services may specifically address a need or even areas where MRS may not provide the specific service (e.g., car repairs, mock job interviews, lip reading classes, etc.).

- *I bought a car recently that needs repairs, can your agency help pay with repairs??*
- *I have been waiting since Nov 2022. And I haven't seen my counselor but 1 time. And no bus tickets so I can look on my own.*
- *I have medical issue that require me to get SSI.*
- *I need help with CNA license.*
- *I really need assistance keeping my current job.*
- *I should have requested a mock interview to improve my own responses - coaching would be helpful and valuable.*
- *I still need help, find a place if possible.*
- *I would like classes in lip reading.*
- *I would like to remain a client.*
- *I would love to know about more about this (CAP).*
- *Is there assistance with college and a job in the future?*

Suggestion for Improvement of Existing Services: A total of three comments (7.9% of all neutral comments) were related to the theme addresses customers' any open suggestions for MRS in terms of betterment of services such as more frequent communication with MRS, and faster service process. For example:

- *I just hope that they would be there more than once a month.*
- *I think it would be helpful if MRS had some sort of live chat support so, in the event you couldn't get a hold of your counselor, there would be someone else to reach out to with questions.*
- *Quicker referrals would be nice.*

Others: This category was made up of 16 comments (42.1% of all neutral comments) that indicated a variety of customers' situations which are not directly related to the employment services. These comments include customers' own current situation and wish/plan for future (e.g., hope to work, plan for further action).

- *I am doing fine on my own. I haven't needed any help in a long time.*
- *I am not on this program. I have been retired for almost 10 years. I do not receive employment counseling at 77 years old. I am MSU alumni. Go Spartans!*
- *I don't agree with not being able to have full access to my evaluation.*
- *I had 2 different counselors.*
- *I have a plan to reach my goal.*

- *I want to work as long as I can.*
- *I was told I would be able to get my CDL when I turned 18. I did a LOT of paperwork so I would be all set when I turned 18. Only to then be told even if I'm 18 and have permission of my parents and the school I attend that I would not be able to get my CDL until after I graduate high school in May. It would have been nice to have this information before I did most of the paperwork.*
- *I'm going to Michigan State for school.*
- *Just recently contacted for ADA rights to get back to work. I was referred to Disability Network for help.*
- *Just that I take pride in helping people. And very reliable, caring. There are so many seniors who need care, not neglect, that was my personal opinion. Thank you.*
- *My health issues I'm wrestling with prevented me for continuing my goals.*
- *The nature of my business results in fluctuations in income from week to week.*
- *This is the first-time using MRS.*

CS Survey Instrument: This category was made up of seven comments (18.4% of all neutral comments) that indicated customers' concerns with the feedback survey itself. Some examples comments are:

- *Fourth Survey, first with returned envelope.*
- *I would've sent back the 1st 2 times but there was no envelope on return address.*
- *Just a heads up, the pre-paid envelope did not come in the letter to me.*
- *There wasn't a return envelope, I hope you get this.*
- *There was no pre-addressed, postage-paid envelop enclosed.*
- *This is the 3<sup>rd</sup> time that I am returning this form.*






## APPENDICES

### Appendix A: CS at Plan Survey Instrument

# Customer Satisfaction Survey Plan for Employment

Michigan Rehabilitation Services (MRS) &  
Michigan Council for Rehabilitation Services (MCRS)

Circle one answer for each question:

	Definitely YES 	Mostly YES 	Mostly NO 	Definitely NO 	Not Sure 
1. Were you involved in choosing your employment goal?	4	3	2	1	0
2. Are you satisfied with the employment goal in your plan?	4	3	2	1	0
3. Does your counselor understand your needs?	4	3	2	1	0
4. Are you satisfied with your overall experience so far with MRS?	4	3	2	1	0
5. How likely is it that you would recommend MRS to a family member, friend or colleague?	4	3	2	1	0

6. What is your job goal? \_\_\_\_\_

7. How often do you have contact with your counselor?

1. At least weekly
2. Two to three times a month
3. About once a month
4. Every other month
5. Other: \_\_\_\_\_

**PLEASE TURN OVER TO FINISH THE SURVEY**

**8. Were you told that you can request help from the Client Assistance Program (CAP)\*?**

- 1. Yes
- 2. No
- 3. Not sure

*\*Client Assistance Program (CAP): CAP is designed to assist individuals with disabilities in understanding and using rehabilitation and independent living services. Applicants and eligible individuals may be provided advocacy and representation to ensure and protect their rights in their relationship with projects, programs, and services under the Rehabilitation Act, as amended.*

**9. Is there anything else you would like us to know?**

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**10. Would you like to talk to a manager at MRS about how you feel about the services you have received so far?**

YES

NO

If you would like to talk to a manager at MRS about your services, please print, sign your name below, and provide a phone number where you can be reached.

\_\_\_\_\_  
Print Your Name

\_\_\_\_\_  
Signature

(     )  
Phone Number

*PLEASE KNOW THAT YOUR ANSWERS WILL BE SEEN BY THE MANAGER WHO CALLS YOU.*

**THANK YOU VERY MUCH FOR YOUR FEEDBACK!**

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

Office/Unit	Sample Size	Response Number	Response Rate	Q1	Q2	Q3	Q4	Q5
<b>MRS</b>	<b>1,552</b>	<b>381</b>	<b>24.5%</b>	<b>97.5%</b>	<b>97.2%</b>	<b>97.0%</b>	<b>92.9%</b>	<b>93.2%</b>
Adrian	25	5	20.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Alpena	18	7	38.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Ann Arbor	64	16	25.0%	100.0%	87.5%	86.7%	81.3%	81.3%
Battle Creek	54	9	16.7%	100.0%	100.0%	100.0%	88.9%	100.0%
Bay City	32	10	31.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Benton Harbor	32	7	21.9%	83.3%	100.0%	100.0%	83.3%	71.4%
Big Rapids	18	3	16.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton Township	139	32	23.0%	96.2%	100.0%	100.0%	100.0%	100.0%
Detroit Grand River	39	7	17.9%	100.0%	100.0%	85.7%	85.7%	83.3%
Detroit Hamtramck	60	3	5.0%	100.0%	100.0%	66.7%	100.0%	66.7%
Detroit Mack	62	15	24.2%	100.0%	100.0%	92.3%	92.9%	93.3%
Detroit Porter	23	6	26.1%	100.0%	60.0%	80.0%	40.0%	66.7%
Flint	77	16	20.8%	86.7%	100.0%	100.0%	87.5%	81.3%
Gaylord	28	4	14.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Grand Rapids	84	25	29.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Holland	46	12	26.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Jackson	21	7	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Kalamazoo	41	20	48.8%	100.0%	95.0%	100.0%	95.0%	100.0%
Lansing (1)	69	16	23.2%	100.0%	93.3%	93.3%	87.5%	100.0%
Livonia	34	5	14.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Marquette (1)	26	9	34.6%	88.9%	100.0%	100.0%	100.0%	88.9%
Marquette (2)	30	9	30.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Midland	20	5	25.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Monroe	27	11	40.7%	100.0%	87.5%	90.0%	90.9%	90.9%
Mt. Pleasant	40	14	35.0%	100.0%	100.0%	92.9%	91.7%	83.3%
Muskegon	51	16	31.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Oak Park	67	20	29.9%	94.7%	100.0%	94.4%	94.4%	94.7%
Pontiac	54	13	24.1%	90.9%	81.8%	90.9%	75.0%	75.0%
Port Huron	71	13	18.3%	84.6%	92.3%	100.0%	84.6%	84.6%
Saginaw	65	23	35.4%	100.0%	100.0%	100.0%	95.5%	95.7%
Taylor	51	12	23.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Traverse City	40	5	12.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Wayne	44	6	13.6%	100.0%	100.0%	100.0%	83.3%	83.3%
Q1. Were you involved in choosing your employment goal? Q2. Are you satisfied with the employment goal in your plan? Q3. Does your counselor understand your needs?				Q4. Are you satisfied with your overall experience so far with MRS? Q5. How likely is it that you would recommend MRS to a family member, friend or colleague?				

*Satisfaction Rate*

$$= \left( \frac{\text{Definitely Yes or Mostly Yes}}{\text{Definitely Yes or Mostly Yes} + \text{Definitely No or Mostly No}} \right) \times 100$$