

**WFD Customer Satisfaction Survey
State Services for the Blind (SSB)
Results from customers served during January through July 2020**

	Jan-July 2020
Total Sample Size of Customer Records:	533
Number of Customer Records with Valid Email Addresses:	511
Number of Completed Interviews:	164
Response Rate*:	32.09%

* Percent of completed interviews out of number of customer records with valid telephone numbers. See final page of this report for full discussion of response rate.

Average MnCSI score over time (rolling 6 to 12 month periods)

Customers Served	Jul 16 – Jun 17	Oct 16 – Sept 17	Mar 18 – Aug 18**	Feb 19 – July 19**	Jan 20 – July 20**
Average MnCSI Scores	75.7	75.6	73.5	63.9	69.2
N size	235	238	260	134	114

Frequencies of current period statistics

Q1 Think about any times that you asked staff for help. How satisfied are you that they responded in a reasonable amount of time? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied, or have you never asked for help? (old Q5)

Responses	Jan-July 20
Very satisfied	39%
Satisfied	43%
Dissatisfied	9%
Very dissatisfied	6%
Never asked for help	0%
DK/Refused	3%
N Size	162

Q2 How satisfied are you that the staff understands/understood your needs? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old Q4)

Responses	Jan-July 20
Very satisfied	41%
Satisfied	41%
Dissatisfied	9%
Very dissatisfied	4%
DK/Refused	5%
N Size	162

Q3 How satisfied are you that you were given enough information to make good choices for your employment plan? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old QVR1)

Responses	Jan-July 20
Very satisfied	36%
Satisfied	34%
Dissatisfied	13%
Very dissatisfied	6%
DK/Refused	11%
N Size	160

Q4 How satisfied are you that you have/had an active role in decisions about your services? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old QVR2)

Responses	Jan-July 20
Very satisfied	47%
Satisfied	37%
Dissatisfied	5%
Very dissatisfied	7%
DK/Refused	5%
N Size	161

Q5 How satisfied are you that the services are helping/have helped you plan for or maintain your employment? Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation? (NEW)

Responses	Jan-July 20
Very satisfied	32%
Satisfied	33%
Dissatisfied	14%
Very dissatisfied	8%
DK/Refused	14%
N Size	160

Assistive Technology

Q6 Have you received any Assistive Technology from State Services for the Blind? This could be hardware or software.

<i>Responses</i>	Jan-July 20
Yes	60%
No	30%
Don't know / Unsure	10%
N Size	163

Q7 Think about when you most needed to use your Assistive Technology. How prepared did you feel to use the Assistive Technology when you needed it? Were you very well prepared, somewhat prepared, not very well prepared, or not prepared at all?

<i>Responses</i>	Jan-July 20
Very prepared	51%
Somewhat prepared	41%
Not very well prepared	5%
Not at all prepared	2%
DK/Refused	1%
N Size	93

Q8 How useful do you think the Assistive Technology equipment that you received will be/was in helping you meet your vocational plan goals? Do you think it will be very useful, somewhat useful, not very useful, or not at all useful?

<i>Responses</i>	Jan-July 20
Very useful	73%
Somewhat useful	20%
Not very useful	3%
Not at all useful	2%
DK/Refused	1%
N Size	94

Q8a Please describe the primary method in how you interacted with SSB to receive your services. (NEW for 2020)

<i>Responses</i>	Jan-July 20
In person meeting	14%
Phone call	36%
Email	45%
Online meeting (e.g. Zoom, WebEx, Skype platforms)	4%
N Size	148

Q8b How satisfied are you with the non-traditional method you used with SSB to receive your services? (NEW for 2020)

<i>Responses</i>	Jan-July 20
Very satisfied	41%
Satisfied	45%
Dissatisfied	7%
Very dissatisfied	2%
DK/Refused	5%
N Size	124

COVID Questions for 2020

Q8c Please explain how the process of meeting in a non-traditional way (e.g. Phone, Email, Online meeting, Other) went for you in receiving your services from SSB. (NEW for 2020)

- It has been working fine so far.
- As the millennial generation all forms of communication for success is important. And my counselor has done so unfortunately on the survey does not allow me to check more than one forms of communication. We have done both phones, texting, phone calls, in person, and emails.
- At first my counselor was calling me at least once a week and since July, I haven't heard anything at all. So, right now I don't know what's going on.
- Due to the fact that we are on the quarantine I do the best I can working with the different counselors it was already a long-drawn process but this is even worse but it is what it is and it's saying all of that I am grateful but I am connected with SSB so that I can eventually getting my life back on track again.
- Efficient method of getting assistance, avoids cost and time of transportation to and from SSB.
- Email and phone is vastly preferable as transportation which is very difficult as a person who cannot drive.
- Email is a fine way for me to receive my services right now.
- Email is fine for communicating with Voc rehab counselor. But learning new technology still remains to be seen. Ordered new technology before the shutdown, received the new technology after the shut down and struggling to learn how to use it.
- Email were used to send and receive small bits of information. Sending files and data to help gather the necessary info to help each other out. Phone calls were used to talk for a good while about lots of information to go over such as career plans, college plans and etc.
- Email works great for me.
- Email works well for, that way we're not playing phone tag.
- Email, Zoom, and phone calls are pretty good, especially since it's hard for me to travel to a physical site.
- Emails have been the primary form of communication which are sent back and forth, sometimes more than one per day; also due to more than one person involved people are cc'd so everyone knows where things are at.
- Flexibility of time was good; would like captioning in the future.
- For me nothing has really changed. I have been corresponding exclusively via phone and email with my SSB counselor and other SSB staff for many years, and it has worked extremely well for me.
- For what I needed it was good.
- I am a college student in need of lots of services from SSB, like purchasing the hardware and software needed for me [unreadable text] to be successful in college, find a professional job afterwards!

- I contact my counselor via phone, email on regular basis. During Covid it's very challenging for myself as DB individual. I'm sure it's challenging for others too.
- I contacted SSB by phone and it worked out well for me.
- I could contact my counselor anytime by phone. And he would always respond in a timely manner. So I was happy to use that non-traditional way.
- I emailed my counselor. It went very well. We still use this method of contact.
- I feel that they went very well.
- I felt like I didn't get nearly as much out of it (not anything) as I would have if in-person options were available. I also felt like they didn't really understand me as a person.
- I had and have no problem at all meeting with my counselor over the phone/email. I completely understand the need for this in these circumstances and in my situation it went really well. I am really pleased.
- I had no interaction with counselor for months last week I received a call that I could barely understand due to a baby yelling in the background. The services that I have received from this counselor is horrible. Before COVID he didn't call and haven't received service like I have in the past.
- I had no issue connecting in this way and preferred it to in person.
- I had no problems.
- I have always contacted my counselor via phone or email, so it has been no difference for me.
- I have been assigned a new counselor during COVID. We have only had one phone call and a couple of emails. I need computer classes. They have not started yet.
- I have met in person for tech support (as my last appt was prior to COVID-19), but as a student I remain in consistent contact with my SSB counselor via email and it is very effective.
- I have not been in contact with an SSB representative since well before COVID. So my feedback is probably not too useful. But I had an incredibly difficult time connecting with anyone or getting action last fall when I needed help. After Greg Applekamp left, I was passed around to people who did not seem to care to help or were just plain absent. Even the commitments made by Greg were not honored by his successors. So I decided to give up on your help and am no longer actively working with SSB.
- I have noticed that since last few months, the conversation is more of a one- way conversation. I feel I don't have much role in planning my future. That said, I am very grateful to SSB for its services, Without SSB's services I wouldn't be able to get into school.
- I like the email interaction, because everything is documented.
- I live in the cities, and my counselor is in Hibbing, so I always interact with him through phone or email.
- I much prefer meeting with my SSB counselor in a non-traditional way as I believe I am receiving the same services but the meetings are much more convenient.
- I prefer email anyway so that works just fine for me I am not a big phone person so that has made it harder I think for some people.
- I think the communication was fine. I think it was about half email and half phone interactions. I'm not sure if it was because of this, but there was a work order placed for my laptop that seems to have come from nobody. This was frustrating for me because I was without my computer for 3 weeks while it was in the shop and about another week of getting all of the licenses for software back in order. It was upgrades I didn't need or ask for, and neither my counselor nor the technology folks seems to know where it came from.
- I use email for contact with SSB counselor. The response time to my work related questions are inconsistent. Some days the response is on the same day and other times it can be 2 o3 days to receive answer.
- I use email to connect with SSB.
- I was expecting to receive something more interactive, like zoom, something that can generate more engagement.

- In general, I was very satisfied with the means by which I received services. Generally, I corresponded with my counselor via email, though we held several phone conversations to discuss my services and what would be necessary for me to achieve my employment goal. Phone conversations were always the most affective, though I appreciated my ability to communicate via email as it was easier to keep record of our discussions.
- In the last year my interactions have mostly been updates on how things are going, along with turning over documents. Because of this phone, and email have been very simple and convenient.
- It actually worked out very well because we could get back to one another as we have time.
- It always goes well.
- It did not affect my interaction with my counselor at all.
- It has been fine.
- It has gone well. We just play hone tag, which is why I prefer email, with phone as a back channel.
- It started out well, I was getting phone calls from my new counselor, the woman who replaced Pam Gowan and even one call from a woman named Debbie (?) about getting some classes in July, but then ALL OF MY HUMAN CONTACT JUST DISAPPEARED and I felt CUT OFF AGAIN!!!!!! I now feel that the likelihood of my ever finding a job is ZERO/WILL NEVER HAPPEN!!!!!!!!!!!!
- It was actually very nice. I got to email my advisor at SSB and they got to email me back. The nice part about this was that I could do it at my own time, and not feel rushed. There were deadlines, but emailing just made it easier. Phones calls are good too, because it is an easier way of communicating thoughts quickly rather than via email.
- It was fine. There were no issues.
- It was on. Kind of annoying having to scan paperwork.
- It was very smooth. My SSB case worker was phenomenal in communication via email. She always responded to my emails very promptly. I cannot thank her enough for how she helped all of my needs.
- It went fine.
- It went fine. Sometimes I would remind them to look and respond to an email.
- It went great, I initially contacted you by phone. Most interactions after that were all by email and your staff was very helpful.
- It went ok no issues we had phone calls and emails.
- It went okay. I am still waiting for a new cane to be delivered to me. So far we haven't done a lot, as I am currently not working due to the pandemic.
- It went pretty good so far, but before the COVID-19 pandemic emailing was the standard method of communication.
- It went very well.
- It went well.
- It went well but sometimes I experience internet connectivity issues.
- It went well. It fit better for my schedule and it made it easier to get things done.
- It went well. That is usually how I get services from SSB anyway.
- It worked very well. My SSB counselor, my parents, and I are having Zoom meetings, and we talk about my employment plan and other services.
- It's used as usual.
- Jason has been excellent with email updating all delays and expectations.
- Meeting nontraditionally over email is the only way my SSB Counselor and I have communicated thus far, so this communication method didn't impact my services.
- Most by phone and also sometime by email or sometime in person when my counselor in town.
- My original counselor never called me. I had to escalate the matter to supervisors.

- My previous counselor left at the beginning of February and there was a pretty big gap in services before I was assigned a new counselor. My new counselor and I have been able to work through the process of getting me started at Vision Loss Resources. We are still meeting with my counselor remotely and through email and it is working well.
- My SSB counselor calls me with a question, or an update. We did my initial intake over the phone due to Covid. He emailed me a copy of the plan, I reviewed it and sent it back.
- Nothing really changed. I never really met with my counselor face to face leading up this point. He doesn't really follow up with me regarding my plan, so communication has been sparse.
- Phone calls and emails have worked well so far for exchanging information. I don't know how this will work when receiving instruction or other services.
- Phone is a traditional way of communicating for me and is also far more convenient and considerate for someone with a visual impairment than in-person meetings.
- Phone or email is easy for me however, online meeting zoom is somehow difficult for me, and it takes time to navigate. There for, I prefer phone or email to receive my services.
- Services are delayed an extraordinary amount of time!
- Since I am receiving technology training it works very well. In fact it is much easier to get this training with the trainer "watching my screen" than in a tech classroom with several students and everyone using voiceover at the same time which was rather confusing and frustrating.
- The non-traditional way of receiving SSB services has gone very well so far.
- The phone calls from my counselor were clear and effective. I continue to wait for a computer trainer to work virtually with me.
- The phone calls work great, follow-up emails also occur.
- The process was great in the twin cities but moved to Willmar MN and there are no service. I seem to feel like the outcasts.
- This is a difficult question to answer. Except for an occasional phone call from SSB, I have no contact with the agency. I am part-time at my job. So all COVID-19 issues are job related. My shopping and restaurant trips are masked and 6-feet apart. My psychology and critical thinking attitudes regarding this current situation is moving towards a 'scandemic' that is leading me to orneriness! This of course has nothing to do with SSB. Your services, your staff and your training are all excellent!
- Till now the process of meeting in a non-traditional way went well.
- Usually SSB responded with the request for communication in a timely manner.
- Very impersonal.
- Very well.
- We actually had zoom, email, phone — all were great. Shane DeSantis is tremendous to work with, the delays and such are entirely on my end.
- We spoke in detail over the phone, any instructions needed were step by step, and we followed up with an email.
- While it is easier to talk in person, I have no problems with communicating via email, and it is often much more convenient to just email back and forth instead of trying to arrange to meet in person or even set up a video or phone meeting. I like the flexibility of email.
- Zoom none of the State Services people ever used my name. I asked question in comments and I never got a response to my questions. I just did not feel a part of the group. They seemed very happy to see people they knew there yet never seemed to care to get to know me. Just seemed like they didn't have time for me or care I was there. It was not a good feeling or experience.

SSB Themes to Open-ended Responses

Comment Coding Breakdown of Question 9 – 114 responses

“In your opinion, what is/was the most important part of the services you received from SSB?”

Individual comment categories (along with a sample comment)	# of comments
Help finding, searching, getting a job	
<i>Help finding a job; find a job quicker; help finding a new job (JSH)</i>	13
<i>They got me a job; helped me get back to work (GJOB)</i>	7
<i>Help with career exploration, goals (CE)</i>	6
<i>Networking, connections for job seekers (NET)</i>	3
<i>Resume help, expertise; updating, writing a resume (RES)</i>	2
Staff / Trainer / Vendor assistance	
<i>Specific mention of a vendor, trainer, staff member that provided notable help (VTS)</i>	10
<i>Staff provided emotional support, caring, concern (STFS)</i>	10
<i>Staff understands customer, needs of customer (STFUC)</i>	9
<i>Staff provided general help, willingness to help (STF)</i>	7
<i>Staff provided one-on-one contact, easy communication, consultation (STFC)</i>	7
<i>Staff listened, were patient with customer (STFL)</i>	2
Received education, classes, specific training, coaching	
<i>Job training mentioned; other general training (TR)</i>	10
<i>Provided help going to college, school, classes; training at school (EDC)</i>	4
<i>Training in how to get around; orientation & mobility (OM)</i>	3
<i>Life skills training; cooking, cleaning, shopping (TDL)</i>	2
<i>Received, got computer help or training; MS office, keyboard classes (CPUT)</i>	1
<i>Braille training (B)</i>	0
Received assistive technology, equipment, resources (or help with)	
<i>Customer mentions technology, help with; assisting with devices – laptop, note-taker, computer etc. (TECH)</i>	24
<i>Provided specific equipment; white cane, eye cone, school equipment, resources (EQP)</i>	17
Financial, transportation aid	
<i>Financial help; money for food, daycare, clothes, training, education, equipment (FIN)</i>	18
<i>Money for transportation, travel, bus passes, transit (TRVT)</i>	1
General comments	
<i>Meet customer’s needs; services to customer’s level (JSP)</i>	16
<i>Received general, helpful info on program services (INFO)</i>	9
<i>Gave a general compliment about services (COMP)</i>	2
Miscellaneous	
<i>Don’t know; not sure, none, dissatisfied (DK)</i>	5
<i>No services received yet (NSY)</i>	5

Q9 – 114 respondents	
Comment Category Groupings	# of comments
Staff, Trainer, Vendor assistance	45
Technology, equipment received, assisted	41
Help finding or searching for a job	31
General comments	27
Received education, classes, training	20
Financial, transportation aid	19
Miscellaneous	10

Comment Coding Breakdown of Question 10 – 100 responses

“If you could change one thing about the services you received, what would you change?”

Codes (along with a sample comment)	# of comments
Issues related to finding, searching, getting training for a job	
<i>Service didn't meet customers needs; lack of options; other specific request mentioned (MCN)</i>	23
<i>Help with assistive technology; receive training on technology (TECH)</i>	9
<i>Improve the help with finding a job; specialists/staff unhelpful in job search (JSH)</i>	3
<i>Wanted more education, schooling; training and learning opportunities (EDC)</i>	3
<i>Want mock interviews, more interviewing help (INT)</i>	0
Staff improvements	
<i>Improve communication, contact between staff and customers (COM)</i>	14
<i>Staff need a better understanding of customers; listen to customer (STFUC)</i>	9
<i>Quicker response time, level of responsiveness, too slow in responding (LSFR)</i>	5
<i>Need more personal support and interest from counselor; better fit (STFS)</i>	4
<i>More staff needed in SSB; hire more staff (STFM)</i>	1
Process issues	
<i>Length of time to get services; time between approval and service start (TIME)</i>	12
<i>Too many rules, obstacles that slow process & create unnecessary issues (PRI)</i>	8
<i>Issues with vendors and the way they work with SSB/State of MN (V)</i>	1
Program issues	
<i>Need more equipment; more resources (EQP)</i>	7
<i>Not enough funding, need more financial assistance (FIN)</i>	4
<i>Need more locations for SSB, longer hours of service, more days (LCHR)</i>	0
<i>Need more transportation help; bus passes, transit (TRVT)</i>	0
Job leads / placement assistance	
<i>More connections, links to employers that are hiring (CTE)</i>	2
<i>Need better, more quality job leads; leads don't match user needs, more job options (JLQ)</i>	2
<i>Specific job placement issues (JP)</i>	1
Miscellaneous	
<i>Nothing; none; not sure (NC)</i>	21
<i>Gave a compliment about services (COMP)</i>	10
<i>Don't know; haven't used the service long enough (DK)</i>	8

Q10 – 100 respondents	
Comment Category Groupings	# of comments
Miscellaneous	39
Issues related to finding, searching, getting trained for a job	38
Staff improvements	33
Process issues	21
Program issues	11
Job leads / placement assistance	5

State Services for the Blind (SSB) Open-ended Responses

Q9 In your opinion, what is/was the most important part of the services you received from State Services for the Blind (SSB)? (NEW) (114 responses)

- Introducing me to Vision Loss Resources! Mark Groves is an excellent counselor! His extensive experiences coupled with my age and career history was match made in heaven.
- They try to help you. They definitely need to improve their services.
- Appreciated nice people. However, I am not looking for a job. I am the director of [removed]. I need IT help. Thanks.
- As a college student the financial contributions provided by the SSB are the most important service that I receive. Receiving assistive technology from SSB is also a very important service, except I haven't received my tech as the request process takes a while.
- As DeafBlind, most important service is job support: searching, interviewing, JOB COACH, and occasional support to keep employment.
- Assistance in attaining gainful employment.
- Assistive technology.
- Assistive Technology.
- Assistive technology. The training and suggestions for software have been integral to being able to even complete post-graduate education.
- Basically financial assistance going to and from work. Because my rent is so high, I can't pay for metro mobility to take me to work. So they are a big help with that.
- Become instructor for deaf course with NACFI made me feel good and take course Wilderness first aid kit and Qmerica Heart Associage CPR.
- Being able to help me with employment plan.
- Communication. Something I haven't really seen much of.
- Communications between counselors and clients are the most import part of the services, in my opinion.
- Connection to Vision Loss Resources.
- Counselors at SSB have just overall been very helpful with every issue that I have had while receiving services.
- Covering my tuition for college and employment assistance.
- Definitely receiving help for textbooks in college. I am very great full for it. Also, knowing that I will have a group of people helping me with my future career planning is another very good and useful resource.
- Definitely, help from Jon at the speech gurus. Also, the encouragement and all the services from Mark. He always makes sure I have whatever I need, as well as, making me aware of all services available.
- Don't have services here.
- Emergency employment search and job coaching.
- Encouragement to find the learning setting that's right for me. The speed of getting jaws software, and a laptop were literally next day so I was able to begin training quickly.
- Equipment.
- Financial aid for school. My family doesn't make enough money to send me to college even with loans, so having state services is a godsend.
- Financial support for education.
- Finding employment as well as ongoing training.
- For me the most important part has been having a source of motivation.
- For me the most important service is the technology; that is getting help choosing the best technology for me and assistance in acquiring it. As a lifelong student (I have a BA and a MA, and I am in the process of getting a PhD, and after that I plan to become a professor), I use a laptop computer equipped with Jaws and Kurzweil, as well as a separate refreshable braille display. I also use a hand-held electronic magnifier for daily tasks that require identifying things. None of this would be possible without the assistance of SSB, including the understanding and cooperation of my counselor and his team.
- Getting me a connection to my current employer has to be number one. But I guess as far as actual service is, I had assistance in writing cover letters to go along with applications, which I thought were very helpful.

- Good training to use the software and equipment.
- Got connected with state employment.
- Guidance for my rights on working space, I want to develop skills to self-advocate better.
- Haven't received any.
- Help from my placement person for looking for jobs.
- Help with leads, and information on new opportunities for helpful services and available employment.
- Helping me gain the skills to become independent at home and ultimately get to the point where I am able to be employed.
- Helping me get the skills (education) to get a career.
- Helping out to pay for college expenses.
- How kind and supportive everyone I encountered was. This is definitely been hard to except because I wasn't always blind.
- I am glad that I was able to get with the BARD app. That has been great. As far as working with my employer and getting the accommodations I need, I still do not have the functioning software and hardware to do my job. I was forced to purchase equipment myself because of my employer's refusal to do so. I wish that my worker at SSB would have been more helpful. However, John Hess was great. Not sure how much training is done on working with trauma survivors as my vision loss was due to a traumatic event. I feel vulnerable writing this as I may need to work with my worker but wish there would have been a worker who was more effective in their job. I got the impression the worker did not wish to work on my behalf but was just putting in his time.
- I am hopeful, now that I have a new a new counselor. Time will tell. Years ago, I took woodshop. It was an amazing experience.
- I believe that in order for your counselor to best support your employment plans and goals or communications. As a client or consumer you have to be able to communicate your needs and as a counselor you have to communicate the requirements and policies that you have to follow. And that you're willing to do what you need to do within the guidelines to best assist the consumer to both maintain, obtain, a job, and be successful in post-secondary education.
- I believe the most important aspect I have received has been the adjustment to blindness training I was provided to ensure I received the skills necessary to succeed in the workplace.
- I believe the most important service I received from SSB is the employment plan.
- I don't really have a most important thing about the services. It all has been good.
- I get all of my services.
- I have gotten help in planning for a non-traditional employment opportunity. They have been very understanding that the COVID crisis has impacted my ability to pursue things as quickly as I would like due to my need to quarantine myself.
- I haven't gotten any with a 3 year open case.
- I need to be prepared for getting jobs now that I have received my bachelor's degree and also need support in finding work I also want help exploring how to further my education in potentially pursuing graduate programs I also want to become knowledgeable about the latest and most efficient forms of assistive technology I could use once I'm established in my career.
- I think that the most important part of the services that I received from SSB is my laptop, which I installed JAWS and NVDA. I think my laptop will be very useful for doing my job as either an Assistive Technology instructor, a receptionist, or a Braille instructor.
- I was able to go to training.
- Information, tools and training.
- [Removed] found that there is someone who "gets it" and has a hopeful feeling about being able to navigate into his future.
- It's the electronic Magnifier I receive to help me improve reading and keep my daily job.
- John Hess
- Learning how to use my iPhone 8.
- Marie Knapp FAILED ME!!!! When I called to complain about her LACK of effort, things started to improve, but then COVID came, and I was forgotten about for several months, and Marie quit, so I somewhat understand. Then I got a few calls, actually was starting to think that I actually might be getting back on track, might get some

help with updating my resume, might take some classes with Debbie or attend a new program to improve my job skills... but was COMPLETELY LET DOWN AGAIN: I HAVE GIVEN UP ON State Services for the Blind now COMPLETELY and do NOT expect to either get ANY HELP, CALLS< SERVICES< and ANY HELP EVER GETTING A JOB EVER AGAIN!!!!!!!!!!!!!!

- Mobility training.
- Money for college, if I get any.
- My current counselor really being there and able to talk and responding to me in a timely manner.
- None at the moment.
- Not much. Found job on our own because no one was in the position in Rochester for months. We haven't received much in terms of services. We spent a lot of time filling out papers and answers bunch of questions, but haven't received much help in return.
- Not sure.
- Nothing is complete yet.
- Orientation and mobility.
- Our son getting a job.
- Post-secondary services.
- Receiving and learning to use new technology to help me obtain and be competitive in job market.
- Receiving assistive technology.
- Receiving phone conversation and emails. Another option is zoom dialogue through video is good but have not use this option through State Services For The Blind.
- Recommendations to programs.
- Schooling
- Services are delayed and not received!
- Services that meet my needs.
- Started strong, made a resume, and even had an interview.
- Support from my counselor in maintaining my ATB training via zoom as it's getting really challenging and personal issues/family matter coming up as I'm taking training. I'm very grateful for my counselor's supports all the way supporting me to stay strong and thrive training.
- Talking with my counselor on the phone.
- Technology
- Technology and college tuition.
- Technology and guidance.
- Technology parts such as: computer, ruby, printer, and other technology tools.
- That they help me find a job and help me get out the house and get fresh air.
- That's for the most important thing that I've done with SSB is testing out some of the equipment that I need and that's it.
- The advice they give or answers they have to meeting my needs.
- The assistance with getting on disability, MA and receiving assistance technology.
- The books on tape and radio... It gives me something to do when I can't do anything else.
- The computer training, for which I am still waiting.
- The counseling services from the SSB staff members and the offer to receive trainings from institutions like blind Inc. and VLR's paid by the SSB.
- The dedication in providing services and provide good information to become successful.
- The different trainings.
- The few hardware and software I got a long time ago.
- The help with enrolling at Blind Inc.
- The help with my phone.
- The independent living services have been very beneficial to me. Through them, I have developed a system to aid me in grocery shopping, and I am now doing my own shopping with the help of an ILS staff once a week.
- The most important part is the rent and the student service fee (for my school) that SSB pay for me. Since I don't have a job, these services help me to have a space to live and also stay in school.

- The most important part of SSB is making sure you say what you want to say and understand what SSB is saying to you.
- The most important part of the services I received is the orientation, but Covid - 19 Pandemic slows down the process to continue.
- The most important service I received was the tuition assistance and the assistive technology that was paid for on my behalf. I have also really appreciated the conversation and guidance of my support person, Mark Groves. He is extremely supportive and well connected within the job field I am moving into.
- The most important service to me is assistive technology.
- The most important services I received from SSB were getting help through the college experience and getting access to options to start seeking employment.
- The personnel who assisted me were very nice, and explained me with details the different services available.
- The speed that services that I needed were handle.
- The technology and software.
- The technology assistance and financial support to achieve my goals; it is also helpful to have someone listen to your needs and help advocate for you instead of not being listened to because there is not a physical proof of sight issues.
- The thoroughness of trying to get me back into the workforce. Jason did a complete evaluation and assessment.
- That I could get a job but I think I needed something else other than an administrative assistant. Don't really think there is anything like that in any of the small towns. I did some job searches and found nothing like that.
- Timely and caring support, encouragement and an attitude which tries to help instead of an attitude which finds only obstacles and nit-picky reasons why something cannot be done. Get rid of the bureaucracy and find more productive ways to work with people according to their needs rather than by a rigid list of rules.
- To be honest, the assistive technology and financial aid I have received from SSB have been extremely helpful to me as I pursue my educational and career goals. SSB is so generous, and I cannot thank you enough!
- Tuition and rent reimbursement.
- Tuition assistance and assistive technology.
- Tuition payment.
- Understanding
- Using the CAP Services to get a Provider out of the Twin Cities.
- VLR

Q10 If you could change one thing about the services you received, what would you change? (NEW) (100 responses)

- I think technical support needs to be improved. Help with employment needs to be improved.
- NEW COUNSELOR
- A faster process when using.
- Ability to access tech lending during the covid shutdown. So that probably can't change - the burdens we all were carrying were unexpected and everyone was adjusting.
- Although I completed a career profile and interest inventory and shadowed one area of my prospective career, I wish I'd known more about the skills required for the healthcare industry as well as the outlook for work in MN. I also regret having chosen an accelerated learning program, as it did not match my learning style or needs.
- As I said, I would really appreciate it if more canes were delivered to me. I would like at least two canes, one for regular use and one to use as a spare.
- As of now I cannot think of anything I would change.
- At the beginning there was not much information shared with us. We were left in the dark most of the time. Megan is keeping us very informed now, but we already found a job on our own. We haven't needed any assistive devices yet.
- At the moment, I do not believe there are changes that needs to be done. I believe that my counselor has done everything that he is supposed to in order for me to be successful. I am doing what I can to be successful my counselor is very supportive in what I do and encouraging and what I plan on doing.
- Availability

- Being a better counselor.
- Being contacted in a timelier manner. It was six weeks before I was contacted by my counselor to begin services.
- Better communication between the staff with each other; there has been miscommunication/misunderstanding/people not on the same page so the information I received was wrong and I was left waiting for months on moving forward.
- Better continuity of care--I imagine this is due to turnover.
- Better follow up.
- Deadlines in the college student handbook.
- Don't know.
- Easily Purchase the hardware and software needed by the students at any time, because students are trying their best, so that they can become successful in their life.
- Even if I could change anything about the services I received I wouldn't.
- Faster response time on assistive technology requests.
- Give more resource on going back to College and giving tutor for the client to succeed in college.
- I am Deafblind and I need more practice and repetition. Need more flexibility in amount of services.
- I am not certain as I have been finishing up grad school so I have not worked with workforce development lately. We will see how that goes this fall.
- I can't think of anything that I would have wanted to change.
- I have nothing to change right now.
- I initiated reopening my Voc rehab case in July 2019, was not assigned a counselor until December. She was unresponsive to my communications and then learned that she had resigned in early February. I had started a vocational training program in September after initiating getting my case re-opened, and was left high and dry for months without support. Very dissatisfied that it took so long for a voc rehab counselor to be assigned, and then I was assigned such an ineffective counselor. It meant I was constantly behind my sighted peers in my training program and caused me a lot of undue stress, time, and money!
- I really can't think of any! She was so good and so prompt with meeting my needs.
- I received 1 service and I guess this question may be answered in the future.
- I understand that this is not the fault of my counselor or anyone I work directly with; my only wish is that once my counselor and I agree that I need a new piece of technology it would help if the process of acquiring it could be sped up.
- I was taking a program from Saint Paul College. Because they couldn't make it accessible I was pulled out. I would like to see SSB take an active role in challenging places of learning. I wanted to attend the school and not get a diploma but they said since financial aid wouldn't pay they couldn't. That messed my whole education up. I'm grateful I'm working, but I don't think the program was handled well at all.
- I wish I could magically make Covid disappear and everything returns back to normal. I'd like to see in person ATB resume hopefully soon.
- I wish I knew.
- I wish that the placement people would go out and try to pitch their clients to employers.
- I wish they would tell me what amount they will pay and when it is sent to the school.
- I would change how assistive technology training is performed. My trainer seemed unprepared and was playing it by ear.
- I would change nothing.
- I would have asked for a new counselor the first time he spoke disrespectfully to me.
- I would like active assistance in attaining full-time employment.
- I would like to change the CCTV because my CCTV is not working for the last two years.
- I would like to feel listened to from my counsellor. I have Autism and sometimes I find that what I want isn't what they want and I have a hard time saying I don't agree with decisions.
- I would like to have more say in where SSB purchases services for me. I live in North Dakota, so receiving services from companies in the Twin Cities is very difficult.
- I would like to see more transparency in creating my employment plan. I often find myself simply nodding to whatever my vocational rehabilitation counselor says due to the red tape behind the scenes.

- I would want more expedience in getting what I need and more creative and useful ideas to help me achieve my goals I also would like more communication and on a more consistent basis rather than having sporadic levels of communication
- I wouldn't change anything.
- I wouldn't change anything.
- If you had asked me a year or so ago I could've told you but now I am very happy with the services I am currently receiving.
- I'll change the frequency, we're having weekly meeting but they haven't been constant and I'm losing track.
- I'm not sure what I could change about the services I received. I am very satisfied with the services that SSB has provided for me.
- It would be great if SSB help the student to stay in school till he/she acquire a degree that is needed him/her to get a job. Each profession demands different levels of degree. For example, master's degree may be enough to get a job as a business administrator, but to be a researcher the student must have a Ph.D. degree. Especially in my case without a Ph.D. I cannot be a researcher and a teaching faculty at a university. That's what I want to be. If the SSB won't support me for my Ph.D., I have to go with MPH. MPH will not give me a job as a researcher or a university teaching faculty. With my special situations, an MPH will not give me a job and all my hard work for MPH will be of no use (most probably).
- Lack of communication...almost nonexistent.
- Making sure everyone is on the same page. It often seems one individual isn't aware or kept up-to-date on the latest happenings with others in the agency.
- Maybe more contact explaining what happens while I'm in training and who I would contact regarding getting some assistive technology.
- Maybe would have liked a little more time.
- More assistance finding the types of jobs that work for me. Also more assistance with networking to find jobs.
- More communication.
- More coordination among the various agencies that provide me with services. SSB rules and the other agency rules do not always work together in a smooth manner.
- More individual training with assistive technology.
- More organized, appear as if they care more.
- No changes.
- No suggestions.
- Not sure.
- Not sure.
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing I've had good services so far.
- Nothing so far.
- Nothing! While I would have not pursued job at Home Depot on my own, this is an excellent position for me. I shall remain here until I am able to return to my profession of architecture. SSB and VLR will have been instrumental in that new pursuits. Thank you for your service!
- Nothing.
- Nothing. I like the services I've received.
- One thing I would change is to eliminate a lot of the extra paperwork because when a person needs something done they needed does swiftly.

- Overhaul the Rochester office. This would include the Nepotism between SSB and Vocational rehabilitation. Audit of what is really services and just free riding off state dollars and building a bill and not getting clients services needed.
- See previous answers.
- Since I knew a little about it, the services is good no need of change.
- Some way to understand or learn computer skills better.
- Sometimes I feel like my counselor isn't completely listening to me when we meet in person. I have found myself having to repeat or remind them of important pieces of information that I have already mentioned or having to reexplain things several times. However, at the end of the day my needs have always been met, so I really can't complain.
- Speedier process.
- SSB seems very over-burdened and scattered. It took months of reminder emails before finally receiving my laptop.
- Support for mental health and coping with vision loss.
- That the job postings be more descriptive as to adaptive technology needed or even regular technology like if you need a dedicated phone line when working from home or just a regular land line for example.
- That the steps were more organized stages. Felt like it was very thrown together no structure.
- The lighting because the LED and fluorescent lights are bad for my eyes.
- The only major thing I would change would be that I would have preferred that more training had been provided to me in person, though I understood that this would have been impractical due to the restrictions imposed by the COVID 19 pandemic.
- The speed at which things occur.
- The time frame in which services are received!
- There are sometimes job leads that are sent to me that are not practical for me to follow up on because of transportation issues. It is not practical for me to spend 4 to 6 hours a day in transit from home to a job site and back.
- This is just referring to the on line classes that I was a part of. I would want it to be personal and not just a member on a list of people at the meeting or class.
- To have my worker be more sensitive to the needs of visually impaired people. His main message was, "Just move on. Don't talk about what has happened." At a joint meeting with my employer, the worker refused to record the meeting for me when I asked though I was newly visually impaired and needed assistance. He responded in a shaming sarcastic way. He told me afterwards that I should have acted more grateful to the employer despite my not having been given accommodations I needed for MONTHS. He seemed to wish to steer me towards low vision store to get equipment that did not necessarily meet my needs, was affordable or portable enough. I had hoped for some type of advocacy. I still do not have adequate assistive technology to do my job easily. Still frustrated. He alluded to my employer that the SSB could potentially help fund equipment, but that never happened.
- We are in Covid 19 times, it's all very different but I would have liked to have hands on to the blind shades used at each place of school because that turned out to have my full face covered and a majority was with hard plastic. I don't think this is something SSB could have been aware of. That being said, I think everything really was handled with great care.
- What would be helpful is having weekly follow up on my keys we definitely improve its progress.
- When have current employment, have more support at re-interviews, or meetings, or additional job roles to have more access to interpreters during these situations. Currently, it is very difficult to get SSB to provide interpreters for work situations to keep gainful employment.
- Zero, very satisfied.

3 questions that produce the SSB MNCSI Score

Q11 Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied", what is your overall satisfaction with the services provided? (old Q1)

Responses	Mar-Aug18	Feb-Jul19	Jan-Jul20
1 Very dissatisfied	3%	6%	7%
2	1%	4%	2%
3	<1%	6%	3%
4	3%	3%	2%
5	8%	12%	8%
6	7%	6%	7%
7	15%	9%	10%
8	18%	20%	16%
9	19%	13%	18%
10 Very satisfied	27%	19%	28%
N Size	275	186	138
Mean	7.80	6.80	7.44

Q12 Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations." (old Q2)

Responses	Mar-Aug18	Feb-Jul 19	Jan-Jul20
1 Falls short of expectations	4%	9%	7%
2	2%	4%	5%
3	2%	5%	1%
4	4%	5%	2%
5	10%	6%	10%
6	7%	9%	4%
7	11%	9%	11%
8	18%	20%	14%
9	16%	15%	16%
10 Exceeds expectations	26%	19%	21%
N Size	273	151	128
Mean	7.47	6.77	7.05

Q13 Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the ideal" and "10" means "Very close to the ideal." (old Q3)

Responses	Mar-Aug18	Feb-Jul 19	Jan-Jul20
1 Not very close to ideal	4%	8%	7%
2	2%	3%	1%
3	2%	10%	3%
4	4%	4%	2%
5	10%	7%	9%
6	7%	7%	5%
7	10%	10%	8%
8	16%	16%	17%
9	17%	16%	15%
10 Very close to ideal	29%	18%	20%
N Size	260	164	123
Mean	7.62	6.67	7.18

CSS Survey

Starting in late 2019, a novel coronavirus which became known as COVID-19, causing severe respiratory symptoms, began spreading in the United States. A national emergency was declared in March 2020, and states began implementing orders to stay home and practice social distancing. As of March 16, 2020, SSB staff began providing services remotely and on Friday, March 27, the Governor issued statewide “Stay at Home” order went into effect. The order was extended to May 4, and then May 18. As of May 18 the Governor issued a “Safe at Home” order through June 9, 2020. Due to this context, VR counselors and team staff have been forced to work from home and change the way they interact with their clients and provide services.

The reader should be aware the results of this customer satisfaction survey will be affected by the disruption in services due to COVID-19.

Definitions of key terms:

Number of Interviews = Total number of customers interviewed.

Response Rate = Percent of customers completing interviews out of total number of customer records *with valid email addresses*. The numerator of this equation equals the number of interviews minus the number of disqualified interviews. The denominator equals the number attempted minus the number of invalid customer records. Invalid customer records are those that are attempted and result in one of two outcomes: 1) the email address provided is invalid (bounced, undeliverable, not able to load/incorrect, technical issue) 2) the customer is contacted and claims not to have received services.

Mean = the arithmetic average; the sum divided by the number of cases.

N = Indicates number of completed interviews or number of customers asked a particular question.

DK/Ref = Indicates that a customer answered “don’t know” or refused to answer a particular question.