

**WFD Customer Satisfaction Survey
State Services for the Blind (SSB)
Results from customers served during January through June 2022**

	Jan-Jun 2022
Total Sample Size of Customer Records:	618
Number of Customer Records with Valid Email Addresses:	587
Number of Completed Interviews:	181
Response Rate*:	30.83%

* 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

Customers Served	Mar 18 – Aug 18**	Feb 19 – July 19**	Jan 20 – July 20**	Jan 21 – Jun 21**	Jan 22 – Jun 22**
Average MnCSI Scores	73.5	63.9	69.2	68.9	72.0
N size	260	134	114	144	150

**Prior to March 2018 survey was done quarterly via telephone. As of March 2018, the survey was done annually online.

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-Jun 22
Very satisfied	46%
Satisfied	38%
Dissatisfied	7%
Very dissatisfied	7%
Never asked for help	0%
DK/Refused	2%
N Size	178

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-Jun 22
Very satisfied	45%
Satisfied	38%
Dissatisfied	8%
Very dissatisfied	7%
DK/Refused	2%
N Size	177

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-Jun 22
Very satisfied	38%
Satisfied	37%
Dissatisfied	10%
Very dissatisfied	6%
DK/Refused	20%
N Size	178

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-Jun 22
Very satisfied	50%
Satisfied	37%
Dissatisfied	5%
Very dissatisfied	4%
DK/Refused	4%
N Size	177

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-Jun 22
Very satisfied	39%
Satisfied	34%
Dissatisfied	10%
Very dissatisfied	7%
DK/Refused	10%
N Size	177

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-Jun 22
Yes	58%
No	35%
Don't know / Unsure	7%
N Size	179

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-Jun 22
Very prepared	55%
Somewhat prepared	31%
Not very well prepared	8%
Not at all prepared	4%
DK/Refused	2%
N Size	102

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-Jun 22
Very useful	76%
Somewhat useful	16%
Not very useful	0%
Not at all useful	2%
DK/Refused	6%
N Size	102

COVID Questions for 2020-2022

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

<i>Responses</i>	Jan-Jun 22
In person meeting	7%
Phone call	45%
Email	30%
Online meeting (e.g. Zoom, WebEx, Skype platforms)	18%
N Size	174

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

<i>Responses</i>	<i>Jan-Jun 22</i>
Very satisfied	38%
Satisfied	50%
Dissatisfied	5%
Very dissatisfied	3%
DK/Refused	4%
N Size	157

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) (131 responses)

- As a consumer who is DeafBlind, email is my primary means of communication when I or SSB is unavailable to meet in-person. I also appreciate the ability to keep records of what is discussed regarding my employment plan and overall program.
- As someone who is legally blind, I do not mind so much not having to find or schedule a ride to meeting with someone but I prefer phone calls to emails. Sometimes it is hard to get across what you want to say via written text. I have even told my counselor this but I do not feel that he listens to what I have to say so he continues the emails despite my input. Not being able to actually talk to someone makes me feel unheard and does not help to build social skills for my future.
- Being able to connect in anyway was very helpful. It would be nice to be in person. To have a more personal connection technology isn't always reliable.
- By Phone.
- Communicating online was OK but being face-to-face with an actual SSB Caseworker I feel like I would have been more understood on my needs.
- Covid restrictions are problematic. Might as well be asking for praise for waking up in the morning. Yes, Covid exists, but alternative communication effects on the spread of Covid cannot be measured accurately especially by a survey, it's a leap of faith which I don't want to contribute or be a part of. To noisy, not impressed. SSB is great but follow up for cooperate evaluation for federal specs is nasty business never goes well. Good luck.
- Didn't change anything, because prior to Covid-19 I was already relying on phone and email.
- Easier to contact and get information sooner than waiting to try and schedule a meeting.
- Email communication was returned in timely manner.
- Email is my preferred method of communication. My counselor used email.
- Email me all the time.
- Email messages to set up phone call meeting. When counselor remembered me.
- Email to a phone call to online zoom meeting to another person, another phone call, another online meeting then that person went on maternity leave then, no response, reached out to the replacement contact by email and that person referred us.
- Everything went well and was very convenient for me.
- Getting services through online meetings worked for me because I was able to connect with staff and work on the goals that I needed to get better at. I was able to work on technology, and employment skills through this, and it went well.

- Good
- Great
- He just stopped and listened to what I had to say.
- I am completely dissatisfied with services for the blind. I called my counselor leave a message and I don't get a timely response. I'll call three or four times and eventually get one response. My worker tells me that he will get back with me and end up not getting back with me. I have told my worker it is very difficult for me to read emails. I told him I would rather be called and that has not work yet either. I am very dissatisfied with the services I am receiving.
- I am grateful for the services I received.
- I am used to being remote so it is good with me.
- I contacted when I need something. Always I contacted phone call or e-mail.
- I do many of my medical appointments and have had past jobs and education online so it works well for me.
- I don't feel like the staff cares or feels the urgency of my needs.
- I feel that meeting in a nontraditional way and receiving my services virtually has been a great experience! It gave me the opportunity to meet with my counselor without having to worry about the cost and hassle of transportation, working around other people schedules as well as being completely prepared for meetings. It also made it much easier for me to stay in touch with my counselor and have strong communication. I think the most important part for me is being able to have the flexibility to meet last minute when something came up. Also having a great team that understood my goals and needs and had experience, knowledge and resources which helped me to feel confident in establishing goals for my future employment.
- I feel that meeting with my SSB Counselor via phone call and email usually varies on the how I contact with him in regard to my services. My former SSB Counselor didn't handle my SSB Case to my satisfaction, but SSB could improve their services to their clients so if they were to make any complaints in regard to either any Blindness-Related Training Center, doing any Work Evaluations, etc. that their concerns wouldn't be misinterpreted by another response that's baseless and not accurate.
- I felt that a zoom call was better than a phone call. I really feel better heard when we can see each other faces.
- I got help in Zoom meetings on how to do a resume and prioritize my skill sets at the beginning of a resume. That was very good advice. I also felt the SSB experts really cared. I also got regular email and phone follow ups from my case worker Anna Fowler. She kept me moving forward.
- I had technology lessons by phone with my instructors and took Braille notes for later reference.
- I had to call my SSB counselor frequently to remind him of our scheduled times or to remind him of requests that my instructors had made that needed his approval. My SSB counselor was completely incompetent. And created MORE work and barriers for me.
- I have lost my confidence.
- I loved getting phone calls! They were quick and easy ways of communicating needs and getting meetings accomplished.
- I mainly communicated through email except for one initial phone call. It went well and I prefer emails and calls over un person meetings.
- I prefer email communication access for discussion with my counselor. But when searching for work, computer, and braille for DeafBlind is not as accessible. Most websites and employment opportunities, applications, and such, are not accessible to me. Working with job coach or SSB counselor in person using ASL for job search, applications and interviews are more beneficial to me.
- I prefer in person. I found my counselor to be very accessible with phone text and zoom. Others within the organization less so.
- I primarily got in contact with my counselor through phone calls. This method worked well for me since I usually had the time to answer and participate.

- I really like being able to communicate with the SSB representative via phone call. It gets the work done efficiently and it allows me to talk about anything that I need help with.
- I remained mostly self-sufficient during my time receiving assistance so email was convenient for me. That being said, I didn't feel very connected to my counselor(s) besides the one I had prior to the pandemic since I met that one in person. I felt I was communicating primarily to convey required information rather than connect about more in depth goals/objectives.
- I think it's a bit complicated since I never like to send emails nor calling anyone.
- I think that it went great.
- I thought it worked very well because anything I needed to sign or read, he could send in my email and we could talk about it on the phone which we did do. It has also helped me to improve my phone skills with my iPhone.
- I use email or Zoom meeting to let the SSB person know about I need some help. I just tell then what do I need help from then or if I need something.
- I was not able to drive for part of the time. A representative came out to my home. This was very helpful and I appreciated the help. I got a lot of information on what could be available to help me.
- I was really starting to get involved with state services for the blind after I graduated high school. Before that time, I just had contracted instructors come to my school directly. But when the pandemic hit, obviously everything became really limited as far as what they could do for me. I know all the staff tried their best and I appreciate the effort. But it's just not the same and I'm hoping that one day we can return back to the traditional method of doing things.
- I was totally satisfied with the services worked through with Steve Pesola. I was totally uncomfortable with the training work John Hess and I attempted to do together by phone. He and I agreed that a training switch was best.
- I would say in many ways the meetings over the phone were very similar to the in-person meetings, although they tended to be shorter. This isn't to say that was bad since with the few in person meetings I did have everything had been set in motion which allowed the phone calls to provide all I needed at that time.
- I'm just beginning with this agency and not yet receiving services so I am not qualified to answer this question fairly or accurately.
- Initially I met in person but transitioned to email with the now retired Steve Benson. Never had any problems staying in contact.
- Interacting over the phone was sufficient. It is a lot more convenient than trying to get a ride. I think a zoom call would feel more substantive, but most of us are blind to some degree anyhow so it's more of a personal preference than increased understanding of the topics discussed. Phone calls are the most convenient for everyone.
- It actually worked out well, it saved me two hours in transportation and was just as efficient or more efficient than actually going to the office.
- It goes well. Nothing to being frustrated with that.
- It has been great with my workers assistants.
- It is easy to use it, best way to receive my needs.
- It is more convenient to meet via Zoom.
- It puts the consumer at a disadvantage as non-traditional methods don't allow my counselor to understand my other conditions that may impact work. Counselor misses a lot if never meets consumers in-person.
- It still goes well as usual.
- It was all good.
- It was alright.
- It was challenging, but I got done what I needed to get done.

- It was difficult for me to express myself. I have a speech impediment and it's difficult for people to understand and comprehend what I need.
- It was fine, we are just used to meeting with people in person.
- It was fine. I do a lot of meetings online.
- It was good in that I didn't have to travel to SSB to meet. But virtual is less personal than in person.
- It was good, I started using state services for the blind during the 2020 Covid period.
- It was more convenient than having to set up and attend an in-person meeting, especially with how busy I am. The downsides to it are that it has been difficult to get a response/timely response on multiple occasions. In the past few semesters the response has been so slow that it affected my classes because I couldn't purchase my textbooks until the second week due to not having received the authorization even though I had submitted all of the necessary information before the deadline. But I know that caseloads are really high and I just appreciate receiving any services/assistance.
- It was much easier to communicate. And faster.
- It was okay, but meeting in person is always better.
- It was very good, convenient, and easy. Especially given my workday.
- It wasn't the most reassuring.
- It went really well since I do not have the ability to transport myself with a personal vehicle due to my disabilities.
- It went really well. Personally I feel like calling someone on the phone isn't much of a hassle also giving and receiving calls are easy and versatile.
- It went very smoothly. I was able to do everything my instructor asked of me with no miscommunication or confusion.
- It went very well thankfully because it's much easier than doing an in-person meeting.
- It went very well.
- It went very well. Between phone and email I was able to request services and not have to take time away from my job to meet in person.
- It went very well. I didn't really have to readjust my whole day to accommodate for travel or other things that come up during in person interactions. It's also a very flexible option.
- It went very well. I'm pleased with my interaction.
- It went well, we just go onto a zoom call and discuss what I need.
- It went well and there were no difficulties.
- It worked okay, but I miss the days when SSB staff were more accessible and I could go in and meet them in person much of the time.
- It worked out just fine.
- It's been fine though if given a choice, I'd prefer to meet in person at least once.
- It's ok but in person is better.
- It's very efficient and practical method of meeting. Being that we don't drive but we are still able to communicate effectively and have our needs met means everything.
- I've been very satisfied with my meetings on the phone. Everyone is making sure I have everything I need to move forward. Everyone I have talked to has always been helpful and if I have questions, they get back to me quicker than I expect. I really appreciate everything SSB has done for me and I would recommend anyone who has vision problems seek help through this service.
- Mark was not helpful to me. He did not really understand my disability and seemed to go through the motions. Alexis was very responsive and helpful. She participated in phone, email and in zoom meetings with my employer. Her successor is mainly interested in closing my case and not in helping me get to use the

accommodations I have tried to get. He is not particularly interested in following through with the plan I had made with Alexis.

- Meeting by phone was convenient. Also used email as a secondary form of communication. Worked well. Recently started working with Kathy Enter. Kathy is very professional and helpful. She responds in a timely manner and is very informative. I enjoy working with her and hope I can continue to do so in the future. I can't say enough good about Kathy!
- Meeting in a non-traditional way went very, very well for me. I definitely prefer to meet on the phone, or via some online Internet interaction using Skype, Zoom etc. It was very efficient and I learned how to use my technology again. And ultimately, I feel I got back to work a lot quicker. I also feel it was more accessible for me. I did not have to arrange transportation to get some place especially in the dead of winter.
- Meeting on google, to review the process and referrals for suggestions for IEP.
- Meeting via phone was helpful because I was able to ask questions and receive answers in real time.
- Meeting via zoom is very easy and convenient.
- Mostly emails with the occasional phone call and online meetings. Staff was attentive and understanding.
- Much easier because I didn't have to transport to the building.
- My computer training is conducted through quick connect and I love it and am learning a lot. I have great phone communications with my SSB counselor but have not been able to connect with an employment coach for several months due to their busy schedule. I would like more help in using indeed for job search, doing phone interviews etc. but maybe I need to complete my computer training first. The only thing is that I am not sure of all of the job possibilities I might qualify for, what are accessible and what further training I would need depending on the job.
- My experience may be somewhat different than the average "client" since I had engaged with SSB before the pandemic. Some of experience was in-person and then things transitioned to phone call. Since my background is IT, particularity network & help desk I am very comfortable with phone calls and video chats. There weren't really a lot of issues.
- My first encounters were online Zoom meetings. Subsequent meetings are phone calls. I prefer the online Zoom conversations.
- My phone conversations were guided by my personal documentation along with a very organized case manager who was current with my progress and or response to requests with follow up call to check in and see how I was doing. It's been a successful partnership!
- Need worry for travel. Easy to make appointment for meetings.
- No
- Not very well he never returned my calls. Texted or emailed sporadically.
- Ok
- Over the phone meetings mostly but that was fine.
- Overall this was a positive experience. Each counselor has been great at answering our questions and helping us plan for things such as STP in the lighthouse camps.
- Phone calls were a very effective way of interacting. Still early on in this process so, quite happy with everything. Thanks!
- Phone is the best option and emails.
- Purely convenient and is very flexible.
- Rob and John were excellent in diagnosing what I needed. While we mainly connected by phone, I did go to the Low Vision store while John joined by phone and was further assessed with their help.
- Since it is easier to continue as is would be okay unless there is something I need to see them in person.
- So far, I have communicated with my counselor via phone calls and so far, everything has gone well.
- Staying in touch through Email and the phone calls is a lot easier.

- The emails are very informational, but not very updating with information.
- They were unable to realize my physical limitations in initial job searches. All one person kept telling me was that I should get a cane because of lower vision.
- This is a great way to do business.
- This is very important because transportation for me, due to my visual difficulties, is very difficult and reduces the need for long planned out trips and an entire day lost in just the travel efforts.
- This way of connecting with SSB counselors to get services is totally not ideal for individuals who are actually visually impaired it would be a whole lot better in person but due to the pandemic we make do.
- Typically, my counselor would call me if they required something, and if I needed something I could call them directly.
- Unable to utilize computer/zoom independently.... Need more training, would have preferred to meet in person.
- Usually what occurs is that my state services counselor would email me to notify me of any services they could provide or to request information for a number of processes. It was very straightforward and was great for fast communication whenever I had any questions or concerns.
- Very good.
- Very good.
- We are communication with the phone first, after that, if stuff have had ready my counselor Anna bring to me at home. I appreciate that my counselor Anna Fowler. Thank you so much!
- We communicated through phone calls and emails and it works.
- We have not been in contact SSB. Our attempts to speak with someone have been ignored. Many times the phone isn't answered. This has been going on for some time. My son is in the end of training at VLR. We hope that SSB will be in a position to help him find an appropriate job.
- We would talk about my needs and how to achieve my goal.
- Went well for what it needs to get done during call.
- Went well was able to communicate, and advocate clearly and get what we need to do.
- When initially seeking services: Bad information from VRC. Sparse information from guy who led SSB orientation - call was total chaos with everyone interrupting to ask questions and comment unnecessarily and tons of background noises with zero effort from call organizer to ask participants to use "mute" on their devices and hold questions until the question period. Extreme frustration with SSB website and lack of accessibility of information. Changing pictures/links. Can't see mouse cursor since haven't had services showing me how to make it big yet so can't use site whatsoever since I can't navigate to the link fast enough and by the time my mouse pointer is there a different picture & link are present... Total disbelief that SSB has a website so stupidly designed for vision-challenged persons!!! Frustration that I am getting emails from my assigned counselor (hello!! I called you because I can't do things like use my email app or type an email in under two hours!) HUGE frustration that no one seemed to know what neurological vision loss and its symptoms were during the intake process and I had to repeatedly explain that my acuity was 100% fine and I had sight in two eyes but that I had no sight in the right field in either eye. Concern from the get-go that SSB could not help me because their employees didn't even seem to know how the eyes and the brain work together. Since I started receiving services: Poor understanding of services offered/available. No understanding of counselor "lingo" and frustration over fact that some terms used poorly align with term meaning or misrepresent what they are (counselor is actually a case manager, course/services packaged under name 'retired/55+ program' open to < 55 who aren't aiming to find work, and many, many more). Difficulty communicating what I need and lack of sense of being regarded as a whole person needing support with complex, multifaceted problems some of which are not caused with vision deficits (but which further complicate achievement of goals on personal plan w/SSB.) Sense that counselor is seeking merely to check boxes, complete required steps & documentation for cases (i.e. not embracing or displaying person-centeredness or holistic approach whatsoever). Long delays between calls

from counselor/lack of check-ins. Assigned a new counselor numerous weeks ago but haven't heard from that person.

- When it comes to the online meetings on Zoom, it worked remarkably well. I have sensed no issues with the situation.
- Worked very well.
- Zoom
- Zoom meetings where I was told different types of ways to get accessibility settings for my computer.

SSB Themes to Open-ended Responses

Comment Coding Breakdown of Question 9 – 140 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>	18
<i>They got me a job; helped me get back to work (GJOB)</i>	8
<i>Help with career exploration, goals (CE)</i>	6
<i>Networking, connections for job seekers (NET)</i>	1
<i>Resume help, expertise; updating, writing a resume (RES)</i>	0
Staff / Trainer / Vendor assistance	
<i>Staff provided emotional support, caring, concern (STFS)</i>	19
<i>Specific mention of a vendor, trainer, staff member that provided notable help (VTS)</i>	17
<i>Staff understands customer, needs of customer (STFUC)</i>	16
<i>Staff provided one-on-one contact, easy communication, consultation (STFC)</i>	8
<i>Staff provided general help, willingness to help (STF)</i>	4
<i>Staff listened, were patient with customer (STFL)</i>	4
Received education, classes, specific training, coaching	
<i>Training in how to get around; orientation & mobility (OM)</i>	11
<i>Job training mentioned; other general training (TR)</i>	9
<i>Provided help going to college, school, classes; training at school (EDC)</i>	8
<i>Life skills training; cooking, cleaning, shopping (TDL)</i>	4
<i>Braille training (B)</i>	3
<i>Received, got computer help or training; MS office, keyboard classes (CPUT)</i>	2
Received assistive technology, equipment, resources (or help with)	
<i>Customer mentions technology, help with; assisting with devices – laptop, note-taker, computer etc. (TECH)</i>	33
<i>Provided specific equipment; white cane, eye cone, school equipment, resources (EQP)</i>	19
Financial, transportation aid	
<i>Financial help; money for food, daycare, clothes, training, education, equipment (FIN)</i>	13
<i>Money for transportation, travel, bus passes, transit (TRVT)</i>	2
General comments	
<i>Meet customer’s needs; services to customer’s level (JSP)</i>	24
<i>Received general, helpful info on program services (INFO)</i>	14
<i>Gave a general compliment about services (COMP)</i>	2
Miscellaneous	
<i>No services received yet (NSY)</i>	7
<i>Don’t know; not sure, none, dissatisfied (DK)</i>	6

Q9 – 140 respondents	
Comment Category Groupings	# of comments
Staff, Trainer, Vendor assistance	68
Technology, equipment received, assisted	52
General comments	40
Received education, classes, training	37
Help finding or searching for a job	33
Financial, transportation aid	15
Miscellaneous	13

Comment Coding Breakdown of Question 10 – 134 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 customer's needs; lack of options; other specific requests mentioned (MCN)</i>	30
<i>Improve the help with finding a job; specialists/staff unhelpful in job search (JSH)</i>	13
<i>Help with assistive technology; receive training on technology (TECH)</i>	5
<i>Wanted more education, schooling; training and learning opportunities (EDC)</i>	2
<i>Want mock interviews, more interviewing help (INT)</i>	1
Staff improvements	
<i>Improve communication, contact between staff and customers (COM)</i>	18
<i>Staff need a better understanding of customers; listen to customer (STFUC)</i>	13
<i>Quicker response time, level of responsiveness, too slow in responding (LSFR)</i>	7
<i>Need more personal support and interest from counselor; better fit (STFS)</i>	6
<i>More staff needed in SSB; hire more staff (STFM)</i>	6
Process issues	
<i>Length of time to get services; time between approval and service start (TIME)</i>	16
<i>Too many rules, obstacles that slow process & create unnecessary issues (PRI)</i>	13
<i>Issues with vendors and the way they work with SSB/State of MN (V)</i>	2
Program issues	
<i>Need more equipment; more resources (EQP)</i>	4
<i>Need more locations for SSB, longer hours of service, more days (LCHR)</i>	3
<i>Need more transportation help; bus passes, transit (TRVT)</i>	2
<i>Not enough funding, need more financial assistance (FIN)</i>	1
Job leads / placement assistance	
<i>More connections, links to employers that are hiring (CTE)</i>	6
<i>Need better, more quality job leads; leads don't match user needs, more job options (JLQ)</i>	5
<i>Specific job placement issues (JP)</i>	1
Miscellaneous	
<i>Nothing; none; not sure (NC)</i>	31
<i>Gave a compliment about services (COMP)</i>	15
<i>Don't know; haven't used the service long enough (DK)</i>	14

Q10 – 134 respondents	
Comment Category Groupings	# of comments
Miscellaneous	60
Issues related to finding, searching, getting trained for a job	51
Staff improvements	50
Process issues	31
Job leads / placement assistance	12
Program issues	10

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) (140 responses)

- Ability to get a job through the disability internship at United Healthcare.
- Access to rehabilitation training, updated laptop with most up to date adaptive settings, resources on getting a guide dog.
- Adaptive technological assistance.
- Adaptive technology.
- Adjustment to blindness classes and Braille classes.
- Adjustment to blindness training courses.
- A job coach.
- All I have received for now are promises. If they ever come to fruition, technically and tuition will be the most important for me.
- Assistance in being able to achieve the goals that I would like to accomplish. Such as being able to get a job, learning orientation and mobility for the new area I live, receiving new assistive technology since mine is over ten years old, etc. Rather than others (like my SSB counselor) telling me what my goals should be and that I cannot receive services, such as orientation and mobility or I cannot get new assistive technology until I get a job.
- Assistant daily living, technically and braille.
- Assistive technology.
- Assistive technology and Financial support for school.
- Assistive technology and tuition assistance was most helpful.
- Assistive technology evaluation. Assistive technology equipment and computer equipment. Lots of help learning how best to disclose my visual needs to a potential employer. Positive energy and encouragement about my skills.
- Assistive technology supports from vendor Debbie Bock. She is brilliant and if it wasn't for her, I would probably not be employed. What is SSB doing to train more vendors like Debbie?
- Attending Vision Loss Resources and learning technology training.
- Being able to attend Vision Loss Resources.
- Belief that I can earn an advanced degree.
- College finances support.
- Communication. They kept me in the loop as much as they could.
- Computer technology training with Speech Gurus.
- Connection to resources such as mobility training and connection to other blind people.
- Did not get help at all!
- Easily accessible.
- Education, employment opportunities, and accessible technology.
- Email them.
- Employment help.
- Employment readiness services, because those services aided me in improving the necessary research and advocacy skills needed for me to successfully seek out and maintain employment.
- Employment
- Every stuff I got SSB it's important with me. For example CCTV, laptop, printer, and iPad. For iPad I used online class I put under CCTV to use magnification, so each one is important.
- Everything
- Finally got customized employment services.
- Financial help and Technology.
- Finding a stable job employment.
- Finding out what type of technology is out there.

- Getting my assistive technology. If I didn't have any of it, I wouldn't be able to do about 50% of what I do now and I'm returning to college and without my assistive devices, I wouldn't even be able to pursue my dream of going back to school. I'm extremely grateful for everything SSB has done to help me.
- Getting O&M lessons quickly.
- Getting updated equipment was so essential to my viability to work. I also appreciated Rob's encouraging style.
- Going to adjustment to blindness training and getting the skills I needed.
- Going to Vision Loss Resources to learn & be independent.
- Good
- Guidance and assistance following through with my education plan to work towards becoming an Occupational Therapist.
- Have not received services. No one had contacted me to follow up on services that we had initially talked about. No cane training, no tech assistance no help finding employment or figuring out transportation issues nothing
- Haven't received any.
- Haven't yet received services.
- Help paying for college. That is the only service I've received.
- Help with learning to be blind in one eye.
- Helping me finding a create get a transportation and helping me with the Technology if I need.
- Helping with college needs.
- How they are help for the people.
- I am looking forward to completing cane training and progress toward a guide dog. The people I have encountered to date have been knowledgeable about available services and technologies that can assist me in everyday life.
- I don't know.
- I don't remember.
- I enjoy having someone to talk about regarding employment and my future plans. Especially someone who knows the background of visual impairments and has vast knowledge of the employment process in the United States and in MN.
- I felt I had people of power on my side.
- I really appreciate having the chance to go to VLR. It's been very helpful for me.
- I receive a lot of great stuff including support of education and technology and mobility. It is very helpful do you are awesome!
- I think one of the most important services for me is the technology resources because, without them, it would be difficult for me to keep up with my coursework among other important matters.
- I think that my laptop with JAWS and my Brilliant BI 40X were the most important pieces of assistive technology.
- I think that O and M is very important.
- I think the guidance and support provided by state services for the blind is great. I also am very grateful for their financial support of certain activities and funding for different pieces of technology that would be essential to my goal of becoming a therapist in the future.
- I think the most important things I received from SSB is it's made me aware of all the opportunities I have.
- I was able to receive a laptop that would be able to help a vision impaired person learn and do things on technology that a regular vision paired person would be able to.
- I would have to say the best part is working with some really fabulous people They know what I need and they help me get what I need And I now can focus on achieving some gainful employment.
- It was important for my daughter to have an o sight interpreter so she could access information and be engaged in the intake process.
- It's the value my counselor places in me. It gives me confidence going forward in receiving services and in going out to into the workforce.
- I've had to pretty much beg to have funds put on my Metro Mobility card when I was attending Blind Inc.
- Job and eyeglasses.
- Job coach in keeping and maintaining current seasonal part time work and searching for additional work.
- Job opportunities are the most important.
- Job prep services.

- Knowing that someone is able to help me with my personal needs.
- Learned to make my mouse pointer bigger got a cane learned that I'll just have to keep doing the rest on my own.
- Learning to understand how everything goes.
- Living with Blindness forum, where we all shared in a common setting rather than one on one.
- Mobility training.
- Motivation, having someone to help lay out a plan and goal was the biggest help to me and the most helpful thing I got out of SSB.
- NA
- None of it was important I found my job independently.
- Non-visual training and information around jobs.
- Ongoing connection.
- Paying for my education.
- The flexibility and team collaboration are some of the most important aspects.
- Probably the most important part of the services I received is training in areas that will help me to stay more functional as my vision decrease. The ZoomText software is certainly some help, but the guide cane training will allow more mobility. Especially in public settings.
- Professional Case Management service by SSB counselor.
- Receiving consistent information about what was coming and listening to my input about each step made significant differences in my rapport with SSB. Steve Pesola is a remarkable counselor. Please honor him from me.
- Receiving some tips for cooking.
- Receiving technology such as a laptop computer and a refresh-able braille support. And the technology training and support is most important.
- Researching and paying for technology.
- Response to requests and networking resources to build awareness for new job options and personal networking.
- Right now at this very moment, the financial support is honestly the most important to me and my family as well. It's also important that I get everything I need in order to be a successful student and eventually employee in the workforce.
- Right now I would say the initial meeting.
- Shane is very helpful in sharing resources and info that might be useful.
- Since I have been working as a golf professional teaching all ages to play golf, I had been stuck trying to think of new ways to earn a living that I would be suited for. The help I received expanded my ideas of what I might be suited to do if I change my career path. So I got a little more confidence to see what other jobs I could apply for.
- So far it has been connecting with others.
- So far nothing has been completed so I cannot say.
- So far, the orientation and mobility training has been most helpful. In person training, definitely feel I can trust instructor. Wish the iPhone training was provided for a novice learner and in person. Using zoom and the instructor going so fast was not helpful.
- SSB's financial support of my DeafBlindness related training at the Helen Keller National Center has been the most invaluable and therefore most important aspect of my SSB program thus far.
- STP and adaptive technologies.
- Support and suggestions for referral.
- Support and technology.
- Talking through insecurities with career counselors.
- Tech help.
- Tech training from Speech Gurus.
- Technology assistive devices.
- Technology training, access to technology, interview coaching, and employment tips.
- That my accommodations are met for me to achieve my goal.
- The ability to feel more empowered to do things I once feared doing on my own.

- The ability to work individually with Speech Gurus to get me set up with my new equipment and individualize it so I could reconnect to the world was by far the most valuable service.
- The adjustment to blindness training was really helpful. I wish there was an internship or volunteer position that you could do when you finish adjustment to blindness training.
- The assistive equipment, (ex. the white cane) getting access to seeing where to find everything that I may need in the future.
- The collaborative aspects and support of my counselor
- The comfort of having someone that can help me with my college preparation.
- The employment counseling and the creation of the employment plan which has allowed me to receive funding for my college tuition has been extraordinarily helpful.
- The help and support we are receiving when we couldn't find any other options.
- The monitor and projector also the Ruby. I still need some help figuring out how to program the device.
- The most important part of my services are the technology services and the job services. They go hand-in-hand in making a visually impaired individual 95% independent.
- The most important part of my services was learning how to use my phone and my computer again. With very low vision. In other words, the instruction I received on using assistive technology. I worked with John Hess to learn how to use my iPhone. Learning voiceover and getting my life back. I also learned how to use the NVDA screen Reader with my Windows machine. Learning how to use all the programs I work with in my job. by using my iPhone and my computer.
- The most important part of the services I have received is the transitioning to independent living. I did this through STP and I learned a lot of valuable skills that will help me in the future.
- The most important service is technology.
- The most important service is working on what I need to work on, and feeling like the staff know my goals, and are able to ask me questions about what I feel needs work on, and what skills I feel that I have learned and can perform well.
- The most important thing about SSB is that they specialize in working with Blind People on meeting their goals, but I also feel that SSB should work with their clients a little better on how to deal with on how to educate the Sighted Community so Blind People don't have to worried about being touched, grabbed on, and pulled on by Sighted People. It would also be more helpful on how SSB Staff would take any concerns that their clients share to them without feeling judged by anybody.
- The services helped me to navigate with my new challenges facing getting around.
- The services I received (or not) are the sticking point of my interactions with SSB.
- They understood what you are going through.
- They always open to discuss the options how to accomplish to get job which I do want to being.
- They are open minded and were able to obtain the critical education that I needed I'm just sad about SSB not wanting to continue with the education I require in order to achieve a career.
- The never give up attitude along with the cheerful news and positivity that is conveyed through your services.
- To finally get the equipment from my employer after trying for two years. Alexis was empathic and her participation helped speed up the response.
- Training
- Tuition assistance and working with the school's disability services center.
- Tuition helps and support. Along with the technology and training.
- Unsure
- Vision equipment and employment services.
- Visual receiving knowledge of visual tools aids, and programs available to us as well as job vocational aid.
- Vocational Rehabilitation education support.
- We haven't received any services yet - this week, we will.
- Working with employment vendor on finding job, assistive technology training, learning to use device provided by SSB related to my work, discussing ideas and information with SSB counselor.
- Working with Shane DeSantis has been very helpful - Shane was able to meet and communicate by text, email, phone, and video and all were good - Shane met remotely until recently and that was fine because he is so good at communicating. It was also very helpful when we met in person before covid and recently. Jessie also has

been very easy to communicate with by email and recently in person. Both are excellent and have a broad and deep knowledge of things and are kind as well.

Q10 If you could change one thing about the services you received, what would you change? (NEW) (134 responses)

- As of right now, I'm very satisfied with my services and don't think I need to change anything right now.
- As of right now, we haven't used any services because my daughter is still in high school.
- Assistive tech would be helpful.
- At this point in my training, I would not change anything.
- Barb responsive with email. If the counselor is going to be on vacation, it would be good if they would have an automated response through email telling me this when I reached out.
- Be able to be proactive to have technology and software before training begins. Training on site with my equipment that I will also use at home.
- Better communication between the Departments.
- Clear communication would be better. I was initially told that I would need to ask for two services in order to qualify to open a case. It turned out that I only needed one, and the problem was resolved quickly and correctly, but still, clear communication at the beginning would've been helpful.
- College credit requirements.
- Communication
- Covid stooped with the completion of my Training on the transportation systems and if we were able to get to them sooner that would have made a big difference.
- Don't know.
- Faster processing rates towards authorizations and updates of the processing.
- Getting help that will actually help me.
- Give rural counselor more training and resources.
- Given the covid-impacted situation, I appreciated every single effort to work through and around it.
- Haven't yet received services.
- Having stronger oversight for all involved at SSB. Any sort of compliance manager overseeing staff would be great. For instance, holding staff accountable for their duties and to be there for the staff to assist them in completing their jobs or to help the struggling staff members find strategies to turn their struggles into successes.
- Help us get employment in county, state, and federal government agencies. So, we can have good employment.
- How some authorizations work.
- I always have trouble with questions like these, at this time I can't think of anything that would change. Maybe this is because I didn't have extensive experience with SSB but what I have experienced was very good and leaves me feeling like I don't have any one thing I can think to change.
- I am not sure on what I would change.
- I am satisfied with the services that I have received.
- I am very satisfied.
- I can't really think of anything. I really feel that the services I received were very customized to my needs. Time was taken to really take a look at what I do for my job and then figure out assistive technology I needed to learn to get to my end goal of being able to get back to work. Thank you!
- I can't think much that I would change, the phone calls as well as being frequent were very productive.
- I change when someone got a job is close, so I like to stop.
- I didn't see anything to change for the service right now, but we need more support. For example the old stuff CCTV because every year come up a new one.
- I don't know.
- I don't think I would change a thing about them at this point in time.
- I don't think I would change anything. My counselor took a few weeks to connect with me, but other than those things have gone well.

- I don't think my counselor has a good understanding of the impact my other disabilities have on my life and my ability to get things done. He has a timeline in mind, but with no personal care provider, my timeline is not as fast as his. If I could change one thing, it would be to have counselors receive training on other disabilities that may be concurrent with the visual impairment, so they have a better understanding of factors that impact employment beyond the visual impairment.
- I felt like there were some technology things that I wasn't informed about and needed help with when I started my new job.
- I felt the services I received weren't tailored well to me and that I accommodated my own needs often. So more nuanced assistance would've been most helpful in attaining my goals.
- I just got a job offer and my counselor is having trouble finding a job coach for me. I may not be successful if I don't have enough job coaching. I know there is a job coach shortage, but we need a solution so people have the supports they need to be successful at a job.
- I never quite understood the importance of whether my case was open or closed or whatever. But that is very low in the priority list.
- I think everything is great for me.
- I think getting a consultant from the math/science research and development area might be helpful in creating a plan.
- I think I would have an in-depth description of services available in order for us folks to know what is out there that could help us with daily living that we haven't thought of for ourselves.
- I was hoping that SSB would be able to find me a job. Meaning employers that were opened to hiring someone who is visually impaired and knew that the candidates coming to them had a disability. This has been disappointing to me. I also expected to get help writing a resume and cover letter not just verbal advice and links to videos. Some of which are outdated.
- I will change 90-day rules after employment to 1 year.
- I will probably change the amount of time you get training for any piece of technology you were given by SSSB meaning you would get unlimited number of classes depending on what piece has been updated in the last six months.
- I wish SSB had more relationships with businesses and advocated more for employing the blind. Show the community we are normal people with varying degrees of skills. Show commercials and ads of blind executives and brilliant people in history not just people managing the basics in life. Market us. Change the perception. Find and Create opportunities with the community and its businesses. Look at us as resources and find where we could be valuable as individuals not just what can blind folks do when they can't see. We want careers not just monkey work.
- I wish SSB were more understanding of non-traditional careers. I am a writer. I have other medical conditions that don't allow me to stand on my feet. I want to write fiction and other short features such as blogs or columns. However, I also need a way to earn income when I am doing that. When I show my resumé, potential employers are impressed, but when they meet me and see that I am legally blind, suddenly my talents don't match their needs. I need help with that. I need help with breaking barriers and getting employment. I used to live in MN, and then I moved to MI. I find Michigan to be more accepting of vision issues. How can we problem-solve around that barrier?
- I wish they would continue with my service. I am not done. I have not received employment.
- I would change efficiency in communication.
- I would do more in person interviews. I've been connected with services for the blind since 2020 and still to this day I have never met my worker in person.
- I would have liked to receive some Orientation and Mobility Training, and I would have liked to have receive a Technology assessment.
- I would have worked with someone other than Mark. For example, when he met with me and my employer, he refused to take notes for me as I requested of him. I was newly with low vision and had challenges with writing and processing. After the meeting, he scolded me to say I should have acted more grateful when I did not have the accommodations I needed. Literally, my employer was offering to buy me a magnifying glass when I needed reader software, an iPad, apps, Dragon, new computers, larger work phone, support staff, workload adjustment, etc.

- I would like for communication with SSB staff to be enhanced i.e. responding to requests more promptly. Also, while I am satisfied with my overall program, I think that counselors should enhance their understanding of blindness and DeafBlindness related services, thereby raising their expectations for consumers.
- I would like my counsellor to listen to me instead of arguing with me over every single thing I ask for assistance with.
- I would like to see living skills separate from employment. An example would be I would love to continue with mobility training, but not necessarily other independent services.
- I would like to start working with my very first assistive technology trainer, Stephen Guerra again.
- I wouldn't change anything.
- I wouldn't change anything so far; I believe they are doing great.
- I wouldn't change anything to be honest.
- I wouldn't change anything.
- I wouldn't change the tech training, but I would caution that such a strong emphasis on helping people find any job as long as it pays market price eclipses a person's sense of call.
- I wouldn't make any major changes. As I've mentioned before, just going back to traditional methods of meeting with clients in person. There are many things that I'm still learning and would feel so much better about if I had someone physically there to guide me through whatever it may be.
- I wouldn't.
- If I could change anything it would be my SSB counselor. Every time I talk with him, mostly via email, it seems like he has his own agenda and priorities and cares little about mine. Whenever I ask for a service like orientation and mobility for the new area, I live in he says no. In other cases he will put requirements, such as saying you can get new assistive technology but first you need to get a job. I just get the feeling that he isn't listening to me or hearing what I need, which is impacting the progress that I am making.
- If I could change one thing, it would be my ability to maintain my professional relationship with my counselor to continue working with her despite living in a different city. I feel that once you already have a relationship with your counselor/client you should be able to maintain that relationship as long as they are receiving services.
- Increased payment per credit of training in the education process.
- In-person.
- It appears to me that there are several problems. 1. It seems that O&M service is limited to a certain number of sessions. What if a person needs a refresher and/or has cognition issues? This person should be able to receive O&M services. 2. Job opportunities: SSB appears limited in gaining employment for an individual. 3. It has been EXTREMELY frustrating dealing with SSB. There are a lot of layers and sometimes people do not return emails or phone calls. 4. Finding someone to do O&M training can be frustrating.
- Job assistance.
- Job coach and/or additional search for more part time work.
- Me personally I wouldn't change a thing.
- More in person contacts, more adjustment to blindness training skills.... Just feel like everything is going so slow and I am not sure what I need or don't know what I need....
- More interaction with the councilors.
- More interaction with the SSB employment department as to access to Indeed and job search, mock interview practice over the phone or computer.
- More timely responses, workforce development would have better connections to jobs in the community.
- More training together ready.
- My first councilor did not help me and was very hard to communicate with. The other person did not help me with finding work they told me what I already knew and was doing. Make sure that all of the staff are wanting to be there and can actually be of help.
- My vision is failing fast and I asked to work as long as I can but now what? I'm at a point it is very difficult for me to do my job. And only getting worse so what do I do know how to I figure out the next chapter of my life I need to transition out of full-time computer work due to head aches and just not being proficient at the labor but have NO idea what to do or how to find that path. No one will help with this part or will tell us what the process is and or how to navigate that. Still want to be employed but maybe a half time or less computer time would

work for a bit but I'm stuck not knowing even how to start I don't want to just quit and give up because I have a family to provide for.

- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- No emails ever.
- No idea.
- No issues in my experience.
- None
- None
- None
- None
- None
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing at this time.
- Nothing really.
- Nothing still new to the services.
- Nothing yet.
- Nothing
- Nothing. I am very happy.
- Nothing. The services are excellent.
- Ok
- Perhaps the randomness of how things were assigned to me. I live a little less than one hour away from St. Paul, yet I was initially assigned workers from Duluth, which is a 2-hour drive one way. The people were great, it just seemed inefficient to have them spend so much time traveling to & from appointments.
- Provide blind vendors with drivers so you can meet SSB clients in person.
- Receiving them in a timelier manner.
- Red tape and bureaucracy. Streamline processes within the org and listen to the counselors so access to functional technology doesn't take four months.
- Right now nothing.
- Staff availability. Due to circumstances, my initial handler was on her way to a new branch soon, so for a while, I had to work with her Supervisor instead. I hear a more personal handler is still in training to properly replace my initial one, but the whole series of events made things a little awkward.
- That I would actually get some help.
- The amount of education those who are not a part of the blind community receive in regard to the social and societal expectations and misconceptions of us. I've repeatedly found that when working with sighted instructors who do not have knowledge of how these aspects impact our daily lives, that can have a slight impact on how we go about instruction as well as potentially, how we go about research into things such as careers and potential education paths.
- The amount of time it took for the services to begin.
- The counselor.
- The delays and disconnect due to the pandemic.

- The methods of Communication also the application process and fully understanding what it is that is being either offered or expected.
- The original caseworker that I was set up with ended up going on a 90 day leave and then I was stuck with a Sean Wallin and then John Hess I feel like if it wasn't so many people it would have been so less frustrating.
- The process and the people who works with my Son on a daily basis.
- The speed of getting services. When I was using DEED, I was having meetings every 1-2 weeks when they realized my vision level, I had to switch to SSB and I think I had about 4 meetings in a year.
- The staff work as if they are on a go-slow. It takes too long to respond to an email or do anything for that matter.
- The thing that I would change about the services that I receive from SSB is that the services should also include some strategies that involves on educating Sighted People on how to work with Blind People, in addition to how SSB should work with their client on how to further educate the Sighted Community. SSB's Services should involve their staff being trained to implore the National Federation of the Blind's Philosophy on Cane Travel, working with other people regardless on Disability, etc. so the Sighted Community can be more aware that Blind People can do stuff on their own without feeling like a group of vulnerable individuals.
- The time frame it takes to get assistive devices. I know there is a process and sometimes it takes time, but I just wish it could move a little bit faster.
- There is nothing I would change; everything has been wonderful.
- There isn't really anything.
- This survey.
- To go faster at applying for jobs.
- Unsure
- Vision equipment and employment services collaboration with the support services in human services etc.
- We need another counselor here in the Duluth area. Darin is great but is also very busy. Making him hard to connect with sometimes.
- We started the process in May it took until now to get what we needed to schedule in place.
- Well I have to say that in the past the computers have been HP. This year it's an Asus. These computers are known to crash especially the new ones. They are cheaper and I understand wanting to save money but they are not for serious use.
- Working with a different counselor. My counselor was completely incompetent. If seemed that he was exploiting my dependency on him, exploiting the perks of working remotely due to covid, and quite frankly just not doing his job. I requested a transfer to a new counselor. My request was denied.
- Yes good.

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	Feb-Jul19	Jan-Jul20	Jan-Jun21	Jan-Jun22
1 Very dissatisfied	6%	7%	5%	5%
2	4%	2%	6%	2%
3	6%	3%	4%	4%
4	3%	2%	1%	2%
5	12%	8%	8%	8%
6	6%	7%	2%	5%
7	9%	10%	18%	11%
8	20%	16%	12%	14%
9	13%	18%	15%	19%
10 Very satisfied	19%	28%	29%	31%
N Size	186	138	153	170
Mean	6.80	7.44	7.33	7.67

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	Feb-Jul 19	Jan-Jul20	Jan-Jun21	Jan-Jun22
1 Falls short of expectations	9%	7%	5%	5%
2	4%	5%	6%	1%
3	5%	1%	4%	4%
4	5%	2%	6%	4%
5	6%	10%	7%	11%
6	9%	4%	8%	5%
7	9%	11%	6%	8%
8	20%	14%	18%	15%
9	15%	16%	14%	15%
10 Exceeds expectations	19%	21%	25%	26%
N Size	151	128	150	159
Mean	6.77	7.05	7.11	7.40

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	Feb-Jul 19	Jan-Jul20	Jan-Jun21	Jan-Jun22
1 Not very close to ideal	8%	7%	5%	5%
2	3%	1%	5%	1%
3	10%	3%	6%	3%
4	4%	2%	1%	6%
5	7%	9%	6%	7%
6	7%	5%	7%	5%
7	10%	8%	8%	10%
8	16%	17%	15%	11%
9	16%	15%	22%	14%
10 Very close to ideal	18%	20%	20%	28%
N Size	164	123	145	153
Mean	6.67	7.18	7.28	7.36

CSS Survey

The reader should be aware respondents continued to face the evolving service provision environment and the unique circumstances presented as a result of navigating procedures and policies around the novel coronavirus disease (COVID-19) pandemic. While State Services for the Blind (SSB) worked to minimize the number of service disruptions, it is an inevitable fact that service delays, training disruptions, and changes in service delivery have and will continue to affect SSB services due to impacts directly or indirectly related 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.