

**WFD Customer Satisfaction Survey  
State Services for the Blind (SSB)  
Results from customers served during January through June 2023**

	<b>Jan-Jun 2023</b>
<b>Total Sample Size of Customer Records:</b>	651
<b>Number of Customer Records with Valid Email Addresses:</b>	561
<b>Number of Completed Interviews:</b>	186
<b>Response Rate*:</b>	33.16%

\* 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	Feb 19 – July 19**	Jan 20 – July 20**	Jan 21 – Jun 21**	Jan 22 – Jun 22**	Jan 23 – Jun 23**
<b>Average MnCSI Scores</b>	<b>63.9</b>	<b>69.2</b>	<b>68.9</b>	<b>72.0</b>	<b>78.2</b>
<b>N size</b>	134	114	144	150	154

\*\*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	<b>Jan-Jun 23</b>
Very satisfied	48%
Satisfied	42%
Dissatisfied	5%
Very dissatisfied	3%
Never asked for help	0%
DK/Refused	2%
<b>N Size</b>	<b>186</b>

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

<b>Responses</b>	<b>Jan-Jun 23</b>
Very satisfied	51%
Satisfied	39%
Dissatisfied	4%
Very dissatisfied	2%
DK/Refused	3%
<b>N Size</b>	<b>185</b>

**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)

<b>Responses</b>	<b>Jan-Jun 23</b>
Very satisfied	43%
Satisfied	41%
Dissatisfied	6%
Very dissatisfied	2%
DK/Refused	9%
<b>N Size</b>	<b>185</b>

**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)

<b>Responses</b>	<b>Jan-Jun 23</b>
Very satisfied	55%
Satisfied	35%
Dissatisfied	6%
Very dissatisfied	1%
DK/Refused	3%
<b>N Size</b>	<b>185</b>

**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)

<b>Responses</b>	<b>Jan-Jun 23</b>
Very satisfied	43%
Satisfied	37%
Dissatisfied	8%
Very dissatisfied	3%
DK/Refused	10%
<b>N Size</b>	<b>185</b>

## Assistive Technology

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

<i>Responses</i>	<b>Jan-Jun 23</b>
Yes	56%
No	30%
Don't know / Unsure	14%
<b>N Size</b>	185

**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>	<b>Jan-Jun 23</b>
Very prepared	54%
Somewhat prepared	32%
Not very well prepared	8%
Not at all prepared	4%
DK/Refused	2%
<b>N Size</b>	101

**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>	<b>Jan-Jun 23</b>
Very useful	81%
Somewhat useful	14%
Somewhat not useful	1%
Not at all useful	0%
DK/Refused	4%
<b>N Size</b>	101

## COVID Questions for 2020-2023

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

<i>Responses</i>	<b>Jan-Jun 23</b>
In person meeting	10%
Phone call	40%
Email	30%
Online meeting (e.g. Zoom, WebEx, Skype platforms)	21%
<b>N Size</b>	177

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

<i>Responses</i>	<b>Jan-Jun 23</b>
Very satisfied	44%
Satisfied	42%
Dissatisfied	6%
Very dissatisfied	2%
DK/Refused	6%
<b>N Size</b>	158

**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) (121 responses)**

- A combination of all the above methods was useful in getting information. A phone call or email alone often was not sufficient for me to understand the process of getting services from SSB, but together they were very useful. For example, my SSB contact would tell me about the contents of a document that was going to be emailed to me, and I could take my time to read it when it arrived in my inbox so that I was doubly sure of the information.
- Alexis is amazing. She returns phone calls and emails quickly. She explains things so we understand.
- Always very well thanks.
- Ani would rather meet with people in person, but it is definitely easier to schedule meetings online and not have to get transportation.
- Being legally blind and unable to drive, a phone call is so much easier than an in-person meeting or Zoom. It solves the reasons for the meetings without a ton of messing around with other stuff.
- Correspondence through email, recording paperwork to print, sign, and email back as an attachment. This works well because I can have someone read this to me or I can enlarge the information to be able to read it.
- Email isn't great. It can take weeks to hear back and I'd have to resend information. I still don't have what I need.
- For me, I had both traditional and non-traditional. For the guide cane training I still had a person who worked with me. For the Braille training they used Zoom. This worked well for me because I was already quite familiar with using both Teams and WebEx for my work. I think it actually was more efficient in certain aspects. Since I live some distance from the metro area none of us had to spend hours driving to and from meetings. It seems to me that SSB would do well to continue utilizing these technologies where appropriate while still maintaining the in-person meetings when that best suits a good outcome.
- Functionally, it worked well in getting everything completed and communicating effectively. I would've preferred to have the option of in-person meetings, however. I don't think I'd utilize the option often but it'd be much more helpful in developing connections with my staff.
- Good
- Good, more convenient for me.
- Had call with Steve Pesola on the phone and he helped us through everything! Easy and functional because I can't drive places and my parents work.
- Honestly, it's so much more convenient for me since I don't need to figure out a ride or commute. I can just have a call with my counselor while I am at the library for example studying, and then continue studying afterward.
- I appreciate the e-mail correspondence. This method allows me to go back and review information.
- I contacted them by email to explain my needs and they answer me as soon as they get it.
- I don't like being out in society so zoom allows SSB to work with me when I'm comfortable.

- I generally prefer one on one discussion in person but Jason has constantly kept me informed about my role in this process.
- I get ignored on a literal 72% basis of emails. I did the math. 600 pages of emails of which around 420 are never responded to. So bring back the traditional if the COVID-19 pandemic (not COVID 23) is allowing this madness. Thanks!
- I had two phone calls/meetings (one with Mark and one with Anna). Both of them went well. Mark and Anna explained what services are available, they talked about assistive technology, answered my questions, and I provided them with the information that they requested.
- I liked that I didn't need to travel to talk with SSB people due to COVID practices. I was able to contact SSB staff mostly by phone, Email and Zoom.
- I realized I needed services from SSB during the height of the pandemic. I was very relieved to find out I did not have to leave my house to receive services. I first learned how to use voiceover on my phone through a few phone calls with my trainer. Then I moved on to learning how to use my computer again and how to use a screen reader. And I also learned how to use different magnifying programs and devices. Again, I was very relieved to know that I could learn this while online with my trainer. It worked great!
- I received almost a year of computer training over the phone with my teacher linking my computer to his through Speech Gurus and I learned more than I ever had before in previous computer training in a traditional blind rehab program and itinerant over Skype. I also got some employment counseling from SSB via emails and phone calls and that was helpful.
- I simply contacted them through phone or email. They were able to get in contact with me relatively soon, and I was able to keep my services throughout the COVID-19 pandemic. That's all I have to say for here.
- I think it was pretty good.
- I was able to accomplish what I needed to with my team and didn't miss the hassle of transportation to/from an in-person meeting.
- I was able to reach out have a good response.
- I was already conducting all my business with SSB over the phone and email prior to the pandemic.
- I was very impressed and satisfied with the help I received from SSB. Rob Hobson guided me through the process beginning to the end. I had no idea such programs and services were available. He has been wonderful, understanding, caring and full of information. He was very empathetic and understanding. Many heartfelt thank you's to Rob and SSB. I am very grateful and appreciative of all the support including the assisted technology. Thank you!
- I was very satisfied with the phone method.
- I'm not quite sure that a phone call is nontraditional, but the representatives recognized that my blindness and age made it very appropriate to work through things over in combination to coordinate our success. There were elements that were handled via email. The Staff at SSB has been amazing and helped me to become an active member of society again.
- I'm very satisfied with the services that I'm currently from State Services for the Blind. I'll highly recommend the services to other blind people that may need their services.
- In person and email were better for me.
- It can take a bit longer than in person since technology is all about how technology is functioning together in a home. Ports lost router, etc.
- It is more convenient for me than having to arrange and find transportation to meet with counselor. By doing meetings via phone or email, I am still getting what services I need.
- It is much easier and more efficient to be able to do most of our communication via the phone and e-mail and only need to meet in person for obvious things like testing out different assistive technology. Since I am visually

impaired transportation can be tricky and ALOT of time wasted having to commute. So not having to do that for conversations that can simply happen over the phone is great.

- It is ok but as a visually impaired person it can be reassuring if you are in the physical room with the person to know they are being attentive. When on a video call you can't be sure they are engaged.
- It was a blessing to have a chance to meet with the people who have been in touch with me and have been able to share their experiences with me and my family and their experiences with the world.
- It was convenient and worked well.
- It was difficult.
- It was difficult for the vocational counselor to understand my speech.
- It was easy and convenient to meet over Zoom instead of trying to arrange transportation to meet in person.
- It was fine to talk by phone.
- It was fine. After my initial request for info, I received an email with a date and time for a group call meeting to attend that explained the program. Then I had a one on one call with Mark to get my plan started. Then I was assigned to Anna as my case worker, and after a few months I started working with Alana for a deeper dive into my job search. All of these contacts were email and phone. I also got help from John with my computer equipment.
- It was good.
- It was great, we were able to get all of the necessary services communicated.
- It was highly effective and I felt fully informed and all my questions/concerns were addressed.
- It was nice, easy, and simple.
- It was OK.
- It was phone calls as well as emails. Combination of both worked great! We discussed details on the phone and followed up with emails.
- It went fine but was more difficult to stay engaged during the meetings.
- It went fine. I am used to online meetings so it was easy.
- It went good, their good at explaining what they can do to help and understanding my needs
- It went great, no problems at all, couldn't even tell we were in a pandemic.
- It went ok. I would prefer face to face meetings however, as it is very easy to misconstrue a person's true meaning.
- It went okay.
- It went very well. I really enjoyed the interaction with my counselor.
- It went very well. I was able to get what I needed and was given contacts for information to go forward in receiving all my services.
- It went well.
- It went well. Very satisfied.
- It went well. I could send an email or call whenever it works for me, knowing that my counselor would answer back when it worked for them. There was no need to try fitting a meeting into my schedule.
- It worked out fine.
- It worked very smoothly, especially when we couldn't meet in person. A lot of issues I had encountered were able to be resolved through non-traditional communication, so it was a very meaningful resource.
- It works for me.
- It works.
- It would have been fine if the services we talked about would have been followed through.
- It's effective but I would prefer in person.

- I've met and been in contact with SSB via phone, E-mail and Zoom over the last several years and I think all worked well.
- I've not had any issues with this, coming from northern Minnesota, life is remote, so it has been added comfort to not have to arrange transportation to get my needs met. Steve, Darin and the crew work to make things fit and I really appreciate that.
- Left me confused.
- Like a normal in person meeting.
- Little to no issues thus far, there may have been some minor communication errors, but are normally resolved efficiently.
- It seemed good to me depending on the activity I did.
- Meeting by Zoom or computer is ok. Services prefer in person.
- Meeting online and with the phone were very effective.
- Meeting online works just as well when we can't meet in person.
- Most of my contact with SSB was through the phone. Through SSB, they put in touch with the blind store to get the right equipment for my job. The equipment is working quite well. I am very grateful for the help. Thanks again Jeff Jaster.
- Mostly phone calls and a few emails. It went good.
- My counselor will reach out via phone or email every once in a while, just to check in. When a new semester is about to start, he is pretty helpful about reminding me to get the things I need in for tuition assistance. Overall, it works well.
- My counselor is flexible. It's easy to connect with him. I can call and e-mail whenever I needed to talk to him.
- N/A
- Not good
- Not really affected, it is more difficult to meet at office because of the distance.
- Ok, less personal but ok.
- Online meeting works best for us regardless of Covid.
- Phone and e-mail.
- Phone calls and emails are comfortable for me to deal with.
- Phone calls texts and e-mails work for me because I don't drive.
- Phone calls worked fine. However I do believe that an in person meeting should be held first so the client's needs can be conveyed properly.
- Phone, very useful experience.
- Received services through e-mail and it went very well.
- Response from SSB ranges from 2 to 4 weeks via email. Very often the response is not an answer, but a vague reference to a State Policy or simply another question. When receiving my assistance for housing at Law School - the monthly check might come anytime between the 15th of the previous month and the 15th of the current month. I need to pay my rent on the 1st. This fall at the beginning of my Law School journey, I received an email from SSB that the person had tried "for most of the afternoon" to figure out where to send the check for tuition. It was clear she simply gave up as the check was not sent. I figured this out myself several weeks later (with a notice of non-payment from the school), and forced SSB to make it happen.
- Response time to emails and calls are very slow.
- Smoothly, don't have to worry about transportation.
- Some of the contact has gone very well but we have been contacted twice about setting up a meeting and when I convey when available we never hear anything back.
- Some SSB workers who worked from home were distracted by home issues.

- SSB understood my needs and responded in a reasonable manner and amount of time.
- Staff and I worked collaboratively by phone to help me achieve employment and increase my technological capabilities.
- The meetings I have are very useful, were able to make consistently and schedule extra meetings if necessary.
- The non-traditional methods of E-mail and phone calls have been the primary method of communication between me and SSB staff before COVID-19 was in effect.
- The phone calls were helpful and informative.
- The phone is all it took. There was no need for meeting in person.
- The process took slightly longer because we had to either call or e-mail back-and-forth. It couldn't be done right then and there. But I didn't have to wait too long to get my assistive technology. I got it at the beginning of my first semester of college.
- The process was incredibly smooth and straightforward, and everyone at SSB was wonderful!
- There have been a few online meetings but most contact has been on the phone or through emails. I have been satisfied with these interactions. My case manager has been to my home twice, at her request. I am comfortable with non-traditional meetings.
- Very efficiently. Much easier to schedule meetings that work for both of us when transportation didn't need to be figured out. Since I can't see my caseworker, it doesn't matter to me whether we do it in person or over the phone. Just meant I didn't have to spend two or three hours of my time on Metro Mobility getting to and from our meeting. Happy we were able to make it all work without meeting in person.
- Very helpful because as I am online on the meeting with them, I had to learn more.
- Very quick responses by email. Both Steve and Alana were also very helpful over the phone when I needed to talk.
- Very strange but I got used to it during school because they also did the same thing.
- Very well. Had to play a little phone tag at times, but overall I got what I needed.
- We emailed each other to set a time to speak on the phone and it went well.
- We had Zoom meetings which were fine. Would prefer Zoom over phone as seeing each other has a more personal touch than through telephone.
- We have received services via phone, e-mail, and on-line meeting. Phone has just been the fastest way to connect. Larger meeting have been on-line. It has worked well overall; it was a nice way for our rep to attend the IEP meeting at the School for the Blind and to be able to connect with that team. Worked well to be able do a coordination of services.
- We mainly emailed and had phone calls.
- We met over Zoom and it went well.
- We tried meeting in person and my schedule was too busy. Phone and virtual meets are great.
- We were able to set up meetings and they went smoothly.
- Well it went very good, I didn't really know what to expect from this service, but it's been very helpful and kind of convinced me to try other camps. So yeah it's been great.
- Went well. Counselor was thorough to make sure all my concerns and needs were being met and made sure any supplies I needed were provided to me I was very satisfied with my last communication from my counselor..
- With e-mail we can fit it around our schedule.
- Works well for me

## SSB Themes to Open-ended Responses

### Comment Coding Breakdown of Question 9 – 134 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
<b>Help finding, searching, getting a job</b>	
<i>Help finding a job; find a job quicker; help finding a new job (JSH)</i>	<b>8</b>
<i>They got me a job; helped me get back to work (GJOB)</i>	<b>5</b>
<i>Help with career exploration, goals (CE)</i>	<b>4</b>
<i>Networking, connections for job seekers (NET)</i>	<b>3</b>
<i>Resume help, expertise; updating, writing a resume (RES)</i>	<b>1</b>
<b>Staff / Trainer / Vendor assistance</b>	
<i>Staff provided emotional support, caring, concern (STFS)</i>	<b>13</b>
<i>Staff provided one-on-one contact, easy communication, consultation (STFC)</i>	<b>12</b>
<i>Staff understands customer, needs of customer (STFUC)</i>	<b>5</b>
<i>Staff provided general help, willingness to help (STF)</i>	<b>5</b>
<i>Specific mention of a vendor, trainer, staff member that provided notable help (VTS)</i>	<b>2</b>
<i>Staff listened, were patient with customer (STFL)</i>	<b>1</b>
<b>Received education, classes, specific training, coaching</b>	
<i>Provided help going to college, school, classes; training at school (EDC)</i>	<b>12</b>
<i>Training in how to get around; orientation &amp; mobility (OM)</i>	<b>9</b>
<i>Life skills training; cooking, cleaning, shopping (TDL)</i>	<b>6</b>
<i>Received, got computer help or training; MS office, keyboard classes (CPUT)</i>	<b>3</b>
<i>Job training mentioned; other general training (TR)</i>	<b>2</b>
<i>Braille training (B)</i>	<b>1</b>
<b>Received assistive technology, equipment, resources (or help with)</b>	
<i>Customer mentions technology, help with; assisting with devices – laptop, note-taker, computer etc. (TECH)</i>	<b>31</b>
<i>Provided specific equipment; white cane, eye cone, school equipment, resources (EQP)</i>	<b>8</b>
<b>Financial, transportation aid</b>	
<i>Financial help; money for food, daycare, clothes, training, education, equipment (FIN)</i>	<b>10</b>
<i>Money for transportation, travel, bus passes, transit (TRVT)</i>	<b>0</b>
<b>General comments</b>	
<i>Meet customer’s needs; services to customer’s level (JSP)</i>	<b>9</b>
<i>Gave a general compliment about services (COMP)</i>	<b>7</b>
<i>Received general, helpful info on program services (INFO)</i>	<b>3</b>
<b>Miscellaneous</b>	
<i>Don’t know; not sure, none, dissatisfied (DK)</i>	<b>9</b>
<i>No services received yet (NSY)</i>	<b>1</b>

<b>Q9 – 134 respondents</b>	
Comment Category Groupings	# of comments
Technology, equipment received, assisted	39
Staff, Trainer, Vendor assistance	33
Received education, classes, training	33
Help finding or searching for a job	21
General comments	19
Financial, transportation aid	10
Miscellaneous	10

## Comment Coding Breakdown of Question 10 – 120 responses

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

Codes (along with a sample comment)	# of comments
<b>Issues related to finding, searching, getting training for a job</b>	
<i>Service didn't meet customer's needs; lack of options; other specific requests mentioned (MCN)</i>	<b>27</b>
<i>Help with assistive technology; receive training on technology (TECH)</i>	<b>5</b>
<i>Improve the help with finding a job; specialists/staff unhelpful in job search (JSH)</i>	<b>4</b>
<i>Wanted more education, schooling; training and learning opportunities (EDC)</i>	<b>4</b>
<i>Want mock interviews, more interviewing help (INT)</i>	<b>0</b>
<b>Staff improvements</b>	
<i>Improve communication, contact between staff and customers (COM)</i>	<b>15</b>
<i>Quicker response time, level of responsiveness, too slow in responding (LSFR)</i>	<b>8</b>
<i>Staff need a better understanding of customers; listen to customer (STFUC)</i>	<b>5</b>
<i>More staff needed in SSB; hire more staff (STFM)</i>	<b>5</b>
<i>Need more personal support and interest from counselor; better fit (STFS)</i>	<b>1</b>
<b>Process issues</b>	
<i>Length of time to get services; time between approval and service start (TIME)</i>	<b>12</b>
<i>Too many rules, obstacles that slow process &amp; create unnecessary issues (PRI)</i>	<b>9</b>
<i>Issues with vendors and the way they work with SSB/State of MN (V)</i>	<b>7</b>
<b>Program issues</b>	
<i>Not enough funding, need more financial assistance (FIN)</i>	<b>3</b>
<i>Need more equipment; more resources (EQP)</i>	<b>2</b>
<i>Need more transportation help; bus passes, transit (TRVT)</i>	<b>1</b>
<i>Need more locations for SSB, longer hours of service, more days (LCHR)</i>	<b>0</b>
<b>Job leads / placement assistance</b>	
<i>More connections, links to employers that are hiring (CTE)</i>	<b>7</b>
<i>Need better, more quality job leads; leads don't match user needs, more job options (JLQ)</i>	<b>4</b>
<i>Specific job placement issues (JP)</i>	<b>1</b>
<b>Miscellaneous</b>	
<i>Nothing; none; not sure (NC)</i>	<b>29</b>
<i>Gave a compliment about services (COMP)</i>	<b>15</b>
<i>Don't know; haven't used the service long enough (DK)</i>	<b>6</b>

Q10 – 120 respondents	
Comment Category Groupings	# of comments
Miscellaneous	40
Issues related to finding, searching, getting trained for a job	39
Staff improvements	34
Process issues	28
Job leads / placement assistance	12
Program issues	6

## ***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) (134 responses)**

- A case manager who listens and counsels me.
- Access to programs, getting technology devices.
- After a year I finally received cane training and she was wonderful.
- Alana Strickler's help.
- All of the opportunities are valuable.
- All services are important, mostly technology and braille, that's always exciting.
- Assistance in paying for school and the assistive technology that I need to function, not only in work but in daily life.
- Assistive technology assistance.
- Assistive devices.
- Assistive technology.
- Assistive technology.
- Assistive technology.
- Assistive Technology.
- Assistive technology.
- Assistive technology and access to resources.
- Assistive technology for my research work.
- Assistive Technology.
- Assistive technology. I was able to receive critical technology that helped me accomplish the goals set out in my plan and wouldn't have been able to do so without SSB's assistance.
- Different Forms of technology that is available to assist me with employment, even though it has been almost a year and I still have not received any of it to use.
- Education
- Educational support, without this the tools, to be competitive in the work force is not achievable.
- Employment supports.
- Encouragement and inspiration. It was very important to realize that I can work and live my normal life with some modifications. It was also very helpful that multiple people worked with me until everything was very clear. Follow-up was important too. I never felt abandoned. Thank you!
- Encouragement, fully backed, I feel like they will help me gain the tools to make gainful employment happen.
- Everything
- Everything such as mobility, Job and Technology.
- Finding a job and getting devices.
- Funding
- Getting a job that I can keep with my visual impairment.
- Getting connected with job coaching.
- Getting ready to have a job.
- Getting set up for college and later on getting a job.
- Getting the CCTV machine magnifier has helped me tremendously in managing my e-mails and other paperwork. It is truly a lifesaving device for me.
- Getting the help I needed.
- Getting training at Vision Loss Resources.
- Good communication and support of case manager.
- Haven't needed a lot of assistance these last 2 years, but will need a lot of assistance coming soon because I will be going to college.
- Having providers that understand my communication needs.
- Help planning for future employment/college opportunities.

- Help with tuition fees.
- Helping me in planning for my future career and looking for employment
- helping me to find a job closer to home.
- Honestly the financial and technological help has been enormously helpful. I don't think I got to where I am currently without it.
- Hoping to get job services set up.
- How they found ways to connect to you if you need something to use to talk to someone from SSB.
- I can't pick one. Vision loss impacts every aspect of my life and so have the services one received so far.
- I don't know because I am concerned that some of my more immediate needs are not being met at this point.
- I don't know, I guess you guys helped [removed] remembering how to explain my disability well. Covid hit and I kind of just never explained it again until like last year.
- I don't know.
- I feel that technology and employment resources are the most important because it can be extremely difficult to find and maintain a livelihood without either of those things for someone with a visual impairment.
- I get financial assistance for Law School. It is extremely helpful.
- I got some help.
- I have a job.
- I have not received what is most important to me. I have tried to get hold of my worker and no one has got back to me yet.
- I really felt that SSB helped me get adjustment to blindness training, and I'm able to be more independent because of that.
- I think the most important part of the services I receive is access to resources and assistance with a plan for my future, as well as being connected with the blind community in MN.
- I think the services for SSB are ideal, and I think the services are meeting my expectations.
- I was hoping for technology, but we ended up receiving that elsewhere. Due to my son's blindness and cognitive disabilities, the individuals from SSB evaluating my son looked at his needs for employment but not necessarily for quality of life.
- I would have to say anything to do with tech training, such as computers, learning to use my phone, and any other assistive technology I was taught.
- I'll let you know after they finish suing me for advocating for the ADA.
- I'm not sure.
- In my opinion, I think it's a really good thing. I highly recommended state services for the blind not only for visually impaired people, but people of all disabilities.
- In my opinion, the most important part of State Services for the Blind is being able to know that you have the skills and techniques to succeed in life. Often times in life we don't know that we have these situations that come up, and we're not very well prepared for them. So it's nice to know at least in some way, that you have some control over your life.
- In-person training and my new CCTV.
- It is the combination of counsel, training, and technology. This combination has worked to build my confidence and capability in the marketplace and I am extremely grateful for what I have received from SSB over the years.
- It was the assistive technology, followed quickly by the white cane training.
- Job placement.
- Job rehab and technology.
- Job search support.
- Learning and being able to have paid classes.
- Learning how to be independent again. I learned how to use my assistive technology devices. To use my phone, to use my computer and to use a magnifier to help me get back to work and to continue my career. Thank you!
- Learning how to use Excel, Word, E-mails etc. Learning how to be independent with the computer to achieve all my goals needed for future opportunities.
- Learning something new.
- Life skills.
- Mobility training.

- Mobility training with John Higgins.
- Most important part of services is the timeliness of services provided. When there's a delay it can affect opportunities.
- My caseworker is very knowledgeable and helpful. Also, could not have move forward without the financial assistance with technology and tuition.
- My worker who is encouraging me to be patient with myself. Also the laptop computer setup with ZoomText is making computer tasks much more possible and bearable. I'm going to begin VLR training soon and really looking forward to it.
- N/A
- Not sure yet.
- Nothing
- O & M Training
- Orientation and Mobility Training. Technology Training.
- Probably the most important aspect that I was given for my services was that my counselor is also visually impaired so she understands and knows exactly what I will be needing to accomplish everything I need.
- Reassurance that I could find a job, and also to keep patient.
- Receiving technology,
- Receiving the help and equipment for me to do my job more effectively and efficiently every day.
- School support and laptop,
- So far, getting enrolled so that Ani may attend the Transitions program at St. Thomas next summer.
- So far, I am just attending school to peruse another line of work. The only service I have received is a computer for schoolwork. The University covers tuition and I get financial aid from Pell grants.
- So far, I would say enrolling me at Blind, Inc to prepare me for law school.
- Somebody to bounce ideas off of.
- Support and patient listening from Jason.
- Support at school where I am unable to help James.
- Tech services.
- Technology and interview coaching.
- Technology training, orientation and mobility.
- Technology training.
- Technology training. I should have gone back to school for this area since I was so obsolete on programs and understanding computers vs. 1998 when my vision really accelerated to legal blindness and I was just using work arrounds till 2014 at time of transplants. I was still in the paper world.
- The attitude of the counselors.
- The attitude of the people. Kind, earnest, and understanding, they took good care of me.
- The computer training was the most valuable and my counselor and I are hoping to set up an internship to use my blind rehabilitation teaching skills at a local rehab facility in Duluth but are waiting to hear from them. My SSB counselor Steve Pesola is the best counselor I have ever had and have worked with him since 2008. I have had SSB counselors since childhood.
- The devices I've received and rewrite of my resume.
- The freedom and independence they provide us by teaching us how to learn on OUR own while living with blindness.
- The Great communication between myself and staff.
- The guide cane and Braille training. Having these skills will allow me to function more independently for a longer period of time.
- The most important aspect of the services I receive from SSB staff is having a clear line of communication between me and the staff.
- The most important part of the services that I'm receiving from State Services for the Blind, is that due to me receiving Social Security Benefits, that I'm mostly exempt from paying for their services.
- The most important thing about the services I received is knowing that I'll be able to complete my employment goals independently.

- The person we worked with went out of their way to help us get what we needed. You don't see this very much in government work. (Anna Nelson)
- The phone calls and e-mails communicating with the same representative.
- The referral to local resources (Productive Alternatives) for job coaching.
- The regular communications as I have been searching for suitable employment has been helpful.
- The schooling.
- The support, the ability to have someone that can answer questions and be able work to find more wrap around services.
- The technology that I was informed about works well for me. SB is going to pay for books and tuition for school.
- The tech.
- The tuition assistance for college is exceedingly helpful.
- The understanding that my disabilities extend beyond vision loss helps me feel like a normal person asking for help.
- The updates from SSB and continuation of providing beneficial services with a positive attitude.
- The warmth and competence of the people at SSB, and their patience as I navigate a newly unfamiliar world. The assistive technology they have provided has made a big difference to my daily function.
- They are all useful. They all help balance my future and making plans and insurance skills that I need for it.
- They put me into contact with services that have and continues to help my tech needs and questions concerning software and transportation hurdles.
- To find me a school that I need to learn lifestyle or more educational programs.
- Everything is important to me, the service provided has helped me improve my quality of life.
- Training at VLR. Help with the computer, when I have a problem. New computer. And schooling. As well as the overall support in the current program I am in with BIT. I think that SSB should really take a look at Blind Institute of Technology and recommend it to other people who may not know about it. It is an amazing program for people willing to take on a challenge.
- Training in technology and support from rehab counselor.
- Transitioning to blindness training; technology skills; social interaction.
- Tuition assistance and availability of other resources.
- Tuition fees being paid. This is one I struggle with since I no longer work. Of course, as I progress I will need other assistance.
- Working computer and ZoomText along with help.
- Working with Alana on my job search. Especially, how to be confident in promoting my skills despite my vision issues.
- Yes, that's important for me that I need to receive help looking for job and also I need to get more computer training from SSB.

**Q10 If you could change one thing about the services you received, what would you change? (NEW) (120 responses)**

- Instructions from my worker has been a great experience and I don't have any concerns.
- A better job currently. I don't like my job.
- An in person meeting once in a while. Help setting up job shadow type career exploration.
- Better combination and to have your workers check in more often.
- Can't think of anything.
- Can't think of anything.
- Consistency in staffing. I had three separate counselors during my time actively utilizing SSB's services and it created lapses in communication, some confusion, and overall ineffectiveness at times.
- Continue to stay paced with the latest technologies for the blind. Reliance on a single source (The Low Vision Store) limits the range of technologies that are available.
- Different counselor.
- Don't know.

- Don't know.
- Everything is great for me.
- Faster communication with the staff.
- Faster service when it comes to the follow up.
- Give them more funding.
- Honestly, I don't know yet, but I believe you guys are doing excellent.
- I am constantly astounded by the continual exposure of State bureaucracy. It is CLEAR that SSB exists to serve the State rather than the Blind. At every turn, walls are thrown up with the excuse that the State this or the State that. There is seldom an "Let's see what I can do to solve . . ." It is also VERY difficult to financially plan with SSB as your partner. While I am extremely thankful of the financial help - it always comes with extreme unpredictability. I never know WHEN, HOW MUCH, or IF it will run out. I don't count on anything until it is received.
- I am pretty happy about the services I am getting.
- I cannot think of anything that should be changed.
- I cannot think of anything.
- I can't think of anything I would change. I suppose, in the regard of being more prepared for college, the services that I received at the vocational rehab center I was taking could have provided a bit more in terms of how to get prerequisite courses.
- I couldn't think of anything to change.
- I don't need to change anything.
- I don't think I would change anything about the services I received.
- I don't think there is anything in particular that I would change.
- I feel it would be best when considering technology that the input of the people teaching the skills for the technology would be considered of primary importance. Their input is pivotal in understanding the needs of SSB clients. Sighted people do not know what works best. The instructors should have an active role in determining what is best. Not doing this is not giving clients their best chance for success.
- I have had 3 or 4 counselors, and it does seem that we take a step back with each new one.
- I just wish that some of the things that aren't supported by State Services would be supported. I can understand, maybe from a financial standpoint, how, putting in a lot of money to a career that probably wouldn't make the client enough money could seem unreasonable. But the way I look at it is, a client shouldn't have to try to find other methods because they're vocal rehab services won't support their career goal. I don't believe it's fair to the clients.
- I need someone who can script to come into my office to help with programs that are not accessible with JAWS.
- I really can't think of anything right now. I learned so much! I actually use technology better than I ever did with vision. It's not always easy but I am very grateful we have the technology we do today.
- I think it is fine and nothing needs to be changed.
- I think the coordination with Metro Mobility can be improved. Some of the information appears to be outdated. This may be an issue with Metro Mobility rather than SSB.
- I will change nothing.
- I wish I received it sooner. I did not know it was available and struggled with changes in my life.
- I wish I would have understood the services a little bit better at the beginning. What SSB offers, what they do for me, etc. But, I don't know if I was really receptive at the time or what. I had a lot going on. I also wish I would have known they existed long before I went blind. For instance, when I was diagnosed with RP, I wish the doctor or somebody would have said, SSB can help you with things like school and training programs, teach you how to use the computer with assistive technology, etc. Just more awareness I suppose. I could have avoided a lot of hardship, got trained sooner and been more prepared as I was losing my sight, instead of taking it all on at once. With that said, I never looked for programs like this one because I didn't even think something like SSB existed. SSB is awesome! It is a major help to people like me. Thanks again to everybody that has helped me along, and thanks to everybody helping people in the future.
- I would prefer more staffing. I have been attending ATB for 7 months, and I have had only one staffing. I was under the impression that these would be scheduled every month.

- I would have had a say in the laptop that was purchased for me. Not very happy with the Acer computer, nor the training on it by David Tanner. Now working with Kelly Harrison and it's going much better.
- I would have liked more focused training unbiased training in a more supportive environment while attending BLIND Inc.
- I would have went straight to the Cities for an advocate and evaluation. I also would have went to the U of M and not Mayo due to the lack of education, surgically experienced diagnosis and gender prejudices toward Employee Health insurance. I also would have hired an outside non referred SS attorney, not from SSB. This referral was in over his ability in my case. This Jeopardized my future SS claim due to lack of professional ability in a complicated genetic case with lack of documentation in Mayo Clinic's notes and Mayo's fear of a lawsuit for lack of care.
- I would like to learn more about assistive technology resources.
- I would like to see some kind of life skills/independent living component added. I have engaged SSB on 2 different occasions and both times my experience was geared towards employment, or retaining employment. While this is a great thing, because we all need to work to live. There are still more than 8 hours a day that I'm not at work, but still need to be functional. If there is some way to blend in more independent living skills training that would be just awesome. I know this is all government funded, and government is horribly inflexible. So what I'm asking may very well be impossible. But I have to ask.
- I would like to receive interpreter for easier communication between you and me to schedule plans for jobs.
- I wouldn't change anything.
- I wouldn't change anything about the services that I'm currently receiving from State Services for the Blind.
- I wouldn't change anything at this time.
- If someone needs technology or software for them to be prepared for the work field, it should be a closer look if the person needs it or not.
- I'm glad to have someone to talk to since we went awhile without a consistent person.
- I'm not sure.
- In person with masks.
- Informed consent is a law not a suggestion. Record keeping is federal law, not suggestion. If SSB does not understand the ADA it cannot effectively succeed in its role.
- It would be great if SSB had a larger pool of prospective employers that they work directly with. Employers that are willing to take on people with vision limitations.
- It would be nice to get documents that are in larger prints so that I can read it.
- It's taken 7 months and I just got assistive technology and haven't even started any training. Receiving services has been extremely slow.
- Less complications with communication involving other departments. Sometimes I had to wait, not on SSB, but on the other group, they were communicating with.
- Lighthouse in Duluth has (or did have) an executive director who behaves very unprofessionally bordering on harmful. I'd change my experiences with her.
- Maybe more transparency and communication about post SSB AND VLR. (smiley)
- Mergers.
- More connections to employers to get clients employed faster.
- More group outings to exercise our new skill sets and build confidence.
- More help with finding a job.
- More in person meetings.
- More opportunities.
- More resources on Autism, ADHD, and the DeafBlind.
- More vendors are needed for customized employment and job coaching. The pandemic decimated these vendors. SSB needs to foster getting more vendors.
- My counselor is incredibly busy right now and I am afraid I am falling through the cracks because I am not super high maintenance. I need a job, and David Smith has been awesome, but my immediate counselor has been super-duper busy with other clients and I am afraid I have been forgotten sometimes in the more immediate needs of other people who need her more. But I still need a job.
- My first advisor Courtney did not communicate with me and was very had to get in touch with.

- My resume had lots of errors on it.
- N/A
- N/A
- None
- None
- None
- None come to mind.
- Not being blind
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- nothing
- Nothing
- Nothing
- Nothing everything was good.
- Nothing it's good.
- Nothing really. Anna was great!
- Nothing SSB is amazing.
- Nothing! Now I think all these services are good but the future I don't know.
- Nothing, SSB was absolutely fantastic!
- Nothing.
- Nothing.
- Nothing.
- Nothing. I'm satisfied so far with what I have received.
- Places in St Paul to do cane training.
- Quicker response and turnaround times.
- Quicker response time to emails.
- Really not sure.
- Shorten the length of post-job meetings and in-person visits at my job site while I am at work at my job site.
- SSB affiliation with employers.
- SSB needs more blindness technology vendors. Not everyone learns in the same way. The SSB techs are amazing, but some of them do not know how to TEACH clients with diverse learning styles. SSB needs to foster TEACHERS of blind technology. Who are the vendors who will take over for the next generation? You need a pipeline of technology instructors to maximize capacity for those seeking employment.
- Staff understanding the very real limitations of living in remote areas of the state and then adding visual impairments to the existing limitations.
- That SSB would actually do better.
- That would get the services discussed and receive services in a more timely manner.
- The beginning, my doctor didn't really give me information to learn how to manage general life day to day with vision loss. I wish there was a separate program for people just beginning in this blindness journey but not yet healed and ready to be employed.
- The chance to see careers in action.
- The employment process. It does NOT work! We asked if SSB could conduct Customized Employment and were told that they are too busy and cannot take on this person! Shocking!
- The form of communication between the staff and client.
- The speed in which the Lighthouse Center for Vital Living responds to our request for me doing an internship with them. We first spoke to them in May, they have just moved into a new location in Oct. but hopefully we will hear from them soon.
- The startup time took a while to enroll.

- They could work with me more on other things.
- Things have worked very smoothly. Many, many, years ago it took a long time to get anything done and that isn't the case now. Except in this last phase where we are dealing with some outside entities where there is a delay.
- Timeliness.
- To have a seamless transition.
- Tools for educators to understand how and what a visually impaired student will need to be successful.
- Transparency. I feel as if I am still learning what services and supports you provide.
- Transparency: sometimes, answers to questions seem very vague or up in the air. Secondly, I can recall an occurrence of miscommunication of information that lead to confusion when planning for education and housing in relation to achieving a job goal.
- Until I get adjusted with myself to deal with vision loss better, it's serious struggle financially and I am not getting disability. I have little gigs here and there but I am not self-sufficient and I need to be. I'm hoping that changes soon, but I wish it was easier to get paying work with a schedule that allows me time for training and school, that I can do independently or something.
- Well you guys could be a little closer to the phone interview. Maybe the capital.
- Would like more work experiences. I want to work.

### 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	Jan-Jul20	Jan-Jun21	Jan-Jun22	Jan-Jun23
1 Very dissatisfied	7%	5%	5%	3%
2	2%	6%	2%	1%
3	3%	4%	4%	2%
4	2%	1%	2%	3%
5	8%	8%	8%	4%
6	7%	2%	5%	4%
7	10%	18%	11%	10%
8	16%	12%	14%	18%
9	18%	15%	19%	21%
10 Very satisfied	28%	29%	31%	34%
<b>N Size</b>	138	153	170	175
<b>Mean</b>	7.44	7.33	7.67	8.16

**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	Jan-Jul20	Jan-Jun21	Jan-Jun22	Jan-Jun23
1 Falls short of expectations	7%	5%	5%	3%
2	5%	6%	1%	2%
3	1%	4%	4%	2%
4	2%	6%	4%	2%
5	10%	7%	11%	6%
6	4%	8%	5%	3%
7	11%	6%	8%	9%
8	14%	18%	15%	18%
9	16%	14%	15%	19%
10 Exceeds expectations	21%	25%	26%	30%
<b>N Size</b>	128	150	159	175
<b>Mean</b>	7.05	7.11	7.40	7.96

**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	Jan-Jul20	Jan-Jun21	Jan-Jun22	Jan-Jun23
1 Not very close to ideal	7%	5%	5%	2%
2	1%	5%	1%	3%
3	3%	6%	3%	1%
4	2%	1%	6%	2%
5	9%	6%	7%	6%
6	5%	7%	5%	5%
7	8%	8%	10%	9%
8	17%	15%	11%	17%
9	15%	22%	14%	18%
10 Very close to ideal	20%	20%	28%	28%
<b>N Size</b>	123	145	153	174
<b>Mean</b>	7.18	7.28	7.36	7.90

## **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 in a post (COVID-19) pandemic world. 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.