

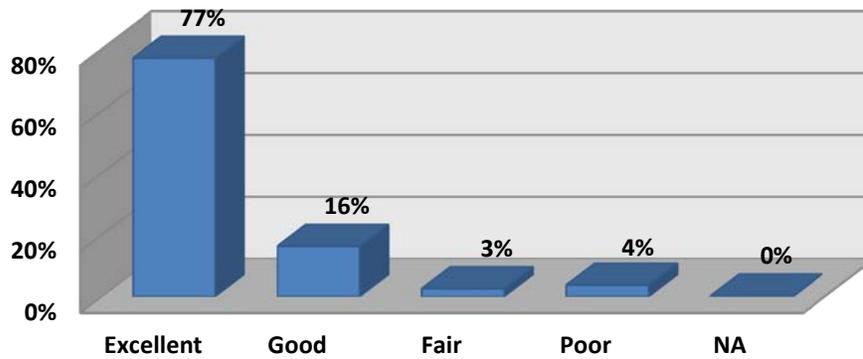
2019 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	270	77%
Good	57	16%
Fair	9	3%
Poor	13	4%
NA	1	0%
Total	350	100%

1. Please rate the quality of services you receive from IVRS



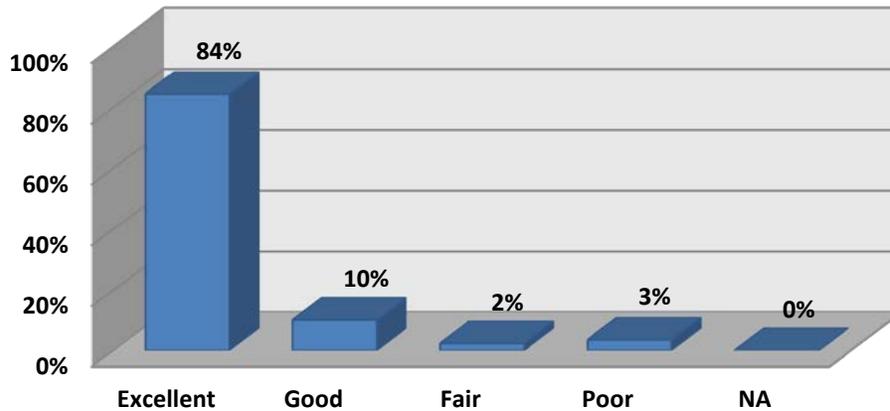
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2. Please rate the politeness of IVRS staff.

Excellent	295	84%
Good	35	10%
Fair	8	2%
Poor	12	3%
NA	0	0%
Total	350	100%

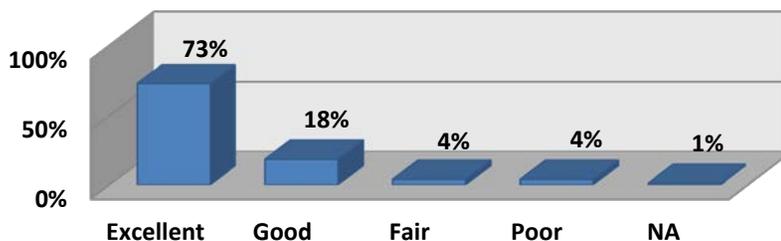
2. Please rate the politeness of IVRS staff



3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	254	73%
Good	64	18%
Fair	14	4%
Poor	14	4%
NA	4	1%
Total	350	100%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



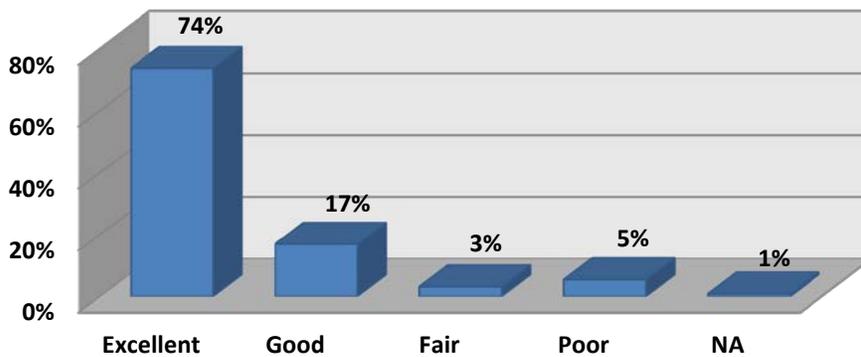
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4. Please rate the chance of recommending IVRS to someone else.

Excellent	258	74%
Good	59	17%
Fair	11	3%
Poor	19	5%
NA	3	1%
Total	350	100%

4. Please rate the chance of recommending IVRS to someone else



Percent Returned by Area Office

