

Annual 2023-24 VR Consumer Survey Report

STATE REHABILITATION COUNCIL

Prepared by:

**Wolfgang Frese
and
John F. Edwards**

 **Wolfgang Frese Survey
Research Laboratory**



Mississippi State University

October 2024

Summary of Consumer Survey Results

Annual 2023-24 Results for the Closed Ended Questions.

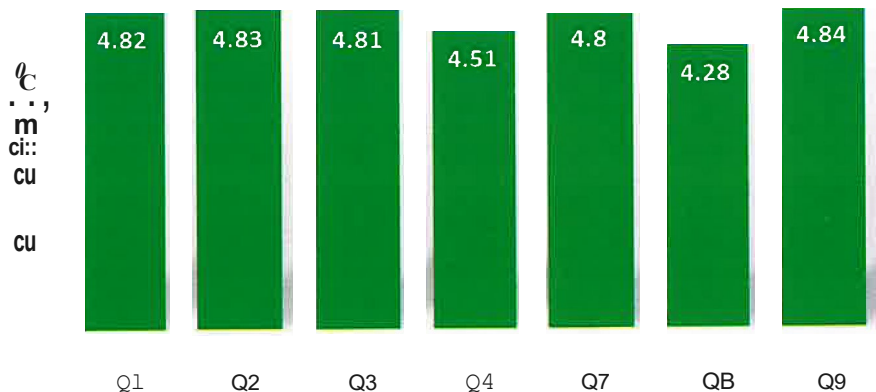
The ratings for the various services consumers received are presented below using the average (mean) score given to each item by all respondents interviewed. If an item did not apply to a particular respondent or if the consumer did not know or refused to rate an item he/she is not included in calculating the average score for that item. The seven items rated are in Table 1 (to get an exact wording see the questionnaire). Chart 1 is included for an easy visual comparison. The respondents were asked to rate the items (questions Q1 to Q4 and questions Q7 to Q9) on a scale of 1 to 5, with 1 being very bad and 5 being very good. Thus, a high score indicates that the service was good and a low score that it was bad.

Table 1. Services ratings by consumer.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	1023	4.82
Q2 The help from the VR staff during the planning of your services.	1023	4.83
Q3 The help from the VR staff when you were receiving your VR services.	1021	4.81
Q4 The help you received from other agencies or service providers.	190	4.51
Q7 Your employment outcome.	915	4.80
QB Employment benefits provided by your new employer.	579	4.28
Q9 Overall, how do you rate the services you received?	1019	4.84

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

Chart 1. Average Consumer Ratings.



\ Table 1. Number of Consumers by Type.

Type of Consumer	Number	Percent
Non-Blind	900	88.0
Blind	123	12.0
Total	1023	100.0

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October*	94	9.2
November*	78	7.6
December*	92	9.0
January	79	7.7
February	84	8.2
March	109	10.7
April	63	6.2
May	89	8.7
June	112	10.9
July	74	7.2
August	66	6.5
September	83	8.1
Total	1023	100.0

*2023

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	913	89.2
Closed but not successfully rehabilitated	110	10.8
Total	1023	100.0

Consumer Survey Results

Introduction

This is the annual 2023-24 Vocational Rehabilitation Consumer Survey Report. The results for blind consumers and non-blind consumers are reported separately. Blind and non-blind respondents were randomly selected by drawing a stratified sample of all consumer cases closed in each quarter of 2023-24. Both samples are stratified by consumer district or region. At the end of each quarter, about 20 percent of the consumers in each of the VR districts or regions were interviewed. Of the blind consumers contacted, 900 did the interview with 17 refusing. Of the non-blind consumers contacted, 123 completed the interview while 3 refused to participate. The number of interviews completed in each region for blind and each district for non-blind consumers are reported below.

Table I. Number of non-blind consumers interviewed by district.

District	Number of Consumers	Percent
1	79	8.8
2	101	11.
3	97	10.8
4	116	12.9
5	59	6.6
6	108	12.0
7	61	6.8
8	70	7.8
9	121	13.4
10	88	9.8
Total	900	100.0

Table 2. Number of blind consumers interviewed by region.

Region	Number of Consumers	Percent
Region 1 (Northern)	67	54.5
Region 2 (Southern)	56	45.5
Total	123	100.0

Questionnaire

Consumer Questionnaire

For the 2023-24 VR Survey

Question Intro

On a scale of 1 to 5, with 1 being very bad and 5 being very good, please rate the following items.

Question Q1

The help the VR staff provided at the time you applied for VR services?

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q2

The help from the VR staff during the planning of your services.

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q3

The help from the VR staff when you were receiving your VR services.

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q4

The help you received from other agencies or service providers such as Goodwill, Methodist Rehabilitation Center, WIN Job Center, T. K. Martin Center, and Mississippi Industries for the Blind while you were receiving VR services from them?

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q5a

Are there any GOOD SERVICES you received from the Mississippi Department of Rehabilitation Services or an outside service provider you'd like to mention?

1. Yes
2. No
3. Don't Know/Can't Think of Any
4. Refused
5. QUESTION DOESN'T APPLY TO RESPONDENT

Question Q5aopn

What good services did you receive?

Question Q5b

Are there any BAD SERVICES you received from the Mississippi Department of Rehabilitation Services or an outside service provider you'd like to mention?

1. Yes
2. No
3. Don't Know/Can't Think of Any
4. Refused
5. QUESTION DOESN'T APPLY TO RESPONDENT

Question Q5bopn

What bad services did you receive?

Question Q6a

Are there any GOOD SERVICE PROVIDERS inside or outside the Mississippi Department of Rehabilitation Services that you would like to mention?

1. Yes
2. No
3. Don't Know/Can't Think of Any
4. Refused
5. QUESTION DOESN'T APPLY TO RESPONDENT

Question Q6aopn

What GOOD SERVICE PROVIDERS are these?

Question Q6b

Are there any BAD SERVICE PROVIDERS inside or outside the Mississippi Department of Rehabilitation Services that you would like to mention?

1. Yes
2. No
3. Don't Know/Can't Think of Any
4. Refused
5. QUESTION DOESN'T APPLY TO RESPONDENT

Question Q6bopn

What BAD SERVICE PROVIDERS are these?

Question INTRbksc

Back to the 5 point scale where 1 is very bad and 5 is very good, please rate the following:

Question Q7

Your employment outcome.

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q8

Employment benefits such as health insurance provided by your employer.

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q9

Overall, how do you rate the services you received?

1. Very bad
- 2.
3. Neutral
- 4.
5. Very good
6. Don't Know/Not Sure
7. Refused
8. QUESTION DOESN'T APPLY TO RESPONDENT

On a scale of 1 to 5, with 1 being very bad & 5 very good rate:(see item above)

Question Q10

Do you have any other comments you would like to make?

Question done

This completes our interview.
Thank you for your participation in this study.
Good Bye.

Non-Blind Consumer Results

Annual 2023-24 Results for the Closed Ended Questions.

The results for all non-blind consumers are summarized below, after that, the results for each of the 10 districts are presented as are the comments about the good and bad services the clients received. The comments the clients had after the interview are also presented.

Ratings for the various services consumers received are presented using the average (mean) score given to each item by the respondents. If an item did not apply to a particular respondent or if the consumer did not know or refused to rate an item he/she is not included in calculating the average score for that item. The seven items rated are in Table 1 (to get an exact wording see the questionnaire above). Chart 1 is included for an easy visual comparison. The respondents were asked to rate the items (questions Q1 to Q4 and questions Q7 to Q9) on a scale of 1 to 5, with 1 being very bad and 5 being very good. Thus a high score indicates that the service was good and a low score that it was bad.

Table 1. Services ratings by consumer.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	900	4.82
Q2 The help from the VR staff during the planning of your services.	900	4.83
Q3 The help from the VR staff when you were receiving your VR services.	899	4.81
Q4 The help you received from other agencies or service providers.	170	4.50
Q7 Your employment outcome.	805	4.82
QB Employment benefits provided by your new employer.	505	4.30
Q9 Overall, how do you rate the services you received?	896	4.84

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

Chart 1. Average Non-Blind Consumer Ratings.

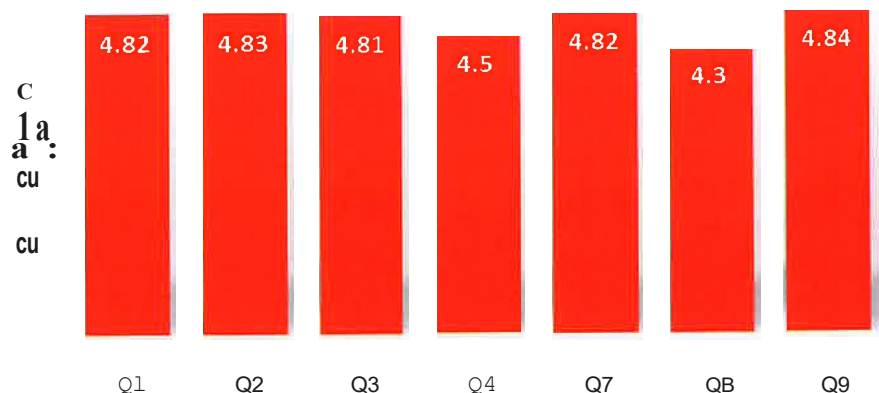


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October*	83	9.2
November*	68	7.6
December*	89	9.9
January	69	7.7
February	72	8.0
March	97	10.8
April	47	5.2
May	84	9.3
June	91	10.1
July	66	7.3
August	57	6.3
September	77	8.6
Total	900	100.0

* 2023

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	798	88.7
Closed but not successfully rehabilitated	102	11.3
Total	900	100.0

Table 4. Number of consumers interviewed by district.

District	Number of Consumers	Percent
1	79	8.8
2	101	11.
3	97	10.8
4	116	12.9
5	59	6.6
6	108	12.0
7	61	6.8
8	70	7.8
9	121	13.4
10	88	9.8
Total	900	100.0

\

Non-Blind Consumer Results By District

Annual Results for the Closed Ended Questions.

District 1

Table 1. Services ratings by consumers in District 1.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	79	4.67
Q2 The help from the VR staff during the planning of your services.	79	4.65
Q3 The help from the VR staff when you were receiving your VR services.	78	4.63
Q4 The help you received from other agencies or service providers.	21	4.62
Q7 Your employment outcome.	65	4.86
QB Employment benefits provided by your new employer.	37	4.54
Q9 Overall, how do you rate the services you received?	79	4.73

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

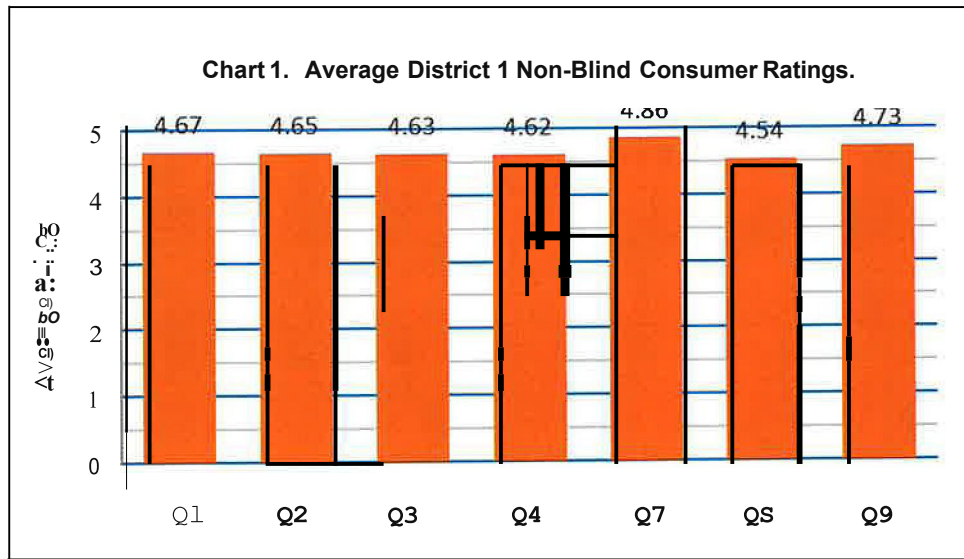


Table 2. Month the case was closed in District 1.

Month	Number of Consumers	Percent
October*	10	12.7
November*	4	5.1
December*	5	6.3
January	2	2.5
February	4	5.1
March	14	17.7
April	6	7.6
May	6	7.6
June	7	8.8
July	6	7.6
August	12	15.2
September	3	3.8
Total	79	100.0

* 2023

} Table 3. Consumer status in District 1.

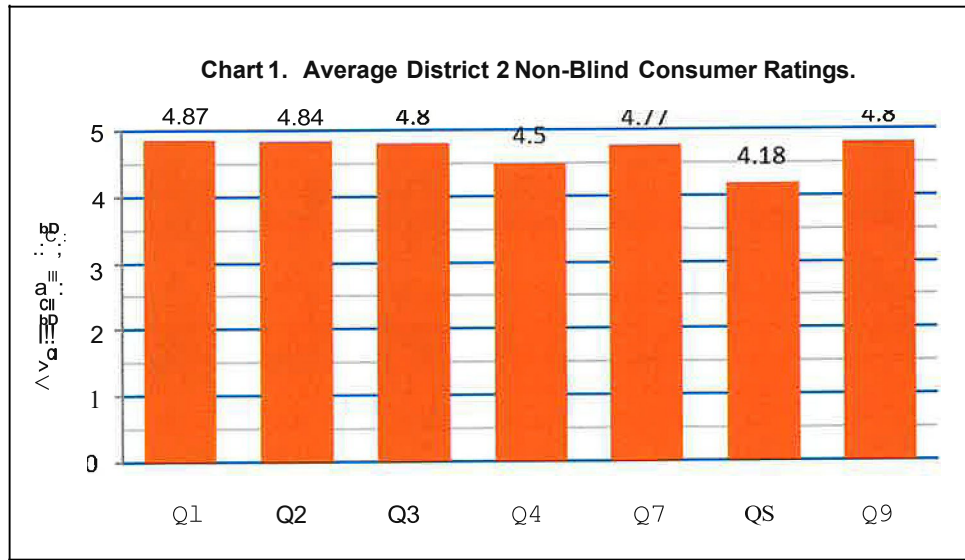
Status	Number of Consumers	Percent
Closed after successful employment	65	82.3
Closed but not successfully rehabilitated	14	17.7
Total	79	100.0

District 2

Table 1. Services ratings by consumers in District 2.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	101	4.87
Q2 The help from the VR staff during the planning of your services.	101	4.84
Q3 The help from the VR staff when you were receiving your VR services.	101	4.80
Q4 The help you received from other agencies or service providers.	18	4.50
Q7 Your employment outcome.	90	4.77
Q8 Employment benefits provided by your new employer.	50	4.18
Q9 Overall, how do you rate the services you received?	100	4.80

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.



, - \ i

Table 2. Month the case was closed in District 2.

Month	Number of Consumers	Percent
October*	11	10.9
November*	4	4.0
December*	8	7.9
January	4	4.0
February	14	13.9
March	9	8.9
April	3	3.0
May	6	5.9
June	15	14.9
July	7	6.9
August	8	7.9
September	12	11.9
Total	101	100.0

* 2023

Table 3. Consumer status in District 2.

Status	Number of Consumers	Percent
Closed after successful employment	88	87.1
Closed but not successfully rehabilitated	13	12.9
Total	101	100.0

District 3

Table 1. Services ratings by consumers in District 3.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	97	4.80
Q2 The help from the VR staff during the planning of your services.	97	4.80
Q3 The help from the VR staff when you were receiving your VR services.	97	4.81
Q4 The help you received from other agencies or service providers.	19	4.32
Q7 Your employment outcome.	81	4.70
Q8 Employment benefits provided by your new employer.	49	4.33
Q9 Overall, how do you rate the services you received?	97	4.81

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

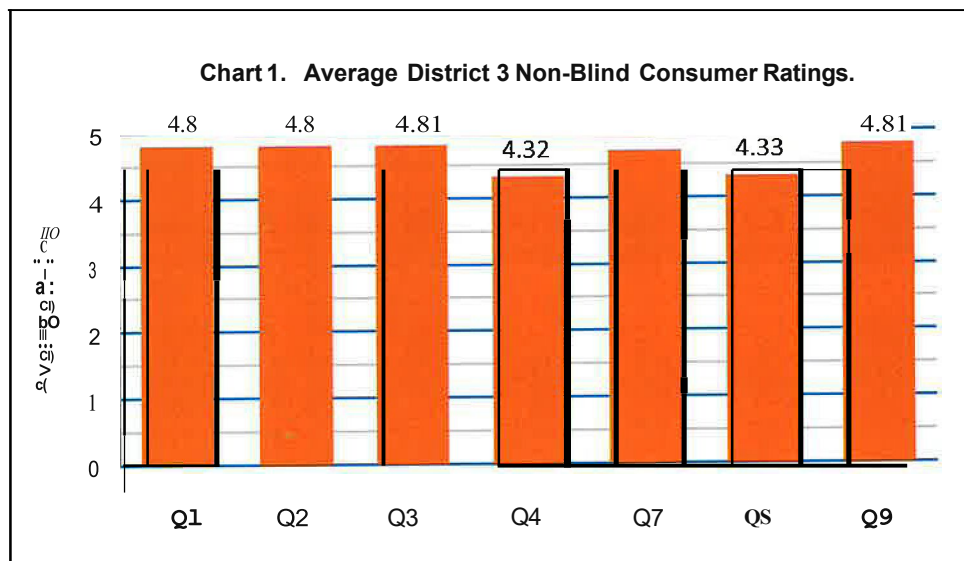


Table 2. Month the case was closed in District 3.

Month	Number of Consumers	Percent
October*	9	9.3
November*	11	11.3
December*	6	6.2
January	3	3.1
February	3	3.1
March	19	19.6
April	1	1.0
May	12	12.4
June	10	10.3
July	10	10.3
August	6	6.2
September	7	7.2
Total	97	100.0

* 2023

Table 3. Consumer status in District 3.

Status	Number of Consumers	Percent
Closed after successful employment	83	85.6
Closed but not successfully rehabilitated	14	14.4
Total	97	100.0

District 4

Table 1. Services ratings by consumers in District 4.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	116	4.84
Q2 The help from the VR staff during the planning of your services.	116	4.91
Q3 The help from the VR staff when you were receiving your VR services.	116	4.88
Q4 The help you received from other agencies or service providers.	21	4.57
Q7 Your employment outcome.	110	4.94
Q8 Employment benefits provided by your new employer.	69	4.38
Q9 Overall, how do you rate the services you received?	115	4.91

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

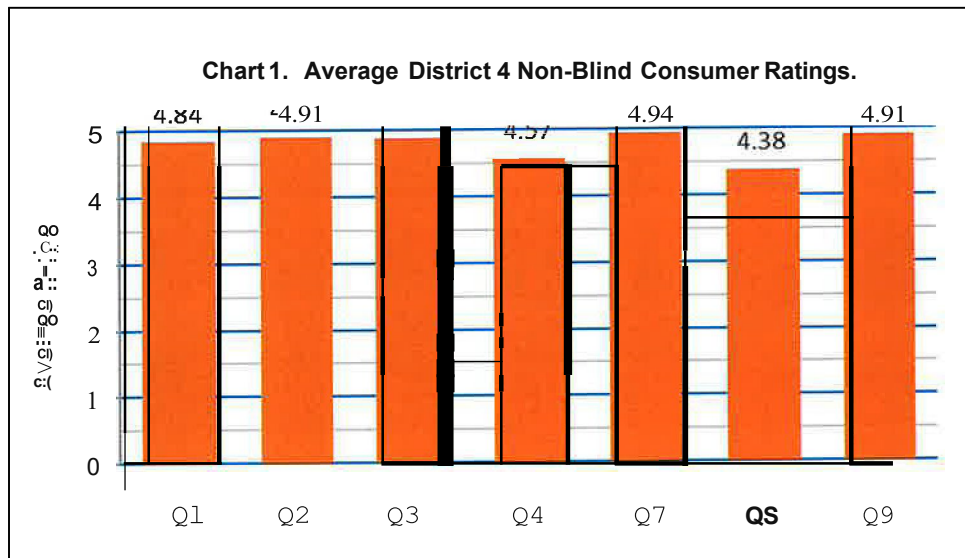


Table 2. Month the case was closed in District 4.

Month	Number of Consumers	Percent
October*	16	13.8
November*	9	7.8
December*	16	13.8
January	13	11.2
February	7	6.0
March	6	5.2
April	10	8.6
May	5	4.3
June	16	13.8
July	5	4.3
August	5	4.3
September	8	6.9
Total	116	100.0

* 2023

Table 3

. Consumer status in District 4.

Status	Number of Consumers	Percent
Closed after successful employment	105	90.5
Closed but not successfully rehabilitated	11	9.5
Total	116	100.0

District 5

Table 1. Services ratings by consumers in District 5

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	59	4.83
Q2 The help from the VR staff during the planning of your services.	59	4.88
Q3 The help from the VR staff when you were receiving your VR services.	59	4.85
Q4 The help you received from other agencies or service providers.	13	4.62
Q7 Your employment outcome.	52	4.98
Q8 Employment benefits provided by your new employer.	36	4.50
Q9 Overall, how do you rate the services you received?	59	4.90

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

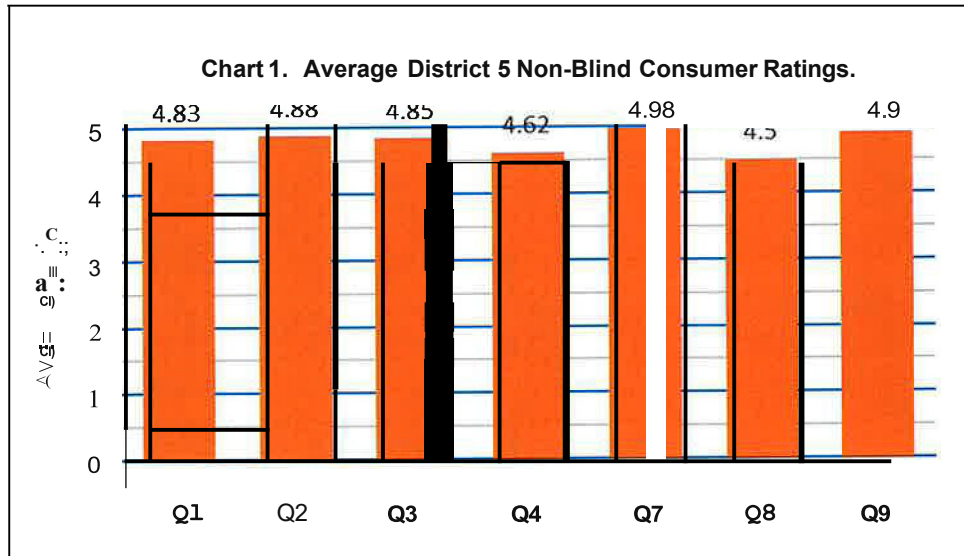


Table 2. Month the case was closed in District 5.

Month	Number of Consumers	Percent
October*	9	15.2
November*	2	3.4
December*	7	11.9
January	4	6.8
February	5	8.5
March	6	10.2
April	1	1.7
May	3	5.1
June	9	15.2
July	3	5.1
August	2	3.4
September	8	13.5
Total	59	100.0

* 2023

Table 3. Consumer status in District 5.

Status	Number of Consumers	Percent
Closed after successful employment	55	93.2
Closed but not successfully rehabilitated	4	6.8
Total	59	100.0

District 6

Table 1. Services ratings by consumers in District 6.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	108	4.84
Q2 The help from the VR staff during the planning of your services.	108	4.84
Q3 The help from the VR staff when you were receiving your VR services.	108	4.81
Q4 The help you received from other agencies or service providers.	26	4.69
Q7 Your employment outcome.	95	4.83
Q8 Employment benefits provided by your new employer.	63	4.35
Q9 Overall, how do you rate the services you received?	108	4.87

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

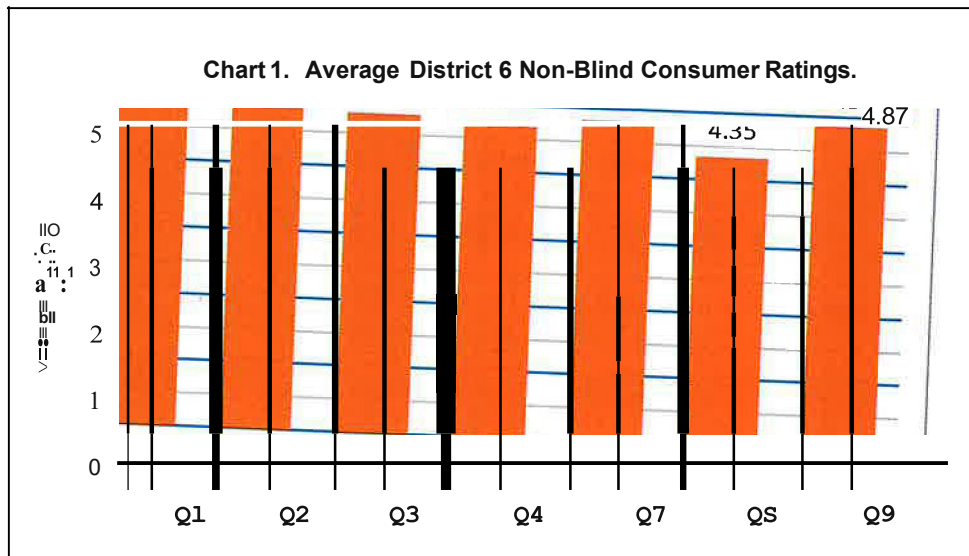


Table 2. Month the case was closed in District 6.

Month	Number of Consumers	Percent
October*	10	9.3
November*	8	7.4
December*	12	11.1
January	13	12.0
February	7	6.5
March	6	5.6
April	7	6.5
May	15	13.8
June	7	6.5
July	9	8.3
August	4	3.7
September	10	9.3
Total	108	100.0

* 2023

Table 3. Consumer status in District 6.

Status	Number of Consumers	Percent
Closed after successful employment	95	88.0
Closed but not successfully rehabilitated	13	12.0
Total	108	100.0

District 7

Table 1. Services ratings by consumers in District 7.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
01 The help the VR staff provided at the time you applied for VR services.	61	4.87
02 The help from the VR staff during the planning of your services.	61	4.87
03 The help from the VR staff when you were receiving your VR services.	61	4.89
04 The help you received from other agencies or service providers.	11	4.18
07 Your employment outcome.	58	4.86
08 Employment benefits provided by your new employer.	35	4.17
09 Overall, how do you rate the services you received?	60	4.95

NOTE: The items in Table 1 and Chart 1 are labeled 01 to 04 and 07 to 09, these are the names of the questions in the above questionnaire.

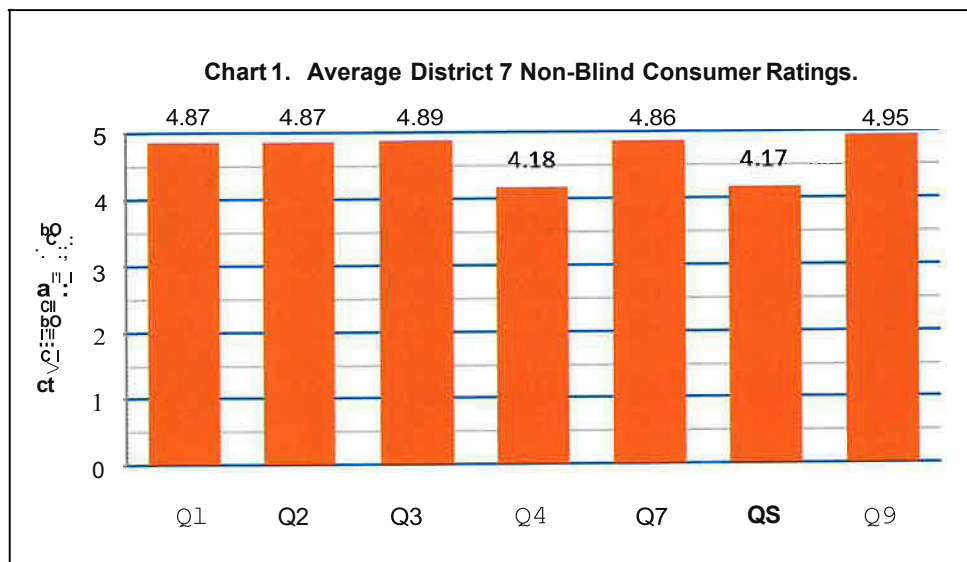


Table 2. Month the case was closed in District 7.

Month	Number of Consumers	Percent
October*	5	8.2
November*	6	9.8
December*	5	8.2
January	4	6.6
February	7	11.5
March	6	9.8
April	2	3.3
May	8	13.1
June	5	8.2
July	3	4.9
August	4	6.6
September	6	9.8
Total	61	100.0

*2023

Table 3. Consumer status in District 7.

Status	Number of Consumers	Percent
Closed after successful employment	58	95.1
Closed but not successfully rehabilitated	3	4.9
Total	61	100.0

District 8

Table 1. Services ratings by consumers in District 8.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	70	4.90
Q2 The help from the VR staff during the planning of your services.	70	4.94
Q3 The help from the VR staff when you were receiving your VR services.	70	4.93
Q4 The help you received from other agencies or service providers.	10	4.50
Q7 Your employment outcome.	62	4.79
QB Employment benefits provided by your new employer.	39	4.28
Q9 Overall, how do you rate the services you received?	70	4.87

NOTE: The items in Table 1 and Chart 1 are labeled 01 to Q4 and 07 to 09, these are the names of the questions in the above questionnaire.

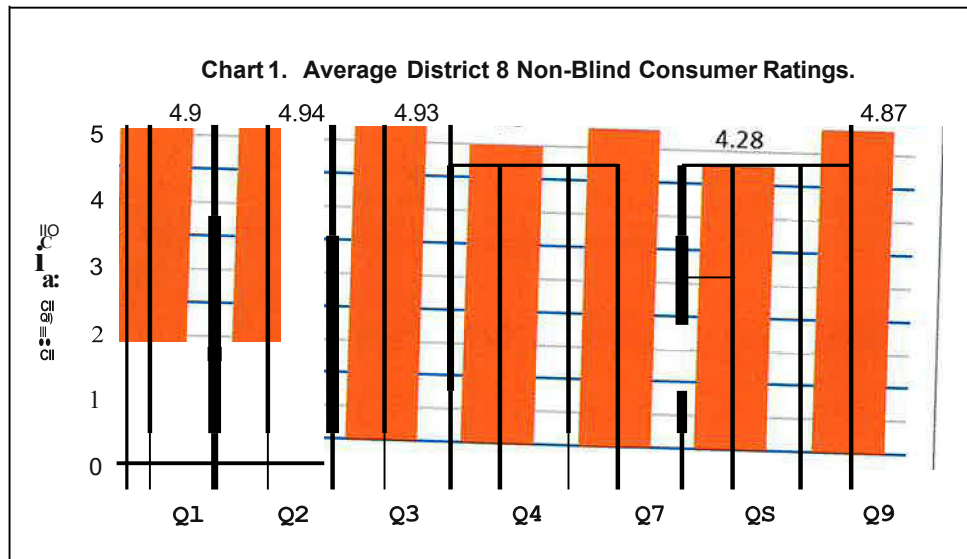


Table 2. Month the case was closed in District 8.

Month	Number of Consumers	Percent
October*	4	5.7
November*	2	2.9
December*	9	12.9
January	4	5.7
February	9	12.9
March	8	11.3
April	4	5.7
May	7	10.0
June	5	7.1
July	7	10.0
August	2	2.9
September	9	12.9
Total	70	100.0

* 2023

Table 3. Consumer status in District 8.

Status	Number of Consumers	Percent
Closed after successful employment	64	91.4
Closed but not successfully rehabilitated	6	8.6
Total	70	100.0

District 9

Table 1. Services ratings by consumers in District 9.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	121	4.93
Q2 The help from the VR staff during the planning of your services.	121	4.93
Q3 The help from the VR staff when you were receiving your VR services.	121	4.91
Q4 The help you received from other agencies or service providers.	16	4.38
Q7 Your employment outcome.	115	4.87
QB Employment benefits provided by your new employer.	83	4.23
Q9 Overall, how do you rate the services you received?	121	4.93

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

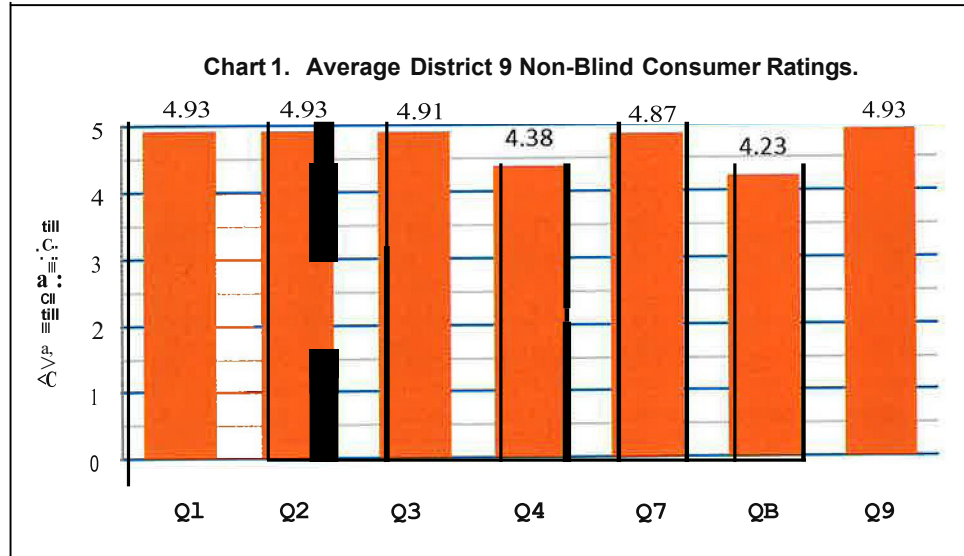


Table 2. Month the case was closed in District 9.

Month	Number of Consumers	Percent
October*	6	5.0
November*	14	11.6
December*	13	10.7
January	9	7.4
February	10	8.3
March	9	7.4
April	8	6.6
May	15	12.4
June	9	7.4
July	11	9.1
August	7	5.8
September	10	8.3
Total	121	100.0

* 2023

Table 3. Consumer status in District 9.

Status	Number of Consumers	Percent
Closed after successful employment	115	95.0
Closed but not successfully rehabilitated	6	5.0
Total	121	100.0

District 10

Table 1. Services ratings by consumers in District 10.

	Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
01	The help the VR staff provided at the time you applied for VR services.	88	4.58
02	The help from the VR staff during the planning of your services.	88	4.66
03	The help from the VR staff when you were receiving your VR services.	88	4.57
04	The help you received from other agencies or service providers.	15	4.40
07	Your employment outcome.	77	4.60
08	Employment benefits provided by your new employer.	44	4.05
09	Overall, how do you rate the services you received?	87	4.62

NOTE: The items in Table 1 and Chart 1 are labeled 01 to 04 and 07 to 09, these are the names of the questions in the above questionnaire.

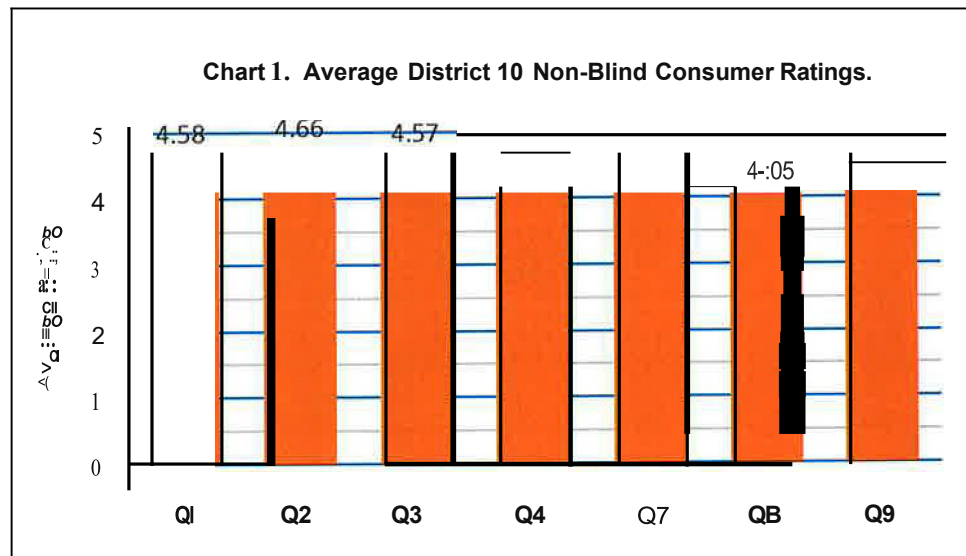


Table 2. Month the case was closed in District 10.

Month	Number of Consumers	Percent
October*	3	3.4
November*	8	9.1
December*	8	9.1
January	13	14.8
February	6	6.8
March	14	15.8
April	5	5.7
May	7	8.0
June	8	9.1
July	5	5.7
August	7	8.0
September	4	4.5
Total	88	100.0

* 2023

Table 3. Consumer status in District 10.

Status	Number of Consumers	Percent
Closed after successful employment	70	79.5
Closed but not successfully rehabilitated	18	20.5
Total	88	100.0

Answers to Open-ended Questions and Comments*

Non-Blind Consumers

*Only the respondent who actually answered a question are included here, that is, if a respondent said they had no comments "no," "none I can think of," etc., they are not included here. If there are no entries in a district that means there were no respondents in that district or the respondents in that district had no comments.

Good services received from the Mississippi Department of Rehabilitation Services or an outside service provider that the respondents wanted to mention by district (QSa).

District 1

- MDRS
- THE ONE IN CLARKSVILLE MISSISSIPPI OLIVE BRANCE
- GREAT WITH HEARING
- HEARING AIDS OFFICE
- JOB WIN CENTER
- OXFORD AUDIOLOGIST
- INFORMATION ABOUT CNA CLASS
- THEY WERE VERY GOOD IN HELPING ME WITH MY HEARING AIDS
- THE STRUCTURE OF THE PROGRAM
- EVERYTHING WAS GREAT WITH VR
- EAR NOSE AND THROAT CLINIC OXFORD
- EVERYTHING WAS GREAT!
- HEARING AIDS WORK WELL.
- AUDIOLOGIST WAS VERY NICE.
- THEY ALWAYS CHECKED UP AND KEPT ME INFORMED WITH THE SERVICES.

District 2

- YES, HELPED WITH HEARING AIDS.
- WAS VERY HELPFUL.
- EVERYTHING WAS GREAT FROM VOE REHAB.
- THE VOCATIONAL REHAB SERVICES
- HEARING AID SERVICES
- THEY WAS ALL VERY GOOD TO ME!
- NEW ALBANY HEARING AIDS
- HELPED WITH NEW HEARING AIDS.
- HELPED HIM BUT IT IS STILL DIFFICULT.
- GREAT WITH EXPLAINING HEARING AIDS AND BENEFITS.
- EAR NOSE AND THROAT TUPELO
- THEY WAS GREAT ON HELPING GETTING MY HEARING AIDS
- EAR NOSE AND THROAT IN TUPELO
- ABILITY WORKS
- THEY WERE SO AWESOME EVERYTHING WAS WONDERFUL!
- THEY WERE HELPFUL WITH MY HEARING AIDS
- VR REHAB WAS AWESOME WITH MY HEARING AIDS
- THE ASSISTANT WITH THE HEARING AIDS WAS GREAT
- THEY ALWAYS STOOD BEHIND THEIR WORD.
- THEY REALLY TOOK GOOD CARE OF ME.
- IM WELL PLEASED WITH MY HEARING AIDS
- THEY WERE VERY GOOD ALWAYS KEPT ME INFORMED
- THEY WERE PLEASANT TO WORK WITH AND VERY KNOWLEDGEABLE. EVERYONE WAS VERY NICE AND HELPFUL.
- TUPELO HEARING SERVICES

District 3

- MISSISSIPPI ENT JACKSON MS
- HEARING AIDS
- MY CASE WORKER IN CLEVELAND OFFICE
- COUNSELING WAS GOOD.
- DELTA HEARING IN CLEVELAND
- ALL THE SERVICES WERE FINE.
- DENTAL WORK WAS GOOD TOWARDS THE END OF TREATMENT.
- AT VR THEY FOLLOW-UP ON EVERYTHING THAT WAS NEEDED.
- THEY STAYED IN CONTACT WITH ME AND ON TOP OF EVERYTHING.
- EVERYONE WAS GREAT WITH GETTING MY HEARING AIDS
- I WAS VERY IMPRESSED FROM START TO FINISH.
- MY DENTAL SERVICES WAS GREAT!
- THEY WERE ABLE TO RENOVATE HER SHOWER SO SHE COULD TAKE A SHOWER.
- HEARING AIDS
- THEY WERE VERY GOOD TO ME - GRENADA OFFICE.
- EVERYONE WAS VERY HELPFUL AND PROFESSIONAL!
- THEY GAVE ME THE INFORMATION THAT I NEEDED.
- GETTING MY HEARING AIDS.

District 4

- VOE REHAB DID AWESOME.
- THE HEARING CENTER IN COLUMBUS
- NORTH MISSISSIPPI EAR NOSE AND THROAT IN OXFORD MISSISSIPPI
- HEARING AIDS
- HEARING AIDS
- TUTORING AFTER CLASSES
- THE LADY DOWN AT EUPORA
- EVERY SERVICE WAS FINE.
- ASSISTED WITH HEARING AIDS.
-
- VERY PROFESSIONAL
- EAST MISSISSIPPI COMMUNITY COLLEGE
- OTOLARYNGOLOGY ASSOCIATES COLUMBUS MS, DR ____ AUDIOLOGIST, ____ MDRS
- PHYSICAL THERAPY
- HEARING AIDS SERVICES.
- YES, HELPED FIND JOBS.
- GOT MY HEARING AIDS.
- ABLE TO GET DENTAL WORK DONE, DENTURES.
- ABLE TO GET EVERYTHING.
- HELPING ME GET THROUGH TREATMENT.
- ALL THE SERVICES WERE GOOD
- HEARING AIDS
- MISSISSIPPI HEARING CENTER
- ____ WAS GREAT WITH OUTPATIENTS.
- I NEVER KNEW ABOUT THE PROGRAM AND I WENT TO THE OFFICE AND THE LADY WENT OVERBOARD FOR ME.

- THEY HELPED ME GET MY HEARING AIDS.
- THEY WERE ALL WONDERFUL!
- THEY HELPED ME GET THE HEARING AIDS I NEED
- THEY WERE PATIENT WHEN SHE DIDN'T UNDERSTAND.
- CCS HELPED A LOT AS WELL!

District 5

- HELPFUL TO ME. STAYED ON TOP OF THINGS WITH HEARING AIDS.
- THE GOODWILL HELPED ME OUT.
- HELPED WITH HEARING AIDS.
- ALUMINUM WRAP FOR MY HOUSE, ELECTRIC CHAIR
- HELPED WITH HEARING AIDS.
- THEY HELPED ME GET HEARING AIDS.
- THE SURGERY
- VR REHAB WAS VERY GOOD TO ME THEY HELPED ME FIND A JOB
- ACCENT CARE WHEN FIRST COMING OUT OF THE HOSPITAL.
- EVERYTHING WENT VERY SMOOTH.
- PEOPLE WERE VERY NICE AND EASY TO WORK WITH ONCE YOU GOT IN
- THE HELP TO GET THE CLIENT HEARING AIDS.
- THEY HELP GET MY HEARING AIDS

District 6

- UMMC FOR HEARING AIDS WERE COOPERATIVE.
- HELPED WITH HEARING.
- EVERYONE WAS GREAT IN ASSISTING.
- HANDICAP BATHROOM
- WIN JOB CENTER, HEARING AIDS
- MS REHAB SERVICES, METHODIST REHAB
- MISSISSIPPI EAR NOSE AND THROAT
- ____ WAS EXTREMELY HELPFUL AND UNDERSTANDING.
- DR
- GOOD EXPERIENCE WITH THE FOLLOW UP ON HEARING DEVICE.
- THE HEARING CLINIC
- ADVANCED BIONICS COMPANY AND JACKSON EAR CLINIC
- PLEASED
- GREAT WITH SUPPLYING HEARING AIDS
- HELPFUL IN GETTING HEARING AIDS.
- MY **voe** REHAB COUNSELOR
- JACKSON EAR CLINIC
- ALL ABOUT HEARING MISSISSIPPI
- HEARING AID CLINIC IN MADISON
- I WASN'T AWARE OF SERVICES UNTIL THE DOCTOR TOLD ME AND I AM VERY GRATEFUL
- MY CASEWORKER WAS WONDERFUL IN HELPING ME GETTING MY HEARING AID.
- THAT IT IS A WONDERFUL PLACE TO GO FOR WORKING PEOPLE.
- ____ WAS VERY GOOD FOR ME.
- THEY HELPED ME OUT WITH SOME DENTAL WORK THAT WAS REALLY NEEDED
- ____ WAS VERY POLITE, EASY TO DEAL WITH

- THEY HELP WITH HERING AIDS
- HEARING AIDS COMPANY WAS EXTREMELY HELPFUL.
- EVERYTHING WAS WONDERFUL, THEY HELPED WELL.
- EVERYTHING WITH THE HEARING AIDS WORKED PERFECTLY.
- THEY WERE SO GOOD AND HELPFUL TO ME

District 7

- WAS GREAT AND HELPED ME FROM START TO FINISH.
- USEFUL COUNSELING - MOBILITY PURCHASING
- GOOD HEARING AID SERVICE
- HEARING AIDS
- HELPED WITH HEARING AIDS.
- I APPRECIATE THE HELP FROM THEM.
- THE DOCTOR'S OFFICE
- AUDIBELL
- THEY WERE GOOD WITH COMMUNICATION!
- THEY HELPED ME WITH TRAVELING
- EVERYTHING WAS AMAZING IN HELPING ME GET HEARING AIDS
- RUSH AUDIOLOGY WAS GREAT.
- VERY PROFESSIONAL AND EVERYTHING WAS EXPLAINED WELL.
- MARY WAS EXCELLENT, VERY GOOD AT COMMUNICATING AND WAS VERY COMPASSIONATE, VERY DETAILED WITH DOCUMENTATION.
- EVERYBODY WAS COURTEOUS AND NICE; APPOINTMENT TIMES WERE KEPT.

District 8

- HELPED WITH EVERYTHING.
- NATCHEZ AGENCY
- THEY HELPED ME GET MY HEARING AIDS.
- A GOOD THING BECAUSE A LOT OF PEOPLE HAVE INSURANCE THAT DOES NOT COVER, AND VOE REHAB STEPPED IN.
- HEARING AID STAFF
- HELPED MORE THAN ONCE WITH PROCEDURES FINANCIALLY.
- DOCTOR WHO WORKED AT COSMETIC AND PLASTIC SURGERY CENTER.
- THEY WAS VERY HELPFUL!
- THEY HELPED ME GET MY HEARING AIDS.
- MY CASEWORKER WAS ON TOP OF EVERYTHING AND ALWAYS REPORTED TO ME.
- HATTIESBURG EAR NOSE AND THROAT
- I SPOKE WITH MY CASEWORKER ABOUT EYECARE
- THEY KEPT ME INFORMED AND FOLLOWED UP WITH AFTERWARDS
- DR. ____ WAS GOOD.
- JUST RECEIVED HEARING AIDS.
- THEY WERE ALL GOOD
- ____ WAS VERY HELPFUL.
- TREATED VERY FAIRLY AND PROFESSIONALLY, TIMING WAS VERY GOOD.

District 9

- HEARING AIDS
- GREAT WITH HEARING AIDS AND FOLLOWING UP WITH EVERYTHING.
- MDRS
- MOBILITY SYSTEMS
- HEARING AIDS.
- THEY PROVIDED ME WITH HEARING AIDS.
- A BIG HELP WITH SLEEP STUDY AND SLEEP STUDY TO HELP ME PERFORM MY JOB.
- HEARING AIDS.
- PROGRAM FOR HEARING AIDS
- BACK SURGERY AND HEARING AIDS
- EVERYONE WAS AMAZING!
- MY CASEWORKER WAS GREAT, -EVERYTHING WENT PERFECT
- EVERYTHING WAS VERY GOOD AND INFORMATIVE
- I'M HAPPY THAT I HAVE HEARING AIDS
- THEY DID A WONDERUL JOB HELPING ME GETTING MY HEARING AIDS
- EVERYONE WAS GOOD AND HELPFUL TO ME
- THEY HELPED ME GET MY HEARING AIDS
- I'M GLAD I GOT MY HEARING AIDS
- REFERRED TO THEM BY HIS HEARING DOCTOR, AND THEY TOLD HIM EXACTLY WHAT WAS GOING ON AND WHAT WOULD BE HAPPENING.
- THEY HELPED PAY FOR MY SURGERY WAS A BLESSING!
- THEY HELPED ME GET HEARING AIDS
- I GOT HEARING AIDS.
- THEY HELPED ME GET NEW HEARING AIDS
- LADIES AT VR WERE FIRST CLASS.
- THE TREATMENT WAS GREAT ALONG WITH MY NEW HEARING AIDS
- THEY EXPLAINED EVERYTHING AND WENT VERY SPEEDY
- EVERYONE DID A GREAT JOB.

District 10

- WIN JOB CENTER
- THE HEARING AID PLACE
- EVERYTHING WENT WELL.
- HEARING AIDS.
- HELPED GET MY FOOT FIXED. SERVICES WERE FAST.
- WIN JOB CENTER
- THEY HELPED WITH MY HEARING AIDS.
- THEY HELPED ME IN HELPING ME KEEP MY JOB WITH HEARING AIDS. EVERYTHING WAS PROFESSIONAL AND HELPFUL.
- EVERYTHING WAS DONE IN A TIMELY MANNER
- SOUTH MISSISSIPPI REGIONAL SERVICES
- EVERYONE WAS VERY CARING AND HELPFUL!
- THE AUDIOLOY CENTER
- STAFF WAS TOP NOTCH.
- LADY AT REHAB WAS AWESOME, EASY TO DEAL WITH, THERE FOR EVERY STEP.
- ____ LOOKED OUT FOR HER, SHE HAD DISABILITY, SO SHE UNDERSTOOD.

- THE WAY THEY HELPED ME WAS OUTSTANDING.

Bad services received from the Mississippi Department of Rehabilitation Services or an outside service provider that the respondents wanted to mention by district (Q5b).

District 1

- HAD TROUBLE GETTING SERVICE
- CLARKESDALE
- IT TOOK OVER HALF A YEAR TO GET HIS ORIGINAL APPOINTMENT.
- MDRS DIDN'T ACTUALLY HELP, JUST KEPT ASKING, SHE HAD TO DO ALL THE WORK HERSELF.
- LADY IN CHARGE OF HER CASE HAD SOME ISSUES GOING ON AND WOULD FORGET A LOT AND HAVE TO RESCHEDULE.

District 2

- WIN JOB CENTER
- THE HEARINGS AIDS I GOT DON'T WORK
- CAN'T GET MY HEARING AID BACK FROM EAR NOSE AND THROAT
- MAGNOLIA REHAB DID NOT DO A LOT FOR HIM. EVEN THE GUY THAT WAS THERE TOLD HIM IT WOULD NOT FIX HIS KNEE, BUT IT IS GOOD FOR MOTION.
- IN THE BEGINNING SOME LADY GOT IRRITATED
- GOT HIS BACK OPERATED ON BUT NOTHING HAS CHANGED AFTER TWO YEARS.

District 3

- PHYSICAL THERAPY, DIDN'T COMPLETE PAPERWORK
- HAD AN ISSUE WITH ABCESES AND BEING FIT IN.

District 4

- TRANSFER SERVICES
- THE SERVICES ARE A LITTLE UNDER FUNDED

District 5

- I HAD TO DO EVERYTHING MYSELF, AND THE HIGH TURNOVER.
- THE MS REHAB WEBSITE, WEBSITE LISTED ADDRESS IN MADISON, BUT IT WAS SPECIFICALLY IN JACKSON.

District 6

- HEARING SERVICE TOOK A WHILE TO COME BY MAIL
- TIMELINESS= TOOK A WHILE

- WERE SUPPOSED TO HELP MY DAUGHTER, BUT TOLD HER SHE HAD TO BE 15, WE LET THEM WHEN SHE TURNED FIFTEEN AND STILL DID NOT ASSIST.
- THE WORKERS AT VR REHAB OFFICE IN SMITH COUNTY

District 7

- MDRS OFFICE IN LOUISVILLE

District 8

- I WAS RUSHED OUT FROM THE HOSPITAL AFTER ONE DAY FROM SURGERY. WHICH I LOST THE USE OF MY RIGHT ARM

District 9

- PRVO
- MDRS

District 10

- SEVERAL COUNSELORS DID NOT RESPOND TO CALLS AND EMAILS.
- THE HEARING PROVIDER WAS NICE!
- WHEN I WAS AT GOODWILL HAVING TROUBLE WITH THE JOB COACH!
- MY HEARING AIDS DIDN'T WORK.
- I TRIED TO GET MORE SERVICES BUT WAS DENIED. HAD TROUBLE CONTACTING CASEWORKER
- NOT SUPPORTIVE ANYMORE, AFTER ORIGINAL COUNSELOR RETIRED CLIENT WAS DROPPED. _____ REMEMBERS CLIENT FROM YEARS AGO WHEN SHE WAS WORSE. EVERYTHING IS MESSED UP AND THE CLIENT LARGELY BLAMES HER. PREVIOUS COUNSELOR DIDN'T HOLD FAST AGAINST
- MAKING HIM JUMP THROUGH HOOPS, BEEN DEALING WITH THEM FOR ALMOST TWO YEARS.

Good service providers inside or outside the Mississippi Department of Rehabilitation Services that the respondents wanted to mention by district (Q6a).

District 1

- THE ENT OF OXFORD HELPED ME.
- _____ AND
- _____
- _____
- VR CASE WORKER
- DR _____ - HEARING AIDS
- _____
- _____
- _____ CASE MANAGER

- DR
- AND
-
- MSDS HEARING AID LADY
-
-
- ENT OFFICE IN OXFORD
- WAS GREAT
- DR
- DR IN TUPELO
- DR AND
-
- MY CASE WORKER, ____ .
- DR OXFORD ENT
- DR. DYE'S OFFICE AND STAFF WERE VERY HELPFUL
- DR
-
- ENT CONSULTANTS IN OXFORD, MS PROVIDED GOOD SERVICE.
-
- EDUCATED ME DURING THE ENTIRE PROCESS.
- WAS VERY GOOD IN HELPING ME.
- OXFORD HEARING CLINIC AND VREHAB
- AT ENT IN OXFORD IS EXCELLENT
- DR ____ , DR ____ IN FLOWOOD

District 2

- CASE WORKER WAS GREAT.
- CASE MANAGERS CHECKED ON ME.
-
- IN THE NEW ALBANY OFFICE WAS GREAT TO WORK WITH
- AND
- IN THE PRIVATE SECTOR
- THE GIRL AT THE CENTER
- SEVERAL BUT CAN'T REMEMBER THE NAMES.
- AT ABILITY WORKS IN CORINTH.
- RECEPTIONIST AND SUPERVISOR AT ENT IN TUPELO
- MY CASE WORKER AND THE LADY AT HEARING AID PLACE.
- AT THE HEARING AIDS OFFICE WENT ABOVE AND BEYOND.
- THE LADY FROM ABILITY WORKS IN CORINTH, _____
- THE ENT AUDIOLOGIST
- MY CASE WORKER
- DR
- THE STAFF AT ABILITY WORKS.
- THE DOCTOR THAT HELP ME
- THE LADY THAT HELPED US.
- TUPELO AUDIOLOGIST
- ENT IN TUPELO OFFICE
- DR ____

-
- OXFORD ENT CLINIC WAS GREAT
-
- DR
-
- AT THE HEARING CENTER
-
- AT VR WAS WONDERFUL TO ME!
- AT HEARING AID OFFICE WAS GREAT
- AT THE HEARING AID CENTER WAS OVER THE TOP.
- IN OXFORD OFFICE
- _____ WAS VERY GOOD WORKING WITH ME.
- _____ IS AMAZING!
- _____ AT ENT WAS GREAT
- AUDIOLOGIST
- HEARING AID SERVICE AT TUPELO

District 3

-
- CASE MANAGER IN CLEVELAND
- _____ , CASE MANAGER
- DR
- CASE WORKER AND DR
-
- BELL DENTURE CLINIC
- COMMUNICARE OXFORD - _____ IN CHARLESTON
- _____ CASE MANAGER WAS EXCELLENT.
- _____ , DENTISTS
- _____ AND _____ AT DR. BELL'S DENTAL OFFICE
- HEARING DOCTOR WAS GREAT!
- THE LADY AT EAR NOSE & THROAT WAS GREAT
- HEARING DOCTORS AT UMC
-
- DR
- DIRECTOR FROM CLEVELAND OFFICE WAS AWESOME!
- _____ WAS VERY HELPFUL TO ME!
-
-
- DR
-
- THE DOCTOR AND NURSE WAS GOOD
- EVERYONE WAS PROFESSIONAL.
- HEARING AID PROVIDER CONSULTANT OF OXFORD.
- JACKSON EAR CLINIC AND
- MY CASEWORKER REALLY WORKED WITH ME IN MANY WAYS!
- _____ AT BOLIVAR COUNTY OFFICE
- THE LADY WITH THE HEARING AIDS
- _____ WITH THE HEARING PLACE GRENADA HEARING

- WITH DELTA HEARING
- DR AT GREENVILLE
- DR
- DR.
- ALL THE STAFF INVOLVED IN MY CASE
- DR AND
- MY THERAPIST AT RUBEL SURGEON IN JACKSON
- WAS MY CASEWORKER SHE REALLY DID A GREAT JOB!
- LIFE HELP SIX IN GREENWOOD, MS HELPED ME GET BACK ON TRACK.
- DR DID A GOOD JOB
- YOUNG LADY FROM HUMPHREYS COUNTY
-
- IN CLARKSDALE
- WAS GREAT
- WAS GOOD TO ME. WAS GREAT

District 4

- EVERYBODY WAS EXCELLENT THE WHOLE STAFF WAS EXCELLENT.
- DR AT ORTHOPEDIC INSTITUTE AT TUPELO AND VR
- CASE MANAGER WAS AWESOME.
- . CASE MANAGER
- , COLUMBUS MS
- COLUMBUS ONTOLOGY EAR NOSE AND THROAT
- CASE WORKER
- MY CASE WORKER , STAFF AT TUPELO
-
-
- THE DOCTOR THAT DID MY SURGERY - OKTIBBEHA.
- THE CASE MANAGER
-
- THEY HELP GET ME GET GOOD PRESCRIPTION SAFETY GLASSES.
- THE LAST LADY I HAD WORKED WITH
- NO SPECIFIC PROVIDERS BUT EVERYTHING WAS FINE.
- DID HER JOB AND FOLLOWED UP.
- THE WHOLE STAFF WAS GREAT.
- WAS GOOD.
- ALL OF THE STAFF
- DR
- MAGNOLIA REHAB, .
- WAS GREAT.
- MS. WAS VERY NICE AND HELPFUL AND PROFESSIONAL.
- EUROPA CASE MANAGER.
- WAS GOOD.
- CASE MANAGER.
- DR. , AND (CASE WORKER)
- AND DOCTOR
- MY CASEWORKER WAS WONDERFUL!
- AT LOWNDES COUNTY

- AT COMMUNITY SERVICES
- THE HEARING DOCTOR
- _____ , MY CURRENT CASE WORKER
-
- AT MSU I'M VERY GRATEFUL FOR HIM.CO-OP OFFICES AT MSU
- THAT HELPED ME WAS WONDERFUL.
- SERVICES WAS VERY ACCEPTABLE
- THE PEOPLE WHERE I GOT MY HEARING AIDS.
- WAS GREAT!
- _____ AT COLUMBUS OFFICE
- _____ WAS REALLY GOOD WORKING WITH ME.
- UNITED HEALTHCARE VR SERVICES AMORY MISSISSIPPI
- _____ ENT CLINIC STAFF
- DR
- _____ , THE DIRECTOR
-
-
- DR
- DR
- LONGEST STUDENT HEALTH CENTER AT MSU
- _____ IN TUPELO
- ENT IN TUPELO
-
- _____ IN THE COLUMBUS OFFICE WAS WONDERFUL
- _____ , SHE WAS VERY HELPFUL, FRIENDLY, AND KNOWLEDGABLE
- SHE COULDN'T AFFORD HEARING AIDS AND THEY HELPED HER GET SOME
- _____ IN COLUMBUS OFFICE
- _____ CCS AND DR

District 5

- STAFF AT ST. DOMINIC
- AND
- _____ - 4 YEARS AGO, NO LONGER EMPLOYED, _____ -CASE MANAGER.
- THE LADY THAT HELPED ME.
- THE PEOPLE AT THE REHAB CENTER
- _____ HELPED WITH STAIRS AND RAMP ALL THE STAFF AND NURSES.
- FIRST LADY WAS REALLY GOOD. SHE GOT PROMOTED AND I GOT SOMEONE NEW.
- _____
- **AND**
-
- DR
- **AND** _____ WAS GREAT
- CASE MANAGER
- THE DOCTORS AT THE HEARING CLINIC WAS VERY GOOD TO WORK WITH!
- DR
- _____ AND _____ WAS GREAT
- CASE WORKER WAS GOOD.
- _____ AT VICKBURG HEARING

- FROM JACKSON MS
-
- ALL STAFF FROM MY CASE
-
- _____ AND _____ IN WARREN COUNTY OFFICE
- WAS GREAT WORKING WITH ME IN HINDS COUNTY.
- THE HEARING AID OFFICE ON LAKELAND I WAS PLEASED WITH THEIR WORK.
- METHODIST REHAB
- VITALCARE, DRUG COMPANY WERE TIPTOP, ALWAYS HAD MEDICINE IN PLENTY OF TIME.
- ACCENT CARE REHAB WAS VERY GOOD, NURSES PROVIDED HEALTHCARE, THREE OUT OF
- FOUR NURSES WERE EXCELLENT
- MY CASE MANAGER WAS GREAT
- ENT PLACE IN FLOWWOOD WAS EXCELLENT
- MY CASE WORKER WAS EXCELLENT!
- AUDIOLOGY DEPARTMENT AT UMMC
- _____ HELP THE CLIENT TO RECEIVE HEARING AIDS.

District 6

- - CASE MANAGER
-
- _____, MADISON COUNTY
- MY CASE WORKER
- MADISON, MS _____
- _____ FROM KOSCIUSKO
- DR
- MY SPECIFIC CASE WORKER
- THE NP AT METHODIST REHAB WAS VERY HELPFUL.
-
-
- THE COUNSEL WAS VERY NICE AND VERY HELPFUL. ADVANCED BIONICS
- CASE MANAGER WAS NICE AND POLITE.
-
-
- CASE MANAGER.
-
- MY CASE WORKER LADY
- AT THE PEARL OFFICE WAS VERY GOOD.
- AT PEARL OFFICE
-
- BUCKNER REHAB
- THE AUDIOLOGIST AT THE ENT CLINIC IN MADISON
- _____ AT THE PEARL OFFICE WAS VERY NICE
- DR _____ IN OXFORD WAS GREAT
- DR _____ WAS GREAT
- THE ENT THAT I WORKED WITH
-
-
- DR _____ AND STAFF WAS WONDERFUL AS WELL.
- AT EAR AND NOSE THROAT WAS GREAT.

- AT RANKIN COUNTY VR REHAB
-
- STAFF AT FORREST GENERAL
- DR
-
- JACKSON HEARING CLINIC, ____
- MY COUNSELOR, ____ WAS VERY NICE.
- ____ AND ____ WAS EXCELLENT
- DR ____ AT LAUREL ENT CLINIC
- AUDIOLOGIST THEY REFERRED ME TOO.
-
- ____ IN FORREST COUNTY WAS GREAT WORKING WITH ME.
- A LADY NAMED ____ WAS VERY HELPFUL.
- THE CASE MANAGER WAS OUTSTANDING.
-
- ____ WAS VERY PATIENT WITH ME
- ____ WAS GREAT.
- PEOPLE AT THE RANKIN COUNTY OFFICE
- THE OFFICE WHERE I RECIEVED MY HEARING AIDS
- MY CASEWORKER
-
- ____ THE CONTACT PERSON WAS WONDERFUL
- ____ , COUNSELOR WAS GOOD
- MADISON EAR CLINIC DR
- HEAD OF THE VR IN MADISON
- ALL PROVIDERS WERE VERY GOOD.
- ____ WENT ABOVE AND BEYOND FOR ME SHE WAS GOD SENT

District 7

- ____ THE DENTIST WAS GOOD.
- ____ AND HER STAFF IN WOUND CARE WAS GREAT.
- THE AUDITORY AND HEARING BRANCH WAS VERY HELPFUL TO ME.
-
- ____ , CAN'T REMEMBER LAST NAME.
- ____ IN NESHOBA
- GOOD CASE WORKERS
- DR
- ____ AND ____
- ____ DID A WONDERUFL JOB
- THE ONE THAT PROVIDED ME THE HEARINGS AIDS.
- MY DOCTOR, DR ____
-
- THE DOCTORS AT ANDERSONS IN MERIDIAN
-
- ____ WAS A VERY FINE PERSON WHO HELPED ME WITH EVERYTHING.
- OPTHIMOLOGY IN STARKVILLE
- THE DOCTOR AT HEAR AGAIN AND ____ AT MDRS
- DR ____ AND

-
-
-
- AT LAUDERDALE COUNTY OFFICE
- THE STARKVILLE OFFICE WAS VERY GOOD IN HELPING ME WITH MY HEARING AIDS.
- DR _____
- MY COUNSELOR _____ WAS GREAT. SHE WAS VERY HELPFUL.
- HEAR AGAIN FOR HEARING AIDS WERE VERY GOOD
- _____ WAS EXCELLENT
- AUDIOLOGIST AND HER SPECIALIST/SECRETARY WERE GOOD. DR.
- DR. _____ AND _____ WERE BOTH COURTEOUS AND PROFESSIONAL

District 8

-
- DR _____
- ALL THE VOE REHAB STAFF AND DR _____ AT ST. DOMINICS
- _____ AT FARMERS CLINIC, SURGERON WAS VERY GOOD
- DR _____
- _____ WAS VERY HELPFUL.
- CASE MANAGER IN NATCHEZ
- THE DOCTORS IN BROOKHAVEN WERE GOOD.
-
- DR. _____ WAS GREAT
- REHAB CENTER FOR THERPHY
- DR _____
-
- DR _____ AND DR _____
- MEDICAL CENTER
- CASE WORKER, _____
- THE DOCTOR THAT DID MY SURGERY.
-
- _____ WAS GREAT!
- _____ DID A GREAT JOB WORKING WITH ME
- _____ WAS EXCELLENT!
- _____ REHAB SPECIALIST
- DR _____
- DR _____
-
- THE ENT CLINIC AND AUDIOLOGIST DR _____
- THE HEARING AID DOCTORS
- DR _____
- EVERYONE THAT HELPED WAS GREAT!
- _____ MY CASE WORKER
-
- THE ORTHOPEDIC CLINIC IN MCCOMB
- DR. _____ WAS VERY HELPFUL. SHE WAS THE AUDIOLOGIST.
- _____ IN MCCOMB OFFICE
- _____ WAS VERY HELPFUL

- CARDIOLOGIST WAS VERY GOOD AND THOROUGH. WAS REALLY GOOD
- NATCHEZ HEARING WAS VERY HELPFUL
- TOOK CARE OF ME DURING THE PROCESS

District 9

- AND
- IN THE LAUREL OFFICE
-
- DR. AND HIS AUDIOLOGIST AT ENT WERE VERY HELPFUL.
- EVERYONE WAS GOOD
- ADMINISTRATOR, LAUREL MS
- EAR NOSE AND THROAT OF LAUREL
-
- ALL OF MY CASE WORKERS
- WHOLE STAFF AT HATTIESBURG
- THE HEARING AID DOCTOR
- MY AUDIOLOGIST DR
- AT LAUREL OFFICE
- AND IN HATTIESBURG
-
-
-
-
-
- CASE MANAGER.
- WHOLE LAUREL MISSISSIPPI STAFF
- ALL OF THEM, SPECIFICALLY.
-
- THE CLINIC I WENT TO - CAN'T REMEMBER THEIR NAMES.
- EAR NOSE AND THROAT STAFF
- ENT CLINIC IN LAUREL
-
- AND WAS GREAT.
- AT LAUREL OFFICE WAS GREAT
- IN LAUREL
- DR
- AT EAR, NOSE AND THROAT IN LAUREL
- DR. WHO DID MY HEARING TEST
- AT HATTIESBURG OFFICE
- WAS VERY FRIENDLY AND HELPFUL SHE WAS GREAT
- HEARING DOCTOR
- MY CASE WORKER
-
- ALL OF THEM
- MY CASEWORKER WAS VERY VERY GOOD
- THE DOCTORS I WENT TO DID A WONDERFUL JOB.
- SOCIAL SECURITY IS WELL THERE.
- IN FORREST COUNTY
-

- DR
- DR
-
- THE STAFF AT EAR NOSE AND THROAT, DR ____ IN LAUREL MISSISSIPPI
- THE STAFF AT HATTIESBURG CLINIC, ____ ABILITY WORKS AND ____
-
- DR
-
- DR IN LAUREL, MS
- MY CASE WORKER, MERIT HEALTHCARE STAFF
-
- IN LAUREL, MS
- DR
- MY COUNSELOR, ____ WAS AMAZING.
-
-
-
-
-
- DR
- DR
- BUCKNER SERVICES
-
- DR
-
- DR ____
- AT VR
- SOUTH CENTRAL
- DR
- WAS VERY HELPFUL
- IN JONES COUNTY OFFICE
- DR WAS BEST DOCTOR I EVER HAD
- IN HATTIESBURG OFFICE WAS OUTSTANDING
- WAS GREAT
- HEARING AID OFFICE ____ AND ____ WAS GREAT
- LAKESVILLE MEDICAL CENTER
- WAS HIS CASE WORKER AND WAS EXCELLENT
- WAS VERY HELPFUL
- AND
- MY CASE WORKER WAS GREAT
- WAS VERY GOOD.

District 10

- DR
- DR
- THE DOCTOR
- GULFPORT, MS, WIN JOB CENTER, CAN'T REMEMBER THEIR NAME.
-

- _____ WAS MEDIOCRE.
-
-
- AT GULFPORT OFFICE
-
- _____ AND HER SUPERVISOR.
- MY CASE WORKER
- THE LADY AT THE GAUTIER OFFICE
-
- EVERYONE WAS GREAT!
- DR _____ WAS VERY GOOD AND MY CASEWORKER WAS GREAT
- _____ AND DR _____
- _____ WAS NICE AND HELPFUL!
- MY LAST CASEWORKER IN HARRISON COUNTY WAS VERY UNDERSTANDING AND HELPFUL
- THE PEOPLE AT COASTAL HEARING
- DR _____ WAS GREAT
-
- DR _____ AND
- THE HEARING CENTER PEOPLE
-
- _____ . COASTAL HEARING WAS GREAT!
- MY CASE WORKER AND DR _____
-
- MY CASEWORKER IN HARRISON COUNTY OFFICE WAS GREAT. _____ WAS GREAT AS WELL
-
- MY SURGEON DR _____
-
- AT GULF PORT
- HATTIESBURG AUDIOLOGIST,
-
- AT HARRISON COUNTY OFFICE
- DR _____
- DR _____
- _____ WAS NICE AND DID THE BEST SHE COULD, WASN'T QUALIFIED FOR THIS CLIENT
-
- CIGNA INSURANCE
- _____ WAS AWESOME

Bad service providers inside or outside the Mississippi Department of Rehabilitation Services that the respondents wanted to mention by district (Q6b).

District 1

-
-
- SOME PEOPLE HAD ISSUES.

District 2

- THE HEARING AID PEOPLE
- TIMBER HILLS PSYCHIATRIST DID NOT TALK TO HIM NOR ASK QUESTIONS. ONLY ASKED IF NEEDED REFILLS.

District 3

- DR WAS GOOD

District 4

-

District 5

- SECOND CASE MANAGER WAS LOST AND COULDN'T ASSIST.

District 6

- AT JACKSON HEARING AID THERE WAS A LADY THAT DOES THE MAINTANCE ON YOUR HEARING AIDS WAS RUDE.

District 7**District 8**

- MY ANESTHESIOLOGISTS

District 9

- BELLTONE
- PRVO

District 10

- STAFF WAS NOT CONSISTENT. STATED STAFF NOT AVAILABLE.
-
-
- SINGING RIVER ORTHOPEDICS MISDIAGNOSED HIS BROKEN ANKLE AND SAID HE WAS HEALED.

Comments the respondents had at the end of their interview (QIO).

District 1

- EVERYTHING WAS WONDERFUL.
- WOULD LIKE TO SUE FOR RACIAL DISCRIMINATION, HAD A DIFFICULT TIME PLANNING AND GETTING THE HELP THEY NEEDED, WAS VERY UPSET.
- I WISH IT DIDN'T TAKE SO LONG TO RECEIVE THE BENEFITS.
- MADE MY LIFE A WHOLE LOT BETTER.
- GLAD THAT THEY WERE AVAILABLE FOR ME AND THAT I COULD GET THE HELP I NEEDED.
- MY CASE WORKER, _____, WAS VERY GOOD AND HELPFUL. SHE CALLED ME A LOT.
- I WAS VERY PLEASED WITH ALL THAT WERE INVOLVED.
- I THOUGHT IT WOULD PAY FOR MY SCHOOLING BUT IT DIDN'T.
- I AM VERY APPRECIATIVE OF THE SERVICES THAT WERE PROVIDED FOR ME.

District 2

- VERY WONDERFUL PEOPLE.
- I APPRECIATE THE HEALTH DEPARTMENT FOR EVERYTHING.
- EVERYTHING WAS GREAT!
- EVERYTHING WAS AWESOME FROM THE TIME I WALKED IN THE DOOR!
- VR REHAB COULDN'T HELP ME BECAUSE OF MY HEARING
- TWO YEARS AGO HE WAS RECOMMENDED AND GOT OPERATED ON BUT STILL CAN'T WORK.

District 3

- DID NOT RECEIVE SERVICES, CLAIMED THERE WAS SOME ISSUE WITH PAPERWORK.
- EXCELLENT, I THANK MS DEPT OF REHABILITATION SERVICE FOR EVERYTHING THEY DID.
- I GIVE THEM A 110% TO EVERYONE
- HE WAS PLEASED WITH THE WHOLE PROCESS AND ENT CONSULTANTS OF OXFORD.
- I APPRECIATE MY HEARING AIDS.
- **ANYONE** THAT NEEDS HELP, THE HELP IS THERE TO GET. I ACHIEVED SO MUCH IN SUCH A **SHORT** TIME.
- NO, WAS A PLEASANT EXPERIENCE.
- I REALLY DO THANK YOU.

District 4

- I RECOMMEND **voc** REHAB TO ANYONE WITH HEARING ISSUES, -- WAS VERY HELPFUL TO ME.
- REALLY HAPPY WITH SERVICES. THEY DID EVERYTHING I ASKED OF THEM.
- LADY WHO HANDLED HIS WHOLE PROGRAM **IS** RATED A TEN OUT OF FIVE.
- SOME THINGS WERE HANDLED BUT IT FELT LIKE IT TOOK LONGER THAN IT SHOULD.
- THEY WERE NICE TO ME AND VERY SUPER IN EXPLAINING EVERYTHING.
- SHE REALLY APPRECIATES THE SERVICE IN HELPING PEOPLE GET THINGS THEY CAN'T AFFORD.

District 5

- NO COMPLAINTS SATISFIED WITH EVERYTHING, HAPPY WITH HEARING OUTCOMES.
- THE WHOLE PROCESS WAS A HUGE HELP.
- PROCESS WAS SIMPLE, AND VERY HELPFUL.
- METHODIST REHAB DOCTOR SPECIAL MENTION AND ST DOMINIC HOSPITAL SPECIAL MENTION
- VOE REHAB IS STILL CALLING ME FOR CHECK STUBS, AND I SENT THEM IN OVER 3 MONTHS AGO. EVERYTHING WAS FINE IN THE BEGINNING UNTIL I HAD TO GET A NEW CASE WORKER. THE CASE WORKER SCHEDULED ME AN APPOINTMENT AND HAD ME TO COME INTO OFFICE, AND THEN I WAS TOLD THAT SHE COULD NOT SEE ME THAT DAY.
- THEY WERE GREAT.
- VERY THANKFUL FOR THE REHAB SERVICE
- THANK YOU FOR EVERTHING!
- WENT ON A FLUKE TO GO TO ENT AND NEVER WOULD HAVE KNOWN ABOUT BENEFITS IF THE ENT HADN'T TOLD HER. SHE WAS NOT NOTIFIED AND THERE WAS NO OTHER WAY TO FIND OUT. THERE ARE SERVICES MS SUPPOSEDLY OFFERS THROUGH THE FEDERAL GOVERNMENT BUT OUR GOVERNOR DOES NOT SHARE THE INFORMATION SO PEOPLE DO NOT REALIZE THERE ARE SERVICES THEY CAN ACQUIRE.

District 6

- IT WAS AMAZING.
- MY HEARING AIDES HAVE BEEN LIFE CHANGING FOR ME.
- I DIDN'T KNOW ABOUT THE SERVICE AT FIRST, BUT IT IS A GOOD SERVICE PROVIDED BY THE GOVERNMENT.
- HE APPRECIATES IT.
- SHE THINKS IT IS WONDERFUL THAT THEY ARE LOCATED IN MANY AREAS. IT IS NOT A VERY FAR TRAVEL TO GET TO THESE PLACES.
- THANKS FOR THE HELP.
- I CAN'T SAY ENOUGH ABOUT THEM EVERYTHING WAS GOOD!
- EVERYTHING IS GOOD. EVERYONE HAS BEEN HELPFUL.

District 7

- THE HEARING AIDS HAVE REALLY HELPED ME AT MY JOB.
- IN GREAT APPRECIATION FOR THEIR SERVICES. HELPED ME TO FUNCTION BETTER.
- CUSTOMER STATES THAT HE STILL HAS PROBLEMS WITH HIS HEARING AIDS.
- I HAD A GREAT EXPERIENCE. EVERYONE WAS VERY GOOD AND HELPFUL.
- RECENTLY DROPPED HER FROM REHAB BECAUSE THEY THOUGHT SHE HAD EMPLOYMENT INSURANCE, BUT SHE DOESN'T. SHE WORKS PART TIME, SO SHE DOESN'T QUALIFY.
- EVERYONE WAS VERY FRIENDLY AND HELPFUL.

District 8

- PROCESS WAS EASY, AND THEY HELPED WITH EVERYTHING.
- I RECOMMEND VOE REHAB TO OTHER PEOPLE THAT NEED HELP.

- REALLY ENJOYED THE SERVICE THAT WAS GIVEN FROM THE REHABILITATION.
- VERY PLEASED WITH EVERYTHING HE GOT FROM THE DEPARTMENT OF REHAB.
- VERY THANKFUL FOR THE SERVICES.
- NO, STILL WORKS BUT NO INSURANCE. WORKS FOR THE COUNTY.

District 9

- I APPRECIATE THE SERVICE VERY MUCH.
- THEY WERE VERY HELPFUL.
- IT WAS VERY HELPFUL.
- THEY DID A GREAT JOB, AND I REALLY APPRECIATE HOW THEY WERE ABLE TO ASSIST ME.
- NO COMMENTS JUST A VERY GOOD SERVICE
- I WISH MORE PEOPLE KNEW ABOUT THESE VR SERVICES.
- NO. JUST BEEN GREAT.
- ALL HE KNOWS NOW IS THAT EVERYTHING HAS BEEN WONDERFUL.

District 10

- FIX UNDER STAFFING, AND ACTUALLY HELP CLIENTS.
- EVERYTHING HAS BEEN GOOD.
- REALLY APPRECIATED IT.
- MDRS SHOULD DO MORE ADVERTISING OF VOe . REHAB.
- I TELL PEOPLE ABOUT THE SERVICES NOW!
- HASN'T FULLY RECEIVED SERVICES YET.
- WON'T PROVIDE SERVICES UNTIL SHE GETS A NEW DOCTOR. STOPPED THE CLIENT FROM SPEAKING TO THE PERSON SHE ASKED TO SPEAK TO, ____ . THEY WANT HER TO GO THROUGH THE WHOLE PROCESS SHE WENT THROUGH IN THE BEGINNING.
- VERY HELPFUL

Blind Consumer Results

Annual 2023-24 Results for the Closed Ended Questions.

The results for all blind consumers are summarized below. The comments about the good and bad services the clients received and comments they had after the interview are also presented.

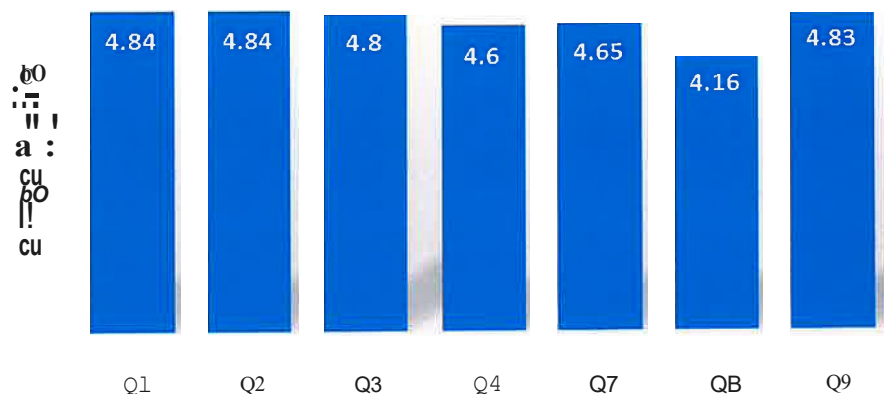
Ratings for the various services consumers received are presented using the average (mean) score given to each item by the respondents. If an item did not apply to a particular respondent or if the consumer did not know or refused to rate an item he/she is not included in calculating the average score for that item. The seven items rated are in Table 1 (to get an exact wording see the questionnaire above). Chart 1 is included for an easy visual comparison. The respondents were asked to rate the items (questions Q1 to Q4 and questions Q7 to Q9) on a scale of 1 to 5, with 1 being very bad and 5 being very good. Thus, a high score indicates that the service was good and a low score that it was bad.

Table 1. Services ratings by consumer.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	123	4.84
Q2 The help from the VR staff during the planning of your services.	123	4.84
Q3 The help from the VR staff when you were receiving your VR services.	122	4.80
Q4 The help you received from other agencies or service providers.	20	4.60
Q7 Your employment outcome.	110	4.65
Q8 Employment benefits provided by your new employer.	74	4.16
Q9 Overall, how do you rate the services you received?	123	4.83

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

Chart 1. Average Blind Consumer Ratings.



1

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October*	11	8.9
November*	10	8.1
December*	3	2.4
January	10	8.1
February	12	9.8
March	12	9.8
April	16	13.0
May	5	4.1
June	21	17.1
July	8	6.5
August	9	7.3
September	6	4.9
Total	123	100.0

*2023

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	115	93.5
Closed but not successfully rehabilitated	8	6.5
Total	123	100.0

Table 4. Number of blind consumers interviewed by region.

Region	Number of Consumers	Percent
Region 1 (Northern)	67	54.5
Region 2 (Southern)	56	45.5
Total	123	100.0

Blind Consumer Results By Region

Annual Results for the Closed Ended Questions.

Region 1 (Northern)

Table 1. Services ratings by consumer.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
Q1 The help the VR staff provided at the time you applied for VR services.	67	4.90
Q2 The help from the VR staff during the planning of your services.	67	4.91
Q3 The help from the VR staff when you were receiving your VR services.	66	4.92
Q4 The help you received from other agencies or service providers.	12	4.83
Q7 Your employment outcome.	64	4.84
Q8 Employment benefits provided by your employer.	45	4.16
Q9 Overall, how do you rate the services you received?	67	4.91

NOTE: The items in Table 1 and Chart 1 are labeled Q1 to Q4 and Q7 to Q9, these are the names of the questions in the above questionnaire.

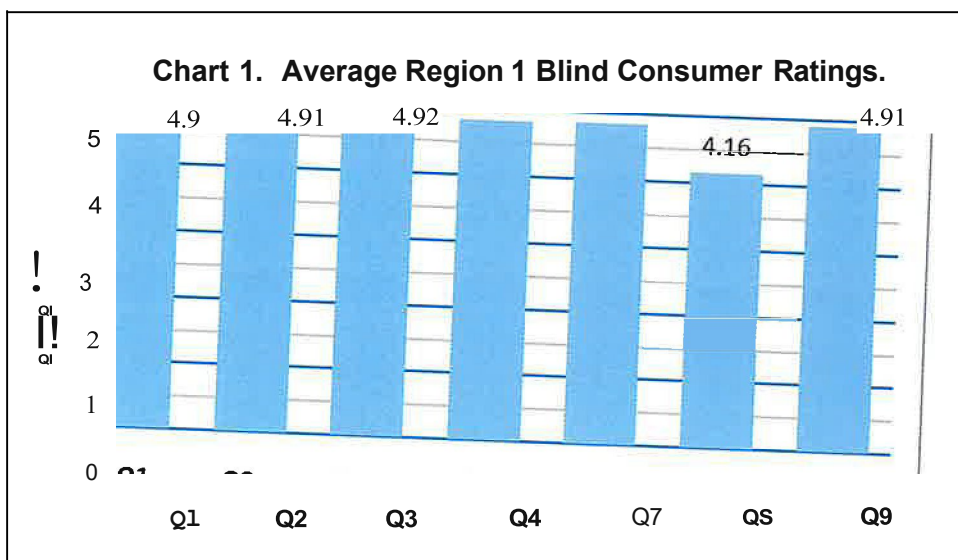


Table 2. Month the case was closed in Region1.

Month	Number of Consumers	Percent
October*	5	7.5
November*	7	10.4
December*	2	3.0
January	7	10.4
February	7	10.4
March	7	10.4
April	5	7.5
May	2	3.0
June	13	19.4
July	4	6.0
August	2	3.0
September	6	9.0
Total	67	100.0

*2023

Table 3. Consumer status in Region 1.

Status	Number of Consumers	Percent
Closed after successful employment	67	100.0
Closed but not successfully rehabilitated	0	0.0
Total	67	100.0

Region 2 (Southern)

Table 1. Services ratings by consumer.

Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.	Number of Consumers	Average Rating (mean)
01 The help the VR staff provided at the time you applied for VR services.	56	4.77
02 The help from the VR staff during the planning of your services.	56	4.75
03 The help from the VR staff when you were receiving your VR services.	56	4.66
04 The help you received from other agencies or service providers.	8	4.25
07 Your employment outcome.	46	4.39
08 Employment benefits provided by your employer.	29	4.17
09 Overall, how do you rate the services you received?	56	4.73

NOTE: The items in Table 1 and Chart 1 are labeled 01 to 04 and Q7 to Q9, these are the names of the questions in the above questionnaire.

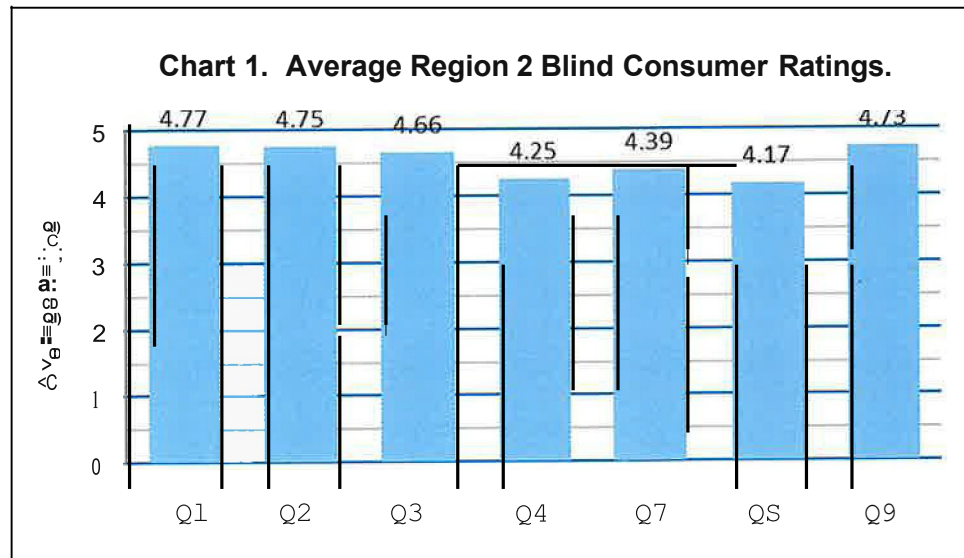


Table 2. Month the case was closed in Region 2.

Month	Number of Consumers	Percent
October*	6	10.7
November*	3	5.4
December*	1	1.8
January	3	5.4
February	5	8.9
March	5	8.9
April	11	19.6
May	3	5.4
June	8	14.3
July	4	7.1
August	7	12.5
September	0	0.0
Total	56	100.0

* 2023

Table 3. Consumer status in Region 2.

Status	Number of Consumers	Percent
Closed after successful employment	48	85.7
Closed but not successfully rehabilitated	8	14.3
Total	56	100.0

Answers to Open-ended Questions and Comments*

Blind Consumers

*Only the respondent who answered a question are included here, that is, if a respondent said they had no comments no.' "none T can think of," etc., they are not included here. If there are no entries in a region that means there were no respondents in that region or the respondents in that region had no comments.

Good services received from the Mississippi Department of Rehabilitation Services or an outside service provider that the respondents wanted to mention by region (QSa).

Region 1

- ASSISTIVE TECHNOLOGY EVALUATION
- EYE SURGERY
- DR. REINERS OFFICE WAS GREAT AND EFFICIENT
- VERY HELPFUL.
- SERVICES WAS OUTSTANDING
- _____ WAS ABSOLUTELY WONDERFUL. HELPED ME EVERY STEP OF THE WAY.
- THE GREENWOOD OFFICES
- THEY WERE VERY GOOD AT WHAT THEY DID FOR ME.

Region 2

- CATORAC SERVICES
- HELPED ME GET AROUND THE HOUSE WITHOUT FALLING.
- CALLED OFTEN TO MAKE SURE I WAS DOING OK. EMPLOYMENT
- MS RETINAL CENTER
- OVERALL
- HELPFUL
- I WAS ABLE TO TRANSFER TO AN ENTIRELY DIFFERENT JOB.
- THEY WERE THERE TO OFFER SUPPORT WHENEVER I NEEDED IT.
- THEY ALWAYS FOLLOW-UP WITH ME
- EVERYTHING WAS GOOD WITH PLANNING AND SETTING MY APPOINTMENTS
- MY PROCESS WAS VERY EASY AND THEY ALWAYS GAVE ME FOLLOW UP CALLS.
- MS MEDICAID IS HELPING ME

Bad services received from the Mississippi Department of Rehabilitation Services or an outside service provider that the respondents wanted to mention by region (Q5b).

Region 1

- MONITOR IS BROKEN AND HAS NOT BEEN REPLACED AS IT SHOULD
- _____ WAS NOT HONEST ABOUT GETTING NEW GLASSES. AS A RESULT, THE CLIENT WAS OUT OF \$800 EXTRA.

Region 2

- ISSUES WITH THEIR PRESCRIPTION, HAD TO PAY OUT OF POCKET
- DID NOT HEAR FROM VOE REHAB FOR 2 YEARS, I HAD TO REPLACE BATTERY INDEPENDENTLY. COUNSELOR LEFT STATE AND NO ONE ELSE CONTACTED ME.
- MY LAST CASEWORKER WAS TERRIBLE.
- I REALLY DIDN'T GET THE UNDERSTANDING OF THE PROGRAM.

Good service providers inside or outside the Mississippi Department of Rehabilitation Services that the respondents wanted to mention by region (Q6a).

Region 1

- IMA OF MISSISSIPPI
- RETNA CENTER OF MERIDIAN AND EYE CLINIC OF MERIDIAN
- _____ IN GREENVILLE, WIN JOB CENTER
-
- MISSISSIPPI RETINA
- CASE MANAGER
- CASE MANAGER.
- _____ , CASE MANAGER
- WASHINGTON COUNTY CASE MANAGER, _____
- _____, CASE MANAGER
-
-
- _____ AT COLUMBUS WAS EXCELLENT
- DR
- COLEMAN EYE CLINIC IN GREENWOOD, MS WAS VERY GOOD.
- COLEMAN EYE CENTER DID AN EXCELLENT JOB ON MY CATARACTS.
-
- _____ IN LOWNDES COUNTY OFFICE
- _____ WAS GOOD.
- _____ AND AMANDA SERVICES WAS EXCELLENT.
-
- _____ WAS GREAT.
- CASE WORKER REHAB STAFF
- _____ WAS GREAT
- _____ AT VR REHAB
- DR _____ AND STAFF WAS WONDERFUL.
- _____ AT VR REHAB
- _____ AND _____ AT VR
- COOPER PAYNE EYE CLINIC
-
- _____ IN TUPELO

Region 2

- DOCTOR WHO DID THEIR SURGERY
- _____ - COONSLOR, _____
- MADISON EYE GROUP
- DR
- DR
-
- _____ , CASE MANAGER WAS EXPECTIONAL
- MANAGER.
- DR _____ AND THE LADY THAT HELPED ME WITH MY REHAB

- LOUISIANA CENTERS FOR THE BLIND.
- DR WAS MY EYE DOCTOR
- IN BRANDON OFFICE
- DR WAS FANTASTIC.
- EYE CARE PLACE
- JACKSON EYE ASS.
- MY BACK DOCTOR - NEUROSURGEON
- IN GAUITER
- DR
- DR
- HATTIESBURG EYE CLINIC
- DR IN FLOWOOD
- IN PEARL MS
- DR -- , DR ____ , DR AND DR
- DR WAS REALLY GOOD.
- DR TOOK CARE OF ME VERY WELL!

Bad service providers inside or outside the Mississippi Department of Rehabilitation Services that the respondents wanted to mention by region (Q6b).

Region 1

Region 2

- PHARMACY
- MY LAST CASEWORKER WAS VERY UNPROFESSIONAL
- RESOUND HEARING AIDS ARE NOT GOOD HEARING AIDS
- THE FIRST CASEWORKER JUST FILED AND PUT IT ASIDE.

Comments the respondents had at the end of their interview (Q10).

Region 1

- THEY WERE VERY THANKFUL.
- EVERYTHING WAS GREAT.
- HELPED ME OUT TREMENDOUSLY.
- EVERYBODY WAS HELPFUL AND WONDERFUL.
- I APPRECIATE EVERYTHING THAT WAS DONE FOR ME.
- EVERYTHING WAS GOOD!

Region 2

- VERY IMPRESSED, VERY THOROUGH, FOLLOW THROUGH, VERY PROFESSIONAL.
- APPRECIATE YOU GUYS BEING THERE
- WENT TWO YEARS WITHOUT USING COMPUTER. **VOE** REHAB CLOSED MY CASE, AND WOULD NOT HELP ME GET BATTERY FOR COMPUTER. HAD TO PAY FOR BATTERY ON MY OWN. COUNSELOR LEFT STATE FOR TRAINING AND DID NOT RETURN.
- THEY WERE WONDERFUL

- I AM THANKFUL THAT I WAS ABLE TO GO BACK AND FORTH TO THE EYE DOCTOR.
- I DON'T HAVE ANYTHING BAD TO SAY. THEY TREATED ME LIKE I WAS SOMEBODY!
- EVERYTHING WAS AWESOME