

**1st Quarter 2024-25
VR Consumer Survey
Report**

January 2025

Introduction

This is the first quarter 2024-25 Vocational Rehabilitation Consumer Survey Report. The first part of the report is a summary of the structured questions for all respondents who participated in this survey. Next is a copy of the questionnaire with the exact wording of the questions that the respondents answered. After that, 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 the first quarter of 2024-25 (October – December, 2024). Both samples are stratified by consumer district or region. About 20 percent of the consumers in each of the VR districts or regions were interviewed. Of the blind consumers contacted, 30 did the interview with none refusing. Of the non-blind consumers contacted, 223 completed the interview while 4 refused to be interviewed. The number of interviews completed in each region for blind and each district for non-blind consumers are reported below.

Table 1. Number of non-blind consumers interviewed by district.

	Number of Consumers	Percent
District 1	21	9.4
District 2	30	13.4
District 3	26	11.7
District 4	31	13.9
District 5	14	6.3
District 6	26	11.7
District 7	15	6.7
District 8	7	3.1
District 9	25	11.2
District 10	28	12.6
Total	223	100.0

Table 2. Number of blind consumers interviewed by region.

	Number of Consumers	Percent
Region 1 (Northern)	9	30.0
Region 2 (Southern)	21	70.0
Total	30	100.0

Summary of Consumer Survey Results

1st Quarter 2024-25 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 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.	253	4.75
Q2 The help from the VR staff during the planning of your services.	252	4.80
Q3 The help from the VR staff when you were receiving your VR services.	250	4.84
Q4 The help you received from other agencies or service providers.	30	4.73
Q7 Your employment outcome.	208	4.75
Q8 Employment benefits provided by your new employer.	133	4.27
Q9 Overall, how do you rate the services you received?	253	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.

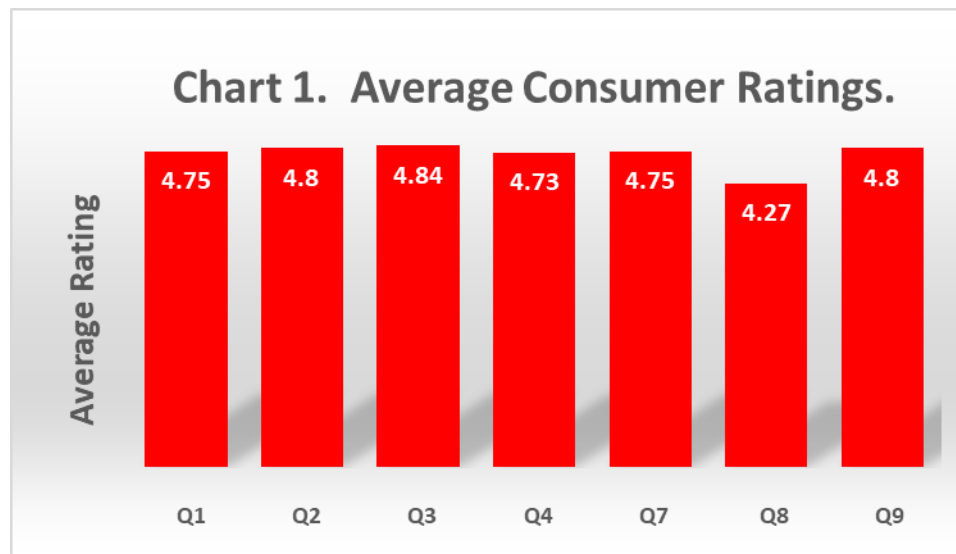


Table 1. Number of Consumers by Type.

Type of Consumer	Number	Percent
Non-Blind	223	88.1
Blind	30	11.9
Total	253	100.0

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October	95	37.6
November	84	33.2
December	74	29.2
Total	253	100.0

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	214	84.6
Closed but not successfully rehabilitated	39	15.4
Total	253	100.0

Questionnaire

Consumer Questionnaire

For the 2024-25 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

1st Quarter 2024-25 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. These results must be viewed with caution because the sample sizes are small (especially within districts).

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.	223	4.74
Q2 The help from the VR staff during the planning of your services.	222	4.80
Q3 The help from the VR staff when you were receiving your VR services.	221	4.84
Q4 The help you received from other agencies or service providers.	29	4.72
Q7 Your employment outcome.	182	4.76
Q8 Employment benefits provided by your new employer.	120	4.31
Q9 Overall, how do you rate the services you received?	223	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.

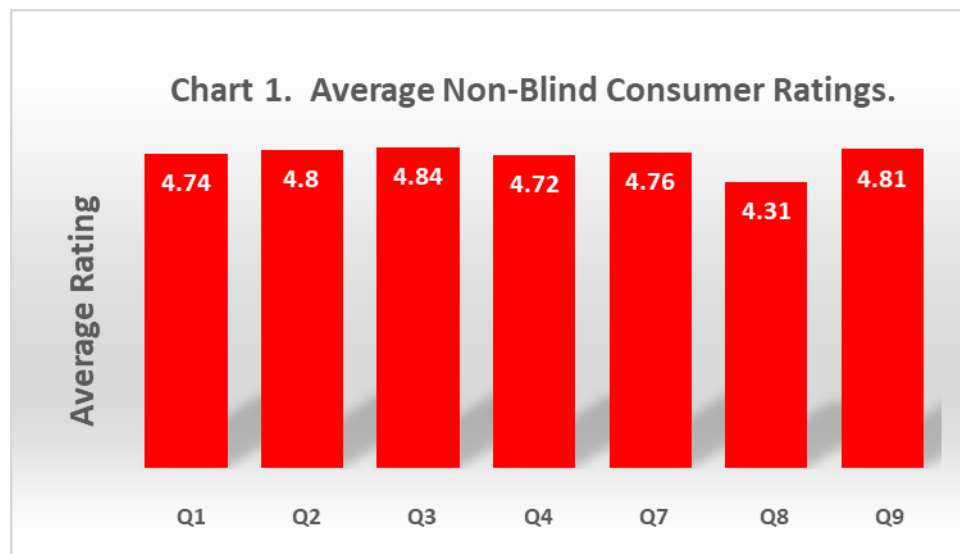


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October	84	37.7
November	70	31.4
December	69	30.9
Total	223	100.0

Table 3. Client Status

Status	Number of Consumers	Percent
Closed after successful employment	188	84.3
Closed but not successfully rehabilitated	35	15.7
Total	223	100.0

Table 4. Number of Clients Interviewed by District

District	Number of Consumers	Percent
1	21	9.4
2	30	13.4
3	26	11.7
4	31	13.9
5	14	6.3
6	26	11.7
7	15	6.7
8	7	3.1
9	25	11.2
10	28	12.6
Total	223	100.0

Non-Blind Consumer Results By District

1st Quarter 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.	21	4.62
Q2	The help from the VR staff during the planning of your services.	21	4.81
Q3	The help from the VR staff when you were receiving your VR services.	21	4.71
Q4	The help you received from other agencies or service providers.	4	4.75
Q7	Your employment outcome.	18	4.83
Q8	Employment benefits provided by your new employer.	11	4.73
Q9	Overall, how do you rate the services you received?	21	4.67

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.

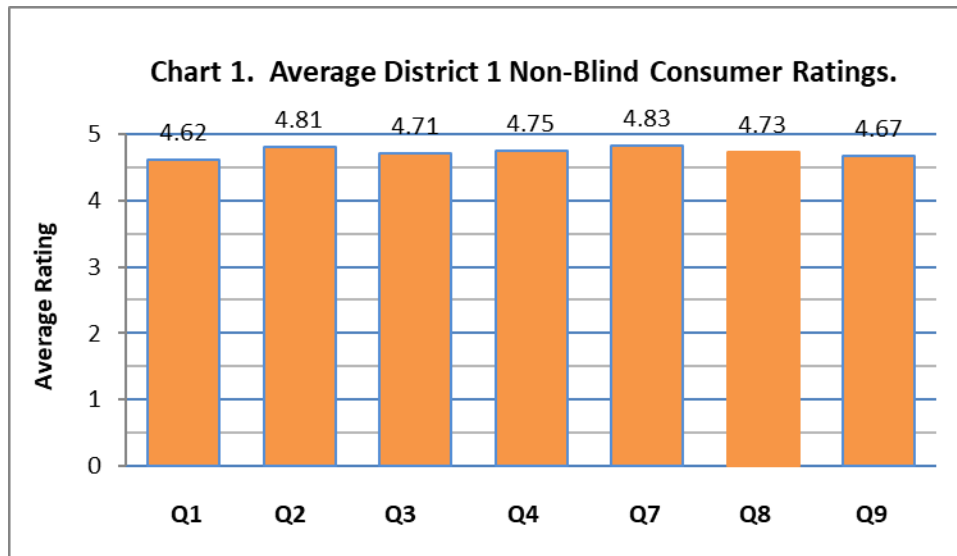


Table 2. Month the case was closed in District 1.

Month	Number of Consumers	Percent
October	10	47.6
November	3	14.3
December	8	38.1
Total	21	100.0

Table 3. Client Status in District 1.

Status	Number of Consumers	Percent
Closed after successful employment	18	85.7
Closed but not successfully rehabilitated	3	14.3
Total	21	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.	30	4.60
Q2	The help from the VR staff during the planning of your services.	30	4.67
Q3	The help from the VR staff when you were receiving your VR services.	30	4.77
Q4	The help you received from other agencies or service providers.	3	3.67
Q7	Your employment outcome.	26	4.77
Q8	Employment benefits provided by your new employer.	12	3.83
Q9	Overall, how do you rate the services you received?	30	4.77

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.

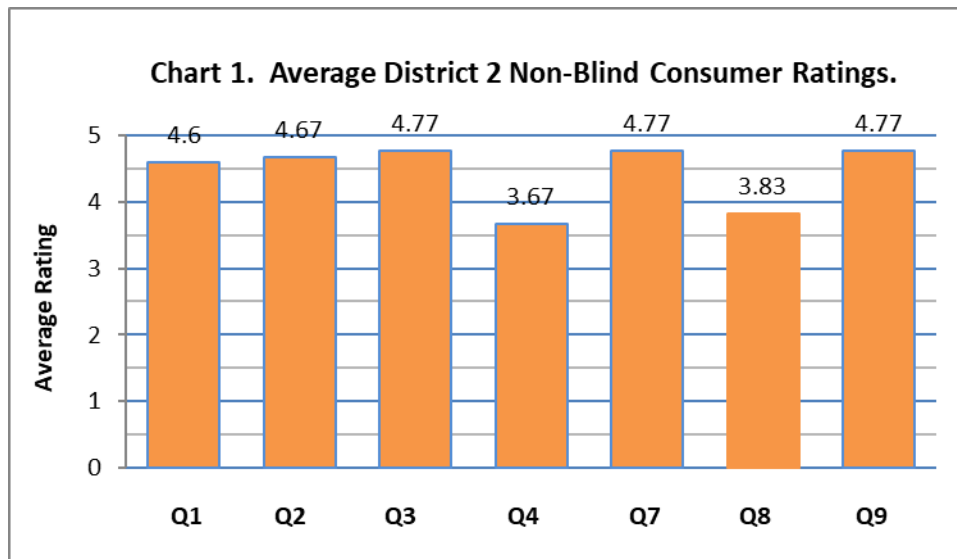


Table 2. Month the case was closed in District 2.

Month	Number of Consumers	Percent
October	9	30.0
November	5	16.7
December	16	53.3
Total	30	100.0

Table 3. Client Status in District 2.

Status	Number of Consumers	Percent
Closed after successful employment	22	73.3
Closed but not successfully rehabilitated	8	26.7
Total	30	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.	26	4.81
Q2	The help from the VR staff during the planning of your services.	26	4.73
Q3	The help from the VR staff when you were receiving your VR services.	26	4.88
Q4	The help you received from other agencies or service providers.	3	5.00
Q7	Your employment outcome.	18	4.89
Q8	Employment benefits provided by your new employer.	11	4.64
Q9	Overall, how do you rate the services you received?	26	4.92

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

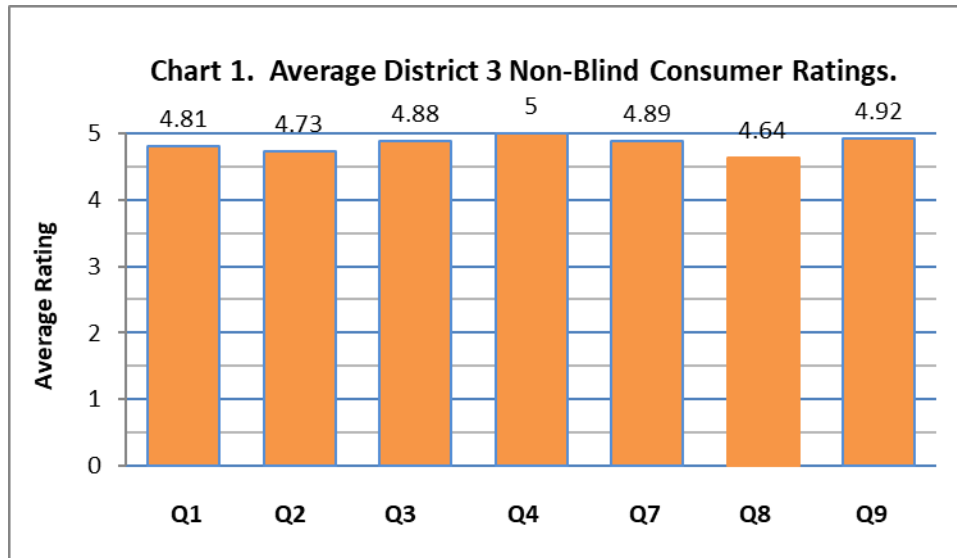


Table 2. Month the case was closed in District 3.

Month	Number of Consumers	Percent
October	6	23.1
November	12	46.2
December	8	30.7
Total	26	100.0

Table 3. Client Status in District 3.

Status	Number of Consumers	Percent
Closed after successful employment	22	84.6
Closed but not successfully rehabilitated	4	15.4
Total	26	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.	31	4.87
Q2	The help from the VR staff during the planning of your services.	31	4.94
Q3	The help from the VR staff when you were receiving your VR services.	31	4.94
Q4	The help you received from other agencies or service providers.	6	5.00
Q7	Your employment outcome.	25	4.76
Q8	Employment benefits provided by your new employer.	18	4.56
Q9	Overall, how do you rate the services you received?	31	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.

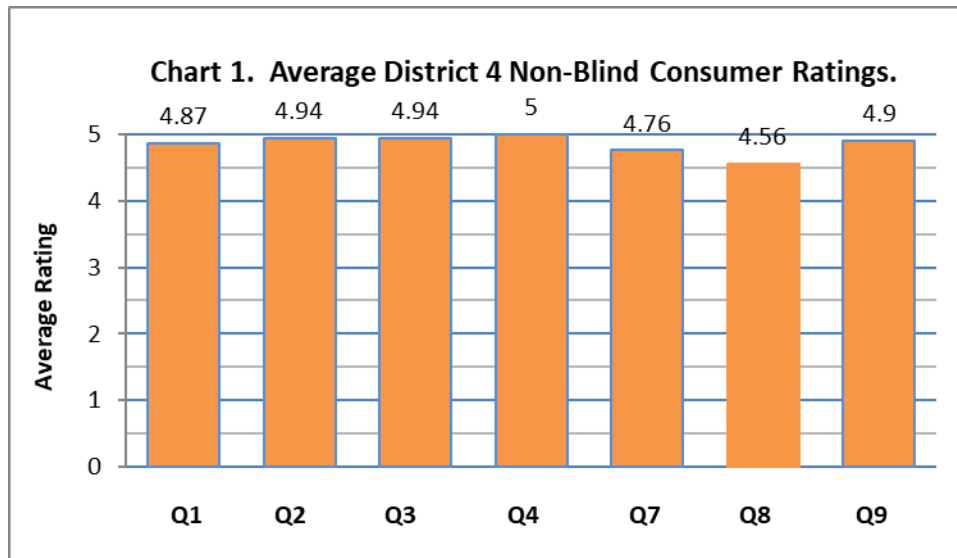


Table 2. Month the case was closed in District 4.

Month	Number of Consumers	Percent
October	12	38.7
November	14	45.2
December	5	16.1
Total	31	100.0

Table 3. Client Status in District 4.

Status	Number of Consumers	Percent
Closed after successful employment	28	90.3
Closed but not successfully rehabilitated	3	9.7
Total	31	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.	14	4.71
Q2	The help from the VR staff during the planning of your services.	13	5.00
Q3	The help from the VR staff when you were receiving your VR services.	13	5.00
Q4	The help you received from other agencies or service providers.	3	4.00
Q7	Your employment outcome.	14	4.86
Q8	Employment benefits provided by your new employer.	7	4.57
Q9	Overall, how do you rate the services you received?	14	4.79

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.

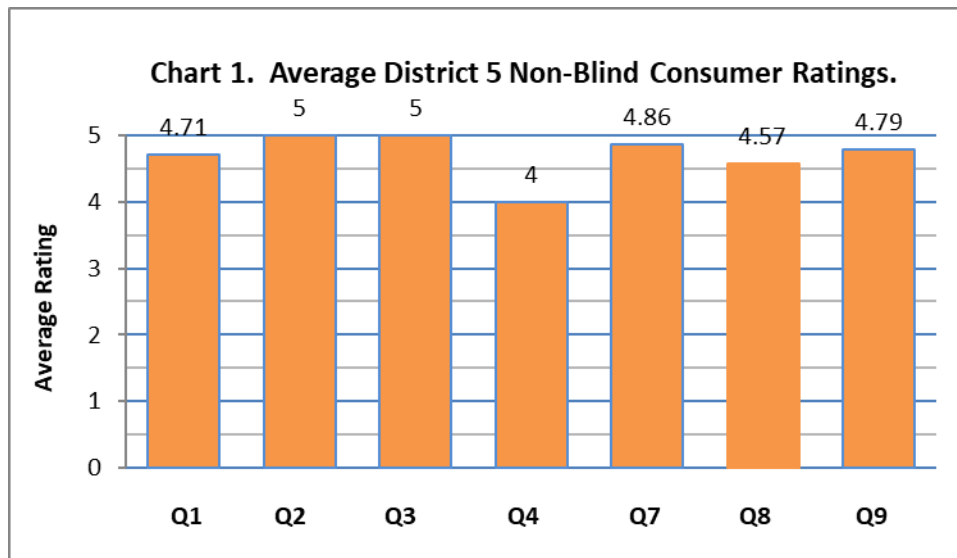


Table 2. Month the case was closed in District 5.

Month	Number of Consumers	Percent
October	7	50.0
November	2	14.3
December	5	35.7
Total	14	100.0

Table 3. Client Status in District 5.

Status	Number of Consumers	Percent
Closed after successful employment	13	92.9
Closed but not successfully rehabilitated	1	7.1
Total	14	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.	26	4.73
Q2	The help from the VR staff during the planning of your services.	26	4.81
Q3	The help from the VR staff when you were receiving your VR services.	25	4.72
Q4	The help you received from other agencies or service providers.	1	5.00
Q7	Your employment outcome.	22	4.73
Q8	Employment benefits provided by your new employer.	17	4.53
Q9	Overall, how do you rate the services you received?	26	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.

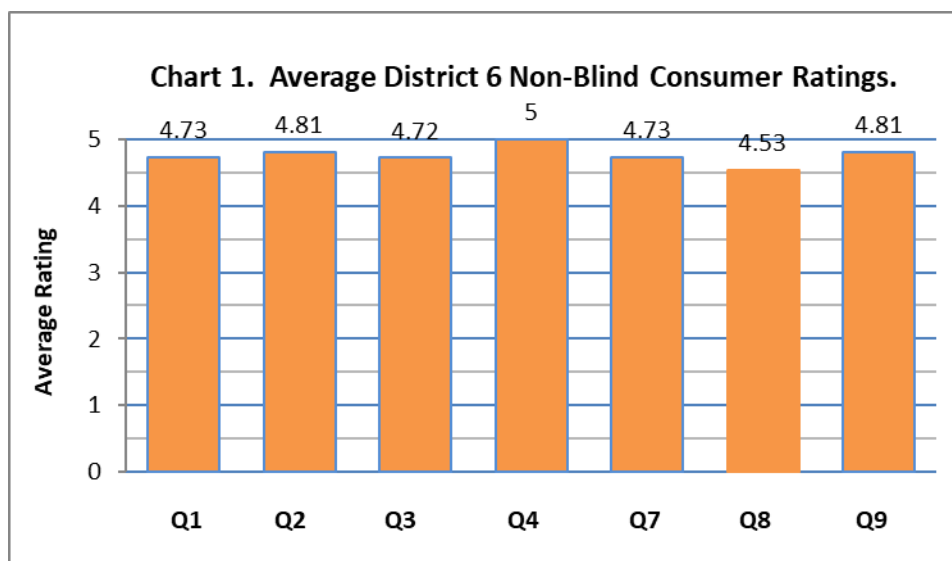


Table 2. Month the case was closed in District 6.

Month	Number of Consumers	Percent
October	14	53.8
November	6	23.1
December	6	23.1
Total	26	100.0

Table 3. Client Status in District 6.

Status	Number of Consumers	Percent
Closed after successful employment	24	92.3
Closed but not successfully rehabilitated	2	7.7
Total	26	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)
Q1	The help the VR staff provided at the time you applied for VR services.	15	4.67
Q2	The help from the VR staff during the planning of your services.	15	4.73
Q3	The help from the VR staff when you were receiving your VR services.	15	4.87
Q4	The help you received from other agencies or service providers.	1	5.00
Q7	Your employment outcome.	15	4.80
Q8	Employment benefits provided by your new employer.	12	4.08
Q9	Overall, how do you rate the services you received?	15	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.

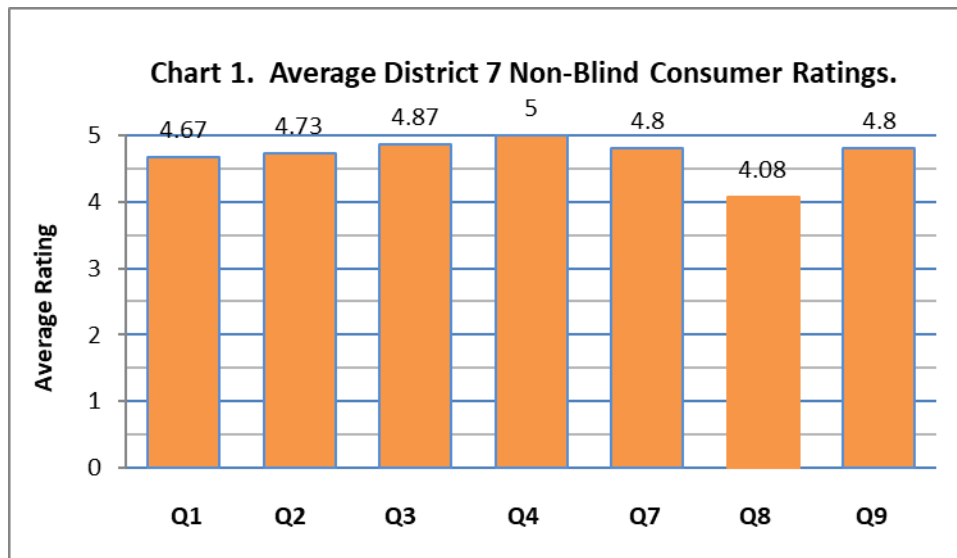


Table 2. Month the case was closed in District 7.

Month	Number of Consumers	Percent
October	6	40.0
November	2	13.3
December	7	46.7
Total	15	100.0

Table 3. Client Status in District 7.

Status	Number of Consumers	Percent
Closed after successful employment	14	93.3
Closed but not successfully rehabilitated	1	6.7
Total	15	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.	7	4.86
Q2	The help from the VR staff during the planning of your services.	7	4.86
Q3	The help from the VR staff when you were receiving your VR services.	7	4.71
Q4	The help you received from other agencies or service providers.	1	5.00
Q7	Your employment outcome.	3	4.67
Q8	Employment benefits provided by your new employer.	3	4.67
Q9	Overall, how do you rate the services you received?	7	4.86

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.

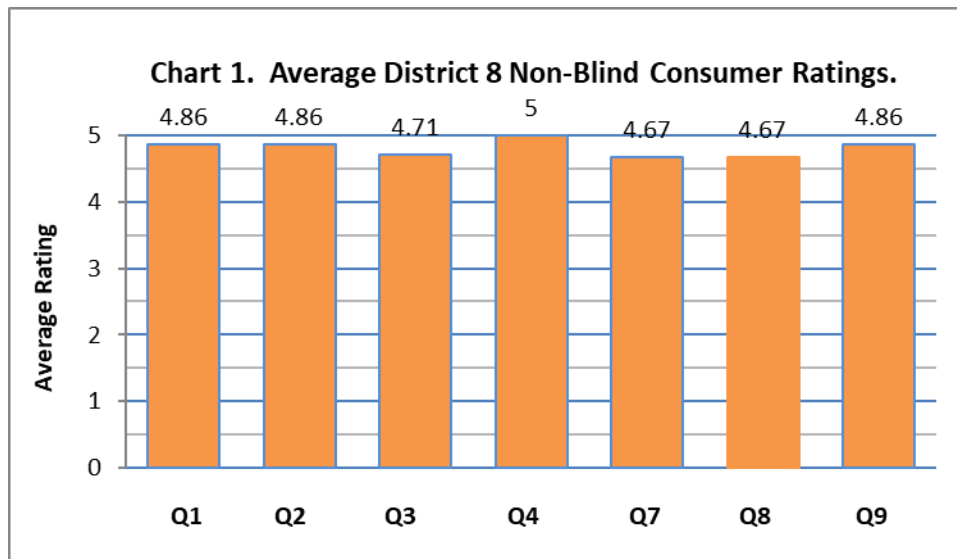


Table 2. Month the case was closed in District 8.

Month	Number of Consumers	Percent
October	2	28.6
November	4	57.1
December	1	14.3
Total	7	100.0

Table 3. Client Status in District 8.

Status	Number of Consumers	Percent
Closed after successful employment	6	85.7
Closed but not successfully rehabilitated	1	14.3
Total	7	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.	25	4.88
Q2	The help from the VR staff during the planning of your services.	25	4.76
Q3	The help from the VR staff when you were receiving your VR services.	25	4.80
Q4	The help you received from other agencies or service providers.	3	5.00
Q7	Your employment outcome.	17	4.82
Q8	Employment benefits provided by your new employer.	12	4.33
Q9	Overall, how do you rate the services you received?	25	4.68

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.

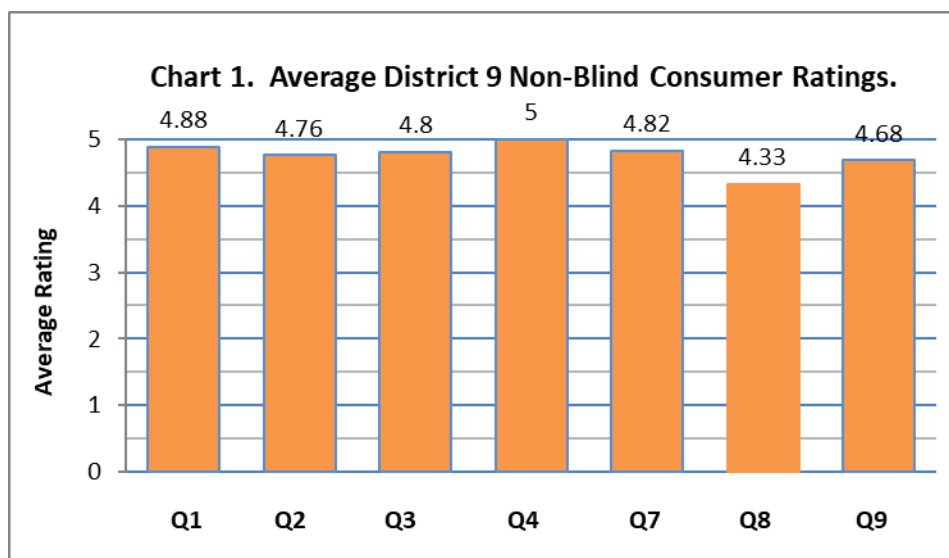


Table 2. Month the case was closed in District 9.

Month	Number of Consumers	Percent
October	11	44.0
November	8	32.0
December	6	24.0
Total	25	100.0

Table 3. Client Status in District 9.

Status	Number of Consumers	Percent
Closed after successful employment	20	80.0
Closed but not successfully rehabilitated	5	20.0
Total	25	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)
Q1	The help the VR staff provided at the time you applied for VR services.	28	4.68
Q2	The help from the VR staff during the planning of your services.	28	4.79
Q3	The help from the VR staff when you were receiving your VR services.	28	4.93
Q4	The help you received from other agencies or service providers.	4	5.00
Q7	Your employment outcome.	24	4.54
Q8	Employment benefits provided by your new employer.	17	3.65
Q9	Overall, how do you rate the services you received?	28	4.86

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.

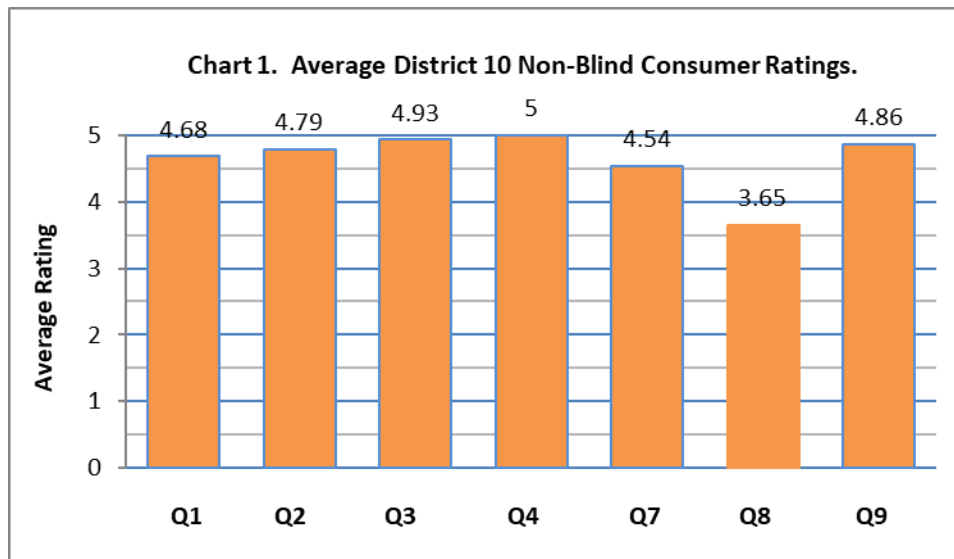


Table 2. Month the case was closed in District 10.

Month	Number of Consumers	Percent
October	7	25.0
November	14	50.0
December	7	25.0
Total	28	100.0

Table 3. Client Status in District 10.

Status	Number of Consumers	Percent
Closed after successful employment	21	75.0
Closed but not successfully rehabilitated	7	25.0
Total	28	100.0

Answers to Open-ended Questions and Comments*

Non-Blind Consumers

*Only respondents 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 (Q5a).

District 1

- I'M DISABLED, AND THEY SENT ME TO THE DOCTOR. I WAS ABLE TO GET A SCOOTER FOR SHOPPING AND STUFF LIKE THAT.
- GROUP THERAPY WAS FINE, BUT THE INDIVIDUAL THERAPY WAS GREAT.
- EVERYTHING WAS GOOD
- VOCATIONAL REHAB WAS GOOD.
- THEY WAS VERY INTENT ON HELPING ME

District 2

- OVERALL EXPERIENCE WAS GOOD, THEY WERE VERY HELPFUL AND EXPLAINED EVERYTHING IN GOOD DETAIL. EVERYONE WAS EXTREMELY HELPFUL AND KIND.
- LEG BRACE AND VEHICLE TOOL
- I RECEIVED MY HEARING AIDS
- CHECKING IN DURING COLLEGE.
- JUST THAT THEY HELP YOU GET WHAT YOU NEED WHEN YOU NEED IT.
- HEARING AIDS
- EVERYTHING AND EVERYONE WAS ALL GOOD
- THEY WERE NICE AND TRIED TO HELP.
- THEY WERE REAL GOOD IN HELPING ME GETTING MY HEARING AIDS.

District 3

- STAYED IN CONTACT, HE GOT REGULAR TEXTS AND EMAILS. OVERALL DID A REALLY GREAT JOB.
- DELTA HEARING
- EVERYTHING WAS GOOD, HE ENJOYED IT ALL, EVERYONE WAS HELPFUL AND KIND.
- THEY REALLY HELPED ME WHEN I NEEDED IT!
- NUMBER ONE AGENT HELPING. GOOD HELP TURNED OUT TO BE GREAT.
- THEY WERE HELPFUL GETTING MY HEARING AIDS
- EVERYONE WAS GOOD TO ME
- THEY HELPED WITH GETTING MY HEARING AIDS
- THE PEOPLE I WORK WITH ME WERE AWESOME!
- REAL PROMPT AND CALLED AND CHECKED ON HIM THROUGHOUT THE WHOLE PROCESS.
- A LOT OF GOOD FOLLOW UP.

District 4

- HEARING OFFICE
- VERY PROFESSIONAL, GOT THE APPLICATION HANDLED TIMELY.
- VERY HELPFUL, VERY GOOD FOLLOW-UP.
- HEARING AIDS WERE A WONDERFUL SERVICE.
- VERY CONSISTENT, GOOD HELP
- THE STAFF WAS VERY FRIENDLEY
- FINANCIAL ASSISTANCE AND PEOPLE

- THEY DID A REAL GOOD JOB GETTING MY HEARING AIDS
- COMMUNICATION WAS PRETTY GOOD.
- STAFF WERE REALLY NICE.
- THEY HELPED ME GET GLASSES

District 5

- IM THANKFUL FOR ALL THEIR HELP
- THE WAY THE OFFICE FOLLOW UP WITH ME WAS AMAZING
- THEY HELP GET HEARING AIDS
- CUSTOMER SERVICES WAS GREAT

District 6

- GOOD JOB KEEPING UP WITH EVERYTHING DURING AND AFTER
- WOULD LIKE TO THANK THE GIRL HE FIRST SAW; SHE SEEMED LIKE SHE CARED VERY MUCH.
- VERY HELPFUL AT PROVIDING INFORMATION AND FOLLOWING UP.
- EVERYTHING WAS GOOD.
- VERY HELPFUL WITH GETTING SURGERY.
- HEARING AIDS
- EVERYTHING WENT VERY SMOOTHY!
- DID A WONDERFUL JOB.
- THEY WERE REAL NICE AND HELPFUL.

District 7

- GOT EVERYTHING FINISHED TIMELY.
- ALWAYS UNDERSTANDING WHEN HE COULDN'T IMMEDIATELY PROVIDE WHAT THEY WERE ASKING FOR. VERY PATIENT AND UNDERSTANDING.

District 8

- THEY WERE VERY HELPFUL TO ME IN GETTING SURGERY.
- EVERTHING WAS GOOD AND EVERYONE WAS HELPFUL

District 9

- HATTIESBURG ENT WAS WONDERFUL
- HEARING AIDS, VERY HELPING WITH GETTING IT FINANCED.
- THEY HELPED WITH SCHOOL AND EVERYTHING WAS ON TIME
- WAS A WONDERFUL EXPERIENCE.
- VERY HELPFUL WHEN SHE FIRST GOT OUT OF REHAB, THEY HELPED HER PAY FOR THE FIRST MONTH OF RENT.
- WENT IN FOR SURGERY, THEY GOT IT SET UP AND DONE. IT WENT VERY WELL.

District 10

- VERY HELPFUL ONCE THE BALL GOT ROLLING BUT IT TOOK A WHILE TO GET STARTED. ASKED FOR FUNDING IN 2014 AND DIDN'T RECEIVE HELP UNTIL 2017.
- PROJECT SEARCH
- HEARING AID PROGRAM
- DID PAY FOR A SEMESTER OF JUNIOR COLLEGE.
- EVERYONE WAS VERY HELPFUL.
- EVERYONE WAS GOOD.

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**

- NEVER RECIEVED THE SERVICES

District 2

- IN THE BEGINNING IT WAS AWFUL SINCE THEY LOST 3 PEOPLE.

District 3

- FIRST PERSON INTERACTED WITH, SHE WAS NEVER IN THE OFFICE. BAD COMMUNICATION. IT SHOULDN'T TAKE 4-5 MONTHS TO GET SOMETHING ACCOMPLISHED WITH REHAB.

District 4

- LITTLE TO NO SERVICE FOR GRAD STUDENTS

District 5**District 6**

- THERE WAS A DISCONNECT WITH SERVICES
- POOR COMMUNICATION, LACK OF ATTENTION, TIMEFRAME WENT TOO LONG, ALMOST FORGOT ABOUT ME.

District 7

- COUNSELOR WASN'T VERY KNOWLEDGEABLE.
- IN SOME AUTOMATIC MESSAGES THEY WOULD STATE THINGS THAT THEY COULD NOT ACTUALLY PROVIDE, WHICH WAS DISAPPOINTING. ONE EXAMPLE IS AN EMAIL THAT OFFERED A SERVICE HE WAS NOT ELIGIBLE FOR JUST BECAUSE IT WAS IN THE TEMPLATE.

District 8

- THE PROBLEM HE WENT IN WITH WAS NEVER CORRECTED.

District 9

- AFTER A MONTH EVERYTHING SHE ASKED FOR HELP WITH, THEY REFUSED HELP. SHE SAID THEY WOULD BERATE AND BELITTLE HER; SHE WAS TOLD SHE SHOULDN'T EXPECT THE STATE OF MISSISSIPPI TO HELP HER PAY FOR SERVICES WHEN IT WAS "HER CHOICE TO BECOME A DRUG ADDICT". THEY TOLD HER THERE WAS NO FUNDING FOR DENTAL SERVICES WHEN THAT WASN'T TRUE. SHE STILL (FOUR YEARS LATER) IS BEING ASKED TO SEND INFORMATION EVERY FEW WEEKS.

District 10

- JUST TAKING TOO LONG TO AUTHORIZE.
- SWITCHED CASEWORKERS, TOOK MONTHS, A LOT OF LEG WORK, NEVER HELPED HIM WITH A JOB, THEY DROPPED HIM.

Good service providers inside or outside the Mississippi Department of Rehabilitation Services that the respondents wanted to mention by district (Q6a).**District 1**

- _____ WAS VERY VERY GOOD IN OXFORD OFFICE
- HEARING AIDS FROM ENT IN OXFORD WERE GOOD.
- COMMUNICARE
- _____ WAS REALLY GOOD AND _____ AT HEARING AIDS OFFICE
- _____
- ENT IN OXFORD
- OLE TOWN IN OXFORD
- DOCTORS IN HAVEN HOUSE
- LADY AT CHARLESTON OFFICE WAS VERY HELPFUL, SHE WOULD HOLD THE DOOR OPEN FOR HIM.
- _____ WAS ALWAYS VERY HELPFUL.

District 2

- _____
- DOCTOR SHE USED.
- TUPELO WERE GOOD.
- _____
- MAGNOLIA REGIONAL HEALTH CENTER WAS GOOD.
- _____ WAS GREAT.
- _____ PROVIDED GREAT SERVICE.
- HEARING SERVICES OF TUPELO
- MDHS AND MISSISSIPPI STATE PEOPLE

- DR _____ WAS GREAT
- _____
- THEY WERE ALL GOOD.
- EVERYBODY THERE WAS VERY HELPFUL.

District 3

- _____ WAS VERY HELPFUL AND VERY NICE
- _____ WAS THE AUDIOLOGIST IN OXFORD, SHE DID A REALLY GOOD JOB.
- LADY AT THE GREENVILLE OFFICE
- ENT IN OXFORD
- DR _____
- _____
- OXFORD ENT OFFICE
- _____
- LADY IN CLEVELAND AND THE ONE IN GREENWOOD
- _____ IN GREENVILLE, THIS IS WHERE HE WORKED.

District 4

- _____ IN COLUMBUS, MS -- GREAT SERVICE
- AUDIOLOGIST CLINIC IN COLUMBUS, MS
- _____ IN EUPORA OFFICE
- _____
- DR _____
- _____
- HAD GREAT DOCTORS THE WHOLE.
- ABILITY WORKS, _____ WAS REALLY KNOWLEDGEABLE AND HELPFUL.

District 5

- _____
- HEARING CENTER
- _____ WAS VERY GOOD
- DR _____ WAS AMAZING
- _____ IN JACKSON AREA
- _____ WAS GREAT
- _____ HELPED HER AND HER SISTER.
- _____ TOLD HIM EXACTLY WHAT TO DO AND EVERYTHING WENT GREAT
- _____ AND _____ WERE GREAT NO ONE WAS BAD.

District 6

- _____
- CAN'T REMEMBER NAMES, WORKER SWITCHED A FEW TIMES.
- THEY WERE ALL SO CARING.
- _____ WAS VERY HELPFUL.
- METHODIST REHAB WAS HELPFUL.
- DR _____ AND _____ WERE GREAT
- VERY HELPFUL ALL AROUND
- _____
- _____
- _____
- LADY THAT WAS OVER HER CASE WAS VERY GOOD AND PROFESSIONAL.
- _____
- DR EBI'S OFFICE
- DEPARTMENT OF HUMAN RESOURCES, _____ WAS WONDERFUL. OUT OF PEARL MISSISSIPPI
- DR _____ AND _____.
- MY DOCTOR AND CASE WORKER WAS VERY GOOD.
- THE ENT SPECIALIST IN FLOWOOD.

District 7

- DR _____
- LEGACY VANS IN PEARL
- PEOPLE IN STARKVILLE AND LOUISVILLE WERE NICE.
- _____
- _____ WHO WAS ASSISTING ME WAS VERY GOOD.
- _____
- _____
- _____ AT LEWISVILLE BRANCH CAN'T REMEMBER LAST NAME.

District 8

- CASEWORKER WAS VERY FRIENDLY AND INFORMATIVE, VERY HELPFUL WHEN REACHING OUT FOR INFORMATION.
- _____ WAS VERY GREAT

District 9

- _____ WAS A BLESSING.
- STAFF IN LAUREL - CONSTANT FOLLOW-UPS, VERY KNOWLEDGEABLE, WERE FANTASTIC.
- _____ AND HER STAFF WERE VERY PROFESSIONAL.
- MY CASEWORKER THAT HELPED ME GET HEARING AIDS WAS WONDERFUL
- _____ IN JONES COUNTY
- LAUREL OFFICE - WOMAN DIDN'T REMEMBER HER NAME.
- COUNSELOR WAS VERY GOOD.
- _____ WAS GREAT

- _____ ALWAYS HAD EVERYTHING ON TIME FOR ME.
- WENT THROUGH THREE COUNSELORS, THE FIRST _____ WAS HELPFUL.
- _____ WAS VERY KIND. WHERE I RECEIVED MY HEARING AIDS

District 10

- THEY WERE VERY PATIENT. THEY GAVE TIME TO GET PAPERWORK.
- _____ ON THE COAST WAS GREAT, OAK REHAB. _____ WAS WONDERFUL.
- _____
- GULFPORT TEACHER/COACH WAS WONDERFUL.
- CASEWORKER WAS AMAZING.
- _____ WAS EXCELLENT.
- _____ AT SCENIC RIVERS
- _____
- _____
- _____ WAS VERY GOOD, VERY PATIENT AND KNOWLEDGEABLE.
- _____
- LADY HELPING GET SET UP.
- DR _____
- THE LADY OVER IN GULFPORT OFFICE WAS GREAT.
- LADY AT WIN JOB CENTER _____
- _____ WAS VERY GOOD.

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

District 1

District 2

District 3

- _____

District 4

District 5

District 6

- CASEWORKER NEEDED MORE TRAINING. LACK OF KNOWLEDGE OF THE SERVICES
- _____ AT DHR -- SHE WAS INEFFICIENT AND UNTIMELY.

District 7**District 8**

- KING'S DAUGHTER'S HOSPITAL IN BROOKHAVEN IS ONE OF THE WORST, THEY'RE OUT FOR MONEY NOT FOR TREATMENT.

District 9

- _____, THE CURRENT A&D COACH IN HATTIESBURG IS THE ONE WHO BELITTLED HER AND BLAMED HER FOR HER ADDICTION.

District 10

- HATTIESBURG MDRS TAKES A LONG TIME TO GET AUTHORIZATION FOR THINGS.

Comments the respondents had at the end of their interview (Q10).**District 1**

- I'VE RECOMMENDED VOCATIONAL REHAB SERVICES TO MY FRIENDS WITH HEARING PROBLEMS, AND THEY HAVE ALL BEEN SATISFIED. EVERYONE WAS SO HELPFUL. I DIDN'T HAVE ANY ISSUES. THE COST-HEARING SERVICES WERE SATISFACTONAL.
- HE HAD A GREAT EXPERIENCE.

District 2

- APPRECIATES THE HELP.
- THEY WERE REALLY GOOD AND HELPED ME WITH EVERYTHING I NEEDED.
- WE HAD A LOT OF ISSUES WITH TRANSPORTATION, AS I WAS NOT ABLE TO GET A DOCTOR TO REFER ME TO A CLOSER DOCTOR. WE HAD TO TRAVEL 500 MILES. I ALSO EXPERIENCED A LOT OF PAIN AND WAS NOT ABLE TO GET A HIGHER PRESCRIPTION. I STRUGGLED WITH ADDICTION IN THE PAST, BUT THE DRUGS WERE NOT NARCOTIC, SO I DON'T UNDERSTAND NOT BEING PROVIDED SOMETHING TO HANDLE THE PAIN I WAS IN.
- THEY WERE GREAT.
- EVERYTHING WAS GOOD.
- THEY HAVE SOME WONDERFUL PEOPLE WORKING FOR THEM.
- NONE - THEY WERE GOOD.

District 3

- STILL STAYS IN CONTACT WITH THE AUDIOLOGIST.
- EXPERIENCE WITH _____ WAS AWFUL. I FEEL BAD FOR ANYONE WHO HAS TO DEAL WITH HER. MY EXPERIENCE WITH THE PERSON I INTERACTED WITH AFTER HER WAS GREAT. I HAD TO COMMUNICATE WITH A SUPERVISOR ABOUT MY EXPERIENCE TO GET A NEW AGENT. IT IS HARD TO FIND AN OVERALL AVERAGE FOR MY EXPERIENCE DUE TO THIS. IT WAS HORRIBLE AT FIRST, BUT GREAT ONCE I NO LONGER HAD TO DEAL WITH _____.
- EVERYTHING WAS GOOD

- NONE - THEY WERE FINE.

District 4

- IT WAS A GOOD EXPERIENCE.
- NONE, JUST APPRECIATE THE SERVICE.
- GREAT TO WORK WITH
- EVERYBODY WAS GREAT, THE PROGRAM WAS GREAT, THEY WERE REAL GOOD ABOUT FOLLOW UP.
- EVERYBODY WAS EXCELLENT. A POSITIVE EXPERIENCE
- EASY AND QUICK PROCESS

District 5

District 6

- THERE MAY NEED TO BE MORE ADVERTISING OR A WAY TO ACCESS THIS PROGRAM. FOUND OUT THROUGH STUDENT LOAN SERVICE PROVIDER AT THE TIME. WOULD NOT HAVE KNOWN WHAT MISSISSIPPI HAD TO OFFER WITHOUT A NUDGE FROM THEM.
- I THANK Y'ALL FOR WHAT YOU DID. KEEP UP THE GOOD WORK.
- THEY HAVE HELPED ME AND MY FAMILY AND WE ARE THANKFUL
- VERY KIND AND VERY GOOD FOLLOW UP
- THEY WERE GREAT.
- EVERYTHING WAS GREAT.
- CASE WORKER WAS VERY NICE, PATIENT, AND THOROUGH; OVERALL A GREAT EXPERIENCE
- SECOND OR THIRD TIME HE'S BEEN HELPED, AND THEY'VE BEEN WONDERFUL EVERY TIME.

District 7

- _____ DID AN AMAZING JOB HELPING HIM. SHE WORKED REALLY HARD ON HIS CASE, AND HE APPRECIATES IT, EVERYTHING SHE DID WAS 100% GREAT.

District 8

- ONCE AGAIN THE CASE WORKER WAS VERY HELPFUL AND HELPED HER OUT A LOT.
- I WAS PLEASED WITH MY SERVICE. EVERYTHING WAS GOOD. I WOULD RATE THEM HIGHER THAN 5.
- _____ THE WORKER IS VERY GOOD.
- _____ WAS VERY GOOD TO ME

District 9

- IT WAS ALL VERY GOOD.
- DIDN'T RECEIVE ANY SERVICES AFTER THE FIRST MONTH.
- EVERYTHING WENT WELL, AND EVERYONE WAS VERY PLEASANT AT MY BRANCH.

District 10

- THANK YOU.
- WORKED WITH BOTH HATTIESBURG AND COAST DR. _____ ON THE COAST GOT EVERYTHING DONE IN GOOD TIME.
- FOR AFTERCARE, IT DIDN'T SEEM LIKE THEY HAD EVERYTHING TOGETHER. I WOULD SEND STUFF IN, AND THEY WOULD SAY THEY NEVER RECEIVED IT.
- THEY WERE VERY CARING AND CONSIDERATE.
- NONE. I HAD A GREAT EXPERIENCE WITH _____.
- MOTHER HAD TO FIND JOBS FOR HIM, AFTER 3 JOBS DIDN'T WORK OUT, HE WAS DROPPED AND HAD TO GO BACK TO SERVICES IN SOUTH MISSISSIPPI, WHICH ACTUALLY HELPED HIM.
- I WAS WELL PLEASED.

Blind Consumer Results

1st Quarter 2024-25 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. These results must be viewed with caution because the sample sizes are extremely small.

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.	30	4.87
Q2 The help from the VR staff during the planning of your services.	30	4.80
Q3 The help from the VR staff when you were receiving your VR services.	29	4.86
Q4 The help you received from other agencies or service providers.	1	5.00
Q7 Your employment outcome.	26	4.62
Q8 Employment benefits provided by your new employer.	13	3.92
Q9 Overall, how do you rate the services you received?	30	4.77

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.

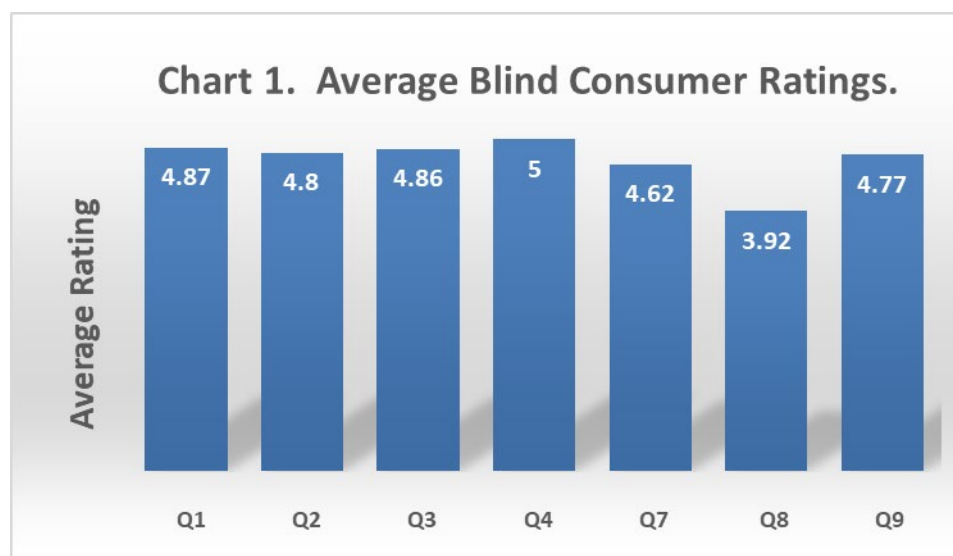


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
October	11	36.7
November	14	46.7
December	5	16.6
Total	30	100.0

Table 3. Client Status

Status	Number of Consumers	Percent
Closed after successful employment	26	86.7
Closed but not successfully rehabilitated	4	13.3
Total	30	100.0

Table 4. Number of Consumers Interviewed by Region

Region	Number of Consumers	Percent
Region 1 (Northern)	9	30.0
Region 2 (Southern)	21	70.0
Total	30	100.0

Blind Consumer Results By Region

1st Quarter Results for the Closed Ended Questions.

Region 1 (Northern)

Table 1. Services ratings by consumer in Region 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.	9	5.00
Q2 The help from the VR staff during the planning of your services.	9	4.89
Q3 The help from the VR staff when you were receiving your VR services.	8	4.88
Q4 The help you received from other agencies or service providers.	1	5.00
Q7 Your employment outcome.	8	4.75
Q8 Employment benefits provided by your employer.	3	4.00
Q9 Overall, how do you rate the services you received?	9	4.78

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.

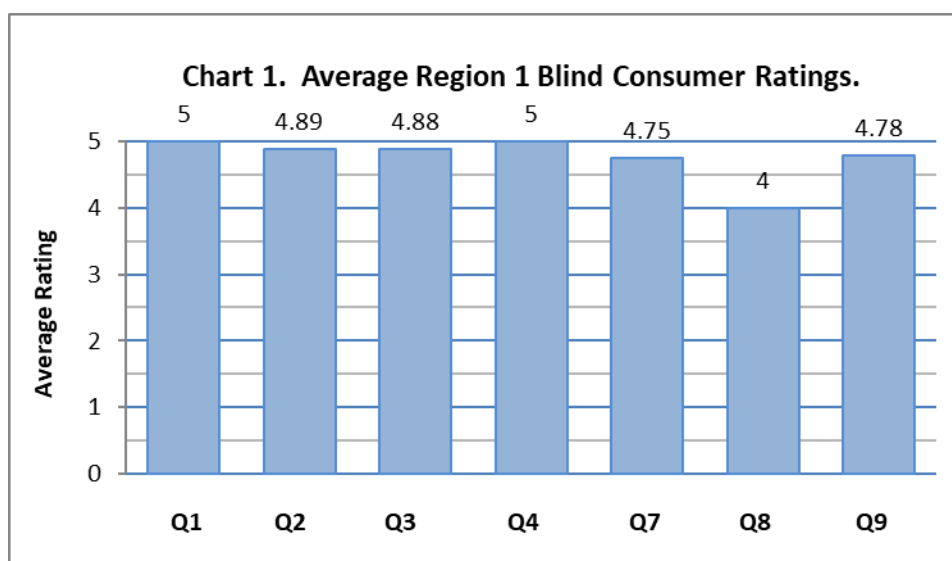


Table 2. Month the case was closed in Region 1.

Month	Number of Consumers	Percent
October	6	66.7
November	2	22.2
December	1	11.1
Total	9	100.0

Table 3. Consumer Status in Region 1.

Status	Number of Consumers	Percent
Closed after successful employment	9	100.0
Closed but not successfully rehabilitated	0	0.0
Total	9	100.0

Region 2 (Southern)

Table 1. Services ratings by consumer in Region 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.	21	4.81
Q2 The help from the VR staff during the planning of your services.	21	4.76
Q3 The help from the VR staff when you were receiving your VR services.	21	4.86
Q4 The help you received from other agencies or service providers.	0	0.00
Q7 Your employment outcome.	18	4.56
Q8 Employment benefits provided by your employer.	10	3.90
Q9 Overall, how do you rate the services you received?	21	4.76

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.

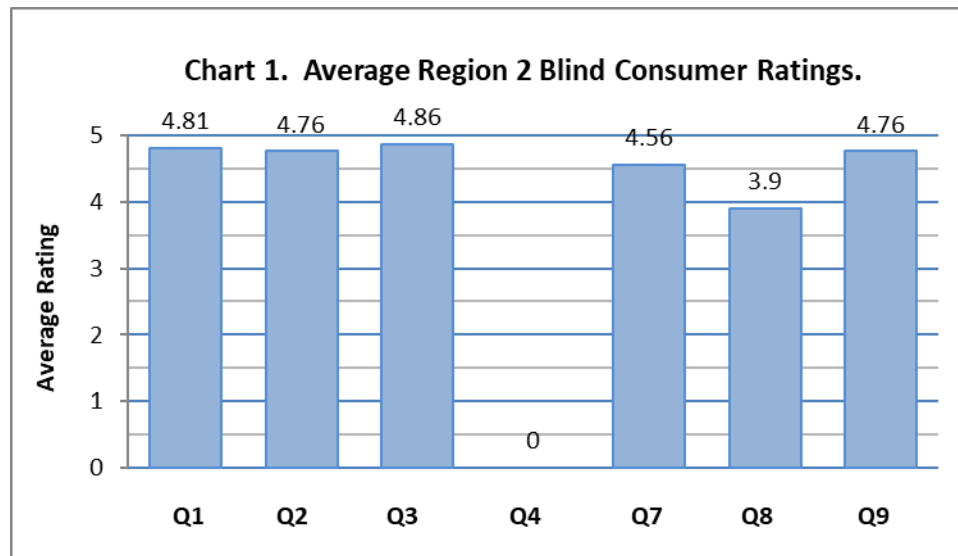


Table 2. Month the case was closed in Region 2.

Month	Number of Consumers	Percent
October	5	23.8
November	12	57.2
December	4	19.0
Total	21	100.0

Table 3. Consumer Status in Region 2.

Status	Number of Consumers	Percent
Closed after successful employment	17	81.0
Closed but not successfully rehabilitated	4	19.0
Total	21	100.0

Answers to Open-ended Questions and Comments*

Blind Consumers

*Only respondents 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 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 (Q5a).

Region 1

- THEY WAS REAL HELPFUL AND HELPED ME ALOT
- HELPED WITH EYE SURGERY IM VERY THANKFUL

Region 2

- EVERYBODY WAS REAL NICE TO ME!
- GLASSES, ETC..
- EYE CLINIC
- MY CASEWORKER AND HER ASSISTANT WAS GREAT, EVERYTHING WENT SMOOTH.
- I HAVE NEVER EXPERIENCE THAT KIND OF KINDNESS BEFORE IN MY LIFE.

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

Region 2

- THE SERVICES IS HORRIBLE, I'M STILL WAITING.

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

Region 1

- DR ____ WAS GREAT
- DR ____
- DR ____ WAS REAL GOOD
- ____ IN NOXUBEE COUNTY WAS AMAZING
- DR ____ WAS GREAT.

Region 2

- DR ____
- MY CASEWORKER WAS GREAT
- MY ____ AND HIS ASSISTANT
- CASEWORKER IN LAUDERDALE COUNTY
- MY CASEWORKER WAS VERY GOOD
- PEARL OFFICE WAS AWESOME
- ____

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

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

Region 1

Region 2

- THEY MADE SURE EVERYTHING WAS ON POINT!
- THE SERVICE WAS HORRIBLE DUE TO THE INEXPERIENCE WORKERS!
- THEY SAVED MY JOB