

**2nd Quarter 2024-2025 VR Consumer
Survey
Report**

April 2025

Introduction

This is the second quarter 2024-2025 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 the second quarter of 2024-2025 (January – March 2025). Each sample is 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, 25 did the interview with 0 refusing. Of the non-blind consumers contacted, 228 completed the interview while 10 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	10	4.4
District 2	29	12.7
District 3	20	8.8
District 4	32	14.0
District 5	21	9.2
District 6	22	9.6
District 7	17	7.5
District 8	19	8.3
District 9	26	11.3
District 10	32	14.0
Total	228	100.0

Table 2. Number of blind consumers interviewed by region.

	Number of Consumers	Percent
Region 1 (Northern)	9	36.0
Region 2 (Southern)	16	64.0
Total	25	100.0

Summary of Consumer Survey Results

2nd Quarter 2024-2025 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.	250	4.78
Q2 The help from the VR staff during the planning of your services.	251	4.74
Q3 The help from the VR staff when you were receiving your VR services.	250	4.75
Q4 The help you received from other agencies or service providers.	29	4.48
Q7 Your employment outcome.	218	4.72
Q8 Employment benefits provided by your new employer.	134	4.29
Q9 Overall, how do you rate the services you received?	252	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.

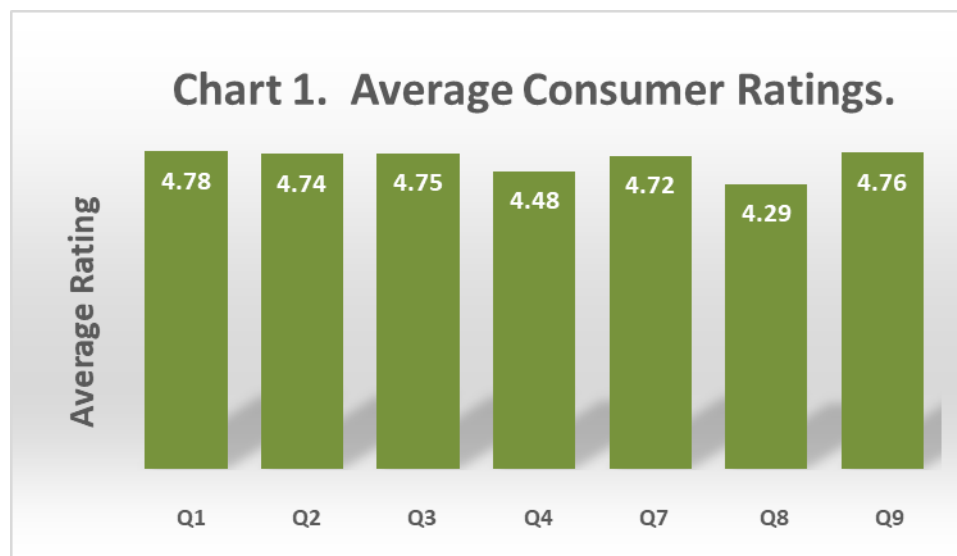


Table 1. Number of Consumers by Type.

Type of Consumer	Number	Percent
Non-Blind	228	90.1
Blind	25	9.9
Total	253	100.0

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
January	86	34.0
February	95	37.5
March	72	28.5
Total	253	100.0

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	196	77.5
Closed but not successfully rehabilitated	57	22.5
Total	253	100.0

Questionnaire

Consumer Questionnaire

For the 2024-2025 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

2nd Quarter 2024-2025 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.	225	4.83
Q2 The help from the VR staff during the planning of your services.	226	4.76
Q3 The help from the VR staff when you were receiving your VR services.	226	4.77
Q4 The help you received from other agencies or service providers.	28	4.46
Q7 Your employment outcome.	200	4.70
Q8 Employment benefits provided by your new employer.	122	4.32
Q9 Overall, how do you rate the services you received?	227	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.

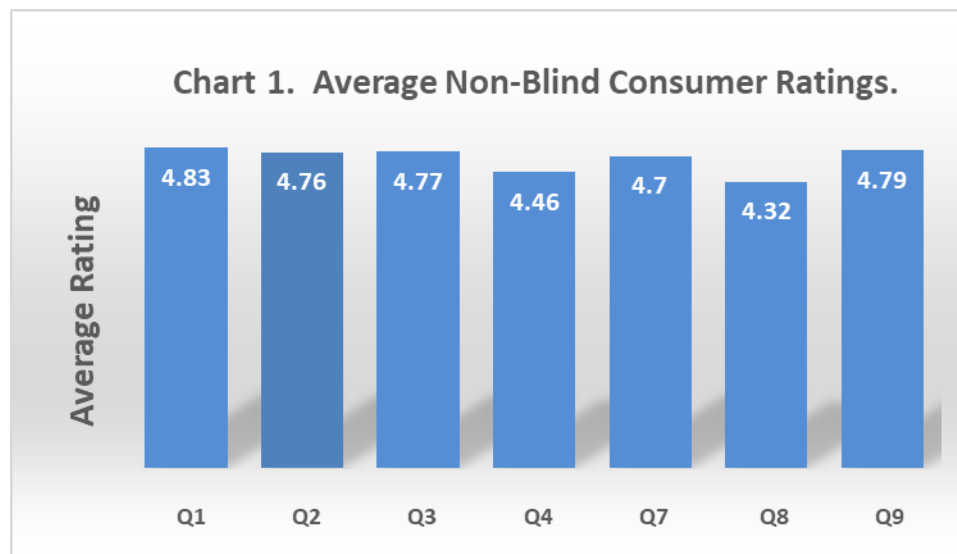


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
January	76	33.3
February	88	38.6
March	64	28.1
Total	228	100.0

Table 3. Client Status

Status	Number of Consumers	Percent
Closed after successful employment	175	76.8
Closed but not successfully rehabilitated	53	23.2
Total	228	100.0

Table 4. Number of Clients Interviewed by District

District	Number of Consumers	Percent
District 1	10	4.4
District 2	29	12.7
District 3	20	8.8
District 4	32	14.0
District 5	21	9.2
District 6	22	9.6
District 7	17	7.5
District 8	19	8.3
District 9	26	11.3
District 10	32	14.0
Total	228	100.0

Non-Blind Consumer Results By District

2nd 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.	10	4.70
Q2	The help from the VR staff during the planning of your services.	10	4.70
Q3	The help from the VR staff when you were receiving your VR services.	10	5.00
Q4	The help you received from other agencies or service providers.	2	5.00
Q7	Your employment outcome.	10	4.90
Q8	Employment benefits provided by your new employer.	5	4.00
Q9	Overall, how do you rate the services you received?	10	5.00

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.

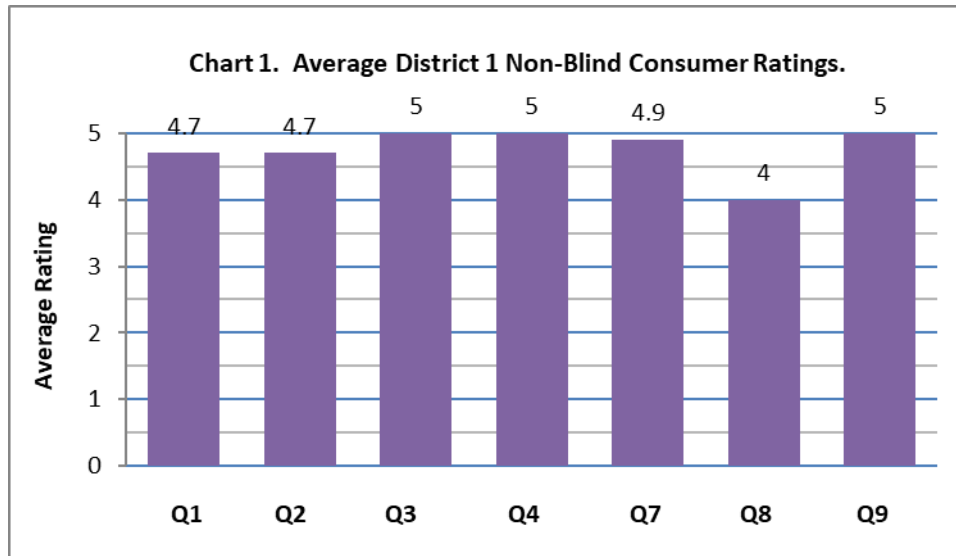


Table 2. Month the case was closed in District 1.

Month	Number of Consumers	Percent
January	5	50.0
February	5	50.0
March	0	0.0
Total	10	100.0

Table 3. Client Status in District 1.

Status	Number of Consumers	Percent
Closed after successful employment	10	100.0
Closed but not successfully rehabilitated	0	0.0
Total	10	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.	28	4.79
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	4.82
Q4	The help you received from other agencies or service providers.	2	4.50
Q7	Your employment outcome.	26	4.77
Q8	Employment benefits provided by your new employer.	12	4.25
Q9	Overall, how do you rate the services you received?	28	4.82

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.

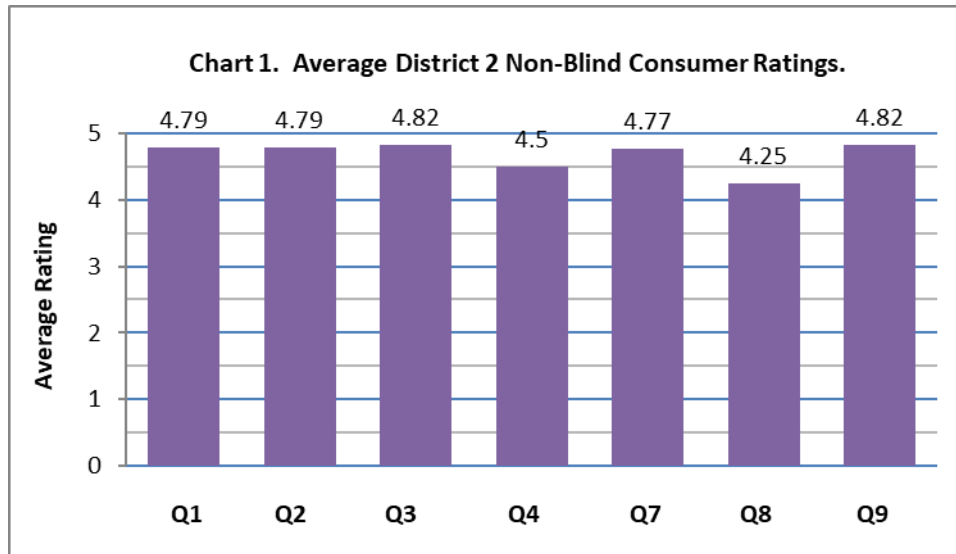


Table 2. Month the case was closed in District 2.

Month	Number of Consumers	Percent
January	18	62.1
February	8	27.6
March	3	10.3
Total	29	100.0

Table 3. Client Status in District 2.

Status	Number of Consumers	Percent
Closed after successful employment	26	89.7
Closed but not successfully rehabilitated	3	10.3
Total	29	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.	20	4.95
Q2	The help from the VR staff during the planning of your services.	20	4.80
Q3	The help from the VR staff when you were receiving your VR services.	20	4.90
Q4	The help you received from other agencies or service providers.	2	4.00
Q7	Your employment outcome.	18	4.50
Q8	Employment benefits provided by your new employer.	10	4.60
Q9	Overall, how do you rate the services you received?	20	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.

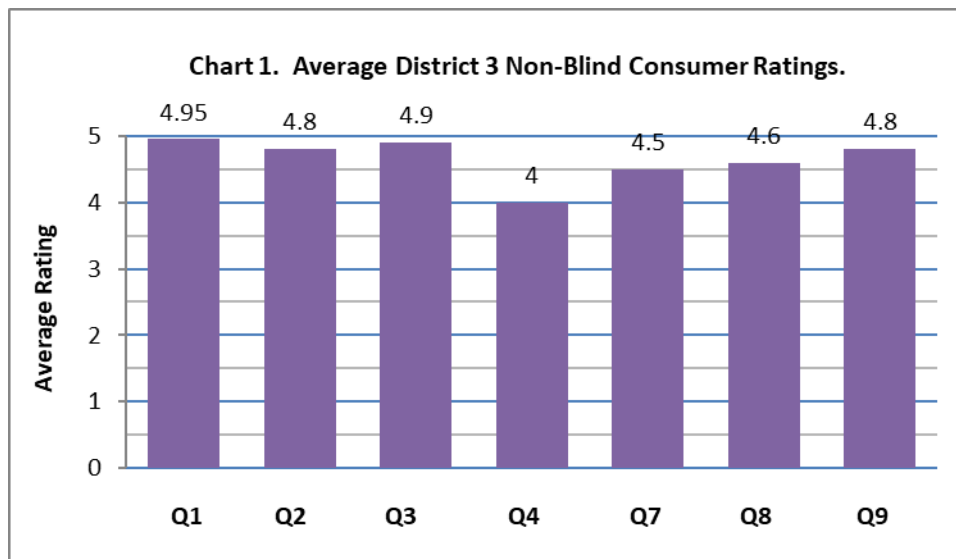


Table 2. Month the case was closed in District 3.

Month	Number of Consumers	Percent
January	5	25.0
February	6	30.0
March	9	45.0
Total	20	100.0

Table 3. Client Status in District 3.

Status	Number of Consumers	Percent
Closed after successful employment	13	65.0
Closed but not successfully rehabilitated	7	35.0
Total	20	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	4.77
Q2	The help from the VR staff during the planning of your services.	32	4.78
Q3	The help from the VR staff when you were receiving your VR services.	32	4.75
Q4	The help you received from other agencies or service providers.	4	4.75
Q7	Your employment outcome.	29	4.69
Q8	Employment benefits provided by your new employer.	18	4.22
Q9	Overall, how do you rate the services you received?	32	4.75

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.

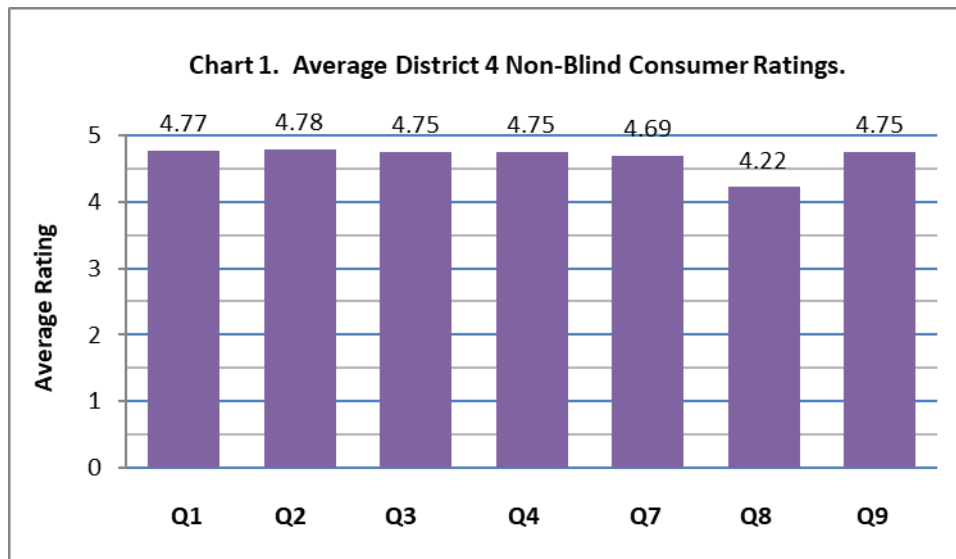


Table 2. Month the case was closed in District 4.

Month	Number of Consumers	Percent
January	12	37.5
February	11	34.4
March	9	28.1
Total	32	100.0

Table 3. Client Status in District 4.

Status	Number of Consumers	Percent
Closed after successful employment	26	81.3
Closed but not successfully rehabilitated	6	18.7
Total	32	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.	21	4.81
Q2	The help from the VR staff during the planning of your services.	20	4.70
Q3	The help from the VR staff when you were receiving your VR services.	20	4.65
Q4	The help you received from other agencies or service providers.	3	4.33
Q7	Your employment outcome.	17	4.18
Q8	Employment benefits provided by your new employer.	12	4.67
Q9	Overall, how do you rate the services you received?	21	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.

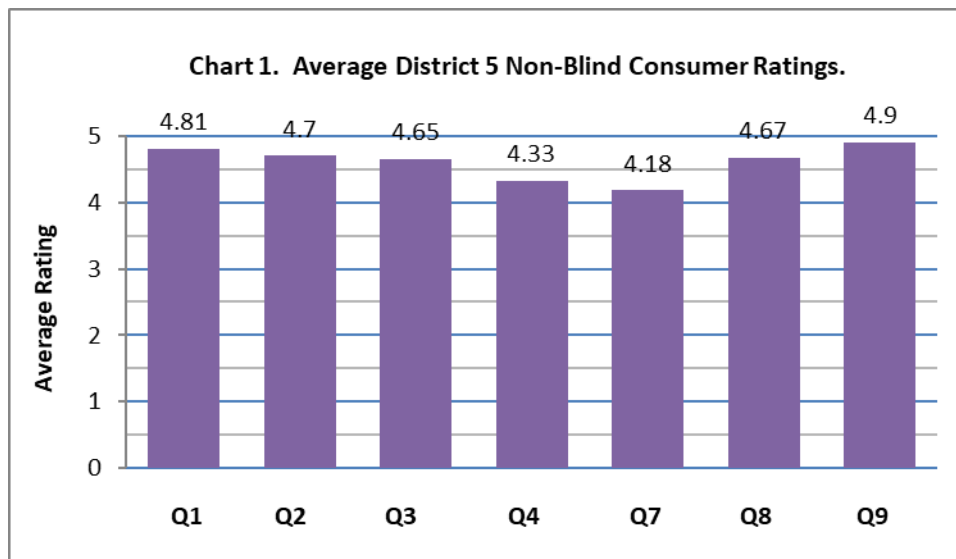


Table 2. Month the case was closed in District 5.

Month	Number of Consumers	Percent
January	4	19.0
February	8	38.1
March	9	42.9
Total	21	100.0

Table 3. Client Status in District 5.

Status	Number of Consumers	Percent
Closed after successful employment	7	33.3
Closed but not successfully rehabilitated	14	66.7
Total	21	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.	22	4.95
Q2	The help from the VR staff during the planning of your services.	22	4.91
Q3	The help from the VR staff when you were receiving your VR services.	22	4.95
Q4	The help you received from other agencies or service providers.	3	5.00
Q7	Your employment outcome.	20	4.90
Q8	Employment benefits provided by your new employer.	12	4.58
Q9	Overall, how do you rate the services you received?	22	4.95

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.

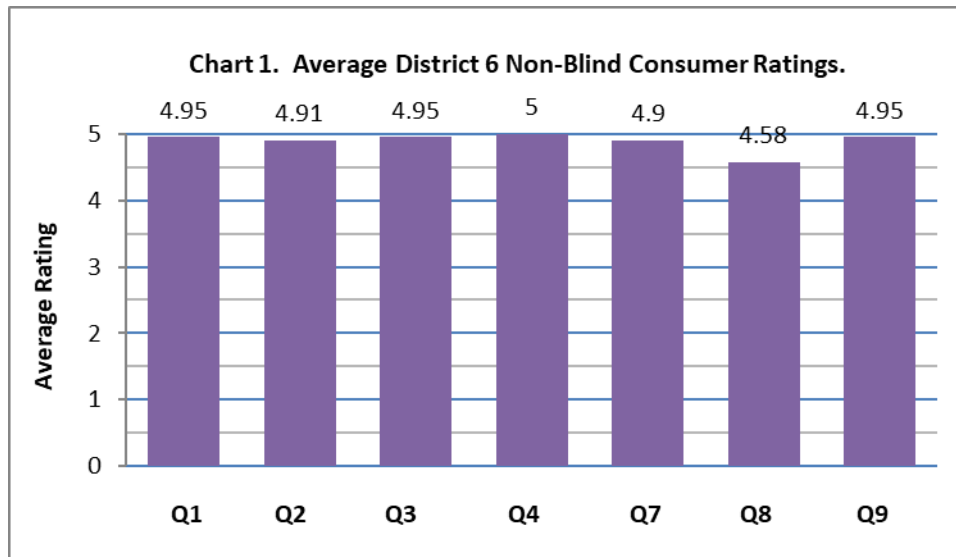


Table 2. Month the case was closed in District 6.

Month	Number of Consumers	Percent
January	10	45.4
February	6	27.3
March	6	27.3
Total	22	100.0

Table 3. Client Status in District 6.

Status	Number of Consumers	Percent
Closed after successful employment	20	90.9
Closed but not successfully rehabilitated	2	9.1
Total	22	100.0

District 7

Table 1. Services ratings by consumers in District 7.

	Number of Consumers	Average Rating (mean)
Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.		
Q1 The help the VR staff provided at the time you applied for VR services.	16	4.50
Q2 The help from the VR staff during the planning of your services.	17	4.47
Q3 The help from the VR staff when you were receiving your VR services.	17	4.47
Q4 The help you received from other agencies or service providers.	2	4.00
Q7 Your employment outcome.	15	4.87
Q8 Employment benefits provided by your new employer.	10	4.40
Q9 Overall, how do you rate the services you received?	17	4.59

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.

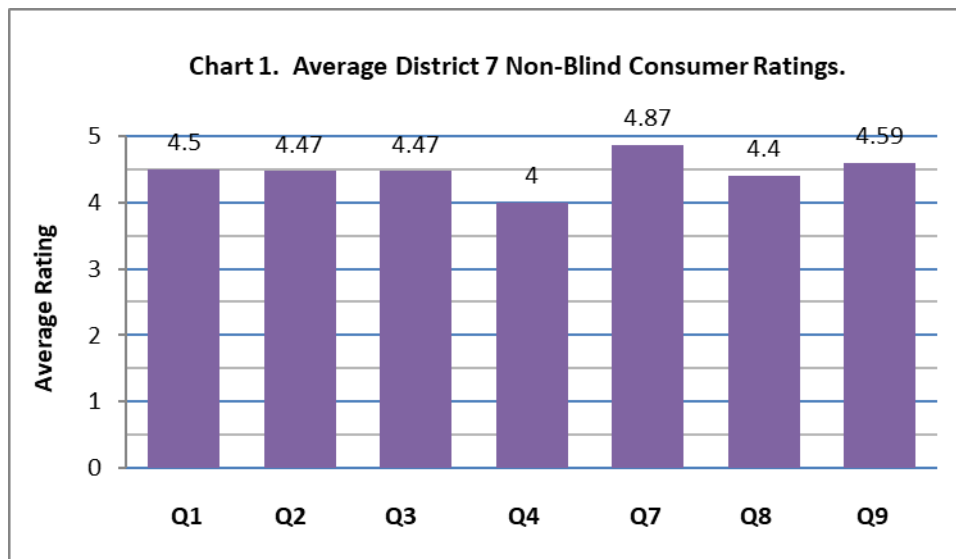


Table 2. Month the case was closed in District 7.

Month	Number of Consumers	Percent
January	4	23.5
February	8	47.1
March	5	29.4
Total	17	100.0

Table 3. Client Status in District 7.

Status	Number of Consumers	Percent
Closed after successful employment	15	88.2
Closed but not successfully rehabilitated	2	11.8
Total	17	100.0

District 8

Table 1. Services ratings by consumers in District 8.

	Number of Consumers	Average Rating (mean)
Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.		
Q1 The help the VR staff provided at the time you applied for VR services.	19	5.00
Q2 The help from the VR staff during the planning of your services.	19	4.84
Q3 The help from the VR staff when you were receiving your VR services.	19	5.00
Q4 The help you received from other agencies or service providers.	0	0.00
Q7 Your employment outcome.	16	5.00
Q8 Employment benefits provided by your new employer.	11	4.91
Q9 Overall, how do you rate the services you received?	19	4.95

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.

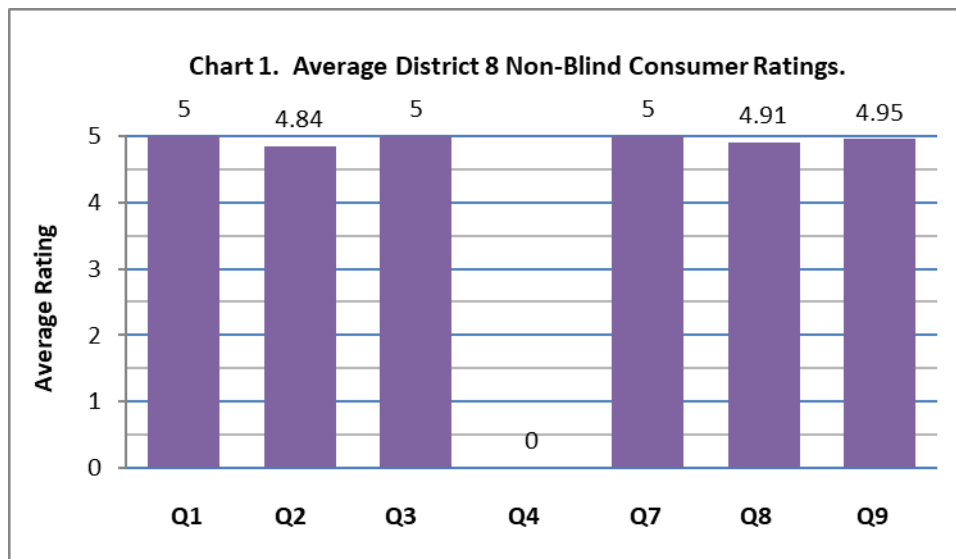


Table 2. Month the case was closed in District 8.

Month	Number of Consumers	Percent
January	3	15.8
February	9	47.4
March	7	36.8
Total	19	100.0

Table 3. Client Status in District 8.

Status	Number of Consumers	Percent
Closed after successful employment	15	78.9
Closed but not successfully rehabilitated	4	21.1
Total	19	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.	26	4.69
Q2	The help from the VR staff during the planning of your services.	26	4.50
Q3	The help from the VR staff when you were receiving your VR services.	26	4.42
Q4	The help you received from other agencies or service providers.	4	3.75
Q7	Your employment outcome.	21	4.29
Q8	Employment benefits provided by your new employer.	17	3.47
Q9	Overall, how do you rate the services you received?	26	4.35

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.

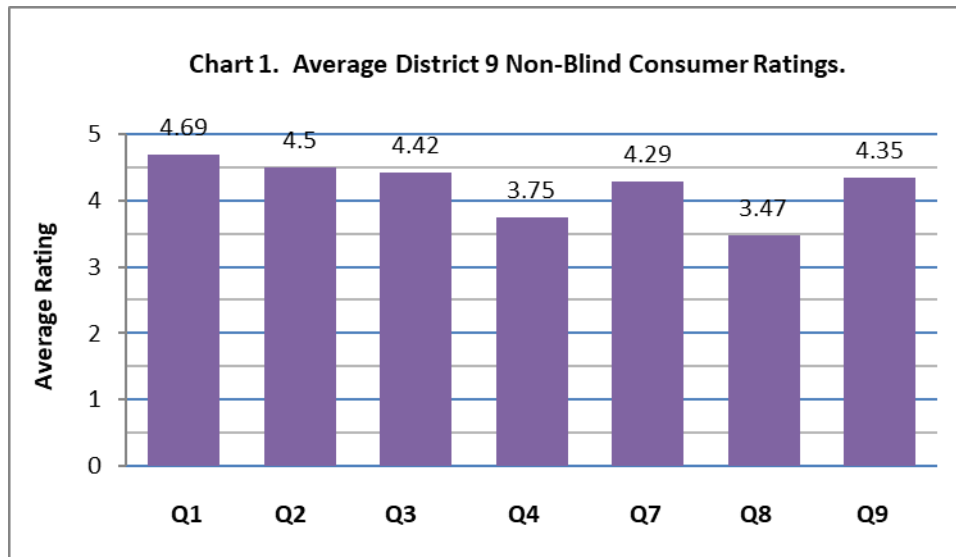


Table 2. Month the case was closed in District 9.

Month	Number of Consumers	Percent
January	4	15.4
February	13	50.0
March	9	34.6
Total	26	100.0

Table 3. Client Status in District 9.

Status	Number of Consumers	Percent
Closed after successful employment	17	65.4
Closed but not successfully rehabilitated	9	34.6
Total	26	100.0

District 10

Table 1. Services ratings by consumers in District 10.

	Number of Consumers	Average Rating (mean)
Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.		
Q1 The help the VR staff provided at the time you applied for VR services.	32	4.97
Q2 The help from the VR staff during the planning of your services.	32	4.97
Q3 The help from the VR staff when you were receiving your VR services.	32	4.84
Q4 The help you received from other agencies or service providers.	6	4.67
Q7 Your employment outcome.	28	4.93
Q8 Employment benefits provided by your new employer.	15	4.40
Q9 Overall, how do you rate the services you received?	32	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.

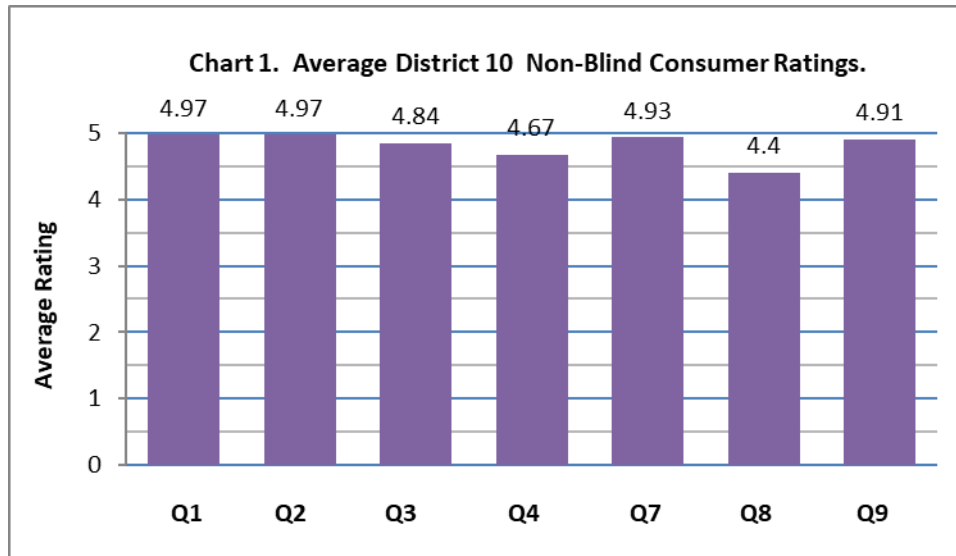


Table 2. Month the case was closed in District 10.

Month	Number of Consumers	Percent
January	11	34.4
February	14	43.8
March	7	21.8
Total	32	100.0

Table 3. Client Status in District 10.

Status	Number of Consumers	Percent
Closed after successful employment	26	81.3
Closed but not successfully rehabilitated	6	18.7
Total	32	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 (Q5a).

District 1

- COMMUNICARE HAS THEIR THERAPIST AND DOCTOR, AND THEY HELPED OUT A LOT.
- VERY HELPFUL IN WALKING HER THROUGH THE PROCESS AND FOLLOWING UP, VERY EFFICIENT.
- EVERYTHING WAS GREAT.

District 2

- HEARING AIDS
- EVERYTHING HE DEALT WITH WAS GOOD AND PROFESSIONAL.
- COULDN'T HAVE BEEN BETTER.
- EVERYTHING FROM THE BEGINNING WAS TOP NOTCH.
- VERY SWEET

District 3

- PTA
- EVERYTHING WAS GREAT.
- DENTON HOUSE
- THEY REACHED OUT AND CHECKED ON HER QUITE OFTEN. EVERYTHING WAS GOOD.

District 4

- APPRECIATIVE OF THE HELP AND WITH FINANCIAL HELP FOR HEARING AIDS
- HEARING AID SERVICES
- ALWAYS HELPED WITH WHAT WAS NEEDED TO GUIDE HIM TO THE NEXT STEP, STAYED IN TOUCH WELL. KEPT HIM ON TRACK.
- ENT
- EVERYTHING THEY DID WAS GREAT, THEY WERE VERY HELPFUL AND EXPLAINED EVERYTHING VERY WELL. THEY WERE VERY NICE; HE COULDN'T HAVE DONE IT WITHOUT THEM.

District 5

- THEY WERE REALLY HELPFUL, EVEN AFTERWARDS THEY STILL CALLED AND DID A FOLLOW-UP.
- GOODWILL EMPLOYED ME
- THE STAFF WAS VERY FRIENDLY AND HELPFUL.
- GLAD IT WAS AVAILABLE.

District 6

- VERY HELPFUL GETTING THINGS SET UP.
- WHOLE PROCESS WAS SUPER EASY.

- EVERYTHING WENT VERY GOOD AND SMOOTH.

District 7

- MAJORITY OF HEARING AID COST WAS COVERED.
- THEY WERE VERY HELPFUL.
- EVERYTHING WAS GOOD!
- THEY WERE REAL HELPFUL WITH THE FINANCES.
- _____

District 8

- ACCESS TO MEDICAL CARE, DOES NOT REMEMBER WHO HELPED.
- IT WAS ALL GOOD
- THEY WERE A BIG HELP WITH SCHEDULING.
- VERY EFFICIENT

District 9

- GETTING MY HEARING AIDS
- GENERAL GOOD SERVICES THROUGHOUT ENTIRE DEPARTMENT. HELP FROM AUDIOLOGIST.
- THEY GOT HIM TAKEN CARE OF REALLY WELL.
- VERY HELPFUL AND UNDERSTANDING.
- REALLY GOOD AT EXPLAINING THE PROCESS ON HOW TO GET ASSISTANCE.
- TUITION ASSISTANCE AND TRANSPORTATION
- LIFE-SAVING ASSISTANCE
- _____

District 10

- COASTAL HEARING CENTER
- EVERYONE WAS VERY NICE AND HELPFUL.
- EVERYTHING WAS GREAT; EVERYONE THEY RECOMMENDED WAS GREAT. THEY DID A GREAT JOB.
- _____ DID A REALLY GOOD JOB AND FOLLOWED UP WELL.
- EVERYTHING WENT EXACTLY AS THEY EXPLAINED IT.
- PEOPLE WERE ATTENTIVE, AND THEY DID THEIR WORK QUICKLY.
- EVERYTHING WAS GOOD
- THEY DID A GREAT JOB EXPLAINING EVERYTHING.
- THE CASE MANAGER KEPT CALLING TO CHECK IN.
- IT WAS ALL GOOD, PUNCTUALITY OF MEETINGS AND FOLLOW-UPS WERE VERY 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

District 2

- THEY COULD'VE WORKED A LITTLE HARDER TO HELP ME FIND A JOB.
- HIS WIFE HAS HAD TROUBLE WORKING WITH THEM. THEY NEVER GOT HER STUFF STRAIGHTENED OUT. WENT ABOUT FIVE DIFFERENT TIMES. IT'S OK NOW BUT THAT WAS GOING ON FOR 6-7 MONTHS.
- I WORK IN OR, EVERY TIME I WOULD GO I WOULD HAVE TROUBLE HEARING DUE TO THE BACKGROUND NOISE. I WOULD GO TO GET THEM CHECKED AND IT WOULD BE ONE-ON-ONE AND WOULD BE FINE TO HEAR. DISPARITIES IN TESTING VS. REAL EXPERIENCES. I HAVE 3 DIFFERENT SETTINGS -- SETTING 3 IS SURROUNDING, BUT IT IS NOT PERFECT. I HAVE NO PROBLEMS WITH THE STAFF OR HEARING AIDS.
- FEE THEY MADE YOU PAY AT EACH ADJUSTMENT

District 3

- MORE RESOURCES AVAILABLE TO HIM, AND HE EXPRESSED HIS INTEREST (SUCH AS GETTING HELP PAYING FOR HIS FIRST FEW MONTHS RENT) BUT HE KEPT NOT HEARING BACK ABOUT HIS REQUESTS.
- SECONDARY PROGRAMS

District 4

District 5

- NOT STAYING IN CONTACT. SAID THEY CALLED BUT SHE DIDN'T HAVE A CALL FROM THEM
- HE STARTED USING THEM SO HE COULD KEEP WORKING DESPITE BAD PROBLEMS WITH HIS BACK, THEY HAD TO AMPUTATE HIS LEG AND EH FILED FOR DISABILITY AND HE GOT CUT OFF. THERE HAS TO BE SOMETHING TO FILL IN THE GAP. HE HAS NO RESPONSE FROM SOCIAL SECURITY, HE'S FALLEN IN THE GAPS AND IT'S TAKING A LOT TIME TO HEAR BACK. HIS LEG WAS AMPUTATED LAST MAY AND HE HAS STILL NOT HEARD BACK.
- STARTING OUT THE LADY WHO WAS THERE AT FIRST WAS NOT THERE AT THE END, SHE WAS VERY FORGETFUL. FUSSED AT CLIENT FOR SOMETHING SHE HADN'T DONE, SHE INTENDED TO CALL SOMEONE ELSE
- THEY SET UP EVERYTHING BUT ENDED UP NOT PAYING ANYTHING
- THE PEOPLE THAT SENT HIM TO MDRS DIDN'T DO IT ALL CORRECT

District 6

District 7

- HARD TO CONNECT WITH THEM AT FIRST. THEY LET GO OF THE PERSON WHO DID THE HEARING AIDS IN MERIDIAN, SHE HAD TO WORK WITH SOMEONE IN LOUISVILLE AND GO UP TO HER. ONCE THEY GOT CONNECTED IT WAS FINE
- CASE WORKERS SWITCHED IN THE MIDDLE OF HIS CASE

District 8**District 9**

- NEUROLOGIST PROVIDED BY VOCATIONAL SERVICES BOTCHED SURGERY. HE IS NOT RECEIVING ANY DISABILITY FOR HIS INJURIES AND HAS NO WAY OF RECOVERING. VERY UNSATISFIED WITH THE VR SERVICES IN GENERAL

District 10

- THEY HAVE A POLICY WHERE YOU CAN ONLY CHANGE YOUR MAJOR A CERTAIN AMOUNT OF TIMES BUT THEY NEVER MADE IT CLEAR TO HER, AND THEN KEPT GOING BACK ON THEIR WORD. SAYING ONE THING AND THEN SAYING ANOTHER THING. IT WAS MESSY AND PUT HER BACK A LOT. PUT HER BACK A WHOLE SEMESTER IN SCHOOL.

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

District 1

- _____, HER CASEWORKER
- _____

District 2

- _____
- HEARING SERVICES OF TUPELO. ORTHOPEDIC SPECIALTY SERVICES
- _____ AND _____
- _____ WAS GREAT IN HELPING WITH HIS HEARING AIDS.
- _____ SHE WAS SUPER DURING THE WHOLE PROCESS!
- _____, CLIENT SAW HER IN ALCORN COUNTY, BUT SHE WAS IN TUPELO A LOT OF THE TIME.
- _____
- _____
- THERE WAS A WOMAN THERE WHO HELPED ME LEARN EVERYTHING.
- HEARING AIDS SERVICES

District 3

- DR _____, DR _____
- _____ WAS GREAT
- DELTA HEARING SERVICES
- _____ AND _____
- _____ "WENT ABOVE AND BEYOND THE CALL OF DUTY". SHE WAS ABSOLUTELY AMAZING.
- _____
- LADY IN MY HOMETOWN _____
- DR _____ IN THE JACKSON OFFICE
- _____ AT DENTON HOUSE
- THE STAFF WAS WONDERFUL.
- _____

District 4

- CAN'T REMEMBER HER NAME BUT THE LADY AT THE HEARING CENTER.
- _____ WAS VERY HELPFUL.
- EAR NOSE AND THROAT CLINIC IN COLUMBUS
- _____
- _____
- _____ IN COLUMBUS HELPED A LOT.
- THE LADY THAT HELPED ME WAS SUPER NICE, HER NAME IS _____
- _____ AND _____ WAS VERY GOOD TO ME.
- _____ WAS VERY HELPFUL.
- EVERYBODY IN WEBSTER COUNTY
- ENT IN TUPELO DR. _____ WAS GREAT.
- ENT IN TUPELO
- _____

District 5

- DR _____
- LADIES IN THE VICKSBURG OFFICE WERE NICE AND HELPFUL. THEY HAD A MIX-UP ONCE WHERE THEY CHANGED SUPERVISORS AND IT TOOK A WHILE TO STRAIGHTEN OUT AFTER THAT, BUT THEY ALWAYS DID WHAT THEY COULD. ALL THE ISSUES HE HAD WERE ABOVE THEIR LEVEL.
- ELITE PHYSICAL THERAPY
- _____ WAS AWESOME
- _____
- _____ IN CHARGE OF MY CASE AND SHE WAS VERY GOOD.

District 6

- _____ AT HEARING AID OFFICE
- _____ AND CASE MANAGERS AT THAT FACILITY
- _____ IN HEARING AIDS OFFICE
- _____
- HEARING AID DR AND HIS NURSE
- _____
- MY CASEWORKER WAS GREAT
- DOCTOR BRANTLEY'S AUDIOLOGIST
- _____
- METHODIST CENTER
- LADY WAS GREAT AND KEPT ME UPDATED.
- THE AUDIOLOGIST WAS EXCELLENT.

District 7

- _____ FROM LOUISVILLE, BOTH LADIES IN THAT OFFICE WERE NICE.
- _____
- _____ IN LAUDERDALE COUNTY
- ENT IN LAUREL. DR. _____

- _____ IN HEARING AIDS OFFICE
- _____ WAS GREAT!
- A FEW LADIES IN LOUISVILLE

District 8

- SAME ORGANIZATION THAT HELPED WITH MEDICAL CARE (SHOTS)
- _____
- HOME HEALTH PERSON DID A GREAT JOB.
- _____
- AUDIBLE HEARING IN HATTIESBURG
- MY CASEWORKER WAS AWESOME.
- _____ AT THE COLUMBIA LOCATION
- EVERYONE WAS VERY PROFESSIONAL.
- _____, THE CONTACT PERSON HE DEALT WITH IN MCCOMB.
- SOUTHWEST MEDICAL IN MCCOMB
- NP _____, DR _____

District 9

- _____; GENERAL CASE WORKER
- THE PEOPLE IN LAUREL WERE GREAT.
- _____ WAS EXCELLENT.
- PERSON OVER HIS CASE WAS VERY HELPFUL.
- DR STEVENS OFFICE WAS EXCELLENT
- _____
- _____
- EAR NOSE AND THROAT TOLD ME ABOUT THE ISSUE.
- CHANGED MULTIPLE COUNSELORS.

DISTRICT 10

- DR _____
- _____ WAS GREAT.
- DR. _____
- _____ IN GULFPORT
- _____ AT PICAYUNE
- THE CASEWORKER WHO DID HER INTAKE, _____ WAS GOOD AS WELL. SHE RECOMMENDED HER CASEWORKER.
- COASTAL HEARING SERVICES
- WIN JOB CENTER
- THE PERSON WHO HELPED WITH HIS HEARING.
- _____ - AUDIOLOGIST
- _____
- _____, SHE NO LONGER WORKS THERE.
- HATTIESBURG CLINIC DR _____
- _____

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

- _____ WAS HIS CASEWORKER, SHE'S THE ONE WHO DIDN'T GET BACK TO HIM ABOUT ANYTHING HE ASKED ABOUT. HE KNEW THEY WERE THINGS THE STATE OF MISSISSIPPI OFFERED, SO HE WONDERS WHY SHE DIDN'T ANSWER HIS QUESTIONS ABOUT IT. SHE WAS QUICK TO GET HER QUOTA MET AND THAT'S ALL SHE DID. WHEN HE ACTUALLY NEEDED HELP, SHE WAS "NOWHERE TO BE FOUND".
- A LADY THAT _____ WAS TRAINING HAD AN ISSUE, BUT THE CLIENT CALLED AND GOT PUT BACK WITH _____. THE PERSON BEING TRAINED WASN'T READY.

District 4

District 5

- UMMC STAFF

District 6

District 7

District 8

District 9

- DR. _____

District 10

- HAD PROBLEMS WITH OCEAN SPRINGS HOSPITAL, ENDED UP SWITCHING HOSPITALS.
- _____, SHE WAS THE ONE WITH ALL THE PROBLEMS.
- HUMANNA

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

District 1

- VERY EASY TO FOLLOW PROCESS.
- MY COUNSELOR WAS EASY TO REACH.

District 2

- VERY HELPFUL. SATISFIED WITH EXPERIENCE. CONFUSING WAITING ROOM
- Y'ALL NEED TO GIVE _____ A GOLD MEDAL. SHE WAS EXCELLENT. I WOULD GIVE HER 10/5 IF I COULD.
- HIS EXPERIENCE WAS FINE, HIS WIFE HAD TROUBLE WITH THEM.
- A LOT OF PEOPLE DO NOT KNOW ABOUT THESE SERVICES. I FOUND OUT THROUGH SOMEONE ELSE. I THINK IT WOULD BE BENEFICIAL FOR THE STATE, IF MORE PEOPLE WERE MADE AWARE OF THESE SERVICES.
- EVERYONE WAS WONDERFUL. MY ONLY PROBLEM IS ADJUSTING THE SETTINGS ON MY DEVICE. EVERYONE THERE WAS SUPER HELPFUL.
- NONE OTHER THAN THE SERVICE FEE THEY MAKE YOU PAY IS NOT GOOD.
- _____ WAS GREAT
- I'VE ALWAYS HAD GOOD EXPERIENCES WITH THEM EVERY YEAR I'VE HAD TO DEAL WITH THEM.
- IT WAS WONDERFUL. THEY WERE SO HELPFUL. I AM SO APPRECIATIVE. THERE WAS A LADY THERE, BUT I CANNOT REMEMBER HER NAME. SHE WAS WONDERFUL AND SO CARING AND HELPFUL.

District 3

- CASE WORKER WAS VERY TIMELY AND HELPFUL. VERY SATISFIED
- THEY GOT HIM THROUGH IT, BUT NO SUPPORT ONCE HE WAS OUT OF THE PROGRAM.
- _____ AND THE CLIENT HAD NO PROVIDERS FOR VOC REHAB TO HELP CLIENT WITH HER SURGERY, CLIENT WAS PROACTIVE AND _____ HELPED HER FIND SOMEONE THAT WOULD HELP. NOW THEY HAVE A FACIAL SURGEON IN THE STATE OF MS WHO IS A PROVIDER FOR VOC REHAB. AND THIS IS HOW _____ WENT ABOVE AND BEYOND. CLIENT IS SO PLEASED, _____ WAS A "GUARDIAN ANGEL". CLIENT IS AN ADVOCATE FOR VOC REHAB.
- EVERYTHING WAS WONDERFUL, NO COMPLAINTS.

District 4

- EVERYBODY WAS REALLY NICE AND EXPLAINED EVERYTHING VERY WELL. THERE WERE NO PROBLEMS.
- _____ WAS EXCEPTIONAL WITH HER SERVICES. THEY ALWAYS RESPONDED TO CALLS QUICKLY AND WERE SUPER HELPFUL. BOTH DEPARTMENTS I INTERACTED WITH WERE PERFECT.
- VERY PROFESSIONAL, TOP NOTCH. THEY ALWAYS TOLD HIM THE TRUTH, VERY UPFRONT AND CORDIAL.

District 5

- PLEASE STAY IN TOUCH BETTER.
- BUCKNER PROSTHETICS BASICALLY GAVE HIM A LEG BECAUSE HE WAS GETTING NO HELP FROM ANYWHERE ELSE. MEDICAID SAID HE WAS NOT DISABLED EVEN THOUGH HE HAS NO BACK AND A MISSING LEG. THE LADIES AT THE VICKSBURG OFFICE WERE GREAT, BUT HE HAD TO STOP RECEIVING HELP FROM THEM WHEN HE WAS NO LONGER ABLE TO WORK.
- VICKSBURG OFFICE WAS VERY KIND AND NICE.
- NONE. SHE DID NOT HAVE ANY NEGATIVE EXPERIENCES.
- IT WAS A VERY GOOD EXPERIENCE. THERE WERE TWO LADIES WHO WORKED WITH ME, AND THEY WERE VERY GOOD. THEY WERE VERY HELPFUL.
- KEEP UP THE HARD WORK.

District 6

- DID NOT PROVIDE TUITION ASSISTANCE BUT STILL SATISFIED.
- EVERYONE WAS VERY NICE AND EVERYTHING WORKED OUT WELL.
- EVERYTHING WENT SMOOTHLY. I HAD NO COMPLAINTS. THE FIRST WOMAN I INTERACTED WITH WAS SUPER HELPFUL. I DON'T REMEMBER HER NAME EXACTLY, IT WASN'T _____, BUT SOMETHING SIMILAR.

District 7

- EVERYONE WAS HELPFUL. I REALLY APPRECIATE IT.
- NO, I JUST DIDN'T KNOW WHAT THEY WERE INITIALLY. THEY WERE GREAT.

District 8

- THEY WERE VERY HELPFUL.
- THEY HAD VERY GOOD SERVICE, VERY GOOD FOLLOW-UP
- GOT EXCELLENT SERVICE.
- THEY WERE WONDERFUL.

District 9

- VOCATIONAL REHAB BANKS ON THE PERSON GOING BACK TO WORK. IN HIS SITUATION, WHERE HE CANNOT WORK, HE THINKS THERE SHOULD BE RESOURCES FOR SITUATIONS LIKE THIS.
- THEY WEREN'T ACTIVE IN PROVIDING SERVICES, HAD GOOD INTENTIONS BUT HE GOT NO FEEDBACK OR SERVICES. AND THEN AT THE END THEY WANTED HIM TO FILL OUT A FORM AS IF THEY'D ACTUALLY HELPED HIM. HE GOT THE JOB ON HIS OWN.
- VERY GREAT AND HELPFUL, GOT WHAT HE NEEDED DONE.
- _____ WAS HELPFUL.
- THEY WERE GREAT.
- _____ AND THE WOMAN WHO TOLD ME ABOUT THE ISSUE WERE AMAZING. THEY WENT ABOVE AND BEYOND. I DID NOT HAVE ANY NEGATIVE EXPERIENCES WITH ANYONE.
- THEY WERE ALL GREAT. I AM BEYOND GRATEFUL FOR THE HELP I RECEIVED. I DO NOT UNDERSTAND THE REASON FOR THE TURNOVER IN COUNSELORS, BUT THEY WERE WONDERFUL.

District 10

- THEY SWITCHED CASE WORKERS ON HIM, BUT EVERYONE WAS GOOD.
- THEY APPRECIATE EVERYTHING EVERYONE DID.
- THEY DID A GREAT JOB, KEEP UP THE GOOD WORK.
- THANKS FOR THE HELP
- THEY WERE VERY EFFICIENT AND SHE GOT HER HEARING AIDS QUICKLY, THEY FOLLOWED THROUGH VERY WELL. SHE WOULD RECOMMEND THEIR SERVICES TO ANYONE
- VERY IMPRESSED WITH THE WHOLE PROCESS
- WONDERFUL EXPERIENCE
- THE FIRST PART WAS REALLY GOOD BUT THE SECOND PART WAS REALLY BAD.
- HE IS THANKFUL.

Blind Consumer Results

2nd Quarter 2024-2025 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 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.

	Number of Consumers	Average Rating (mean)
Rate the following items on a scale of 1 to 5, with 1 being very bad and 5 being very good.		
Q1 The help the VR staff provided at the time you applied for VR services.	25	4.36
Q2 The help from the VR staff during the planning of your services.	25	4.56
Q3 The help from the VR staff when you were receiving your VR services.	24	4.54
Q4 The help you received from other agencies or service providers.	1	5.00
Q7 Your employment outcome.	18	4.89
Q8 Employment benefits provided by your new employer.	12	4.00
Q9 Overall, how do you rate the services you received?	25	4.52

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.

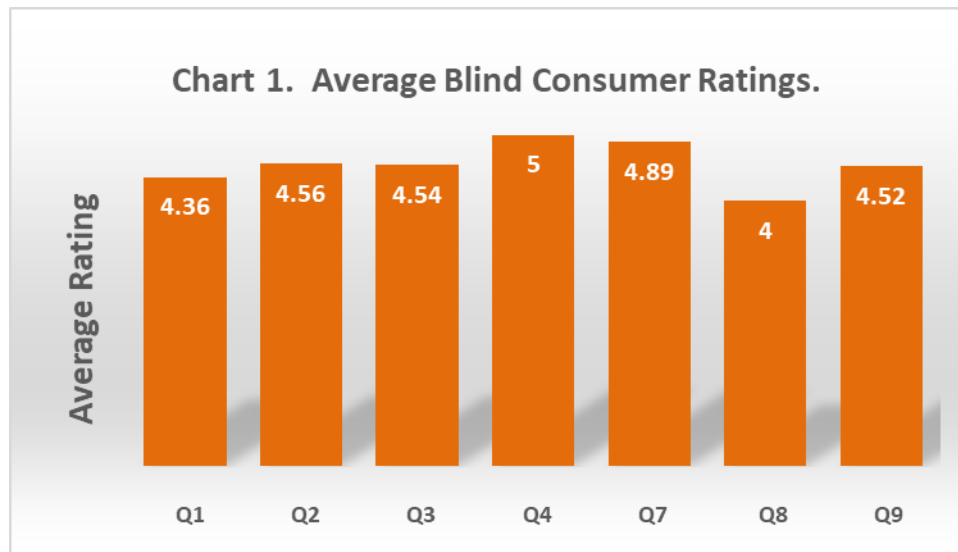


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
January	10	40.0
February	7	28.0
March	8	32.0
Total	25	100.0

Table 3. Client Status

Status	Number of Consumers	Percent
Closed after successful employment	21	84.0
Closed but not successfully rehabilitated	4	16.0
Total	25	100.0

Table 4. Number of Consumers Interviewed by Region

Region	Number of Consumers	Percent
Region 1 (Northern)	9	36.0
Region 2 (Southern)	16	64.0
Total	25	100.0

Blind Consumer Results By Region

2nd Quarter 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.	9	5
Q2	The help from the VR staff during the planning of your services.	9	5
Q3	The help from the VR staff when you were receiving your VR services.	9	5
Q4	The help you received from other agencies or service providers.	1	5
Q7	Your employment outcome.	8	5
Q8	Employment benefits provided by your employer.	5	5
Q9	Overall, how do you rate the services you received?	9	5

* This item did not apply to any of these respondents.

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.

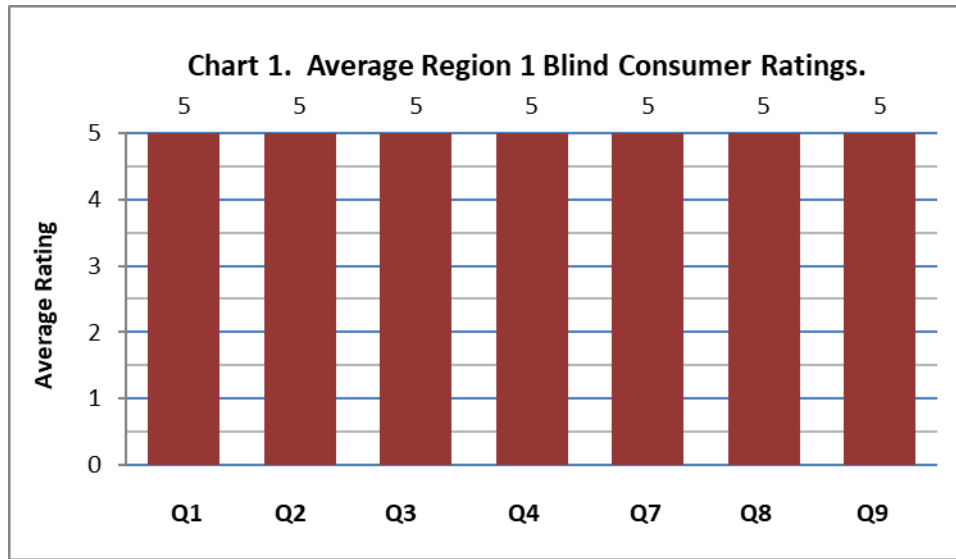


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
January	3	33.3
February	2	22.2
March	4	44.5
Total	9	100.0

Table 3. Consumer Status

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.

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.	16	5
Q2 The help from the VR staff during the planning of your services.	16	5
Q3 The help from the VR staff when you were receiving your VR services.	15	5
Q4 The help you received from other agencies or service providers.	0	0
Q7 Your employment outcome.	10	5
Q8 Employment benefits provided by your employer.	7	5
Q9 Overall, how do you rate the services you received?	16	5

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.

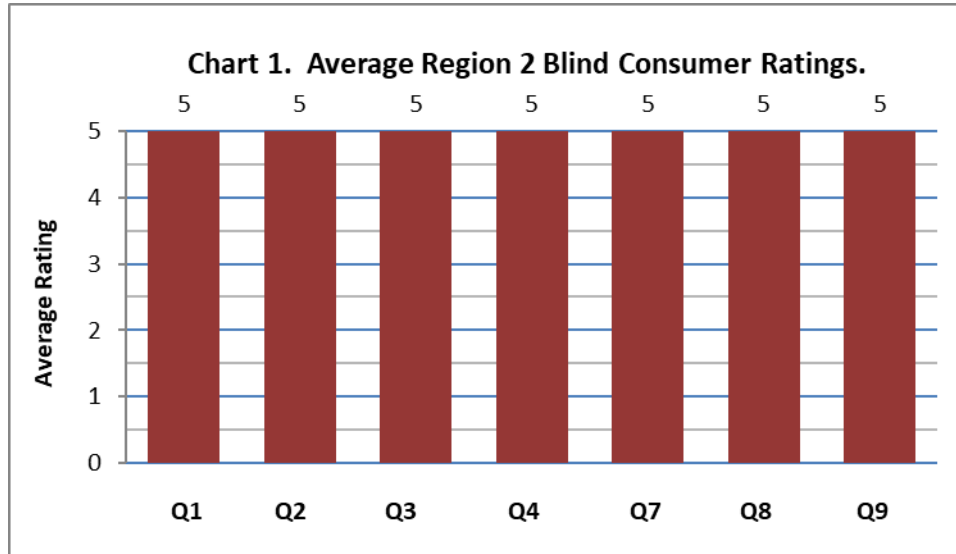


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
January	7	43.8
February	5	31.2
March	4	25.0
Total	16	100.0

Table 3. Consumer Status

Status	Number of Consumers	Percent
Closed after successful employment	12	75.0
Closed but not successfully rehabilitated	4	25.0
Total	16	100.0

Answers to Open-ended Questions and Comments*

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 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 REALLY HELPED ME

Region 2

- FIRST COUNSELOR WAS NOT A POSITIVE EXPERIENCE BUT EVERYONE ELSE WAS VERY SUPPORTIVE.
- EVERYTHING WAS GOOD BUT NEEDED I MORE TRAINING WITH THE IPAD THEY GAVE ME.
- THEY DO REALLY GOOD WITH COMMUNICATION THROUGH THE WHOLE PROCESS AND AFTERWARDS. VERY HANDS-ON

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

- SERVICES WAS INCOMPLETE
- "HATTIESBURG HAS THE WORST EVER ENVIRONMENT". SHE WENT THROUGH NINE DIFFERENT CASE WORKERS.

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

Region 1

- MY CASEWORKER _____ WAS GREAT
- _____
- _____
- _____ IN WASHINGTON COUNTY OFFICE WAS AWESOME
- DR _____

Region 2

- _____ WAS THE SOCIAL WORKER, COULDN'T HAVE ASKED FOR BETTER. SHE DID EVERYTHING SHE COULD TO HELP HIM.
- ALL THE DOCTORS WERE GREAT.
- _____ WAS VERY AWESOME.
- HOSPITAL SERVICES WAS GREAT
- ONLY ONE LADY GOT ALL THE INFORMATION AND DID WELL, BUT THEN SHE WAS GONE. THERE WERE SIX MORE AFTER HER.
- DR _____ AND _____

- MEDTRONIC REP WAS HELPFUL.
- _____ WAS GOOD.
- REHAB CENTER IN BRANDON

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

- VR REHEB DIDN'T FINISH MY CASE BEFORE CLOSING MY FILE
- _____ WAS THE COUNSELOR WHO WAS NOT THE MOST HELPFUL.

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

Region 1

Region 2

- _____ WENT OVER AND ABOVE TRYING TO HELP HIM.
- EVERYBODY WAS VERY NICE AND HELPFUL, COULDN'T ASK FOR BETTER.
- SOMEONE REALLY NEEDS TO LOOK INTO WHY THEY CAN'T KEEP ANY CASE WORKERS THERE AT HATTIESBURG. SOMETHING IS WRONG!