

**3<sup>rd</sup> Quarter 2024-25 VR Consumer Survey  
Report**

**July 2025**

## Introduction

This is the third quarter 2024-25 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 third quarter of 2024-25 (April – June 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 non-blind consumers contacted, 218 did the interview with 3 refusing. Of the blind consumers contacted, 35 completed the interview while 2 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	19	8.7
District 2	17	7.8
District 3	28	12.8
District 4	24	11.0
District 5	17	7.8
District 6	22	10.1
District 7	21	9.6
District 8	12	5.6
District 9	37	17.0
District 10	21	9.6
Total	218	100.0

Table 2. Number of blind consumers interviewed by Region.

	Number of Consumers	Percent
Region 1 (Northern)	16	45.7
Region 2 (Southern)	19	54.3
Total	35	100.0

# Summary of Consumer Survey Results

## 3<sup>rd</sup> Quarter 2024-25 Results for 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. Therefore, 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	4.66
Q2 The help from the VR staff during the planning of your services.	253	4.69
Q3 The help from the VR staff when you were receiving your VR services.	252	4.67
Q4 The help you received from other agencies or service providers.	17	4.00
Q7 Your employment outcome.	217	4.58
Q8 Employment benefits provided by your new employer.	148	4.40
Q9 Overall, how do you rate the services you received?	253	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.

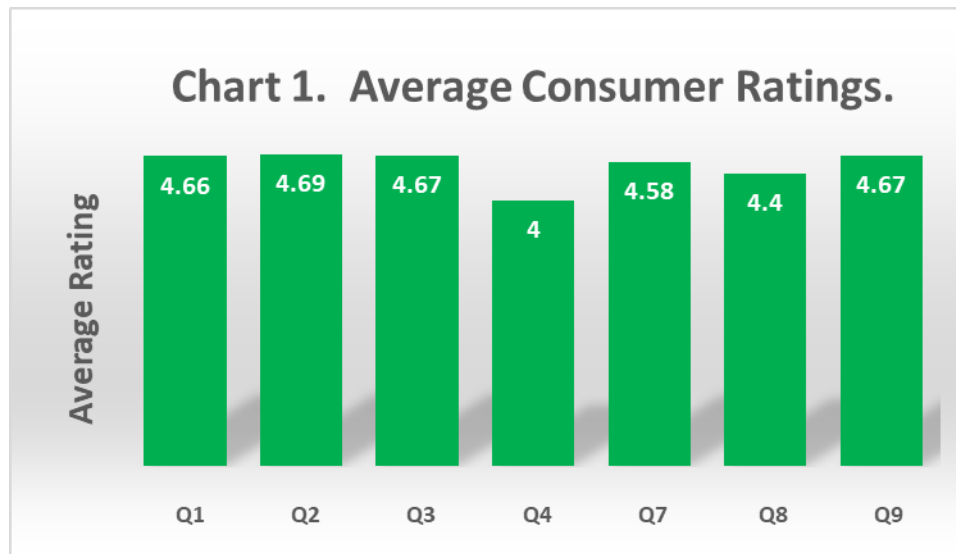


Table 1. Number of Consumers by Type.

Type of Consumer	Number	Percent
Blind	35	13.8
Non-Blind	218	86.2
Total	253	100.0

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
April	79	31.2
May	85	33.6
June	89	35.2
Total	253	100.0

Table 3. Consumer status.

Status	Number of Consumers	Percent
Closed after successful employment	201	79.4
Closed but not successfully rehabilitated	52	20.6
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

## 3<sup>rd</sup> 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. Therefore, 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.	218	4.64
Q2	The help from the VR staff during the planning of your services.	218	4.67
Q3	The help from the VR staff when you were receiving your VR services.	217	4.65
Q4	The help you received from other agencies or service providers.	15	4.33
Q7	Your employment outcome.	184	4.58
Q8	Employment benefits provided by your new employer.	128	4.47
Q9	Overall, how do you rate the services you received?	218	4.63

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.

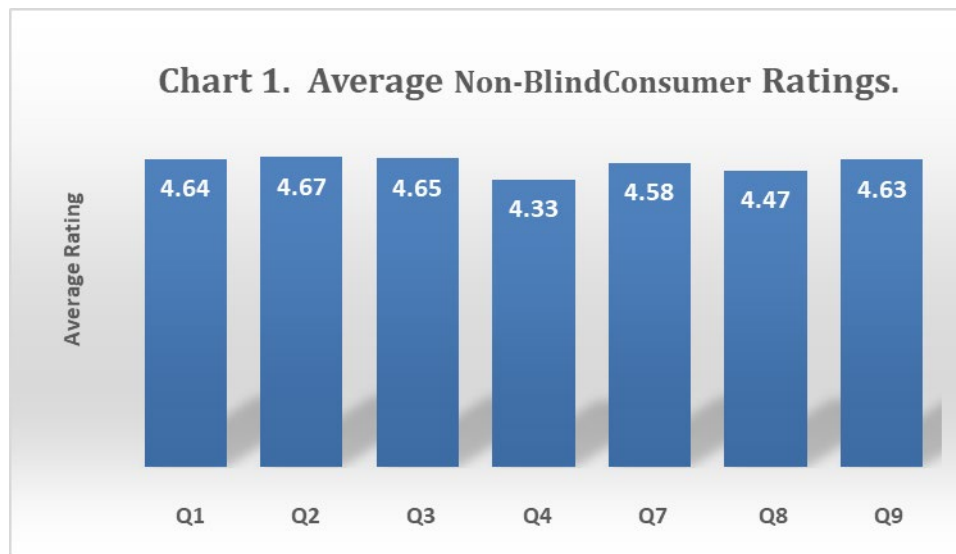


Table 1. Number of Clients Interviewed by District.

District	Number of Consumers	Percent
1	19	8.7
2	17	7.8
3	28	12.8
4	24	11.0
5	17	7.8
6	22	10.1
7	21	9.6
8	12	5.6
9	37	17.0
10	21	9.6
Total	218	100.0

Table 2. Month the case was closed.

Month	Number of Consumers	Percent
April	74	33.9
May	73	33.5
June	71	32.6
Total	218	100.0

Table 3. Client Status.

Status	Number of Consumers	Percent
Closed after successful employment	166	76.1
Closed but not successfully rehabilitated	52	23.9
Total	218	100.0

# **Non-Blind Consumer Results By District**

**3<sup>rd</sup> 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.	19	4.74
Q2	The help from the VR staff during the planning of your services.	19	4.74
Q3	The help from the VR staff when you were receiving your VR services.	18	4.78
Q4	The help you received from other agencies or service providers.	1	4.00
Q7	Your employment outcome.	17	4.88
Q8	Employment benefits provided by your new employer.	12	4.67
Q9	Overall, how do you rate the services you received?	19	4.74

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.

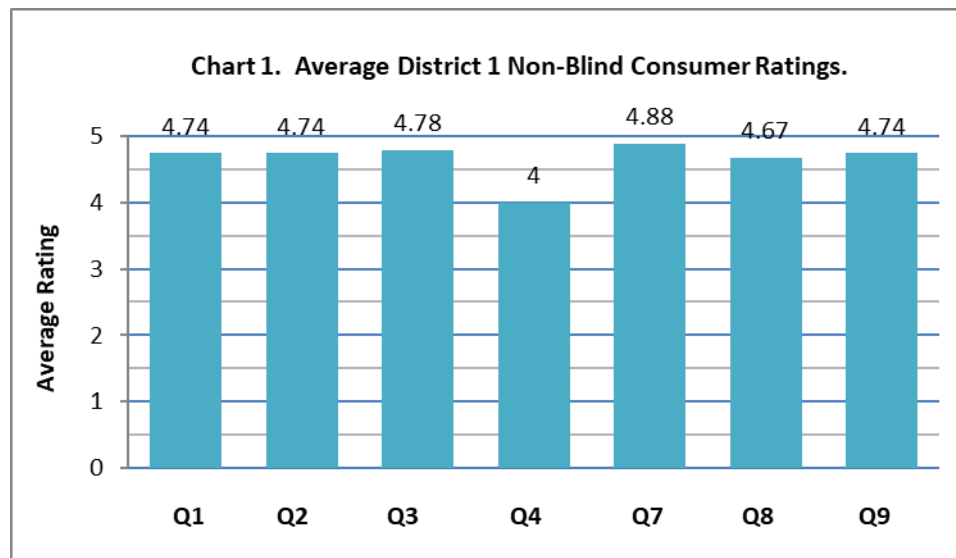


Table 2. Month the case was closed in District 1.

Month	Number of Consumers	Percent
April	9	47.4
May	3	15.8
June	7	36.8
Total	19	100.0

Table 3. Client Status in District 1.

Status	Number of Consumers	Percent
Closed after successful employment	16	84.2
Closed but not successfully rehabilitated	3	15.8
Total	19	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.	17	4.88
Q2	The help from the VR staff during the planning of your services.	17	4.94
Q3	The help from the VR staff when you were receiving your VR services.	17	4.94
Q4	The help you received from other agencies or service providers.	1	5.00
Q7	Your employment outcome.	15	4.60
Q8	Employment benefits provided by your new employer.	9	4.56
Q9	Overall, how do you rate the services you received?	17	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.

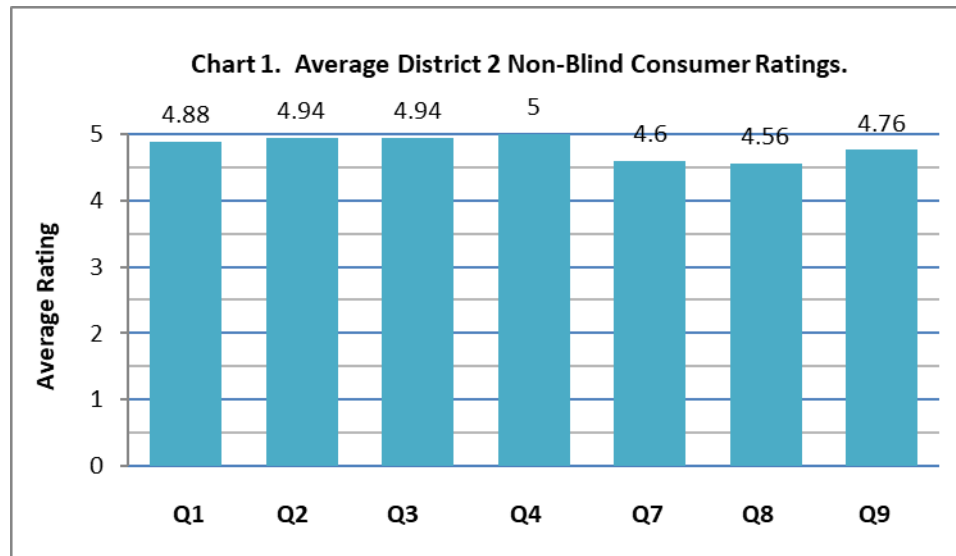


Table 2. Month the case was closed in District 2.

Month	Number of Consumers	Percent
April	6	35.3
May	7	41.2
June	4	23.5
Total	17	100.0

Table 3. Client Status in District 2.

Status	Number of Consumers	Percent
Closed after successful employment	14	82.4
Closed but not successfully rehabilitated	3	17.6
Total	17	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.	28	4.32
Q2	The help from the VR staff during the planning of your services.	28	4.43
Q3	The help from the VR staff when you were receiving your VR services.	28	4.29
Q4	The help you received from other agencies or service providers.	4	4.75
Q7	Your employment outcome.	26	4.54
Q8	Employment benefits provided by your new employer.	16	4.25
Q9	Overall, how do you rate the services you received?	28	4.32

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.

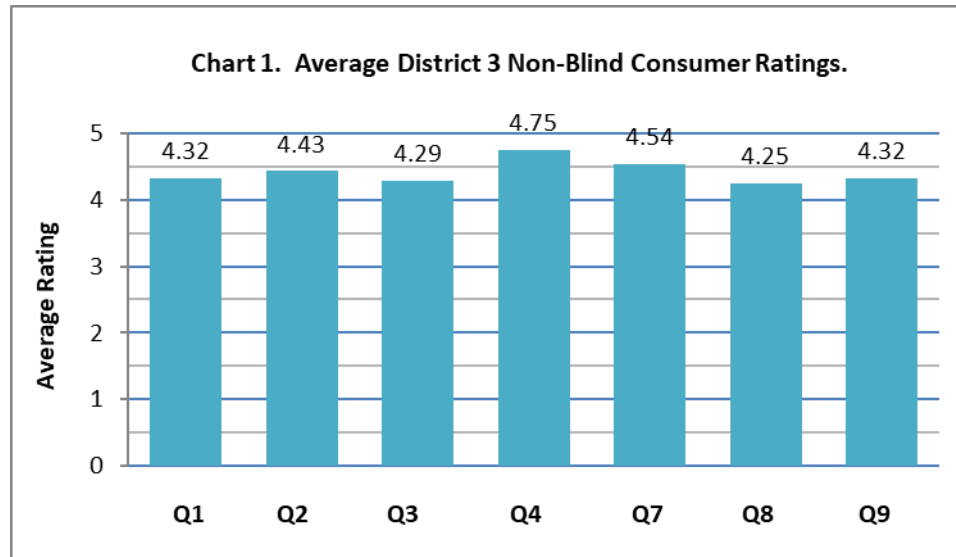


Table 2. Month the case was closed in District 3.

Month	Number of Consumers	Percent
April	9	32.1
May	9	32.1
June	10	35.8
Total	28	100.0

Table 3. Client Status in District 3.

Status	Number of Consumers	Percent
Closed after successful employment	22	78.6
Closed but not successfully rehabilitated	6	21.4
Total	28	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.	24	4.96
Q2	The help from the VR staff during the planning of your services.	24	4.87
Q3	The help from the VR staff when you were receiving your VR services.	24	4.79
Q4	The help you received from other agencies or service providers.	0	0.0
Q7	Your employment outcome.	19	4.89
Q8	Employment benefits provided by your new employer.	12	4.83
Q9	Overall, how do you rate the services you received?	24	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.

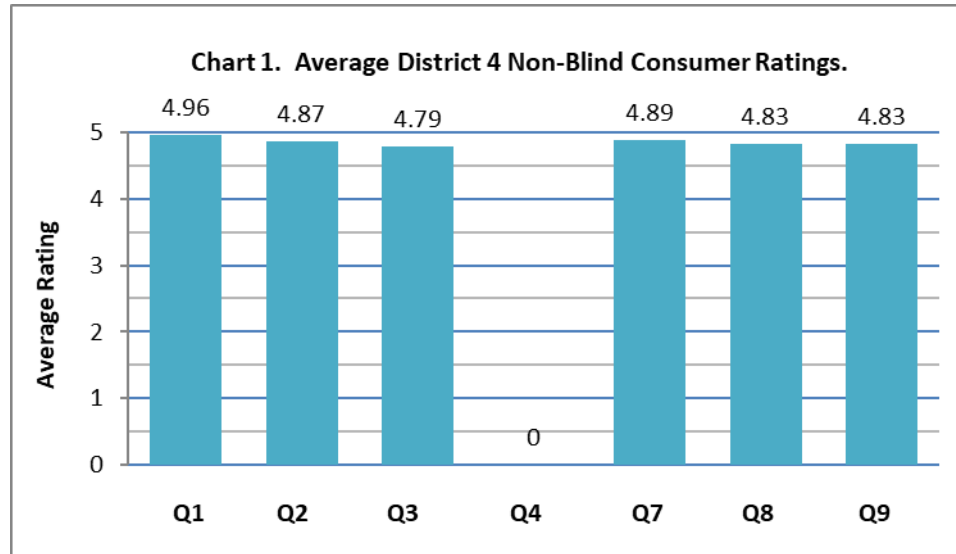


Table 2. Month the case was closed in District 4.

Month	Number of Consumers	Percent
April	11	45.8
May	6	25.0
June	7	29.2
Total	24	100.0

Table 3. Client Status in District 4.

Status	Number of Consumers	Percent
Closed after successful employment	17	70.8
Closed but not successfully rehabilitated	7	29.2
Total	24	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.	17	4.29
Q2	The help from the VR staff during the planning of your services.	17	4.18
Q3	The help from the VR staff when you were receiving your VR services.	17	4.35
Q4	The help you received from other agencies or service providers.	4	4.75
Q7	Your employment outcome.	15	3.80
Q8	Employment benefits provided by your new employer.	8	4.38
Q9	Overall, how do you rate the services you received?	17	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.

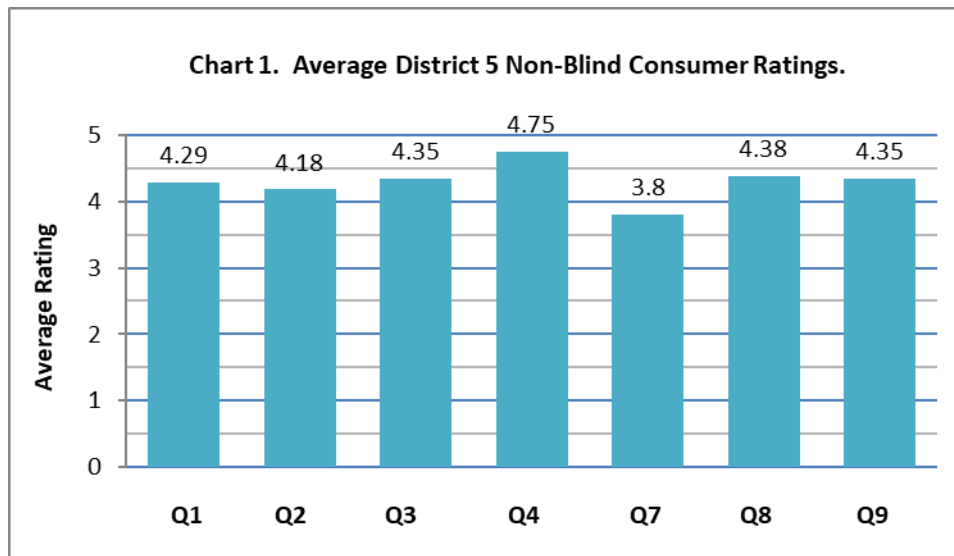


Table 2. Month the case was closed in District 5.

Month	Number of Consumers	Percent
April	5	29.4
May	7	41.2
June	5	29.4
Total	17	100.0

Table 3. Client Status in District 5.

Status	Number of Consumers	Percent
Closed after successful employment	9	52.9
Closed but not successfully rehabilitated	8	47.1
Total	17	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	4.82
Q2	The help from the VR staff during the planning of your services.	22	4.86
Q3	The help from the VR staff when you were receiving your VR services.	22	4.77
Q4	The help you received from other agencies or service providers.	2	4.00
Q7	Your employment outcome.	20	4.80
Q8	Employment benefits provided by your new employer.	16	4.69
Q9	Overall, how do you rate the services you received?	22	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.

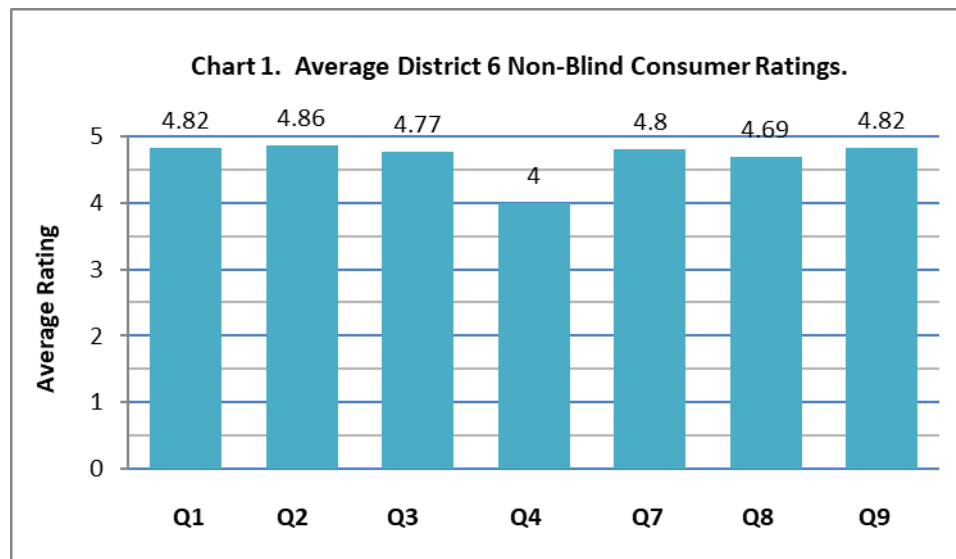


Table 2. Month the case was closed in District 6.

Month	Number of Consumers	Percent
April	3	13.6
May	10	45.5
June	9	40.9
Total	22	100.0

Table 3. Client Status in District 6.

Status	Number of Consumers	Percent
Closed after successful employment	19	86.4
Closed but not successfully rehabilitated	3	13.6
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.	21	4.62
Q2 The help from the VR staff during the planning of your services.	21	4.71
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.	1	5.00
Q7 Your employment outcome.	19	4.42
Q8 Employment benefits provided by your new employer.	15	4.47
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.

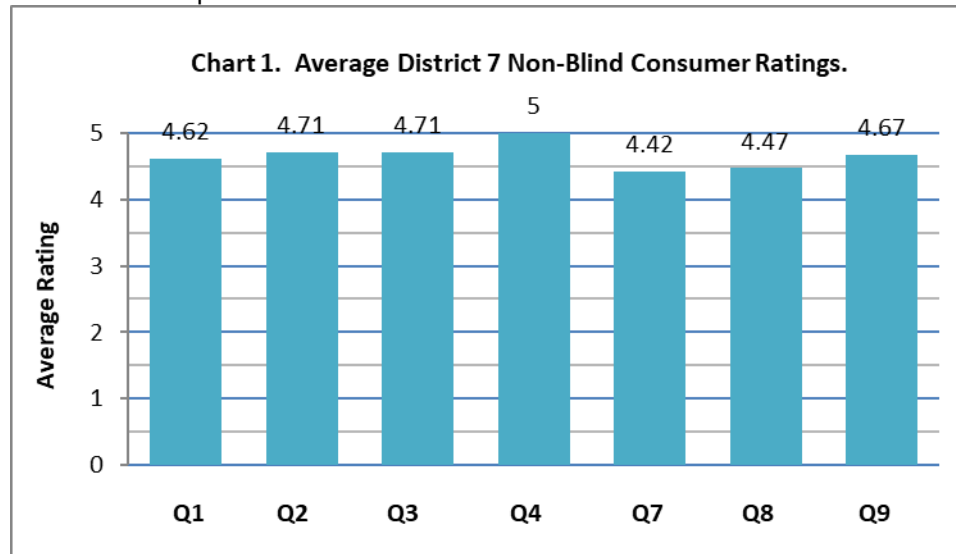


Table 2. Month the case was closed in District 7.

Month	Number of Consumers	Percent
April	7	33.3
May	7	33.3
June	7	33.4
Total	21	100.0

Table 3. Client Status in District 7.

Status	Number of Consumers	Percent
Closed after successful employment	17	81.0
Closed but not successfully rehabilitated	4	19.0
Total	21	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.	12	4.83
Q2	The help from the VR staff during the planning of your services.	12	4.83
Q3	The help from the VR staff when you were receiving your VR services.	12	4.83
Q4	The help you received from other agencies or service providers.	0	0.00
Q7	Your employment outcome.	9	5.00
Q8	Employment benefits provided by your new employer.	6	4.00
Q9	Overall, how do you rate the services you received?	12	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.

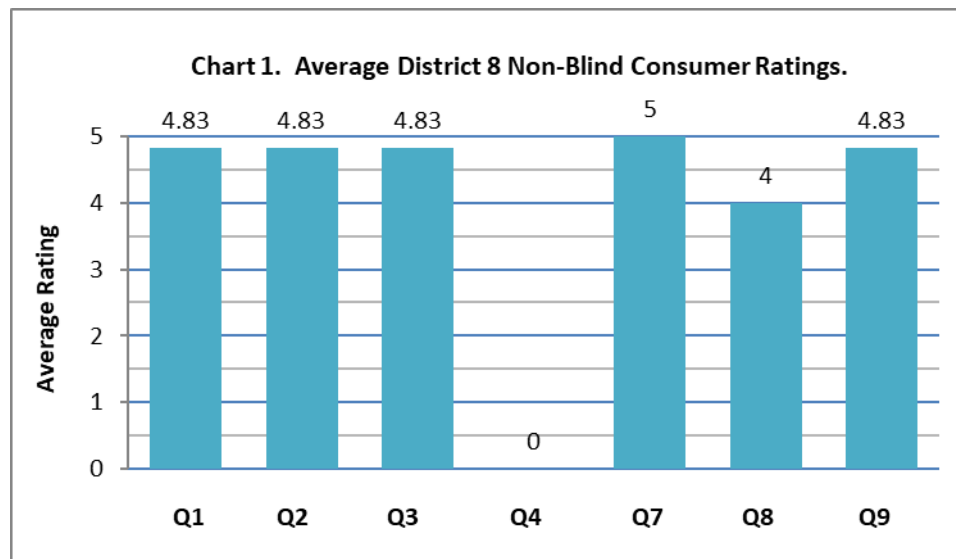


Table 2. Month the case was closed in District 8.

Month	Number of Consumers	Percent
April	3	25.0
May	7	58.3
June	2	16.7
Total	12	100.0

Table 3. Client Status in District 8.

Status	Number of Consumers	Percent
Closed after successful employment	10	83.3
Closed but not successfully rehabilitated	2	16.7
Total	12	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.	37	4.65
Q2	The help from the VR staff during the planning of your services.	37	4.73
Q3	The help from the VR staff when you were receiving your VR services.	37	4.76
Q4	The help you received from other agencies or service providers.	0	0.00
Q7	Your employment outcome.	29	4.69
Q8	Employment benefits provided by your new employer.	25	4.28
Q9	Overall, how do you rate the services you received?	37	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.

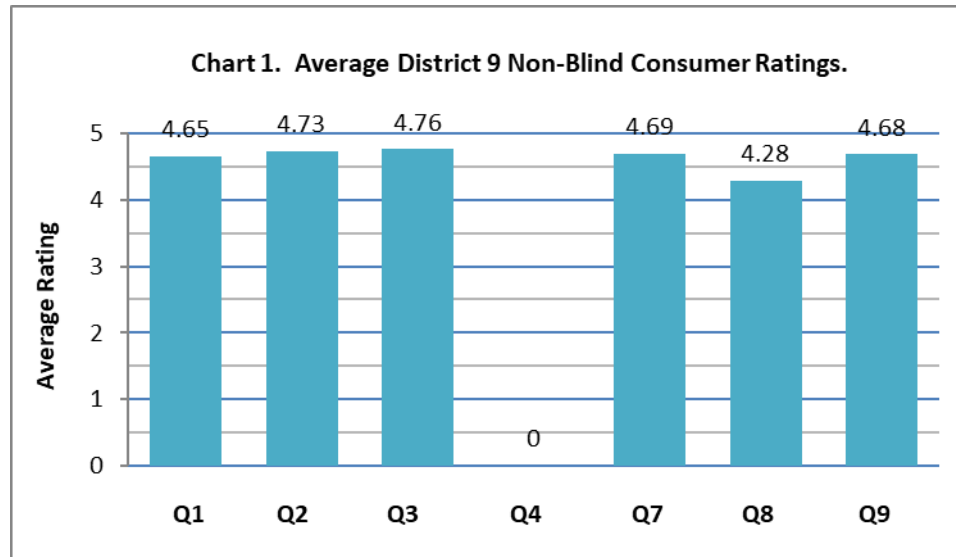


Table 2. Month the case was closed in District 9.

Month	Number of Consumers	Percent
April	14	37.8
May	11	29.7
June	12	32.5
Total	37	100.0

Table 3. Client Status in District 9.

Status	Number of Consumers	Percent
Closed after successful employment	27	73.0
Closed but not successfully rehabilitated	10	27.0
Total	37	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.	21	4.38
Q2	The help from the VR staff during the planning of your services.	21	4.48
Q3	The help from the VR staff when you were receiving your VR services.	21	4.33
Q4	The help you received from other agencies or service providers.	2	2.50
Q7	Your employment outcome.	15	4.13
Q8	Employment benefits provided by your new employer.	9	4.56
Q9	Overall, how do you rate the services you received?	21	4.38

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.

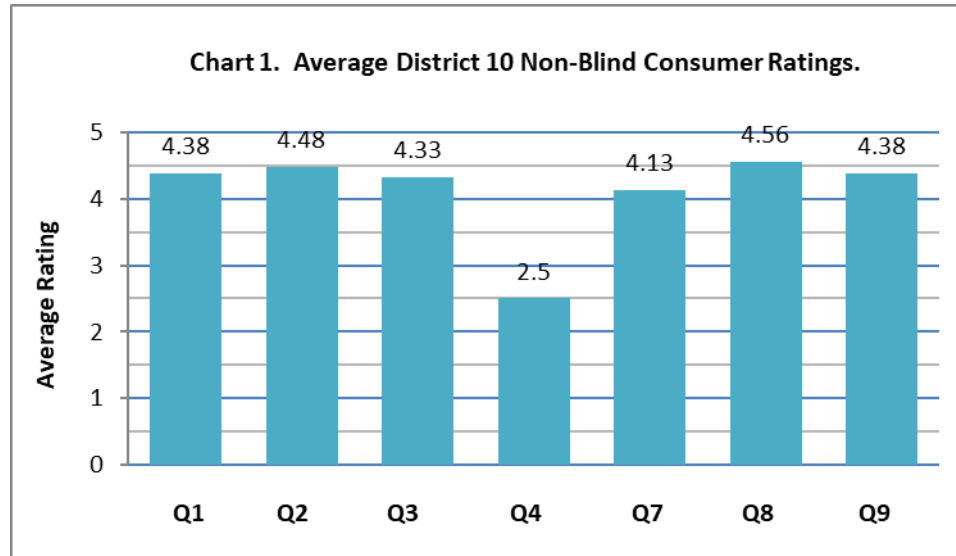


Table 2. Month the case was closed in District 10.

Month	Number of Consumers	Percent
April	7	33.3
May	6	28.6
June	8	38.1
Total	21	100.0

Table 3. Client Status in District 10.

Status	Number of Consumers	Percent
Closed after successful employment	15	71.4
Closed but not successfully rehabilitated	6	28.6
Total	21	100.0

# **Answers to Open-ended Questions and Comments\***

## **Non-Blind Consumers**

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\*Only those 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**

- ALL AROUND A GREAT EXPERIENCE
- MY AUDIOLOGIST
- PEOPLE WHO WORKED WITH HIM WERE NICE AND HELPED HIM WORK AROUND HIS SCHEDULE.
- CASE WORKER WAS AMAZING, VERY PLEASANT EXPERIENCE.
- THEY HELPED ME WITH HEARING AIDS AND I'M THANKFUL!
- ONE LADY INITIALLY DENIED A CLAIM, BUT SHE WENT ABOVE AND BEYOND TO GET THEM BACK ON THE LIST.

**District 2**

- HEARING AIDS

**District 3**

- THEY WERE VERY HELPFUL, SHE'S GLAD THE PROGRAM IS AVAILABLE.
- BEING ABLE TO WORK WAS GREAT.

**District 4**

- THEY HELPED WITH ASSISTING PAYING FOR COLLEGE WAS VERY HELPFUL.
- SHE WAS GREAT HELPING HER GET HEARING AIDS.

**District 5**

- TUITION ASSISTANCE WAS VERY HELPFUL, AS WAS THE COLLEGE COUNSELING.

**District 6**

- THEY CHECK UP ON YOU QUITE OFTEN TO SEE HOW YOU ARE DOING, IT WAS APPRECIATED.
- THE WOMAN WAS VERY KIND TO HER, SHE FELL AT ONE POINT IN THE MIDDLE OF THE PROCESS AND FRACTURED HER HIP, BUT THE LADY WAS VERY PATIENT.
- EYE DOCTOR
- JACKSON EAR CLINIC
- THEY HELP GET MY HEARING AIDS
- CLINIC IN LAUREL
- TIMELY WITH MOBILITY AIDS AND EXERCISE EQUIPMENT. MDRS

## **District 7**

- PLEASSED WITH EVERYTHING
- THE STAFF AT MDRS
- THE AUDIOLOGIST

## **District 8**

- THE PERSON THAT HELPED HER WAS VERY GOOD AT HER JOB.
- VR SERVICES WAS VERY GOOD.

## **District 9**

- EVERYONE WAS GREAT!
- CLEARVIEW
- EVERYTHING WAS GREAT.
- WORKER WAS VERY NICE AND INFORMATIVE, HELPFUL.
- GETTING HELP PAYING FOR HEARING AIDS WAS REALLY HELPFUL.
- EVERYTHING WAS EXCELLENT.
- VERY PLEASANT DEALING WITH EVERYONE. IN 2021 HE HAD A BAD EXPERIENCE AND ALMOST DIDN'T TRY AGAIN, BUT HATTIESBURG TREATED THEM WELL.
- EVERYONE WAS VERY PROFESSIONAL, NICE, AND CORDIAL.

## **District 10**

- HEARING AIDS
- VERY NICE AND POLITE AND TOOK CARE OF EVERYTHING THAT WAS NEEDED.
- THEY HELP ME GET HEARING AIDS.

## **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 TO WAIT MONTHS TO GET HIS APPOINTMENT SET UP.
- GETTING THE PROCESS STARTED I HAD TO MAKE A FEW CALLS TO GET IT STARTED.
- \_\_\_\_\_ AT LAFAYETTE
- GETTING DROPPED OFF THE LIST AFTER BEING ON IT FOR THREE YEARS PUT THEM BACK.

### **District 2**

### **District 3**

- ONE PERSON WAS BAD, BUT HE WON'T LET THAT AFFECT THE WHOLE THING.
- DURING THE SERVICES ALL PAYMENTS WAS LATE AND NO ONE COULD'NT TELL WHY. NO ONE TOLD ME WHY I WAS KICKED OFF THE PROGRAM.

#### **District 4**

- BAD COUNSELORS. INACCURATE INFORMATION. CLIENT GOT A NEW COUNSELOR THAT WAS VERY INCONSISTENT.
- I WAS DENIED SERVICES AFTER I GRADUATED COLLEGE.
- MY COUNSELOR

#### **District 5**

- SOMETIMES THE NURSES ATTITUDE GOT IN THE WAY OF SERVICES
- BETTER HELP GETTING A JOB WITH HER DISABILITY WOULD BE INCREDIBLY HELPFUL.
- THE WHOLE EXPERIENCE WAS BAD. THE ONLY BENEFIT WAS A PROGRAM HE WAS INVOLVED IN WHILE IN HIGH SCHOOL.

#### **District 6**

- IT WAS A LENGTHY PROCESS WHICH WAS FRUSTRATING AT TIMES BUT ONCE IT GOT STARTED IT WAS FINE
- THE DENTAL PLACE KEPT SENDING HER BILLS FOR THINGS THAT SHOULD HAVE BEEN PRE-APPROVED. THEY DID THINGS THAT WEREN'T NEEDED OR ASKED FOR. SHE HAS TO PAY BECAUSE THEY DIDN'T DO THE CORRECT THINGS
- APPLICATION PROCESS WAS A LITTLE LONG
- THE PROCESS TOOK A VERY LONG TIME

#### **District 7**

#### **District 8**

- SOMETIMES THEY TAKE A WHILE WITH SETTING UP APPOINTMENTS

#### **District 9**

- CASE WORKER WAS ARROGANT. AFTER A WHILE IT GOT BETTER, BUT THE FIRST COUPLE MEETINGS SHE GOT MORE PLEASANT.
- VR NEEDS MORE EMPLOYEES DUE TO THE SLOWNESS.
- MDRS ITSELF
- MY CASEWORKER WAS SUPER SWEET AND HELPED ME ALOT!

#### **District 10**

- MDRS
- THE MANAGERS AT GOODWILL
- THEY DID NOT FIND CLIENT EMPLOYMENT

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

**District 1**

- ENT IN OXFORD DID A GREAT JOB PROVIDING THE CORRECT HEARING AIDS.
- MY AUDIOLOGIST
- \_\_\_\_\_, A NICE LADY. \_\_\_\_\_ WAS ALSO HELPFUL.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- DR \_\_\_\_\_ THE HEARING AID OFFICE ENT

**District 2**

- MY CASEWORKER WAS REALLY GOOD. \_\_\_\_\_ AT HEARING AID OFFICE WAS GOOD AS WELL.

**District 3**

- \_\_\_\_\_ IN GREENVILLE
- \_\_\_\_\_
- MY DOCTOR
- \_\_\_\_\_ AND \_\_\_\_\_
- \_\_\_\_\_
- CASE WORKER LOCATED IN GREENVILLE.
- DR \_\_\_\_\_
- \_\_\_\_\_, \_\_\_\_\_ AND \_\_\_\_\_
- DELTA HEARING
- \_\_\_\_\_

**District 4**

- \_\_\_\_\_
- DR \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ AND \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- EVERYONE WHO HELPED HER CASE DID A GREAT JOB; IT WAS VERY STRAIGHTFORWARD.
- \_\_\_\_\_
- ENT \_\_\_\_\_ AND CASE WORKER \_\_\_\_\_

### District 5

- MY AUDIOLOGIST
- \_\_\_\_\_
- \_\_\_\_\_ FOR THEM WAS VERY FLEXIBLE WITH APPOINTMENTS.
- \_\_\_\_\_ WAS VERY GOOD!
- HARBOR HOUSE
- \_\_\_\_\_ CASE MANAGER
- \_\_\_\_\_

### District 6

- AUDIOLOGIST \_\_\_\_\_
- \_\_\_\_\_, THEIR COUNSELOR, WAS FABULOUS.
- \_\_\_\_\_
- DR. \_\_\_\_\_
- \_\_\_\_\_ CANNOT REMEMBER FIRST NAME.
- THE DOCTOR IN FLOWOOD, \_\_\_\_\_
- DR \_\_\_\_\_
- DR \_\_\_\_\_
- \_\_\_\_\_ AND \_\_\_\_\_ WERE GREAT
- DR \_\_\_\_\_
- \_\_\_\_\_

### District 7

- \_\_\_\_\_ AT LAUDERDALE COUNTY.
- DR. \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_, DOES NOT KNOW FIRST NAME.
- \_\_\_\_\_, HIS CONTACT, WAS FIRST-CLASS IN EVERYTHING SHE DID.
- \_\_\_\_\_ HELPED HIM OUT WITH HIS HEARING AIDS.
- MY SERVICE PROVIDER WAS ADEQUATE.
- THE OCHSNER HEALTH GROUP PEOPLE

### District 8

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ WAS VERY HELPFUL DURING THE PROCESS.
- \_\_\_\_\_
- MY CASEWORKER WAS GREAT

## District 9

- \_\_\_\_\_ AT FORREST County WAS GOOD
- DR. \_\_\_\_\_ WAS EXCELLENT. AN 11 ON A SCALE OF 1 TO 10
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- COUNSELOR WAS REALLY GOOD.
- \_\_\_\_\_ AT LAUREL
- EAR NOSE AND THROAT PEOPLE
- \_\_\_\_\_ AT THE LAUREL OFFICE WAS REALLY GOOD.
- HATTIESBURG DR ENT CLINIC, DR \_\_\_\_\_
- CASE WORKER AT HATTIESBURG
- CASE WORKER AT THE LAUREL LOCATION WAS VERY HELPFUL.
- ENT IN LAUREL WAS HELPFUL.
- DR \_\_\_\_\_
- \_\_\_\_\_
- DR \_\_\_\_\_ AND HER STAFF
- \_\_\_\_\_

## DISTRICT 10

- \_\_\_\_\_ AT HARRISON COUNTY OFFICE
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ AND \_\_\_\_\_ WERE ON TOP OF THINGS.
- \_\_\_\_\_ IS AMAZING, SHE WAS REALLY GOOD. SHE MADE THE ENTIRE PROCESS SUPER EASY.
- \_\_\_\_\_
- \_\_\_\_\_
- ALL THE DOCTORS SHE WORKED WITH WERE GOOD.
- \_\_\_\_\_ WAS AMAZING!
- THE VR MANAGER WENT OUT OF HER WAY TO MAKE SURE HE STAYED UPDATED.

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

### District 1

- \_\_\_\_\_'S ATTITUDE COULD HAVE BEEN BETTER

### District 2

### **District 3**

- THE NURSES THAT MISTREATED MY MOTHER.
- \_\_\_\_\_
- \_\_\_\_\_ GREENWOOD OFFICE

### **District 4**

- \_\_\_\_\_

### **District 5**

- \_\_\_\_\_ NEEDS TO LEARN HOW TO LISTEN TO PEOPLE.

### **District 6**

### **District 7**

- \_\_\_\_\_

### **District 8**

- FEMA

### **District 9**

- ONE PERSON WAS BAD ABOUT APPOINTMENTS.

### **District 10**

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

### **District 1**

- THANKFUL FOR THE SERVICES
- EVERYBODY WAS REALLY PROFESSIONAL AND MADE HER FEEL AT EASE.

### **District 2**

### **District 3**

- THE MDRS SERVICE REPRESENTATIVE WAS VERY NICE.

- EVERYTHING WAS WONDERFUL.
- \_\_\_\_\_ CASE WORKER WAS VERY GOOD.

#### **District 4**

- RECOMMEND THE MDRS TEACH YOU HOW TO MAKE CONNECTIONS WITH PEOPLE BECAUSE THAT IS A LARGE PART OF GETTING A JOB NOW.
- VERY APPRECIATIVE AND GRATEFUL FOR THE SERVICES THAT HAVE BEEN PROVIDED.
- \_\_\_\_\_, HER CASEWORKER, WAS LOVELY AND REALLY PROFESSIONAL. EASY TO DEAL WITH AND EDUCATED.

#### **District 5**

- THEY TRIED; HELP FIND A JOB MORE ATTUNED TO HER SPECIFIC NEEDS WOULD BE GREAT.
- CASE WORKERS CHANGED OFTEN, NOTHING GOT DONE.

#### **District 6**

- \_\_\_\_\_ HER CASE WORKER WAS VERY GOOD. REALLY PROFESSIONAL AND NICE
- THE STAFF IN MADISON IS GOOD.
- THEY WERE JUST REAL HELPFUL.

#### **District 7**

- THEY NEED TO RE-EVALUATE THE PEOPLE CARING FOR US.
- GLAD SHE WAS ABLE TO HAVE ACCESS TO THE SERVICES.
- EVERYTHING THEY DO IS GOOD. I WAS SURPRISED.

#### **District 8**

- NOTHING BAD TO SAY JUST DIDN'T GET VERY FAR WITH THEM.
- REHAB WAS PRETTY GOOD, \_\_\_\_\_ FOLLOWED UP QUITE OFTEN AND CHECKED ON HER.

#### **District 9**

- THEY NEED NEW STAFF.
- IT'S A WONDERFUL PROGRAM.
- THANK YA'LL FOR YOUR HELP.
- EVERYBODY DID A WONDERFUL JOB, NO PROBLEMS AT ALL, EVERYONE WAS VERY HELPFUL.
- I WASN'T ABLE TO GET ANY SERVICES BUT THEY ALL TIRED REAL HARD TO GET ME SOME HEARING AIDS.
- \_\_\_\_\_ DID A WONDERFUL JOB CHECKING IN EVERY MONTH AND KEEPING EVERYTHING ON TRACK.
- THEY WERE VERY HELPFUL.

## **District 10**

- APPRECIATE ALL THE HELP.
- APPRECIATES EVERYTHING THEY DID FOR HER.
- THEY DON'T STAY CONSISTENT. THEY AREN'T ABLE TO ACTUALLY GUARANTEE JOBS FOR DISABLED ADULTS WHICH IS HARD. AND THEN THEY DON'T KEEP IN TOUCH AFTER THE FACT, THEY NEED TO BE MORE CONSISTENT AND CONCERNED.

# Blind Consumer Results

## 3<sup>rd</sup> 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.	35	4.83
Q2 The help from the VR staff during the planning of your services.	35	4.80
Q3 The help from the VR staff when you were receiving your VR services.	35	4.86
Q4 The help you received from other agencies or service providers.	2	1.50
Q7 Your employment outcome.	33	4.55
Q8 Employment benefits provided by your new employer.	20	3.95
Q9 Overall, how do you rate the services you received?	35	4.94

\* 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.

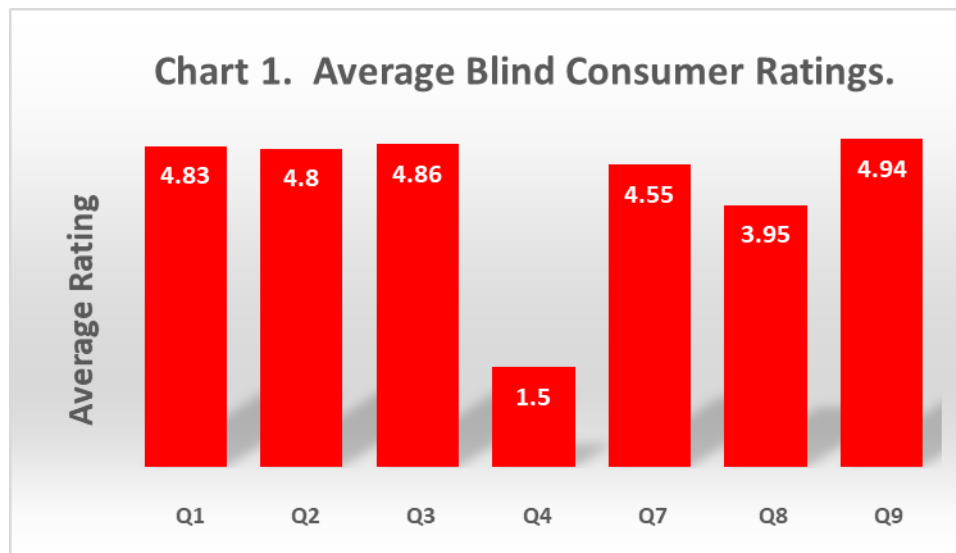


Table 2. Month the case was closed.

Month	Number of Consumers	Percent
April	5	14.3
May	12	34.3
June	18	51.4
Total	35	100.0

Table 3. Client Status.

Status	Number of Consumers	Percent
Closed after successful employment	35	100.0
Closed but not successfully rehabilitated	0	0.0
Total	35	100.0

Table 4. Number of Consumers Interviewed by Region.

Region	Number of Consumers	Percent
Region 1 (Northern)	16	45.7
Region 2 (Southern)	19	54.3
Total	35	100.0

# **Blind Consumer Results By Region**

**3<sup>rd</sup> 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.	16	4.94
Q2 The help from the VR staff during the planning of your services.	16	4.88
Q3 The help from the VR staff when you were receiving your VR services.	16	5.00
Q4 The help you received from other agencies or service providers.	2	1.50
Q7 Your employment outcome.	14	4.29
Q8 Employment benefits provided by your employer.	10	4.00
Q9 Overall, how do you rate the services you received?	16	5.00

\* 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.

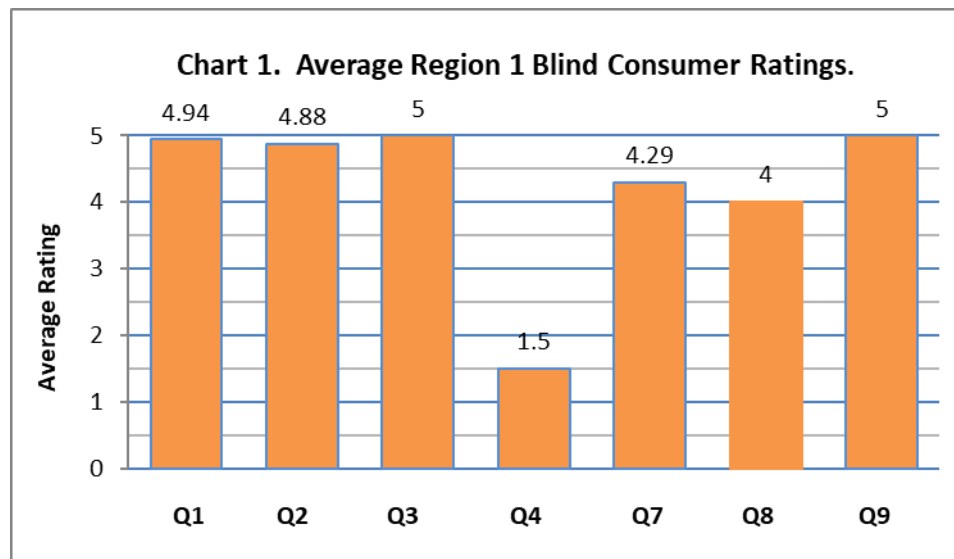


Table 2. Month the case was closed in Region 1.

Month	Number of Consumers	Percent
April	1	6.3
May	4	25.0
June	11	68.7
Total	16	100.0

Table 3. Consumer Status in Region 1.

Status	Number of Consumers	Percent
Closed after successful employment	16	100.0
Closed but not successfully rehabilitated	0	0.0
Total	16	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.	19	4.74
Q2 The help from the VR staff during the planning of your services.	19	4.74
Q3 The help from the VR staff when you were receiving your VR services.	19	4.74
Q4 The help you received from other agencies or service providers.	0	0.00
Q7 Your employment outcome.	19	4.74
Q8 Employment benefits provided by your employer.	10	3.90
Q9 Overall, how do you rate the services you received?	19	4.89

\* 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.

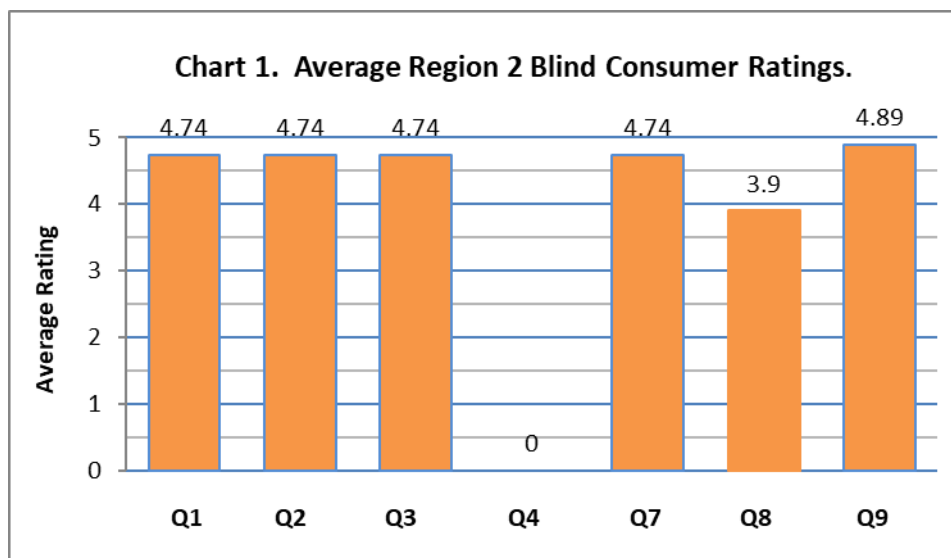


Table 2. Month the case was closed in Region 2.

Month	Number of Consumers	Percent
April	4	21.1
May	8	42.1
June	7	36.8
Total	19	100.0

Table 3. Consumer Status in Region 2.

Status	Number of Consumers	Percent
Closed after successful employment	19	100.0
Closed but not successfully rehabilitated	0	0.0
Total	19	100.0

# **Answers to Open-ended Questions and Comments\***

## **Blind Consumers**

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\*Only those 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**

- EVERYBODY WAS VERY HELPFUL.
- THEY WAS VERY HELPFUL AND INFORMATIVE.
- I WAS KEPT UPDATED THROUGHOUT THE WHOLE PROCESS.
- THEY DID AN AMAZING JOB GETTING EVERYTHING I NEEDED.

**Region 2**

- LAPTOP FROM MDRS - COMPUTER FROM MDRS.
- CUSTOMER SERVICE WAS GOOD.

**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**

- IT WAS HARD TO CONNECT AT FIRST BUT ONCE OVER THAT HURDLE IT WENT WELL.

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

**Region 1**

- THE PERSON WHO CAME TO HELP HER, HE WAS FROM LOUISIANA. HELPED GET HER THINGS FOR HELP AT HOME.
- \_\_\_\_\_ CASEWORKER WAS GOOD.
- \_\_\_\_\_
- MY DOCTOR.
- \_\_\_\_\_
- \_\_\_\_\_
- COLEMAN EYE CARE.
- \_\_\_\_\_
- \_\_\_\_\_ AND \_\_\_\_\_ AT THE TUPELO OFFICE.

**Region 2**

- \_\_\_\_\_
- \_\_\_\_\_ AT MCCOMB OFFICE.
- \_\_\_\_\_
- \_\_\_\_\_ AT PEARL OFFICE.
- CASE WORKER WAS HELPFUL.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ AT PEARL OFFICE.
- CASE WORKER WAS VERY VERY GOOD AND WAS VERY INFORMATIVE, AVAILABLE WHEN SHE WAS NEEDED.
- DR. \_\_\_\_\_ WAS GREAT.

**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**

- A VERY GOOD PLACE, THEY'VE ALWAYS BEEN THERE TO HELP HER. SHE LEARNED A LOT FROM THEM; HOPES THEY CAN CONTINUE HELPING PEOPLE IN THE FUTURE.
- VR DID REAL GOOD
- THANKS THEM FOR THE SERVICE THEY PROVIDED, EVERYTHING WENT WELL.

**Region 2**

- \_\_\_\_\_ WAS GREAT ONCE CONTACT WAS ESTABLISHED.