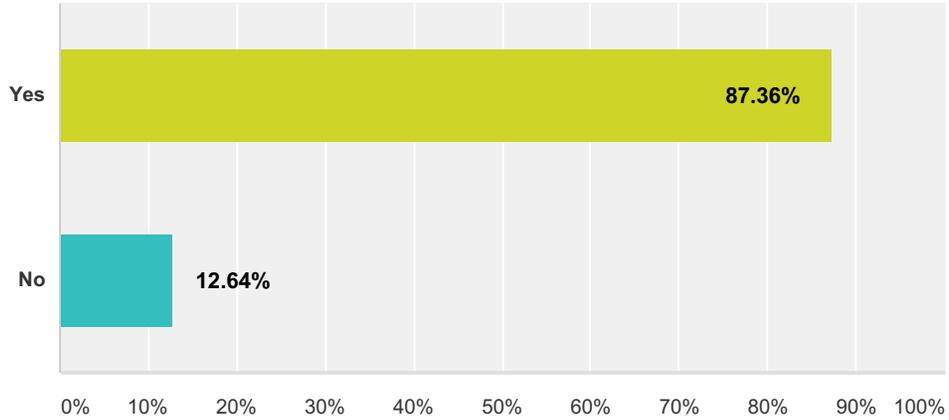


2014/15 VR Client Satisfaction Survey

**Q1 Are you currently employed?**

Answered: 87 Skipped: 0



Answer Choices	Responses	
Yes	87.36%	76
No	12.64%	11
<b>Total</b>		<b>87</b>

#	If yes, where?	Date
1	Catholic Health Initiatives	3/25/2015 3:34 PM
2	Walmart	2/18/2015 10:01 AM
3	Family Services	2/11/2015 11:15 AM
4	Lincoln Public Schools & Jackson Hewitt	2/9/2015 11:24 AM
5	Walmart	1/20/2015 10:37 AM
6	Walmart	1/20/2015 10:25 AM
7	Self employed	1/20/2015 10:20 AM
8	Goodwill	1/20/2015 9:30 AM

## 2014/15 VR Client Satisfaction Survey

9	Trinity Infant & Childcare Center & Prairie Life Fitness Center	1/13/2015 5:05 PM
10	State of Nebraska	1/13/2015 3:36 PM
11	Hy-Vee	1/9/2015 10:53 AM
12	Madonna Rehabilitation Hospital	1/9/2015 10:40 AM
13	Beehaven	1/6/2015 10:43 AM
14	Casey's	1/6/2015 10:14 AM
15	Good Samaritan Society	1/2/2015 12:51 PM
16	TJ Osborn Construction	12/31/2014 9:44 AM
17	All Seasons Management	12/30/2014 4:18 PM
18	Nebraska Auto Auction	12/30/2014 9:12 AM
19	Petro	12/26/2014 1:10 PM
20	Sunmart	12/26/2014 12:55 PM
21	Country Meadows	12/23/2014 4:08 PM
22	Chips Restaurant and Bar	12/23/2014 4:03 PM
23	Werner Enterprises	12/23/2014 3:05 PM
24	Elite Professionals	12/19/2014 11:05 AM
25	Experience Works/State of Nebraska	12/18/2014 4:47 PM
26	Fairfield Marriott	12/18/2014 4:00 PM
27	ABC Supply Company	12/18/2014 12:05 PM
28	Lincoln Surgical Hospital	12/18/2014 11:51 AM
29	Pinnacle Arena through ManPower	12/16/2014 5:00 PM
30	A&G	12/12/2014 3:46 PM
31	First Care Home Health & Aging Partners	12/8/2014 4:36 PM
32	Self Employed	12/8/2014 3:56 PM
33	Nebraska Auto Auction	12/8/2014 11:45 AM
34	Chartwells (Concordia University)	12/3/2014 4:24 PM
35	Russ' Market	12/3/2014 3:27 PM

## 2014/15 VR Client Satisfaction Survey

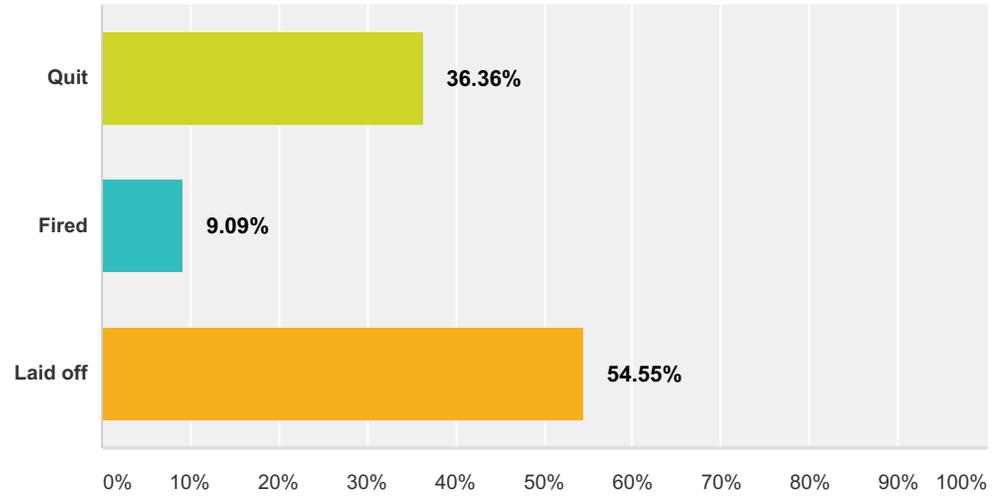
36	St. Elizabeth Hospital	12/1/2014 3:07 PM
37	Select Van and Storage	11/26/2014 1:25 PM
38	UNL Parking and Transportation Services	11/25/2014 3:07 PM
39	Hy-Vee	11/21/2014 4:49 PM
40	Red Raven Daycare	11/18/2014 3:38 PM
41	Adventure Academy	11/17/2014 12:09 PM
42	Home Depot	11/11/2014 2:54 PM
43	Valentino's & Goodwill	11/11/2014 2:21 PM
44	Walmart	11/10/2014 2:33 PM
45	Shoemaker's Shell Truck Stop	11/10/2014 2:07 PM
46	Shoemaker's Truck Stop	11/10/2014 1:20 PM
47	Salvation Army	11/10/2014 1:09 PM
48	University of Nebraska-Lincoln	11/7/2014 1:59 PM
49	Walmart	11/6/2014 9:10 AM
50	Service Specialists	11/5/2014 4:11 PM
51	Self Employed	11/5/2014 12:17 PM
52	Graham Tire	11/3/2014 3:12 PM
53	Nebraska Heart Hospital	10/24/2014 4:55 PM
54	Applebee's	10/20/2014 1:55 PM
55	Beatrice Development Center	10/20/2014 1:51 PM
56	TCW	10/16/2014 12:12 PM
57	Private Person	10/16/2014 9:52 AM
58	Super Saver	10/14/2014 2:55 PM
59	Walmart	10/14/2014 12:02 PM
60	Nelnet	10/14/2014 11:42 AM
61	Dell	10/14/2014 11:34 AM
62	Designs by Nelson	10/13/2014 10:50 AM

## 2014/15 VR Client Satisfaction Survey

63	Nannying & YMCA	10/10/2014 4:40 PM
64	Summit Care & Wellness	10/10/2014 1:39 PM
65	Labor Max	10/10/2014 9:58 AM
66	McDonald's	10/8/2014 1:46 PM
67	Hy-Vee	10/7/2014 4:47 PM
68	Lincoln Carpenter Union #1055	10/6/2014 10:40 AM
69	Saunders House	10/3/2014 10:39 AM
70	Roehr's Machinery	10/3/2014 10:27 AM
71	Lincoln Building Services	10/2/2014 3:58 PM
72	Bryan LGH East	10/2/2014 12:46 PM
73	Self Employed	10/2/2014 12:00 PM
74	Pinnacle Bank Arena	10/2/2014 10:52 AM
75	Walmart	10/1/2014 3:18 PM
76	Bryan Medical Center	10/1/2014 9:59 AM

**Q2 If not, did you quit, were you fired or laid off?**

Answered: 11 Skipped: 76

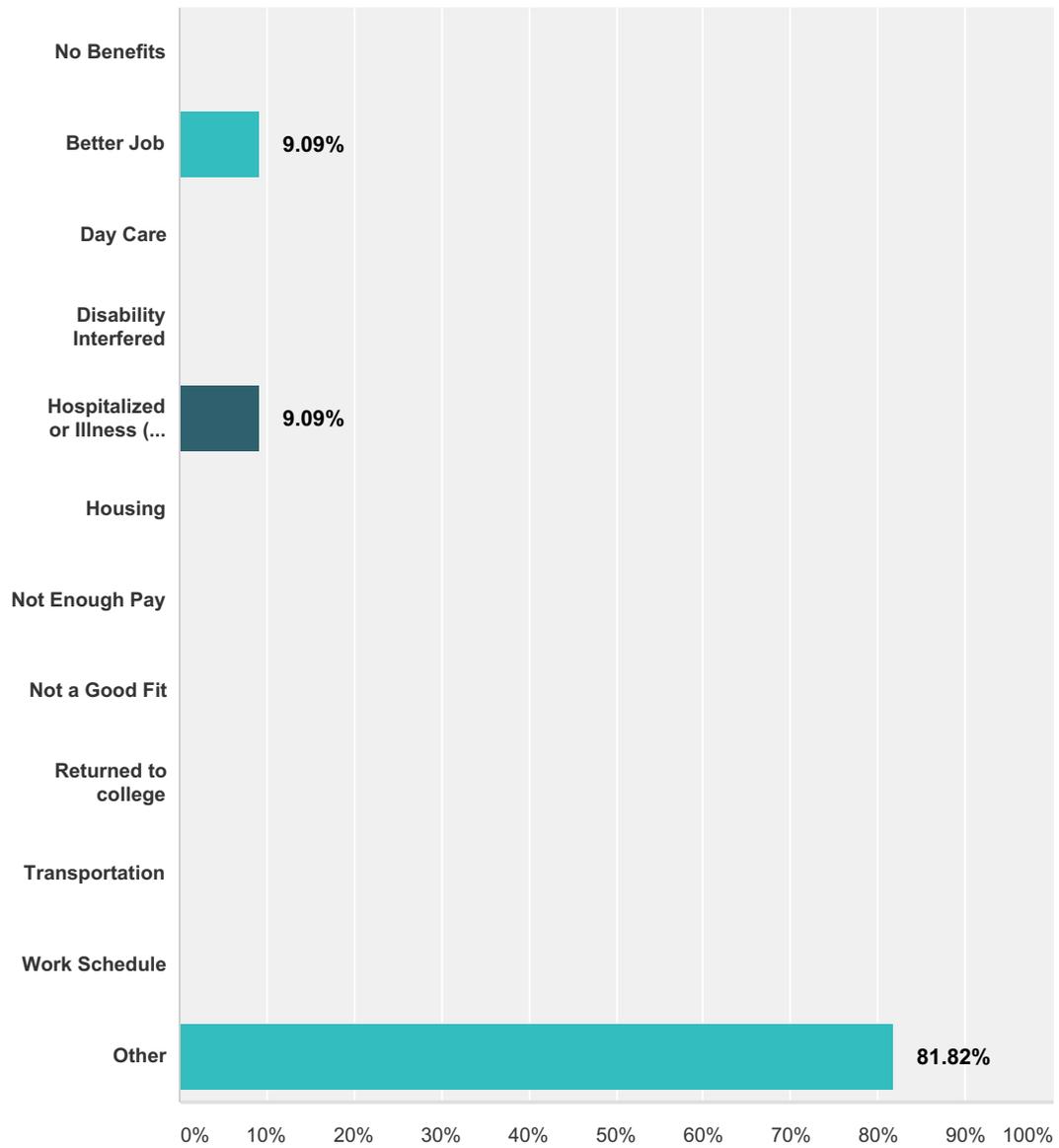


Answer Choices	Responses	
Quit	36.36%	4
Fired	9.09%	1
Laid off	54.55%	6
<b>Total</b>		<b>11</b>

**Q3 Can you tell me why you ( quit, were fired, were laid off)?**

Answered: 11 Skipped: 76

## 2014/15 VR Client Satisfaction Survey



Answer Choices	Responses
No Benefits	0.00% 0

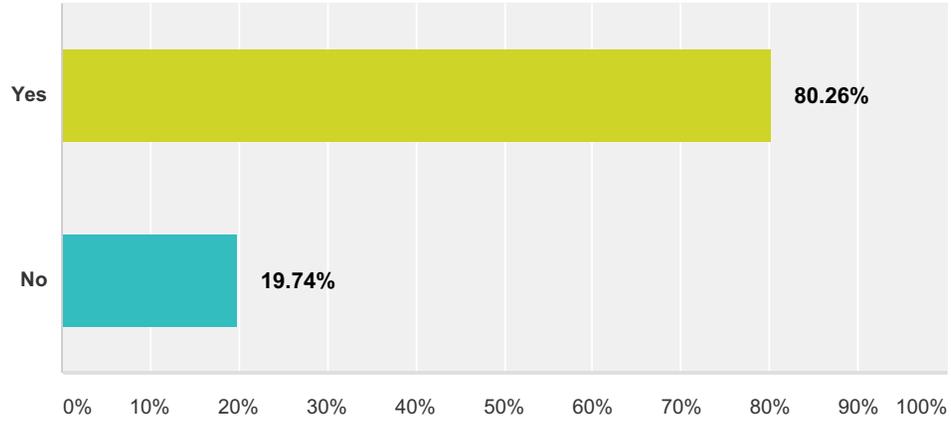
## 2014/15 VR Client Satisfaction Survey

Better Job	9.09%	1
Day Care	0.00%	0
Disability Interfered	0.00%	0
Hospitalized or Illness (Not disability related)	9.09%	1
Housing	0.00%	0
Not Enough Pay	0.00%	0
Not a Good Fit	0.00%	0
Returned to college	0.00%	0
Transportation	0.00%	0
Work Schedule	0.00%	0
Other	81.82%	9
<b>Total</b>		<b>11</b>

#	Specify Other Reason	Date
1	It was a seasonal job and it ended. He is hoping to go back in the spring.	12/16/2014 10:24 AM
2	Seasonal job.	12/12/2014 3:30 PM
3	It is what the company considers standard procedures.	12/1/2014 11:25 AM
4	Consumer and supervisor were not getting along.	11/11/2014 3:59 PM
5	Son took over job.	11/4/2014 4:21 PM
6	Due to budget reasons.	10/24/2014 3:24 PM
7	Grant ended.	10/20/2014 4:00 PM
8	The boss quit answering the phone, so consumer could find out when they were supposed to work again.	10/16/2014 10:40 AM
9	Not sure why.	10/7/2014 5:00 PM

### Q4 Does your job meet your current needs?

Answered: 76 Skipped: 11

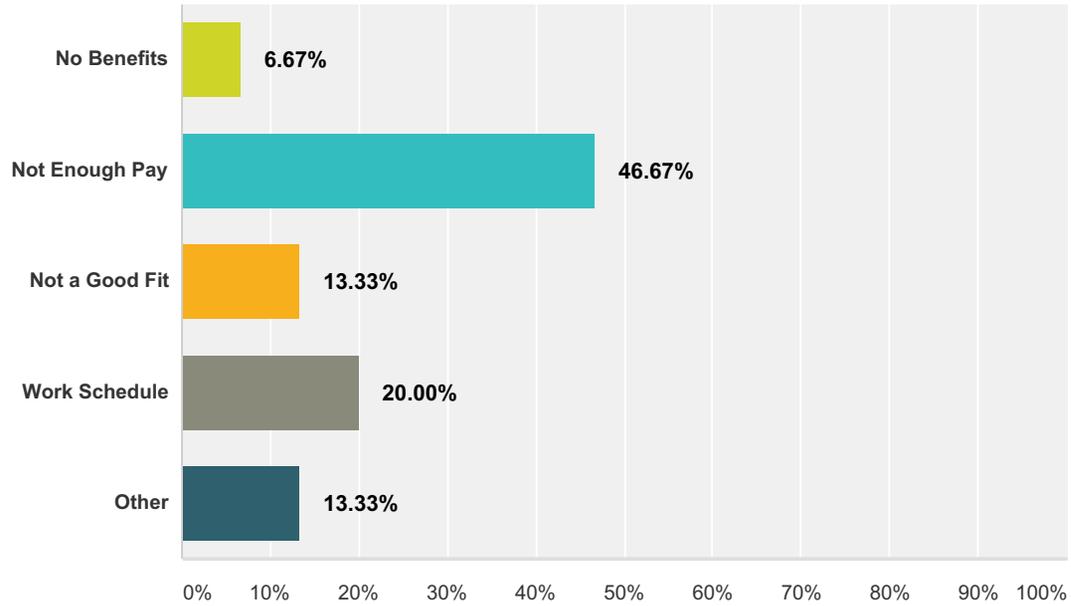


Answer Choices	Responses	
Yes	80.26%	61
No	19.74%	15
<b>Total</b>		<b>76</b>

2014/15 VR Client Satisfaction Survey

**Q5 If no, what needs are not being met by your job?**

Answered: 15 Skipped: 72



Answer Choices	Responses
No Benefits	6.67% 1
Not Enough Pay	46.67% 7
Not a Good Fit	13.33% 2
Work Schedule	20.00% 3
Other	13.33% 2
<b>Total</b>	<b>15</b>

#	Specify Other Reason	Date
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## 2014/15 VR Client Satisfaction Survey

1	Consumer just said issues.	10/14/2014 11:43 AM
2	Not enough hours.	10/2/2014 3:58 PM

2014/15 VR Client Satisfaction Survey

**Q6 What did Nebraska VR provide that was most helpful to you?**

Answered: 87 Skipped: 0

#	Responses	Date
1	Kathy Berger was "amazing." She helped her with a bunch of things, but paying for her Associates Degree was one of the biggest things.	3/25/2015 3:35 PM
2	They helped me with a few things	2/18/2015 10:01 AM
3	They sent a link to the job opening for the job she has now.	2/11/2015 11:15 AM
4	they purchased a computer	2/9/2015 11:24 AM
5	They helped me find my job.	1/20/2015 10:37 AM
6	They helped with Job Placement	1/20/2015 10:25 AM
7	They provided income tax training	1/20/2015 10:20 AM
8	First they helped with my medications and then they helped me find my job.	1/20/2015 9:30 AM
9	Filling out job applications, interviews, help with resume and getting a job.	1/13/2015 5:06 PM
10	Just the services. V.R. has been tremendously helpful working with, especially with this being such a sensitive issue.	1/13/2015 3:38 PM
11	Helped pay for books and decide consumer's career.	1/9/2015 10:54 AM
12	The help with books, so consumer could go to school.	1/9/2015 10:40 AM
13	Just the support while looking for jobs.	1/6/2015 10:44 AM
14	Helped consumer find a job.	1/6/2015 10:14 AM
15	The help with paying for everything.	1/2/2015 12:51 PM
16	Cannot think of anything off-hand.	12/31/2014 9:45 AM
17	They helped with filling out applications and job searching ideas	12/30/2014 4:18 PM
18	Helped consumer with their car.	12/30/2014 9:13 AM
19	Consumer said that they did not really get any help; just the counseling part and that was it.	12/26/2014 1:12 PM
20	Job security. Consumer does not think their job would have been possible without V.R.	12/26/2014 12:57 PM
21	Helped consumer find out what was out there for jobs.	12/23/2014 4:09 PM
22	Told consumer to follow up with jobs.	12/23/2014 4:03 PM

## 2014/15 VR Client Satisfaction Survey

23	Helped consumer become a truck driver; gave consumer the opportunity to go to school.	12/23/2014 3:06 PM
24	Help looking for jobs.	12/19/2014 11:06 AM
25	Someone to listen to consumer.	12/18/2014 4:48 PM
26	Helping consumer put in applications for different jobs.	12/18/2014 4:01 PM
27	The interview process.	12/18/2014 12:05 PM
28	The handles in consumer's kitchens, doors and bars in the bathroom. Everything V.R. did helped.	12/18/2014 11:52 AM
29	Well I feel that they didn't help me that much. I worked with Dave and he would only let me do one thing at a time. If I wanted to fill out 3 applications, I needed his help but he would have me come in 3 different times to do this. He would only do one thing with me at a time and I was having to take the city bus a lot, when I could have gone into the VR office a couple of times and got everything done in one or two trips.	12/16/2014 5:02 PM
30	He said that V.R. helped him with interviewing skills and also filling out applications.	12/16/2014 10:25 AM
31	Helped consumer pay for school and tried to help consumer achieve.	12/12/2014 3:47 PM
32	Consumer said that V.R. did not really help; consumer mostly did things on their own.	12/12/2014 3:31 PM
33	The Placement Specialist, who helped consumer find a job.	12/8/2014 4:38 PM
34	Hearing aids.	12/8/2014 3:56 PM
35	They helped with job placement and car repairs.	12/8/2014 11:45 AM
36	Got consumer a job.	12/3/2014 4:24 PM
37	they helped with job placement	12/3/2014 3:27 PM
38	Helped consumer get on the Project Search job program.	12/1/2014 3:09 PM
39	Helped consumer understand how to fill out a job application.	12/1/2014 11:26 AM
40	Consumer could not think of anything.	11/26/2014 1:26 PM
41	A new leg and shared other resources with consumer.	11/25/2014 3:07 PM
42	Helped consumer look for a job online and with interview skills.	11/21/2014 4:50 PM
43	Help filling out applications.	11/18/2014 4:10 PM
44	Help financially with school.	11/18/2014 3:39 PM
45	Help with getting ready for college.	11/17/2014 12:09 PM
46	Consumer does not remember working with V.R.	11/11/2014 4:00 PM
47	Helped find a job, made it easier for consumer to do interviews and help with references.	11/11/2014 3:06 PM
48	Helping consumer find a part-time job.	11/11/2014 2:21 PM

## 2014/15 VR Client Satisfaction Survey

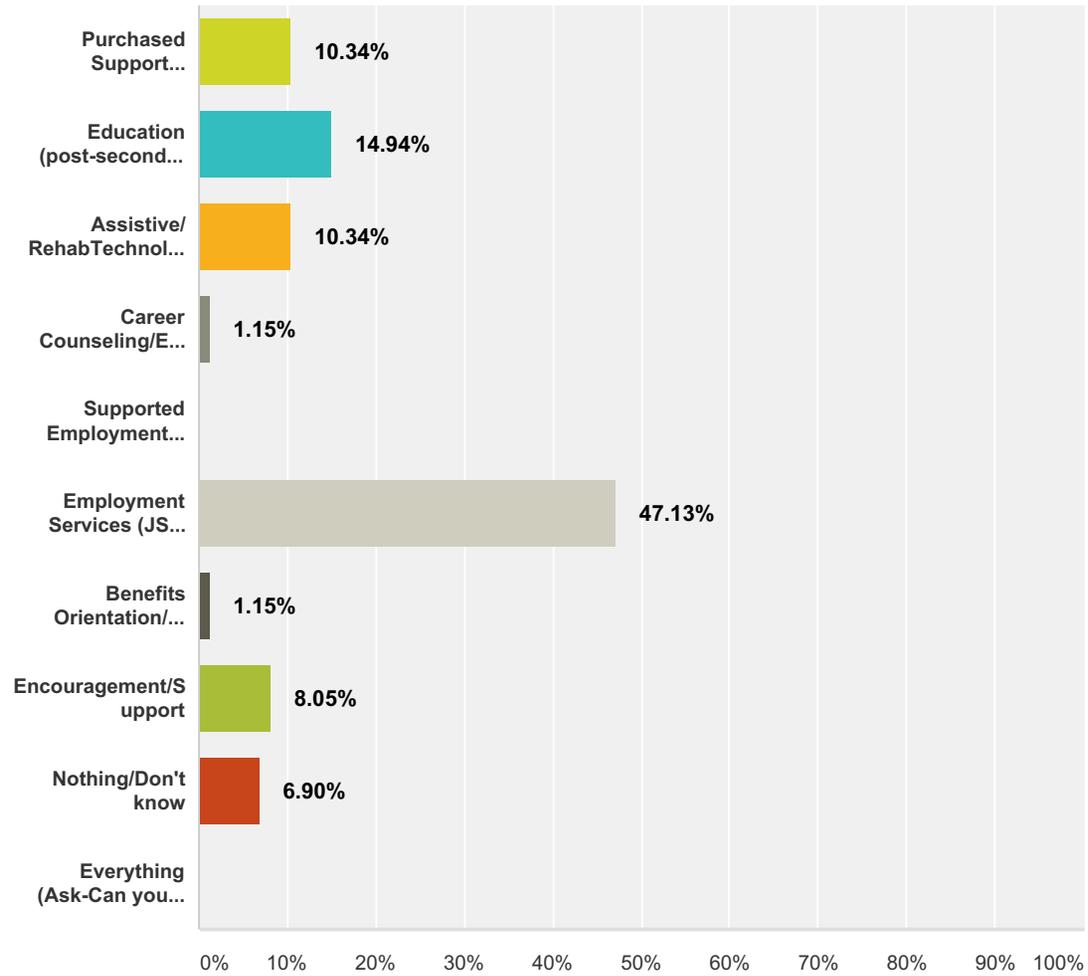
49	Help finding and keeping a job.	11/10/2014 2:35 PM
50	The job placement part.	11/10/2014 2:07 PM
51	Provided an interview.	11/10/2014 1:21 PM
52	Doing resumes.	11/10/2014 1:10 PM
53	Hearing aids for class.	11/7/2014 1:59 PM
54	Getting consumer back on the right track with a job.	11/6/2014 9:11 AM
55	A new set of work boots and to just be able to talk to someone, whether they needed a new job or not.	11/5/2014 4:12 PM
56	Help pay for school.	11/5/2014 12:18 PM
57	Helped consumer get an outfit for job interviews.	11/4/2014 4:21 PM
58	Hearing aids.	11/3/2014 3:12 PM
59	The money to go back to school.	10/24/2014 4:56 PM
60	The support.	10/24/2014 3:24 PM
61	Assistance with tools.	10/20/2014 4:01 PM
62	Helped consumer find different applications.	10/20/2014 1:56 PM
63	Where to start with the job process.	10/20/2014 1:52 PM
64	Just knowing that consumer had someone there for them if they were going through a situation.	10/16/2014 12:13 PM
65	Consumer said V.R. did not help with anything. They found their job on their own.	10/16/2014 10:40 AM
66	The funds to go to college.	10/16/2014 9:52 AM
67	Helped consumer prepare for interviews, what to say and what to wear. It was very helpful.	10/14/2014 2:56 PM
68	Agressiveness on job leads that came up that were full-time.	10/14/2014 12:04 PM
69	Money for a class for work.	10/14/2014 11:43 AM
70	Information on jobs.	10/14/2014 11:36 AM
71	Options for the future.	10/13/2014 10:50 AM
72	Helped consumer with school.	10/10/2014 4:40 PM
73	Job placement	10/10/2014 1:39 PM
74	Helped consumer find jobs that were regularly available; places that honestly needed the help and did not just have the sign up, but really did not need the help.	10/10/2014 10:01 AM
75	Helped consumer try to find jobs.	10/8/2014 1:47 PM

## 2014/15 VR Client Satisfaction Survey

76	Helped consumer figure out what job field to go in to. Also, got consumer steel toed boots.	10/7/2014 5:03 PM
77	Help consumer find a job.	10/7/2014 4:47 PM
78	Helped consumer find a job, with work clothes and gas.	10/6/2014 2:27 PM
79	Getting consumer through school and helping them find a job.	10/6/2014 10:40 AM
80	Hearing aid.	10/3/2014 10:39 AM
81	Extra money to help consumer get through college.	10/3/2014 10:27 AM
82	Getting back into the swing of things (routine) and back into the public.	10/2/2014 3:59 PM
83	Getting hearing aids and help paying for school.	10/2/2014 12:46 PM
84	Hard to say, everything they have done has been great. The training classes were great. Purchased a table for consumer to use for their back.	10/2/2014 12:01 PM
85	Received a bus pass a few times and a phone card to call V.R. and employers. Really liked working with Patty and David.	10/2/2014 10:54 AM
86	Telling consumer where to go to get back on their ADHD medications.	10/1/2014 3:19 PM
87	Emotional support and help finding employment.	10/1/2014 10:00 AM

**Q7 Mark the category the client indicated was the most helpful.**

Answered: 87 Skipped: 0



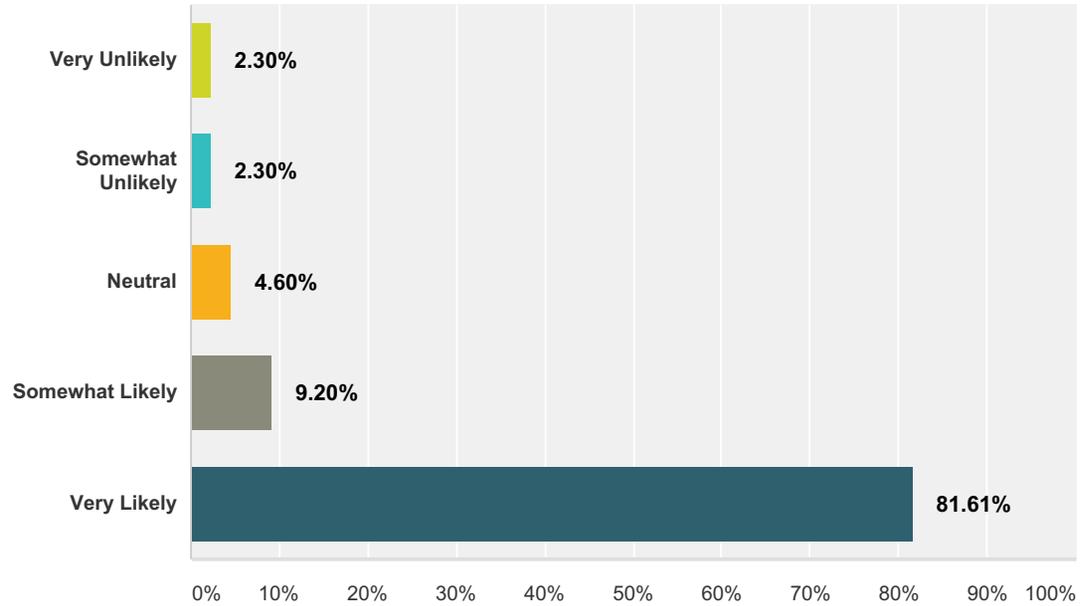
Answer Choices	Responses
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	10.34% 9

## 2014/15 VR Client Satisfaction Survey

Education (post-secondary training)	<b>14.94%</b>	13
Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	<b>10.34%</b>	9
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	<b>1.15%</b>	1
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc. )	<b>0.00%</b>	0
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	<b>47.13%</b>	41
Benefits Orientation/Benefits Analysis	<b>1.15%</b>	1
Encouragement/Support	<b>8.05%</b>	7
Nothing/Don't know	<b>6.90%</b>	6
Everything (Ask-Can you be more specific?)	<b>0.00%</b>	0
<b>Total</b>		<b>87</b>

### Q8 How likely are you to recommend Vocational Rehabilitation to a friend or family member?

Answered: 87 Skipped: 0



Answer Choices	Responses
Very Unlikely	2.30% 2
Somewhat Unlikely	2.30% 2
Neutral	4.60% 4
Somewhat Likely	9.20% 8
Very Likely	81.61% 71
<b>Total</b>	<b>87</b>

2014/15 VR Client Satisfaction Survey

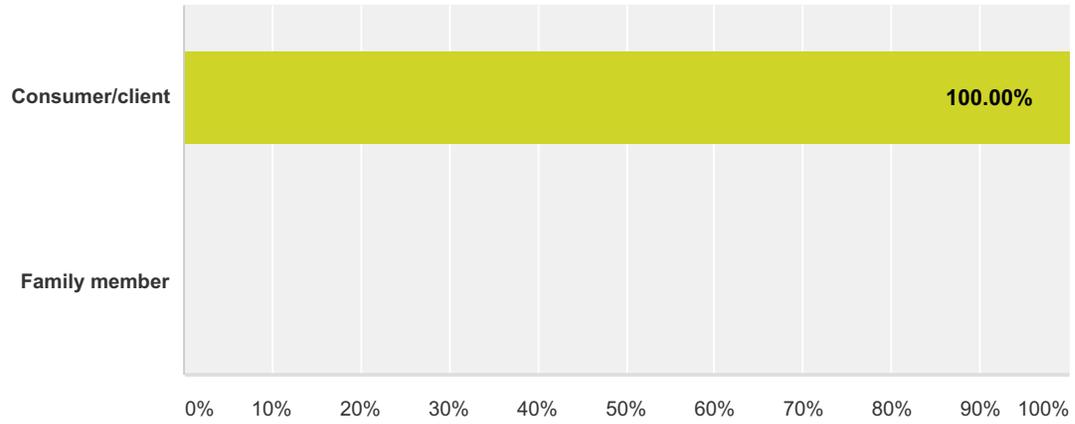
**Q9 Please share any other comments or suggestions you may have.**

Answered: 4 Skipped: 83

#	Responses	Date
1	Very happy with services	3/25/2015 3:35 PM
2	It was reported by the consumer that he does not care for V.R. He said that they did help him with some things, for which he was grateful, but they also sometimes had him on an "emotional roller coaster." He said that V.R. was not a "good experience" for him.	2/18/2015 10:03 AM
3	Consumer said that maybe she would have had a better experience with a different counselor, but did not have a choice.	12/26/2014 1:13 PM
4	He said that he was very happy with the services he received and he said, "I couldn't have done it without them (VR)."	12/16/2014 10:25 AM

**Q10 Who did you talk with?**

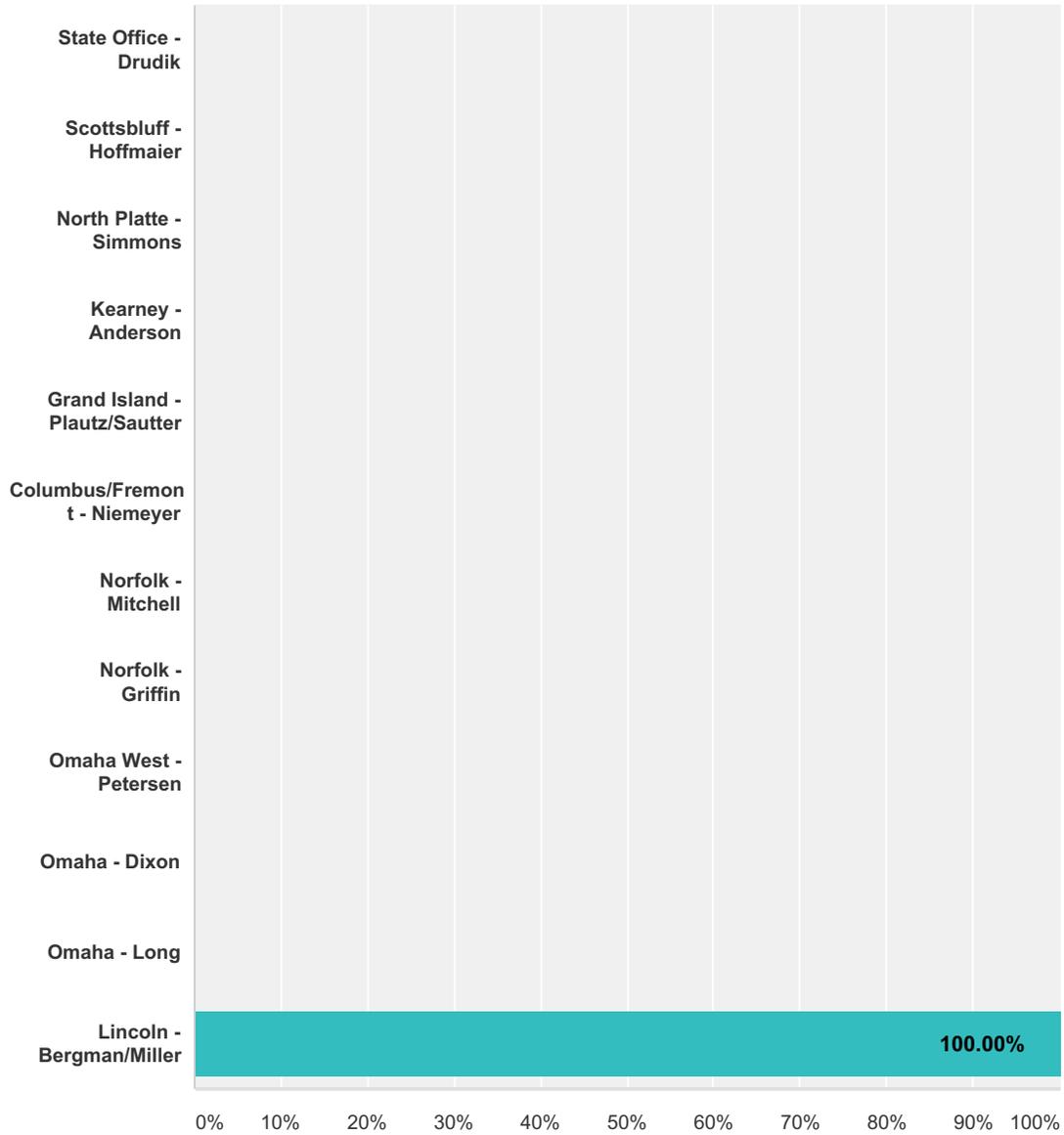
Answered: 87 Skipped: 0



Answer Choices	Responses
Consumer/client	100.00% 87
Family member	0.00% 0
<b>Total Respondents: 87</b>	

### Q11 Which VR Team served this client?

Answered: 87 Skipped: 0



## 2014/15 VR Client Satisfaction Survey

Answer Choices	Responses	
State Office - Drudik	0.00%	0
Scottsbluff - Hoffmaier	0.00%	0
North Platte - Simmons	0.00%	0
Kearney - Anderson	0.00%	0
Grand Island - Plautz/Sautter	0.00%	0
Columbus/Fremont - Niemeyer	0.00%	0
Norfolk - Mitchell	0.00%	0
Norfolk - Griffin	0.00%	0
Omaha West - Petersen	0.00%	0
Omaha - Dixon	0.00%	0
Omaha - Long	0.00%	0
Lincoln - Bergman/Miller	100.00%	87
<b>Total</b>		<b>87</b>