

2008 EBI Quality of Service Questionnaire: Employment Services Consumers					
<i>Total Number of Respondents = 14</i>					
WORK	Total		Not Good	Good	Great
1. How do you feel about your job?	11	#	1	3	7
		%	9%	27%	64%
			Yes	No	
Are your co-workers friendly?	11	#	11	0	
		%	100%	0%	
Do you want to keep this job?	11	#	10	1	
		%	91%	9%	
Does your job match your interests?	10	#	9	1	
		%	90%	10%	
What do you like best about your job?					
<i>"Co-workers, customers, money, being a cashier."</i>					
<i>"I like my job because of the DVDs and CDs! Most of all it's my co-workers."</i>					
<i>"The store and people."</i>					
<i>"It is close to me."</i>					
<i>"It's cool."</i>					
<i>"The people, helping customers."</i>					
<i>"Having fun with co-workers."</i>					
<i>"Dealing with customers."</i>					
<i>"Working with kids."</i>					
What do you like least about your job?					
<i>"Some customers are grouchy, mean, or on the phone."</i>					
<i>"I wish my "break" was longer."</i>					
<i>"The hours."</i>					
<i>"Doing trash in offices and bathrooms."</i>					
<i>"Pushing carts when hot weather."</i>					
<i>"Would like to someday learn to do something else."</i>					
<i>"Every one thing."</i>					
<i>"Attitudes."</i>					
<i>"When people are not considerate about my disability."</i>					
<i>"Night shift."</i>					

What kind of job would you most like to have?					
<i>"The one I have now." (4)</i>					
<i>"Cooking/daycare somewhere else, more hours."</i>					
<i>"Just washing vehicles."</i>					
<i>"Be a professional cook."</i>					
<i>"Any job helping people: hospitality, hospital, coaching, etc."</i>					
STAFF			Not Good	Good	Great
2. How do you feel about the way you and your job coach work together?	11	#	0	2	9
		%	0%	18%	82%
			Yes	No	
Do you like your job coach?	12	#	11	1	
		%	92%	8%	
Does your job coach listen to your needs?	12	#	11	1	
		%	92%	8%	
Do you feel you have enough contact with your job coach?	11	#	10	1	
		%	91%	9%	
Does your job coach clearly explain your job duties?	12	#	11	1	
		%	92%	8%	
Is your job coach supportive?	12	#	11	1	
		%	92%	8%	
Comments/Suggestions:					
<i>"Not working at this time."</i>					
<i>"R. has been outstanding and I would recommend him. He's the best!"</i>					
<i>"D. is K.'s job coach. She's great."</i>					
<i>"Very nice and helpful."</i>					

EBI OVERALL			Not Good	Good	Great
3. How do you feel about working with EBI?	12	#	0	2	10
		%	0%	17%	83%
			Yes	No	
Do you attend agency activities?	11	#	4	7	
		%	36%	64%	
Do you receive support from EBI?	14	#	13	1	
		%	93%	7%	
Does EBI evaluate your goals regularly?	13	#	11	2	
		%	85%	15%	
Does EBI listen to your suggestions?	14	#	12	2	
		%	86%	14%	
Do you want to continue receiving services from EBI?	13	#	13	0	
		%	100%	0%	
Comments/Suggestions:					
<i>"Thank you for getting more EBI people employed at Nob Hill."</i>					