

<b>2008 EBI Quality of Service Questionnaire: Family/Friends of ES Consumers</b>						
<b>Total Number of Respondents = 9</b>						
<b>COMMUNICATION</b>						
	Total		Poor	Satisfactory	Good	Excellent
1. Overall, how is EBI's communication with you regarding your family member/friend?	8	#	1	1	3	3
		%	13%	13%	38%	38%
			Yes	No		
Did EBI staff keep you adequately informed during the job development process?	9	#	7	2		
		%	78%	22%		
<b>Comments/Suggestions:</b>						
<i>"Job coach sees our daughter once a week."</i>						
<i>"No information on possible benefits."</i>						
<b>JOB DEVELOPMENT</b>						
			Poor	Satisfactory	Good	Excellent
2. How would you rate EBI's efforts at developing the job placement?	8	#	0	3	2	3
		%	0%	38%	25%	38%
			Yes	No		
Did the job match incorporate your family member/friend's expressed abilities and preferences for work?	6	#	6	0		
		%	100%	0%		
Do you think your family member/friend has adequate support on the job?	8	#	6	2		
		%	75%	25%		
<b>Comments/Suggestions:</b>						
<i>"She doesn't need support anymore because she is doing so well."</i>						
<i>"D. is not working."</i>						
<i>"Too much supervision early on; no assistance with learning about benefits, time off, etc."</i>						
<b>PROBLEM-SOLVING</b>						
			Poor	Satisfactory	Good	Excellent
3. How would you rate EBI's response to problems or concerns you have?	8	#	1	2	2	3
		%	13%	25%	25%	38%
			Yes	No		
Do you think EBI responds quickly enough?	9	#	8	1		
		%	89%	11%		
Do you think EBI follows through on tasks or assignments?	9	#	8	1		
		%	89%	11%		

<b>Comments/Suggestions:</b>						
<i>"See above. No answer on benefit eligibility."</i>						
<b>HEALTH &amp; SAFETY</b>			Poor	Satisfactory	Good	Excellent
4. How do you feel about the way EBI supports your family member/friend's health and safety?	8	#	0	1	5	2
		%	0%	13%	63%	25%
<b>Comments/Suggestions:</b>						
<i>"Follow through on transportation to job experience."</i>						
<b>STAFF</b>			Poor	Satisfactory	Good	Excellent
5. How would you rate your experience with EBI staff working directly with your family member/friend?	8	#	0	3	2	3
		%	0%	38%	25%	38%
			Yes	No		
Do you feel EBI staff is adequately trained to address both your family member/friend's and the employer's needs on the job?	9	#	8	1		
		%	89%	11%		
Does staff seem committed to meeting your family member/friend's support needs?	9	#	8	1		
		%	89%	11%		
<b>Comments/Suggestions:</b>						
<i>"We are so pleased that S. has such great support."</i>						
<i>"More than day-to-day job performance -- job advancement, career planning."</i>						
<b>OVERALL</b>			Poor	Satisfactory	Good	Excellent
6. How has your experience been with EBI's services, in general?	9	#	0	1	4	4
		%	0%	11%	44%	44%
<b>Comments/Suggestions:</b>						