

2008 EBI Quality of Service Questionnaire: Employment Services DOR and RCEB staff						
Total Number of Respondents = 7						
COMMUNICATION						
	Total		Poor	Satisfactory	Good	Excellent
1. How well does EBI communicate with you regarding consumers?	7	#	0	0	3	4
		%	0%	0%	43%	57%
			Yes	No		
Do EBI staff return phone calls promptly?	7	#	7	0		
		%	100%	0%		
Comments/Suggestions:						
PROBLEM-SOLVING						
	Total		Poor	Satisfactory	Good	Excellent
2. How would you rate EBI's responses to problems or concerns?	6	#	0	1	2	3
		%	0%	17%	33%	50%
			Yes	No		
Do you think EBI responds quickly enough to your concerns?	7	#	7	0		
		%	100%	0%		
Is EBI responsive to your suggestions?	7	#	7	0		
		%	100%	0%		
Is EBI responsive to consumers' needs and issues?	7	#	7	0		
		%	100%	0%		
Does EBI respond quickly to consumers' needs and issues?	7	#	7	0		
		%	100%	0%		
Comments/Suggestions:						
<i>"Keeping in contact more frequently with consumers on wait list."</i>						
STAFF						
	Total		Poor	Satisfactory	Good	Excellent
3. How would you rate your experience with the EBI staff working directly with your consumer(s)?	5	#	0	0	4	1
		%	0%	0%	80%	20%
			Yes	No		
Do you think EBI staff show respect and care to consumers?	7	#	7	0		
		%	100%	0%		
			Yes	No		
Do EBI staff follow established procedures?	7	#	7	0		

		%	100%	0%		
Are you satisfied with the process EBI follows to request authorizations?	7	#	7	0		
		%	100%	0%		
Do EBI staff honor consumers' choices?	7	#	6	1		
		%	86%	14%		
Do EBI staff provide individualized services to its consumers?	7	#	6	1		
		%	86%	14%		
Is EBI thorough when placing consumers in jobs?	7	#	7	0		
		%	100%	0%		
Comments/Suggestions:						
<i>"Consumers need EBI's assistance to communicate well with employers regarding their needs."</i>						
SUPPORTED EMPLOYMENT OVERALL	Total		Poor	Satisfactory	Good	Excellent
4. How would you rate EBI's Supported Employment services, overall?	7	#	0	0	4	3
		%	0%	0%	57%	43%
What are you most satisfied with about EBI's employment services?						
<i>"Excellent job training. You guys are great at what you do. Keep it up."</i>						
<i>"Response to referrals and follow-up with consumer reports and issues that arise."</i>						
<i>"Response to problem solving when issues develop that put client at risk of job loss."</i>						
<i>"Professional services. Consumers are properly matched for jobs and have high quality support."</i>						
What areas(s) do you think EBI needs to improve in?						
<i>"Specialized jobs for those with employment challenges."</i>						
<i>"Only have worked on one case with EBI -- nothing at this time to report."</i>						
<i>"More employment options for consumers."</i>						
Comments/Suggestions:						
<i>"Placing/hiring folks that are not the most likely hired (i.e. severely disabled, limited mobility, behaviors)."</i>						
<i>"Job variety for placements."</i>						
<i>"Communication with consumers and employers."</i>						
<i>"I'm hoping that with new legislation, there will be more job opportunities available for consumers."</i>						