

## EBI SES Case Manager and DOR Satisfaction Survey

September-October 2017

**Number of Respondents: 6**

### COMMUNICATION

Overall, I feel satisfied with EBI's communication with me regarding consumers.

- Agree (5)
- Disagree
- Undecided (1)
- Not Applicable

Do you have additional feedback for EBI regarding how we communicate with you? Please share.

- "More frequently throughout the year."
- "Communication could be more timely. Update and collaborate with case managers more."
- "In my experience, some job coaches are not as proactive about communicating with case managers."

### ADVOCACY

I am satisfied with the way EBI helps advocate for consumers.

- Agree (4)
- Disagree (1)
- Undecided (1)
- Not Applicable

Do you have additional feedback for EBI regarding how we help advocate for consumers? Please share.

- "I feel they could improve on getting more hours and consumer learning more."
- "If a client's hours and job duties are being downgraded, it is important to have a discussion with the client and advocate for the client with the employer."

### PROBLEM SOLVING

I am satisfied with EBI's response to problems or concerns I have.

- Agree (4)
- Disagree (1)
- Undecided (1)
- Not Applicable

EBI responds to problems/concerns promptly.

- Agree (4)
- Disagree (1)
- Undecided
- Not Applicable

EBI follows through on tasks to address problems/concerns.

- Agree (4)

- Disagree
- Undecided (2)
- Not Applicable

Do you have additional feedback for EBI regarding how we respond to problems or concerns you have? Please share.

- “EBI needs to advocate on behalf of clients and speak with job site more often.”

**HEALTH AND SAFETY**

I am satisfied with the way EBI supports consumers’ health and safety needs.

- Agree (5)
- Disagree
- Undecided
- Not Applicable (1)

Do you have additional feedback for EBI regarding how we support consumers’ health and safety? Please share.

**STAFF**

Overall, I am satisfied with my experience with EBI staff working with consumers.

- Agree (4)
- Disagree (1)
- Undecided (1)
- Not Applicable

Do you have additional feedback for EBI regarding the EBI staff who work with you? Please share.

**OVERALL RATING**

What do you think is EBI’s greatest strength in working with your consumers?

What area would you like to see EBI improve on in working with your consumers?

- “Make sure job role is what client wants and fits his/her skill set. Advocate for client more if there is a mis-match.”

How do you feel about our service overall?

1      2(1)    3(1)    4(3)    5(1)  
 Bad -----Excellent

Please use the space below to include additional comments, if you’d like.

- “Thanks a lot EBI staff!”
- “Find appropriate job for clients that are in line with what they want and fits their skill sets. Take action if a job site is not working out and talk with family (if involved.)”