

EBI SES Consumer Satisfaction Survey

September-October 2017

Number of Respondents: 57

WORK SATISFACTION

Are your co-workers friendly?

- Agree (50)
- Disagree (2)
- Undecided (2)
- Not Applicable (2)

Do you want to keep this job?

- Agree (40)
- Disagree (5)
- Undecided (6)
- Not Applicable (5)

How do you feel about your job?

1(1) 2 3(9) 4(11) 5 (30)
Bad -----Excellent

What do you like best about your job?

- "Co-workers." (4)
- "Nice co-workers."
- "The co-workers are all very friendly and helpful."
- "Joke around with co-workers, job duties, etc."
- "Very good company and co-workers. Work is interesting, challenging, and very rewarding."
- "Working with nice people every day and working hard at the tasks I do every day."
- "I get to mingle with the employees at the job site."
- "I like working here. I like the people here at EBI."
- "Working with the employees."
- "Talking to customers." (2)
- "I love to interact with other people and twice a month I get paid."
- "I get to help people."
- "Meeting people."
- "Friendly people."
- "The best things I like are helping people know that there are resources to deal with crime and doing my part to help the law process go smoothly."
- "Friends, people, good food."
- "Everything about my job."
- "Mostly everything."
- "The work I get to do."

- “There is constant work.”
- “It keeps me busy and I am not running out of tasks to do.”
- “Working, doing well.”
- “Good pay and learning about cleaning cars.”
- “I like to bag or do sweeps.”
- “Being Chief.”
- “Creating templates on Constant Contact and completing the tasks for my supervisor. Also, updating bios.”
- “Putting the totes onto the sales floor.”
- “Bussing.”
- “Unload Walmart Trailers.”
- “Scanning.”
- “I get paid.”
- “Good pay.”
- “Bonuses.”
- “Work environment was very team oriented and about employee growth. There was a lot of flexibility and learning opportunities built into the position.”
- “It is an intellectually stimulating, morally rewarding job that moves at the right pace for me and fits my skill set.”
- “Learning new skills.”
- “Socializing and practicing job skills.”
- “Adds library experience to resume, semi flexible hours.”

What do you like least about your job?

- “Nothing.” (4)
- “Not much.”
- “No complaints.”
- “The commute.”
- “The commute is too long, and bad neighborhood.”
- “One thing I like least is sweeping.”
- “Sweeping.”
- “I don’t like to do go backs.”
- “Throwing bad product into the compost heap and compactor.”
- “Least carts.”
- “Filing.”
- “Unload Walmart trailers [in] hot heat.”
- “When cleaning the bathroom-interruptions.”
- “Not trained on forklift.”
- “Scheduling.”
- “Doing Grill Podium.”
- “The fast paced nature made it difficult to jump in, learn, and perform my job all at the same time in such a “short” time period.”
- “Every now and then I wish I/us as a department could do even more to serve the DIR mission.”
- “Can’t guarantee time off, have to work holidays, can’t have set hours. Working too late most weekends.”
- “Problems from homeless and Friday nite kids.”
- “I don’t love the stress that comes when caught unprepared and trying to multitask.”
- “Would like to take greater responsibility and become full time.”

- “Lack of work.”
- “Having down time.”
- “Slow workers.”
- “I love doing my job but my last job I had to walk around the hospital and I felt tired.”
- “There is not a lot of variety of tasks to be completed.”
- “Minimal interaction with public, minimal opportunity for advancement.”
- “Waiting for job opportunity.”
- “Disgruntled people, but I understand it’s part of the job.”
- “Boss is mean.”
- “Too easy.”
- “I do not want to say.”

What kind of job would you most like to have?

- “Not sure.” (3)
- “I want to keep my job.” (2)
- “I like my job.”
- “Same.”
- “The one I have now but hopefully become a secretary in this office or manager.”
- “Office.” (2)
- “I like to bag.”
- “Bagger.”
- “Courtesy clerk at a grocery store.”
- “Stocking.”
- “I would like to be a receptionist at an office setting like where I’m at now. Or be one at a library where I can help people locate more resources that they need.”
- “Best book reader.”
- “I would like to either help people or animals.”
- “Work at Stoneridge Mall Jordan Shoes.”
- “UPS.”
- “Draw comics.”
- “Office administration and support fits my skills.”
- “Project management/disability inclusion and education.”
- “Working with blind as aide.”
- “With kindergarten.”
- “I hope to continue in the public sector as a civil servant with the state of California.”
- “Assembly line.”
- “A horse job.”
- “Safeway.”
- “Closer to my home with good pay.”
- “Artist job.”
- “Full time job.”
- “Librarian or Cartographic Technician.”
- “Entry-level position in laboratory or hospital.”
- “A job that has a few different types of tasks to complete and a fun group of co-workers to work with.”
- “That is undecided.”

- “Retire.”

STAFF

My job coach and I work together very well.

- Agree (50)
- Disagree (1)
- Undecided
- Not Applicable (2)

My job coach listens to my needs.

- Agree (50)
- Disagree
- Undecided (2)
- Not Applicable (2)

I feel that I have enough contact with my job coach.

- Agree (48)
- Disagree (1)
- Undecided (3)
- Not Applicable (3)

My job coach clearly explains my job duties.

- Agree (43)
- Disagree
- Undecided (5)
- Not Applicable (4)

My job coach is supportive.

- Agree (50)
- Disagree
- Undecided
- Not Applicable (2)

How do you feel about the EBI staff who work with you?

1 2 3(3) 4(10) 5 (40)
Bad -----Excellent

Comments/Suggestions:

- “Needs to work on emails and needs to let me know when to expect to see job coach.”
- “The state is perfect for aspies like me, and EBI facilitates this well.”
- “I feel I’d be more effective working on side projects for the library if my job coach periodically emailed me to ask how they were going (~ two times per month?)
- “All my job coaches did their best.”
- “We had a good conversation, funny and serious.”
- “Main purpose was to provide physical help and to get my work space set up.”
- “A bit more “face time” would be better.”

- “Waiting for regularly assigned coach. In transition now.”

BACKGROUND INFORMATION:

Did you participate in Project SEARCH?

- Yes (26)
- No (27)

Did you participate in a paid internship that was not Project SEARCH?

- Yes (7)
- No (45)

If you answered Yes to either question, where was your internship?

- “Alameda County” (5)
- “Tax collector, Sheriff, HR”
- “My internship was at the Civil Unit, Recorder’s office and County Administration Office”
- “Children’s Hospital Oakland” (3)
- “Benioff Children’s Hospital and St. Paul’s”
- “Harbor Bay Parkway”
- “Health Path”
- “CA Department of Industrial Relations”
- “East Bay Regional Park District”
- “Oakland Private Industry Council”

Did you participate in Tailored Day Services (TDS)?

- Yes (11)
- No (26)
- I’m not sure (13)

OVERALL RATING

What do you like best about EBI?

- “Support.” (3)
- “EBI gives you a lot of support.”
- “The way the clients are supported and the diversity of the community.”
- “They are supportive.”
- “EBI has supported me for over ten years.”
- “I like the amount of support I am getting.”
- “Individual support, wide range of programs.”
- “The help and support.”
- “Supportive.”
- “I have people who help me when I need [it].”
- “Job coach.” (3)
- “The fact that they give me a job coach.”
- “I like how they help me to achieve my full potential.”
- “They help me when I need it.”
- “They help me with my job skills.”
- “They are inclusive and help me with my needs.”

- “They work with me to really understand my needs and adjust “standard protocols” to be helpful and appropriate to me.”
- “They are able to help answer job related questions and request days and vacation time off.”
- “They come to my aid immediately.”
- “Inspiring!”
- “Getting the job done.”
- “It was alright.”
- “I can’t say or describe how grateful I am for them making my current paid internship possible.”
- “People are nice.”
- “EBI has a great team and they look for new opportunities and jobs regularly.”
- “Wonderful organization that helps disabled people enter the workforce! Great in more than one way!
- “I like how they are going to be helping getting a job with seniors.”
- “They help you find jobs.”
- “Paid work.”
- “Communicate.”
- “The staff and other clients I met just like me.”
- “Their care about disabled students and they are very helpful.”
- “Nice.”
- “It is a great place.”

What do you like least about EBI?

- “Nothing” (4)
- “No problems to report.”
- “I don’t really have anything to complain about.”
- “All good.”
- “Everything about EBI is great.”
- “No comment.”
- “I am not sure.”
- “Communicate with my coaches.”
- “The jobs and positions offered to me through EBI did not meet my interests or skill sets.”
- “Sometimes I feel some coworkers may treat me differently because of my disability.”
- “Little hard on me.”
- “It’s a little too far for me.”
- “I feel like EBI doesn’t communicate with me or each other involving job type information.”
- “I feel this might be a dead-end job.”
- “Too far away.”
- “Work too easy.”

What can EBI do to improve?

- “Nothing.” (2)
- “Nothing comes to mind.”
- “Nothing so far.”
- “No change.”
- “Help with more courage to talk to boss.”
- “Help people with disabilities find a job or housing to live.”
- “Move to Berkeley.”
- “Make sure clients know when staff out on vacation.”

- “To help.”
- “I had companies and connections to jobs that I wanted support in exploring and setting up internships at. However, I did not feel that EBI was prepared to be able to support me with this goal.”
- “I think they can communicate better and be more hands on when filling out resumes and job applications.”
- “Talk to boss about job.”
- “Being there for me when needed.”
- “Don’t feel I have enough info on all EBI programs to comment. I know budget is limited.”
- “Come to Contra Costa County.”
- “Stay with clients longer.”

How do you feel about our service overall?

1 2 3(3) 4 (14) 5 (37)
 Bad -----Excellent

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

- “I like the EBI staff very much.”
- “Excellent work and support by Tom, Lori, and entire staff.”
- “R. likes his job at Target cafeteria very much, although it’s only on Fridays but that’s okay with him.”
- “Some [co-workers] are friendly and others are not.”
- “Going off of improving the service, I think instead of EBI staff filling out job applications and updating resumes for clients it should help to have the person there to look at resume/application and have the client do most of it instead of the staff.”
- “I would like East Bay Innovations to talk to me about my dream job. I want to focus on my dream job before I graduate.”
- “Internship ended without a job offer although I would have liked to stay.”
- “EBI has provided K. with excellent support and we are very appreciative. K. especially likes giving back to EBI by serving on the Board of Directors.”
- “Make sure clients know when staff out on vacation.”
- “I’m hoping to get support in the restroom.”
- “Best wishes to everyone at EBI. I hope you’ve had a great year!!”
- “Thank you EBI!”