

SUMMARY of RESULTS

Overall, 86% of consumers were satisfied with MRC services in 2016. Of these, a very high 47% were very satisfied with MRC services. There were 350 survey responses out of a possible 2,140 survey recipients, achieving a response rate of 16% and statistical validity (at a confidence level of 95% and a 5% margin of error).

The 2016 survey was conducted completely online using a web based survey tool. The strong response rate indicated the viability of conducting an all-online satisfaction survey using consumer email addresses. In addition, new survey questions yielded valuable data on VR consumer outcomes.

- Out of the 350 online survey responses received 312 (89%) were closed in either status 26 or Status 28. Out of the 312 cases, 73% or 228 respondents were closed out in Status 26 while the remaining 26% were closed out in Status 28.
- A large majority of MRC consumers, 86%, were satisfied with MRC services overall. About 47% (very close to half) were very satisfied, 25% were satisfied, and 14% somewhat satisfied.
- Approximately 79% of respondents would encourage others with disabilities to go to the MRC for training or employment services.
- About 83% of respondents were satisfied that MRC services assisted them in becoming more independent (40% were very satisfied, 27% were satisfied, and 15% somewhat satisfied).
- 65% of respondents (225 individuals) reported that they had a job.
- 92% of respondents with a job were satisfied with their job. (37% were very satisfied, 32% were satisfied, and 23% being somewhat satisfied.)
- About 86% of respondents were satisfied that their job matched the goals developed in their MRC employment plan (40% of responses were very satisfied).
- As part of the satisfaction survey respondents were asked to identify how many hours they work per week. A majority of respondents (34%) identified working more than 35 hours per week, 17% worked 16-20 hours a week, and 11% identified working 11-15 hours and 21-25 hours per week.
- The majority of respondents with jobs earn between \$11 and \$21 per hour. (33% earn \$11 an hour, 25% earn \$12 to \$14 an hour, and 16% earn \$15 to \$17 an hour.)
- Approximately 80 % of survey respondents were satisfied with the ability of the MRC to identify their interests, strengths, and employment goals (37% were very satisfied in this regard).
- Overall, 78% of respondents were satisfied with the employment plan that they developed with their MRC counselor (33% were very satisfied, 26% were satisfied, and 18% were somewhat satisfied with their employment plan.)
- Overall, 79% were satisfied with their level of participation in their employment plan (35% were very satisfied, 28% satisfied, and 16% somewhat satisfied).

- A majority of respondents were very satisfied with the kinds of job leads they received through the MRC. Overall, about 70% of respondents were satisfied with their job leads.
- A majority of respondents (69%) were very satisfied with the number of job interviews they received through the MRC.
- About 76% of survey respondents were satisfied with the promptness of services at the MRC.