







Pennsylvania Rehabilitation Council's OVR Customer Satisfaction Survey 2011









1. The amount of time between my initial contact with OVR and my first meeting with my OVR Counselor.

		Response Percent	Response Count
Highly Satisfied		9.7%	3
Satisfied		32.3%	10
Neither Satisfied nor Dissatisfied		25.8%	8
Dissatisfied		16.1%	5
Highly Dissatisfied		16.1%	5
Does not apply		0.0%	0
	Comment:		8
answered question			31
skipped question			3







2. Regular and timely follow-up from my Counselor.

		Response Percent	Response Count
Highly Satisfied		14.3%	4
Satisfied		25.0%	7
Neither Satisfied nor Dissatisfied		3.6%	1
Dissatisfied		35.7%	10
Highly Dissatisfied		17.9%	5
Does not apply		3.6%	1
	Comment:		9
	answered question		28
	skipped question		6






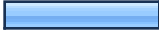
3. Timely response to phone calls, emails, and voice mail.

		Response Percent	Response Count
Highly Satisfied		15.4%	4
Satisfied		23.1%	6
Neither Satisfied nor Dissatisfied		3.8%	1
Dissatisfied		26.9%	7
Highly Dissatisfied		26.9%	7
Does not apply		3.8%	1
	Comment:		9
	answered question		26
	skipped question		8






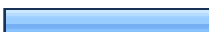
4. The list of suitable vendors provided by my OVR Counselor.

		Response Percent	Response Count
Highly Satisfied		23.1%	6
Satisfied		15.4%	4
Neither Satisfied nor Dissatisfied		7.7%	2
Dissatisfied		3.8%	1
Highly Dissatisfied		23.1%	6
Does not apply		26.9%	7
	Comment:		8
	answered question		26
	skipped question		8






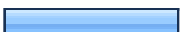
5. The help I received from my Counselor in choosing the vendor who best met my needs.

		Response Percent	Response Count
Highly Satisfied		19.2%	5
Satisfied		15.4%	4
Neither Satisfied nor Dissatisfied		3.8%	1
Dissatisfied		19.2%	5
Highly Dissatisfied		19.2%	5
Does not apply		23.1%	6
	Comment:		6
	answered question		26
	skipped question		8







6. The results of the services / equipment that were provided / approved for my employment goals.

		Response Percent	Response Count
Highly Satisfied		15.4%	4
Satisfied		15.4%	4
Neither Satisfied nor Dissatisfied		7.7%	2
Dissatisfied		7.7%	2
Highly Dissatisfied		23.1%	6
Does not apply		30.8%	8
		Comment:	6
		answered question	26
		skipped question	8

7. My OVR Counselor kept in contact with the vendor throughout the process, and updated me on a regular basis.

		Response Percent	Response Count
Strongly Agree		18.5%	5
Agree		14.8%	4
Neither Agree nor Disagree		11.1%	3
Disagree		7.4%	2
Strongly Disagree		22.2%	6
Does not apply		25.9%	7
		Comment:	3
		answered question	27
		skipped question	7







8. The help I received from my OVR Counselor in choosing the training I needed to achieve my vocational goals.

		Response Percent	Response Count
Highly Satisfied		9.1%	2
Satisfied		9.1%	2
Neither Satisfied nor Dissatisfied		9.1%	2
Dissatisfied		18.2%	4
Highly Dissatisfied		27.3%	6
Does not apply		27.3%	6

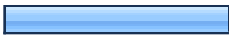


Comment: 9

answered question	22
skipped question	12






9. The appropriateness of the training provided to meet my employment goals.

		Response Percent	Response Count
Highly Satisfied		4.5%	1
Satisfied		9.1%	2
Neither Satisfied nor Dissatisfied		4.5%	1
Dissatisfied		18.2%	4
Highly Dissatisfied		31.8%	7
Does not apply		31.8%	7
	Comment:		5
	answered question		22
	skipped question		12






10. My Counselor told me about the Ticket to Work program.

		Response Percent	Response Count
Yes		33.3%	7
No		52.4%	11
Not sure		14.3%	3
	Comment:		5
	answered question		21
	skipped question		13






11. OVR services helped me become employed in the field I chose.

		Response Percent	Response Count
Strongly Agree		9.1%	2
Agree		9.1%	2
Neither Agree nor Disagree		0.0%	0
Disagree		13.6%	3
Strongly Disagree		40.9%	9
Does not apply		27.3%	6
	Comment:		5
answered question			22
skipped question			12






12. My OVR Counselor kept in contact with me throughout the training process.

		Response Percent	Response Count
Strongly Agree		9.1%	2
Agree		9.1%	2
Neither Agree nor Disagree		0.0%	0
Disagree		22.7%	5
Strongly Disagree		18.2%	4
Does not apply		40.9%	9
	Comment:		3
answered question			22
skipped question			12

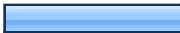





13. The results of the training provided for my employment goals.

		Response Percent	Response Count
Highly Satisfied		9.1%	2
Satisfied		9.1%	2
Neither Satisfied nor Dissatisfied		0.0%	0
Dissatisfied		18.2%	4
Highly Dissatisfied		18.2%	4
Does not apply		45.5%	10
	Comment:		5
	answered question		22
	skipped question		12

14. My OVR Counselor understood my disability.

		Response Percent	Response Count
Strongly Agree		34.8%	8
Agree		13.0%	3
Neither Agree nor Disagree		13.0%	3
Disagree		13.0%	3
Strongly Disagree		26.1%	6
Does not apply		0.0%	0
	Comment:		4
	answered question		23
	skipped question		11






15. My OVR Counselor tried to learn as much about me as possible in order to better help me become employed.

		Response Percent	Response Count
Strongly Agree		26.1%	6
Agree		8.7%	2
Neither Agree nor Disagree		8.7%	2
Disagree		21.7%	5
Strongly Disagree		30.4%	7
Does not apply		4.3%	1




Comment: 3

answered question	23
skipped question	11





16. My OVR Counselor listened to my concerns and goals.

		Response Percent	Response Count
Strongly Agree		30.4%	7
Agree		13.0%	3
Neither Agree nor Disagree		13.0%	3
Disagree		13.0%	3
Strongly Disagree		30.4%	7
Does not apply		0.0%	0
	Comment:		2
answered question			23
skipped question			11


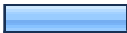




17. My OVR Counselor made me aware of the Client Assistance Program.

		Response Percent	Response Count
Yes		21.7%	5
No		39.1%	9
Not sure		39.1%	9
	Other (please specify)		5
answered question			23
skipped question			11

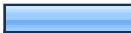





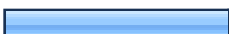
18. My OVR Counselor helped me transition from school to a job.

		Response Percent	Response Count
Strongly Agree		0.0%	0
Agree		13.0%	3
Neither Agree nor Disagree		0.0%	0
Disagree		8.7%	2
Strongly Disagree		39.1%	9
Does not apply		39.1%	9
	Comment:		6
answered question			23
skipped question			11







19. How did you hear of this survey?

		Response Percent	Response Count
OVR Counselor		0.0%	0
Email from PaRC		4.5%	1
Email from other		18.2%	4
Citizen Advisory Committee meeting		0.0%	0
OVR's State Plan Public Meeting		0.0%	0
PaRC Web site		27.3%	6
Another OVR customer		4.5%	1
Another OVR customer's family / friend		4.5%	1
Other		40.9%	9
	Other (please specify)		9
		answered question	22
		skipped question	12







20. Through which OVR regional office did you receive your services?

		Response Percent	Response Count
Greater Philadelphia		19.0%	4
Lehigh Valley		9.5%	2
Northeast PA		14.3%	3
Susquehanna Valley		4.8%	1
Central PA		14.3%	3
Northwest PA		4.8%	1
Greater Pittsburgh		33.3%	7
answered question			21
skipped question			13






21. If needed in the future, I would again use OVR services.

		Response Percent	Response Count
Strongly Agree		23.8%	5
Agree		23.8%	5
Neither Agree nor Disagree		28.6%	6
Disagree		4.8%	1
Strongly Disagree		14.3%	3
Does not apply		4.8%	1
Comment:			8
answered question			21
skipped question			13



22. I would recommend OVR services to other people.

		Response Percent	Response Count
Strongly Agree		21.7%	5
Agree		30.4%	7
Neither Agree nor Disagree		13.0%	3
Disagree		4.3%	1
Strongly Disagree		26.1%	6
Does not apply		4.3%	1
		Comment:	3
		answered question	23
		skipped question	11


23. If you also use the services of a CareerLink, how satisfied were you with those services?

		Response Percent	Response Count
Highly Satisfied		0.0%	0
Satisfied		17.4%	4
Neither Satisfied nor Dissatisfied		17.4%	4
Dissatisfied		4.3%	1
Highly Dissatisfied		13.0%	3
Does not apply		47.8%	11
	Comment:		4
	answered question		23
	skipped question		11

24. Are you:

		Response Percent	Response Count
Male		62.5%	15
Female		37.5%	9
	answered question		24
	skipped question		10

25. Are you a veteran?

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	23
answered question			23
skipped question			11

26. In what year were you born?

	Response Count
	21
answered question	21
skipped question	13

Page 2, Q1. The amount of time between my initial contact with OVR and my first meeting with my OVR Counselor.

1	Norristown OVR office hung up on me when I tried to call via relay service. No videophone or TDD number available. I finally got an email address but had to send 3 messages over 3 weeks before finally getting a response. From there it was several weeks before my first appointment.	Aug 4, 2011 1:37 PM
2	I had to contact the OVR Counselor three times until respond.	Jul 11, 2011 11:21 AM
3	Good Timing	Jun 30, 2011 5:44 PM
4	I left messages with my counselor for over a week. I finally had to speak to a supervisor before she returned my calls	Jun 21, 2011 10:23 PM
5	I want to ask you about new hearing aid to ask ovr to pay. years ago ovr paid my hearing aid while i am on ssd. now ovr from york pa sai must count wife and husband on ssd. i puzzled Now i need to make right on the fact which one is correct? Can you tell me? my friend needs a new hearing aid but did not know how. I told her OVR can help her a neww hearing aid. She lives on ssd and ssi. Can you help her? thank you from goldie	Mar 9, 2011 10:02 PM
6	Ron Davis ot back with me quickly	Feb 17, 2011 9:12 AM

Page 2, Q1. The amount of time between my initial contact with OVR and my first meeting with my OVR Counselor.

7	this was back in 1980 - 1981	Feb 16, 2011 3:06 PM
8	This was way back in 1980 - 1981.	Feb 16, 2011 2:57 PM

Page 2, Q2. Regular and timely follow-up from my Counselor.

1	Numerous times, she would tell me that she would contact my dr office for info (I signed a release); then she would tell me that she forgot, or she though I was calling them. Then she would tell me that she would do it only to have the same thing happen again and again.	Sep 9, 2011 6:18 PM
2	My VR counselor often did not respond to email. When I finally reached her, she denied receiving previous emails.	Aug 4, 2011 1:37 PM
3	New Applicant	Jun 30, 2011 5:44 PM
4	Seems that my caseworker has to many case loads. Forgets important things such as my transportation for school. Then at the last minute remembers if not a week, in some cases days before to submit information. And leaves me without a bus pass or tickets. He usually insists that its my fault and treats me like I'm an idiot. my name is Stanley Slabodnick Phone # 412-401-1024 stanslabodnick@yahoo.com I have been a client for over 15 years and still to have accomplished a career goal through this agency.	Apr 26, 2011 5:24 PM
5	Calls are never returned	Feb 27, 2011 2:20 PM
6	We developed a good working rapport.	Feb 16, 2011 3:06 PM
7	My counselor and I developed a good rapport.	Feb 16, 2011 2:57 PM
8	I feel there is a need for improvement in this area.	Feb 15, 2011 11:16 AM
9	Counselor I had at the time messed up my paper work and did not arrive in time at Harrisburg Office for review thus resulting me missing one semester at Gallaudet due to no funding coming from OVR in time.	Feb 15, 2011 10:28 AM

Page 2, Q3. Timely response to phone calls, emails, and voice mail.

1	It took her 1-2 weeks to call me back.	Sep 9, 2011 6:18 PM
2	Norristown VR office is NOT accessible for Deaf consumers like myself. (Nobody uses TDDs anymore.)	Aug 4, 2011 1:37 PM
3	I had call four times until the OVR Counselor call me back.	Jul 11, 2011 11:21 AM
4	Not Call YEt	Jun 30, 2011 5:44 PM

Page 2, Q3. Timely response to phone calls, emails, and voice mail.

5	I guess when he gets around to it, or feels he has time.	Apr 26, 2011 5:24 PM
6	It is nearly impossible to get in contact with my OVR counselor Clair Long. He will not even see me when I show up at the office in person.	Apr 13, 2011 6:50 PM
7	Mr. Davis maintained contact with me throughout the process.	Feb 17, 2011 9:12 AM
8	Just tty phone calls, no pagers or emails back then.	Feb 16, 2011 3:06 PM
9	Just tty phone calls. No pagers at that time. :)	Feb 16, 2011 2:57 PM

Page 3, Q1. The list of suitable vendors provided by my OVR Counselor.

1	I was never provided with a list of vendors.	Sep 9, 2011 6:18 PM
2	My counselor and I could not agree on a goal so we never got so far as to discuss vendors.	Aug 4, 2011 1:38 PM
3	I did not get that and I need a walker and eyeglasses.	Jul 11, 2011 11:23 AM
4	Been in this program for over fifteen years. I think its a waste of the states money. I also don't like that the disabled are called customers. I feel it's degrading. Like I'm standing in a deli line. I feel that a client would be a more appropriate term. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024.	Apr 26, 2011 6:08 PM
5	Was never given a list of vendors. Counselor told me where I should go.	Feb 27, 2011 2:21 PM
6	He tried his best after we tried to find jobs for me with my BA in Psychology. We realized there was almost nothing in this Harrisburg area of PA. He suggested I try for computer programming jobs with the Fed Govt.	Feb 16, 2011 3:11 PM
7	He tried to direct me to places for employment with my psychology BA degree. But we did not have any luck. He directed my search with the Federal Govt agencies... He paved the way..I got a job with the army depot in New Cumberland as a clerk...while waiting for the computer training job to open up at the Navy Depot in Mechanicsburg. I stayed with this job for 30 yrs and retired.	Feb 16, 2011 3:02 PM
8	there needs to be better vendors. if a job search coach isn't helping much, a new one is needed!	Feb 15, 2011 11:17 AM

Page 3, Q2. The help I received from my Counselor in choosing the vendor who best met my needs.

1	None provided.	Sep 9, 2011 6:18 PM
2	See above.	Aug 4, 2011 1:38 PM
3	No help. I feel this program is wasting the states money and time. Stanley	Apr 26, 2011 6:08 PM

Page 3, Q2. The help I received from my Counselor in choosing the vendor who best met my needs.

Slabodnick stanslabodnick@yahoo.com 412-401-1024.

- | | | |
|---|---|----------------------|
| 4 | There was no help. I was told where I should go | Feb 27, 2011 2:21 PM |
| 5 | He first got me in as a clerk with the Army Depot...to get me in the Fed Govt. Then when he set up an interview with the Navy depot in Mechanicsburg as a computer programmer trainee...I got in. I stayed in this position for almost 30 yrs and just recently retired. This job was challenging to me over the years. | Feb 16, 2011 3:11 PM |
| 6 | The job was challenging for me...had to change my career for a better paying job. And it kept me from being bored. | Feb 16, 2011 3:02 PM |

Page 3, Q3. The results of the services / equipment that were provided / approved for my employment goals.

- | | | |
|---|---|----------------------|
| 1 | None provided. | Sep 9, 2011 6:18 PM |
| 2 | See above. | Aug 4, 2011 1:38 PM |
| 3 | Thanks for at least occasionally providing bus passes or tickets. But such things as a typewriter or a computer for school has become very necessary. Yet all I hear about is OVR's budget. Too many broken promises with this agency. Im a law student. These items have become a necessity. I'm at my wit's end. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024 | Apr 26, 2011 6:08 PM |
| 4 | Penn State offered the world if I earned good grades. I finished with a 3.87 GPA and five years later cannot find a job in my field. I understand that the job market is thin and that no one wants to hire a 55 year old person. Still I am wondering if more education or an alternate education would have been needed to reach my goals? | Apr 13, 2011 6:56 PM |
| 5 | He made sure I got a hearing aid and interpreters for the training program Navy had for me for 3 months as a paid fed govt employee. | Feb 16, 2011 3:11 PM |
| 6 | They provided me with a new hearing aid. Also explained that I would need interpreters for the computer training program I attended with pay for 3 months. | Feb 16, 2011 3:02 PM |

Page 3, Q4. My OVR Counselor kept in contact with the vendor throughout the process, and updated me on a regular basis.

- | | | |
|---|---|-----------------------|
| 1 | See above. | Aug 4, 2011 1:38 PM |
| 2 | He made visits to my office to see how I was doing. Spoke to my supervisor also. After about 6 months, he and I agree I was doing just fine. Closed the case. | Feb 16, 2011 3:11 PM |
| 3 | my vr counselor doesn't keep in contact with vendor. | Feb 15, 2011 11:17 AM |

Page 4, Q1. The help I received from my OVR Counselor in choosing the training I needed to achieve my vocational goals.

- | | | |
|---|---|---------------------|
| 1 | She told me she could help me get funding for college. She repeatedly did not | Sep 9, 2011 6:19 PM |
|---|---|---------------------|

Page 4, Q1. The help I received from my OVR Counselor in choosing the training I needed to achieve my vocational goals.

	return my phone calls in a timely manner, but because I could not return one of her phone calls within 24hrs, SHE CANCELLED MY APPLICATION - - after taking one year (YES - ONE YEAR!) to gather all of the info she needed and having me sign numerous forms.	
2	I requested training to meet my vocational goals. My VR counselor told me I should just become a writer. I wish I was joking.	Aug 4, 2011 1:39 PM
3	Fifteen years of worthlessness. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:23 PM
4	What training? What help?	Apr 12, 2011 10:19 PM
5	I never thought I could excel with my computer field even tho I had a BA in Psychology. I did work for 9 months at the York deaf center as a social worker. I contacted the harrisburg Ovr office after I realized I was not happy with the job at the center. I was living in Mechanicsburg.	Feb 16, 2011 3:14 PM
6	4 years of job searching in a small town and I'm unable to gain employment. I've asked two things: Transfer my case to a city like Philly or Pittsburgh where I could find gainful employment or send me back to classes despite that I already have a BA degree.	Feb 15, 2011 11:21 AM
7	At the time, I wanted to change field when General Electric laid me off. I wanted to go to Gallaudet but my counselor wanted me to to NTID. Every meeting we had was negative on his part. At least Harrisburg or OVR main office accepted me to attend Gallaudet.	Feb 15, 2011 10:40 AM
8	My OVR counselor was the second of two that I had. The first in 2000 was very ineffective and really did nothing for me. She was young and friendly but in no way effective or committed to my case. In 2005 my case was reopened by another OVR Counselor, Steve Schindler who DID a smashing job of helping me identifying my goals and strengths. And, that led me to my current full-time position so I am very satisfied with his assistance. All comments in this survey will relate to the second OVR Counselor, Steve.	Dec 15, 2010 12:35 PM
9	I never got to sit down and discuss anything with Andrea Somogie. she felt very uncomfortable with the part of town where I reside. She refused to talk to me on her personal cell phone, before the scheduled interview. she insulted me by complaining of my birth place in the south, also she fused to try and understand my as she put it, southern drawl. She complained of a migraine, also so she demanded I repeat my self on each answer I gave her, my southern drawl gave her trouble hearing me because she has a hearing problem. she insulted me by criticizing the apperance of my hands. She cut the interview before it even got started, by getting up for my kitchen table. She told me of her African American friends' and refused to accept the fact that I considered my self to be an american period, born in the state of Louisiana, having resided in Georgia for the past 15 yrs, employed for 18yrs as a dental assistant, and she said NOW YOU ARE HERE! Some disabled individuals cannot choose their neighborhood, nor what side of town, and surly we cannot choose where we were born, lived or is living now! I don't know why this interview was set up by Andrea Somogie, when she knew my condition of my hads and my optic nerves. she had no problem understanding me on the phone nor did she tell me she did not feel safe on the northsid of Pittsburgh. She had no qualms until she came face to face with me. I don't know whether the BBVS can help me, I do know that ms Somogie refused	Nov 10, 2010 2:02 AM

Page 4, Q1. The help I received from my OVR Counselor in choosing the training I needed to achieve my vocational goals.

to. I am typing my daughter's email to you and I hope that my contacts with other state of Pennsylvania workers I come in contact with will not be as rude,nor give me the opportunity to capture their bad behavior on tape as she did.

Page 4, Q2. The appropriateness of the training provided to meet my employment goals.

1	No training offered, although I requested it.	Aug 4, 2011 1:39 PM
2	I'm not employed	Feb 27, 2011 2:23 PM
3	My counselor made sure I would be entered a training program when I was hired.	Feb 16, 2011 3:14 PM
4	I need to return to college for further training despite my 1st BA degree.	Feb 15, 2011 11:21 AM
5	Had to fight tooth a nail with my counselor. I ended up spending just about all of my savings before he got the Main Office to approve financial support to attend Gallaudet. My last two counselors always found loopholes to why OVR disqualified me from financial support to attend college whether it be Gallaudet or a hearing college.	Feb 15, 2011 10:40 AM

Page 4, Q3. My Counselor told me about the Ticket to Work program.

1	I signed up for ticket to work over five or six years ago. Not only at the time did my worker not know about it, five or six years later I received a letter from Maximus stating that in two thousand I'm looking at a medical review. Long story short if I used it 5 or 6 years ago why are they saying by sending me a letter thanks for enrolling in 2010. Are you serious. I swear my worker is a con. Wasting state money by paying him. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:23 PM
2	I dont think it existed back in 1980 - 1981 ??	Feb 16, 2011 3:14 PM
3	yes, but it doesn't make any improvement with employers to obtain a job.	Feb 15, 2011 11:21 AM
4	"Ticket to Work" program? I think this program was initiated long after OVR ended their services with me. I never heard of this program.	Feb 15, 2011 10:40 AM
5	I was already on the TTW program of my own accord at the time of my case re-opening.	Dec 15, 2010 12:35 PM

Page 4, Q4. OVR services helped me become employed in the field I chose.

1	Complete waste of time.	Aug 4, 2011 1:39 PM
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Page 4, Q4. OVR services helped me become employed in the field I chose.

2	It was useless. With a degree and training in web development this should not have been hard, but he is limited geographically and also have medical issues that can impact employment. Needed an advocate, someone to contact employers and advocate for an internship, supported employment or other opportunities, but because he is educated and looking for professional employment this did not happen. Still unemployed. I gave up on OVR but feel there are no other options.	Apr 12, 2011 10:19 PM
3	Stay employed	Mar 29, 2011 10:31 AM
4	they need to realize that if an employer doesn't hire an older disabled client, something needs to be looked at! FAST!	Feb 15, 2011 11:21 AM
5	I did the leg work myself. I still have yet to graduate from any college.	Feb 15, 2011 10:40 AM

Page 4, Q5. My OVR Counselor kept in contact with me throughout the training process.

1	There was no training process. See above.	Aug 4, 2011 1:39 PM
2	I have to contact him. He's told me my case should have been closed years ago. It's a mystery to me? Seriously someone should contact me. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:23 PM
3	When I was in college, I gave her updates on my classes. I have been wanting to return to classes and yet OVR will not provide for it.	Feb 15, 2011 11:21 AM

Page 4, Q6. The results of the training provided for my employment goals.

1	See above.	Aug 4, 2011 1:39 PM
2	with my disability there was only so much they could do for me.	Jul 22, 2011 10:39 PM
3	What training? Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:23 PM
4	I'm not employed	Feb 27, 2011 2:23 PM
5	previously, I was able to obtain a job. but they were only internships. I am still looking for a permanent job.	Feb 15, 2011 11:21 AM

Page 5, Q1. My OVR Counselor understood my disability.

1	My OVR counselor knows sign language to some extent. That is about all she understands about deafness.	Aug 4, 2011 1:40 PM
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Page 5, Q1. My OVR Counselor understood my disability.

2	He respected me as a person. He never made me feel he was smarter than me. I did not feel any oppression. He encouraged me to speak for myself at the interview as he felt I could speak well enough to be understood. Of course I was nervous but he instilled confidence in me. I felt that was important. Ever since I was one of the spokespersons for the deaf at the Navy depot when we had to fight for our rights.	Feb 16, 2011 3:18 PM
3	my counselor is very neutral on this.	Feb 15, 2011 11:23 AM
4	The last counselor I had replaced a counselor whom I had that retired. He came over or transfered over from OVR's mentally challenged or mental retardation program. I'm just severally hard of hearing. He did not fully understood me.	Feb 15, 2011 10:47 AM

Page 5, Q2. My OVR Counselor tried to learn as much about me as possible in order to better help me become employed.

1	maintain employment	Feb 17, 2011 9:15 AM
2	my present counselor isn't helping very much.	Feb 15, 2011 11:23 AM
3	I would not know how hard he tried since he had plenty of other Deaf clients to deal with.	Feb 15, 2011 10:47 AM

Page 5, Q3. My OVR Counselor listened to my concerns and goals.

1	He doesn't listen he talks to me like I'm an idiot. Constantly. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:26 PM
2	He took notes, but I really can not say he paid any attention to my concerns or goals.	Feb 15, 2011 10:47 AM

Page 5, Q4. My OVR Counselor made me aware of the Client Assistance Program.

1	CAP information was on the paperwork I signed, but my counselor never mentioned it. (Not that it matters; I was aware of CAP anyway.)	Aug 4, 2011 1:40 PM
2	Doubt it existed back in the 80's?	Feb 16, 2011 3:18 PM
3	I've learned of this before myself and I'm leaning on this.	Feb 15, 2011 11:23 AM
4	I'm not sure really. Last time I had contact with him was back in the early '80's.	Feb 15, 2011 10:47 AM
5	I doubt taht I would have needed this but I truely don't remember now.	Dec 15, 2010 12:36 PM

Page 6, Q1. My OVR Counselor helped me transition from school to a job.

1	the job didn't last long. wasn't able to preform duties as well as expected	Jul 22, 2011 10:40 PM
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Page 6, Q1. My OVR Counselor helped me transition from school to a job.

2	Been in school on and off since 2001. Was never provided a chance for a transition. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:28 PM
3	Other than an occasional job lead or a flier for a job fair my OVR counselor was absent from the process.	Apr 13, 2011 7:00 PM
4	Started this process after graduation from college, it wasn't helpful.	Apr 12, 2011 10:21 PM
5	I'm not employed	Feb 27, 2011 2:23 PM
6	There was no assistance by any ovr for me during my previous college years.	Feb 15, 2011 11:25 AM

Page 7, Q1. How did you hear of this survey?

1	CAP Facebook page	Aug 4, 2011 1:43 PM
2	I saw it when I went for a Workshop at my local OVR office.	Jul 11, 2011 11:25 AM
3	A flyer on the door of the Allegheny County office. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024.	Apr 26, 2011 6:36 PM
4	I saw a flier at the OVR office.	Apr 13, 2011 7:03 PM
5	a flyer	Apr 13, 2011 3:57 PM
6	Doctor's office	Mar 29, 2011 10:32 AM
7	CILCP facebook	Feb 17, 2011 9:17 AM
8	PSAD NEWS E-Zine	Feb 16, 2011 3:20 PM
9	PSAD	Feb 15, 2011 10:49 AM

Page 7, Q3. If needed in the future, I would again use OVR services.

1	I used the Johnstown, PA office and would never use nor recommend OVR to anyone unless with someone other than BethAnn Fanning. I am currently attending college part-time and barely making it financially. I have met many students that also had a bad experience with her and because of this they are not receiving help either.	Sep 9, 2011 6:20 PM
2	I would use OVR services because I am entitled to them and I refuse to believe they are as terrible everywhere as they have been in my experience with Norristown.	Aug 4, 2011 1:43 PM
3	Maybe it's a problem with my counselor, maybe another could help me more. I have no faith after 15 years or more in the program with my current counselor. Stanley Slabodnick stanslabodnick@yahoo.com 412-401-1024	Apr 26, 2011 6:36 PM

Page 7, Q3. If needed in the future, I would again use OVR services.

4	Is there any other option? That is actually any better?	Apr 12, 2011 10:21 PM
5	I am a retiree! :)	Feb 16, 2011 3:20 PM
6	I only got a little guidance when I moved to PA. I basically did things on my own and it was only word of mouth from last male counselor. If my AA degree isnt enough, would it be possible to get help from OVR to go back to school to broaden my knowledge for a better job? I'll never know...	Feb 16, 2011 3:14 PM
7	I probably will if I lose the job I have now.	Feb 15, 2011 10:49 AM
8	I don't know if I have a choice to refuse help, but I would really be afraid of being treated as a second class citizen. I know I need the training that is offered for my disability to restore my and my seven children's lives and hold my head up with dignity but I thought employees of the state new that personal feelings and and rudeness is not a part of their job description. As an active board member of the Northside Coalition for Fair housing am appalled. The treatment my daughter got in the presence of her toddler, infant daughter and her husband, is intolerable on any level. My daughter was refered to your organization with the highest of praise, and I'm sure it was accurate, but as for the state employee that was sent to my house, Andrea Somojie, has put a stain on the minds of several northside residents concerning the kind of treatment visiually impaired americans will receive, if their neighbor or southern drawl, and maybe the condition of their hands will affect ms Somojie's attitude as far as receiving help for this organization.	Nov 10, 2010 2:21 AM

Page 7, Q4. I would recommend OVR services to other people.

1	What exactly are the alternatives? Especially for a deaf person?	Aug 4, 2011 1:43 PM
2	It all depends on who the counselor is.	Feb 16, 2011 3:20 PM
3	But, I know from experience that success truly depends not only on the individual and his/her motivation but it is most important to have a quality OVR Counselor to lead the process. And, that is not always the case.	Dec 15, 2010 12:39 PM

Page 7, Q5. If you also use the services of a CareerLink, how satisfied were you with those services?

1	No issue with careerlink but very few jobs listed there were suitable for me.	Aug 4, 2011 1:43 PM
2	Useless - anyone can look at job listings.	Apr 12, 2011 10:21 PM
3	No sign interperter	Feb 16, 2011 2:33 PM
4	Careerlink is NOT interested to help the deaf and disabled to find gainful employment. They're overwhelmed with everyone looking for work.	Feb 15, 2011 11:25 AM

Page 8, Q3. In what year were you born?

1	1973	Sep 9, 2011 6:21 PM
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Page 8, Q3. In what year were you born?

2	1964	Jul 22, 2011 10:41 PM
3	1968	Jul 11, 2011 11:26 AM
4	1976	Apr 26, 2011 6:36 PM
5	1955	Apr 13, 2011 7:04 PM
6	1992	Apr 13, 2011 3:57 PM
7	1981	Apr 12, 2011 10:21 PM
8	1991	Apr 4, 2011 12:01 AM
9	1957	Apr 3, 2011 8:29 PM
10	1961	Mar 29, 2011 10:33 AM
11	1980	Mar 10, 2011 11:05 AM
12	1952	Mar 9, 2011 10:05 PM
13	1960	Feb 17, 2011 9:17 AM
14	1945	Feb 16, 2011 5:41 PM
15	1956	Feb 16, 2011 3:21 PM
16	1972	Feb 16, 2011 3:14 PM
17	1953	Feb 16, 2011 2:33 PM
18	1962	Feb 15, 2011 11:26 AM
19	1954	Feb 15, 2011 10:49 AM
20	1954	Dec 15, 2010 12:39 PM
21	1973	Nov 10, 2010 2:21 AM