

**Federal Fiscal Year 2009
Consumer Satisfaction with
Vocational Rehabilitation Services**



**James A. Rothrock, M.S., L.P.C.
Commissioner**

August 2010

Policy and Planning Division

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Recommended Citation: Fleming, M.L., Doum, M.D., and Woodward, J.P. (2010). Federal Fiscal Year 2009 Consumer Satisfaction with Vocational Rehabilitation Services

Acknowledgments

The report staff gratefully acknowledges assistance received from Information Services Staff, specifically Ann Stanfield, Systems Analyst and Daniel Ross, Manager, Web Operations. Additionally, we thank vocational rehabilitation counselors for guiding many Virginians with disabilities along the path to employment.

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Introduction

The survey of consumer satisfaction with vocational rehabilitation (VR) services is administered annually by the DRS Policy and Planning Division under the guidance of the State Rehabilitation Council (SRC).¹ The survey provides a systematic method of hearing the point of view of consumers. It is one measure of program effectiveness and a quality of service indicator.

In the survey, consumers are able to provide their level of satisfaction or dissatisfaction with received services, staff, and various aspects of the VR process. Consumers are welcomed to express openly and freely their opinion of VR services.

Data for the FFY 2009 (October 1, 2008 through September 30, 2009) survey were captured for consumers who were either vocationally rehabilitated (Status 26) or who received VR services and were not vocationally rehabilitated (Status 28). This report contains the results of the FFY 2009 survey as well as satisfaction trends, success stories for some of the consumers who responded to the FFY 2009 survey, and survey results for consumers served under specialized caseloads.

Survey Administration Summary

Methodology

The standard method of evaluating satisfaction with VR services involves a stratified sample according to closure status. Thus, more cases are selected from consumers who received services and were not vocationally rehabilitated (Status 28) than those who received services and were vocationally rehabilitated (Status 26). Deliberate over sampling of Status 28 consumers is performed because these consumers are less likely to respond to the survey. Additionally, over sampling this group helps to reduce the potential favorable response bias from vocationally rehabilitated consumers.²

A survey was mailed to each consumer in the sample along with a business reply envelope. Reminders and follow-up survey packets were used to encourage consumers to complete and return the survey. Over the course of FFY 2009, a survey was mailed to 1,812 consumers (45% were Status 26 and 55% were Status 28).

Response Rate

The response rate for Status 26 consumers was 51% (n=326) and the response rate for Status 28 consumers was 38% (n=220). Survey completions for both Status 26 and 28 consumers had been on a decline since FFY 2006; the current number of survey completions for Status 26 represents about a 14% increase over FFY 2008. Survey results by closure status are provided at Appendix A.

¹ Federal regulations governing State VR programs mandate that the State Rehabilitation Council (SRC) assess consumer satisfaction to the extent feasible (34 CFR, 361.17(h)(4)).

² The CSSSYSTEM – Consumer Satisfaction with DRS Backgrounder, *Management Decisions and Technical Considerations for the Survey of Consumer Satisfaction with VR*, October 1995 (Revised 2/96, 9/99).

The FFY 2009 overall response rate was 45% (n=546). Of the 546 respondents, 462 were actually consumer self-respondents (290 Status 26 and 172 Status 28 consumers).³ The remaining 84 respondents were either proxies (completed the survey based on their knowledge of the consumer, n=55) or unidentifiable (did not disclose who completed the survey, n=29). Results for proxies are provided at Appendix B.

Demographic Composition

The fundamental goal of survey research is to collect information about the people in the survey that is representative of the population that the survey sample was drawn from. The demographic composition of the FFY 2009 survey sample was similar to the overall demographics of the FFY 2009 VR population and it is believed that the sample is representative of the population from which it was drawn. Although there does not appear to be an overall survey non-response bias, there continues to be a lower percentage of transition consumers and consumers diagnosed with cognitive impairments responding to the survey.

Demographic (%) Comparison of FFY 2009 Population, Survey Sample and Survey Respondents⁴

		Population ⁵		Survey Sample		Self-Respondents	
		Status 26	Status 28	Status 26	Status 28	Status 26	Status 28
		N=3,215	N=2,939	N=816	N=996	N=290	N=172
		%	%	%	%	%	%
<i>Gender</i>	Male	56	54	56	53	53	41
	Female	44	46	44	47	47	59
<i>Race</i>	African American	35	44	36	43	30	40
	Caucasian	61	52	59	53	66	53
	Other	5	5	6	4	3	7
<i>Age at closure</i>	22 or less	29	34	28	31	20	13
	23-34	26	26	27	26	24	27
	35-49	28	24	26	25	28	31
	50-64	16	15	18	17	26	29
	65+	1	1	1	0.2	1	
<i>DRS Transition⁶</i>	DRS not transition	66	58	66	61	76	81
	DRS transition	34	42	34	39	24	19
<i>Significance of Disability</i>	MSD	91	83	91	83	90	83
	SD - 2	6	11	6	11	7	9
	SD - 1	3	4	2	4	2	8
	NSD	1	2	1	3	1	1

³ Consumer self-respondents include cases where the consumer completed the survey and cases where someone helped the VR consumer complete the survey.

⁴ Columns represent percentages and may not total 100% due to rounding. Percentages were rounded using the Microsoft Excel formula for percentages.

⁵ FFY 2009 information is based on AWARE closure dates as of September 30, 2009.

⁶ DRS transition cases were identified based on DRS age at application less than or equal to 22.

		Population ⁵		Survey Sample		Self-Respondents	
		<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>
		N=3,215	N=2,939	N=816	N=996	N=290	N=172
		%	%	%	%	%	%
<i>Impairment Category⁷</i>	Blindness/other visual impairment	0.4	1	0.2	1	1	1
	Deafness/hearing impairment	6	2	7	3	7	5
	Communication impairment-expressive/receptive	1	1	1	1	1	
	Orthopedic impairment	9	10	9	12	11	16
	Respiratory or physical debilitation or other physical	5	6	5	6	7	11
	Cognitive or other mental impairments	49	50	49	49	44	35
	Psychosocial Impairments	29	31	29	30	29	31
<i>FRS Region</i>	Blue Ridge	20	26	19	24	19	22
	Northern	27	20	28	20	28	20
	Central	16	22	16	21	20	25
	Eastern	19	21	21	24	17	23
	Southwest	17	11	15	11	16	10

⁷ Impairment categories are based on the primary impairment as recorded in AWARE.

Executive Summary

By the end of the federal fiscal year, 3215 clients achieved an employment outcome. This represents about a 20% percent decrease from the 4012 in FFY 2008. The FFY 2009 rehabilitation rate was 52%.⁸

From the random sample of 816 consumers who achieved an employment outcome, 290 rehabilitated self-respondents completed this year’s survey along with 172 self-respondents who received services but were not rehabilitated.

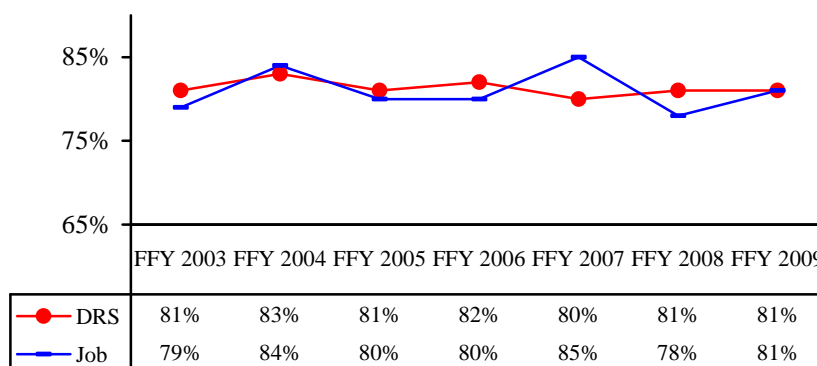
In general, satisfaction ratings on most measures remained consistent with previous six-year averages (FFY 2003-2008). The consistency of satisfaction ratings over the past seven years is due primarily to Status 26 consumers providing fairly consistent ratings each year. Satisfaction among Status 28 consumers is more variable and can sometimes continue in a downward trend for years. FFY 2009 survey results for self-respondents are highlighted below and discussed in detail in Section I. Detailed tables are available at Appendix A.

Overall Satisfaction with DRS and Job Satisfaction

In FFY 2009, overall satisfaction with DRS (81%, n=374) remained consistent and slightly below the agency target of 82%. Overall satisfaction with DRS remained stable despite the 20% decrease in number of successful closures for FFY 2009.

Eighty-nine percent (n=250) of rehabilitated consumers whose cases closed with competitive employment status⁹ said that they were earning wages or being paid for a job. The percentage of consumers who self report they are still working at the time of the survey has been fairly consistent for the past federal fiscal years with a seven-year average of 89%. Job satisfaction for FFY 2009 was 81% (n=201) and in line with the prior six-year average.

Overall Satisfaction with DRS and Satisfaction with Current Job



⁸ The FFY 2009 rehabilitation rate and closure information is based on AWARE closure dates as of September 30, 2009.

⁹ For this report, ‘competitive employment’ is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated. Respondents self-reported in the survey whether or not they were earning wages.

Involvement, Timing, and Perception of DRS Counselors

FFY 2009 satisfaction with involvement in developing the VR plan (75%, n=346) and the time it takes (74%, n=340) were both similar to prior six-year averages. A closer look at satisfaction with involvement for FFY 2009 consumers suggests that being very satisfied with involvement has less to do with services and more to do with the fact that consumers were helped or able to work together with DRS staff in the process. The type of help described by both Status 26 and 28 consumers is mostly general in nature.

Consumers continued to provide high satisfaction for counselors: not rushing them (87%, n=395), clearly explaining services available to them (86%, n=389), and taking their case seriously (87%, n=393). Relative to these counselor measures, consumers continued to provide lower satisfaction for counselors meeting discussed timetables (82%, n=370) and their knowledge of available programs (78%, n=349) in the community that could help them.

Information and Services Received

Close to 80%, of consumers agreed: they got the information they needed (81%, n=368) or received the services they needed (79%, n=358). Consumers indicating that they benefited from the services they received (77%, n=350) was two percentage points below the prior six-year average.

Quality of Service

Consumers continue to have a fairly strong belief that people at DRS treat them well (90%, n=406). Additionally, 84% (n=378) agreed they would tell a friend to go to DRS and 63% (n=285) indicated they would definitely come back to DRS if they needed additional help.

Federal Fiscal Year Satisfaction Trends

Trends over time (FFY 2003-2009) suggest there is a hierarchical ordering of satisfaction that indicates the following DRS strengths and weaknesses.

1. Consumers have a strong belief that the people at DRS treat them well.
2. Second to how they are treated, consumers believe:
 - a. Counselors take their case seriously
 - b. Counselors clearly explain services
 - c. Counselors do not rush them
 - d. They would tell a friend to go to DRS
3. Counselors meeting discussed timetables and knowledge of available programs receive the lowest satisfaction of the five counselor measures.
4. Involvement in developing the VR plan and the time it takes receives the lowest satisfaction of all survey measures.

DRS strengths are further substantiated by the fact that more than 70% (FFY 2003-2009) of consumers completely¹⁰ agree with survey items related to how they are treated by DRS staff, their counselors (taking case seriously, clearly explaining services, not rushing consumers) and their willingness to tell a friend to go to DRS. For the two lowest rated measures (involvement and the time it takes), slightly more than a third of consumers, on average (FFY 2003-2009), are very satisfied with their involvement in developing the VR plan or the time it takes.

Consumers Served under Specialized Caseloads

Generally, satisfaction ratings for consumers served under specialized caseloads follow the hierarchical trend discussed earlier for the agency. Survey highlights for these consumers are provided below and detailed results are available in Section III of this report.

1. Overall satisfaction with DRS was at an all-time high for consumers served by Rehabilitation Counselors for the Deaf (88%, n=22). Satisfaction with involvement among this consumer group has been on an upward trend since FFY 2006. The FFY 2009 satisfaction with involvement was 75% (n=18). Job satisfaction was 69% (n=11).
2. For consumers served by dedicated transition counselors, overall satisfaction was 92% (n=44) and job satisfaction was 97% (n=28). Both were all-time highs for this consumer group. Additionally, these consumers reported all-time high ratings above 90% for: obtaining information they needed, counselors explaining services, not feeling rushed by counselors, and receiving services they needed. The percentage of consumers who indicated they would definitely come back to DRS if they needed help again was 72% (n=34) and an all-time high.
3. Overall satisfaction for consumers served by counselors who specialize in substance abuse cases was at 80% (n=40) after a three year increase from FFY 2006 to 2008. Additionally, this consumer group experienced all-time low ratings on most of the other survey measures. Job satisfaction was 64% (n=18) and an all-time low.
4. For consumers served by counselors who specialize in long-term mental illness cases, satisfaction on most measures were similar or higher in FFY 2009 after a rebound in FFY 2008 from all-time low ratings in FFY 2007. Overall satisfaction with DRS (79%, n=19) and satisfaction with the time it takes to develop the VR plan (75%, n=18) both decreased after the FFY 2008 rebound. Job satisfaction was 69% (n=11).

¹⁰ Survey results are presented in collapsed form (agree=completely agree and somewhat agree or satisfied=very satisfied and satisfied).

Consumer Success Story

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories. These stories provide another measure of consumer outcomes. Consumer Case Master ID numbers were used to link consumer success stories to survey respondents. A sample of FFY 2009 success stories is included in this report. One success story is reported in Table 1, below and the others are reported in Section II.

Table 1 Success Story: A Consumer Who Completed the VR Consumer Satisfaction Survey

<p>The counselor feels that successful placement of clients on her caseload is a team effort and may require coordinated services from several individuals. TB was referred to the Department of Rehabilitative Services (DRS) by his therapist at an area Community Services Board (CSB). He was diagnosed with Schizoaffective Disorder, Bipolar Type. During his intake, TB reported a sense of “pending doom” due to frequent job losses associated with his mental health. He had a recent hospitalization and admitted to self-medication behaviors. His current mental health medications caused drowsiness in the morning and he was no longer taking attention deficit/hyperactivity disorder (ADHD) medications. TB had a pending legal charge, substantial court costs, and was on a year’s probation. TB completed high school with a regular diploma and enrolled in an electrical engineering degree program at a Virginia university. He discontinued classes in his senior year after failing to pass a required upper-level class. After leaving school he held several jobs and even entered an auto mechanic program when he felt that he would be unable to obtain an engineering degree. He reported that for various reasons, he was unable to maintain these jobs or complete the training program. TB requested DRS assistance in completing his Bachelor’s degree and obtaining employment in his field of study. TB’s major barrier to employment was his mental health stability (paranoia present when not taking medications as directed which interfered with adjustment at school and in the workplace). Working closely with his counselor, TB requested a course audit to determine what was required for graduation from his degree program. While TB waited for this documentation, he was encouraged to attend Job Club on a weekly basis to help reduce his isolating behaviors and allow him an opportunity to improve his interpersonal skills. He was also given an assignment to research local engineering programs and to determine which would best meet his individual needs. TB and his counselor agreed that a university with smaller</p>	<p>Case closed: 10/20/08</p> <p>Length of time from application to rehabilitation: 14.62 Months</p> <p>Total cost of services: \$2,038.98</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 40</p> <p>Gross weekly earnings, at closure: \$1,038.46</p>
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classes and easy access to the instructors might provide greater opportunity for success in completing this difficult class. An employment plan was prepared which included DRS assistance with tuition, books, supplies, and gas reimbursement. Throughout the semester, TB received on-going counseling, guidance, and help with coordination of various services (including a referral to the school's Disability Services office, a tape recorder to record lectures, and a request to the Disability Services office for tutorial assistance). When symptoms of TB's mental illness emerged during the semester, his counselor encouraged him to contact his therapist and/or psychiatrist immediately, sent an e-mail to his therapist, reported his deteriorating mental health and requested assistance in helping TB get an appointment to see his psychiatrist without delay. After a medication change, TB's symptoms were reduced and he was able to continue with his class. With several accommodations and coordination of services, TB successfully completed his class and was eligible to apply for graduation from his program and certification in his field of study; he received assistance in documenting course completion and completing paperwork necessary for receiving his diploma. TB was referred again for Employment Resource Center (ERC) services and job placement assistance and actively participated in the Job Club. He continued to work closely with the Program Support Technician Senior and Job Placement Counselor. Within a short period of time, TB was hired in his field as an electrical engineer for a federal agency with a salary of \$25.96 an hour. This was the same agency where TB completed two internships in 2000 and 2001. TB works full-time and has employer provided benefits such as health insurance. Counseling and guidance continued during the 90 days prior to case closure. During our last conversation, TB expressed his appreciation for DRS interventions, stating with enthusiasm, "If it wasn't for you guys, I would not be where I am now." He was happy to report that he has purchased a home.

Section I: FFY 2009 Survey Results and Federal Fiscal Year Trends

FFY 2009 Survey Results and Federal Fiscal Year Trends

This section includes a discussion of FFY 2009 survey results and federal fiscal year trends. In FFY 2009, there were 462 self-responders. FFY 2009 survey results were in line with prior six-year averages.

Satisfaction ratings on most measures tend to be consistent due primarily to Status 26 consumers providing fairly consistent ratings over time. Status 28 consumers tend to have more variable ratings and in some instances have had continuous declines in ratings for years before rebounding.

FFY 2009 survey findings and seven-year trends are provided below. A detailed table of FFY 2009 survey results and trend graphs by closure status are provided at Appendix A.

Satisfaction

Overall satisfaction with DRS (81%, n=374) remained consistent and slightly below the agency target of 82%. FFY 2009 satisfaction with involvement in developing the VR plan (75%, n=346) and the time it takes (74%, n=340) were similar to prior six-year averages.

In FFY 2009, an open ended question was added to the survey to capture reasons for satisfaction or dissatisfaction with involvement in developing the VR plan. For FFY 2009, consumers' reasons for their ratings suggests that being very satisfied with involvement has less to do with services and more to do with the fact that consumers were helped or able to work together with DRS staff in the process. The type of help described by both Status 26 and 28 consumers is mostly general in nature.

Reasons for being very dissatisfied tended to reflect the flip side of reasons for being very satisfied. As an example, five of the eight Status 26 consumers who were very dissatisfied with their involvement in developing the VR plan, reported reasons related to lack of help. Based on response to open-ended questions related to their current job, three of the five were very dissatisfied with their job and this dissatisfaction tended to be reflected in their response to satisfaction with involvement in the process.

Status 28 consumers who were very dissatisfied with their involvement mentioned reasons related to negative experiences, no help or lack of communication. The number of Status 28 consumers who are very dissatisfied with involvement is small (n=23) and will require examination in subsequent survey years.

There was some indication from less frequently mentioned reasons that Status 28 consumers who are very satisfied with their involvement are more likely to describe how staff treated them while Status 26 consumers who are very satisfied with their involvement are more likely to mention things related to getting the employment outcome. The number of Status 28 consumers who are very satisfied is small (n=42). So, the strength of the pattern is not known and will require examination of reasons in subsequent survey cycles.

Counselor-Consumer Relationship

For the past two years, close to 90% of consumers have agreed that counselors: did not rush them (87%, n=395), clearly explained services to them (86%, n=389), and took their case seriously (87%, n=393). Relative to the counselor measures above, fewer consumers agreed their counselors met discussed timetables (82%, n=370) and were knowledgeable of programs that could help them (78%, n=349).

Needed Information and Services

Close to 80% of consumers in FFY 2009 agreed: they got the information they needed (81%, n=368) or received the services they needed (79%, n=358). Consumers indicating that they benefited from the services they received (77%, n=350) was about two percentage points below the prior six-year average.

Quality of Service

Consumers continue to have a fairly strong belief that people at DRS treat them well (90%, n=406). The percentage of consumers willing to tell a friend to go to DRS was 84% (n=378). Sixty-three percent (n=285) indicated they would definitely come back to DRS if they need additional help and another 20% (n=90) were not definite but thought they would come back.

Satisfaction Trends for VR Survey Measures (Refer to Appendix C for Questionnaire)

Figure 1a. Satisfaction with DRS, Involvement in Developing the VR Plan and the Time it Takes

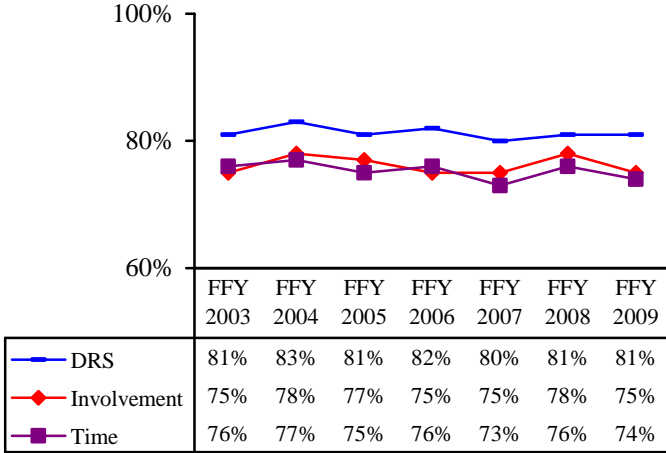


Figure 1b: Agreement with Statements Regarding VR Counselors

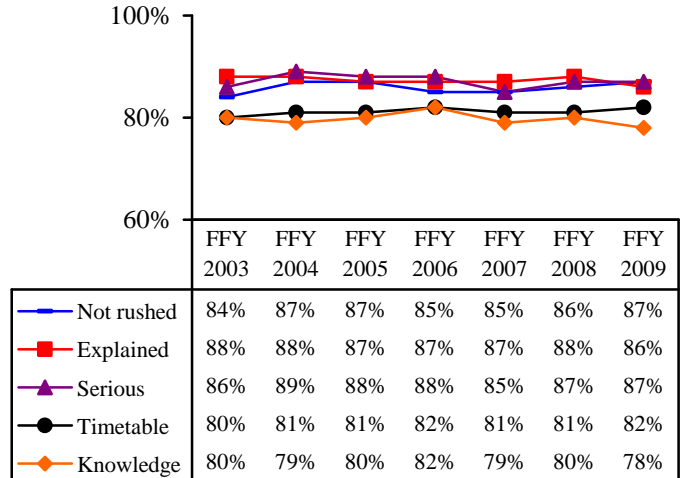


Figure 1c: Agreement with Statements Regarding the Information and Services

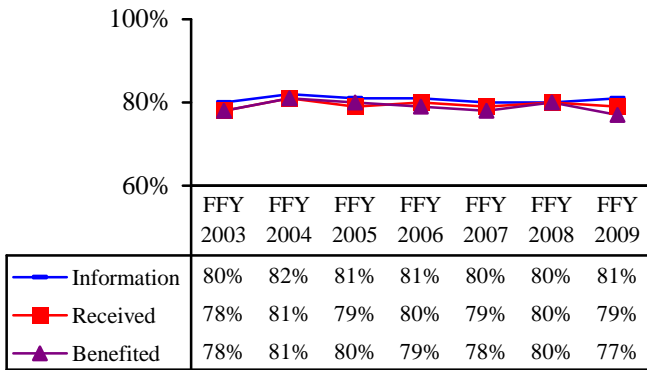
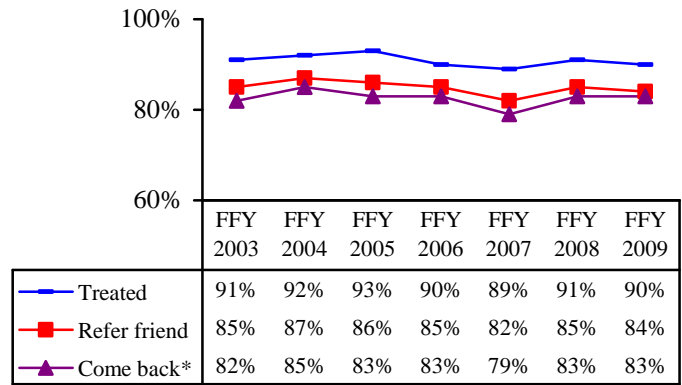


Figure 1d: Agreement with Statements Related to Quality of Service



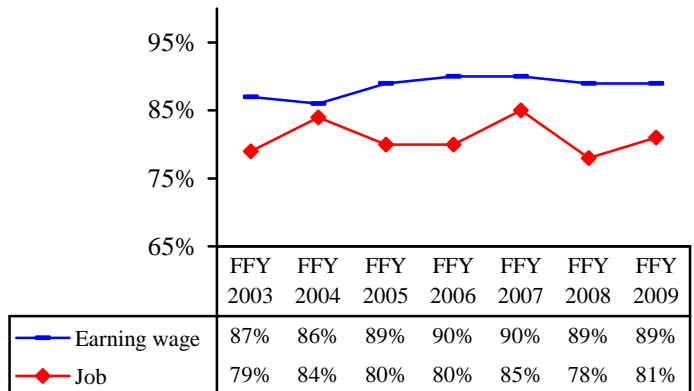
*Those who indicated yes definitely or yes, I think so

Job Satisfaction for Rehabilitated Consumers

In FFY 2009, 89% (n=250) of rehabilitated consumers whose cases closed with competitive employment status¹¹ said that they were earning wages or being paid for a job.

Job satisfaction among these consumers was 81% (n=201) and in line with the prior six-year average of 81%. Sixty-nine percent (n=137) of consumers indicated they expected to be in the job a year later.

Figure 1e: Self-reported Earning Wage at Time of Survey and Satisfaction with Current Job



Problems Encountered

Consistent with previous years, less than 10% (n=33) of consumers indicated they had encountered problems or inconveniences related to their disability and 88% (n=399) indicated they did not encounter any problems or inconveniences. Of the 33 consumers who indicated they encountered problems, only five reported problems that were related to a disability. The problems included:

1. Staff and counselor not being sensitive to the nature of the consumer’s disability
2. No provision of interpreter service while consumer took the education evaluation
3. Information released without approval of consumer
4. No expertise related to consumer’s condition
5. Broken elevator

¹¹ For this report, ‘competitive employment’ is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated. Please note that respondents self-reported whether or not they were earning wages.

Section II: FFY 2009 Consumer Success Stories

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories as a measure of program outcomes. As in the last six years, we were able to link consumer success stories to the most recent FFY 2009 consumer satisfaction data. One success story is reported in Table 1, Executive Summary. Presented in this section is a sample of four success stories.

JR was a self-referral to the Department of Rehabilitative Services several years ago at the encouragement of her mental health worker whom she was in counseling with for anxiety related issues and help with coping mechanisms. Initially, though, she had been a special education student while in school because of deficits in cognitive, social, and educational weaknesses (Intellectual Deficits). Although she experienced some success with prior employment, she never was able to establish any consistency because of difficulties in compensating for her weaknesses. JR, a single mom at age 50 years, has been gainfully employed since April 2009 and continues in that capacity today. Much of her success has been a result of her desire to remain independent and self-sufficient in providing for her children even though the challenges that she has experienced have been difficult. Once her eligibility was established, she was referred to Woodrow Wilson Rehabilitation Center for a comprehensive vocational evaluation in 2006 and subsequently entered training in food service occupations in 2007 as a day student. Because of responsibilities at home and transportation difficulties, it was mutually agreed to transfer to the Center's External Training Options program that allowed her to remain in her home community. Her progress in training had improved yet she continued to have significant amount of stress related to child custody issues and, unfortunately, the tendency to share her personal problems with others at the work site. Following completion of her external training options program and actual transition to the job, this counselor and job placement staff agreed that she needed a job coach not only to assist in learning job skills but also with work behaviors. With support, she was able to develop positive working relationships with others, learn parameters of the job and job expectations in collaboration with the employer. She continues to receive on-going follow along by the job coach as a mutual benefit for both the client and

Case closed:
7/22/09

Length of
time from
application to
rehabilitation:
39.82 Months

Total cost of
services:
\$3,100.98

Competitively
employed at
closure: Yes

Hours worked
at closure: 40

Gross weekly
earnings, at
closure:
\$290.00

<p>employer. Following a successful job adjustment she was subsequently moved to follow along in April 2009. She has become an asset to her employer and an example that success can come with patience. JR will continue to be confronted with obstacles in her life; yet, as evidence of the support provided, her outlook for adjustment and success with employment has improved.</p>	
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MF was referred to the Department of Rehabilitative Services (DRS), he was on medical leave from his job in Altavista due to decreased hearing acuity and problems with short term memory; he had worked for the company for 20+ years. He had worked in the can section of the plant for a number of years before that part of operations was phased out. At the time of the referral, he had received three weeks of training as an Equipment Operator; he was struggling with the significant amount of multitasking and attention to detail and was, subsequently, taken out of work by his physician for medical and neuropsychological evaluations. He was seen by a neuropsychologist at a local hospital who referred him to DRS “to ascertain a more appropriate position or ways to institute job accommodations.” He was referred to Woodrow Wilson Rehabilitation Center (WWRC) for Assistive Technology and Occupational Therapy evaluations as well as a Rehabilitation Engineer for worksite evaluation. The company was very receptive to the worksite visits and recommendations. The Health and Environmental Safety Director was especially helpful and instituted a team meeting to include MF, his supervisor, plant manager, and DRS staff to discuss recommendations and implementations. Since MF’s job, at the time, required so much multitasking, as well as rotation among five different work stations, the company agreed to extend his training time at each of the stations, encouraged use of a checklist and Personal Digital Assistant (PDA), and installed a telephone with amplification so that he could communicate better with other sections of the line. When it became apparent, that MF would not likely be successful working in two of the five stations due to the fast paced and complex multitasking that was required, the company encouraged him to apply for another position that did not require job rotation. He was hired into this position and has done very well. The company’s Health and Environmental Safety Director sent an email to the counselor expressing appreciation to DRS staff who had worked

Case closed:
8/18/09

Length of time from application to rehabilitation:
10.84 Months

Total cost of services:
\$15.00

Competitively employed at closure: Yes

Hours worked at closure: 40

Gross weekly earnings, at closure:
\$600.00

<p>collaboratively with the company to make MF's return to work successful. WWRC staff and the Rehabilitation Engineer responded quickly to the need and completed very thorough individual and work site evaluations with specific recommendations. Placement and VR counselors, with extensive experience in job analysis and on-the-job supports, were also helpful in providing early support at the worksite when MF returned to work. The company was nominated to receive an Employer award.</p>	
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<p>TD applied for services from the Department of Rehabilitative Services (DRS) while she was a student at the Virginia School for the Deaf and Blind (VSDB) in Staunton, after she transferred there from Shenandoah County Public Schools. TD was served from October of 2001 to May of 2009. This extensive case life reflected the commitment of the Virginia School for the Deaf to the transitional needs of its students by enrolling them with DRS early in their high school career. TD received ongoing guidance and counseling services during her high school years in Staunton. Because she qualified for and was awarded a standard diploma for VSDB, she applied for and was accepted at a university in Washington D.C. Her family opted out of vocational evaluation because she was on an academic track at VSBD and anticipated college enrollment. DRS contributed significantly to TD's college expenses while she was at the university, and she performed very well. After two years she withdrew from the university and returned to the Shenandoah Valley. She enrolled in community college as a full-time student and commenced working part time. Now she works full time for a local company, as a sales representative. At case closure, she was earning \$330.00 per week, and is eligible for insurance, sick leave, and vacation time. DRS contributed to TD's vocational rehabilitation with funds for college training at both university and community college, interpreter services, maintenance, transportation services, and ongoing guidance and counseling during the entire time she was a client. TD postponed her ultimate goal of a four-year degree due to personal and financial reasons, but hopes to continue her education as a part-time student and eventually earn her bachelor's degree. She showed both maturity and initiative in managing her life, in making reasoned decisions, gauging her time, resources, and personal strengths to come this far. She is not in possession of skills to earn her way, and also has the maturity to return for further training as her conditions permit. TD appreciated the</p>	<p>Case closed: 5/11/09</p> <p>Length of time from application to rehabilitation: 90.35 Months</p> <p>Total cost of services: \$37,000.00</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 40</p> <p>Gross weekly earnings, at closure: \$330.00</p>
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significant impact of DRS involvement in her training program, and her example reflects credibly on both the agency and on her future prospects.	
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<p>GF's case was opened in 2007. In the past the Department of Rehabilitative Services assisted GF in obtaining a Bachelor's in Rehabilitation Counseling. Her disabilities include breast cancer in remission, peripheral neuropathy and Bipolar Disorder. Her barriers to employment included medication non-compliance and serious interpersonal issues, including conflicts with co-workers, leaving jobs without notice, demonstrating difficulties with boundaries. Services provided included significant counseling and guidance to help her achieve mental health stability, brief counseling therapy, job-seeking skills, and job placement assistance through the Center for Career and Business Development, and use of resources in the Employment Resource Center. GF now takes her medication regularly and in May she was hired by a state agency. She works full time, earns \$32,000 annually, and received state benefits.</p>	<p>Case closed: 8/27/09</p> <p>Length of time from application to rehabilitation: 25.89 Months</p> <p>Total cost of services: \$516.00</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 40</p> <p>Gross weekly earnings, at closure: \$615.38</p>
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Section III: Survey Results for Youth in Transition from School to Work,
Hearing Impaired, and Specialty Caseloads

Youth in Transition from School to Work¹²

About 25% (n=115) of the self-respondents in the FFY 2009 survey were youth in transition from secondary school to work. Overall satisfaction with the agency was 85% (n=98) among youth in transition from school to work and overall job satisfaction was 87% (n=59). FFY 2009 ratings for transition age youth were at or above FFY 2008 ratings on most measures. Additionally, ratings were at an all-time high on the following measures: willingness to refer a friend, getting the information they needed, not feeling rushed by counselors, receiving the services they needed, and a definite (yes, definitely) willingness to come back to DRS if they needed help again.

From FFY 2003 to 2009, 883 youth in transition from school to work (ages less than or equal to 22) have responded to the survey. This represents about 24% of the consumer self-respondents. Overall ratings (FFY 2003-2009) for youth in transition follow a similar hierarchical order seen in the agency ratings. That is, they believe they are treated well by DRS staff and are least satisfied with their involvement in developing the VR plan and the time it takes to develop the plan. Both youth in transition from school to work who were served by dedicated transition counselors and those not served by dedicated transition counselors show, overall (FFY 2003-2009), a similar hierarchical trend in satisfaction ratings. Forty-two percent (n=367) of the 883 self-respondents were served by dedicated transition counselors.

Youth in Transition Served by Dedicated Transition Counselors

Satisfaction ratings on more than half of the survey items held or increased over FFY 2008. Additionally, consumers served by dedicated transition counselors reported all-time high ratings for: overall satisfaction, obtaining information they needed, counselors explaining services to them, not feeling rushed by counselors, and receiving services they needed. Additionally, the percentage of consumers who would definitely come back to DRS if they needed help again was at an all time high. The FFY 2009 overall satisfaction rating was 92% (n=44). Job satisfaction for FFY 2009 was 97% (n=28) also an all-time high.

Youth in Transition Who Were Not Served by Dedicated Transition Counselors

Satisfaction for students not served by dedicated transition counselors increased relative to FFY 2008 on most measures. Satisfaction ratings among students not served by dedicated transition counselors were at an all-time high for willingness to refer a friend. Additionally, the percentage of those who definitely would come back was at an all-time high for FFY 2009. Overall satisfaction for FFY 2009 was 81% (n=54); job satisfaction for FFY 2009 rebounded 17 percentage points to 79% (n=31).

¹² For this survey year, transition is based on DRS definition of age less than or equal to 22 years old at application.

Satisfaction for Youth in Transition from School to Work¹³

		Served by Dedicated Transition Counselor (N=48)		Not served by Dedicated Transition Counselor (N=67)		Overall Transition (N=115)		Not Transition (N=347)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	44	91.7	54	80.6	98	85.2	276	79.8
	Neither	1	2.1	6	9.0	7	6.1	21	6.1
	Dissatisfied	3	6.3	7	10.4	10	8.7	45	13.0
	DK							4	1.2
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	39	81.3	46	68.7	85	73.9	261	75.7
	Neither	3	6.3	7	10.4	10	8.7	31	9.0
	Dissatisfied	4	8.3	9	13.4	13	11.3	45	13.0
	DK	2	4.2	5	7.5	7	6.1	8	2.3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	40	85.1	47	71.2	87	77.0	253	73.3
	Neither	5	10.6	9	13.6	14	12.4	31	9.0
	Dissatisfied	2	4.3	6	9.1	8	7.1	47	13.6
	DK			4	6.1	4	3.5	14	4.1
<i>Did you encounter any problems or inconveniences with DRS</i>	No	46	97.9	55	82.1	101	88.6	298	87.1
	Yes	1	2.1	7	10.4	8	7.0	25	7.3
	Rather not say			3	4.5	3	2.6	9	2.6
	DK			2	3.0	2	1.8	10	2.9
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	44	95.7	58	87.9	102	91.1	304	89.1
	Neither	1	2.2	1	1.5	2	1.8	8	2.3
	Disagree	1	2.2	7	10.6	8	7.1	28	8.2
	DK							1	0.3
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services</i>	Agree	42	91.3	58	87.9	100	89.3	278	82.0
	Neither			1	1.5	1	0.9	11	3.2
	Disagree	4	8.7	5	7.6	9	8.0	43	12.7
	DK			2	3.0	2	1.8	7	2.1
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	41	91.1	51	78.5	92	83.6	276	80.7
	Neither			5	7.7	5	4.5	13	3.8
	Disagree	3	6.7	8	12.3	11	10.0	46	13.5
	DK	1	2.2	1	1.5	2	1.8	7	2.0
<i>My counselor took my case seriously.</i>	Agree	43	93.5	57	85.1	100	88.5	293	85.9
	Neither	2	4.3	1	1.5	3	2.7	8	2.3
	Disagree	1	2.2	8	11.9	9	8.0	38	11.1
	DK			1	1.5	1	0.9	2	0.6
<i>My counselor clearly explained services available to me.</i>	Agree	41	93.2	58	86.6	99	89.2	290	85.3
	Neither			1	1.5	1	0.9	10	2.9
	Disagree	2	4.5	8	11.9	10	9.0	37	10.9
	DK	1	2.3			1	0.9	3	0.9

¹³ Percentage rounding in discussion text is based on Microsoft Excel formula for rounding percentage.

		Served by Dedicated Transition Counselor (N=48)		Not served by Dedicated Transition Counselor (N=67)		Overall Transition (N=115)		Not Transition (N=347)	
		N	%	N	%	N	%	N	%
<i>My counselor knew about programs in my community that could help me.</i>	Agree	38	86.4	52	77.6	90	81.1	259	76.4
	Neither	1	2.3	4	6.0	5	4.5	15	4.4
	Disagree	2	4.5	7	10.4	9	8.1	45	13.3
	DK	3	6.8	4	6.0	7	6.3	20	5.9
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	42	93.3	57	85.1	99	88.4	296	86.5
	Neither	1	2.2	1	1.5	2	1.8	14	4.1
	Disagree	2	4.4	7	10.4	9	8.0	25	7.3
	DK			2	3.0	2	1.8	7	2.0
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	37	82.2	54	80.6	91	81.3	279	81.8
	Neither	4	8.9	5	7.5	9	8.0	14	4.1
	Disagree	2	4.4	7	10.4	9	8.0	37	10.9
	DK	2	4.4	1	1.5	3	2.7	11	3.2
<i>I received services that I needed.</i>	Agree	41	93.2	53	79.1	94	84.7	264	77.4
	Neither	1	2.3	3	4.5	4	3.6	14	4.1
	Disagree	1	2.3	11	16.4	12	10.8	56	16.4
	DK	1	2.3			1	0.9	7	2.1
<i>I benefited from services that I received.</i>	Agree	37	82.2	52	77.6	89	79.5	261	76.8
	Neither	4	8.9	5	7.5	9	8.0	17	5.0
	Disagree	2	4.4	9	13.4	11	9.8	52	15.3
	DK	2	4.4	1	1.5	3	2.7	10	2.9
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	34	72.3	41	61.2	75	65.8	210	62.5
	Yes, I think so	9	19.1	12	17.9	21	18.4	69	20.5
	No, I do not think so	2	4.3	6	9.0	8	7.0	16	4.8
	No, definitely not	2	4.3	2	3.0	4	3.5	18	5.4
	DK			6	9.0	6	5.3	23	6.8
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹⁴</i>	Yes	29	90.6	39	88.6	68	89.5	182	88.3
	No	3	9.4	5	11.4	8	10.5	24	11.7
<i>Overall satisfaction with your current job?(of those earning wages)</i>	Satisfied	28	96.6	31	79.5	59	86.8	142	78.9
	Neither			4	10.3	4	5.9	13	7.2
	Dissatisfied	1	3.4	4	10.3	5	7.4	24	13.3
	Don't know							1	0.6
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	17	63.0	22	73.3	39	68.4	98	69.5
	No	1	3.7	3	10.0	4	7.0	10	7.1
	Don't know	9	33.3	5	16.7	14	24.6	33	23.4

¹⁴ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and self reported that they were earning wages or being paid for a job.

<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes							4	16.7
	No	1	100.0	2	50.0	3	60.0	10	41.7
	Don't know			2	50.0	2	40.0	10	41.7

Consumers with Hearing Impairments¹⁵

Consumers with hearing impairments represented about 8% (n=39) of the self-respondents in FFY 2009 and most (64%, n=25) were served by Rehabilitation Counselors for the Deaf (RCDs). The FFY 2009 overall satisfaction with VR services was 85% (n=33); job satisfaction was 71% (n=17). Willingness to tell a friend to go to DRS was down to 79% in FFY 2009 after a consistent run of 88% in FFY 2007 and 2008.

Since FFY 2003, 301 consumers with hearing impairments have responded to the survey; they represent about 8% of the total self-respondents from FFY 2003-2009. Overall ratings (FFY 2003-2009) for consumers with hearing impairments follow a similar hierarchical order seen in the agency ratings. That is, consumers believe they are treated well by DRS staff and are least satisfied with their involvement in developing the VR plan and the time it takes to develop the plan. Differences in perception do exist between those served by RCDs and those not served by RCDs.

Comparison of RCD and Non-RCD

The FFY 2009 overall satisfaction with VR services for consumers served by RCDs was at an all-time high of 88% (n=22) and higher than the 79% (n=11) overall satisfaction among consumers not served by RCDs. Overall satisfaction with VR services among consumers not served by RCDs has been on a slight decline since FFY 2007 (85%).

Since FFY 2003, 66% (n=199) of self-respondents with hearing impairments were served by RCDs and 34% (n=102) were not served by RCDs. Prior to FFY 2007, satisfaction ratings for consumers served by RCDs were low. Consequently, their overall (FFY 2003-2009) scores were below those of consumers not served by RCDs on measures related to: involvement, information and services received, counselors meeting discussed timetables, overall satisfaction with VR services, and willingness to come back to DRS.

Since FFY 2007 satisfaction ratings for consumers served by RCDs on the above measures have improved and are closer to those of consumers not served by RCDs. Satisfaction with the time it takes for RCD is still lower than that of non-RCD. Three-year overall ratings (FFY 2007-2009) for the two groups show the following.

1. Satisfaction with the time it takes to develop the plan is the lowest rated measure for consumers served by RCDs.
2. Satisfaction with counselor knowledge of available programs is the lowest rated measure for consumers not served by RCDs. Additionally, the hierarchical order of satisfaction ratings for this group is somewhat different from that of the agency and consumers served by RCDs. As an example, satisfaction for clearly explaining services and not feeling rushed by the counselor are on the lower end of the hierarchical order of satisfaction ratings.

¹⁵ For this survey year, hearing impaired is based on all impairments in AWARE including those beyond primary and secondary impairments.

Satisfaction Ratings for Consumers with Hearing Impairments

		Served by RCD (N=25)		Not Served by RCD (N=14)		Overall Hearing Impaired (N=39)		Consumers with Other Impairments (N=423)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	22	88.0	11	78.6	33	84.6	341	80.8
	Neither	0	0.0	1	7.1	1	2.6	27	6.4
	Dissatisfied	3	12.0	2	14.3	5	12.8	50	11.8
	Don't know							4	0.9
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	18	75.0	10	71.4	28	73.7	318	75.4
	Neither	3	12.5	1	7.1	4	10.5	37	8.8
	Dissatisfied	3	12.5	2	14.3	5	13.2	53	12.6
	Don't know			1	7.1	1	2.6	14	3.3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	17	68.0	12	85.7	29	74.4	311	74.2
	Neither	5	20.0			5	12.8	40	9.5
	Dissatisfied	3	12.0	2	14.3	5	12.8	50	11.9
	Don't know							18	4.3
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	21	84.0	12	85.7	33	84.6	366	87.8
	Yes	1	4.0	1	7.1	2	5.1	31	7.4
	Rather not say	3	12.0			3	7.7	9	2.2
	Don't know			1	7.1	1	2.6	11	2.6
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	22	88.0	12	85.7	34	87.2	372	89.9
	Neither							10	2.4
	Disagree	2	8.0	2	14.3	4	10.3	32	7.7
	Don't know	1	4.0			1	2.6		
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	19	76.0	11	84.6	30	78.9	348	84.3
	Neither	1	4.0			1	2.6	11	2.7
	Disagree	3	12.0	2	15.4	5	13.2	47	11.4
	Don't know	2	8.0			2	5.3	7	1.7
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	20	80.0	12	85.7	32	82.1	336	81.4
	Neither	2	8.0	1	7.1	3	7.7	15	3.6
	Disagree	2	8.0	1	7.1	3	7.7	54	13.1
	Don't know	1	4.0			1	2.6	8	1.9
<i>My counselor took my case seriously.</i>	Agree	22	88.0	11	78.6	33	84.6	360	86.7
	Neither	1	4.0	1	7.1	2	5.1	9	2.2
	Disagree	2	8.0	2	14.3	4	10.3	43	10.4
	Don't know							3	0.7
<i>My counselor clearly explained</i>	Agree	22	88.0	12	85.7	34	87.2	355	86.2

		Served by RCD (N=25)		Not Served by RCD (N=14)		Overall Hearing Impaired (N=39)		Consumers with Other Impairments (N=423)	
		N	%	N	%	N	%	N	%
<i>services available to me.</i>	Neither	1	4.0			1	2.6	10	2.4
	Disagree	2	8.0	2	14.3	4	10.3	43	10.4
	Don't know							4	1.0
<i>My counselor knew about programs in my community that could help me.</i>	Agree	21	84.0	9	64.3	30	76.9	319	77.6
	Neither			4	28.6	4	10.3	16	3.9
	Disagree	4	16.0	1	7.1	5	12.8	49	11.9
	Don't know							27	6.6
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	21	84.0	12	85.7	33	84.6	362	87.2
	Neither	2	8.0	1	7.1	3	7.7	13	3.1
	Disagree	2	8.0	1	7.1	3	7.7	31	7.5
	Don't know							9	2.2
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	21	84.0	12	85.7	33	84.6	337	81.4
	Neither	2	8.0			2	5.1	21	5.1
	Disagree	2	8.0	2	14.3	4	10.3	42	10.1
	Don't know							14	3.4
<i>I received services that I needed.</i>	Agree	20	80.0	12	85.7	32	82.1	326	78.9
	Neither	1	4.0	1	7.1	2	5.1	16	3.9
	Disagree	3	12.0	1	7.1	4	10.3	64	15.5
	Don't know	1	4.0			1	2.6	7	1.7
<i>I benefited from services that I received.</i>	Agree	20	80.0	11	78.6	31	79.5	319	77.2
	Neither			1	7.1	1	2.6	25	6.1
	Disagree	4	16.0	2	14.3	6	15.4	57	13.8
	Don't know	1	4.0			1	2.6	12	2.9
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	18	72.0	7	53.8	25	65.8	260	63.1
	Yes, I think so	3	12.0	2	15.4	5	13.2	85	20.6
	No, I do not think so	2	8.0			2	5.3	22	5.3
	No, definitely not	1	4.0	1	7.7	2	5.3	20	4.9
	Don't know	1	4.0	3	23.1	4	10.5	25	6.1
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹⁶</i>	Yes	16	100.0	8	100.0	24	100.0	226	87.6
	No							32	12.4

¹⁶ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and self reported that they were earning wages or being paid for a job.

		Served by RCD (N=25)		Not Served by RCD (N=14)		Overall Hearing Impaired (N=39)		Consumers with Other Impairments (N=423)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	11	68.8	6	75.0	17	70.8	184	82.1
	Neither	2	12.5	1	12.5	3	12.5	14	6.3
	Dissatisfied	3	18.8	1	12.5	4	16.7	25	11.2
	Don't know							1	0.4
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	7	63.6	4	66.7	11	64.7	126	69.6
	No	1	9.1			1	5.9	13	7.2
	Don't know	3	27.3	2	33.3	5	29.4	42	23.2
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes							4	16.0
	No	1	33.3	1	100.0	2	50.0	11	44.0
	Don't know	2	66.7			2	50.0	10	40.0

Consumers Served by Specialty Caseload VR Counselors¹⁷

DRS continues to provide counselors who specialize in serving a specific disability population. The overall number of consumer self-respondents served by these counselors is small but does not appear to have a large impact on the satisfaction ratings observed each year. Satisfaction highlights are provided below. There were four consumers who received Temporary Assistance for Needy Families (TANF) who are not included in this discussion. Two of the four consumers were overall satisfied with DRS services.

Highlights for Specialized Caseloads

1. Youth in transition served by dedicated transition counselors reported all-time high ratings for: overall satisfaction (92%, n=44), obtaining information they needed (91%, n=41), counselors explaining services to them (93%, n=41), not feeling rushed by counselors (93%, n=42), and receiving services they needed (93%, n=41). Additionally, the percentage of consumers who would definitely come back to DRS if they needed help again was at an all time high. Job satisfaction for FFY 2009 was 97% (n=28) also an all-time high.
2. Overall satisfaction with DRS was at an all-time high for consumers served by Rehabilitation Counselors for the Deaf (88%, n=22). Satisfaction with involvement among this consumer group has been on an upward trend from 66% in FFY 2005 to 77% in FFY 2008. In FFY 2009, satisfaction with involvement was 75% (n=18).
3. Overall satisfaction for consumers served by counselors who specialize in substance abuse cases was at 80% (n=40) after a three year increase from FFY 2006 to 2008. Additionally, this consumer group experienced all-time low ratings on most of the other survey measures.
 - a. Based on open-ended responses to various questions, four consumers who were very dissatisfied overall with VR services had issues related to counselor situations, empty promises, or no help; one dissatisfied consumer indicated not being able to start in a training school. For two other consumers who did not know whether they were satisfied, one did not understand things (had a hard time comprehending and one did not have time to get involved).
 - b. Satisfaction ratings among consumers served by specialized substance abuse counselors tend to be higher, overall (FFY 2003-2009), than those of other specialty caseloads and general VR. As an example, overall ratings (FFY 2003-2009) show satisfaction with involvement in developing the VR plan at 81% and satisfaction with the time it takes at 80%.
4. For consumers served by counselors who specialize in long-term mental illness caseloads, satisfaction on most measures were similar or higher in FFY 2009 after a rebound in FFY 2008 from all-time low ratings (FFY 2007). Satisfaction with DRS (79%, n=19) and satisfaction with the time it takes to develop the VR plan (75%, n=18) both decreased after the FFY 2008 rebound. Generally, satisfaction ratings for consumers served under LTMI caseloads follow closely those of consumers served under SA caseloads.

¹⁷ For this survey year, transition is age less than or equal to 22 and served by a dedicated transition counselor; RCD represents consumers with hearing impairments and served by a RCD; SA represents consumers who are SA clients and were served under SA caseloads; and LTMI represents consumers with mental impairments.

Satisfaction Ratings for Consumers Served by Specialty Caseload Counselors

		VR (N=310)		Dedicated Transition (N=48)		RCD (N=25)		SA (N=51)		LTMI (N=24)	
		N	%	N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	247	79.7	44	91.7	22	88.0	40	80.0	19	79.2
	Neither	21	6.8	1	2.1			3	6.0	2	8.3
	Dissatisfied	40	12.9	3	6.3	3	12.0	5	10.0	3	12.5
	Don't know	2	0.6					2	4.0		
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	230	74.4	39	81.3	18	75.0	38	74.5	19	79.2
	Neither	27	8.7	3	6.3	3	12.5	4	7.8	2	8.3
	Dissatisfied	41	13.3	4	8.3	3	12.5	8	15.7	2	8.3
	Don't know	11	3.6	2	4.2			1	2.0	1	4.2
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	226	73.4	40	85.1	17	68.0	35	70.0	18	75.0
	Neither	30	9.7	5	10.6	5	20.0	4	8.0	1	4.2
	Dissatisfied	38	12.3	2	4.3	3	12.0	9	18.0	3	12.5
	Don't know	14	4.5					2	4.0	2	8.3
<i>Did you encounter any problems or inconveniences with DRS</i>	No	265	86.9	46	97.9	21	84.0	44	86.3	20	83.3
	Yes	24	7.9	1	2.1	1	4.0	4	7.8	3	12.5
	Rather not say	6	2.0			3	12.0	1	2.0	1	4.2
	Don't know	10	3.3					2	3.9		
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	269	88.8	44	95.7	22	88.0	46	90.2	21	87.5
	Neither	8	2.6	1	2.2			1	2.0		
	Disagree	26	8.6	1	2.2	2	8.0	4	7.8	3	12.5
	Don't know					1	4.0				
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services</i>	Agree	252	83.4	42	91.3	19	76.0	43	84.3	20	87.0
	Neither	9	3.0			1	4.0	2	3.9		
	Disagree	35	11.6	4	8.7	3	12.0	5	9.8	3	13.0
	Don't know	6	2.0			2	8.0	1	2.0		
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	242	79.6	41	91.1	20	80.0	41	80.4	21	91.3
	Neither	14	4.6			2	8.0	1	2.0	1	4.3
	Disagree	43	14.1	3	6.7	2	8.0	7	13.7	1	4.3
	Don't know	5	1.6	1	2.2	1	4.0	2	3.9		
<i>My counselor took my case seriously.</i>	Agree	262	85.9	43	93.5	22	88.0	42	82.4	21	91.3
	Neither	6	2.0	2	4.3	1	4.0	1	2.0	1	4.3
	Disagree	35	11.5	1	2.2	2	8.0	7	13.7	1	4.3
	Don't know	2	0.7					1	2.0		
<i>My counselor clearly explained services available</i>	Agree	259	85.2	41	93.2	22	88.0	42	82.4	22	95.7
	Neither	9	3.0			1	4.0	1	2.0		

		VR (N=310)		Dedicated Transition (N=48)		RCD (N=25)		SA (N=51)		LTMI (N=24)	
		N	%	N	%	N	%	N	%	N	%
<i>to me.</i>	Disagree	33	10.9	2	4.5	2	8.0	8	15.7	1	4.3
	Don't know	3	1.0	1	2.3						
<i>My counselor knew about programs in my community that could help me.</i>	Agree	229	75.6	38	86.4	21	84.0	38	74.5	20	87.0
	Neither	17	5.6	1	2.3			1	2.0	1	4.3
	Disagree	36	11.9	2	4.5	4	16.0	10	19.6	1	4.3
	Don't know	21	6.9	3	6.8			2	3.9	1	4.3
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	264	86.3	42	93.3	21	84.0	42	82.4	22	95.7
	Neither	11	3.6	1	2.2	2	8.0	2	3.9		
	Disagree	23	7.5	2	4.4	2	8.0	6	11.8	1	4.3
	Don't know	8	2.6					1	2.0		
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	249	81.6	37	82.2	21	84.0	38	74.5	21	91.3
	Neither	15	4.9	4	8.9	2	8.0	2	3.9		
	Disagree	32	10.5	2	4.4	2	8.0	9	17.6	1	4.3
	Don't know	9	3.0	2	4.4			2	3.9	1	4.3
<i>I received services that I needed.</i>	Agree	239	78.4	41	93.2	20	80.0	36	70.6	20	87.0
	Neither	12	3.9	1	2.3	1	4.0	2	3.9	2	8.7
	Disagree	50	16.4	1	2.3	3	12.0	12	23.5	1	4.3
	Don't know	4	1.3	1	2.3	1	4.0	1	2.0		
<i>I benefited from services that I received.</i>	Agree	238	78.0	37	82.2	20	80.0	35	70.0	18	78.3
	Neither	16	5.2	4	8.9			5	10.0	1	4.3
	Disagree	41	13.4	2	4.4	4	16.0	10	20.0	4	17.4
	Don't know	10	3.3	2	4.4	1	4.0				
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	186	62.0	34	72.3	18	72.0	31	60.8	15	65.2
	Yes, I think so	61	20.3	9	19.1	3	12.0	11	21.6	5	21.7
	No, I do not think so	18	6.0	2	4.3	2	8.0	1	2.0		
	No, definitely not	14	4.7	2	4.3	1	4.0	4	7.8	1	4.3
	Don't know	21	7.0			1	4.0	4	7.8	2	8.7
<i>Are you currently earning wages or being paid for a job? (Status 26 & competitive employment status)¹⁸</i>	Yes	160	88.9	29	90.6	16	100.0	29	80.6	16	94.1
	No	20	11.1	3	9.4			7	19.4	1	5.9
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	133	83.6	28	96.6	11	68.8	18	64.3	11	68.8
	Neither	10	6.3			2	12.5	4	14.3	1	6.3
	Dissatisfied	15	9.4	1	3.4	3	18.8	6	21.4	4	25.0
	Don't know	1	0.6								
<i>Do you expect to be in this</i>	Yes	90	68.7	17	63.0	7	63.6	14	77.8	9	81.8

¹⁸ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated.

		VR (N=310)		Dedicated Transition (N=48)		RCD (N=25)		SA (N=51)		LTMI (N=24)	
		N	%	N	%	N	%	N	%	N	%
<i>same job a year from now? (consumers satisfied with job)</i>	No	9	6.9	1	3.7	1	9.1	2	11.1	1	9.1
	Don't know	32	24.4	9	33.3	3	27.3	2	11.1	1	9.1
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	3	20.0					1	16.7		
	No	7	46.7	1	100.0	1	33.3	2	33.3	2	50.0
	Don't know	5	33.3			2	66.7	3	50.0	2	50.0

Appendix A: Survey Results by Closure Status

By the end of the federal fiscal year, 3215¹⁹ clients achieved an employment outcome. This represents about a 20% percent decrease from the 4012 in FFY 2008. The FFY 2009 rehabilitation rate was 52%.

From the random sample of 816 consumers who achieved an employment outcome, 290 rehabilitated self-respondents completed this year's survey along with 172 self-respondents who received services but were not rehabilitated.

Overall Satisfaction, Involvement and Timing

The consistent ratings for overall satisfaction, involvement in developing the VR plan and the time it takes to develop the VR are due primarily to Status 26 consumers reporting strong positive and fairly consistent ratings over the past seven years (Figure 1a). Status 28 consumers tend to have more variable ratings (Figure 1b).

Counselor-Consumer Relationship

Both Status 26 (Figure 1c) and 28 (Figure 1d) consumers tend to follow the overall trend of consumers providing high perception of counselors: not rushing them, clearly explaining services available to them, and taking their case seriously. Both Status 26 and 28 consumers tend to rate counselors lowest on: meeting discussed timetables and their knowledge of available programs. Status 28 consumers have more variable ratings on these two measures than Status 26 consumers.

Needed Information and Services

While satisfaction for these measures has been fairly consistent for Status 26 consumers (Figure 1e); it has been on a slight downward trend for Status 28 consumers (Figure 1f). Satisfaction with obtaining needed information has been on a slight decline from 74% in FFY 2003 to 67% in FFY 2009. Satisfaction with receiving needed services and benefiting from services received has been on an up and downturn from FFY 2007 to FFY 2009 ending with less than 65% of consumers being satisfied in FFY 2009.

Quality of Service

The survey measure related to how consumers were treated by people at DRS is the one survey measure where the gap in satisfaction between Status 26 (Figure 1g) and Status 28 (Figure 1h) consumers is generally small. Willingness to refer a friend has been on a downward trend from FFY 2003 to 2006 for Status 28 consumers and has been up and down since FFY 2007. Additionally, willingness to come back to DRS has been on a decline for Status 28 consumers from FFY 2005 to 2007. Satisfaction for this measure rebounded in FFY 2008 and held in FFY 2009 at 72%.

¹⁹ FFY 2009 rehabilitation rate and closure information is based on AWARE closure dates as of September 30, 2009.

FFY 2009 Survey Results by Closure Status

		Status 26 (N=290)		Status 28 (N=172)		All Self-Respondents (N=462)	
		N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	260	89.7	114	66.7	374	81.1
	Neither	14	4.8	14	8.2	28	6.1
	Dissatisfied	16	5.5	39	22.8	55	11.9
	Don't Know			4	2.3	4	0.9
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	246	85.1	100	58.5	346	75.2
	Neither	17	5.9	24	14.0	41	8.9
	Dissatisfied	19	6.6	39	22.8	58	12.6
	Don't Know	7	2.4	8	4.7	15	3.3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	237	82.6	103	60.2	340	74.2
	Neither	20	7.0	25	14.6	45	9.8
	Dissatisfied	23	8.0	32	18.7	55	12.0
	Don't Know	7	2.4	11	6.4	18	3.9
<i>Did you encounter any problems or inconveniences with DRS</i>	No	262	90.7	137	82.0	399	87.5
	Yes	15	5.2	18	10.8	33	7.2
	Rather not say	7	2.4	5	3.0	12	2.6
	Don't Know	5	1.7	7	4.2	12	2.6
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	264	92.3	142	85.0	406	89.6
	Neither	6	2.1	4	2.4	10	2.2
	Disagree	16	5.6	20	12.0	36	7.9
	Don't Know			1	0.6	1	0.2
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services</i>	Agree	256	90.1	122	73.1	378	83.8
	Neither	10	3.5	2	1.2	12	2.7
	Disagree	15	5.3	37	22.2	52	11.5
	Don't Know	3	1.1	6	3.6	9	2.0
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	256	89.5	112	67.5	368	81.4
	Neither	7	2.4	11	6.6	18	4.0
	Disagree	20	7.0	37	22.3	57	12.6
	Don't Know	3	1.0	6	3.6	9	2.0
<i>My counselor took my case seriously.</i>	Agree	265	92.7	128	76.2	393	86.6
	Neither	5	1.7	6	3.6	11	2.4
	Disagree	16	5.6	31	18.5	47	10.4
	Don't Know			3	1.8	3	0.7
<i>My counselor clearly explained services available to me.</i>	Agree	262	91.6	127	77.0	389	86.3
	Neither	5	1.7	6	3.6	11	2.4
	Disagree	18	6.3	29	17.6	47	10.4
	Don't Know	1	0.3	3	1.8	4	0.9

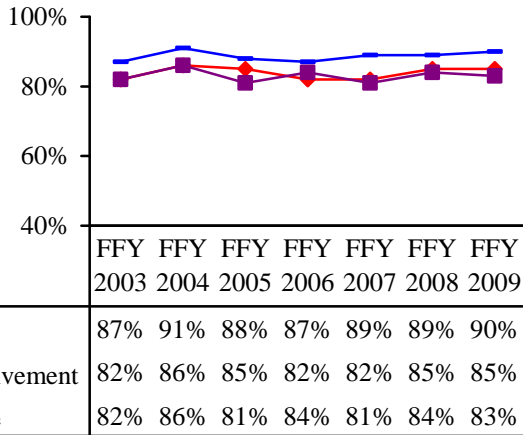
		Status 26 (N=290)		Status 28 (N=172)		All Self-Respondents (N=462)	
		N	%	N	%	N	%
		<i>My counselor knew about programs in my community that could help me.</i>	Agree	242	84.6	107	65.2
	Neither	13	4.5	7	4.3	20	4.4
	Disagree	19	6.6	35	21.3	54	12.0
	Don't Know	12	4.2	15	9.1	27	6.0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	262	91.3	133	79.6	395	87.0
	Neither	9	3.1	7	4.2	16	3.5
	Disagree	14	4.9	20	12.0	34	7.5
	Don't Know	2	0.7	7	4.2	9	2.0
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	247	86.4	123	73.7	370	81.7
	Neither	16	5.6	7	4.2	23	5.1
	Disagree	19	6.6	27	16.2	46	10.2
	Don't Know	4	1.4	10	6.0	14	3.1
<i>I received services that I needed.</i>	Agree	255	89.2	103	62.0	358	79.2
	Neither	9	3.1	9	5.4	18	4.0
	Disagree	21	7.3	47	28.3	68	15.0
	Don't Know	1	0.3	7	4.2	8	1.8
<i>I benefited from services that I received.</i>	Agree	255	89.2	95	57.2	350	77.4
	Neither	13	4.5	13	7.8	26	5.8
	Disagree	16	5.6	47	28.3	63	13.9
	Don't Know	2	0.7	11	6.6	13	2.9
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	203	71.7	82	49.1	285	63.3
	Yes, I think so	52	18.4	38	22.8	90	20.0
	No, I do not think so	10	3.5	14	8.4	24	5.3
	No, definitely not	7	2.5	15	9.0	22	4.9
	Don't Know	11	3.9	18	10.8	29	6.4
<i>Are you currently earning wages or being paid for a job? (Status 26 & competitive employment status)²⁰</i>	Yes	250	88.7				
	No	32	11.3				
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	201	81.0				
	Neither	17	6.9				
	Dissatisfied	29	11.7				
	Don't know	1	0.4				
<i>Do you expect to be in this same job a year from now? (consumers</i>	Yes	137	69.2				
	No	14	7.1				

²⁰ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated.

		Status 26 (N=290)		Status 28 (N=172)		All Self-Respondents (N=462)	
		N	%	N	%	N	%
<i>satisfied with job)</i>	Don't know	47	23.7				
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	4	13.8				
	No	13	44.8				
	Don't know	12	41.4				

Status 26

Figure 1a: Satisfaction with DRS, Involvement in Developing the VR Plan, and the Time It Takes



Status 28

Figure 1b: Satisfaction with DRS, Involvement in Developing the VR Plan, and the Time It Takes

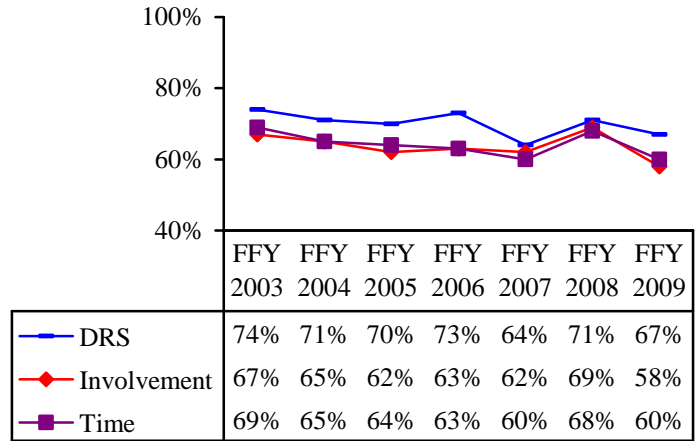


Figure 1c: Agreement with Statements Regarding VR Counselors

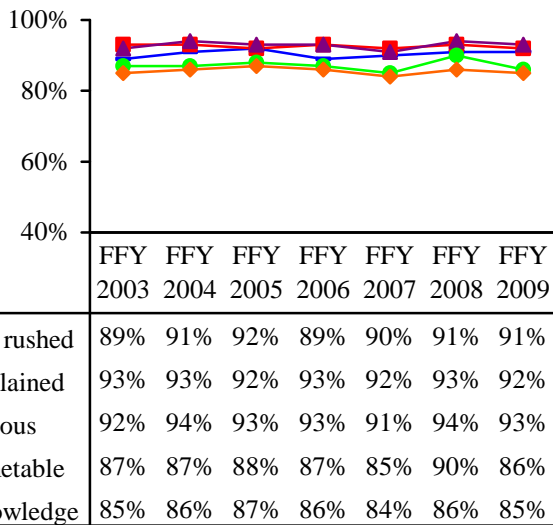
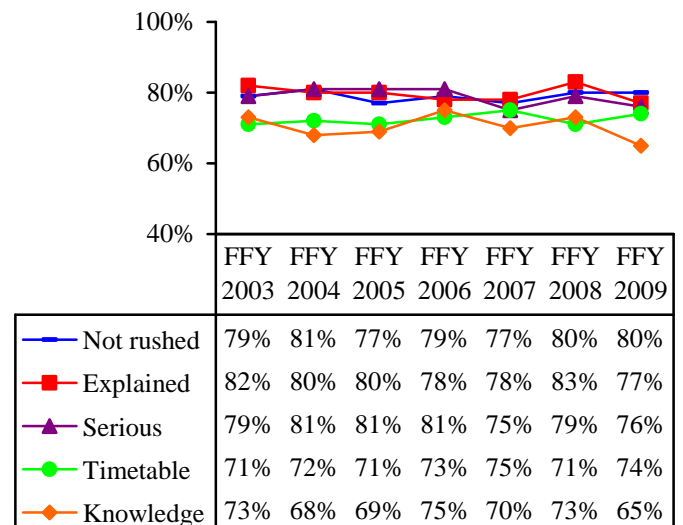
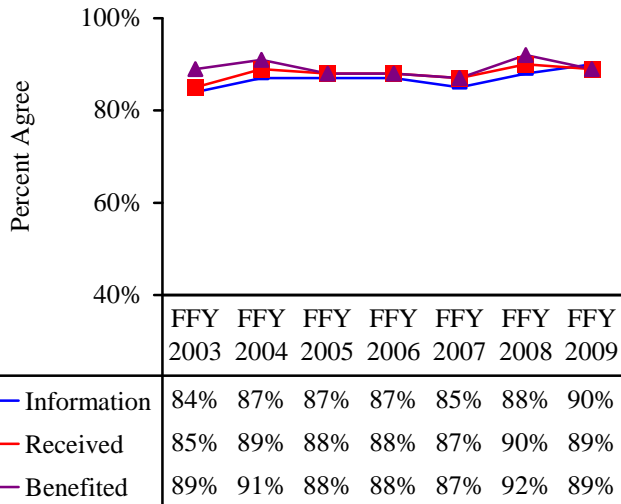


Figure 1d: Agreement with Statements Regarding VR Counselors



Status 26

Figure 1e: Agreement with Statements Related the Information and Services



Status 28

Figure 1f: Agreement with Statements Related to Information and Services

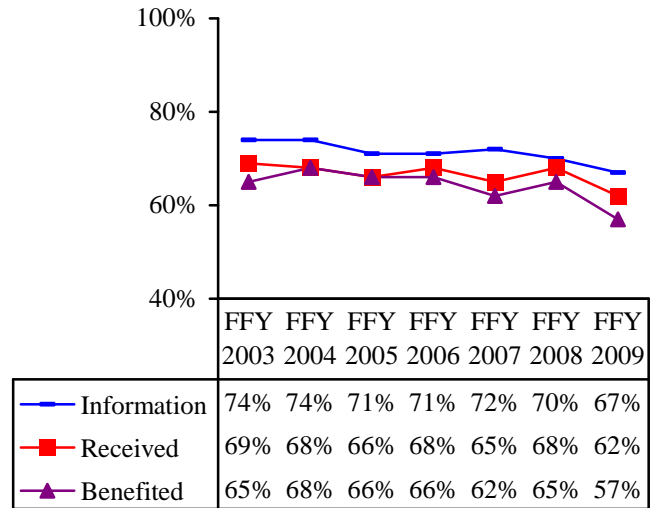


Figure 1g: Agreement with Statements Related to Quality of Service

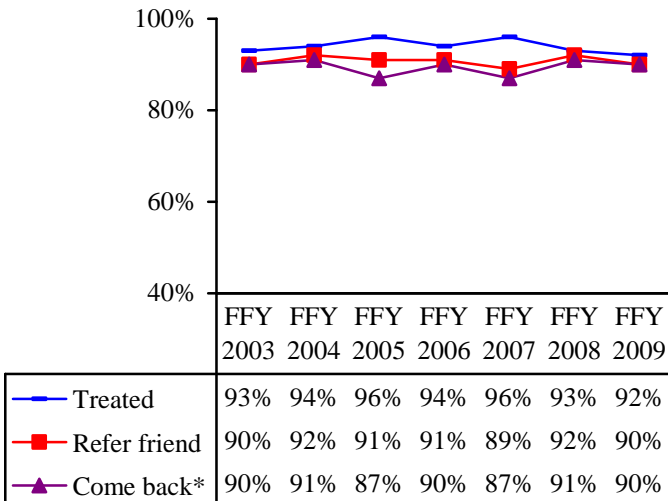
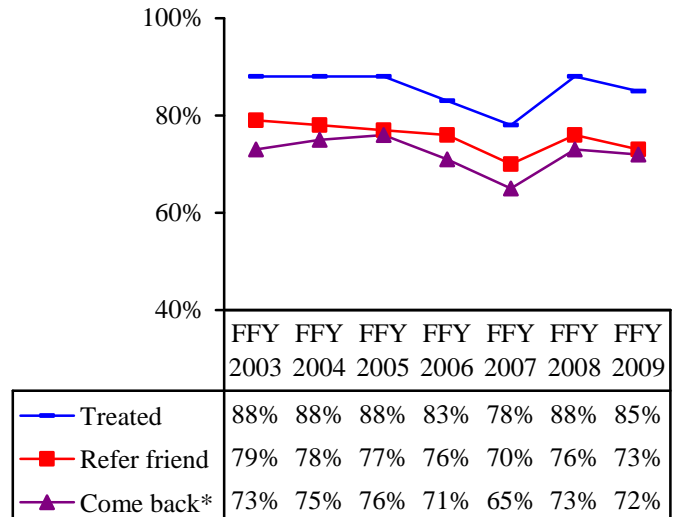


Figure 1h: Agreement with Statements Related to Quality of Service



*Those who indicated yes definitely or yes, I think so

Appendix B: Comparison of Satisfaction Ratings by Self and Proxy Respondents

For the FFY 2009 survey cycle, there were 462 self-respondents (completed the survey on their own or with help), 55 consumers who were represented by a proxy and 29 respondents who did not provide information on who completed the survey. It is not known whether the latter respondents were self-respondents or proxies. Satisfaction ratings for all survey respondents are provided below.

Satisfaction with DRS was 72% (n=39) for proxies. This rating is up from 67% in FFY 2008. Consumer self-respondents reported 81% (n=374) overall satisfaction with DRS.

		Consumer Self-Respondent						All Respondents	
		(N=462)		Proxy (N=55)		Unknown (n=29)		(N=546)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	374	81.1	39	72.2	20	69.0	433	79.6
	Neither	28	6.1	4	7.4	6	20.7	38	7.0
	Dissatisfied	55	11.9	10	18.5	2	6.9	67	12.3
	Don't know	4	0.9	1	1.9	1	3.4	6	1.1
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	346	75.2	42	76.4	17	60.7	405	74.6
	Neither	41	8.9	4	7.3	5	17.9	50	9.2
	Dissatisfied	58	12.6	8	14.5	4	14.3	70	12.9
	Don't know	15	3.3	1	1.8	2	7.1	18	3.3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	340	74.2	38	69.1	17	60.7	395	73.0
	Neither	45	9.8	9	16.4	6	21.4	60	11.1
	Dissatisfied	55	12.0	6	10.9	2	7.1	63	11.6
	Don't know	18	3.9	2	3.6	3	10.7	23	4.3
<i>Did you encounter any problems or inconveniences with DRS</i>	No	399	87.5	49	90.7	19	70.4	467	87.0
	Yes	33	7.2	3	5.6	3	11.1	39	7.3
	Rather not say	12	2.6			3	11.1	15	2.8
	Don't know	12	2.6	2	3.7	2	7.4	16	3.0
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	406	89.6	52	96.3	21	80.8	479	89.9
	Neither	10	2.2	1	1.9	2	7.7	13	2.4
	Disagree	36	7.9			3	11.5	39	7.3
	Don't know	1	0.2	1	1.9			2	0.4
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services</i>	Agree	378	83.8	45	83.3	21	80.8	444	83.6
	Neither	12	2.7	2	3.7	1	3.8	15	2.8
	Disagree	52	11.5	6	11.1	3	11.5	61	11.5
	Don't know	9	2.0	1	1.9	1	3.8	11	2.1
<i>I always got the information I needed from</i>	Agree	368	81.4	47	87.0	20	76.9	435	81.8
	Neither	18	4.0	3	5.6			21	3.9

		Consumer Self-Respondent						All Respondents	
		(N=462)		Proxy (N=55)		Unknown (n=29)		(N=546)	
		N	%	N	%	N	%	N	%
<i>the Department of Rehabilitative Services</i>	Disagree	57	12.6	3	5.6	6	23.1	66	12.4
	Don't know	9	2.0	1	1.9			10	1.9
<i>My counselor took my case seriously.</i>	Agree	393	86.6	46	85.2	20	76.9	459	86.0
	Neither	11	2.4	3	5.6			14	2.6
	Disagree	47	10.4	5	9.3	5	19.2	57	10.7
	Don't know	3	0.7			1	3.8	4	0.7
<i>My counselor clearly explained services available to me.</i>	Agree	389	86.3	48	88.9	21	80.8	458	86.3
	Neither	11	2.4	4	7.4			15	2.8
	Disagree	47	10.4	2	3.7	5	19.2	54	10.2
	Don't know	4	0.9					4	0.8
<i>My counselor knew about programs in my community that could help me.</i>	Agree	349	77.6	42	77.8	19	73.1	410	77.4
	Neither	20	4.4	6	11.1	4	15.4	30	5.7
	Disagree	54	12.0	5	9.3	2	7.7	61	11.5
	Don't know	27	6.0	1	1.9	1	3.8	29	5.5
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	395	87.0	48	88.9	20	76.9	463	86.7
	Neither	16	3.5	3	5.6	2	7.7	21	3.9
	Disagree	34	7.5	3	5.6	4	15.4	41	7.7
	Don't know	9	2.0					9	1.7
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	370	81.7	40	74.1	19	73.1	429	80.5
	Neither	23	5.1	7	13.0	3	11.5	33	6.2
	Disagree	46	10.2	4	7.4	2	7.7	52	9.8
	Don't know	14	3.1	3	5.6	2	7.7	19	3.6
<i>I received services that I needed.</i>	Agree	358	79.2	38	71.7	17	65.4	413	77.8
	Neither	18	4.0	5	9.4	3	11.5	26	4.9
	Disagree	68	15.0	7	13.2	5	19.2	80	15.1
	Don't know	8	1.8	3	5.7	1	3.8	12	2.3
<i>I benefited from services that I received.</i>	Agree	350	77.4	39	73.6	18	69.2	407	76.6
	Neither	26	5.8	3	5.7	4	15.4	33	6.2
	Disagree	63	13.9	6	11.3	3	11.5	72	13.6
	Don't know	13	2.9	5	9.4	1	3.8	19	3.6
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	285	63.3	33	61.1	16	66.7	334	63.3
	Yes, I think so	90	20.0	9	16.7	3	12.5	102	19.3
	No, I do not think so	24	5.3	6	11.1	3	12.5	33	6.3
	No, definitely not	22	4.9	1	1.9	1	4.2	24	4.5
	Don't know	29	6.4	5	9.3	1	4.2	35	6.6

Appendix C: Survey Questionnaire

1. Please circle the number that shows your overall satisfaction with the Department of Rehabilitative Services (DRS).

<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>0</u>
Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know

2. Please circle the number that shows the degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan.

<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>0</u>
Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know

Please tell us your reasons for saying this _____

3. Please circle the number that shows your general satisfaction with the time it took to develop your Vocational Rehabilitation Plan.

<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>0</u>
Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know

4. Did you encounter any problems or inconveniences with DRS, which were related to a disability? Please circle your response. For example, were you unable to get into a DRS office because there were no ramps? Or as another example, did you have trouble obtaining services because the staff was not able to deal with a speech, hearing, or vision disability you may have?

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Yes	No	Rather not say	Don't know

What problems did you encounter?

Please turn over and continue on page 2.

5. For these statements, please circle the number that shows how much you agree or disagree with the statement.

	Completely Agree	Somewhat Agree	Neither	Somewhat Disagree	Completely Disagree	Don't Know
All the people at the Department of Rehabilitative Services treated me well.	5	4	3	2	1	0
If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services.	5	4	3	2	1	0
I always got the information I needed from Department of Rehabilitative Services.	5	4	3	2	1	0

Our records show that your last DRS counselor was: «counselor»

My counselor took my case seriously.	5	4	3	2	1	0
My counselor clearly explained services available to me.	5	4	3	2	1	0
My counselor knew about programs in my community that could help me.	5	4	3	2	1	0
I never felt rushed by my counselor when we met or spoke about my case.	5	4	3	2	1	0
My counselor always met the timetables we discussed for my vocational rehabilitation program.	5	4	3	2	1	0
I received services that I needed.	5	4	3	2	1	0
I benefited from services that I received.	5	4	3	2	1	0

Please continue on page 3.

6. In your experience with the vocational rehabilitation program, what were you most satisfied with?

7. In your experience with the vocational rehabilitation program, what were you least satisfied with?

8. If you were to seek help again, would you come back to the Department of Rehabilitative Services?

4 3 2 1 0
Yes, definitely Yes, I think so No, I don't think so No, definitely not I don't know

Why or Why not?

9. Are you currently working for pay? Please circle your response.

(Circle "yes" if you are receiving pay for full-time, part-time or temporary work, or if you are self-employed.)

1 2
Yes No

You are almost done. If you answered **yes** to **question number 9**, please answer all the questions on the next page. If you answered **no** to question number 9, please skip to question number 12 on the next page.

Please turn over and continue on page 4.

10. If you are currently working for pay, please circle the number that best describes your overall satisfaction with your current job.

<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>0</u>
Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know

Please tell us your reasons for saying this _____

11. Do you expect to be in this same job a year from now?

<u>1</u>	<u>2</u>	<u>3</u>
Yes	No	Don't know

12. Please circle the number that best tells us who completed this survey.

<u>1</u>	<u>2</u>	<u>3</u>
I am the person who received services from DRS and I completed this survey on my own	I am the person who received services from DRS and someone helped me complete this survey	I am <u>not</u> the person who received services from DRS. I completed the survey based on my knowledge of the person who received services from DRS (<i>Go to question 12a.</i>)

12a. If you circled number 3, please tell us what your relationship is to the person who received vocational rehabilitation services.

- 1 Parent
 - 2 Spouse
 - 3 Guardian
 - 4 Other (such as teacher, friend, child, etc.)
-

Thank you for taking the time to complete this survey. Please make sure that you have completed all four pages of the survey.