

**Federal Fiscal Year 2010
Consumer Satisfaction with
Vocational Rehabilitation Services**



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

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Policy and Planning Division

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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 2010 (October 1, 2009 through September 30, 2010) 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 2010 survey as well as satisfaction trends, success stories for some of the consumers who responded to the FFY 2010 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 2010, 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 49% (n=314) and the response rate for Status 28 consumers was 39% (n=245). Survey response rates for both groups were similar to those reported in FFY 2009. Survey completions for Status 26 were only twelve completions below FFY 2009 and completions for Status 28 were up by 25 completions compared to FFY 2009. 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 2010 overall response rate was 44% (n=559) and only one percentage point below that of FFY 2009. Of the 559 respondents, 461 were actually consumer self-respondents (274 Status 26 and 187 Status 28 consumers).³ The remaining 98 respondents were either proxies (completed the survey based on their knowledge of the consumer, n=64) or unidentifiable (did not disclose who completed the survey, n=34). 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 2010 survey sample was similar to the overall demographics of the FFY 2010 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 2010 Population, Survey Sample and Survey Respondents⁴

		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=3,390	N=3,458	N=817	N=995	N=274	N=187
		%	%	%	%	%	%
<i>Gender</i>	Male	57	54	56	51	52	39
	Female	43	46	44	49	48	61
<i>Race</i>	African American	35	40	38	38	37	35
	Caucasian	60	56	56	57	58	59
	Other	5	5	6	6	5	6
<i>Age at closure</i>	22 or less	29	33	27	33	20	14
	23-34	25	26	28	24	23	22
	35-49	29	24	29	26	31	32
	50-64	15	16	15	17	23	31
	65+	1	1	1	1	2	2
<i>DRS Transition⁶</i>	DRS not transition	64	59	66	59	73	81
	DRS transition	36	41	34	41	27	19
<i>Significance of Disability</i>	MSD	86	89	87	89	86	88
	SD - 2	10	8	9	9	10	8
	SD - 1	4	3	3	2	4	4

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 2010 information is based on AWARE closure dates as of September 30, 2010.

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=3,390	N=3,458	N=817	N=995	N=274	N=187	
	%	%	%	%	%	%	
NSD	1	0	1	0	0	1	
<i>Impairment Category</i> ⁷	Blindness/other visual impairment	1	1	1	1	2	1
	Deafness/hearing impairment	7	3	7	3	7	4
	Communication impairment-expressive/receptive	1	1	1	1	1	1
	Orthopedic impairment	9	9	8	8	12	11
	Respiratory or physical debilitation or other physical	7	8	7	8	8	11
	Cognitive or other mental impairments	46	47	45	46	42	37
	Psychosocial Impairments	29	32	31	33	28	36
<i>FRS Region</i>	Blue Ridge	22	24	21	26	27	23
	Northern	23	21	23	20	20	20
	Central	15	16	15	16	16	18
	Eastern	21	24	22	21	21	22
	Southwest	19	16	19	16	16	17

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

Executive Summary

By the end of the federal fiscal year, 3390 clients achieved an employment outcome. This represents about a 5% percent increase from the 3215 in FFY 2009. The FFY 2010 rehabilitation rate was 49.5%.⁸

From the random sample of 817 consumers who achieved an employment outcome, 274 rehabilitated self-respondents completed this year’s survey along with 187 self-respondents who received services but were not rehabilitated.

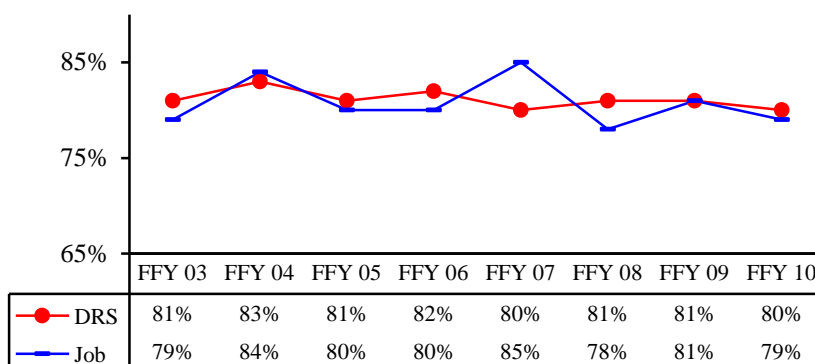
In general, satisfaction ratings on most measures remained consistent with previous seven-year averages (FFY 2003-2009). FFY 2010 survey results for self-respondents are highlighted below and discussed in detail in Section I. Detailed tables are available at Appendix A.

Overall Satisfaction with DRS and Job Satisfaction

In FFY 2010, overall satisfaction with DRS (80%, n=368) remained consistent and was two-percentage points below the agency target of 82%. Overall satisfaction among rehabilitated consumers was 89% (n=245). Eighty-five percent (n=388) of consumers indicated they would refer a friend and 84% (n=385) indicated they would come back to DRS.

The three measures related to current employment provide some indication of the strength of DRS employment outcomes in FFY 2010. Ninety percent (n=242) of rehabilitated consumers whose cases closed with competitive employment status⁹ reported they were earning wages or being paid for a job. Job satisfaction for FFY 2010 was 79% (n=187) and slightly below the prior seven-year average of 81%. Sixty-four percent (n=119) of consumers indicated they expected to be in the same job a year later.

Overall Satisfaction with DRS and Satisfaction with Current Job



⁸ The FFY 2010 rehabilitation rate and closure information is based on AWARE closure dates as of September 30, 2010.

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.

Satisfaction with Other Aspects of the VR Process

Over the past eight federal fiscal years, satisfaction ratings have been fairly consistent and paint a good picture of consumer perception of DRS. FFY 2010 satisfaction ratings were consistent with prior federal fiscal years. Survey trends suggest DRS is strong in its personal treatment of consumers but not as strong in consumer involvement in developing the VR plan and the time it takes to develop the plan.

- ❖ Consistent with prior federal fiscal years, close to 90% of consumers were satisfied with how they were treated by DRS staff.
 - 91% (n=414) agreed they were treated well by DRS
 - 88% (n=405) agreed their counselors took their case seriously
 - 89% (n=407) agreed their counselor explained clearly services available to them
 - 86% (n=394) agreed they never felt rushed by their counselors in meetings or discussions
- ❖ Satisfaction ratings continued to be below 85% for survey measures related to timing, consumer involvement in the VR process, and services.
 - 75% (n=344) were satisfied with their involvement in developing the VR plan
 - 73% (n=332) were satisfied with the time it took to develop the plan
 - 81% (n=368) agreed their counselor knew about programs that could help them
 - 83% (n=375) agreed their counselor met discussed timetables for the VR program
 - 81% (n=370) believed they received the information they needed
 - 80% (n=364) believed they received services they needed
 - 79% (n=359) believed they benefited from services they received

Consumers Served under Specialized Caseloads

Although small in number, surveys were received from consumers with special needs who were served under specialized caseloads [Rehabilitation Counselors for the Deaf and Hard of Hearing (RCD), Dedicated Transition, Substance Abuse (SA) and Serious Mental Illness (SMI)]. Highlights are provided below. Detailed results for specialized caseloads are available in Section III of this report.

- ❖ Overall satisfaction for consumers with special needs was 67% (n=14) for those served by RCDs, 89% (n=39) for SA caseloads, 76% (n=28) for SMI caseloads and 74% (n=28) for dedicated transition.
- ❖ Job satisfaction was 64% (n=7) for consumers served by RCDs, 69% (n=18) for SA caseloads, 81% (n=13) for SMI caseloads and 93% (n=25) for dedicated transition.

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 2010 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 DRS counselor notes that collaboration with Choice Group and the client’s transition coordinator from his high school contributed to the successful outcome of this case. TW’s former teachers were also able to provide valuable information on his communication style and supervisor interventions that allowed TW, who is autistic, to succeed in his new work environment. Upon graduation, TW attended a job-readiness class offered by the Department of Rehabilitative Services for graduating seniors. He attended all required classes and was assigned a job coach to begin his search for employment in July, 2009. By August ,TW was employed. He required substantial intervention during the first three months of employment to learn his job, develop natural supports among his co-workers, and become stable in employment. He has since received favorable performance ratings, is a valued member of his company, and has reached stability in his employment. TW enjoys his job as a counter attendant, has arranged transportation, and plans to continue working with the company.</p>	<p>Case closed: 12/17/09</p> <p>Length of time from application to rehabilitation: 46.1 Months</p> <p>Total cost of services: \$10,011.24</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 30</p> <p>Gross weekly earnings, at closure: \$289.20</p>
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Section I: FFY 2010 Survey Results and Federal Fiscal Year Trends

FFY 2010 Survey Results and Federal Fiscal Year Trends

This section includes a discussion of FFY 2010 survey results and federal fiscal year trends. In FFY 2010, there were 461 self-responders. FFY 2010 survey results were in line with prior seven-year averages. Additionally, FFY 2010 ratings were similar or slightly above FFY 2009.

Recent survey findings and eight-year trends are provided below. A detailed table of FFY 2010 survey results and trend graphs by closure status are provided at Appendix A.

Satisfaction

Overall satisfaction with DRS (80%, n=368) remained consistent and slightly below the agency target of 82%. FFY 2010 satisfaction with involvement in developing the VR plan (75%, n=344) and the time it takes (73%, n=332) were similar to prior seven-year averages.

Counselor-Consumer Relationship

Counselor ratings on almost all measures were up slightly from FFY 2009. Close to 90% of consumers agreed that counselors: did not rush them (86%, n=394), clearly explained services to them (89%, n=407), and took their case seriously (88%, n=405). Relative to how counselors treated consumers, fewer consumers agreed their counselors met discussed timetables (83%, n=375) and were knowledgeable of programs that could help them (81%, n=368).

Information and Services

Close to 80% of consumers in FFY 2010 agreed they got the information they needed (81%, n=370), received the services they needed (80%, n=364), or benefited from the services they received (79%, n=359). All were similar to prior seven-year averages.

Quality of Service

Consumers continue to have a fairly strong belief that people at DRS treat them well (91%, n=414). The percentage of consumers willing to tell a friend to go to DRS was 85% (n=388). Sixty-one percent (n=281) indicated they would definitely come back to DRS if they need additional help and another 23% (n=104) 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

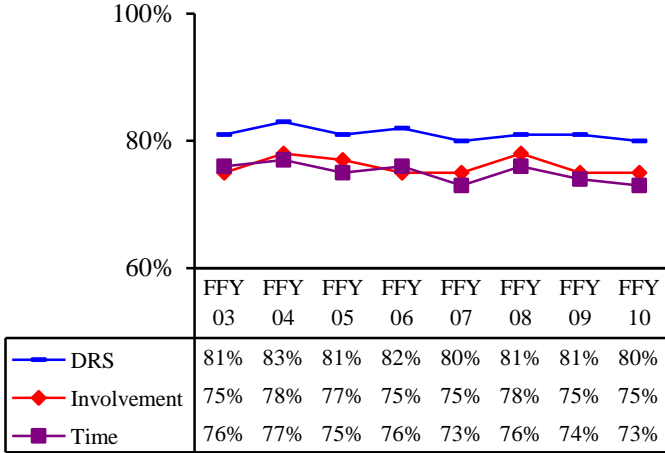


Figure 1b: Agreement with Statements Regarding VR Counselors

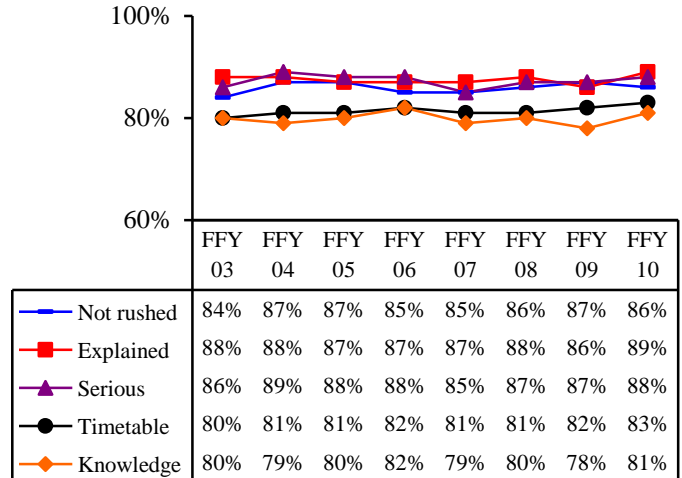


Figure 1c: Agreement with Statements Regarding the Information and Services

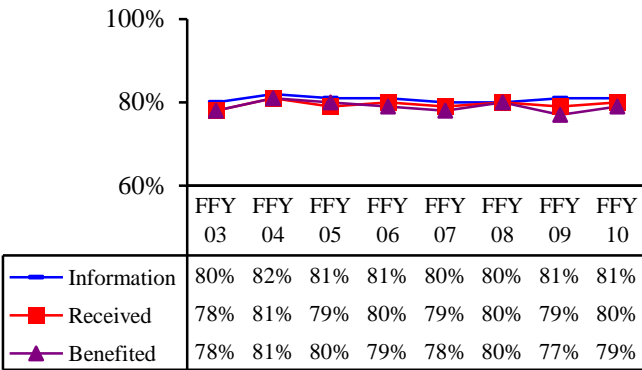
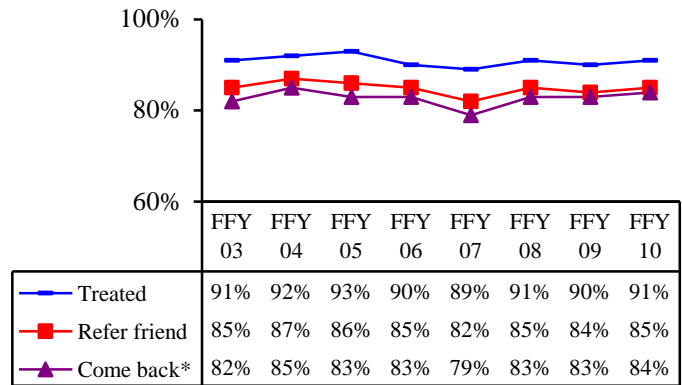


Figure 1d: Agreement with Statements Related to Quality of Service



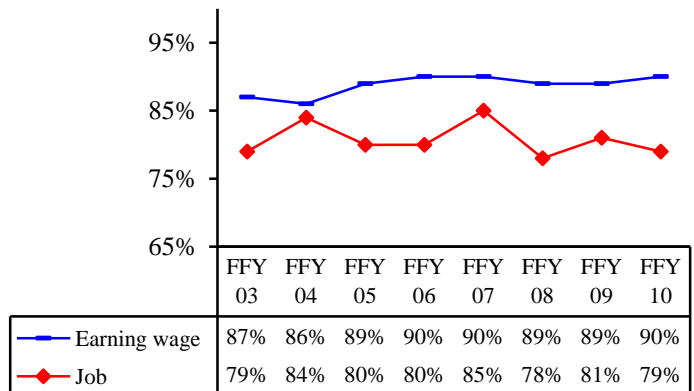
*Those who indicated yes definitely or yes, I think so

Job Satisfaction for Rehabilitated Consumers

In FFY 2010, 90% (n=242) of rehabilitated consumers whose cases closed with competitive employment status¹⁰ said that they were earning wages or being paid for a job.

Job satisfaction among these consumers was 79% (n=187) and slightly below the prior seven-year average of 81%. Sixty-four percent (n=119) of consumers indicated they expected to be in the job a year later. This percentage was below the prior seven-year average of 69%.

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 87% (n=398) indicated they did not encounter any problems or inconveniences. Of the 33 consumers who indicated they encountered problems, only three reported problems that were related to a disability. The problems included:

1. One consumer who indicated the VR counselor is responsible for getting an interpreter for deaf customers.
2. A second consumer who indicated a problem was no interpreter
3. A third consumer who indicated the elevator was small for him/her and the power chair

A similar problem of no interpreter was reported in the FFY 2009 survey by an individual with a hearing impairment. In FFY 2007 and FFY 2008, several individuals with hearing impairments reported problems related to difficulty communicating through a glass window or partition.

¹⁰ 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 2010 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 seven years, we were able to link consumer success stories to the most recent FFY 2010 consumer satisfaction data. One success story is reported in Table 1, Executive Summary. Presented in this section is a sample of six success stories.

DRS Counselor reports that RA's case was opened in February, 2008. RA was diagnosed with end-stage renal disease and her employment choices were limited due to her dialysis schedule. She was referred to the Center for Career and Business Development placement team. Placement Counselors were able to involve RA in an unpaid work experience with an agency. As a result she was offered a P-14 position with the agency as a bookkeeping/accounting/auditing clerk. RA states that she loves her job.

Case closed:
1/13/10

Length of
time from
application to
rehabilitation:
16.6 Months

Total cost of
services:
\$1,152.05

Competitively
employed at
closure: Yes

Hours worked
at closure: 35

Gross weekly
earnings, at
closure:
\$525.00

JW is a 46-year-old with a diagnosis of Bi-Polar Disorder and Alcohol Addiction, whose case was opened in May, 2004. Prior to coming to the Department of Rehabilitative Services (DRS) he had a fairly significant work history for 14 years; however, he lost jobs due to excessive drinking. When he came to DRS he expressed an interest in “changing his life.” He enrolled in Heating and Air Conditioning (HVAC) training at a local community college and also worked part-time. While in school, he experienced several depressive episodes and frequently relapsed with alcohol. He has not graduated from the college, but is now within two classes of finishing his certificate. In 2009, another individual became his Counselor. She followed his mental health treatment closely and helped him with job-seeking skills. JW gradually became mentally stable and stopped drinking. At this point, an External Training Option Instructor, Woodrow Wilson Rehabilitation Center, was asked to develop an External Training Option at a local HVAC business. JW did very well with this placement and hoped he could become employed there. However, due to the economy, the employer was unable to offer him permanent employment. The consumer sought employment on his own and located a position that appealed to him at the store garden shop, taking care of plants and flowers. He had worked this job for several months when he was approached by management. They told him that they were impressed with his work ethic and offered him a full-time position as a stock clerk with full benefits to be effective within six months. In addition, he was told that this job offers him a chance to move into management. JW is committed to maintaining his sobriety and his mental health. He continues to be happy at the store.

Case closed:
7/28/10

Length of
time from
application to
rehabilitation:
50.4 Months

Total cost of
services:

Competitively
employed at
closure: Yes

Hours worked
at closure: 35

Gross weekly
earnings, at
closure:
\$269.50

<p>ES began receiving services from the Department of Rehabilitative Services in 2002 when he was attending high school. He was diagnosed with Mild Intellectual Disability. He struggled with processing speed, following directions, staying on task, accepting supervision and feedback, and interpersonal skills. He also had a history of controlled seizures. ES received Social Security Disability Insurance Survivor Benefits. He worked at a fast food restaurant as a Lobby Attendant part-time while in high school. He attended Post Secondary Education Rehabilitation Transition (PERT) Program during the summer prior to his exit from school. In 2003, he attended Pre-Vocational training, followed by Food Service Training at Woodrow Wilson Center. ES was hired in January, 2007, as a dietary aide, but walked off the job one week later due to a conflict with his supervisor. He began receiving Job Development services through Career Support Systems in July, 2008. A counselor inherited this case in January, 2009. She met with ES and his job coach in April, 2009, to discuss and redirect job development activities. An Individualized Plan for Employment was amended to include an employment goal of food service work in a restaurant or grocery store setting and time-limited job development activities. ES was hired at a different restaurant as a Lobby Attendant in June, 2009. His duties included lobby clean-up, unloading delivery trucks, stocking, and taking out trash.</p>	<p>Case closed: 1/06/10</p> <p>Length of time from application to rehabilitation: 93.8 Months</p> <p>Total cost of services: \$8,064.02</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 12</p> <p>Gross weekly earnings, at closure: \$87.00</p>
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The counselor reports that PS, a 39-year-old single mother of three children, was referred by a clinician at the Virginia Beach Mental Health/Substance Abuse Day Treatment Program. PS was diagnosed with Polysubstance Dependence and Depression. Services were coordinated with Project LINK Case Manager to support recovery and resolve legal and childcare issues. PS was stable in recovery and enthusiastic about returning to work in an administrative position. The Department of Rehabilitative Services provided Guidance & Counseling, bus pass, business work clothing, and Job Placement/Follow up. PS accepted full-time employment as a Receptionist/Administrative Assistant with full benefit package. This job is an excellent match based on prior work and current skills and interests. PS is actively pursuing her long-term goal of Licensed Real Estate Agent.

Case closed:
11/30/09

Length of
time from
application to
rehabilitation:
4.6 Months

Total cost of
services:
\$162.40

Competitively
employed at
closure: Yes

Hours worked
at closure: 40

Gross weekly
earnings, at
closure:
\$400.00

The counselor reports that AK, a 38-year-old female, reported to the Department of Rehabilitative Services with a diagnosis of bi-polar disorder. AK was interested in employment, but lacked the appropriate communication and social skills to succeed in the workplace. A rehabilitation counselor for the Department of Rehabilitative Services worked with AK on developing strong job skills so she could compete out in the job market. The Job Placement team assisted AK with filling out applications, interviewing techniques, creating a strong resume and work skills. She also utilized the help of job club to help her gain support and confidence in herself. With the help from DRS and the placement team, AK was able to obtain a job. She has been working as a sales representative and receiving medical benefits. She is very happy with her job and is hoping to stay there for a long time. She was recently promoted to a temporary manager position. AK does not collect any other benefits at this time. Thanks to DRS and the job placement team, AK was able to obtain and maintain her employment.

Case closed:
11/20/09

Length of
time from
application to
rehabilitation:
5.8 Months

Total cost of
services:
\$73.95

Competitively
employed at
closure: Yes

Hours worked
at closure: 40

Gross weekly
earnings, at
closure:
\$300.00

The counselor, reports that CH is a 62-year-old with a diagnosis of Delusional disorder and a moderate hearing loss that developed at birth. CH was working as a teacher's aid at a high school, but due to her hearing loss was having issues on the job. She came to the Department of Rehabilitative Services (DRS) for assistance with purchasing hearing aids so she could maintain her employment at the high school. DRS assisted her with getting all the necessary tests she needed to make sure she got the right hearing aids. DRS also provided CH with guidance on how to use her hearing aids properly and on transitioning back into her work environment. She did very well with transitioning back into the workforce and dealing with stress on the job. She was provided with substantial counseling during the transition process to make sure she was dealing with any concerns/issues while on the job. CH is very happy with her job and is hoping to stay there for a long time. Thanks to the Department of Rehabilitative Services, CH was able to maintain her employment and is still currently employed at the high school. She is doing very well and also receives Social Security Disability Income (SSDI) benefits.

Case closed:
2/19/10

Length of
time from
application to
rehabilitation:
6.1 Months

Total cost of
services:
\$1,998.00

Competitively
employed at
closure: Yes

Hours worked
at closure: 20

Gross weekly
earnings, at
closure:
\$150.00

**Section III: Survey Results for Youth in Transition from School to Work,
Hearing Impaired, and Specialty Caseloads**

Youth in Transition from School to Work¹¹

About 24% (n=111) of the self-respondents in the FFY 2010 survey were youth in transition from secondary school to work. Only 34% (n=38) were served by dedicated transition counselors. Overall satisfaction with the agency was 82% (n=91) among youth in transition from school to work and job satisfaction was 84% (n=57). Some of the survey measures that experienced all-time highs in FFY 2009 (willingness to refer a friend, getting the information they needed, not feeling rushed by counselors, receiving needed services) had lower ratings in FFY 2010. The lower ratings appear to be tied to lower ratings among youth in transition served by dedicated transition counselors.

Youth in Transition Served by Dedicated Transition Counselors

Job satisfaction for FFY 2010 was 93% (n=25) and above the prior seven-year average. FFY 2010 satisfaction ratings on some key survey measures were below 80% and below prior seven-year averages. Ratings below 75% included overall satisfaction (74%, n=28), satisfaction with involvement in developing the VR plan (71%, n=27), and satisfaction with the time it took to develop the VR plan (71%, n=27). Consumer perception of how they were treated, their willingness to refer a friend to DRS, receiving information they needed and their counselors meeting discussed timetables were all at 78%.

Of the 5 consumers who were not satisfied overall with DRS, four were dissatisfied with both DRS overall and their involvement in developing the VR plan.

Of the two who were very dissatisfied on both measures, one indicated he/she did not understand and felt he/she did not get anything from it. The other mentioned having no knowledge of a concrete and long term vocational rehabilitation plan with reasonable goals put in place. This consumer also mentioned being least satisfied with “incessant insinuations” that he/she should stick to working in a specific vocational area instead of researching a good job fit. Although the latter consumer was successful, he/she mentioned that the job placement ended up becoming “extremely stressful.” The consumer also mentioned that the only positive DRS experience was the initial support given by one of the DRS vendors.

The two who were just dissatisfied on both measures reported different issues. One could not find a job that he/she could keep, and the other felt it was not very helpful. When the latter called and left messages, calls were never returned.

Youth in Transition Who Were Not Served by Dedicated Transition Counselors

Job satisfaction was 78% (n=32) and four percentage points below the prior seven-year average. FFY 2010 satisfaction ratings for most measures held or improved from FFY 2009. Overall satisfaction was 86% (n=63), consumer perception of how they were treated by DRS staff was 93% (n=67), receiving information they needed was 78% (n=57), and involvement in developing the plan was 79% (n=57). Satisfaction ratings for measures such as willingness to refer a friend (84%, n=61), counselors meeting discussed timetables (75%, n=55), and the time it takes (68%, n=50) were lower than FFY 2009.

¹¹ 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 Work¹²

		Served by Dedicated Transition Counselor (N=38)		Not served by Dedicated Transition Counselor (N=73)		Overall Transition (N=111)		Not Transition (N=350)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	28	74	63	86	91	82	277	79
	Neither	4	11	1	1	5	5	15	4
	Dissatisfied	5	13	7	10	12	11	54	15
	DK	1	3	2	3	3	3	3	1
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	27	71	57	79	84	76	260	75
	Neither	3	8	4	6	7	6	29	8
	Dissatisfied	5	13	3	4	8	7	47	14
	Don't know	3	8	8	11	11	10	11	3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	27	71	50	68	77	69	255	74
	Neither	4	11	9	12	13	12	34	10
	Dissatisfied	3	8	6	8	9	8	41	12
	Don't know	4	11	8	11	12	11	14	4
<i>Did you encounter any problems or inconveniences with DRS</i>	Don't know	3	8	3	4	6	5	4	1
	Rather not say	2	5	3	4	5	5	9	3
	No	30	79	62	85	92	83	306	89
	Yes	3	8	5	7	8	7	25	7
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	29	78	67	93	96	88	318	91
	Neither	4	11	1	1	5	5	6	2
	Disagree	2	5	3	4	5	5	19	5
	Don't know	2	5	1	1	3	3	5	1
<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	29	78	61	84	90	82	298	85
	Neither	3	8	3	4	6	5	12	3
	Disagree	3	8	5	7	8	7	34	10
	Don't know	2	5	4	5	6	5	5	1
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	29	78	57	78	86	78	284	82
	Neither	3	8	3	4	6	5	19	5
	Disagree	4	11	8	11	12	11	37	11
	DK	1	3	5	7	6	5	8	2
<i>My counselor took my case seriously.</i>	Agree	32	86	67	92	99	90	306	88
	Neither	2	5	1	1	3	3	8	2
	Disagree	2	5	4	5	6	5	27	8
	Don't know	1	3	1	1	2	2	7	2
<i>My counselor clearly explained services available to me.</i>	Agree	34	92	63	86	97	88	310	89
	Neither	1	3	2	3	3	3	6	2
	Disagree	1	3	7	10	8	7	25	7
	Don't know	1	3	1	1	2	2	6	2

¹² Percentage rounding in discussion text is based on Microsoft Excel formula for rounding percentage.

		Served by Dedicated Transition Counselor (N=38)		Not served by Dedicated Transition Counselor (N=73)		Overall Transition (N=111)		Not Transition (N=350)	
		N	%	N	%	N	%	N	%
		<i>My counselor knew about programs in my community that could help me.</i>	Agree	30	81	62	85	92	84
	Neither	1	3	5	7	6	5	20	6
	Disagree	4	11	4	5	8	7	39	11
	Don't know	2	5	2	3	4	4	11	3
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	31	84	59	81	90	82	304	88
	Neither	2	5	3	4	5	5	12	3
	Disagree	3	8	7	10	10	9	25	7
	Don't know	1	3	4	5	5	5	6	2
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	29	78	55	75	84	76	291	85
	Neither	2	5	4	5	6	5	14	4
	Disagree	2	5	6	8	8	7	29	8
	Don't know	4	11	8	11	12	11	10	3
<i>I received services that I needed.</i>	Agree	30	81	61	84	91	83	273	79
	Neither	1	3	4	5	5	5	20	6
	Disagree	5	14	6	8	11	10	44	13
	Don't know	1	3	2	3	3	3	10	3
<i>I benefited from services that I received.</i>	Agree	31	84	56	77	87	79	272	79
	Neither	1	3	7	10	8	7	23	7
	Disagree	3	8	7	10	10	9	41	12
	Don't know	2	5	3	4	5	5	10	3
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	20	54	45	62	65	59	216	62
	Yes, I think so	10	27	18	25	28	25	76	22
	No, I do not think so	2	5	3	4	5	5	24	7
	No, definitely not	1	3	2	3	3	3	18	5
	Don't know	4	11	5	7	9	8	14	4
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹³</i>	Yes	28	97	41	91	69	93	173	89
	No	1	3	4	9	5	7	21	11
<i>Overall satisfaction with your current job?(of those earning wages)</i>	Satisfied	25	93	32	78	57	84	130	77
	Neither	0	0	3	7	3	4	15	9
	Dissatisfied	1	4	6	15	7	10	23	14
	Don't know	1	4	0	0	1	1	1	1
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	15	60	18	56	33	58	86	66
	No	1	4	2	6	3	5	5	4
	Don't know	9	36	12	38	21	37	39	30
<i>Do you expect to be in this same job a year from</i>	Yes	0	0	0	0	0	0	4	18

¹³ 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 Dedicated Transition Counselor (N=38)		Not served by Dedicated Transition Counselor (N=73)		Overall Transition (N=111)		Not Transition (N=350)	
		N	%	N	%	N	%	N	%
<i>now?(consumers not satisfied with job)</i>	No	1	100	3	60	4	67	12	55
	Don't know	0	0	2	40	2	33	6	27

Consumers with Hearing Impairments¹⁴

Consumers with hearing impairments represented about 7% (n=34) of the self-respondents in FFY 2010 and most (62%, n=21) were served by Rehabilitation Counselors for the Deaf (RCDs). The FFY 2010 overall satisfaction with VR services was 79% (n=27) and slightly below the prior seven-year average of 81%. Job satisfaction was 73% (n=16). Satisfaction ratings on most survey measures were at or above the satisfaction level in FFY 2009. Ratings dropped for measures related to services [received services I needed (76%) and benefited from services I received (76%)]. Additionally, the percentage of consumers indicating they never felt rushed by counselors or their counselors met discussed timetables dropped from 85% in FFY 2009 to 82% in FFY 2010.

Comparison of RCD and Non-RCD

Job satisfaction was 82% (n=9) for consumers served by non-RCDs and 64% (n=7) for consumers served by RCDs. While consumers served by non-RCDs reported higher satisfaction relative to FFY 2009 on most survey measures, those served by RCDs reported lower satisfaction on more than half of the survey measures. Overall satisfaction for consumers served by RCDs was 67% (n=14). This was 21 percentage points below FFY 2009 and 12 percentage points below the prior seven-year average.

For consumers served by RCDs, both satisfaction with involvement in developing the VR plan (67%, n=14) and the time it takes to develop the plan (62%, n=13) have been on a downward trend since FFY 2008. Additionally some counselor and service measures [not feeling rushed by counselors, (71%, n=15), counselors meeting discussed timetables (76%, n=16), receiving needed services (65%, n=13), and benefiting from received services (65%, n=13)] have followed a similar trend.

Of the six consumers served by RCDs who were dissatisfied overall with DRS, five indicated also being dissatisfied with their involvement in developing their VR plan. Three of the five were very dissatisfied on both measures.

Of the three consumers, one indicated being least satisfied with the service and no financial support. The individual also noted being very dissatisfied with involvement because services were not provided for him/her. The second individual noted being least satisfied that the counselor did not communicate with a residential support agency staff and a DRS vendor did not cooperate with the residential support staff. The individual liked most the fact that the case manager could sign but indicated being very dissatisfied with involvement because of no interpreter. The third individual indicated being least satisfied that there were not enough helpers or encouragement in helping to look or find work. Regarding being very dissatisfied with their involvement, the individual noted that he/she met with DRS only two or three times and did not feel they worked out any plans.

¹⁴ 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=21)		Not Served by RCD (N=13)		Overall Hearing Impaired (N=34)		Consumers with Other Impairments (N=427)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	14	67	13	100	27	79	341	80
	Neither	0	0	0	0	0	0	20	5
	Dissatisfied	6	29	0	0	6	18	60	14
	Don't know	1	5	0	0	1	3	5	1
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	14	67	13	100	27	79	317	75
	Neither	1	5	0	0	1	3	35	8
	Dissatisfied	5	24	0	0	5	15	50	12
	Don't know	1	5	0	0	1	3	21	5
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	13	62	13	100	26	76	306	73
	Neither	3	14	0	0	3	9	44	10
	Dissatisfied	3	14	0	0	3	9	47	11
	Don't know	2	10	0	0	2	6	24	6
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	1	5	0	0	1	3	9	2
	Rather not say	0	0	1	8	1	3	13	3
	No	18	86	10	77	28	82	370	88
	Yes	2	10	2	15	4	12	29	7
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	19	90	12	92	31	91	383	91
	Neither	0	0	1	8	1	3	10	2
	Disagree	1	5	0	0	1	3	23	5
	Don't know	1	5	0	0	1	3	7	2
<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	17	81	13	100	30	88	358	84
	Neither	2	10	0	0	2	6	16	4
	Disagree	1	5	0	0	1	3	41	10
	Don't know	1	5	0	0	1	3	10	2
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	17	81	11	85	28	82	342	81
	Neither	2	10	2	15	4	12	21	5
	Disagree	2	10	0	0	2	6	47	11
	Don't know	0	0	0	0	0	0	14	3
<i>My counselor took my case seriously.</i>	Agree	18	86	13	100	31	91	374	88
	Neither	0	0	0	0	0	0	11	3
	Disagree	3	14	0	0	3	9	30	7
	Don't know	0	0	0	0	0	0	9	2
<i>My counselor clearly explained</i>	Agree	19	90	13	100	32	94	375	89

		Served by RCD (N=21)		Not Served by RCD (N=13)		Overall Hearing Impaired (N=34)		Consumers with Other Impairments (N=427)	
		N	%	N	%	N	%	N	%
<i>services available to me.</i>	Neither	0	0	0	0	0	0	9	2
	Disagree	2	10	0	0	2	6	31	7
	Don't know	0	0	0	0	0	0	8	2
<i>My counselor knew about programs in my community that could help me.</i>	Agree	16	76	11	92	27	82	341	81
	Neither	2	10	1	8	3	9	23	5
	Disagree	3	14	0	0	3	9	44	10
	Don't know	0	0	0	0	0	0	15	4
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	15	71	13	100	28	82	366	87
	Neither	0	0	0	0	0	0	17	4
	Disagree	5	24	0	0	5	15	30	7
	Don't know	1	5	0	0	1	3	10	2
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	16	76	12	92	28	82	347	83
	Neither	1	5	1	8	2	6	18	4
	Disagree	4	19	0	0	4	12	33	8
	Don't know	0	0	0	0	0	0	22	5
<i>I received services that I needed.</i>	Agree	13	65	12	92	25	76	339	80
	Neither	3	15	1	8	4	12	21	5
	Disagree	3	15	0	0	3	9	52	12
	Don't know	1	5	0	0	1	3	12	3
<i>I benefited from services that I received.</i>	Agree	13	65	12	92	25	76	334	79
	Neither	3	15	1	8	4	12	27	6
	Disagree	3	15	0	0	3	9	48	11
	Don't know	1	5	0	0	1	3	14	3
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	14	67	10	77	24	71	257	61
	Yes, I think so	4	19	3	23	7	21	97	23
	No, I do not think so	1	5	0	0	1	3	28	7
	No, definitely not	0	0	0	0	0	0	21	5
	Don't know	2	10	0	0	2	6	21	5
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹⁵</i>	Yes	11	85	11	100	22	92	220	90
	No	2	15	0	0	2	8	24	10

¹⁵ 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=21)		Not Served by RCD (N=13)		Overall Hearing Impaired (N=34)		Consumers with Other Impairments (N=427)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	7	64	9	82	16	73	171	80
	Neither	1	9	0	0	1	5	17	8
	Dissatisfied	3	27	1	9	4	18	26	12
	Don't know	0	0	1	9	1	5	1	0
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	7	100	5	56	12	75	107	63
	No	0	0	0	0	0	0	8	5
	Don't know	0	0	4	44	4	25	56	33
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	2	67	0	0	2	50	2	8
	No	1	33	1	100	2	50	14	58
	Don't know	0	0	0	0	0	0	8	33

Consumers Served by Specialty Caseload VR Counselors¹⁶

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.

Highlights for Specialized Caseloads

Relative to FFY 2009, consumers diagnosed with substance abuse who were served by SA counselors reported higher satisfaction on all survey measures in FFY 2010. Overall satisfaction was 89% (n=39). Consumers served by SA counselors were the only special disability group to have a satisfaction rating close to 80% for the time it takes to develop the VR plan. The prior seven-year average was 82%.

Unlike SA consumers, special disability groups served by RCDs, dedicated transition counselors and SMI counselors reported lower satisfaction on most measures relative to FFY 2009. Overall satisfaction was 74% (n=28) for consumers served by dedicated transition counselors, 67% (n=14) for consumers served by RCDs, and 76% (n=28) for consumers served by SMI counselors.

FFY 2010 job satisfaction for SMI consumers was 81% (n=13) and the second highest after transition youth served by dedicated transition counselors (93%, n=25). Job satisfaction for consumers served by RCDs was 64% (n=7) and 69% (n=18) for consumers served by SA counselors.

¹⁶ 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=317)		Dedicated Transition (N=38)		RCD (N=21)		SA (N=44)		SMI (N=37)	
		N	%	N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	255	81	28	74	14	67	39	89	28	76
	Neither	13	4	4	11	0	0	1	2	2	5
	Dissatisfied	44	14	5	13	6	29	4	9	7	19
	Don't know	4	1	1	3	1	5	0	0	0	0
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	240	76	27	71	14	67	33	77	26	70
	Neither	26	8	3	8	1	5	4	9	2	5
	Dissatisfied	32	10	5	13	5	24	5	12	8	22
	Don't know	16	5	3	8	1	5	1	2	1	3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	230	73	27	71	13	62	32	78	27	73
	Neither	30	10	4	11	3	14	5	12	4	11
	Dissatisfied	37	12	3	8	3	14	3	7	4	11
	Don't know	17	5	4	11	2	10	1	2	2	5
<i>Did you encounter any problems or inconveniences with DRS</i>	Don't know	5	2	3	8	1	5	0	0	1	3
	Rather not say	11	4	2	5	0	0	1	2	0	0
	No	272	87	30	79	18	86	40	95	34	94
	Yes	26	8	3	8	2	10	1	2	1	3
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	291	93	29	78	19	90	41	93	31	84
	Neither	5	2	4	11	0	0	1	2	1	3
	Disagree	14	4	2	5	1	5	2	5	5	14
	Don't know	4	1	2	5	1	5	0	0	0	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	269	85	29	78	17	81	41	93	29	78
	Neither	11	3	3	8	2	10	0	0	2	5
	Disagree	30	9	3	8	1	5	3	7	5	14
	Don't know	6	2	2	5	1	5	0	0	1	3
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	252	80	29	78	17	81	40	93	29	78
	Neither	18	6	3	8	2	10	0	0	2	5
	Disagree	34	11	4	11	2	10	3	7	6	16
	Don't know	12	4	1	3	0	0	0	0	0	0
<i>My counselor took my case seriously.</i>	Agree	280	89	32	86	18	86	41	93	31	84
	Neither	8	3	2	5	0	0	0	0	1	3
	Disagree	22	7	2	5	3	14	3	7	3	8
	Don't know	5	2	1	3	0	0	0	0	2	5
<i>My counselor clearly explained services available</i>	Agree	279	89	34	92	19	90	41	93	31	86
	Neither	7	2	1	3	0	0	1	2	0	0

		VR (N=317)		Dedicated Transition (N=38)		RCD (N=21)		SA (N=44)		SMI (N=37)	
		N	%	N	%	N	%	N	%	N	%
<i>to me.</i>	Disagree	25	8	1	3	2	10	2	5	3	8
	Don't know	4	1	1	3	0	0	0	0	2	6
<i>My counselor knew about programs in my community that could help me.</i>	Agree	254	81	30	81	16	76	39	89	26	72
	Neither	18	6	1	3	2	10	2	5	3	8
	Disagree	32	10	4	11	3	14	3	7	5	14
	Don't know	10	3	2	5	0	0	0	0	2	6
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	276	88	31	84	15	71	38	86	31	86
	Neither	11	3	2	5	0	0	2	5	2	6
	Disagree	22	7	3	8	5	24	4	9	1	3
	Don't know	6	2	1	3	1	5	0	0	2	6
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	258	83	29	78	16	76	40	91	29	81
	Neither	16	5	2	5	1	5	0	0	1	3
	Disagree	24	8	2	5	4	19	4	9	3	8
	Don't know	14	4	4	11	0	0	0	0	3	8
<i>I received services that I needed.</i>	Agree	252	80	30	81	13	65	40	91	26	72
	Neither	20	6	1	3	3	15	0	0	1	3
	Disagree	37	12	5	14	3	15	4	9	6	17
	Don't know	7	2	1	3	1	5	0	0	3	8
<i>I benefited from services that I received.</i>	Agree	245	78	31	84	13	65	40	91	28	78
	Neither	26	8	1	3	3	15	0	0	0	0
	Disagree	37	12	3	8	3	15	3	7	5	14
	Don't know	7	2	2	5	1	5	1	2	3	8
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	192	61	20	54	14	67	32	74	19	51
	Yes, I think so	71	22	10	27	4	19	8	19	11	30
	No, I do not think so	23	7	2	5	1	5	1	2	2	5
	No, definitely not	14	4	1	3	0	0	2	5	4	11
	Don't know	16	5	4	11	2	10	0	0	1	3
<i>Are you currently earning wages or being paid for a job? (Status 26 & competitive employment status)¹⁷</i>	Yes	158	90	28	97	11	85	27	90	17	89
	No	17	10	1	3	2	15	3	10	2	11
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	123	79	25	93	7	64	18	69	13	81
	Neither	11	7	0	0	1	9	4	15	2	13
	Dissatisfied	21	13	1	4	3	27	4	15	1	6
	Don't know	1	1	1	4	0	0	0	0	0	0
<i>Do you expect to be in this</i>	Yes	79	64	15	60	7	100	9	50	8	62

¹⁷ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated.

		VR (N=317)		Dedicated Transition (N=38)		RCD (N=21)		SA (N=44)		SMI (N=37)	
		N	%	N	%	N	%	N	%	N	%
<i>same job a year from now? (consumers satisfied with job)</i>	No	3	2	1	4	0	0	2	11	2	15
	Don't know	41	33	9	36	0	0	7	39	3	23
<i>Do you expect to be in this same job a year from now? (consumers not satisfied with job)</i>	Yes	1	5	0	0	2	67	1	25	0	0
	No	11	58	1	100	1	33	2	50	1	100
	Don't know	7	37	0	0	0	0	1	25	0	0

Appendix A: Survey Results by Closure Status

By the end of the federal fiscal year, 3390 clients achieved an employment outcome. This represents about a 5% percent increase from the 3215 in FFY 2009. The FFY 2010 rehabilitation rate was 49.5%.¹⁸

From the random sample of 817 consumers who achieved an employment outcome, 274 rehabilitated self-respondents completed this year's survey along with 187 self-respondents who received services but were not rehabilitated.

Consistency in agency ratings is due primarily to consistency in ratings for Status 26 consumers. Ratings for Status 28 consumers tend to be more variable. Additionally, satisfaction ratings for Status 26 consumers continue to be at or above 90% for most survey measures. Closure trends are provided in Figures 1a-1h.

¹⁸ The FFY 2010 rehabilitation rate and closure information is based on AWARE closure dates as of September 30, 2010.

FFY 2010 Survey Results by Closure Status

		Status 26 (N=274)		Status 28 (N=187)		All Self-Respondents (N=461)	
		N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	245	89	123	66	368	80
	Neither	9	3	11	6	20	4
	Dissatisfied	20	7	46	25	66	14
	Don't Know	0	0	6	3	6	1
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	234	86	110	60	344	75
	Neither	18	7	18	10	36	8
	Dissatisfied	16	6	39	21	55	12
	Don't Know	5	2	17	9	22	5
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	223	83	109	59	332	73
	Neither	24	9	23	12	47	10
	Dissatisfied	19	7	31	17	50	11
	Don't Know	4	1	22	12	26	6
<i>Did you encounter any problems or inconveniences with DRS</i>	Don't know	8	3	2	1	10	2
	Rather not say	6	2	8	4	14	3
	No	244	90	154	84	398	87
	Yes	14	5	19	10	33	7
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	258	95	156	84	414	91
	Neither	6	2	5	3	11	2
	Disagree	5	2	19	10	24	5
	Don't Know	2	1	6	3	8	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	251	92	137	73	388	85
	Neither	7	3	11	6	18	4
	Disagree	12	4	30	16	42	9
	Don't Know	2	1	9	5	11	2
<i>I always got the information I needed from the Department of Rehabilitative Services</i>	Agree	238	88	132	71	370	81
	Neither	15	6	10	5	25	5
	Disagree	16	6	33	18	49	11
	Don't Know	3	1	11	6	14	3
<i>My counselor took my case seriously.</i>	Agree	258	95	147	79	405	88
	Neither	2	1	9	5	11	2
	Disagree	9	3	24	13	33	7
	Don't Know	2	1	7	4	9	2
<i>My counselor clearly explained services available to me.</i>	Agree	257	95	150	81	407	89
	Neither	4	1	5	3	9	2
	Disagree	9	3	24	13	33	7
	Don't Know	1	0	7	4	8	2

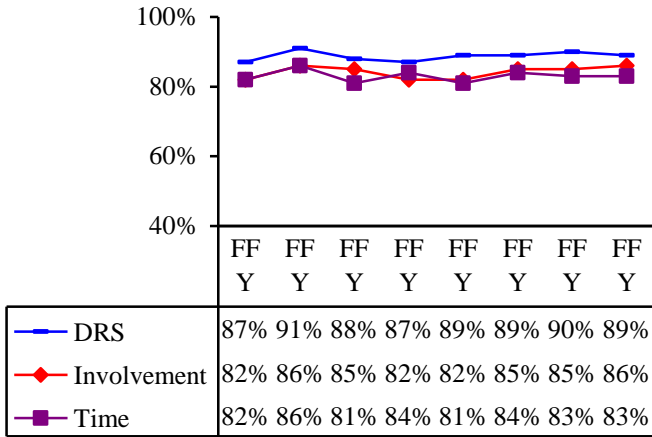
		Status 26 (N=274)		Status 28 (N=187)		All Self-Respondents (N=461)	
		N	%	N	%	N	%
		<i>My counselor knew about programs in my community that could help me.</i>	Agree	244	90	124	67
	Neither	11	4	15	8	26	6
	Disagree	10	4	37	20	47	10
	Don't Know	5	2	10	5	15	3
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	249	92	145	78	394	86
	Neither	9	3	8	4	17	4
	Disagree	11	4	24	13	35	8
	Don't Know	2	1	9	5	11	2
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	249	92	126	69	375	83
	Neither	8	3	12	7	20	4
	Disagree	10	4	27	15	37	8
	Don't Know	4	1	18	10	22	5
<i>I received services that I needed.</i>	Agree	252	92	112	61	364	80
	Neither	8	3	17	9	25	5
	Disagree	10	4	45	24	55	12
	Don't Know	3	1	10	5	13	3
<i>I benefited from services that I received.</i>	Agree	247	90	112	61	359	79
	Neither	13	5	18	10	31	7
	Disagree	10	4	41	22	51	11
	Don't Know	3	1	12	7	15	3
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	195	72	86	46	281	61
	Yes, I think so	54	20	50	27	104	23
	No, I do not think so	9	3	20	11	29	6
	No, definitely not	7	3	14	8	21	5
	Don't Know	7	3	16	9	23	5
<i>Are you currently earning wages or being paid for a job? (Status 26 & competitive employment status)¹⁹</i>	Yes	242	90				
	No	26	10				
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	187	79				
	Neither	18	8				
	Dissatisfied	30	13				
	Don't know	2	1				

¹⁹ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated. 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.

		Status 26 (N=274)		Status 28 (N=187)		All Self-Respondents (N=461)	
		N	%	N	%	N	%
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	119	64				
	No	8	4				
	Don't know	60	32				
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	4	14				
	No	16	57				
	Don't know	8	29				

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

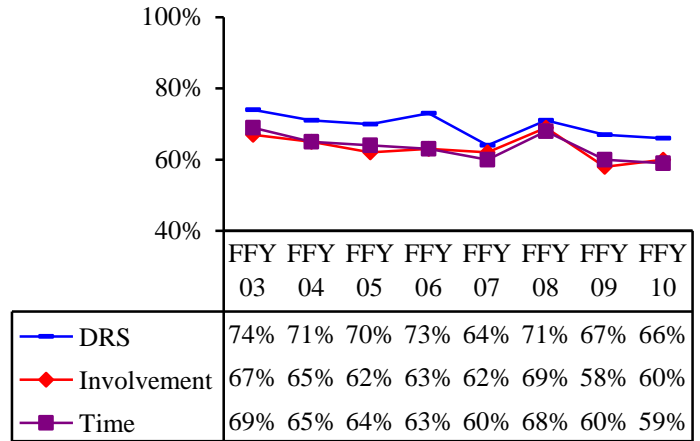


Figure 1c: Agreement with Statements Regarding VR Counselors

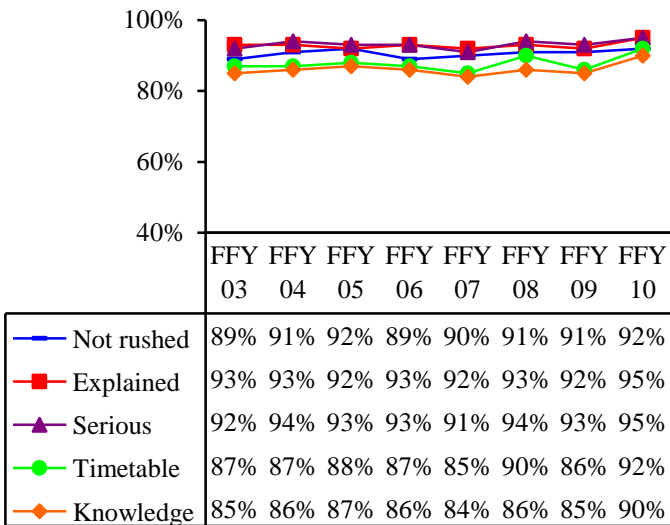
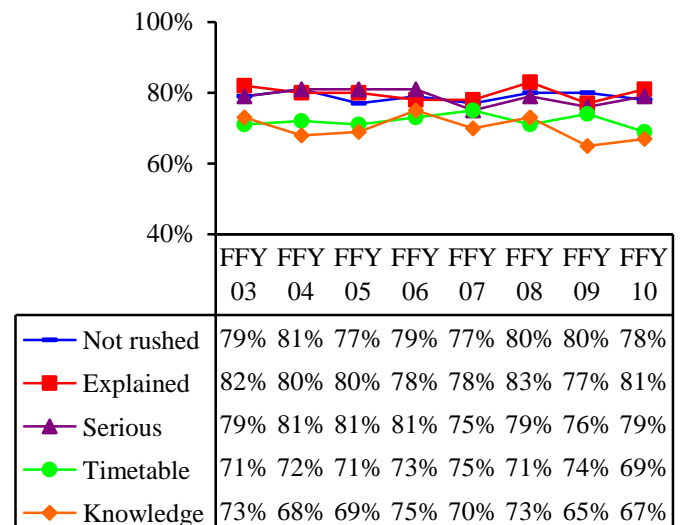
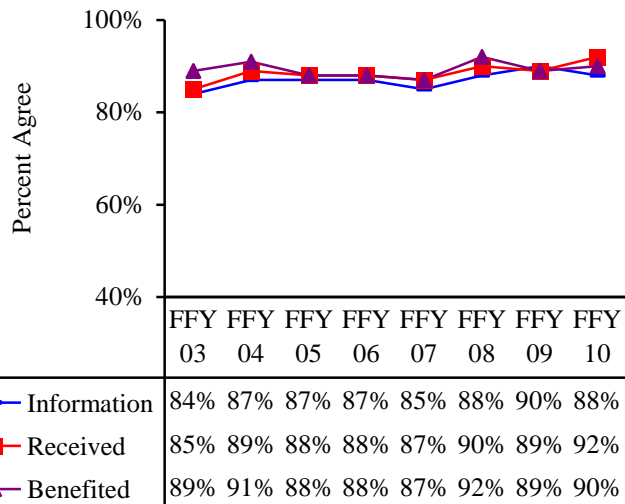


Figure 1d: Agreement with Statements Regarding VR Counselors



Status 26

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



Status 28

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

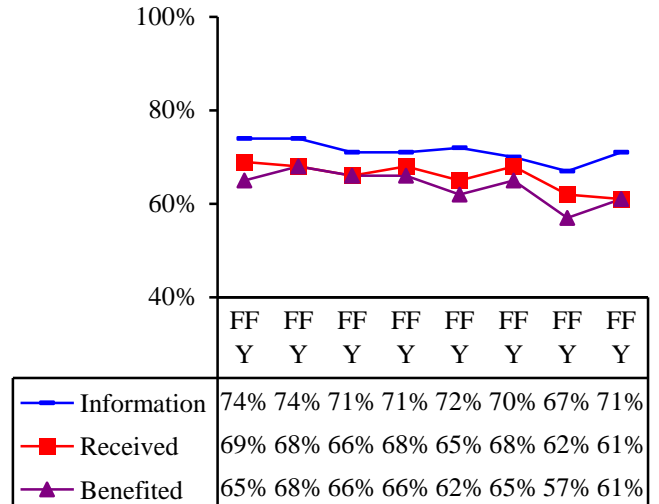


Figure 1g: Agreement with Statements Related to Quality of Service

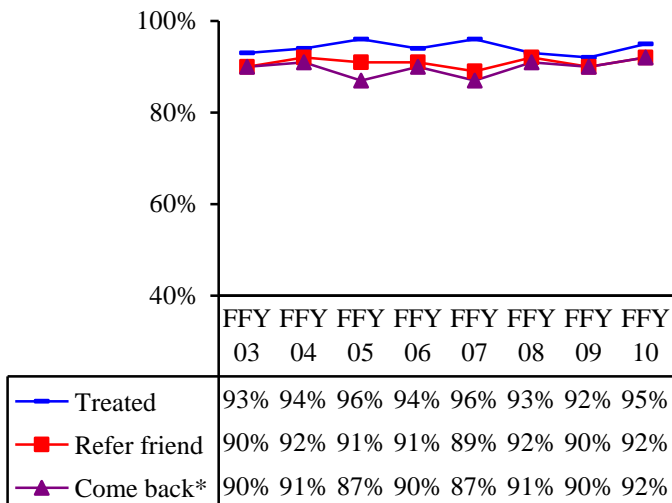
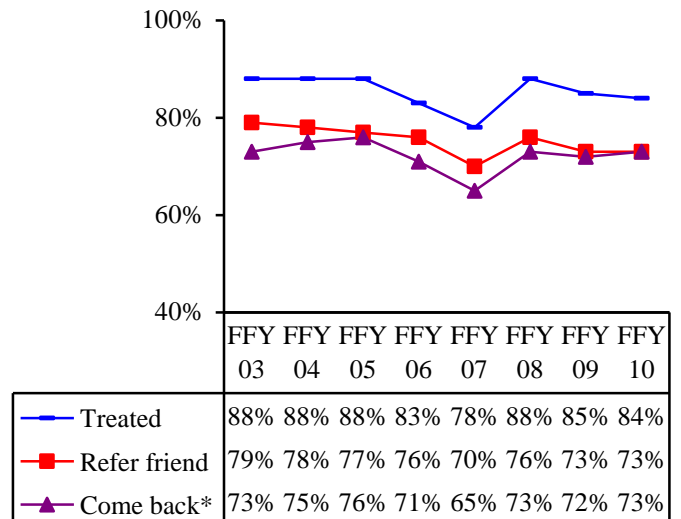


Figure 1h: Agreement with Statements Related to Quality of Service



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

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

For the FFY 2010 survey cycle, there were 461 self-respondents (completed the survey on their own or with help), 64 consumers who were represented by a proxy and 34 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=46) for proxies. This rating was similar to FFY 2009. Consumer self-respondents reported 80% (n=368) overall satisfaction with DRS.

		Consumer Self-Respondent						All Respondents	
		(N=461)		Proxy (N=64)		Unknown (n=34)		(N=559)	
		N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	368	80	46	72	22	67	436	78
	Neither	20	4	7	11	4	12	31	6
	Dissatisfied	66	14	11	17	6	18	83	15
	Don't know	6	1	0	0	1	3	7	1
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	344	75	39	61	18	55	401	72
	Neither	36	8	12	19	5	15	53	10
	Dissatisfied	55	12	13	20	5	15	73	13
	Don't know	22	5	0	0	5	15	27	5
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	332	73	43	67	19	59	394	72
	Neither	47	10	13	20	2	6	62	11
	Dissatisfied	50	11	7	11	7	22	64	12
	Don't know	26	6	1	2	4	13	31	6
<i>Did you encounter any problems or inconveniences with DRS</i>	Don't know	10	2	1	2	6	19	17	3
	Rather not say	14	3	0	0	2	6	16	3
	No	398	87	57	93	22	69	477	87
	Yes	33	7	3	5	2	6	38	7
<i>All of the people at the Department of Rehabilitative Services treated me well</i>	Agree	414	91	58	91	24	83	496	90
	Neither	11	2	1	2	2	7	14	3
	Disagree	24	5	2	3	2	7	28	5
	Don't know	8	2	3	5	1	3	12	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	388	85	51	80	22	79	461	84
	Neither	18	4	9	14	2	7	29	5
	Disagree	42	9	2	3	4	14	48	9
	Don't know	11	2	2	3	0	0	13	2
<i>I always got the information I needed from</i>	Agree	370	81	47	73	19	68	436	79
	Neither	25	5	8	13	2	7	35	6

		Consumer Self-						All Respondents	
		Respondent		Proxy (N=64)		Unknown (n=34)		(N=559)	
		N	%	N	%	N	%	N	%
<i>the Department of Rehabilitative Services</i>	Disagree	49	11	7	11	7	25	63	11
	Don't know	14	3	2	3	0	0	16	3
<i>My counselor took my case seriously.</i>	Agree	405	88	53	85	21	78	479	88
	Neither	11	2	4	6	1	4	16	3
	Disagree	33	7	4	6	5	19	42	8
	Don't know	9	2	1	2	0	0	10	2
<i>My counselor clearly explained services available to me.</i>	Agree	407	89	50	81	23	79	480	88
	Neither	9	2	3	5	1	3	13	2
	Disagree	33	7	7	11	5	17	45	8
	Don't know	8	2	2	3	0	0	10	2
<i>My counselor knew about programs in my community that could help me.</i>	Agree	368	81	49	78	20	71	437	80
	Neither	26	6	3	5	2	7	31	6
	Disagree	47	10	9	14	5	18	61	11
	Don't know	15	3	2	3	1	4	18	3
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	394	86	56	89	21	72	471	86
	Neither	17	4	3	5	1	3	21	4
	Disagree	35	8	2	3	6	21	43	8
	Don't know	11	2	2	3	1	3	14	3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	375	83	48	79	20	71	443	82
	Neither	20	4	4	7	1	4	25	5
	Disagree	37	8	6	10	5	18	48	9
	Don't know	22	5	3	5	2	7	27	5
<i>I received services that I needed.</i>	Agree	364	80	42	67	19	66	425	77
	Neither	25	5	6	10	3	10	34	6
	Disagree	55	12	12	19	7	24	74	13
	Don't know	13	3	3	5	0	0	16	3
<i>I benefited from services that I received.</i>	Agree	359	79	42	67	18	62	419	76
	Neither	31	7	6	10	3	10	40	7
	Disagree	51	11	11	17	8	28	70	13
	Don't know	15	3	4	6	0	0	19	3
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	281	61	34	54	13	45	328	60
	Yes, I think so	104	23	16	25	6	21	126	23
	No, I do not think so	29	6	3	5	3	10	35	6
	No, definitely not	21	5	2	3	3	10	26	5
	Don't know	23	5	8	13	4	14	35	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.