

# DRS Year End Data

## FFY 2017



**Mitchell Close**  
**VR Program Specialist**  
**Division of Rehabilitation Services**



# Satisfaction Surveys

Quarterly, the Division of Rehabilitation Services generates a data download that is used to generate satisfaction survey postcards. Individuals can enter in their results directly through the internet, call the 800 number or return their postcard.

Individuals respond to the questions with:

Strongly Disagree, Disagree, Neutral, Agree, or Strongly Agree

The surveys are sent out at various stages of the individual's case and each survey has 6 questions that target the following three areas:

- Satisfaction of Informed Choice (Survey 3.1)
- Satisfaction with Services (Survey 3.2)
- Satisfaction of Employment Outcomes (Survey 3.3)

# Satisfaction Survey 3.1

**Target Group:** Surveys were sent to individuals 6 months after they have started their first IPE.

	Survey Question	Average Rating	# Responses
1	My Vocational Rehabilitation (VR) counselor explained my options in choosing my employment goal.	4.40	165
2	My VR counselor explained my options to develop the Individualized Plan for Employment (IPE) myself, or receive assistance with developing my employment plan.	4.39	165
3	My VR counselor explained to me what services were available.	4.25	165
4	I was informed of my right to contact the Client Assistance Program (CAP) for help in resolving differences and my right to appeal any dispute.	4.21	165
5	Information was presented to me in an understandable manner.	4.38	165
6	I was a full partner in the decision making process for my goal, rehabilitation plan, selection of services and provider.	4.36	165

Rating Values: 1=Strongly Disagree; 2=Disagree, 3 = Neutral, 4=Agree, 5=Strongly Agree

# Satisfaction Survey 3.2

**Target Group:** Surveys were sent to individuals who have been in the rehabilitation process for a longer period of time and had the opportunity to experience a variety of services. This survey should be sent to individuals after the Division has paid over \$1,500 or more.

	Survey Question	Average Rating	# Responses
1	I feel that the amount and type of services in my plan are adequate to meet my employment goal.	4.24	113
2	Services from my Vocational Rehabilitation (VR) counselor were provided in a prompt manner.	4.35	113
3	The vocational guidance and quality of counseling received from my VR Counselor assisted me in my rehabilitation process.	4.28	113
4	I would recommend the services from VR to a friend.	4.28	113
5	I am satisfied with the services I received from my service provider.	4.32	113
6	The services from my provider were accessible to me.	4.35	113

Rating Values: 1=Strongly Disagree; 2=Disagree, 3 = Neutral, 4=Agree, 5=Strongly Agree

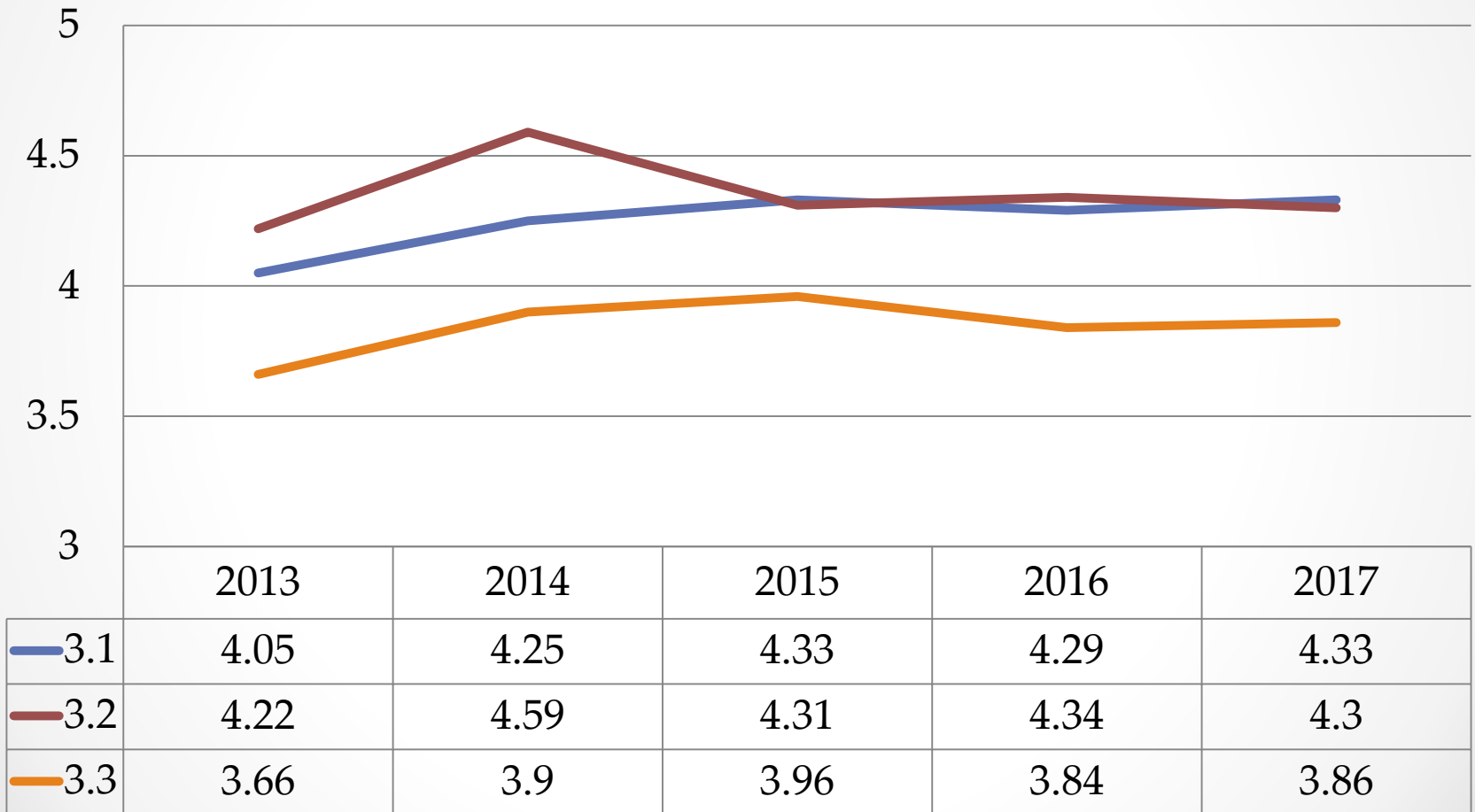
# Satisfaction Survey 3.3

**Target Group:** Surveys were sent to individuals who have been recently closed as successfully rehabilitated.

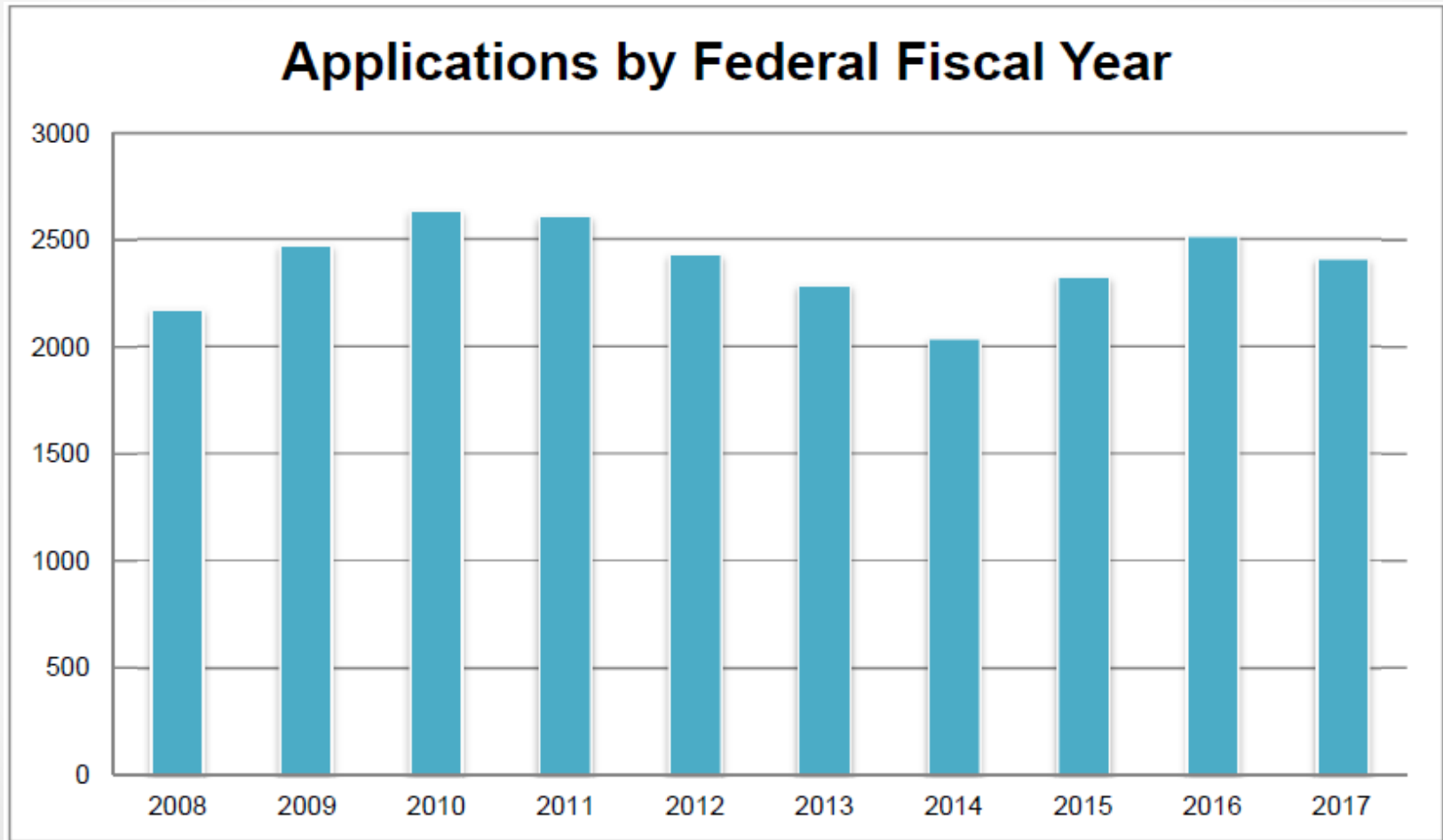
	Survey Question	Average Rating	# Responses
1	I am working in the field that I chose as my employment goal.	3.89	84
2	I am satisfied with the earnings I receive.	3.62	84
3	I am satisfied with the employment I obtained as a result of Vocational Rehabilitation Services.	3.88	84
4	I am satisfied with the level of benefits I receive through my job.	3.52	84
5	I like the people and environment where I am working.	4.15	84
6	I feel the services provided by VR were necessary to obtain my employment.	4.11	84

Rating Values: 1=Strongly Disagree; 2=Disagree, 3 = Neutral, 4=Agree, 5=Strongly Agree

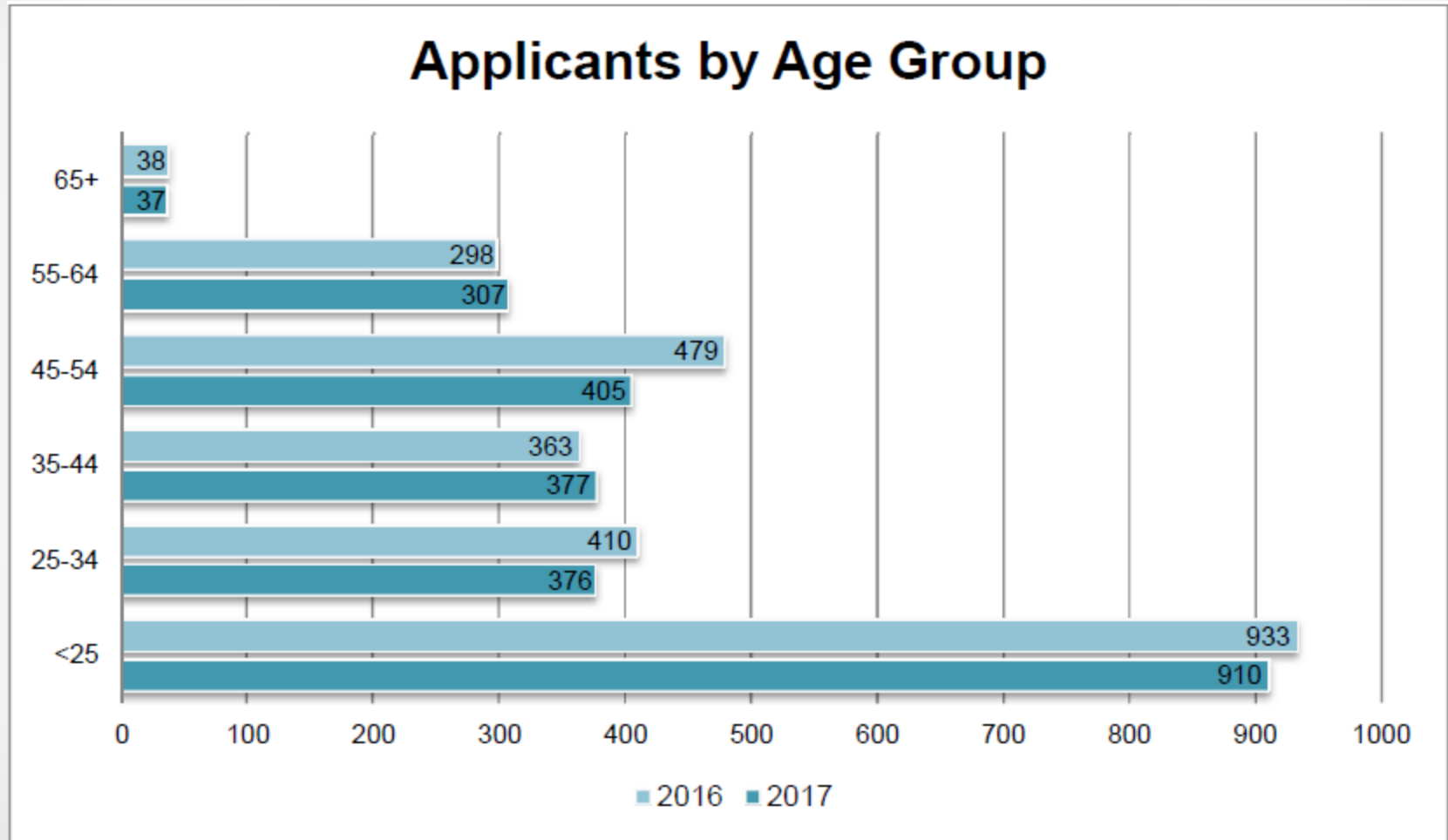
# Average Response per Survey by Year



# Application by Year



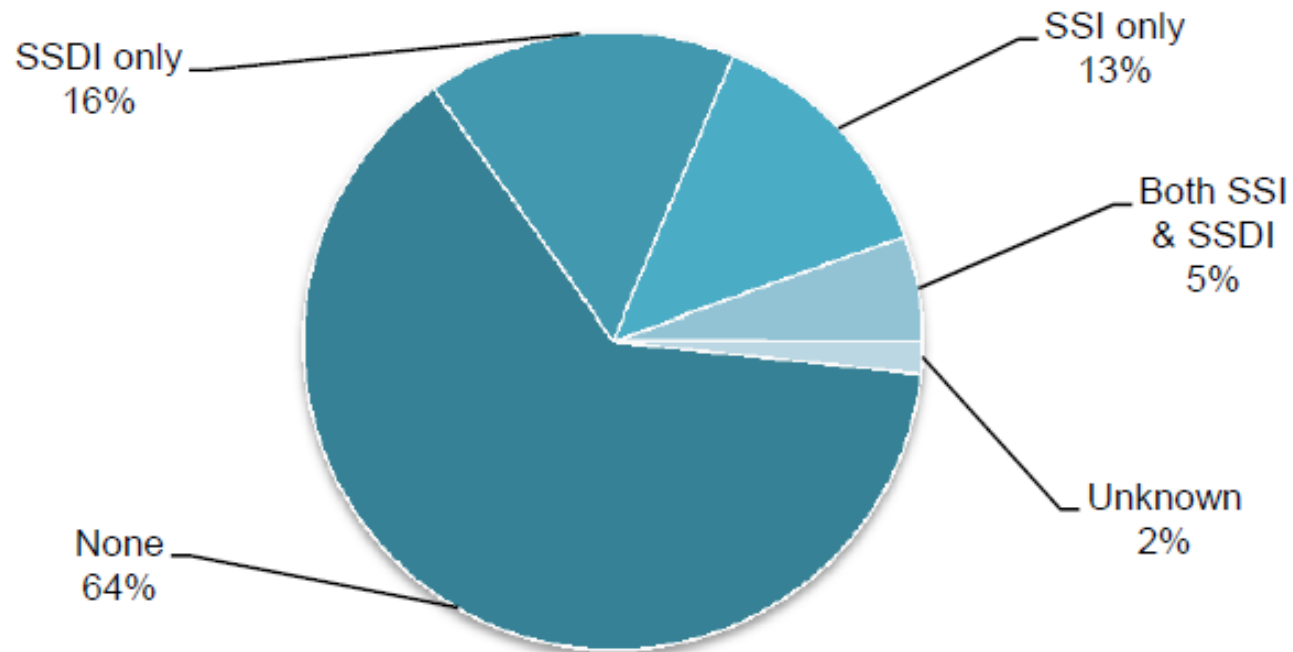
# Age Groups of Applicants





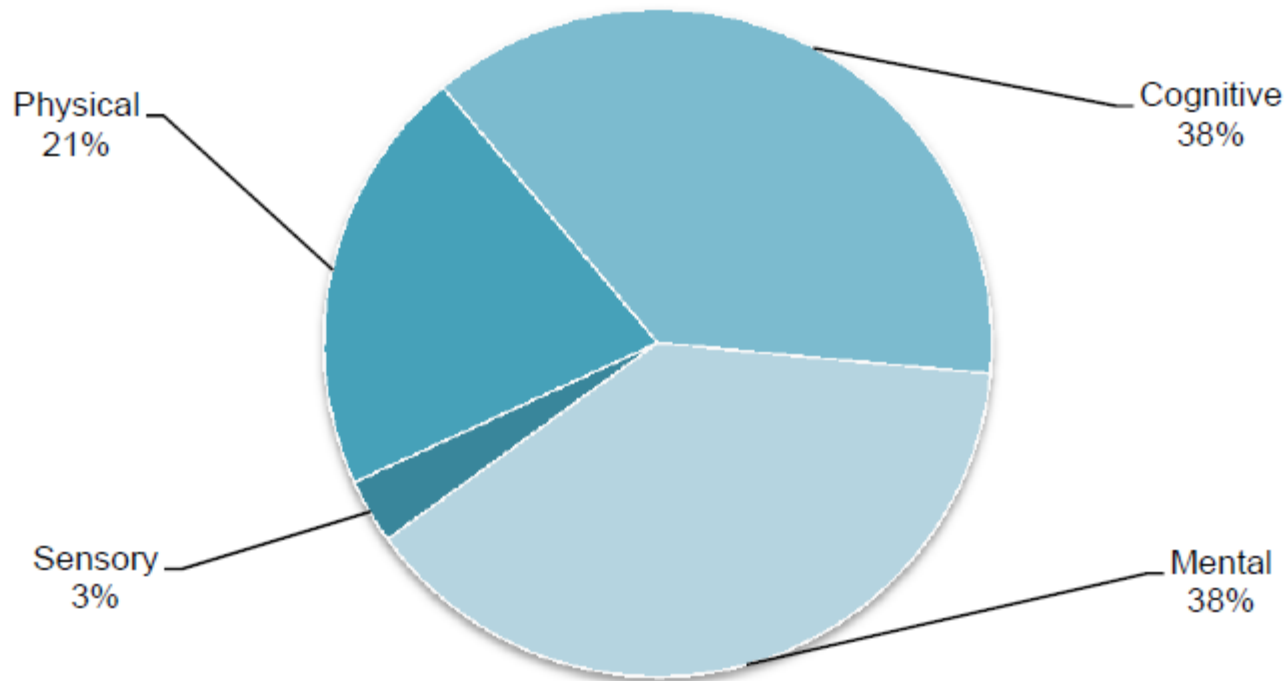
# SSA Status at Application

## SSA Status of Applicants in FFY17



# Primary Impairment of Eligible Individuals

## Primary Impairment of Eligibilities in FFY17



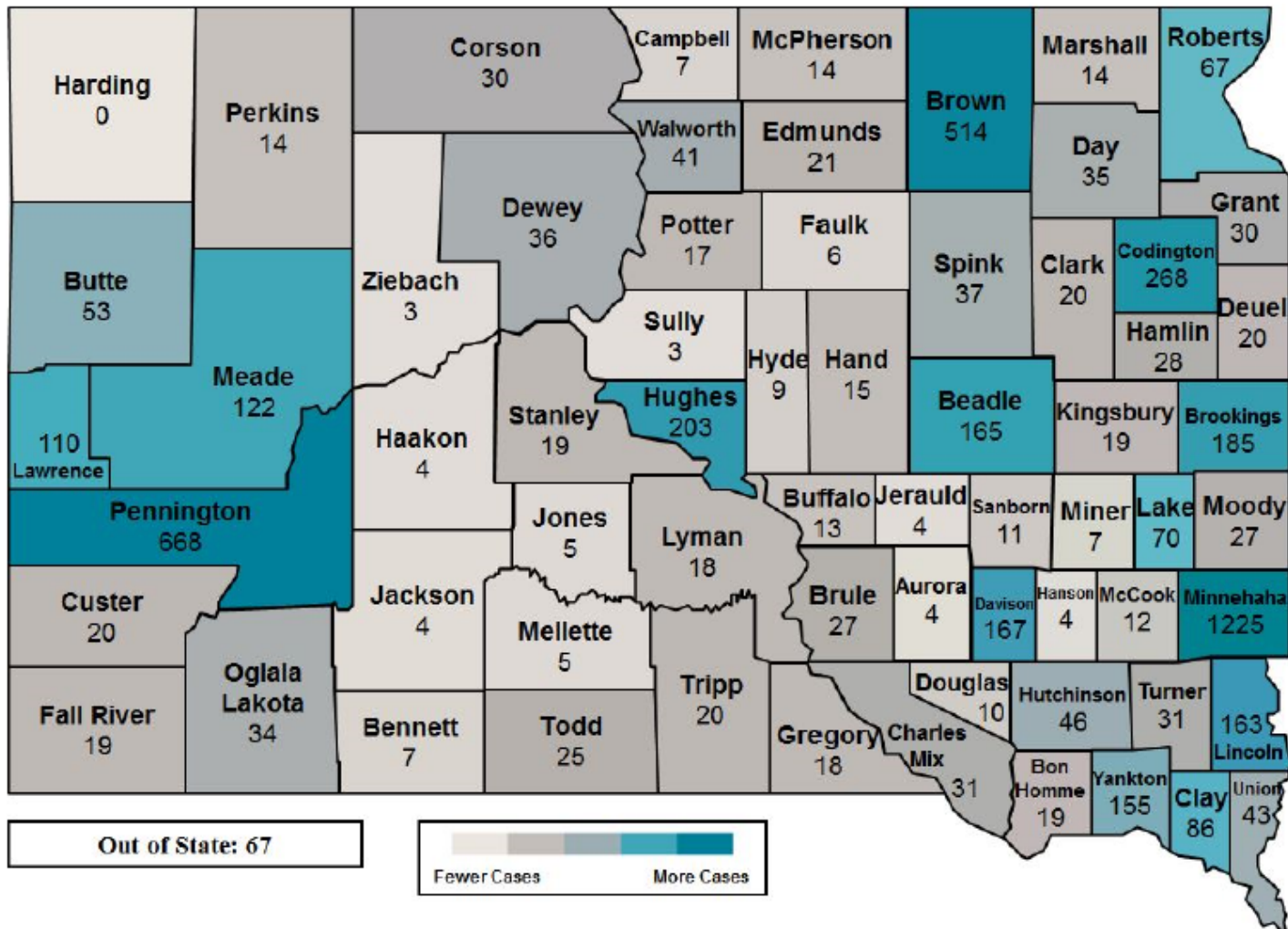
# Types of Closures

Type of Exit	Total Cases
Exited as an applicant prior to eligibility determination	158
Exited as an applicant after being determined ineligible	82
Exited during or after a trial work experience	13
Exited after eligibility prior to a signed plan	512
Exited after a signed plan without an employment outcome	981
Exited after a signed plan in competitive integrated employment	730
<b>Total</b>	<b>2476</b>

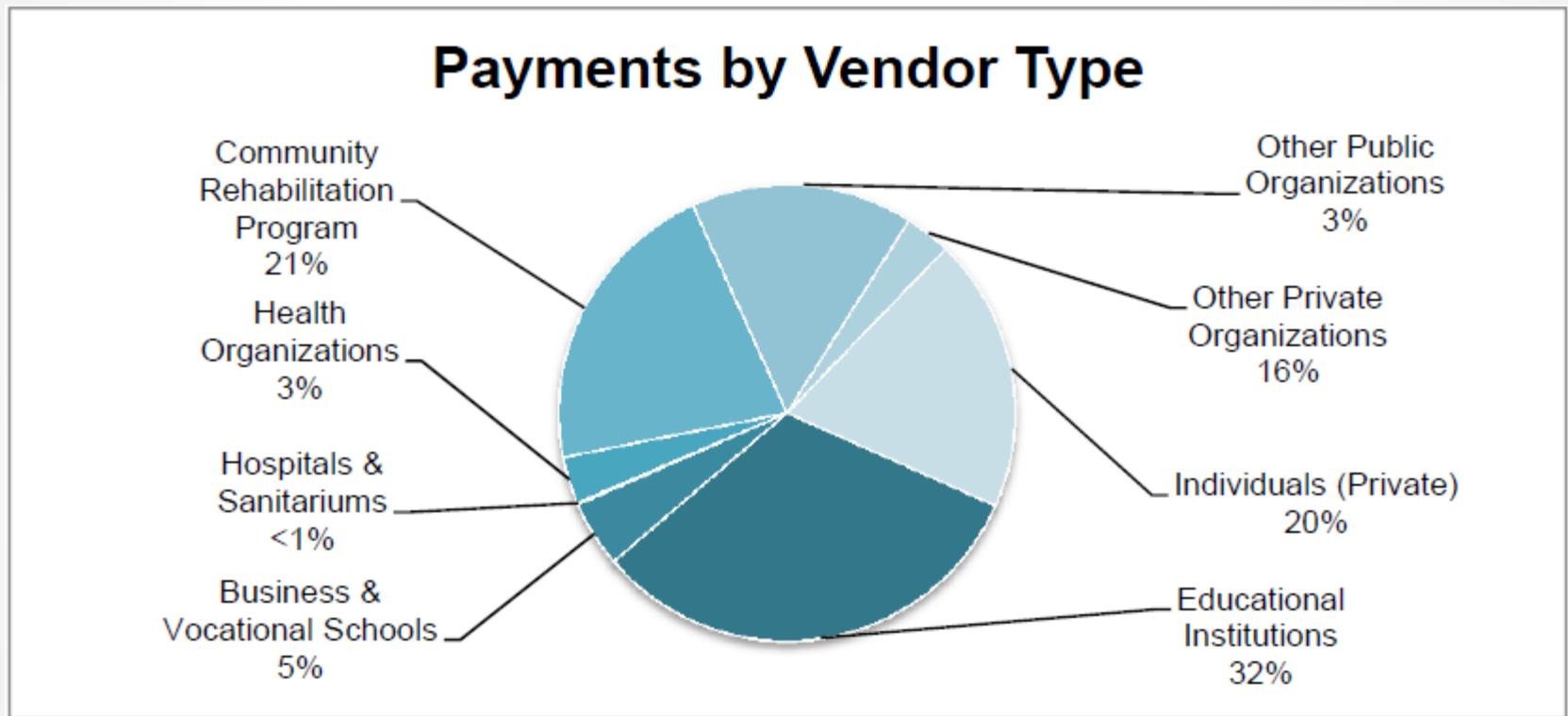
# Average Employment Data by Type of Employment

Employment Type	Total Cases	Initial Weekly Hours	Initial Weekly Wage	Weekly Hours at Closure	Weekly Wage at Closure
Competitive Integrated Employment*	540	6.9	\$76.31	29.4	\$336.09
Supported Employment	184	5.7	\$54.82	19.2	\$185.73
Self-Employment	6	12.0	\$167.10	31.7	\$734.95
<b>All Employment Types</b>	<b>730</b>	<b>6.6</b>	<b>\$71.64</b>	<b>26.8</b>	<b>\$301.47</b>

# Total Served by County

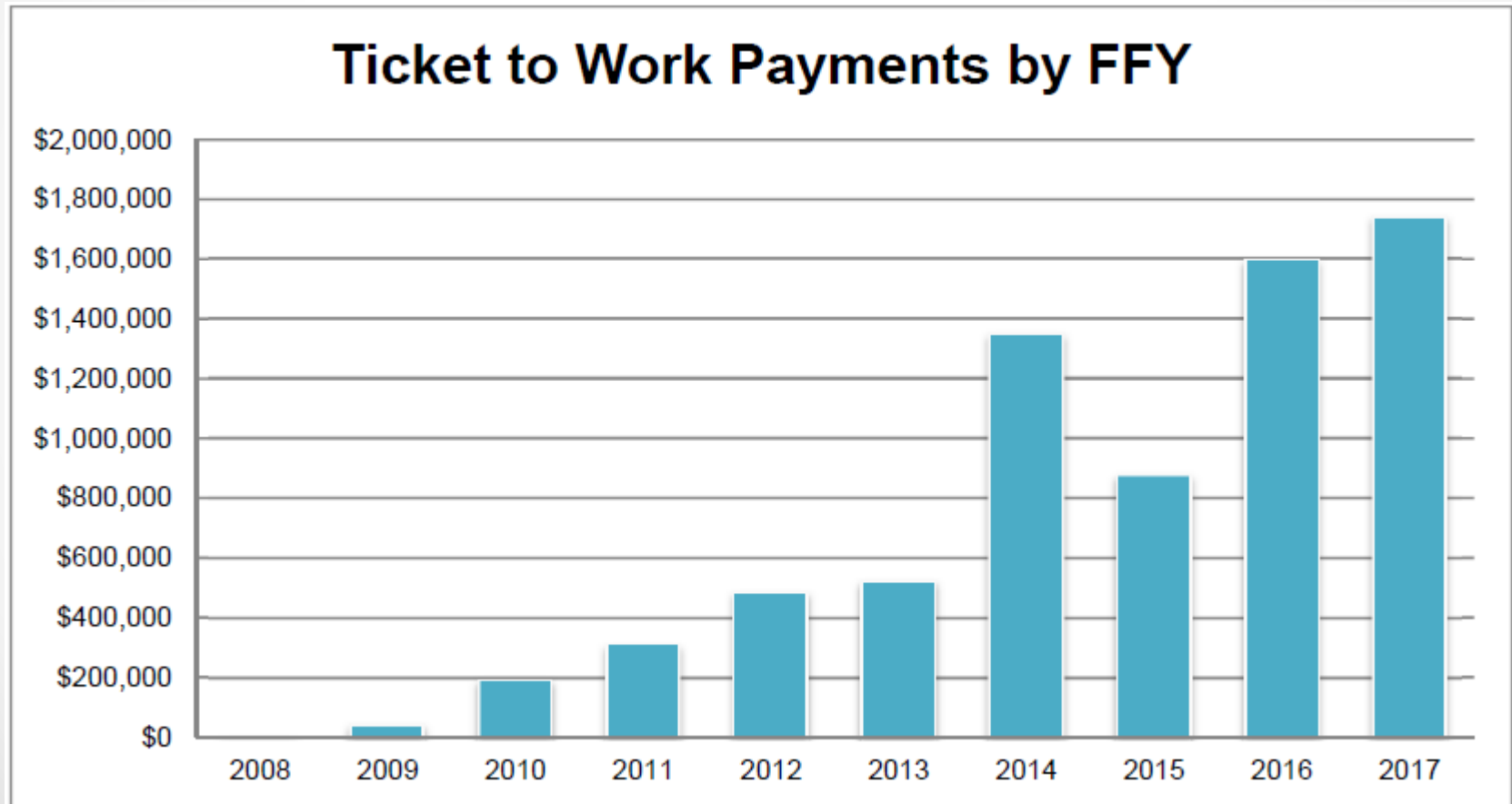


# Payments to Vendors



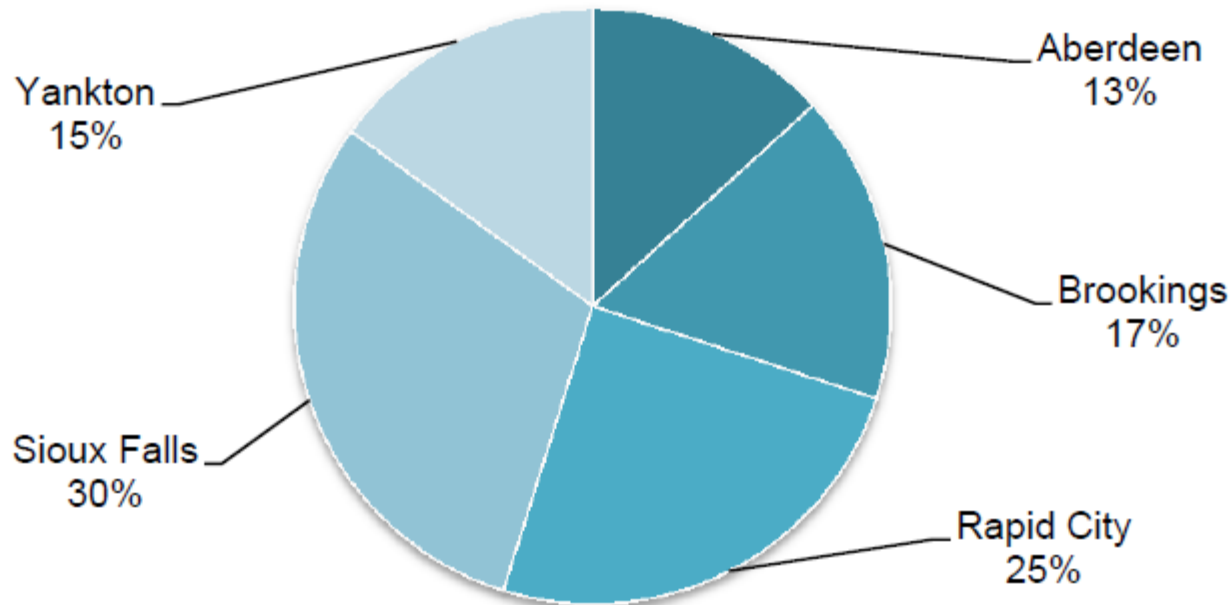
# Ticket To Work

Payments are made to State VR agencies when clients reach certain milestones.



# Ticket Payments by District

**Ticket to Work Payments by District in FFY17**





Questions??