

# CONSUMER SATISFACTION SURVEY RESULTS

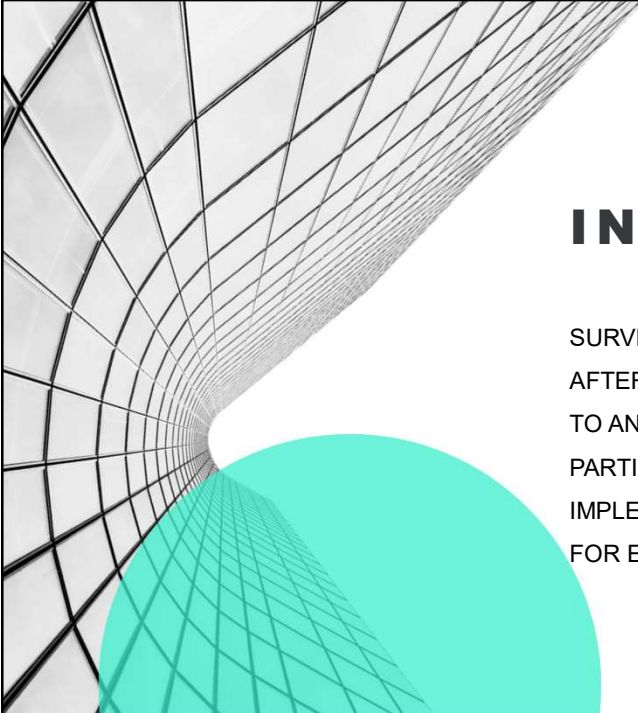
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## OVERVIEW

- VR agencies are required to review and analyze the efficiency of their programs through satisfaction surveys.
- Each survey contains six questions.
- Participants are randomly selected.
- Surveys are sent out on a quarterly basis.
- Data Range for results for today presentation.

2 CONSUMER SATISFACTION SURVEY

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## INDICATOR 3.1

SURVEYS WERE SENT TO CLIENTS SIX MONTHS AFTER THEY STARTED THEIR INITIAL PLAN IN ORDER TO ANALYZE HOW SATISFIED THEY ARE WITH THEIR PARTICIPATION IN THE PLANNING AND IMPLEMENTATION OF THEIR INDIVIDUALIZED PLAN FOR EMPLOYMENT.

3 CONSUMER SATISFACTION SURVEY

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Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. My VR counselor explained my options in choosing my employment goal.	59%	36%	2%	3%
2. My VR counselor explained my choices to develop the IPE myself or receive assistance with developing my employment plan.	57%	38%	2%	3%
3. My VR counselor explained to me what services were available.	61%	35%	2%	3%
4. I was informed of my right to contact the Client Assistance Program for help in resolving differences and my right to appeal any disagreement.	57%	35%	5%	3%
5. Information was presented to me in an understandable manner.	60%	36%	2%	3%
6. I was a full partner in the decision-making process for my goal, employment plan, and choosing my services and provider.	62%	35%	1%	3%

**3.1 Overall Results**  
**Strongly Agree/Agree 96%**  
**Disagree/Strongly Disagree 4%**

4 PRESENTATION TITLE

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## INDICATOR 3.2

SURVEYS WERE SENT TO CLIENTS WHO HAVE BEEN IN THE VR PROGRAM FOR A LONGER PERIOD OF TIME AND HAD AN OPPORTUNITY TO EXPERIENCE A VARIETY OF SERVICES IN ORDER TO ANALYZE THEIR SATISFACTION WITH THE SUITABILITY AND QUALITY OF THE SERVICES THEY HAVE RECEIVED AS WELL AS THEIR INTERACTIONS WITH PROVIDERS AND VR PROGRAM STAFF.

5 CONSUMER SATISFACTION SURVEY

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Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I feel that the Vocational Rehabilitation (VR) services in my plan will help me reach my employment goal.	55%	45%	0%	1%
2. Services from my VR counselor were provided in a timely manner.	56%	37%	7%	0%
3. The guidance and counseling received from my VR Counselor have been helpful.	54%	42%	2%	1%
4. I would recommend the services to other people.	62%	36%	1%	1%
5. I am satisfied with the services I received from my service provider.	59%	37%	2%	2%
6. The services from my provider were accessible to me.	57%	40%	2%	2%
<b>3.2 Overall Results</b> <b>Strongly Agree/Agree 97%</b> <b>Disagree/Strongly Disagree 3%</b>				

6 PRESENTATION TITLE

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## INDICATOR 3.3

SURVEYS WERE SENT TO CLIENTS WHO HAVE RECENTLY BEEN CLOSED AS SUCCESSFULLY REHABILITATED IN ORDER TO EVALUATE THEIR SATISFACTION WITH THEIR EMPLOYMENT AND OVERALL INVOLVEMENT IN THE VR PROGRAM.

7 CONSUMER SATISFACTION SURVEY

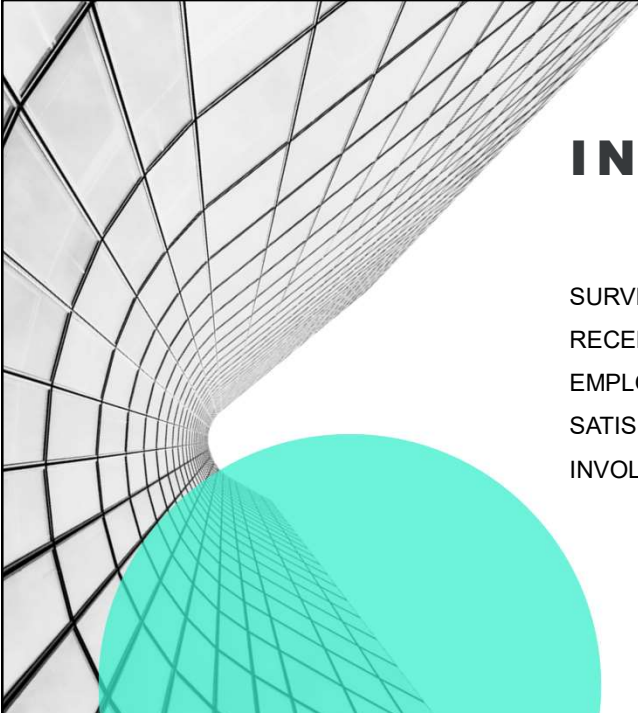
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Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I am working in the field that I chose as my employment goal.	48%	36%	9%	6%
2. I am satisfied with the wages I receive.	41%	45%	10%	4%
3. I am satisfied with the employment I have as a result of Vocational Rehabilitation (VR) services.	52%	38%	6%	4%
4. I am satisfied with the benefits I receive through my job.	53%	27%	15%	5%
5. I like the people and place where I am working.	56%	38%	5%	1%
6. I feel the services provided by VR helped me get my job.	59%	28%	5%	8%

**3.3 Overall Results**  
**Strongly Agree/Agree 87%**  
**Disagree/Strongly Disagree 13%**

8 PRESENTATION TITLE

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## INDICATOR 3.4

SURVEYS WERE SENT TO CLIENTS WHO HAVE RECENTLY BEEN CLOSED AS UNSUCCESSFULLY EMPLOYED IN ORDER TO EVALUATE THEIR SATISFACTION WITH THEIR SERVICES AND OVERALL INVOLVEMENT IN THE VR PROGRAM.

9 CONSUMER SATISFACTION SURVEY

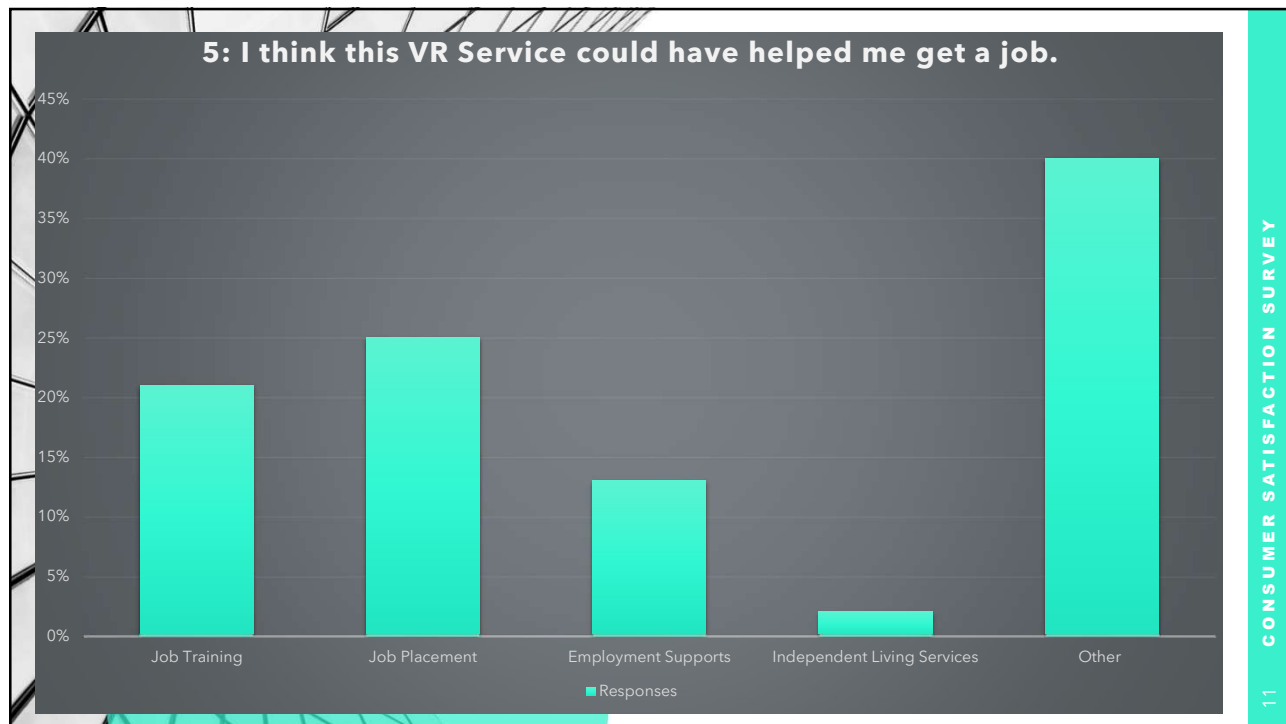
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Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. My Vocational Rehabilitation Counselor understood my problems and needs.	55%	34%	3%	7%
2. My Vocational Rehabilitation Counselor gave me information about other programs that could help me.	40%	43%	5%	12%
3. I was aware of my right to contact the Client Assistance Program (CAP) for help to settle differences and appeal any disagreement with VR:	51%	33%	4%	12%
4. I would return to this Vocational Rehabilitation Program for additional services.	49%	38%	4%	9%

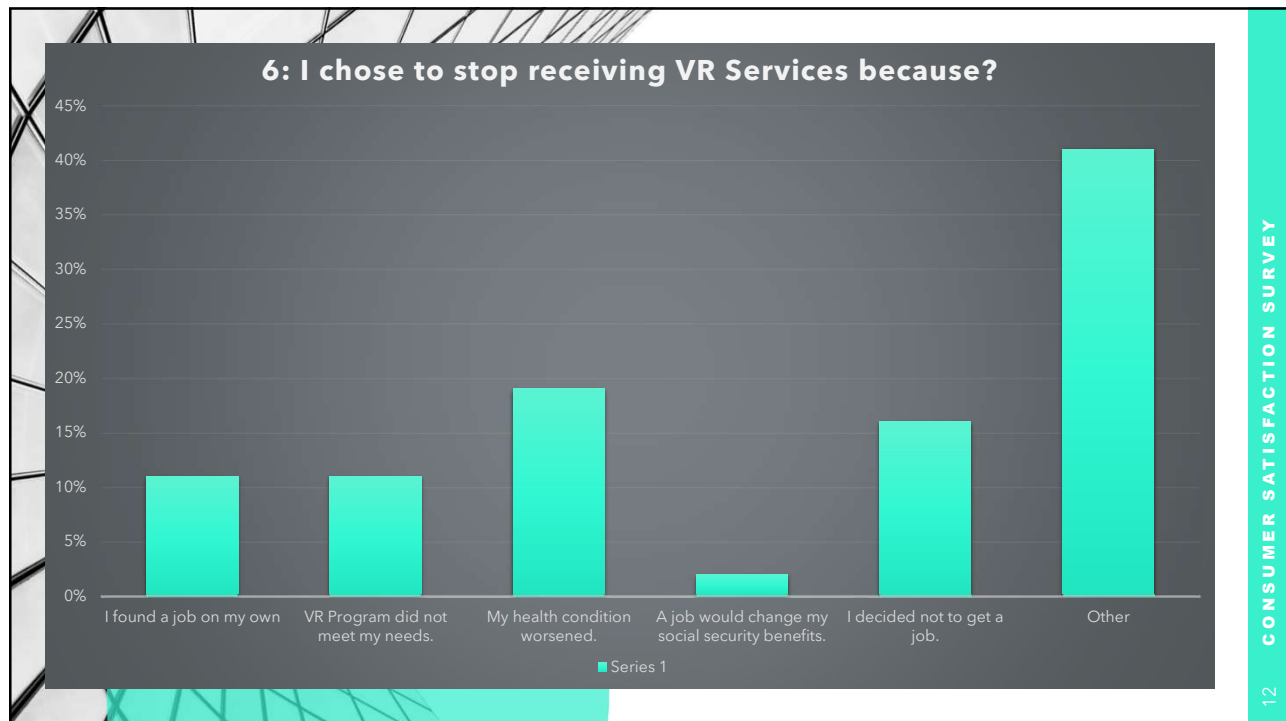
**3.4 Overall Results**  
**Strongly Agree/Agree 86%**  
**Disagree/Strongly Disagree 5%**  
 \*answers of 'unsure' were not in overall calculations

10 PRESENTATION TITLE

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