

## 1.8 SATISFACTION SURVEY

Under the Rehabilitation Act, VR agencies are required to review and analyze the efficiency of their programs through a satisfaction survey. To ensure that the VR program is meeting the needs of those who receive services as well as to provide the highest level of service as possible, the Division of Rehabilitation Services in collaboration with the Board of Vocational Rehabilitation conducts an ongoing satisfaction survey.

The surveys contain six questions that target the following three areas:

- Satisfaction of Informed Choice
- Satisfaction with Services
- Satisfaction of Employment Outcomes

Through the state's case management system, DH96VRFACES, individuals are randomly selected to receive a survey each quarter. Postcards are mailed to those selected, who can either provide their responses online, through a toll-free number, or by returning the postcard. Three different surveys are sent depending upon where the client is in the VR process.

The following results were based on surveys the Division of Rehabilitation Services sent for the time period of October 1, 2018 to September 30, 2019.

### 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.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>1. My VR counselor explained my options in choosing my employment goal.</b>	52%	40%	2%	5%
<b>2. My VR counselor explained my choices to develop the IPE myself or receive assistance with developing my employment plan.</b>	52%	42%	2%	5%
<b>3. My VR counselor explained to me what services were available.</b>	54%	38%	4%	4%
<b>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.</b>	47%	42%	6%	5%
<b>5. Information was presented to me in an understandable manner.</b>	54%	39%	4%	4%
<b>6. I was a full partner in the decision-making process for my goal, employment plan, and choosing my services and provider.</b>	51%	41%	2%	5%

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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.

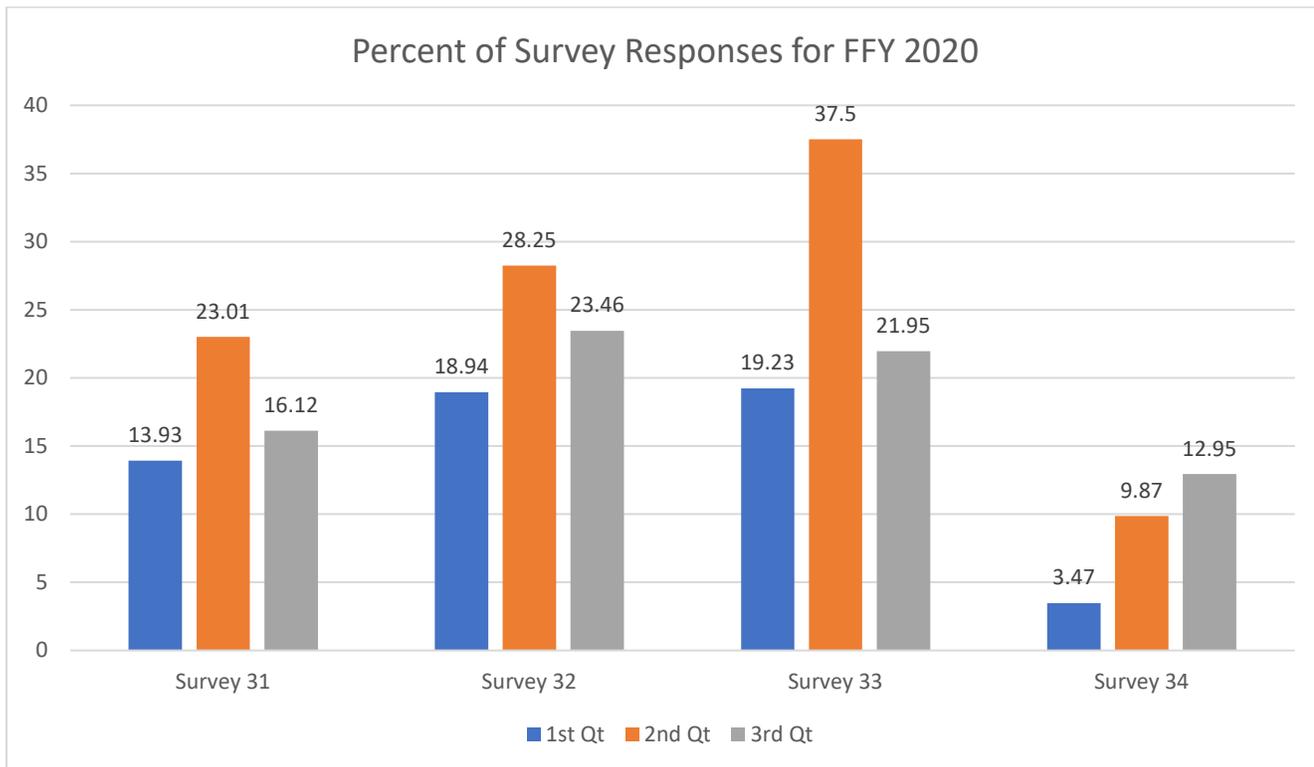
Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I feel that the Vocational Rehabilitation (VR) services in my plan will help me reach my employment goal.	58%	30%	8%	3%
2. Services from my VR counselor were provided in a timely manner.	63%	26%	7%	4%
3. The guidance and counseling received from my VR Counselor have been helpful.	64%	26%	6%	5%
4. I would recommend the services to other people.	66%	27%	3%	4%
5. I am satisfied with the services I received from my service provider.	65%	24%	6%	6%
6. The services from my provider were accessible to me.	66%	25%	5%	5%

### 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.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I am working in the field that I chose as my employment goal.	54%	31%	10%	6%
2. I am satisfied with the wages I receive.	45%	45%	9%	2%
3. I am satisfied with the employment I have as a result of Vocational Rehabilitation (VR) services.	50%	41%	4%	6%
4. I am satisfied with the benefits I receive through my job.	45%	36%	13%	6%
5. I like the people and place where I am working.	50%	47%	2%	2%
6. I feel the services provided by VR helped me get my job.	57%	28%	9%	6%

## Consumer Satisfaction Surveys as of 9/18/2020



### Comments:

- FFY 2020 started the changes in survey questions and added survey 34.
- When the quarter ends, the individuals are mailed a post card survey. They receive a 2<sup>nd</sup> post card the following quarter if they did not respond the previous quarter. This increases the survey responses about 7%. 2<sup>nd</sup> post card has not been sent for the 3<sup>rd</sup> quarter
- Emailing the individuals (who had emails) started in the 2<sup>nd</sup> quarter. If the emails were bad, VR Counselors received notification of the email error.
- When the post card is returned with bad mailing address, support staff contact the individual for correct address and assist in survey completion.
- 4<sup>th</sup> quarter (July 1 to September 30, 2020) will have the emails sent in early October. 1<sup>st</sup> post cards will be mailed the end of October. 2<sup>nd</sup> post card will be mailed the end of January.

## Satisfaction Survey 34

**Of all individuals receiving VR services and closed unsuccessfully rehabilitated, the percentage who are satisfied with their services and reasons.**

**Target Group:** Surveys will be sent to individuals who received services and closed unsuccessfully rehabilitated.

Question	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. My Vocational Rehabilitation (VR) counselor understood my problems and needs.	<input type="checkbox"/>				
2. My VR Counselor gave me information about other programs that could help me.	<input type="checkbox"/>				
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	<input type="checkbox"/>				
4. I would return to this VR Program for assistance.	<input type="checkbox"/>				
5. I think this VR Service could have helped me get a job? (select only one) <input type="checkbox"/> Job Training; <input type="checkbox"/> Job Placement; <input type="checkbox"/> Employment Supports; <input type="checkbox"/> Independent Living Services; <input type="checkbox"/> Other					
6. I chose to stop receiving VR Services because? (select only one) <input type="checkbox"/> I found a job on my own; <input type="checkbox"/> VR Program did not meet my needs; <input type="checkbox"/> My health condition worsened; <input type="checkbox"/> A job would change my Social Security benefits; <input type="checkbox"/> I decided not to get a job; <input type="checkbox"/> Other					

Other comments: