

# Consumer Satisfaction Survey Results FFY 2016

*Prepared in Collaboration with the Alaska State Vocational Rehabilitation Committee*

## 2016 Survey Highlights

DVR is a consumer-driven organization where a participant's self-involvement in the vocational rehabilitation process and informed choice are important for success. The consumer satisfaction surveys focus on four points: Consumer & Staff Interaction, Consumer Involvement, Program Information, and Program Satisfaction.

Surveys are sent to the participants' email address via the online survey tool, *SurveyMonkey*. Currently, 77% of DVR participants have a valid email address. The average monthly response rate is 11.2%.

## 2016 Survey Questions and Breakdown

### 1. Program Satisfaction

I would recommend Alaska DVR to others.

Overall, I am satisfied with the services I received.

### 2. Program Information

I knew the goal of DVR was to help me find employment or stay employed.

DVR staff helped me understand the services available to me by DVR and other agencies.

### 3. Consumer Involvement

I was aware of my right to disagree and was informed about the process to appeal DVR decisions and about the Client Assistance Program (CAP).

I was pleased with my involvement in the decision making process that led to my plan for employment.

Alaska DVR helped me understand my abilities so that I could choose a job consistent with my strengths, resources, priorities, concerns, capabilities, interests, and informed choice.

### 4. Consumer & Staff Interaction

DVR staff replied promptly to my questions, requests, and informed me of changes.

DVR staff were polite and helpful on an on-going basis throughout the time I had an open case.

## Analysis of Survey Results

### Treating the Consumer Participant with Respect

90% of DVR participants who responded agree that staff were polite and helpful throughout the time their case was open. A similar percentage of respondents felt questions and requests to staff were replied to promptly.

### Informed Choice and Involvement in the DVR Process

76% of responders were pleased with their involvement in the decision making process that led to their plan for employment. Additionally, 97% knew the goal of DVR was to help them find employment or stay employed.

### Referral of Others

Overall, 84% of participants would recommend Alaska DVR to others.

## Consumer Quotes

- *They were all polite, helpful, and seem to care about me.*
- *Disagreements were settled in a professional manner.*
- *The ADVR staff was very patient in my search for employment even after I reached my educational goal.*
- *I was promptly informed of all aspects of the process.*
- *ADVR provided extensive training opportunities.*
- *The ADVR counselor took into consideration my educational and professional backgrounds, as well as my interests and abilities when formulating an employment goal.*
- *I would recommend ADVR with enthusiasm.*

## 2016 Summary of Satisfaction Survey Results

