



Division of Vocational Rehabilitation

2007 Consumer Satisfaction Survey Summary

Prepared in Collaboration with the

Governor's Committee on Employment and
Rehabilitation of People with Disabilities



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

The mission of the Division of Vocational Rehabilitation (DVR) is to assist individuals with disabilities to obtain and maintain employment.

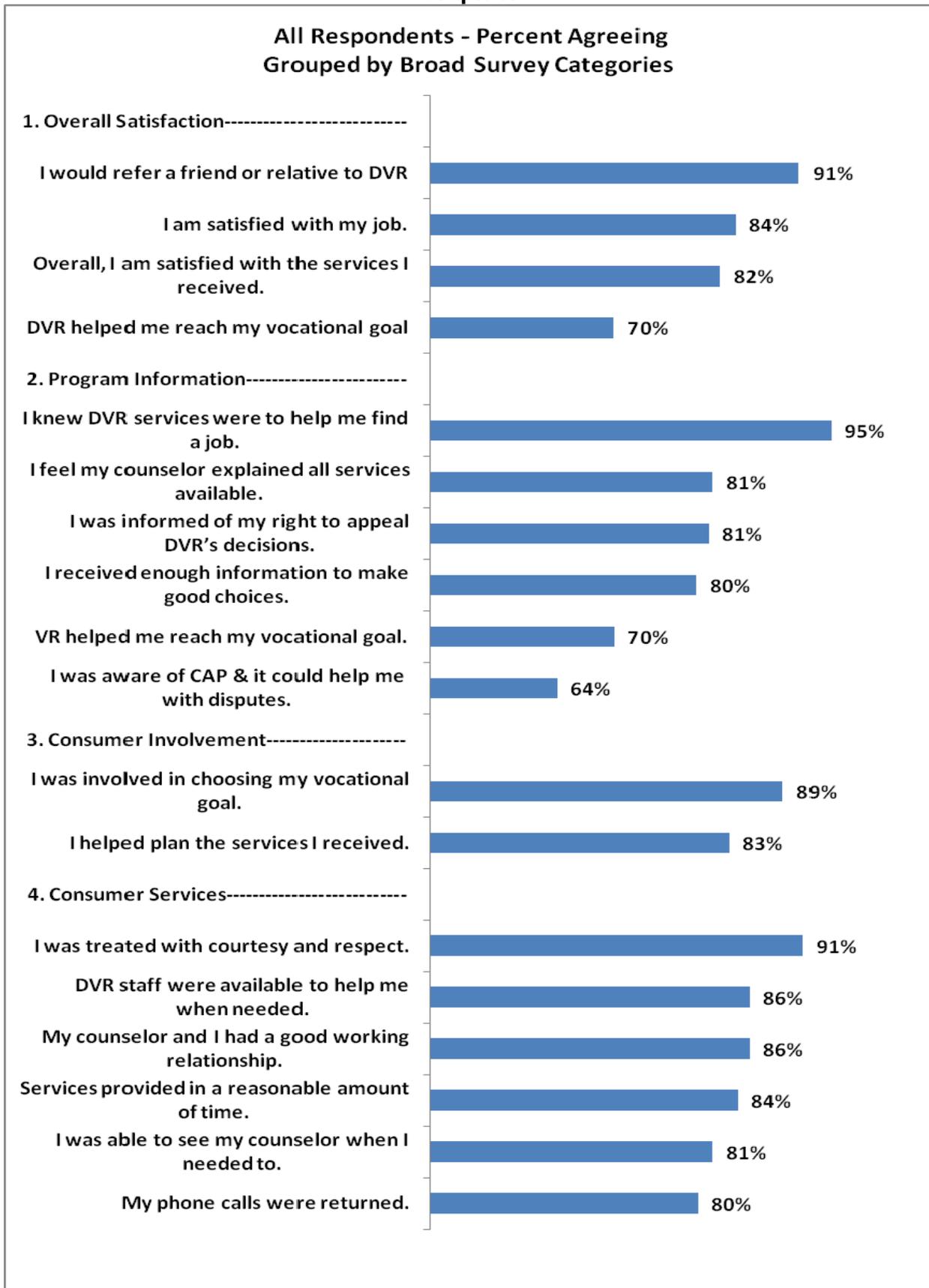
Executive Summary

In an effort to ensure that DVR complies with its mission and meets the need of its consumers while providing the best possible services, a Consumer Satisfaction Survey was implemented in FFY2007. The survey contains a series of statements designed to measure consumers' attitudes and satisfaction levels. A survey was mailed to all consumers who were closed during FFY2007 after having received services under an Individualized Plan for Employment. This report summarizes the results of the surveys.

Key Findings

- Overall satisfaction with VR services was 83%. Those respondents who left employed expressed an 85% satisfaction with DVR while those left unemployed rated their satisfaction at 70%.
- 91% of respondents were willing to refer either friends or family to DVR.
- Respondents living on the road and in remote areas were overall more satisfied with DVR than those living in an urban area.
- The positive comments received focused strongly on the consumer/counselor relationship as well as the positive relationship with other DVR staff. Respondents were also positive in the variety of help they received from training to bus passes.
- 81% of the respondents were informed of their right to appeal DVR's decisions, while only 66% reported they were aware of the Client Assistance Program (CAP).
- 1,162 surveys were mailed; 14% or 161 were returned undeliverable; 22% or 222 consumers responded.
- Geographic composition of respondents: 87% were urban, 7% were on the road system; and 6% were living in a remote location.
- Employment status of respondents: 73% were employed when they exited the DVR program and 27% were unemployed when exiting the program. Employed consumers were overrepresented in the respondent population.
- Issues identified by respondents centered on the time required to move through the process, staff did not listen to them and they did not understand the services that were available.

Graph 1.



Graph 2.

