

Division of Vocational Rehabilitation Consumer Satisfaction Survey Results

FFY2012

Prepared in collaboration with the
State Vocational Rehabilitation Council



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

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

Executive Summary

To meet the requirement of 34 CFR § 361.17 (h) (4), the State Vocational Rehabilitation Committee (SVRC) in collaboration with DVR conducts an on-going Consumer Satisfaction Survey in an effort to ensure that DVR is meeting its programmatic responsibilities to the individuals receiving vocational rehabilitation (VR) services while providing the highest level of service possible. The survey contains a series of statements designed to measure the individual's attitudes and satisfaction levels.

A survey was either mailed or emailed to all individuals whose cases were closed during federal FY2012 after having received VR services under an Individualized Plan for Employment (IPE). The information gathered from this process is used in the comprehensive statewide needs assessment (CSNA), DVR's strategic plan and DVR's state plan. This report summarizes the results of those surveys.

The survey looks at four broad areas:

Program Satisfaction: How did DVR do in general?

- 85% of all respondents expressed overall satisfaction with DVR's services. The satisfaction rate was 90% for those individuals who were employed compared to a 75% satisfaction rate for those who were unemployed when exiting the program.
- 88% said they would refer a friend or relative to DVR.

Program Information: Was the individual provided adequate information about the VR program?

- 93% responded that they knew the purpose of DVR was to help them find a job.

Participant Involvement: Was the individual involved in selecting both VR services and the vocational goal?

- 95% indicated they helped choose their vocational goal.
- 93% indicated they helped plan the VR services they received.

Participant and Staff Interaction: How well did the DVR staff interact with the individual?

- 93% reported they were treated with courtesy and respect.
- 93% said DVR staff was available when needed.

All 1003 individuals who had an IPE and were closed during FY2012 were sent surveyed. Sixty-six (66) surveys were returned as undeliverable and 123 individuals responded, generating an overall response rate of 13.1%. The response rate for mailed surveys was 15.5% with 42 respondents. The response rate for emailed surveys was 11.1% with 81 respondents.

Note: All individuals surveyed for this annual report were also sent surveys for the Comprehensive Statewide Needs Assessment (CSNA). The low number of returned surveys may be due to the possibility that they believed they didn't need to respond to this survey because they had already responded to the CSNA.

Methodology

- Surveys are mailed/emailed monthly to all participants whose cases were closed in the previous month and who received services under an IPE. Timely surveying helps to maximize the response rate. This group of participants was targeted as they have been through the entire VR process. DVR also surveys only those who have exited the program as we do not want to repeatedly resurvey active participants.
- The survey uses an agree/disagree format with a comment section on each question.
- The mailed survey was sent from the SVRC and includes a postage paid return envelope, while the email was sent using the Survey Monkey website.
- No follow-up surveys were sent to non-respondents.
- Descriptive statistics are used to summarize the results. The survey data are used for longitudinal comparisons and trend analysis.

Validity

Of the 271 surveys mailed and 732 emailed (total of 1003 surveys), 66 were returned as undeliverable, opted out, or partially filled out leaving a base population of 936. From this group, 123 participants responded thus achieving a valid statistical sample size with a confidence level of 95%, plus or minus 8.42%.

Respondent Characteristics

Tables 1 through 5 provide a comparison of the surveys sent to those returned for five attributes (disability, gender, age, location and employment status) of DVR participants. These characteristics were selected for analysis as they are distinct populations groups and can be used to validate survey results.

Table 1: Behavioral health and the sensory disabilities of deafness and blindness are appropriately represented in the results. Those individuals with a physical disability are slightly over represented while those with a cognitive disability are slightly underrepresented.

| Table 1: By Disability Type | | | |
|------------------------------------|--------------------------------------|---|--|
| Disability (group) | Number of Surveys Sent: 1,003 | Number of Surveys Completed: 123 | Percentage Completed to Sent: 12.3% |
| Behavioral Health | 414.00 | 45.00 | 10.9% |
| Blindness/Visual Impairment | 34.00 | 4.00 | 11.8% |
| Cognitive/Communicative | 192.00 | 19.00 | 9.9% |
| Deafness/Hearing Impairment | 64.00 | 9.00 | 14.1% |
| Physical/Orthopedic | 299.00 | 46.00 | 15.4% |

Table 2: Both males and females returned surveys at a rate equal to their respective population groups.

| Table 2: By Gender | | | |
|---------------------------|--------------------------------------|---|--|
| Gender | Number of Surveys Sent: 1,003 | Number of Surveys Completed: 123 | Percentage Completed to Sent: 12.3% |
| <i>F</i> | 425.00 | 53.00 | 12.5% |
| <i>M</i> | 578.00 | 70.00 | 12.1% |

Table 3: All age groups are fairly represented. It is interesting to note that proportionally, more participants in the >65 age group returned the email survey as compared to the other age groups.

| Table 3: By Age | | | |
|------------------------|-------------------------------------|--|---|
| Age Group | Number of Surveys Sent 1,003 | Number of Surveys Completed 123 | Percentage Completed to Sent 12.3% |
| =< 24 | 183 | 19 | 10.4% |
| 25 - 65 | 808 | 100 | 12.4% |
| > 65 | 12 | 4 | 33.3% |

Table 4: The completion rate is consistent across regions of the state with rural Alaska returning surveys at a higher percentage. It is also interesting to note that more individuals in the non-rural areas use email to communicate than do individuals in the other regions of the state.

| Table 4: By Location | | | |
|-----------------------------|-------------------------------------|--|---|
| Community Type | Number of Surveys Sent 1,003 | Number of Surveys Completed 123 | Percentage Completed to Sent 12.3% |
| <i>Non-rural</i> | 930.00 | 106.00 | 11.4% |
| <i>Rural</i> | 73.00 | 17.00 | 23.3% |

Table 5: Participants exiting employed responded at a higher rate than those who are exiting unemployed. This is consistent with previous years' results.

| Table 5: By Employment Status | | | |
|--------------------------------------|-------------------------------------|--|---|
| Closure Outcome | Number of Surveys Sent 1,003 | Number of Surveys Completed 123 | Percentage Completed to Sent 12.3% |
| <i>Employed</i> | 641.00 | 82.00 | 12.8% |
| <i>Unemployed</i> | 362.00 | 41.00 | 11.3% |

Results

5-Year Comparison

Table 6 compares survey data for a 5-year period, covering federal fiscal year 2008 to 2012. After applying the validity factor from each of the survey years to the outcomes, all responses fall within the overlapping area.

| Table 6: Respondents Agreeing With Survey Statements FY2008 - FY2012 | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| Statements | FY08 | FY09 | FY10 | FY11 | FY12 |
| <i>DVR helped me reach my vocational goal.</i> | 79% | 84% | 78% | 83% | 79% |
| <i>DVR services helped me prepare for, get, or keep my job.</i> | 77% | 77% | 72% | 89% | 84% |
| <i>DVR staff was available to help me when needed.</i> | 89% | 91% | 87% | 90% | 93% |
| <i>I am satisfied with my job.</i> | 86% | 85% | 82% | 85% | 88% |
| <i>I feel my counselor explained all services available.</i> | 86% | 91% | 81% | 82% | 88% |
| <i>I helped plan the services I received.</i> | 92% | 91% | 86% | 90% | 93% |
| <i>I knew I could ask for help to settle disputes with my counselor.</i> | 88% | 84% | 80% | 80% | 87% |
| <i>I knew the reason for DVR services was to help me find a job.</i> | 97% | 96% | 92% | 95% | 93% |
| <i>I received enough information to make good choices.</i> | 86% | 92% | 82% | 83% | 90% |
| <i>I was able to see my counselor when I needed to.</i> | 87% | 89% | 85% | 84% | 88% |
| <i>I was aware of the Client Assistance Program (CAP) & that CAP could help me with disputes with DVR.</i> | 85% | 86% | 76% | 80% | 78% |
| <i>I was informed of my right to disagree with and appeal DVR's decisions.</i> | 91% | 92% | 84% | 88% | 91% |
| <i>I was involved in choosing my vocational goal.</i> | 92% | 94% | 86% | 94% | 95% |
| <i>I was treated with courtesy and respect.</i> | 96% | 99% | 88% | 91% | 93% |
| <i>My counselor and I had a good working relationship.</i> | 92% | 92% | 86% | 87% | 89% |
| <i>My phone calls were returned.</i> | 90% | 91% | 87% | 88% | 93% |
| <i>Overall, I am satisfied with the services I received from DVR and their service providers.</i> | 85% | 88% | 82% | 83% | 85% |
| <i>Services were provided in a reasonable amount of time.</i> | 82% | 90% | 79% | 80% | 83% |
| <i>Would recommend DVR to a friend or Family Member?</i> | 90% | 93% | 89% | 86% | 88% |

It is important to note that during 2011 the CAP grant was awarded to the Disability Law Center. The transition from the previous CAP may have impacted how individuals responded to the survey statement. Information about CAP is provided to all participants at orientation and application, at IPE development and at case closure. Also in 2011, the survey statement "DVR services helped me prepare for, get, or keep my job," was changed to better reflect the mission of the Division of Vocational Rehabilitation.

Survey Responses

The following series of graphs present the responses by broad program areas, all respondents, employment status, and location allowing for comparisons between different groups.

Survey Categories

Table 7: The results are grouped by the four broad survey areas: program satisfaction, program information, participant involvement, and counselor/staff interaction. The strongest positive responses are in consumer involvement and consumer and staff interaction.

| Table 7: All Respondents - Percent Agreeing by Survey Categories | |
|---|-----|
| 1. Program Satisfaction: | |
| Of those that are employed: DVR helped me reach my vocational goal. | 88% |
| Would you recommend DVR to a friend or family member? | 88% |
| I was able to see my counselor when I needed to. | 88% |
| Of those that are employed: DVR services helped me prepare for, get, or keep my job. | 88% |
| Of those that are employed: I am satisfied with my job. | 88% |
| Overall, I am satisfied with the services I received from VR and their service providers. | 85% |
| 2. Program Information: | |
| I knew the reason for DVR services was to help me find a job. | 93% |
| I feel my counselor clearly explained all services available to me. | 88% |
| 3. Consumer Involvement: | |
| I was involved in choosing my vocational goal. | 95% |
| I helped plan the services I received. | 93% |
| I was informed of my right to disagree with and appeal DVR's decisions. | 91% |
| I received enough information to make good choices. | 90% |
| I knew I could ask for help to settle a disagreement with my counselor. | 87% |
| I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR. | 78% |
| 4. Consumer and Staff Interaction: | |
| I was treated with courtesy and respect. | 93% |
| My phone calls were returned. | 93% |
| DVR staff was available to help me when needed. | 93% |
| My counselor and I had a good working relationship. | 89% |
| Services were provided to me in a reasonable amount of time. | 83% |

All Respondents

Table 8: The survey responses for all respondents are shown. The results show that people are aware of DVR’s mission to assist individuals with disabilities to find and/or keep a job, with 95% of respondents affirming they knew DVR services were to help find employment.

| Table 8: All Respondents - Percent Agreeing Ranked in Order Highest to Lowest | |
|---|-----|
| I was involved in choosing my vocational goal. | 95% |
| I was treated with courtesy and respect. | 93% |
| I knew the reason for DVR services was to help me find a job. | 93% |
| My phone calls were returned. | 93% |
| I helped plan the services I received. | 93% |
| DVR staff was available to help me when needed. | 93% |
| I was informed of my right to disagree with and appeal DVR's decisions. | 91% |
| I received enough information to make good choices. | 90% |
| My counselor and I had a good working relationship. | 89% |
| Of those that are employed: I am satisfied with my job. | 88% |
| Would you recommend DVR to a friend or family member? | 88% |
| I feel my counselor clearly explained all services available to me. | 88% |
| I was able to see my counselor when I needed to. | 88% |
| I knew I could ask for help to settle a disagreement with my counselor. | 87% |
| Overall, I am satisfied with the services I received from VR and their service providers. | 85% |
| Of those that are employed: DVR services helped me prepare for, get, or keep my job. | 88% |
| Services were provided to me in a reasonable amount of time. | 83% |
| Of those that are employed: DVR helped me reach my vocational goal. | 88% |
| I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR. | 78% |

Employment Status

Table 9: Employment status related responses - As would be expected, a higher percentage of surveys were returned and the overall satisfaction scores were higher for those employed than those unemployed. Overall satisfaction with the DVR program was 12% higher for the employed group than the unemployed group.

| Table 9: Respondents Exiting DVR Employed/Unemployed | | |
|--|------------------------|-------------------|
| | Closure Outcome | |
| | Employed | Unemployed |
| I was involved in choosing my vocational goal. | 98% | 90% |
| My counselor and I had a good working relationship. | 96% | 73% |
| My phone calls were returned. | 96% | 88% |
| I was treated with courtesy and respect. | 96% | 88% |
| I helped plan the services I received. | 96% | 85% |
| I received enough information to make good choices. | 95% | 79% |
| I was informed of my right to disagree with and appeal DVR's decisions. | 95% | 83% |
| DVR staff was available to help me when needed. | 94% | 90% |
| I was able to see my counselor when I needed to. | 94% | 76% |
| I knew the reason for DVR services was to help me find a job. | 94% | 93% |
| I knew I could ask for help to settle a disagreement with my counselor. | 93% | 75% |
| Would you recommend DVR to a friend or family member? | 92% | 79% |
| I feel my counselor clearly explained all services available to me. | 91% | 80% |
| Overall, I am satisfied with the services I received from VR and their service providers. | 91% | 73% |
| Of those that are employed: DVR helped me reach my vocational goal. | 88% | N/A |
| Of those that are employed: DVR services helped me prepare for, get, or keep my job. | 88% | N/A |
| Of those that are employed: I am satisfied with my job. | 88% | N/A |
| Services were provided to me in a reasonable amount of time. | 88% | 73% |
| I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR. | 84% | 65% |

Geographic Areas

Table 10: Results by geographic area - DVR has an obligation to provide services statewide. This is a challenge given the size of the state and the itinerant nature of VR services provided in some areas. The 2012 CSNA identified rural Alaska as being under-served. For the purposes of this survey, non-rural includes the larger cities of primarily Anchorage, Juneau and Fairbanks. Rural is defined as any location 50 miles from a DVR branch office.

Respondents living in rural areas tend to have higher satisfaction levels than those living in non-rural areas.

| Table 10: Respondents by Locality (Rural/Non-rural) | | |
|---|-----------------------|--------------|
| | Community Type | |
| | Non-rural | Rural |
| I knew the reason for DVR services was to help me find a job. | 95% | 85% |
| I was involved in choosing my vocational goal. | 94% | 100% |
| I was treated with courtesy and respect. | 93% | 95% |
| My phone calls were returned. | 92% | 100% |
| I helped plan the services I received. | 91% | 100% |
| DVR staff was available to help me when needed. | 91% | 100% |
| I received enough information to make good choices. | 89% | 95% |
| I was informed of my right to disagree with and appeal DVR's decisions. | 89% | 100% |
| Would you recommend DVR to a friend or family member? | 88% | 89% |
| Of those that are employed: I am satisfied with my job. | 87% | 90% |
| I feel my counselor clearly explained all services available to me. | 86% | 95% |
| My counselor and I had a good working relationship. | 87% | 95% |
| I was able to see my counselor when I needed to. | 86% | 95% |
| I knew I could ask for help to settle a disagreement with my counselor. | 86% | 90% |
| Overall, I am satisfied with the services I received from VR and their service providers. | 83% | 95% |
| Of those that are employed: DVR services helped me prepare for, get, or keep my job. | 85% | 100% |
| Services were provided to me in a reasonable amount of time. | 82% | 85% |
| Of those that are employed: DVR helped me reach my vocational goal. | 86% | 100% |
| I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR. | 74% | 95% |

Table 11: Comparison of responses by categories –

| Table 11: Comparison of Responses by Categories | | | | | |
|---|------------------------|--------------------------|-------------------|------------------|--------------|
| | All Respondents | Employment Status | | Location | |
| | | Employed | Unemployed | Non-rural | Rural |
| I was involved in choosing my vocational goal. | 95% | 95% | 92% | 94% | 100% |
| I was treated with courtesy and respect. | 93% | 90% | 83% | 93% | 95% |
| I knew the reason for DVR services was to help me find a job. | 93% | 100% | 100% | 95% | 85% |
| My phone calls were returned. | 93% | 95% | 75% | 92% | 100% |
| I helped plan the services I received. | 93% | 95% | 75% | 91% | 100% |
| DVR staff was available to help me when needed. | 93% | 90% | 91% | 91% | 100% |
| I was informed of my right to disagree with and appeal DVR's decisions. | 91% | 90% | 58% | 89% | 100% |
| I received enough information to make good choices. | 90% | 90% | 67% | 89% | 95% |
| My counselor and I had a good working relationship. | 89% | 90% | 67% | 87% | 95% |
| Of those that are employed: I am satisfied with my job. | 88% | 94% | N/A | 87% | 90% |
| Would you recommend DVR to a friend or family member? | 88% | 90% | 67% | 88% | 89% |
| I feel my counselor clearly explained all services available to me. | 88% | 86% | 67% | 86% | 95% |
| I was able to see my counselor when I needed to. | 88% | 90% | 58% | 86% | 95% |
| I knew I could ask for help to settle a disagreement with my counselor. | 87% | 90% | 67% | 86% | 90% |
| Overall, I am satisfied with the services I received from VR and their service providers. | 85% | 90% | 75% | 83% | 95% |
| Of those that are employed: DVR services helped me prepare for, get, or keep my job. | 88% | 90% | N/A | 85% | 100% |
| Services were provided to me in a reasonable amount of time. | 83% | 86% | 67% | 82% | 85% |
| Of those that are employed: DVR helped me reach my vocational goal. | 88% | 95% | N/A | 86% | 100% |
| I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR. | 78% | 90% | 58% | 74% | 95% |