



Division of Vocational Rehabilitation Consumer Satisfaction Survey Results

*FFY 2013
(10/1/2012 - 9/30/2013)*

Prepared in Collaboration with the
State Vocational Rehabilitation Committee



**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 to ensure that DVR is meeting its programmatic responsibilities to the individuals receiving DVR 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 fiscal year (FFY) 2013 after having received DVR 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 the surveys.

The survey looks at four broad areas:

Program Satisfaction: How did DVR do in general?

- 92% of individuals who were employed when exiting the program expressed an overall satisfaction with DVR services. The satisfaction rate was 80% for all respondents.
- 86% of all respondents said they would refer a friend or relative to DVR.

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

- 95% 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?

- 90% indicated they helped choose their vocational goal.
- 88% indicated they helped plan the VR services they received.

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

- 91% reported they were treated with courtesy and respect.
- 89% said DVR staff was available when needed.

All 922 individuals who were closed during FY2013 and had an IPE were sent surveys. One hundred thirty-five (135) surveys were returned as undeliverable, eight surveys were declined (opted out), and 174 individuals responded, generating an overall response rate of 18.9%. The response rate for mailed surveys was 20.7% with 46 respondents. The response rate for emailed surveys was 18.3% with 128 respondents.

Methodology

- Surveys are mailed/emailed monthly to all participants whose cases were closed in the previous month and who received DVR services under an IPE. Timely surveying helps to maximize the response rate. These individuals were surveyed because they have been through the entire VR process. DVR only surveys those who have exited the program to avoid repeatedly resurveying active participants.
- The survey uses an agree/disagree format with a comment section for each question.
- The mailed survey was sent from the SVRC and includes a postage paid return envelope, the email survey was sent using the Survey Monkey website.
- Follow-up surveys were sent to non-respondents of the first emailed surveys. However, no follow-up surveys were sent to those who did not respond to the mailed surveys.
- Descriptive statistics are used to summarize the results. The survey data are used for longitudinal comparisons and trend analysis.

Validity

Of the 222 surveys mailed and 700 emailed (total of 922 surveys), 144 were returned as undeliverable, opted out, or partially filled out leaving a base population of 778. From this group, 174 participants responded thus achieving a valid statistical sample size with a confidence level of 95%, plus or minus 6.6%.

Respondent Characteristics

Tables 1 through 5 provide a comparison of the number of surveys sent to the number completed 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: Individuals with deafness or hearing impairments had a significantly higher response rate compared to the other disability groups.

Table 1: By Disability Type			
Disability (group)	Number of Surveys Sent: 922	Number of Surveys Completed: 174	Percentage of Completed to Sent: 18.9%
<i>Behavioral Health</i>	403	62	15.4%
<i>Blindness/Visual Impairment</i>	23	5	21.7%
<i>Cognitive/Communicative</i>	170	29	17.1%
<i>Deafness/Hearing Impairment</i>	65	18	27.7%
<i>Physical/Orthopedic</i>	261	60	23%

Table 2: As a comparison of the number of surveys returned by gender to the number of surveys sent by gender, males returned at a slightly lower rate than did females. However, when comparing to the number received from a specific gender to the overall numbers sent, males returned slightly more than did the females (10.2% to 8.7%).

Table 2: By Gender			
Gender	Number of Surveys Sent: 922	Number of Surveys Completed: 174	Percentage Completed of to Sent: 18.9%
<i>F</i>	392	80	20.4%
<i>M</i>	530	94	17.7%

Table 3: All age groups are fairly represented. It is interesting to note that proportionally, a much higher percentage of participants in the over 65 age group returned the survey as compared to the other age groups.

Table 3: By Age			
Age Group	Number of Surveys Sent 922	Number of Surveys Completed 174	Percentage of Completed to Sent 18.9%
<i>=< 24</i>	162	25	15.4%
<i>25 - 65</i>	741	139	18.8%
<i>> 65</i>	19	10	52.6%

Table 4: Surveys were sent to participants in rural and non-rural locations. Rural is defined as any participant living more than 50 miles from a DVR office.

Table 4: By Location			
Community Type	Number of Surveys Sent 922	Number of Surveys Completed 174	Percentage of Completed to Sent 18.9%
<i>Non-rural</i>	902	171	19.0%
<i>Rural</i>	20	3	15.0%

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

Table 5: By Employment Status			
Closure Outcome	Number of Surveys Sent 922	Number of Surveys Completed 174	Percentage of Completed to Sent 18.9%
<i>Employed</i>	576	128	22.6%
<i>Other</i>	346	46	13.3%

Results

5-Year Comparison

Table 6 compares survey data for a 5-year period, covering federal fiscal years 2009 to 2013.

Table 6: Respondents Agreeing With Survey Statements FY2009 - FY2013					
Statements	FY09	FY10	FY11	FY12	FY13
<i>DVR helped me reach my vocational goal.</i>	84%	78%	83%	79%	76%
<i>DVR services helped me prepare for, get, or keep my job.</i>	77%	72%	89%	84%	78%
<i>DVR staff was available to help me when needed.</i>	91%	87%	90%	93%	89%
<i>I am satisfied with my job.</i>	85%	82%	85%	88%	77%
<i>I feel my counselor explained all services available.</i>	91%	81%	82%	88%	85%
<i>I helped plan the services I received.</i>	91%	86%	90%	93%	88%
<i>I knew I could ask for help to settle disputes with my counselor.</i>	84%	80%	80%	87%	83%
<i>I knew the reason for DVR services was to help me find a job.</i>	96%	92%	95%	93%	95%
<i>I received enough information to make good choices.</i>	92%	82%	83%	90%	83%
<i>I was able to see my counselor when I needed to.</i>	89%	85%	84%	88%	87%
<i>I was aware of the Client Assistance Program (CAP) & that CAP could help me with disputes with DVR.</i>	86%	76%	80%	78%	83%
<i>I was informed of my right to disagree with and appeal DVR's decisions.</i>	92%	84%	88%	91%	92%
<i>I was involved in choosing my vocational goal.</i>	94%	86%	94%	95%	90%
<i>I was treated with courtesy and respect.</i>	99%	88%	91%	93%	91%
<i>My counselor and I had a good working relationship.</i>	92%	86%	87%	89%	89%
<i>My phone calls were returned.</i>	91%	87%	88%	93%	95%
<i>Overall, I am satisfied with the services I received from DVR and their service providers.</i>	88%	82%	83%	85%	80%
<i>Services were provided in a reasonable amount of time.</i>	90%	79%	80%	83%	87%
<i>Would recommend DVR to a friend or Family Member?</i>	93%	89%	86%	88%	86%

It is important to note that in FFY2011 the Client Assistance Program (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, application, IPE development, and case closure. Also in FFY2011, 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 survey responses by broad program areas, all respondents, and employment status 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:	
<i>I was able to see my counselor when I needed to.</i>	87%
<i>Would you recommend DVR to a friend or family member?</i>	86%
<i>Of those that are employed: I am satisfied with my job.</i>	77%
<i>Overall, I am satisfied with the services I received from VR and their service providers.</i>	80%
<i>Of those that are employed: DVR services helped me prepare for, get, or keep my job.</i>	78%
<i>Of those that are employed: DVR helped me reach my vocational goal.</i>	76%
2. Program Information:	
<i>I knew the reason for DVR services was to help me find a job.</i>	95%
<i>I feel my counselor clearly explained all services available to me.</i>	85%
3. Consumer Involvement:	
<i>I was involved in choosing my vocational goal.</i>	90%
<i>I helped plan the services I received.</i>	88%
<i>I was informed of my right to disagree with and appeal DVR's decisions.</i>	92%
<i>I received enough information to make good choices.</i>	83%
<i>I knew I could ask for help to settle a disagreement with my counselor.</i>	83%
<i>I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.</i>	83%
4. Consumer and Staff Interaction:	
<i>I was treated with courtesy and respect.</i>	91%
<i>My phone calls were returned.</i>	95%
<i>DVR staff was available to help me when needed.</i>	89%
<i>My counselor and I had a good working relationship.</i>	89%
<i>Services were provided to me in a reasonable amount of time.</i>	87%

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>I knew the reason for DVR services was to help me find a job.</i>	95%
<i>My phone calls were returned.</i>	95%
<i>I was informed of my right to disagree with and appeal DVR's decisions.</i>	92%
<i>I was treated with courtesy and respect.</i>	91%
<i>I was involved in choosing my vocational goal.</i>	90%
<i>DVR staff was available to help me when needed.</i>	89%
<i>My counselor and I had a good working relationship.</i>	89%
<i>I helped plan the services I received.</i>	88%
<i>I was able to see my counselor when I needed to.</i>	87%
<i>Services were provided to me in a reasonable amount of time.</i>	87%
<i>Would you recommend DVR to a friend or family member?</i>	86%
<i>I feel my counselor clearly explained all services available to me.</i>	85%
<i>I received enough information to make good choices.</i>	83%
<i>I knew I could ask for help to settle a disagreement with my counselor.</i>	83%
<i>I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.</i>	83%
<i>Overall, I am satisfied with the services I received from VR and their service providers.</i>	80%
<i>Of those that are employed: DVR services helped me prepare for, get, or keep my job.</i>	78%
<i>Of those that are employed: I am satisfied with my job.</i>	77%
<i>Of those that are employed: DVR helped me reach my vocational goal.</i>	76%

Employment Status

Table 9: Employment status related responses are shown. A higher percentage of surveys were returned and the overall satisfaction scores were higher for those employed.

Table 9: Respondents Exiting DVR Employed/Other		
	Closure Outcome	
	Employed	Other
<i>My phone calls were returned.</i>	98%	88%
<i>I was treated with courtesy and respect.</i>	98%	71%
<i>I knew the reason for DVR services was to help me find a job.</i>	97%	90%
<i>I was informed of my right to disagree with and appeal DVR's decisions.</i>	96%	81%
<i>I was involved in choosing my vocational goal.</i>	96%	76%
<i>DVR staff was available to help me when needed.</i>	96%	71%
<i>I helped plan the services I received.</i>	96%	69%
<i>My counselor and I had a good working relationship.</i>	95%	73%
<i>Services were provided to me in a reasonable amount of time.</i>	94%	71%
<i>I would recommend DVR to a friend or family member.</i>	94%	66%
<i>I feel my counselor clearly explained all services available to me.</i>	94%	64%
<i>I received enough information to make good choices.</i>	93%	57%
<i>I was able to see my counselor when I needed to.</i>	92%	76%
<i>Overall, I am satisfied with the services I received from VR and their service providers.</i>	92%	51%
<i>I knew I could ask for help to settle a disagreement with my counselor.</i>	89%	66%
<i>I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.</i>	88%	71%
<i>Of those that are employed: DVR services helped me prepare for, get, or keep my job.</i>	78%	N/A
<i>Of those that are employed: I am satisfied with my job.</i>	77%	N/A
<i>Of those that are employed: DVR helped me reach my vocational goal.</i>	76%	N/A