

Alaska Division of Vocational Rehabilitation

Consumer Satisfaction Survey Results

FFY2014

Prepared in Collaboration with the Alaska State Vocational Rehabilitation Committee



Table of Contents

Executive Summary	2
Methodology	6
Validity	6

Tables

Survey Results

1. All Respondents - Grouped by Survey Categories	3
2. Responses - FY2010 through FY2014	4
3. Respondents by Employment Status (Employed/Other)	5

Survey Demographics

4. Disability Type	6
5. Gender	7
5. Age	7
7. Location	7
8. Employment Status	7

Division of Vocational Rehabilitation (DVR) Mission: 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) 2014 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?

- 91% of individuals who were employed when exiting the program expressed an overall satisfaction with DVR services. The satisfaction rate was 85% 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?

- 96% 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?

- 89% indicated they helped choose their vocational goal.
- 92% 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 966 individuals who were closed during FY2014 and had an IPE were sent surveys. One hundred seventeen (117) surveys were returned as undeliverable, 13 surveys were declined (opted out), and 137 individuals responded, generating an overall response rate of 14.2%. The response rate for mailed surveys was 16.3% with 36 respondents. The response rate for emailed surveys was 13.6% with 101 respondents.

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 1: The results are grouped by the four broad survey areas – program satisfaction, program information, consumer involvement, and consumer and staff interaction. The strongest positive responses are in consumer and staff interaction.

Table 1: All Respondents - Grouped by Survey Categories	
1. Program Satisfaction	
1. I was able to see my counselor when I needed to.	90%
2. Would you recommend DVR to a friend or family member?	86%
3. Of those that are employed: I am satisfied with my job.	88%
4. Overall, I am satisfied with the services I received from VR and their service providers.	85%
5. Of those that are employed: DVR services helped me prepare for, get, or keep my job.	90%
6. Of those that are employed: DVR helped me reach my vocational goal.	83%
2. Program Information	
7. I knew the reason for DVR services was to help me find a job.	96%
8. I feel my counselor clearly explained all services available to me.	85%
3. Consumer Involvement	
9. I was involved in choosing my vocational goal.	89%
10. I helped plan the services I received.	92%
11. I was informed of my right to disagree with and appeal DVR's decisions.	95%
12. I received enough information to make good choices.	89%
13. I knew I could ask for help to settle a disagreement with my counselor.	89%
14. I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.	83%
4. Consumer and Staff Interaction	
15. I was treated with courtesy and respect.	93%
16. My phone calls were returned.	95%
17. DVR staff was available to help me when needed.	93%
18. My counselor and I had a good working relationship.	91%
19. Services were provided to me in a reasonable amount of time.	93%

Results

5-Year Comparison

Table 2 compares survey data for a 5-year period, covering federal fiscal years 2010 to 2014.

Table 2: Responses - FY2010 through FY2014						
#	Statements	FY10	FY11	FY12	FY13	FY14
1	I was able to see my counselor when I needed to.	85%	84%	88%	87%	90%
2	Would recommend DVR to a friend or family member?	89%	86%	88%	86%	86%
3	I am satisfied with my job.	82%	85%	88%	77%	88%
4	Overall, I am satisfied with the services I received from DVR and their service providers.	82%	83%	85%	80%	85%
5	DVR services helped me prepare for, get, or keep my job.	72%	89%	84%	78%	90%
6	DVR helped me reach my vocational goal.	78%	83%	79%	76%	83%
7	I knew the reason for DVR services was to help me find a job.	92%	95%	93%	95%	96%
8	I feel my counselor clearly explained all services available.	81%	82%	88%	85%	85%
9	I was involved in choosing my vocational goal.	86%	94%	95%	90%	89%
10	I helped plan the services I received.	86%	90%	93%	88%	92%
11	I was informed of my right to disagree with and appeal DVR's decisions.	84%	88%	91%	92%	95%
12	I received enough information to make good choices.	82%	83%	90%	83%	89%
13	I knew I could ask for help to settle a disagreement with my counselor.	80%	80%	87%	83%	89%
14	I was aware of the Client Assistance Program (CAP) & that CAP could help me with disputes with DVR.	76%	80%	78%	83%	83%
15	I was treated with courtesy and respect.	88%	91%	93%	91%	93%
16	My phone calls were returned.	87%	88%	93%	95%	95%
17	DVR staff was available to help me when needed.	87%	90%	93%	89%	93%
18	My counselor and I had a good working relationship.	86%	87%	89%	89%	91%
19	Services were provided to me in a reasonable amount of time.	79%	80%	83%	87%	93%

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.

Employment Status

Table 3: Employment status related responses are shown. A higher percentage of surveys were returned and the overall satisfaction scores were higher for those employed.

#	Table 3: Respondents by Employment Status		
		Closure Outcome	
		Employed	Other
1	I was able to see my counselor when I needed to.	93%	79%
2	I would recommend DVR to a friend or family member.	92%	69%
3	Of those that are employed: I am satisfied with my job.	89%	N/A
4	Overall, I am satisfied with the services I received from VR and their service providers.	91%	67%
5	Of those that are employed: DVR services helped me prepare for, get, or keep my job.	93%	N/A
6	Of those that are employed: DVR helped me reach my vocational goal.	89%	N/A
7	I knew the reason for DVR services was to help me find a job.	97%	94%
8	I feel my counselor clearly explained all services available to me.	91%	67%
9	I was involved in choosing my vocational goal.	91%	81%
10	I helped plan the services I received.	95%	82%
11	I was informed of my right to disagree with and appeal DVR's decisions.	97%	88%
12	I received enough information to make good choices.	93%	76%
13	I knew I could ask for help to settle a disagreement with my counselor.	91%	82%
14	I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.	87%	70%
15	I was treated with courtesy and respect.	96%	82%
16	My phone calls were returned.	98%	85%
17	DVR staff was available to help me when needed.	95%	84%
18	My counselor and I had a good working relationship.	94%	82%
19	Services were provided to me in a reasonable amount of time.	94%	91%

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 221 surveys mailed and 745 emailed (total of 966 surveys), 130 were returned as undeliverable, opted out, or partially filled out leaving a base population of 836. From this group, 137 participants responded thus achieving a valid statistical sample size with a confidence level of 95%, plus or minus 7.7%.

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 4: Individuals with deafness or hearing impairments had a significantly higher response rate compared to the other disability groups.

Table 4: Disability Type			
Disability (group)	Number of Surveys Sent: 966	Number of Surveys Completed: 137	Percentage of Completed to Sent: 14.2%
Behavioral Health	353	50	14.2%
Blindness/Visual Impairment	25	3	12%
Cognitive/Communicative	247	24	9.7%
Deafness/Hearing Impairment	44	13	29.5%
Physical/Orthopedic	297	47	15.8%

Table 5: As a comparison of the number of surveys returned by gender to the number of surveys sent by gender, males returned at a significantly lower rate than did females.

Table 5: Gender			
Gender	Number of Surveys Sent: 966	Number of Surveys Completed: 137	Percentage Completed of to Sent: 14.2%
F	423	68	16.1%
M	543	69	12.7%

Table 6: All age groups are fairly represented.

Table 6: Age			
Age Group	Number of Surveys Sent 966	Number of Surveys Completed 137	Percentage of Completed to Sent 14.2%
=< 24	201	10	5%
25 - 64	748	124	16.6%
> 65	17	2	11.8%

Table 7: 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 7: Location			
Community Type	Number of Surveys Sent 966	Number of Surveys Completed 137	Percentage of Completed to Sent 14.2%
Non-rural	880	124	14.1%
Rural	86	12	14%

Table 8: Participants exiting employed responded at a higher rate than those who are exiting for other reasons. This is consistent with previous years' results.

Table 8: Employment Status			
Closure Outcome	Number of Surveys Sent 966	Number of Surveys Completed 137	Percentage of Completed to Sent 14.2%
<i>Employed</i>	602	104	17.2%
<i>Other</i>	364	33	9.1%