



Federal Fiscal Year 2014

Consumer Experience with Vocational Rehabilitation Services

September 2015

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Policy and Planning Director: Elizabeth E. Smith, J.D., M.S.

We welcome your comments and questions. Please contact:

The Report Staff or the Policy and Planning Director
Virginia Department for Aging and Rehabilitative Services

8004 Franklin Farms Drive

Henrico, Virginia 23229

Voice: (804) 662-7071

Voice Toll Free: (800) 552-5019

TTY: (804) 662-9040

TTY Toll Free: (800) 464-9950

Fax: (804) 662-7663

Policy and Planning Web address:

<http://intranet/DRS1/frs/policyplanning/default.htm>

Report Staff

Mable L. Fleming, B.S., Senior Analyst Research and Evaluation – lead analyst for this report, management and oversight of administration activities, data verification

Matthew C. Doum, B.A., Senior Research Analyst – Monthly Application-Closure Files

Jennifer P. Woodward, Administrative Staff Assistant – survey packaging and mailing, data entry

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Table of Contents

| | |
|--|----|
| FFY 2014 Consumer Experience with Vocational Rehabilitation Services | 4 |
| Appendix A: Quantitative Analysis..... | 6 |
| Appendix B: Survey Methodology and Demographic Representation..... | 12 |

FFY 2014 Consumer Experience with Vocational Rehabilitation Services

The State Rehabilitation Council (SRC) works in partnership with the Department for Aging and Rehabilitative Services (DARS) to measure consumer satisfaction. In FFY 2013, the Policy and Planning Division partnered with a SRC sub-committee to develop a new consumer satisfaction model. This model was implemented in Federal Fiscal Year (FFY) 2014.

The new model allowed DARS to examine consumer perception during service delivery (post Individualized Plan of Employment but prior to Employment). Consumers were asked questions related to: *counselor relationship, timeliness of service, treatment by staff, and service provision.*

Throughout the survey cycle, Regional Directors and Managers were able to review direct feedback for consumer respondents who agreed to share their answers with Division of Rehabilitative Services (DRS) staff. Additionally, Policy and Planning staff examined consumers' answers to survey questions and the reasons they provided for their answers. This allowed staff to gain insight into consumers' experience with vocational rehabilitation (VR) services.

As more data is gathered each year, Policy and Planning staff will be able to use the cumulative information to better understand strengths and weaknesses during service delivery. The FFY 2014 survey findings are discussed below. Detailed tables are provided in the appendices.

Counselor-Consumer Relationship and Service

Previous years of assessing satisfaction for consumers after service delivery suggested consumers have a strong positive perception of the initial phases of the VR process and a less positive perception of service delivery. The FFY 2014 assessment of satisfaction during service delivery pointed in a similar direction. Consumer responses in the FFY 2014 survey suggested consumers had a good relationship with their counselors but they were not as satisfied with some aspects of service delivery, specifically counselors meeting timetables.



Understanding Consumers' Perception of Meeting Timetables

The low perception of counselors meeting timetables has been ongoing throughout the agency's federal fiscal year surveys of consumer satisfaction. Feedback from consumers in the FFY 2014 survey suggested consumers associated meeting timetables with the helpfulness of counselors (communicating, providing assistance, involving consumers in scheduling, keeping appointments, and getting things accomplished).

- Consumers who indicated their counselors were not meeting timetables shared what counselors were not doing (no communication, meeting timetables sometimes or not at all, and being hard to reach).
- Feedback from both consumers who indicated "No" and those who indicated "Do not know" suggested there were no defined timetables or they were at an impasse due to: goal changes, waiting to hear about something, or things still up in the air.

Consumer respondents who were in transition from school to work had a higher percentage of "Do not know" responses compared to consumers who were not in transition, specifically among those who were 6 to 11 or 12 to 17 months into their plan. This finding suggested an additional obstacle to receiving a higher percentage of "Yes" responses.

Consumers' Desire to Move Forward with Job Goal

Most of the FFY 2014 consumers shared the best thing that had happened to help them reach their job goal. Forty percent (n=250) of their responses were related to moving forward with jobs, attending school or training, and the positive efforts of counselors.

- Moving forward with jobs included getting a job or job opportunities, receiving opportunities for job interviews, engaging in job searches
- The positive efforts of counselors included counselors working with consumers, guiding them, and going beyond to provide service.

When asked what would help them move closer to their job goal, 17 percent of the responses (n=100) were related to needing a job or a job that fits them. Thirteen percent of the responses (n=76) suggested a need for support (counselor, DRS, or general support).

Additionally, 10 percent (n=55) of consumers mentioned things regarding themselves or what they perceived. These reasons were related primarily to consumers acknowledging what they needed to do such as getting focused, being patient, doing the job searches/interviews, communicating, and listening.

Appendix A: Quantitative Analysis

Quantitative Analysis

Information in this appendix includes results by time in plan categories and transition type since the sample was stratified along the two variables (Appendix B). Due to a strong relationship between transition type and key demographic variables, a brief discussion of transition type is provided to set the context for findings.

Demographic Profile by Transition Type

The relationship of transition type with key demographic variables hindered identifying effects of demographic variables on quantitative results. In terms of a better understanding of service delivery, the strong relationship provided a profile for transition and non-transition consumers (Table 1a). This profile was evident, to some extent, in the FFY 2014 population of consumers who were 6 to 23 months in their plan as of September 30, 2014 (Table 1b).

- FFY 2014 consumer respondents in transition from school to work were primarily individuals with cognitive impairments.
- Consumer respondents who were not in transition from school to work were primarily individuals on the front end of service delivery.
- Consumer respondents in transition tended to be males and those who were not in transition tended to be females.

Quantitative Findings for Transition Consumers

Given the demographic profile for transition type, quantitative findings for transition consumers were not surprising. Key findings are provided below. Results are provided in Tables 2 and 3.

- Consumers in transition from school to work were more positive than consumers who were not in transition regarding everyone working together to help them.
- While consumers in transition believed everyone was working together to help them, they had a higher percentage of "Do not know" responses regarding agreement on plans to reach their job goals and counselors meeting timetables (more evident for those who were 6 to 11 or 12 to 17 months in their plan at survey selection).

Profile of Transition and Non-transition

Table 1a: Consumer Respondents

| Key Demographic Variables | | Transition | | Not Transition | | Total | |
|----------------------------------|-----------------------|------------|----|----------------|----|----------|----|
| | | <i>N</i> | % | <i>N</i> | % | <i>N</i> | % |
| Primary Impairment | Sensory/Communicative | 19 | 8 | 43 | 16 | 62 | 12 |
| | Physical | 28 | 11 | 80 | 29 | 108 | 21 |
| | Cognitive | 152 | 61 | 43 | 16 | 195 | 37 |
| | Psychosocial | 43 | 17 | 81 | 30 | 124 | 24 |
| | Other Mental | 8 | 3 | 26 | 10 | 34 | 7 |
| Gender | Male | 143 | 57 | 121 | 44 | 264 | 50 |
| | Female | 107 | 43 | 153 | 56 | 260 | 50 |
| Time in Plan at Survey Selection | 6 to 11 months | 115 | 46 | 181 | 66 | 296 | 56 |
| | 12 to 17 months | 55 | 22 | 47 | 17 | 102 | 19 |
| | 18 to 23 months | 80 | 32 | 46 | 17 | 126 | 24 |
| Race | African American | 79 | 32 | 113 | 41 | 192 | 37 |
| | Caucasian | 157 | 63 | 149 | 54 | 306 | 58 |
| | Other | 14 | 6 | 12 | 4 | 26 | 5 |

Respondent information is based on data at the time of survey selection.

Table 1b: Population as of Final Fiscal Year File Run on October 21, 2014

| Key Demographic Variables | | Transition | | Not Transition | | Total | |
|----------------------------------|-----------------------|------------|----|----------------|----|----------|----|
| | | <i>N</i> | % | <i>N</i> | % | <i>N</i> | % |
| Primary Impairment | Sensory/Communicative | 159 | 6 | 213 | 10 | 372 | 8 |
| | Physical | 220 | 9 | 534 | 25 | 754 | 16 |
| | Cognitive | 1651 | 64 | 384 | 18 | 2035 | 43 |
| | Psychosocial | 433 | 17 | 816 | 38 | 1249 | 26 |
| | Other Mental | 125 | 5 | 216 | 10 | 341 | 7 |
| Gender | Male | 1617 | 62 | 1073 | 50 | 2690 | 57 |
| | Female | 972 | 38 | 1090 | 50 | 2062 | 43 |
| Time in Plan at Survey Selection | 6 to 11 months | 1064 | 41 | 1075 | 50 | 2139 | 45 |
| | 12 to 17 months | 1058 | 41 | 799 | 37 | 1857 | 39 |
| | 18 to 23 months | 467 | 18 | 289 | 13 | 756 | 16 |
| Race | African American | 892 | 34 | 924 | 43 | 1816 | 38 |
| | Caucasian | 1501 | 58 | 1122 | 52 | 2623 | 55 |
| | Other | 196 | 8 | 117 | 5 | 313 | 7 |

Table 2: Survey Results by Transition Type

| Survey Questions and Response Categories | | Transition | | Not Transition | | Transition and Not Transition | |
|--|-------------|------------|----|----------------|----|-------------------------------|----|
| | | N | % | N | % | N | % |
| Have you and your counselor agreed on your plans for reaching your job goal? | Yes | 177 | 72 | 212 | 79 | 389 | 76 |
| | No | 30 | 12 | 35 | 13 | 65 | 13 |
| | Do not know | 38 | 16 | 23 | 9 | 61 | 12 |
| Is your counselor helpful in connecting you with people and services you need to reach your job goal? | Yes | 189 | 76 | 200 | 74 | 389 | 75 |
| | No | 40 | 16 | 56 | 21 | 96 | 18 |
| | Do not know | 19 | 8 | 15 | 6 | 34 | 7 |
| Has your counselor kept in contact with you throughout the process? | Yes | 192 | 79 | 205 | 77 | 397 | 78 |
| | No | 45 | 18 | 52 | 19 | 97 | 19 |
| | Do not know | 7 | 3 | 10 | 4 | 17 | 3 |
| Is your counselor meeting the timetables discussed for reaching your job goal? For example, is your counselor meeting dates agreed on for the next appointments or deadlines to help you reach your job goal? | Yes | 164 | 66 | 178 | 68 | 342 | 67 |
| | No | 39 | 16 | 60 | 23 | 99 | 19 |
| | Do not know | 46 | 18 | 25 | 10 | 71 | 14 |
| Is your counselor doing what he/she said they would do to help you reach your goal? | Yes | 191 | 77 | 200 | 75 | 391 | 76 |
| | No | 28 | 11 | 43 | 16 | 71 | 14 |
| | Do not know | 28 | 11 | 24 | 9 | 52 | 10 |
| Do you believe everyone (for example: job coach, school, family, college, or other DRS staff) is working together to help you reach your job goal? | Yes | 186 | 78 | 182 | 68 | 368 | 73 |
| | No | 34 | 14 | 61 | 23 | 95 | 19 |
| | Do not know | 20 | 8 | 24 | 9 | 44 | 9 |

Note: Percentages are based on number of consumers answering each question.

Table 3: Survey Results by Time in Plan and Transition Type

| Survey Questions and Response Categories | | 6 to 11 months | | | | | | 12 to 17 months | | | | | | 18 to 23 months | | | | | |
|--|-------------|----------------|----|----------------|----|---------------|----|-----------------|----|----------------|----|----------------|----|-----------------|----|----------------|----|----------------|----|
| | | Transition | | Not Transition | | Total 6 to 11 | | Transition | | Not Transition | | Total 12 to 17 | | Transition | | Not Transition | | Total 18 to 23 | |
| | | N | % | N | % | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Have you and your counselor agreed on your plans for reaching your job goal? | Yes | 83 | 73 | 142 | 80 | 225 | 77 | 39 | 72 | 32 | 70 | 71 | 71 | 55 | 71 | 38 | 83 | 93 | 75 |
| | No | 18 | 16 | 23 | 13 | 41 | 14 | 2 | 4 | 8 | 17 | 10 | 10 | 10 | 13 | 4 | 9 | 14 | 11 |
| | Do not know | 12 | 11 | 13 | 7 | 25 | 9 | 13 | 24 | 6 | 13 | 19 | 19 | 13 | 17 | 4 | 9 | 17 | 14 |
| Is your counselor helpful in connecting you with people and services you need to reach your job goal? | Yes | 84 | 74 | 135 | 75 | 219 | 75 | 43 | 78 | 33 | 70 | 76 | 75 | 62 | 78 | 32 | 71 | 94 | 75 |
| | No | 21 | 19 | 38 | 21 | 59 | 20 | 6 | 11 | 11 | 23 | 17 | 17 | 13 | 16 | 7 | 16 | 20 | 16 |
| | Do not know | 8 | 7 | 6 | 3 | 14 | 5 | 6 | 11 | 3 | 6 | 9 | 9 | 5 | 6 | 6 | 13 | 11 | 9 |
| Has your counselor kept in contact with you throughout the process? | Yes | 86 | 76 | 133 | 76 | 219 | 76 | 40 | 74 | 38 | 81 | 78 | 77 | 66 | 86 | 34 | 74 | 100 | 81 |
| | No | 23 | 20 | 35 | 20 | 58 | 20 | 11 | 20 | 9 | 19 | 20 | 20 | 11 | 14 | 8 | 17 | 19 | 15 |
| | Do not know | 4 | 4 | 6 | 3 | 10 | 3 | 3 | 6 | 0 | 0 | 3 | 3 | 0 | 0 | 4 | 9 | 4 | 3 |

| Survey Questions and Response Categories | | 6 to 11 months | | | | | | 12 to 17 months | | | | | | 18 to 23 months | | | | | |
|--|-------------|----------------|----|----------------|----|---------------|----|-----------------|----|----------------|----|----------------|----|-----------------|----|----------------|----|----------------|----|
| | | Transition | | Not Transition | | Total 6 to 11 | | Transition | | Not Transition | | Total 12 to 17 | | Transition | | Not Transition | | Total 18 to 23 | |
| | | N | % | N | % | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Is your counselor meeting the timetables discussed for reaching your job goal? For example, is your counselor meeting dates agreed on for the next appointments or deadlines to help you reach your job goal? | Yes | 73 | 64 | 119 | 68 | 192 | 66 | 35 | 64 | 28 | 65 | 63 | 64 | 56 | 70 | 31 | 69 | 87 | 70 |
| | No | 19 | 17 | 40 | 23 | 59 | 20 | 6 | 11 | 11 | 26 | 17 | 17 | 14 | 18 | 9 | 20 | 23 | 18 |
| | Do not know | 22 | 19 | 16 | 9 | 38 | 13 | 14 | 25 | 4 | 9 | 18 | 18 | 10 | 13 | 5 | 11 | 15 | 12 |
| Is your counselor doing what he/she said they would do to help you reach your goal? | Yes | 87 | 76 | 134 | 76 | 221 | 76 | 42 | 78 | 32 | 73 | 74 | 76 | 62 | 78 | 34 | 74 | 96 | 77 |
| | No | 17 | 15 | 27 | 15 | 44 | 15 | 4 | 7 | 10 | 23 | 14 | 14 | 7 | 9 | 6 | 13 | 13 | 10 |
| | Do not know | 10 | 9 | 16 | 9 | 26 | 9 | 8 | 15 | 2 | 5 | 10 | 10 | 10 | 13 | 6 | 13 | 16 | 13 |
| Do you believe everyone (for example: job coach, school, family, college, or other DRS staff) is working together to help you reach your job goal? | Yes | 86 | 77 | 120 | 68 | 206 | 72 | 40 | 77 | 27 | 61 | 67 | 70 | 60 | 78 | 35 | 76 | 95 | 77 |
| | No | 16 | 14 | 37 | 21 | 53 | 18 | 6 | 12 | 14 | 32 | 20 | 21 | 12 | 16 | 10 | 22 | 22 | 18 |
| | Do not know | 9 | 8 | 20 | 11 | 29 | 10 | 6 | 12 | 3 | 7 | 9 | 9 | 5 | 6 | 1 | 2 | 6 | 5 |

Appendix B: Survey Methodology and Demographic Representation

Survey Methodology

In the FFY 2014 survey, consumers were asked questions related to service provision in four areas: *counselor relationship*, *timeliness of service*, *treatment by staff*, and *service provision*. The survey method involved a monthly mailing of 232 surveys to consumers.

A stratified sample was used to ensure the sample matched as closely as possible the population proportions for consumers in the various “time in plan” categories (6 to 11, 12 to 17, and 18 to 23 months) as of survey selection. An additional breakdown occurred based on transition type [RSA transition (age 14-24) and not RSA transition] due to our agency’s large number of transition consumers. In FFY 2014, 2,784 consumers were selected to participate in the DARS survey.

The FFY 2014 response rate was 25 percent (n=615). Eighty-five percent (n=524) of the 615 surveys were completed by consumers. The remaining surveys were completed by proxies (completed survey on behalf of consumer) or respondents who did not identify themselves as consumers or proxies.

The findings in this report were based on 524 consumer respondents. Profiles of consumer respondents showed representation for time in plan (Figure 1) was similar to the monthly sample proportions. There was a lower representation of transition consumers in the 6 to 11 and 12 to 17 month categories (Figure 2) relative to the monthly sampling proportions of 51 and 61 percent, respectively.

Figure 1: Time in Plan for Consumer Respondents

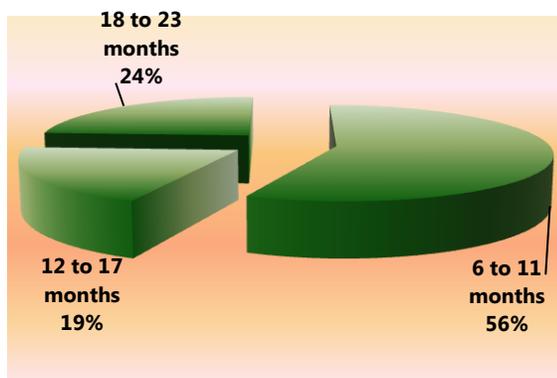
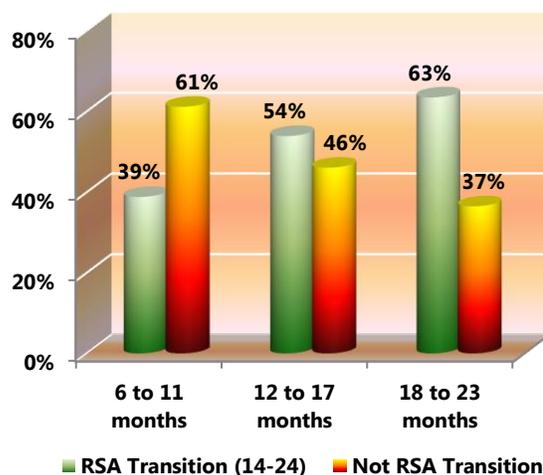


Figure 2: Transition Type within Time in Plan



**FFY 2014 Demographic Representation
(6 to 23 Months in Plan, Prior to Employment)**

| | | Population (n=4752) | | Survey Sample (n=2784) | | Consumer Respondents (n=524) | |
|---|------------------|--------------------------------|-----|-----------------------------------|-----|---|-----|
| | | N | % | N | % | N | % |
| Age at Plan Signature | 22 or less | 2349 | 49 | 1468 | 53 | 230 | 44 |
| | 23-34 | 899 | 19 | 506 | 18 | 88 | 17 |
| | 35-49 | 830 | 17 | 468 | 17 | 90 | 17 |
| | 50-64 | 637 | 13 | 324 | 12 | 110 | 21 |
| | 65+ | 37 | 1 | 18 | 1 | 6 | 1 |
| Transition Type | Transition | 2589 | 54 | 1620 | 58 | 250 | 48 |
| | Not Transition | 2163 | 46 | 1164 | 42 | 274 | 52 |
| Time in Plan at Survey Selection | 6 to 11 months | 2139 | 45 | 1500 | 54 | 296 | 56 |
| | 12 to 17 months | 1857 | 39 | 588 | 21 | 102 | 19 |
| | 18 to 23 months | 756 | 16 | 696 | 25 | 126 | 24 |
| Gender | Male | 2690 | 57 | 1589 | 57 | 264 | 50 |
| | Female | 2062 | 43 | 1195 | 43 | 260 | 50 |
| Race | African American | 1816 | 38 | 1035 | 37 | 192 | 37 |
| | Caucasian | 2623 | 55 | 1586 | 57 | 306 | 58 |
| | Other | 313 | 7 | 163 | 6 | 26 | 5 |
| Severity of disability | MSD | 4387 | 92 | 2675 | 96 | 500 | 95 |
| | SD - 2 | 357 | 8 | 101 | 4 | 22 | 4 |
| | SD - 1 | 8 | <1% | 8 | <1% | 2 | <1% |
| Region | Northern | 1355 | 29 | 831 | 30 | 145 | 28 |
| | Central | 1282 | 27 | 781 | 28 | 153 | 29 |
| | Eastern | 1261 | 27 | 664 | 24 | 127 | 24 |
| | Southwest | 854 | 18 | 508 | 18 | 99 | 19 |

Notes: Population is based on data in the final fiscal year file run on October 21, 2014. Sample information is based on data at survey selection.

**FFY 2014 Primary Impairment
(6 to 23 Months in Plan, Prior to Employment)**

| | | Population (n=4752) | | Survey Sample (n=2784) | | Consumer Respondents (n=524) | |
|-------------------------------|---|--------------------------------|-----|-----------------------------------|-----|---|-----|
| | | N | % | N | % | N | % |
| Primary Impairment | Blind | 9 | <1% | 5 | <1% | 1 | <1% |
| | Other Visual Impairments | 23 | <1% | 11 | <1% | 3 | 1 |
| | Deaf, Primary Communication Visual | 137 | 3 | 71 | 3 | 27 | 5 |
| | Deaf, Primary Communication Auditory | 32 | 1 | 25 | 1 | 6 | 1 |
| | Hearing Loss, Primary Communication Visual | 19 | <1% | 10 | <1% | 1 | <1% |
| | Hearing Loss, Primary Communication Auditory | 82 | 2 | 41 | 1 | 14 | 3 |
| | Other Hearing Impairments | 6 | <1% | 8 | <1% | 2 | <1% |
| | Deaf-Blind | 2 | <1% | 2 | <1% | 1 | <1% |
| | Communicative Impairments (expressive/receptive) | 62 | 1 | 35 | 1 | 7 | 1 |
| | Mobility Orthopedic/Neurological Impairments | 83 | 2 | 52 | 2 | 17 | 3 |
| | Manipulation/Dexterity Orthopedic/Neurological Impairments | 21 | <1% | 13 | <1% | 4 | 1 |
| | Both mobility and Manipulation/Dexterity Orthoped/Neuro | 105 | 2 | 68 | 2 | 14 | 3 |
| | Other Orthopedic Impairments (e.g., limited range of motion) | 110 | 2 | 51 | 2 | 13 | 2 |
| | Respiratory Impairments | 18 | <1% | 9 | <1% | 2 | <1% |
| | General Physical Debilitation (fatigue, weakness, etc.) | 97 | 2 | 52 | 2 | 16 | 3 |
| | Other Physical Impairments (not listed above) | 320 | 7 | 149 | 5 | 42 | 8 |
| | Cognitive Impairments | 2035 | 43 | 1240 | 45 | 195 | 37 |
| | Psychosocial Impairments | 1249 | 26 | 735 | 26 | 124 | 24 |
| | Other Mental Impairments | 341 | 7 | 206 | 7 | 34 | 7 |

Notes: Population is based on data in the final fiscal year file run on October 21, 2014. Sample information is based on data at survey selection.