

**Federal Fiscal Year 2013  
Consumer Satisfaction with  
Division of Rehabilitative Services (DRS)**



**DARS**

**VIRGINIA DEPARTMENT FOR AGING  
AND REHABILITATIVE SERVICES**

**James A. Rothrock, M.S., L.P.C.  
Commissioner**

**June 2014**

**Policy and Planning Division**

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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) 662-7696**

**Policy and Planning Web address:**

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

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## 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 Closure File

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

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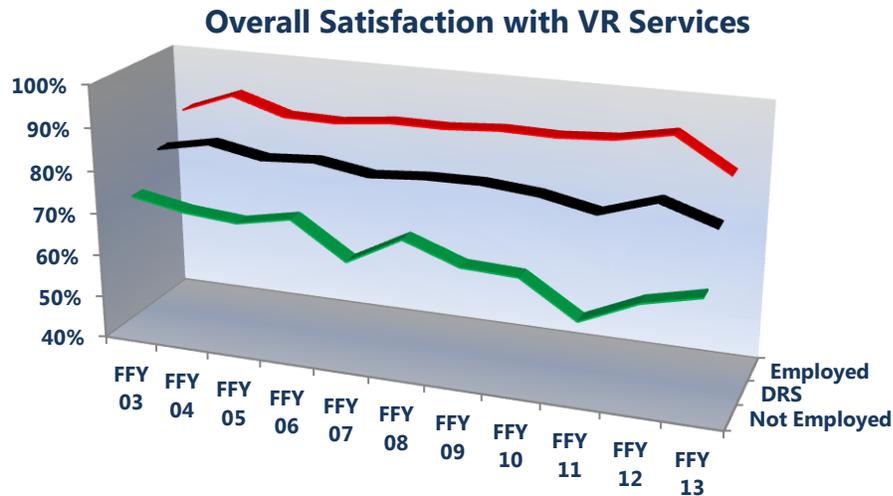
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## Executive Summary

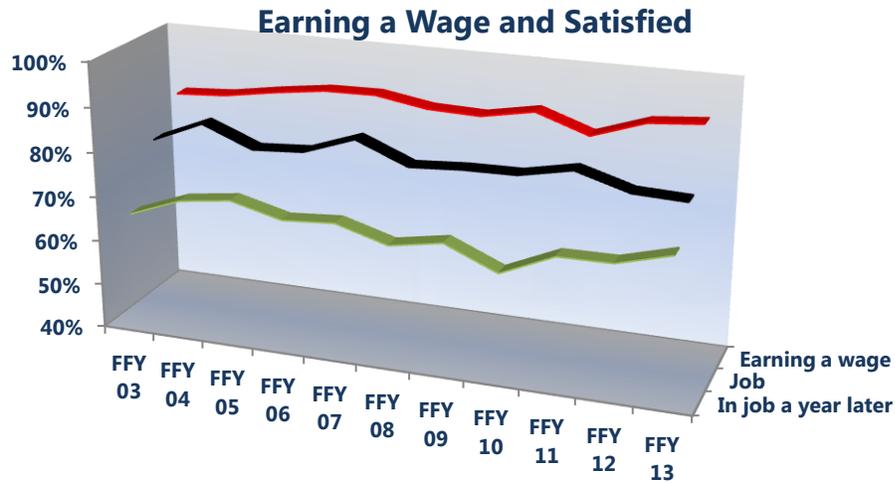
Through its Division of Rehabilitative Services (DRS), the Virginia Department for Aging and Rehabilitative Services helps people with disabilities prepare for, find, and keep a job. Each year, the agency conducts a consumer satisfaction survey among consumers who received services through DRS and were either employed at the time of case closure or not employed. FFY 2013 consumer survey responses indicate:

- ❖ DRS provides good service quality.
  - Consumers with employment outcomes continue to report overall satisfaction above the agency's 82 percent target.
  - Overall satisfaction for consumers without an employment outcome is improving.
- ❖ Ninety-one percent (n=204) of consumers who were competitively employed at closure and earning at or above minimum wage reported they were working.
  - Seventy-nine percent were satisfied with their current job.
  - Seventy-two percent of those satisfied expected to be in the job a year later.



	FFY 03	FFY 04	FFY 05	FFY 06	FFY 07	FFY 08	FFY 09	FFY 10	FFY 11	FFY 12	FFY 13
<b>Employed</b>	87%	92%	88%	87%	89%	89%	90%	89%	90%	93%	85%
<b>DRS</b>	81%	83%	81%	82%	80%	81%	81%	80%	77%	82%	77%
<b>Not Employed</b>	74%	71%	70%	73%	64%	71%	67%	66%	58%	64%	67%

DRS: Employed and Not Employed



	FFY 03	FFY 04	FFY 05	FFY 06	FFY 07	FFY 08	FFY 09	FFY 10	FFY 11	FFY 12	FFY 13
<b>Earning a wage</b>	86%	87%	89%	90%	91%	89%	88%	90%	86%	90%	91%
<b>Job Satisfaction</b>	79%	84%	79%	80%	84%	79%	80%	80%	83%	79%	79%
<b>In job a year later</b>	66%	70%	72%	69%	69%	66%	68%	63%	68%	68%	72%

### Satisfaction with DRS

DRS remained strong on consumer perception of service quality. Satisfaction with service delivery was at or below 80 percent. It is believed that the FFY 2014 survey of open cases will aid in identifying service delivery issues before a consumer’s case closes. FFY 2013 survey highlights are provided below.

- ❖ Over 80 percent of consumers agreed they were treated well by DRS staff (93 percent, n=367), would refer a friend (86 percent, n=342), and would return to DRS if needed (84 percent, n=330).
- ❖ Consumers believed they were not rushed (85 percent, n=334), received clear explanation of services (86 percent, n=339), and was taken seriously (86 percent, n=340).
- ❖ Seventy-eight percent (n=308) of consumers agreed their counselors’ knew about helpful programs and 80 percent (n=316) believed their counselors met timetables discussed for the VR program. Satisfaction has improved for consumers without an employment outcome.
- ❖ Satisfaction with involvement in developing the plan (75 percent, n=295) and the time it takes (73 percent, n=288) remained below 80 percent; perception among consumers without an employment outcome has improved.

## ***One Consumer's Success and Satisfaction with DRS***

Independent of the survey process, the Division of Rehabilitative Services (DRS) counselors and managers routinely submit consumer success stories. These stories provide another view of consumer outcomes. A summary of one success story linked to a FFY 2013 consumer respondent is highlighted below.

### ***Consumer Background***

The DRS counselor reports that her consumer was a 22 year old woman diagnosed with Bi-Polar Disorder and Pervasive Developmental Disorder. The consumer graduated from high school with a Special Seal Diploma and had located a job on her own at a retail store as a stocker for the midnight shift. After only three months, the consumer was terminated from her position. The consumer reported also that she found working at the store difficult because she was easily distracted and did not understand the directives she was given by her supervisor.

The consumer was referred to a Job Readiness Group where she received her Job Readiness certificate. She worked diligently with her counselor and Job Placement Counselor to locate employment. The counselor provided extensive guidance and counseling to encourage the consumer to stay motivated during her job search. Additionally, the counselor gave the consumer weekly homework to encourage her to make contact with employers in the community.

After several months, the consumer was contacted for an interview and offered a job as a stocker in a retail store. The consumer was very hesitant about the job due to her past vocational failures. After discussions with her family and further counseling and guidance, she accepted the job. The consumer told her counselor that she loved her job and was able to utilize the natural supports in her job to remain successful. She was earning \$275 per week and working 25 hours per week with no benefits.

### ***Satisfaction with Current Job and DRS***

The consumer reported strong satisfaction with her job in the FFY 2013 survey: *Good hourly wage, the schedule fits my lifestyle and I feel a sense of accomplishment at the end of the night.*

Additionally, the consumer reported strong overall satisfaction with DRS. When asked what she liked best about her VR experience, the consumer noted: *How seriously my counselor took my case and how helpful DRS was during my times of unemployment.*

The consumer also noted: *DRS had helped me every step of the way from tips for keeping my job to problems in the workplace.*

## **Section I: FFY 2013 Survey Results and Federal Fiscal Year Trends**

## ***Introduction***

The State Rehabilitation Council (SRC) works in partnership with the Department for Aging and Rehabilitative Services to measure consumer satisfaction with vocational rehabilitation (VR) services. In Virginia, the survey of consumer satisfaction is administered annually by the agency's Policy and Planning Division under SRC guidance.<sup>1</sup>

The survey provides a systematic method of hearing the point of view of consumers. It is one measure of program effectiveness and a quality of service indicator. In the survey, consumers are able to provide their level of satisfaction or dissatisfaction with received services, VR staff, and various aspects of the VR process. Consumers are welcomed to express openly and freely their opinion of VR services.

Data for the FFY 2013 (October 1, 2012 through September 30, 2013) survey were captured for consumers who received services and were employed or not employed at closure. This report contains the results of the FFY 2013 survey and satisfaction trends. Additionally, the report covers survey results for consumers served under special caseloads.

## ***Survey Administration Summary***

### ***Methodology***

The standard method of evaluating satisfaction with VR services involves a stratified sample according to closure status. Thus, more consumers without employment are selected than consumers with employment. Deliberate over sampling of consumers without employment is performed because these consumers are less likely to respond to the survey. Additionally, over sampling this group helps to reduce the potential favorable response bias from consumers with employment outcomes.<sup>2</sup>

A survey was mailed to each consumer in the sample along with a business reply envelope. Reminders and follow-up survey packets were used to encourage consumers to complete and return the survey. Over the course of FFY 2013, a survey was mailed to 1,812 consumers (45 percent with employment and 55 percent without employment).

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<sup>1</sup> Federal regulations governing State VR programs mandate that the State Rehabilitation Council (SRC) assess consumer satisfaction to the extent feasible (34 CFR, 361.17(h)(4)).

<sup>2</sup> The CSSSYSTEM – Consumer Satisfaction with DRS Backgrounder, *Management Decisions and Technical Considerations for the Survey of Consumer Satisfaction with VR*, October 1995 (Revised 2/96, 9/99).

### *Response Rate*

The overall response rate for FFY 2013 was 35 percent (n=473) and three percentage points above the rate for FFY 2012. Of the 473 respondents, 402 were consumer self-respondents (235 Status 26 and 167 Status 28 consumers).<sup>3</sup> The remaining 71 respondents included 50 proxies (completed the survey based on their knowledge of the consumer) and 21 respondents who did not disclose who completed the survey.

Survey results for consumer self-respondents are included in this report. Appendix A includes survey results by closure status and Appendix F includes results for proxies.

### *Demographic Composition*

The fundamental goal of survey research is to collect information about the people in the survey that is representative of the population that the survey sample was drawn from. The demographic composition of the FFY 2013 survey sample was similar to the overall demographics of the FFY 2013 VR population and it is believed that the sample is representative of the population from which it was drawn. Although there does not appear to be an overall survey non-response bias, there is a lower percentage of transition consumers and younger consumers (age 22 or less) responding to the survey.

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<sup>3</sup> Consumer self-respondents include cases where the consumer completed the survey on their own or with help.

Demographic (%) Comparison of FFY 2013 Population, Survey Sample and Survey Respondents<sup>4</sup>

		Population <sup>5</sup>		Survey Sample		Self-Respondents	
		<u>With</u>	<u>Without</u>	<u>With</u>	<u>Without</u>	<u>With</u>	<u>Without</u>
		<u>Employment</u>	<u>Employment</u>	<u>Employment</u>	<u>Employment</u>	<u>Employment</u>	<u>Employment</u>
		N=3141	N=2708	N=816	N=996	N=235	N=167
		%	%	%	%	%	%
<i>Gender</i>	Male	58	56	61	54	52	47
	Female	42	44	39	46	48	53
<i>Race</i>	African American	33	36	33	36	30	33
	Caucasian	61	58	61	57	66	63
	Other	6	6	6	6	3	4
<i>Age at closure</i>	22 or less	30	33	30	32	24	21
	23-34	30	27	27	27	22	20
	35-49	23	21	24	22	26	26
	50-64	16	17	17	18	25	30
	65+	1	1	1	1	3	2
<i>RSA Transition<sup>6</sup></i>	Not transition	56	52	58	55	66	69
	Transition	44	48	42	45	34	31
<i>Significance of Disability</i>	MSD	90	85	90	85	90	81
	SD - 2	7	10	7	11	7	14
	SD - 1	3	4	3	4	3	4
	NSD	0.1	0.4	0.4	1	0.4	0
<i>Impairment Category<sup>7</sup></i>	Blindness/other visual impairment	1	1	0	1	1	0
	Deafness/hearing impairment	7	4	8	3	12	2
	Communication impairment-expressive/receptive	1	1	1	1	1	1
	Orthopedic impairment	6	8	6	8	7	15

<sup>4</sup> Columns represent percentages and may not total 100% due to rounding. Percentages were rounded using the Microsoft Excel formula for percentages.

<sup>5</sup> FFY 2013 information is based on AWARE closure dates as of September 30, 2013.

<sup>6</sup> RSA transition cases were identified based on RSA definition for transition: age at application from 14 to 24 years.

<sup>7</sup> Impairment categories are based on the primary impairment as recorded in AWARE.

	Population <sup>5</sup>		Survey Sample		Self-Respondents	
	<u>With</u> <u>Employment</u>	<u>Without</u> <u>Employment</u>	<u>With</u> <u>Employment</u>	<u>Without</u> <u>Employment</u>	<u>With</u> <u>Employment</u>	<u>Without</u> <u>Employment</u>
	N=3141	N=2708	N=816	N=996	N=235	N=167
	%	%	%	%	%	%
Respiratory or physical debilitation or other physical	8	9	7	9	8	13
Cognitive or other mental impairments	49	50	46	51	40	47
Psychosocial Impairments	30	29	31	29	31	22
<i>FRS Region</i> Northern	38	36	35	37	35	35
Central	22	26	21	28	22	27
Eastern	18	21	19	20	18	25
Southwest	23	17	25	15	25	13

## *Summary of Results*

In FFY 2013, 3,141 consumers were served and employed for at least 90 days at the time of case closure. The FFY 2013 rehabilitation rate was 53.7 percent.<sup>8</sup>

From a random sample of 816 consumers who were employed at case closure, 235 completed this year's survey along with 167 consumers who received services but were not employed at case closure. FFY 2013 survey results and federal fiscal year trends (Figures 1a-e) are reported in this section. Results by closure status are provided at Appendix A. Highlights are provided below.

- ❖ Overall satisfaction (77 percent, n=308) was below the prior 81 percent average due possibly to a drop in satisfaction to 85 percent among consumers with employment outcomes.
- ❖ Over 80 percent of consumers agreed they were treated well by DRS staff (93 percent, n=367), would refer a friend (86 percent, n=342), and would return to DRS if needed (84 percent, n=330).
- ❖ Consumers believed they were not rushed (85 percent, n=334), received clear explanation of services (86 percent, n=339), and was taken seriously (86 percent, n=340).
- ❖ Seventy-eight percent (n=308) of consumers agreed their counselors' knew about helpful programs and 80 percent (n=316) believed their counselors met timetables discussed for the plan.
- ❖ Satisfaction with involvement in developing the plan (75 percent, n=295) and the time it takes (73 percent, n=288) remained below 80 percent.
  - Historically, this is the lowest rated measure in the survey due to low satisfaction among consumers without employment outcomes.
  - Perception for consumers without an employment outcome has improved since FFY 2011.

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<sup>8</sup> The FFY 2013 rehabilitation rate and closure information is based on AWARE closure dates as of September 30, 2013.

## Satisfaction Trends for VR Survey Measures (Refer to Appendix G for Questionnaire)

Figure 1a. Satisfaction with DRS, Involvement in Developing the VR Plan and the Time it Takes

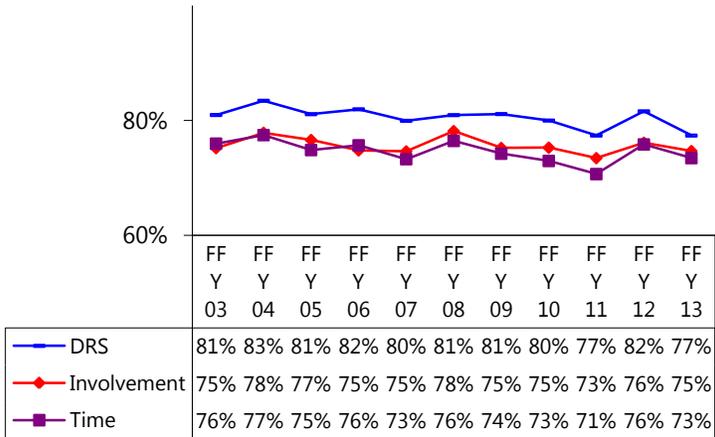


Figure 1b: Agreement with Statements Regarding VR Counselors

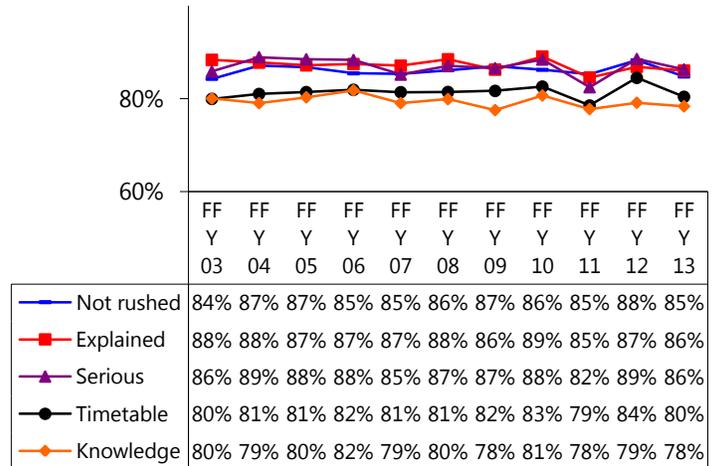


Figure 1c: Agreement with Statements Regarding the Information and Services

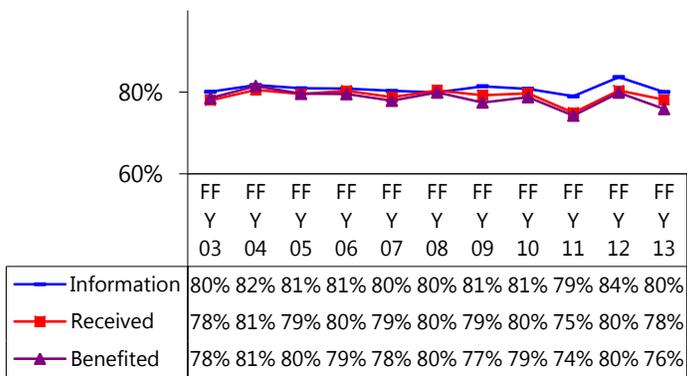
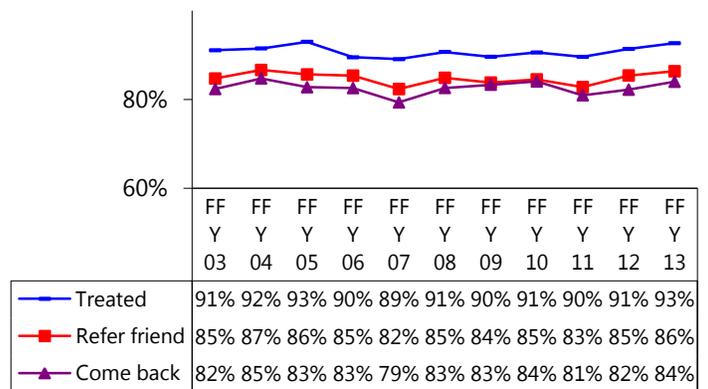


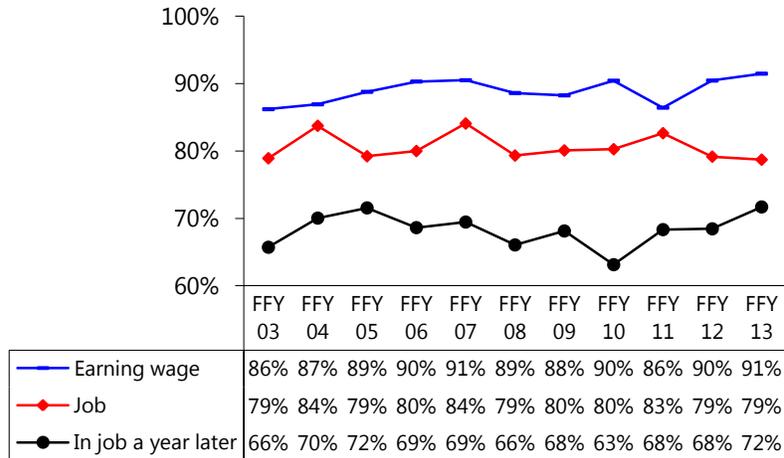
Figure 1d: Agreement with Statements Related to Quality of Service



### Job Satisfaction for Rehabilitated Consumers

Among consumers who were competitively employed and earning at or above minimum wage, 91 percent (n=204)<sup>9</sup> said they were earning wages or being paid for a job. Job satisfaction among these consumers was 79 percent (n=159). Seventy-two percent (n=114) of consumers indicated they expected to be in the job a year later.

Figure 1e: Self-reported Earning Wage at Time of Survey and Satisfaction with Current Job



### Problems Encountered

Seven percent (n=29) of consumers indicated they had encountered problems or inconveniences related to their disability; 87 percent (n=337) indicated they did not encounter any problems or inconveniences. Of the 29 consumers who indicated they encountered problems, five reported problems that were related to a disability.

Four of the reported problems were related to the consumers' perception of the counselors not understanding their mental illness related disability; one of the four consumers (cause of impairment was Autism) reported "No understanding of Asperger and the mental/physical complications that come with it."

The fifth problem related to a disability was reported by a consumer with a hearing impairment. This consumer reported "I am deaf. The worker visits my area only once a month."

<sup>9</sup> For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated.

## **Appendices**

## ***Appendix A: FFY 2013 Survey Results by Closure Status***

Ninety-one percent (n=204) of consumers who closed with competitive employment and were earning at or above minimum wage reported they were working or being paid for a job. Job satisfaction for these consumers was 79 percent (n=159). Satisfaction highlights for consumers who closed with employment and those who closed without employment are provided below.

### *Closed with Employment*

While satisfaction dropped to 85 percent (n=197) in FFY 2013, consumers who achieved employment outcomes continued to report high satisfaction for VR services. Eighty-four percent (n=193) of consumers indicated they were satisfied with their involvement in developing the VR plan; 80 percent were satisfied with the time it took to develop the plan (n=185).

Their willingness to tell a friend in a similar situation about DRS (92 percent, n=217) and their willingness to return to DRS themselves (92 percent, n=212) suggest these consumers received quality service DRS staff.

### *Closed without Employment*

Historically, consumers without employment outcomes report lower satisfaction relative to consumers with employment outcomes. After experiencing an all-time low in FFY 2011, satisfaction for consumers who received services and closed without an employment outcome rebounded in FFY 2012 and showed continuous improvement on key measures. Sixty-seven percent (n=111) were satisfied overall, 62 percent (n=102) were satisfied with their involvement in developing the VR plan and 64 percent (n=103) were satisfied with the time it took to develop the plan.

A high percentage of these consumers believe they were treated well by DRS staff (87 percent, n=140). Seventy-eight percent would tell a friend about DRS (n=125) and come back (73 percent, n=118) if they needed help again.

FFY 2013 survey results by closure status are provided in the table below. Trends by closure status are provided in Figures 2a-h.

## FFY 2013 Survey Results by Closure Status

		Employed (N=235)		Not Employed (N=167)		Employed/Not Employed (N=402)	
		N	%	N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	197	85	111	67	308	77
	Neither	16	7	13	8	29	7
	Dissatisfied	17	7	36	22	53	13
	Don't Know	2	1	6	4	8	2
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	193	84	102	62	295	75
	Neither	16	7	17	10	33	8
	Dissatisfied	17	7	34	21	51	13
	Don't Know	5	2	11	7	16	4
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	185	80	103	64	288	73
	Neither	22	10	11	7	33	8
	Dissatisfied	13	6	40	25	53	14
	Don't Know	10	4	8	5	18	5
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	6	3	6	4	12	3
	Rather not say	8	4	3	2	11	3
	No	203	89	134	83	337	87
	Yes	10	4	19	12	29	7
<i>All of the people at DRS treated me well.</i>	Agree	227	97	140	87	367	93
	Neither	2	1	4	2	6	2
	Disagree	4	2	16	10	20	5
	Don't Know	2	1	1	1	3	1
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.</i>	Agree	217	92	125	78	342	86
	Neither	6	3	6	4	12	3
	Disagree	9	4	29	18	38	10
	Don't Know	3	1	1	1	4	1
<i>I always got the information I needed from DRS</i>	Agree	198	85	118	73	316	80
	Neither	15	6	8	5	23	6
	Disagree	20	9	31	19	51	13
	Don't Know	1	0	4	2	5	1
<i>My counselor took my case seriously.</i>	Agree	213	91	127	80	340	86
	Neither	8	3	8	5	16	4
	Disagree	10	4	17	11	27	7
	Don't Know	4	2	7	4	11	3
<i>My counselor clearly explained services available to me.</i>	Agree	215	92	124	78	339	86
	Neither	7	3	5	3	12	3
	Disagree	10	4	26	16	36	9
	Don't Know	2	1	5	3	7	2

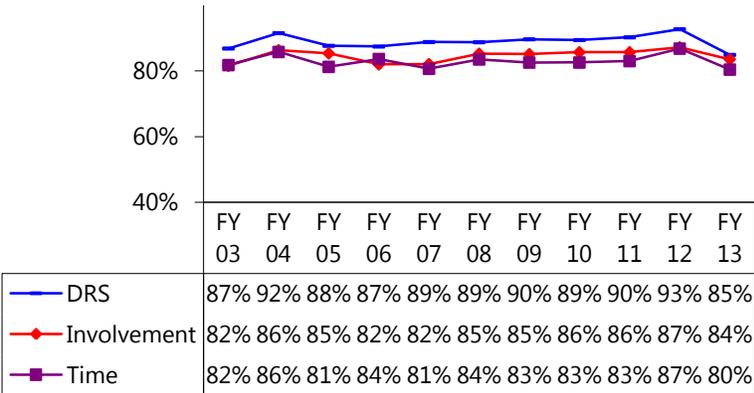
		Employed (N=235)		Not Employed (N=167)		Employed/Not Employed (N=402)	
		N	%	N	%	N	%
<i>My counselor knew about programs in my community that could help me.</i>	Agree	201	86	107	67	308	78
	Neither	10	4	10	6	20	5
	Disagree	13	6	35	22	48	12
	Don't Know	9	4	8	5	17	4
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	213	91	121	76	334	85
	Neither	9	4	9	6	18	5
	Disagree	9	4	22	14	31	8
	Don't Know	4	2	7	4	11	3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	201	86	115	73	316	80
	Neither	12	5	7	4	19	5
	Disagree	12	5	27	17	39	10
	Don't Know	10	4	9	6	19	5
<i>I received services that I needed.</i>	Agree	206	88	101	64	307	78
	Neither	7	3	10	6	17	4
	Disagree	20	9	39	25	59	15
	Don't Know	2	1	8	5	10	3
<i>I benefited from services that I received.</i>	Agree	205	87	93	59	298	76
	Neither	8	3	12	8	20	5
	Disagree	20	9	48	30	68	17
	Don't Know	2	1	5	3	7	2
<i>If you were to seek help again, would you come back to DRS?</i>	Yes, definitely	164	71	75	46	239	61
	Yes, I think so	48	21	43	27	91	23
	No, I do not think so	7	3	15	9	22	6
	No, definitely not	4	2	16	10	20	5
	Don't Know	8	3	13	8	21	5
<i>Are you currently earning wages or being paid for a job?<sup>10</sup></i>	Yes	204	91				
	No	19	9				
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	159	79				
	Neither	16	8				
	Dissatisfied	25	12				
	Don't know	2	1				

<sup>10</sup> Job satisfaction includes only consumers who were competitively employed earning at or above minimum wage and self reported in the survey that they were earning wages or being paid for a job.

		Employed (N=235)		Not Employed (N=167)		Employed/Not Employed (N=402)	
		N	%	N	%	N	%
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	114	72				
	No	8	5				
	Don't know	37	23				

### Employed by Federal Year

Figure 2a: Satisfaction with DRS, Involvement in Developing the VR Plan, and the Time It Takes



### Not Employed by Federal Fiscal Year

Figure 2b: Satisfaction with DRS, Involvement in Developing the VR Plan, and the Time It Takes

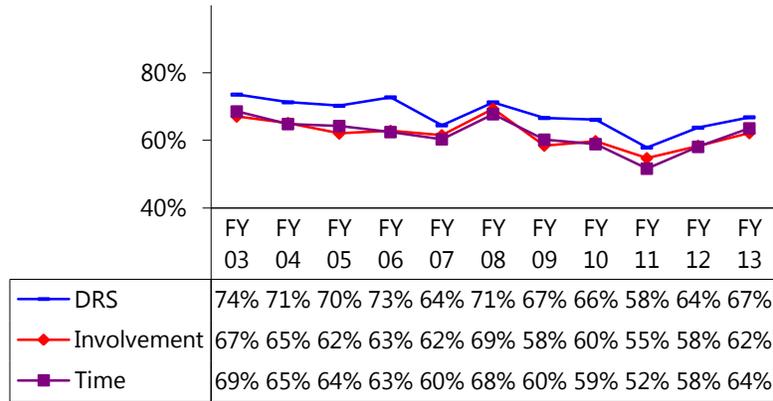


Figure 2c: Agreement with Statements Regarding VR Counselors

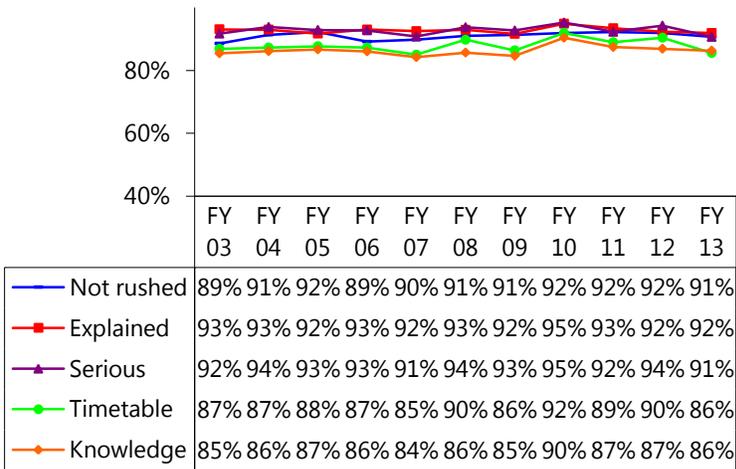
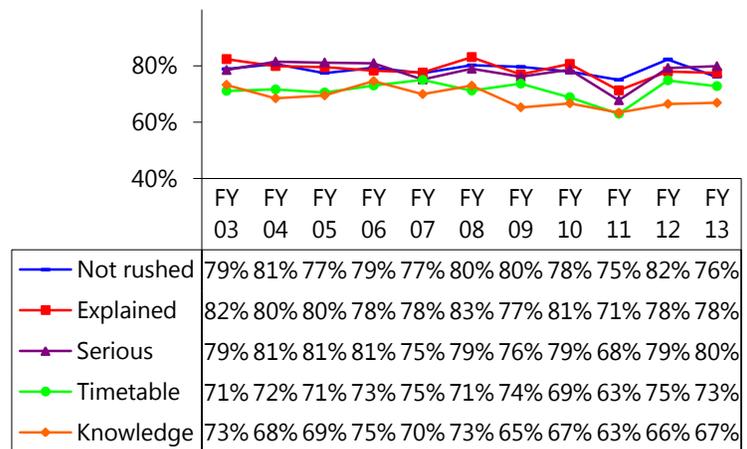
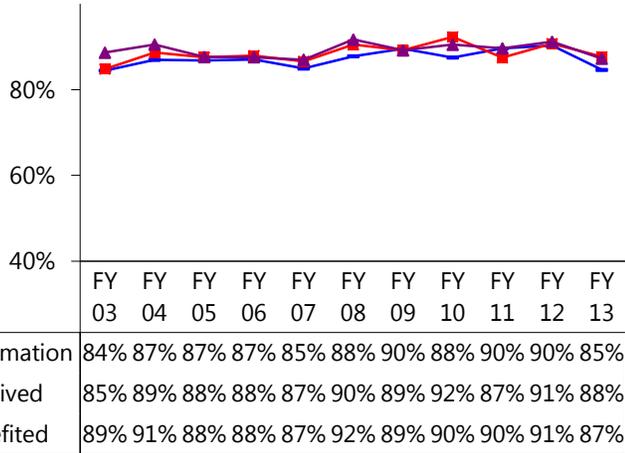


Figure 2d: Agreement with Statements Regarding VR Counselors



### Employed by Federal Year

Figure 2e: Agreement with Statements Related to Information and Services



### Not Employed by Federal Fiscal Year

Figure 2f: Agreement with Statements Related to Information and Services

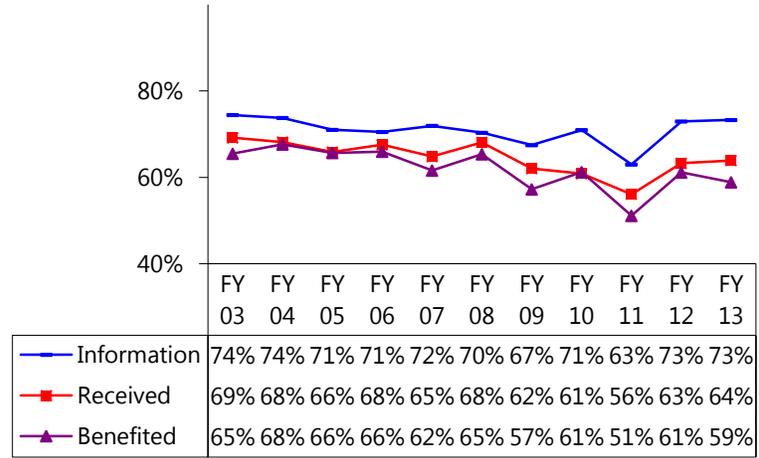


Figure 2g: Agreement with Statements Related to Quality of Service

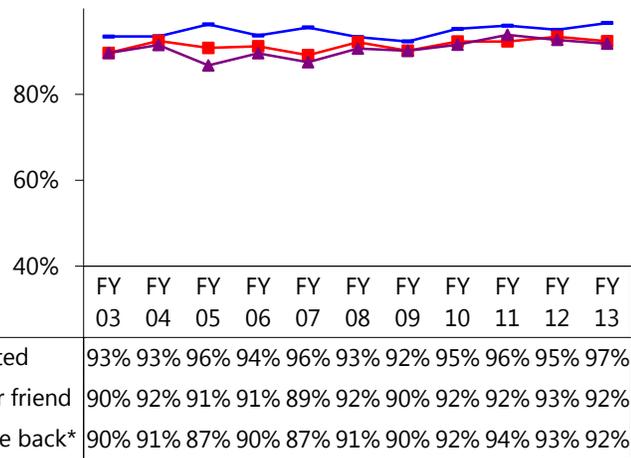
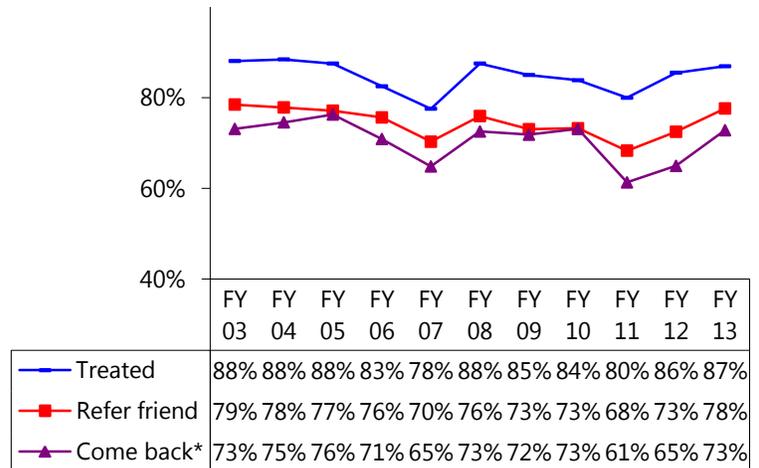


Figure 2h: Agreement with Statements Related to Quality of Service



\*Those who indicated yes definitely or yes, I think so

## ***Appendix B: Consumers in Transition from School to Work<sup>11</sup>***

DRS continues to work with individuals and families to provide support in transitioning from school to work. In FFY 2013, 33 percent (n=132) of consumer respondents were transition age at application. Satisfaction highlights are provided below.

- ❖ Overall satisfaction for transition consumers was 79 percent (n=104).
- ❖ Ninety-seven percent (n=75) of transition consumers who were competitively employed and earning at or above minimum wage reported they were working at the time of the survey.<sup>12</sup> Job satisfaction for FFY 2013 was 88 percent (n=66).
- ❖ Seventy-five percent (n=97) of transition consumers were satisfied with their involvement in the process and 70 percent (n=89) were satisfied with the time it took to develop their VR plan.
- ❖ Over 80 percent of transition consumers agreed their counselor took their case seriously (86 percent, n=113), explained clearly the services available to them (85 percent, n=112), and did not rush them (85 percent, n=110).
- ❖ Eighty percent (n=104) agreed their counselor knew about programs that could help them and 82 percent (n=107) agreed their counselor met timetables for their VR program.

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<sup>11</sup> For this survey year, transition is based on RSA definition of age 14 to 24 years old at application.

<sup>12</sup> For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated.

## Satisfaction for Consumers in Transition from School to Work<sup>13</sup>

		Not Transition (n=270)		Transition (n=132) <sup>14</sup>	
		N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	204	76	104	79
	Neither	17	6	12	9
	Dissatisfied	41	15	12	9
	Don't know	5	2	3	2
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	198	75	97	75
	Neither	23	9	10	8
	Dissatisfied	36	14	15	12
	Don't know	8	3	8	6
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	199	75	89	70
	Neither	19	7	14	11
	Dissatisfied	39	15	14	11
	Don't know	7	3	11	9
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	4	2	8	6
	Rather not say	5	2	6	5
	No	232	89	105	81
	Yes	19	7	10	8
<i>All of the people at DRS treated me well.</i>	Agree	247	94	120	91
	Neither	2	1	4	3
	Disagree	14	5	6	5
	Don't know	1	0.4	2	2
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.</i>	Agree	228	86	114	87
	Neither	7	3	5	4
	Disagree	27	10	11	8
	Don't know	3	1	1	1
<i>I always got the information I needed from DRS.</i>	Agree	213	81	103	79
	Neither	12	5	11	8
	Disagree	36	14	15	11
	Don't know	3	1	2	2

<sup>13</sup> Percentage rounding in discussion text is based on Microsoft Excel formula for rounding percentage.

<sup>14</sup> For this survey year, transition is based on RSA definition of age 14 to 24 years old at application.

		Not Transition (n=270)		Transition (n=132) <sup>14</sup>	
		N	%	N	%
<i>My counselor took my case seriously.</i>	Agree	227	86	113	86
	Neither	11	4	5	4
	Disagree	16	6	11	8
	Don't know	9	3	2	2
<i>My counselor clearly explained services available to me.</i>	Agree	227	86	112	85
	Neither	6	2	6	5
	Disagree	25	10	11	8
	Don't know	5	2	2	2
<i>My counselor knew about programs in my community that could help me</i>	Agree	204	78	104	80
	Neither	15	6	5	4
	Disagree	34	13	14	11
	Don't know	10	4	7	5
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	224	85	110	85
	Neither	10	4	8	6
	Disagree	23	9	8	6
	Don't know	7	3	4	3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	209	79	107	82
	Neither	14	5	5	4
	Disagree	26	10	13	10
	Don't know	14	5	5	4
<i>I received services that I needed.</i>	Agree	205	78	102	78
	Neither	11	4	6	5
	Disagree	38	15	21	16
	Don't know	8	3	2	2
<i>I benefited from services that I received.</i>	Agree	197	75	101	78
	Neither	12	5	8	6
	Disagree	49	19	19	15
	Don't know	5	2	2	2
<i>If you were to seek help again, would you come back to DRS?</i>	Yes, definitely	165	62	74	58
	Yes, I think so	58	22	33	26
	No, I do not think so	14	5	8	6

		Not Transition (n=270)		Transition (n=132) <sup>14</sup>	
		N	%	N	%
	No, definitely not	14	5	6	5
	Don't know	14	5	7	5
<i>Are you currently earning wages or being paid for a job?<sup>15</sup></i>	Yes	129	88	75	97
	No	17	12	2	3
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	93	73	66	88
	Neither	14	11	2	3
	Dissatisfied	18	14	7	9
	Don't know	2	2	0	0
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	74	80	40	61
	No	2	2	6	9
	Don't know	17	18	20	30

<sup>15</sup> Job satisfaction includes only consumers who were competitively employed, earning at or above minimum wage, and self reported in the survey that they were earning wages or being paid for a job.

### ***Appendix C: Consumers with Hearing Impairments<sup>16</sup>***

In FFY 2013, nine percent (n=37) of consumer respondents had hearing impairments. Consumers with hearing impairments reported high overall satisfaction for the VR program in FFY 2013. Satisfaction highlights are provided below.

- ❖ Eighty-nine percent (n=24) of consumers with hearing impairments who were competitively employed and earning at or above minimum wage reported they were working at the time of the survey.<sup>17</sup> Job satisfaction for FFY 2013 was 65 percent (n=15); twenty-two percent (n=5) were dissatisfied.
- ❖ FFY 2013 overall satisfaction was 84 percent (n=31). Additionally, 84 percent (n=31) were satisfied with their involvement in the process and 78 percent (n=29) were satisfied with the time it took to develop their VR plan.
- ❖ Over 80 percent agreed their counselor took their case seriously (84 percent, n=31), explained clearly the services available to them (89 percent, n=32), and knew about programs in the community that could help them (84 percent, n=31).
- ❖ Eighty-six percent (n=32) believed they were not rushed and 81 percent (n=29) agreed their counselor met timetables discussed for the VR program.

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<sup>16</sup> For this survey year, hearing impaired is based on all impairments in AWARE including those beyond primary and secondary impairments.

<sup>17</sup> For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated.

## Satisfaction Ratings for Consumers with Hearing Impairments

		Consumers with Other Impairments (N=365)		Hearing Impaired (N=37)	
		N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	277	77	31	84
	Neither	27	7	2	5
	Dissatisfied	49	14	4	11
	Don't know	8	2	0	0
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	264	74	31	84
	Neither	31	9	2	5
	Dissatisfied	47	13	4	11
	Don't know	16	4	0	0
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	259	73	29	78
	Neither	30	8	3	8
	Dissatisfied	50	14	3	8
	Don't know	16	5	2	5
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	12	3	0	0
	Rather not say	8	2	3	8
	No	305	86	32	89
	Yes	28	8	1	3
<i>All of the people at DRS treated me well.</i>	Agree	332	92	35	95
	Neither	5	1	1	3
	Disagree	19	5	1	3
	Don't know	3	1	0	0
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.</i>	Agree	311	87	31	84
	Neither	9	3	3	8
	Disagree	36	10	2	5
	Don't know	3	1	1	3
<i>I always got the information I needed from DRS.</i>	Agree	285	80	31	84
	Neither	20	6	3	8
	Disagree	48	13	3	8
	Don't know	5	1	0	0

		Consumers with Other Impairments (N=365)		Hearing Impaired (N=37)	
		N	%	N	%
<i>My counselor took my case seriously.</i>	Agree	309	87	31	84
	Neither	12	3	4	11
	Disagree	25	7	2	5
	Don't know	11	3	0	0
<i>My counselor clearly explained services available to me.</i>	Agree	307	86	32	89
	Neither	11	3	1	3
	Disagree	34	9	2	6
	Don't know	6	2	1	3
<i>My counselor knew about programs in my community that could help me.</i>	Agree	277	78	31	84
	Neither	17	5	3	8
	Disagree	45	13	3	8
	Don't know	17	5	0	0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	302	85	32	86
	Neither	18	5	0	0
	Disagree	28	8	3	8
	Don't know	9	3	2	5
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	287	80	29	81
	Neither	17	5	2	6
	Disagree	34	10	5	14
	Don't know	19	5	0	0
<i>I received services that I needed.</i>	Agree	279	78	28	76
	Neither	14	4	3	8
	Disagree	54	15	5	14
	Don't know	9	3	1	3
<i>I benefited from services that I received.</i>	Agree	270	76	28	76
	Neither	17	5	3	8
	Disagree	62	17	6	16
	Don't know	7	2	0	0
<u><i>If you were to seek help again, would</i></u>	Yes, definitely	215	60	24	69

		Consumers with Other Impairments (N=365)		Hearing Impaired (N=37)	
		N	%	N	%
<i>you come back to DRS?</i>	Yes, I think so	84	23	7	20
	No, I do not think so	21	6	1	3
	No, definitely not	18	5	2	6
	Don't know	20	6	1	3
<i>Are you currently earning wages or being paid for a job?<sup>18</sup></i>	Yes	180	92	24	89
	No	16	8	3	11
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	144	80	15	65
	Neither	14	8	2	9
	Dissatisfied	20	11	5	22
	Don't know	1	1	1	4
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	102	71	12	80
	No	7	5	1	7
	Don't know	35	24	2	13

<sup>18</sup> Job satisfaction includes only consumers who were competitively employed, earning at or above minimum wage, and self reported in the survey that they were earning wages or being paid for a job.

## ***Appendix D: Substance Abuse Caseload<sup>19</sup>***

In FFY 2013, nine percent (n=38) of consumer respondents with substance abuse were served under a Substance Abuse Caseload. These consumers reported high overall satisfaction for the VR program in FFY 2013. Satisfaction highlights are provided below.

- ❖ Eighty-eight percent (n=21) of consumers with substance abuse who were competitively employed and earning at or above minimum wage reported they were working at the time of the survey.<sup>20</sup> Job satisfaction for FFY 2013 was 86 percent (n=18).
- ❖ FFY 2013 overall satisfaction was 84 percent (n=31). Additionally, 81 percent (n=29) were satisfied with their involvement in the process and 81 percent (n=30) were satisfied with the time it took to develop their VR plan.
- ❖ Over 85 percent believe they were taken seriously (94 percent, n=34), received clear explanation of services (97 percent, n=35), and were not rushed (89 percent, n=32).
- ❖ Eighty-six percent (n=31) agreed that their counselor knew about programs in the community that could help them and 92 percent (n=33) agreed their counselors met timetables discussed for the VR program.

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<sup>19</sup> Substance Abuse represents consumers who were SA clients and served under SA caseloads.

<sup>20</sup> For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated.

## Satisfaction Ratings for Substance Abuse Caseload

		Other Caseloads (N=364)		Substance Abuse Caseloads (N=38)	
		N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	277	77	31	84
	Neither	26	7	3	8
	Dissatisfied	51	14	2	5
	Don't know	7	2	1	3
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	266	74	29	81
	Neither	30	8	3	8
	Dissatisfied	49	14	2	6
	Don't know	14	4	2	6
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	258	73	30	81
	Neither	31	9	2	5
	Dissatisfied	50	14	3	8
	Don't know	16	5	2	5
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	11	3	1	3
	Rather not say	11	3	0	0
	No	302	86	35	95
	Yes	28	8	1	3
<i>All of the people at DRS treated me well.</i>	Agree	332	92	35	97
	Neither	6	2	0	0
	Disagree	19	5	1	3
	Don't know	3	1	0	0
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.</i>	Agree	307	85	35	97
	Neither	12	3	0	0
	Disagree	37	10	1	3
	Don't know	4	1	0	0
<i>I always got the information I needed from DRS.</i>	Agree	285	79	31	86
	Neither	23	6	0	0
	Disagree	46	13	5	14
	Don't know	5	1	0	0

		Other Caseloads (N=364)		Substance Abuse Caseloads (N=38)	
		N	%	N	%
<i>My counselor took my case seriously.</i>	Agree	306	85	34	94
	Neither	16	4	0	0
	Disagree	26	7	1	3
	Don't know	10	3	1	3
<i>My counselor clearly explained services available to me.</i>	Agree	304	85	35	97
	Neither	12	3	0	0
	Disagree	36	10	0	0
	Don't know	6	2	1	3
<i>My counselor knew about programs in my community that could help me.</i>	Agree	277	78	31	86
	Neither	20	6	0	0
	Disagree	44	12	4	11
	Don't know	16	4	1	3
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	302	84	32	89
	Neither	17	5	1	3
	Disagree	29	8	2	6
	Don't know	10	3	1	3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	283	79	33	92
	Neither	18	5	1	3
	Disagree	38	11	1	3
	Don't know	18	5	1	3
<i>I received services that I needed.</i>	Agree	278	78	29	81
	Neither	15	4	2	6
	Disagree	55	15	4	11
	Don't know	9	3	1	3
<i>I benefited from services that I received.</i>	Agree	270	76	28	78
	Neither	18	5	2	6
	Disagree	63	18	5	14
	Don't know	6	2	1	3
<i>If you were to seek help again, would</i>	Yes, definitely	215	61	24	63

		Other Caseloads (N=364)		Substance Abuse Caseloads (N=38)	
		N	%	N	%
		<i>you come back to DRS?</i>	Yes, I think so	80	23
	No, I do not think so	21	6	1	3
	No, definitely not	19	5	1	3
	Don't know	20	6	1	3
<i>Are you currently earning wages or being paid for a job?<sup>21</sup></i>	Yes	183	92	21	88
	No	16	8	3	13
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	141	78	18	86
	Neither	16	9	0	0
	Dissatisfied	22	12	3	14
	Don't know	2	1	0	0
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	99	70	15	83
	No	6	4	2	11
	Don't know	36	26	1	6

<sup>21</sup> Job satisfaction includes only consumers who were competitively employed, earning at or above minimum wage, and self reported in the survey that they were earning wages or being paid for a job.

## ***Appendix E: Diagnosed with Serious Mental Illness<sup>22</sup>***

In FFY 2013, five percent (n=21) of consumer respondents diagnosed with serious mental illness were served under a special caseload for serious mental illness. These consumers reported high overall satisfaction for the VR program in FFY 2013. Satisfaction highlights are provided below.

- ❖ Ninety-four percent (n=15) of consumers diagnosed with serious mental illness who were competitively employed and earning at or above minimum wage reported they were working at the time of the survey.<sup>23</sup> Job satisfaction for FFY 2013 was 67 percent (n=10).
- ❖ FFY 2013 overall satisfaction was 81 percent (n=17). Additionally, 76 percent (n=16) were satisfied with their involvement in the process and 81 percent (n=17) were satisfied with the time it took to develop their VR plan.
- ❖ Over 85 percent believe they were taken seriously (95 percent, n=20), received clear explanation of services (95 percent, n=20), and were not rushed (86 percent, n=18).
- ❖ Ninety percent (n=19) agreed that their counselor knew about programs in the community that could help them and met timetables discussed for the VR program.

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<sup>22</sup> Serious Mental Illness represents consumers with mental impairments.

<sup>23</sup> For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated.

## Satisfaction Ratings for Serious Mental Illness Caseload

		Other Caseloads (N=381)		Serious Mental Illness Caseloads (N=21)	
		N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	291	77	17	81
	Neither	27	7	2	10
	Dissatisfied	51	14	2	10
	Don't know	8	2	0	0
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	279	75	16	76
	Neither	30	8	3	14
	Dissatisfied	49	13	2	10
	Don't know	16	4	0	0
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	271	73	17	81
	Neither	31	8	2	10
	Dissatisfied	52	14	1	5
	Don't know	17	5	1	5
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	12	3	0	0
	Rather not say	10	3	1	5
	No	318	86	19	95
	Yes	29	8	0	0
<i>All of the people at DRS treated me well.</i>	Agree	346	92	21	100
	Neither	6	2	0	0
	Disagree	20	5	0	0
	Don't know	3	1	0	0
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.</i>	Agree	323	86	19	90
	Neither	11	3	1	5
	Disagree	37	10	1	5
	Don't know	4	1	0	0
<i>I always got the information I needed from DRS.</i>	Agree	298	80	18	86
	Neither	23	6	0	0
	Disagree	48	13	3	14
	Don't know	5	1	0	0

		Other Caseloads (N=381)		Serious Mental Illness Caseloads (N=21)	
		N	%	N	%
<i>My counselor took my case seriously.</i>	Agree	320	86	20	95
	Neither	15	4	1	5
	Disagree	27	7	0	0
	Don't know	11	3	0	0
<i>My counselor clearly explained services available to me.</i>	Agree	319	86	20	95
	Neither	12	3	0	0
	Disagree	35	9	1	5
	Don't know	7	2	0	0
<i>My counselor knew about programs in my community that could help me.</i>	Agree	289	78	19	90
	Neither	20	5	0	0
	Disagree	46	12	2	10
	Don't know	17	5	0	0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	316	85	18	86
	Neither	17	5	1	5
	Disagree	29	8	2	10
	Don't know	11	3	0	0
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	297	80	19	90
	Neither	19	5	0	0
	Disagree	37	10	2	10
	Don't know	19	5	0	0
<i>I received services that I needed.</i>	Agree	290	78	17	81
	Neither	16	4	1	5
	Disagree	56	15	3	14
	Don't know	10	3	0	0
<i>I benefited from services that I received.</i>	Agree	280	75	18	86
	Neither	20	5	0	0
	Disagree	65	17	3	14
	Don't know	7	2	0	0
<i>If you were to seek help again, would</i>	Yes, definitely	226	61	13	62

		Other Caseloads (N=381)		Serious Mental Illness Caseloads (N=21)	
		N	%	N	%
<i>you come back to DRS?</i>	Yes, I think so	84	23	7	33
	No, I do not think so	21	6	1	5
	No, definitely not	20	5	0	0
	Don't know	21	6	0	0
<i>Are you currently earning wages or being paid for a job?<sup>24</sup></i>	Yes	189	91	15	94
	No	18	9	1	6
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	149	80	10	67
	Neither	13	7	3	20
	Dissatisfied	24	13	1	7
	Don't know	1	1	1	7
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	107	72	7	70
	No	7	5	1	10
	Don't know	35	23	2	20

<sup>24</sup> Job satisfaction includes only consumers who were competitively employed, earning at or above minimum wage, and self reported in the survey that they were earning wages or being paid for a job.

## **Appendix F: Comparison of Satisfaction Ratings by Self and Proxy Respondents**

For the FFY 2013 survey period, there were 402 self-respondents (completed the survey on their own or with help), 50 consumers who were represented by a proxy and 21 respondents who did not provide information on who completed the survey. It is not known whether the latter respondents were self-respondents or proxies. Satisfaction ratings for all survey respondents are provided below.

Overall satisfaction with DRS was 62 percent (n=31) for proxies. Consumer self-respondents reported 77 percent (n=308) overall satisfaction with DRS.

		Consumer Self-Respondent					
		(N=402)		Proxy (N=50)		Unknown (n=21)	
		N	%	N	%	N	%
<i>Overall satisfaction with DRS</i>	Satisfied	308	77	31	62	13	62
	Neither	29	7	7	14	1	5
	Dissatisfied	53	13	12	24	6	29
	Don't know	8	2	0	0	1	5
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	295	75	28	56	13	62
	Neither	33	8	7	14	2	10
	Dissatisfied	51	13	12	24	5	24
	Don't know	16	4	3	6	1	5
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	288	73	27	55	11	55
	Neither	33	8	8	16	1	5
	Dissatisfied	53	14	11	22	8	40
	Don't know	18	5	3	6	0	0
<i>Did you encounter any problems or inconveniences with DRS?</i>	Don't know	12	3	1	2	3	15
	Rather not say	11	3	2	4	3	15
	No	337	87	40	83	11	55
	Yes	29	7	5	10	3	15
<i>All of the people at DRS treated me well.</i>	Agree	367	93	42	84	16	76
	Neither	6	2	2	4	1	5
	Disagree	20	5	5	10	4	19
	Don't know	3	1	1	2	0	0
<i>If a friend of mine were in a similar situation to</i>	Agree	342	86	33	66	14	67
	Neither	12	3	4	8	1	5

		Consumer Self-Respondent					
		(N=402)		Proxy (N=50)		Unknown (n=21)	
		N	%	N	%	N	%
<i>mine, I would tell them to go to DRS.</i>	Disagree	38	10	10	20	5	24
	Don't know	4	1	3	6	1	5
<i>I always got the information I needed from DRS.</i>	Agree	316	80	29	58	13	62
	Neither	23	6	5	10	3	14
	Disagree	51	13	13	26	4	19
	Don't know	5	1	3	6	1	5
<i>My counselor took my case seriously.</i>	Agree	340	86	41	84	15	71
	Neither	16	4	1	2	1	5
	Disagree	27	7	5	10	5	24
	Don't know	11	3	2	4	0	0
<i>My counselor clearly explained services available to me.</i>	Agree	339	86	40	82	17	81
	Neither	12	3	3	6	1	5
	Disagree	36	9	4	8	3	14
	Don't know	7	2	2	4	0	0
<i>My counselor knew about programs in my community that could help me.</i>	Agree	308	78	32	65	16	76
	Neither	20	5	5	10	1	5
	Disagree	48	12	10	20	4	19
	Don't know	17	4	2	4	0	0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	334	85	36	73	14	67
	Neither	18	5	6	12	2	10
	Disagree	31	8	5	10	5	24
	Don't know	11	3	2	4	0	0
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	316	80	32	67	14	67
	Neither	19	5	5	10	2	10
	Disagree	39	10	9	19	4	19
	Don't know	19	5	2	4	1	5
<i>I received services that I needed.</i>	Agree	307	78	29	59	13	62
	Neither	17	4	2	4	2	10
	Disagree	59	15	15	31	5	24
	Don't know	10	3	3	6	1	5
<i>I benefited from services</i>	Agree	298	76	29	59	14	67
	Neither	20	5	3	6	2	10

		Consumer Self-Respondent					
		(N=402)		Proxy (N=50)		Unknown (n=21)	
		N	%	N	%	N	%
<i>that I received.</i>	Disagree	68	17	14	29	4	19
	Don't know	7	2	3	6	1	5
	Yes, definitely	239	61	19	40	9	47
<i>If you were to seek help again, would you come back to DRS?</i>	Yes, I think so	91	23	12	25	2	11
	No, I do not think so	22	6	8	17	4	21
	No, definitely not	20	5	5	10	4	21
	Don't know	21	5	4	8	0	0

**Appendix G: FFY 2013 Survey Questionnaire**

**1. Please circle the number that shows your overall satisfaction with the Division of Rehabilitative Services (DRS).**

5                      4                      3                      2                      1                      0  
Very Satisfied      Satisfied              Neither              Dissatisfied              Very Dissatisfied      Don't Know

**2. Please circle the number that shows the degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan.**

5                      4                      3                      2                      1                      0  
Very Satisfied      Satisfied              Neither              Dissatisfied              Very Dissatisfied      Don't Know

**Please tell us your reasons for saying this \_\_\_\_\_**

\_\_\_\_\_

**3. Please circle the number that shows your general satisfaction with the time it took to develop your Vocational Rehabilitation Plan.**

5                      4                      3                      2                      1                      0  
Very Satisfied      Satisfied              Neither              Dissatisfied              Very Dissatisfied      Don't Know

**4. Did you encounter any problems or inconveniences with DRS, which were related to a disability? Please circle your response.** For example, were you unable to get into a DRS office because there were no ramps? Or as another example, did you have trouble obtaining services because the staff was not able to deal with a speech, hearing, or vision disability you may have?

1                      2                      3                      4  
Yes                      No                      Rather not say              Don't know

**What problems did you encounter? \_\_\_\_\_**

\_\_\_\_\_

\_\_\_\_\_

**Please turn over and continue on page 2.**

**5. For these statements, please circle the number that shows how much you agree or disagree with the statement.**

	Completely Agree	Somewhat Agree	Neither	Somewhat Disagree	Completely Disagree	Don't Know
All the people at the Division of Rehabilitative Services treated me well.	5	4	3	2	1	0
If a friend of mine were in a similar situation to mine, I would tell them to go to Division of Rehabilitative Services.	5	4	3	2	1	0
I always got the information I needed from Division of Rehabilitative Services.	5	4	3	2	1	0

**Our records show that your last DRS counselor was: «counselor»**

My counselor took my case seriously.	5	4	3	2	1	0
My counselor clearly explained services available to me.	5	4	3	2	1	0
My counselor knew about programs in my community that could help me.	5	4	3	2	1	0
I never felt rushed by my counselor when we met or spoke about my case.	5	4	3	2	1	0
My counselor always met the timetables we discussed for my vocational rehabilitation program.	5	4	3	2	1	0
I received services that I needed.	5	4	3	2	1	0
I benefited from services that I received.	5	4	3	2	1	0

**Please continue on page 3.**

6. In your experience with the vocational rehabilitation program, what were you most satisfied with?

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7. In your experience with the vocational rehabilitation program, what were you least satisfied with?

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8. If you were to seek help again, would you come back to the Division of Rehabilitative Services?

4                      3                      2                      1                      0  
Yes, definitely    Yes, I think so    No, I don't think so    No, definitely not    I don't know

**Why or Why not?**

---

9. Are you currently working for pay? Please circle your response.

(Circle "yes" if you are receiving pay for full-time, part-time or temporary work, or if you are self-employed.)

1                      2  
Yes                      No

**You are almost done.** If you answered **yes** to **question number 9**, please answer all the questions on the next page. If you answered **no** to question number 9, please skip to question number 12 on the next page.

**Please turn over and continue on page 4.**

**10. If you are currently working for pay, please circle the number that best describes your overall satisfaction with your current job.**

5                      4                      3                      2                      1                      0  
Very Satisfied      Satisfied              Neither              Dissatisfied              Very  
Dissatisfied              Don't  
Know

**Please tell us your reasons for saying this** \_\_\_\_\_  
\_\_\_\_\_

**11. Do you expect to be in this same job a year from now?**

1                      2                      3  
Yes                      No                      Don't know

**12. Please circle the number that best tells us who completed this survey.**

1                      2                      3  
I am the person who received services from DRS and I completed this survey on my own      I am the person who received services from DRS and someone helped me complete this survey      I am not the person who received services from DRS. I completed the survey based on my knowledge of the person who received services from DRS (Go to question 12a.)

**12a. If you circled number 3, please tell us what your relationship is to the person who received vocational rehabilitation services.**

- 1      Parent
- 2      Spouse
- 3      Guardian
- 4      Other (such as teacher, friend, child, etc.)

\_\_\_\_\_

**Thank you for taking the time to complete this survey. Please make sure that you have completed all four pages of the survey.**