# FFY 2022 highlights for DARS VR Consumer satisfaction

**The DARS Consumer Service Satisfaction Survey from FFY2000 through FFY2013 collected data on closed cases. Beginning in FFY 2014, the consumer satisfaction survey captured feedback from clients during service delivery [post Individualized Plan for Employment (IPE) but prior to Employment]. The purpose in the change of the methodology was to assess satisfaction in real time. In addition, this methodology allows for identification of issues early in the VR process so that any needed adjustments in the clients’ experience at DARS may be implemented.**

**The response rate for the FFY2022 survey was higher than in FFY2021. A total of 876 surveys were completed out of 2,933 surveys mailed or emailed. The response rate was 30% in FFY22 compared to a response rate of 21% in FFY21.**

**The graphs below include rates of agreement (“yes”) to the corresponding queries from FFY2019 through FFY2022. There were no statistically significant decreases in percentage of agreement from FFY2021 to FFY 2022.**

## counselor relationship (Percent Yes)

2

3

1

| **Have you and your counselor agreed on your plans for reaching your job goal?** | **Is your counselor doing what he/she said they would do to help you reach your job goal?** | **Is your DARS office helpful in connecting you with people and services you need to reach your job goal?** |
| --- | --- | --- |
| **The trend chart shows percentages from left to right (FFY 2014 to FFY 2019). Trends were fairly consistent from 76 percent in FFY 2014 to 76 percent in FFY 2019.** | **The trend chart shows percentages from left to right (FFY 2014 to FFY 2019). Trends were fairly consistent from 76 percent in FFY 2014 to 76 percent in FFY 2019.** | **The trend chart shows percentages from left to right (FFY 2014 to FFY 2019). Trends were fairly consistent from 76 percent in FFY 2014 to 76 percent in FFY 2019.** |

## DARS Office (Percent Yes)

| **Has your DARS office kept in contact with you throughout the process?** | **Are you moving toward employment in a timely manner?** |
| --- | --- |
| **The trend chart shows percentages from left to right (FFY 2014 to FFY 2019). Trends were fairly consistent from 76 percent in FFY 2014 to 76 percent in FFY 2019.** | **The trend chart shows percentages from left to right (FFY 2014 to FFY 2019). Trends were fairly consistent from 76 percent in FFY 2014 to 76 percent in FFY 2019.** |

5

4

**Respondents were questioned as to whether the counselor and client were in agreement with plans for reaching the client’s employment goal (Diagram 1). The highest percentage of respondents answered “yes” in FFY19 with 76% of the respondents believing that they and the counselor where in agreement on the plan goals for employment. Rates of agreement with this statement fell in FFY20 to 69%. The rate of agreement continued to decrease in FFY21 (68%) and in FFY22 (66%).**

**Diagram 2 shows the results of agreement with the question of whether the counselor is doing what he/she said they would do to help reach the job goal. The highest rate of agreement was in FFY19 at 74% followed by a decrease in FFY20 to 69%, FFY21 to 67% with a rebound in FFY22 to 69%.**

**Diagram 3 shows agreement with the question of whether the counselor is connecting the client with services needed to reach their job goals. Rates of agreement have continually decreased from 71% in FFY19 to 69% in FFY20, FFY21 of 68% and to a low of 65% in FFY22.**

**Clients’ satisfaction with the level of contact they had with the DARS office continued to decline (Diagram 4). DARS highest level of respondents stating they had satisfactory contact with the offices was in FFY20 with 73% of respondents stating they were pleased with the contact. The percentage decreased to 71% in FFY21 and further decreased to 69% in FFY22.**

**The question related to moving toward employment in a timely manner has consistently been our lowest rated question (Diagram 5). In FFY2019, 58% of the respondents stated we were moving in a timely manner compared to 53% in FFY22. There was a one percentage drop in this question from FFY21 to FFY22.**

Summary

[Grab your reader’s attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]

**The response rate of 30 percent for the FFY22 Consumer Satisfaction Survey provided adequate power for accurate statistical hypotheses testing.1**

**Each month, a stratified sample was used to ensure the sample matched as closely as the overall population proportions for DARS offices. A total of 2,933 clients were selected to participate in the FFY 2022 survey.**

**In FFY22 positive agreement or a “yes” response was over 65% for all questions with the exception of the timeliness metric that was 53%.**

**Statistical testing using Pearsons Chi-Square showed no significant difference in rates of agreement from FFY21 to FFY22.**



**The word cloud below summarizes the open ended questions and remarks.**

**Text

Description automatically generated**

# DARS Policy, Legislative Affairs & Analytics Division

**The Policy, Legislative Affairs & Analytics Division serves as an agency resource by providing research, analysis, and communication of information to aide effective policy development and implementation, as well as administrative and operational decision making**.

**Policy, Legislative Affairs and Analytics (PLA & A) Division: Catherine Harrison**

**We welcome your comments and questions. Please contact:**

***The Survey Staff* or the *PLA & A Director*Virginia Department for Aging and Rehabilitative Services  
8004 Franklin Farms Drive   
Henrico, Virginia 23229  
Voice: (804) 662-7000  
Voice Toll Free: (800) 552-5019  
Fax: (804) 662-7663**

# Report Staff

**Barbara J. Burkett, PhD, MSPH., Analytics, Research and Evaluation: final data analysis and report writing.**

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

**Elizabeth Patacca, Administrative Staff Assistant, Policy & Legislative Affairs – survey packaging, mailing, and data entry**

# Acknowledgements

**The report staff gratefully acknowledges the support of the Virginia State Rehabilitation Council (SRC). Additionally, we thank our vocational rehabilitation counselors for guiding many Virginians with disabilities along the path to employment.**