

**Federal Fiscal Year 2008
Consumer Satisfaction with
Vocational Rehabilitation Services in Virginia**



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

September 2009

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 of Rehabilitative Services

8004 Franklin Farms Drive

Richmond, 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>

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., Research Assistant – logistics of administration and special analyses related to survey administration (costs, response rates, completions), assistance with preliminary analyses

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

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Introduction

Annually, the Department of Rehabilitative Services (DRS) conducts a survey to assess consumer satisfaction with vocational rehabilitation (VR) services. The survey provides a systematic method of hearing the point of view of the consumers. In the survey, consumers are able to provide their level of satisfaction or dissatisfaction with received services, staff, and various aspects of the VR process. Consumer satisfaction with VR services is one measure of program effectiveness and is a quality of service indicator.

The FFY 2008 VR consumer satisfaction survey was administered by the DRS Policy and Planning Division under the guidance of the State Rehabilitation Council (SRC).¹ The data were captured for consumers who were either vocationally rehabilitated (Status 26) or who received VR services and were not vocationally rehabilitated (Status 28) during Federal Fiscal Year (FFY) 2008 (October 1, 2007 through September 30, 2008). This report contains the results of the FFY 2008 survey, VR consumer satisfaction trends for the past six federal fiscal years, and success stories about some of the consumers who responded to the FFY 2008 survey.

Survey Administration Summary

Methodology

The standard method of evaluating satisfaction with VR services involves surveying a simple random sample of rehabilitated consumers (Status 26) and a simple random sample of consumers who received vocational rehabilitation services and were not vocationally rehabilitated (Status 28). 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 2008, a survey was mailed to 1,812 consumers (45% were Status 26 and 55% were Status 28). Deliberate over sampling of Status 28 consumers 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 vocationally rehabilitated consumers.²

Response Rate

The response rate for Status 26 consumers was 41% (n=285) and the response rate for Status 28 consumers was 37% (n=268). Survey completions for both Status 26 and 28 consumers had been on a decline since FFY 2006; the current number of survey completions for Status 28 represents about a 21% increase over FFY 2007. Survey results by closure status are provided at Appendix A.

¹ 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)).

² 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).

The FFY 2008 overall response rate was 39% (n=553). Of the 553 respondents, 468 were actually consumer self-respondents (259 Status 26 and 209 Status 28 consumers).³ The remaining 85 respondents were either proxies (completed the survey based on their knowledge of the consumer, n=60) or unidentifiable (did not disclose who completed the survey, n=25). Results for proxies are provided at Appendix B.

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 2008 survey sample was similar to the overall demographics of the FFY 2008 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 continues to be a lower percentage of transition consumers and consumers diagnosed with cognitive impairments responding to the survey. This low survey response appears to be due to low response among consumers diagnosed with cognitive disabilities who are 18 or 19 years of age.

Demographic (%) Comparison of FFY 2008 Population, Survey Sample and Survey Respondents⁴

		Population ⁵		Survey Sample		Self-Respondents ⁶	
		<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>
		N=4,012	N=2,985	N=817	N=995	N=259	N=209
		%	%	%	%	%	%
<i>Gender</i>	Male	54	53	52	50	47	42
	Female	46	47	48	50	53	58
<i>Race</i>	African American	36	40	34	40	28	33
	Caucasian	60	56	62	57	69	65
	Other	4	4	4	3	3	2
<i>Age at closure</i>	22 or less	30	30	28	29	18	14
	23-34	25	24	26	25	20	25
	35-49	29	29	31	28	39	28
	50-64	15	16	14	17	21	32
	65+	1	1	1	1	2	1

³ Consumer self-respondents include cases where the consumer completed the survey and cases where someone helped the VR consumer complete the survey.

⁴ Columns represent percentages and may not total 100% due to rounding.

⁵ FFY 2008 information is based on AWARE closure dates as of September 30, 2008.

⁶ Data presented do not include proxy respondents. Consumer self-respondents include cases where the VR consumer completed the survey on their own or with help from someone.

		Population ⁵		Survey Sample		Self-Respondents ⁶	
		<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>	<u>Status 26</u>	<u>Status 28</u>
		N=4,012	N=2,985	N=817	N=995	N=259	N=209
		%	%	%	%	%	%
<i>DRS Transition</i> ⁷	DRS not transition	65	64	66	65	77	79
	DRS transition	35	36	34	35	23	21
<i>Significance of Disability</i>	MSD	78	73	79	72	78	74
	SD - 2	14	19	14	21	11	17
	SD - 1	5	6	6	6	8	8
	NSD	2	2	2	1	3	1
<i>Impairment Category</i>	Blindness/other visual impairment	0	0	0	1	1	1
	Deafness/hearing impairment	6	3	6	3	10	3
	Communication impairment-expressive/receptive	1	0	1	0	2	
	Orthopedic impairment	11	13	11	13	18	20
	Respiratory or physical debilitation or other physical	5	8	6	9	7	9
	Cognitive or other mental impairments	50	48	48	48	34	39
	Psychosocial Impairments	27	27	28	26	28	28
<i>FRS Region</i>	Blue Ridge	22	22	20	25	25	29
	Northern	24	22	24	22	21	22
	Eastern	37	41	34	40	31	33
	Southwest	18	15	22	14	23	17

⁷ DRS transition cases were identified based on DRS age at application less than 22.

Executive Summary

By the end of the federal fiscal year, 4,012⁸ clients achieved an employment outcome. This represents about a seven percent decrease from the 4,298⁹ in FFY 2007. The FFY 2008 rehabilitation rate was 57%.

From the random sample of 817 consumers who achieved an employment outcome, 259 rehabilitated self-respondents completed this year's survey along with 209 self-respondents who received services but were not rehabilitated. FFY 2008 survey results for self-respondents are summarized below. Federal fiscal year satisfaction trends for DRS are provided in Section IV.

Overall Satisfaction: Performance Measure

Overall satisfaction is one of the DRS performance measures reported in Virginia Performs. The FFY 2008 overall satisfaction (81%, n=378) was one percentage point below the DRS target satisfaction of 82%. The six-year average (FFY 2003-2008) for overall satisfaction was 81%.

Overall satisfaction has been fairly consistent over the past six years with Status 26 consumers providing higher ratings than Status 28 consumers (Figure 1). Additionally, the survey sample has been consistent in its representation of the population from which it was drawn and the demographic profile of consumer self-respondents has remained consistent despite revisions to follow-up methods to maximize survey response. To this end, overall satisfaction for consumer self-respondents is believed to be reliable.

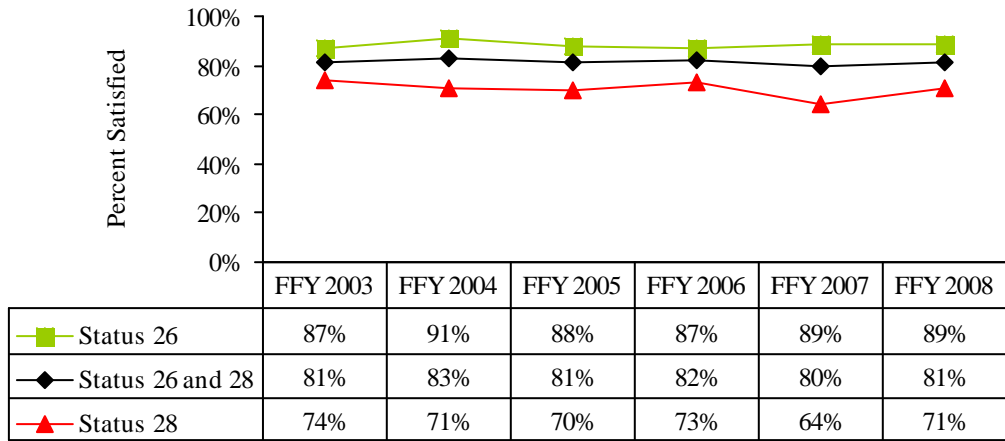
It is believed that overall satisfaction with DRS is valid to the extent that overall satisfaction with VR services for Virginia has been consistent over the prior four federal fiscal years (FFY 2004-2007) with that of Massachusetts. In terms of survey methodology, the Massachusetts survey is comparable to Virginia in that the sample consists of only individuals who received services and closed as either a Status 26 or 28, the survey operates on a federal fiscal year with scheduled mailings throughout the year, and the overall satisfaction measure includes the same response categories for degree of satisfaction. Massachusetts also provides public federal fiscal year reports similar to Virginia's from which the satisfaction ratings may be obtained.

The next step towards improving overall satisfaction includes understanding differences that exist within consumers in the survey and identify possible indicators of low satisfaction. Additionally, open ended comments for the past six federal fiscal years will be examined to gain insight into the general attitude among Status 28 consumers.

⁸ FFY 2008 information is based on AWARE closure dates as of September 30, 2008.

⁹ FFY 2007 information is based on VRIS closure transaction date as of September 30, 2007. The number of consumers achieving an employment outcome in this report is different from the number (n=4,278) reported in the Performance Evaluation Totals Part I report (Program ID: SCCBR581, Run Date: 09/29/07, Run Time: 005149) which did not include the 20 cases closed on September 29 and September 30.

Figure 1: Overall Satisfaction by Federal Fiscal Year



Satisfaction with Employment and Various Aspects of the VR Experience

In general, satisfaction ratings on most measures suggest a strong VR experience for DRS consumers overall. Involvement in developing the VR plan and the time it takes to develop the plan have been the lowest rated survey measures over the past six federal fiscal years among VR consumers. FFY 2008 satisfaction ratings are discussed below.

Employment

In FFY 2008, 89% (n=226) of *rehabilitated* consumers whose cases closed with competitive employment status¹⁰ said that they were earning wages or being paid for a job. Job satisfaction among these consumers was 78% (n=174) after an up tick to 85% in FFY 2007. The FFY 2008 job satisfaction is more consistent with job satisfaction reported in FFY 2005 and FFY 2006. The six-year average for job satisfaction was 81%.

Sixty-six percent (n=115) of the *rehabilitated* consumers who were satisfied with their current job expected to be in the same job a year later. The six-year average was 69%.

Customer Service

Willingness to refer a friend (85%, n=393) and willingness to come back to DRS (83%, n=380) serve as indicators of the quality of service provided to DRS consumers. Satisfaction for these two survey measures rebounded after a drop in FFY 2007; the six-year averages were 85% and 83%, respectively.

DRS continued to receive high ratings in FFY 2008 from consumers regarding their perception of how they were treated by staff (91%, n=420). Satisfaction with receiving the information they needed remained in the low eighties (80%, n=370).

DRS Counselors and Received Services

Consumers have been fairly consistent in their perception of VR counselors. In FFY 2008, consumers felt that their counselors: did not rush them (86%, n=397), took their case seriously, (87%, n=403), and explained clearly services available to them (88%, n=407). The FFY 2008 ratings for these three measures were almost identical to the six-year averages.

Satisfaction continues to be in the low eighties for counselors' knowledge of available programs (80%, n=366) and their adherence to agreed upon timetables (81%, n=373). About 80% (n=369) of consumers believed they received the services they needed and 80% (n=365) believed they benefited from services they received.

¹⁰ 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. Please note that respondents self-reported whether or not they were earning wages.

Involvement and Timing

Satisfaction with involvement in developing the VR plan (78%, n=365) reached its highest level since FFY 2005, while satisfaction with the time it takes to develop the plan (76%, n=354) was up about three percentage points relative to FFY 2007. The six-year average was 76% for both survey measures.

Exploratory analysis of cumulative data (FFY 2003-2008) suggest that satisfaction with involvement in developing the VR plan is strongly associated with the time it takes to develop the plan and overall satisfaction with DRS. As an example, consumers who provide low satisfaction on involvement in developing the VR plan tend to provide low ratings for overall satisfaction with VR services. An open ended question has been added to the FFY 2009 survey to allow consumers to voice a reason for their satisfaction or dissatisfaction with involvement in the process.

On average (FFY 2003-2008), about 75% of consumers who indicate they are very dissatisfied with involvement in developing the VR plan are Status 28 consumers. To this end, further analysis to understand satisfaction with involvement in the process will be performed in the context of understanding overall satisfaction among Status 28 consumers.

Consumers Served under Specialty Caseloads

DRS continues to provide counselors who specialize in serving a specific disability group. The overall number of consumer self-respondents served by these counselors is small but has been fairly consistent over the past six federal fiscal years. Satisfaction results for these consumers are summarized below. Details are provided in Section III.

Long-term Mental Illness

Ratings for overall satisfaction and all counselor measures rebounded after a drop in FFY 2007. Overall satisfaction with DRS for FFY 2008 was 86% (n=32); job satisfaction was 94% (n=17) after a continuous downward trend from FFY 2006 to FFY 2007.

Substance Abuse

Over the past three federal fiscal years (FFY 2006-2008), overall satisfaction has improved gradually for consumers served by counselors who specialize in substance abuse caseloads. The FFY 2008 overall satisfaction with DRS was 94% (n=31). Additional improvements were evident for satisfaction with counselor knowledge of available programs and counselors meeting agreed upon timetables discussed for the VR program. Job satisfaction for FFY 2008 was 75% (n=9).

Rehabilitation Counselors for the Deaf

Compared to FFY 2007, ratings for overall satisfaction and counselor knowledge of available programs were down about 13 and 14 percentage points, respectively. Overall satisfaction for FFY 2008 was 73% (n=16). Since FFY 2006, satisfaction ratings have improved for the following measures: involvement in developing the VR plan, willingness to refer a friend, receiving needed services, consumers not feeling rushed by counselors, and counselors meeting agreed upon timetables. Job satisfaction was 75% (n=9).

Transition

Consumers served by dedicated transition counselors reported all-time high satisfaction ratings on involvement in developing the VR plan, how they were treated by DRS staff, their willingness to refer a friend, receiving information they needed, and benefiting from services they received. Overall satisfaction was 79% (n=41). Job satisfaction for FFY 2008 was 75% (n=24) and slightly lower than the reported job satisfaction in FFY 2007.

Consumer Success Story

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories. These stories provide another measure of consumer outcomes. Consumer case numbers were used to link consumer success stories to survey respondents. One success story is reported in Table 1, below. Other success stories are reported in Section II.

Table 1 Success Story: A Consumer Who Completed the VR Consumer Satisfaction Survey

<p>SD was referred to the Department of Rehabilitative Services (DRS) by the Portsmouth Department of Behavioral Healthcare Services in July, 2007, presenting with psychosocial impairments due to Schizophrenia/Psychotic Disorder. Although she faced a number of internal and external core conflicts, she benefited from the counselor and other DRS staff in assisting her in the development and implementation of a “Wellness Recovery Action Plan” (WRAP). SD initially expressed hope and interest in working in the area of peer support, based on previous/current experiences as a psychosocial Club House member. In September, 2007, the counselor assisted her in pursuing this goal by linking her with Recovery Innovations of Virginia, Inc., which offered a comprehensive training program in South Hampton Roads. SD successfully completed and graduated from this extensive 90-hour training program within two weeks. She reported that the curriculum not only aided her in helping other individuals with psychiatric disorders, but also provided her with skills/coping mechanisms necessary for her own well-being. In December, 2007, SD was offered full-time employment working as a Peer Support Specialist with a local Community Services Board in a contracted position through Recovery Innovations.</p>	<p>Case closed: March 28, 2008</p> <p>Length of time from application to rehabilitation: 8 months</p> <p>Total cost of services: \$2,175.00</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 34</p> <p>Gross weekly earnings, at closure: \$331.00</p>
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Section I: FFY 2008 Survey Results

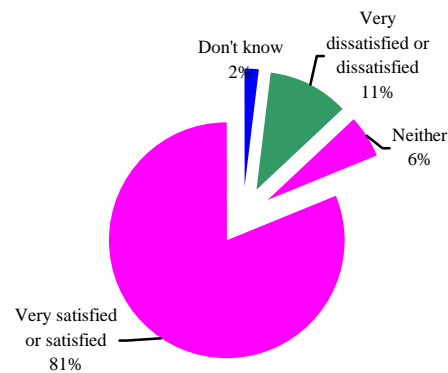
FFY 2008 Survey Results

This section contains FFY 2008 survey results for self-respondents, n=468. Generally, both Status 26 and Status 28 consumers reported higher ratings relative to FFY 2007. The most impressive change was among Status 28 consumers. Data in this section provide combined ratings for both Status 26 and Status 28 consumers.¹¹ Detailed results by closure status are provided at Appendix A.

DRS Satisfaction and Accessibility

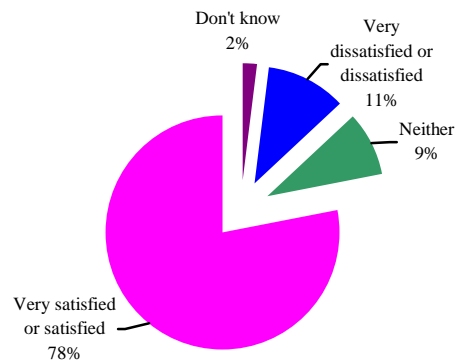
Overall satisfaction with DRS services

Overall satisfaction with VR services during the October 2007 through September 2008 survey period was 81%. The six-year average percentage of satisfaction was 81%.



Satisfaction with involvement in developing the Vocational Rehabilitation plan

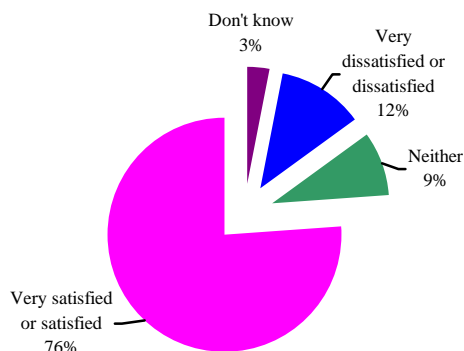
Satisfaction with involvement in developing the vocational rehabilitation plan was 78%; it was the highest satisfaction rating since FFY 2005. The six-year average percentage was 76%.



¹¹ Some percentages may not equal 100 due to rounding.

General satisfaction with the time it took to develop your rehabilitation plan

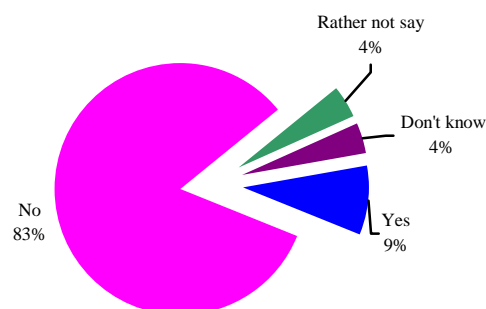
Seventy-six percent of respondents agreed that they were very satisfied or satisfied with the time it took to develop the vocational rehabilitation plan. The six-year average was 76%.



Problems or Inconveniences with DRS

DRS was accessible to the vast majority (83%) of consumers. Of the 40 consumers who provided comments, only four described problems related to a disability. Two individuals with hearing impairments indicated a problem communicating with others through the glass window or partition. A similar problem was mentioned in the FFY 2007 survey by one consumer with a hearing impairment.

Two other consumers in FFY 2008 described a problem related to the need for staff to use appropriate communication levels to ensure comprehension of information (one individual had a general physical debilitation impairment and one had a mental impairment). A fifth consumer mentioned a problem related to office location (in terms of transportation to DRS offices).

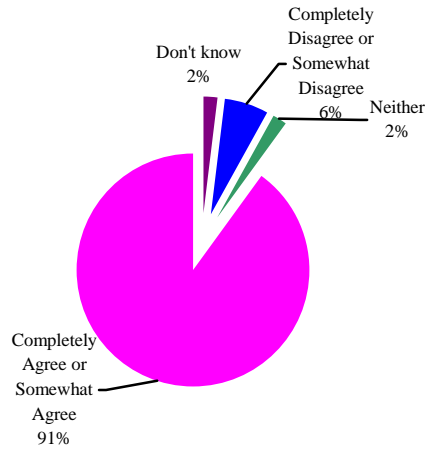


Most of the remaining comments appeared to be personal (n=15). The non-personal comments were related to: responsiveness (n=4), empathy (n=4), service/knowledge of service (n=6), perception of the counselor (n=2), expectation (n=2), and the job (n=1). Additionally, one consumer wrote a letter that indicated a lack of trust, lack of empathy, and lack of empowerment in working with his previous DRS counselor. Almost all of the non-personal comments were made by consumers who received services and were not successfully rehabilitated.

DRS Customer Service

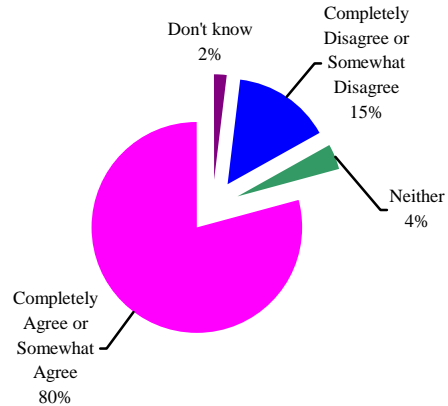
People at DRS treated me well

Ninety-one percent of consumers completely or somewhat agreed that people at DRS treated them well. The six-year average percentage was 91%.



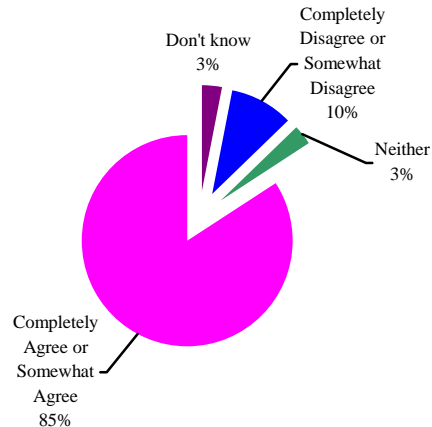
I always got the information I needed from DRS

Eighty percent of consumers agreed they always got the information they needed from DRS. The six-year average percentage was 81%.



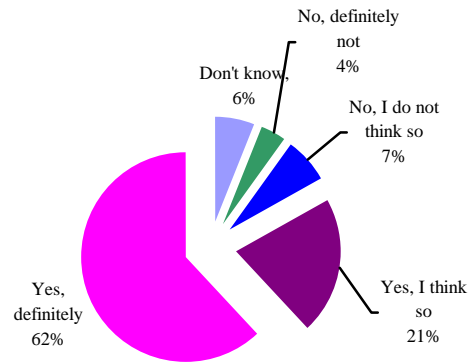
If a friend of mine were in a similar situation to mine, I would tell them to go to DRS

Eighty-five percent of the respondents agreed they would refer a friend to DRS services. The six-year average percentage was 85%.



Would come back to the Department of Rehabilitative Services

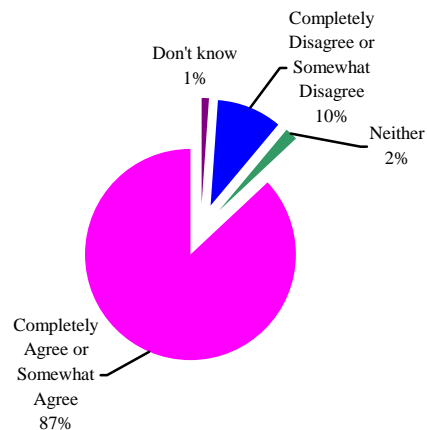
Over sixty percent of the respondents indicated that they would definitely come back to DRS if they sought help again; the six-year average was 64%. Another 21% indicated they would probably come back to DRS.



Counselor/Consumer Relationship

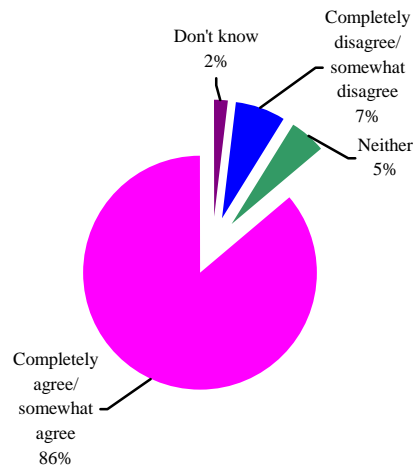
My counselor took my case seriously

Consumers agreeing that their counselor took their case seriously totaled 87%. The six-year average percentage was 87%.



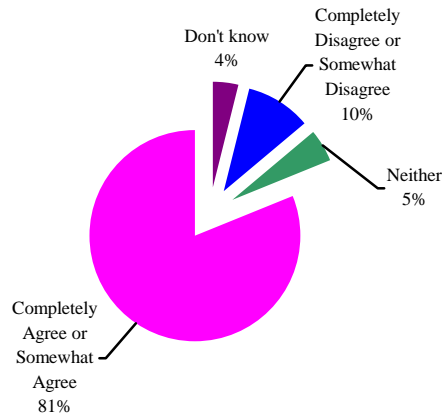
I never felt my counselor was rushing me when we met or spoke about my case

Eighty-six percent of the consumers agreed that they never felt their counselor was rushing them. The six-year average percentage was 86%.



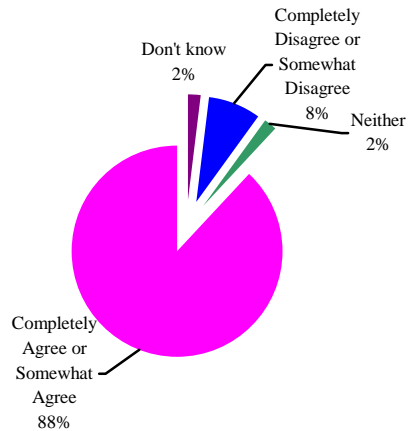
My counselor always met the timetables we discussed for my VR program

Over eighty percent agreed that their counselor always met timetables they discussed for their vocational rehabilitation program. The six-year average percentage was 81%.



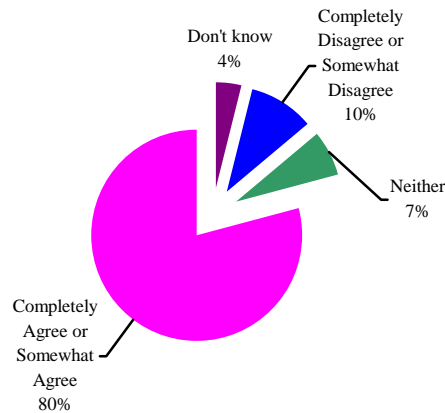
My counselor clearly explained services available to me

Eighty-eight percent of the respondents somewhat or completely agreed that their counselor clearly explained services available to them. The six-year average was 88%.



My counselor knew about programs in my community that could help me

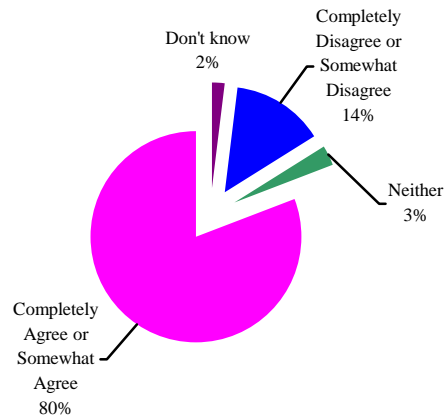
Eighty percent of the respondents completely or somewhat agreed that their counselor knew about programs in their community that could help them. The six-year average was 80%.



Perception of Services Received

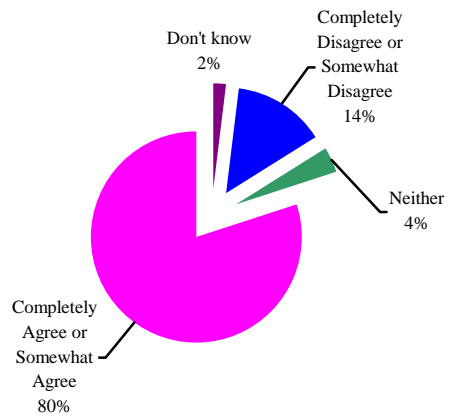
I received services that I needed

About 80% of consumers completely or somewhat agreed they received services they needed. The six-year average was 80%.



I benefited from services that I received

Eighty percent of the respondents completely or somewhat agreed that they benefited from services they received. The six-year average was 79%.



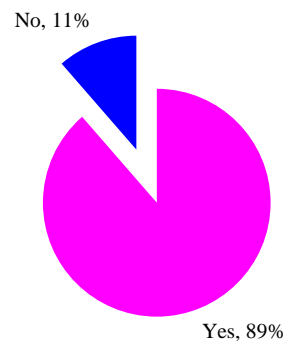
Self-Reported Employment and Job Satisfaction

During federal fiscal year 2008, DRS rehabilitated 4,012 consumers; another 2,985 consumers received services but were not rehabilitated.¹² The FFY 2008 rehabilitation rate was 57%.

The survey sample included 817 rehabilitated consumers and 995 consumers who received services but were not rehabilitated. Of the 468 self-respondents, 259 were rehabilitated and 209 were not rehabilitated.

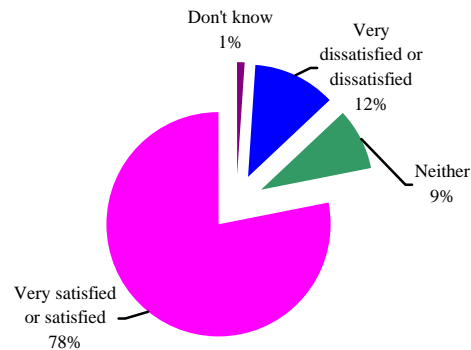
Are you currently earning wages or being paid for a job?

Eighty-nine percent (n=226) of *rehabilitated* consumers whose cases closed with competitive employment status¹³ said that they were earning wages or being paid for a job.



Overall satisfaction with your current job

Satisfaction with a current job was high (78%, n=174) among the rehabilitated consumers who provided feedback on job satisfaction. The FFY 2008 rating was more consistent with FFY 2005 and 2006. Job satisfaction experienced an up tick (85%) in FFY 2007. The six-year average was 81%.

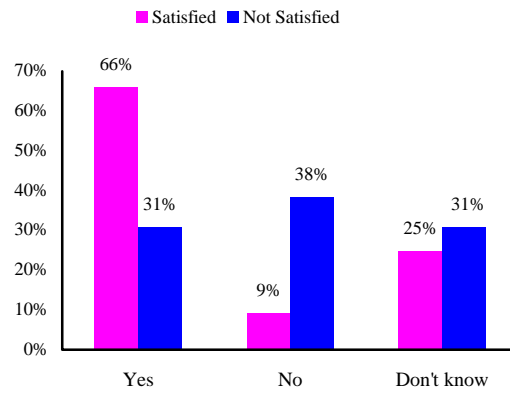


¹² FFY 2008 information is based on AWARE closure date as of September 30, 2008.

¹³ 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. Please note that respondents self-reported whether or not they were earning wages.

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

Sixty-six percent (n=115) of the rehabilitated consumers who were satisfied with their current job expected to be in the same job a year later. The six-year average was 69%.



Section II: FFY 2008 Consumer Success Stories

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories as a measure of program outcomes. As in the last five years, we were able to link consumer success stories to the most recent FFY 2008 consumer satisfaction data. One success story is reported in Table 1, Executive Summary. Other success stories are presented in this section.

MO is a 45 year old male diagnosed with disabilities of schizophrenia and alcohol/substance abuse complicated by a felony conviction for drug possession. He was admitted to Woodrow Wilson Rehabilitation Center (WWRC) where he received excellent support through the Center's counseling staff and completed the materials management program. At graduation, he received an award for being an outstanding student. The combination of Department of Rehabilitative Services (DRS), Community Services Board (CSB) services and the consumer's own will and determination enabled him to become successfully employed at Goodwill Industries. MO expresses gratitude to DRS for his success and the services he received. His long term goal is to complete college and someday become a manager of a Goodwill store.

Case closed:
February 25, 2008

Length of time
from application to
rehabilitation:
24 months

Total cost of
services: \$6,801.22

Competitively
employed at
closure: Yes

Hours worked at
closure: 24

Gross weekly
earnings, at
closure: \$172.00

<p>HB was a self-referred consumer diagnosed with a history of drug dependence, depression, and osteoarthritis. He was employed part-time in a data entry position and attending a Community College. He was taking coursework required for Certified Substance Abuse Counselor Assistant. The Department of Rehabilitative Services provided guidance and counseling, housing advocacy, eye exam and glasses, job placement, and follow-up.</p> <p>The Counselor also was able to contact the Housing Coordinator for HB's city for an application for the newest permanent supportive housing complex for homeless single adults and HB was able to move into a subsidized efficiency apartment. HB accepted a part-time position with an employment program at an adult rehab center. His job duties consist of administrative and peer support. HB is very satisfied with this position, which provides the knowledge, skills and supervision hours required for achieving his long-term goal of Certified Substance Abuse Counselor Assistant.</p>	<p>Case closed: August 15, 2008</p> <p>Length of time from application to rehabilitation: 6 months</p> <p>Total cost of services: \$284.00</p> <p>Competitively employed at closure: Yes</p> <p>Hours worked at closure: 18</p> <p>Gross weekly earnings, at closure: \$117.90</p>
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MS was referred by another customer from his high school. He was eligible based on orthopedic/manipulation impairments that had originated from his rapid bone growth. MS received vocational training, guidance and counseling, and job placement assistance. His vocational goal was that of a miner with hopes of finding employment with a local surface mine. He received a miner's certification in the states of Virginia, Kentucky, and West Virginia. Upon completion, MS participated in a meeting offered by a trainer which offered tips for job search, job leads, means by which the students may proceed to gain further knowledge and training while employed with local companies. MS began his job search and quickly found employment with a gas company. He remained employed for several months. MS was encouraged to return to training for welding. When he found his work schedule and going to college seem to be too much to handle, he quit working to continue college. MS seemed unsure of his interest in welding and skipped from program to program. Additionally, there were concerns voiced from his parents regarding his inability to make a career decision and their reluctance about him working around the mines. After dropping out of college, MS found employment with a local construction company for which his brother was also working. He was hired full-time as a pipe layer. MS has managed to keep his miner's certification up to date as he utilized the certification upon initial hire with the company. He is reported to be very pleased with his employment.

Case closed:
July 31, 2008

Length of time
from application to
rehabilitation:
26 months

Total cost of
services: \$793.76

Competitively
employed at
closure: Yes

Hours worked at
closure: 70

Gross weekly
earnings, at
closure:
\$1,050.00

JC was referred to DRS by his county's public schools in August 2005 having specific learning disabilities and a communicative impairment. The Counselor offered guidance and counseling services and interview/job preparation counseling. JC also received vocational evaluation services provided by Woodrow Wilson Rehabilitation Center; he participated in and successfully completed the Post-secondary Education and Rehabilitation Transition (PERT) in December 2005. JC is currently employed as a construction laborer.

Case closed:
March 7, 2008

Length of time
from application to
rehabilitation:
30 months

Total cost of
services: NA

Competitively
employed at
closure: Yes

Hours worked at
closure: 40

Gross weekly
earnings, at
closure: \$325.20

Section III: Survey Results for Youth in Transition from School to Work,
Hearing Impaired, and Specialty Caseloads

*Youth in Transition from School to Work*¹⁴

About 22% (n=102) of the self-respondents in the FFY 2008 survey were youth in transition from secondary school to work. This represents about a 15% increase over FFY 2007. Overall satisfaction with the agency was 78% (n=80) among youth in transition from school to work and overall job satisfaction was 73% (n=38). Consumer satisfaction with obtaining information they needed has been fairly consistent since FFY 2006.

Youth in Transition Served by Dedicated Transition Counselors

In general, satisfaction ratings on almost all survey items rebounded from a drop in FFY 2007. Consumers served by dedicated transition counselors reported all-time high satisfaction ratings on involvement in developing the VR plan, how they were treated by DRS staff, their willingness to refer a friend, receiving information they needed, and benefiting from services they received. The FFY 2008 overall satisfaction rating was 79% (n=41). Job satisfaction for FFY 2008 was 75% (n=24) and slightly lower than the reported job satisfaction in FFY 2007.

Youth in Transition Who Were Not Served by Dedicated Transition Counselors

While satisfaction ratings for students served by dedicated transition caseloads rebounded from FFY 2007, satisfaction for students not served by dedicated transition counselors dropped relative to FFY 2007. Satisfaction ratings among students not served by dedicated transition counselors were at an all-time low for obtaining the information they needed. Overall satisfaction for FFY 2008 was 78% (n=39); job satisfaction for FFY 2008 was at an all-time low of 70% (n=14).

		Served by Dedicated Transition Counselor N=52		Not Served by Dedicated Transition Counselor N=50		Overall Transition N=102		Not Transition N=366	
		N	%	N	%	N	%	N	%
Overall satisfaction with the Department of Rehabilitative Services (DRS)	Satisfied	41	78.8	39	78.0	80	78.4	298	81.6
	Neither	3	5.8	3	6.0	6	5.9	20	5.5
	Dissatisfied	5	9.6	8	16.0	13	12.7	39	10.7
	Don't know	3	5.8			3	2.9	8	2.2
Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan	Satisfied	45	86.5	34	68.0	79	77.5	286	78.4
	Neither	2	3.8	6	12.0	8	7.8	32	8.8
	Dissatisfied	4	7.7	7	14.0	11	10.8	41	11.2
	Don't know	1	1.9	3	6.0	4	3.9	6	1.6
Your general satisfaction with the time it took to develop your Rehabilitation Plan	Satisfied	42	80.8	36	72.0	78	76.5	276	76.5
	Neither	4	7.7	4	8.0	8	7.8	33	9.1
	Dissatisfied	5	9.6	9	18.0	14	13.7	41	11.4
	Don't know	1	1.9	1	2.0	2	2.0	11	3.0
Did you encounter any problems or inconveniences with DRS?	No	41	78.8	39	78.0	80	78.4	304	84.0
	Yes	4	7.7	6	12.0	10	9.8	33	9.1
	Rather not say	3	5.8	3	6.0	6	5.9	14	3.9
	Don't know	4	7.7	2	4.0	6	5.9	11	3.0

¹⁴ For this table, transition is based on DRS definition of age less than 22 years old at application.

		Served by Dedicated Transition Counselor N=52		Not Served by Dedicated Transition Counselor N=50		Overall Transition N=102		Not Transition N=366	
		N	%	N	%	N	%	N	%
		All of the people at the Department of Rehabilitative Services treated me well.	Agree	51	98.1	43	87.8	94	93.1
	Neither	1	1.9			1	1.0	6	1.7
	Disagree			6	12.2	6	5.9	23	6.4
	Don't know							7	1.9
If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.	Agree	46	88.5	40	80.0	86	84.3	307	85.0
	Neither	1	1.9	2	4.0	3	2.9	11	3.0
	Disagree	4	7.7	6	12.0	10	9.8	34	9.4
	Don't know	1	1.9	2	4.0	3	2.9	9	2.5
I always got the information I needed from the Department of Rehabilitative Services.	Agree	44	84.6	37	74.0	81	79.4	289	80.1
	Neither	2	3.8	3	6.0	5	4.9	12	3.3
	Disagree	5	9.6	10	20.0	15	14.7	53	14.7
	Don't know	1	1.9			1	1.0	7	1.9
My counselor took my case seriously.	Agree	47	90.4	42	84.0	89	87.3	314	87.0
	Neither							7	1.9
	Disagree	5	9.6	8	16.0	13	12.7	34	9.4
	Don't know							6	1.7
My counselor clearly explained services available to me.	Agree	46	88.5	41	83.7	87	86.1	320	89.1
	Neither	1	1.9	1	2.0	2	2.0	5	1.4
	Disagree	4	7.7	7	14.3	11	10.9	28	7.8
	Don't know	1	1.9			1	1.0	6	1.7
My counselor knew about programs in my community that could help me.	Agree	43	82.7	38	76.0	81	79.4	285	80.1
	Neither	2	3.8	6	12.0	8	7.8	22	6.2
	Disagree	4	7.7	5	10.0	9	8.8	36	10.1
	Don't know	3	5.8	1	2.0	4	3.9	13	3.7
I never felt my counselor was rushing me when we met or spoke about my case.	Agree	45	86.5	40	80.0	85	83.3	312	86.9
	Neither	3	5.8	3	6.0	6	5.9	15	4.2
	Disagree	3	5.8	4	8.0	7	6.9	25	7.0
	Don't know	1	1.9	3	6.0	4	3.9	7	1.9
My counselor always met the timetables we discussed for my vocational rehabilitation program.	Agree	41	78.8	38	76.0	79	77.5	294	82.6
	Neither	4	7.7	1	2.0	5	4.9	18	5.1
	Disagree	4	7.7	10	20.0	14	13.7	30	8.4
	Don't know	3	5.8	1	2.0	4	3.9	14	3.9
I received services that I needed.	Agree	41	78.8	39	78.0	80	78.4	289	81.0
	Neither	1	1.9	1	2.0	2	2.0	14	3.9
	Disagree	9	17.3	10	20.0	19	18.6	47	13.2
	Don't know	1	1.9			1	1.0	7	2.0

		Served by Dedicated Transition Counselor N=52		Not Served by Dedicated Transition Counselor N=50		Overall Transition N=102		Not Transition N=366	
		N	%	N	%	N	%	N	%
I benefited from services that I received.	Agree	44	84.6	38	76.0	82	80.4	283	79.7
	Neither			1	2.0	1	1.0	19	5.4
	Disagree	7	13.5	11	22.0	18	17.6	45	12.7
	Don't know	1	1.9			1	1.0	8	2.3
If you were to seek help again, would you come back to the Department of Rehabilitative Services?	Yes, definitely	33	63.5	26	53.1	59	58.4	225	62.7
	Yes, I think so	8	15.4	12	24.5	20	19.8	76	21.2
	No, I do not think so	6	11.5	6	12.2	12	11.9	21	5.8
	No, definitely not	2	3.8	2	4.1	4	4.0	16	4.5
	Don't know	3	5.8	3	6.1	6	5.9	21	5.8
Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status) ¹⁵	Yes	32	91.4	20	87.0	52	89.7	174	89.2
	No	3	8.6	3	13.0	6	10.3	21	10.8
Overall satisfaction with your current job?(of those earning wages)	Satisfied	24	75.0	14	70.0	38	73.1	136	79.5
	Neither	3	9.4	3	15.0	6	11.5	13	7.6
	Dissatisfied	3	9.4	3	15.0	6	11.5	21	12.3
	Don't know	2	6.3			2	3.8	1	0.6
Do you expect to be in this same job a year from now? (consumers satisfied with job)	Yes	16	66.7	12	85.7	28	73.7	87	64.0
	No	2	8.3	1	7.1	3	7.9	13	9.6
	Don't know	6	25.0	1	7.1	7	18.4	36	26.5
Do you expect to be in this same job a year from now?(consumers not satisfied with job)	Yes	2	66.7	1	33.3	3	50.0	5	25.0
	No	1	33.3	1	33.3	2	33.3	8	40.0
	Don't know			1	33.3	1	16.7	7	35.0

¹⁵ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and self reported that they were earning wages or being paid for a job.

Consumers with Hearing Impairments

Consumers with hearing impairments represented about 7% (n=31) of the self-respondents and most (71%, n=22) were served by a Rehabilitation Counselor for the Deaf. On average (FFY 2003-2008), satisfaction for consumers with hearing impairments have trended lower than those with other impairments in the areas of obtaining information they need, their counselors being knowledgeable about available programs in their community that could help them, and their perception of their counselor not rushing them.

All Consumers with hearing impairments

The FFY 2008 overall satisfaction among consumers with hearing impairments was 77% (n=24); job satisfaction was 65% (n=13). The FFY 2008 rating for overall satisfaction was more consistent with ratings prior to FFY 2007. In general, satisfaction with counselors has improved since FFY 2006. Except for the up tick in FFY 2007, counselor knowledge of available programs has been the lowest rated counselor measure among consumers with hearing impairments.

Consumers with Hearing Impairments and Served by an RCD

The up tick seen in FFY 2007 did not continue in FFY 2008 for overall satisfaction and counselor knowledge of available programs. Compared to FFY 2007, consumer satisfaction for these two measures were down about 13 and 14 percentage points, respectively. Overall satisfaction for FFY 2008 was 73% (n=16). Satisfaction with the following measures have improved since FFY 2006: involvement in developing the VR plan, willingness to refer a friend, receiving needed services, consumers not feeling rushed by counselors, and counselors meeting agreed upon timetables.

Consumers with Hearing Impairments Who Were Not Served by an RCD

There were only nine consumers with hearing impairments who were not served by a Rehabilitation Counselor for the Deaf. Overall satisfaction has been fairly consistent over the past three years (FFY 2006-2008). The FFY 2008 overall satisfaction was 89% (n=8). In general, satisfaction for counselor measures has been consistent over the past two federal years (FFY 2007-2008) despite the small sample size. Except for counselor knowledge of available programs, satisfaction for the counselor measures was almost 90% for FFY 2008.

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=437	
		Served by RCD N=22		Not Served by RCD N=9		Overall Hearing Impaired N=31			
		N	%	N	%	N	%		
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	16	72.7	8	88.9	24	77.4	354	81.2
	Neither	2	9.1	1	11.1	3	9.7	23	5.3
	Dissatisfied	4	18.2			4	12.9	48	11.0
	Don't know							11	2.5
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	17	77.3	7	77.8	24	77.4	341	78.2
	Neither	2	9.1	2	22.2	4	12.9	36	8.3
	Dissatisfied	3	13.6			3	9.7	49	11.2
	Don't know							10	2.3
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	16	72.7	7	77.8	23	74.2	331	76.6
	Neither	2	9.1	2	22.2	4	12.9	37	8.6
	Dissatisfied	4	18.2			4	12.9	51	11.8
	Don't know							13	3.0
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	14	66.7	8	88.9	22	73.3	362	83.4
	Yes	4	19.0			4	13.3	39	9.0
	Rather not say	2	9.5	1	11.1	3	10.0	17	3.9
	Don't know	1	4.8			1	3.3	16	3.7
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	18	85.7	8	88.9	26	86.7	394	91.0
	Neither							7	1.6
	Disagree	2	9.5			2	6.7	27	6.2
	Don't know	1	4.8	1	11.1	2	6.7	5	1.2
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	20	90.9	8	88.9	28	90.3	365	84.5
	Neither	1	4.5			1	3.2	13	3.0
	Disagree	1	4.5			1	3.2	43	10.0
	Don't know			1	11.1	1	3.2	11	2.5
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	18	81.8	8	88.9	26	83.9	344	79.6
	Neither	1	4.5			1	3.2	16	3.7
	Disagree	3	13.6			3	9.7	65	15.0
	Don't know			1	11.1	1	3.2	7	1.6
<i>My counselor took my case seriously.</i>	Agree	18	85.7	8	88.9	26	86.7	377	87.1
	Neither	1	4.8			1	3.3	6	1.4
	Disagree	2	9.5			2	6.7	45	10.4
	Don't know			1	11.1	1	3.3	5	1.2

		Hearing Impaired by Type of Caseload							
		Served by RCD N=22		Not Served by RCD N=9		Overall Hearing Impaired N=31		Consumers with Other Impairments N=437	
		N	%	N	%	N	%	N	%
<i>My counselor clearly explained services available to me.</i>	Agree	19	90.5	8	88.9	27	90.0	380	88.4
	Neither	2	9.5			2	6.7	5	1.2
	Disagree							39	9.1
	Don't know			1	11.1	1	3.3	6	1.4
<i>My counselor knew about programs in my community that could help me.</i>	Agree	16	76.2	6	66.7	22	73.3	344	80.4
	Neither	2	9.5	2	22.2	4	13.3	26	6.1
	Disagree	3	14.3			3	10.0	42	9.8
	Don't know			1	11.1	1	3.3	16	3.7
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	18	85.7	8	88.9	26	86.7	371	86.1
	Neither	2	9.5			2	6.7	19	4.4
	Disagree	1	4.8			1	3.3	31	7.2
	Don't know			1	11.1	1	3.3	10	2.3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	18	85.7	8	88.9	26	86.7	347	81.1
	Neither	1	4.8			1	3.3	22	5.1
	Disagree	2	9.5			2	6.7	42	9.8
	Don't know			1	11.1	1	3.3	17	4.0
<i>I received services that I needed.</i>	Agree	18	85.7	8	88.9	26	86.7	343	80.0
	Neither	2	9.5			2	6.7	14	3.3
	Disagree	1	4.8			1	3.3	65	15.2
	Don't know			1	11.1	1	3.3	7	1.6
<i>I benefited from services that I received.</i>	Agree	17	81.0	8	88.9	25	83.3	340	79.6
	Neither	2	9.5			2	6.7	18	4.2
	Disagree	2	9.5			2	6.7	61	14.3
	Don't know			1	11.1	1	3.3	8	1.9
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	14	66.7	7	77.8	21	70.0	263	61.2
	Yes, I think so	4	19.0	1	11.1	5	16.7	91	21.2
	No, I do not think so	2	9.5			2	6.7	31	7.2
	No, definitely not	1	4.8			1	3.3	19	4.4
	Don't know			1	11.1	1	3.3	26	6.0

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=437	
		Served by RCD N=22		Not Served by RCD N=9		Overall Hearing Impaired N=31			
		N	%	N	%	N	%		
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)</i> ¹⁶	Yes	13	81.3	8	100.0	21	87.5	205	89.5
	No	3	18.8			3	12.5	24	10.5
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	9	75.0	4	50.0	13	65.0	161	79.3
	Neither	2	16.7	2	25.0	4	20.0	15	7.4
	Dissatisfied	1	8.3	1	12.5	2	10.0	25	12.3
	Don't know			1	12.5	1	5.0	2	1.0
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	7	77.8	4	100.0	11	84.6	104	64.6
	No							16	9.9
	Don't know	2	22.2			2	15.4	41	25.5
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes			1	100.0	1	50.0	7	29.2
	No	1	100.0			1	50.0	9	37.5
	Don't know							8	33.3

¹⁶ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and reported earning wages.

Consumers Served by Specialty Caseload VR Counselors

The overall number of consumer self-respondents served by VR counselors who specialize in serving a specific disability group is small. But, the numbers are comparable among disability groupings: Substance Abuse disabilities (SA, n=33), Serious Mental Illness (SMI, n=37), Rehabilitation Counselors for the Deaf (RCD, n=22),¹⁷ and Youth in Transition (n=52)¹⁸.

There were only four consumers who received Temporary Assistance for Needy Families (TANF). Two of the four consumer self-respondents were satisfied overall with DRS. Positive ratings were received for 3 out of 4 consumers in terms of agreeing that their counselor clearly explaining services available, not feeling rushed by their counselor, and perceiving they were treated well by DRS staff. Only one of the four consumers reported having a job and earning wages; this individual was satisfied with the current job and expected to be in the same job a year later. Satisfaction ratings for other specialized caseloads are discussed below.

SMI	Eight percent (n=37) of the consumer self-respondents received services from VR counselors who exclusively serve consumers with Serious Mental Illness (SMI). Ratings for overall satisfaction and all counselor measures rebounded after a drop in FFY 2007. Overall satisfaction with DRS for FFY 2008 was 86% (n=32); job satisfaction was 94% (n=17) after a continuous downward trend from FFY 2006 to FFY 2007. On average, these consumers report higher overall satisfaction and counselor satisfaction relative to consumers served by Rehabilitation Counselors for the Deaf or consumers served by dedicated Transition caseloads.
SA	On average, SA consumers report higher overall satisfaction and satisfaction with involvement in developing the VR plan relative to consumers served by the other specialty caseloads; they also report higher overall satisfaction and counselor satisfaction relative to those served by Rehabilitation Counselors for the Deaf or those served by dedicated Transition caseloads. Overall satisfaction has improved gradually for SA consumers over the past three federal fiscal years (FFY 2006-2008); the FFY 2008 overall satisfaction with DRS was 94% (n=31). Additional improvements were evident for satisfaction with counselor knowledge of available programs and counselors meeting agreed upon timetables discussed for the VR program. Job satisfaction for FFY 2008 was 75% (n=9).
RCD	Compared to FFY 2007, ratings for overall satisfaction and counselor knowledge of available programs were down about 13 and 14 percentage points, respectively. Overall satisfaction for FFY 2008 was 73% (n=16). Satisfaction with the following measures have improved since FFY 2006: involvement in developing the VR plan, willingness to refer a friend, receiving needed services, consumers not feeling rushed by counselors, and counselors meeting agreed upon timetables.
Transition	Consumers served by dedicated transition counselors reported all-time high satisfaction ratings on involvement in developing the VR plan, how they were treated by DRS staff, their willingness to refer a friend, receiving information they needed, and benefiting from services they received. Overall satisfaction was 79% (n=41). Job satisfaction for FFY 2008 was 75% (n=24) and slightly lower than the reported job satisfaction in FFY 2007.

¹⁷ RCD ratings exclude two consumers who did not have hearing impairments. Some designated RCDs also serve consumers with other impairments on occasion.

¹⁸ For this table, transition is based on DRS definition of age less than 22 years old at application.

Satisfaction Ratings for Consumers Served by Specialty Caseload Counselors

		VR N=320		SA N=33		SMI N=37		RCD N=22		TRANSITION N=52	
		N	%	N	%	N	%	N	%	N	%
		<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	256	80.3	31	93.9	32	86.5	16	72.7
	Neither	19	6.0			1	2.7	2	9.1	3	5.8
	Dissatisfied	38	11.9	1	3.0	3	8.1	4	18.2	5	9.6
	Don't know	6	1.9	1	3.0	1	2.7			3	5.8
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	244	76.5	30	90.9	27	73.0	17	77.3	45	86.5
	Neither	31	9.7	1	3.0	3	8.1	2	9.1	2	3.8
	Dissatisfied	37	11.6	1	3.0	6	16.2	3	13.6	4	7.7
	Don't know	7	2.2	1	3.0	1	2.7			1	1.9
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	239	75.4	26	81.3	30	83.3	16	72.7	42	80.8
	Neither	28	8.8	4	12.5	1	2.8	2	9.1	4	7.7
	Dissatisfied	40	12.6	1	3.1	4	11.1	4	18.2	5	9.6
	Don't know	10	3.2	1	3.1	1	2.8			1	1.9
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	266	83.6	31	93.9	29	80.6	14	66.7	41	78.8
	Yes	30	9.4	2	6.1	2	5.6	4	19.0	4	7.7
	Rather not say	13	4.1			2	5.6	2	9.5	3	5.8
	Don't know	9	2.8			3	8.3	1	4.8	4	7.7
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	284	89.9	31	93.9	33	89.2	18	85.7	51	98.1
	Neither	5	1.6	1	3.0					1	1.9
	Disagree	23	7.3			3	8.1	2	9.5		
	Don't know	4	1.3	1	3.0	1	2.7	1	4.8		
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	265	84.1	30	90.9	30	81.1	20	90.9	46	88.5
	Neither	11	3.5			1	2.7	1	4.5	1	1.9
	Disagree	33	10.5	1	3.0	3	8.1	1	4.5	4	7.7
	Don't know	6	1.9	2	6.1	3	8.1			1	1.9
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	245	77.8	30	90.9	31	83.8	18	81.8	44	84.6
	Neither	14	4.4					1	4.5	2	3.8
	Disagree	52	16.5	1	3.0	5	13.5	3	13.6	5	9.6
	Don't know	4	1.3	2	6.1	1	2.7			1	1.9
<i>My counselor took my case seriously.</i>	Agree	271	85.8	31	93.9	34	91.9	18	85.7	47	90.4
	Neither	6	1.9					1	4.8		
	Disagree	34	10.8	1	3.0	3	8.1	2	9.5	5	9.6
	Don't know	5	1.6	1	3.0						

		VR N=320		SA N=33		SMI N=37		RCD N=22		TRANSITION N=52	
		N	%	N	%	N	%	N	%	N	%
<i>My counselor clearly explained services available to me.</i>	Agree	273	87.2	31	93.9	35	94.6	19	90.5	46	88.5
	Neither	4	1.3					2	9.5	1	1.9
	Disagree	32	10.2			2	5.4			4	7.7
	Don't know	4	1.3	2	6.1					1	1.9
<i>My counselor knew about programs in my community that could help me.</i>	Agree	246	78.6	27	87.1	33	89.2	16	76.2	43	82.7
	Neither	23	7.3			2	5.4	2	9.5	2	3.8
	Disagree	33	10.5	1	3.2	2	5.4	3	14.3	4	7.7
	Don't know	11	3.5	3	9.7					3	5.8
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	270	85.4	27	87.1	34	91.9	18	85.7	45	86.5
	Neither	14	4.4			2	5.4	2	9.5	3	5.8
	Disagree	24	7.6	2	6.5	1	2.7	1	4.8	3	5.8
	Don't know	8	2.5	2	6.5					1	1.9
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	252	80.5	29	90.6	31	86.1	18	85.7	41	78.8
	Neither	16	5.1			2	5.6	1	4.8	4	7.7
	Disagree	34	10.9			2	5.6	2	9.5	4	7.7
	Don't know	11	3.5	3	9.4	1	2.8			3	5.8
<i>I received services that I needed.</i>	Agree	249	79.3	28	87.5	31	86.1	18	85.7	41	78.8
	Neither	11	3.5	1	3.1	1	2.8	2	9.5	1	1.9
	Disagree	49	15.6	2	6.3	3	8.3	1	4.8	9	17.3
	Don't know	5	1.6	1	3.1	1	2.8			1	1.9
<i>I benefited from services that I received.</i>	Agree	244	78.2	27	84.4	31	86.1	17	81.0	44	84.6
	Neither	17	5.4	1	3.1			2	9.5		
	Disagree	46	14.7	2	6.3	4	11.1	2	9.5	7	13.5
	Don't know	5	1.6	2	6.3	1	2.8			1	1.9
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	182	58.1	27	81.8	27	73.0	14	66.7	33	63.5
	Yes, I think so	75	24.0	4	12.1	4	10.8	4	19.0	8	15.4
	No, I do not think so	23	7.3	1	3.0			2	9.5	6	11.5
	No, definitely not	17	5.4					1	4.8	2	3.8
	Don't know	16	5.1	1	3.0	6	16.2			3	5.8
<i>Are you currently earning wages or being paid for a job? (Status 26 & competitive employment status)¹⁹</i>	Yes	149	90.3	13	81.3	18	90.0	13	81.3	32	91.4
	No	16	9.7	3	18.8	2	10.0	3	18.8	3	8.6

¹⁹ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated.

		VR N=320		SA N=33		SMI N=37		RCD N=22		TRANSITION N=52	
		N	%	N	%	N	%	N	%	N	%
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	114	77.0	9	75.0	17	94.4	9	75.0	24	75.0
	Neither	12	8.1	2	16.7			2	16.7	3	9.4
	Dissatisfied	21	14.2	1	8.3	1	5.6	1	8.3	3	9.4
	Don't know	1	0.7							2	6.3
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	73	64.0	5	55.6	13	76.5	7	77.8	16	66.7
	No	12	10.5	1	11.1	1	5.9			2	8.3
	Don't know	29	25.4	3	33.3	3	17.6	2	22.2	6	25.0
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	6	30.0							2	66.7
	No	6	30.0	1	100.0	1	100.0	1	100.0	1	33.3
	Don't know	8	40.0								

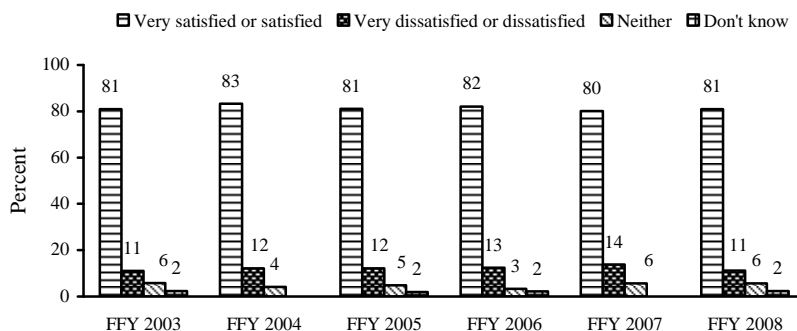
Section IV: Consumer Satisfaction Federal Fiscal Year Trends

Consumer Satisfaction Federal Fiscal Year Trends

Six-year satisfaction trends are presented in this section. Survey results do not include proxy responses.

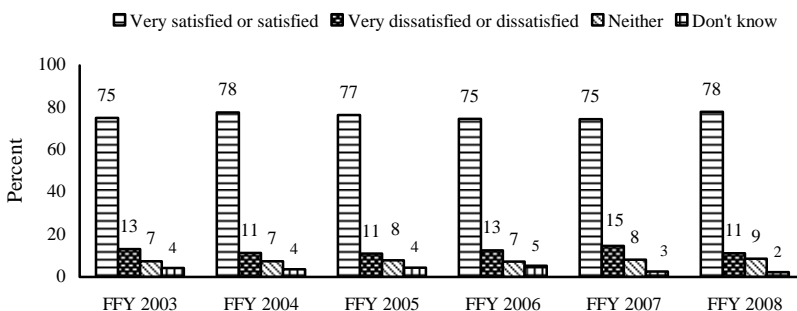
Overall Satisfaction with DRS Services

Overall satisfaction with VR services during the October 2007 through September 2008 survey period was 81%. The six-year average percentage satisfaction was 81%.



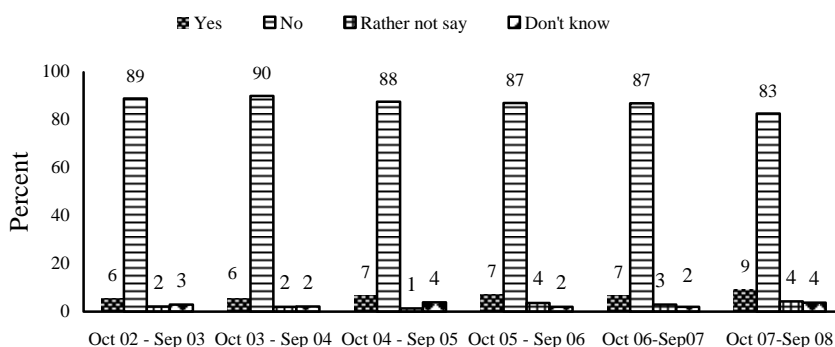
Satisfaction with Involvement in Developing Vocational Rehabilitation Plan

Almost 80% of the respondents indicated they were very satisfied or satisfied with their involvement in developing their rehabilitation plan. This rating was the highest satisfaction rating since FFY 2004. The six-year average percentage was 76%.



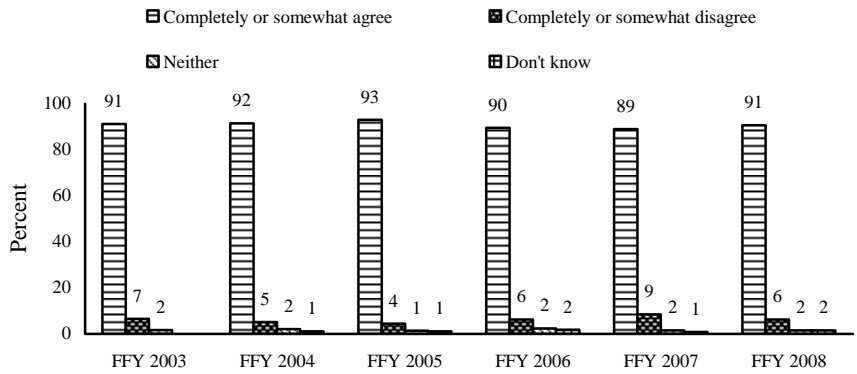
Problems or Inconveniences with DRS

A small percentage of respondents (9%) indicated they encountered problems or inconveniences with DRS which were related to a disability. The six-year average percentage was 7%.



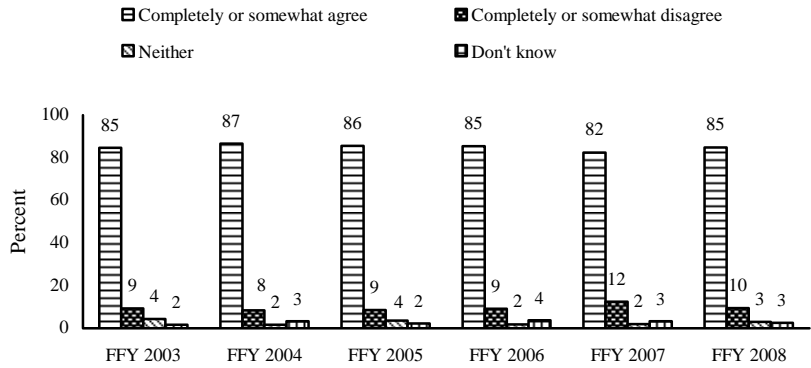
People at DRS treated me well

Ninety-one percent of consumers completely or somewhat agreed that people at DRS treated them well. The six-year average percentage was 91%.



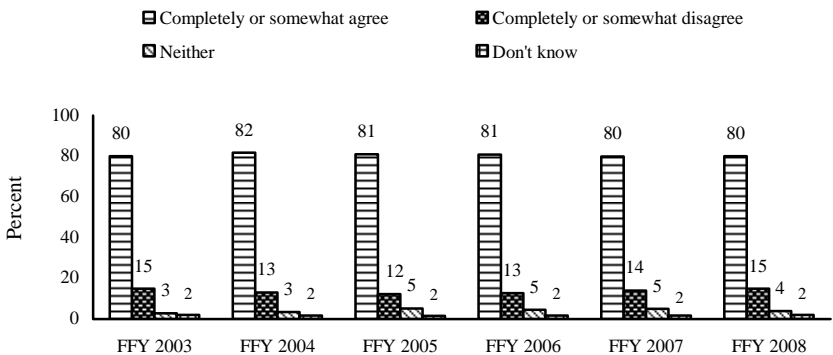
If a friend of mine were in a similar situation to mine, I would tell them to go to DRS

Eighty-five percent of the respondents agreed they would refer a friend to DRS services. The six-year average percentage was 85%.



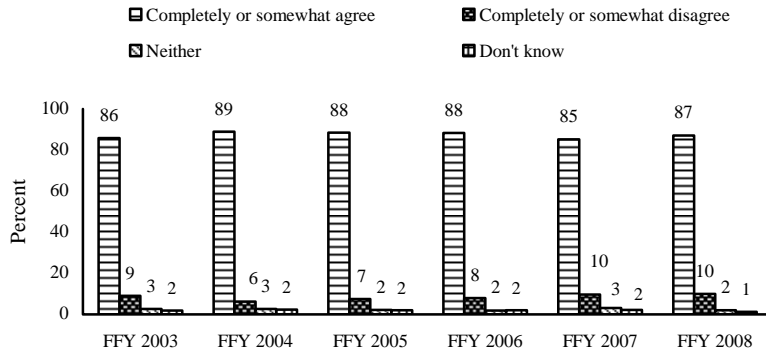
I always got the information I needed from DRS

Eighty percent of consumers reported they completely or somewhat agreed that they always got the information they needed from DRS. The six-year average percentage was 81%.



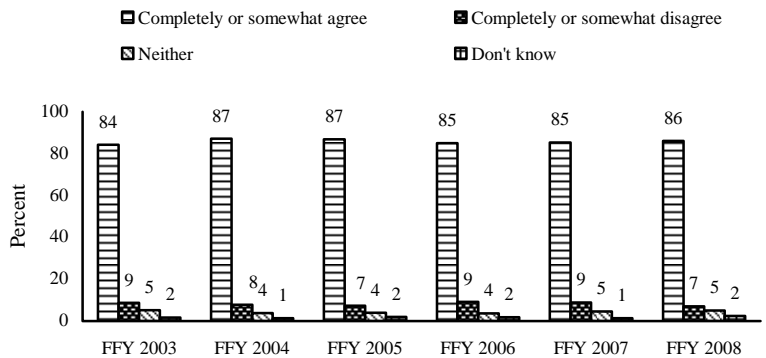
My counselor took my case seriously

Consumers agreeing that their counselor took their case seriously totaled 87% for FFY 2008. The six-year average percentage was 87%.



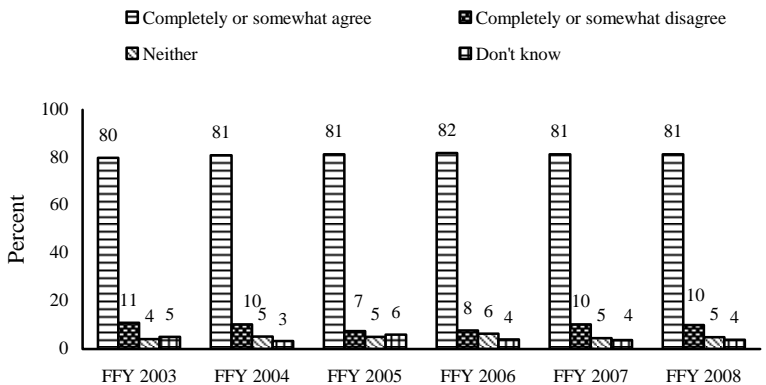
I never felt my counselor was rushing me when we met or spoke about my case

Eighty-six percent of the consumers agreed that they *never* felt their counselor was rushing them. The six-year average percentage was 86%.



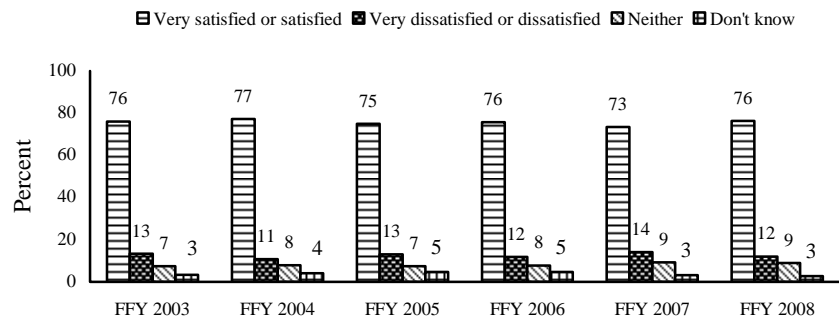
My counselor always met the timetables we discussed for my vocational rehabilitation program

Eighty-one percent agreed that their counselor always met timetables they discussed for their vocational rehabilitation program. The six-year average percentage was 81%.



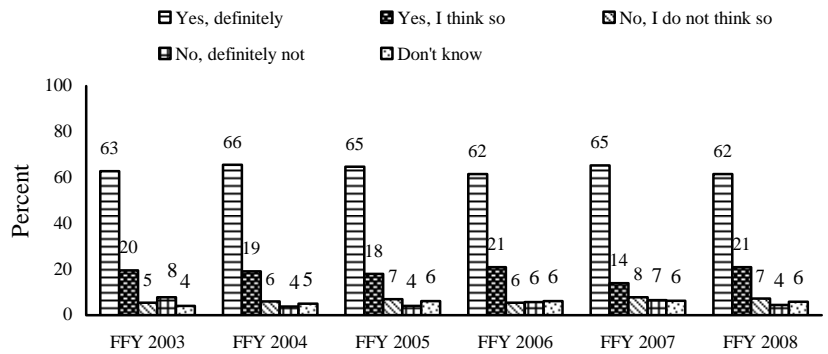
General satisfaction with the time it took to develop your rehabilitation plan

Seventy-six percent of the respondents said they were satisfied with the time it took to develop the vocational rehabilitation plan. The six-year average was 76%.



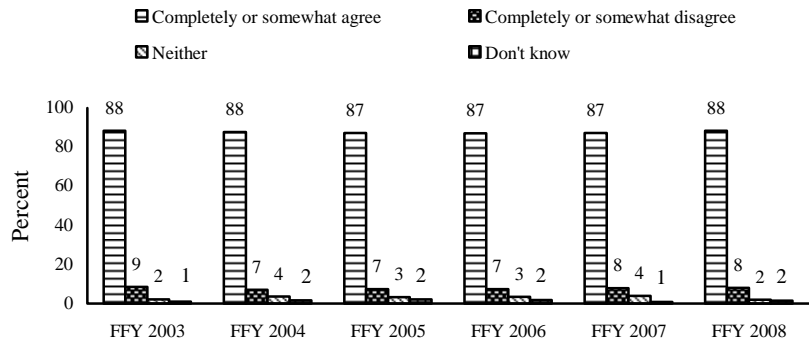
Would come back to the Department of Rehabilitative Services

Sixty-two percent of the respondents agreed that they definitely would come back to DRS if they sought help again. The six-year average was 64%.



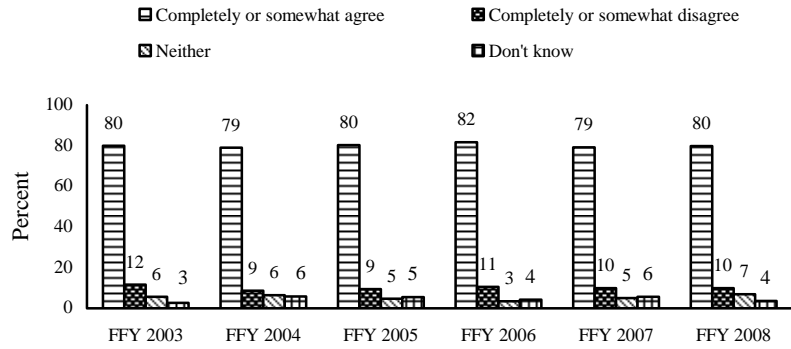
My counselor clearly explained services available to me

Eighty-eight percent of the respondents agreed that the counselor clearly explained services available to them. The six-year average was 88%.



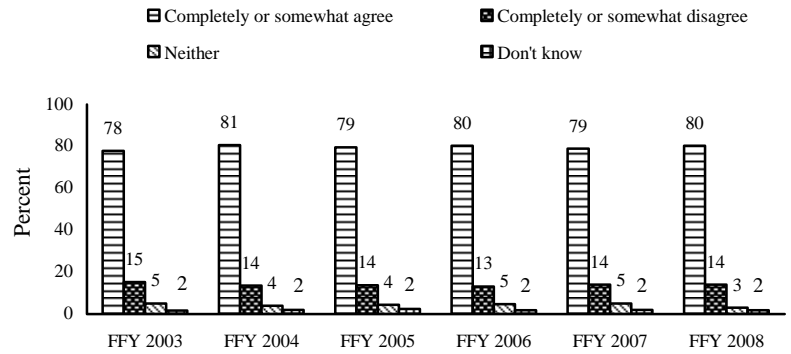
My counselor knew about programs in the community that could help me

Eighty percent of the respondents agreed that the counselor knew about programs in their community that could help them. The six-year average was 80%.



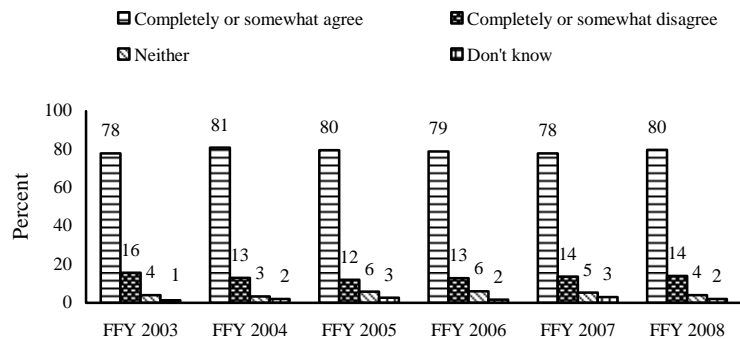
I received services that I needed

Eighty percent of the respondents completely or somewhat agreed that they received services they needed. The six-year average was 80%.



I benefited from services I received

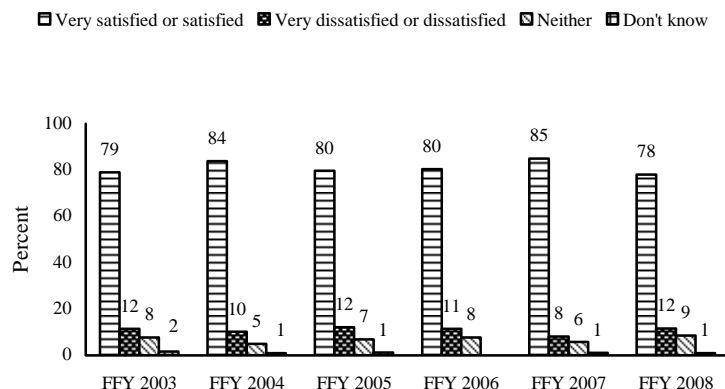
Eighty percent of the respondents completely or somewhat agreed that they benefited from services they received. The six-year average was 79%.



Satisfaction with Current Job

Of the 253 respondents who were rehabilitated and competitively employed at the time of case closure, 226 indicated they were earning wages or being paid for a job. Of the 223 who responded to the job satisfaction question, 78% (n=174) said they were very satisfied or satisfied with their current job. The six-year average for job satisfaction was 81%.

Of those who reported being satisfied with their current job, 66% (n=115) expected to be in the same job a year later. The six-year average was 69%.



Appendix A: Survey Results by Closure Status

Based on the DRS Integrated Case Management System (AWARE), DRS rehabilitated 4,012 consumers during federal fiscal year 2008.²⁰ Another 2,985 consumers received services but were not rehabilitated. The FFY 2008 rehabilitation rate was 57%.

The survey sample included 817 rehabilitated consumers and 995 consumers who received services but were not rehabilitated. Of the 468 self-respondents, 259 were rehabilitated (Status 26) and 209 were not rehabilitated (Status 28).

Generally, both Status 26 and Status 28 consumer self-respondents reported higher ratings relative to FFY 2007. The most impressive change was among Status 28 self-respondents.

Status 26

Status 26 consumers continue to provide higher ratings relative to Status 28 consumers. On average, satisfaction ratings for Status 26 consumers in FFY 2008 were about 16 percentage points higher than those of Status 28 consumers.

Satisfaction on most survey measures was higher or consistent with satisfaction for FFY 2007. Additionally, Status 26 consumers reported an all time high rating for counselor adherence to agreed upon timetables (90%, n=227).

Status 28

Overall satisfaction for Status 28 consumers rebounded from 64% in FFY 2007 to 71% (n=149) in FFY 2008. Satisfaction with counselors clearly explaining services was at an all time high (83%, n=172) and satisfaction with counselors' seriousness in the case rebounded to 79% (n=165) after a six percentage point drop in FFY 2007.

Satisfaction with involvement was at an all time high of 69% (n=145) and satisfaction with the time it takes to develop the VR plan increased to 68% (n=141) after a prior four-year decline from 69% in FFY 2003 to 60% in FFY 2007.

Quality of service indicators that experienced a drop in FFY 2007 rebounded to ratings more consistent with satisfaction prior to FFY 2007. In FFY 2008, consumer perception of how they were treated by people at DRS (88%, n=183), their willingness to refer a friend (76%, n=158), and their willingness to come back to DRS for help (73%, n=148) were up on average about eight percentage points relative to FFY 2007.

²⁰ FFY 2008 information is based on AWARE closure dates as of September 30, 2008.

		Status 26		Status 28		All self-respondents	
		N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	229	88.8	149	71.3	378	80.9
	Neither	13	5.0	13	6.2	26	5.6
	Dissatisfied	12	4.7	40	19.1	52	11.1
	Don't know	4	1.6	7	3.3	11	2.4
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	220	85.3	145	69.4	365	78.2
	Neither	21	8.1	19	9.1	40	8.6
	Dissatisfied	16	6.2	36	17.2	52	11.1
	Don't know	1	0.4	9	4.3	10	2.1
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	213	83.5	141	67.8	354	76.5
	Neither	22	8.6	19	9.1	41	8.9
	Dissatisfied	15	5.9	40	19.2	55	11.9
	Don't know	5	2.0	8	3.8	13	2.8
<i>Did you encounter any problems or inconveniences with DRS?</i>	Yes	17	6.6	26	12.6	43	9.3
	No	220	85.3	164	79.6	384	82.8
	Rather not say	9	3.5	11	5.3	20	4.3
	Don't know	12	4.7	5	2.4	17	3.7
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	237	93.3	183	87.6	420	90.7
	Neither	3	1.2	4	1.9	7	1.5
	Disagree	11	4.3	18	8.6	29	6.3
	Don't know	3	1.2	4	1.9	7	1.5
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services.</i>	Agree	235	92.2	158	76.0	393	84.9
	Neither	5	2.0	9	4.3	14	3.0
	Disagree	11	4.3	33	15.9	44	9.5
	Don't know	4	1.6	8	3.8	12	2.6
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	223	87.8	147	70.3	370	79.9
	Neither	9	3.5	8	3.8	17	3.7
	Disagree	20	7.9	48	23.0	68	14.7
	Don't know	2	0.8	6	2.9	8	1.7
<i>My counselor took my case seriously.</i>	Agree	238	93.7	165	78.9	403	87.0
	Neither	1	0.4	6	2.9	7	1.5
	Disagree	12	4.7	35	16.7	47	10.2
	Don't know	3	1.2	3	1.4	6	1.3
<i>My counselor clearly explained services available to me.</i>	Agree	235	92.9	172	83.1	407	88.5
	Neither			7	3.4	7	1.5
	Disagree	15	5.9	24	11.6	39	8.5
	Don't know	3	1.2	4	1.9	7	1.5

		Status 26		Status 28		All self-respondents	
		N	%	N	%	N	%
<i>My counselor knew about programs in my community that could help me.</i>	Agree	215	85.7	151	72.9	366	79.9
	Neither	14	5.6	16	7.7	30	6.6
	Disagree	15	6.0	30	14.5	45	9.8
	Don't know	7	2.8	10	4.8	17	3.7
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	231	90.9	166	80.2	397	86.1
	Neither	7	2.8	14	6.8	21	4.6
	Disagree	14	5.5	18	8.7	32	6.9
	Don't know	2	0.8	9	4.3	11	2.4
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	227	89.7	146	71.2	373	81.4
	Neither	7	2.8	16	7.8	23	5.0
	Disagree	10	4.0	34	16.6	44	9.6
	Don't know	9	3.6	9	4.4	18	3.9
<i>I received services that I needed.</i>	Agree	228	90.5	141	68.1	369	80.4
	Neither	4	1.6	12	5.8	16	3.5
	Disagree	17	6.7	49	23.7	66	14.4
	Don't know	3	1.2	5	2.4	8	1.7
<i>I benefited from services that I received.</i>	Agree	231	91.7	134	65.4	365	79.9
	Neither	3	1.2	17	8.3	20	4.4
	Disagree	15	6.0	48	23.4	63	13.8
	Don't know	3	1.2	6	2.9	9	2.0
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	183	71.5	101	49.5	284	61.7
	Yes, I think so	49	19.1	47	23.0	96	20.9
	No, I do not think so	14	5.5	19	9.3	33	7.2
	No, definitely not	5	2.0	15	7.4	20	4.3
	Don't know	5	2.0	22	10.8	27	5.9

Appendix B: Comparison of Satisfaction Ratings by Self and Proxy Respondents

For the FFY 2008 survey cycle, there were 468 self-respondents (completed the survey on their own or with help), 60 consumers who were represented by a proxy and 25 respondents who did not provide information on who completed the survey. Thus, it is not known whether the respondents were self-respondents or proxies. Satisfaction ratings for all survey respondents are provided below.

Proxies reported the lowest satisfaction on the time it took to develop the VR plan followed by the consumer benefiting from services received. Consumer self-respondents reported the lowest satisfaction on the time it took to develop the plan followed by their involvement in developing the VR plan. Overall satisfaction for proxies was 67% (n=40) compared to 81% (n=378) for self-respondents.²¹

		Consumer self-respondent		Proxy		Unknown	
		<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	378	80.9	40	66.7	19	76.0
	Neither	26	5.6	5	8.3	1	4.0
	Dissatisfied	52	11.1	12	20.0	3	12.0
	Don't know	11	2.4	3	5.0	2	8.0
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	365	78.2	39	65.0	16	64.0
	Neither	40	8.6	5	8.3	3	12.0
	Dissatisfied	52	11.1	11	18.3	4	16.0
	Don't know	10	2.1	5	8.3	2	8.0
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	354	76.5	36	60.0	15	60.0
	Neither	41	8.9	8	13.3	4	16.0
	Dissatisfied	55	11.9	11	18.3	4	16.0
	Don't know	13	2.8	5	8.3	2	8.0
<i>Did you encounter any problems or inconveniences with DRS?</i>	Yes	43	9.3	5	8.5	5	20.0
	No	384	82.8	48	81.4	17	68.0
	Rather not say	20	4.3	4	6.8		
	Don't know	17	3.7	2	3.4	3	12.0
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	420	90.7	48	84.2	19	82.6
	Neither	7	1.5	1	1.8	2	8.7
	Disagree	29	6.3	4	7.0	1	4.3
	Don't know	7	1.5	4	7.0	1	4.3

²¹ Consumer self-respondents include cases where the VR consumer completed the survey on their own or with help from someone.

		Consumer self-					
		respondent		Proxy		Unknown	
		N	%	N	%	N	%
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to Department of Rehabilitative Services.</i>	Agree	393	84.9	46	80.7	18	78.3
	Neither	14	3.0	1	1.8	1	4.3
	Disagree	44	9.5	8	14.0	3	13.0
	Don't know	12	2.6	2	3.5	1	4.3
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	370	79.9	39	68.4	14	60.9
	Neither	17	3.7	3	5.3	1	4.3
	Disagree	68	14.7	13	22.8	6	26.1
	Don't know	8	1.7	2	3.5	2	8.7
<i>My counselor took my case seriously.</i>	Agree	403	87.0	44	77.2	20	87.0
	Neither	7	1.5	3	5.3		
	Disagree	47	10.2	8	14.0	2	8.7
	Don't know	6	1.3	2	3.5	1	4.3
<i>My counselor clearly explained services available to me.</i>	Agree	407	88.5	39	68.4	18	78.3
	Neither	7	1.5	4	7.0	1	4.3
	Disagree	39	8.5	10	17.5	2	8.7
	Don't know	7	1.5	4	7.0	2	8.7
<i>My counselor knew about programs in my community that could help me.</i>	Agree	366	79.9	38	66.7	17	73.9
	Neither	30	6.6	4	7.0	1	4.3
	Disagree	45	9.8	10	17.5	2	8.7
	Don't know	17	3.7	5	8.8	3	13.0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	397	86.1	44	75.9	18	78.3
	Neither	21	4.6	6	10.3	1	4.3
	Disagree	32	6.9	4	6.9	3	13.0
	Don't know	11	2.4	4	6.9	1	4.3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	373	81.4	40	70.2	16	69.6
	Neither	23	5.0	4	7.0	1	4.3
	Disagree	44	9.6	7	12.3	3	13.0
	Don't know	18	3.9	6	10.5	3	13.0
<i>I received services that I needed.</i>	Agree	369	80.4	37	64.9	18	78.3
	Neither	16	3.5	2	3.5		
	Disagree	66	14.4	13	22.8	4	17.4
	Don't know	8	1.7	5	8.8	1	4.3
<i>I benefited from services that I received.</i>	Agree	365	79.9	37	63.8	17	77.3
	Neither	20	4.4	3	5.2	1	4.5
	Disagree	63	13.8	13	22.4	3	13.6
	Don't know	9	2.0	5	8.6	1	4.5

		Consumer self-		Proxy		Unknown	
		respondent					
		<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	284	61.7	26	43.3	16	72.7
	Yes, I think so	96	20.9	14	23.3	2	9.1
	No, I do not think so	33	7.2	7	11.7	2	9.1
	No, definitely not	20	4.3	3	5.0		
	Don't know	27	5.9	10	16.7	2	9.1