

## **Customer Satisfaction Survey**

In 2011 the WSRC's most significant project was to conduct a survey to assess the level of satisfaction of DVR customers with the services they received. The Council's Customer Satisfaction and Program Evaluation Committee designed, led, and saw the project through to completion. The Committee is chaired by Martin McCallum and includes: Jeff Abe-Gunter, Sandra Carr, Susan Kautzman, Jerry Johnsen, and Leandro Razo. Going into the project the committee had three goals: first, to learn from customers for the purpose of making data driven recommendations about how service delivery could improve; second, to gather applicable information to aid in the development of the next State Plan; and third, to achieve our mandate under Title 1, Section 105(4)(B) of the Rehabilitation Act, which tasks us with analyzing customer satisfaction with DVR services.

### ***Preparation***

The first step the committee took was to define what it wanted to know. They focused the project on learning whether customers felt that their DVR services were provided with respect and courtesy; and, if the services they received addressed their barriers to employment. Next the Committee Chair and Council staff reviewed the survey instrument developed when the Council undertook a similar project in 2006, and DVR's own customer survey, to identify which questions might be transferable to the current survey project. Then each committee member was asked to contribute the top five questions he or she would like to include. After the questions were submitted, Council staff compiled a comprehensive list of questions and divided them into groups by topic. The committee reviewed the list and narrowed the list with the hope of deciding on twenty questions.

As the project evolved we decided that it would make sense to survey those who achieved employment after being served by DVR; those whose cases were closed without being employed; and, customers currently implementing their Individual Plans for Employment (IPE). We expected to ask them the same questions, with few exceptions. We then shared our project proposal, process, and draft survey questions with DVR's Senior Leadership Team (SLT) for their consideration and input in August. SLT members felt that the focus of the survey was appropriate and were supportive of the draft questions. Like the Council they thought it was sensible to survey people who had become employed, and those who had not. Rather than surveying one group of those currently receiving services, they suggested that we survey two groups so that we could compare and contrast feedback from those making progress through the vocational rehabilitation process at different speeds. The Council and the SLT worked as a team to analyze data about time in plan to which cases to include in the survey sample. Together we concluded that the random survey sample should include: those who achieved employment after being served by DVR; those whose cases were closed without employment, some customers with IPEs open for between 61 and 420 days, and the rest with an open IPE for between 961-1400 days. The SLT then agreed to fund the project.

Next the Council and DVR sought to contract with a partner with the technical expertise to conduct the research. Fortunately, our colleagues at the Research and Data Analysis Unit of the Department of Social and Health Services (RDA) were available to help.

We sought input from RDA staff about whether to conduct the survey on paper, online, or by telephone. We concluded that a telephone survey (with accommodations for Deaf customers or others who spoke languages other than English) would likely yield a high response rate. The drawback of the decision to survey by telephone was that a smaller sample of customers, 455 in all, would be invited to participate in the survey. We provided a \$20 gift card for groceries as an incentive for customers in the hopes of boosting our response rate.

### ***Information on Survey Response and Data Analysis***

The total number of DVR customers included in the survey sample was 455. The sample was randomly selected according to the parameters mentioned above. Of the 455 customers invited to participate in the survey, 404 responded. The response rate was 88.4 percent. Of those who did not respond, two were deceased, two moved out of state, and eight did not fully complete the survey because of issues related to comprehension. We do not yet know how many, if any survey respondents utilized accommodations for non English speakers or for people who are deaf. We did not ask demographic questions about age, gender, race, and disability characteristics. We did ask that when DVR provide the random data sample to RDA, that the full range of experiences of disability reflected in DVR's customer base be represented in this sample. For that reason we will not be able to provide an analysis that compares and contrasts responses of respondents by these characteristics. Importantly, we do not yet know the margin of error for the data collected. In some cases the sum of the graphs totals one tenth above or below 100 percent. We attribute this to a rounding function in the computer program that tabulated the data.

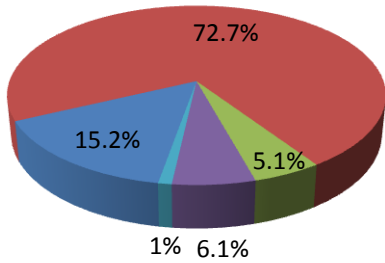
The preliminary analysis below was created in-house by Council staff. It is not the final survey report.

**An Overview of the WSRC's 2011 DVR Customer Satisfaction Survey Findings**

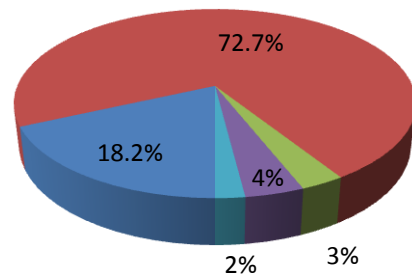
Did the DVR orientation (or intake meeting) clearly explain the services DVR can provide?

■ Strong Yes ■ Yes ■ Neutral ■ No ■ Strong No

In Plan (61-420 Days)



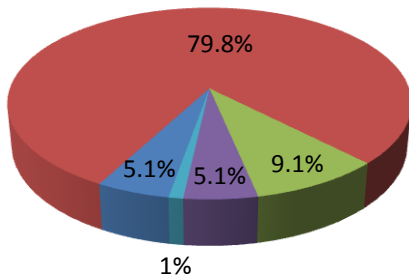
In Plan (961-1400 Days)



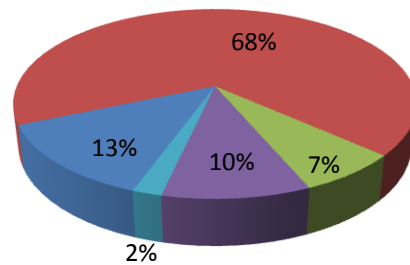
Did your counselor tell you what your role would be in your DVR process?

■ Strong Yes ■ Yes ■ Neutral ■ No ■ Strong No

In Plan (61-420 Days)



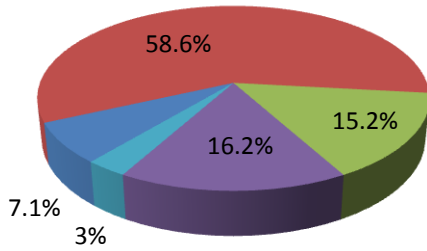
In Plan (961-1400 Days)



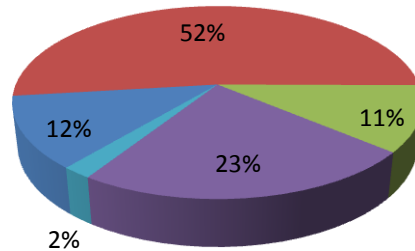
## Are you and your counselor clear about the next step you want to take in your employment plan?

■ Strong Yes   
 ■ Yes   
 ■ Neutral   
 ■ No   
 ■ Strong No

In Plan (61-420 Days)



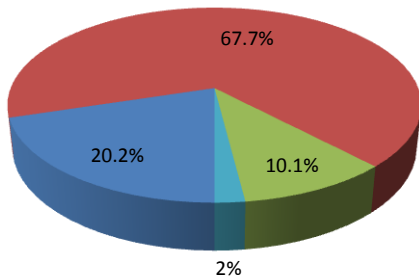
In Plan (961-1400 Days)



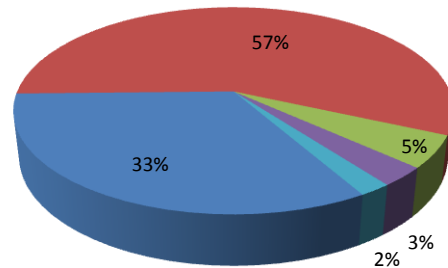
## Do you feel that your counselor wants you to succeed?

■ Strong Yes   
 ■ Yes   
 ■ Neutral   
 ■ No   
 ■ Strong No

In Plan (61-420 Days)



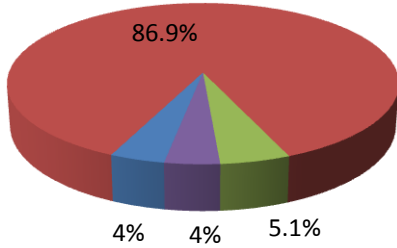
In Plan (961-1400 Days)



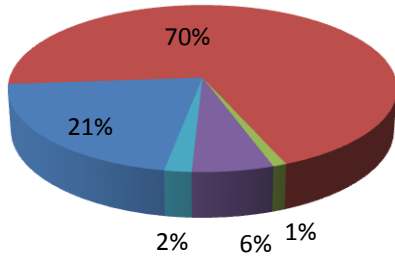
## Did you help to choose your employment goal?

■ Strong Yes   
 ■ Yes   
 ■ Neutral   
 ■ No   
 ■ Strong No

In Plan (61-420 Days)

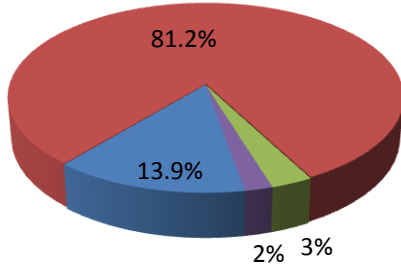


In Plan (961-1400)

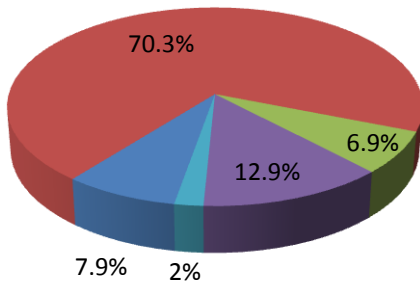


The WSRC is curious to understand more about the relationship between three factors: length of time that a customer has an open plan for employment, whether the customer perceives that he or she is choosing their employment goal, and whether the customer achieves employment.

Closed Rehabilitated



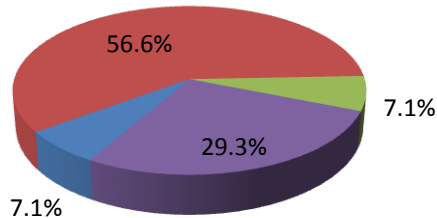
Closed Other



## Is DVR helping you learn skills that increase your chance to get and keep a job?

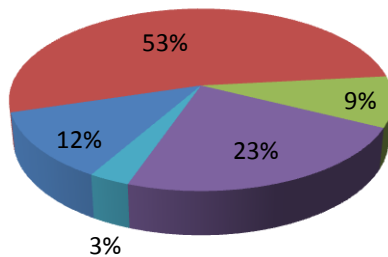
■ Strong Yes ■ Yes ■ Neutral ■ No ■ Strong No

### In Plan (61-420 Days)



DVR customers possess varied skills when they apply for services. We do not know how survey respondents defined "skills." We also do not know why the skills were not acquired during the rehabilitation process, or whether the acquisition of a particular skill would have increased the chance of getting or keeping a job.

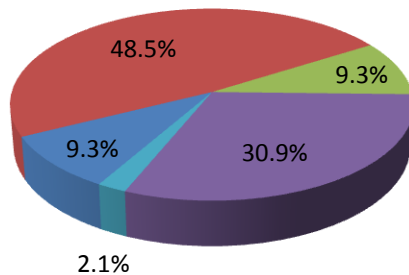
### In Plan (961-1400 Days)



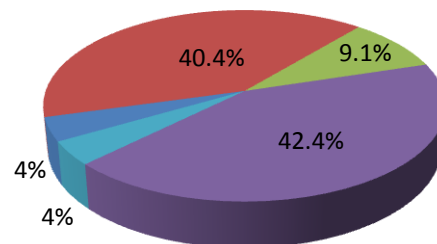
The WSRC encourages DVR to conduct further research to explore the basis of this customer perception.

## Did DVR help you learn skills that increased your chance to get and keep a job?

### Closed Rehabilitated



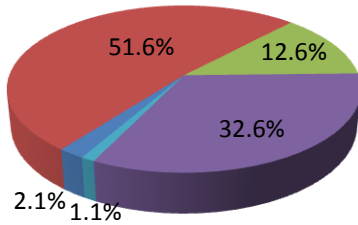
### Closed Other



## Is DVR helping you work with disability issues that have prevented you from getting a job?

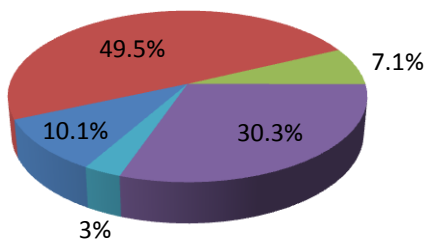
Strong Yes Yes Neutral No Strong No

### In Plan (61-420 Days)



Because those “in plan” are people still being served by DVR, they may yet receive supports or services in the vocational rehabilitation process to address the barriers to employment they face.

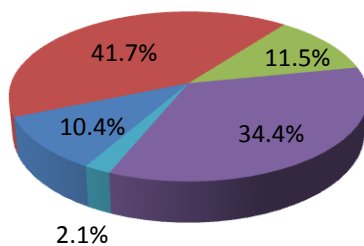
### In Plan (961-1400 Days)



## Did DVR help you work with disability issues that have prevented you from getting a job?

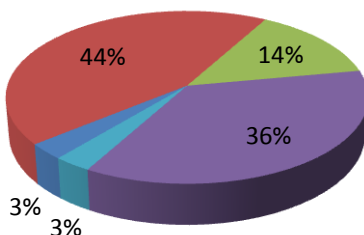
Strong Yes Yes Neutral No Strong No

### Closed Rehabilitated



The barriers to employment that a DVR customer presents in his or her case are always individualized. Barriers may arise from more than one factor. The survey data we have does not provide enough information to understand why a high percentage of respondents do not think their barriers to employment were addressed.

### Closed Other

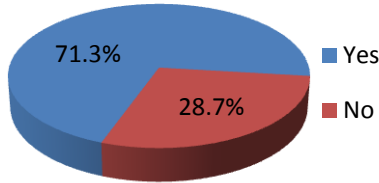


The data do not tell us whether there is a correlation between diminished availability of comparable benefits and unaddressed barriers.

Because the purpose of vocational rehabilitation is to address barriers to employment, and because DVR’s own internal statewide case review identified that progress could be made on addressing barriers to employment, the WSRC encourages DVR to conduct further research to understand more about the causes of this finding.

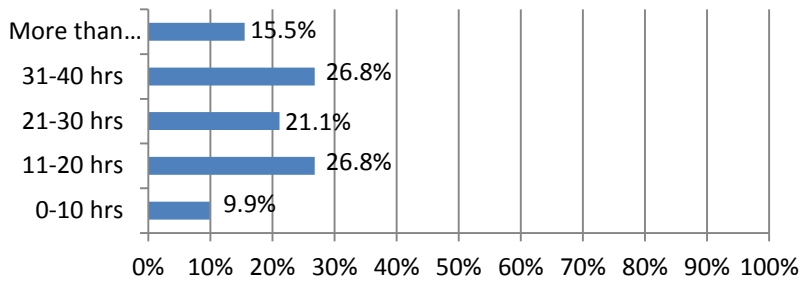
## Closed Rehabilitated

Are you employed now?



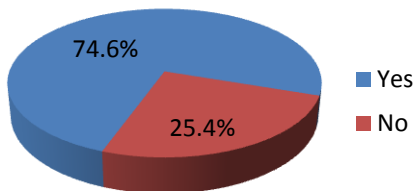
The WRSC does not know whether or not it is typical that 28 percent of customers who became employed after working with DVR would become unemployed. To meet the legal definition of achieving a successful rehabilitation, a DVR customer must get and keep a job for 90 days. The survey sample was pulled in September and research was conducted in October and November. The Council will be taking a closer look at how long people included in the sample had been employed before being surveyed. Assigning meaning to the data requires further investigation.

How many hours per week are you working?



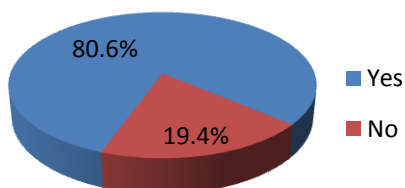
The WSRC did not include a question on the survey to determine whether or not respondents were receiving benefits from the Social Security Administration, therefore we cannot determine if there is a correlation between those working fewer hours, and those receiving Social Security benefits.

Are you working as many hours as you want to work?



We do not have data to help us understand what, if any influence the economy is having on the number of hours these customers are working.

Are you better off financially than you were before receiving DVR services?

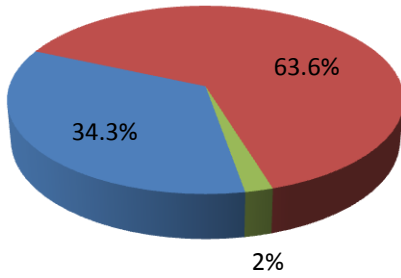


Customer wage at closure is one of the indicators RSA uses to evaluate Vocational Rehabilitation Programs. The Federal standard does not presume wage equality between workers with and without disabilities. It defines success as whether a person with a disability earns 52 cents on the dollar of the state average hourly wage. DVR has not met that standard for four consecutive Federal Fiscal Years. The WSRC wonders if there is a correlation between not passing the standard and the response of 19.4% of those surveyed.

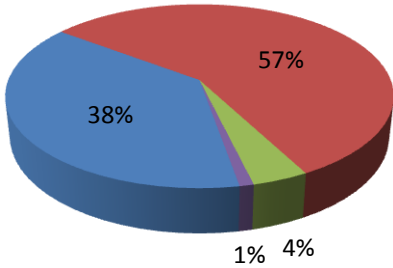
## Do/did DVR staff treat you with courtesy and respect?

■ Strong Yes ■ Yes ■ Neutral ■ No ■ Strong No

### In Plan (61-420 Days)

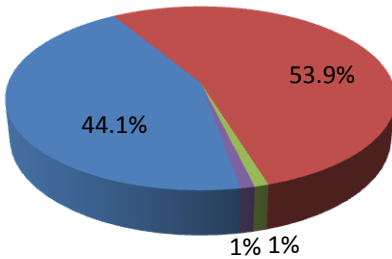


### In Plan (961-1400 Days)

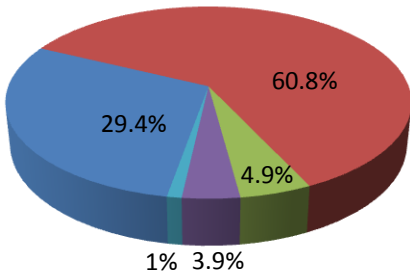


We found it notable that over 90 percent of survey respondents confirmed feeling treated with courtesy and respect by DVR staff.

### Closed Rehabilitated



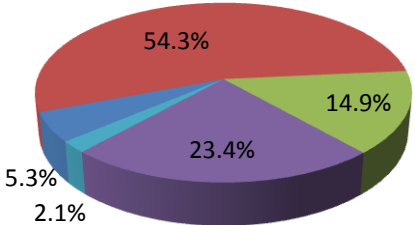
### Closed Other



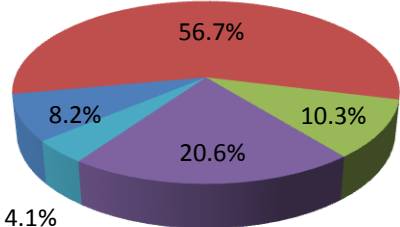
# If you need services DVR doesn't offer, do/did staff tell you where you can get those services?

■ Strong Yes   
 ■ Yes   
 ■ Neutral   
 ■ No   
 ■ Strong No

**In Plan (61-420 Days)**

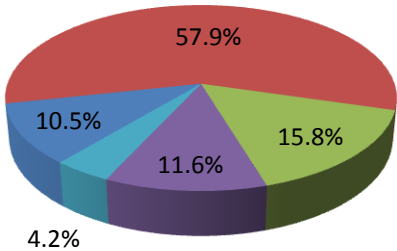


**In Plan (961-1400 Days)**

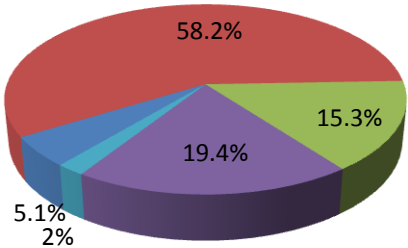


We do not know what services customers sought. We do not know if necessary services were available to refer to.

**Closed Rehabilitated**



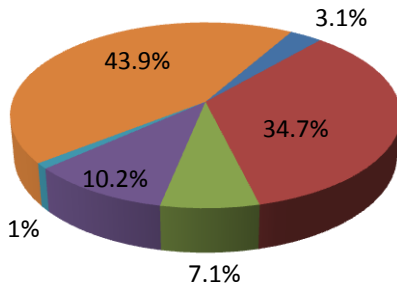
**Closed Other**



## If you need services from a Community Rehabilitation Program provider (CRP), do/did you get to choose the CRP?

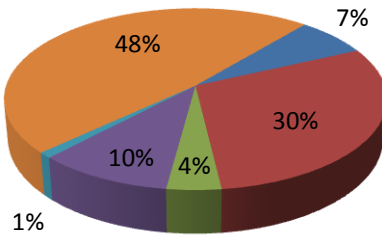
■ Strong Yes  
 ■ Yes  
 ■ Neutral  
 ■ No  
 ■ Strong No  
 ■ I don't Know/What's CRP?

**In Plan (61-420 Days)**



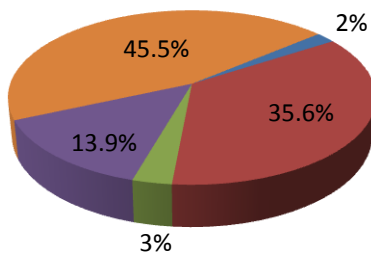
DVR currently contracts with 116 Community Rehabilitation Programs. A Community Rehabilitation Program (CRP) is an organization (that can either be structured as a for profit organization or a not for profit organization) which provides vocational rehabilitation services to individuals with disabilities to enable those individuals to maximize their opportunity for employment. The services that DVR contracts with CRPs to provide include:

**In Plan (961-1400 Days)**



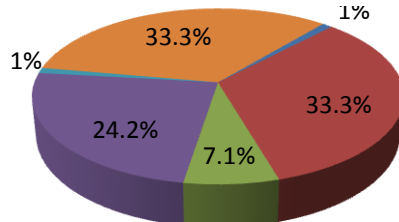
1. Vocational evaluation services
2. Trial work experience or community based assessment services
3. Job placement
4. Intensive training services and
5. Job retention services

**Closed Rehabilitated**



Typically the segment of DVR's customer base that is most likely to be served by CRPs, are customers with developmental disabilities who are working to achieve supported employment. We notice that few survey respondents recognized what CRPs are, and the role they play in the rehabilitation process for some customers.

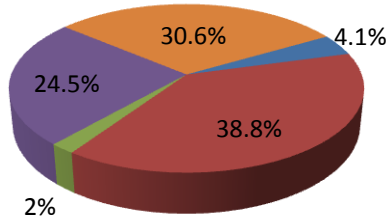
**Closed Other**



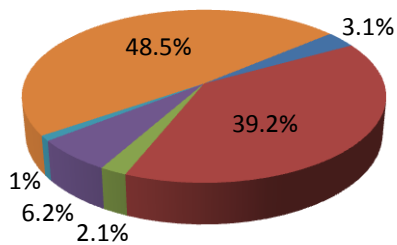
## Did staff tell you the Client Assistance Program (CAP) can help solve issues in your case?

■ Strong Yes  
 ■ Yes  
 ■ Neutral  
 ■ No  
 ■ Strong No  
 ■ I don't Know/What's CAP?

### In Plan (61-420 Days)

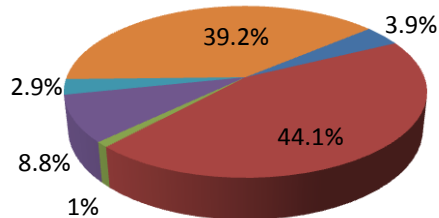


### In Plan (961-1400 Days)



We notice that a high percentage of customers are unfamiliar with the Client Assistance Program. We do not know what to attribute the unfamiliarity to. There are at least three points in a vocational rehabilitation process where customers are to be alerted to the existence of the Client Assistance Program.

### Closed Rehabilitated



### Closed Other

