

# FFY2016 IVRS Consumer Satisfaction Survey

## RESPONSE RATES

### **SUCCESSFULLY EMPLOYED**

Total Surveys Sent to Successfully Employed: 2,225

Total Responses from Successfully Employed: 341

Total Surveys returned as undeliverable: 45

Total Response Rate: 16%

### **UNSUCCESSFULLY EMPLOYED**

Total Surveys Sent to Unsuccessfully Employed: 2,015

Total Responses from Unsuccessfully Employed: 144

Total Surveys returned as undeliverable: 109

Total Response Rate: 8%

### **COMBINED**

Total Surveys Sent to All: 4,240

Total Responses from All: 485

Total Surveys returned as undeliverable: 154

Total Survey Response Rate: 12%

## ABOUT THE SURVEY

IVRS uses value chain analysis to analyze processes within IVRS to determine the need for improvement or failure points. The customer satisfaction survey was one way to begin, and we decided to use the new Quality Indicators for Customer Focus (QICF) as a pilot instrument to assist us with identifying failure points or areas for improvement.

The survey uses Skip Logic, which creates a customized path through the survey that varies based on the respondent's answers. For example, if a job candidate answers question 2 as "not satisfied," then they are asked to answer questions 2a, 2b, 2c. However, if the answer is "satisfied," they go from question 2 to 3.

## SURVEY QUESTION RESPONSES

### 1. I am satisfied with the way my counselor related to me?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 94% satisfied, 6% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 81% satisfied, 19% not satisfied.

### 2. My counselor took my concerns seriously?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 96% satisfied, 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 78% satisfied, 21% not satisfied.

#### 2a. My counselor took the time to listen to my concerns?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 1% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

#### 2b. My counselor took my opinion into consideration and responded appropriately?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 17% not satisfied.

#### 2c. My counselor was open to me expressing my complaints.

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied.

### 3. My counselor understood my needs?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 95% satisfied, 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 78% satisfied, 22% not satisfied.

#### 3a. My counselor gave me useful advice?

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

**3b. My counselor helped me find resources in the community?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 14% not satisfied

**3c. My counselor helped me challenge my expectations of myself?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

**4. My counselor treated me with respect?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 95% satisfied, 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 85% satisfied, 11% not satisfied.

**4a. My counselor was timely when responding to me?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 1% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

**4b. My counselor acted in my best interest?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 1% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

**4c. My counselor respected my culture?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: .5% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 5% not satisfied.

**5. My counselor involved me in decision-making?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 92% satisfied, 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 77% satisfied, 19% not satisfied.

**5a. My counselor helped me focus on employment?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

**5b. My counselor helped me explore my options?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied

**5c. My counselor helped me understand the pros and cons of my decision?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied.

**6. I am satisfied with how well VR prepared me for employment?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 88% satisfied, 9% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 69% satisfied, 28% not satisfied.

**6a. I was advised about my rights and responsibilities?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 8% not satisfied.

**6b. I was able to make informed choices about the services needed?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied.

**6c. I was able to make informed choices about the provider of services?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied.

**6d. I received all agreed upon services?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 20% not satisfied.

**6e. I received all agreed upon services in the time frame that met my needs?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 20% not satisfied.

**7. I am employed or more prepared for employment because of the services I received?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 85% satisfied, 11% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 58% satisfied, 38% not satisfied.

**7a. Services I received helped to decrease or remove the challenges I had related to employment?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 6% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 24% not satisfied.

**7b. I can independently search for employment?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

**7c. I can identify and request appropriate accommodations from an employer?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 17% not satisfied.

**7d. I obtained or am more prepared for a job that matches my skills and interests?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 5% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 22% not satisfied.

**7e. IVRS staff helped me achieve my employment goal?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 6% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 24% not satisfied.

**8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 38% needed, 56% did not need.
- UNSUCCESSFULLY EMPLOYED: 57% needed, 36% did not need.

**8a. I was given information about other programs that could help me with my non-employment related needs?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% were not given information.
- UNSUCCESSFULLY EMPLOYED: 15% were not given information.

**8b. I was connected to other programs for assistance with my non-employment related needs?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% were not connected.
- UNSUCCESSFULLY EMPLOYED: 17% were not connected.

**8c. I have received the assistance I needed from the other agencies?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not received assistance.
- UNSUCCESSFULLY EMPLOYED: 13% not received assistance.

**8d. I am currently on a waiting list for services from the other agencies?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 7% on a waiting list.
- UNSUCCESSFULLY EMPLOYED: 13% on a waiting list.

**8e. I was denied assistance by the other agencies?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 8% denied assistance.
- UNSUCCESSFULLY EMPLOYED: 13% denied assistance.

**9. I needed services that IVRS could not provide before I was ready for employment?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 19% needed services.
- UNSUCCESSFULLY EMPLOYED: 42% needed services.

**10. I had a satisfactory experience through IVRS?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 87% satisfied, 7% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 72% satisfied, 21% not satisfied.

- 11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 90% satisfied, 4% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 79% satisfied, 15% not satisfied.
- 11a. Staff explained that employment is the purpose of services?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 1% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 8% not satisfied.
- 11b. Staff explained the process that I would follow?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 2% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 10% not satisfied.
- 11c. Staff explained my rights and responsibilities as a partner in the process?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 1% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 6% not satisfied.
- 11d. Staff explained what services were available to help me become employed?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 2% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 10% not satisfied.
- 12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 90% satisfied, 4% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 77% satisfied, 15% not satisfied.
- 12a. Staff explained why I needed to be found eligible before receiving services?**
- TOTAL RESPONDENTS TO THIS QUESTION:
  - SUCCESSFULLY EMPLOYED: 4% not satisfied.
  - UNSUCCESSFULLY EMPLOYED: 10% not satisfied.

**12b. Staff explained the steps they would use to determine whether I was eligible for services?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 5% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

**12c. Staff involved me in determining my eligibility services?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 5% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

**12d. Staff notified me when I was eligible to begin services?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 7% not satisfied.

**13. My Plan for Employment was carried out to my satisfaction?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 84% satisfied, 10% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 56% satisfied, 36% not satisfied.

**13a. All services that I needed to be successfully employed were provided?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 4% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 24% not satisfied.

**13b. Everyone involved in my plan worked well together to address issues?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 18% not satisfied.

**13c. Changes to my plan were considered and made when appropriate?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 16% not satisfied.

**13d. Services that were purchased on my behalf were what I expected?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 17% not satisfied.

**14. VR staff adequately accommodated my disability?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 86% satisfied, 5% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 73% satisfied, 19% not satisfied.

**14a. Staff scheduled appointments in accessible locations?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 1% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 7% not satisfied.

**14b. Staff supported me as a partner in the planning process.**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

**14c. Staff fulfilled my request for written communication?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 2% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 10% not satisfied.

**14d. Staff referred me to community partners who understood my disability?**

- TOTAL RESPONDENTS TO THIS QUESTION:
- SUCCESSFULLY EMPLOYED: 3% not satisfied.
- UNSUCCESSFULLY EMPLOYED: 15% not satisfied.