

2018 Consumer Satisfaction Survey

RESPONSE RATES

SUCCESSFULLY EMPLOYED

Total Surveys Sent to Successfully Employed: 2,092

Total Responses from Successfully Employed: 337

Total Surveys returned as undeliverable: 39

Total Response Rate: 16%

UNSUCCESSFULLY EMPLOYED

Total Surveys Sent to Unsuccessfully Employed: 2,352

Total Responses from Unsuccessfully Employed: 161

Total Surveys returned as undeliverable: 109

Total Response Rate: 7%

COMBINED

Total Surveys Sent to All: 4,444

Total Responses from All: 498

Total Surveys returned as undeliverable: 148

Total Survey Response Rate: 12%

SUMMARY

IVRS uses value chain analysis of processes completed within IVRS to assist in identifying where improvements are needed/to identify failure points. The customer satisfaction process was one way to begin and we agreed to use the new Quality Indicators for Customer Focus (QICF) as a pilot of an instrument that may be able to identify failure points/areas for improvement. The survey uses Skip Logic that creates a custom path through the survey that varies based on the respondent's answers. If a job candidate, answers question 2 as "not satisfied" then they are asked to answer questions 2a, 2b, 2c, but 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: 80% satisfied, 19% not satisfied.

2. My counselor took my concerns seriously?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 94% satisfied, 6% not satisfied.

UNSUCCESSFULLY EMPLOYED: 81% satisfied, 19% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 11% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

3. My counselor understood my needs?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 92% satisfied, 6% not satisfied.

UNSUCCESSFULLY EMPLOYED: 78% satisfied, 19% not satisfied.

3a. My counselor gave me useful advice?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 5% not satisfied.
UNSUCCESSFULLY EMPLOYED: 17% not satisfied

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

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

4. My counselor treated me with respect?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 94% satisfied, 3% not satisfied.
UNSUCCESSFULLY EMPLOYED: 89% satisfied, 8% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 1% not satisfied.
UNSUCCESSFULLY EMPLOYED: 6% not satisfied.

4b. My counselor acted in my best interest?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 2% not satisfied.
UNSUCCESSFULLY EMPLOYED: 6% not satisfied.

4c. My counselor respected my culture?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 1% not satisfied.
UNSUCCESSFULLY EMPLOYED: 2% not satisfied.

5. My counselor involved me in decision-making?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 91% satisfied, 5% not satisfied.
UNSUCCESSFULLY EMPLOYED: 80% satisfied, 15% not satisfied.

5a. My counselor helped me focus on employment?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 3% not satisfied.
UNSUCCESSFULLY EMPLOYED: 10% not satisfied.

5b. My counselor helped me explore my options?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 3% not satisfied.
UNSUCCESSFULLY EMPLOYED: 12% not satisfied

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 4% not satisfied.
UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 90% satisfied, 9% not satisfied.
UNSUCCESSFULLY EMPLOYED: 71% satisfied, 25% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 2% not satisfied.
UNSUCCESSFULLY EMPLOYED: 7% 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: 16% 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: 17% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 90% satisfied, 9% not satisfied.

UNSUCCESSFULLY EMPLOYED: 57% 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: 25% not satisfied.

7b. I can independently search for employment?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 16% 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: 18% 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: 7% not satisfied.

UNSUCCESSFULLY EMPLOYED: 22% 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, 55% did not need.

UNSUCCESSFULLY EMPLOYED: 56% 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% not satisfied.
UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 4% not satisfied.
UNSUCCESSFULLY EMPLOYED: 12% not satisfied.

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

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

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 8% currently waiting.
UNSUCCESSFULLY EMPLOYED: 15% currently waiting.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 4% denied.
UNSUCCESSFULLY EMPLOYED: 11% denied.

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

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 19% satisfied, 73% not satisfied.
UNSUCCESSFULLY EMPLOYED: 42% satisfied, 45% not satisfied.

10. I had a satisfactory experience through IVRS?

TOTAL RESPONDENTS TO THIS QUESTION:
SUCCESSFULLY EMPLOYED: 87% satisfied, 7% not satisfied.
UNSUCCESSFULLY EMPLOYED: 71% satisfied, 19% 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: 89% satisfied, 6% not satisfied.

UNSUCCESSFULLY EMPLOYED: 82% satisfied, 10% not satisfied.

11a. Staff explained that employment is the purpose of services?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 3% not satisfied.

11b. Staff explained the process that I would follow?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 6% 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: 3% not satisfied.

11d. Staff explained what services were available to help me become employed?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 5% 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, 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 80% satisfied, 11% not satisfied.

12a. Staff explained why I needed to be found eligible before receiving services?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 69% satisfied, 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 64% satisfied, 7% 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: 72% satisfied, 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 64% satisfied, 9% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 69% satisfied, 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 62% satisfied, 11% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 71% satisfied, 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 62% satisfied, 7% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 86% satisfied, 9% not satisfied.

UNSUCCESSFULLY EMPLOYED: 61% satisfied, 30% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 18% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 15% 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: 11% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

14. VR staff adequately accommodated my disability?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 88% satisfied, 6% not satisfied.

UNSUCCESSFULLY EMPLOYED: 70% satisfied, 17% not satisfied.

14a. Staff scheduled appointments in accessible locations?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 6% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 9% not satisfied.

14c. Staff fulfilled my request for written communication?

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 6% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 11% not satisfied.