

Iowa Vocational Rehabilitation Services  
2019 Consumer Satisfaction Survey  
RESPONSE RATES

**SUCCESSFULLY EMPLOYED**

Total Surveys Sent to Successfully Employed: 2,158

Total Responses from Successfully Employed: 354

Total Surveys returned as undeliverable: 44

Total Response Rate: 17%

**UNSUCCESSFULLY EMPLOYED**

Total Surveys Sent to Unsuccessfully Employed: 2,231

Total Responses from Unsuccessfully Employed: 160

Total Surveys returned as undeliverable: 137

Total Response Rate: 8%

**COMBINED**

Total Surveys Sent to All: 4,389

Total Responses from All: 514

Total Surveys returned as undeliverable: 181

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: 96% satisfied, 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 79% satisfied, 21% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 96% satisfied, 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 78% satisfied, 20% 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: 9% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 10% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

### **3. My counselor understood my needs?**

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 97% satisfied, 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 73% satisfied, 24% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 14% not satisfied

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 97% satisfied, 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 89% satisfied, 9% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 0% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 5% not satisfied.

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

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

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 0% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 5% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 96% satisfied, 2% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 82% satisfied, 16% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 10% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 11% not satisfied

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

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

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 90% satisfied, 8% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 61% satisfied, 36% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 11% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 1% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

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

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

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

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

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

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

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

TOTAL RESPONDENTS TO THIS QUESTION:

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

UNSUCCESSFULLY EMPLOYED: 50% satisfied, 45% 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: 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 28% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 13% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 14% 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: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 25% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 28% 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: 44% needed, 50% did not need.

UNSUCCESSFULLY EMPLOYED: 51% needed, 42% 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: 5% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 14% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 5% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 15% 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: 13% 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: 13% currently waiting.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 3% denied.  
UNSUCCESSFULLY EMPLOYED: 12% 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, 75% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 39% satisfied, 50% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:  
SUCCESSFULLY EMPLOYED: 88% satisfied, 6% not satisfied.  
UNSUCCESSFULLY EMPLOYED: 63% satisfied, 28% 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: 91% satisfied, 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 71% satisfied, 23% 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: 1% 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: 10% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 14% 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, 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 78% satisfied, 16% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 82% satisfied, 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 72% satisfied, 9% 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: 80% satisfied, 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 75% satisfied, 10% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 80% satisfied, 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 68% satisfied, 12% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 83% satisfied, 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 71% satisfied, 9% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 88% satisfied, 5% not satisfied.

UNSUCCESSFULLY EMPLOYED: 51% satisfied, 40% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 3% not satisfied.

UNSUCCESSFULLY EMPLOYED: 26% 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: 21% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 19% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 15% not satisfied.



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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 87% satisfied, 4% not satisfied.

UNSUCCESSFULLY EMPLOYED: 68% satisfied, 23% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 10% 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: 17% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 1% not satisfied.

UNSUCCESSFULLY EMPLOYED: 11% not satisfied.

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

TOTAL RESPONDENTS TO THIS QUESTION:

SUCCESSFULLY EMPLOYED: 2% not satisfied.

UNSUCCESSFULLY EMPLOYED: 15% not satisfied.