

## Iowa Vocational Rehabilitation Services Consumer Satisfaction Survey – FFY2019

Return Rate: consistently 12% for the past 3 years 17, 18, and 19 and 11% in 16. IVRS gets a comparable return rate compared with other state VR agencies.

Successful Closures: Our satisfaction rate for all questions for the past four years have been positive with no significant concerns. Of the main questions, 87% was IVRS' lowest satisfaction rate as most are in the 90 percentile.

Unsuccessful Closures: Of the main questions, 50% was IVRS' lowest satisfaction rate, which is, "I am employed or more prepared for employment because of the services I received." Even with the unsuccessful closures, the majority of the satisfaction rates are over 70%.

IVRS initiated Motivational Interviewing in FFY2015 to give counselors a better way of relating and communicating with job candidates. Since that time, IVRS has seen an increase in satisfaction on the unsuccessful closures in these 3 questions. IVRS has continued to make it a priority by identifying counselors in each area office that will be leaders in this area to provide guidance and assistance to other staff members. Motivational Interviewing relates to following survey questions 1, 2, and 3 identified below:

1. I am satisfied with the way my counselor related to me.
  - a) Unsuccessfully Closed: Nearly 1 in 5 were unsatisfied. In FFY15 - 22%, FFY16 - 19%, FFY17 - 19%, FFY18 - 19%, FFY2019 – 21%.
2. My counselor took my concerns seriously.
  - a) Unsuccessfully Closed: Nearly 1 in 5 were unsatisfied. FFY15 – 23%, FFY16 – 21%, FFY17 – 19%, FFY18 – 19%, FFY19 – 20%.
3. My counselor understood my needs.
  - a) Unsuccessfully Closed: Nearly 1 in 4 were unsatisfied. FFY15 – 23%, FFY16 – 22%, FFY17 – 19%, FFY18 – 19%, FFY2019 – 24%
- 3b. My counselor helped me find resources in the community?
  - a) Unsuccessfully Closed: 1 in 7 were unsatisfied.

Survey questions 6 and 7 focus on employment outcome, therefore, the expectations would be the unsuccessful job candidates would not be as satisfied due to the fact the job candidate did not get placed in employment. IVRS saw a decrease in satisfaction in these two areas as IVRS has focused on client-centered services so even if a JC is not employed they are more prepared for employment.

6. I am satisfied with how well VR prepared me for employment.
  - a) Unsuccessfully Closed: 1 in 3 were unsatisfied. FFY15 – 32%, FFY16 – 28%, FFY17 – 26%, FFY18 – 25%, FFY19 – 36%.
- 6e. I received all agreed upon services in the time-frame that met my needs?  
Unsuccessfully Closed: 1 in 6 were unsatisfied.
7. I am employed or more prepared for employment because of the services I received?
  - a) Unsuccessfully Closed: Over 1 in 3 were unsatisfied. FFY15 – 43%, FFY16 – 39%, FFY17 – 40%, FFY18 – 38%, FFY19 – 45%
- 7a. Services I received helped to decrease or remove the challenges I had related to employment?  
Unsuccessfully Closed: 1 in 4 was not satisfied.
- 7b. I can independently search for employment?  
Unsuccessfully Closed: 1 in 8 was not satisfied.
- 7c. I can identify and request appropriate accommodations from an employer?  
Unsuccessfully Closed: 1 in 7 was not satisfied.
- 7d. I obtained or am more prepared for a job that matches my skills and interests?  
Unsuccessfully Closed: 1 in 4 was not satisfied.
- 7e. IVRS staff helped me achieve my employment goal?  
Unsuccessfully Closed: 1 in 4 was not satisfied.

Question 9 focuses on services IVRS are not able to provide. Due to legislation, IVRS is allowed to provide employment related services only. All other services would have to be provided by referral to other agencies. The survey does have question 8 regarding referral for services to other

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agencies/entities. IVRS job candidates have responded as being satisfied with the referral and services received from those agencies/entities. Based on this, the need for services IVRS could not provide are being provided by partners with IVRS.

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

- a) Successfully Closed: FFY15 – 72%, FFY16 – 72%, FFY17 – 70%, FFY18 – 73%, FFY19 – 75% needed services that VR could not provide.
- b) Unsuccessfully Closed: FFY15 – 47%, FFY16 – 48%, FFY17 – 60%, FFY18 – 45%, FFY19 – 50% needed services that VR could not provide.

IVRS has begun to work with the local office to improve internal workforce planning. Resource managers are going to each office to identify staff structure and processes to identify best practices for teaming and collaborating services for JCs. One of the main areas of focus is to identify ways to improve efficiencies that will impact timely service delivery so the job candidates plan for employment is not delayed. The satisfaction rate has been consistent over the past 4 years and the goal would be through the new process IVRS would see these areas improve.

10. I had a satisfactory experience through IVRS?

- a) Unsuccessfully Closed: 1 in 4 were not satisfied. FFY15 – 22%, FFY16 – 22%, FFY17 – 24%, FFY18 – 19%, FFY19 – 28%.

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

- a) Unsuccessfully Closed: 1 in 3 were not satisfied. FFY15 – 30%, FFY16 – 37%, FFY17 – 28%, FFY18 – 30%, FFY19 – 40%.

13a. All services that I needed to be successfully employed were provided?  
Unsuccessfully Closed. 1 in 4 were not satisfied.

13b. Everyone involved in my plan worked well together to address issues?  
Unsuccessfully Closed. 1 in 4 were not satisfied.

IVRS is addressing the ADA accessibility issues on a quarterly basis. The local area office supervisors discuss with the property owner the issues that have been identified and timing of correcting the issues. IVRS, IWD and CAP performed an accessibility study for each co-location, which provided recommendations for changes to make the location more accessible.

The major area of concern appears to be survey question 14d. Staff referred me to community partners who understood my disability. IVRS Bureau Chief has made it a focus to communicate better with our partners so that there is a better understanding of services provided and population served.

14. VR staff adequately accommodated my disability?

- a) Unsuccessfully Closed. 1 in 5 were not satisfied. FFY15 – 25%, FFY16 – 19%, FFY17 – 22%, FFY18 – 17%, FFY19 – 23%.

Overall, IVRS has seen improvements across the board in most areas. As an agency, IVRS continues to review policies, procedures, processes and regulations regularly to seek out strategies to improve the job candidate experience with IVRS. Some of the highlights:

- Successful Closures satisfaction rates are averaging over 90%.
- Unsuccessful Closures satisfaction rate are averaging 70%.
- Motivational Interviewing continues to be a focus.
- Benefits planning services continue to improve as IVRS has invested in a personnel position in this area.
- Restructuring the Resource Team to focus on specialty areas that allows for expertise and consistent messaging.
- Expanded Business Services by adding personnel positions in Iowa City and Des Moines.
- Expanded rehabilitation technology services through utilization of the 2 Assistive Technology Specialists to help decrease barriers and challenges to employment.
- Expanded education of field staff for serving the Deaf and Hard of Hearing population.
- Collaborated with the Helen Keller Center to work with the Deaf/Blind population.