

**Federal Fiscal Year 2007
Consumer Satisfaction with
Vocational Rehabilitation Services**



**James A. Rothrock, M.S., L.P.C.
Commissioner**

August 2008

Policy and Planning Division

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Policy and Planning Director: Elizabeth E. Smith, J.D., M.S.

We welcome your comments and questions. Please contact:

The Report Staff or the *Policy and Planning Director*

Virginia Department of Rehabilitative Services

8004 Franklin Farms Drive

Richmond, Virginia 23229

Voice: (804) 662-7071

Voice Toll Free: (800) 552-5019

TTY: (804) 662-9040

TTY Toll Free: (800) 464-9950

Fax: (804) 662-7696

Policy and Planning Web address:

<http://intranet/DRS1/frs/policyplanning/default.htm>

Report Staff

Mable L. Fleming, B.S., Senior Analyst Research and Evaluation - was the lead analyst for this report

Matthew C. Doum, B.A., Research Assistant – assisted with survey preparation, analyses and report writing

Jennifer P. Woodward, Office Assistant – assisted with survey preparation, data entry, and report editing

Myra G. Owens, Ph.D., Lead Analyst Research and Evaluation - provided methodology guidance

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Introduction

Annually, the Department of Rehabilitative Services (DRS) conducts a survey to assess consumer satisfaction with vocational rehabilitation (VR) services. The survey provides a systematic method of hearing the point of view of the consumers. In the survey, consumers are able to provide their level of satisfaction or dissatisfaction with received services, staff, and various aspects of the VR process. Consumer satisfaction with VR services is one measure of program effectiveness and is a quality of service indicator.

The FFY 2007 VR consumer satisfaction survey was administered by the DRS Policy and Planning Division under the guidance of the State Rehabilitation Council (SRC).¹ The data were captured for consumers who were either vocationally rehabilitated (Status 26) or who received VR services and were not vocationally rehabilitated (Status 28) during Federal Fiscal Year (FFY) 2007 (October 1, 2006 through September 30, 2007). This report contains the results of the FFY 2007 survey, VR consumer satisfaction trends for the past nine years, and success stories about some of the consumers who responded to the FFY 2007 survey.

Survey Administration Summary

The standard method of evaluating satisfaction with VR services involves surveying a simple random sample of rehabilitated consumers (Status 26) and a simple random sample of consumers who received vocational rehabilitation services and were not vocationally rehabilitated (Status 28). A survey was mailed to each consumer in the sample along with a business reply envelope. Postal reminders and follow-up survey packets were used to encourage consumers to complete and return the survey.

Over the course of FFY 2007, a survey was mailed to 1,809 consumers (45% were Status 26 and 55% were Status 28). Deliberate over sampling of Status 28 consumers is performed because these consumers are less likely to respond to the survey. Additionally, over sampling this group helps to reduce the potential favorable response bias from vocationally rehabilitated consumers.² The response rate for Status 26 consumers was 45% (n=333) and the response rate for Status 28 consumers was 28% (n=221). Survey results by closure status are provided at Appendix A.

The FFY 2007 overall response rate was 37% (n=554). Of the 554 respondents, 466 were actually consumer self-respondents.³ The remaining 88 respondents were either proxies (completed the survey based on their knowledge of the consumer, n=60) or unidentifiable (did not disclose who completed the survey, n=28). An additional respondent was accepted as a self-select (closed in FFY 2007 and elected to complete the survey). This consumer is

¹ Federal regulations governing State VR programs mandate that the State Rehabilitation Council (SRC) assess consumer satisfaction to the extent feasible (34 CFR, 361.17(h)(4)).

² The CSSSYSTEM – Consumer Satisfaction with DRS Backgrounder, *Management Decisions and Technical Considerations for the Survey of Consumer Satisfaction with VR*, October 1995 (Revised 2/96, 9/99).

³ Consumer self-respondents include cases where the consumer completed the survey and cases where someone helped the VR consumer complete the survey.

included in the survey responses for self-respondents. Results for proxies are provided at Appendix B.

The demographic composition of the FFY 2007 survey sample was similar to the overall demographics of the FFY 2007 VR population of individuals who exited the program during the year as Status 26 (rehabilitated) or Status 28 (received services but not rehabilitated). Thus, it is believed that survey respondents were representative of the population from which the sample was drawn. Although there does not appear to be an overall survey non-response bias, there continues to be a lower percentage of transition consumers and consumers with cognitive impairments responding to the survey (Appendix C).

Executive Summary

By the end of the fiscal year, 4,298⁴ clients achieved an employment outcome – the largest number in the most recent 20 years of the vocational rehabilitation program. The FFY rehabilitation rate was 60.1%. Only four other times since 1986 has the program exceeded 4,000 employment outcomes. Even so, Federal Fiscal Year 2007 surpassed the best of the other four years by a margin of 149 more successful closures than the previous record set in 1990 with 4,129 successful closures.

From the random sample of 817 consumers who achieved an employment outcome, 296 rehabilitated self-respondents completed this year's survey along with 170 self-respondents who received services but were not rehabilitated. The overall survey response rate was 37%. FFY 2007 survey results for self-respondents are summarized below. Satisfaction trends are provided in Section IV of this report.

Consumer job satisfaction is at a four-year high.

FFY 2007 job satisfaction is about four percentage points above the prior four-year average of 81%. The five-year average for job satisfaction is 82%.

On average, consumers have positive perceptions about their counselors

Five-year averages ranged from 86% to 88% for most counselor performance measures. FFY 2007 satisfaction ratings were over 80% for counselors not rushing consumers (85%), counselors taking the case seriously (85%), and counselors clearly explaining programs (87%). Counselor knowledge of available programs (79%) and counselor meeting agreed upon timetables (81%) are the lowest rated measures for counselors. The five-year averages are 80% and 81%, respectively.

Eighty-nine percent of consumers indicated they were treated well by DRS staff; the five year average was 91%.

Consumers want more involvement in developing their employment plan

Satisfaction with involvement in developing the VR plan (75%) and satisfaction with the time it takes to develop the plan (73%) are the lowest rated measures by VR consumers. The five-year averages are 76% and 75%, respectively. Satisfaction with the amount of time it takes to develop the plan is three percentage points below the prior four-year average.

⁴ FFY 2007 information is based on VRIS closure transaction date as of September 30, 2007. The number of consumers achieving an employment outcome in this report is different from the number (n=4,278) reported in the Performance Evaluation Totals Part I report (Program ID: SCCBR581, Run Date: 09/29/07, Run Time: 005149) and does not include the 20 cases closed on September 29 and September 30. A copy of the report is provided at Appendix D.

Overall satisfaction for FFY 2007 is down slightly after an uptick in FFY 2006.

FFY 2007 overall satisfaction (80%) is approximately two percentage points below the prior four-year average (82%). Also experiencing a drop in FFY 2007 were two of four survey items used as customer service indicators [willingness to refer a friend (82%) and willingness to come back to DRS (79%)]. Both survey items are approximately four percentage points below the prior four-year average.

The lower FFY 2007 overall satisfaction rating may be attributed to consumers who exited the program without an employment outcome after receiving services (not rehabilitated). While overall satisfaction for rehabilitated consumers has remained at or above 87% for the past five federal fiscal years, overall satisfaction for consumers not rehabilitated range between 64% and 74%. The FFY 2007 overall satisfaction of 64% for consumers who were not rehabilitated is eight percentage points below the prior four-year average (72%).

Satisfaction with counselor knowledge of programs (90%) was at an all-time high for consumers served by Rehabilitation Counselors for the Deaf.

In order to better assist consumers in reaching employment, some counselors specialize in serving specific disability groups to include: youth in transition, substance abuse (SA), serious mental illness (SMI), and hearing impairments

Satisfaction with counselor knowledge of programs (90%) was at an all-time high among consumers served by Rehabilitation Counselors for the Deaf. Ratings for counselors who exclusively serve consumers with substance abuse disabilities rebounded after a drop in FFY 2006. Ratings were at an all-time low for counselors who exclusively serve consumers with serious mental illness and counselors who exclusively serve youth in transition.

Although the numbers are small for youth in transition and consumers with serious mental illness, the trend data indicates that something different occurred in FFY 2007 that affected consumers who were not rehabilitated more than rehabilitated consumers.

Positive overall satisfaction is directly related to other aspects of the VR experience.

What is impressive about the relationship between positive overall satisfaction and consumer perception is the clear difference between what consumers value as important aspects of the VR experience.

For consumers served by counselors who specialize in serving a specific disability group, there is a strong and direct relationship between positive overall satisfaction and the consumer's perception that they: 1) received the information they needed, 2) would come back to DRS, 3) were involved in developing their VR plan, 4) received services they needed, and 5) would refer a friend.

Whereas for consumers served by a counselor who serve all disability groups there is a strong and direct relationship between positive overall satisfaction and the consumer's perception that they: 1) received the services they needed, 2) would refer a friend, 3) received the information they needed, 4) were involved in developing their VR plan, and 5) benefited from services they received.

Consumer Success Story

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories. These stories provide another measure of consumer outcomes. Consumer case numbers were used to link consumer success stories to survey respondents. One success story is reported in Table 1, below. Other success stories are reported in Section II.

Table 1 Success Story: A Consumer Who Completed the VR Consumer Satisfaction Survey

<p>SB came to the agency requesting assistance in returning to school for nursing. SB had attempted school before; however, her disabilities of schizophrenia and depression had held her back. SB reapplied for financial aid and was successful in receiving a portion of aid. SB applied for the nursing program and was accepted. The Counselor offered assurance, encouragement, and provided guidance and counseling regarding coping with the demands of the training program. SB's first year proved to be very successful with an overall 4.0 grade point average. Mid-way through the curriculum she had a medicine change which resulted in a relapse of symptoms and hospitalization due to the return of her hallucinations as well as depression. SB discussed her situation with her instructors, as well as other staff of the college. The instructors accommodated SB's needs and provided her extra time to complete paperwork. Remarkably, SB went on to graduate second in her class and missed being the top of her class by only fractions of a point - she was actually honored by her fellow students and was voted best in her class by her peers. SB was extremely thankful to the Agency and the fact that they helped her obtain this goal. Since her graduation and completion of her State Board exams, SB was able to obtain a job as a Registered Nurse at a mental health facility. SB's ambition during her training program was to work at a mental health facility as she wanted to help someone like herself, who felt they had no chance.</p>	<p>Case closed: November 17, 2006</p> <p>Length of time from application to rehabilitation: 28 months</p> <p>Total cost of services: \$4,286.80</p> <p>Competitively employed at closure: yes</p> <p>Hours worked at closure: 40 hours per week</p> <p>Gross weekly earnings, at closure: \$698.00</p>
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Section I: FFY 2007 Survey Results

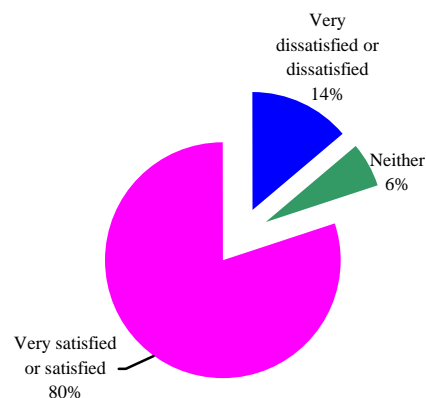
FFY 2007 Survey Results

This section contains FFY 2007 survey results for self-respondents, n=466. Impressively, both rehabilitated consumers and those who received services and were not vocationally rehabilitated provided positive satisfaction ratings. Data in this section provide combined ratings for both Status 26 and Status 28 consumers.⁵ Detailed results by closure status is provided at Appendix A. An additional respondent was accepted as a self-select (closed in FFY 2007 and elected to complete the survey). This consumer is included in the survey responses for self-respondents.

DRS Satisfaction and Accessibility

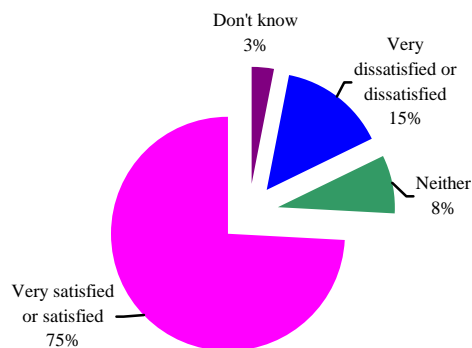
Overall satisfaction with DRS services

Overall satisfaction with VR services during the October 2006 through September 2007 survey period was high. Most consumers (80%) reported being very satisfied or satisfied with DRS services. The nine-year average percentage of satisfaction was 80%.



Satisfaction with involvement in developing the Vocational Rehabilitation plan

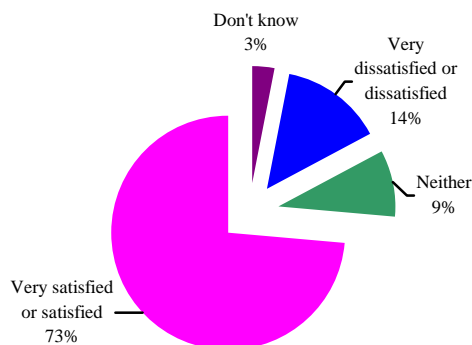
Three-quarters (75%) of respondents indicated they were very satisfied or satisfied with their involvement in developing their vocational rehabilitation plan. The nine-year average percentage was 75%.



⁵ Some percentages may not equal 100 due to rounding.

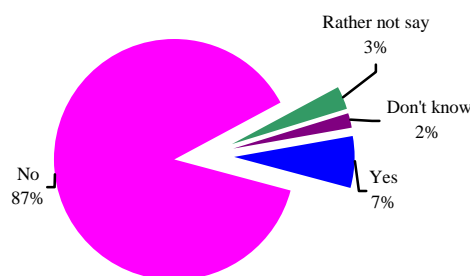
General satisfaction with the time it took to develop your rehabilitation plan

Seventy-three percent of respondents agreed that they were very satisfied or satisfied with the time it took to develop the vocational rehabilitation plan. The five-year average was 75%.



Problems or Inconveniences with DRS⁶

DRS was accessible to the vast majority (87%) of consumers. Of the 34 consumers who indicated they had encountered a problem, only two described problems that appeared to be related to accessibility. One consumer mentioned the impossibility of entering one of the offices without injury (construction/parking was hazardous) and the other consumer mentioned having difficulty hearing the receptionist because of the glass window. Based on DRS records, this consumer's impairment is hearing loss with primary communication being auditory.



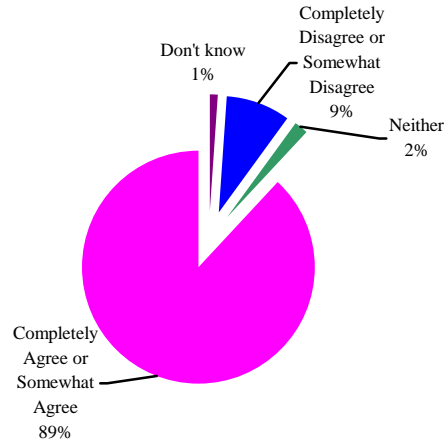
Other comments were related to counselor/consumer relationship (n=5), lack of sensitivity to a consumer's disability (n=3), job issues (n=3), the consumer's perception of their disability in the VR process (n=4), no help in terms of service (n=3), and response time in terms of returned calls (n=4). The nine-year average was 82% of consumers reporting no access problems and 7% reporting a disability related problem or inconvenience.

⁶ In the October 2002 through September 2003 survey, "not applicable" was replaced with "rather not say" and "don't know."

DRS Customer Service

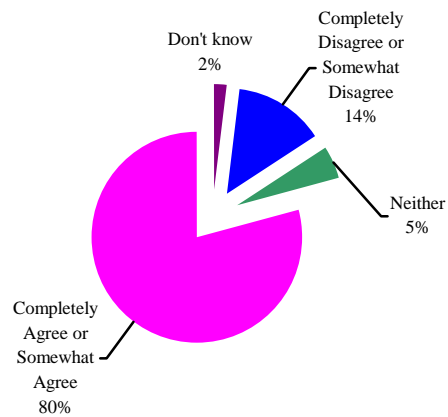
People at DRS treated me well.

Eighty-nine percent of consumers completely or somewhat agreed that people at DRS treated them well. The nine-year average percentage was 89%.



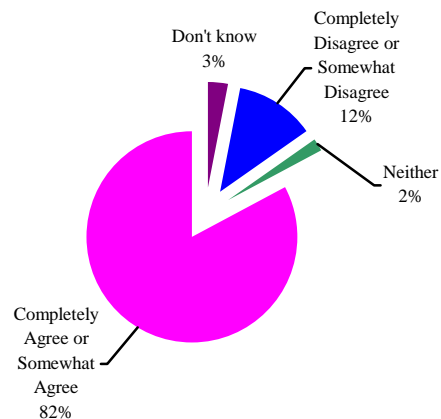
I always got the information I needed from DRS.

About 80% of consumers reported that they completely or somewhat agreed that they always got the information they needed from DRS. The nine-year average percentage was 81%



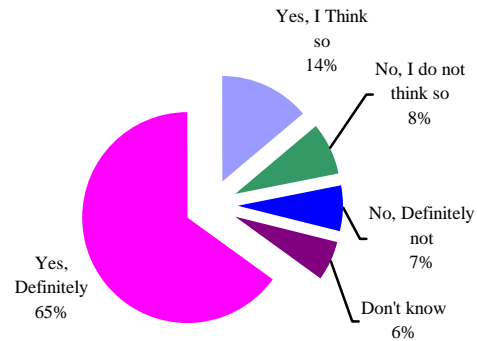
If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.

Eighty-two percent of the respondents agreed they would refer a friend to DRS services. The nine-year average percentage was 84%.



Would come back to the Department of Rehabilitative Services

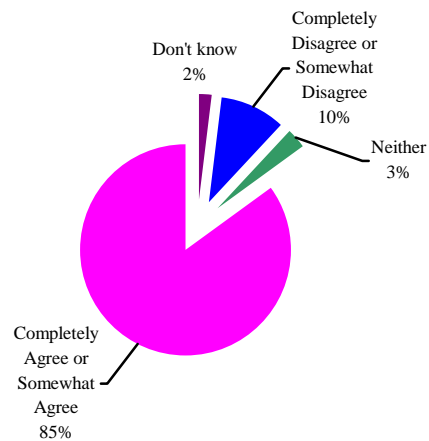
Over sixty percent of the respondents indicated that they would definitely come back to DRS if they sought help again, with a four-year average of 64%. Another 14% said they probably would come back to DRS.



Counselor/Consumer Relationship

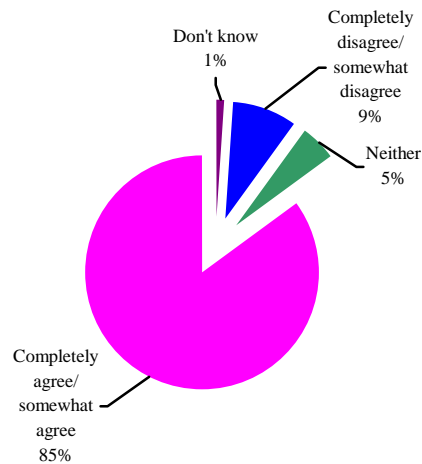
My counselor took my case seriously.

Consumers agreeing that their counselor took their case seriously totaled 85%. The nine-year average percentage was 85%.



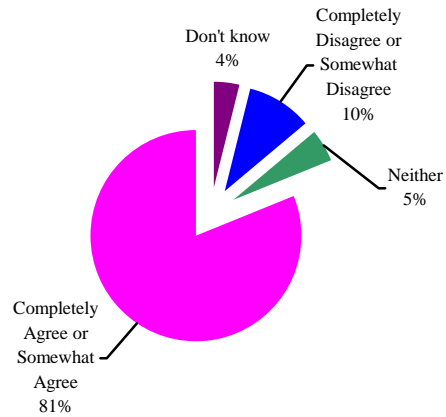
I never felt my counselor was rushing me when we met or spoke about my case.

Eighty-five percent of the consumers reported that they completely or somewhat agreed that they never felt their counselor was rushing them. The nine-year average percentage was 84%.



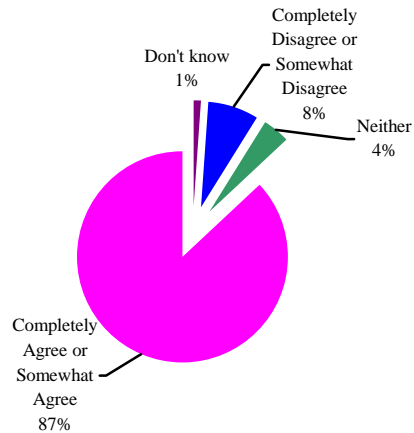
My counselor always met the timetables we discussed for my VR program.

Over eighty percent agreed that their counselor always met timetables they discussed for their vocational rehabilitation program. The nine-year average percentage was 80%.



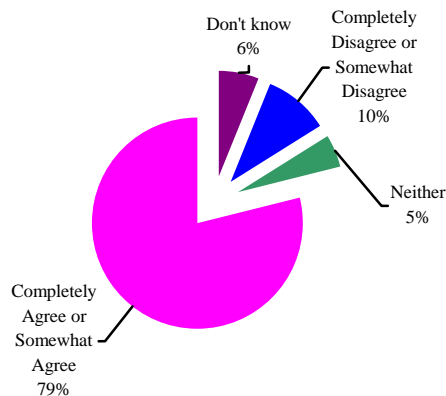
My counselor clearly explained services available to me.

Eighty-seven percent of the respondents somewhat or completely agreed that their counselor clearly explained services available to them. The five-year average was 88%.



My counselor knew about programs in my community that could help me.

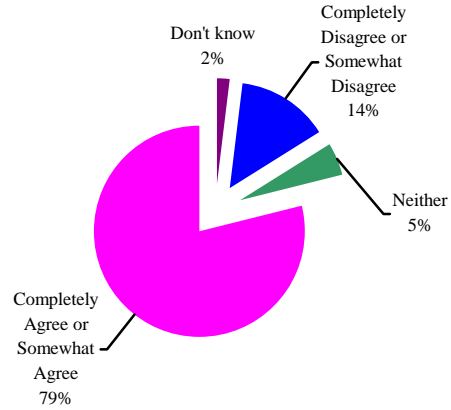
Seventy-nine percent of the respondents completely or somewhat agreed that their counselor knew about programs in their community that could help them. The five-year average was 80%.



Perception of Services Received

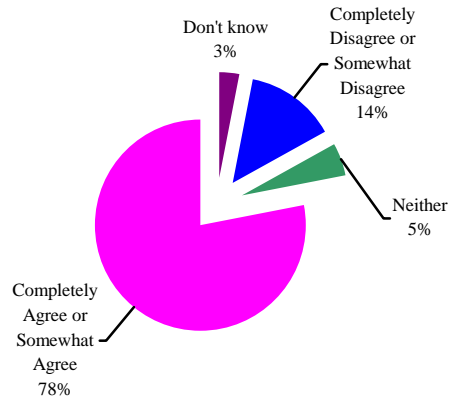
I received services that I needed

Almost eighty percent of the respondents completely or somewhat agreed that they received services they needed. The five-year average was 79%.



I benefited from services that I received

Seventy-eight percent of the respondents completely or somewhat agreed that they benefited from services they received. The five-year average was 79%.



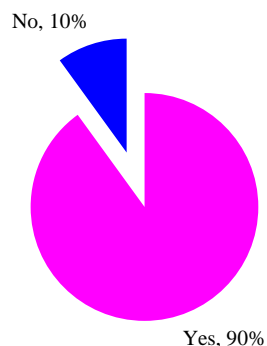
Self-Reported Employment and Job Satisfaction

During federal fiscal year 2007, DRS rehabilitated 4,298 consumers; another 2,859 consumers received services but were not rehabilitated.⁷ The FFY 2007 rehabilitation rate was 60.1%.

The survey sample included 817 rehabilitated consumers and 992 consumers who received services but were not rehabilitated. Of the 466 self-respondents, 296 were rehabilitated and 170 were not rehabilitated. An additional respondent was accepted as a self-select (closed in FFY 2007 and elected to complete the survey). This consumer is included in the survey responses for rehabilitated self-respondents.

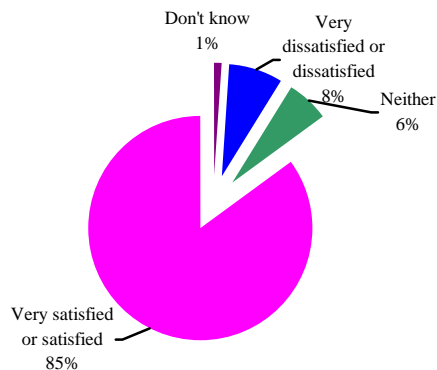
Are you currently earning wages or being paid for a job?

Ninety percent (n=263) of *rehabilitated* consumers whose cases closed with competitive employment status⁸ said that they were earning wages or being paid for a job.



Overall satisfaction with your current job

Satisfaction with a current job was high (85%, n=220) among the rehabilitated consumers who provided feedback on job satisfaction. The five-year average was 82%.

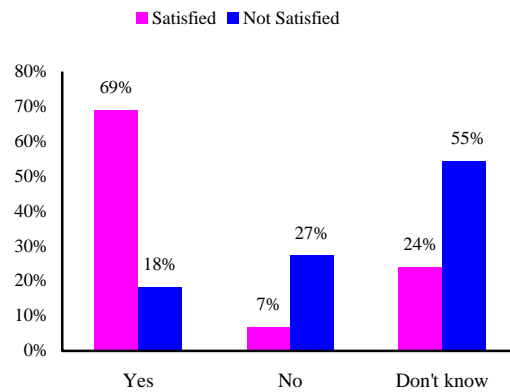


⁷ FFY 2007 information is based on VRIS closure transaction date as of September 30, 2007. The number of consumers achieving an employment outcome in this report is different from the number (n=4,278) reported in the Performance Evaluation Totals Part I report (Program ID: SCCBR581, Run Date: 09/29/07, Run Time: 005149) and does not include the 20 cases closed on September 29 and September 30. A copy of the report is provided at Appendix D.

⁸ For this report, 'competitive employment' is employment in an integrated setting with or without supports or self-employment that is performed on a full-time or part-time basis for which an individual is compensated. Please note that respondents self-reported whether or not they were earning wages.

Do you expect to be in this same job a year from now?

Sixty-nine percent (n=150) of the rehabilitated consumers who were satisfied with their current job expected to be in the same job a year later. The five-year average was 69%.



Section II: FFY 2007 Consumer Success Stories

Independent of the survey process, DRS counselors and managers routinely submit consumer success stories as a measure of program outcomes. As in the last four years, we were able to link consumer success stories to the most recent FFY 2007 consumer satisfaction data. One success story is reported in Table 1, Executive Summary. Other success stories are presented in this section.

JW applied for VR services in April 2006. Due to his history of multiple psychiatric and substance abuse hospitalizations, JW was assigned to a specialized counselor for Serious Mental Illness (SMI). JW had a history of intravenous (IV) heroin use as well as alcohol abuse. JW was receiving Social Security Disability Insurance (SSDI) benefits from a previous work history in quality assurance. He had not held a job since November of 2002 when he worked as a bell ringer with the Salvation Army. JW was very discouraged and emotionally depressed. Additionally, he had very poor dental hygiene. He was evaluated by a dentist and dentures were recommended that were paid for by DRS. JW states that he has gained confidence as a result of his dental work and no longer holds his hand over his mouth when speaking. JW agreed to participate in a paid training program. Initially, JW struggled with building his work tolerance. Following his training he was offered employment. After his initial 90 days of employment, JW was offered additional hours per week. JW had a credit card debt prior to working with a 30% interest rate. He was able to stop using the card and paid off his credit card debt. JW is now saving approximately \$200 a month and is saving for a car.

Case closed:
December 28,
2006

Length of time
from application to
rehabilitation: 9
months

Total cost of
services: \$5,329.80

Competitively
employed at
closure: yes

Hours worked at
closure: 20 per
week

Gross weekly
earnings, at
closure: \$128.00

<p>LS is a recovering heroin and crack user. He is 40-years old, unable to read, and has minimal writing skills. In addition, he suffers from many health issues including congestive heart failure. After careful consideration of the facts regarding LS, the counselor decided that Supported Employment would be useful in ensuring success for him. After several situational assessments, it was decided LS needed the support of being in an enclave. He was placed in a public works position and the counselor maintained close contact with the employer and LS during his 90-day probation period. The employer expressed that LS was performing wonderfully and, in turn, LS is very pleased with his job and environment.</p>	<p>Case closed: December 21, 2006</p> <p>Length of time from application to rehabilitation: 9 months</p> <p>Total cost of services: \$1,056.52</p> <p>Competitively employed at closure: yes</p> <p>Hours worked at closure: 24 per week</p> <p>Gross weekly earnings, at closure: \$117.00</p>
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<p>RS had been unable to maintain a job due to excessive absences related to Crohn’s disease and a suppressed immune system related to her medications; she had also been diagnosed with Attention Deficit Hyperactivity Disorder. RS researched options for working from home as she saw this as the only viable alternative; she applied to a telecommuting institute. After completing 200 hours of virtual classroom training, she was offered employment as a Customer Service Agent. RS stated that she would need to be able “to work from bed” on days that she did not feel up to working from her desk. A laptop computer, a Kensington keyboard, a bed wedge, and a hospital tray table made this feasible. A Computer Systems Engineer at Woodrow Wilson Rehabilitation Center (WWRC) provided a computer quote based on specifications provided by the company and went to RS’s home to set up her equipment. RS states she is able to work “even on days that I don’t feel well”; she is also able to decrease the potential for illnesses related to the immunosuppression. RS has been very pleased with this position. RS has received two certificates from the company for outstanding customer service and is very satisfied with the job.</p>	<p>Case closed: February 27, 2007</p> <p>Length of time from application to rehabilitation: 24 months</p> <p>Total cost of services: \$5,372.17</p> <p>Competitively employed at closure: yes</p> <p>Hours worked at closure: 24 per week</p> <p>Gross weekly earnings, at closure: \$216.00</p>
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KF is a 36-year-old male who came to the Department of Rehabilitative Services (DRS) in January, 2006 with a diagnosis of borderline intellectual functioning, epilepsy, and residuals of a brain injury that occurred at age seven. Some of KF's barriers to employment included defective short-term memory, limited mental flexibility, problem solving, social judgment, impoverished common sense, and impaired psychomotor speed. Services to address barriers included a current neuropsychological evaluation and supported employment. KF began working in retail on October 31, 2006 as a shopping cart clerk. In addition, KF continues to receive his Social Security Disability benefits. KF receives excellent remarks on his evaluations and in March was nominated as Employee of the Month. He continues to exceed the expectations of both his supervisors and co-workers and is considered to be an outstanding employee.

Case closed:
March 23, 2007

Length of time
from application to
rehabilitation: 13
months

Total cost of
services: \$6,595.70

Competitively
employed at
closure: yes

Hours worked at
closure: 25 per
week

Gross weekly
earnings, at
closure: \$188.00

Section III: Survey Results for Youth in Transition from School to Work,
Hearing Impaired, and Specialty Caseloads

Youth in Transition from School to Work⁹

About 19% (n=89) of the self-respondents in the FFY 2007 survey were youth in transition from secondary school to work. Overall satisfaction with the agency was 81% (n=71) among youth in transition from school to work and overall job satisfaction was 84% (n=46).

Youth in Transition Served by Dedicated Transition Counselors

Consumers served by dedicated transition counselors reported an all-time high satisfaction rating (84%, n=36) on receiving needed services, but reported satisfaction that was at an all-time low for most counselor performance and customer service measures. Also, satisfaction ratings among consumers served by dedicated transition counselors were lower than ratings reported among consumers not served by these counselors. The lower FFY 2007 satisfaction ratings may be attributed to the low ratings among consumers who were not rehabilitated. Job satisfaction for rehabilitated consumers was 78% (n=21).

Youth in Transition Who Were Not Served by Dedicated Transition Counselors

Satisfaction ratings among students not served by a dedicated transition counselor were at an all-time high for obtaining needed information and not feeling rushed by their counselor when they met regarding the case. Willingness to come back to DRS was at an all-time low in FFY 2007. Job satisfaction was 89% (n=25).

		Served by Dedicated Transition Counselor N=44		Not Served by Dedicated Transition Counselor N=45		Overall Transition N=89		Not Transition N=378	
		N	%	N	%	N	%	N	%
Overall satisfaction with the Department of Rehabilitative Services (DRS)	Satisfied	34	77.3	37	84.1	71	80.7	300	79.8
	Neither	1	2.3	4	9.1	5	5.7	21	5.6
	Dissatisfied	7	15.9	3	6.8	10	11.4	55	14.6
	Don't know	2	4.5			2	2.3		
Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan	Satisfied	32	74.4	37	82.2	69	78.4	278	73.7
	Neither	3	7.0	3	6.7	6	6.8	32	8.5
	Dissatisfied	6	14.0	4	8.9	10	11.4	58	15.4
	Don't know	2	4.7	1	2.2	3	3.4	9	2.4
Your general satisfaction with the time it took to develop your Rehabilitation Plan	Satisfied	29	67.4	34	75.6	63	71.6	277	73.7
	Neither	3	7.0	7	15.6	10	11.4	33	8.8
	Dissatisfied	8	18.6	4	8.9	12	13.6	54	14.4
	Don't know	3	7.0			3	3.4	12	3.2
Did you encounter any problems or inconveniences with DRS?	No	3	7.0	1	2.2	78	88.6	319	87.2
	Yes	36	83.7	42	93.3	4	4.5	30	8.2
	Rather not say	2	4.7			2	2.3	12	3.3
	Don't know	2	4.7	2	4.4	4	4.5	5	1.4

⁹ For this table, transition is based on DRS definition of age less than 22 years old at application.

		Served by Dedicated Transition Counselor N=44		Not Served by Dedicated Transition Counselor N=45		Overall Transition N=89		Not Transition N=378	
		N	%	N	%	N	%	N	%
All of the people at the Department of Rehabilitative Services treated me well.	Agree	39	88.6	38	84.4	77	86.5	331	89.7
	Neither			1	2.2	1	1.1	6	1.6
	Disagree	2	4.5	6	13.3	8	9.0	31	8.4
	Don't know	3	6.8			3	3.4	1	0.3
If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.	Agree	33	75.0	36	80.0	69	77.5	309	83.5
	Neither	1	2.3	2	4.4	3	3.4	6	1.6
	Disagree	7	15.9	5	11.1	12	13.5	45	12.2
	Don't know	3	6.8	2	4.4	5	5.6	10	2.7
I always got the information I needed from the Department of Rehabilitative Services.	Agree	32	74.4	38	84.4	70	79.5	296	80.4
	Neither	1	2.3	4	8.9	5	5.7	16	4.3
	Disagree	7	16.3	3	6.7	10	11.4	52	14.1
	Don't know	3	7.0			3	3.4	4	1.1
My counselor took my case seriously.	Agree	35	79.5	41	91.1	76	85.4	315	85.1
	Neither	1	2.3	1	2.2	2	2.2	12	3.2
	Disagree	5	11.4	3	6.7	8	9.0	36	9.7
	Don't know	3	6.8			3	3.4	7	1.9
My counselor clearly explained services available to me.	Agree	35	79.5	40	88.9	75	84.3	323	87.8
	Neither	3	6.8	1	2.2	4	4.5	14	3.8
	Disagree	4	9.1	4	8.9	8	9.0	29	7.9
	Don't know	2	4.5			2	2.2	2	0.5
My counselor knew about programs in my community that could help me.	Agree	31	73.8	36	80.0	67	77.0	292	79.6
	Neither	2	4.8	4	8.9	6	6.9	17	4.6
	Disagree	4	9.5	3	6.7	7	8.0	38	10.4
	Don't know	5	11.9	2	4.4	7	8.0	20	5.4
I never felt my counselor was rushing me when we met or spoke about my case.	Agree	33	76.7	43	95.6	76	86.4	314	85.1
	Neither	4	9.3	1	2.2	5	5.7	16	4.3
	Disagree	3	7.0	1	2.2	4	4.5	36	9.8
	Don't know	3	7.0			3	3.4	3	0.8
My counselor always met the timetables we discussed for my vocational rehabilitation program.	Agree	33	76.7	38	84.4	71	80.7	301	81.6
	Neither			3	6.7	3	3.4	18	4.9
	Disagree	6	14.0	2	4.4	8	9.1	39	10.6
	Don't know	4	9.3	2	4.4	6	6.8	11	3.0
I received services that I needed.	Agree	36	83.7	36	80.0	72	81.8	287	78.0
	Neither			6	13.3	6	6.8	17	4.6
	Disagree	5	11.6	3	6.7	8	9.1	57	15.5
	Don't know	2	4.7			2	2.3	7	1.9

		Served by Dedicated Transition Counselor N=44		Not Served by Dedicated Transition Counselor N=45		Overall Transition N=89		Not Transition N=378	
		N	%	N	%	N	%	N	%
I benefited from services that I received.	Agree	34	77.3	34	75.6	68	76.4	287	78.2
	Neither	2	4.5	4	8.9	6	6.7	18	4.9
	Disagree	5	11.4	6	13.3	11	12.4	52	14.2
	Don't know	3	6.8	1	2.2	4	4.5	10	2.7
If you were to seek help again, would you come back to the Department of Rehabilitative Services?	Yes, definitely	27	61.4	22	50.0	49	55.7	252	67.7
	Yes, I think so	4	9.1	8	18.2	12	13.6	52	14.0
	No, I do not think so	4	9.1	7	15.9	11	12.5	25	6.7
	No, definitely not	4	9.1	2	4.5	6	6.8	24	6.5
	Don't know	5	11.4	5	11.4	10	11.4	19	5.1
Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status) 10	Yes	27	93.1	28	93.3	55	93.2	208	89.3
	No	2	6.9	2	6.7	4	6.8	25	10.7
Overall satisfaction with your current job?(of those earning wages)	Satisfied	21	77.8	25	89.3	46	83.6	174	84.9
	Neither	2	7.4	3	10.7	5	9.1	10	4.9
	Dissatisfied	3	11.1			3	5.5	19	9.3
	Don't know	1	3.7			1	1.8	2	1.0
Do you expect to be in this same job a year from now? (consumers satisfied with job)	Yes	16	76.2	21	84	37	80.4	113	66.1
	No	1	4.8	2	8.0	3	6.5	12	7.0
	Don't know	4	19.0	2	8.0	6	13.0	46	26.9
Do you expect to be in this same job a year from now?(consumers not satisfied with job)	Yes							4	21.1
	No	1	33.3			1	33.3	5	26.3
	Don't know	2	66.7			2	66.7	10	52.6

¹⁰ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and self reported that they were earning wages or being paid for a job.

Consumers with Hearing Impairments

Consumers with hearing impairments represented about 7% (n=32) of the self-respondents and most (69%, n=22) were served by a Rehabilitation Counselor for the Deaf. Although small in number, satisfaction ratings for consumers with hearing impairments trended higher than those of consumers with other impairments.

All Consumers with hearing impairments

Satisfaction ratings for consumers with hearing impairments were at an all-time high in terms of overall satisfaction with: DRS overall (88%, n=28), receiving information they needed (87%, n=27) and their counselor's knowledge of programs that could help them. Of the consumers with hearing impairments who said they were working, 88% (n=21) reported being satisfied with their current job.

Consumers with Hearing Impairments and Served by an RCD

Almost all (90%, n=19) of the consumers served by specialized Rehabilitation Counselors for the Deaf indicated their counselor knew about programs in the community that could help them and 86% (n=19) were satisfied overall with the agency. These were the highest ratings for this group within the past five federal fiscal year surveys. Additionally, ratings for this group were at an all-time high for: receiving information they needed (81%, n=17) and job satisfaction (93%, n=14). Satisfaction with the time it took to develop the VR plan was at an all-time low (64%, n=14).

Consumers with Hearing Impairments Who Were Not Served by an RCD

Most of the ten consumers who were not served by a Rehabilitation Counselor for the Deaf were satisfied with DRS and had high satisfaction scores (90-100%) on almost all survey items. Nine consumers who were successfully rehabilitated at closure reported they were working at the time of the survey and 78% (n=7) were satisfied with their job.

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=435	
		Served by RCD N=22		Not Served by RCD N=10		Overall Hearing Impaired N=32			
		N	%	N	%	N	%		
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	19	86.4	9	90.0	28	87.5	343	79.4
	Neither	2	9.1	1	10.0	3	9.4	23	5.3
	Dissatisfied	1	4.5			1	3.1	64	14.8
	Don't know							2	0.5
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	16	72.7	9	90.0	25	78.1	322	74.4
	Neither	3	13.6	1	10.0	4	12.5	34	7.9
	Dissatisfied							68	15.7
	Don't know	3	13.6			3	9.4	9	2.1

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=435	
		Served by RCD N=22		Not Served by RCD N=10		Overall Hearing Impaired N=32			
		N	%	N	%	N	%		
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	14	63.6	9	90.0	23	71.9	317	73.4
	Neither	2	9.1	1	10.0	3	9.4	40	9.3
	Dissatisfied	3	13.6			3	9.4	63	14.6
	Don't know	3	13.6			3	9.4	12	2.8
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	18	81.8	8	80.0	26	81.3	371	87.9
	Yes	2	9.1	1	10.0	3	9.4	31	7.3
	Rather not say	2	9.1	1	10.0	3	9.4	11	2.6
	Don't know							9	2.1
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	19	90.5	10	100.0	29	93.5	379	88.8
	Neither							7	1.6
	Disagree	1	4.8			1	3.2	38	8.9
	Don't know	1	4.8			1	3.2	3	0.7
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	18	85.7	10	100.0	28	90.3	350	81.8
	Neither	1	4.8			1	3.2	8	1.9
	Disagree	1	4.8			1	3.2	56	13.1
	Don't know	1	4.8			1	3.2	14	3.3
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	17	81.0	10	100.0	27	87.1	339	79.8
	Neither	2	9.5			2	6.5	19	4.5
	Disagree	2	9.5			2	6.5	60	14.1
	Don't know							7	1.6
<i>My counselor took my case seriously.</i>	Agree	18	85.7	9	90.0	27	87.1	364	85.0
	Neither	2	9.5			2	6.5	12	2.8
	Disagree	1	4.8			1	3.2	43	10.0
	Don't know			1	10.0	1	3.2	9	2.1
<i>My counselor clearly explained services available to me.</i>	Agree	18	85.7	9	90.0	27	87.1	371	87.1
	Neither	2	9.5			2	6.5	16	3.8
	Disagree	1	4.8			1	3.2	36	8.5
	Don't know			1	10.0	1	3.2	3	0.7
<i>My counselor knew about programs in my community that could help me.</i>	Agree	19	90.5	9	90.0	28	90.3	331	78.3
	Neither	1	4.8			1	3.2	22	5.2
	Disagree	1	4.8			1	3.2	44	10.4
	Don't know			1	10.0	1	3.2	26	6.1

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=435	
		Served by RCD N=22		Not Served by RCD N=10		Overall Hearing Impaired N=32			
		N	%	N	%	N	%		
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	16	80.0	9	90.0	25	83.3	365	85.5
	Neither	1	5.0			1	3.3	20	4.7
	Disagree	3	15.0			3	10.0	37	8.7
	Don't know			1	10.0	1	3.3	5	1.2
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	16	76.2	9	90.0	25	80.6	347	81.5
	Neither	1	4.8			1	3.2	20	4.7
	Disagree	3	14.3			3	9.7	44	10.3
	Don't know	1	4.8	1	10.0	2	6.5	15	3.5
<i>I received services that I needed.</i>	Agree	17	81.0	9	90.0	26	83.9	333	78.4
	Neither	2	9.5			2	6.5	21	4.9
	Disagree	1	4.8			1	3.2	64	15.1
	Don't know	1	4.8	1	10.0	2	6.5	7	1.6
<i>I benefited from services that I received.</i>	Agree	17	81.0	9	90.0	26	83.9	329	77.4
	Neither	2	9.5			2	6.5	22	5.2
	Disagree	1	4.8			1	3.2	62	14.6
	Don't know	1	4.8	1	10.0	2	6.5	12	2.8
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	16	72.7	8	80.0	24	75.0	277	64.7
	Yes, I think so	1	4.5			1	3.1	63	14.7
	No, I do not think so	2	9.1	1	10.0	3	9.4	33	7.7
	No, definitely not							30	7.0
	Don't know	3	13.6	1	10.0	4	12.5	25	5.8
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹¹</i>	Yes	15	88.2	9	100.0	24	92.3	239	89.8
	No	2	11.8			2	7.7	27	10.2
<i>Overall satisfaction with your current job?(of those earning wage)</i>	Satisfied	14	93.3	7	77.8	21	87.5	199	84.3
	Neither							15	6.4
	Dissatisfied	1	6.7	2	22.2	3	12.5	19	8.1
	Don't know							3	1.3

¹¹ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated and reported earning wages.

		Hearing Impaired by Type of Caseload						Consumers with Other Impairments N=435	
		Served by RCD N=22		Not Served by RCD N=10		Overall Hearing Impaired N=32			
		N	%	N	%	N	%		
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	9	64.3	5	83.3	14	70.0	136	69.0
	No	3	21.4	1	16.7	4	20.0	11	5.6
	Don't know	2	14.3			2	10.0	50	25.4
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	1	100.0	1	50.0	2	66.7	2	10.5
	No			1	50.0	1	33.3	5	26.3
	Don't know							12	63.2

Consumers Served by Specialty Caseload VR Counselors

The overall number of consumer self-respondents served by VR counselors who specialize in serving a specific disability group is small. But, the numbers are comparable among disability groupings: Substance Abuse disabilities (SA, n=34), Serious Mental Illness (SMI, n=32)¹², Rehabilitation Counselors for the Deaf (RCD, n=22),¹³ and Youth in Transition (n=44). Five consumer self-respondents who received Temporary Assistance for Needy Families (TANF) were satisfied overall with DRS. Positive ratings were received for 4 out of 5 consumers on counselor performance measures, customer service measures, and job satisfaction. Satisfaction ratings for other specialized caseloads are discussed below.

SMI	<p>Seven percent (n=34) of the consumer self-respondents received services from VR counselors who exclusively serve consumers with Serious Mental Illness (SMI). Overall satisfaction with DRS was 76% with 18% (n=6) being dissatisfied. Ratings on counselor measures ranged from 71% to 82% with consumers reporting their highest rating on not feeling rushed by counselors when they met regarding their case (82%). Job satisfaction was 74% (n=14).</p> <p>In general, satisfaction ratings for this group were at an all-time low on almost all survey items. Although consumers who were rehabilitated and those who were not rehabilitated reported lower ratings relative to the prior four-year average, larger differences were noticed among consumers who were not rehabilitated. The numbers are small but the trends still indicate that something different happened in FFY 2007.</p>
SA	<p>A vast majority of the 32 consumers served by VR counselors who exclusively serve consumers with Substance Abuse (SA) provided high ratings on measures tied to counselor and consumer relationship. Ratings on these measures ranged from 87% to 97%. Satisfaction ratings for the time it took to develop their VR plan were at an all-time high with 94% (n=30) percent of the consumers being satisfied. Ninety-four percent (n=16) of those working indicated they were satisfied with their current job.</p>
RCD	<p>Almost all (90%, n=19) of the consumers served by Rehabilitation Counselors for the Deaf indicated their counselor knew about programs in the community that could help them and 86% (n=19) were satisfied overall with the agency. These were the highest ratings for this group within the past five federal fiscal year surveys. Ratings for this group were at an all-time high for: receiving information they needed (81%, n=17) and job satisfaction (93%, n=14).</p>
Transition	<p>Consumers served by dedicated transition counselors reported an all-time high satisfaction rating (84%, n=36) on receiving needed services. Satisfaction for most counselor performance and customer service measures were at an all-time low in FFY 2007. As seen in the ratings for consumers with serious mental illness, the lower satisfaction ratings appear to be related to low satisfaction among consumers who were not rehabilitated. Job satisfaction was 78% (n=21).</p>

¹² SMI includes one individual who had an orthopedic impairment.

¹³ RCD ratings exclude two consumers who did not have hearing impairments. Some designated RCDs also serve consumers with other impairments on occasion.

Satisfaction Ratings for Consumers Served by Specialty Caseload Counselors

		VR N=376		SA N=32		SMI N=34		RCD ¹⁴ N=22		TRANSITION ¹⁵ N=44	
		N	%	N	%	N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	258	78.9	29	90.6	26	76.5	19	86.4	34	77.3
	Neither	19	5.8	2	6.3	2	5.9	2	9.1	1	2.3
	Dissatisfied	50	15.3	1	3.1	6	17.6	1	4.5	7	15.9
	Don't know									2	4.5
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	248	75.4	25	78.1	22	64.7	16	72.7	32	74.4
	Neither	21	6.4	5	15.6	6	17.6	3	13.6	3	7.0
	Dissatisfied	55	16.7	2	6.3	4	11.8			6	14.0
	Don't know	5	1.5			2	5.9	3	13.6	2	4.7
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	241	73.5	30	93.8	21	61.8	14	63.6	29	67.4
	Neither	33	10.1			5	14.7	2	9.1	3	7.0
	Dissatisfied	47	14.3	2	6.3	6	17.6	3	13.6	8	18.6
	Don't know	7	2.1			2	5.9	3	13.6	3	7.0
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	280	88.1	31	96.9	28	82.4	18	81.8	3	7.0
	Yes	23	7.2	1	3.1	4	11.8	2	9.1	36	83.7
	Rather not say	9	2.8			1	2.9	2	9.1	2	4.7
	Don't know	6	1.9			1	2.9			2	4.7
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	289	89.2	29	93.5	28	84.8	19	90.5	39	88.6
	Neither	5	1.5	1	3.2	1	3.0				
	Disagree	30	9.3	1	3.2	4	12.1	1	4.8	2	4.5
	Don't know							1	4.8	3	6.8
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	270	83.3	27	87.1	26	76.5	18	85.7	33	75.0
	Neither	7	2.2					1	4.8	1	2.3
	Disagree	39	12.0	4	12.9	5	14.7	1	4.8	7	15.9
	Don't know	8	2.5			3	8.8	1	4.8	3	6.8
<i>I always got the information I needed from the Department of</i>	Agree	257	79.8	29	93.5	27	79.4	17	81.0	32	74.4
	Neither	17	5.3	1	3.2			2	9.5	1	2.3

¹⁴ RCD ratings exclude six consumers who did not have hearing impairments. Some designated RCDs also serve consumers with other impairments on occasion.

¹⁵ Transition is based on DRS definition of age less than 22 years old at application and served by a dedicated transition counselor.

		VR N=376		SA N=32		SMI N=34		RCD ¹⁴ N=22		TRANSITION ¹⁵ N=44	
		N	%	N	%	N	%	N	%	N	%
<i>Rehabilitative Services.</i>	Disagree	44	13.7	1	3.2	7	20.6	2	9.5	7	16.3
	Don't know	4	1.2							3	7.0
<i>My counselor took my case seriously.</i>	Agree	278	85.8	29	93.5	27	79.4	18	85.7	35	79.5
	Neither	10	3.1	1	3.2			2	9.5	1	2.3
	Disagree	31	9.6	1	3.2	5	14.7	1	4.8	5	11.4
	Don't know	5	1.5			2	5.9			3	6.8
<i>My counselor clearly explained services available to me.</i>	Agree	284	88.2	30	96.8	27	79.4	18	85.7	35	79.5
	Neither	11	3.4	1	3.2	1	2.9	2	9.5	3	6.8
	Disagree	25	7.8			6	17.6	1	4.8	4	9.1
	Don't know	2	0.6							2	4.5
<i>My counselor knew about programs in my community that could help me.</i>	Agree	254	79.1	26	83.9	25	73.5	19	90.5	31	73.8
	Neither	19	5.9	1	3.2			1	4.8	2	4.8
	Disagree	30	9.3	3	9.7	6	17.6	1	4.8	4	9.5
	Don't know	18	5.6	1	3.2	3	8.8			5	11.9
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	280	86.4	29	93.5	28	82.4	16	80.0	33	76.7
	Neither	13	4.0	1	3.2	2	5.9	1	5.0	4	9.3
	Disagree	28	8.6	1	3.2	4	11.8	3	15.0	3	7.0
	Don't know	3	0.9							3	7.0
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	268	83.0	27	87.1	24	70.6	16	76.2	33	76.7
	Neither	15	4.6	1	3.2	4	11.8	1	4.8		
	Disagree	30	9.3	3	9.7	4	11.8	3	14.3	6	14.0
	Don't know	10	3.1			2	5.9	1	4.8	4	9.3
<i>I received services that I needed.</i>	Agree	249	77.1	27	87.1	26	78.8	17	81.0	36	83.7
	Neither	20	6.2			1	3.0	2	9.5		
	Disagree	49	15.2	4	12.9	5	15.2	1	4.8	5	11.6
	Don't know	5	1.5			1	3.0	1	4.8	2	4.7
<i>I benefited from services that I received.</i>	Agree	248	77.0	27	87.1	25	75.8	17	81.0	34	77.3
	Neither	19	5.9%			1	3.0	2	9.5	2	4.5
	Disagree	46	14.3	4	12.9	6	18.2	1	4.8	5	11.4
	Don't know	9	2.8			1	3.0	1	4.8	3	6.8

		VR N=376		SA N=32		SMI N=34		RCD ¹⁴ N=22		TRANSITION ¹⁵ N=44	
		N	%	N	%	N	%	N	%	N	%
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	212	65.4	24	75.0	18	54.5	16	72.7	27	61.4
	Yes, I think so	46	14.2	4	12.5	9	27.3	1	4.5	4	9.1
	No, I do not think so	28	8.6	2	6.3			2	9.1	4	9.1
	No, definitely not	20	6.2	2	6.3	4	12.1			4	9.1
	Don't know	18	5.6			2	6.1	3	13.6	5	11.4
<i>Are you currently earning wages or being paid for a job? (Status 26 and competitive employment status)¹⁶</i>	Yes	180	90.0	17	81.0	19	95.0	15	88.2	27	93.1
	No	20	10.0	4	19.0	1	5.0	2	11.8	2	6.9
<i>Overall satisfaction with your current job?(those earning wage)</i>	Satisfied	151	85.3	16	94.1	14	73.7	14	93.3	21	77.8
	Neither	11	6.2	1	5.9	1	5.3			2	7.4
	Dissatisfied	14	7.9			3	15.8	1	6.7	3	11.1
	Don't know	1	0.6			1	5.3			1	3.7
<i>Do you expect to be in this same job a year from now? (consumers satisfied with job)</i>	Yes	107	72.3	10	62.5	5	35.7	9	64.3	16	76.2
	No	8	5.4	2	12.5	1	7.1	3	21.4	1	4.8
	Don't know	33	22.3	4	25.0	8	57.1	2	14.3	4	19.0
<i>Do you expect to be in this same job a year from now?(consumers not satisfied with job)</i>	Yes	3	21.4					1	100.0		
	No	3	21.4			1	33.3			1	33.3%
	Don't know	8	57.1			2	66.7			2	66.7%

¹⁶ Survey items related to job satisfaction include only those consumers who were successfully rehabilitated.

*Relationship between Consumer Responses to Overall Satisfaction and their Response to Other Survey Items
(Specialized Caseloads)*

A correlation analysis was performed to determine relationships between the survey items and overall satisfaction. The numbers in Table 1 represent correlation coefficients which serve as indicators of the strength of the relationship between each survey item and overall satisfaction. Two sets of correlation analyses were performed: 1) a *partial* correlation analysis controlling for the effects of region, office, and FFY and 2) a *bivariate* correlation analysis, which does not control for effect of these variables.

Survey items in Table 1 are sorted in descending order by partial correlation coefficients for consumers served by specialized caseloads. As shown in the table, the correlation coefficients range from about -0.154 to 0.705. If there were perfect correlation among the survey items and overall satisfaction, the correlation would be 1.0. Correlations at or above 0.55 were used to identify survey items strongly related to overall satisfaction. The largest correlation coefficient (0.705) suggests that consumer's perception in this area may have a strong affect on their overall satisfaction of the agency. The smallest correlation coefficient (-0.154) suggests that consumer's perception in this area may not have a strong affect on their overall satisfaction of the agency.

Consumers served by Specialized Caseloads¹⁷

Correlation analysis indicate that consumers served under specialized caseloads who report high satisfaction ratings overall for DRS also perceived, in descending order of influence, that: 1) they received the information they needed, 2) they would come back to DRS, 3) they were involved in developing their plan, 4) they received services they needed, 5) they would refer a friend, 6) they were satisfied with the time it took to develop their VR plan, 7) their counselor knew about available programs, 8) their counselor met agreed upon timetables, 9) they benefited from services they received, and 10) their counselor took their case seriously.

Consumers Not Served by Specialized Caseloads

Consumers not served by specialty VR counselors who reported high overall satisfaction with DRS also perceived, in descending order of influence, that they: 1) received the services they needed, 2) would refer a friend, 3) they received the information they needed, 4) were involved in developing the VR plan, 5) they benefited from the services they received, 6) they would come back to DRS, 7) they were satisfied with the time it took to develop the plan, 8) their counselor took their case seriously, and 9) their counselor always met the agreed upon timetables.

¹⁷ Partial correlation analysis for consumers served by specialized caseloads included controlling for the effects of caseload type (Substance Abuse, Serious Mental Illness, Rehabilitation Counselors for the Deaf, and dedicated Transition) as well as region, office, and FFY.

Table 1: Correlation of Survey Items with Overall Satisfaction for All Specialized Caseloads¹⁸

Survey Item	<i>Served by Specialized Caseloads</i>		<i>Not Served by Specialized Caseloads</i>		<i>Overall DRS</i>	
	Partial ¹⁹	Bivariate	Partial	Bivariate	Partial	Bivariate
I always got the information I needed from the Department of Rehabilitative Services.	0.705	0.705	0.682	0.683	0.688	0.688
If you were to seek help again, would you come back to the Department of Rehabilitative Services?	0.695	0.695	0.610	0.610	0.633	0.633
Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan	0.662	0.662	0.660	0.661	0.661	0.662
I received services that I needed.	0.657	0.657	0.697	0.698	0.684	0.685
If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.	0.655	0.656	0.691	0.691	0.680	0.680
Your general satisfaction with the time it took to develop your Rehabilitation Plan	0.628	0.628	0.603	0.602	0.611	0.611
My counselor knew about programs in my community that could help me.	0.613	0.613	0.535	0.536	0.557	0.558
My counselor always met the timetables we discussed for my vocational rehabilitation program.	0.611	0.611	0.573	0.574	0.584	0.585
I benefited from services that I received.	0.601	0.603	0.631	0.631	0.624	0.624
My counselor took my case seriously.	0.596	0.597	0.575	0.576	0.580	0.580
My counselor clearly explained services available to me.	0.536	0.539	0.489	0.491	0.502	0.503
I never felt my counselor was rushing me when we met or spoke about my case.	0.482	0.484	0.453	0.454	0.464	0.464
All of the people at the Department of Rehabilitative Services treated me well.	0.473	0.475	0.479	0.477	0.476	0.475
Did you encounter any problems or inconveniences with DRS?	-0.154	-0.155	-0.228	-0.228	-0.206	-0.207

¹⁸ Two sets of correlation analyses were performed: 1) a *partial* correlation analysis controlling for the effects of region, office, and FFY and 2) a *bivariate* correlation analysis, which does not control for effect of these variables.

¹⁹ Partial correlation analysis for consumers served by specialized caseloads included controlling for the effects of caseload type (Substance Abuse, Serious Mental Illness, Rehabilitation Counselors for the Deaf, and dedicated Transition) as well as region, office, and FFY.

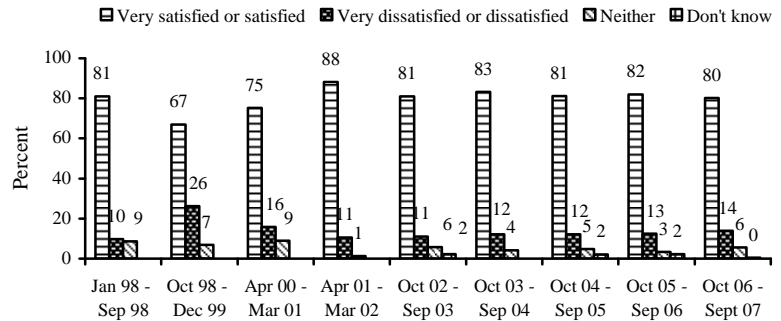
Section IV: Consumer Satisfaction Trends

Consumer Satisfaction Trends

Nine-year satisfaction trends are presented in this section. Survey results for the federal fiscal year (FFY 2003-2007) survey cycles do not include proxy responses. Prior to FFY 2003, self-response versus proxy completion was not assessed.

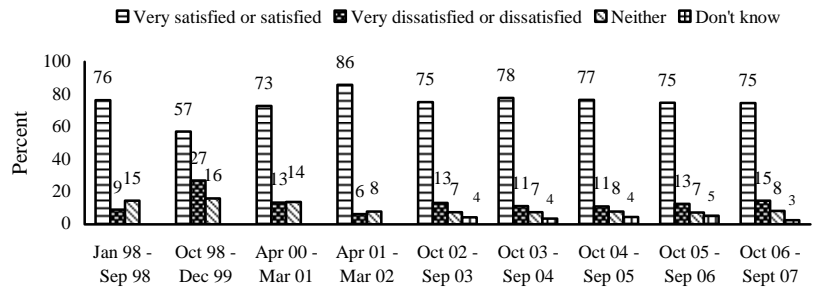
Overall Satisfaction with DRS Services

Overall satisfaction with VR services during the October 2006 through September 2007 survey period was high. Most consumers (80%) reported being very satisfied or satisfied with DRS services. The nine-year average percentage satisfaction was 80%.



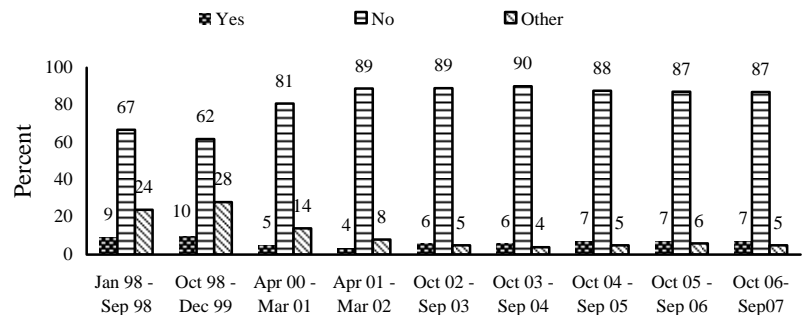
Satisfaction with Involvement in Developing Vocational Rehabilitation Plan

Three quarters of the respondents indicated they were very satisfied or satisfied with their involvement in developing their rehabilitation plan. The nine-year average percentage was 75%.



Problems or Inconveniences with DRS²⁰

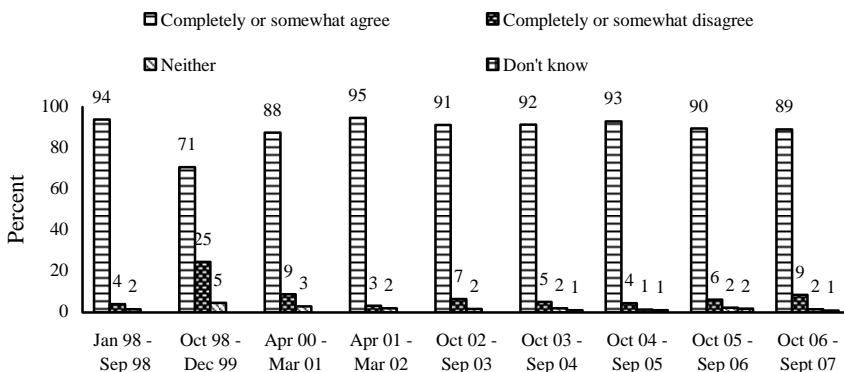
A small percentage of respondents (7%) indicated they encountered problems or inconveniences with DRS which were related to a disability. The nine-year average percentage was 7%.



²⁰ In the October 2002 through September 2003 survey, “not applicable” was replaced with “rather not say” and “don’t know.” These three categories have been collapsed into one category (Other).

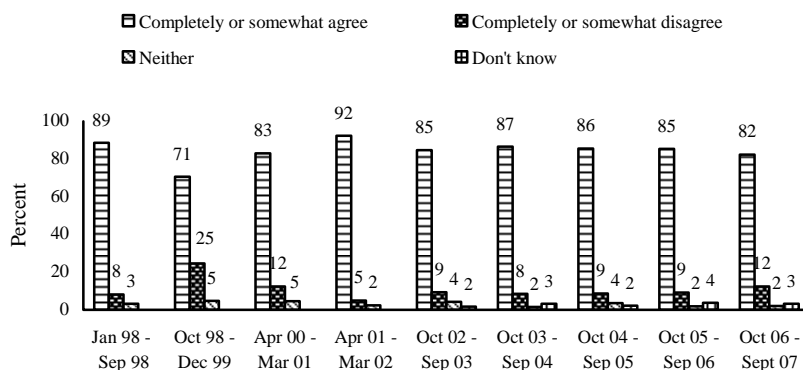
People at DRS treated me well.

Eighty-nine percent of consumers completely or somewhat agreed that people at DRS treated them well. The nine-year average percentage was 89%.



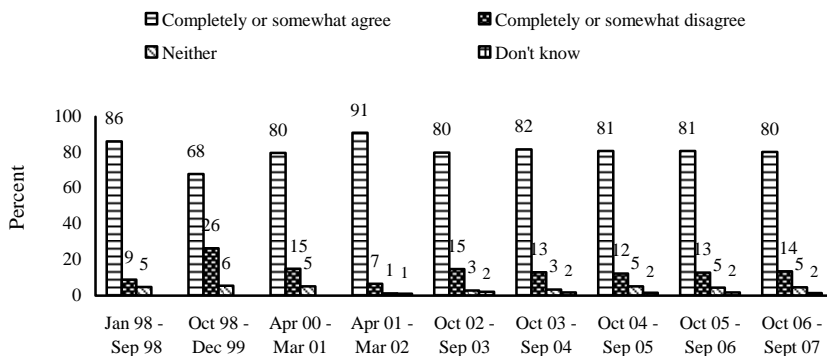
If a friend of mine were in a similar situation to mine, I would tell them to go to DRS.

Eighty-two percent of the respondents agreed they would refer a friend to DRS services. The nine-year average percentage was 84%.



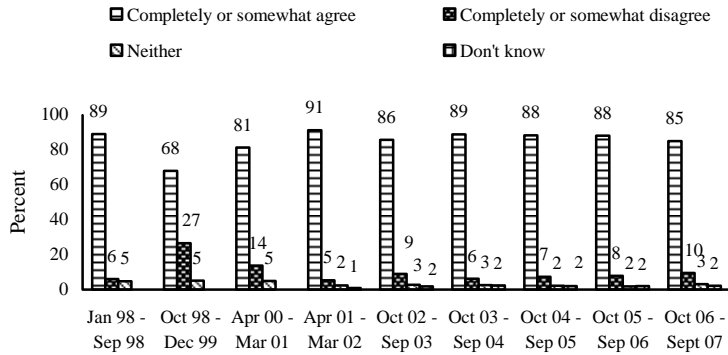
I always got the information I needed from DRS.

Eighty percent of consumers reported that they completely or somewhat agree that they always got the information they needed from DRS. The nine-year average percentage was 81%.



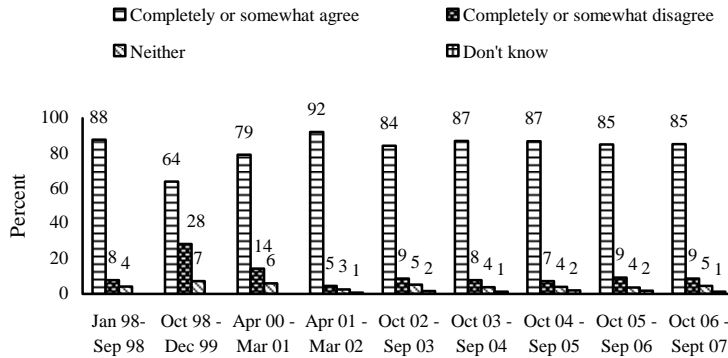
My counselor took my case seriously.

Consumers agreeing that their counselor took their case seriously totaled 85%. The nine-year average percentage was 85%.



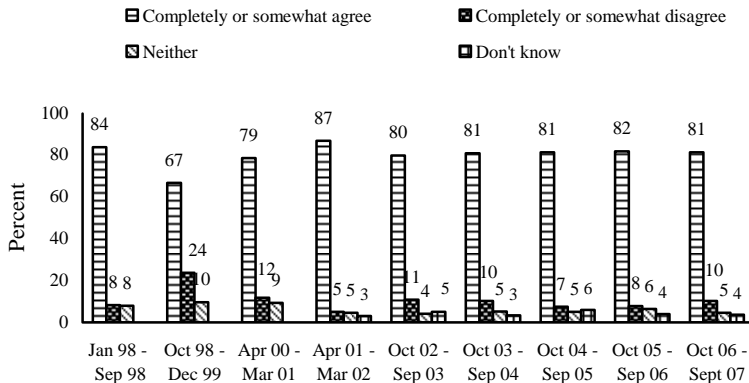
I never felt my counselor was rushing me when we met or spoke about my case.

Eighty-five percent of the consumers reported that they completely or somewhat agree that they *never* felt their counselor was rushing them. The nine-year average percentage was 84%.



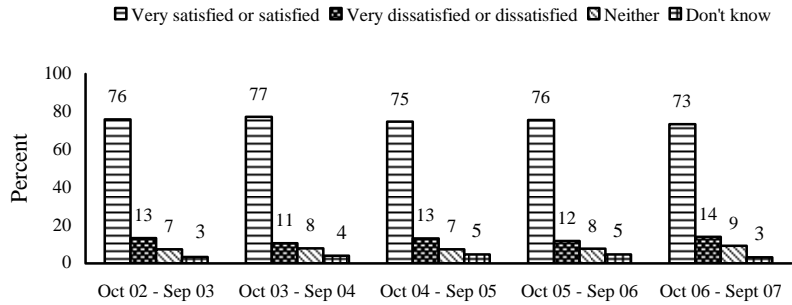
My counselor always met the timetables we discussed for my vocational rehabilitation program.

Eighty-one percent agreed that their counselor always met timetables they discussed for their vocational rehabilitation program. The nine-year average percentage was 80%.



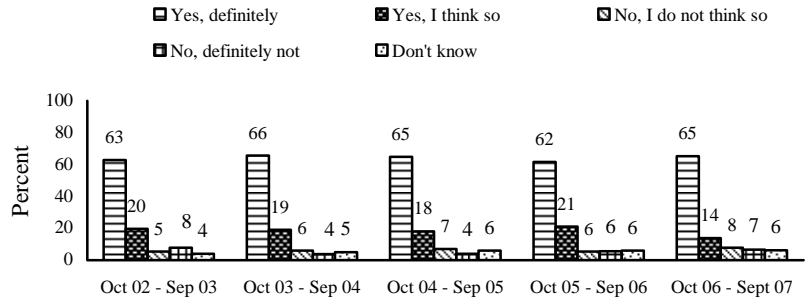
General satisfaction with the time it took to develop your rehabilitation plan

Seventy-three percent of the respondents said they were satisfied with the time it took to develop the vocational rehabilitation plan. The five-year average was 75%.



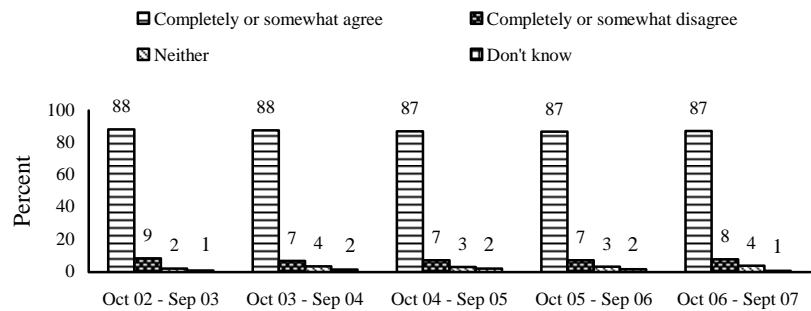
If you were to seek help again, would you come back to the Department of Rehabilitative Services?

Sixty-five percent of the respondents agreed that they definitely would come back to DRS if they sought help again. The five-year average was 64%.



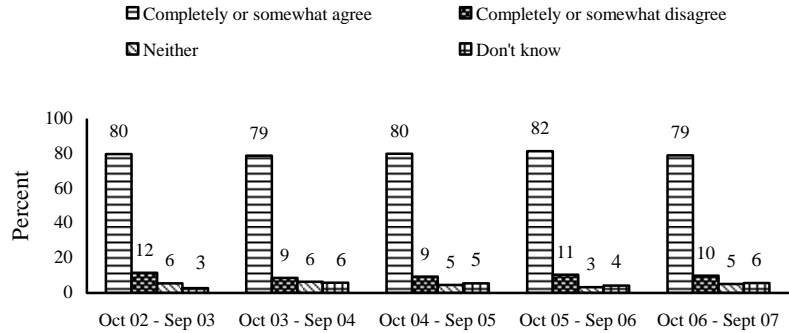
My counselor clearly explained services available to me.

Eighty-seven percent of the respondents agreed that the counselor clearly explained services available to them. The five-year average was 88%.



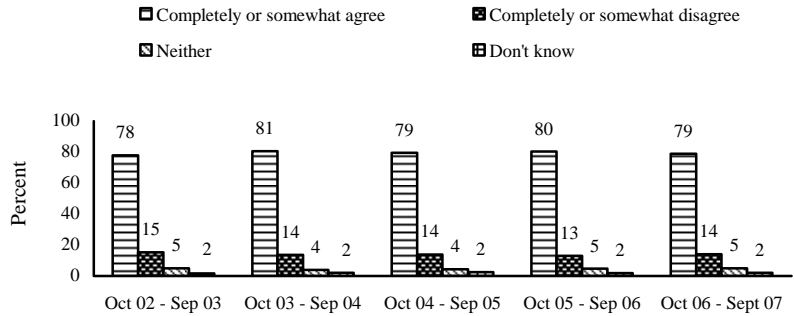
My counselor knew about programs in the community that could help me.

Seventy-nine percent of the respondents agreed that the counselor knew about programs in their community that could help them. The five-year average was 80%.



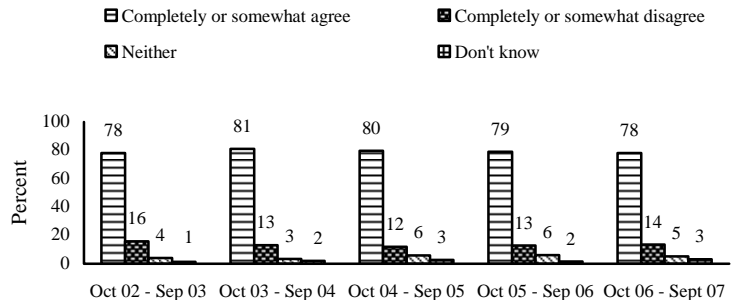
I received services that I needed.

Seventy-nine percent of the respondents completely or somewhat agreed that they received services they needed. The five-year average was 79%.



I benefited from services I received.

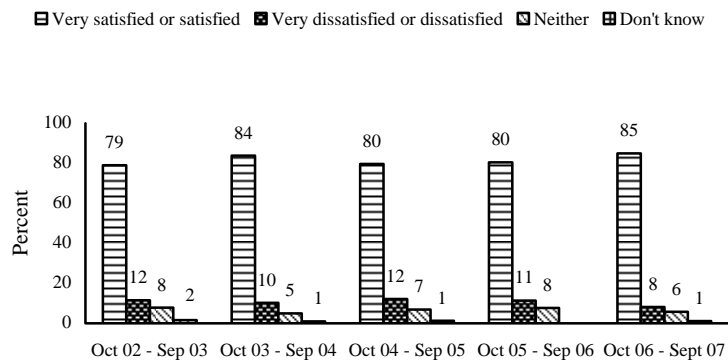
Seventy-eight percent of the respondents completely or somewhat agreed that they benefited from services they received. The five-year average was 79%.



Satisfaction with Current Job

Of the 296 respondents who were rehabilitated and competitively employed at the time of case closure, 263 indicated they were earning wages or being paid for a job. Of the 260 who responded to the job satisfaction question, 85% (n=220) said they were very satisfied or satisfied with their current job. The five-year average for job satisfaction was 82%.

Of those who reported being satisfied with their current job, 69% (n=150) expected to be in the same job a year later. The five-year average was 69%.



Appendix A: Survey Results by Closure Status

During federal fiscal year 2007, DRS rehabilitated 4,298 consumers; another 2,859 consumers received services but were not rehabilitated.²¹ The FFY 2007 rehabilitation rate was 60.1%.

The survey sample included 817 rehabilitated consumers and 992 consumers who received services but were not rehabilitated. Of the 466 self-respondents, 296 were rehabilitated (Status 26) and 170 were not rehabilitated (Status 28). An additional respondent was accepted as a self-select (closed in FFY 2007 and elected to complete the survey). This consumer is included in the survey responses for Status 26 consumers.

Satisfaction ratings among Status 26 consumers continue to show a large jump ahead of satisfaction ratings for Status 28 consumers. Although 78% of Status 28 consumers said they were treated well by DRS staff, only 70% (n=116) indicated they would tell a friend to go to DRS and 65% (n=107) reported they would definitely come back to DRS if they were to seek help again. Overall satisfaction for Status 28 consumers was 64% compared to 89% for Status 26 consumers.

The average difference (18 percentage points) in ratings between Status 26 and Status 28 consumers was wider in the FFY 2007 survey compared to the previous three federal fiscal year surveys (16 percentage point difference). To date, it has not been determined what is contributing to the differences in ratings.

		Status 26 N=297 ²²		Status 28 N=170		All Consumers N=467	
		N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	262	89.1	109	64.1	371	80.0
	Neither	14	4.8	12	7.1	26	5.6
	Dissatisfied	18	6.1	47	27.6	65	14.0
	Don't know			2	1.2	2	0.4
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	243	82.4	104	61.2	347	74.6
	Neither	25	8.5	13	7.6	38	8.2
	Dissatisfied	23	7.8	45	26.5	68	14.6
	Don't know	4	1.4	8	4.7	12	2.6
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	238	81.0	102	60.0	340	73.3
	Neither	26	8.8	17	10.0	43	9.3
	Dissatisfied	25	8.5	41	24.1	66	14.2
	Don't know	5	1.7	10	5.9	15	3.2
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	269	93.1	128	77.6	397	87.4
	Yes	14	4.8	20	12.1	34	7.5

²¹ FFY 2007 information is based on VRIS closure transaction date as of September 30, 2007. The number of consumers achieving an employment outcome in this report is different from the number (n=4,278) reported in the Performance Evaluation Totals Part I report (Program ID: SCCBR581, Run Date: 09/29/07, Run Time: 005149) and does not include the 20 cases closed on September 29 and September 30. A copy of the report is provided at Appendix D.

²² Percentages for Status 26 include one self-select (closed in FFY 2007 and elected to complete a survey).

	Status 26 N=297 ²²		Status 28 N=170		All Consumers N=467		
	N	%	N	%	N	%	
	Rather not say	5	1.7	9	5.5	14	3.1
	Don't know	1	0.3	8	4.8	9	2.0
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	279	95.5	129	77.7	408	89.1
	Neither	3	1.0	4	2.4	7	1.5
	Disagree	9	3.1	30	18.1	39	8.5
	Don't know	1	0.3	3	1.8	4	0.9
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	262	89.4	116	69.9	378	82.4
	Neither	5	1.7	4	2.4	9	2.0
	Disagree	19	6.5	38	22.9	57	12.4
	Don't know	7	2.4	8	4.8	15	3.3
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	248	85.2	118	71.5	366	80.3
	Neither	12	4.1	9	5.5	21	4.6
	Disagree	28	9.6	34	20.6	62	13.6
	Don't know	3	1.0	4	2.4	7	1.5
<i>My counselor took my case seriously.</i>	Agree	266	90.8	125	75.3	391	85.2
	Neither	6	2.0	8	4.8	14	3.1
	Disagree	19	6.5	25	15.1	44	9.6
	Don't know	2	0.7	8	4.8	10	2.2
<i>My counselor clearly explained services available to me.</i>	Agree	269	92.4	129	77.7	398	87.1
	Neither	5	1.7	13	7.8	18	3.9
	Disagree	16	5.5	21	12.7	37	8.1
	Don't know	1	0.3	3	1.8	4	0.9
<i>My counselor knew about programs in my community that could help me.</i>	Agree	244	84.1	115	70.1	359	79.1
	Neither	12	4.1	11	6.7	23	5.1
	Disagree	19	6.6	26	15.9	45	9.9
	Don't know	15	5.2	12	7.3	27	5.9
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	263	90.1	127	77.0	390	85.3
	Neither	5	1.7	16	9.7	21	4.6
	Disagree	22	7.5	18	10.9	40	8.8
	Don't know	2	0.7	4	2.4	6	1.3
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	249	85.3	123	74.5	372	81.4
	Neither	10	3.4	11	6.7	21	4.6
	Disagree	24	8.2	23	13.9	47	10.3
	Don't know	9	3.1	8	4.8	17	3.7
<i>I received services that I needed.</i>	Agree	252	86.9	107	64.5	359	78.7
	Neither	11	3.8	12	7.2	23	5.0
	Disagree	24	8.3	41	24.7	65	14.3
	Don't know	3	1.0	6	3.6	9	2.0

		Status 26 N=297 ²²		Status 28 N=170		All Consumers N=467	
		N	%	N	%	N	%
<i>I benefited from services that I received.</i>	Agree	253	86.9	102	61.8	355	77.9
	Neither	11	3.8	13	7.9	24	5.3
	Disagree	23	7.9	40	24.2	63	13.8
	Don't know	4	1.4	10	6.1	14	3.1
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	220	74.8	81	48.8	301	65.4
	Yes, I think so	38	12.9	26	15.7	64	13.9
	No, I do not think so	21	7.1	15	9.0	36	7.8
	No, definitely not	5	1.7	25	15.1	30	6.5
	Don't know	10	3.4	19	11.4	29	6.3

Appendix B: Comparison of Satisfaction Ratings by Self and Proxy Respondents

For the FFY 2007 survey cycle, there were 466 self-respondents (completed the survey on their own or with help), 60 consumers who were represented by a proxy and 28 respondents who did not provide information on who completed the survey. Thus, it is not known whether the respondents were self-respondents or proxies. Satisfaction ratings for all survey respondents are provided below. An additional respondent was accepted as a self-select (closed in FFY 2007 and elected to complete the survey). This consumer is included in the survey responses for consumer self-respondents.

Proxies reported their lowest ratings on the consumer receiving needed services or benefiting from services received, while consumer self-respondents reported their lowest satisfaction on their involvement in developing the VR plan and the time it took to develop the plan. Timing and involvement were next to the lowest for proxies. Overall satisfaction for proxies was 73% compared to 80% for self-respondents.²³

		Self (n=467) ²⁴		Proxy (n=60)		Unknown Whether Self or Proxy (n=28)	
		N	%	N	%	N	%
<i>Overall satisfaction with the Department of Rehabilitative Services (DRS)</i>	Satisfied	371	80.0	43	72.9	19	70.4
	Neither	26	5.6	1	1.7	3	11.1
	Dissatisfied	65	14.0	13	22.0	3	11.1
	Don't know	2	0.4	2	3.4	2	7.4
<i>Degree of satisfaction with your involvement in developing your Vocational Rehabilitation Plan</i>	Satisfied	347	74.6	42	71.2	16	61.5
	Neither	38	8.2	3	5.1	1	3.8
	Dissatisfied	68	14.6	11	18.6	6	23.1
	Don't know	12	2.6	3	5.1	3	11.5
<i>Your general satisfaction with the time it took to develop your Rehabilitation Plan</i>	Satisfied	340	73.3	40	70.2	19	70.4
	Neither	43	9.3	2	3.5	1	3.7
	Dissatisfied	66	14.2	12	21.1	5	18.5
	Don't know	15	3.2	3	5.3	2	7.4
<i>Did you encounter any problems or inconveniences with DRS?</i>	No	397	87.4	49	87.5	17	65.4
	Yes	34	7.5	3	5.4	5	19.2
	Rather not say	14	3.1			4	15.4
	Don't know	9	2.0	4	7.1		

²³ Consumer self-respondents include cases where the VR consumer completed the survey on their own or with help from someone.

²⁴ Percentages for consumer self-respondents include one self-select (closed in FFY 2007 and elected to complete a survey).

		Self (n=467) ²⁴		Proxy (n=60)		Unknown Whether Self or Proxy (n=28)	
		N	%	N	%	N	%
<i>All of the people at the Department of Rehabilitative Services treated me well.</i>	Agree	408	89.1	47	83.9	21	80.8
	Neither	7	1.5				
	Disagree	39	8.5	4	7.1	5	19.2
	Don't know	4	0.9	5	8.9		
<i>If a friend of mine were in a similar situation to mine, I would tell them to go to the Department of Rehabilitative Services.</i>	Agree	378	82.4	45	80.4	17	65.4
	Neither	9	2.0			2	7.7
	Disagree	57	12.4	5	8.9	3	11.5
	Don't know	15	3.3	6	10.7	4	15.4
<i>I always got the information I needed from the Department of Rehabilitative Services.</i>	Agree	366	80.3	42	75.0	21	80.8
	Neither	21	4.6	1	1.8	1	3.8
	Disagree	62	13.6	9	16.1	2	7.7
	Don't know	7	1.5	4	7.1	2	7.7
<i>My counselor took my case seriously.</i>	Agree	391	85.2	48	84.2	19	79.2
	Neither	14	3.1	1	1.8	1	4.2
	Disagree	44	9.6	6	10.5	4	16.7
	Don't know	10	2.2	2	3.5		
<i>My counselor clearly explained services available to me.</i>	Agree	398	87.1	50	87.7	19	76.0
	Neither	18	3.9			1	4.0
	Disagree	37	8.1	5	8.8	5	20.0
	Don't know	4	0.9	2	3.5		
<i>My counselor knew about programs in my community that could help me.</i>	Agree	359	79.1	47	82.5	20	80.0
	Neither	23	5.1	1	1.8	2	8.0
	Disagree	45	9.9	5	8.8	2	8.0
	Don't know	27	5.9	4	7.0	1	4.0
<i>I never felt my counselor was rushing me when we met or spoke about my case.</i>	Agree	390	85.3	49	86.0	21	84.0
	Neither	21	4.6	2	3.5	1	4.0
	Disagree	40	8.8	4	7.0	3	12.0
	Don't know	6	1.3	2	3.5		
<i>My counselor always met the timetables we discussed for my vocational rehabilitation program.</i>	Agree	372	81.4	40	71.4	16	66.7
	Neither	21	4.6	5	8.9	2	8.3
	Disagree	47	10.3	7	12.5	6	25.0
	Don't know	17	3.7	4	7.1		
<i>I received services that I needed.</i>	Agree	359	78.7	40	69.0	17	68.0
	Neither	23	5.0	4	6.9	1	4.0
	Disagree	65	14.3	11	19.0	7	28.0
	Don't know	9	2.0	3	5.2		

		Self (n=467) ²⁴		Proxy (n=60)		Unknown Whether Self or Proxy (n=28)	
		N	%	N	%	N	%
<i>I benefited from services that I received.</i>	Agree	355	77.9	37	63.8	16	64.0
	Neither	24	5.3	2	3.4	1	4.0
	Disagree	63	13.8	15	25.9	7	28.0
	Don't know	14	3.1	4	6.9	1	4.0
<i>If you were to seek help again, would you come back to the Department of Rehabilitative Services?</i>	Yes, definitely	301	65.4	32	53.3	10	40.0
	Yes, I think so	64	13.9	16	26.7	6	24.0
	No, I do not think so	36	7.8	4	6.7	3	12.0
	No, definitely not	30	6.5	4	6.7	1	4.0
	Don't know	29	6.3	4	6.7	5	20.0

Appendix C: Demographic (%) Comparison of FFY 2007 Population, Survey Sample and Survey Respondents²⁵

The fundamental goal of survey research is to collect information about the people in the survey that is representative of the population that the survey sample was drawn from. The demographic composition of the FFY 2007 survey sample was similar to the overall demographics of the FFY 2007 VR population and we believe that it is representative of the population from which it was drawn. Although there does not appear to be an overall survey non-response bias, there continues to be a lower percentage of transition consumers and consumers with cognitive impairments responding to the survey. The underlying causes of non-response have not been evaluated.

	FFY 2007 VR Population ²⁶		Survey Sample ²⁷		Survey Respondents ²⁸	
	Status 26 N=4,288	Status 28 N=2,833	Status 26 N=817	Status 28 N=992	Status 26 N=297	Status 28 N=170
<i>Gender</i>	<i>Percent</i>		<i>Percent</i>		<i>Percent</i>	
Female	46	49	47	49	53	55
Male	54	51	53	51	47	45
<i>Race</i>						
African American	33	37	34	36	28	38
Caucasian	62	58	63	60	69	58
Other	4	4	4	4	3	5
<i>Age at closure</i>						
22 or less	27	28	27	28	15	15
23-34	26	25	26	25	22	20
35-49	30	31	30	31	37	37
50-64	15	16	16	15	24	28
65+	1	1	1	1	2	
<i>DRS Transition</i> ²⁹						
Not transition	68	68	69	67	80	82
Transition	32	32	31	33	20	18
<i>Significance of Disability</i>						
Most significant disability	64	69	62	68	60	73
Significant and two functional limitations	24	21	26	22	27	22
Significant and one functional limitation	9	6	9	7	11	4

²⁵ Columns represent percentages and may not total 100% due to rounding.

²⁶ FFY 2006 information is based on actual closure date to coincide with survey sample closure dates.

²⁷ Three cases were removed from the survey sample at the end of FFY 2007 (one was a duplicate who had been selected twice due to a change in closure during FFY 2007 and two were removed because they were no longer FFY 2007 closures).

²⁸ Data presented do not include proxy respondents. Status 26 data includes one self-select (closed in FFY 2007 and elected to complete a survey).

²⁹ DRS Transition cases were identified based on DRS age at application less than 22.

	FFY 2007 VR Population ²⁶		Survey Sample ²⁷		Survey Respondents ²⁸	
	Status 26 N=4,288	Status 28 N=2,833	Status 26 N=817	Status 28 N=992	Status 26 N=297	Status 28 N=170
Significant and no functional limitations	2	2	2	2	2	
No significant disability/All other cases	1	1	1	1	1	1
<i>Impairment Category</i>						
Blindness/other visual impairment	1	0.5	0.5	0.2	1	1
Deafness/hearing impairment	7	4	8	4	9	3
Communication impairment-expressive/receptive	1	0.3	0.4	0.1	0.3	
Orthopedic impairment	13	13	12	12	17	18
Respiratory or physical debilitation or other physical impairment	7	8	8	8	13	10
Cognitive or other mental impairment	49	43	51	44	37	32
Psychosocial impairment	22	31	21	32	23	36

Appendix D: Program Evaluation Totals Report

PROGRAM ID: SCCBR581
 RUN DATE : 09/29/07
 RUN TIME : 005149

COMMONWEALTH OF VIRGINIA
 DEPARTMENT OF REHABILITATIVE SERVICES
 CASELOAD MANAGEMENT REPORT
 PERFORMANCE EVALUATION
 PERIOD ENDING 09/30/2007
 ** REPORT YEAR: 10/1 - 9/30 **

STATE TOTALS

CASES ON HAND					CLOSURES						
STATUS	SD	NSD	TOTAL	%	STATUS	SD MTD	NSD MTD	MTD TOTAL	SD E-YTD	NSD E-YTD	E-YTD TOTAL
00	0	141	141	1	00-08	0	21	21	0	355	355
02	2	1255	1257	8	02-08	1	82	83	2	1262	1264
04	281	220	501	3	06-08	26	0	26	267	5	272
06	308	13	321	2	26	489	7	496	4235	43	4278
10	3142	0	3142	19	28	296	3	299	2818	41	2859
12	103	0	103	1	30	175	0	175	2094	1	2095
14	3384	17	3401	20	38	0	6	6	3	73	76
16	416	1	417	3	35	0	0	0	0	0	0
18	4690	57	4747	28	37	0	0	0	0	0	0
20	813	11	824	5	39	0	0	0	0	0	0
22	1390	7	1397	8							
24	380	3	383	2							
32	107	1	108	1							
TOTALS	15016	1726	16742			987	119	1106	9419	1780	11199

WORK STATUS AT APPLICATION & CLOSURE	CASES ON HAND		EVAL YTD CLOSED			
	02-06	10-24	08	28	30	26
1. EMPLOYED W/O SUPPORTS, INTEGRATED	197	2039	195	69	148	3233
2. EXTENDED EMPLOYMENT	4	25	3	5	8	0
3. SELF EMPLOYMENT	6	41	1	2	5	40
4. DBVI VENDING FACILITY	1	9	0	0	0	0
5. HOMEMAKER	2	36	0	0	0	48
6. UNPAID FAMILY WORKER	1	8	1	0	0	5
7. EMPLOYED W/SUPPORTS, INTEGRATED	12	254	8	8	6	952
8. NOT EMPLOYED, SECONDARY EDUCATION	108	2742	22	25	37	0
9. NOT EMPLOYED, ALL OTHER STUDENTS	45	1438	18	23	25	0
10. NOT EMPLOYED, TRAINEE/VOL/INTERN	6	46	0	4	2	0
11. NOT EMPLOYED, OTHER	1196	7775	876	1707	1148	0
TOTALS	1578	14413	1124	1843	1379	4278
AVERAGE EARNINGS FOR 26 CLOSURES (COMP & SELF EMP)			% 26 CLOSURES COMPETITIVELY EMPLOYED			99
WKLY PT	WKLY FT	HRLY FT	HRLY PT			
196	432	10.40	7.92			
TOTAL AVERAGE EARNINGS		300				