

**SUMMARY REPORT  
CONSUMER SATISFACTION SURVEY**

**KENTUCKY OFFICE OF  
VOCATIONAL REHABILITATION**

**2004**

**Submitted to the  
Statewide Council for Vocational Rehabilitation  
Consumer Satisfaction Subcommittee  
March 2005  
Revised June 2005**

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## EXECUTIVE SUMMARY

For the ninth year, the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky has coordinated the annual Kentucky Office of Vocational Rehabilitation Consumer Satisfaction Survey at the request of the Statewide Council for Vocational Rehabilitation. This year, the University of Kentucky Survey Research Center successfully contacted 1,040 consumers by telephone to participate in the survey, with a response rate for eligible participants of 74.7%.

The 2004 Consumer Satisfaction Survey showed small, positive increases across many important areas. The average overall satisfaction level for all respondent groups increased slightly to 3.30 out of a possible four points. [Responses were rated on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate the average score.] Regardless of status at case closure, 85.9% of all consumers surveyed stated that services were good or very good. This also represents an increase of over 2% from 2003. As has been the case over the past surveys, consumers who had cases closed with a positive employment outcome (Group A) were more satisfied in most all respects than other respondents. Remaining relatively constant for the past few years, 91.2% of consumers with status A case closure felt that Vocational Rehabilitation services were good or very good. Showing a strong indicator of satisfaction, 90.1% of all respondents would return to Vocational Rehabilitation in the future if needed

Group A showed nearly a five percent gain in 2004 in those who were employed either full or part time (76.7%). This is over 30% - 50% higher than the other three Groups. In addition, those in Group A worked more hours, were more likely to receive benefits at their jobs, were more satisfied with their work and were more satisfied with their pay than consumers in the other three groups who did not achieve a positive employment outcome. A small percentage (8.4%) of those in Group A were not employed nor looking for employment, and 9.2% of those in Group A were seeking employment at the time of the survey. Half (48.6%) of all employed individuals in Group A also received benefits. This was a higher proportion than any other group but represented a slight decrease from last year.

In 2004, additional questions were asked to the 22% (twenty people) in Group B who were currently employed, because they attained this employment after beginning an Individualized Plan for Employment (IPE) but who terminated services without their cases being successfully closed. Nearly half of those who were employed indicated that their job was consistent with the IPE developed while a consumer of Vocational Rehabilitation services. For the small number of those whose jobs were not consistent with their IPE (n=8), respondents believed that they either had no employment plan or that the plan was not working.

The 24% of those in Group B who were currently seeking employment were asked if there were any needed services that were not provided. Approximately 80% indicated that there were not.



# SUMMARY REPORT CONSUMER SATISFACTION SURVEY KENTUCKY OFFICE OF VOCATIONAL REHABILITATION 2004

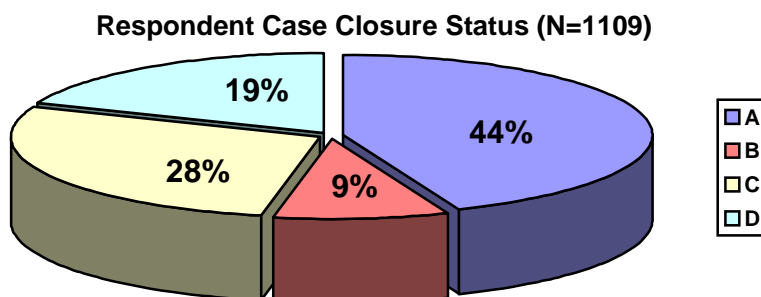
The Kentucky Office of Vocational Rehabilitation contracted with the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky to provide information to the Office regarding the experiences of consumers of Vocational Rehabilitation who had cases closed in fiscal year 2004. The University of Kentucky Survey Research Center (UKSRC) contacted a sample of consumers by telephone from November 16, 2004 through December 15, 2004 with a target of 1000 completed interviews. The sample was drawn randomly, but stratified to appropriately reflect the proportions of consumers with cases closed among four closure categories. Of the 1,332 eligible consumers who were contacted, 1,040 consumers (representing all four case closure categories and all districts of Kentucky) completed the survey. This resulted in a response rate for this year's survey of 74.7%. The margin of error for this survey is +/-3.04% at the 95% confidence level.

For the remainder of this report, consumer closure status groups will be referred to in the following manner:

- A Closed with Positive Employment Outcome (PEO)
- B Closed for other reasons after the Individualized Plan for Employment (IPE) was initiated
- C Closed for other reasons before the IPE was initiated
- D Closed from referral, applicant, or extended evaluation

### NUMBER OF RESPONDENTS BY CASE CLOSURE CATEGORY

Closure Category Group	Number of Respondents	%	Legend Color
A	457	43.9	Blue
B	94	9.0	Red
C	295	28.4	Yellow
D	194	18.7	Lt Blue
Total	1040	100	



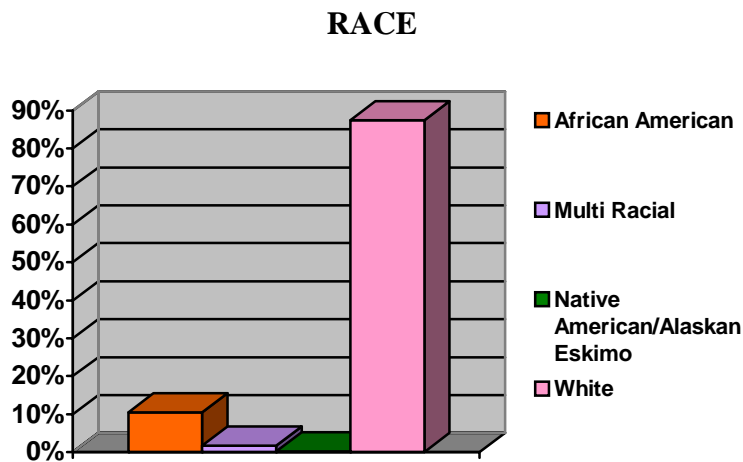

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A = Consumers with Positive Employment Outcome  
 B = Consumers with Cases Closed After Initiation of IPE  
 C = Consumers with Cases Closed Prior to IPE  
 D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Those consumers who had achieved positive employment outcomes (PEO - Group A) represented the largest group in the sample at 43.9%. The next largest group was consumers whose case was closed prior to development of an IPE or initiation of services specified in the IPE (Group C) with 28.4%. The other two Groups, B and D, combined to represent approximately one quarter of those surveyed.

### Respondent Demographics

With regard to gender representation, 51.2% of the sample was male, and 48.8% was female. The average age of consumers across all closure categories was 38.1 years old. This is unchanged from the 2003 Survey. With regard to race, 87.5% were white, 10.5% African American, 1.8% multi-racial, and 0.2% Native American/Alaskan Eskimo.



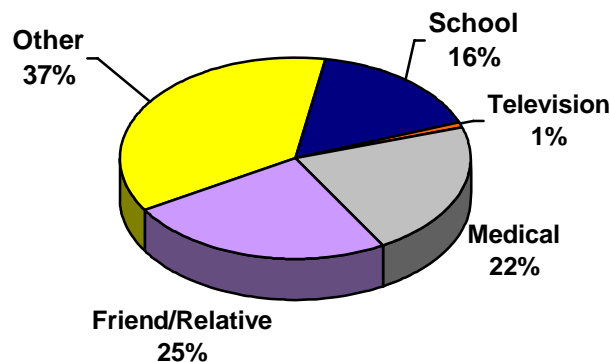
All survey participants had some level of school participation. Approximately 13.8% of participants did not graduate from high school. About half (47.7%) of respondents graduated high school or received a GED or special education certificate. As was found in the 2003 survey, nearly forty percent (38.1%) of respondents continued their education past high school. This year, 15.4% attained a college degree (Associate or Bachelor degree).

<b>Educational Level</b>	<b>% of Consumers</b>
<b>Grade School</b>	<b>3.0</b>
<b>Some High School</b>	<b>10.8</b>
<b>High School Graduate/GED/certificate</b>	<b>47.7</b>
<b>Some College</b>	<b>20.4</b>
<b>College Graduate (Associate or Bachelors Degree)</b>	<b>15.4</b>
<b>Graduate School</b>	<b>2.3</b>
<b>Information not available</b>	<b>0.5</b>
<b>TOTAL</b>	<b>100</b>

For those who achieved a positive employment outcome (Group A), 47.5% were college graduates, 40% were high school graduates or GED recipients, 7.8% had less than a high school education, and 4.6% received a special education certificate.

Consumers were asked how they learned about the Office of Vocational Rehabilitation. The five choices represented below were given.

### How Did You Learn About Vocational Rehabilitation?



Over one-third of participants learned of vocational rehabilitation through other ways. Some of these included: rehabilitation staff, Human Resources Department / workplace, previous experience, social worker, counselor, newspaper ad, walked in, mental health agency, social service agency, display at the fair, Department of Employment Services, telephone book, Social Security Administration, religious organization, Worker’s Compensation, Veterans Administration, self-help group, and parole officer.

## OVERALL SERVICE QUALITY

The item of greatest interest concerns overall service quality. Participants were asked to rate the overall quality of the services they received from the Office of Vocational Rehabilitation on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate a mean or average score.

Regardless of case closure status, the majority of respondents indicated that overall services provided by the Office were good or very good (85.9%). This is a 2.5% increase from 2003 data. However, the overall rating is highest for those individuals who had achieved a positive employment outcome (91.2%). This is also slightly higher (0.6%) than last year. As has been the case over the past several years, those respondents who were able to obtain employment were more likely to be satisfied with the services provided through the Office of Vocational Rehabilitation than those who did not.

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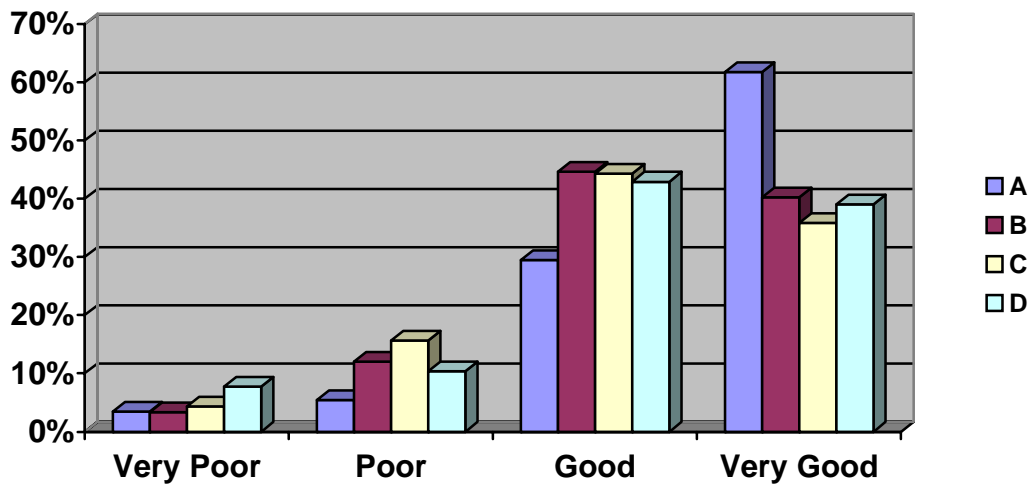
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 D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

For those individuals whose cases were closed prior to the initiation of services, this question referred to their overall feelings about the vocational rehabilitation system and professionals with whom they interacted.

**OVERALL SATISFACTION WITH QUALITY OF SERVICES**

Closure Category	Very Poor %	Poor %	Good %	Very Good %	Mean Rating
<b>A (n=447)</b>	3.4	5.4	29.5	61.7	3.50
<b>B (n=92)</b>	3.3	12.0	44.6	40.2	3.22
<b>C (n=282)</b>	4.3	15.6	44.3	35.8	3.12
<b>D (n=182)</b>	7.7	10.4	42.9	39.0	3.13
<b>All (n=1003)</b>	4.4	9.8	37.5	48.4	3.3

**Overall Satisfaction with Quality of Services**




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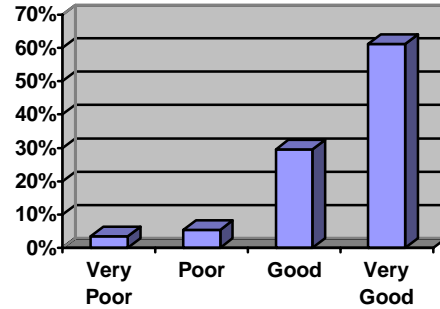
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## Overall consumer satisfaction with DVR services by closure category

### Group A - Consumer case closed PEO (n=447)

Very poor	3.4%
Poor	5.4%
Good	29.5%
Very good	61.7%

Mean = 3.5



### Group B - Consumer case closed after initiation of IPE (n=92)

Very poor	3.3%
Poor	12.0%
Good	44.6%
Very good	40.2%

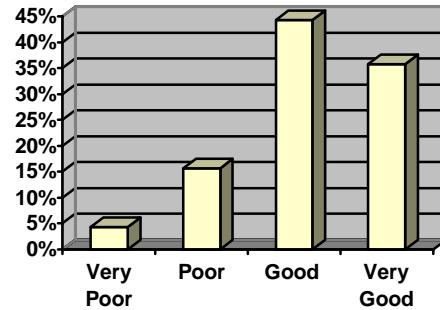
Mean = 3.22



### Group C - Consumer case closed prior to initiation of IPE (n=282)

Very poor	4.3%
Poor	15.6%
Good	44.3%
Very good	35.8%

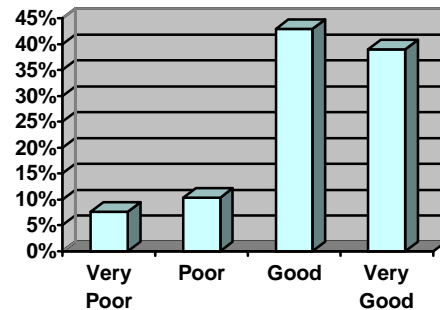
Mean = 3.12



### Group D - Consumer case closed in referral, applicant, or extended evaluation (n=182)

Very poor	7.7%
Poor	10.4%
Good	42.9%
Very good	39%

Mean = 3.13




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*A = Consumers with Positive Employment Outcome*  
*B = Consumers with Cases Closed After Initiation of IPE*  
*C = Consumers with Cases Closed Prior to IPE*  
*D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience*

## Overall Satisfaction by District

The range of overall satisfaction by district showed a mean high of 3.47 in District 10 and a low of 3.10 in District 9. When ranking districts based on respondents who indicated Vocational Rehabilitation services were good or very good, District 13 respondents had a high of 91.2% and District 8 a low of 74% good or very good overall satisfaction.

District	N	Good or Very Good Overall Satisfaction %	Mean Rating
1	99	88.9	3.31
2	75	90.7	3.35
3	101	86.1	3.33
4	127	87.4	3.33
5	56	83.2	3.14
6	127	83.4	3.28
7	35	80.0	3.23
8	25	74.0	3.20
9	48	75.0	3.10
10	58	86.2	3.47
11	47	80.8	3.21
12	32	84.4	3.22
13	34	91.2	3.29
14	62	88.7	3.40
15	75	89.4	3.35
85*	2	100	3.0

\*85 = Rehabilitation Counselor for the Deaf (RCD)

## SPECIFIC SERVICE RATINGS

The following table shows consumers' mean satisfaction level of specific services. This information was given by those whose cases were closed with a positive employment outcome (Group A) and those whose cases were closed after the initiation of the IPE (Group B). These questions were not asked to consumers with cases closed before initiation of the IPE (Group C or Group D), as no services were received through the Office. Participants were asked to rate the specific services from strongly dissatisfied to strongly satisfied. Those who did not receive the service or did not answer the question were not included in the calculation.

All consumers with positive employment outcomes (Group A) rated every individual service higher than those with cases closed for other reasons after initiation of the IPE (Group B). Those in Group A indicated the highest levels of satisfaction with the following services: "other", educational and counseling (tied), followed by vocational. Job placement, job training and job support received the lowest ratings from consumers in Group A.

### RATING OF SPECIFIC SERVICES

Service	Group A Mean Rating	Group B Mean Rating
<b>Counseling</b>	<b>3.26 (n=365)</b>	<b>3.08 (n=75)</b>
<b>Educational</b>	<b>3.26 (n=312)</b>	<b>3.06 (n=72)</b>
<b>Vocational</b>	<b>3.25 (n=325)</b>	<b>3.05 (n=76)</b>
<b>Transportation</b>	<b>3.15 (n=178)</b>	<b>2.67 (n=39)</b>
<b>Mental Health</b>	<b>3.13 (n=176)</b>	<b>2.78 (n=40)</b>
<b>Job Training</b>	<b>3.09 (n=243)</b>	<b>2.95 (n=55)</b>
<b>Technology</b>	<b>3.14 (n=212)</b>	<b>2.87 (n=47)</b>
<b>Job Modification</b>	<b>3.17 (n=220)</b>	<b>2.68 (n=41)</b>
<b>Employment Support</b>	<b>3.1 (n=291)</b>	<b>2.98 (n=54)</b>
<b>Job Placement</b>	<b>3.04 (n=258)</b>	<b>2.71 (n=49)</b>
<b>Advocacy</b>	<b>3.12 (n=257)</b>	<b>2.94 (n=49)</b>
<b>CDPCRC *</b>	<b>3.23 (n=216)</b>	<b>3.07 (n=43)</b>
<b>Medical</b>	<b>3.24 (n=256)</b>	<b>2.96 (n=47)</b>
<b>Other</b>	<b>3.27 (n=217)</b>	<b>3.07 (n=46)</b>

\*Carl D Perkins Comprehensive Rehabilitation Center

Survey participants were asked a series of questions related to their experiences with their counselor and the Vocational Rehabilitation office. Responses to these questions were rated on a Likert scale according to the following: "strongly disagree = 1", "disagree = 2", "agree = 3", or "strongly agree = 4".

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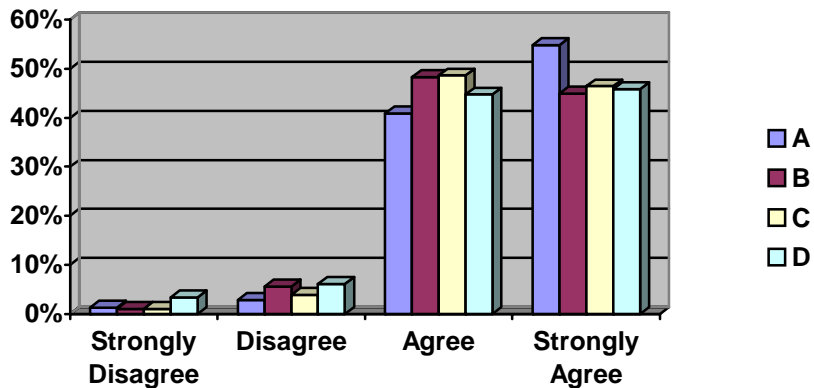
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Nearly all respondents (94.3%) agreed or strongly agreed that their counselor’s office was physically accessible.

**THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME**

	A (n=447)	B (n=89)	C (n=280)	D (n=179)	Overall
<b>Mean Range</b>	<b>3.49</b>	<b>3.37</b>	<b>3.4</b>	<b>3.33</b>	<b>3.43</b>

The Vocational Rehabilitation office was physically accessible

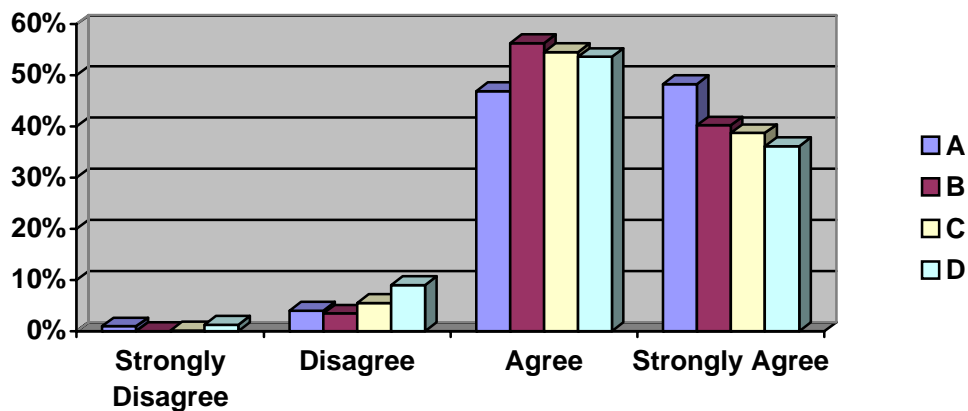


Nearly all respondents (93.8%) agreed or strongly agreed that materials they received from the Office were in an accessible format.

**ALL MATERIALS I RECEIVED FROM VOCATIONAL REHABILITATION WERE IN AN ACCESSIBLE FORMAT**

	A (n=429)	B (n=87)	C (n=253)	D (n=166)	Overall
<b>Mean Range</b>	<b>3.42</b>	<b>3.37</b>	<b>3.31</b>	<b>3.25</b>	<b>3.36</b>

All materials were in an accessible format

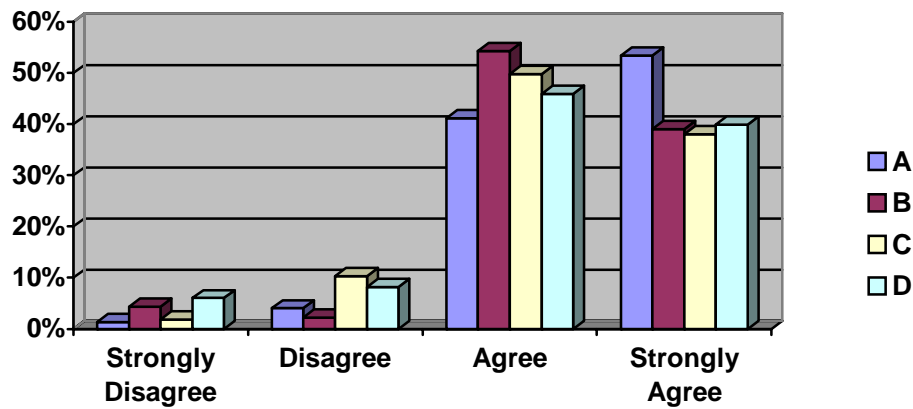


Consumers in Group A reported the highest levels of agreement with regard to ability to see their counselors in a reasonable amount of time when they scheduled an appointment. Overall, 91% of consumers agreed or strongly agreed that they were able to get an appointment in what they considered to be a reasonable amount of time.

**I WAS ABLE TO GET AN APPOINTMENT WITH MY COUNSELOR IN A REASONABLE AMOUNT OF TIME**

	A (n=451)	B (n=92)	C (n=273)	D (n=183)	Overall
<b>Mean Range</b>	<b>3.47</b>	<b>3.28</b>	<b>3.24</b>	<b>3.2</b>	<b>3.34</b>

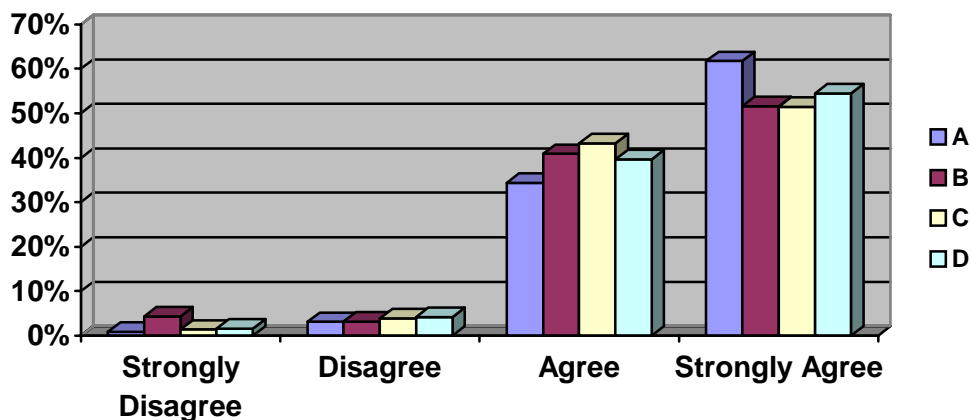
**I WAS ABLE TO GET AN APPOINTMENT IN A REASONABLE AMOUNT OF TIME**



Regardless of case closure status, most consumers (95%) agreed or strongly agreed that they were treated courteously by Office staff.

**I WAS TREATED COURTEOUSLY BY ALL STAFF**

	A (n=454)	B (n=93)	C (n=282)	D (n=189)	Overall
<b>Mean Range</b>	<b>3.57</b>	<b>3.4</b>	<b>3.45</b>	<b>3.47</b>	<b>3.5</b>

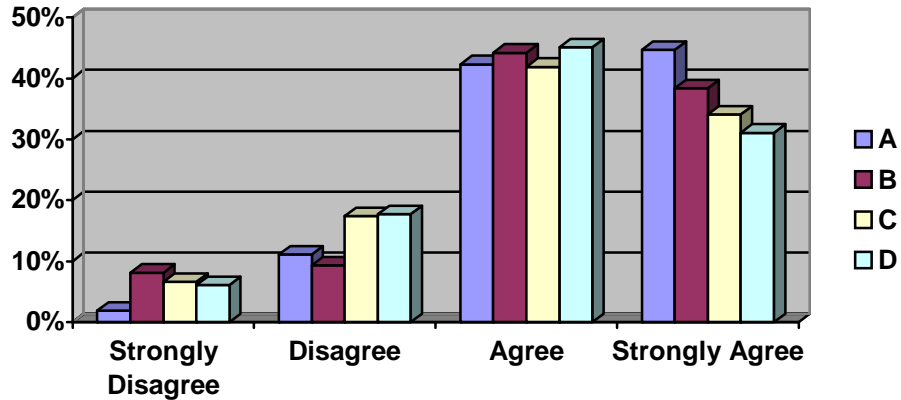


Eighty-one percent of respondents agreed or strongly agreed that their counselor helped them understand their disability. Consumers who had a positive employment outcome reported the highest agreement that their counselors helped them understand their disabilities.

**MY COUNSELOR HELPED ME TO UNDERSTAND MY DISABILITY**

	A (n=416)	B (n=86)	C (n=258)	D (n=164)	Overall
<b>Mean Range</b>	<b>3.3</b>	<b>3.13</b>	<b>3.03</b>	<b>3.01</b>	<b>3.16</b>

**MY COUNSELOR HELPED ME UNDERSTAND MY DISABILITY**

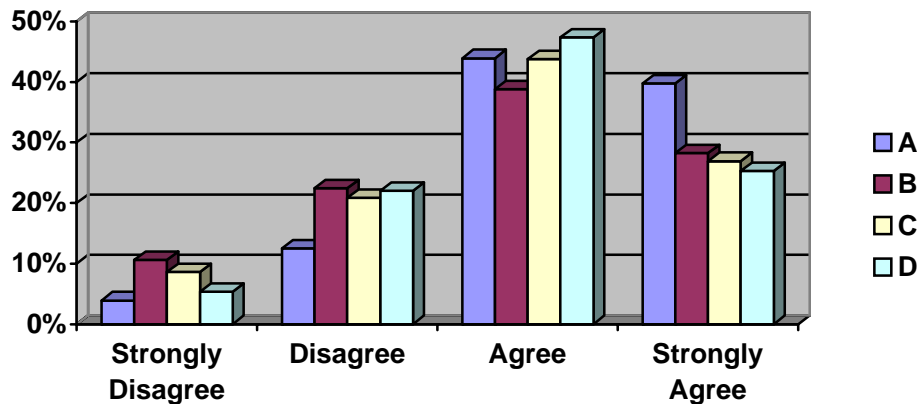


Approximately 76% of all consumers agreed or strongly agreed that their counselors were able to help them understand their strengths and limitations when choosing a job.

**MY COUNSELOR HELPED ME TO UNDERSTAND THE THINGS I CAN OR CANNOT DO SO THAT I COULD CHOOSE AN APPROPRIATE JOB**

	A (n=385)	B (n=85)	C (n=245)	D (n=150)	Overall
<b>Mean Range</b>	<b>3.19</b>	<b>2.85</b>	<b>2.89</b>	<b>2.93</b>	<b>3.03</b>

**MY COUNSELOR HELPED ME UNDERSTAND WHAT I CAN AND CANNOT DO SO THAT I COULD CHOOSE AN APPROPRIATE JOB**

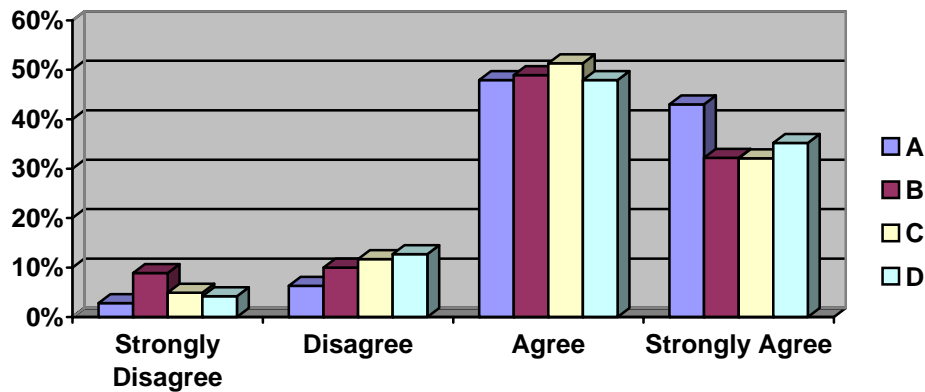


Consumers were asked if their counselor helped them to understand their rights. Over 86% agreed or strongly agreed that their counselor had helped in this area. Those in Group A were slightly more likely to be most positive about this issue.

**MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS**

	A (n=430)	B (n=90)	C (n=265)	D (n=165)	Overall
<b>Mean Range</b>	<b>3.31</b>	<b>3.04</b>	<b>3.11</b>	<b>3.14</b>	<b>3.20</b>

**MY COUNSELOR HELPED ME UNDERSTAND MY RIGHTS**

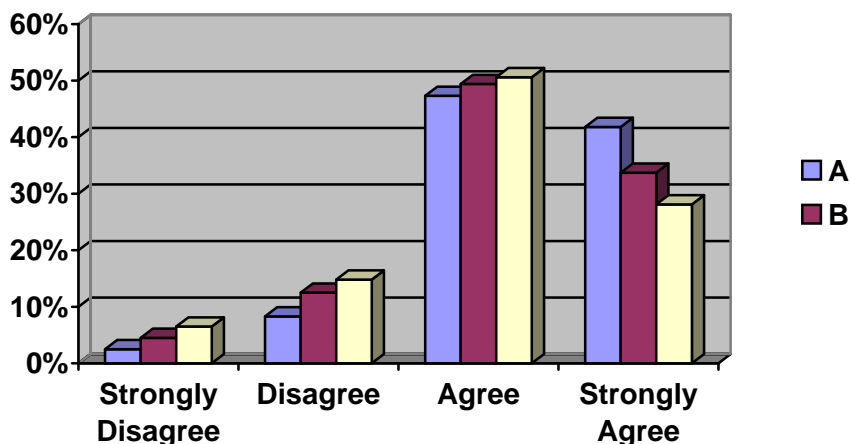


Eighty-five percent of consumers agreed or strongly agreed that they were encouraged to participate in planning their services. This question was not asked to those in Group D, as their cases were closed while in referral, applicant, or extended evaluation status.

**MY COUNSELOR ENCOURAGED ME TO PARTICIPATE IN PLANNING WHICH SERVICES I WOULD RECEIVE**

	A (n=433)	B (n=89)	C (n=263)	Overall
<b>Mean Range</b>	<b>3.28</b>	<b>3.12</b>	<b>3</b>	<b>3.17</b>

**MY COUNSELOR ENCOURAGED ME TO PARTICIPATE IN PLANNING**



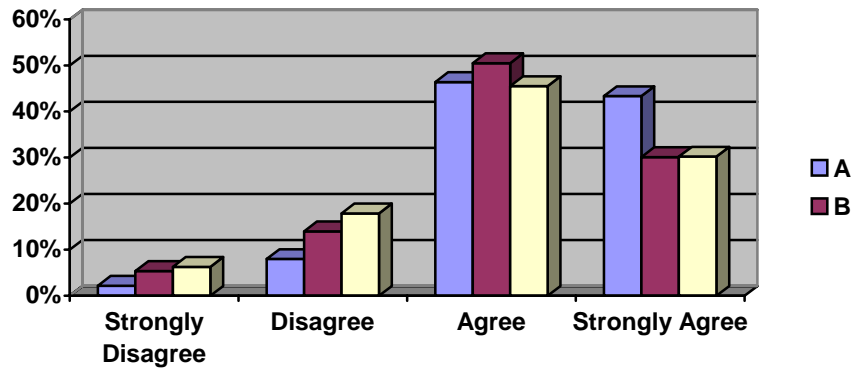
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Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Office, with 89.7% agreeing or agreeing strongly.

**MY COUNSELOR HELPED ME CLEARLY UNDERSTAND THE SERVICES AVAILABLE TO ME FROM VOCATIONAL REHABILITATION**

	A (n=448)	B (n=93)	C (n=268)	Overall
<b>Mean Range</b>	<b>3.31</b>	<b>3.05</b>	<b>3</b>	<b>3.18</b>

**MY COUNSELOR HELPED ME UNDERSTAND AVAILABLE SERVICES**

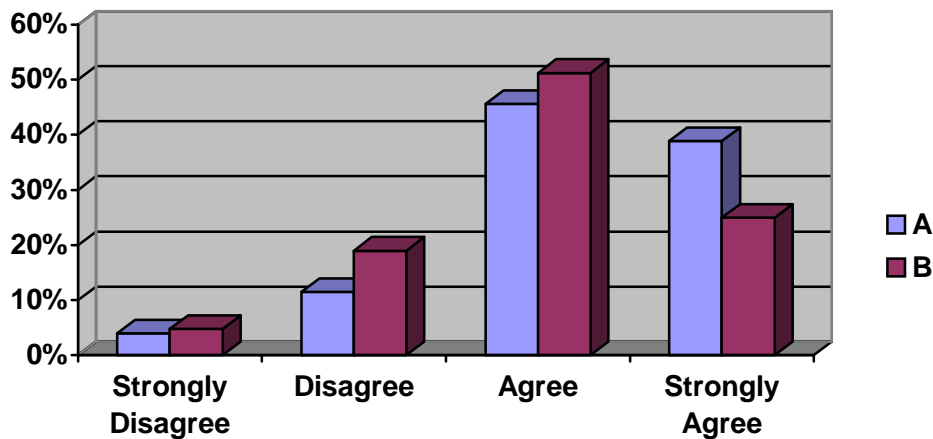


Consumers who received services through the Office were asked about the planning process. Those in Group A more strongly agreed when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE).

**MY COUNSELOR HELPED ME TO DEVELOP A PLAN OF ACTION TO GET A JOB OR TRAINING FOR A JOB**

	A (n=375)	B (n=84)	Overall
<b>Mean Range</b>	<b>3.19</b>	<b>2.96</b>	<b>3.15</b>

**MY COUNSELOR HELPED ME DEVELOP A PLAN OF ACTION**



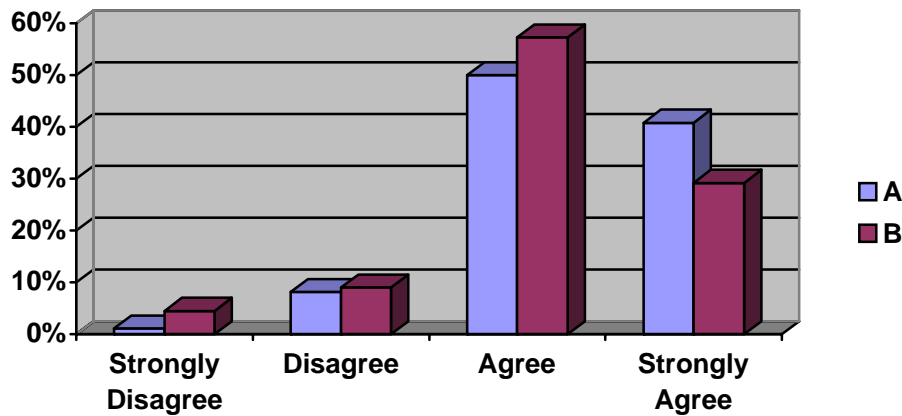
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Consumers in Group A had a much level of agreement when asked if they felt free to choose the services that were received.

**I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED**

	A (n=444)	B (n=89)	Overall
Mean Range	3.3	3.11	3.27

**I FELT FREE TO CHOOSE THE SERVICES I RECEIVED**

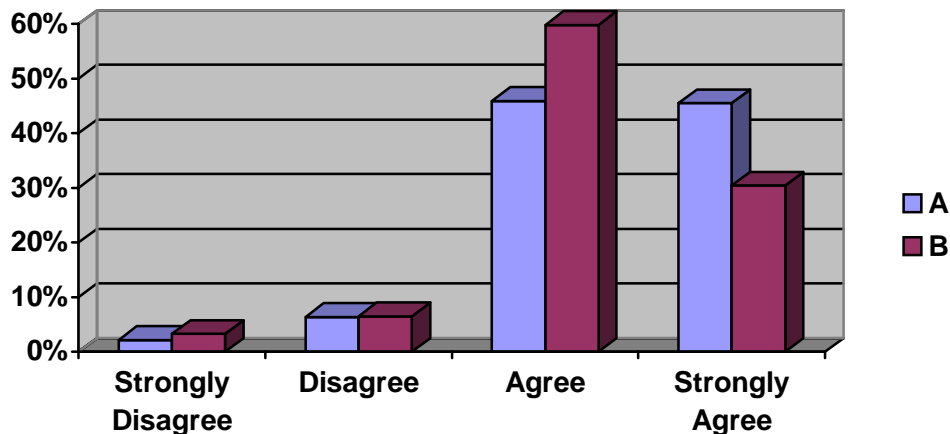


Consumers in Group A were more likely to strongly agree that services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner.

**THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER**

	A (n=453)	B (n=92)	Overall
Mean Range	3.35	3.17	3.32

**SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER**



Approximately 16% of consumers indicated that they received Vocational Rehabilitation services in high school. There was a very strong correlation between age and receiving services in high school as younger respondents were more likely to have been served by the Office in high school than older respondents.

**DID YOU RECEIVE VOCATIONAL REHABILITATION SERVICES IN HIGH SCHOOL?**

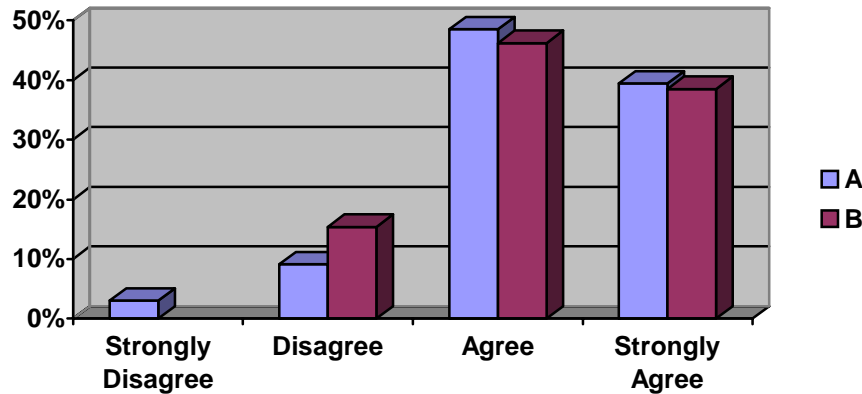
	A (n=452)	B (n=93)	Overall (n=545)
<b>Yes</b>	<b>15.9%</b>	<b>14%</b>	<b>15.6%</b>
<b>No</b>	<b>84.1%</b>	<b>86%</b>	<b>84.4%</b>

Like last year, those consumers who reported having received services in high school were asked if those services helped them get training or a job. 87.3% of consumers agreed or strongly agreed.

**THE VOCATIONAL REHABILITATION SERVICES I RECEIVED IN HIGH SCHOOL HELPED ME GET TRAINING OR A JOB**

	A (n=66)	B (n=13)	Overall
<b>Mean Range</b>	<b>3.24</b>	<b>3.23</b>	<b>3.24</b>

**THE VOCATIONAL REHABILITATION SERVICES I RECEIVED IN HIGH SCHOOL HELPED ME GET TRAINING OR A JOB**



## EMPLOYMENT INFORMATION

Following the pattern of the last few years, consumers were again asked about their present employment. Those who responded that they were employed were asked their job title. A variety of answers were given. The largest percentages of job category responses were: administrative/management (9.3%), computing (7.3%), food preparation (5.8%), medicine (5.4%), transportation (5.1%), education (4.2%), sales (4.2%), building service (4%), stock clerk (2.5%), personal service (2.2%), domestic service (2.2%), construction (2%), packaging (2%) and machine trades (2%). Other responses included agriculture, social science, religion, art, lodging, engineering, clerical, stenography, protective service, amusement, fabricating, painting, barbering, and life sciences.

Slightly over half (53.8%) of those with a positive employment outcome (Group A) were employed full time, a small increase from the previous year. Nearly one-third (31%) of the entire sample indicated that they were employed full time. Approximately 48% of those whose cases were closed after initiation of the IPE (Group B) were not working nor were they seeking employment. This group reflects the highest frequency of unemployment for all groups.

### EMPLOYMENT STATUS

Employment Status	A % n=455	B % n=91	C % n=292	D % n=193	Overall % n=1031
<b>Employed Full Time</b>	<b>53.8</b>	<b>13.2</b>	<b>16.4</b>	<b>23.8</b>	<b>34</b>
<b>Employed Part Time</b>	<b>22.9</b>	<b>8.8</b>	<b>10.3</b>	<b>18.1</b>	<b>17.2</b>
<b>Seeking Employment</b>	<b>9.2</b>	<b>24.2</b>	<b>23.3</b>	<b>18.7</b>	<b>16.3</b>
<b>Not Seeking Employment</b>	<b>8.4</b>	<b>46.2</b>	<b>37.7</b>	<b>24.9</b>	<b>23.1</b>
<b>In School</b>	<b>1.8</b>	<b>4.4</b>	<b>5.5</b>	<b>9.8</b>	<b>4.6</b>
<b>Extended Employment</b>	<b>0.2</b>	<b>1.1</b>	<b>1</b>	<b>1</b>	<b>0.7</b>
<b>Self-Employed</b>	<b>2.9</b>	<b>0</b>	<b>3.4</b>	<b>2.6</b>	<b>2.7</b>
<b>Retired</b>	<b>0.9</b>	<b>2.2</b>	<b>2.4</b>	<b>1</b>	<b>1.5</b>

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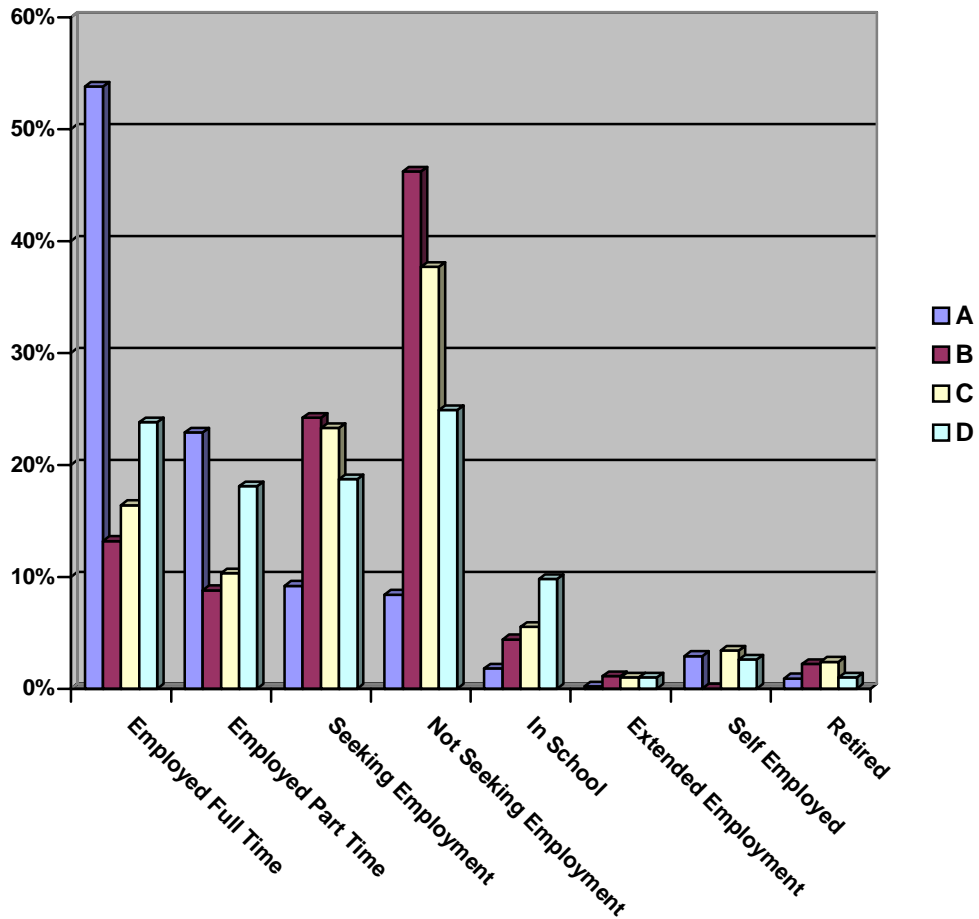
*A = Consumers with Positive Employment Outcome*

*B = Consumers with Cases Closed After Initiation of IPE*

*C = Consumers with Cases Closed Prior to IPE*

*D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience*

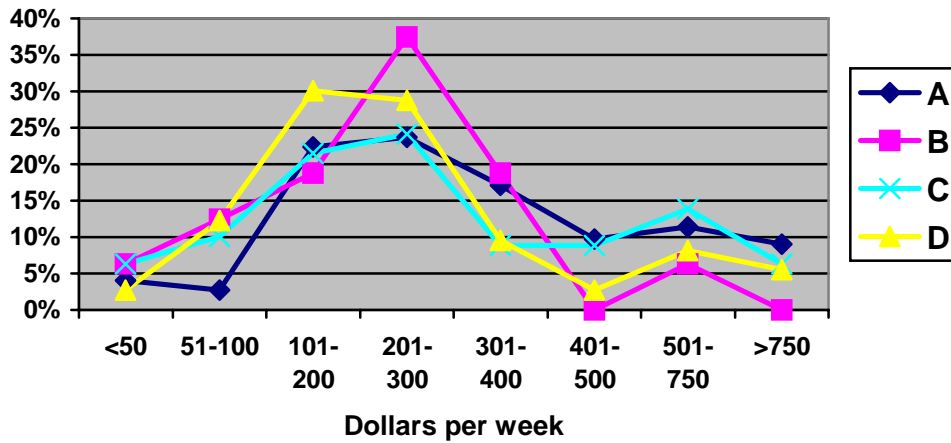
### EMPLOYMENT STATUS BY GROUP



### CONSUMERS WERE ASKED ABOUT EARNINGS FROM EMPLOYMENT

Weekly Earnings	A (%) n=299	B (%) n=16	C (%) n=79	D (%) n=73
\$50 or less	4	6.3	6.3	2.7
\$51 to \$100	2.7	12.5	10.1	12.3
\$101 to \$200	22.4	18.8	21.5	30.1
\$201 to \$300	23.7	37.5	24.1	28.8
\$301 to \$400	17.1	18.8	8.9	9.6
\$401 to \$500	9.7	0	8.9	2.7
\$501 to \$750	11.4	6.3	13.9	8.2
\$751 or more	9	0.0	6.3	5.5

### Weekly Earnings



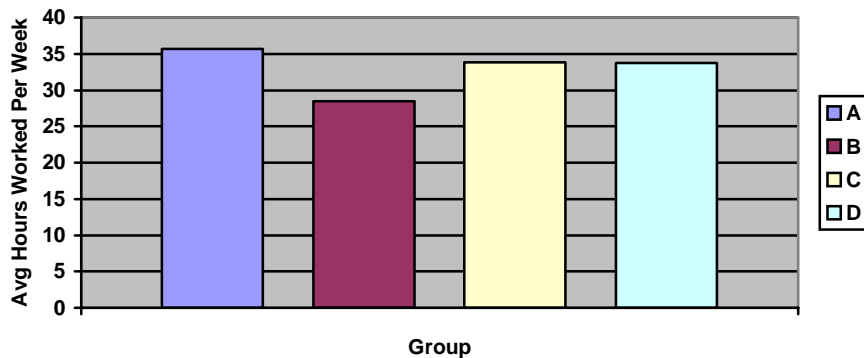
The above graph shows that those belonging to Group A are more represented as salary level increases. Approximately half of those achieving a positive employment outcome earned \$301 or more each week. This is a greater percentage than any other category.

Those who were currently working full or part-time were asked how many hours they worked each week. People with positive employment outcomes (Group A) worked more hours per week than those in the other status groups.

### AVERAGE NUMBER OF HOURS WORKED PER WEEK

Consumers achieving positive employment outcomes (n=362).....	35.68
Consumers with cases closed after initiation of IPE (n=27).....	30.11
Consumers with cases closed prior to IPE (n=115).....	32.87
Consumers with cases closed in referral, applicant or trial work experience (n=93)...	33.51
Overall.....	34.81

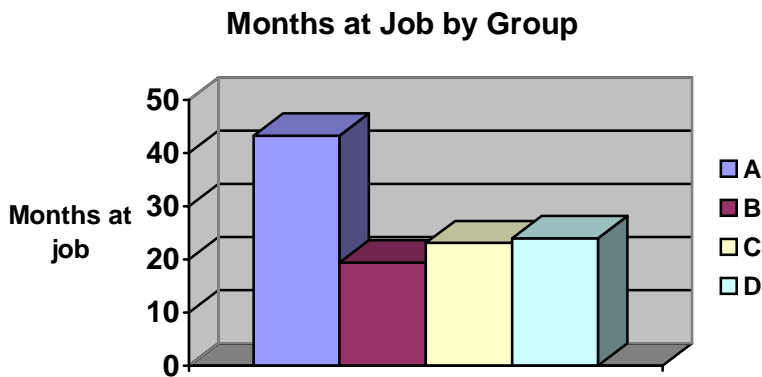
### Average Hours Worked Per Week



Those who were currently working were asked how long they had been employed at their job. People with positive employment outcomes had, by far, the greatest longevity at their place of employment at an average of 43.28 months.

**AVERAGE NUMBER OF MONTHS AT PRESENT JOB**

Consumers achieving positive employment outcomes (n=359).....	43.28
Consumers with cases closed after initiation of IPE (n=20).....	19.35
Consumers with cases closed prior to IPE (n=90).....	23.07
Consumers with cases closed in referral, applicant or trial work experience (n=87)...	23.95
Overall.....	36.12



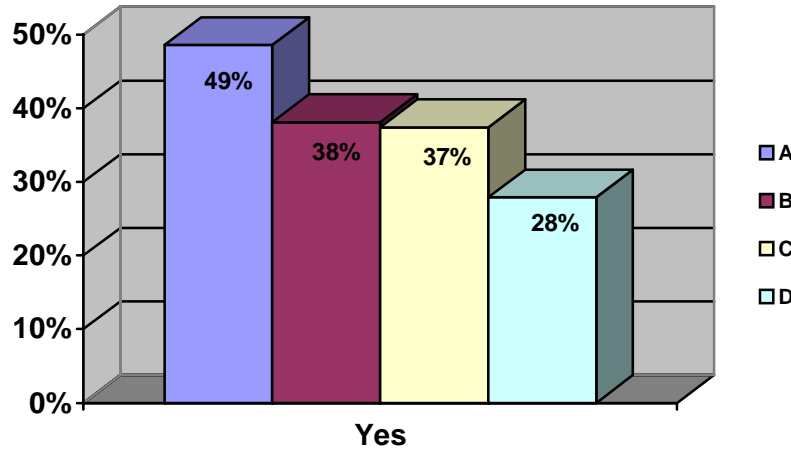
People whose cases were closed after initiation of IPE (Group B) who indicated that they were working, either full-time or part-time, were asked additional questions about their current job. This represented a total of twenty individuals. Forty-one percent (41.1%) began working in 2004, 29% began working in 2003, and the remainder of people (n=5) had started their current job from 1997 – 2002. When asked if their current jobs were consistent with their IPE, nearly half (47.4%) of respondents indicated that they were, indeed, consistent. For those who responded that their current job was not consistent with their IPE, eight individuals stated that: they did not have an employment plan (37.5%), the employment plan was not working (25%), or other reasons (37.5%).

Consumers who were working were asked if they received benefits at their job. Over 40% of all those who were currently employed received benefits. Forty-nine percent of those people with cases closed PEO (A) had benefits. This represents a 5% drop from 2003. However, a higher proportion of people with cases closed PEO had benefits than those in the other status groups.

**DO YOU RECEIVE BENEFITS FROM YOUR JOB?**

	A% (n=358)	B% (n=21)	C% (n=91)	D% (n=86)	Overall
Yes	48.6	38.1	37.4	27.9	43.2
No	51.4	61.9	62.6	72.1	56.8

**DO YOU RECEIVE BENEFITS FROM YOUR JOB?**

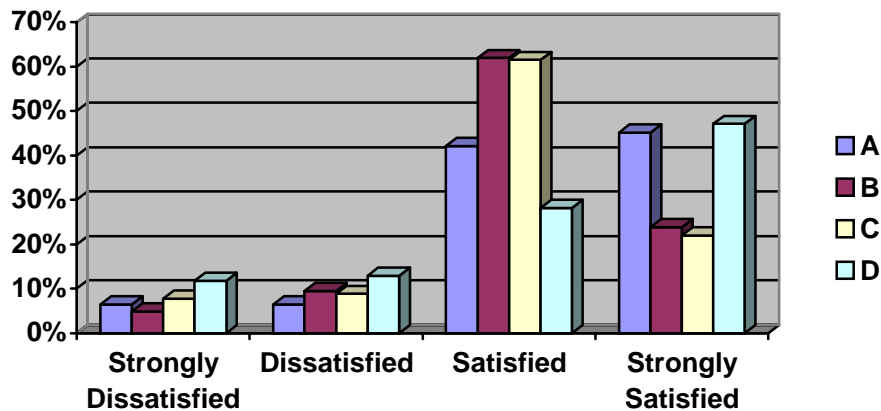


Items related to job satisfaction were asked to consumers. Participants responded from strongly dissatisfied to strongly satisfied. The resultant mean satisfaction level is based on a four-point scale.

**HOW SATISFIED ARE YOU WITH THE KIND OF WORK YOU DO?**

	A (n=359)	B (n=21)	C (n=91)	D (n=85)	Overall
Mean Range	3.26	3.05	2.98	3.11	3.18

**HOW SATISFIED ARE YOU WITH THE TYPE OF WORK YOU DO?**



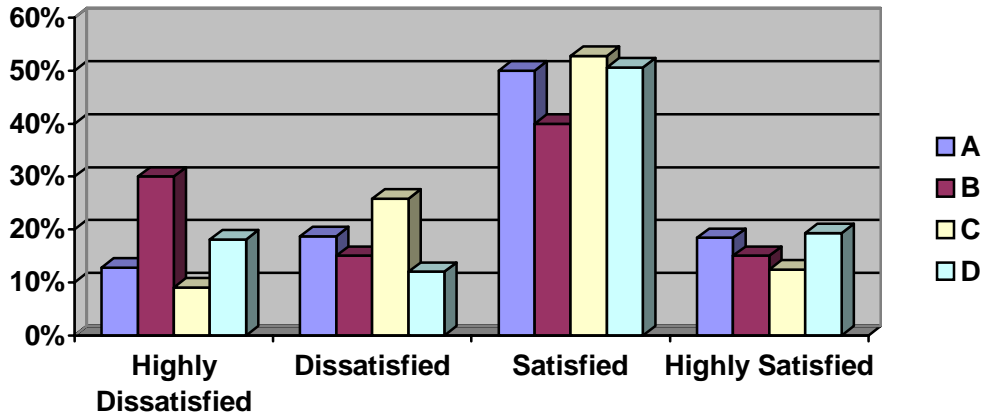
Satisfaction with the type of work was substantially higher for those who achieved positive employment outcomes (A).

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**HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?**

	A (n=358)	B (n=20)	C (n=89)	D (n=83)	Overall
<b>Mean Range</b>	<b>2.74</b>	<b>2.40</b>	<b>2.69</b>	<b>2.71</b>	<b>2.71</b>

**HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?**

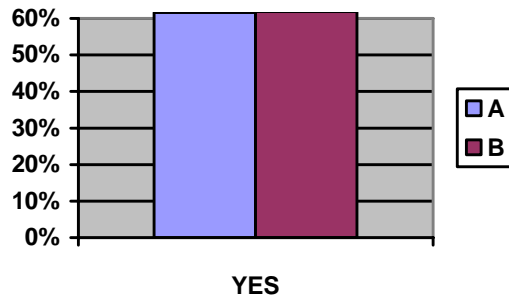


Consumers who received services from the Office were asked if they felt that the services they received through Vocational Rehabilitation helped them get their current jobs. Approximately 61% of those achieving positive employment outcomes and those in Group B felt that Office services helped them get their job.

**DO YOU FEEL THAT VOCATIONAL REHABILITATION SERVICES HELPED PREPARE YOU FOR A JOB?**

	A (n=349)	B (n=21)	Overall
<b>Yes</b>	<b>61.6%</b>	<b>61.9%</b>	<b>61.6%</b>
<b>No</b>	<b>38.4%</b>	<b>38.1%</b>	<b>38.1%</b>

**DO YOU FEEL THAT VOCATIONAL REHABILITATION SERVICES HELPED PREPARE YOU FOR A JOB?**



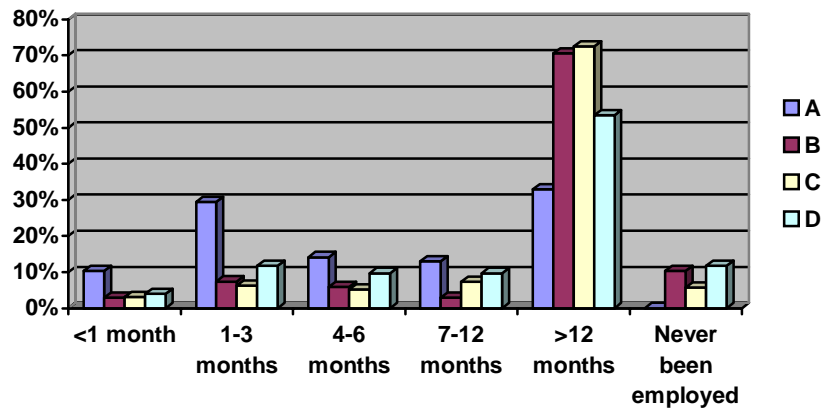
Those who reported being unemployed were asked for how long they had been unemployed. Thirty-three percent of consumers who had achieved a positive employment outcome (Group A) who were not currently employed answered that they had not had a job

for longer than one year. This does reflect a decrease from 2003. The percentages of those who had not worked for over a year were much higher for those representing the three other unsuccessful groups. When asked the reason for current unemployment, the majority of the respondents across all closure statuses stated that they could not work because of their disability or physical limitations.

### HOW LONG HAVE YOU BEEN UNEMPLOYED?

	A %(n=85)	B %(n=68)	C %(n=193)	D %(n=103)	Overall %
< 1 Month	10.6	2.9	3.1	3.9	4.6
1-3 Months	29.4	7.4	6.2	11.7	11.9
4-6 Months	14.1	5.9	5.2	9.7	8.0
7-12 Months	12.9	2.9	7.3	9.7	8.2
> 12 Months	32.9	70.6	72.5	53.4	60.0
Never Been Employed	0	10.3	5.7	11.7	7.3

### HOW LONG HAVE YOU BEEN UNEMPLOYED?



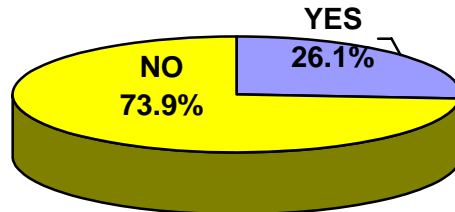
### REASON YOU ARE CURRENTLY UNEMPLOYED (PERCENT)

	A (n=87)	B (n=67)	C (n=190)	D (n=100)	Overall
Laid off/Fired	13.8	3.0	7.4	4.0	7.2
Disability	25.3	46.3	45.8	30.0	38.3
Child Care	4.6	4.5	3.2	2.0	3.4
Can't Find Work	8.0	6.0	5.8	11.0	7.4
In School	3.4	3.0	3.2	16.0	6.1
Transportation	1.1	1.5	0	1.0	0.7
Physical Limitations	18.4	26.9	22.6	22.0	22.3
Other	25.2	9.0	12.1	14.0	14.7

Consumers whose cases were closed with a positive employment outcome, but who reported that they had either not been employed for a year or longer or had never been

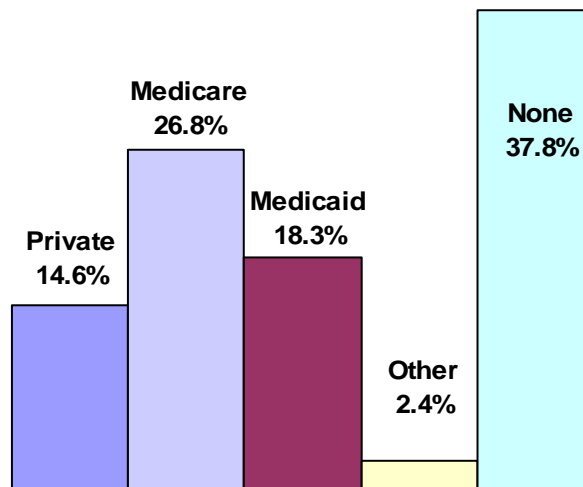
employed were asked a series of questions to determine if there were themes as to why they had not worked. A total of 28 consumers (representing 6% of Group A) responded to items related to health insurance and other issues.

These consumers were asked if they were concerned that they might lose their current health benefits if they became employed. Twenty-six percent indicated that this was a concern.



These individuals in Group A who had not worked for a year or longer were then asked what type of health insurance they currently had. Their responses are found below.

**WHAT TYPE OF HEALTH INSURANCE DO YOU CURRENTLY HAVE?**



All individuals in Group A who were currently unemployed were asked if there were other services that would be helpful to them. Sixty-two percent (62%) said no. Those who did respond indicated that continued education would be most helpful in attaining employment.

Those in Group B who were seeking employment (n=20) were asked if any needed services were not provided. Eighty percent responded that there were not. One individual indicated job-specific training would have been helpful and three people gave miscellaneous responses.

## CASE CLOSURE

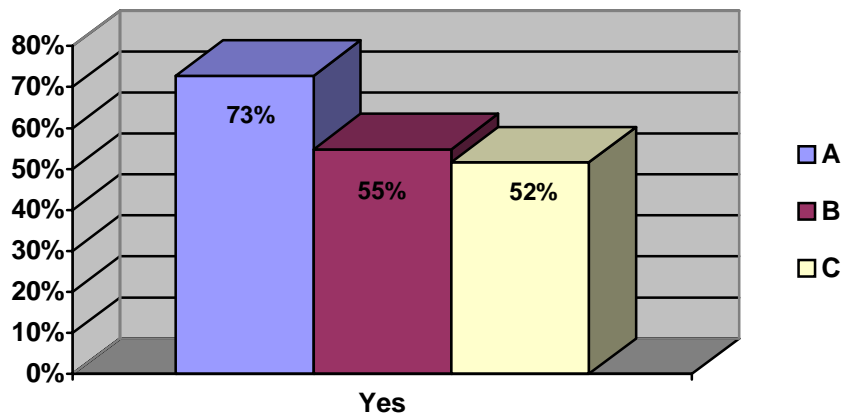
The act of closing a consumer's case ends the formal contact the counselor has with a consumer. The following information reflects consumers' responses to questions regarding the closure of their cases.

Seventy-three percent of people who had a positive employment outcome knew their cases had been closed. This is a 5% increase from 2003. Overall, 63.5% of consumers indicated that they were informed when their cases were closed. This reflects a 10% increase from 2003. The following table shows the differences in the consumer being informed based on his or her case closure status. As has been the case throughout the history of this survey, consumers whose cases were closed upon achieving a positive employment outcome were best informed about their case closure.

### I KNEW WHEN MY CASE WAS CLOSED

	<b>A% (n=443)</b>	<b>B% (n=93)</b>	<b>C% (n=275)</b>	<b>Overall %</b>
<b>Yes</b>	<b>72.7</b>	<b>54.8</b>	<b>51.6</b>	<b>63.5</b>
<b>No</b>	<b>27.3</b>	<b>45.2</b>	<b>48.4</b>	<b>36.5</b>

### I KNEW WHEN MY CASE WAS CLOSED

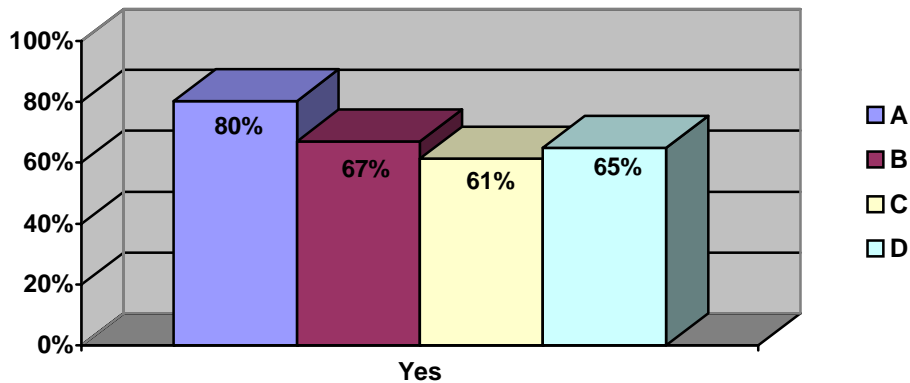


Consumers were asked whether or not they felt their cases should have been closed. Those in Group A were more likely to agree that the case should have been closed (80.2%). Those belonging to Group C were most likely to want their cases left open (38.6%).

**SHOULD YOUR CASE HAVE BEEN CLOSED?**

	<b>A%</b> <b>(n=434)</b>	<b>B%</b> <b>(n=88)</b>	<b>C%</b> <b>(n=264)</b>	<b>D%</b> <b>(n=168)</b>	<b>Overall %</b>
<b>Yes</b>	<b>80.2</b>	<b>67.0</b>	<b>61.4</b>	<b>64.9</b>	<b>71.1</b>
<b>No</b>	<b>19.8</b>	<b>33.0</b>	<b>38.6</b>	<b>35.1</b>	<b>28.9</b>

**SHOULD YOUR CASE HAVE BEEN CLOSED?**



If the respondent felt his or her case should not have been closed, the follow up question, "Why shouldn't your case have been closed?" was asked and 237 people responded. The responses included: "insufficient services" (29.5%), "rehab did not help me" (9.3%), "don't have a job yet" (13.5%), "need more training" (3.0%), "was not finished" (7.6%), and "miscellaneous answers" (32.5%).

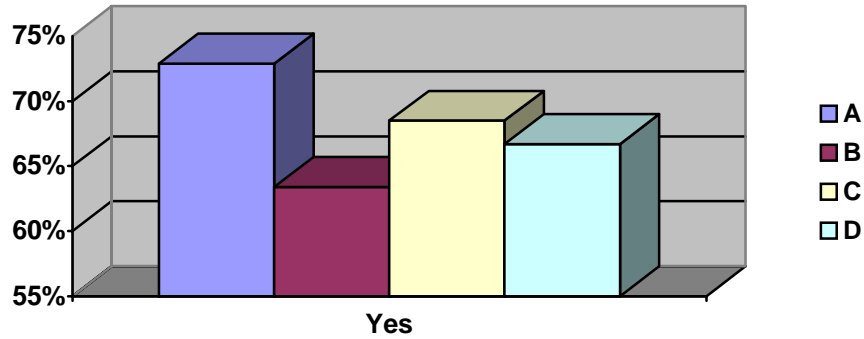
Consumers were asked about their level of awareness of reapplying for services. Approximately two out of three respondents knew they could reapply.

**I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION**

	<b>A%</b> <b>(n=443)</b>	<b>B%</b> <b>(n=162)</b>	<b>C%</b> <b>(n=289)</b>	<b>D%</b> <b>(n=214)</b>	<b>Overall</b>
<b>Yes</b>	<b>72.9</b>	<b>63.4</b>	<b>68.5</b>	<b>66.7</b>	<b>69.6</b>
<b>No</b>	<b>27.1</b>	<b>36.6</b>	<b>31.5</b>	<b>33.3</b>	<b>30.4</b>

**I KNOW THAT I CAN REAPPLY FOR SERVICES**

**Percent Knowing That They Can Reapply**  
(Note the Range on the Y Axis)

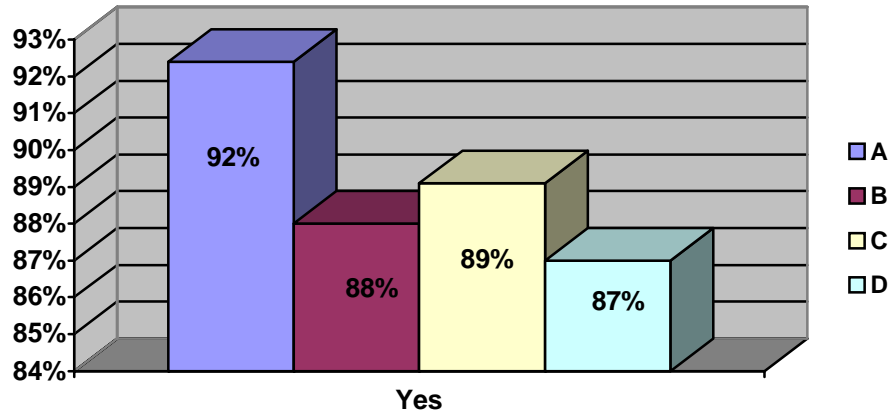


The final question asked to consumers was whether or not they would return to the Office in the future. Ninety percent of consumers indicated that they would return to Vocational Rehabilitation if they needed to. Consumers who achieved a positive employment outcome (Group A) gave the Office the highest rating on this question at 92.4%.

**I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO**

	A% (n=399)	B% (n=92)	C% (n=285)	D% (n=216)	Overall
Yes	92.4	88.0	89.1	87.0	90.1
No	7.6	12.0	10.9	13.0	9.9

**I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO**



A = Consumers with Positive Employment Outcome  
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