

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY**

**KENTUCKY OFFICE OF
VOCATIONAL REHABILITATION**

2010

**Submitted to the
Statewide Council for Vocational Rehabilitation
Consumer Services and Program Evaluation Committee
March 3, 2011
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SUMMARY REPORT CONSUMER SATISFACTION SURVEY KENTUCKY OFFICE OF VOCATIONAL REHABILITATION 2010

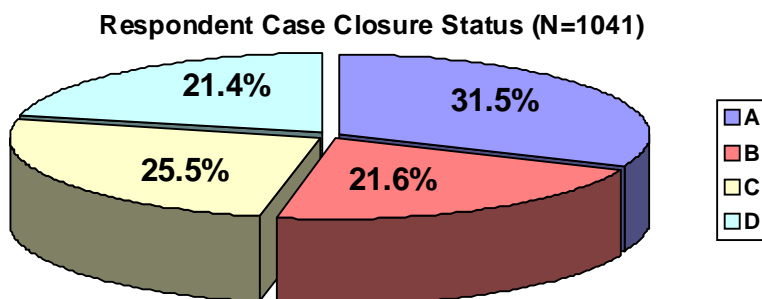
The Kentucky Office of Vocational Rehabilitation contracted with the Human Development Institute (HDI) at the University of Kentucky to provide information to the Office regarding the experiences of Vocational Rehabilitation consumers with cases closed in fiscal year 2010. HDI works in concert with the University of Kentucky Survey Research Center (UKSRC) to contact consumers by telephone. The survey was conducted by trained interviewers between November 17, 2010 – January 11, 2011. There was a target of 1,000 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 eligible consumers who were contacted, (representing all four case closure categories and all districts of Kentucky), 1041 people completed the survey. This resulted in a response rate for this year's survey of 80.3%. The margin of error for this survey is $\pm 2.88\%$ 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	328	31.5	Blue
B	225	21.6	Red
C	265	25.5	Yellow
D	223	21.4	Lt Blue
Total	1041	100	



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

Group A (those who did attain a positive employment outcome) represented the largest proportion of survey participants at 31.5%. The next largest group of respondents was consumers whose cases were closed prior to development of an IPE (Group C) with 25.5%. Consumers who had an IPE but did not achieve positive employment outcomes (Group B) comprised 21.6% which was just slightly more than those whose cases were closed from referral, applicant or extended evaluation (Group D) at 21.4%.

Respondent Demographics

Gender

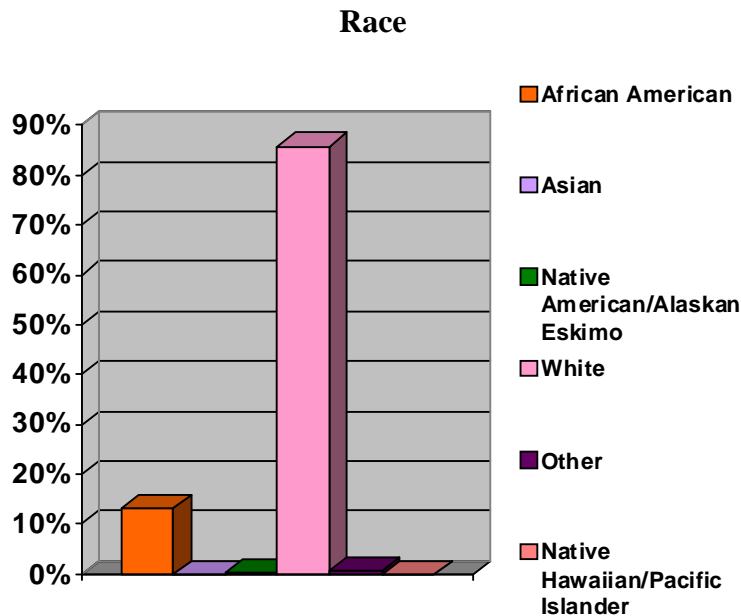
The sample of respondents was equally split, with 50.1% women (n=522) and 49.9% men (n=519) participating.

Age

The average age of consumers across all closure categories was 40.2 years old. This is an increase from 2009 demographics where the average age was 39.9 years old. The youngest person interviewed was 18 and the oldest was 83.

Race

White	85.8%
African American	13.0%
Other/multiracial	0.8%
Native American/Alaska native	0.3%
Native Hawaiian/Pacific Islander	0.1%
Asian	0.1%



Survey participants' educational experiences ranged from respondents who indicated no formal schooling (n=1) up to those who had attained advanced postsecondary degrees. Around 13% of those surveyed did not graduate from high school (this is a 3% increase from 2009). Approximately 41% of respondents graduated high school or received a GED. Nearly 2% received a special education certificate. Those who continued their education past high school made up 44% of the sample. This represents a 3% decrease from 2009 results. Twenty percent went on to postsecondary education but had not completed their degree or certificate at this point. Approximately 23.7% of people in this sample had received a voc-tech certificate, Associate's degree, Bachelor's degree, Master's degree, or higher. This is one percent higher than last year's results. It is interesting to note, that for those who had a positive employment outcome (Group A), 53.6% had continued their education beyond high school.

Educational Level	% of Consumers
No Formal Schooling	0.1
Grade School	2.5
Some High School	10.4
Special Education Certificate	1.9
High School Graduate / GED	41.2
Some College	20.2
College Graduate – Associate's Degree / Voc-Tech	11.9
College Graduate – Bachelor's Degree	9.2
Master's Degree or Higher	2.6
TOTAL	100

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. 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 the professionals with whom they interacted.

Regardless of case closure status, respondents indicated that overall services provided by the Office were good or very good (84%). This is nearly two percent lower than was found in 2009. The overall rating is highest for those individuals who had achieved a positive employment outcome (93.6%), with two-thirds of Group A reporting overall satisfaction with services as very good. As has been the case over the past several years, we find that 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.

OVERALL SATISFACTION WITH QUALITY OF SERVICES

Closure Category	Very Poor %	Poor %	Good %	Very Good %	Mean Rating
A (n=326)	1.2	5.2	26.1	67.5	3.6
B (n=222)	4.1	13.5	38.3	44.1	3.23
C (n=257)	7.0	15.2	39.7	38.1	3.09
D (n=215)	7.0	14.4	42.3	36.3	3.08
All (n=1020)	4.5	11.5	35.6	48.4	3.28

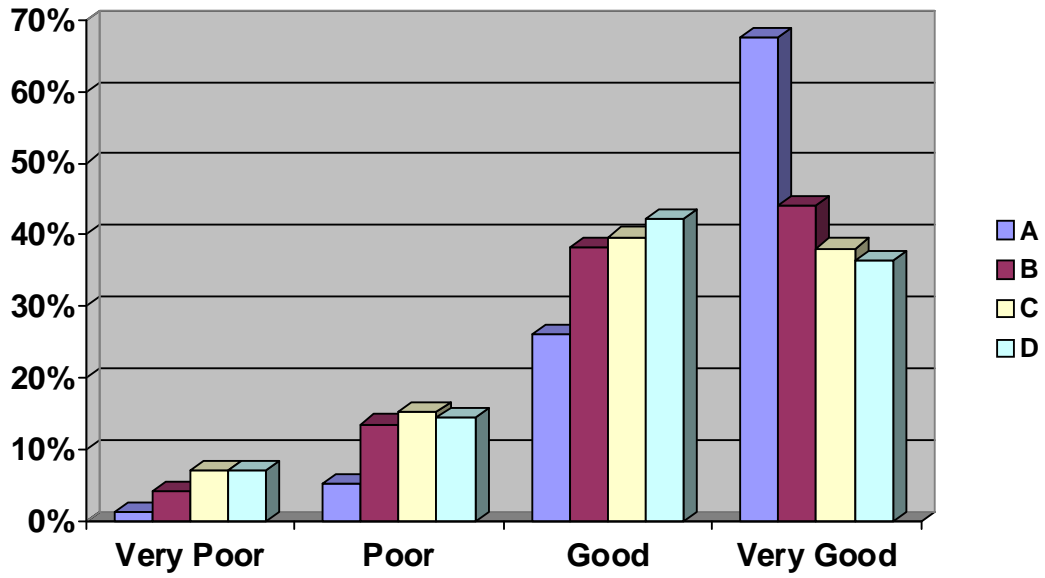
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Overall Satisfaction



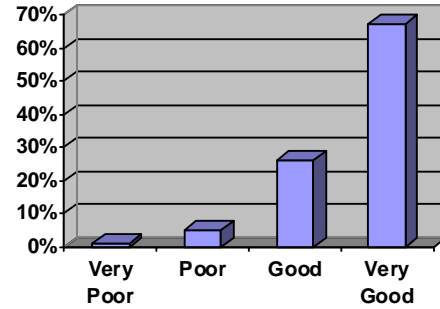
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Overall consumer satisfaction with quality of services by closure category

Group A - Consumer case closed PEO (n=326)

Very poor	1.2%
Poor	5.2%
Good	26.1%
Very good	67.5%

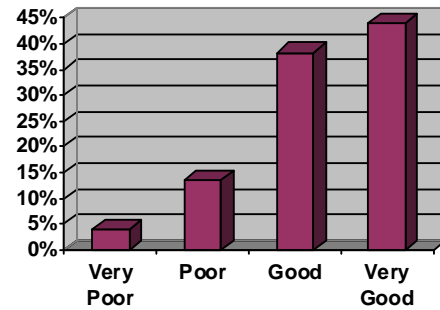
Mean = 3.6



Group B - Consumer case closed after initiation of IPE (n=222)

Very poor	4.1%
Poor	13.5%
Good	38.3%
Very good	44.1%

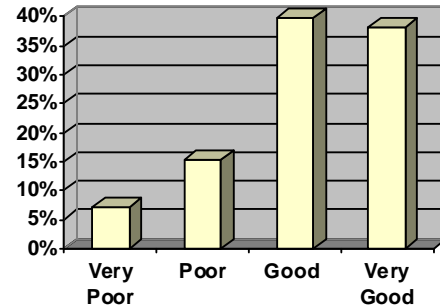
Mean = 3.23



Group C - Consumer case closed prior to initiation of IPE (n=257)

Very poor	7.0%
Poor	15.2%
Good	39.7%
Very good	38.1%

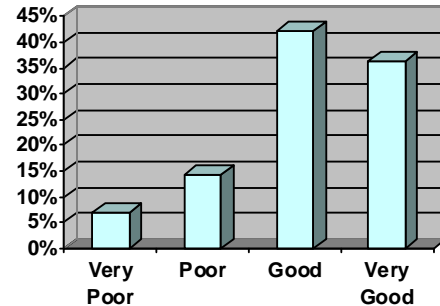
Mean = 3.09



Group D - Consumer case closed in referral, applicant, or extended evaluation (n=215)

Very poor	7.0%
Poor	14.4%
Good	42.3%
Very good	36.3%

Mean = 3.08



A = Consumers with Positive Employment Outcome
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Overall Satisfaction by District

The range of overall satisfaction by district shows that District 10, the West Liberty District had the mean high overall satisfaction of 3.58. District 4, the Bowling Green District had the lowest average overall satisfaction with a mean of 3.08.

District	N	Good or Very Good Overall Satisfaction %	Mean Rating
1 - Paducah	59	84.7	3.44
2 - Madisonville	64	82.8	3.2
3 - Owensboro	59	88.1	3.44
4 - Bowling Green	126	75.4	3.08
5 Louisville	92	88	3.24
6 - Elizabethtown	80	82.5	3.24
7 - Danville	90	86.7	3.31
8 - Florence	15	80	3.07
9 - Lexington	49	83.7	3.2
10 - West Liberty	86	95.4	3.58
12 - Ashland	49	85.7	3.27
13 - Whitesburg	62	83.9	3.34
14 - Bluegrass	89	77.5	3.16
15 - Middletown	80	81.3	3.26
16 - Fort Wright	19	94.7	3.53

A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

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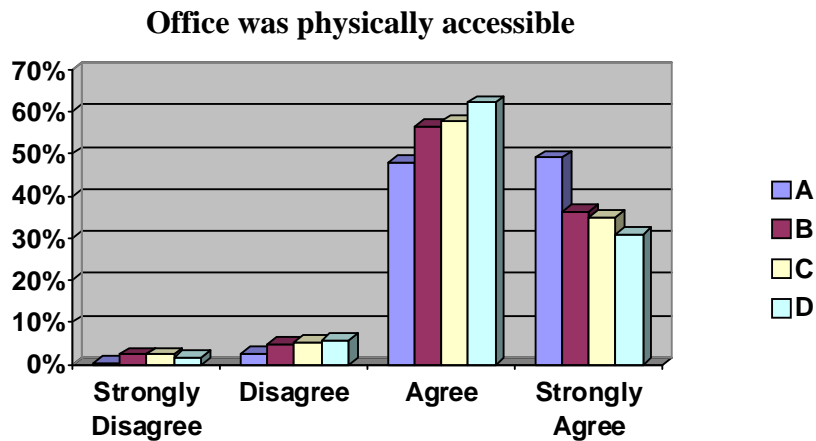
COUNSELOR AND OFFICE EXPERIENCES

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.

Nearly all respondents (94.2%) agreed or strongly agreed that their counselor’s office was physically accessible. This is a one and one-half percent increase from 2009 results. Satisfaction with this item has trended upward over the past several years, which would indicate that consumers have had increasingly positive experiences with physical accessibility.

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A (n=323)	B (n=223)	C (n=255)	D (n=217)	Overall
Mean Range	3.46	3.27	3.25	3.23	3.32



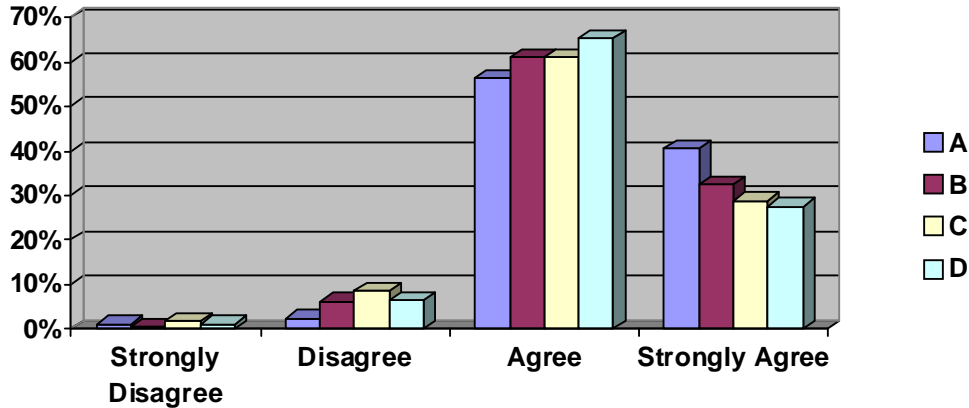
Over 93% of respondents agreed or strongly agreed that materials they received from the Office were in an accessible format. This is a 2% increase from 2009, and indicates that, overall, consumers are receiving materials and information in a way that meets their accessibility needs.

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

	A (n=314)	B (n=210)	C (n=247)	D (n=204)	Overall
Mean Range	3.36	3.25	3.17	3.19	3.25

A = Consumers with Positive Employment Outcome
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All materials in accessible format

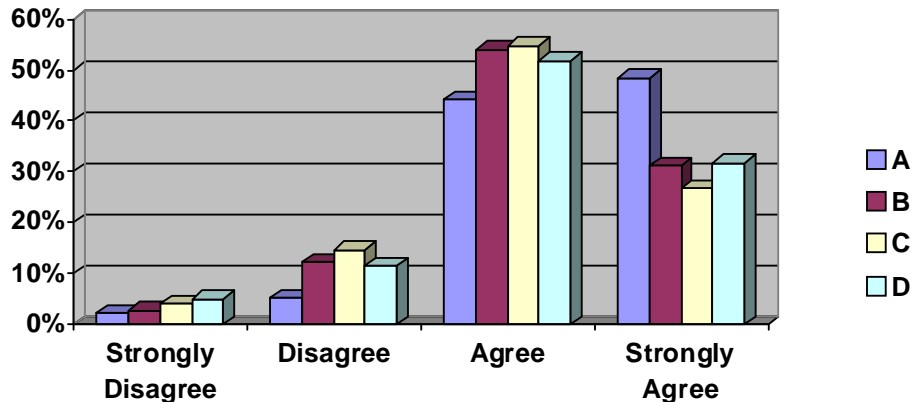


Overall, 86.2% of respondents agreed or strongly agreed that they were able to get an appointment in what they considered to be a reasonable amount of time. This is about 3% lower than reported in 2009.

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

	A (n=324)	B (n=222)	C (n=252)	D (n=218)	Overall
Mean Range	3.39	3.14	3.04	3.1	3.19

I got an appointment in a reasonable amount of time

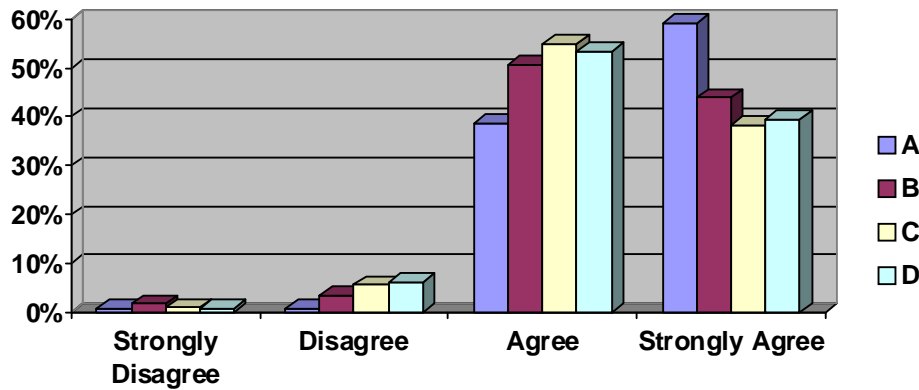


Most consumers (94.9%) agreed or strongly agreed that they were treated courteously by Office staff, regardless of the type of case closure. This is virtually unchanged from last year.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A (n=324)	B (n=225)	C (n=262)	D (n=221)	Overall
Mean Range	3.56	3.37	3.3	3.31	3.4

I was treated courteously

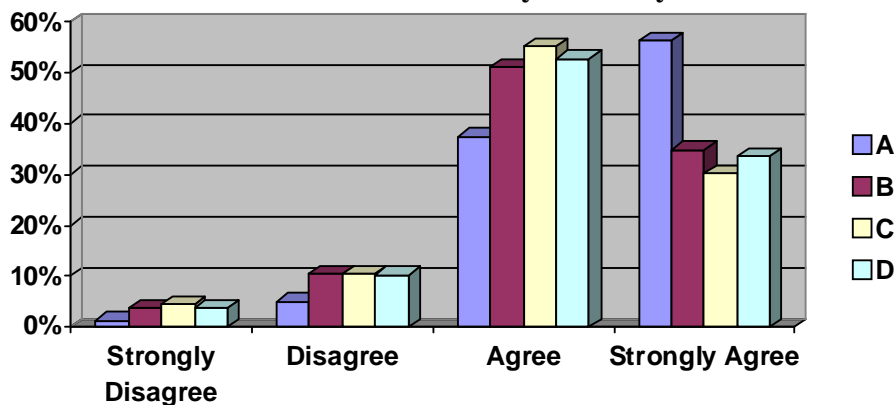


Participants were asked if they felt that their counselor understood their disability. Eighty-eight percent agreed or strongly agreed that their counselor did understand their disability, which is virtually unchanged from 2009 and 2008. Consumers with a positive employment outcome (Group A) reported the highest agreement that their counselors understood their disability.

MY COUNSELOR UNDERSTOOD MY DISABILITY

	A (n=320)	B (n=221)	C (n=252)	D (n=218)	Overall
Mean Range	3.49	3.17	3.11	3.16	3.25

Counselor understood my disability



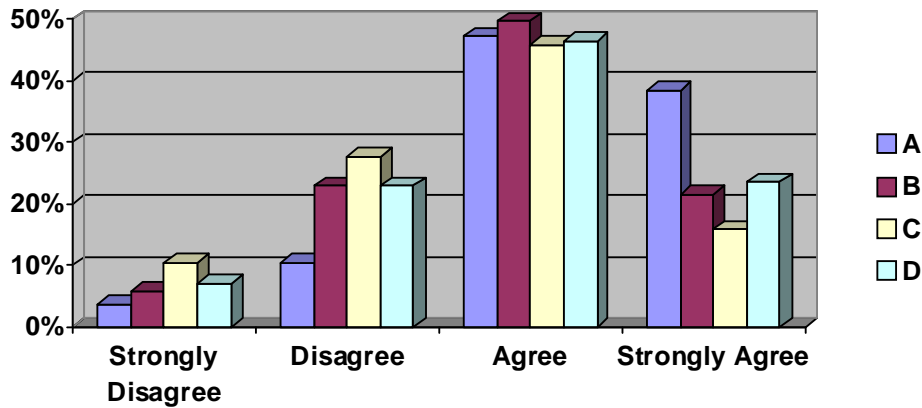
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Approximately three-quarters of consumers agreed or strongly agreed that their counselors were able to help them choose an appropriate job goal. It is not surprising that those who had achieved a positive employment were most in agreement with this item.

MY COUNSELOR HELPED ME TO CHOOSE AN APPROPRIATE JOB GOAL

	A (n=286)	B (n=205)	C (n=220)	D (n=183)	Overall
Mean Range	3.2	2.87	2.67	2.86	2.93

Counselor helped me choose appropriate job goal

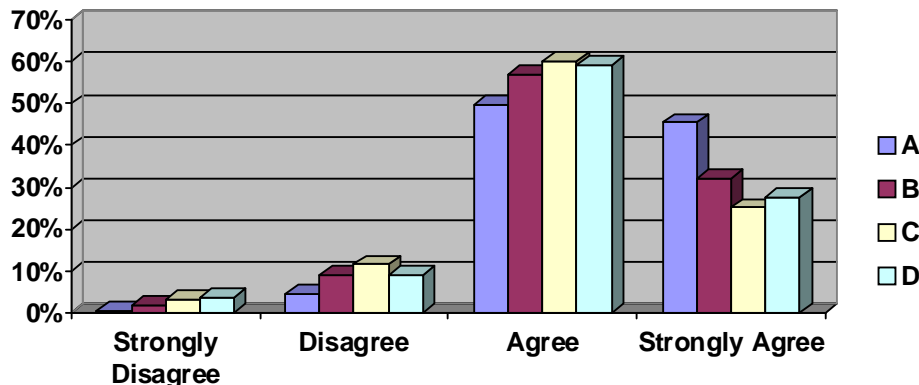


Consumers were asked if their counselor helped them to understand their rights. Eighty-nine percent agreed or strongly agreed that their counselor had been helpful with regard to rights.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A (n=313)	B (n=218)	C (n=251)	D (n=214)	Overall
Mean Range	3.4	3.19	3.07	3.11	3.21

Counselor helped me understand my rights



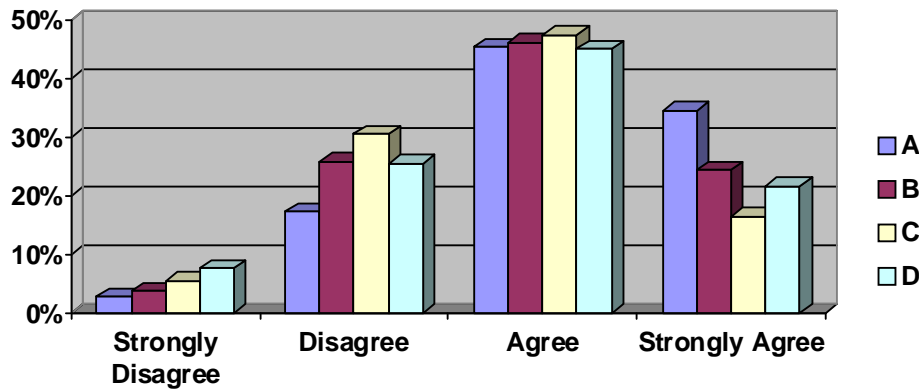
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Consumers were asked if they knew whom to contact if they experienced a problem with their counselor. Overall, 71% agreed or strongly agreed that they did know what to do. This is 3% higher than 2009.

I KNEW WHOM TO CONTACT IF PROBLEM WITH COUNSELOR

	A (n=316)	B (n=213)	C (n=249)	D (n=211)	Overall
Mean Range	3.11	2.91	2.75	2.81	2.91

I knew whom to contact if I had a problem with my counselor

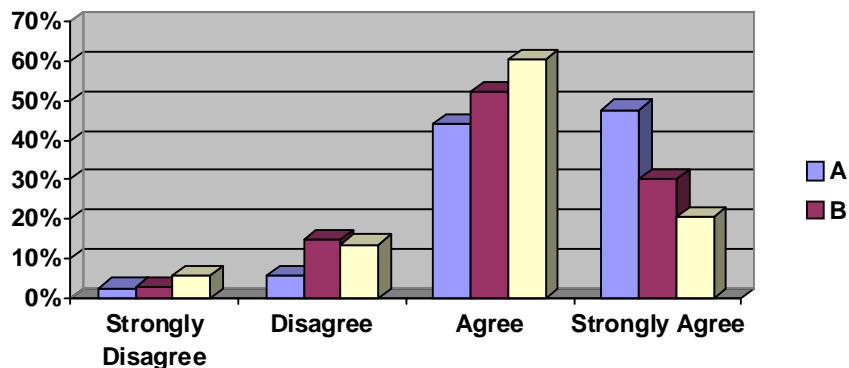


Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Office, with approximately 92% agreeing or strongly agreeing. This item was not asked of those in Group D.

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

	A (n=322)	B (n=223)	C (n=258)	Overall
Mean Range	3.37	3.10	2.96	3.16

Counselor helped me understand available services



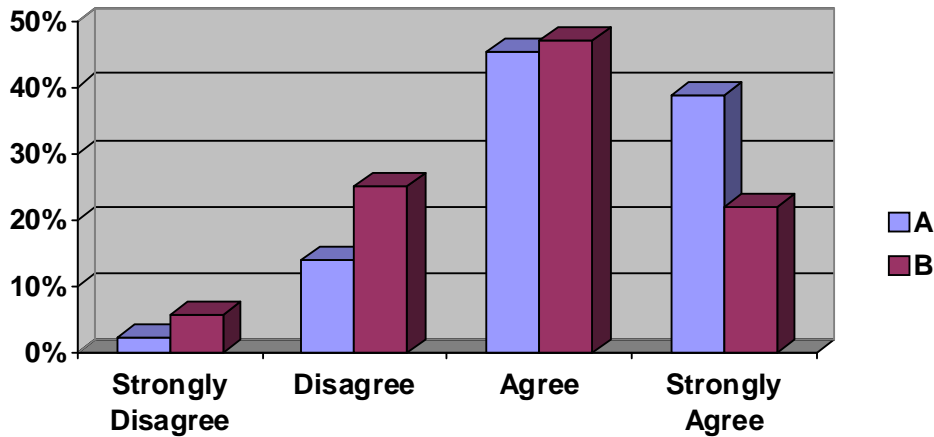
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Consumers who received services through the Office were asked about the planning process. Those in Group A had a higher level of agreement than those in Group B when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE).

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

	A (n=274)	B (n=210)	Overall
Mean Range	3.2	2.85	3.05

Counselor helped me develop a plan

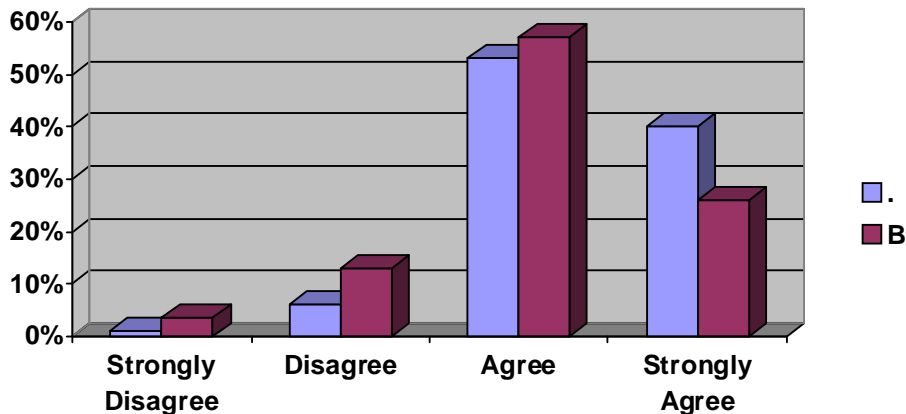


In terms of consumer choice, those in Group A were more likely to strongly agree that they felt free to choose the services that were received (40% Group A versus 26% of Group B strongly agreed with this item).

I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED

	A (n=319)	B (n=222)	Overall
Mean Range	3.32	3.06	3.21

I felt free to choose services

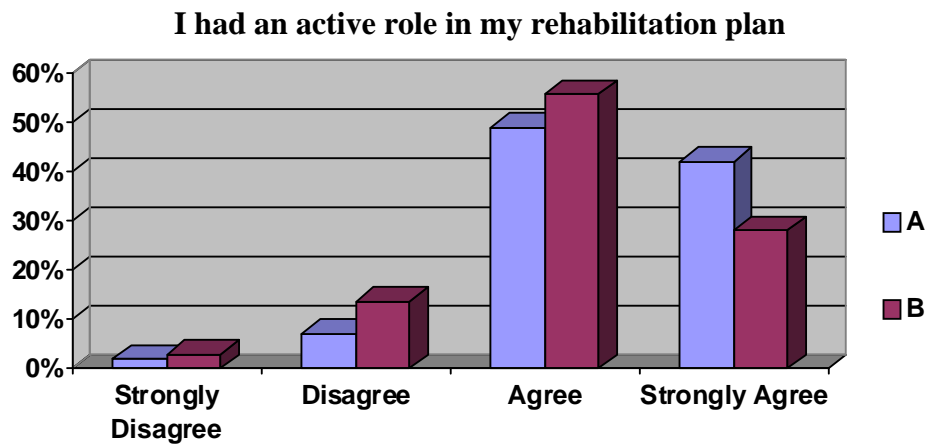


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Consumers in Groups A and B were asked if they felt that they were actively involved in their Individualized Plan for Employment (IPE). Those with cases closed successfully were more likely to agree or strongly agree (91%) than those in Group B (83.8%). A relationship was found between this item (i.e. a positive correlation) and: the counselor helping to develop a plan of action ($r=.705$); the person feeling free to choose the type of services ($r=.697$); the counselor helping to choose an appropriate job goal ($r=.683$); the counselor helping to understand available services ($r=.668$); services being provided in a timely manner ($r=.644$); the counselor understanding the person's disability ($r=.641$), the counselor helping the person understand his or her rights ($r=.607$); and; overall satisfaction ($r=.586$).

I HAD AN ACTIVE ROLE IN MY REHABILITATION PLAN

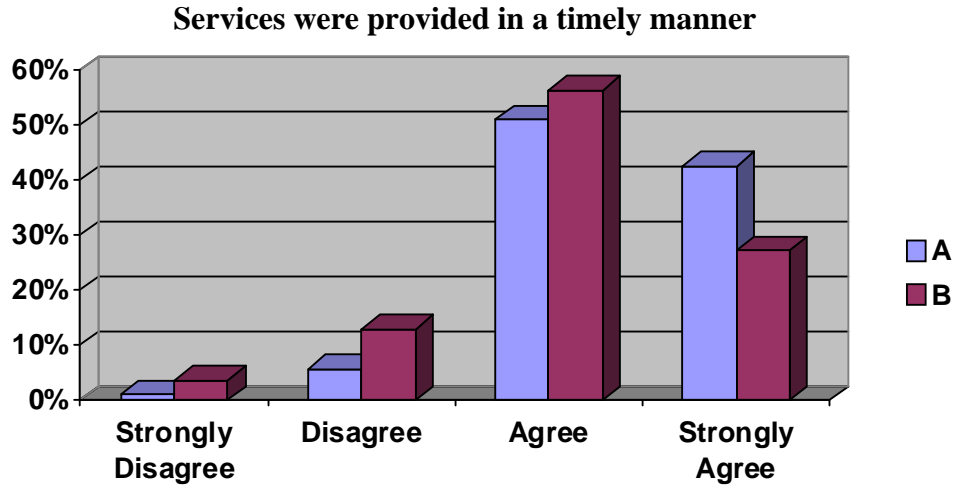
	A (n=312)	B (n=221)	Overall
Mean Range	3.31	3.09	3.22



Over 93% of consumers of consumers in Group A agreed or strongly agreed that services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner. This is two percent higher than in 2009.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A (n=322)	B (n=224)	Overall
Mean Range	3.35	3.07	3.24



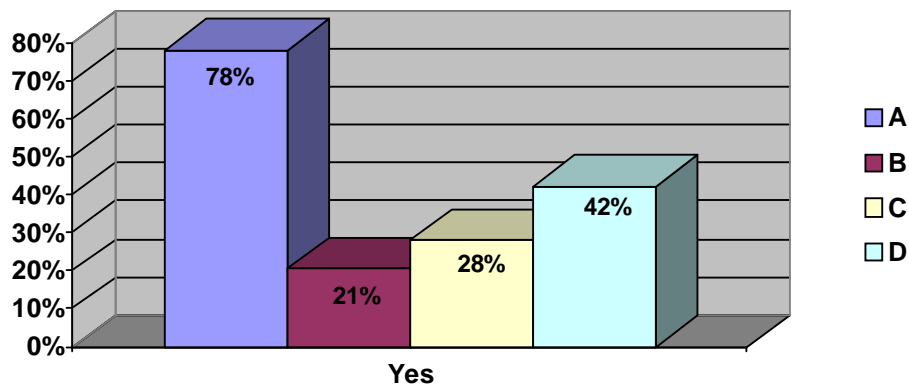
EMPLOYMENT INFORMATION

Consumers were asked whether or not they were currently employed, either full or part-time. Those whose cases were closed with a positive employment outcome were much more likely to be employed than those in the other groups. Nearly 78% in Group A were employed at the time of the survey. This was more than 5% percent higher than in 2009.

EMPLOYMENT STATUS

	A% (n=326)	B% (n=224)	C% (n=264)	D% (n=62)	Overall %
Yes	77.9	20.5	28	42.2	45.1
No	22.1	79.5	72	57.8	54.9

Employed



If a respondent indicated that he or she was currently employed, items related to job satisfaction were then asked. Satisfaction with the type of work and with salary was higher for those who achieved positive employment outcomes (A). As has been seen in previous surveys, overall satisfaction with salary was rated lower than satisfaction with type of work.

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

	A (n=250)	B (n=43)	C (n=73)	D (n=91)	Overall
Mean Range	3.31	3	2.96	3.2	3.2



HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A (n=250)	B (n=45)	C (n=72)	D (n=90)	Overall
Mean Range	2.92	2.71	2.64	2.76	2.82

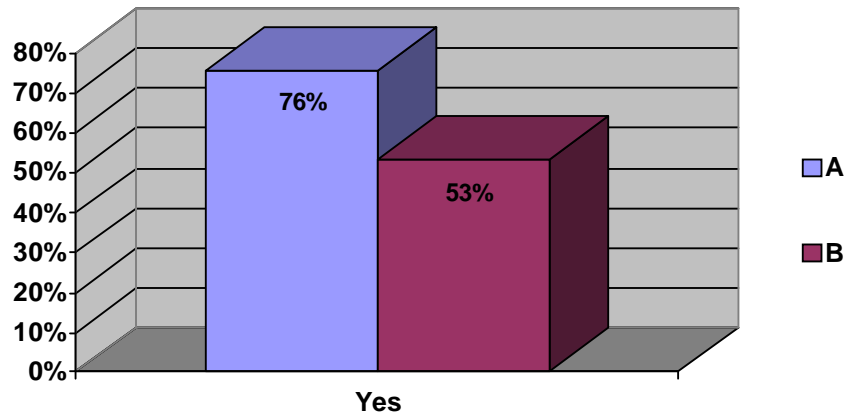


Consumers who received services from the Office were asked if they felt that the services they received through Vocational Rehabilitation helped prepare them for their current jobs. Approximately 76% who achieved positive employment outcomes felt that Office services did help them get their job. This is 10% higher than in 2009, and reverses a trend of decreasing levels of agreement with this item.

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

	A% (n=241)	B% (n=45)
Yes	75.5	53.3
No	24.5	46.7

VR services helped prepare me for a job



Survey respondents were asked if there were any other services that could have helped them get or keep a job. Of those who responded yes, types of services that would be helpful included making more information available, sharing more knowledge of job opportunities, providing more funding for school, and for counselors to better understand limitations imposed by their disability. Those in Group B were most likely to believe that additional services or supports would be helpful.

CASE CLOSURE

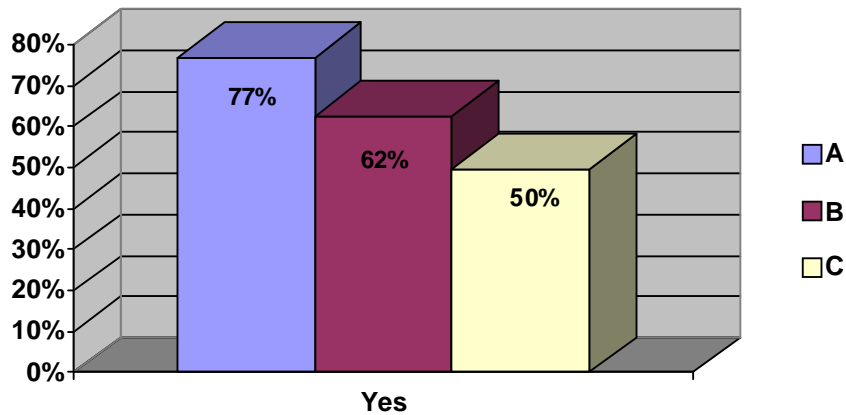
The act of closing a consumer's case ends the formal contact the counselor has with a consumer.

Nearly 77% of people who had a positive employment outcome knew their cases had been closed. This item has increased seven percent since 2009. 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

	A% (n=319)	B% (n=218)	C% (n=251)
Yes	76.8	62.4	49.8
No	23.2	37.6	50.2

I knew when my case was closed



Consumers were asked if their cases should have been closed. Nearly two-thirds of respondents agreed that their case should have been closed. Those whose cases were closed in referral, applicant, or extended evaluation (Group D) were least likely to want their cases closed (55%) while 79% of Group A were most in agreement with case closure.

SHOULD YOUR CASE HAVE BEEN CLOSED?

	A% (n=306)	B% (n=212)	C% (n=247)	D% (n=202)	Overall %
Yes	79.1	67	57.1	55	65.8
No	20.9	33	42.9	45	34.2

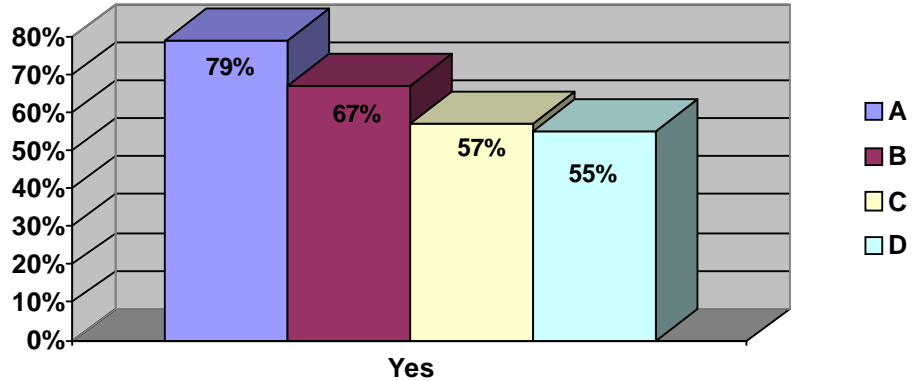
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My case should have been closed



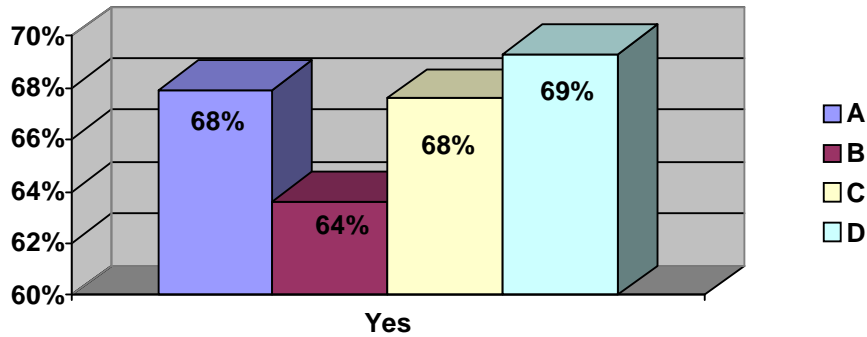
If the respondent felt that his or her case should not have been closed, the follow up question, “Why shouldn’t your case have been closed?” was asked. The reasons given for the case not being closed fell within the following themes (as identified by interviewers): did not have a job yet, need more training, insufficient services, and that rehab did not help.

Consumers were asked about their level of awareness of reapplying for services. Overall, 67% percent of participants indicated that they did know they could reapply. Those in Group D were most likely to know they could reapply for services (69.3%) and those in Group B were least likely to know they could reapply (63.6%). The overall percentage who knew they could reapply decreased 4% from last year’s survey.

I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION

	A% (n=324)	B% (n=220)	C% (n=262)	D% (n=218)	Overall
Yes	67.9	63.6	67.6	69.3	67.2
No	32.1	36.4	32.4	30.7	32.8

I know that I can reapply for services

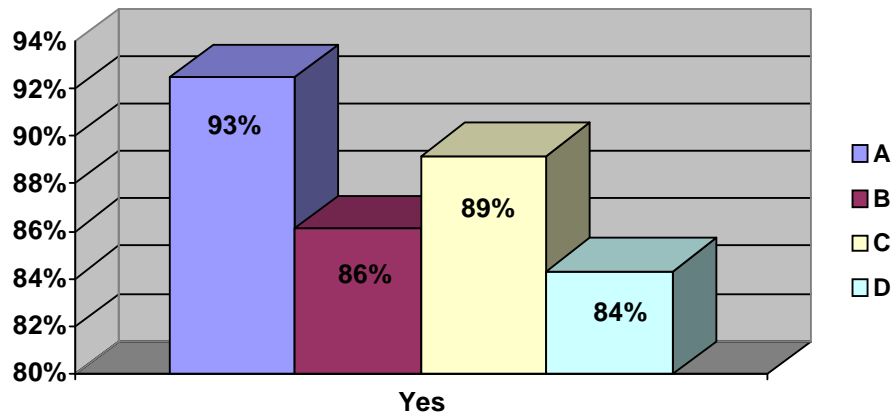


Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall 88.5% of respondents indicated that they would. This is a one percent decrease from 2008.

I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO

	A% (n=319)	B% (n=216)	C% (n=259)	D% (n=216)	Overall
Yes	92.5	86.1	89.2	84.3	88.5
No	7.5	13.9	10.8	15.7	11.5

I would go back to vocational rehabilitation



APPENDIX A

2010 Consumer Satisfaction Survey Open Ended Comments Summary

At the conclusion of the survey, respondents were asked if they had any comments they would like to share with the Office of Vocational Rehabilitation. Three hundred ninety-four individuals indicated that they did. This summary reflects themes found in the open ended comments as categorized by the interviewers.

% of Responses	Theme
20.5	Positive comments regarding counselor, agency or general experience.
7.1	Miscellaneous comments, questions or personal stories
4.9	Need more follow up
4.5	Not helpful
1.2	Unsure of services offered
0.3	Provide more financial aid
0.2	Have recommended to others
61.7	No comments

APPENDIX B

Consumer Satisfaction Survey Kentucky Office of Vocational Rehabilitation

Overall Satisfaction with Quality of Services Fiscal Years 1997 – 2010

Closure Category	1997 Mean Rating	1998 Mean Rating	1999 Mean Rating	2000 Mean Rating	2001 Mean Rating	2002 Mean Rating	2003 Mean Rating	2004 Mean Rating
A	3.48	3.54	3.54	3.54	3.54	3.48	3.49	3.50
B	3.29	3.22	3.24	3.13	3.08	3.15	3.14	3.22
C	3.14	3.28	3.32	3.28	3.17	3.1	3.11	3.12
D	3.25	3.16	3.25	3.17	3.10	3.16	3.15	3.13

Closure Category	2005 Mean Rating	2006 Mean Rating	2007 Mean Rating	2008 Mean Rating	2009 Mean Rating	2010 Mean Rating
A	3.54	3.49	3.59	3.56	3.53	3.60
B	3.22	3.27	3.19	3.28	3.24	3.23
C	3.27	3.22	3.19	3.26	3.14	3.09
D	3.16	3.12	3.13	3.08	3.20	3.08

Fourteen years of data were compiled to provide an historical perspective of overall satisfaction with the quality of services of the Kentucky Office of Vocational Rehabilitation. Most striking is the consistently high level of satisfaction expressed by those in Group A.

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 with Services

