

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY**

**KENTUCKY OFFICE OF
VOCATIONAL REHABILITATION**

2015

**Submitted to the
Statewide Council for Vocational Rehabilitation
Consumer Services and Program Evaluation Committee
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SUMMARY REPORT

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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 consumers of Vocational Rehabilitation with cases closed in fiscal year 2015. HDI works in concert with the University of Kentucky Survey Research Center (UKSRC) to contact consumers by telephone for a 28 item survey. The survey was conducted by trained interviewers between January 27 and April 14, 2016. 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), 1029 people completed the survey. This resulted in a response rate for this year's survey of 72.6%. The margin of error for this survey is $\pm 2.9\%$ 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	%
A	345	33.5
B	230	22.4
C	352	34.2
D	102	9.9
Total	1029	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

Respondent Demographics

Gender

The sample of respondents favored men, with 52.6% men and 47.4% women participating.

Age

The average age of consumers across all closure categories was 42 years old. This is the same as last year. The youngest person interviewed was 18 and the oldest was 85.

Race

White	84.7%
African American	13.5%
White – Hispanic	0.6%
White –African American	0.3%
American Indian Or Alaska Native	0.3%

Education

Survey participants' educational experiences ranged from respondents who indicated grade school up to those who had attained advanced postsecondary degrees. Just 10% of those surveyed did not graduate from high school; this is up slightly from last year. Ninety percent of respondents graduated high school or received a GED. Those who continued their education past high school made up 53% of the sample. This represents a 3% decrease from last year. About 24% went on to postsecondary education but had not completed their degree or certificate at this point. Approximately 29% of people in this sample had received a Voc-Tech certificate, Associate's degree, Bachelor's degree, Master's degree, or higher. This is about 4% lower than last year's results.

Educational Level	% of Consumers
Grade School	1.6
Some High School	7.8
Special Education Certificate	1.0
High School Graduate / GED	36.7
Some College	23.8
College Graduate – Associate's Degree / Voc-Tech	13.6
College Graduate – Bachelor's Degree	10.4
Master's Degree or Higher	5.2
TOTAL	100

A = Consumers with Positive Employment Outcome

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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 (86.8%). This is 1% lower than was found in 2014. The overall rating is highest for those individuals who had achieved a positive employment outcome (95%). 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=342)	1.8	3.2	23.4	71.6	3.65
B (n=223)	5.4	13.0	39.9	41.7	3.18
C (n=345)	4.9	12.5	37.4	45.2	3.23
D (n=102)	3.9	11.8	38.2	46.1	3.26
All (n=1012)	3.9	9.4	33.3	53.5	3.36

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Overall Satisfaction by District

The range of overall satisfaction by district can be found in the table below. Once again, all Districts averaged a score in the Good or Very Good range. The rank order changes from year to year and it is important to note the sample size does not allow a rank order at a statistically significant level.

District	N	Good or Very Good Overall Satisfaction %	Mean Rating
1- Paducah	47	95.7	3.57
2 - Madisonville	87	83.9	3.33
3 – Owensboro	93	88.1	3.38
4 - Bowling Green	69	88.4	3.32
5 Louisville	69	84.1	3.29
6 - Elizabethtown	81	90.1	3.40
7 - Danville	77	84.4	3.32
8 - Florence	37	78.3	3.24
9 - Lexington	129	85.2	3.36
10 - West Liberty	58	86.5	3.55
12 – Ashland	30	93.3	3.63
13 - Whitesburg	47	85.1	3.32
14 - Bluegrass	86	88.4	3.43
15 - Middletown	69	79.7	3.19
16 – Covington	28	78.5	3.18
85 – RCD	5	100	3.40

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 (93.8%) agreed or strongly agreed that their counselor’s office was physically accessible. This is about 1.3% lower than last year. Satisfaction with this item had been trending upward over the past several years, so it should be noted that this decrease is minimal.

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A	B	C	D	Overall
Mean Range	3.46	3.31	3.26	3.36	3.34

Approximately 94.6% of respondents agreed or strongly agreed that materials they received from the Office were in an accessible format. This is a 1.0% increase from last year and shows 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	B	C	D	Overall
Mean Range	3.43	3.23	3.22	3.22	3.29

Overall, 88.1% 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 down just slightly from last year. However, the overall mean was the same as last year.

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

	A	B	C	D	Overall
Mean Range	3.41	3.17	3.07	3.16	3.22

Most consumers (95.1%) agreed or strongly agreed that they were treated courteously by Office staff, regardless of the type of case closure. This is down .9% from last year.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A	B	C	D	Overall
Mean Range	3.59	3.38	3.31	3.40	3.43

Participants were asked if they felt that their counselor understood their disability. 91.2% percent agreed or strongly agreed that their counselor did understand their disability, which is up 1.1% from the last years' results. Consumers with a positive employment outcome (Group A) reported the highest agreement that their counselors understood their disability.

MY COUNSELOR UNDERSTOOD MY DISABILITY

	A	B	C	D	Overall
Mean Range	3.55	3.21	3.20	3.22	3.32

The overall mean is up from last year's overall mean of 3.29. After a drop in this question following 2014, it has increased again this year.

Approximately 74.9% of consumers agreed or strongly agreed that their counselors were able to help them choose an appropriate job goal. This down about 2% from last year. It is not surprising that those who had achieved a positive employment outcome were most in agreement with this item.

MY COUNSELOR HELPED ME TO CHOOSE AN APPROPRIATE JOB GOAL

	A	B	C	D	Overall
Mean Range	3.27	2.85	2.76	2.96	2.96

Consumers were asked if their counselor helped them to understand their rights. 90.2 percent agreed or strongly agreed that their counselor had been helpful with regard to rights. This is about the same as 2014.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A	B	C	D	Overall
Mean Range	3.40	3.11	3.13	3.30	3.24

Consumers were asked if they knew whom to contact if they experienced a problem with their counselor. Overall, 73.2% agreed or strongly agreed that they did know what to do. This is just slightly lower last year's number of 74.1%.

I KNEW WHOM TO CONTACT IF PROBLEM WITH COUNSELOR

	A	B	C	D	Overall
Mean Range	3.08	2.90	2.89	2.96	2.96

Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Office, with 91.2% 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	B	C	Overall
Mean Range	3.39	3.08	3.08	3.19

Consumers who received services through the Office were asked about the planning process. Those in Group A had a higher level of agreement (84.1%) than those in Group B (72.2%) when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE). However, Group A agreed at a lesser rate than last year's 88.2%.

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

	A (n=243)	B (n=213)	Overall
Mean Range	3.16	2.88	3.03

In terms of consumer choice, those in Group A were more likely to strongly agree or agree that they felt free to choose the services that were received (92.6% Group A versus 83.4% of Group B strongly agreed or agreed with this item). Group A was about the same as last year, while Group B increased about 2%.

I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED

	A	B	Overall
Mean Range	3.31	3.03	3.20

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 (93.2%) than those in Group B (77.8%). Group B dropped 5.2% from last year.

I HAD AN ACTIVE ROLE IN MY REHABILITATION PLAN

	A	B	Overall
Mean Range	3.35	2.95	3.19

Approximately 92% 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 about the same as the past three years.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A	B	Overall
Mean Range	3.34	3.10	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. 81.7% in Group A were employed at the time of the survey. This 1.5% lower than 2014. The overall employment status decreased 2.8% from last year's results. 2014 had shown an almost 9% increase over 2013.

EMPLOYMENT STATUS

	A%	B%	C%	D%	Overall %
Yes	81.7	33.3	40.6	50.0	53.7
No	18.3	66.7	59.4	50.0	46.3

If a respondent indicated that he or she was currently employed, items related to job satisfaction were then asked. The mean satisfaction with the type of work and with salary was slightly 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	B	C	D	Overall
Mean Range	3.36	3.13	3.12	3.47	3.28

The overall mean is about the same as last year. Group A dropped slightly (from 3.41 in 2014.)

HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A	B	C	D	Overall
Mean Range	3.01	2.74	2.91	2.88	2.94

The overall mean satisfaction was down slightly from last year but still above 2013.

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. 71.2 percent of those who achieved positive employment felt that Office services did help them get their job. This is 1.5% higher than last year.

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

	A% (n=250)	B% (n=69)
Yes	71.2	59.4
No	28.8	40.6

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, having more knowledge of job opportunities, providing more funding for school, and for counselors to better understand limitations imposed by the respondent’s disability.

Those in group A were asked additional questions to learn more about their employment situation. Those who were employed were asked if they make more than minimum wage. 93.0% reported that they, in fact, did. This is 1.2% higher than this group last year. When asked if they receive benefits through their job, over half (55.8%) indicated that they did receive benefits. Those in group A who were not employed at the time of interview were asked for how long they worked before leaving the job. Responses ranged from less than 3 months (8.5%) to more than a year (40.7%) The more than a year category was up 1.9% from last year. That same category had increased over 7% form 2013-2014, showing a trend upward.

LENGTH OF TIME WORKED BEFORE LEAVING JOB

	A (n=59) %
Less than 3 months	8.5
3 to 6 months	15.3
6 to 9 months	20.3
9 months to a year	15.3
More than a year	40.7

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CASE CLOSURE

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

75.2% of people who had a positive employment outcome knew their cases had been closed. These items showed about 2% decrease from last year across closure categories.

I KNEW WHEN MY CASE WAS CLOSED

	A%	B%	C%	D%
Yes	75.2	61.3	61.2	68.4
No	24.8	38.7	38.8	31.6

Consumers were asked if their cases should have been closed. Just over seventy four percent of respondents agreed that their case should have been closed; this a one percent decrease from 2014 (but very similar to the last several years.) Those in Group A were most in agreement with case closure at 84.0%, which is slightly lower than last year. It can be noted that the agreement rate for Group D increased just over 10% from last year.

SHOULD YOUR CASE HAVE BEEN CLOSED?

	A %	B %	C %	D %	Overall %
Yes	84.0	69.3	68.3	71.9	74.2
No	16.0	30.7	31.7	28.1	25.8

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): not yet employed, was not finished, need more training, insufficient services, and that rehab did not help.

Consumers were asked about their level of awareness of reapplying for services. Overall, 78.1% percent of participants indicated that they did know they could reapply. This is a 5% increase over 2014. Those in Groups A, C, and D were most likely to know they could reapply for services and those in Group B were least likely to know they could reapply.

A = Consumers with Positive Employment Outcome

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I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION

	A%	B%	C%	D%	Overall%
Yes	79.1	71.6	78.6	88.0	78.1
No	20.9	28.4	21.4	12.0	21.9

Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall 90.3% of respondents indicated that they would. This is slightly higher than 2014 and continues to be a strong indication of satisfaction of services provided.

I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO

	A%	B%	C%	D%	Overall
Yes	95.3	84.5	89.7	87.9	90.3
No	4.7	15.5	10.3	12.1	9.7

OVERALL SATISFACTION OF THOSE USING CRP SERVICES

Consumers who received services through a CRP (Community Rehabilitation Partner) as part of their OVR services were asked to rate the quality of those services. Approximately 6.6% of survey respondents (67 people) did utilize CRP services. 65 respondents were in Group A, 2 respondents were in Group B. The following two questions were new in the 2013 survey.

Consumers were asked if they were satisfied with the services they received from their CRP and answers ranged from Strongly Disagree to Strongly Agree. Overall, 87.7% of those called reported agreeing or strongly agreeing with this question. This is a 3.6 decrease from last year.

SATISFIED WITH SERVICES I RECEIVED

	A% (n=63)	B% (n=2)	Overall% (n=65)
Strongly Disagree	6.3	0	6.2
Disagree	6.3	0	6.2
Agree	47.6	50.0	47.7
Strongly Agree	39.7	50.0	40.0

Consumers were asked if they would recommend CRP service to someone else. About 89.6% indicated that they would recommend the CRP service to someone else. This indicator measured slightly lower than last year.

WOULD RECOMMEND TO SOMEONE ELSE

	A%	B%	Overall (n=67)
	65	2	
Strongly Disagree	3.1	0	3.0
Disagree	7.7	0	7.5
Agree	49.2	50.0	49.3
Strongly Agree	40.0	50.0	40.3

Of those consumers who used a CRP, 95.3% reported overall satisfaction with Vocational Rehabilitation as good or very good. This is a 4.3 % increase over last year.

A = Consumers with Positive Employment Outcome

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APPENDIX A

2015 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. Four hundred and twenty individuals indicated that they did. This summary reflects themes found in the open ended comments as categorized by the interviewers.

Theme

Positive comments regarding counselor, agency or general experience.

Miscellaneous comments, questions or personal stories

Need more follow up

Not helpful

Unsure of services offered

Have recommended to others

No comments

APPENDIX B

Consumer Satisfaction Survey Kentucky Office of Vocational Rehabilitation

Overall Satisfaction with Quality of Services Fiscal Years 1997 – 2015

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	2005 Mean Rating
A	3.48	3.54	3.54	3.54	3.54	3.48	3.49	3.50	3.54
B	3.29	3.22	3.24	3.13	3.08	3.15	3.14	3.22	3.22
C	3.14	3.28	3.32	3.28	3.17	3.1	3.11	3.12	3.27
D	3.25	3.16	3.25	3.17	3.10	3.16	3.15	3.13	3.16

Closure Category	2006 Mean Rating	2007 Mean Rating	2008 Mean Rating	2009 Mean Rating	2010 Mean Rating	2011 Mean Rating	2012 Mean Rating	2013 Mean Rating	2014 Mean Rating	2015 Mean Rating
A	3.49	3.59	3.56	3.53	3.60	3.57	3.58	3.56	3.62	3.65
B	3.27	3.19	3.28	3.24	3.23	3.16	3.25	3.35	3.22	3.18
C	3.22	3.19	3.26	3.14	3.09	3.11	3.18	3.21	3.14	3.23
D	3.12	3.13	3.08	3.20	3.08	3.01	3.28	3.29	3.21	3.26

Nineteen 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.

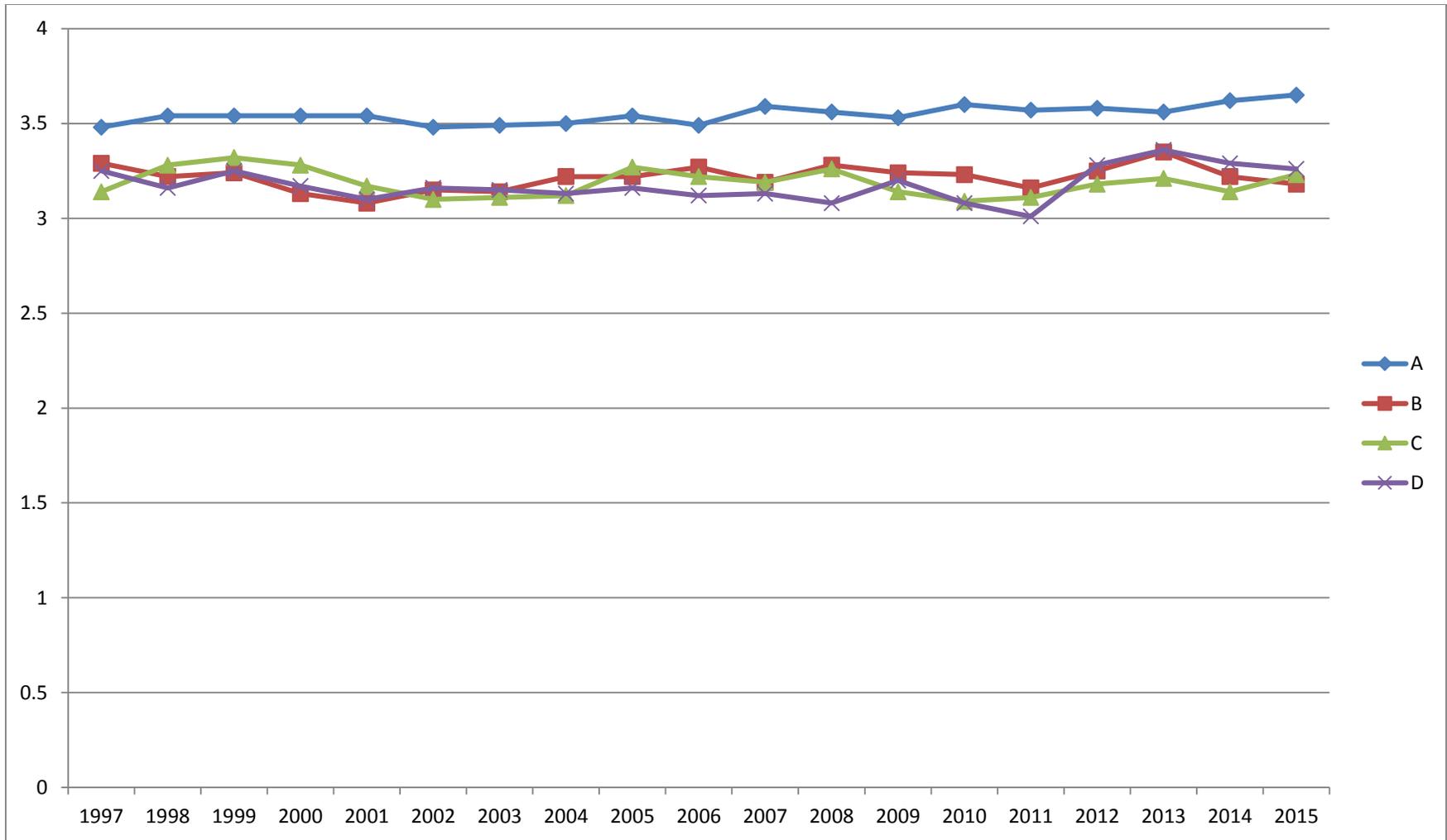
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Graph: Overall Satisfaction with Quality of Services 1997 - 2015



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