

CONSUMER SATISFACTION SURVEY

KENTUCKY OFFICE OF VOCATIONAL REHABILITATION 2025

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Statewide Council for Vocational Rehabilitation
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EXECUTIVE SUMMARY

Since 1996, the Human Development Institute (HDI) 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. The survey is conducted with a sample of consumers of the Office of Vocational Rehabilitation who have had cases closed with the Office in the most recently completed fiscal year (between October 2024 and September 2025). The sample of people randomly selected to participate was stratified to reflect the population of all consumers with cases closed in fiscal year 2025. IQS Research contacted consumers quarterly to participate in the survey. A total of 1,000 individuals participated in the survey, which was available as both a telephone and online survey, with responses included from each of the districts. Phone surveys accounted for 21% of responses, and 79% of responses were collected via online surveys. The overall response rate for the survey was 13%. There was a 52% response rate via phone contacts and 11% via email contacts.

An integral part of this survey seeks to determine the satisfaction level of consumers. This is accomplished by utilizing a four-point scale on a variety of items related to consumer experiences where 1 = very poor, 2 = poor, 3 = good, and 4 = very good. The average of all responses was calculated from the responses given. The average overall satisfaction level for all respondent groups was 3.56 out of a possible 4 points. Overall, 90.1% of survey respondents indicated that services were good or very good. Regardless of case closure status, 93.4% of people indicated that they would return to the Office of Vocational Rehabilitation if they needed to in the future. This is also considered a measure of satisfaction. As we have seen in prior surveys, those consumers who had cases closed Successful in Competitive Integrated Employment (CIE) were most satisfied (mean = 3.81). As we have seen over the history of this survey, those closed Successful in CIE were more satisfied and experienced better outcomes in virtually all areas.

As part of the survey, participants may provide additional comments. Themes related to the comments are found in Appendix A. Appendix B contains data showing overall satisfaction results since 1997.

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SUMMARY REPORT

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 2025. IQS Research contacted consumers by email and telephone for a 34-item survey. The survey is emailed to those with case closures on a quarterly basis, and phone calls are made in January and February to reach the number and stratification of completed surveys. The phone interviews were conducted by trained interviewers. 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), 1,000 people completed the survey. This resulted in an overall response rate for the survey of 13% (52% response rate via phone contacts and 11% response rate via email contacts). The margin of error for this survey is $\pm 2.95\%$ at the 95% confidence level.

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

- Consumers Closed Successful in Competitive Integrated Employment (CIE)
- Consumers Closed Unsuccessful after Individual Plan for Employment (IPE)
- Initiated Consumers Closed from Acceptance Prior to IPE
- Consumers Closed from Application

NUMBER OF RESPONDENTS BY CASE CLOSURE CATEGORY

Closure Category Group	Number of Respondents	% of Respondents per Closure Category
Closed Successful in CIE	717	71.7%
Closed Unsuccessful after IPE Initiated	162	16.2%
Closed from Acceptance Prior to IPE	61	6.1%
Closed from Application	60	6.0%
Total	1,000	100%

Respondent Demographics

Gender

The sample of respondents included 47.8% women and 51.8% men participating.

Age

The average age of consumers across all closure categories was 53 years old. The youngest person interviewed was 18, and the oldest was 92. This is a similar age range to recent years.

Race

Race	% of Consumers
White	91.6%
Black	6.2%
Hispanic or Latino	13.2%
Asian	.5%

Education

Educational experiences of respondents ranged from grade school to those who had attained advanced postsecondary degrees. Almost two percent of those surveyed did not graduate with a high school diploma. Respondents who graduated from high school or received a GED comprised 29.2% of respondents. Those who continued their education past high school made up 68.5% of the sample. Approximately 53% of people in this sample had received a Vocational-Technical certificate, Occupational Credential, Associate degree, Bachelor's degree, Master's degree, or higher. The numbers for high school graduation through advanced college degrees are about the same as last year.

Education Level	% of Consumers
Grade School	.2%
Some High School	1.9%
Special Education Certificate	.2%
High School Graduate / GED	29.2%
Some College	15.5%
Associate Degree / Voc-Tech/Occupational Credential	18.7%
College Graduate – Bachelor's Degree	19.2%
Master's Degree or Higher	15.1%
TOTAL	100%

Primary Impairment

Primary Impairment	% of Consumers Surveyed
Blindness	.4%
Other Visual Disabilities	5.4%
Deafness, Primary Communication Visual	0.1%
Deafness, Primary Communication Auditory	0.2%
Hearing Loss, Primary Communication Auditory	55.2%
Hearing Loss, Primary Communication Visual	0.1%
Other Hearing Disabilities (Tinnitus, Meniere's Disease, Hyperacusis, etc.)	0.4%
Deaf-Blindness	0.6%
Communicative Disabilities (Expressive/Receptive)	0.2%
Mobility Orthopedic/Neurological Disabilities	2.0%
Manipulations/Dexterity Orthopedic/Neurological Disabilities	0.7%
Both Mobility and Manipulation/Dexterity Orthopedic/Neurological Disabilities	1.6%
Other Orthopedic Disabilities (e.g. Limited Range of Motion)	0.9%
Respiratory Disabilities	0.2%
General Physical Debilitation (fatigue, Weakness, Pain, etc.)	2.2%
Other Physical Impairments (not listed above)	2.4%
Cognitive Disabilities (Involving Learning, Thinking, Concentration)	6.9%
Psychosocial Disabilities (Interpersonal & Behavioral Difficulty Coping)	13%
Other Mental Disabilities	1.1%

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 (90.1%). This is comparable to the last several years. The overall rating is highest for those individuals who closed Successful in CIE (98.3%).

Overall Satisfaction with Quality of Services

Closure Category	Responded Very Poor	Responded Poor	Responded Good	Responded Very Good	Mean Rating
Closed Successful in CIE (n=711)	0.6%	1.1%	15.0%	83.3%	3.81
Closed Unsuccessful after IPE Initiated (n=160)	15.6%	14.4%	33.1%	36.9%	2.91
Closed from Acceptance Prior to IPE (n=58)	20.7%	13.8%	31.0%	34.5%	2.79
Closed from Application (n=53)	9.4%	24.5%	26.4%	39.6%	2.96
All (n=982)	4.7%	5.3%	19.6%	70.5%	3.56

n = number of responses

Overall Satisfaction by District

The range of overall satisfaction by district can be found in the table below. As in past years, all Districts averaged a score in the Good or Very Good range.

While the rank order changes from year to year, ***it is important to note that the sample size does not allow a rank order at a statistically significant level.***

District	Number of Respondents	Percent respond Good or Very Good Overall Satisfaction	Mean Rating
1 - Paducah	46	87.0%	3.33
3 –Owensboro	42	92.8%	3.55
4 - Bowling Green	78	93.6%	3.64
5 - Louisville	29	82.7%	3.41
6 – Elizabethtown	56	91.1%	3.55
7 – Danville	126	91.2%	3.60
8 – Florence	31	93.5%	3.48
9 – Lexington	91	90.1%	3.56
10 - Prestonsburg	58	94.8%	3.72
12 – Ashland	60	75.0%	3.18
13 - Hazard	47	93.6%	3.72
14 - Bluegrass	101	91.1%	3.62
15 – East Jefferson	43	79.1%	3.33
16 – Covington	18	83.3%	3.17
17 - Somerset	83	95.1%	3.80
85 – RCD	1	100%	3.00
87 –Blind West - Central	24	87.5%	3.42
88 – Blind East	48	93.8%	3.69

Overall Satisfaction Primary Impairment

The range of overall satisfaction by Primary Impairment can be found in the table below.

Primary Impairment	Number of Respondents	Percent respond Good or Very Good Overall Satisfaction	Mean Rating
Blindness	4	50.0%	2.75
Other Visual Disabilities	54	96.3%	3.74
Deafness, Primary Communication Visual	1	100%	3.00
Deafness, Primary Communication Auditory	2	100%	3.50
Hearing Loss, Primary Communication Visual	1	100%	4.00
Hearing Loss, Primary Communication Auditory	548	99.3%	3.86
Other Hearing Disabilities (Tinnitus, Meniere's Disease, Hyperacusis, etc.)	4	100%	3.75
Deaf-Blindness	6	100%	3.50
Communicative Disabilities (Expressive/Receptive)	2	100%	4.00
Mobility Orthopedic/Neurological Disabilities	20	80%	3.10
Manipulations/Dexterity Orthopedic/Neurological Disabilities	7	71.5%	2.86
Both Mobility and Manipulation/Dexterity Orthopedic/Neurological Disabilities	16	75%	3.13
Other Orthopedic Disabilities (e.g. Limited Range of Motion)	9	88.9%	3.56
Respiratory Disabilities	2	100%	4.00
General Physical Debilitation (fatigue, Weakness, Pain, etc.)	21	80.9%	3.29
Other Physical Impairments (not listed above)	23	86.9%	3.39
Cognitive Disabilities (Involving Learning, Thinking, Concentration)	67	76.1%	3.04
Psychosocial Disabilities (Interpersonal & Behavioral Difficulty Coping)	129	72.8%	3.02
Other Mental Disabilities	11	81.9%	3.09

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.

The Vocational Rehabilitation Office and All Meetings were Accessible to Me (e.g. able to enter and exit the building and all offices and features, large print and braille signage, virtual meeting with clear instructions, etc.)

92.2% agreed or strongly agreed that their counselor’s office was physically accessible.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.55
Closed Unsuccessful after IPE initiated	3.30
Closed from Acceptance Prior to IPE	3.23
Closed from Application	3.24
Overall	3.47

All Materials I Received from Vocational Rehabilitation Were in an Accessible Format in a language I understood (e.g. large print, braille or a reader)

Approximately 94.1% of respondents agreed or strongly agreed that materials they received from the Office were in an accessible format. This shows that, overall, consumers are receiving materials and information in a way that meets their accessibility needs.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.59
Closed Unsuccessful after IPE initiated	3.41
Closed from Acceptance Prior to IPE	3.41
Closed from Application	3.35
Overall	3.54

I Was Able to Get an Appointment with My Counselor in A Reasonable Amount of Time

Overall, 88.1% of respondents agreed or strongly agreed that they were able to get an appointment in what they considered a reasonable amount of time. This is about the same as last year.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.51
Closed Unsuccessful after IPE initiated	3.04
Closed from Acceptance Prior to IPE	3.02
Closed from Application	2.96
Overall	3.37

I Was Treated Courteously by All Staff

Most consumers (93.1%) agreed or strongly agreed that they were treated courteously by Office staff. This is about the same as last year.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.70
Closed Unsuccessful after IPE initiated	3.35
Closed from Acceptance Prior to IPE	3.27
Closed from Application	3.31
Overall	3.59

My Counselor Understood My Disability

Participants were asked if they felt that their counselor understood their disability. 90.2% agreed or strongly agreed that their counselor did understand their disability. This is about the same as last year. Consumers closed with CIE reported the highest agreement that their counselors understood their disability.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.62
Closed Unsuccessful after IPE initiated	3.10
Closed from Acceptance Prior to IPE	3.05
Closed from Application	3.09
Overall	3.47

My Counselor Helped Me to Choose an Appropriate Job Goal

Approximately 83.8% 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 CIE were most in agreement with this item.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.47
Closed Unsuccessful after IPE initiated	2.82
Closed from Acceptance Prior to IPE	2.57
Closed from Application	2.82
Overall	3.26

My Counselor Helped Me to Understand My Rights

Consumers were asked if their counselor helped them to understand their rights. 90.8% agreed or strongly agreed that their counselor had been helpful regarding their rights.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.53
Closed Unsuccessful after IPE initiated	3.11
Closed from Acceptance Prior to IPE	3.07
Closed from Application	3.10
Overall	3.41

I Knew Whom to Contact if I Had a Problem with My Counselor

Consumers were asked if they knew whom to contact if they experienced a problem with their counselor. Overall, 81.3% agreed or strongly agreed that they did know what to do.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.36
Closed Unsuccessful after IPE initiated	2.79
Closed from Acceptance Prior to IPE	2.69
Closed from Application	2.81
Overall	3.19

My Counselor Helped Me Clearly Understand the Services Available to Me from Vocational Rehabilitation

Consumers were asked if their counselor helped them to understand the services available to them. Approximately 87.6% indicated this occurred. This item was not asked of those Closed from Application.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.54
Closed Unsuccessful after IPE initiated	2.93
Closed from Acceptance Prior to IPE	2.84
Overall	3.39

My Counselor Helped Me to Develop a Plan of Action to Get a Job or Training for a Job

Consumers who received services through the Office were asked about the planning process. Those closed with CIE had a higher level of agreement than those closed unsuccessful after IPE initiation. Slightly over 90% of those closed in CIE agreed with this statement compared to only 63.1% of those who were closed unsuccessfully after IPE was initiated.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.37
Closed Unsuccessful after IPE initiated	2.85
Overall	3.23

I Felt Free to Choose the Type of Services I Received

In terms of consumer choice, those closed with CIE were more likely to strongly agree or agree that they felt free to choose the services that were received. 93.4% of those closed in CIE agreed with this statement, compared to 74.0% of those closed unsuccessfully after IPE was initiated.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.52
Closed Unsuccessful after IPE initiated	2.94
Overall	3.42

I Had an Active Role in My Rehabilitation Plan

Consumers closed successful in CIE and those closed unsuccessful after IPE initiation 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 (94.3%) than those in the other group (71.8%).

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.51
Closed Unsuccessful after IPE initiated	2.93
Overall	3.40

The Services Were Provided in a Timely Manner

Consumers closed successful in CIE and those closed unsuccessful after IPE initiation were asked if the services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner. 92.0% of those closed in CIE agreed with this statement, compared to 68.7% of those closed unsuccessfully after IPE was initiated.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.49
Closed Unsuccessful after IPE initiated	2.90
Overall	3.39

EMPLOYMENT INFORMATION

Employment Status

Consumers were asked whether they were currently employed, either full or part-time. Those whose cases were closed with CIE were much more likely to be employed than those in the other groups. 91.4% of those closed with CIE were employed at the time of the survey. The overall employment rate is about the same as last year.

Consumer Closure Status	Yes	No
Closed Successful in CIE	91.4%	8.6%
Closed Unsuccessful after IPE initiated	39.6%	60.4%
Closed from Acceptance Prior to IPE	44.1%	55.9%
Closed from Application	69.6%	30.4%
Overall %	78.9%	21.1%

How Satisfied Are You with the Kind of Work You Do?

If a respondent indicated currently employed, items related to job satisfaction were then asked. The mean satisfaction with the type of work and with salary was higher for those who achieved competitive integrated employment. As has been seen in previous surveys, overall satisfaction with type of work was rated higher than satisfaction with salary.

Overall, 95.6% of those employed stated they were satisfied or strongly satisfied with their work. This is similar to the last 2 years.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.62
Closed Unsuccessful after IPE initiated	3.21
Closed from Acceptance Prior to IPE	3.36
Closed from Application	3.37
Overall	3.57

How Satisfied Are You with the Salary You Receive?

Overall, 89.0% of those employed stated they were satisfied or strongly satisfied with their salary. This is slightly higher than in the last couple of years.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.26
Closed Unsuccessful after IPE initiated	2.83
Closed from Acceptance Prior to IPE	2.96
Closed from Application	3.23
Overall	3.22

Do You Feel That Vocational Rehabilitation Services Helped Prepare You for a Job?

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. About three-quarters of those closed successfully in CIE agreed with this statement.

Consumer Closure Status	Yes	No
Closed Successful in CIE	77.3%	22.7%
Closed Unsuccessful after IPE initiated	53.8%	46.2%

Any Other Supports or Services That Could Have Been Helpful?

Survey respondents were asked if there were any other supports or services that could have helped them get or keep a job. Of those who responded yes, types of services that would be helpful included: additional education and job skills training, on the job training, for counselors to better understand limitations imposed by the respondent's disability and no additional help needed or I just needed hearing aids.

Additional Employment Questions

Those whose cases were closed with CIE and indicated they were currently employed were asked additional questions to learn more about their employment situation.

Do you earn more than minimum wage?	96.8% replied Yes
Do you receive benefits through your job?	64.2% replied Yes

Those closed with CIE but who were not employed at the time of the interview were asked how long they worked before leaving the job.

Length of time Employed	Those closed in CIE but no longer employed (n=61)
Less than 3 months	3.3%
3-6 months	13.1%
6-9 months	14.8%
9 months – 1 year	8.2%
More than 1 year	59.0%

CASE CLOSURE

I Knew My Case Was Closed

The act of closing a consumer's case ends the formal contact the counselor has with a consumer. Overall, 84.4% responded knowing when their case was closed. This is similar to last year and has increased 15% since 2020.

Consumer Closure Status	Yes	No
Closed Successful in CIE	89.6%	10.4%
Closed Unsuccessful after IPE initiated	78.0%	22.0%
Closed from Acceptance Prior to IPE	55.0%	45.0%
Closed from Application	69.6%	30.4%
Overall %	84.4%	15.6%

Should Your Case Have Been Closed?

Consumers were asked if their cases should have been closed. 86.4% agreed their case should have been closed; this is about the same as last year. Those whose cases were closed with CIE were most in agreement with case closure at 95.1%; this agreement rate is up 3.4% over last year.

Consumer Closure Status	Yes	No
Closed Successful in CIE	95.1%	4.9%
Closed Unsuccessful after IPE initiated	69.0%	31.0%
Closed from Acceptance Prior to IPE	60.0%	40.0%
Closed from Application	55.4%	44.6%
Overall %	86.4%	13.6%

Why Shouldn't Your Case 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: not yet employed, did not know my case was closed, thought I was still waiting to hear about paperwork, miscommunication and misunderstandings, want a better job, insufficient services, need more training, still disabled and continue to need help, need more support on the job and that VR did not help or hasn't returned my calls.

I Know That I Can Reapply for Services from Vocational Rehabilitation

Consumers were asked about their level of awareness of reapplying for services. Overall, close to 86.7% of all respondents were aware they could reapply for services.

Consumer Closure Status	Yes	No
Closed Successful in CIE	91.5%	8.5%
Closed Unsuccessful after IPE initiated	71.3%	28.7%
Closed from Acceptance Prior to IPE	76.3%	23.7%
Closed from Application	82.5%	17.5%
Overall %	86.7%	13.3%

I Would Go Back to Vocational Rehabilitation if I Needed Additional Services

Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall, 93.4% of respondents asked this question indicated that they would. This continues to be a strong indication of satisfaction of services provided.

Consumer Closure Status	Yes	No
Closed Successful in CIE	98.7%	1.3%
Closed Unsuccessful after IPE initiated	78.6%	21.4%
Closed from Acceptance Prior to IPE	83.1%	16.9%
Closed from Application	78.6%	21.4%
Overall %	93.4%	6.6%

OVERALL SATISFACTION OF THOSE USING CRP SERVICES

Consumers who received services through a CRP (Community Rehabilitation Program) as part of their OVR services were asked to rate the quality of those services. Approximately 7% of survey respondents (68 people) did utilize CRP services. Satisfaction scores for CRP users are based on a small sample and have a greater margin of error than other items. Differences in CRP satisfaction and other measures should not be considered meaningful. The following two questions were implemented in the 2013 survey.

Satisfied with Services I Received

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, 74.2% of those surveyed reported agreeing or strongly agreeing with this question.

Consumer Closure Status	Strongly Agree	Agree	Disagree	Strongly Disagree
Closed Successful in CIE	47.7%	25.0%	13.6%	13.6%
Closed Unsuccessful after IPE initiated	50.0%	33.3%	8.3%	8.3%
Overall	46.8%	27.4%	12.9%	12.9%

Would Recommend to Someone Else

Consumers were asked if they would recommend CRP service to someone else. Among respondents, 77.2% indicated that they would recommend the CRP service to someone else.

Consumer Closure Status	Strongly Agree	Agree	Disagree	Strongly Disagree
Closed Successful in CIE	47.7%	29.5%	9.1%	13.6%
Closed Unsuccessful after IPE initiated	58.3%	25.0%	8.3%	8.3%
Overall	46.8%	30.6%	9.7%	12.9%

SATISFACTION OF THOSE USING BLIND SERVICES

Consumers who receive Blind Services as part of their OVR services were asked questions specific to these services. Only people who received these services responded to these questions. Satisfaction scores for those using these services are based on a small sample and have a greater margin of error than other items. Differences in this satisfaction and other measures should not be considered meaningful. These questions were new to the survey in 2019, when the Office for the Blind merged with the Office of Vocational Rehabilitation in Kentucky.

1. Did you receive training from the McDowell Center in Louisville
(yes or no; if no, skip to #3)
2. How would you rate your training at the McDowell Center?
(4 – Excellent, 3-Good, 2-Fair, 1-Poor)
3. Did you receive services from the orientation and mobility staff?
(yes or no; if no, skip to #5)
4. How would you rate the orientation and mobility services you received in supporting you in gaining independence and safe travel in your community?
(4 – Excellent, 3-Good, 2-Fair, 1-Poor)
5. Did you receive Braille services?
(yes or no; if no skip.)
6. How would you rate the Braille services you received?
(4 – Excellent, 3-Good, 2-Fair, 1-Poor)

Rate Services received at the McDowell Center

9 people surveyed received services at the McDowell Center. Of these, 88.9% rated services as Excellent or Good.

Rate Orientation and Mobility Services

6 people surveyed received Orientation and Mobility Services. 100% of respondents rated services as Excellent or Good.

Rate Braille Services

2 people surveyed received Braille Services. Of these, 100% rated services as Excellent.

APPENDIX A

2025 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. This summary reflects themes found in the open-ended comments:

- ✓ Thank you for the support services
- ✓ The services were very helpful
- ✓ Miscellaneous comments, questions, or personal stories
- ✓ Need better communication
- ✓ Appreciated help to maintain employment
- ✓ Took too long to receive communication and/or services
- ✓ Need to better understand disability and show empathy
- ✓ Need more follow-up
- ✓ Not helpful
- ✓ Have recommended to others
- ✓ Hearing aids have been very helpful
- ✓ No comments

APPENDIX B

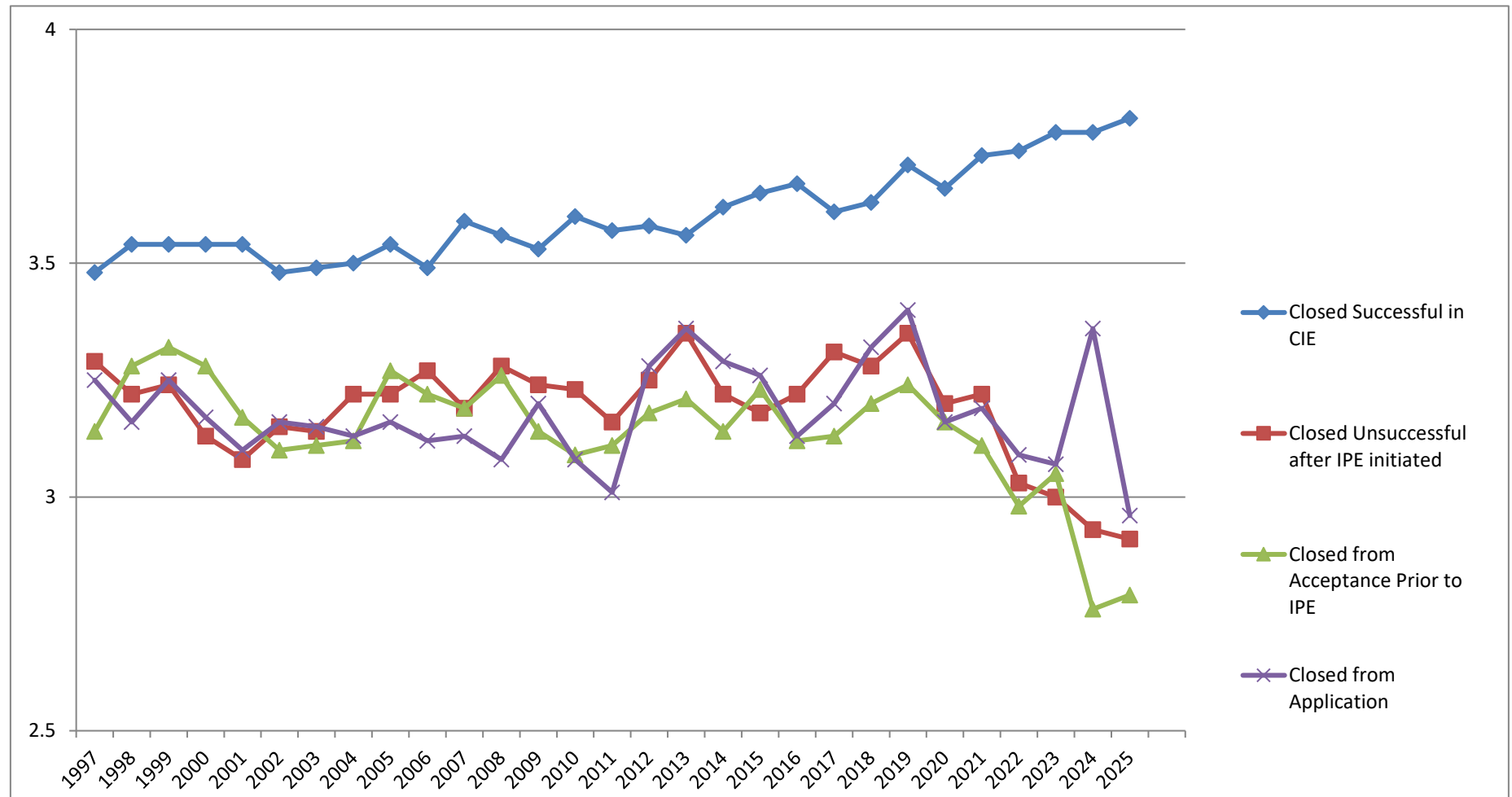
Consumer Satisfaction Survey of the Kentucky Office of Vocational Rehabilitation

Overall Satisfaction with Quality of Services Fiscal Years 1997 – 2025

Fiscal Year	Closed Successful in CIE (Mean Rating)	Closed Unsuccessful after IPE initiated (Mean Rating)	Closed from Acceptance Prior to IPE (Mean Rating)	Closed from Application (Mean Rating)
1997	3.48	3.29	3.14	3.25
1998	3.54	3.22	3.28	3.16
1999	3.54	3.24	3.32	3.25
2000	3.54	3.13	3.28	3.17
2001	3.54	3.08	3.17	3.10
2002	3.48	3.15	3.10	3.16
2003	3.49	3.14	3.11	3.15
2004	3.50	3.22	3.12	3.13
2005	3.54	3.22	3.27	3.16
2006	3.49	3.27	3.22	3.12
2007	3.59	3.19	3.19	3.13
2008	3.56	3.28	3.26	3.08
2009	3.53	3.24	3.14	3.20
2010	3.60	3.23	3.09	3.08
2011	3.57	3.16	3.11	3.01
2012	3.58	3.25	3.18	3.28
2013	3.56	3.35	3.21	3.29
2014	3.62	3.22	3.14	3.21
2015	3.65	3.18	3.23	3.26
2016	3.67	3.22	3.12	3.13
2017	3.61	3.31	3.13	3.20
2018	3.63	3.28	3.20	3.32
2019	3.71	3.35	3.24	3.40
2020	3.66	3.20	3.16	3.16
2021	3.73	3.22	3.11	3.19
2022	3.74	3.03	2.98	3.09
2023	3.78	3.00	3.05	3.07
2024	3.78	2.93	2.76	3.36
2025	3.81	2.91	2.79	2.96

Ratings on a 4-point scale in which 1 = very poor, 2 = poor, 3 = good, and 4 = very good

Graph: Overall Satisfaction with Quality of Services 1997 - 2025



Twenty-eight years of data have been compiled to provide a 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 closed Successful in Competitive Integrated Employment.

Ratings on a 4-point scale in which 1 = very poor, 2 = poor, 3 = good, and 4 = very good