

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY**

**KENTUCKY OFFICE OF
VOCATIONAL REHABILITATION**

2016

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

For the twentieth consecutive year, 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, 2015 and September, 2016). The sample of people randomly selected to participate was stratified in order to reflect the population of all consumers with cases closed in fiscal year 2016. The University of Kentucky Survey Research Center contacted consumers by telephone between January 26 – April 6, 2017 to participate in the survey. A total of 1,014 people took part in the telephone survey. The response rate for eligible participants was 71.7%. This year, due to a coding error in the administration of the survey, responses from Groups C and D were not included in the Closure Category questions.

The 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 3.34 out of a possible four points. This is the .02 lower than the 3.36 found in years 2013-2015. Overall, 85.3% of survey participants indicated that services were good or very good. This represents a decrease of 1.5% from last year's results. As we have experienced in prior surveys, those consumers who had cases closed with a positive employment outcome (Group A) were most satisfied (mean = 3.67). Group A's satisfaction was slightly higher than last year, when this group's mean was 3.65. As we have seen over the history of this survey, those in Group A were more satisfied and experienced better outcomes in virtually all areas. In this survey, minor gains are found across many items over last year's results.

The number of participants who had continued their education increased 4% to 57%. Those whose cases were closed with a positive employment outcome were slightly more satisfied with their jobs and pay received. About 64% percent of those in Group A felt that VR services helped prepare them for a job. This is about a 7% drop from last year. Regardless of case closure status, just over 90% of people asked 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 part of the survey, participants may provide additional comments. Themes related to the comments are found in Appendix A. Appendix B contains longitudinal data showing overall satisfaction results since 1997.

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**SUMMARY REPORT
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 KENTUCKY OFFICE OF VOCATIONAL REHABILITATION
 2016**

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 2016. 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 26 and April 6, 2017. 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), 1014 people completed the survey. This resulted in a response rate for this year's survey of 71.7%. The margin of error for this survey is $\pm 3\%$ 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	339	33.4
B	332	32.7
C	264	26.0
D	79	7.8
Total	1014	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 women, with 51.2% women and 48.8% men participating.

Age

The average age of consumers across all closure categories was 43 years old. This is about the same as last year. The youngest person interviewed was 18 and the oldest was 84.

Race

White	83.6%
African American	14.6%
White – Hispanic	0.6%

Other at .2% each: Asian, Native Hawaiian or Other Pacific Islander, White-African American, White-Asian

Education

Survey participants' educational experiences ranged from respondents who indicated grade school up to those who had attained advanced postsecondary degrees. Almost 7.5% percent of those surveyed did not graduate from high school; this is down from last year. Almost 36% of respondents graduated high school or received a GED. Those who continued their education past high school made up 57% of the sample. This represents a 4% increase from last year and is about the same as in 2014. About 25% went on to postsecondary education but had not completed their degree or certificate at this point. Approximately 32% 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 3% higher than last year's results.

Educational Level	% of Consumers
Grade School	1.1
Some High School	5.4
Special Education Certificate	.9
High School Graduate / GED	35.6
Some College	24.9
College Graduate – Associate's Degree / Voc-Tech	14.2
College Graduate – Bachelor's Degree	11
Master's Degree or Higher	6.9
TOTAL	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

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 (85.3%). This is 1.5% lower than was found in 2015. The overall rating is highest for those individuals who had achieved a positive employment outcome (94.3%). 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=336)	1.2	4.5	20.5	73.8	3.67
B (n=327)	5.5	11.9	37.3	45.3	3.22
C (n=261)	7.3	13.4	39.1	40.2	3.12
D (n=79)	7.6	13.9	36.7	41.8	3.13
All (n=1003)	4.7	10.0	32.1	53.2	3.34

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	69	88.4	3.35
2 - Madisonville	60	85.0	3.22
3 – Owensboro	85	88.3	3.41
4 - Bowling Green	89	86.5	3.33
5 Louisville	52	82.7	3.15
6 - Elizabethtown	101	88.1	3.42
7 - Danville	71	74.6	3.07
8 - Florence	23	91.3	3.39
9 - Lexington	88	79.6	3.28
10 - West Liberty	53	96.3	3.57
12 – Ashland	50	88.0	3.52
13 - Whitesburg	53	86.8	3.45
14 - Bluegrass	82	92.7	3.61
15 - Middletown	100	76.0	3.09
16 – Covington	22	81.8	3.32
85 – RCD	5	100	3.80

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 (91.9%) agreed or strongly agreed that their counselor’s office was physically accessible. This is about 2% lower than last year. Satisfaction with this item had been trending upward over the past several years, but dropped slightly the last 2 years.

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A	B	C	D	Overall
Mean Range	3.51	3.20	3.19	3.19	3.30

Approximately 95.2% of respondents agreed or strongly agreed that materials they received from the Office were in an accessible format. This is about .5% 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	3.51	3.30	3.32	3.25	3.37

Overall, 89.6% 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 up just slightly from 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	3.20	3.13	3.11	3.25

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 the same as last year.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A	B	C	D	Overall
Mean Range	3.58	3.31	3.37	3.30	3.42

Participants were asked if they felt that their counselor understood their disability. 90.3% percent agreed or strongly agreed that their counselor did understand their disability, which is down about 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	3.53	3.16	3.19	3.16	3.29

Approximately 78.3% of consumers agreed or strongly agreed that their counselors were able to help them choose an appropriate job goal. This is up about 4.5% 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	2.93	2.93	2.84	3.03

Consumers were asked if their counselor helped them to understand their rights. 89.6 percent agreed or strongly agreed that their counselor had been helpful with regard to rights. This is about the same as 2015.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A	B	C	D	Overall
Mean Range	3.41	3.11	3.20	3.04	3.23

Consumers were asked if they knew whom to contact if they experienced a problem with their counselor. Overall, 76.5% agreed or strongly agreed that they did know what to do. This is up about 3% over last year.

I KNEW WHOM TO CONTACT IF PROBLEM WITH COUNSELOR

	A	B	C	D	Overall
Mean Range	3.22	2.91	2.88	2.88	3.00

Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Office, with 94% 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	3.42	3.11	3.09	3.22

Consumers who received services through the Office were asked about the planning process. Those in Group A had a higher level of agreement (87%) than those in Group B (74.5%) when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE). Both groups increased their percent in agreement from last year.

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

	A (n=223)	B (n=294)	Overall
Mean Range	3.23	2.93	3.06

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 (93.7% Group A versus 82.9% of Group B strongly agreed or agreed with this item). Both groups were about the same as last year.

I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED

	A	B	Overall
Mean Range	3.37	3.08	3.23

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 (93.5%) than those in Group B (82.5%). Group B increased almost 5% from last year, while Group A remained the same.

I HAD AN ACTIVE ROLE IN MY REHABILITATION PLAN

	A	B	Overall
Mean Range	3.39	3.08	3.23

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 four years.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A	B	Overall
Mean Range	3.39	3.08	3.23

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. 82.3% in Group A were employed at the time of the survey. This about the same as 2015. The overall employment status increased 4.1% from last year's results.

EMPLOYMENT STATUS

	A%	B%	C%	D%	Overall %
Yes	82.3	40.5	48.9	54.5	57.8
No	17.7	59.5	51.1	45.6	42.2

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	3.49	3.22	3.28	3.14	3.35

The overall mean is up from 3.28 last year. Each group increased slightly, other than D.

HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A	B	C	D	Overall
Mean Range	3.16	2.96	3.05	2.81	3.07

The overall mean satisfaction was up from 2.94 last year.

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. 63.8 percent of those who achieved positive employment felt that Office services did help them get their job. This is 7.4% lower than last year.

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

	A% (n=257)	B% (n=131)
Yes	63.8	64.9
No	36.2	35.1

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. 89% reported that they, in fact, did. This is 4% lower than this group last year. When asked if they receive benefits through their job, over half (55%) indicated that they did receive benefits. Those in group A who were not employed at the time of interview were asked how long they worked before leaving the job. Responses ranged from less than 3 months (7%) to more than a year (54.4%) The more than a year category was up 14% from last year. That same category continues to show an upward trend.

LENGTH OF TIME WORKED BEFORE LEAVING JOB

	A (n=57) %
Less than 3 months	7.0
3 to 6 months	19.3
6 to 9 months	12.3
9 months to a year	7.0
More than a year	54.4

CASE CLOSURE

The act of closing a consumer's case ends the formal contact the counselor has with a consumer. In the process of administering this year's survey, a coding error resulted in not asking those in groups C & D questions about their case closures. These items will be asked again to all respondents in 2017.

73.7% of people who had a positive employment outcome knew their cases had been closed, this was a 1.5% drop. Group B increased awareness by 6.6%.

I KNEW WHEN MY CASE WAS CLOSED*

	A%	B%
Yes	73.7	67.9
No	26.3	32.1

Consumers were asked if their cases should have been closed. Of those asked, about 78% agreed their case should have been closed. Those in Group A were most in agreement with case closure at 84.5%, which about the same as last year.

SHOULD YOUR CASE HAVE BEEN CLOSED? *

	A %	B %	Overall %
Yes	84.5	71.7	78.1
No	15.5	28.3	21.9

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. Group A was down from last year but Group B was up about 2%.

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

	A%	B%	Overall%
Yes	72.8	73.2	73.0
No	27.2	26.8	27.0

**Responses from groups C and D were not included for this item as a result of a coding error in the administration of the surveys.*

Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall 90.4% of respondents asked this question indicated that they would. This is about the same as last year, though only counting two categories this year rather than four, 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 %	Overall
Yes	95.0	85.6	90.4
No	5.0	14.4	9.6

**Responses from groups C and D were not included for this item as a result of a coding error in the administration of the surveys.*

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 8.6% of survey respondents (87 people) did utilize CRP services. 67 respondents were in Group A, 20 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, 75.8% of those called reported agreeing or strongly agreeing with this question. This is an 11.9% decrease from last year. Note that in 2015 Group A (those closed with positive employment outcome) comprised 97% of the total while this year Group A comprised just 70%. It would make sense that the overall satisfaction is lower given that more respondents were closed before obtaining a job. However, Group A did see about a 9% drop in this measure from last year.

SATISFIED WITH SERVICES I RECEIVED

	A% (n=67)	B% (n=20)	Overall% (n=87)
Strongly Disagree	4.5	20.0	8.0
Disagree	16.4	15.0	16.1
Agree	44.8	35.0	42.5
Strongly Agree	34.3	30.0	33.3

Consumers were asked if they would recommend CRP service to someone else. About 83% indicated that they would recommend the CRP service to someone else. This indicator about 6% lower than last year.

WOULD RECOMMEND TO SOMEONE ELSE

	A% 66	B% 20	Overall (n=86)
Strongly Disagree	6.1	15.0	8.1
Disagree	9.1	10.0	9.3
Agree	48.5	45.0	47.7
Strongly Agree	36.4	30.0	34.9

Of those consumers who used a CRP, about 84% reported overall satisfaction with Vocational Rehabilitation as good or very good. This is an 11 % decrease over last year but is in line with the overall satisfaction score of everyone surveyed.

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

APPENDIX A

2016 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 and forty-two 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

Helpful

Not helpful

Unsure of services offered

Have recommended to others

Provide more financial aid

No comments

APPENDIX B

**Consumer Satisfaction Survey
Kentucky Office of Vocational Rehabilitation**

**Overall Satisfaction with Quality of Services
Fiscal Years 1997 – 2016**

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	2006 Mean Rating	2007 Mean Rating
A	3.48	3.54	3.54	3.54	3.54	3.48	3.49	3.50	3.54	3.49	3.59
B	3.29	3.22	3.24	3.13	3.08	3.15	3.14	3.22	3.22	3.27	3.19
C	3.14	3.28	3.32	3.28	3.17	3.1	3.11	3.12	3.27	3.22	3.19
D	3.25	3.16	3.25	3.17	3.10	3.16	3.15	3.13	3.16	3.12	3.13

Closure Category	2008 Mean Rating	2009 Mean Rating	2010 Mean Rating	2011 Mean Rating	2012 Mean Rating	2013 Mean Rating	2014 Mean Rating	2015 Mean Rating	2016 Mean Rating
A	3.56	3.53	3.60	3.57	3.58	3.56	3.62	3.65	3.67
B	3.28	3.24	3.23	3.16	3.25	3.35	3.22	3.18	3.22
C	3.26	3.14	3.09	3.11	3.18	3.21	3.14	3.23	3.12
D	3.08	3.20	3.08	3.01	3.28	3.29	3.21	3.26	3.13

Twenty 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.

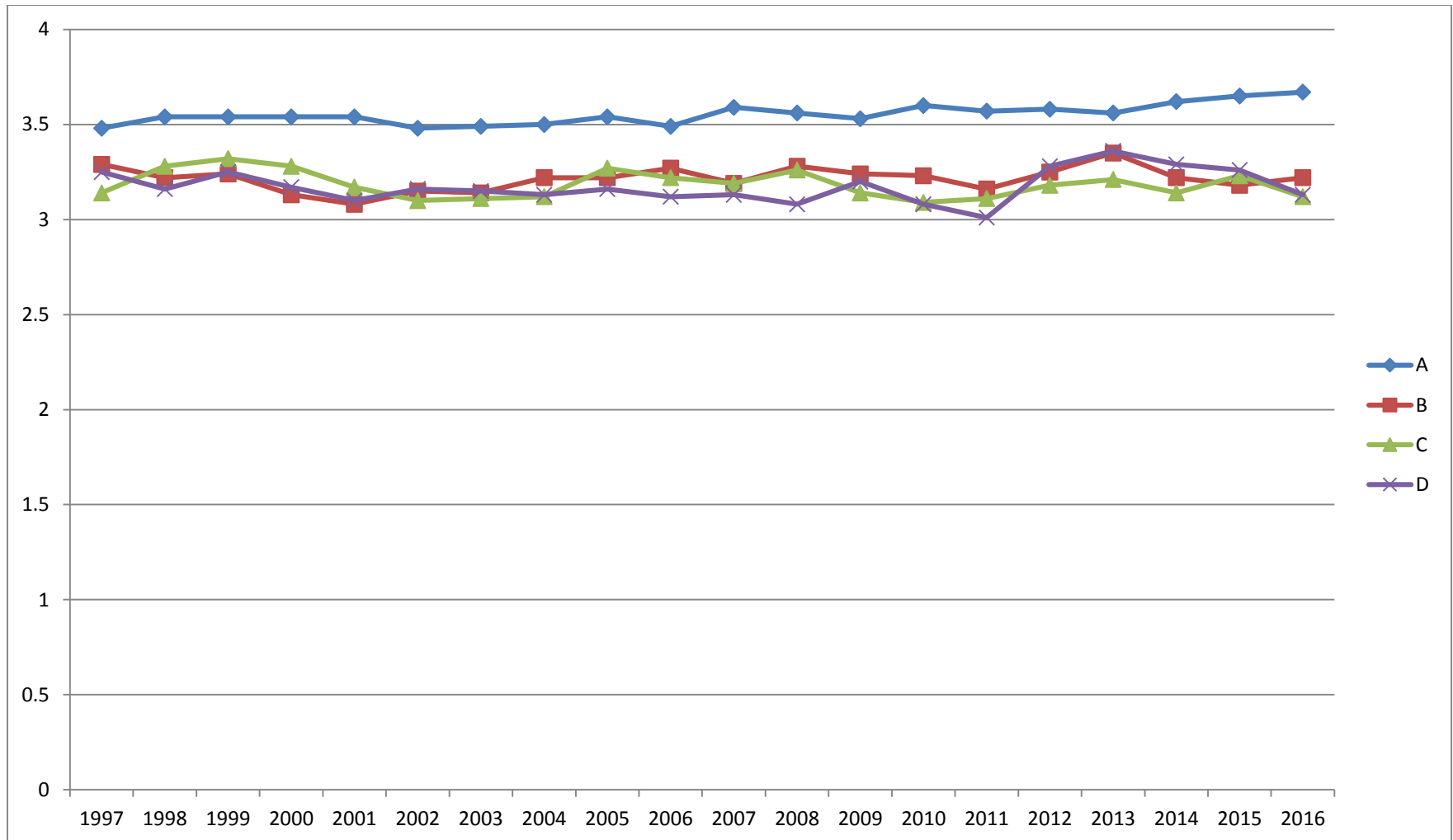
A = Consumers with Positive Employment Outcome

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Graph: Overall Satisfaction with Quality of Services 1997 - 2016



A = Consumers with Positive Employment Outcome
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