

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY**

**KENTUCKY OFFICE OF
VOCATIONAL REHABILITATION**

2017

**Submitted to the
Statewide Council for Vocational Rehabilitation
Consumer Services and Program Evaluation Committee
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SUMMARY REPORT CONSUMER SATISFACTION SURVEY KENTUCKY OFFICE OF VOCATIONAL REHABILITATION 2017

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 2017. 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 5 and February 8, 2018. 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), 1010 people completed the survey. This resulted in a response rate for this year's survey of 73.6%. 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	405	40.1
B	248	24.6
C	273	27.0
D	84	8.3
Total	1010	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 was close to even, with 49.9% women and 50.5% 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 85.

Race

White	83.0%
African American	15.0%
White – Hispanic	0.7%

Other: at .3% - Asian and White–American Indian or Alaska Native; at .2% - American Indian or Alaska Native.

Education

Survey participants’ educational experiences ranged from respondents who indicated grade school up to those who had attained advanced postsecondary degrees. Almost 8% percent of those surveyed did not graduate from high school; this up slightly from last year. Almost 36% of respondents graduated high school or received a GED. Those who continued their education past high school made up 55.2% of the sample. This is just down from 57% last year. Almost 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% about the same as last year’s results.

Educational Level	% of Consumers
Grade School	1
Some High School	6.8
Special Education Certificate	1.3
High School Graduate / GED	35.7
Some College	23
College Graduate – Associate’s Degree / Voc-Tech	14.5
College Graduate – Bachelor’s Degree	11.1
Master’s Degree or Higher	6.6
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 (88.1%). This is 2.8% higher than was found in 2016. The overall rating is highest for those individuals who had achieved a positive employment outcome (93%). 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=401)	1.7	5.2	23.7	69.3	3.61
B (n=242)	5.0	8.3	37.2	49.6	3.31
C (n=264)	5.7	11.7	46.2	36.4	3.13
D (n=82)	8.5	6.1	42.7	42.7	3.20
All (n=989)	4.1	7.85	34.6	53.5	3.37

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	31	87.1	3.23
2 - Madisonville	58	84.5	3.24
3 – Owensboro	55	92.7	3.45
4 - Bowling Green	90	90	3.42
5 Louisville	60	87.4	3.32
6 - Elizabethtown	65	80	3.23
7 - Danville	65	87.7	3.46
8 - Florence	41	82.9	3.15
9 - Lexington	84	90.5	3.42
10 - West Liberty	66	90.9	3.48
12 – Ashland	62	93.6	3.63
13 - Whitesburg	52	100	3.63
14 - Bluegrass	123	89.4	3.44
15 - Middletown	103	80.5	3.16
16 – Covington	24	83.3	3.17
85 – RCD	10	80	3.3

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%) agreed or strongly agreed that their counselor’s office was physically accessible. This is about 2% higher than last year. After 2 years of decline, this indicator was up this year.

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A	B	C	D	Overall
Mean Range	3.46	3.24	3.19	3.32	3.32

Approximately 96.7% of respondents agreed or strongly agreed that materials they received from the Office were in an accessible format. This is about 1.2% 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	3.47	3.33	3.27	3.29	3.37

Overall, 90.2% 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 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	3.37	3.20	3.10	3.13	3.24

Most consumers (95.4%) agreed or strongly agreed that they were treated courteously by Office staff, regardless of the type of case closure. This is 1.7% about the same as last year.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A	B	C	D	Overall
Mean Range	3.54	3.42	3.29	3.38	3.43

Participants were asked if they felt that their counselor understood their disability. 91.5% percent agreed or strongly agreed that their counselor did understand their disability, which is up 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	3.47	3.27	3.17	3.27	3.32

Approximately 81.7% of consumers agreed or strongly agreed that their counselors were able to help them choose an appropriate job goal. This is up about 3.4% from last year and had increased over 4% from the year before. 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	3.32	2.93	2.91	2.89	3.07

Consumers were asked if their counselor helped them to understand their rights. 91.7 percent agreed or strongly agreed that their counselor had been helpful with regard to rights. This is about the same as in 2015 and 2016.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A	B	C	D	Overall
Mean Range	3.36	3.18	3.20	3.19	3.26

Consumers were asked if they knew whom to contact if they experienced a problem with their counselor. Overall, 76.4% agreed or strongly agreed that they did know what to do. This is about the same as last year.

I KNEW WHOM TO CONTACT IF PROBLEM WITH COUNSELOR

	A	B	C	D	Overall
Mean Range	3.11	2.90	2.88	2.90	2.98

Consumers were asked if their Counselor helped them to understand the services available to them. Approximately 88.4% indicated this occurred. 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	3.35	3.14	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 (87.6%) than those in Group B (76.1%) when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE). Both groups were similar in agreement to those asked last year.

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

	A (n=276)	B (n=217)	Overall
Mean Range	3.24	2.97	3.12

A = Consumers with Positive Employment Outcome
 B = Consumers with Cases Closed After Initiation of IPE
 C = Consumers with Cases Closed Prior to IPE
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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 (93.1% Group A versus 83.9% 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	3.32	3.07	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 (94.5%) than those in Group B (84.3%). Both groups increased slightly over the previous year.

I HAD AN ACTIVE ROLE IN MY REHABILITATION PLAN

	A	B	Overall
Mean Range	3.34	3.14	3.26

Approximately 92.2% 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 five years.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A	B	Overall
Mean Range	3.33	3.15	3.26

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. 80.4% in Group A were employed at the time of the survey. This down about 2% from 2016. The overall employment status increased slightly from last year's results.

EMPLOYMENT STATUS

	A%	B%	C%	D%	Overall %
Yes	80.4	38.0	41.7	63	58.2
No	19.6	62	58.3	37	41.8

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 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	3.39	3.2	3.1	3.1	3.28

The overall mean is down from 3.35 last year. Overall, 88% of those employed stated they were satisfied or strongly satisfied with their work.

HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A	B	C	D	Overall
Mean Range	3.10	2.99	2.80	2.78	3.00

The overall mean satisfaction was down from 3.07 last year. Overall, 77% of those employed stated they were satisfied or strongly satisfied with their salary.

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. 67.3 percent of those who achieved positive employment felt that Office services did help them get their job. This is 4.5% higher than last year.

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

	A% (n=303)	B% (n=87)
Yes	67.3	59.8
No	32.7	40.2

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. 88% reported that they, in fact, did. This is about the same for this group as last year. When asked if they receive benefits through their job, over half (58.3%) 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 (8.2%) to more than a year (41.1%)

LENGTH OF TIME WORKED BEFORE LEAVING JOB

	A (n=73) %
Less than 3 months	8.2
3 to 6 months	24.7
6 to 9 months	9.6
9 months to a year	16.4
More than a year	41.1

CASE CLOSURE

The act of closing a consumer's case ends the formal contact the counselor has with a consumer. Overall, 69.5% responded knowing when their case was closed.

I KNEW WHEN MY CASE WAS CLOSED

	A%	B%	C%	D%	Overall %
Yes	79	62.8	64.2	60.3	69.5
No	21	37.2	35.8	39.7	30.5

Consumers were asked if their cases should have been closed. Of those asked, 72.6% agreed their case should have been closed. Those in Group A were most in agreement with case closure at 82.8%, which down slightly from last year.

SHOULD YOUR CASE HAVE BEEN CLOSED?

	A%	B%	C%	D%	Overall%
Yes	82.8	70.3	61.6	65.8	72.6
No	17.2	29.7	38.4	34.2	27.4

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, insufficient services, need more training and that rehab did not help.

Consumers were asked about their level of awareness of reapplying for services. Group A was up approximately 5% from last year. Overall, ¾ of all respondents were aware they could reapply for services.

I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION

	A%	B%	C%	D%	Overall%
Yes	77.5	69	75.2	82.9	75.2
No	22.5	31	24.8	17.1	24.8

A = Consumers with Positive Employment Outcome

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Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall 90.2% of respondents asked this question indicated that they would. This is about the same as last year 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	94	87.2	88.3	86.7	90.2
No	6	12.8	11.7	13.3	9.8

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 8.6% of survey respondents (99 people) did utilize CRP services. 83 respondents were in Group A, 16 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, 86% of those called reported agreeing or strongly agreeing with this question. This is a 10% increase from last year (and back in line with 2015 numbers after a drop in 2016.)

SATISFIED WITH SERVICES I RECEIVED

	A% (n=77)	B% (n=16)	Overall% (n=93)
Strongly Disagree	3.9	12.5	5.4
Disagree	6.5	18.8	8.6
Agree	59.7	68.8	61.3
Strongly Agree	29.9	0	24.7

Consumers were asked if they would recommend CRP service to someone else. About 89% indicated that they would recommend the CRP service to someone else. This indicator is about 6% higher than last year.

WOULD RECOMMEND TO SOMEONE ELSE

	A% (n=83)	B% (n=15)	Overall (n=98)
Strongly Disagree	2.4	6.7	3.1
Disagree	6	20	8.2
Agree	69.9	66.7	69.4
Strongly Agree	21.7	6.7	19.4

Of those consumers who used a CRP, about 89% reported overall satisfaction with Vocational Rehabilitation as good or very good. This is a 5 % increase over last year and is in line with the overall satisfaction score of everyone surveyed.

APPENDIX A

2017 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 fifty-nine individuals indicated that they did. This summary reflects themes found in the open ended comments as categorized by the interviewers.

Theme:

Helpful

Miscellaneous comments, questions or personal stories

Need more follow up

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 – 2017**

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	2017 Mean Rating
A	3.56	3.53	3.60	3.57	3.58	3.56	3.62	3.65	3.67	3.61
B	3.28	3.24	3.23	3.16	3.25	3.35	3.22	3.18	3.22	3.31
C	3.26	3.14	3.09	3.11	3.18	3.21	3.14	3.23	3.12	3.13
D	3.08	3.20	3.08	3.01	3.28	3.29	3.21	3.26	3.13	3.20

Twenty-one 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.

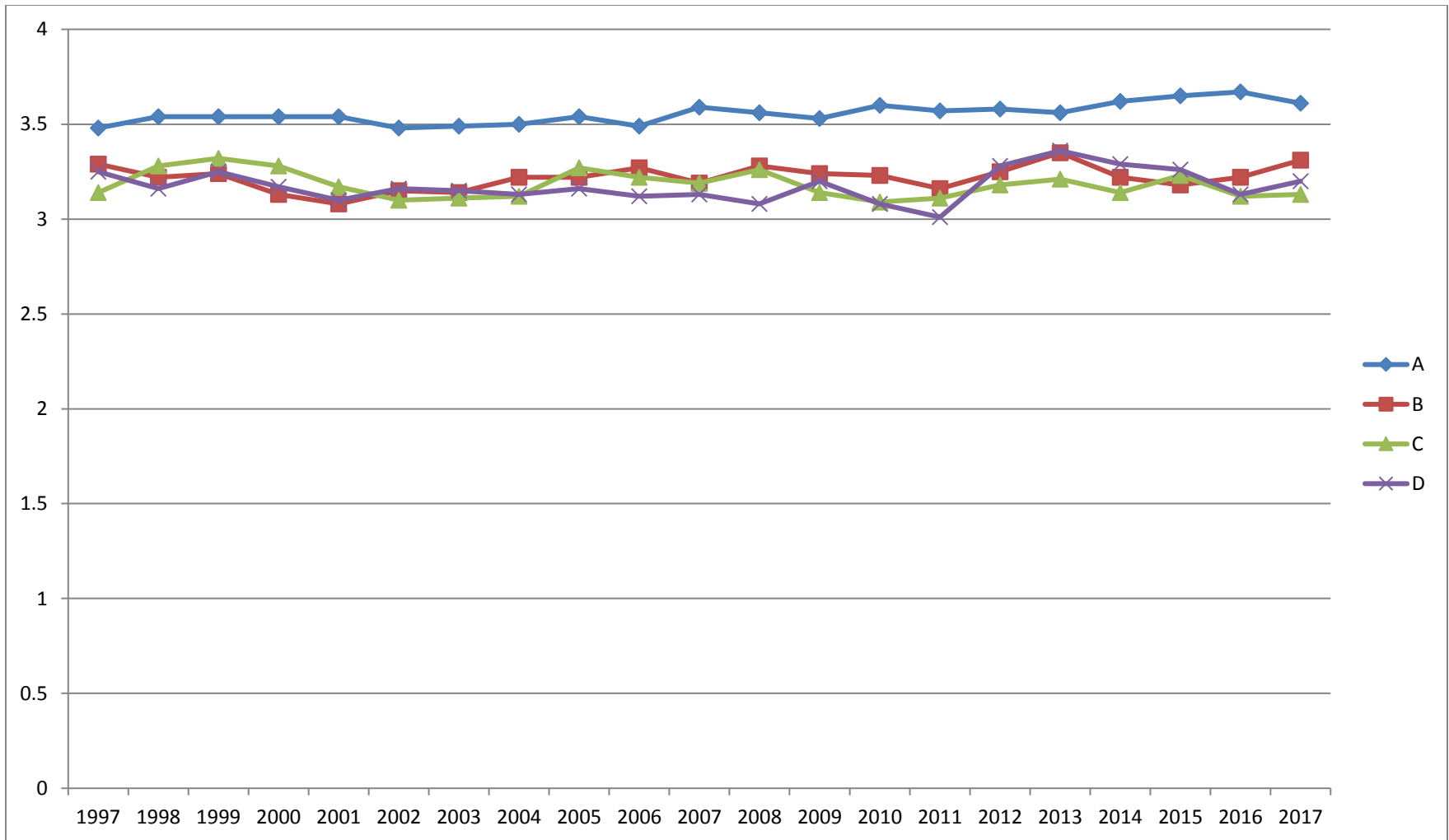
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Graph: Overall Satisfaction with Quality of Services 1997 - 2017



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