

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY
KENTUCKY OFFICE OF VOCATIONAL REHABILITATION
2021**

Submitted to the
Statewide Council for Vocational Rehabilitation
Consumer Services and Program Evaluation Committee
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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, 2020 and September, 2021). 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 2021. IQS Research contacted consumers by email and/or telephone in January and February of 2022 to participate in the survey. A total of 1056 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 65.5% of responses and 34.5% of responses were collected via online surveys. The overall response rate for the survey was 29.3%. There was a 59% response rate via phone contacts and 15% via email contacts.

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 3.4 out of a possible 4 points. This is the same as was found in 2020 and 2019. Overall, 89.2% of survey participants indicated that services were good or very good. This represents a slight increase over last years' 87.3% and is about the same as in 2019. As we have experienced in prior surveys, those consumers who had cases closed Successful in Competitive Integrated Employment (CIE) were most satisfied (mean = 3.7). 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 is typically found, those whose cases were closed with a positive employment outcome were slightly more satisfied with their jobs and pay received. Of those Closed Successful in CIE, 66.4% felt that VR services helped prepare them for a job. Regardless of case closure status, 91.4% 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 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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Rehabilitation

SUMMARY REPORT

CONSUMER SATISFACTION SURVEY

KENTUCKY OFFICE OF VOCATIONAL REHABILITATION

2021

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 2021. IQS Research contacted consumers by email and telephone for a 34-item survey. The telephone survey was conducted by trained interviewers in January and February of 2022. 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), 1056 people completed the survey. This resulted in an overall response rate for the survey was 29.3% (59% response rate via phone contacts and 15% response rate via email contacts.) The margin of error for this survey is $\pm 2.90\%$ 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 closure category
Closed Successful in CIE	488	46.2%
Closed Unsuccessful after IPE Initiated	361	34.2%
Closed from Acceptance Prior to IPE	133	12.6%
Closed from Application	74	7.0%
Total	1056	100%

Respondent Demographics

Gender

The sample of respondents was close to even, with 49.5% women and 50.2% men participating.

Age

The average age of consumers across all closure categories was 43 years old. The youngest person interviewed was 18 and the oldest was 89. This is a similar age range as recent years.

Race

Race	% of Consumers
White	86.0%
Black	12.4%
Hispanic or Latino	9.6%
Asian	0.4%

Education

Survey participants' educational experiences ranged from respondents who indicated grade school up to those who had attained advanced postsecondary degrees. Seven percent of those surveyed did not graduate from high school. Respondents who graduated high school or received a GED comprised 32.8% of respondents. Those who continued their education past high school made up 60.2% of the sample. Approximately 42% of people in this sample had received a Vocational-Technical certificate, Associate degree, Bachelor's degree, Master's degree, or higher. The numbers for high school graduation through advanced college degrees are higher this year than last year.

Education Level	% of Consumers
Grade School	.9%
Some High School	4.3%
Special Education Certificate	1.8%
High School Graduate / GED	32.8%
Some College	18.3%
Associate Degree / Voc-Tech	17.0%
College Graduate – Bachelor's Degree	16.5%
Master's Degree or Higher	8.4%
TOTAL	100%

OVERALL SERVICE QUALITY

The item of greatest interest concerns overall service quality. Participants were asked to rate the overall quality of the services they received from the Office of Vocational Rehabilitation on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate a mean or average score. For those individuals whose cases were closed prior to the initiation of services, this question referred to their overall feelings about the vocational rehabilitation system and the professionals with whom they interacted.

Regardless of case closure status, respondents indicated that overall services provided by the Office were good or very good (89.2%). This comparable to 2020 and 2019. The overall rating is highest for those individuals who closed Successful in CIE (96.7%). 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
Closed Successful in CIE (n=480)	0.8%	2.5%	19.4%	77.3%	3.73
Closed Unsuccessful after IPE Initiated (n=352)	4.0%	11.4%	42.9%	41.8%	3.22
Closed from Acceptance Prior to IPE (n=128)	7.0%	13.3%	41.4%	38.3%	3.11
Closed from Application (n=74)	5.4 %	14.9%	35.1%	44.6%	3.19
All (n=1034)	3.0 %	7.7%	31.2%	58.0%	3.44

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, except for one with a very small respondent pool. While the rank order changes from year to year, it is important to note the sample size does not allow a rank order at a statistically significant level.

District	N	Percent respond Good or Very Good Overall Satisfaction	Mean Rating
1 - Paducah	61	90.1%	3.46
3 –Owensboro	61	90.2%	3.57
4 - Bowling Green	53	90.6%	3.51
5 - Louisville	55	89.1%	3.35
6 – Elizabethtown	63	85.7%	3.32
7 – Danville	66	84.8%	3.36
8 – Florence	32	81.3%	3.25
9 – Lexington	133	93.2%	3.59
10 - Prestonsburg	77	90.9%	3.49
12 – Ashland	81	93.9%	3.49
13 - Hazard	24	75.0%	3.33
14 - Bluegrass	108	92.6%	3.56
15 – East Jefferson	99	81.9%	3.20
16 – Covington	39	92.4%	3.33
17 - Somerset	56	89.2%	3.57
85 – RCD	11	100.0%	3.36
86 –Blind West	5	80.0%	2.60
87 –Blind Central	4	100.0%	3.25
88 – Blind East	6	100.0%	3.50

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 was Physically Accessible to Me

84.3% agreed or strongly agreed that their counselor’s office was physically accessible. This is about 5.5% lower than the previous year and 10% down from 2019.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.43
Closed Unsuccessful after IPE initiated	3.25
Closed from Acceptance Prior to IPE	3.07
Closed from Application	3.0
Overall	3.29

All Materials I Received From Vocational Rehabilitation Were in an Accessible Format

Approximately 94.4% 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	3.53
Closed Unsuccessful after IPE initiated	3.29
Closed from Acceptance Prior to IPE	3.24
Closed from Application	3.16
Overall	3.39

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

Overall, 87.0% of respondents agreed or strongly agreed that they were able to get an appointment in what they considered a reasonable amount of time. This up just over 3% from last year.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.47
Closed Unsuccessful after IPE initiated	3.14
Closed from Acceptance Prior to IPE	3.0
Closed from Application	2.87
Overall	3.25

I Was Treated Courteously By All Staff

Most consumers (93.7%) 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	3.58
Closed Unsuccessful after IPE initiated	3.35
Closed from Acceptance Prior to IPE	3.20
Closed from Application	3.12
Overall	3.42

My Counselor Understood My Disability

Participants were asked if they felt that their counselor understood their disability. 87.7% percent agreed or strongly agreed that their counselor did understand their disability. Consumers closed with CIE reported the highest agreement that their counselors understood their disability.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.54
Closed Unsuccessful after IPE initiated	3.16
Closed from Acceptance Prior to IPE	3.07
Closed from Application	3.13
Overall	3.32

My Counselor Helped Me to Choose an Appropriate Job Goal

Approximately 61.7% 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	3.35
Closed Unsuccessful after IPE initiated	2.98
Closed from Acceptance Prior to IPE	2.82
Closed from Application	2.85
Overall	3.10

My Counselor Helped Me to Understand My Rights

Consumers were asked if their counselor helped them to understand their rights. 85.6% agreed or strongly agreed that their counselor had been helpful with regard to rights. This is the same as last year.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.46
Closed Unsuccessful after IPE initiated	3.15
Closed from Acceptance Prior to IPE	3.07
Closed from Application	3.04
Overall	3.27

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, 67.9% agreed or strongly agreed that they did know what to do. This is the same as last year and down 10% from 2019.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.16
Closed Unsuccessful after IPE initiated	2.91
Closed from Acceptance Prior to IPE	2.69
Closed from Application	2.67
Overall	2.97

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 86.4% indicated this occurred. This item was not asked of those Closed from Application.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.46
Closed Unsuccessful after IPE initiated	3.06
Closed from Acceptance Prior to IPE	3.04
Overall	3.25

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.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.30
Closed Unsuccessful after IPE initiated	2.95
Overall	3.09

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.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.42
Closed Unsuccessful after IPE initiated	3.06
Overall	3.29

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 than those in the other group.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.43
Closed Unsuccessful after IPE initiated	3.05

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.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.41
Closed Unsuccessful after IPE initiated	3.02
Overall	3.24

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. 88.2% of those closed with CIE were employed at the time of the survey. The overall employment status was up 5.5% over last year. Those closed with CIE had a 10% higher rate of employment than the same group last year.

Consumer Closure Status	Yes	No
Closed Successful in CIE	88.2	11.8
Closed Unsuccessful after IPE initiated	41.3	58.7
Closed from Acceptance Prior to IPE	43.9	56.1
Closed from Application	54.1	45.9
Overall %	64.2	35.8

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 salary was rated lower than satisfaction with type of work.

Overall, 91.1% 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	3.52
Closed Unsuccessful after IPE initiated	3.16
Closed from Acceptance Prior to IPE	3.29
Closed from Application	3.41
Overall %	3.41

How Satisfied Are You With the Salary You Receive?

Overall, 86.0% of those employed stated they were satisfied or strongly satisfied with their salary. This is up slightly from last year.

Consumer Closure Status	Mean Rating
Closed Successful in CIE	3.23
Closed Unsuccessful after IPE initiated	3.01
Closed from Acceptance Prior to IPE	3.14
Closed from Application	3.24
Overall %	3.17

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.

Consumer Closure Status	Yes	No
Closed Successful in CIE	66.4%	33.5%
Closed Unsuccessful after IPE initiated	69.5%	30.5%

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: transportation assistance, making more information available/explaining scope of VR services, apprenticeship programs or job training, and for counselors to better understand limitations imposed by the respondent's disability and to provide individualized care.

Additional Employment Questions

Those in closed with CIE, who indicated they were currently employed, were asked additional questions to learn more about their employment situation.

Do you earn more than minimum wage? 97.6 replied Yes
 Do you receive benefits through your job? 64.7% replied Yes

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

Length of time Employed	Those closed in CIE but no longer employed (n=57)
Less than 3 months	7.0%
3-6 months	7.0%
6-9 months	5.3%
9 months – 1 year	12.3%
More than 1 year	66.7%

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, 76.7% responded knowing when their case was closed. This is 7.5% higher than last year.

Consumer Closure Status	Yes	No
Closed Successful in CIE	85.8	14.2
Closed Unsuccessful after IPE initiated	75.8	24.4
Closed from Acceptance Prior to IPE	59.8	40.2
Closed from Application	51.4	48.6
Overall %	76.7	23.3

Should Your Case Have Been Closed?

Consumers were asked if their cases should have been closed. 77.8% agreed their case should have been closed, this is up about 3% from last year. Those in closed with CIE were most in agreement with case closure at 85.8%, though this is down 4.2% over last year.

Consumer Closure Status	Yes	No
Closed Successful in CIE	89.9	10.1
Closed Unsuccessful after IPE initiated	73.7	26.3
Closed from Acceptance Prior to IPE	53.8	46.2
Closed from Application	60.8	39.2
Overall %	77.8	22.2

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 (as identified by interviewers): not yet employed, want a better job, insufficient services, need more training and that rehab did not help. While these themes are consistent with previous years, we again heard themes relating to issues arising from COVID-19 such as business closed and OVR offices closed/lost communication with VR.

I Know That I Can Reapply for Services From Vocational Rehabilitation

Consumers were asked about their level of awareness of reapplying for services. Overall, over ¾ of all respondents were aware they could reapply for services.

Consumer Closure Status	Yes	No
Closed Successful in CIE	82.0%	18.0%
Closed Unsuccessful after IPE initiated	71.2%	28.8%
Closed from Acceptance Prior to IPE	65.2%	34.8%
Closed from Application	78.1%	21.9%
Overall %	75.9%	24.1%

I Would Go Back to Vocational Rehabilitation If I need To

Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall, 91.4% of respondents asked this question indicated that they would. This is similar to last year and continues to be a strong indication of satisfaction of services provided.

Consumer Closure Status	Yes	No
Closed Successful in CIE	96.7	3.3
Closed Unsuccessful after IPE initiated	86.4	13.6
Closed from Acceptance Prior to IPE	85.5	14.5
Closed from Application	91.8	8.2
Overall %	91.4	8.6

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 9% of survey respondents (98 people) did utilize CRP services. The following two questions were implemented in the 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, 78.3% of those called reported agreeing or strongly agreeing with this question. This is 9% lower than last year and about 5% lower than in 2019.

Consumer Closure Status	Strongly Agree	Agree	Disagree	Strongly Disagree
Closed Successful in CIE	42.6	44.3	6.6	6.6
Closed Unsuccessful after IPE initiated	16.1	45.1	22.6	16.1
Overall	33.7	44.6	12.0	9.7

Would Recommend To Someone Else

Consumers were asked if they would recommend CRP service to someone else. 78.7% indicated that they would recommend the CRP service to someone else. This about 10% lower than both 2020 and 2019.

Consumer Closure Status	Strongly Agree	Agree	Disagree	Strongly Disagree
Closed Successful in CIE	49.2	34.9	7.9	7.9
Closed Unsuccessful after IPE initiated	25.8	41.9	19.4	12.9
Overall	41.5	37.2	11.7	9.6

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. 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

Eight people surveyed received services at the McDowell Center. Of these, 87.5% rated services as Excellent or Good.

Rate Orientation and Mobility Services

Eight people surveyed received Orientation and Mobility Services. Of these, 100.0% rated services as Excellent or Good.

Rate Braille Services

Five people surveyed received Braille Services. Of these, 100% rated services as Excellent or Good.

APPENDIX A

2021 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 as categorized by the interviewers:

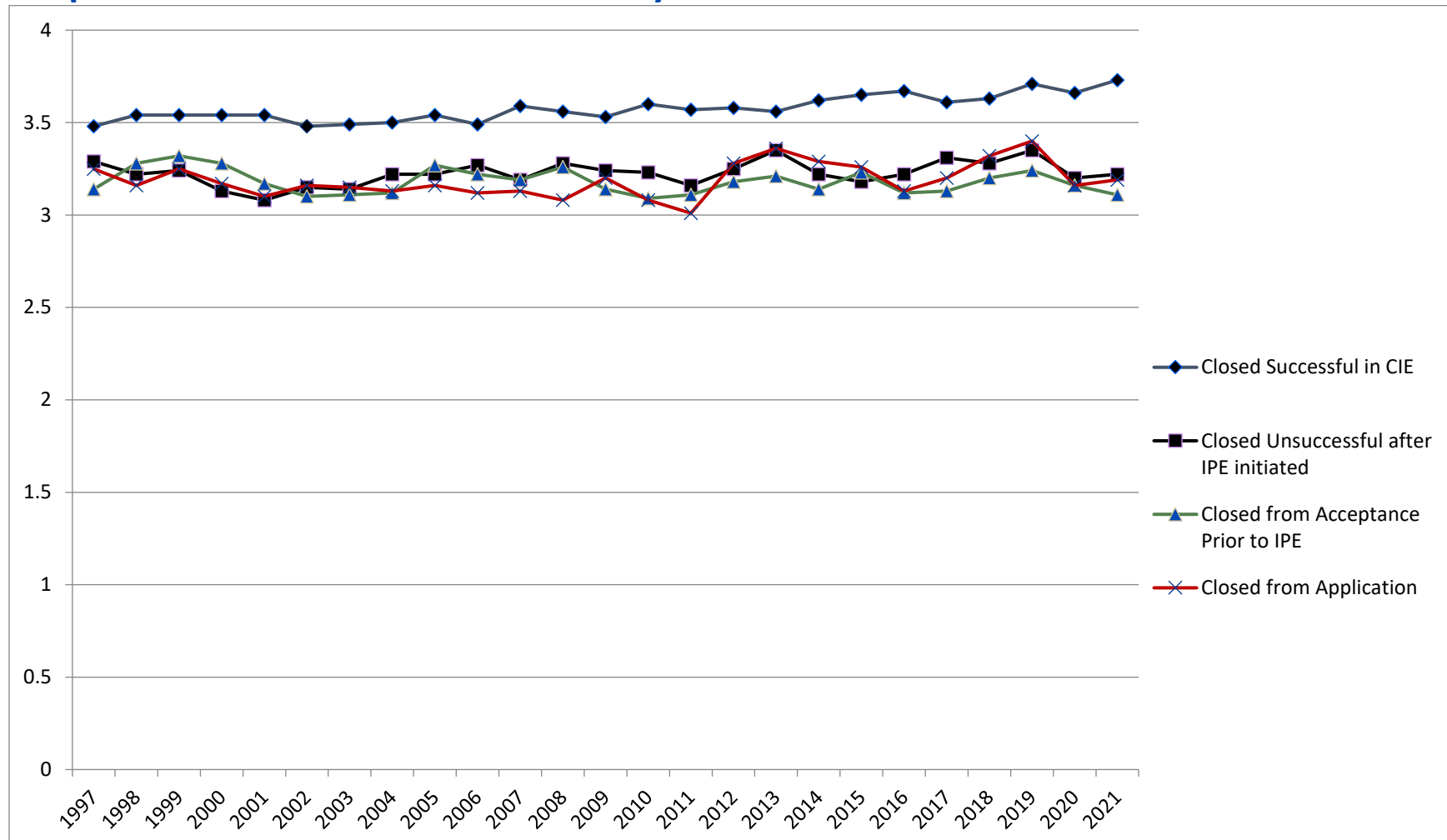
- Helpful
- Thank you for the support services
- Miscellaneous comments, questions, or personal stories
- Need more follow up
- Not helpful
- Unsure of services offered
- Have recommended to others
- Need better communication
- No comments

APPENDIX B

**Consumer Satisfaction Survey -of the Kentucky Office of Vocational Rehabilitation
Overall Satisfaction with Quality of Services Fiscal Years 1997 – 2021**

Year	Closed Successful in CIE	Closed Unsuccessful after IPE initiated	Closed from Acceptance Prior to IPE	Closed from Application
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	3.1
2002	3.48	3.15	3.1	3.16
2003	3.49	3.14	3.11	3.15
2004	3.5	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	3.2
2010	3.6	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	3.36
2014	3.62	3.22	3.14	3.29
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	3.2
2018	3.63	3.28	3.2	3.32
2019	3.71	3.35	3.24	3.4
2020	3.66	3.2	3.16	3.16
2021	3.73	3.22	3.11	3.19

Graph: Overall Satisfaction with Quality of Services 1997 - 2021



Twenty-five years of data have been 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 Successful In Competitive Integrated Employment