

THE OREGON STATE REHABILITATION COUNCIL AND
OFFICE OF VOCATIONAL REHABILITATION SERVICES
2008 CLIENT CONSUMER SATISFACTION SURVEY

*Assisting Oregonians with Disabilities Achieve
And Maintain Employment and Independence*

Funded by the
DEPARTMENT OF HUMAN SERVICES

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Introduction

The Office of Vocational Rehabilitation Services (OVRs) is responsible for the administration and operation of Oregon's general vocational rehabilitation program; and is a component of DHS and a mandated partner in Oregon's workforce one-stop system (known as WorkSource Oregon). State vocational rehabilitation programs, including OVRs, are federal/state partnerships authorized by Congress through federal legislation, the Rehabilitation Act of 1973, as amended in 1998.

The State Rehabilitation Council (SRC) is a citizen council that works in partnership with OVRs. The SRC provides guidance at the systemic and policy level to assure that OVRs assists Oregonians with disabilities achieve meaningful employment and independence. State vocational rehabilitation councils, including SRC, are authorized by the Rehabilitation Act. SRC members are appointed by the governor.

The mission of OVRs is to assist Oregonians with disabilities achieve and maintain employment and independence. In 2006, OVRs served 18,004 individuals with disabilities utilizing 124 trained vocational rehabilitation counselors from 33 field offices and 23 single-employee out-stations in one-stop workforce centers, schools and other human services locations located throughout the state.

The provision of high-quality, culturally appropriate services that result in successful employment outcomes is the shared expectation of OVRs, the SRC and the people served by Oregon's state rehabilitation system. OVRs is responsible for providing services to eligible Oregonians with disabilities consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice so that such individuals may prepare for, engage in, and retain gainful employment.

A number of federal laws have direct bearing on OVRs and SRC. In amending the Rehabilitation Act in 1998, Congress incorporated it in its entirety into the Workforce Investment Act as Title IV. The purpose of Title IV is to assist states in operating statewide, comprehensive, coordinated, effective, efficient, and accountable programs of vocational rehabilitation. A number of other federal laws, including the Individuals with Disabilities Education Improvement Act of 2004 and the Ticket to Work and Work Incentives Improvement Act of 1999, also apply to state vocational rehabilitation systems.

Pursuant to the Rehabilitation Act, as Oregon's designated state rehabilitation council, the SRC's responsibilities include:

[T]o the extent feasible, conduct[ing] a review and analysis of the effectiveness of, and consumer satisfaction with—

- (A) the functions performed by [OVRs];
- (B) vocational rehabilitation services provided by [OVRs] and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under this chapter; and
- (C) Employment outcomes achieved by eligible individuals receiving [vocational rehabilitation] services...including the availability of health and other employment benefits in connection with such employment outcomes[.]

(29 USC 725)

The results of the customer satisfaction survey will be used by the SRC in providing guidance and advice to OVRs, by the SRC and OVRs in developing OVRs' 2009 State Plan for services and supports, and by OVRs in reviewing, refining and improving vocational rehabilitation processes and services.

Executive Summary

SRC and OVRs collaborated and produced a Satisfaction with VR Services survey with five major categories; Communication and Timeliness of Services; Services Leading to Eligibility Determination; Services Leading to an Employment Plan; Services Provided in Plan; and Overall Satisfaction with VR Services.

The survey was randomly administered to 284 vocational rehabilitation clients in the State of Oregon. Participating clients were chosen to represent six major case status categories; individual determined ineligible for services; cases not yet in plan; cases in plan; cases closed without employment; cases closed with employment; and cases closed prior to plan. Final participation rates were overall representative of the state as a whole.

Approximately 70% of clients indicated an overall high level of satisfaction with VR services provided in the State of Oregon. Clients currently in plan and clients closed with employment consistently reported the greatest satisfaction. Clients not yet in plan reported the lowest level of satisfaction.

Group differences based on case status were found on 14 of the 40 items comprising the survey. Differences by minority status, developmental disability, severe and persistent mental illness, and branch location were found on four of the items.

Analysis of the results concluded that all of the items on the survey were relevant and useful. Therefore, the survey presented in this report will be used for future assessments of the client satisfaction with vocational rehabilitation services in Oregon.

Methodology

SURVEY SAMPLE

The population for this study was the 16,485 clients who were in the OVRS program during the last fiscal year (October 1st, 2006 – September 30th 2007). A random group of participants were sampled so population inferences could be made based on the survey results. Stratified random sampling in general produces population estimates with smaller variance than produced by simple random sampling. Therefore, a stratified random sampling approach with proportional allocation was used in this study.

A stratified random sample of 375 completed surveys was needed in order to achieve the goal of a sampling error rate of +/- 5% with a 95% confidence interval. Six strata based on current case status were identified; (1) cases determined ineligible; (2) cases not in plan; (3) cases in plan; (4) cases closed without employment; (5) cases closed with employment; and (6) cases closed prior to plan.

Prior to random stratified sampling results from a similar study of clients in the OVRS program completed in 2004 was used to estimate participation rates for each of the six strata in this study. In addition, a stated objective of the study was to ensure inclusion of (a) persons with developmental disabilities, (b) persons with serious and persistent mental illness, (c) persons with sensory impairments (deafness and hearing impairments), and (d) persons with disabilities for whom English is a second language. Clients in these categories were over sampled within each stratum to meet the study objective.

In summary, final allocation of cases to each stratum was (a) proportional to representation within the population, (b) over sampled based on expected participation rates, and (b) over sampled to ensure inclusion of the full range of participants receiving

services through OVRs. After accounting for expected participation rates and over sampling 741 clients were randomly selected to participate in the study.

SURVEY DEVELOPMENT

A pool of survey items for each domain identified by SRC and OVRs as important to assess was generated. These items came from (a) past surveys items administered by OVRs (e.g. the 2004 Client Survey Report); (b) vocational rehabilitation consumer satisfaction items in the public domain used by other organizations, and (c) consumer satisfaction items created by Abacus Research from past studies. The items were carefully examined to minimize sampling error. For example, response options avoided a “middle-ground” or no information response; the wording of each item was stated clearly; and unbalanced wording was avoided.

SRC and OVRs key personnel discussed the merits of each item and selected the best items for each domain. The items and their response categories were formatted into two tailored surveys in order to eliminate the need to incorporate “skip” logic for participants who had different experiences with the vocational rehabilitation process. An abbreviated version of the full survey was developed for participants who were determined ineligible or had their cases closed prior to plan. All other case status categories received the full version of the survey.

The short and long versions of the formatted surveys were again presented to SRC and OVRs key personnel for review. Additional edits were made and final versions of the surveys created. Finally, the surveys were backward and forward translated into Spanish versions to accommodate Hispanic non-English speaking clients. See Appendices A-D for versions of all surveys.

SURVEY ADMINISTRATION

Prior to administration of the survey all 741 individuals selected to participate in the survey were sent a letter in the mail from SRC explaining (a) the purpose of the study; (b) that participation was voluntary; (c) when they could expect the survey; (d) when and where they could access a final report of survey results, and (e) that accommodations would be made if they need help completing the survey (see Appendix E).

A three pronged survey administration strategy which involved phone, mail, and the internet was completed over a 12-week period. Particular care was taken to match survey administration methodology to accommodate individual disabilities. For example, individuals with visual impairments were administered the survey via phone interviews.

The first administration of the survey was delivered through an online survey company (*SurveyMonkey.com*). The first ten clients were considered pilot participants. Each section of the survey ended with questions about the clarity of each item in that section. For example, “Where any of the items in this section difficult to understand? If so which item(s) and why?” Of the first ten clients none reported difficulty with any item. Given that no difficulties were encountered and no changes were made to the survey these participants were included in the final analysis.

During the first week of data collection the online surveys were administered to everyone for whom we had a valid email address and reasonably could complete the online survey given their individual disability. The body of the email invitation contained the same language as the cover letter which accompanied the mailed surveys. *SurveyMonkey.com* was chosen in part because data are encrypted and are maintained on a secure server in order to protect the confidentiality of OVRS client responses.

Clients identified as least likely to participate (i.e. cases determined ineligible and cases not in plan), hereinafter referred to as Cohort 1, were phoned first and asked to complete the survey with a phone interviewer. Clients expected to have a higher

participation rate (i.e. cases closed prior to plan, cases in plan, cases closed with employment, and cases closed without employment), hereinafter referred to as Cohort 2, were mailed the cover letter, survey, and pre-metered return envelope. At the beginning of the fourth week of data collection Cohort 1 was mailed the cover letter, survey, and pre-metered return envelope while Cohort 2 began the phone interviewing process.

When attempting to obtain a survey over the phone a client was called a maximum of five times. After the second attempted call the time of day was changed for subsequent calls. For example, if no response was obtained in the early evening for the first two calls, then mid-morning was tried on the third call. A message stating the purpose of the phone call was left on the first and third attempted call.

When interviewers called they asked if the client had received a letter from SRC explaining the purpose of the study. Depending on which cohort the client was in and the week of the call the interviewer may have asked whether they received a survey in the mail and whether or not they had completed it. If the participant had not completed the mailed survey then the interviewer tried to get them to complete the survey over the phone. If the participant indicated the timing was not good then the interviewer scheduled a better time to complete the survey. If the participant did not want to complete the survey over the phone the interviewer asked them to fill out the mail survey and return it as soon as possible.

ANALYTIC STRATEGY

Prior to data analysis all items were checked for out-of-range values and inter and intra-measure consistency. Frequency distributions and plots were examined for unusual data distributions or data points.

Because stratified random sampling was used in this study a survey analytic strategy and software package was used which took into account the differences between

stratified random sampling and simple random sampling. The stratified random sampling affects the calculation of standard errors of the estimates. To ignore the sampling design would result in underestimated standard errors possibly leading to results which seem significant, but actually are not. All quantitative analysis for this study made use of the STATA software which accounted for the different weights in each stratum.

Total scores for each domain were created by averaging across all items within a domain. Means and confidence intervals were examined to determine which groups differed from each other on each of the total scores. Because of the large number of comparisons made in this study a statistically significant difference was defined as having a p-value less than .005.

Item level analysis of the ordinal data (e.g. “strongly agree” to “strongly disagree”) was evaluated with the chi-square statistic. To determine if significant overall group differences were present the associated p-value was examined. If a group significantly differed on an item ($p < .005$) follow-up logistic regression models were used to determine which groups differed from each other. Odds ratios were used to determine the magnitude of the effects.

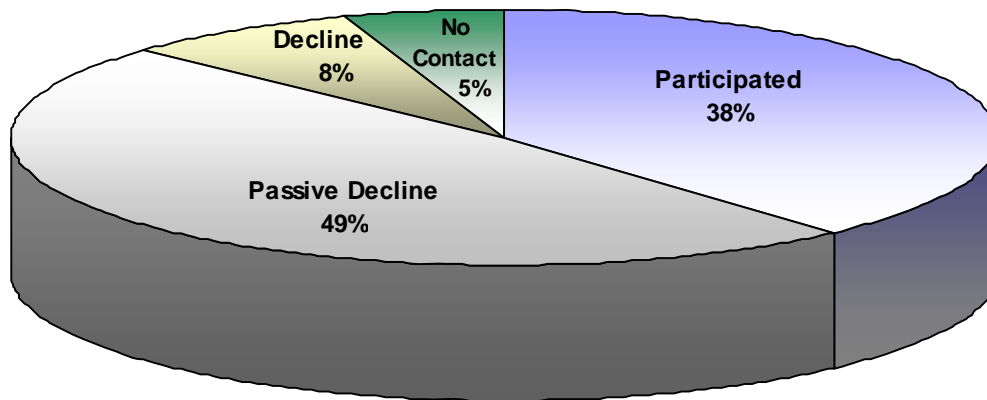
Content analysis was used to quantify and analyze words and concepts from the open-ended responses. First, the text was broken down into manageable categories and then examined with conceptual analysis. For example, common themes were identified and frequencies of the concepts coded and tallied. Groups were compared on the common themes.

Results

PARTICIPATION

The sample participation status for the 741 clients randomly selected to participate is shown in Chart 1. The largest group was clients who passively declined (49%). Passive decline was defined as clients who did not respond to any of the mailings or phone calls. The next largest group was clients who either participated by phone or mail (38%). A portion of the sample stated their desire not to participate (8%) and a small portion had invalid contact information and therefore could not be contacted (5%).

Chart 1: Study Sample Participation Status



Of the 284 clients who completed surveys 131 (46%) were completed through the mail, 118 (42%) by phone, and 35 (12%) online. Table 1 shows the breakdown of participation by case status for the total population and the clients who completed a survey. The participation rates for each status were compared to the rates in the total population. For example, the 9.5% rate of cases determined ineligible and who completed a survey was compared to the 8.3% rate of cases determined ineligible in the total population. No statistically significant differences were found among any case status. The 284 participating clients is associated with a +/- 6% error rate with a 95% confidence interval.

Next, demographic characteristics of clients who participated in the study were compared to those of the total population (see Table 2). Overall, the participating group looks similar to the total population. Some statistically significant differences were found. Comparing the total population to the total participating sample the proportion of sensory impaired clients (9% versus 20%, respectively) was significantly different. As detailed in the Survey Sample section above, this difference is by design. This group was purposely over-sampled to ensure adequate inclusion in the final sample.

Some significant differences were found which were not by design. The proportion of minorities in the population was significantly higher compared to the clients participating in the survey for both the Cases Closed with Employment status (14% versus 7%, respectively) and the Cases Closed Prior to Plan status (18% versus 6%, respectively). The proportion of Hispanics in the population was significantly lower compared to the

clients participating in the survey within the Cases Closed with Employment status (5% versus 0%, respectively). Finally, the proportion of cases with the highest level of disability severity was greater in the population compared to the clients who participated in the survey within the Cases Determined Ineligible status (53% versus 34% respectively). This difference in level of severity was in the opposite direction for the Cases not in Plan status with the population proportion (79%) less than the clients who participated in the survey (90%).

COMMUNICATION AND TIMELINESS OF SERVICES

An overall Communication and Timeliness of Services score was computed by taking the average score across the 13 communication items in the survey. Scores can range from one (lowest satisfaction rating) to four (highest satisfaction rating). The chart on the next page shows the average score for each case status group. Cases not in plan had the lowest level of satisfaction (3.2) while cases in plan (3.7) and cases closed with employment (3.7) the highest level of satisfaction. The difference between the lowest scores and highest scores was statistically significant. No other significant differences were found.

Communication and Timeliness of Services Total Score

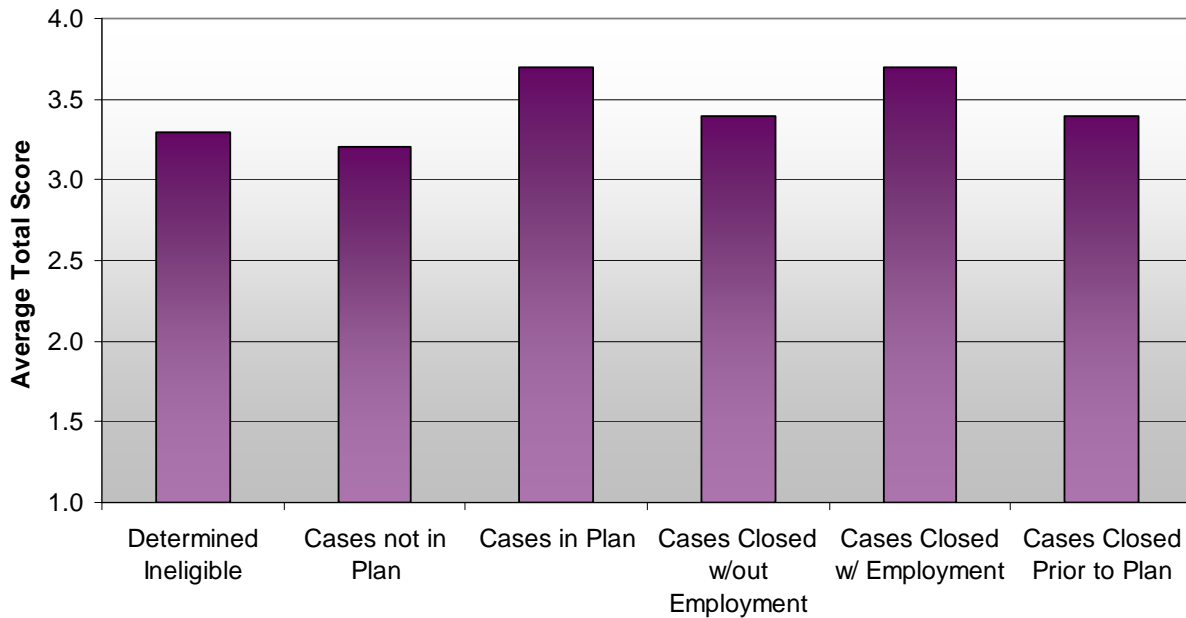


Table 3 shows the percent of responses endorsed for the Communication and Timeliness of Services items. Of the 13 items four showed significant differences between case status; (1) cases not in plan (20%) were more likely to strongly disagree with the statement “My VR counselor was available for appointments” compared to cases closed with employment (1.8%); (2) cases determined ineligible (18.5%) and cases not in plan (16.7%) were more likely to strongly disagree with the statement “My VR counselor was knowledgeable about my disability” compared to cases in plan (1.3%); (3) cases in plan (71.6%) were more likely to strongly agree with the statement “I was encouraged to ask questions during the VR process” than cases closed prior to plan (50.0%); and (4) cases in plan (75.7%) and cases closed with employment (73.2%) were more likely to strongly agree with the statement “I was able to meet with my VR counselor as needed” compared to cases determined ineligible (46.2%), cases not in

plan (42.9%), cases closed without employment (45.8%), and cases closed prior to plan (49.2%).

One item from this domain, “How much time was it from the first time you contacted VR to when you had an individual appointment with a VR counselor”, is not displayed in Table 3. Overall, 31% of the sample indicated 1 week, 33% of the sample 2 weeks, 12% of the sample 3 weeks, 9% of the sample 4 weeks, and 14% of the more than a month. Similar rates were reported across case status and no statistical differences found.

Clients were given the opportunity to provide an open-ended response to the question “Is there any further information you would like to provide about the method of communication and timeliness of services from VR?” Of the 70 clients who responded to the item 54% had negative feedback, 6% neutral feedback, and 40% positive feedback. Cases closed prior to plan gave the most negative responses and cases in plan the most positive responses. The 70 responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

- Satisfied overall (23)
- Lack of communication/availability around appointments (9)
- Not satisfied overall (5)
- Good communication (5)
- Confidentiality issues (4)
- Felt avoided/unwelcome (3)

- Unclear about what services were offered (3)
- Inconsistent appointments (3)
- Did not follow through (2)
- Should use email more often (2)
- More access to personal records (2)
- Inexperienced and ineffective staff (2)
- Too few counselors (2)
- Cultural differences (1)
- Lack of sensitivity/knowledge of disability (1)
- Unrealistic expectations (1)
- Too many counselors (1)
- Services took too long (1)

SERVICES LEADING TO ELIGIBILITY DETERMINATION

An overall Services Leading to Eligibility Determination score was computed by taking the average score across all five eligibility items in the survey. Scores can range from one (lowest satisfaction rating) to four (highest satisfaction rating). The chart below shows the average score for each case status group. Cases determined ineligible had the lowest level of satisfaction (2.9) and cases closed with employment the highest level of satisfaction (3.7). The difference between the scores for cases determined ineligible and cases not in plan (3.0) were significantly lower than cases closed with employment. No other significant differences were found.

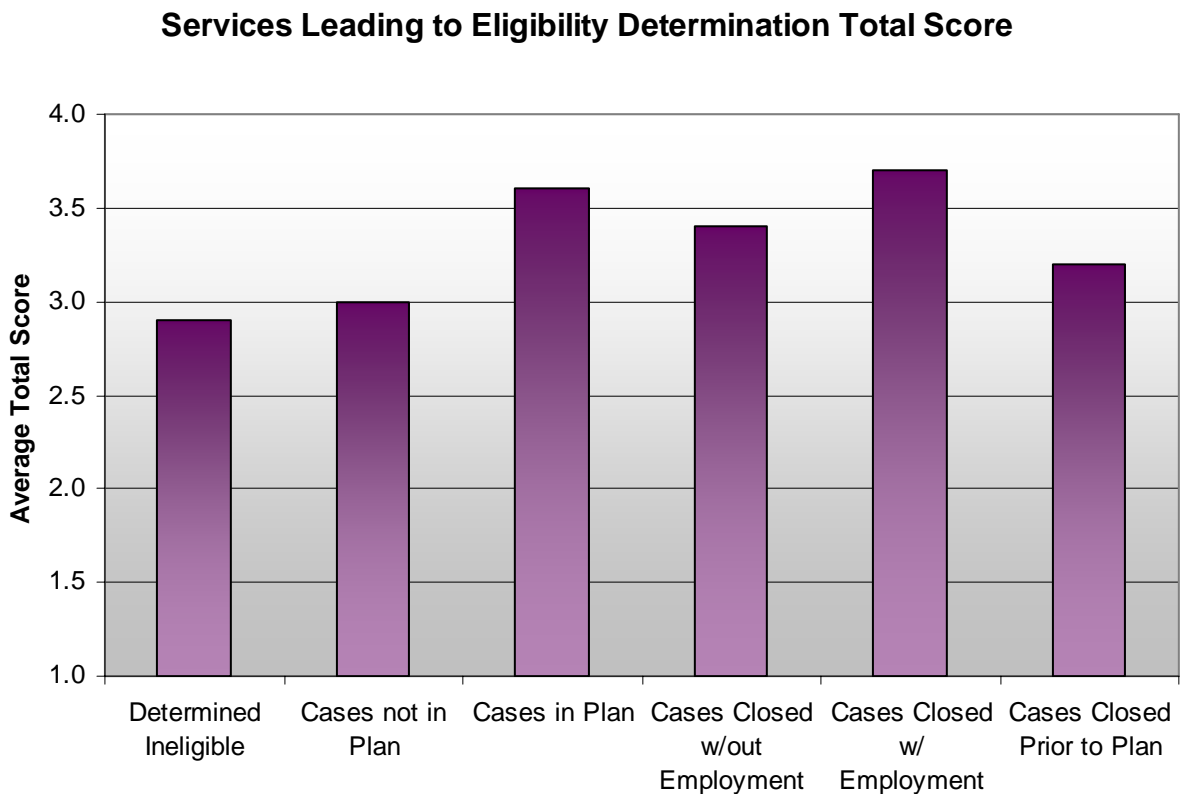


Table 4 shows the percent of responses endorsed for the Services Leading to Eligibility Determination items. None of the five items showed significant differences between case status.

Clients were given the opportunity to provide an open-ended response to the question “Is there any further information you would like to provide about the services leading to your eligibility determination with VR?” Of the 46 clients who responded to the item 72% had negative feedback, 2% neutral feedback, and 4% positive feedback. Cases not yet in plan gave the most negative responses and cases closed with employment the most positive responses. The 46 responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

- Satisfied overall (9)
- Not satisfied overall (9)
- Unclear about what services were offered (6)
- Disagree with decision (6)
- Lack of sensitivity/knowledge of my disability (4)
- Inconsistent information (3)
- Good communication (3)
- Not satisfied with counselor (2)
- Lack of communication/information (2)
- Services took too long (1)
- Being declared disabled has affected employability (1)

SERVICES LEADING TO AN EMPLOYMENT PLAN

An overall Services Leading to and Employment Plan score was computed by taking the average score across all six items in the survey. Scores can range from one (lowest satisfaction rating) to four (highest satisfaction rating). The chart below shows the average score for each case status group. Cases not in plan had the lowest level of satisfaction (2.8) while cases in plan and cases closed with employment had the highest scores (3.5). The scores for cases not in plan and cases closed without employment (3.2) were significantly lower than cases in plan and cases closed with employment.

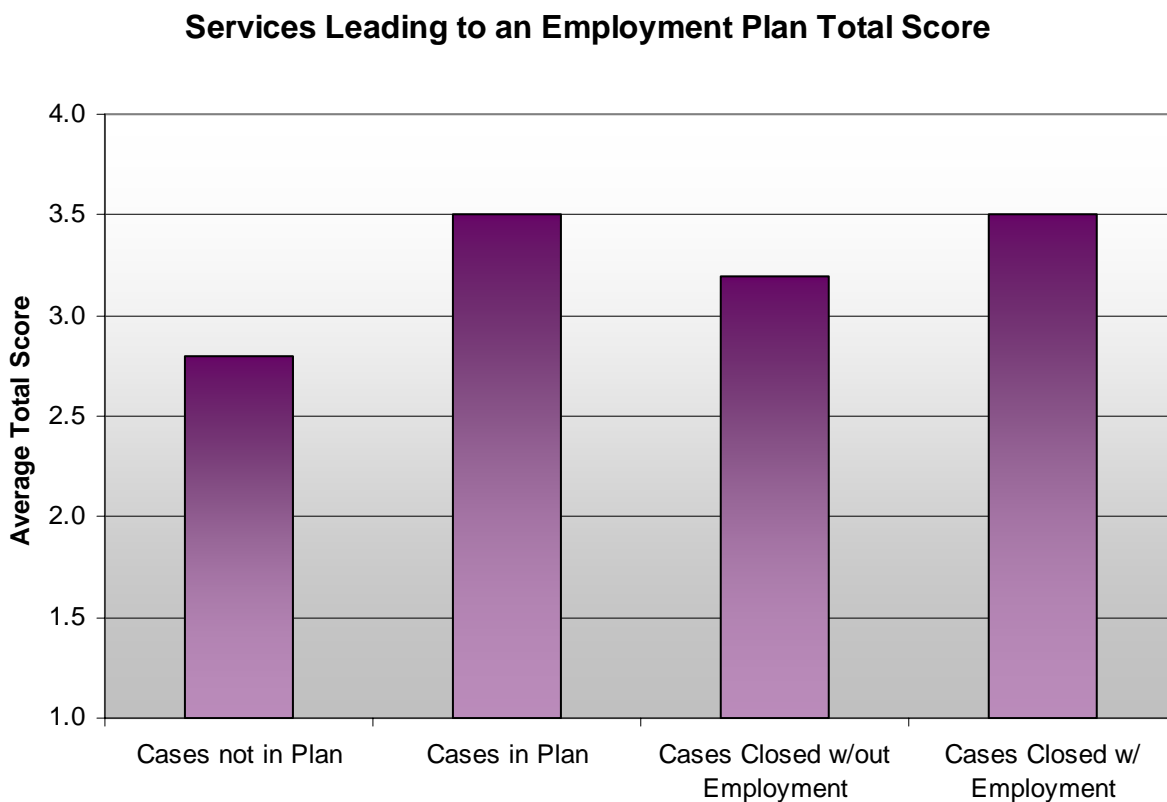


Table 5 shows the percent of responses endorsed for the Services Leading to an Employment plan items. Of the six items three showed significant differences between case status; (1) cases in plan (75.3%) were more likely to strongly agree with the statement “I actively participated in the development of my plan” compared to cases in not in plan (38.7%); (2) cases in plan (58.1%) and cases closed with employment (67.9%) were more likely to strongly agree with the statement “My VR counselor helped me choose an appropriate job goal” compared to cases not in plan (21.9%); and (3) cases in plan (67.6%) and cases closed with employment (69.6%) were more likely to strongly agree with the statement “Overall, I am satisfied with how my employment plan was developed” compared to cases not in plan (34.5%).

Clients were given the opportunity to provide an open-ended response to the question “Is there any further information you would like to provide about the services leading to your employment plan with VR?” Of the 39 clients who responded to the item 56% had negative feedback, 13% neutral feedback, and 31% positive feedback. Cases not yet in plan gave the most negative responses and cases closed with employment the most positive responses. The 39 responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

- Satisfied with counselor (9)
- Not satisfied overall (8)
- Lack or respect/encouragement (4)

- Satisfied overall (3)
- Already working (3)
- Lack of communication/information (3)
- Not in plan (2)
- Provide training (2)
- Lack of sensitivity/knowledge of disability (2)
- Changed counselors too often (1)
- Services took too long (1)
- Inconsistent appointments (1)
- Internal corruption (1)
- Lack of follow through (1)

SERVICES PROVIDED IN PLAN

An overall Services Provided in Plan score was computed by taking the average score across the four items in the survey. Scores can range from one (lowest satisfaction rating) to four (highest satisfaction rating). The chart below shows the average score for each case status group. Cases not in plan had the lowest level of satisfaction (2.3) followed by cases closed without employment (2.9). These two groups significantly differed from cases in plan (3.4) and cases closed with employment (3.5). No other significant differences were found.

Services Provided in Plan Total Score



Table 6 shows the percent of responses endorsed for the Services Provided in Plan items. Of the four items three showed significant differences between case status; (1) cases in plan (65.3%) and cases closed with employment (69.6%) were more likely to strongly agree with the statement “My VR counselor clearly described what services were available to me” compared to cases not in plan (34.5%) and cases closed without employment (41.7%); (b) cases in plan (52.1%) and cases closed with employment (58.5%) were more likely to strongly agree with the statement “My plan helped me get skills needed to obtain employment” compared to cases not in plan (17.9%) and cases closed without employment (29.2%); and (c) cases in plan (68.0%) and cases closed with employment (69.6%) were more likely to strongly agree with the statement “Overall,

I was satisfied with the services provided by VR included in my employment plan” compared to cases not in plan (31.0%) and cases closed without employment (33.3%).

Clients were given the opportunity to provide an open-ended response to the question “Is there any further information you would like to provide about the services received in your employment plan?” Of the 35 clients who responded to the item 43% had negative feedback, 20% neutral feedback, and 37% positive feedback. Cases in plan gave the most negative responses and cases closed without employment the most positive responses. The 35 responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

- Satisfied overall (5)
- Lack of follow through (4)
- Not in plan (4)
- Enjoyed training (4)
- Satisfied with counselor (3)
- Lack of communication/information (3)
- Inexperienced and ineffective staff (3)
- Still no employment (3)
- Not satisfied overall (2)
- VR lacked resources to help (2)
- Too much paperwork (1)
- Clothes were provided for interview (1)

OVERALL SATISFACTION WITH VR SERVICES

An Overall Satisfaction with VR Services score was computed by taking the average score across all six overall satisfaction items in the survey. Scores can range from one (lowest satisfaction rating) to four (highest satisfaction rating). The chart below shows the average score for each case status group. Cases not in plan had the lowest level of satisfaction (2.4) and significantly differed from cases in plan (3.4) and cases closed with employment (3.6). Individuals determined ineligible (2.9), cases closed without employment (2.9), and cases closed prior to plan (2.9) did not significantly differ from any other group.

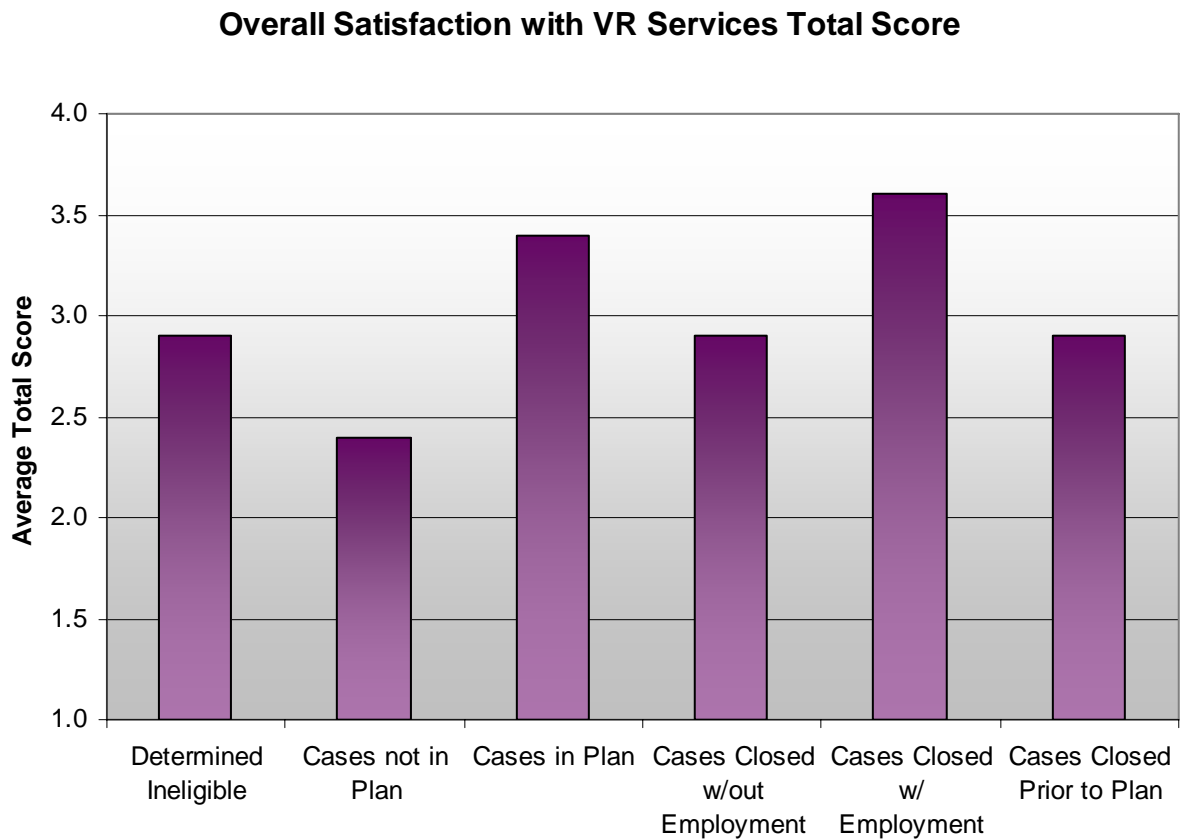


Table 7 shows the percent of responses endorsed for the Overall Satisfaction with VR Services items. Of the six items four showed significant differences between case status; (1) cases in plan (67.6%) and cases closed with employment (69.6%) were more likely to strongly agree with the statement “Overall, my VR services were provided in a timely manner” compared to cases not in plan (31.0%), (2) cases in plan (68.4%) and cases closed with employment (73.7%) were more likely to strongly agree with the statement “I received all the services I was told I would receive” compared to cases not in plan (29.6%) and cases closed prior to plan (33.9%); (3) cases in plan (44.7%) and cases closed with employment (50.9%) were more likely to strongly agree with the statement “If there were delays in my services, I was told why” compared to cases not in plan (17.9%), and (4) cases in plan (61.8%) and cases closed with employment (75.4%) were more likely to strongly agree with the statement “Overall, the VR services I received met my needs” compared to cases not in plan (32.1%) and cases closed prior to plan (34.5%).

Clients were given the opportunity to provide an open-ended response to the question “Is there any further information you would like to provide about your satisfaction with VR services?” Of the 89 clients who responded to the item 47% had negative feedback, 1% neutral feedback, and 52% positive feedback. Cases closed prior to plan gave the most negative responses and cases in plan the most positive responses. The 89 responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

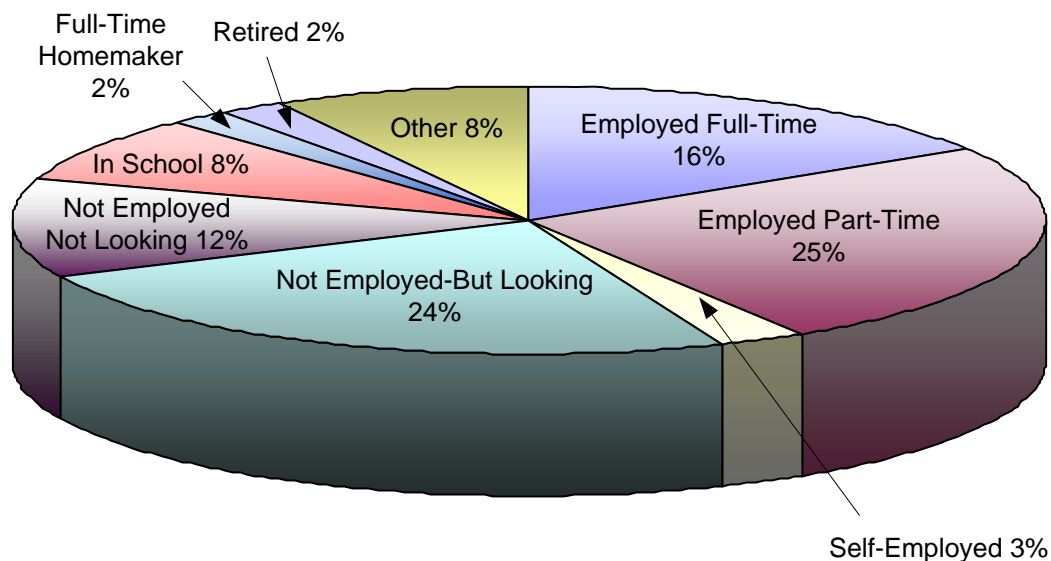
- Satisfied overall (32)
- Not satisfied overall (17)
- Satisfied with counselor (12)
- Not satisfied with counselor (7)
- Lack of communication/information (7)
- Inconsistent information, lack of follow through (3)
- Unclear about what services were provided (2)
- Scheduling issues (2)
- Did not accommodate my individual needs (2)
- Bus passes/hearing aids were provided (1)
- Confidentiality issues (1)
- More employer to counselor interaction (1)
- Accommodated my individual needs (1)
- Not enough staff (1)

CURRENT EMPLOYMENT SITUATION

Clients were asked what their current employment situation was. The proportions of responses for the participating sample are shown below. Clients determined to be ineligible were most likely to endorse employed part time (22%) and least likely to endorse self-employed (0%); clients whose case was not yet in plan were most likely to endorse employed part-time (26%) and least likely to endorse self-employed (3%); clients with case in plan were most likely to endorse not employed but looking (33%) and least likely to endorse self-employed (4%) or not employed and not looking (4%);

cases closed without employment were most likely to endorse not employed but looking (25%) and least likely to endorse employed full-time (4%) or self employed (4%); cases closed with employment were most likely to endorse employed full-time (37%) and least likely to endorse in school (2%), full-time homemaker (2%), or retired (2%); and cases closed prior to plan were most likely to endorse not employed but looking (25%) and least likely to endorse employed full-time (3%)

What is Your Current Employment Situation?



Clients were also asked how much they agree or disagree with the statement “I am satisfied with my current employment choice.” Thirty-seven percent of the participating sample indicated they strongly agree, 16% somewhat agree, 8% somewhat disagree, 17% strongly disagree, and 22% does not apply. That most satisfied group was cases closed with employment and the least satisfied was cases currently in plan.

ADDITIONAL SERVICES

At the conclusion of the survey clients were given the opportunity to provide an open-ended response to the question “Are there additional services you feel VR could have provided which would have been useful to help you get a job?” Ninety-five clients provided feedback to this item. The responses were coded into categories with common themes. Each theme is listed below with the number of clients endorsing each in parenthesis.

- Satisfied overall (24)
- Training (21)
- Not satisfied overall (7)
- Job search resources (6)
- Be more sensitive to disability (6)
- Better communication (4)
- Clarify what services are provided (4)
- Job placement testing (3)
- Physical aids (3)
- Health care assistance (3)
- Transportation (3)
- Psychological counseling (3)
- More employer to VR interaction (2)
- Second opinions about eligibility decisions (2)
- Avoid unrealistic expectations (2)

- Housing (2)
- Tuition assistance (1)
- Clothing (1)
- Hold staff members more accountable for success (1)

SUBGROUP ANALYSIS

Defined by Demographic Characteristics

Clients were compared on each of the survey items and the total subscale scores (e.g., Communication and Timeliness of Services total score) as a function of demographic characteristics. Comparisons were made by age, sex, minority status, type of disability (developmental, sensory impaired, and severe and persistent mental illness), severity of disability, and type of branch where services were received (urban or rural). No significant differences were found for age, sex, sensory impairments, severe and persistent mental illness, or type of branch.

Minority differences were found for the item “My VR counselor clearly described why I was or why I was not eligible for VR services.” Only 40% of minorities *strongly agreed* with this item compared to 63% of non-minorities. However, 50% of minorities *agreed* with the statement compared to only 20% of non-minorities. Combined, 90% of minorities *either* strongly agreed or agreed with the statement compared to 83% of non-minorities.

Sixteen percent of clients with development disabilities *either* disagreed or strongly disagreed the item “I was treated with respect and courtesy while at VR” compared to clients without a

developmental disability. However, it should be noted that 82% of clients with a developmental disability strongly agreed with the statement compared to 76% of clients without a developmental disability.

Thirteen percent of clients with a persistent and serious mental illness *either* disagreed or strongly disagreed with the statement “I actively participated in the development of my plan” compared to only 5% of clients without a serious and persistent mental illness.

Finally, clients from urban branches were approximately four times more likely (12%) to *strongly disagree* with the statement “My VR counselor helped me to choose an appropriate job goal” compared to clients from rural branches (4%).

Defined by Overall Satisfaction with VR Services

Clients who were less satisfied with VR services were identified by selecting those cases that were at least one standard deviation below the mean Overall Satisfaction with VR Services total score. Based on this criteria 51 (18%) of the participating clients were selected.

Next, demographic characteristics were examined to help identify the least satisfied clients. Sex, minority status, Hispanic ethnicity, developmental disability, serious and persistent mental illness, severity of disability, branch location, or age was not significantly related to those clients identified as the least satisfied.

However, cases status and clients with sensory impairments did significantly identify clients who were the least satisfied. Clients not yet in plan were twice as likely to be identified as least satisfied (44%) compared to any other cases status. The next highest percentage of clients identified as least satisfied were cases closed without employment (24%), followed by individuals determined ineligible (22%), cases closed prior to plan (13%), cases in plan (12%), and cases closed with employment (11%). Clients with sensory impairments were 3 times as likely to be identified as the least satisfied clients (21%) compared to those individuals without sensory impairments (7%).

Conclusions and Suggestions

Results from this study can be considered representative of the population of vocational rehabilitation clients in the state of Oregon. This is based on the overall representative of the sampled survey to the population characteristics. Qualifications must be made for minority clients and those clients with the most severe disabilities *within* certain case statuses.

Although the goal of the study was a 5% error rate the participation rate resulted in an estimated 6% error rate. However, it should be noted that pre-study estimated error rates associated with the number of participants in comparison to the population tend to be conservative. The distributions of items are assumed to be equal across response categories. As distributions deviate from equality fewer participants are necessary to achieve desired error rates. The distributions of the items and total scores in this study did deviate across response categories suggesting the 6% error rate may in fact be smaller.

Overall, participating clients indicated high levels of satisfaction with vocational rehabilitation services in the state of Oregon. Over 77% of the clients who participated in the long version of the survey indicated that they somewhat or strongly agreed that overall they were satisfied with VR services. Over 65% of the clients who participated in the short version of the survey indicated that they somewhat or strongly agreed that overall they were satisfied with VR services.

Overall, the least satisfied individuals were those whose case status was not yet in plan and those with sensory impairments. These groups would make excellent target populations for improving the overall satisfaction with VR services in the state of Oregon.

Although responses to open-ended questions can be rich with useful information caution should be taken with the responses provided in this study. Open-ended response yielded information from less than 35% of the clients surveyed. Responses endorsed by only a few cases should be viewed with the most caution.

Inter-item correlations were examined to determine whether or not certain items correlated to such a high degree that dropping one of the items from future assessments may be warranted. No items warrant dropping based on inter-item correlations. However, the Overall Satisfaction with VR Services total score was correlated .85 with a total score across all the survey items *excluding* the Overall Satisfaction with VR Services items. If an overall satisfaction score is more important than the individual satisfaction items then a total score excluding the Overall Satisfaction with VR services items can serve as a proxy measure of overall satisfaction with VR services and the individual satisfaction items can be dropped from the survey.

Table 1. Population and Participating Sample Size by Case Status				
Case Status	Total Population	Percent of Population	Total Participated	Percent of Participated
Determined ineligible	1,374	8.3	27	9.5
Case not in plan	2,349	14.2	36	12.7
Case in plan	4,244	25.7	76	26.8
Case closed without employment	1,841	11.2	25	8.8
Case closed with employment	3,131	19.0	57	20.1
Case closed prior to plan	3,546	21.5	63	22.2
Total	16,485	100.0	284	100.0

Table 2. Population and Participating Sample Demographic Characteristics														
	Total		Ineligible		Case Not in Plan		Case in Plan		Case Closed without Emp.		Case Closed with Emp.		Case Closed Prior to Plan	
	POP %	PS %	POP %	PS %	POP %	PS %	POP %	PS %	POP %	PS %	POP %	PS %	POP %	PS %
Female	51	54	46	48	47	53	52	54	50	56	48	54	47	52
Minority	16	13	20	22	15	14	16	18	17	20	14	7	18	6
Hispanic	5	3	6	7	4	3	5	5	5	4	5	0	5	2
ESL	5	3	4	4	4	3	6	1	5	8	6	4	4	2
DD	17	18	0	0	12	9	27	33	12	11	24	30	24	18
SI	9	20	4	19	6	14	10	19	8	28	12	23	5	19
SPMI	46	50	47	41	50	56	42	51	48	60	41	39	51	59
Urban Branch	59	58	63	52	55	56	58	55	61	60	61	66	58	54
Severity														
High	75	74	53	34	79	90	73	71	73	84	70	65	79	78
Medium	11	11	3	33	7	6	12	11	14	12	13	18	8	6
Low	15	15	45	33	14	6	14	18	13	4	18	18	13	16
	POP	PS	POP	PS	POP	PS	POP	PS	POP	PS	POP	PS	POP	PS
Age	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
	40.4	43.0	41.0	43.9	39.8	41.8	39.7	41.7	41.0	40.1	41.1	44.6	40.7	44.9

POP = population, PS = participating sample, EMP = employment, ESL = English as a second language, DD = developmentally disabled, SI = sensory impairment, SPMI = severe and persistent mental illness. Urban and rural branches were examined in this study.

For Tables 3 - 7 responses are shown for the total participating sample (the first row of data for each item) in addition to each case status. Items which statistically differ among case status are in **bolded font**. To determine which case status is significantly different from another case status, for those items with overall significant differences, compare subscripts. A case status which shares a subscript with another cases status is not statistically different from each other. For example, the bolded item from Table 3 “My VR counselor was available for appointments” differs overall among case status. The group “Determined ineligible” has a subscript “a” and so do the groups “Cases not in plan”, “Cases in Plan”, “Cases closed without employment”, and “Cases closed prior to plan.” Therefore, these groups do not differ from each other. The group “Cases closed with employment” does not have an “a” subscript so this group significantly differs from those groups listed above with an “a” subscript.

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The information provided to me was easy to understand.	59.2	30.8	5.3	4.7
Determined ineligible	70.4	14.8	7.4	7.4
Cases not in plan	54.3	22.9	14.3	8.6
Cases in plan	63.2	32.9	2.6	1.3
Cases closed without employment	48.0	36.0	8.0	8.0
Cases closed with employment	62.5	28.6	3.6	5.4
Cases closed prior to plan	54.8	35.5	4.8	4.8

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
VR services were clearly explained to me.	62.4	24.7	7.7	5.2
Determined ineligible	57.7	19.2	11.5	11.5
Cases not in plan	51.4	28.6	14.3	5.7
Cases in plan	70.7	22.7	4.0	2.7
Cases closed without employment	48.0	28.0	24.0	0.0
Cases closed with employment	68.4	19.3	5.3	7.0
Cases closed prior to plan	56.5	32.3	3.2	8.1
I had no difficulty communicating with my VR counselor.	65.6	15.6	9.0	9.8
Determined ineligible	59.3	22.2	3.7	14.8
Cases not in plan	61.8	8.8	14.7	14.7
Cases in plan	67.1	18.4	9.2	5.3
Cases closed without employment	56.0	20.0	12.0	12.0
Cases closed with employment	76.8	12.5	5.4	5.4
Cases closed prior to plan	58.1	14.5	9.7	17.7
<i>My VR counselor was available for appointments.</i>	69.2	16.9	9.3	4.6
Determined ineligible _{a,b}	61.5	19.2	7.7	11.5
Cases not in plan _a	54.3	14.3	11.4	20.0
Cases in plan _{a,b}	72.4	17.1	7.9	2.6
Cases closed without employment _{a,b}	68.0	20.0	12.0	0.0

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Cases closed with employment _b	84.2	8.8	5.3	1.8
Cases closed prior to plan _{a,b}	55.7	26.2	14.8	3.3
My personal information was discussed with me in private.	83.8	11.1	1.7	3.4
Determined ineligible	70.4	18.5	0.0	11.1
Cases not in plan	74.3	14.3	5.7	5.7
Cases in plan	93.3	5.3	0.0	1.3
Cases closed without employment	80.0	12.0	4.0	4.0
Cases closed with employment	87.5	8.9	0.0	5.6
Cases closed prior to plan	73.8	19.7	3.3	3.3
<i>My VR counselor was knowledgeable about my disability</i>	63.5	22.2	7.5	6.9
Determined ineligible _a	51.9	22.2	7.4	18.5
Cases not in plan _a	44.4	27.8	11.1	16.7
Cases in plan _b	76.0	16.0	6.7	1.3
Cases closed without employment _{a,b}	60.0	24.0	12.0	4.0
Cases closed with employment _{a,b}	75.4	17.5	1.8	5.3
Cases closed prior to plan _a	43.6	33.9	11.3	11.3
<i>I was encouraged to ask questions during the VR process.</i>	67.1	22.6	6.8	3.5
Determined ineligible _{a,b}	55.6	25.9	0.0	18.5

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Cases not in plan _{a,b}	62.9	22.9	0.0	14.3
Cases in plan _a	71.6	20.3	8.1	0.0
Cases closed without employment _{a,b}	60.0	36.0	4.0	0.0
Cases closed with employment _{a,b}	82.1	12.5	3.6	1.8
Cases closed prior to plan _b	50.0	30.7	16.1	3.2
I always felt welcome at the VR office.	71.0	18.0	6.5	4.6
Determined ineligible	66.7	14.8	7.4	11.1
Cases not in plan	51.4	22.9	11.4	14.3
Cases in plan	74.3	16.2	8.1	1.4
Cases closed without employment	58.3	25.0	12.5	4.2
Cases closed with employment	86.0	10.5	1.8	1.8
Cases closed prior to plan	65.6	24.6	3.3	6.6
My VR counselor was sensitive to my cultural background.	72.2	17.5	5.8	4.5
Determined ineligible	57.7	26.9	0.0	15.4
Cases not in plan	61.8	23.5	5.9	8.8
Cases in plan	79.2	13.9	6.9	0.0
Cases closed without employment	68.0	24.0	4.0	4.0
Cases closed with employment	78.6	12.5	5.4	3.6
Cases closed prior to plan	64.4	20.3	6.8	8.5

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was treated with respect and courtesy while at VR.	76.8	15.2	4.6	3.5
Determined ineligible	70.4	22.2	0.0	7.4
Cases not in plan	65.7	14.3	11.4	8.6
Cases in plan	83.8	10.8	4.1	1.4
Cases closed without employment	64.0	28.0	4.0	4.0
Cases closed with employment	85.7	7.1	5.4	1.8
Cases closed prior to plan	68.9	24.6	1.6	4.9
My appointments started on time.	64.3	24.7	7.9	3.1
Determined ineligible	59.3	14.8	18.5	7.4
Cases not in plan	42.9	28.6	17.1	11.4
Cases in plan	73.0	25.7	1.4	0.0
Cases closed without employment	52.0	36.0	8.0	4.0
Cases closed with employment	71.9	17.5	8.8	1.8
Cases closed prior to plan	61.3	25.8	9.7	3.2
My phone calls were returned on time.	53.2	27.5	9.3	9.9
Determined ineligible	44.0	20.0	12.0	24.0
Cases not in plan	32.4	23.5	17.7	26.5
Cases in plan	58.3	29.2	6.9	5.6
Cases closed without employment	41.7	37.5	8.3	12.5
Cases closed with employment	65.5	23.6	7.3	3.6

Table 3. Communication and Timeliness of Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Cases closed prior to plan	50.0	28.6	10.7	10.7
<i>I was able to meet with my VR counselor as needed.</i>	62.2	20.9	8.9	8.0
Determined ineligible _{a,c}	46.2	19.2	15.4	19.2
Cases not in plan _{a,c}	42.9	20.0	8.6	28.6
Cases in plan _{b,d}	75.7	14.9	6.8	2.7
Cases closed without employment _{a,b,c}	45.8	29.2	16.7	8.3
Cases closed with employment _d	73.2	21.4	5.4	0.0
Cases closed prior to plan _{a,c}	49.2	27.1	11.9	11.9

Table 4. Services Leading to Eligibility Determinations	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
If I was tested/evaluated, the reason for the test was clearly described to me.	45.7	19.8	3.5	3.2	27.8
Determined ineligible	35.5	25.8	6.5	0.0	32.3
Cases not in plan	35.5	25.8	6.5	0.0	32.3
Cases in plan	48.7	24.3	1.4	2.7	23.0
Cases closed without employment	40.0	20.0	8.0	0.0	32.0
Cases closed with employment	55.4	10.7	1.8	3.6	28.6
Cases closed prior to plan	41.4	22.4	3.4	5.2	27.6
The results of the tests were described so I could understand them.	45.3	17.0	5.2	2.5	30.0
Determined ineligible	30.8	11.5	7.7	7.7	42.3
Cases not in plan	30.0	16.7	13.3	3.3	36.7
Cases in plan	50.7	19.2	4.1	1.4	24.7
Cases closed without employment	32.0	24.0	8.0	4.0	32.0
Cases closed with employment	57.1	10.7	1.8	0.0	30.4
Cases closed prior to plan	39.7	19.0	5.2	5.2	31.0
My VR counselor clearly described why I was or why I was not eligible for VR services.	58.7	21.7	3.7	5.7	10.2

Table 4. Services Leading to Eligibility Determinations	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
Determined ineligible	56.0	16.0	12.0	16.0	0.0
Cases not in plan	34.4	34.4	6.3	9.4	15.6
Cases in plan	67.6	20.3	0.0	2.7	9.5
Cases closed without employment	48.0	32.0	8.0	0.0	12.0
Cases closed with employment	72.7	12.7	1.8	5.5	7.3
Cases closed prior to plan	45.8	23.7	6.8	10.2	13.6
My VR counselor clearly explained what services were available to me.	56.7	22.6	8.1	7.5	5.2
Determined ineligible	46.2	19.2	15.4	15.4	3.8
Cases not in plan	41.9	19.4	12.9	19.4	6.5
Cases in plan	66.2	21.6	5.4	4.1	2.7
Cases closed without employment	48.0	32.0	16.0	0.0	4.0
Cases closed with employment	69.1	20.0	1.8	5.5	3.6
Cases closed prior to plan	40.0	25.0	11.7	11.7	11.7
I understand why I was eligible for certain services. (Administered on long form only).	69.3	19.3	5.7	3.6	2.0
Cases not in plan	37.9	31.0	13.8	10.3	6.9
Cases in plan	76.7	11.0	6.8	2.7	2.7
Cases closed without employment	64.0	28.0	8.0	0.0	0.0
Cases closed with employment	74.6	21.8	0.0	3.6	0.0

Table 4. Services Leading to Eligibility Determinations	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
Overall, I agreed with the decision leading to my ineligibility determination with VR (administered on short form only).	29.1	12.2	4.5	21.1	33.2
Determined ineligible	34.6	7.7	11.5	23.1	23.1
Cases closed prior to plan	27.3	13.6	2.3	20.5	36.4

Table 5. Services Leading to an Employment Plan (administered on long form only)	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
My VR counselor helped me understand my disability and how it may affect my future work.	50.0	19.4	12.4	7.6	10.5
Cases not in plan	22.6	32.3	9.7	19.4	16.1
Cases in plan	54.1	20.3	5.4	6.8	13.5
Cases closed without employment	48.0	16.0	24.0	0.0	12.0
Cases closed with employment	57.1	14.3	17.9	7.1	3.6
<i>I actively participated in the development of my plan.</i>	64.8	20.8	5.7	3.0	5.7
Cases not in plan _a	38.7	25.8	12.9	9.7	12.9
Cases in plan _b	75.3	16.4	2.7	1.4	4.1
Cases closed without employment _{a,b}	48.0	44.0	4.0	0.0	4.0
Cases closed with employment _{a,b}	69.6	14.3	7.1	3.6	5.4
<i>My VR counselor helped me to choose an appropriate job goal.</i>	52.6	18.8	11.9	7.5	9.3
Cases not in plan _a	21.9	15.6	21.9	21.9	18.8
Cases in plan _b	58.1	21.6	10.8	1.4	8.1
Cases closed without employment _{a,b}	32.0	36.0	20.0	4.0	8.0
Cases closed with employment _b	67.9	8.9	5.4	10.7	7.1

Table 5. Services Leading to an Employment Plan (administered on long form only)	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
My interest, strengths, abilities, and needs were considered in developing my plan.	61.5	19.0	8.4	6.1	5.0
Cases not in plan	41.9	12.9	12.9	16.1	16.1
Cases in plan	67.6	18.9	8.1	2.7	2.7
Cases closed without employment	52.0	24.0	16.0	4.0	4.0
Cases closed with employment	66.1	19.6	3.6	7.1	3.6
My plan reflects services which meets my specific needs.	58.8	19.5	7.7	7.7	6.3
Cases not in plan	32.3	12.9	16.1	16.1	22.6
Cases in plan	66.2	18.9	6.8	5.4	2.7
Cases closed without employment	40.0	32.0	12.0	8.0	8.0
Cases closed with employment	68.4	17.5	3.5	7.0	3.5
Overall, I am satisfied with how my employment plan was developed.	59.7	16.2	7.7	9.7	6.8
Cases not in plan ^a	34.5	3.4	20.7	27.6	13.8
Cases in plan ^b	67.6	13.5	5.4	8.1	5.4
Cases closed without employment ^{a,b}	36.0	36.0	12.0	4.0	12.0
Cases closed with employment ^b	69.6	16.2	3.6	7.1	3.6

Table 6. Services Provided in Plan (administered on long form only)	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
When needed, I was referred to programs that could help me research my employment goal.	46.6	18.3	5.4	16.7	13.0
Cases not in plan	27.6	10.3	6.9	37.9	17.2
Cases in plan	52.1	19.2	4.1	9.6	15.1
Cases closed without employment	25.0	33.3	12.5	20.8	8.3
Cases closed with employment	56.1	14.0	3.5	15.8	10.5
<i>My VR counselor clearly described what services were available to me.</i>	59.6	19.3	8.7	10.3	2.1
Cases not in plan _a	34.5	10.3	24.1	27.6	3.4
Cases in plan _b	65.3	16.0	5.3	9.3	4.0
Cases closed without employment _a	41.7	37.5	12.5	8.3	0.0
Cases closed with employment _b	69.6	19.6	5.4	5.4	0.0
<i>My plan helped me get skills needed to obtain employment.</i>	46.6	17.4	7.2	16.0	12.9
Cases not in plan _a	17.9	17.9	10.7	39.3	14.3
Cases in plan _b	52.1	17.8	4.1	11.0	15.1
Cases closed without employment _a	29.2	25.0	16.7	25.0	4.2
Cases closed with employment _b	58.5	13.2	5.7	9.4	13.2

Table 6. Services Provided in Plan (administered on long form only)	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
<i>Overall, I was satisfied with the services provided by VR included in my employment plan.</i>	59.2	15.9	7.5	13.7	3.7
Cases not in plan _a	31.0	10.3	10.3	41.4	6.9
Cases in plan _b	68.0	13.3	6.7	9.3	2.7
Cases closed without employment _{a,b}	33.3	37.5	8.3	16.7	4.2
Cases closed with employment _b	69.6	12.5	7.1	7.1	3.6

Table 7. Overall Satisfaction with VR Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
Overall, my VR services were provided in a timely manner.	56.0	23.8	10.1	9.2	0.9
Determined ineligible _{a,b}	53.9	19.2	15.4	11.5	0.0
Cases not in plan _a	31.0	13.8	17.2	37.9	0.0
Cases in plan _b	67.6	20.3	6.8	5.4	0.0
Cases closed without employment _{a,b}	36.4	31.8	22.7	9.1	0.0
Cases closed with employment _b	69.6	21.4	7.1	1.8	0.0
Cases closed prior to plan _{a,b}	41.7	35.0	8.3	10.0	5.0
<i>I received all the services I was told I would receive.</i>	55.5	17.6	8.9	12.0	6.1
Determined ineligible _{a,b}	40.0	16.0	4.0	20.0	20.0
Cases not in plan _a	29.6	22.2	14.8	22.2	11.1
Cases in plan _b	68.4	15.8	5.3	9.2	1.3
Cases closed without employment _{a,b}	37.5	25.0	25.0	8.3	4.2
Cases closed with employment _b	73.7	12.3	3.5	7.0	3.5
Cases closed prior to plan _a	33.9	22.0	11.9	18.6	13.6
I was told about any delays in my service.	38.9	17.5	9.8	8.2	25.7

Table 7. Overall Satisfaction with VR Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
Determined ineligible	23.1	15.4	15.4	11.5	34.6
Cases not in plan	17.9	14.3	14.3	25.0	28.6
Cases in plan	42.1	21.1	5.3	5.3	26.3
Cases closed without employment	41.7	8.3	20.8	8.3	20.8
Cases closed with employment	49.1	13.3	7.0	3.5	28.1
Cases closed prior to plan	32.2	25.4	11.9	10.2	20.3
<i>If there were delays in my services, I was told why.</i>	40.9	18.6	8.3	7.5	24.6
Determined ineligible _{a,b}	24.0	24.0	16.0	8.0	28.0
Cases not in plan _a	17.9	21.4	17.9	21.4	21.4
Cases in plan _b	44.7	21.1	3.9	3.9	26.3
Cases closed without employment _{a,b}	37.5	12.5	20.8	8.3	20.8
Cases closed with employment _b	50.9	12.3	5.3	3.5	28.1
Cases closed prior to plan _{a,b}	38.3	23.3	6.7	11.7	20.0
<i>Overall, the VR services I received met my needs.</i>	53.9	17.6	8.4	17.6	2.5
Determined ineligible _{a,b}	46.2	15.4	11.5	19.2	7.7
Cases not in plan _a	32.1	14.3	10.7	39.3	3.6
Cases in plan _b	61.8	19.7	6.6	10.5	1.3
Cases closed without employment _{a,b}	33.3	29.2	16.7	20.8	0.0

Table 7. Overall Satisfaction with VR Services	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does not apply
Cases closed with employment _b	75.4	10.5	3.5	8.8	1.8
Cases closed prior to plan _a	34.5	19.0	12.1	29.3	5.2
If a friend of mine were in a similar situation to me, I would tell them to go to VR.	65.8	16.2	4.1	12.5	1.4
Determined ineligible	68.0	4.0	8.0	20.0	0.0
Cases not in plan	53.6	10.7	10.7	25.0	0.0
Cases in plan	68.4	19.7	2.6	7.9	1.3
Cases closed without employment	58.3	16.7	8.3	16.7	0.0
Cases closed with employment	80.7	8.8	1.8	8.8	0.0
Cases closed prior to plan	50.9	25.4	3.4	15.3	5.1

Appendix A



Satisfaction with VR Services

Long Form

ID:

A

COMMUNICATION & TIMELINESS OF SERVICES

To begin, please answer to the extent you agree or disagree with the following statements about VR service you received. *Fill in the appropriate circle.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
1. The information provided to me was easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. VR services were clearly explained to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I had no difficulty communicating with my VR counselor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My VR counselor was available for appointments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My personal information was discussed with me in private.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My VR counselor was knowledgeable about my disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was encouraged to ask questions during the VR process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I always felt welcome at the VR office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My VR counselor was sensitive to my cultural background (e.g. race, religion, language, sexual orientation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I was treated with respect and courtesy while at VR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My appointments started on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My phone calls were returned timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was able to meet with my VR counselor as needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. How much time was it from the first time you contacted VR to when you had an individual appointment with a VR counselor?				
<input type="radio"/> 1 week;	<input type="radio"/> 2 weeks;	<input type="radio"/> 3 weeks;	<input type="radio"/> 4 weeks;	<input type="radio"/> More than a month



15. Is there any further information you would like to provide about the method of communication and timeliness of services from VR?

B SERVICES LEADING TO ELIGIBILITY DETERMINATION

Next, please answer to the extent you agree or disagree with the following statements about VR services leading to your eligibility determination. *Fill in the appropriate circle.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
16. If I was tested/evaluated, the reason for the test was clearly described to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The results of the tests were described so I could understand them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My VR counselor clearly described why I was or why I was not eligible for VR services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My VR counselor clearly explained what services were available to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I understand why I was eligible for certain services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Is there any further information you would like to provide about the services leading to your eligibility determination with VR?

C SERVICES LEADING TO AN EMPLOYMENT PLAN

Again, please answer to the extent you agree or disagree with the following statements about services leading to an employment plan. *Fill in the appropriate circle.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
22. My VR counselor helped me understand my disability and how it may affect my future work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I actively participated in the development of my plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. My VR counselor helped me to choose an appropriate job goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. My interests, strengths, abilities, and needs were considered in developing my plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. My plan reflects services which meets my specific needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Overall, I am satisfied how my employment plan was developed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Is there any further information you would like to provide about the services leading to your employment plan with VR?



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D SERVICES PROVIDED IN PLAN

Again, please answer to the extent you agree or disagree with the following statements about services provided in plan. Fill in the appropriate circle.

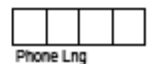
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
29. When needed, I was referred to programs that could help me research my employment goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. My VR counselor clearly described what services were available to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. My plan helped me get skills needed to obtain employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Overall, I was satisfied with the services provided by VR included in my employment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. Is there any further information you would like to provide about the services received in your employment plan?

E OVERALL SATISFACTION WITH VR SERVICES

Now, please tell us to the extent you agree or disagree with the level of your satisfaction with VR services. Fill in the appropriate circle.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
34. Overall, my VR services were provided in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





57442

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
35. I received all the services I was told I would receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. I was told about any delays in my service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. If there were delays in my services, I was told why.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Overall, the VR services I received met my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. If a friend of mine were in a similar situation to me, I would tell them to go to VR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Is there any further information that you would like to provide about your satisfaction with VR services?

F DEMOGRAPHIC INFORMATION

This is the last section. Please answer the following questions about yourself.

41. What is your current employment situation?

- Employed full-time
- Employed part-time
- Self-Employed
- Not employed, but looking for employment
- Not employed and not looking for employment
- In school
- Full time home maker
- Retired
- Other: Please specify:



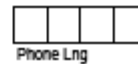
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	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	NA
42. I am satisfied with my current employment choice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Are there additional services you feel VR could have provided which would have been useful to help you get a job?

Thank You!!

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Satisfaction with VR Services

Short Form

ID:

A COMMUNICATION & TIMELINESS OF SERVICES

To begin, please answer to the extent you agree or disagree with the following statements about VR service you received. *Fill in the appropriate circle.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
1. The information provided to me was easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. VR services were clearly explained to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I had no difficulty communicating with my VR counselor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My VR counselor was available for appointments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My personal information was discussed with me in private.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My VR counselor was knowledgeable about my disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was encouraged to ask questions during the VR process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I always felt welcome at the VR office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My VR counselor was sensitive to my cultural background (e.g. race, religion, language, sexual orientation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I was treated with respect and courtesy while at VR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My appointments started on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My phone calls were returned timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was able to meet with my VR counselor as needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. How much time was it from the first time you contacted VR to when you had an individual appointment with a VR counselor?				
<input type="radio"/> 1 week;	<input type="radio"/> 2 weeks;	<input type="radio"/> 3 weeks;	<input type="radio"/> 4 weeks;	<input type="radio"/> More than a month



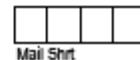
15. Is there any further information you would like to provide about the method of communication and timeliness of services from VR?

B SERVICES LEADING TO ELIGIBILITY DETERMINATION

Next, please answer to the extent you agree or disagree with the following statements about VR services leading to your eligibility determination. *Fill in the appropriate circle.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
16. If I was tested/evaluated, the reason for the test was clearly described to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The results of the tests were described so I could understand them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My VR counselor clearly described why I was or why I was not eligible for VR services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My VR counselor clearly explained what services were available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Overall, I agreed with the decision leading to my ineligibility determination with VR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Is there any further information you would like to provide about the services leading to your eligibility determination with VR?

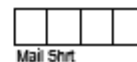


**C****OVERALL SATISFACTION WITH VR SERVICES**

Now, please tell us to the extent you agree or disagree by the level of satisfaction with VR services. Fill in the appropriate circle.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
22. Overall, my VR services were provided in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I received all the services I was told I would receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I was told about any delays in my service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. If there were delays in my services, I was told why.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Overall, the VR services I received met my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. If a friend of mine were in a similar situation to me, I would tell them to go to VR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Is there any further information that you would like to provide about your satisfaction with VR services?





D DEMOGRAPHIC INFORMATION

This is the last section. Please answer the following questions about yourself.

29. What is your current employment situation?

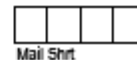
- Employed full-time
- Employed part-time
- Self-Employed
- Not employed, but looking for employment
- Not employed and not looking for employment
- In school
- Full time home maker
- Retired
- Other: Please specify:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Does Not Apply
30. I am satisfied with my current employment choice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Are there additional services you feel VR could have provided which would have been useful to help you get a job?

Thank You!!

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Satisfacción con los servicios de VR

A

COMUNICACIÓN Y PUNTUALIDAD DE LOS SERVICIOS

ID _____

PARA COMENZAR, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE EL SERVICIO QUE RECIBIÓ DE VR. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO
1. La información que me dieron fue fácil de comprender.	1	2	3	4
2. Me explicaron claramente los servicios de VR.	1	2	3	4
3. No tuve dificultad para comunicarme con mi consejero de VR.	1	2	3	4
4. Mi consejero de VR estaba disponible para entrevistas.	1	2	3	4
5. Mi información personal se trató conmigo en privado.	1	2	3	4
6. Mi consejero de VR estaba informado sobre mi discapacidad.	1	2	3	4
7. Me alentaron a hacer preguntas durante el proceso de VR.	1	2	3	4
8. Siempre me sentí bienvenido en la oficina de VR.	1	2	3	4
9. Mi consejero de VR respetó mi cultura (por ejemplo, raza, religión, idioma, orientación sexual).	1	2	3	4
10. Me trataron con respeto y cortesía mientras estuve en VR.	1	2	3	4
11. Mis entrevistas empezaron puntualmente.	1	2	3	4
12. Respondieron a tiempo mis llamadas telefónicas.	1	2	3	4
13. Pude reunirme con mi consejero de VR cuando fue necesario.	1	2	3	4
14. ¿Cuanto tiempo transcurrió desde la primera vez que contactó a VR hasta su primera entrevista personal con un consejero de VR?				

				TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO
<input type="checkbox"/> 1 semana;	<input type="checkbox"/> 2 semanas;	<input type="checkbox"/> 3 semanas;	<input type="checkbox"/> 4 semanas;	<input type="checkbox"/> Más de un mes			

15. ¿Desea dar alguna otra información sobre el método de comunicación y la puntualidad de los servicios de VR?

B SERVICIOS QUE LLEVARON A LA DETERMINACIÓN DE ELEGIBILIDAD

AHORA, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE LOS SERVICIOS DE VR QUE LLEVARON A LA DECISIÓN DE SU ELEGIBILIDAD. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
16. Si me evaluaron/examinaron, me describieron claramente la razón por la que me hicieron el examen.	1	2	3	4	5
17. Me describieron los resultados de los exámenes de manera que pudiera entenderlos.	1	2	3	4	5
18. Mi consejero de VR me explicó de manera clara por qué yo era o no elegible para servicios de VR.	1	2	3	4	5
19. Mi consejero de VR me explicó con claridad los servicios que yo tenía disponibles.	1	2	3	4	5

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
20. Entiendo por qué fui elegible para ciertos servicios.	1	2	3	4	5

21. ¿Desea dar alguna otra información sobre los servicios que llevaron a la decisión de su elegibilidad con VR?

C SERVICIOS QUE LLEVARON AL DESARROLLO DE UN PLAN DE EMPLEO

NUEVAMENTE, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE LOS SERVICIOS QUE LLEVARON AL DESARROLLO DE UN PLAN DE EMPLEO. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
22. Mi consejero de VR me ayudó a entender mi discapacidad y la forma en que ésta puede afectar mi futuro empleo.	1	2	3	4	5
23. Participé activamente en el desarrollo de mi plan.	1	2	3	4	5
24. Mi consejero de VR me ayudó a elegir un objetivo laboral adecuado.	1	2	3	4	5
25. Al desarrollar mi plan, se tuvieron en cuenta mis intereses, fortalezas/cualidades, habilidades y necesidades.	1	2	3	4	5
26. Mi plan refleja servicios que cubren mis necesidades específicas.	1	2	3	4	5
27. En general, estoy satisfecho con la manera en que se	1	2	3	4	5

TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
-----------------------	---------------------	------------------------	--------------------------	-----

desarrolló mi plan de empleo.

28. ¿Desea dar alguna otra información sobre los servicios que llevaron al desarrollo de su plan de empleo con VR?

D**SERVICIOS PRESTADOS EN EL PLAN**

NUEVAMENTE, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE LOS SERVICIOS PRESTADOS EN EL PLAN. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
29. Cuando fue necesario, me derivaron a programas que podían ayudarme a investigar sobre mi objetivo laboral.	1	2	3	4	5
30. Mi consejero de VR me describió claramente los servicios que estaban disponibles para mí.	1	2	3	4	5
31. Mi plan me ayudó a obtener los conocimientos necesarios para conseguir empleo.	1	2	3	4	5
32. En general, estuve satisfecho con los servicios brindados por VR, incluidos en mi plan de empleo.	1	2	3	4	5
33. ¿Desea dar alguna otra información sobre los servicios que recibió en su plan de empleo?					

E**SATISFACCIÓN GENERAL CON LOS SERVICIOS DE VR**

AHORA, POR FAVOR DÍGANOS EN QUÉ MEDIDA ESTÁ DE ACUERDO/EN DESACUERDO SEGÚN EL NIVEL DE SATISFACCIÓN CON LOS SERVICIOS DE VR. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
34. En general, me brindaron los servicios de VR de manera oportuna.	1	2	3	4	5

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
35. Recibí todos los servicios prometidos.	1	2	3	4	5
36. Me informaron sobre cualquier demora en mi servicio.	1	2	3	4	5
37. Si hubo demoras en mis servicios, me informaron la razón.	1	2	3	4	5
38. En general, los servicios de VR que recibí cubrieron mis necesidades.	1	2	3	4	5
39. Si un amigo estuviera en una situación similar a la mía, le diría que fuera a VR.	1	2	3	4	5
40. ¿Desea dar alguna otra información sobre su satisfacción con los servicios de VR?					

F INFORMACIÓN DEMOGRÁFICA

ÉSTA ES LA ÚLTIMA SECCIÓN. POR FAVOR CONTESTE LAS SIGUIENTES PREGUNTAS SOBRE USTED.

41. ¿Cuál es su situación laboral actual?

- Empleado de tiempo completo
- Empleado de tiempo parcial
- Trabaja por cuenta propia
- Desempleado, pero está buscando empleo
- Desempleado y no está buscando empleo
- Estudiante
- Ama de casa de tiempo completo
- Jubilado
- Otro: Por favor, especifique: _____

	MUY SATISFECHO	ALGO SATISFECHO	ALGO INSATISFECHO	MUY INSATISFECHO	N/A
42. Estoy satisfecho con mi elección de empleo actual.	1	2	3	4	5

43. ¿Cree usted que VR podría haberle brindado algún otro servicio que habría sido útil para ayudarlo a conseguir trabajo?

¡GRACIAS!!

Satisfacción con los servicios de VR

A COMUNICACIÓN Y PUNTUALIDAD DE LOS SERVICIOS ID _____

PARA COMENZAR, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE EL SERVICIO QUE RECIBIÓ DE VR. MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO
1. La información que me dieron fue fácil de comprender.	1	2	3	4
2. Me explicaron claramente los servicios de VR.	1	2	3	4
3. No tuve dificultad para comunicarme con mi consejero de VR.	1	2	3	4
4. Mi consejero de VR estaba disponible para entrevistas.	1	2	3	4
5. Mi información personal se trató conmigo en privado.	1	2	3	4
6. Mi consejero de VR estaba informado sobre mi discapacidad.	1	2	3	4
7. Me alentaron a hacer preguntas durante el proceso de VR.	1	2	3	4
8. Siempre me sentí bienvenido en la oficina de VR.	1	2	3	4
9. Mi consejero de VR respetó mi cultura (por ejemplo, raza, religión, idioma, orientación sexual).	1	2	3	4
10. Me trataron con respeto y cortesía mientras estuve en VR.	1	2	3	4
11. Mis entrevistas empezaron puntualmente.	1	2	3	4
12. Respondieron a tiempo mis llamadas telefónicas.	1	2	3	4
13. Pude reunirme con mi consejero de VR cuando fue necesario.	1	2	3	4
14. ¿Cuanto tiempo transcurrió desde la primera vez que contactó a VR hasta su primera entrevista personal con un consejero de VR?				

				TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO
<input type="checkbox"/> 1 semana;	<input type="checkbox"/> 2 semanas;	<input type="checkbox"/> 3 semanas;	<input type="checkbox"/> 4 semanas;	<input type="checkbox"/> Más de un mes			

15. ¿Desea dar alguna otra información sobre el método de comunicación y la puntualidad de los servicios de VR?

B SERVICIOS QUE LLEVARON A LA DETERMINACIÓN DE ELEGIBILIDAD

AHORA, POR FAVOR CONTESTE EN QUÉ MEDIDA ESTÁ DE ACUERDO O EN DESACUERDO CON LAS SIGUIENTES AFIRMACIONES SOBRE LOS SERVICIOS QUE RECIBIÓ DE VR. MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
16. Si me evaluaron/examinaron, me describieron claramente la razón por la que me hicieron el examen.	1	2	3	4	5
17. Me describieron los resultados de los exámenes de manera que pudiera entenderlos.	1	2	3	4	5

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
18. Mi consejero de VR me explicó de manera clara por qué yo era o no elegible para servicios de VR.	1	2	3	4	5
19. Mi consejero de VR me explicó con claridad los servicios que yo tenía disponibles.	1	2	3	4	5
20. En general, estuve de acuerdo con la decisión que llevó a mi determinación de inelegibilidad con VR.	1	2	3	4	5
21. ¿Desea dar alguna otra información sobre los servicios que llevaron a su determinación de elegibilidad con VR?					

C

SATISFACCIÓN GENERAL CON LOS SERVICIOS DE VR

AHORA, POR FAVOR DÍGANOS EN QUÉ MEDIDA ESTÁ **DE ACUERDO/EN DESACUERDO** SEGÚN EL NIVEL DE SATISFACCIÓN CON LOS SERVICIOS DE VR. *MARQUE CON UN CÍRCULO EL NÚMERO ADECUADO.*

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
22. En general, me brindaron los servicios de VR de manera oportuna.	1	2	3	4	5
23. Recibí todos los servicios prometidos.	1	2	3	4	5
24. Me informaron sobre cualquier demora en mi servicio.	1	2	3	4	5
25. Si hubo demoras en mis servicios, me informaron la	1	2	3	4	5

	TOTALMENTE DE ACUERDO	DE ACUERDO EN PARTE	EN PARTE EN DESACUERDO	TOTALMENTE EN DESACUERDO	N/A
razón.					
26. En general, los servicios de VR que recibí cubrieron mis necesidades.	1	2	3	4	5
27. Si un amigo estuviera en una situación similar a la mía, le diría que fuera a VR.	1	2	3	4	5
28. ¿Desea dar alguna otra información sobre su satisfacción con los servicios de VR?					

D

INFORMACIÓN DEMOGRÁFICA

ÉSTA ES LA ÚLTIMA SECCIÓN. POR FAVOR CONTESTE LAS SIGUIENTES PREGUNTAS SOBRE USTED.

29. ¿Cuál es su situación laboral actual?

- Empleado de tiempo completo
- Empleado de tiempo parcial
- Trabaja por cuenta propia
- Desempleado, pero está buscando empleo
- Desempleado y no está buscando empleo
- Estudiante
- Ama de casa de tiempo completo
- Jubilado
- Otro: Por favor, especifique: _____

	MUY SATISFECHO	ALGO SATISFECHO	ALGO INSATISFECHO	MUY INSATISFECHO	N/A
30. Estoy satisfecho con mi elección de empleo actual.	1	2	3	4	5

31. ¿Cree usted que VR podría haberle brindado algún otro servicio que habría sido útil para ayudarlo a conseguir trabajo?

¡GRACIAS!



State Rehabilitation Council

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December 10, 2007

Dear Consumer of the Vocational Rehabilitation Program:

The Oregon State Rehabilitation Council (SRC) is asking for your help because you are or have been a client of the Office of Vocational Rehabilitation Services (VR). The SRC is responsible for monitoring VR performance and policies. To do that, the SRC surveys VR customers about their experiences with VR. The Council uses the survey information to develop the state plan with VR. We also use the information to report to the Governor about how VR customers are satisfied with VR services in the State of Oregon.

In mid-December you will receive a letter, phone call, or e-mail from *Abacus Research* inviting you to complete a survey about your experiences with VR. *Your participation is completely voluntary.* If you decide to participate, your answers will be confidential and cannot be linked back to you. If you choose not to participate simply do not respond to the e-mail or throw the survey away. No services you receive or may receive will be affected by whether you choose to participate or not. If you need help completing the survey *Abacus Research* will tell you how to get the help you need.

After March 1st, 2008 you can visit the following website and see the results of the survey: <http://www.oregon.gov/DHS/vr/oregonrehabcncl/index.shtml>

Recently you may have been asked to complete a different survey by VR. We know your time is valuable. Thank you for your cooperation with *Abacus Research* and our Council.

Sincerely,

Jesse J. Kappel
SRC Interim Chair/Vice Chair