

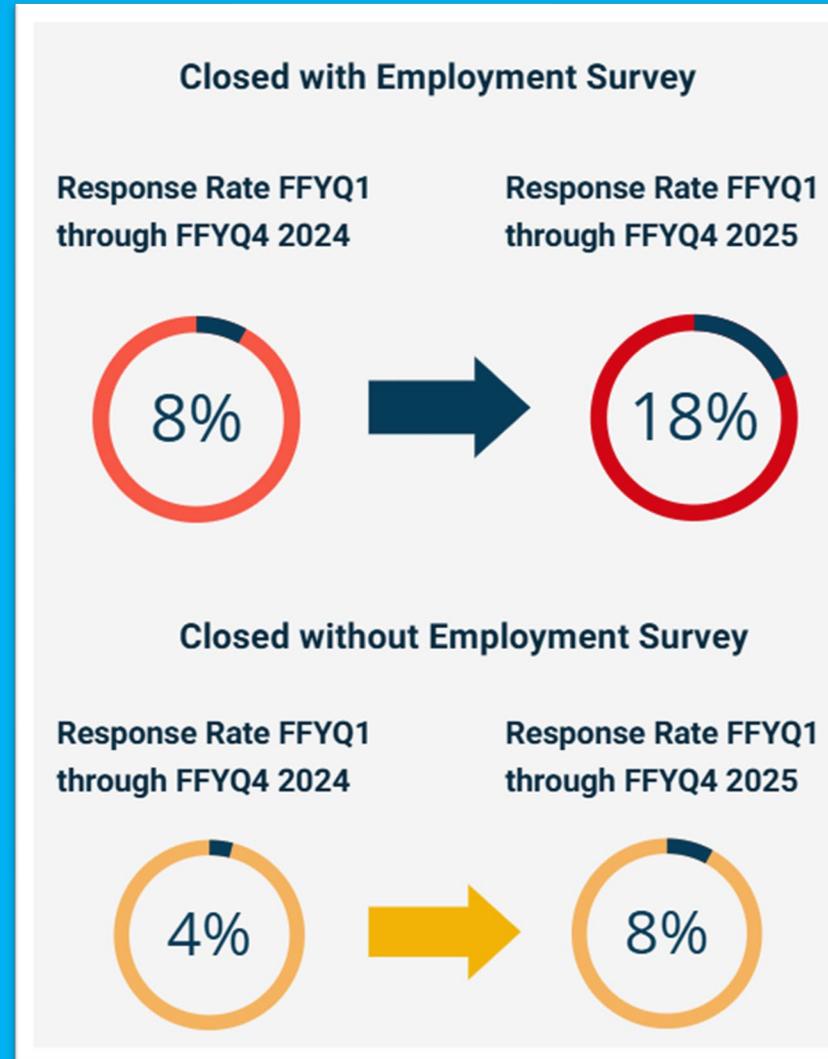
***NJ Division of Vocational Rehabilitation
Services & State Rehabilitation Council***

DVRS Consumer Satisfaction Surveys

*Federal Fiscal Year 2025
(October 1st, 2024 – September 30th, 2025)*



Overall Survey Consumer Profile

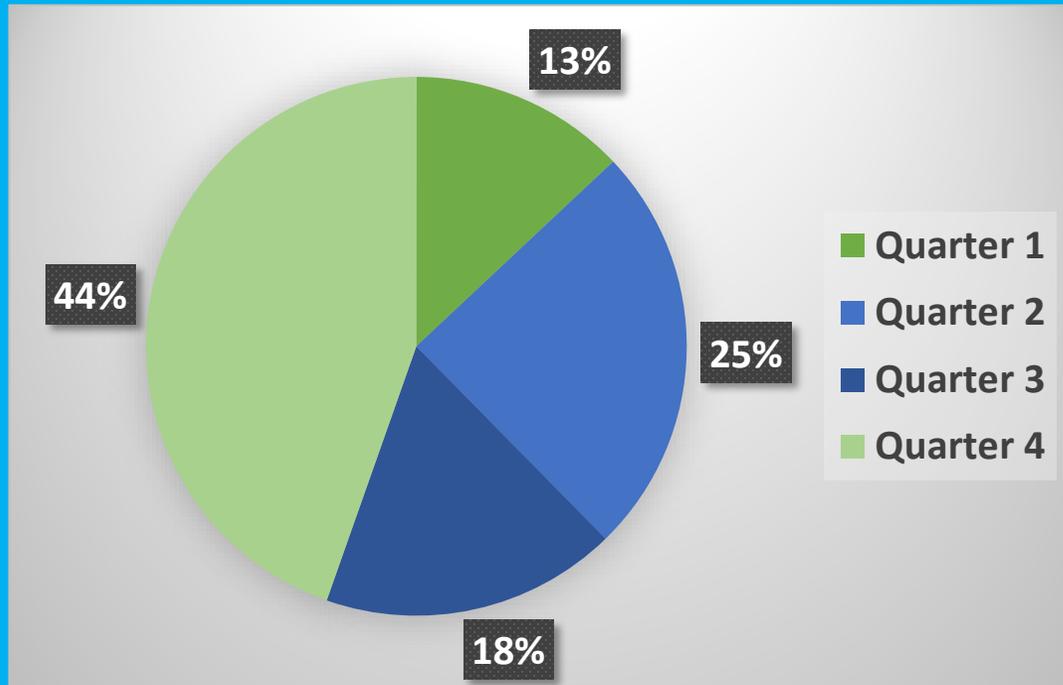


Participation in the Closed with Employment survey more than doubled between FFY 2024 to FFY 2025

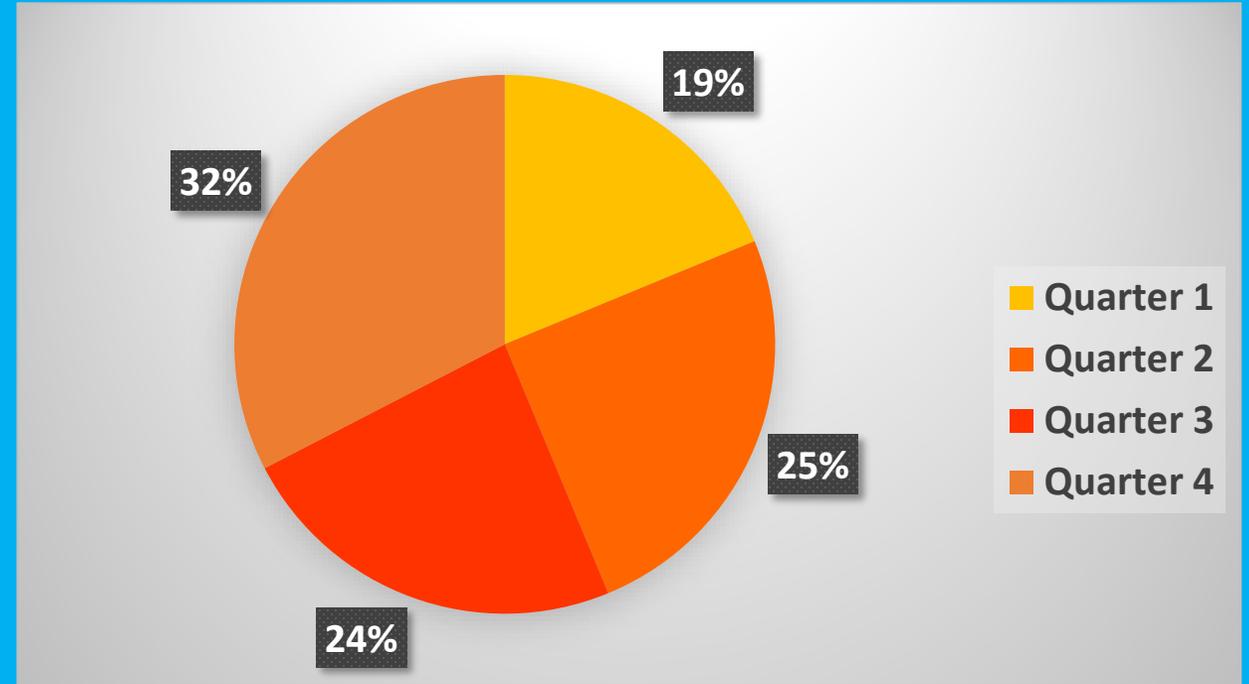
The response rate for the Closed without Employment survey also doubled between FFY 2024 to FFY 2025

Percentage of Survey Responses by Quarter

Closed with Employment

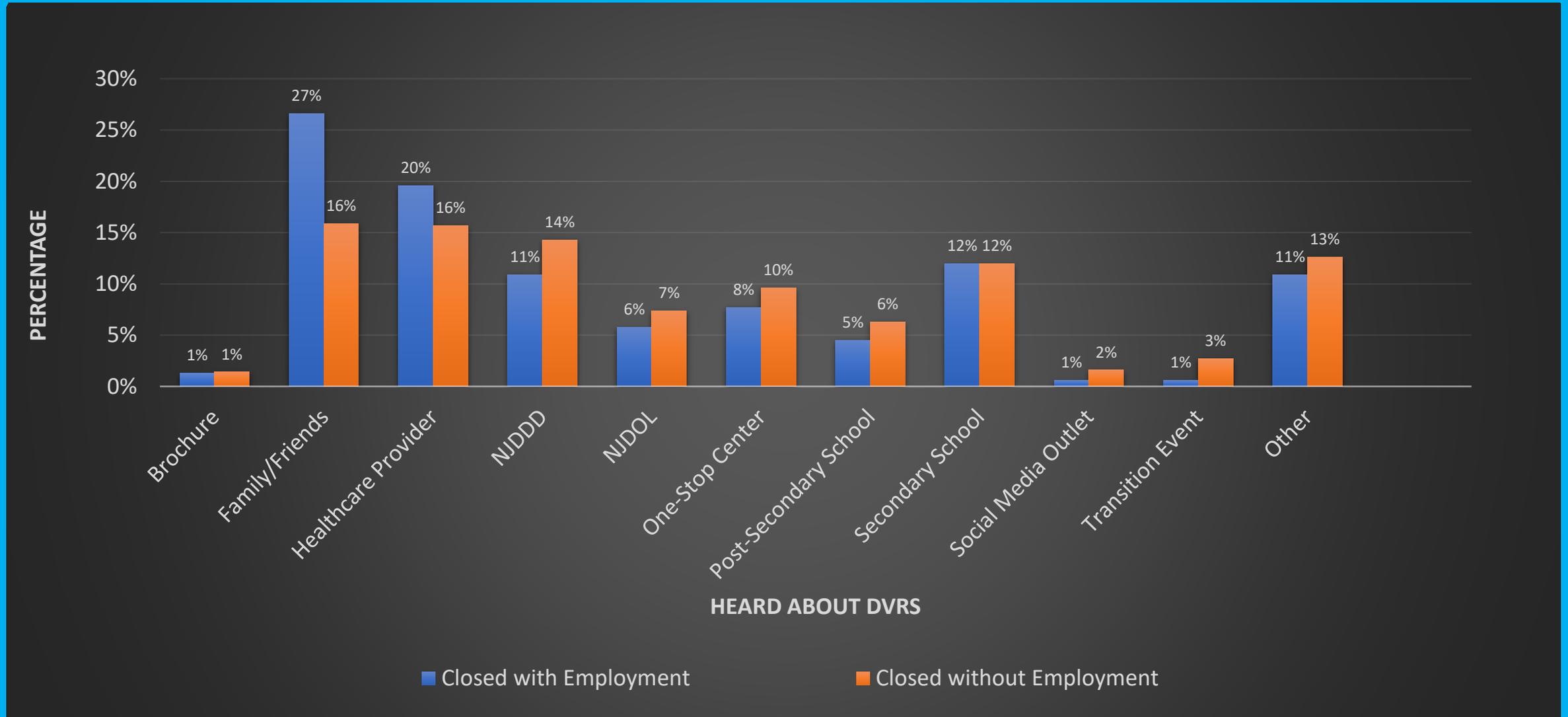


Closed without Employment



The response rankings from both surveys followed a similar pattern across the quarters. Quarter 1 had the lowest rankings by responses, 2nd quarter had the 3rd lowest rankings, 3rd quarter had the 2nd lowest rankings, and 4th quarter had the highest ranking of responses.

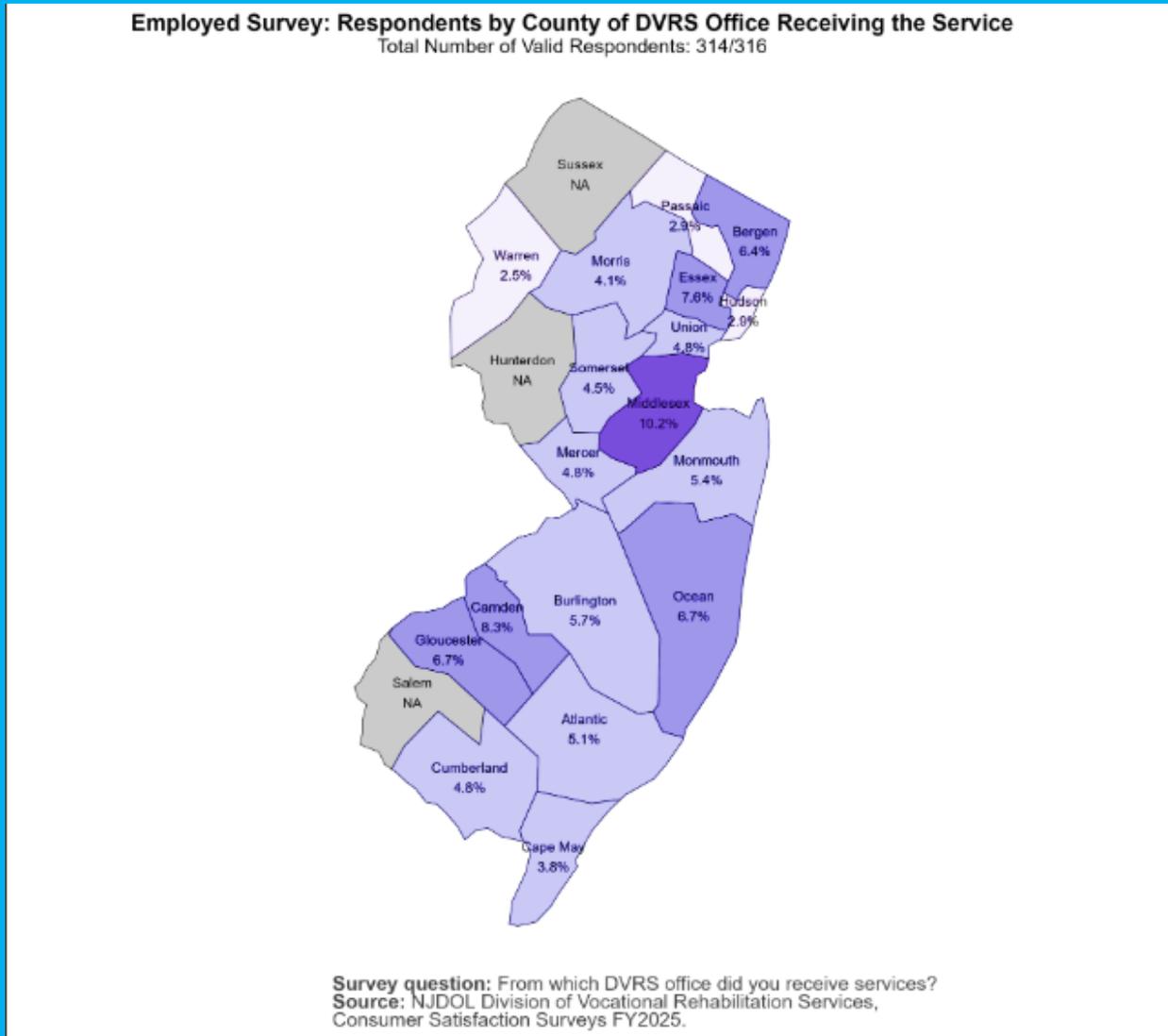
How Did You Hear about DVRS?



How Did You Hear about DVRS? (Other Responses)

Professional And Social Services	Employment Sources	Rehabilitation Programs	Community Engagement	Miscellaneous
Social Workers	Employers Or Coworkers	New Jersey Reentry Programs	Seminars	Word of Mouth
Case Managers	Vocational Schools And Job Coaches	Recovery Court	Project SEARCH in Red Bank, New Jersey	Websites And Online Research
Senator's Office	Ticket to Work Programs	Halfway Houses	Cape May, New Jersey Board of Human Services	
Catholic Charities	Job Fairs	Substance Abuse Course Requirements	Market Street Mission	
Disability Advocates And Rights Organizations				

Respondents by County of DVRS Office Receiving the Service: Closed with Employment



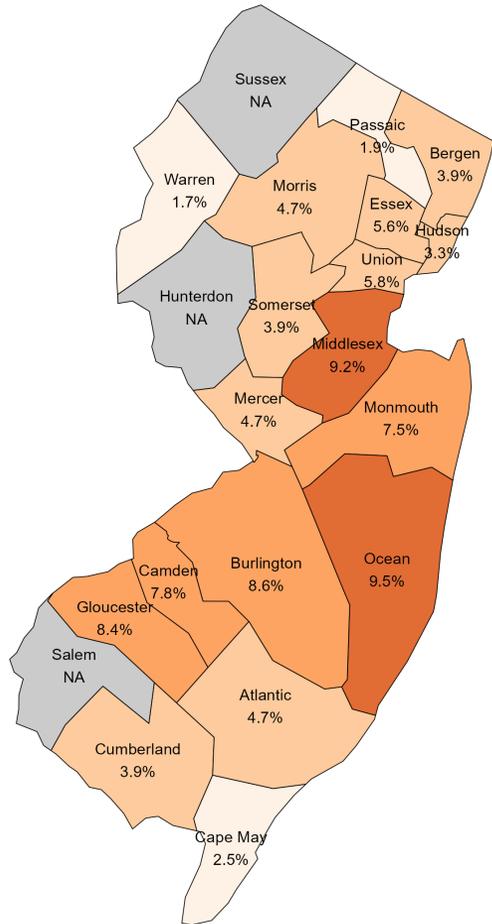
- Three counties are served through other DVRS offices:
- Hunterdon (Somerset)
 - Salem (Cumberland)
 - Sussex (Warren)

Note that darker shades show highest concentration of consumers served by county

Respondents by County of DVRS Office Receiving the Service: Closed without Employment

Unemployed Survey: Respondents by County of DVRS Office Receiving the Service

Total Number of Valid Respondents: 359/368



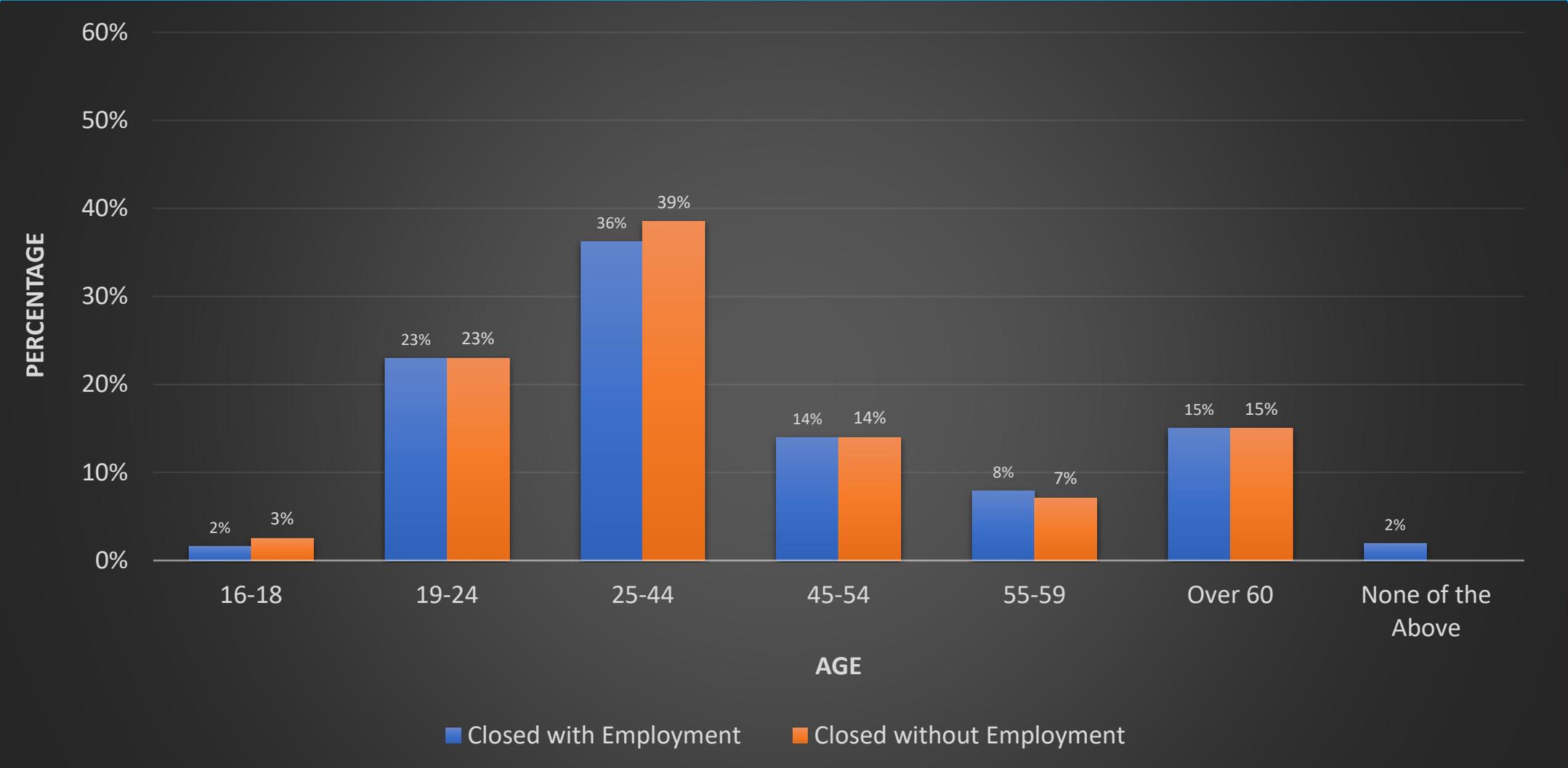
Survey question: From which DVRS office did you receive services?
Note: 2% of respondents received service in multiple offices.
Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys FY2025.

Three counties are served through other DVRS offices:

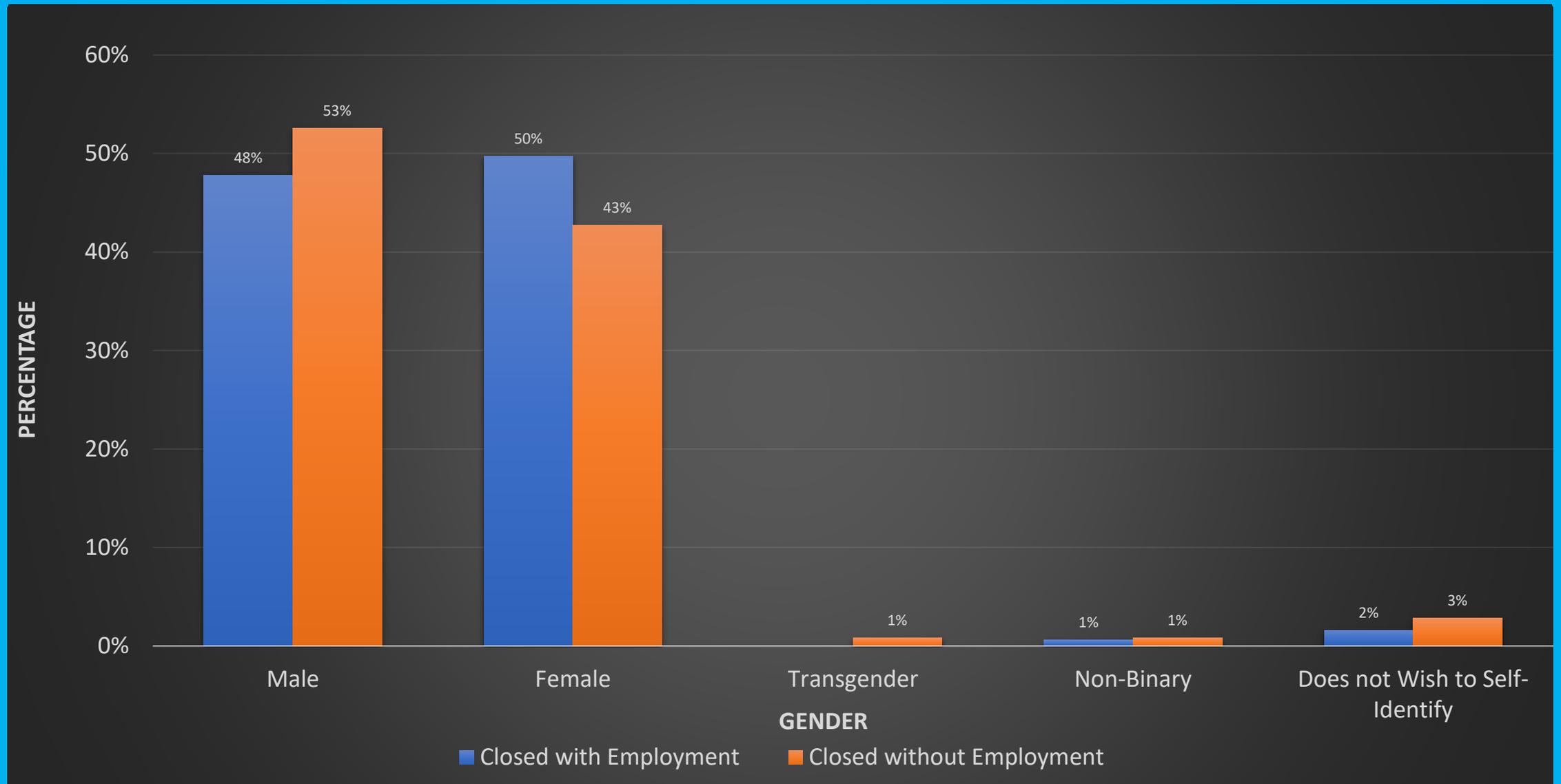
- **Hunterdon (Somerset)**
- **Salem (Cumberland)**
- **Sussex (Warren)**

Note that darker shades show highest concentration of consumers served by county

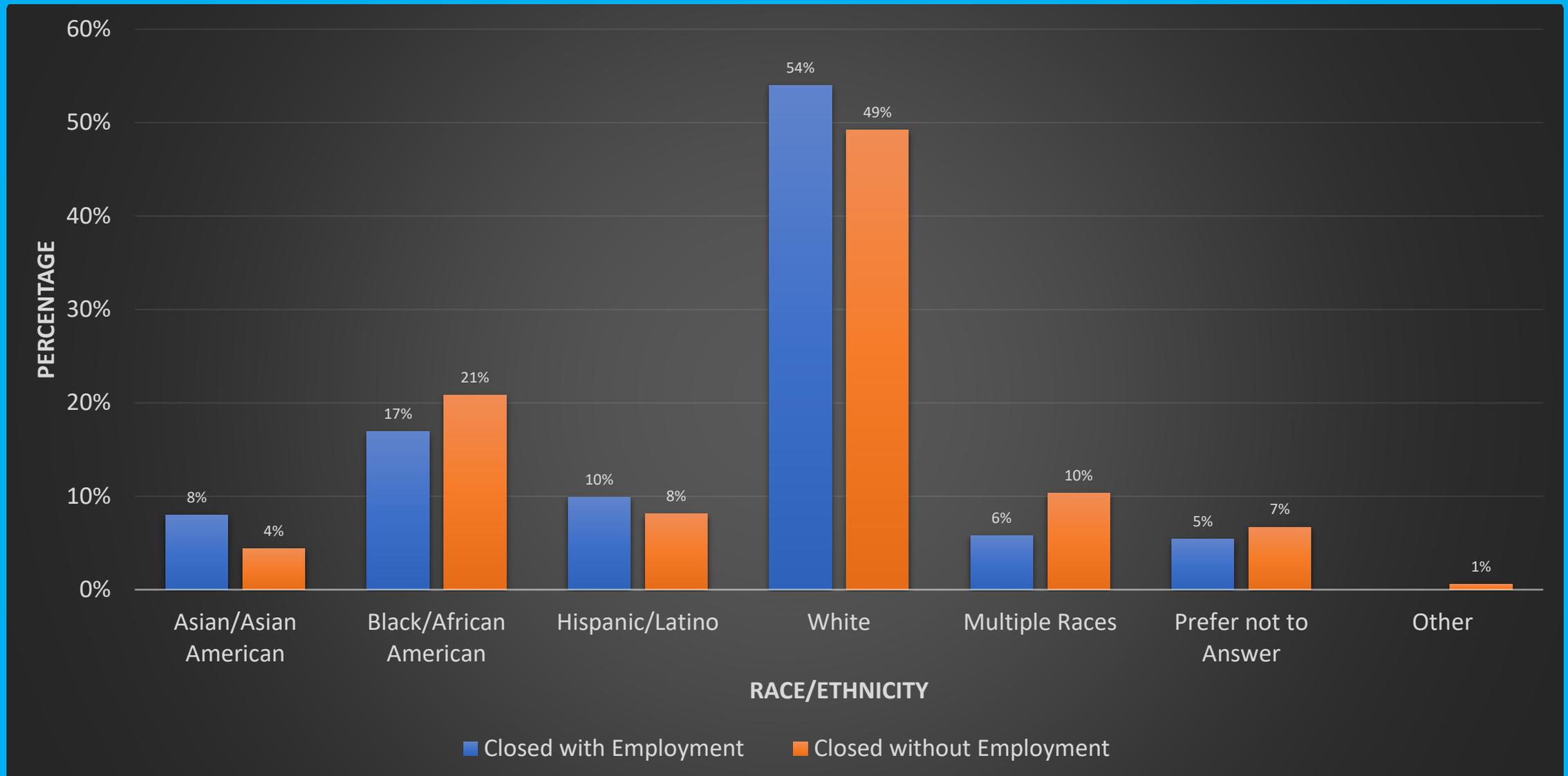
What Is Your Age?



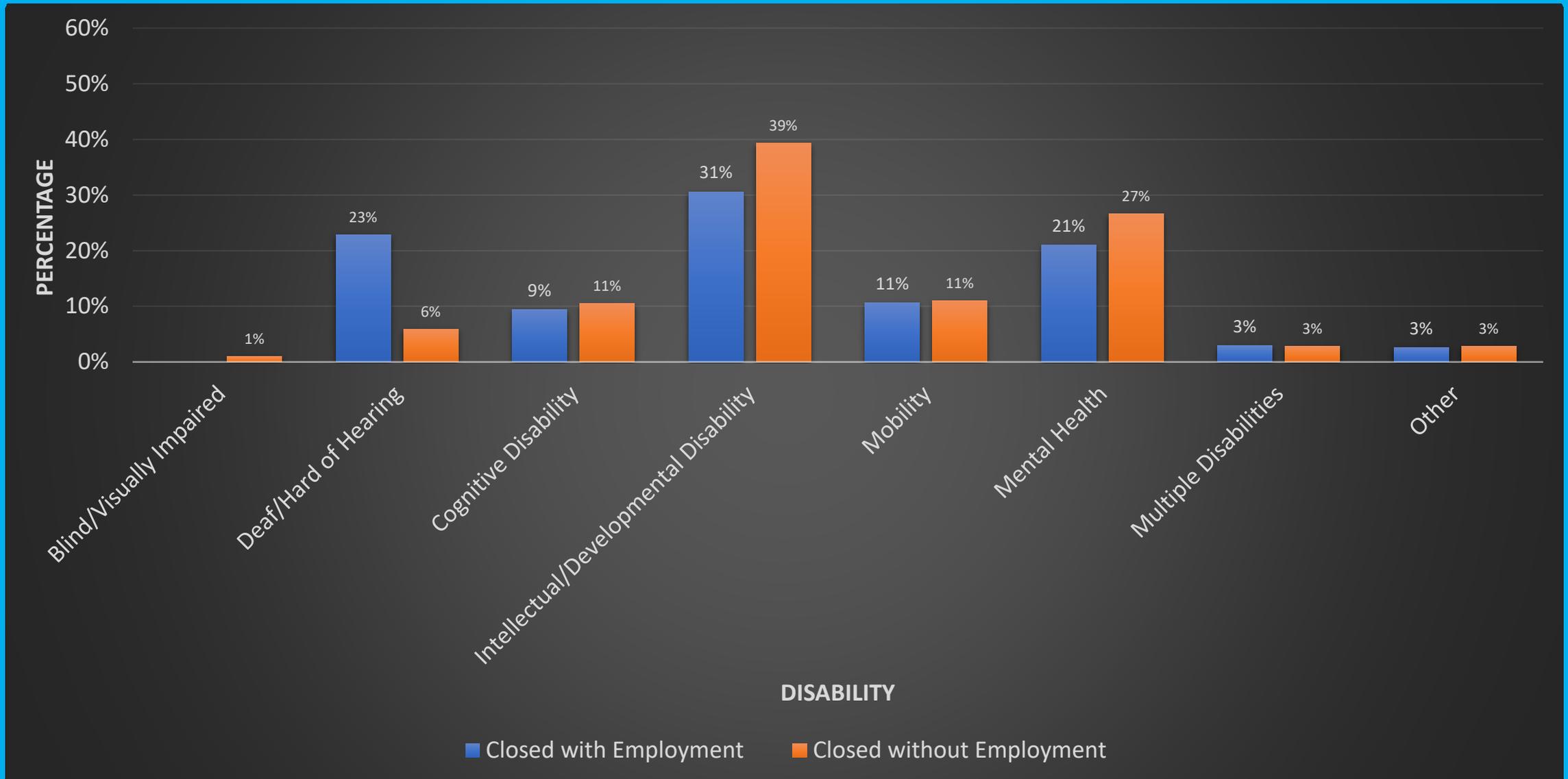
What Is Your Gender?



What Is Your Race And Ethnicity?



What Is Your Primary Disability?



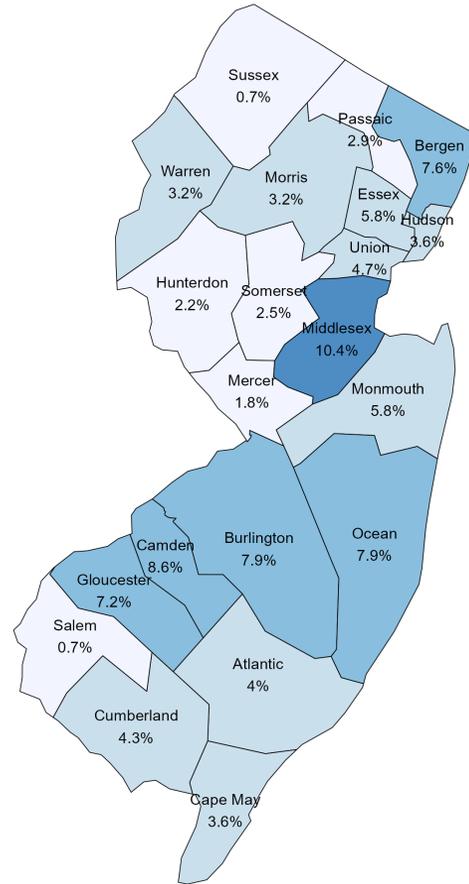
What Is Your Primary Disability (*Other*)?

Closed <u>with</u> Employment	Closed <u>without</u> Employment
Atrial Fibrillation	Amputee
Communicative Impaired	Diabetes
Congenital Heart Defect	Multiple Sclerosis
Heart Transplant	Open Heart Surgery
Multiple Sclerosis	Sickle Cell
Neurological Disorder/Seizures	Stroke
Other Health Impaired	Tongue Cancer

Respondents by County of Residence: Closed with Employment

Employed Survey: Respondents by Region of Residence

Total Number of Valid Respondents: 278/316



Survey question: Please indicate the county in which you live.

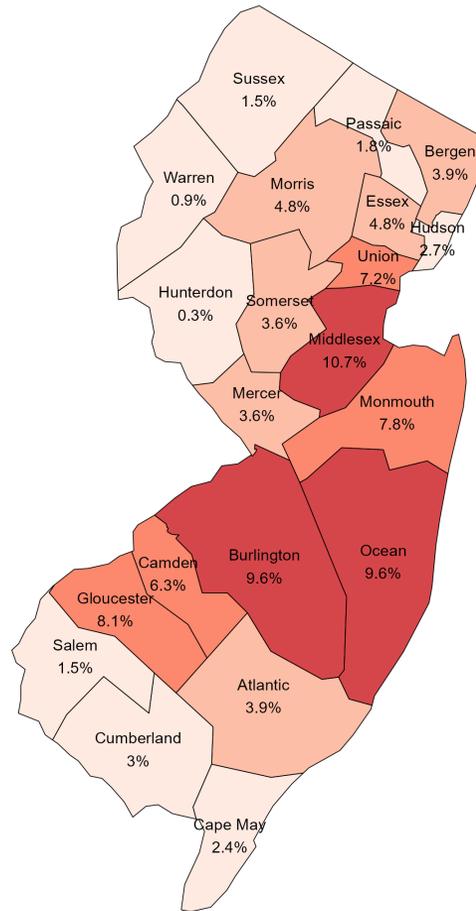
Note: Out-of-state respondents represent 0.5%, and 1% of respondents lived in multiple counties.

Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys FY2025.

Respondents by County of Residence: Closed without Employment

Unemployed Survey: Respondents by Region of Residence

Total Number of Valid Respondents: 335/368



Survey question: Please indicate the county in which you live.
Note: Out-of-state respondents represent 1%, and 1% of respondents lived in multiple counties.
Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys FY2025.

Demographics Summary

Hear about DVRS:	Closed <u>with</u> Employment: 27% reported hearing through family or friends. Closed <u>without</u> Employment: 16% reported hearing through family or friends or through a healthcare provider.
DVRS Office Received Services:	Closed <u>with</u> Employment: 10.2% reported going to an office located in Middlesex county. Closed <u>without</u> Employment: 9.5% reported going to an office located in Ocean county.
County Originated:	Closed <u>with</u> Employment: 10.4% reported being from Middlesex county. Closed <u>without</u> Employment: 10.7% reported being from Middlesex county.
Age:	Closed <u>with</u> Employment: 36% reported between the ages of 25-44. Closed <u>without</u> Employment: 39% reported being between the ages of 25-44.

Demographics Summary

Gender:	Closed <u>with</u> Employment: 50% of respondents reported identifying as female. Closed <u>without</u> Employment: 53% of respondents reported identifying as male.
Race:	Closed <u>with</u> Employment: 54% of respondents reported identifying as white. Closed <u>without</u> Employment: 49% of respondents reported identifying as white.
Disability:	Closed <u>with</u> Employment: 31% of respondents reported identifying with an intellectual/developmental disability. Closed <u>without</u> Employment: 39% of respondents reported identifying with an intellectual/developmental disability.

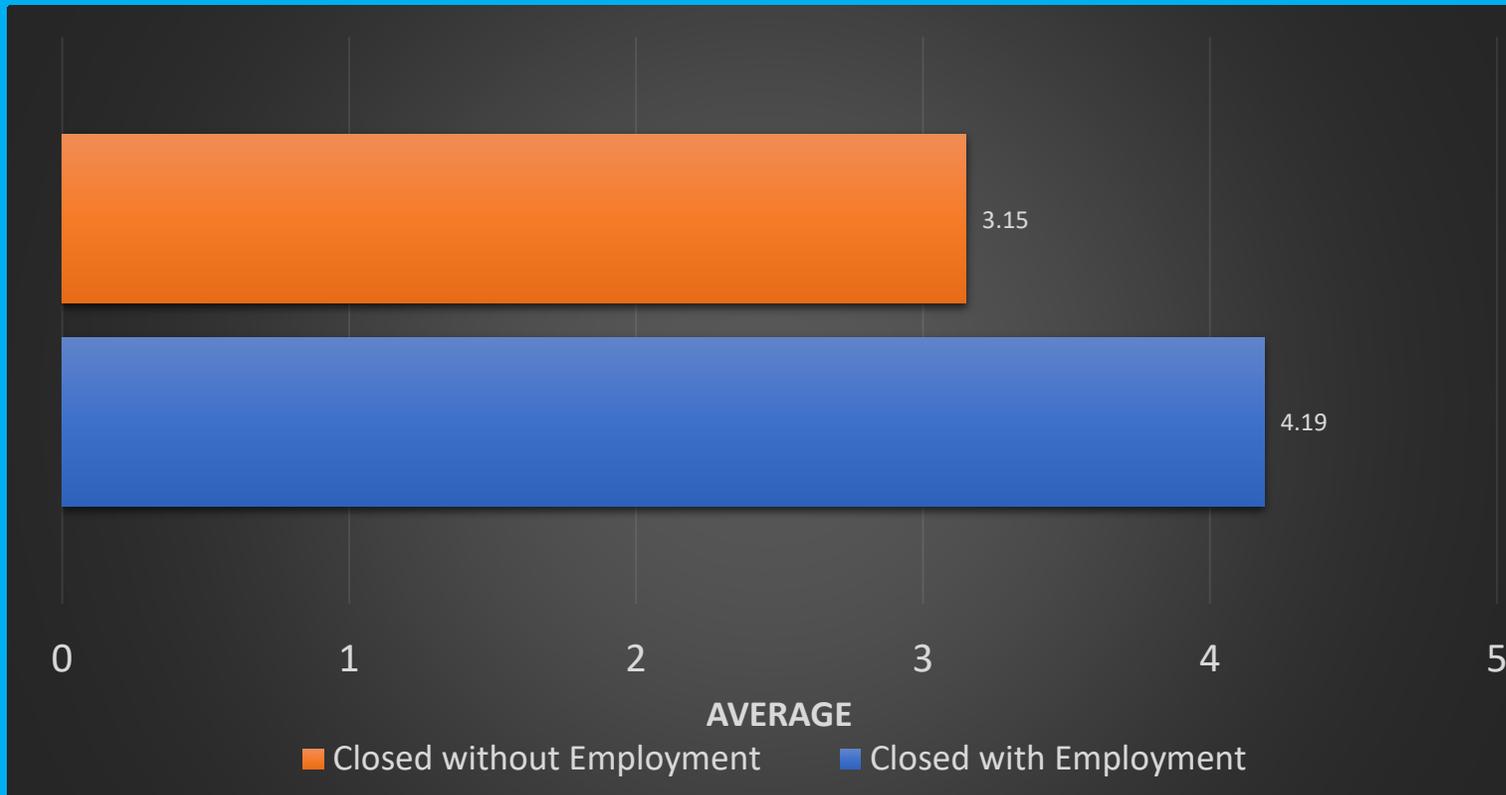
Average Satisfaction with Counselor



- **Quality of Communication with Counselor**
- **Use of Preferred Communication Modes Or Types**
- **Degree of Commitment to the IPE**
- **Level of Consumer's Trust in Counselor**
- **The Support Consumer was Given to Pick The Provider they Liked Best**

This is based on an average for the following questions asked on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)

Average Satisfaction with DVRS Services



- Intake Process or “Survey Interview”
- Determination of Eligibility in the Program
- Involvement in the Development of Your Individualized Plan for Employment (IPE)
- Relevance of the IPE to your Needs
- Vocational Counseling Received

This is based on an average for the following questions asked on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)

Average Satisfaction Ratings Summary

Average Satisfaction with Counselor	Closed <u>with</u> Employment: Respondents reported an average of 4.22 with all the statements. Closed <u>without</u> Employment: Respondents reported an average of 3.13 with all the statements.
Average Satisfaction with DVRS Services	Closed <u>with</u> Employment: Respondents reported an average of 4.19 with all the statements. Closed <u>without</u> Employment: Respondents reported an average of 3.15 with all the statements.

Question: For Any Parts of The Consumer-Counselor Relationship That You Were Dissatisfied with, Please Tell Us Why:

- Communication between the consumers and counselors
- Demonstrated inconsistent follow-through and a lack of professional accountability
- Consumers did not feel aided in pursuing their vocational goal
- Some respondents mentioned that they had positive experiences

DVRS acknowledges consumer feedback as an opportunity for development.

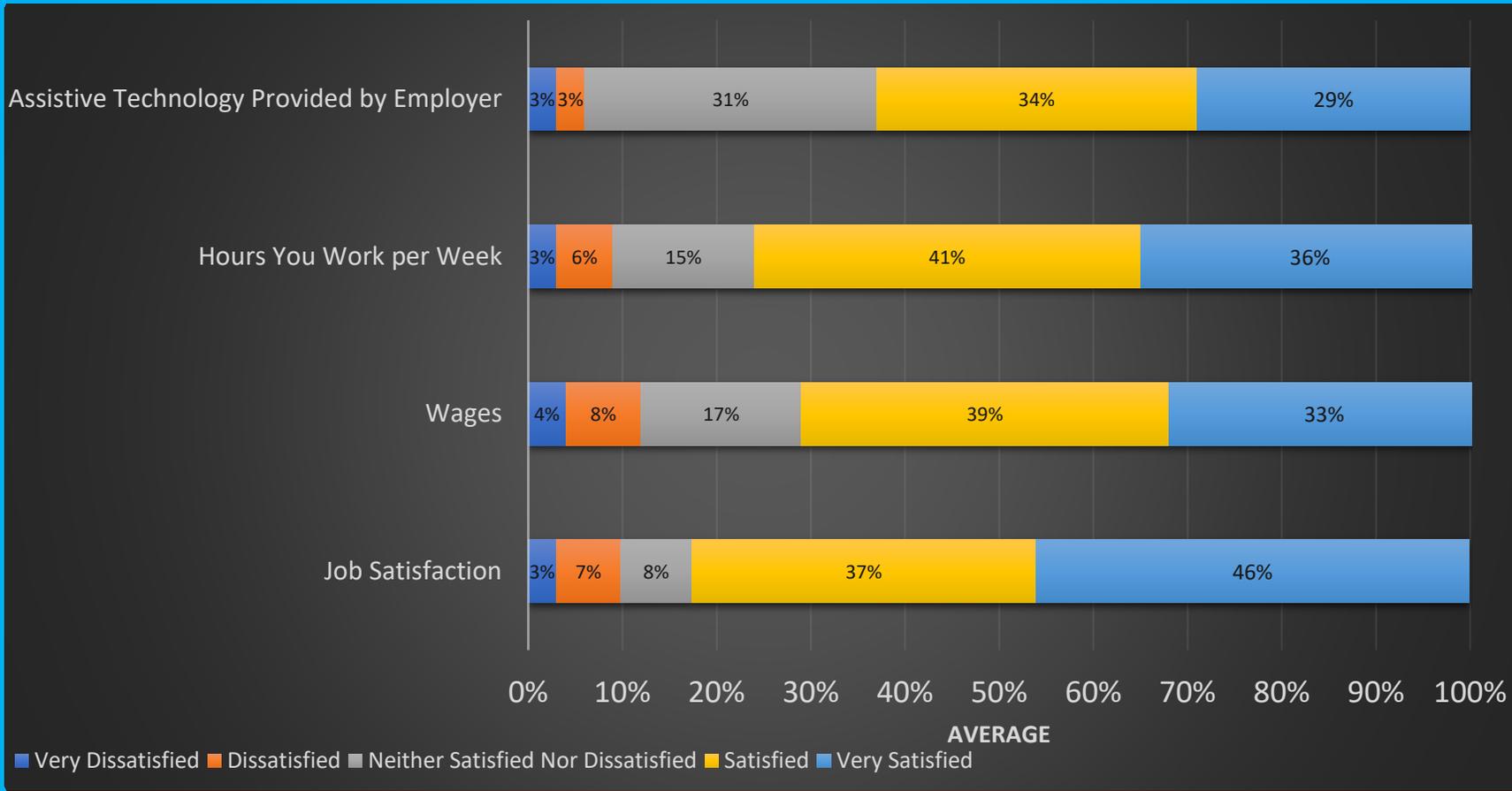
Current Challenges And Areas for Improvement

Question: For Any Steps That You Were Dissatisfied with, Please Indicate Why

- Difficulty with follow-up, unreturned calls/emails, and long delays with services
- Minimal assistance for individuals with certain types of disabilities
- Not qualifying for financial assistance with services based on income level

DVRS acknowledges consumer feedback as an opportunity for improvement.

Satisfaction & Services: Average Job Satisfaction



**Question:
Please
Indicate Your
Level of
Satisfaction
with Your
Job**

This is based on an average for the following questions asked on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)

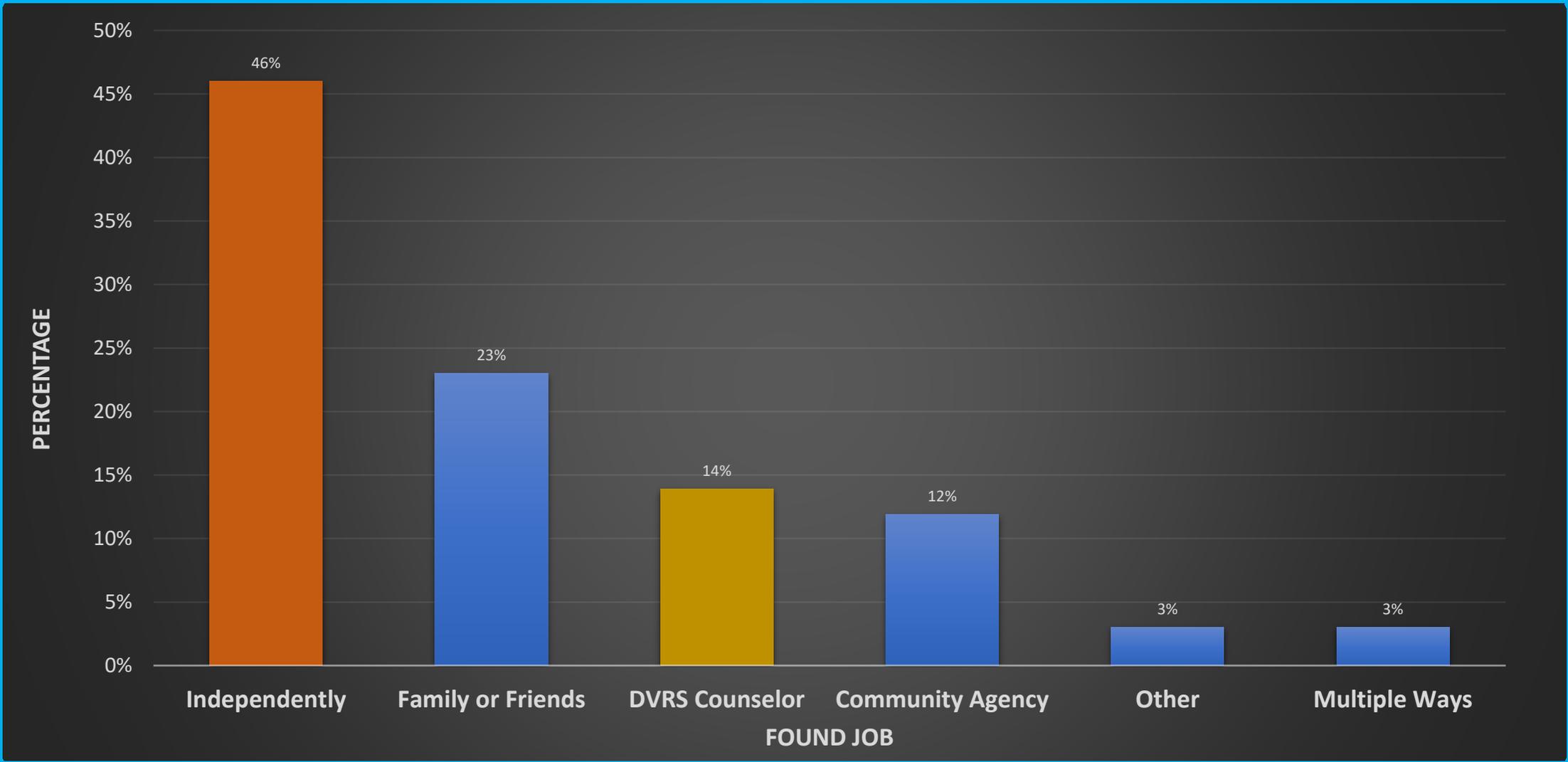
Average Job Satisfaction Summary

Respondents reported:

- 46% mentioned they were very satisfied with their overall job satisfaction
- 31% mentioned that they were neither satisfied nor dissatisfied with assistive technology provided by their employer
- 4% mentioned that they were very dissatisfied with their wages



How Did You Find Your Current Job?





How Did You Find Your Current Job Summary:

Respondents reported:

- 46% reported they found their job independently
- 14% reported they found their job through DVRS



What does DVRS Do with The responses?

- **Once survey results are in, the qualitative responses for both closed with and without employment are gathered**
 - *Qualitative responses included respondents' comments and feedback*
- **The Quality Assurance Unit then sends qualitative responses to the corresponding Field Office (Manager, Supervisor, Field Chief and Senior Leadership)**
- **Staff is asked to follow-up with any necessary action**



