

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

DVRS Consumer Satisfaction Surveys

*Federal Fiscal Year 2026
(October 1st, 2025 – March 31st, 2026)*



Survey Consumer Profile



Participation in the Closed with Employment increased by 5% between FFY2025 to FFY2026 (Quarters 1 & 2)

The response rate for the Closed without Employment survey increased by 4% between FFY2025 to FFY2026 (Quarters 1 & 2)



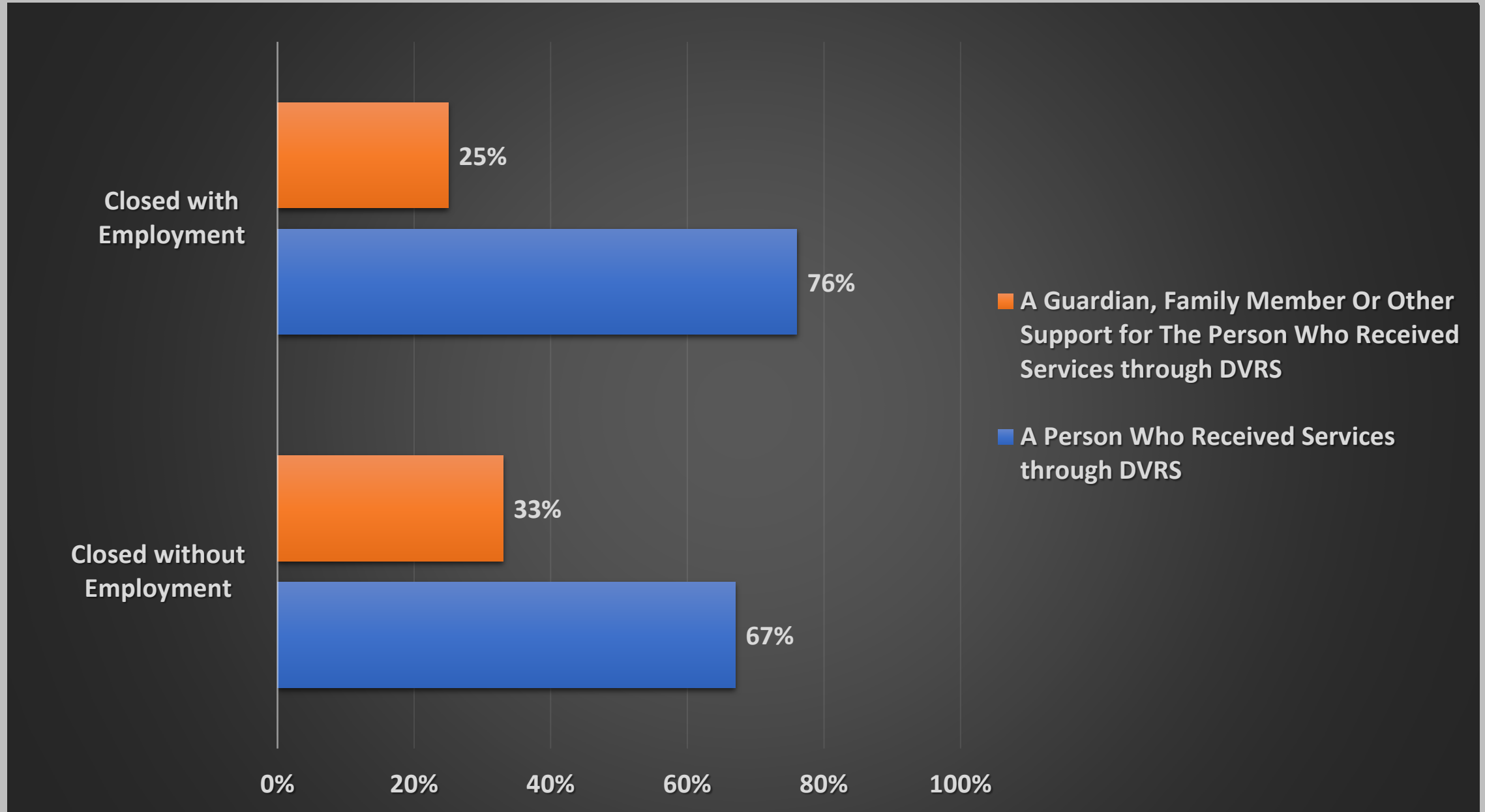
Completion Rate

Closed with Employment Survey	Complete	Incomplete	Total
Q2	101	34	135
Q1	47	25	72
Quarters combined	148	59	207
Percentage combined	71%	29%	
Closed without Employment Survey	Complete	Incomplete	Total
Q2	113	46	159
Q1	93	36	129
Quarters combined	206	82	288
Percentage combined	72%	28%	

As illustrated above, the two surveys demonstrated similar completion and incompleteness rates when both quarters were combined.



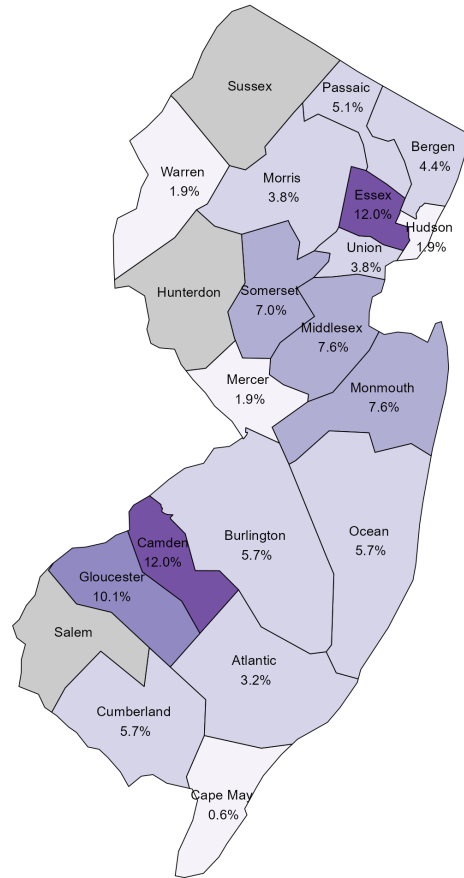
I am (In Response to Those Filling Out the Survey):



Survey Feedback and Analysis

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

Employed Survey: Share of Respondents by County of DVRS Office Receiving the Service
Total Number of Valid Respondents/Respondents: 157/207

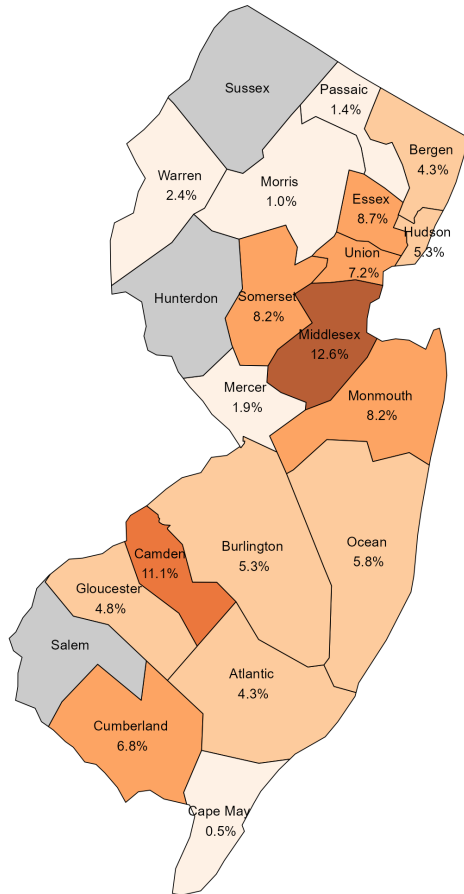


Survey question: From which DVRS office did you receive services?
Source: NJDOL Division of Vocational Rehabilitation Services,
Consumer Satisfaction Survey

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

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

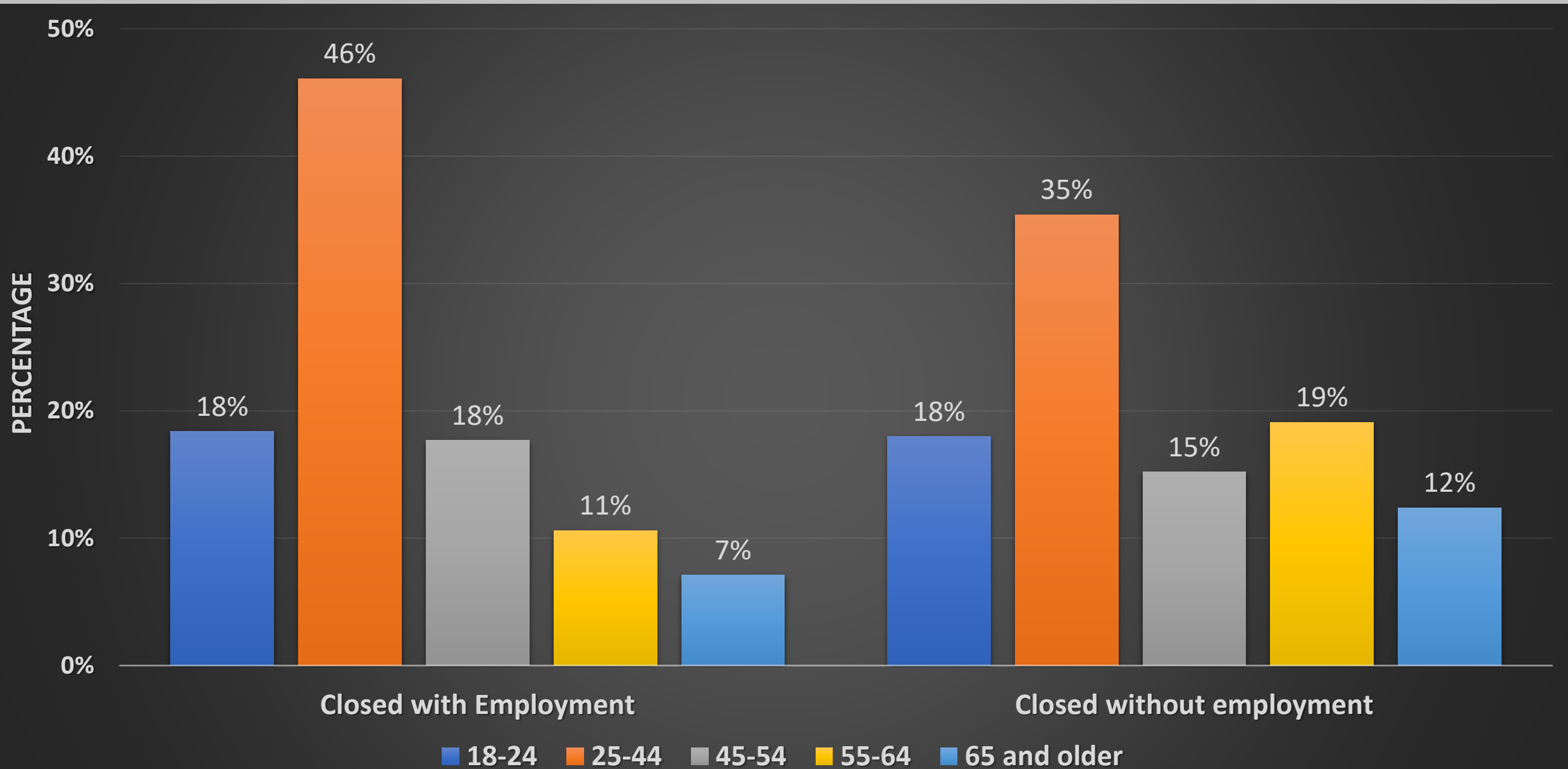
Exited Survey: Share of Respondents by County of DVRS Office Receiving the Service
Total Number of Valid Respondents/Respondents: 207/288



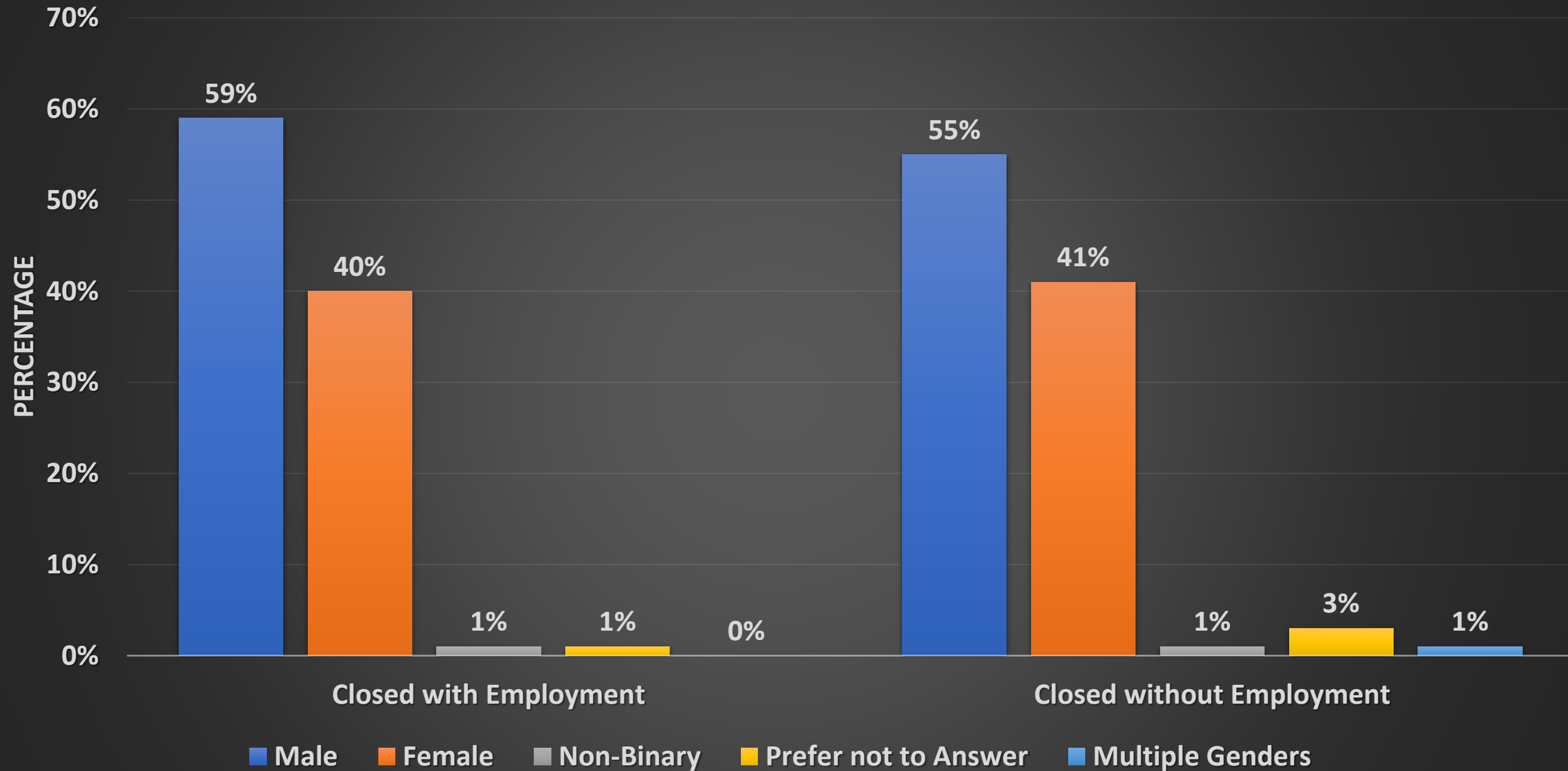
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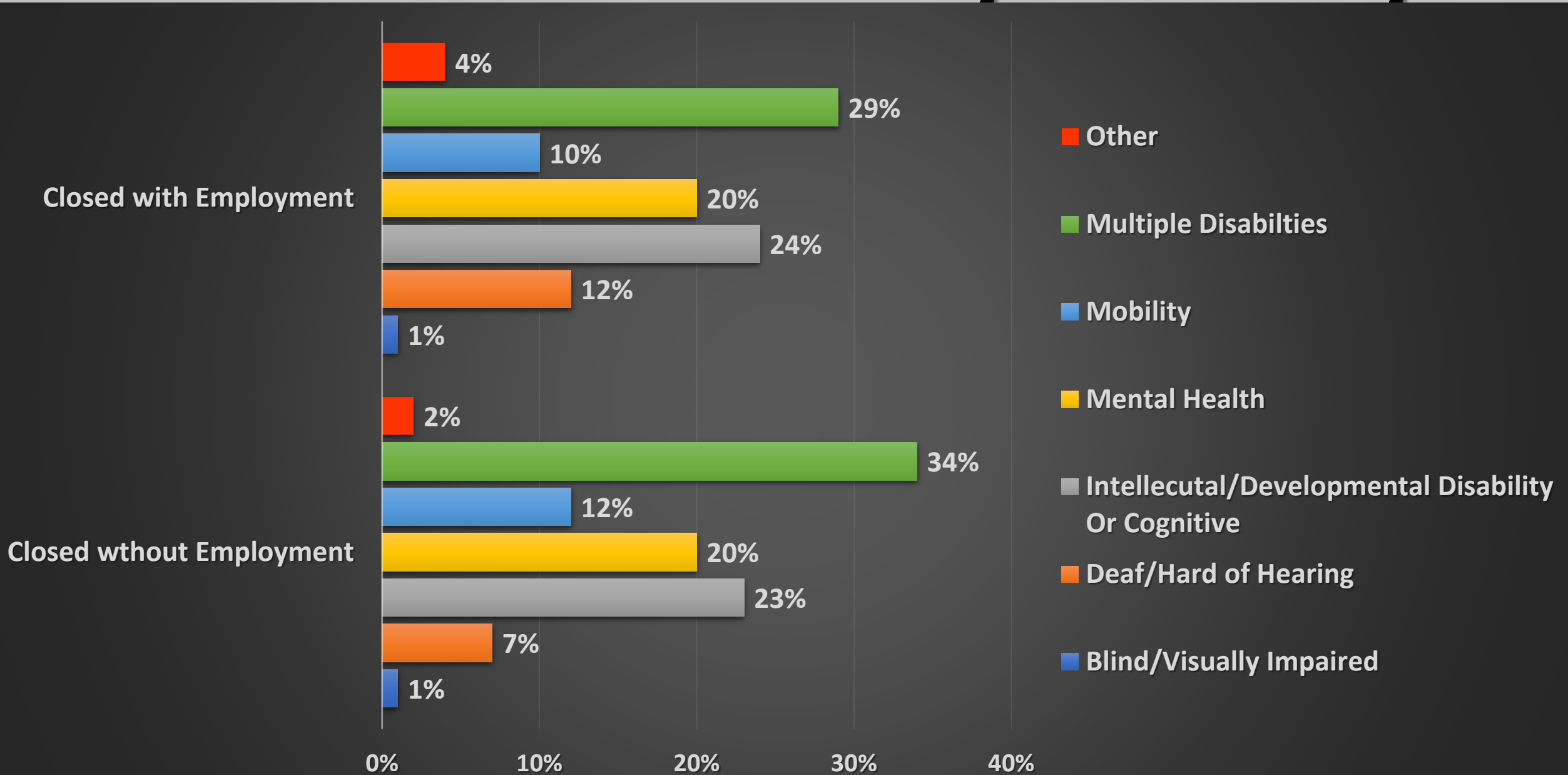
What Is Your Age?



What Is Your Gender?



What Is Your Primary Disability?





What Is Your Primary Disability (*Other*)?

Closed <u>with</u> Employment	Closed <u>without</u> Employment
Brain Injury (TBI)	ADHD
Epilepsy	Autism
Head Injury	Back Issues
Lower Back Pain	Bronchial Asthma & Breathing Issues
Lupus	Diabetes
Autism	Hearing Aids
Substance Use Disorder	Social Anxiety

Demographics Summary

I am:	Closed <u>with</u> Employment: 76% of respondents who completed the survey were individuals who had received DVRS services. Closed <u>without</u> Employment: 67% of respondents who completed the survey were individuals who had received DVRS services.
Field Office Serviced in:	Closed <u>with</u> Employment: 12% of respondents each reported they received services in Essex and Camden Counties. Closed <u>without</u> Employment: 13% of respondents reported they received services in Middlesex County.
Age:	Closed <u>with</u> Employment: 46% of respondents who completed the survey identified being between 25-44. Closed <u>without</u> Employment: 35% of respondents who completed the survey identified being between 25-44.

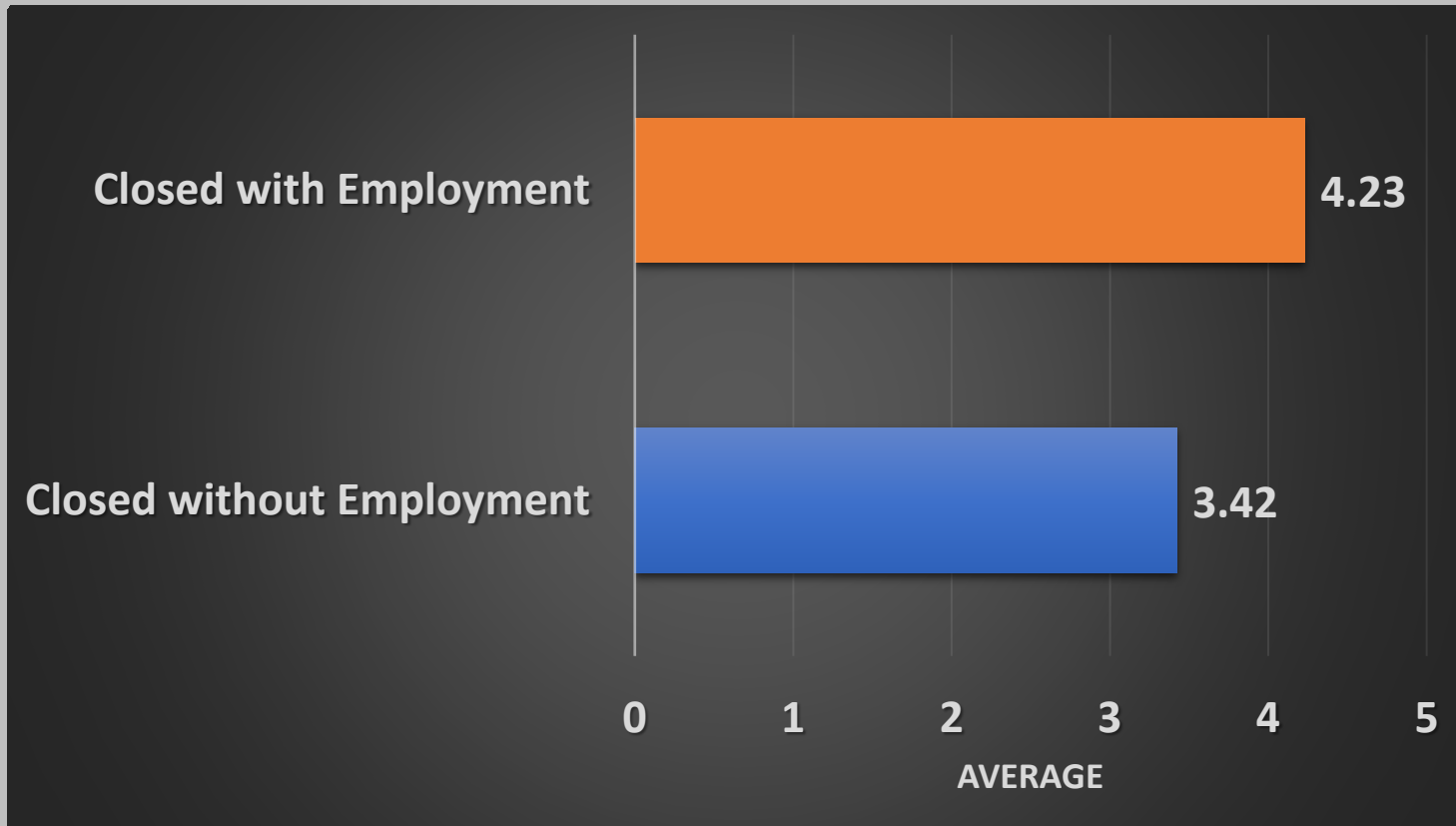
Based on the highest response rate from each question for each corresponding survey

Demographics Summary

Gender:	Closed <u>with</u> Employment: 59% of respondents who completed the survey identified as being male. Closed <u>without</u> Employment: 55% of respondents who completed the survey identified as being male.
Race:	Closed <u>with</u> Employment & Closed <u>without</u> Employment: 44% of respondents from each survey identified as being white.
Disability:	Closed <u>with</u> Employment: 29% of respondents reported having multiple disabilities. Closed <u>without</u> Employment: 34% of respondents reported having multiple disabilities.

Based on the highest response rate from each question for each corresponding survey

Average Satisfaction with DVRS Services



- First Meeting with Staff Person at DVRS
- The Amount of Time it Took to get DVRS Services
- Participating in the Planning of My Services
- The DVRS Counselor Followed My Planned Services
- Overall Level of Satisfaction with My DVRS Services

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

This is the average response for all statements combined.



Which Services from DVRS Helped You Find A Job?

Survey	Job Finding Services	Resume Assistance	Job Placement Services	Interview Assistance	Accommodations To Help with School or Work
Closed with Employment	35%	27%	25%	20%	13%

Survey	Job Finding Services	Resume Assistance	Job Placement Services	Interview Assistance	Help with How Working Would Affect My SSI/SSDI
Closed without Employment	24%	18%	16%	13%	13%

As depicted in the charts to the left, respondents from each survey each indicated that ***Job Finding Services, Resume Assistance, Job Placement Services, and Interview Assistance*** were DVRS services that helped them find a job

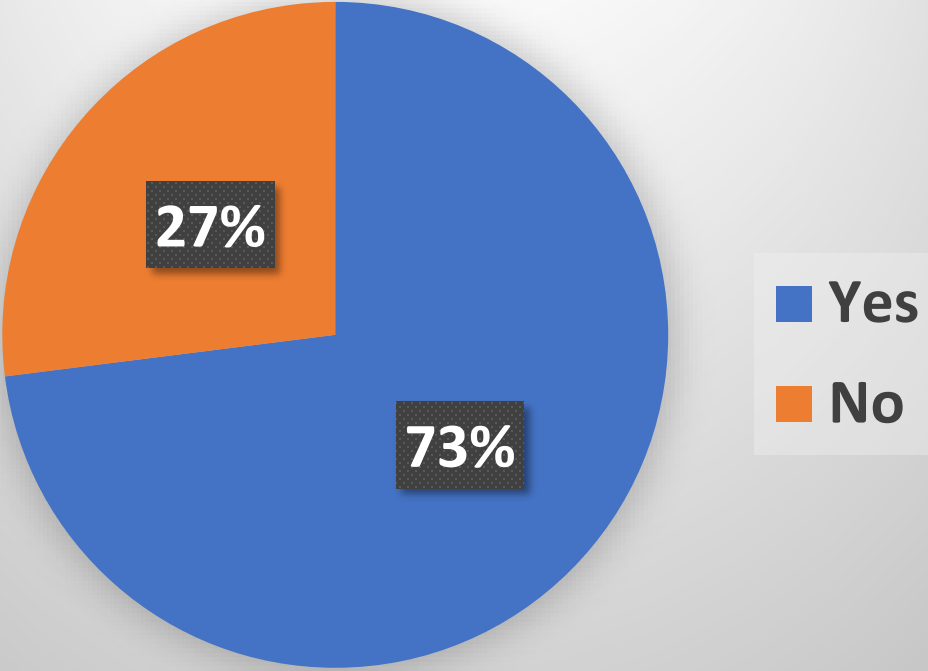
**Based on highest percentage of chosen responses*

Circle indicates overlap in responses

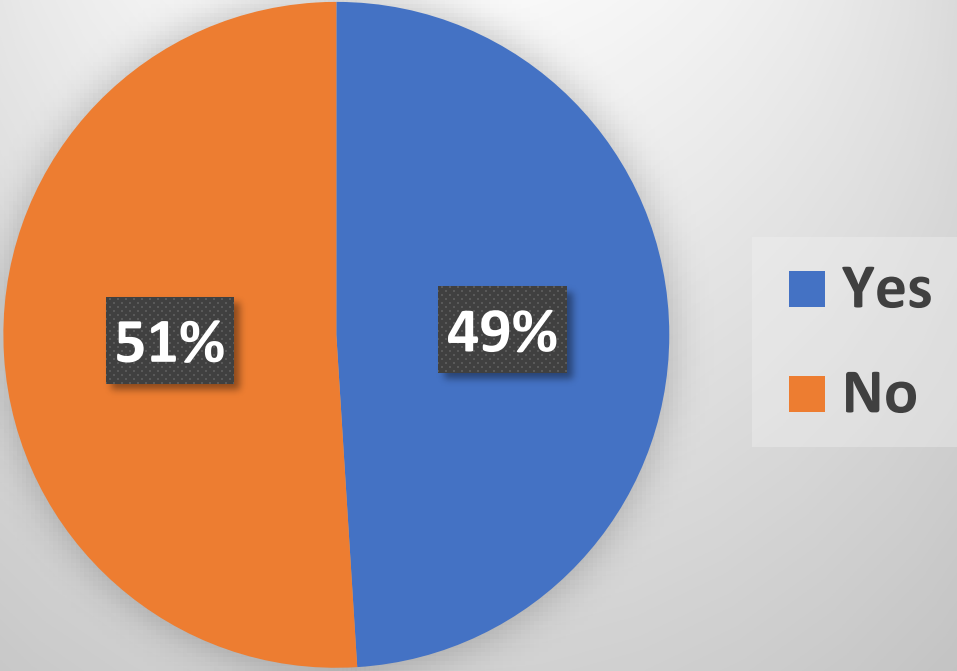


Did You Receive All The DVRS Services You Wanted/Needed?

Closed with Employment



Closed without Employment





You Responded That You Did Not Receive All The DVRS Services You Wanted Or Needed:

What Services Did You Want Or Need That You Did Not Get?

Survey	Job Placement Services	Job Finding Services	Helping Pay for Trade School Or A Certification Course	Help Pay for College	Resume Assistance	Help with Getting Services from Other Agencies
Closed with Employment	48%	45%	30%	23%	23%	23%

Survey	Job Finding Services	Job Placement Services	Help with Getting Services from Other Agencies	Help with Transportation	Accommodations To Help with School or Work	Helping Pay for Trade School Or A Certification Course
Closed without Employment	46%	45%	37%	33%	32%	30%

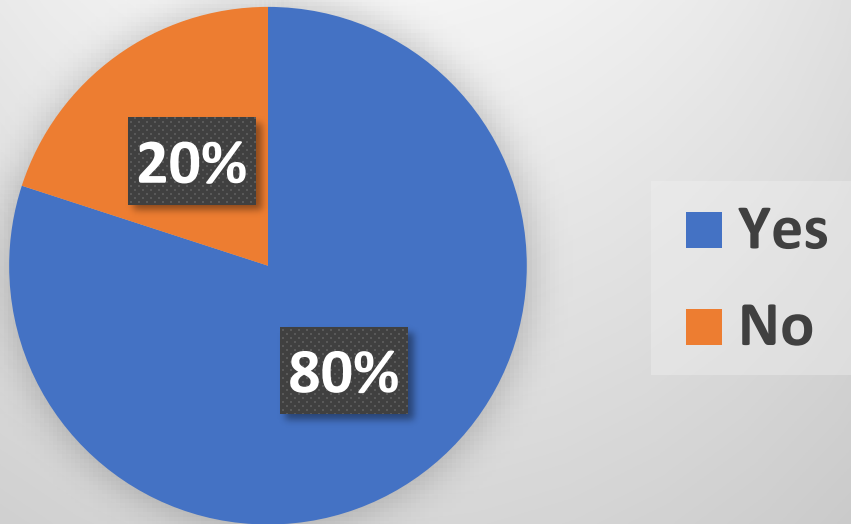
As depicted in the charts to the left, respondents from each survey each indicated that ***job finding services, job placement services, help with getting services from other agencies, and helping pay for trade school or a certification course*** were DVRS services they wanted or needed, but did not get.

**Based on highest percentage of chosen responses
Circle indicates overlap in responses*

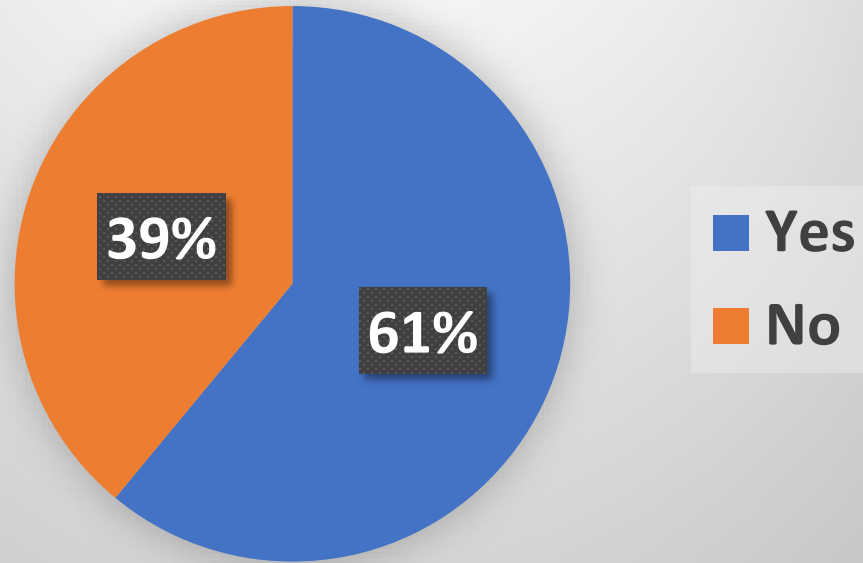


I Knew Who To Contact If I Needed Help (Or Was Unhappy) with My DVRS services

Closed with Employment



Closed without Employment



DVRS Services Summary

DVRS Satisfaction Average:	Closed <u>with</u> Employment: Respondents reported an average of 4.23 out of 5 with satisfaction pertaining to DVRS services. Closed <u>without</u> Employment: Respondents reported an average of 3.42 out of 5 with satisfaction pertaining to DVRS services.
Services from DVRS Help Find a Job:	Closed <u>with</u> Employment: 35% of respondents reported that job finding services helped them find a job. Closed <u>without</u> Employment: 24% of respondents reported that job finding services helped them find a job.
Receive All the DVRS Services You Wanted/Needed:	Closed <u>with</u> Employment: 73% of respondents reported they received all the DVRS services they wanted or needed. Closed <u>without</u> Employment: 51% of respondents reported they did not receive all the DVRS services they wanted or needed.

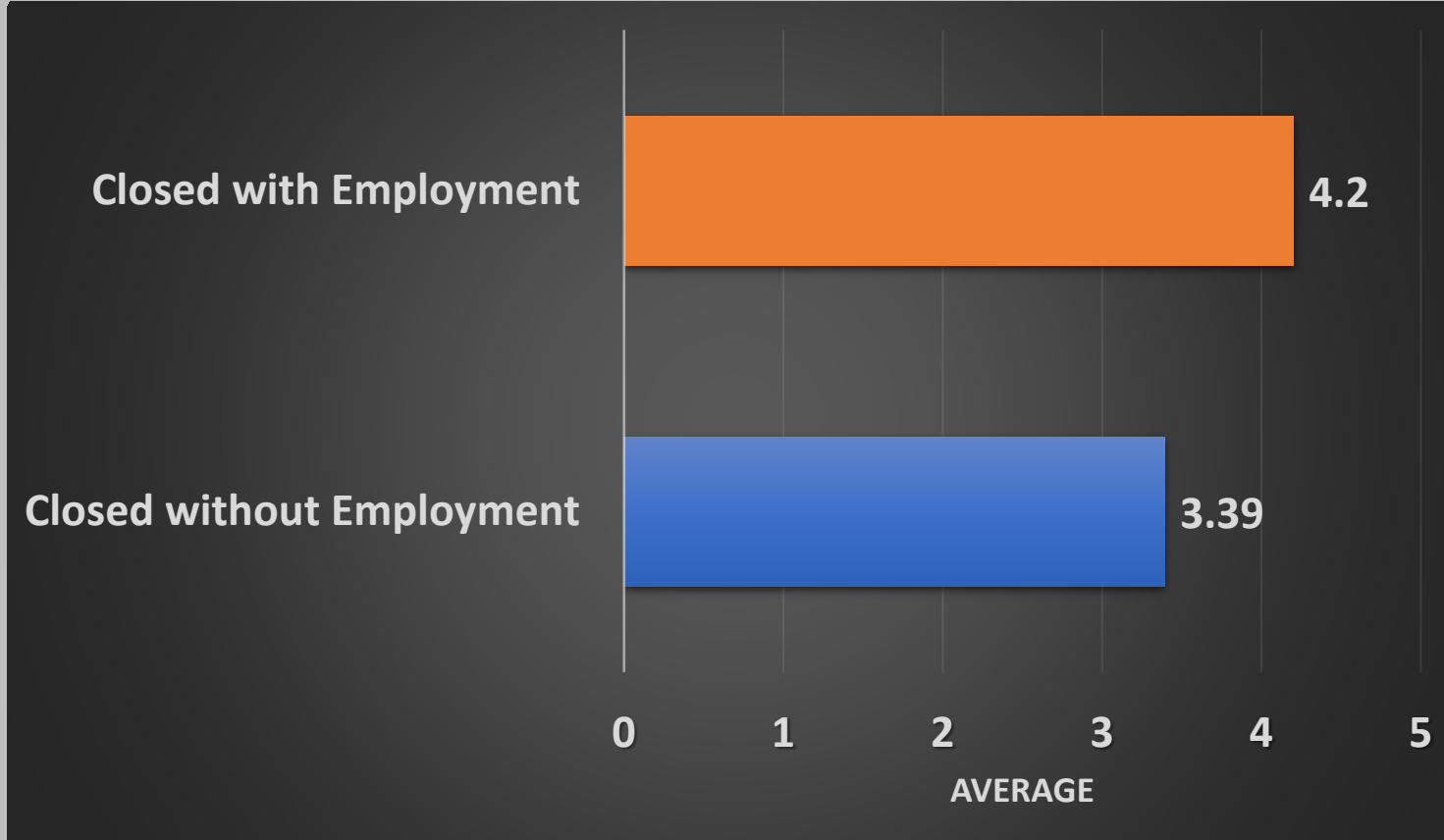
Based on the highest response rate from each question for each corresponding survey

DVRS Services Summary Continued

I Knew Who To Contact If I Needed Help:	Closed <u>with</u> Employment: 80% of respondents reported they knew whom to contact if needed help or was unhappy with DVRS services. Closed <u>without</u> Employment: 61% of respondents reported they knew whom to contact if needed help or was unhappy with DVRS services.
DVRS Services Did Not Get:	Closed <u>with</u> Employment: 48% of respondents reported they did not receive job placement services. Closed <u>without</u> Employment: 46% of respondents reported they did not receive job finding services.

Based on the highest response rate from each question for each corresponding survey

Average Satisfaction with Counselor



- Communication with DVRS Counselor
- Communication Type
- Trust in DVRS Counselor
- The DVRS Counselor Helped Me Pick People And Places I Like To Work with
- The Guidance and Support That I Received from My DVRS Counselor

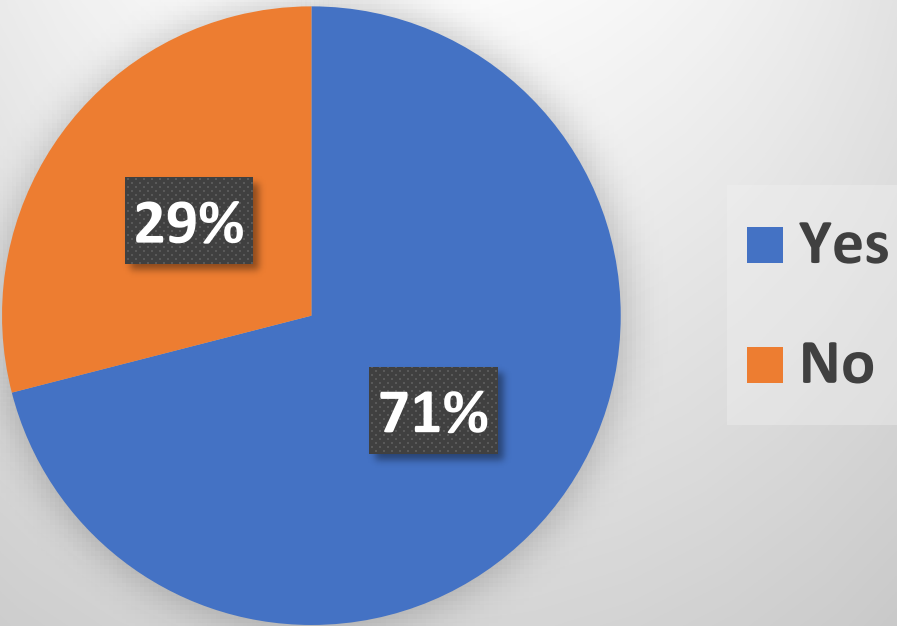
This is based on an average for the following statements asked on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)

This is the average response for all statements combined.

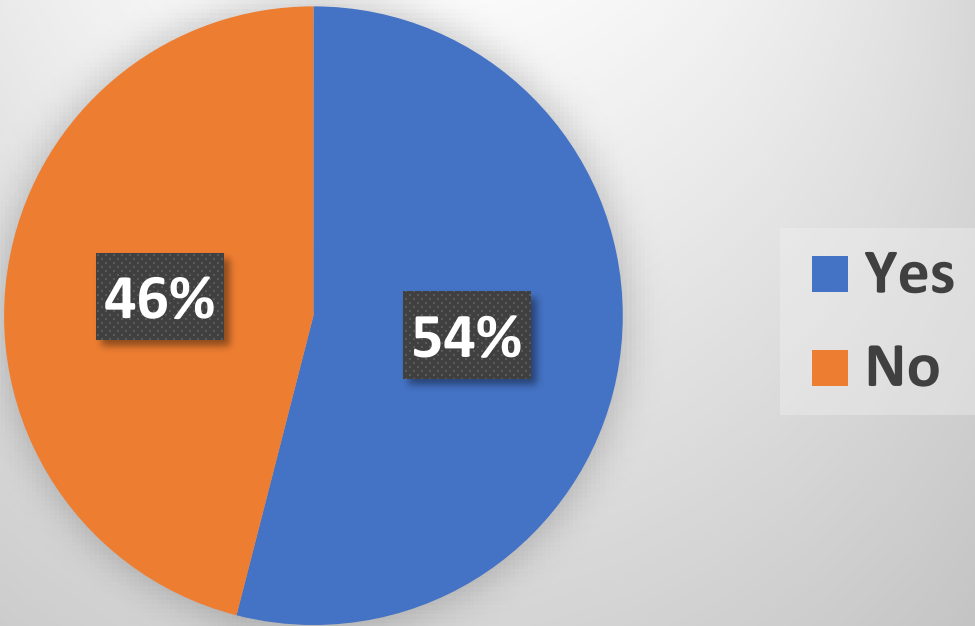


My DVRS Counselor Provided Me with Information about The NJ Client Assistance Program (CAP) at Disability Rights New Jersey (DRNJ)

Closed with Employment



Closed without Employment



Counselor Summary

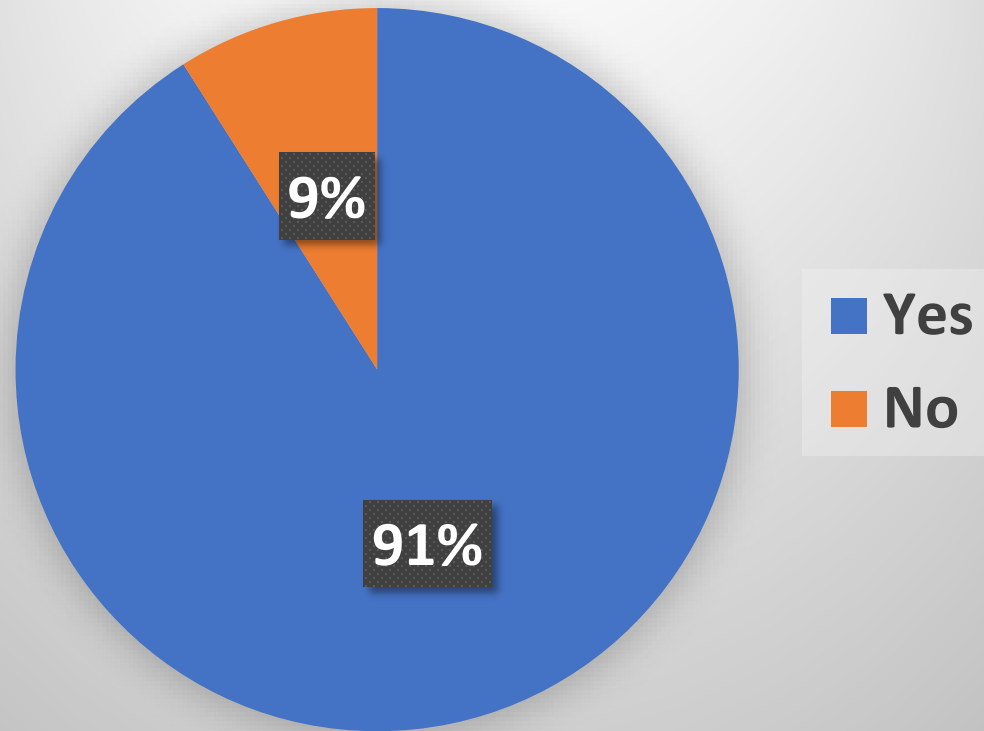
Counselor Satisfaction Average:	Closed <u>with</u> Employment: Respondents reported an average of 4.2 out of 5 with satisfaction pertaining to their counselor. Closed <u>without</u> Employment: Respondents reported an average of 3.39 out of 5 with satisfaction pertaining to their counselor.
Information about The NJ Client Assistance Program (CAP):	Closed <u>with</u> Employment: 71% of respondents reported that their counselor provided them with Information about The NJ Client Assistance(CAP). Closed <u>without</u> Employment: 54% of respondents reported that their counselor provided them with Information about The NJ Client Assistance(CAP).

Based on the highest response rate from each question for each corresponding survey

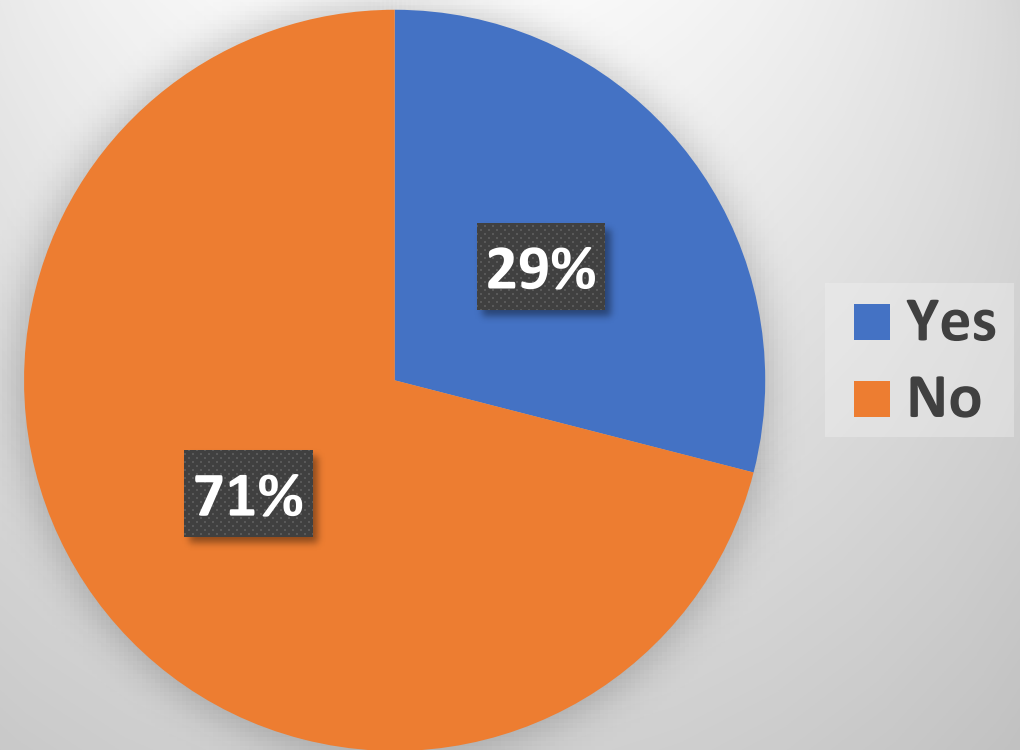


I am Currently Employed

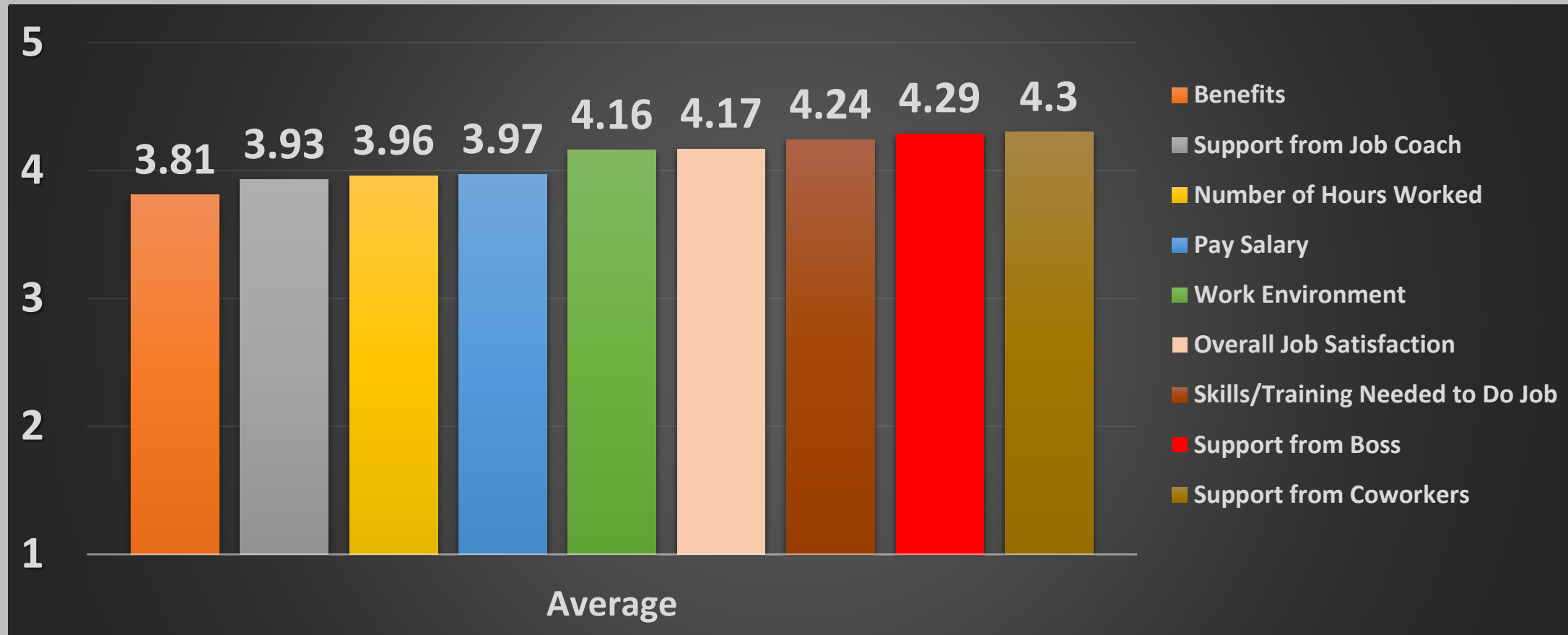
Closed with Employment



Closed without Employment



Please Rate Your Satisfaction with Your Job from Very Dissatisfied to Very Satisfied



*This is based on the following statements asked on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)
This is the average response for all questions combined.*

**This question only appeared on the closed with employment survey*



How Likely Would You Be to Refer A Friend Of Family Member to DVRS?

Closed With Employment Survey

Average Response Rate

4.31

Highest Response Rate

5.00

Closed Without Employment Survey

Average Response Rate

3.47

Highest Response Rate

5.00

1 Star indicating Not at All and 5 stars indicating Extremely Likely

Employment and Referral Summary

Currently Employed:	Closed <u>with</u> Employment: 91% of respondents mentioned that they were currently employed. Closed <u>without</u> Employment: 71% of respondents mentioned that they were not currently employed.
Satisfaction with Job:	Closed <u>with</u> Employment: Respondents reported an average of 4.30 for overall satisfaction towards their coworkers.
Refer to DVRS:	Closed <u>with</u> Employment: Respondents reported an average of 4.31 for referring DVRS to a friend or family member. Closed <u>without</u> Employment: Respondents reported an average of 3.47 for referring DVRS to a friend or family member.

Based on the highest response rate from each question for each corresponding survey

Strengths, Challenges and Areas for Improvement

What Else Would You Like To Share about Your Current Job?

Some strengths and challenges according to this question:

- **Enjoyment of the job, having supportive colleagues and finding work meaningful**
- **Grateful to obtain assistance in identifying the career interests that aligned with strengths**
- **Dissatisfied with insufficient wages or hours to support themselves in job**
- **Mixed reactions about how disability may affect performance in the workplace**

With regards to these strengths and challenges, DVRS acknowledges the positive contributions for assisting individuals in finding careers that are purposeful and aligns with their strengths. DVRS is additionally committed to following up with consumers in finding work that can support them financially, along with providing strategies in helping with their overall performance at their job.

****This question only appeared on the closed with employment survey***

Challenges and Areas for Improvement

Question: What Else Would You Like To Tell Us about Your Time with DVRS. Feel Free To Comment

Both surveys displayed the following challenges:

- Negative experiences with counselors**
- Issues pertaining to professionalism and communication between counselors and consumers**
- Slow and long process**
- Job coaches needing specialized training to work with individuals with specific types of disabilities**
- Consumers indicating that they found their job independently without the help of DVRS**

DVRS acknowledges these findings as opportunities for strategic improvement; this includes remaining steadfast with enhancing communication protocols and overall experiences between counselors and consumers, accelerating DVRS meeting processes', addressing disability-related concerns, and assisting consumers with employment placement support to support their needs.

Strength Related Areas

Question: What Else Would You Like To Tell Us about Your Time with DVRS. Feel Free To Comment

Both surveys displayed the following strengths:

- Positive relationships with counselors
- Receiving assistive technology (van modifications, hearing aids) that can help consumers maintain independence and employment
- Overly satisfied with the value that DVRS provides (*It was definitely a very valuable service, and I recommend it to anyone who is having difficulty finding a good Job...*)

DVRS recognizes the positive contributions that consumers had with their counselors, the role assistive technology can support with workplace success and independence, along with providing an overall satisfactory value. DVRS is committed to ensuring that these strengths continue when consumers are receiving any necessary services.

Strengths, Challenges and Areas for Improvement

Which Services from DVRS Helped You Find A Job?

Both surveys displayed the following strengths and challenges:

- **Obtaining assistance in other job-related capacities (assistance from job coach, looking for jobs, benefits counseling)**
- **Providing and paying for assistive technology & services; hearing aids, driving classes and headphones**
- **Some respondents indicated that DVRS did not help them find a job; consumers found employment independently or through personal connections**

DVRS actively encourages consumer feedback and remains committed to reviewing and incorporating it to enhance service delivery.

What Does DVRS Do with the Responses?

- Once survey results are collected, the qualitative responses for both Closed with Employment and Closed without Employment are gathered
 - *Qualitative responses included respondents' comments, thoughts and opinions*
- The Quality Assurance Unit sends qualitative responses to the corresponding Field Office (Manager, Supervisor and Field Chief)
- Staff is asked to follow-up with any necessary action



