

Executive Summary Consumer Satisfaction Surveys

Federal Fiscal Year 2025

(Six-Month Summary: October 1st, 2024 – March 31st, 2025)

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



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Employed Survey and Exited without Employment Survey

Defined

Employed Survey

- Is sent to consumers who found employment while working with DVRS and are closed successfully after 90 days of stable employment

Exited Without Employment Survey

- Is sent to consumers whose case was closed without a successful employment outcome

Both surveys inquired about respondents' experiences with DVRS services. This included any assistance they got from their counselors, their rating of satisfaction and dissatisfaction with services, along with if consumers have or have not found employment

Respondents

3,227 Consumers were closed with DVRS in
FFY 2025 Q1 and Q2

DVRS Distributed
surveys to 720
Consumers
closed with
employment
“rehabilitated”

DVRS Distributed
surveys to 2,067
Consumers who
exited
without employment

86% of closed consumers had a valid email
address

Respondents

3,227 Consumers were closed with DVRS in FFY 2025 Q1 and Q2

DVRS Distributed surveys to 720 Consumers closed with employment “rehabilitated”

119 Consumers responded to this survey

DVRS Distributed surveys to 2,067 Consumers who exited without employment

161 in this category Consumers responded to this survey

Overall Survey Participant Profile

Employed Survey & Exited Without Employment Survey

	Response Rate FFY Q1 through Q4 2024	Response Rate FFY Q1 through Q2 2025
Employed Survey	8%	17%
Exit without Employment Survey	4%	8%

- Both the Exited without Employment Survey and the Employed Survey had participation doubled between FFY 2024 and the 1st half of FFY 2025
- This increase in response rates are great for garnering feedback

Bounce Back emails from FFY 2025 Q2

Employed Survey & Exited Without Employment Survey

- The QA Unit partners with the Office of Innovation Management, Services & Solutions (OIM) to collect bounce back statistics from the consumer satisfaction surveys. Collecting this data is useful so the agency is cognizant on obtaining accurate information
- OIM ensures that survey emails are sent with confidence and legitimacy

Survey	Bounce backs
Employed	5.49%
Exited Without Employment	8.67%

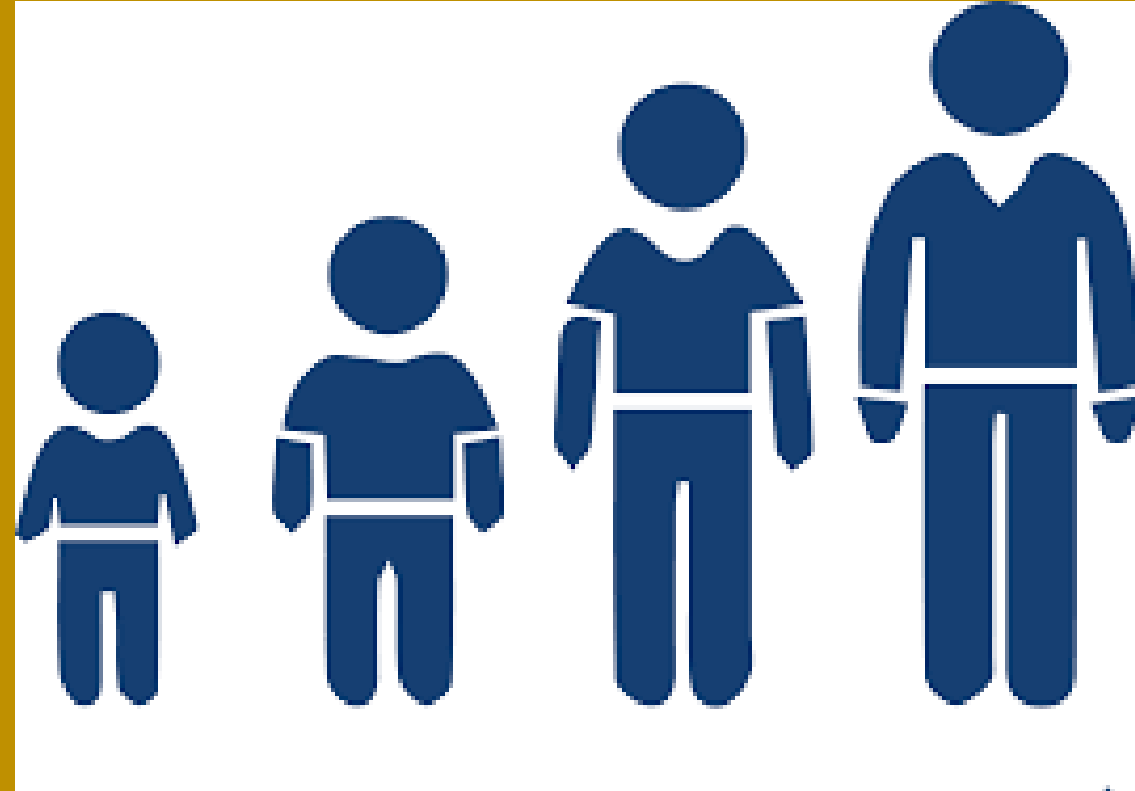
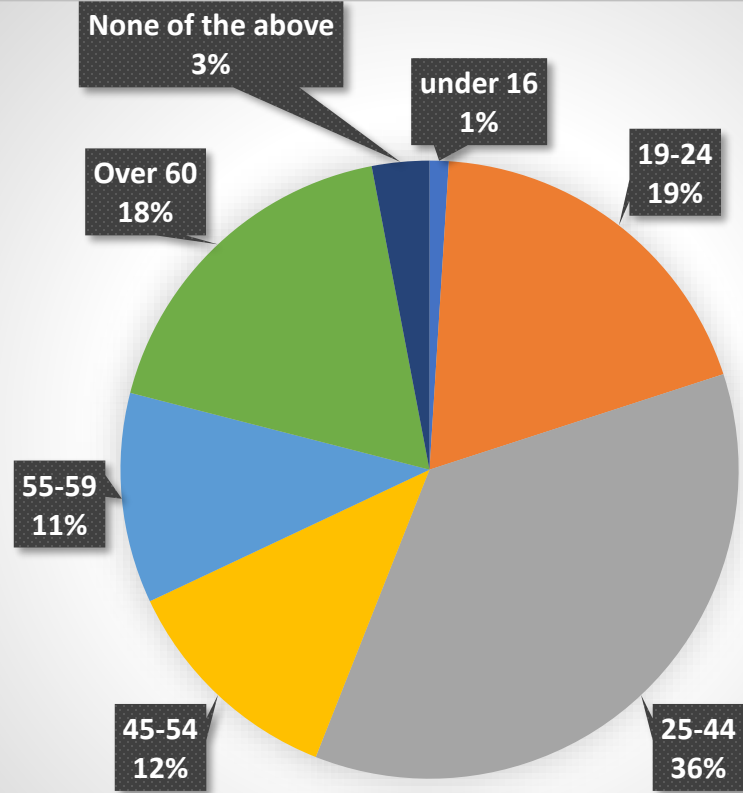
Employed Survey Highlights

FFY25 Q1 and FFY25 Q2

Demographics:

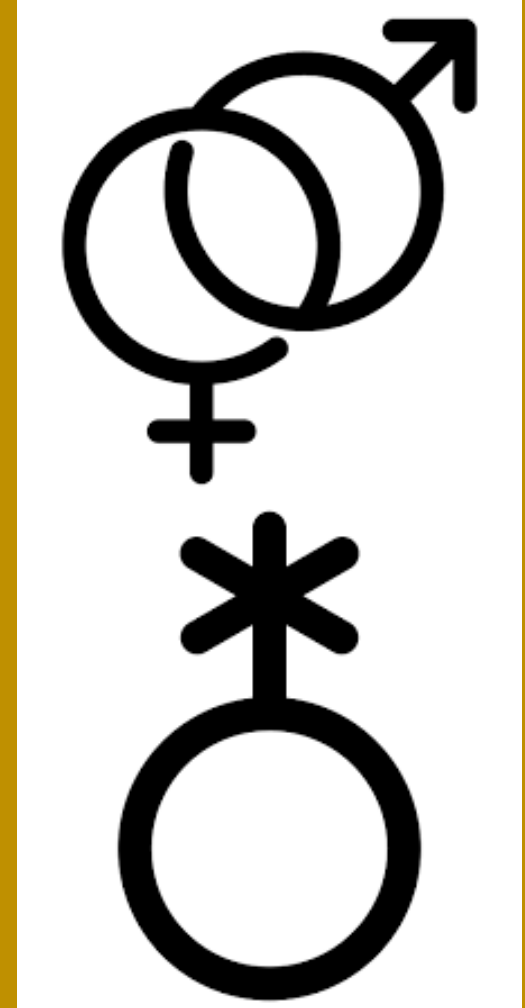
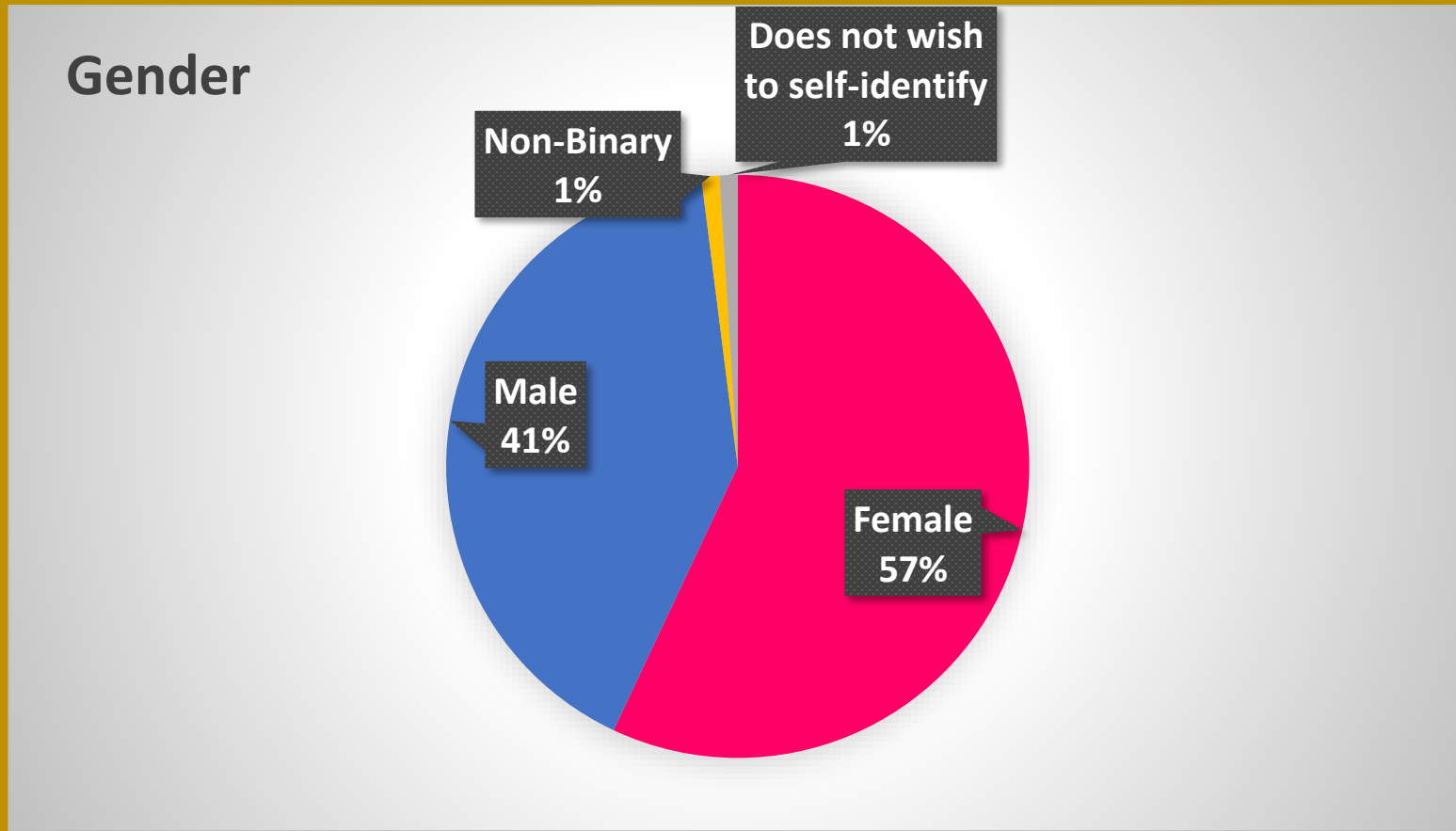
Consumers Closed with Employment

Age



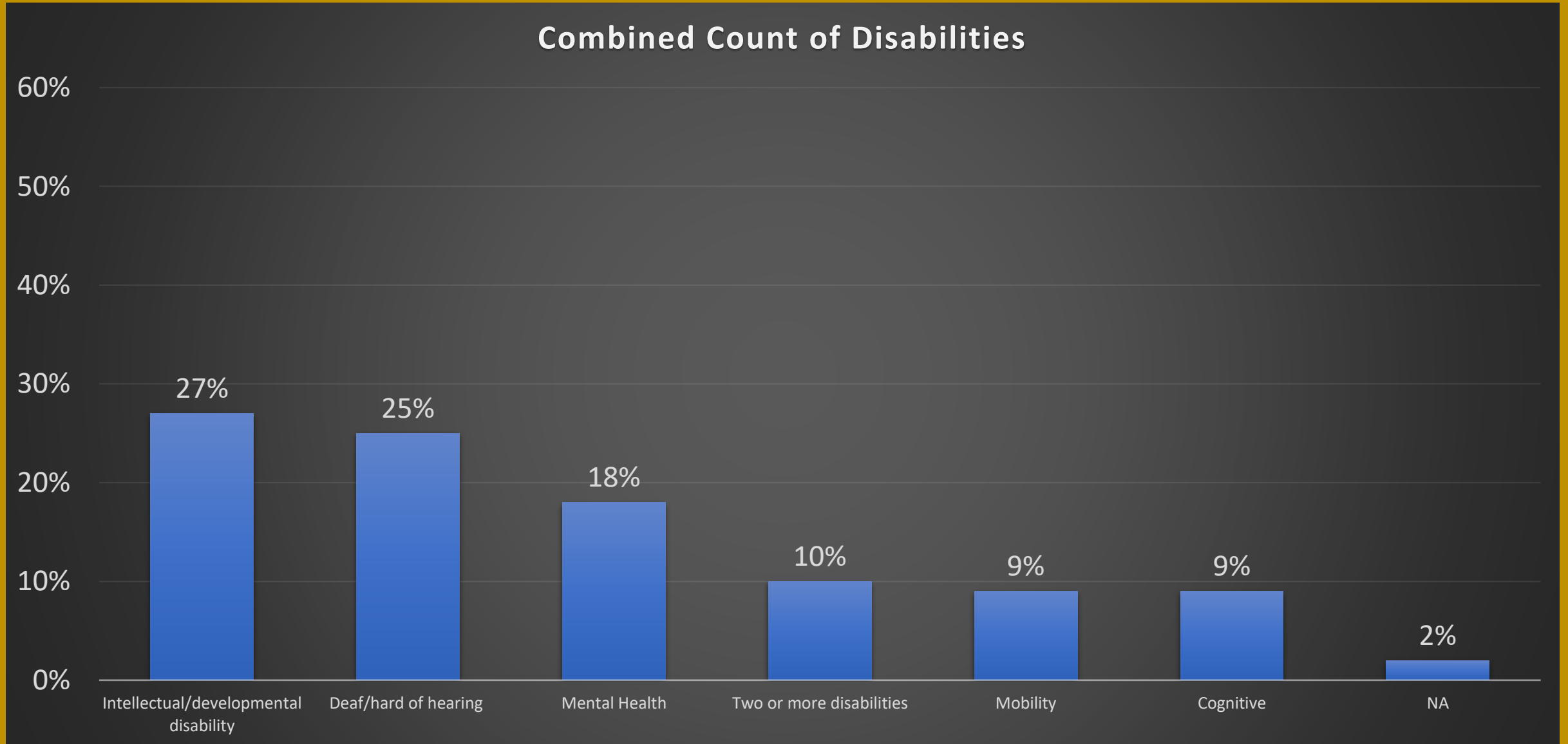
Demographics:

Consumers Closed with Employment



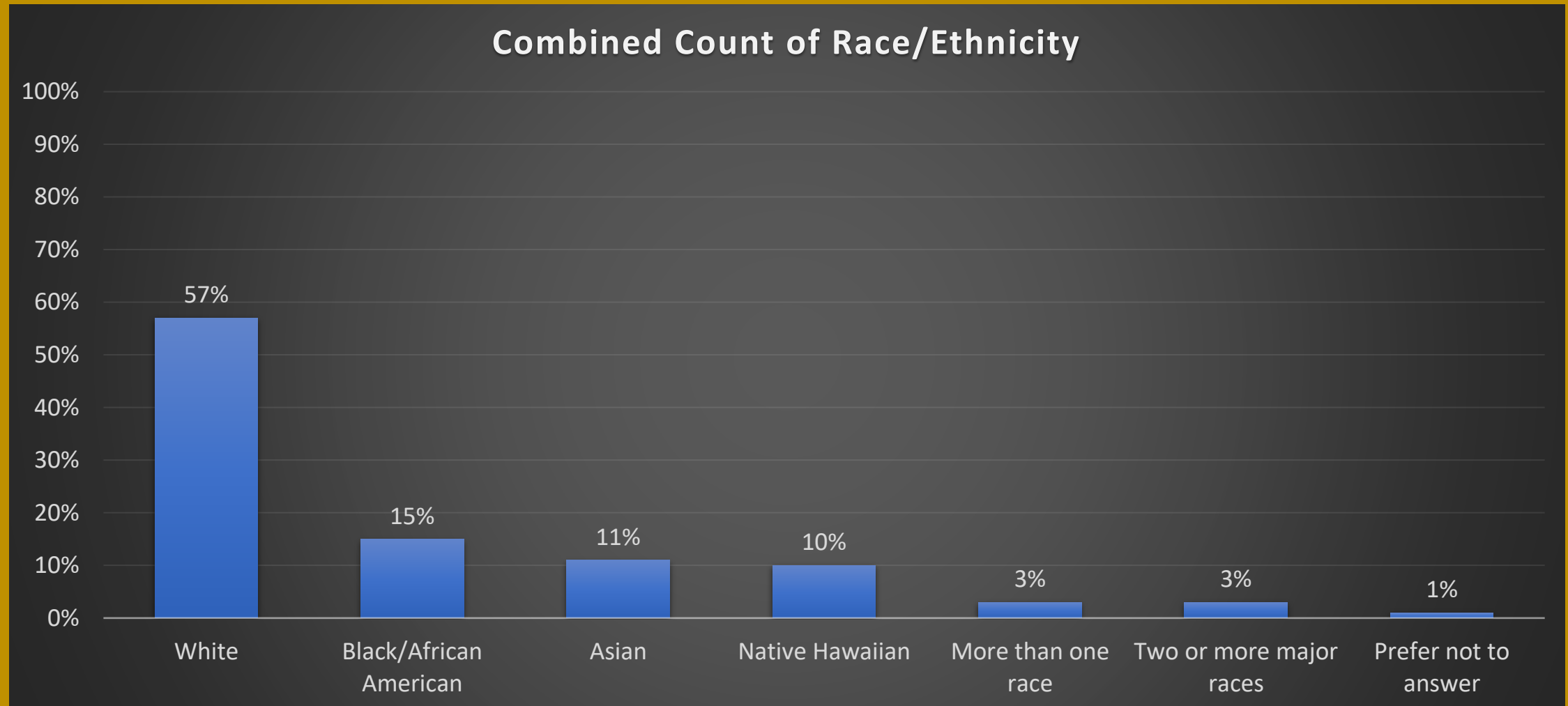
Demographics:

Consumers Closed with Employment



Demographics:

Consumers Closed with Employment

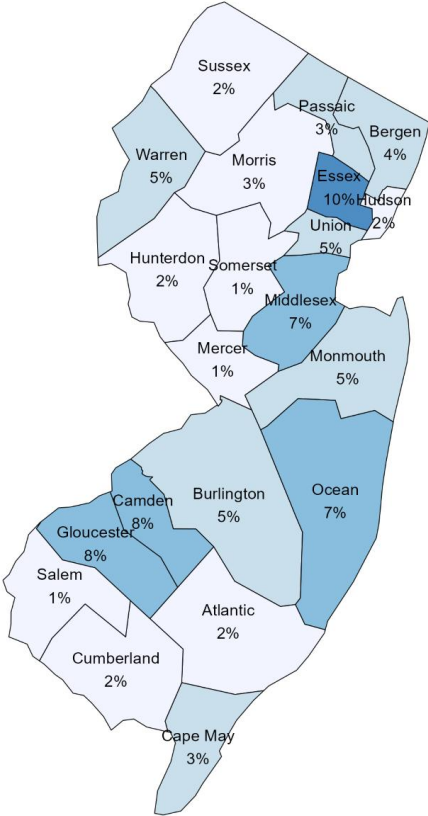


Information:

Consumers Closed with Employment

Employed Survey: Share of Respondents by Region of Residence

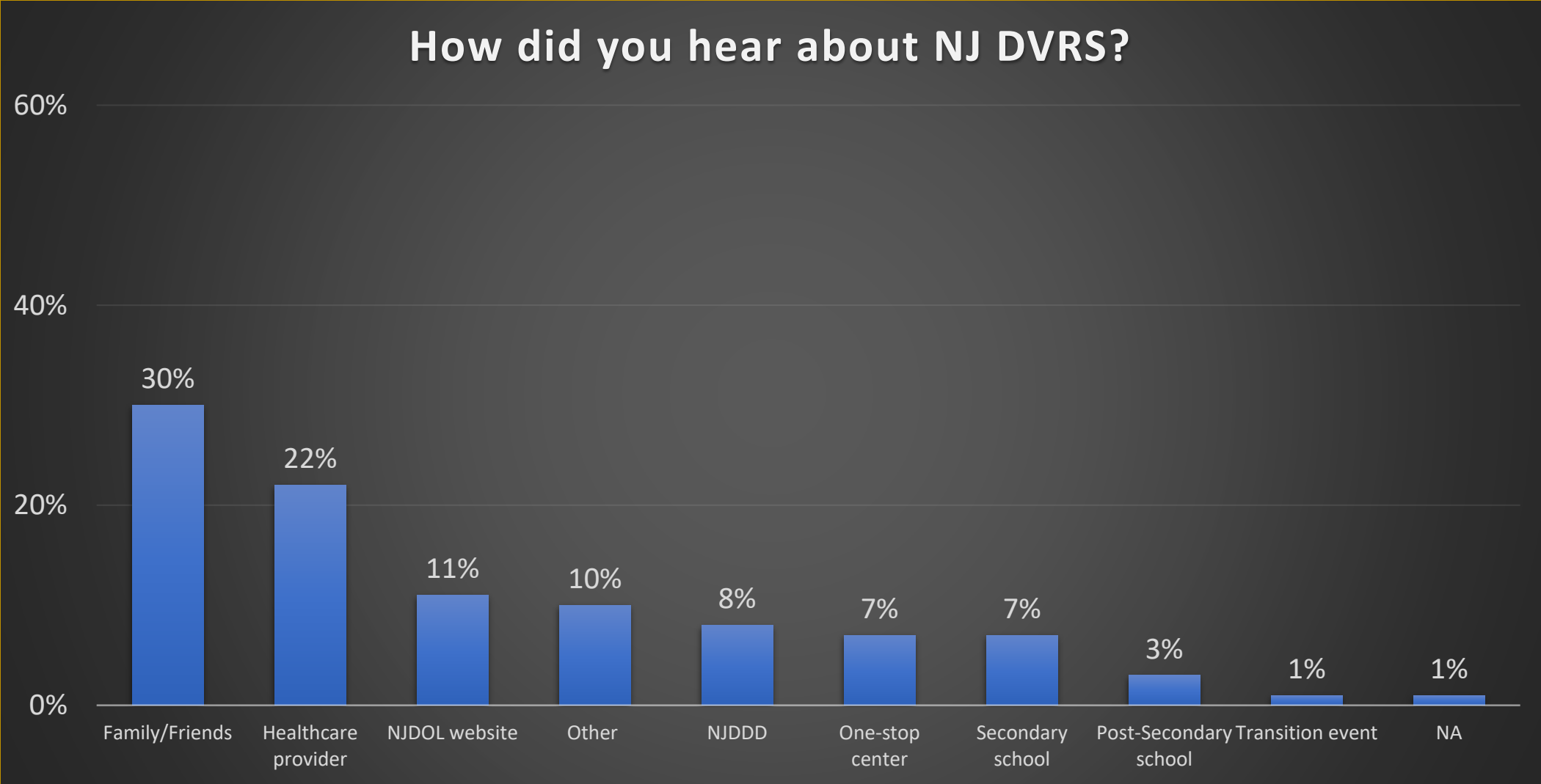
Total Number of Valid Respondents/Respondents: 103/119



Survey question: Please indicate the county in which you live.
Note: Out-of-state respondents represent 1%, and 2% of respondents lived in multiple counties.
Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys 2025 Q1 and Q2.

Information:

Consumers Closed with Employment



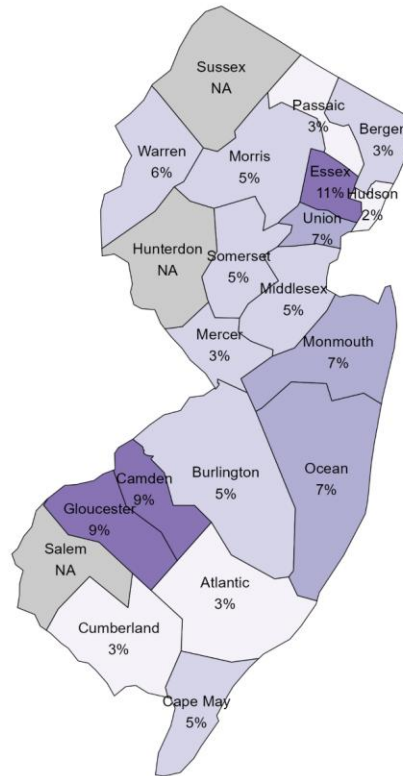
Demographics:

Consumers Closed with Employment

Please indicate the county in which you live

Employed Survey: Share of Respondents by County of DVRS Office Receiving the Service

Total Number of Valid Respondents/Respondents: 118/119



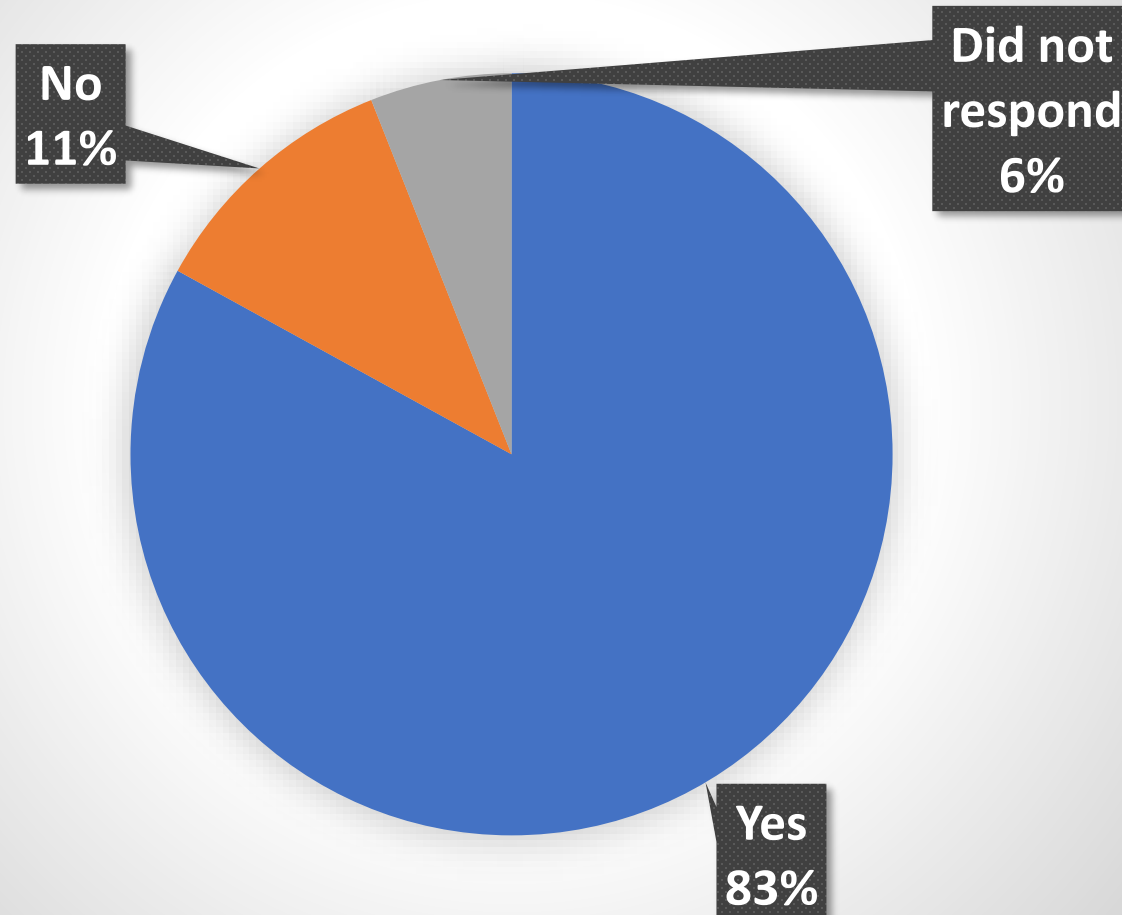
Survey question: From which DVRS office did you receive services?

Note: 3% of respondents received service in two and more offices.

Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys 2025 Q1 and Q2.

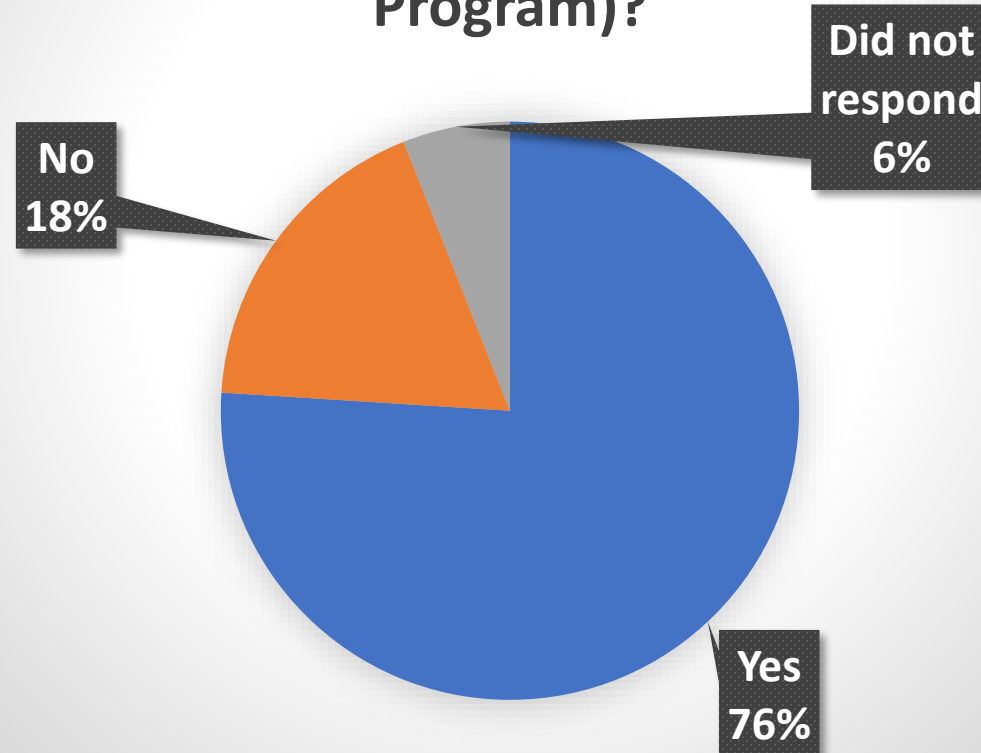
Counselor: Consumers Closed with Employment

Did your counselor help understand rights?



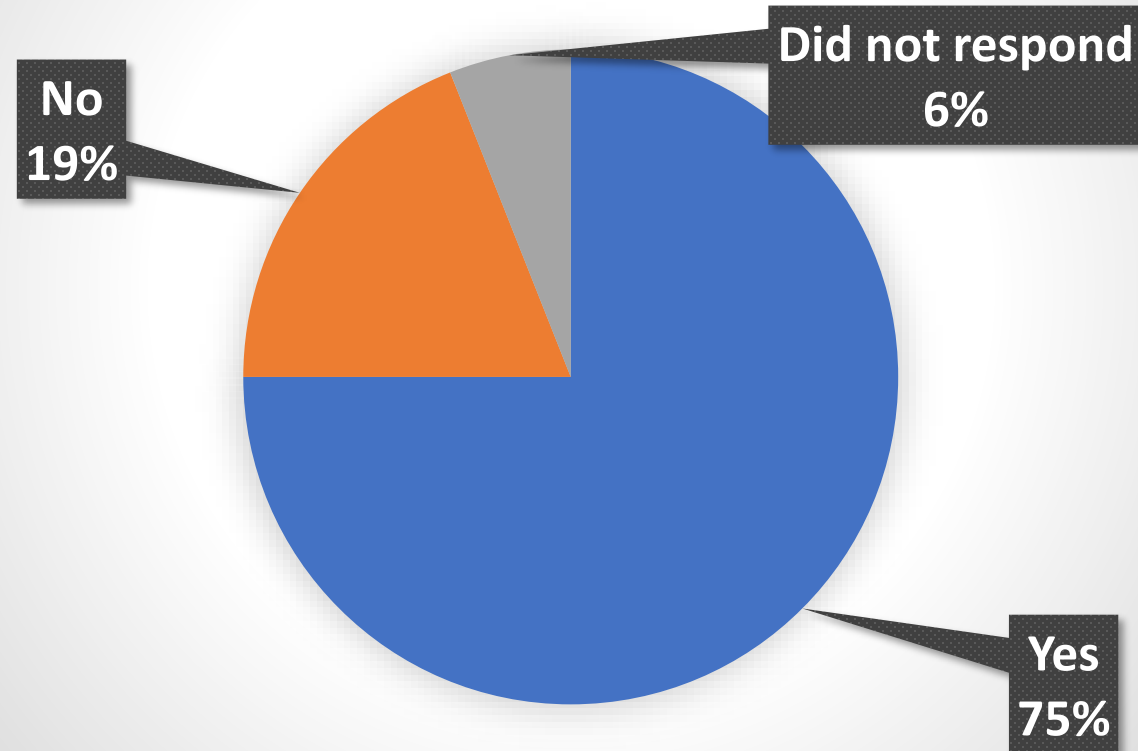
Counselor: Consumers Closed with Employment

Did your counselor provide you with information about Disability Rights New Jersey (DRNJ), also known as CAP (Client Assistance Program)?



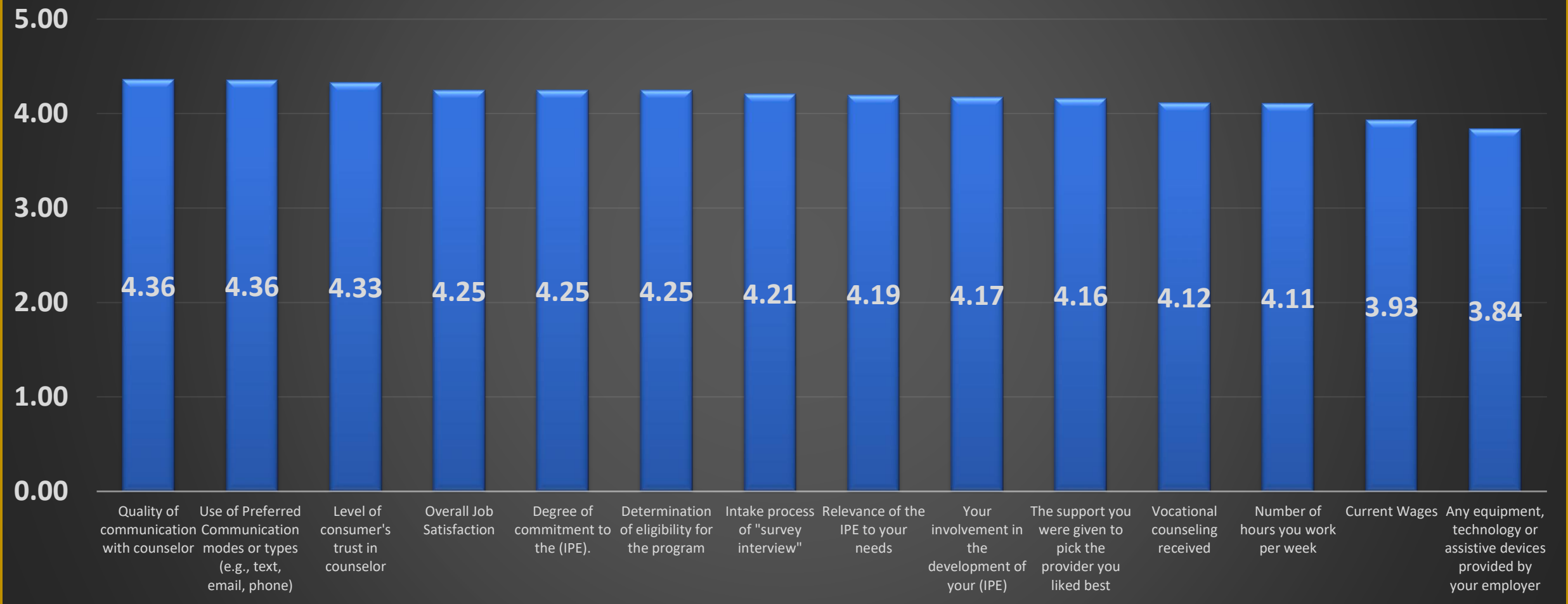
Counselor: Consumers Closed with Employment

Did you know who to contact if you had a problem with your counselor?



Satisfaction & Services: Consumers Closed with Employment

Please rate your satisfaction on a scale of 1-5 scale, where "1" is very dissatisfied, and "5" is very satisfied



Employment:

Consumers Closed with Employment

**You answered that you were not employed,
please select the reason(s)**

- 24% indicated it was their disability
- 8% indicated it was lack of training and education
- 6% indicated it was due to a lack of skills
- 4% indicated it was due to wages
- 1% indicated it was due to transportation

Employment Summary:

Consumers Closed with Employment

Respondents Reported:

- 51% were not employed when they applied for DVRS services
- 24% were not employed due to their disability
- Five respondents each not employed due to the following
 - Laid off from job
 - Currently in school

Qualitative Data:

Consumers Closed with Employment

For any steps that you were dissatisfied with, could you please indicate why?

Lack of Communication

- Some respondents indicated that there was a lack of communication and follow through between counselors and consumers. Additionally, some respondents mentioned that they did not get the support they needed for appropriate job placement
- Despite the question focusing on dissatisfaction, there were some consumers who expressed gratitude when working with DVRS and the relationships they formed with their counselors



Qualitative Data:

Consumers Closed with Employment

For any parts of the consumer-counselor relationship that you were dissatisfied with, could you please tell us why?

Collaboration and Finances

- Some respondents indicated there was a lack of collaboration with counselors, along with articulating how counselors did not have the resources to help them find a job
- There was some indication regarding finances with regards to not getting tuition reimbursement or enough funding
- However, despite the question focusing on dissatisfaction, most consumers responded positively indicating that they had a good experience with their counselor or were not dissatisfied

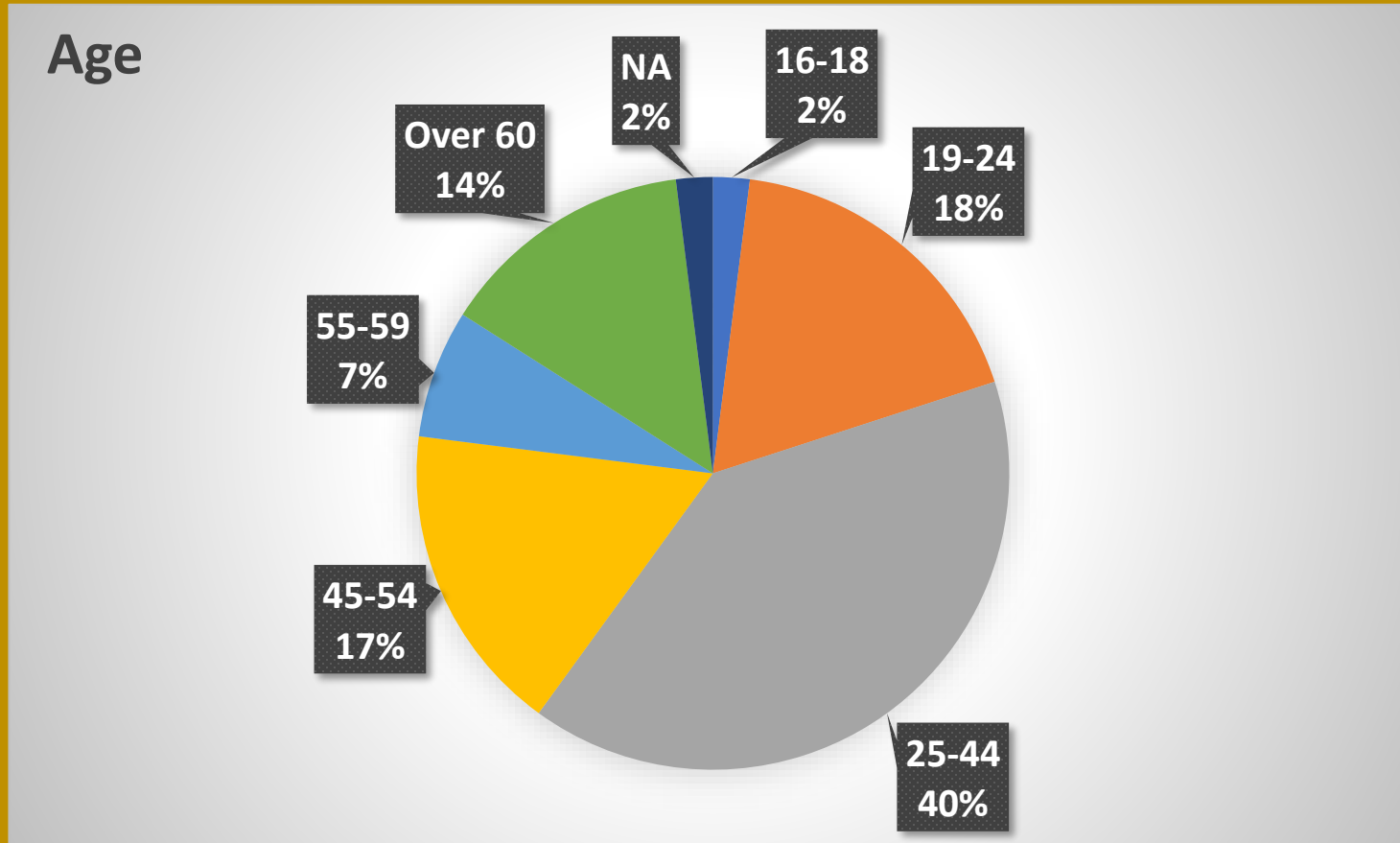


Exited Without Employment Survey Highlights

FFY25 Q1 and FFY25 Q2

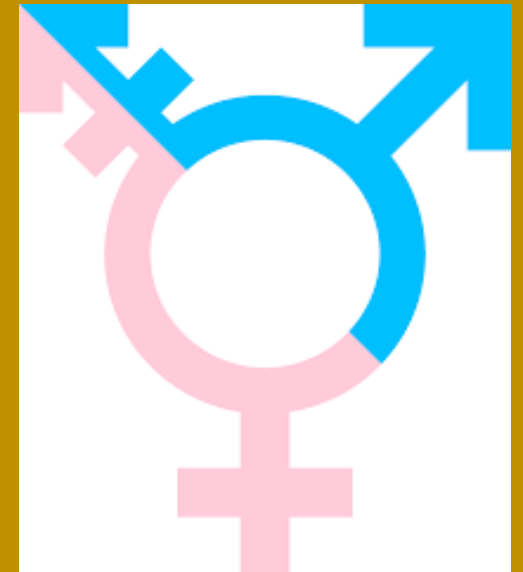
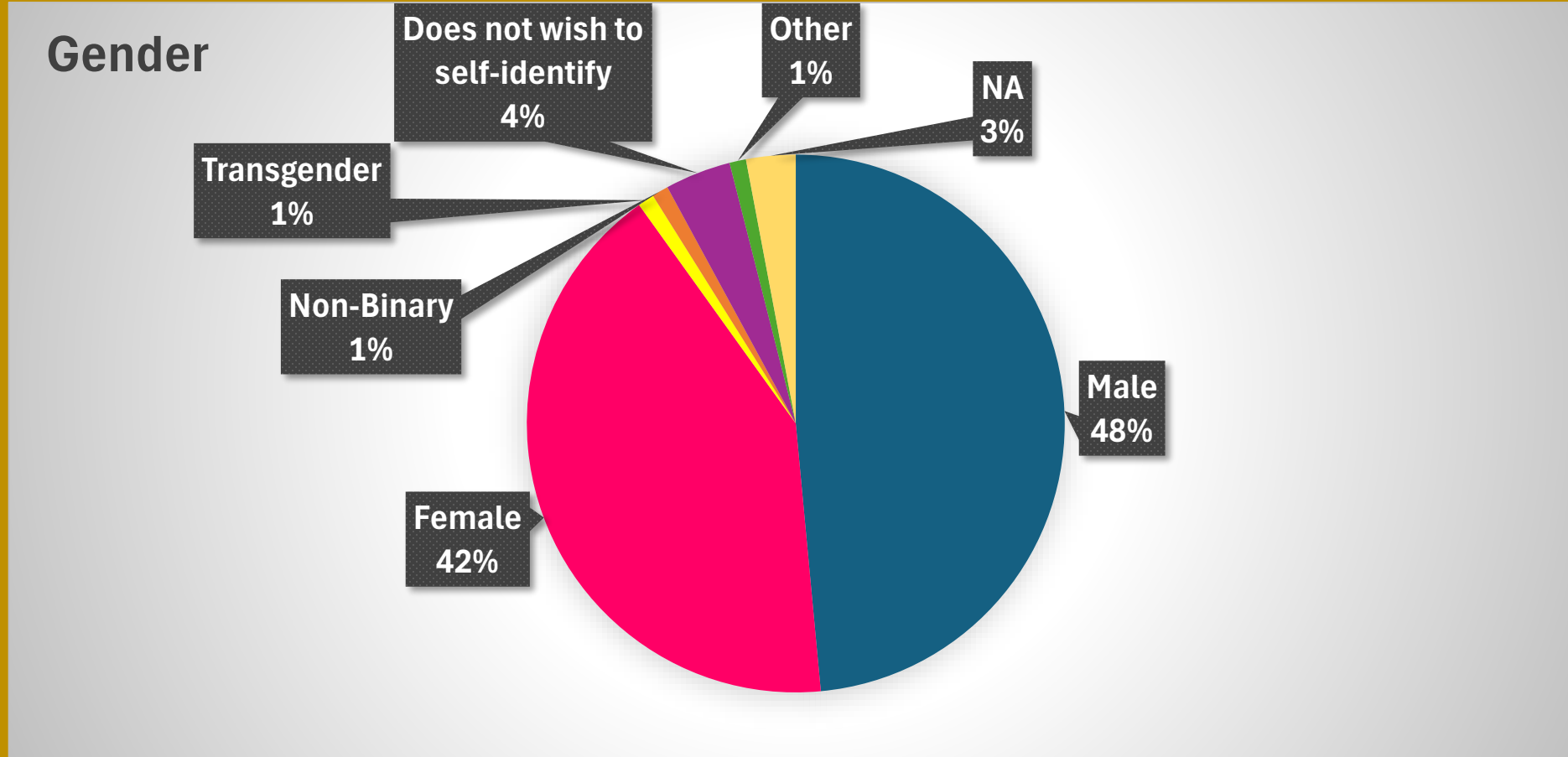
Demographics:

Consumers Closed without Employment

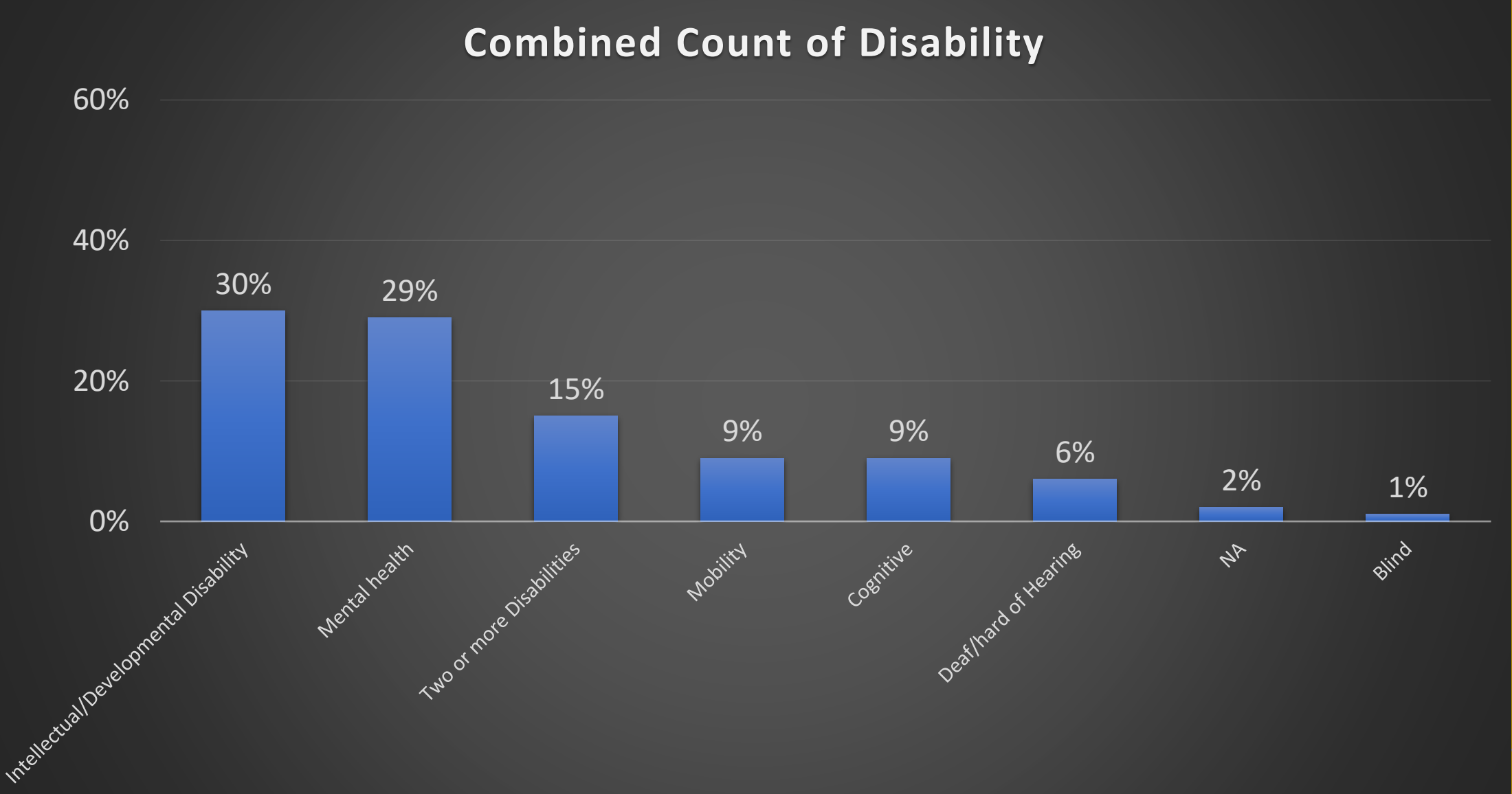


Demographics:

Consumers Closed without Employment

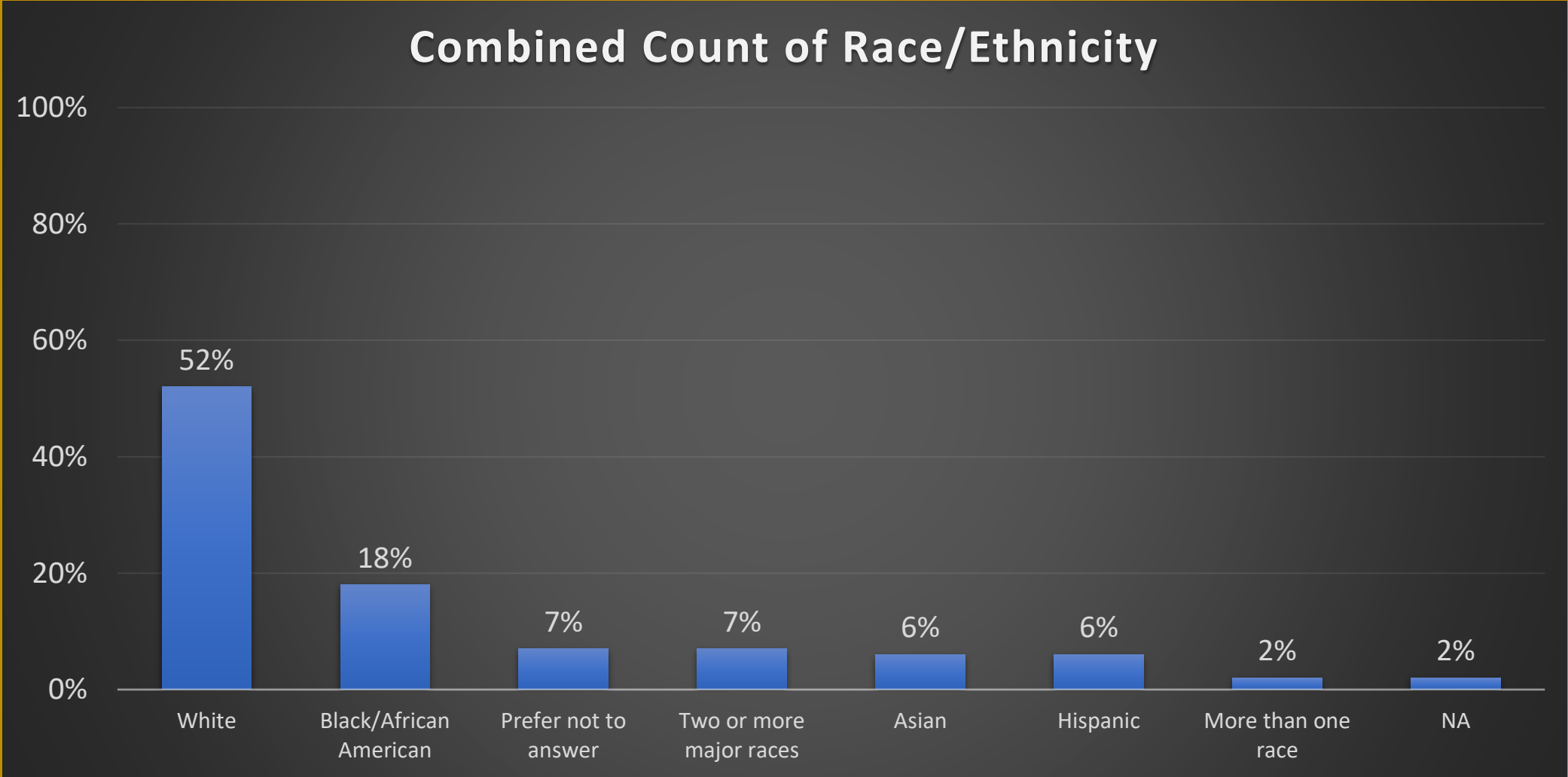


Demographics: Consumers Closed without Employment



Demographics:

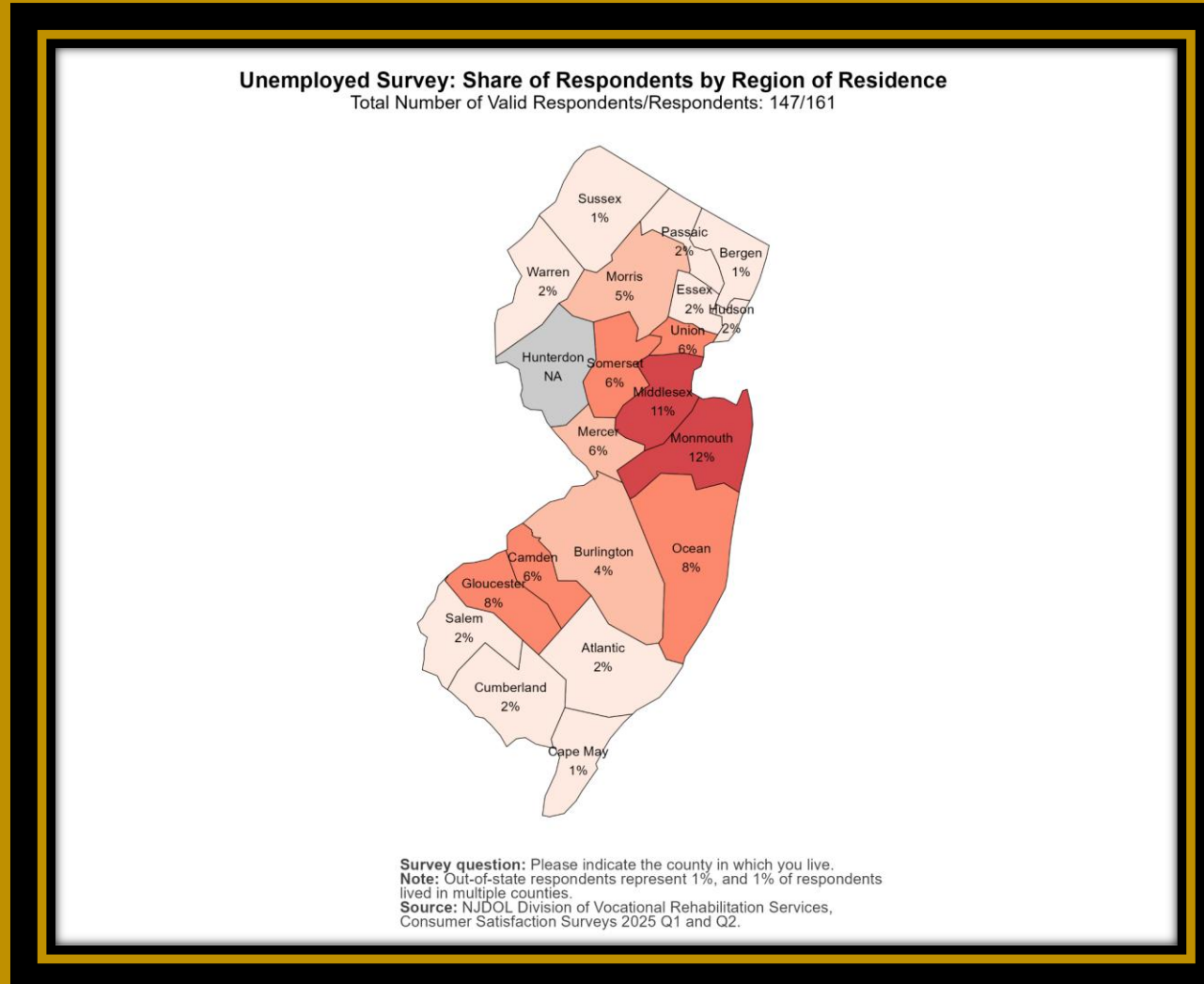
Consumers Closed without Employment



Demographics:

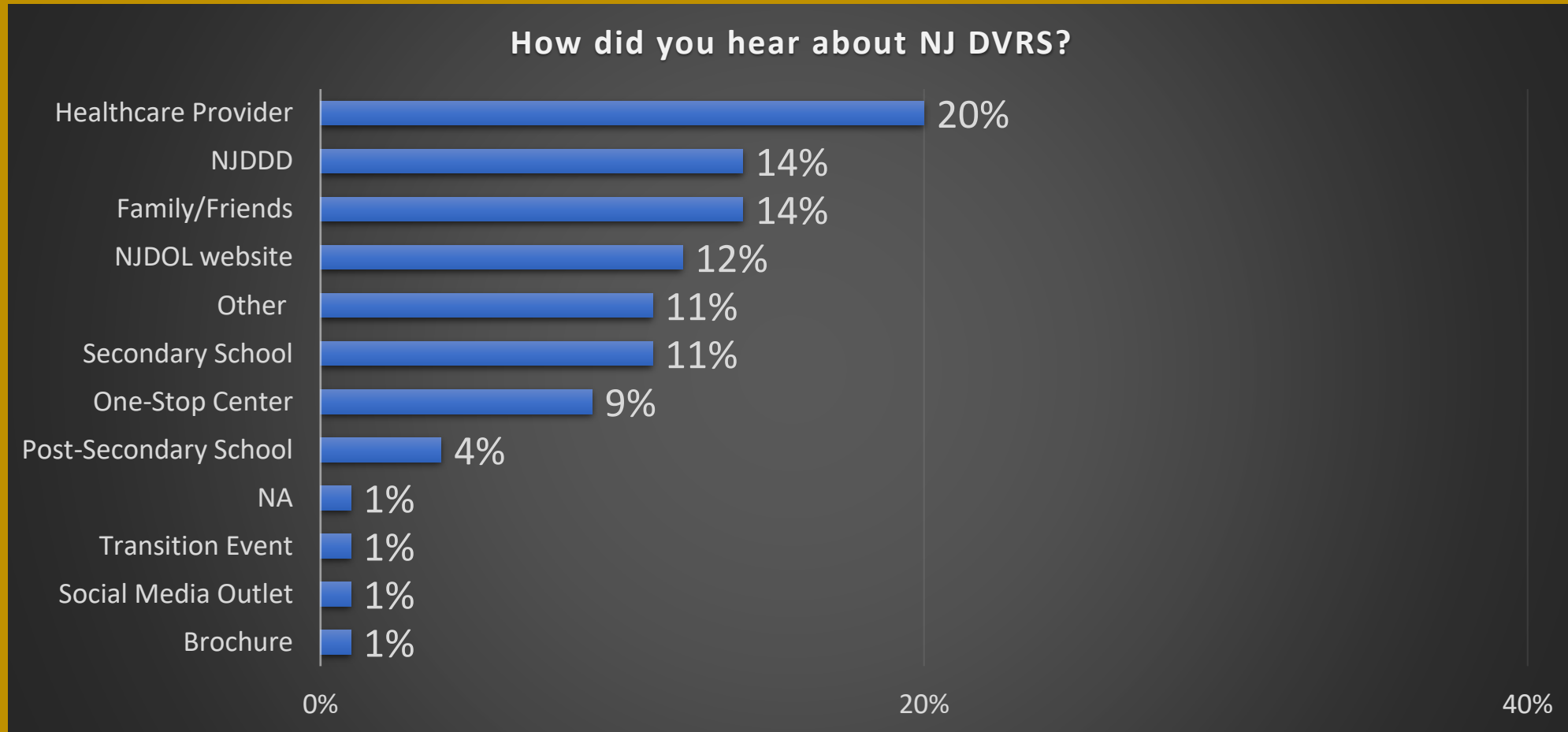
Consumers Closed without Employment

Please indicate the county in which you live



Information:

Consumers Closed without Employment

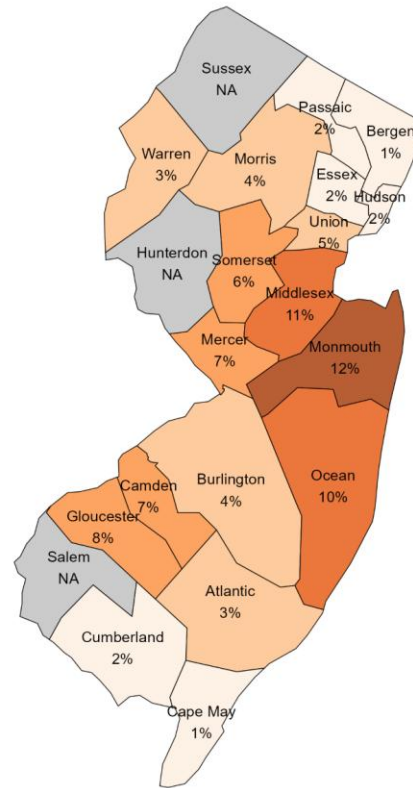


Information:

Consumers Closed without Employment

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

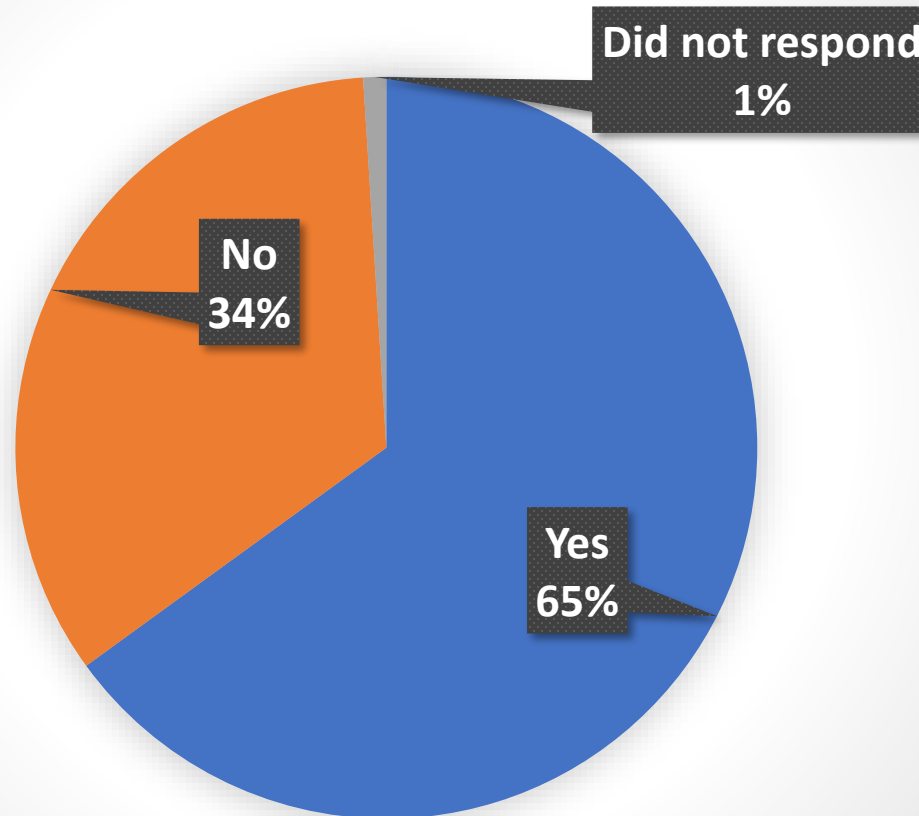
Total Number of Valid Respondents/Respondents: 157/161



Survey question: From which DVRS office did you receive services?
Note: 4% of respondents received service in two and more offices.
Source: NJDOL Division of Vocational Rehabilitation Services, Consumer Satisfaction Surveys 2025 Q1 and Q2.

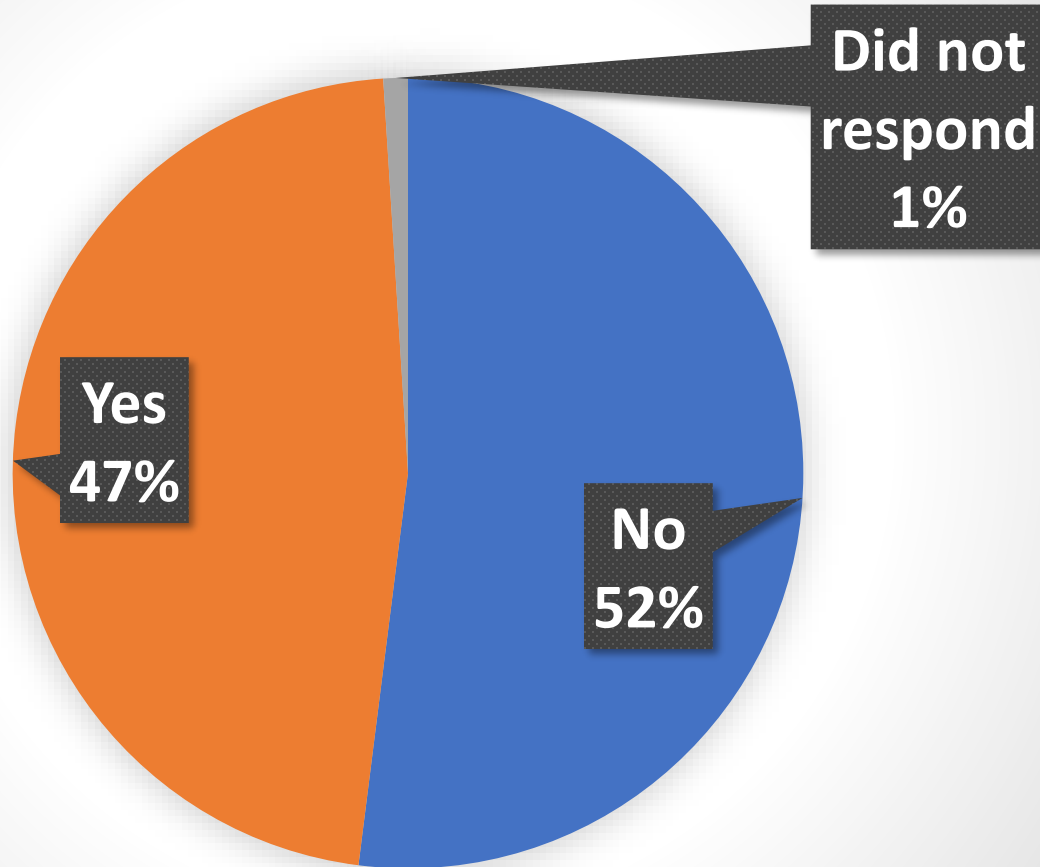
Counselor: Consumers Closed without Employment

Did your counselor help you understand your rights?



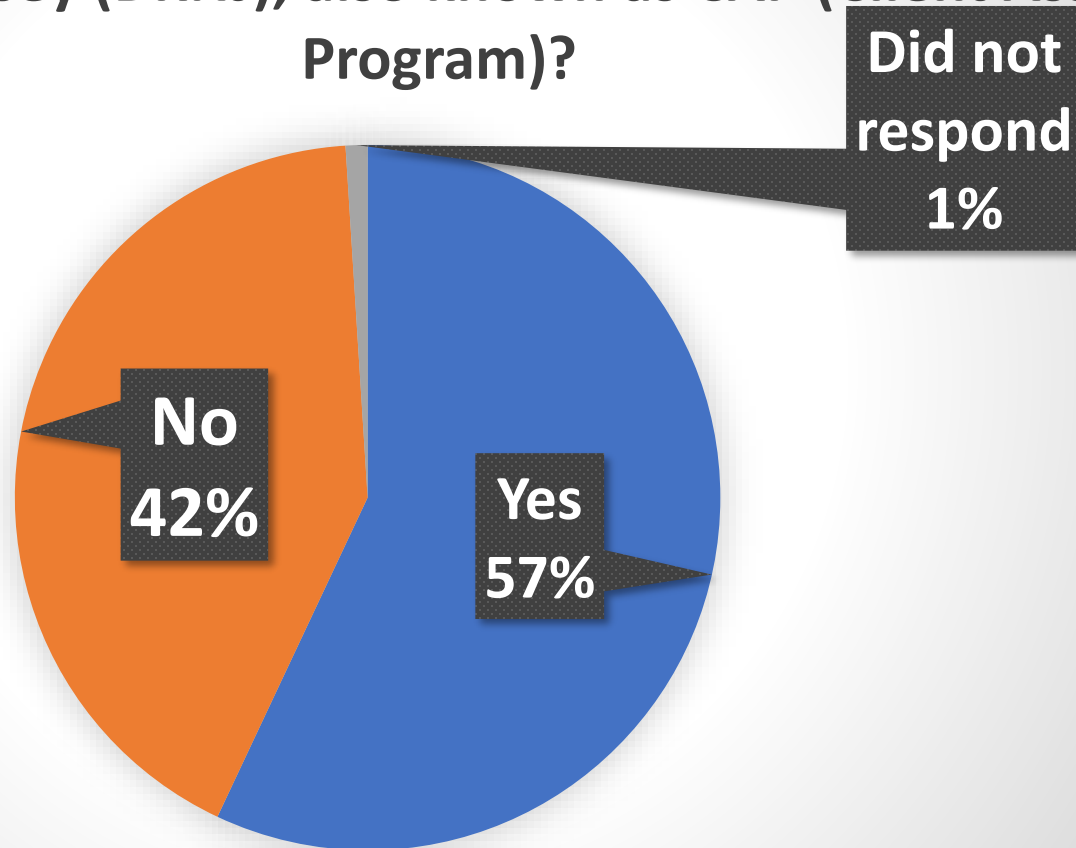
Counselor: Consumers Closed without Employment

Did you know who to contact if you had a problem with counselor?



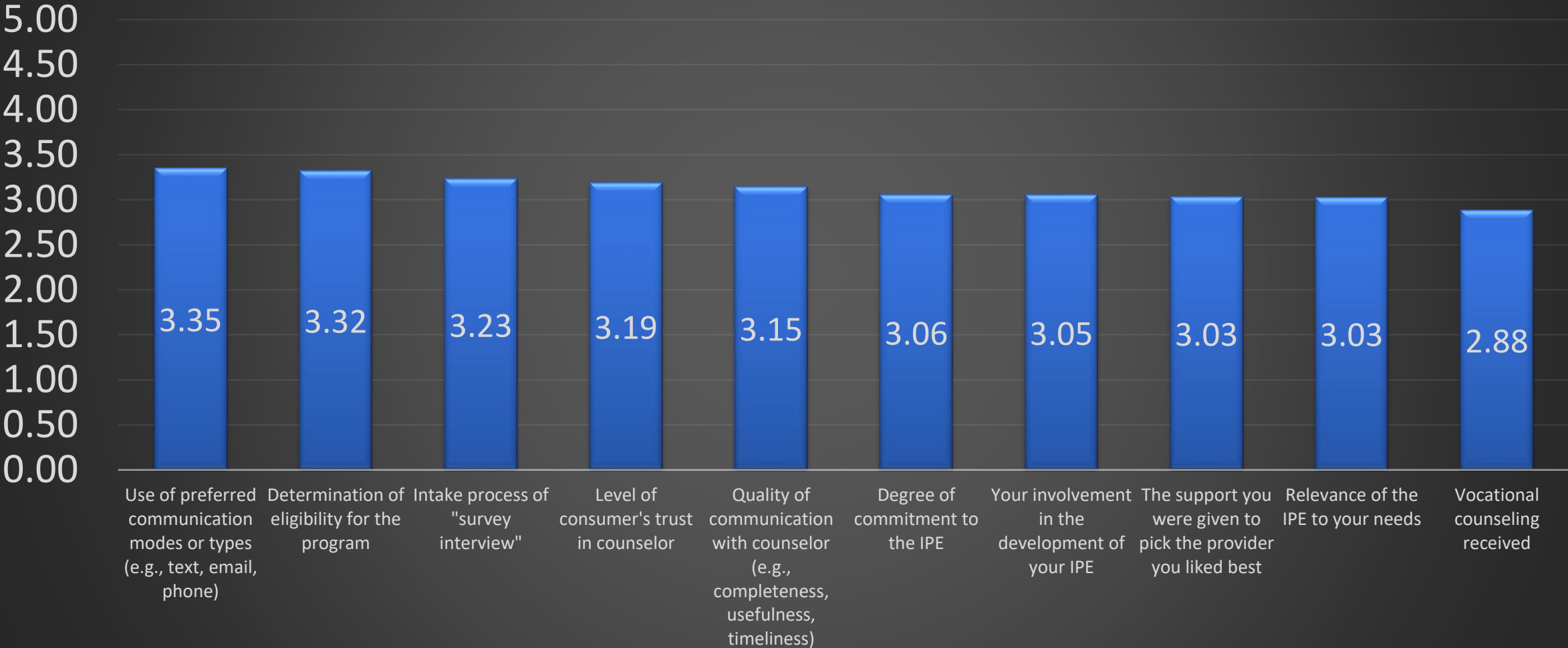
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Did you counselor provide you with information about Disability Rights New Jersey (DRNJ), also known as CAP (Client Assistance Program)?



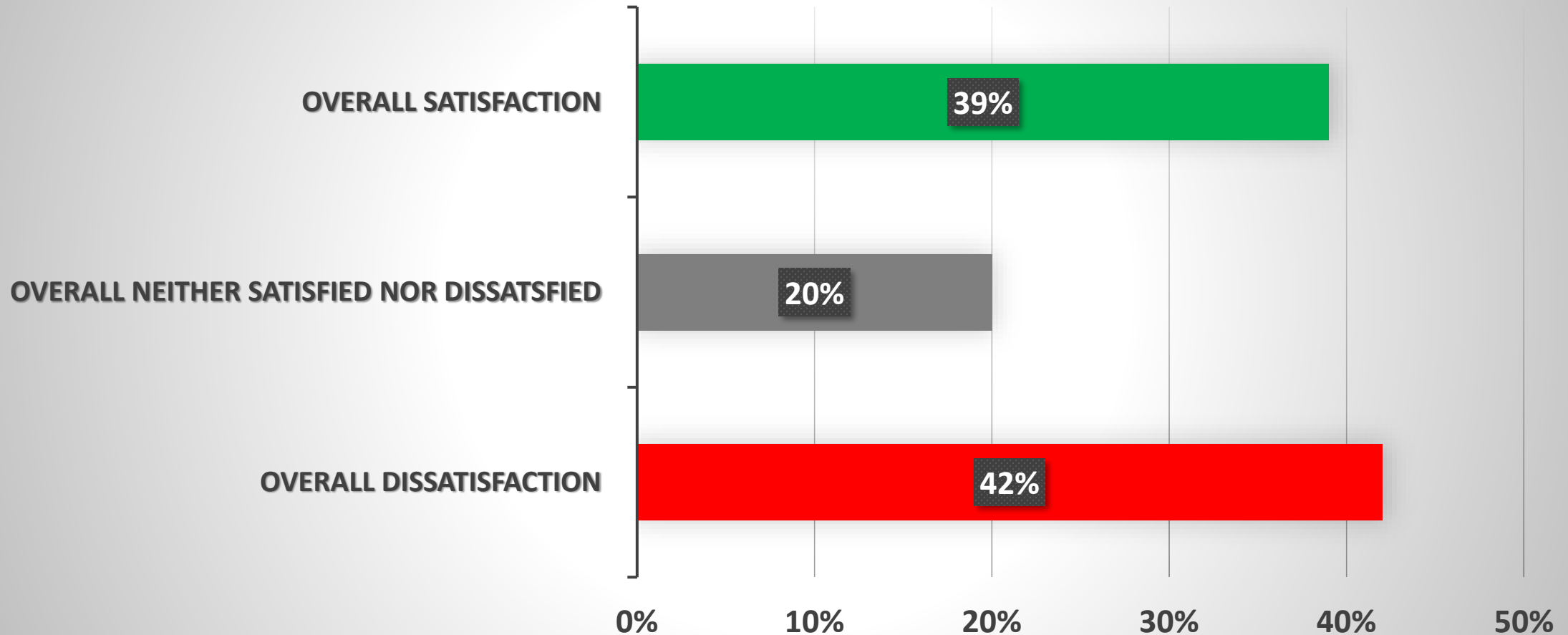
Satisfaction and Services: Consumers Closed without Employment

Please rate your satisfaction on a scale of 1-5 scale, where "1" is very dissatisfied, and "5" is very satisfied



Satisfaction & Services: Consumers Closed without Employment

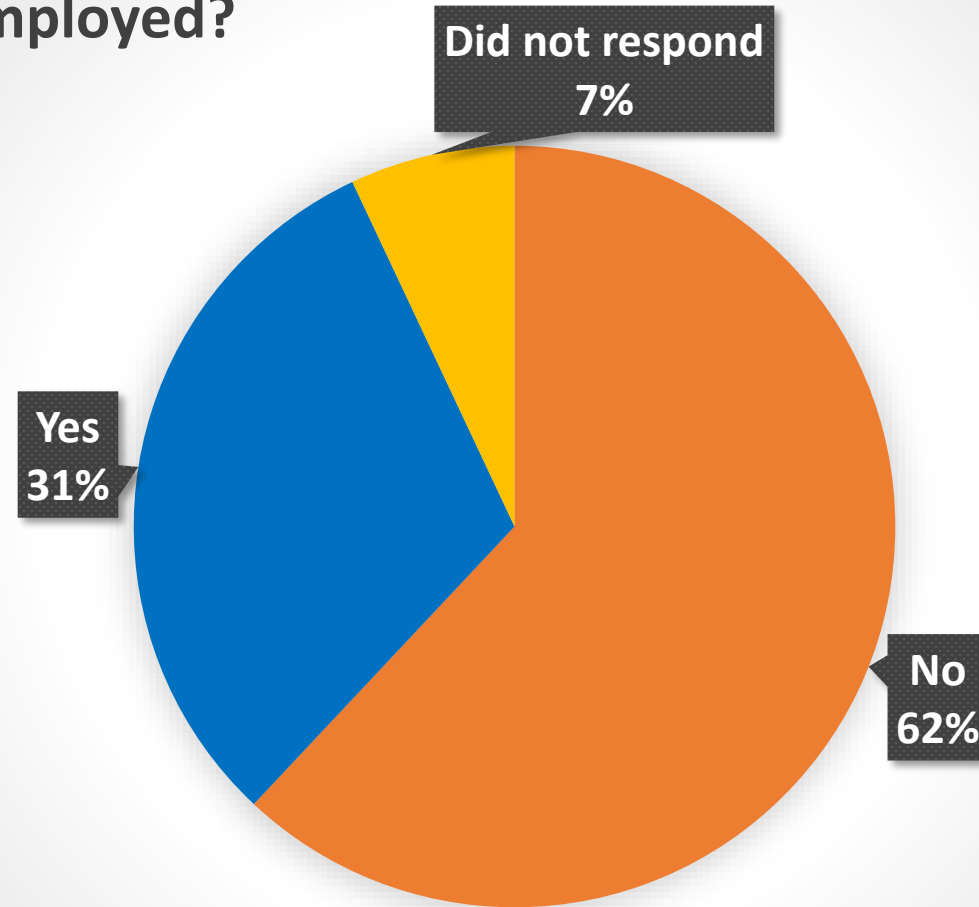
Vocational counseling received (2.88 average)



Employment:

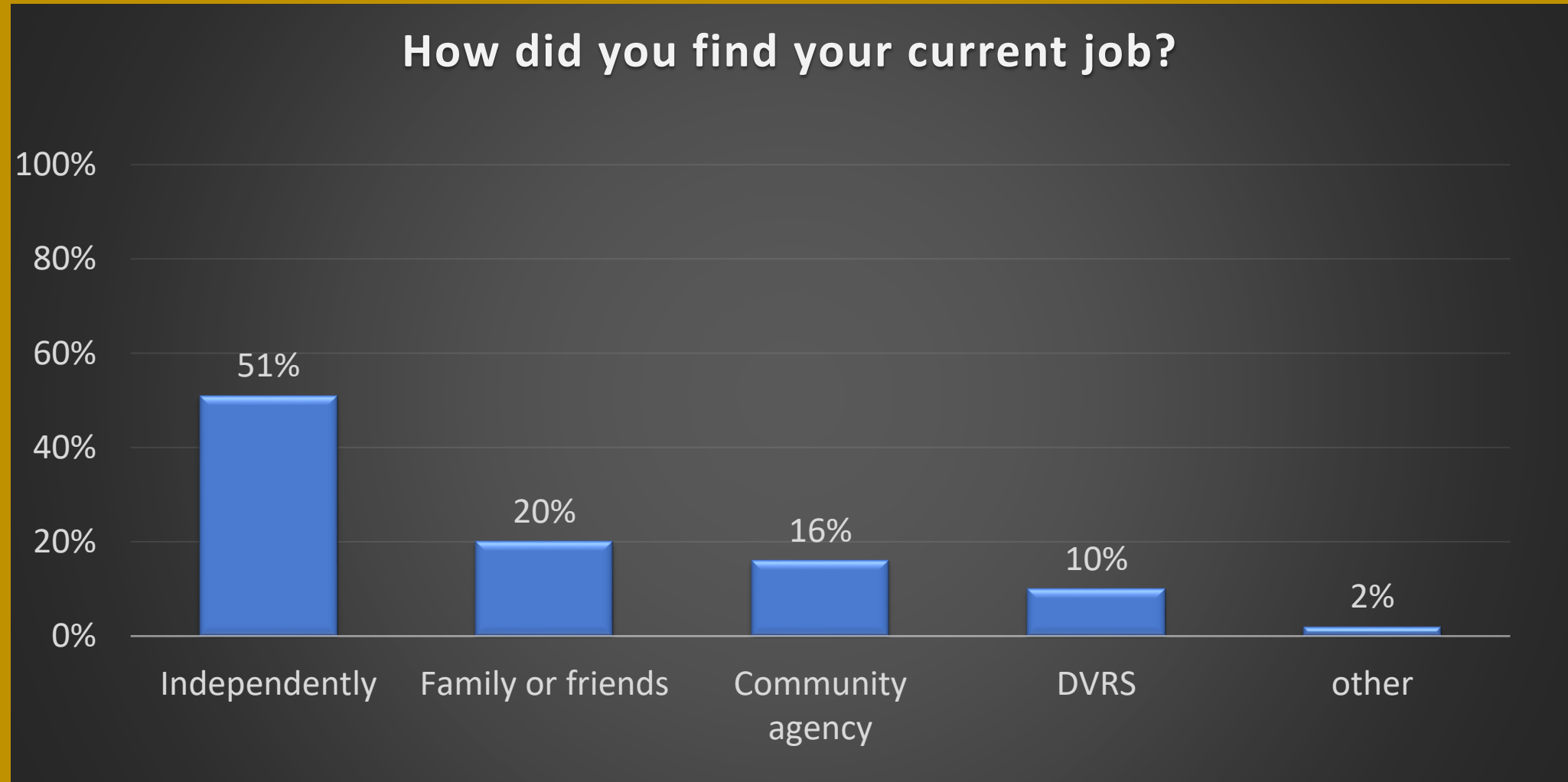
Consumers Closed without Employment

Are you currently employed?



Employment:

Consumers Closed without Employment



Qualitative Data:

Consumers Closed without Employment

For any steps that you were dissatisfied with, could you please indicate why?

Lack of help for people with disabilities & poor communication

- Some respondents felt they did not get the proper help with career exploration based on their disability
- Some respondents mentioned that they did get guidance on how many hours they can work if they were on governmental assistance (SSI, SSDI, etc.)
- Respondents mentioned that communication was poor and that some counselors were not great with following up, after consumers started the DVR process



Qualitative Data:

Consumers Closed without Employment

For any parts of the consumer-counselor relationship that you were dissatisfied with, could you please tell us why?

Delays in follow ups and Financial Issues

- Some respondents indicated there were delays with follow ups, and had to wait a long time to connect with a counselor
- Consumers reported issues regarding financial assistance and schooling (discrepancies in grant coverage for schooling, funding for transportation)



QUALITY ASSURANCE DRIVES IMPROVEMENT

- Since we have a team dedicated to QA, we have seen an uptick in survey responses
- QA continues to reword the email verbiage to make language more casual and consumer-friendly
 - Reminders were sent strategically to encourage participation
 - Gathering feedback from consumers regarding any negative experiences and communicating these summaries with the Leadership as we value feedback, along with striving to ensure consumers are having a supportive experience

LOOKING TOWARDS THE FUTURE

- Review and assess if two surveys are effective or if one survey could be structured to capture feedback
- Research Aware (case services record) survey tool
- Engage DVRS local staff in updated plans for survey distribution
 - Survey work-group including DVRS Field staff
 - Pilot offices to test changes
- Consider marketing DVRS surveys:
 - Local offices (posters/brochures) with Active QR Codes
 - Internet
 - Closure Letters
 - Other

