

Executive Summary Satisfaction Surveys

Federal Fiscal Year 2024

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



Purpose of Conducting Consumer Satisfaction Surveys

- Assess consumer satisfaction with DVRS, service providers, and employment opportunities
- Identify program strengths
- Identify areas for improvement
 - Service Delivery
 - Content & data collection processes
- SRC and DVRS stakeholders engage in discussion and collaboration
 - Data interpretation
 - Build capacity for using data in meaningful/useful ways
 - Evaluation & Consumer Satisfaction Committee

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- Participant Profile

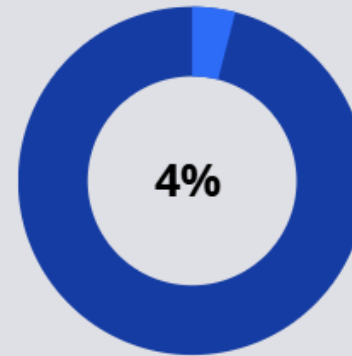
Employed Survey & Exited Without Employment Survey

Respondents FFY2024

Key Statistics on Response rates in 2024

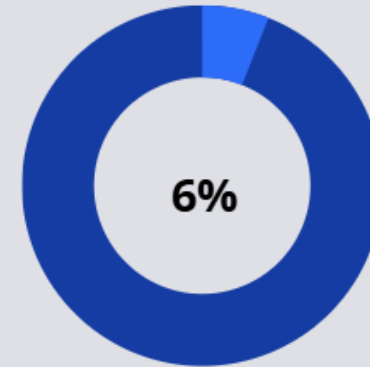


Exited Without
Employment
Survey



150
Participants

Employed
Survey

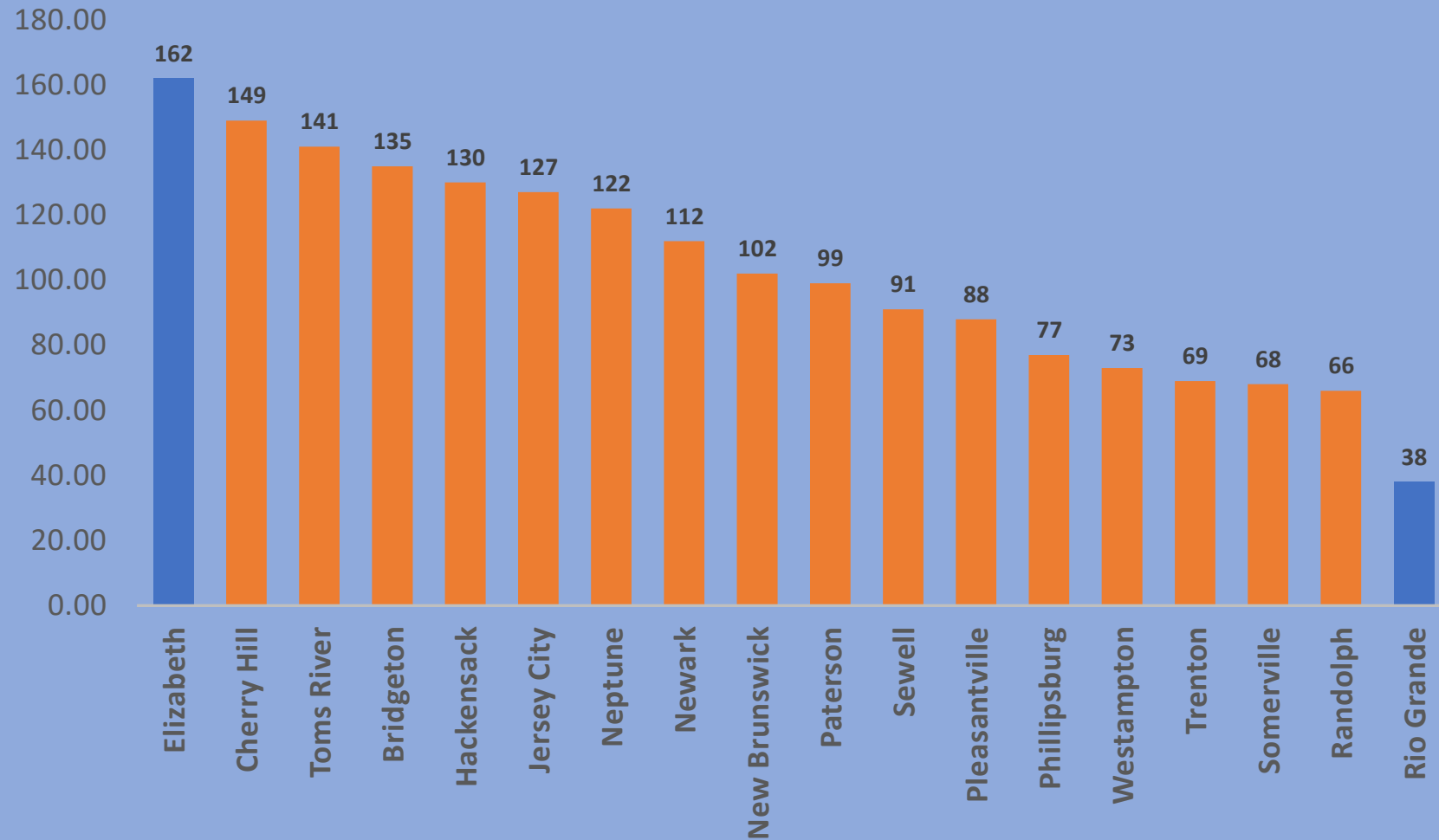


110
Participants

State-Wide 2024 Rehabilitated Cases

by Office

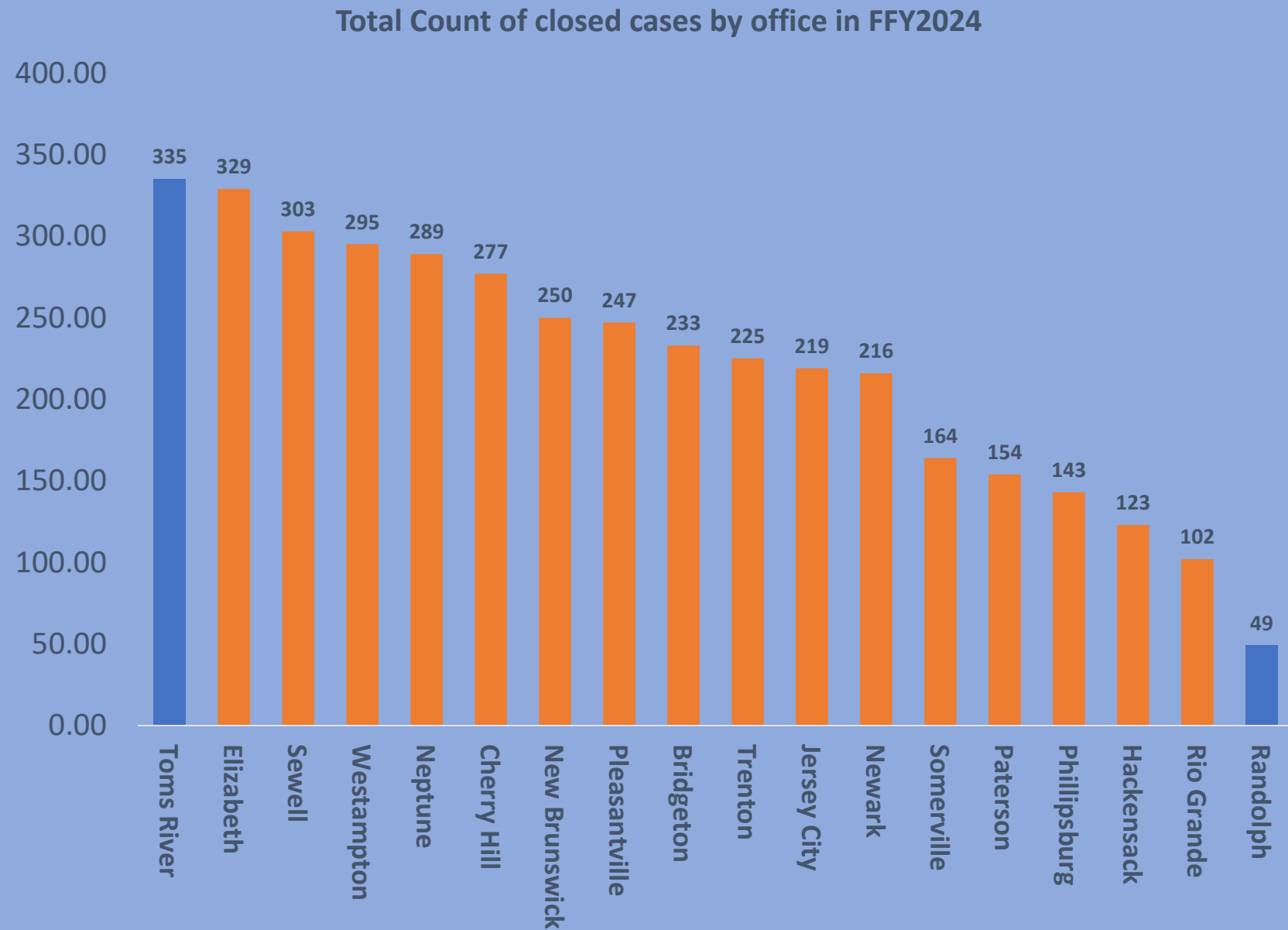
Total count of rehabilitated cases by office in
FFY2024



- In 2024, the number of rehabilitated cases by office ranged from 162 to 38
- The highest rehabilitated cases was in **Elizabeth**, while the lowest was in **Rio Grande**

State-Wide 2024 Closed – Other Cases

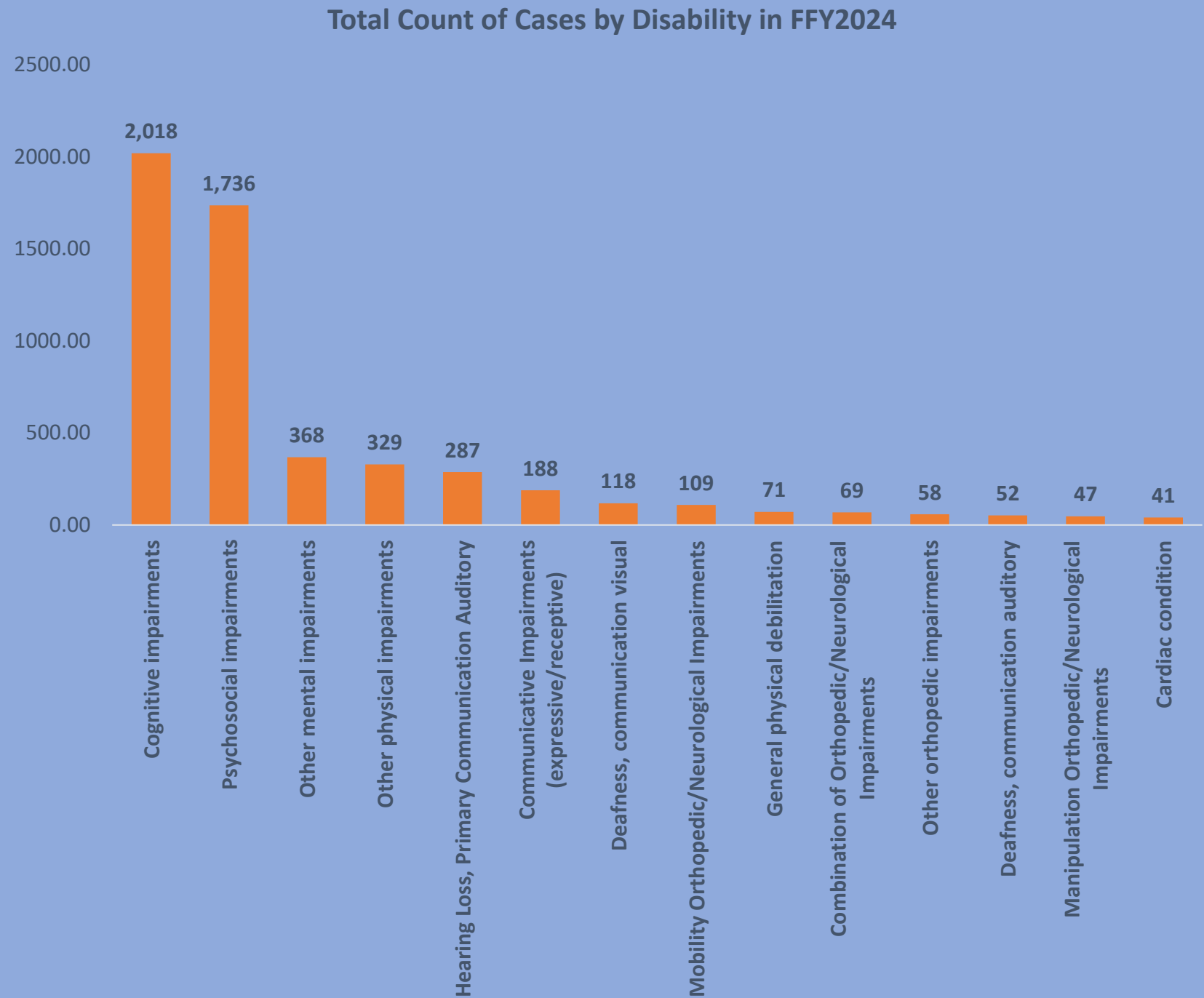
by Office



- The number of closed cases by office ranged from 225 to 49 in 2024.
- **Toms River** had the highest number of closed cases while **Randolph** had the least.

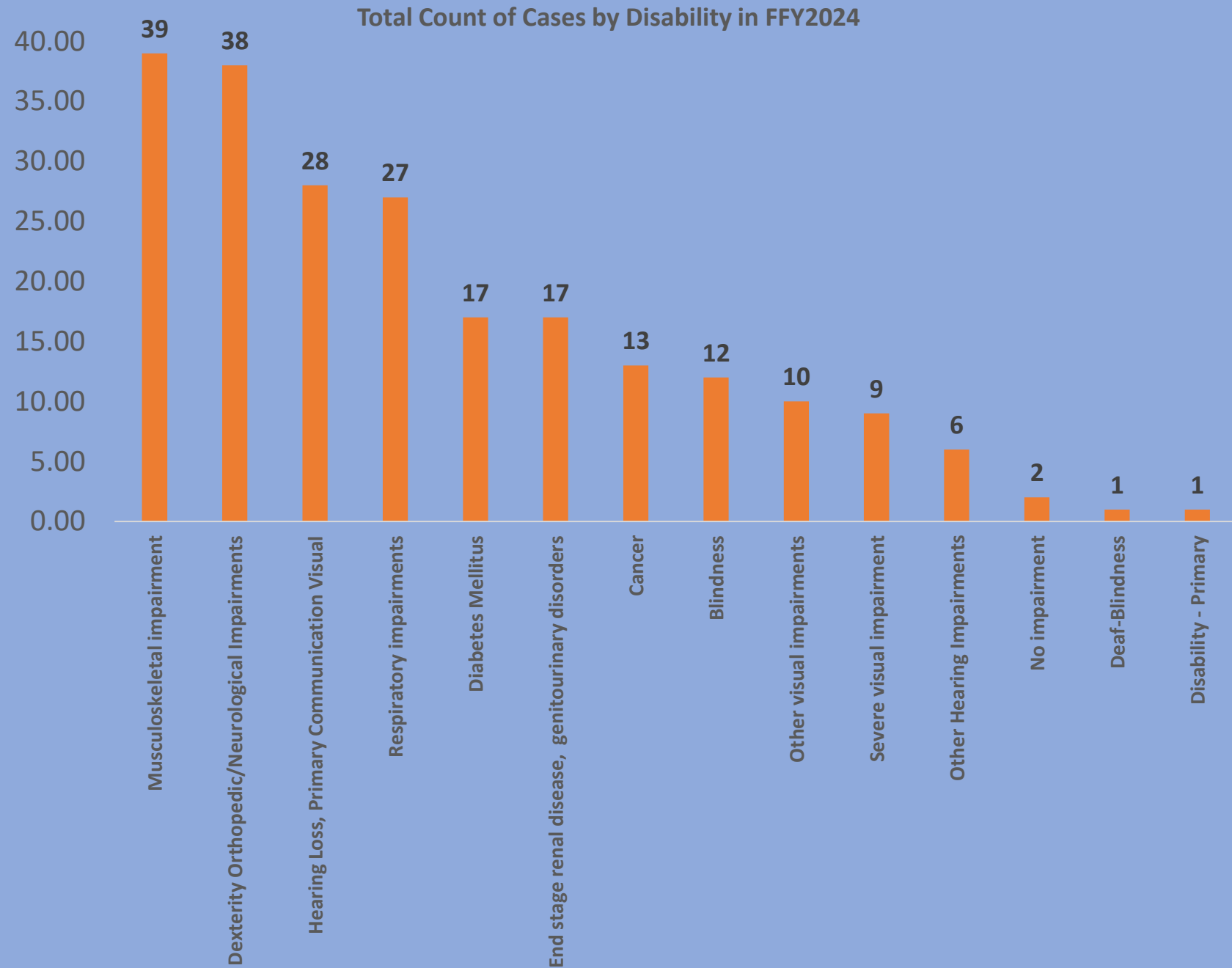
Overall Participant Profile

Disability – Part I

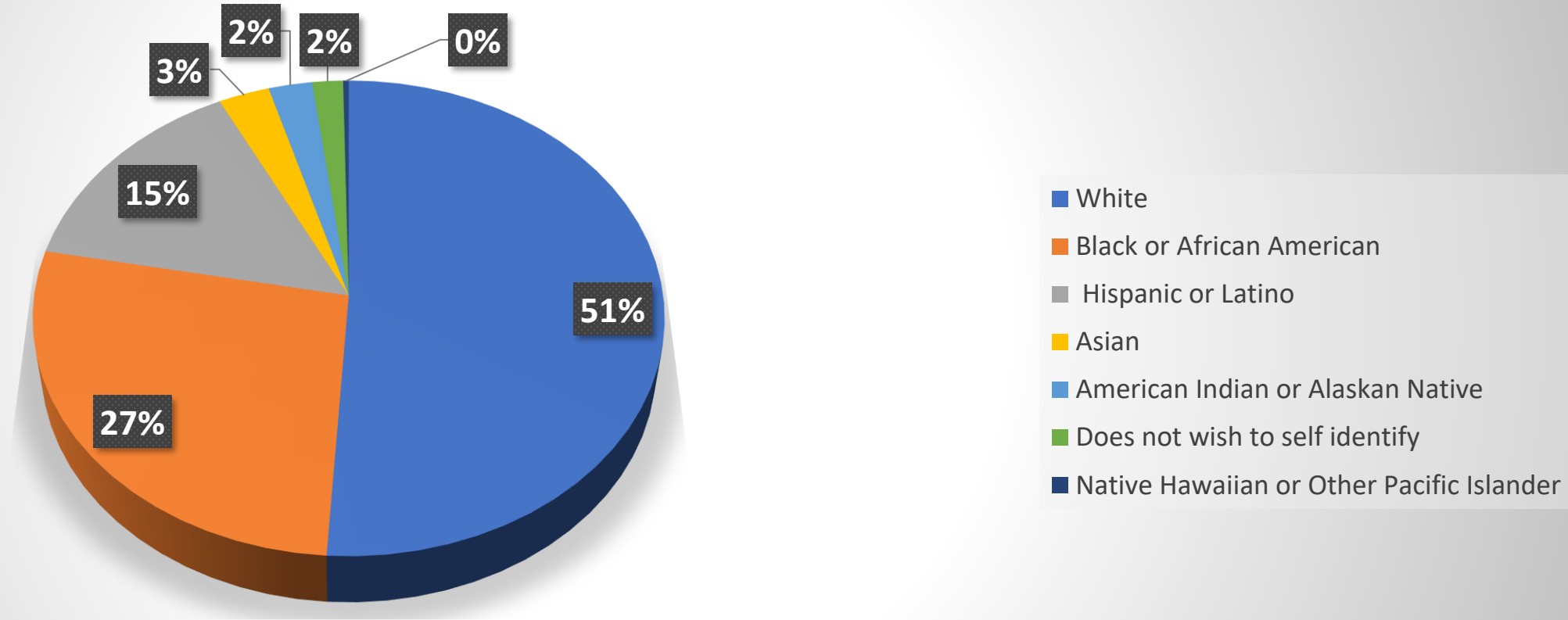


Overall Participant Profile

Disability - Part II
Continued from Previous Slide



Combined Count of Race/Ethnicity in FFY2024




Survey Participants identified as:

- 51% of consumers identified as **White**
- 27% of consumers identified as **Black or African American**
- 15% of consumers identified as **Hispanic or Latino**
- 3% of consumers identified as **Asian**
- 2 % or less identified as: **American Indian or Alaskan Native, Does not wish to self-identify, Native Hawaiian or Other Pacific Islander**

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Local Office Discussion & Collaboration

The agency feels a deep need to be responsive to consumers' input

- In 2024 DVRS Leadership Team visited every local office in the state
 - Survey results were discussed
 - Discussions to further understand:
 - Meanings of survey data
 - Differences between offices/regions
 - How to reach more consumers
- 
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Survey History and Methodology

Survey History and Methodology

- Starting in 2013, Consumer Satisfaction Surveys have been sent to consumers who had an Individualized Plan of Employment (IPE) and whose case closed in a specific Federal Fiscal Year (FFY)
- There are two surveys which are similar, but each is tailored to receive feedback depending on the type of closure
 - Closed – Rehabilitated
 - Closed – Other
- Since 2022, Surveys are currently *emailed* to consumers utilizing the email addresses in the consumer's AWARE case file
 - Prior to then, surveys were physically mailed
- The survey link is open for 2-3 weeks with reminders sent to encourage participation throughout the open response period

Survey Methodology

- Feedback or questions from those receiving the survey are sent to the Quality Assurance email box and addressed timely by QA staff
- When surveys (links) have been closed:
 - Data is extracted from Survey Monkey
 - (2024) data is reviewed and coded for in-depth analysis by QA Unit
- Key findings and patterns are reviewed and will be brought forth to the SRC Consumer Satisfaction Committee for discussion
 - Findings may lead to changes/additions of questions
 - Goal is to have rich and robust data to lead and support DVRS services

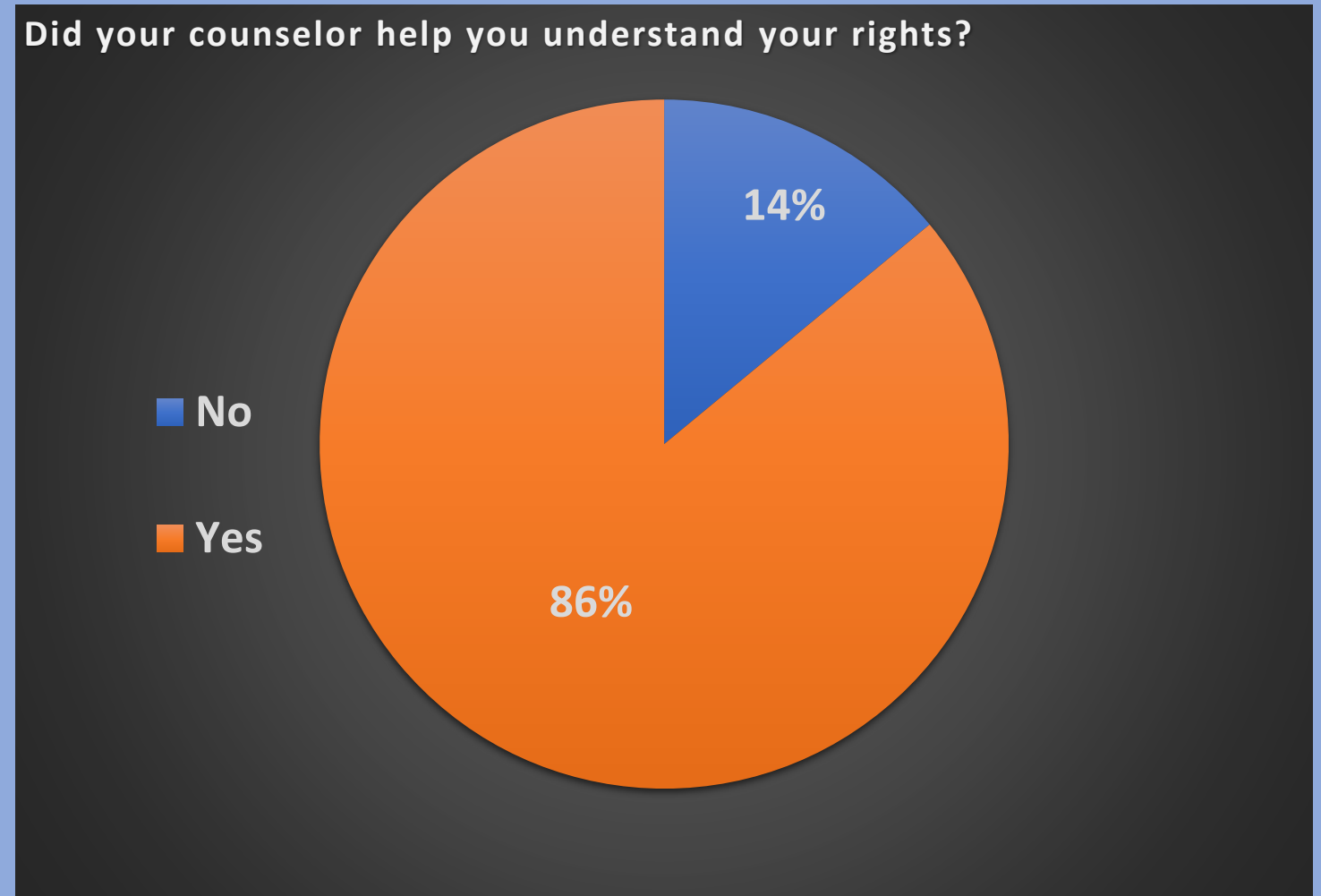
Employed Survey Highlights

Satisfaction Questions: Counselor Information

Employed Survey

Question: Did your counselor help you understand your rights?

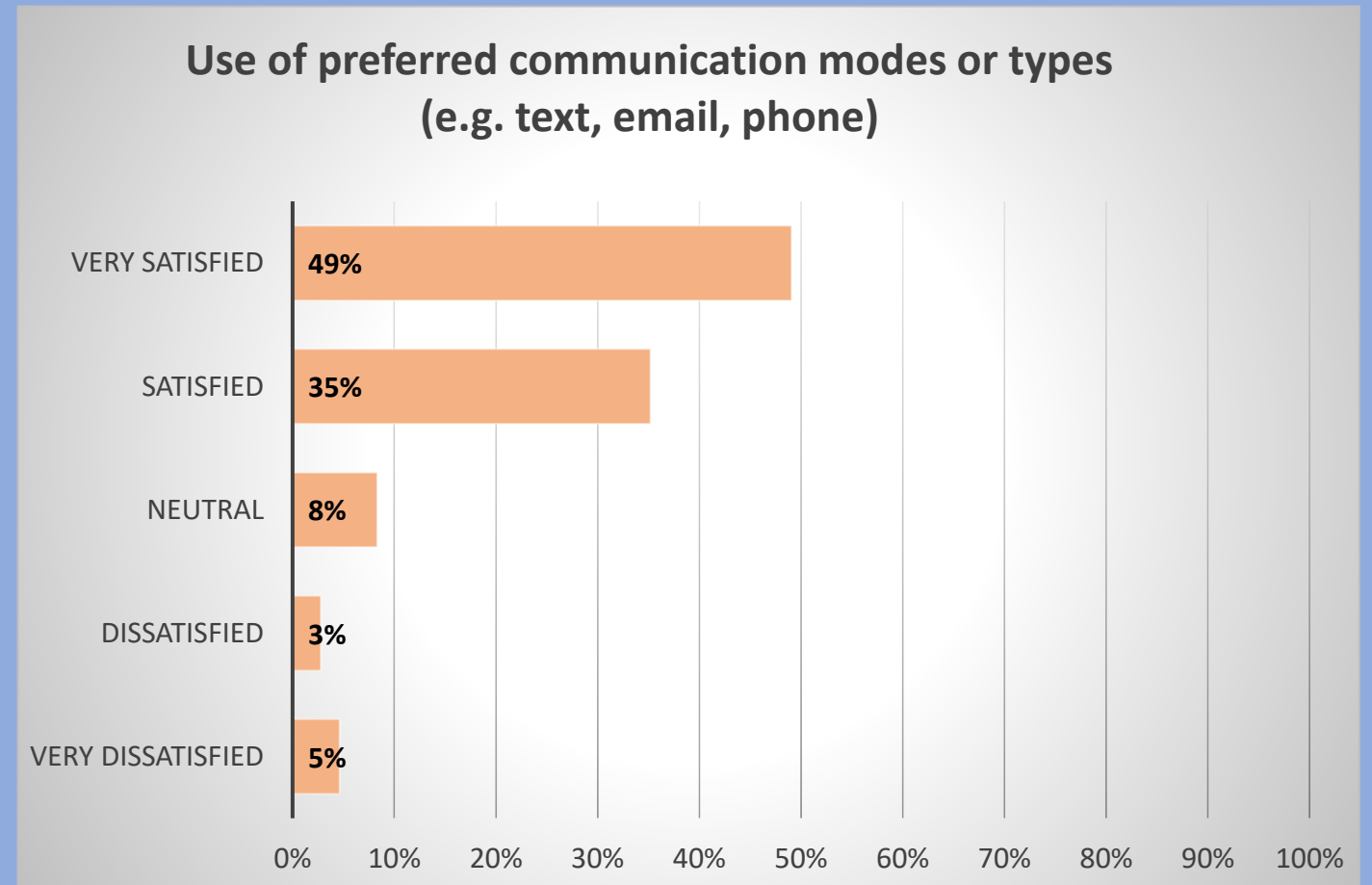
- 86% of respondents replied saying, “**Yes**”
- 14% of participants replied saying, “**No**”



Individualized Satisfaction Questions: Counselor Information - *Employed Survey*

Question: Use of Preferred Communication modes or types (e.g., text, email, phone)

- 84% of respondents felt **satisfied combined**
- 8% of respondents felt **neutral**
- 7% of respondents felt **dissatisfied combined**



Individualized Satisfaction Questions - *Employed Survey*

Question: Number of hours you work per week

- 40% of respondents felt **satisfied combined**
- 6% of respondents felt **neutral**
- 3% of respondents felt **dissatisfied combined**

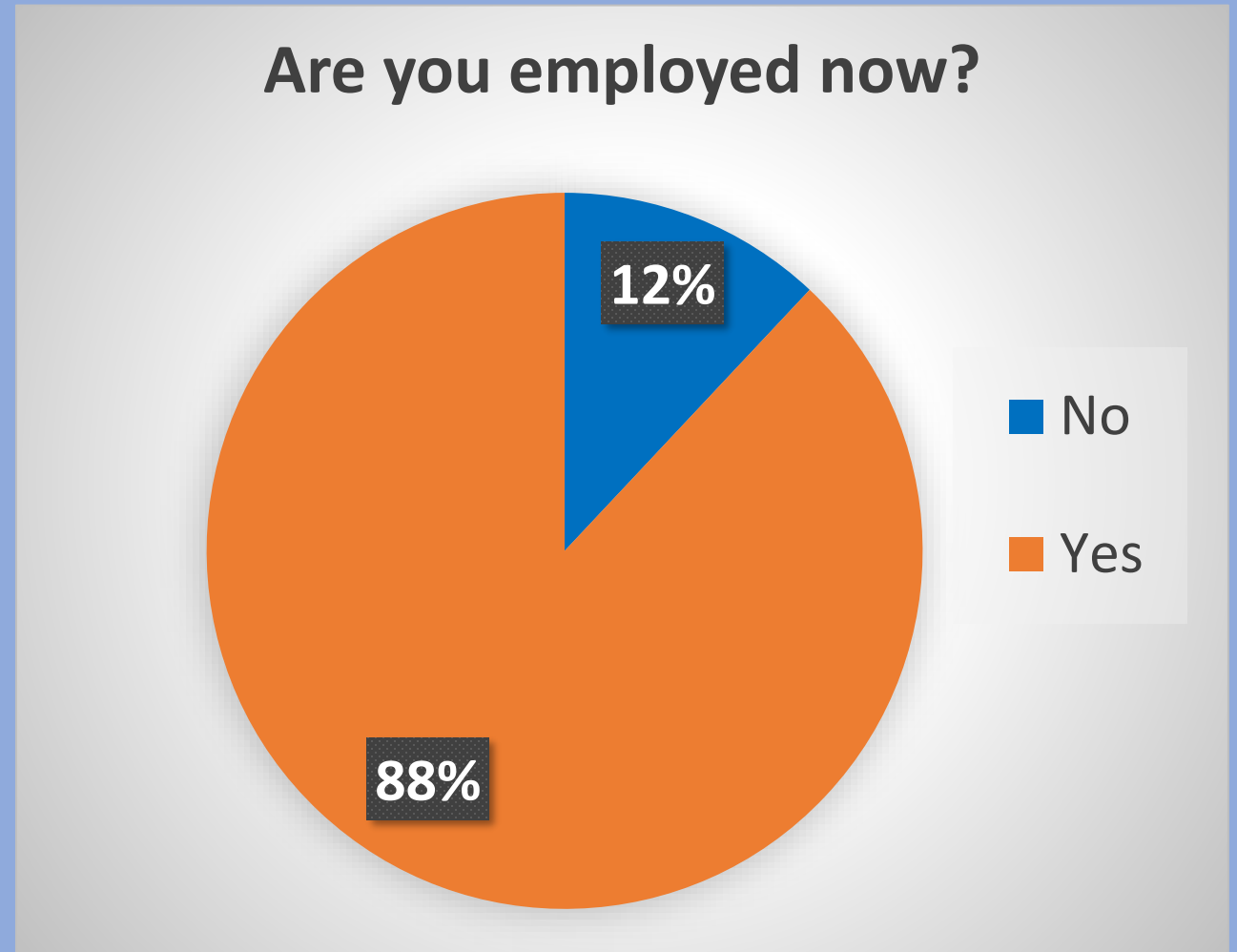
****Less than 50% of respondents answered this question***



Employed at Time of Survey Analysis - *Employed Survey*

Question: Are you employed now?

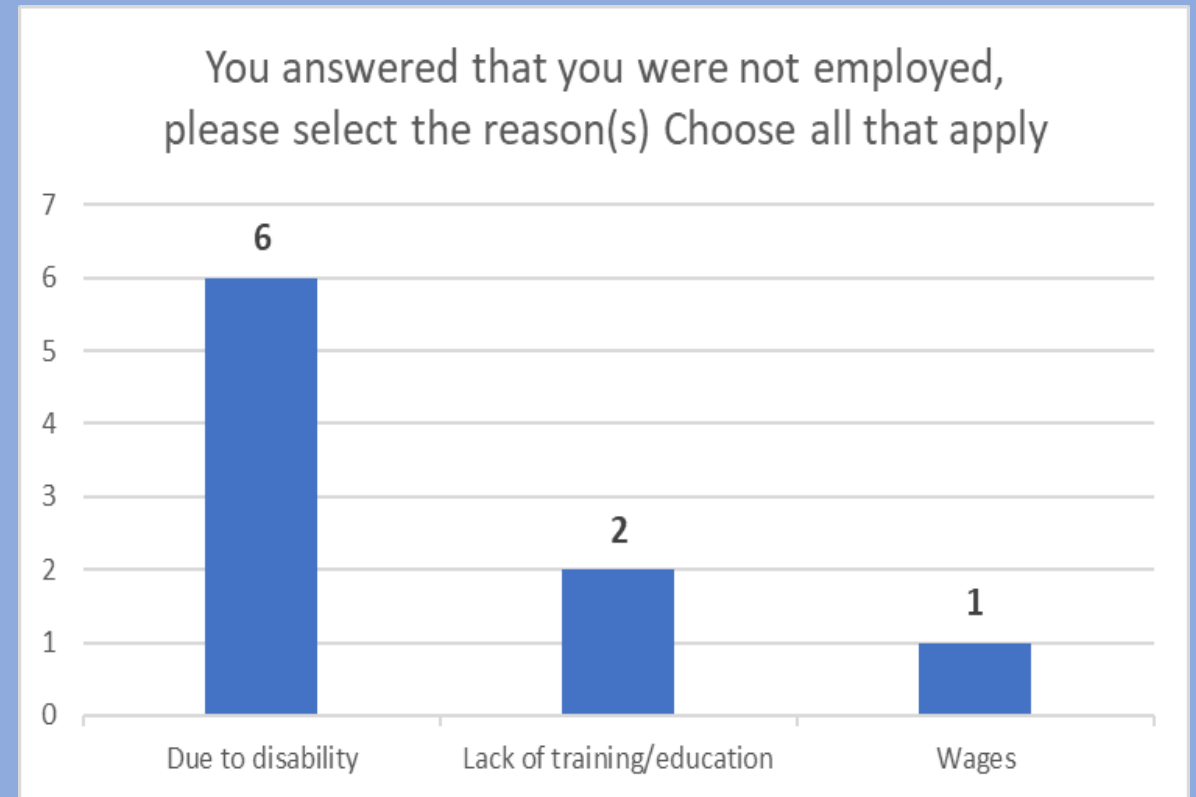
- 88% of respondents replied saying, **“Yes”**
- 12% of respondents replied saying, **“No”**



Employed at Time of Survey Analysis - *Employed Survey*

Question: You answered that you were not employed; please select the reason(s). Choose all that apply.

- 6 respondents mentioned that it was due to **disability**
- 2 respondents mentioned that it was due to **lack of training/education**
- 1 respondent mentioned that it was due to **wages**
- **There was an "other option", and 2 respondents clarified that they were **enrolled in school***



Question: For any steps that you were dissatisfied with, could you please indicate why? (constructive feedback)

Employed Survey

There were some clients who indicated that the DVRS counselors were ineffective and should have done more to assist with career advancement or finding an appropriate job based on the interests of the consumers they were serving.

Despite the question focusing on dissatisfaction, there were some clients who indicated that they received all of the services that they were looking for.

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

Employed Survey

Poor experiences with counselors: Some consumers indicated challenges when working with counselors and not getting effective support when they indicated their needs and preferences.

Despite the question focusing on dissatisfaction, some consumers indicated that they had a great relationship with their counselors



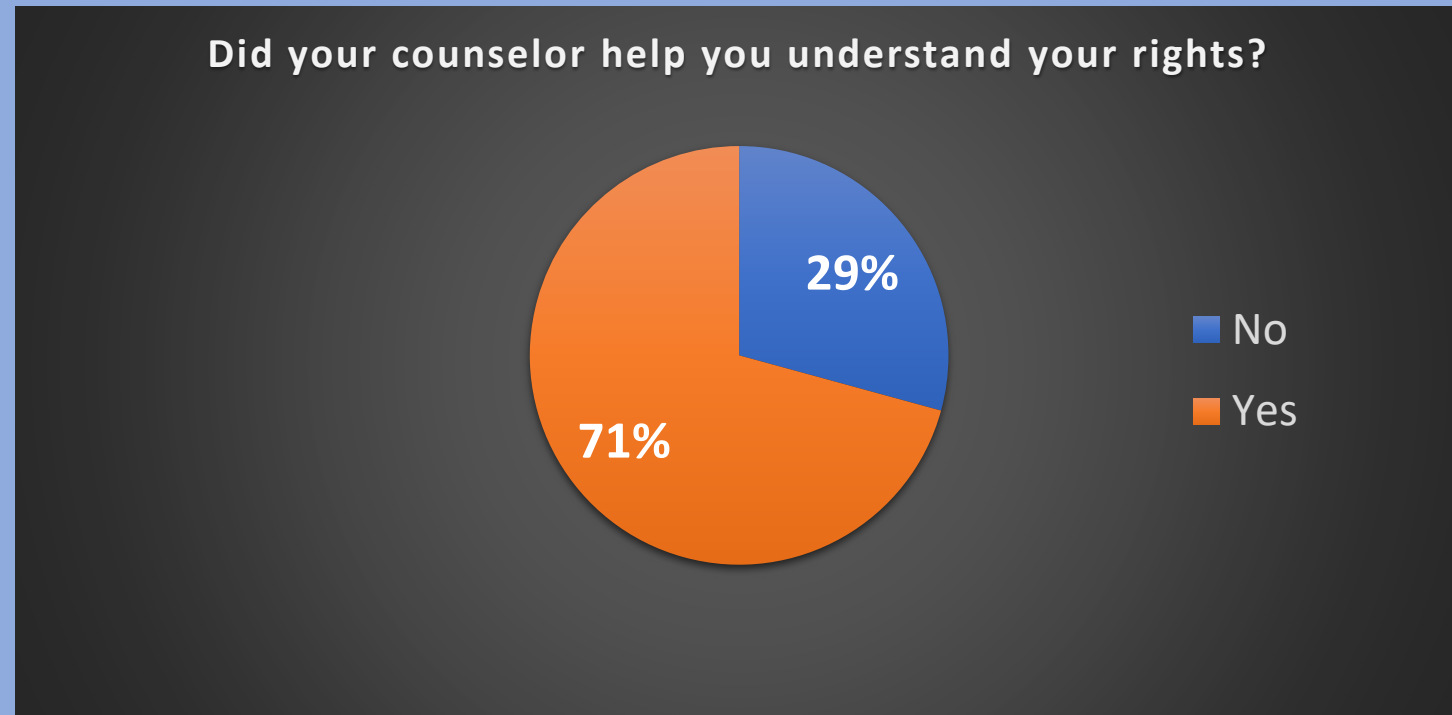
Exited Without Employment Survey Highlights

Satisfaction Questions: Counselor Information

Exited Without Employment Survey

Question: Did your counselor help you understand your rights?

- 71% of respondents replied saying, “Yes”
- 29% of respondents replied saying, “No”

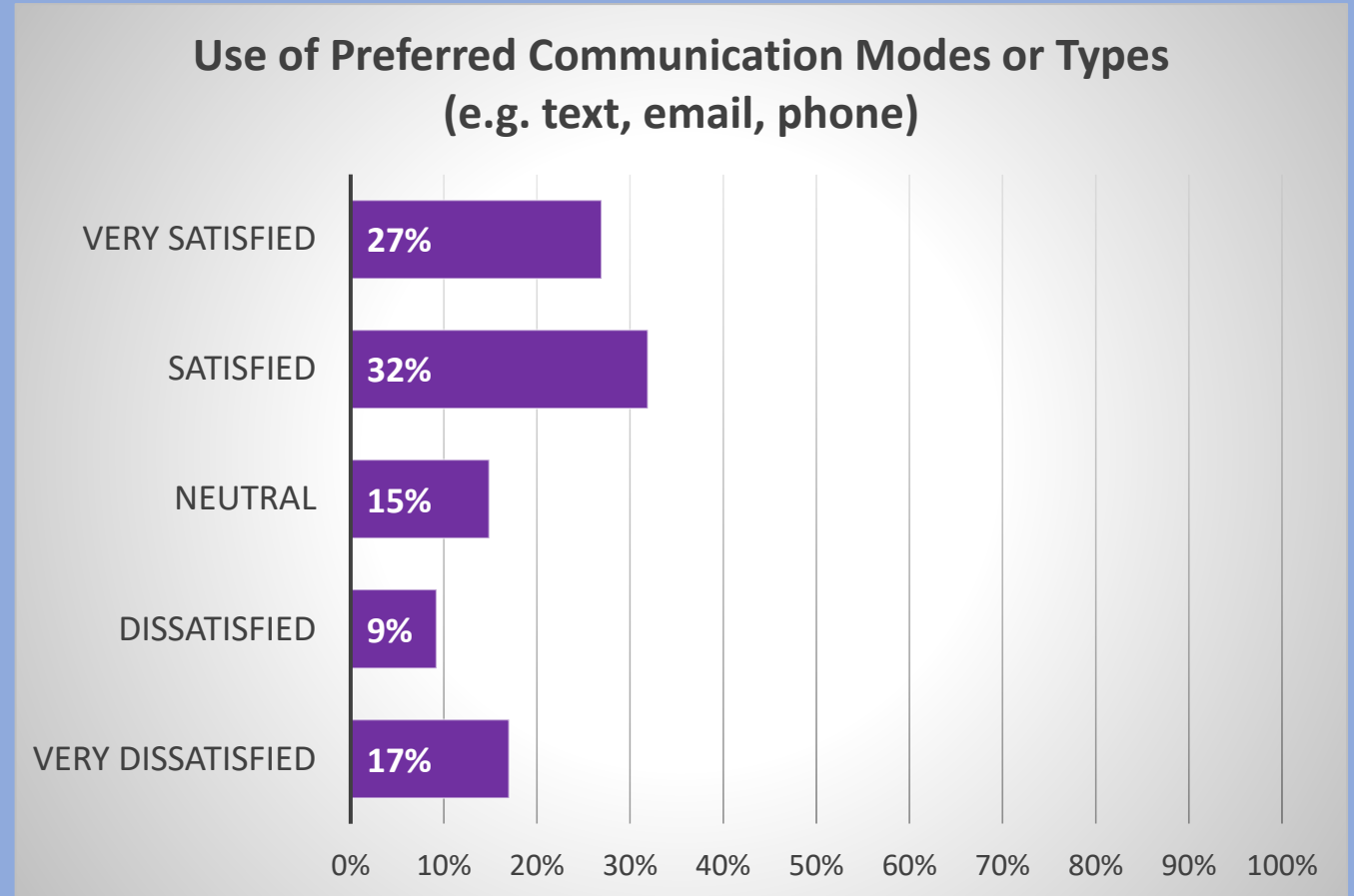


Individualized Satisfaction Questions: Counselor Information

Exited Without Employment Survey

Question: Use of Preferred Communication modes or types (e.g., text, email, phone)

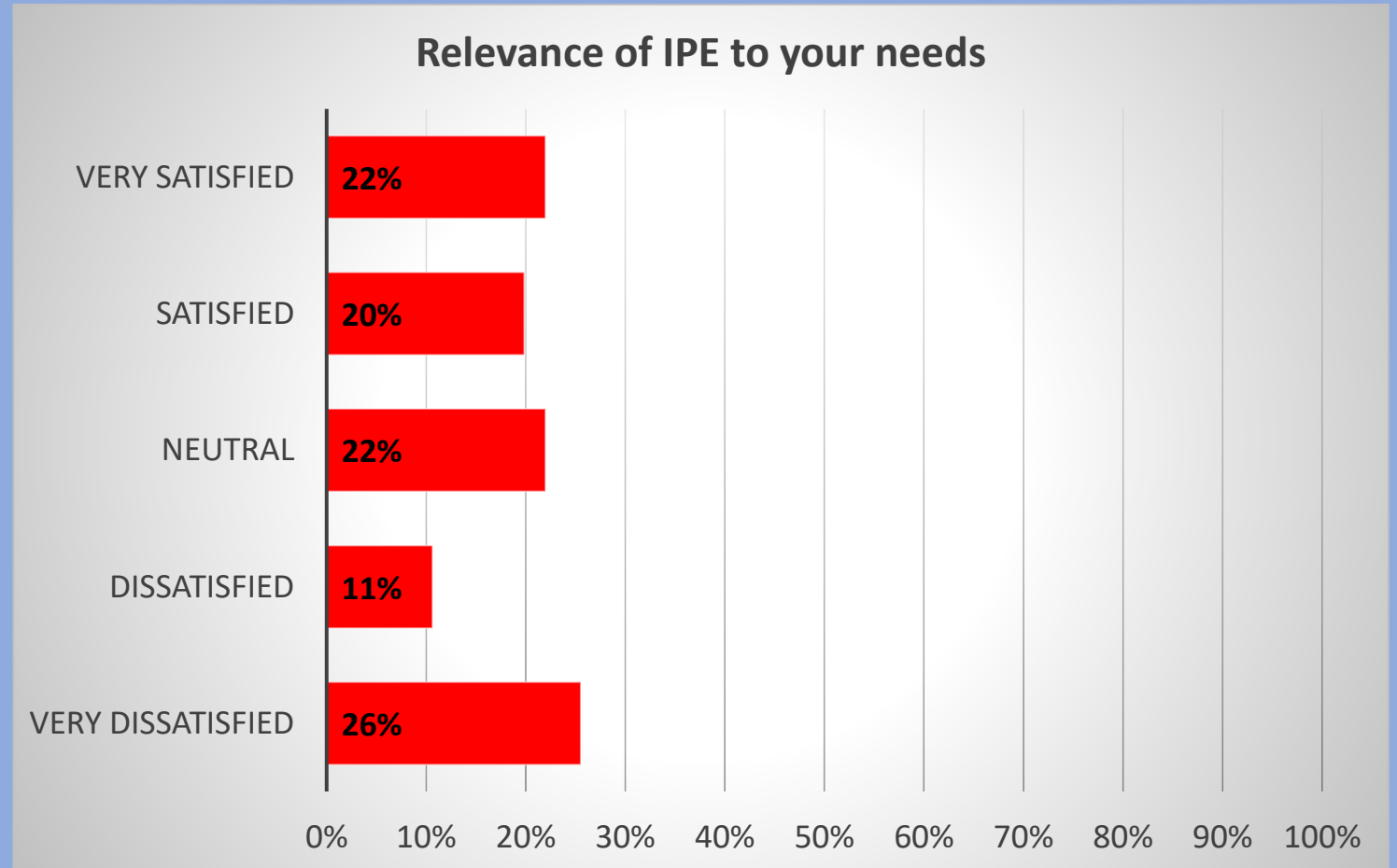
- 59% of respondents felt **satisfied combined**
- 15% of respondents felt **neutral**
-
- 26% of respondents felt **dissatisfied combined**



Question: Relevance of IPE to Your Needs

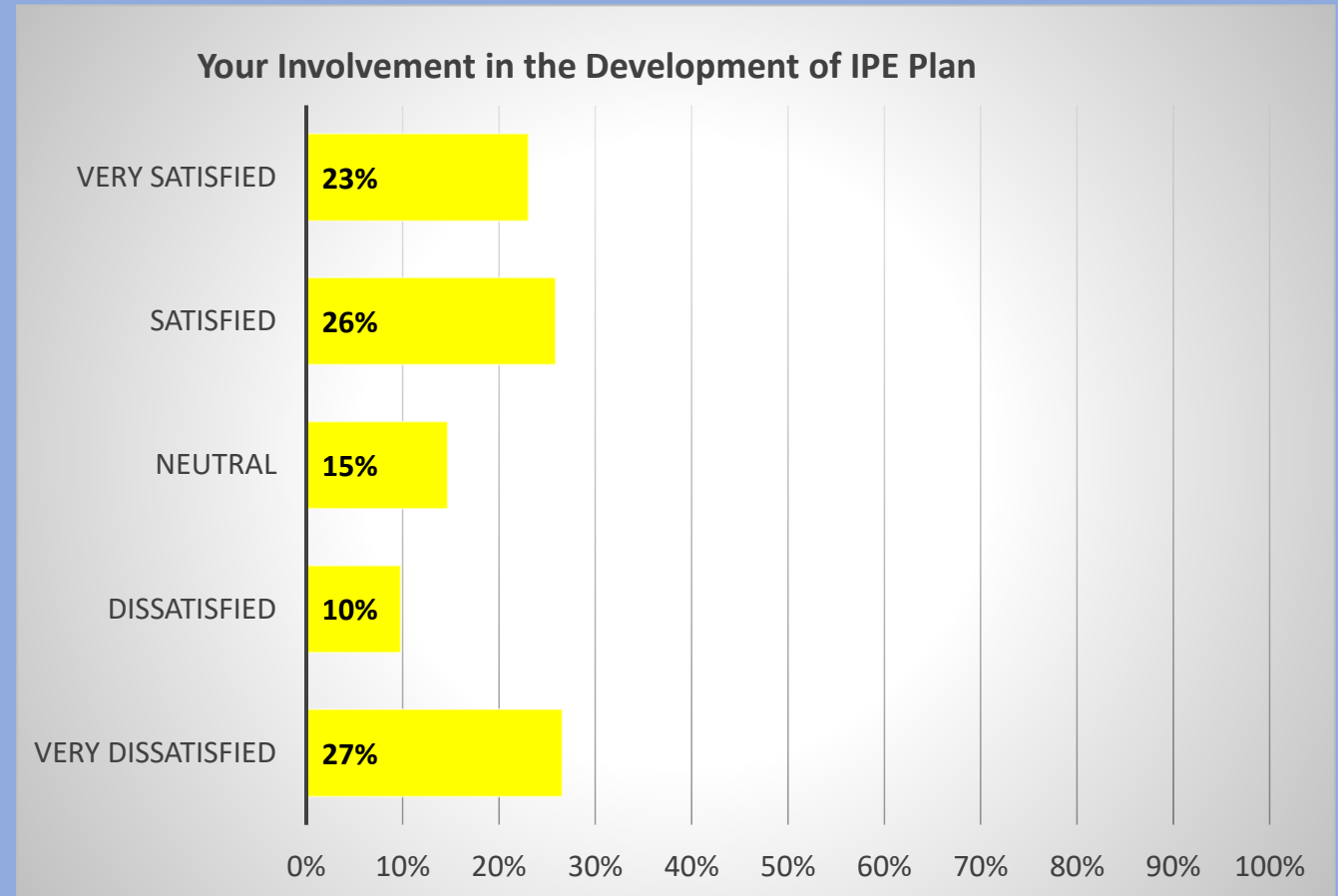
Exited Without Employment Survey

- 42% of respondents reported that they felt **satisfied combined**
- 22% of respondents reported that they felt **neutral**
- 36% of respondents reported that they felt **dissatisfied combined**



Question: Vocational Counseling Received *Exited Without Employment Survey*

- 45% of respondents replied that they felt **satisfied combined**
- 22% of respondents replied that they felt **neutral**
- 34% of respondents replied that they felt **dissatisfied combined**

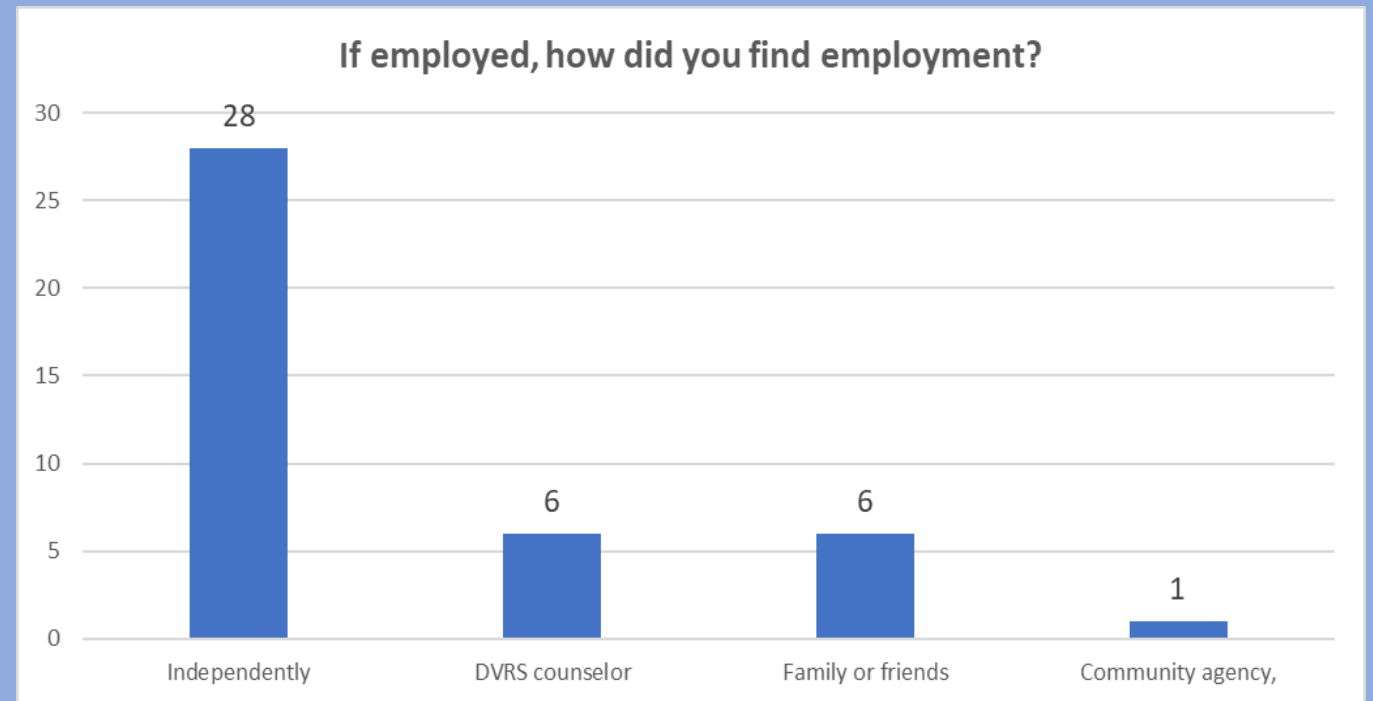


Employed At Time Survey

Exited Without Employment Survey

Question: If employed, how did you find employment?

- 28 respondents found employment **independently**
- 6 respondents found employment through their **DVRS counselor or through family or friends**
- 1 respondent found employment through a **community agency**



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

Exited Without Employment Survey

Inadequate support with counselors: Some clients reported counselors not giving the help they needed during the DVRS process, especially with turnover of counselors and counselors having high caseloads.

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

Exit Without Employment Survey

Perceived ableism: Some respondents indicated that counselors did not know how to appropriately work with them in getting their needs met with their disability.



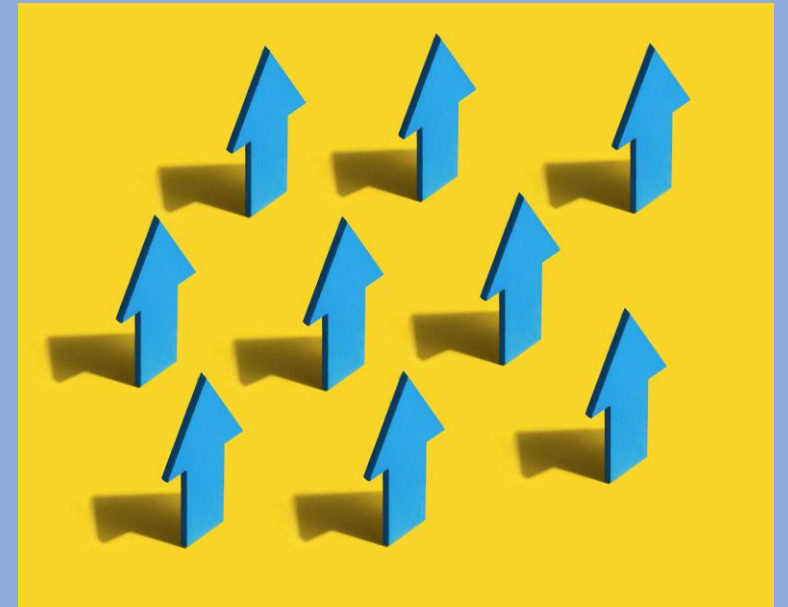
What's New in 2025?

Quality Assurance Quick Wins

- Survey Introduction Email & Introduction in Actual Survey
 - Concise; utilized AI to create user-friendly language
 - Removed lengthy instructions on **how** to fill out survey
- QR code *and* web link options for ease of use
- Removed region identifiers (for local offices)
Example: South – Cherry Hill (now just Cherry Hill)
- Demographics – we asked these questions towards the end and grouped demographic questions together (i.e., office) to analyze potential correlations
- Match federal data categories (Rehabilitation Services Administration)
Example: Age Selections

Quality Assurance Quick Wins

- Federal Fiscal Year 2025, Quarter (1) survey response rates implementing changes:
 - Employed Survey: **12.85%** (up from 6% in 2024)
 - Exited Without Employment: **7.28%** (up from 4% in 2024)
- This increase in overall response rates is encouraging!



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Looking Towards the Future



Looking Towards the Future

What worked well
to serve DVRS
consumers?

What made the
difference?

Looking Towards the Future

- Revisit recommendations from Montclair State University
 - Capitalize on data available in other reporting programs (Tableau, AWARE)
 - Leverage data already available and remove duplicative survey questions
 - Consumer demographics
 - Race, gender, office
 - Questions that appear repetitive or do not yield truly usable data
 - Revisit questions that consumers tend to skip
- Review response options on all questions (both surveys) and seek to match responses to be consistent
 - Ease of use for participant
- Ensure a balance of non-biased questions/statements
 - Asking about both positive and negative experiences/feedback

Looking Towards the Future

Continue

Continue to review questions to be more intentional in measuring satisfaction with specific elements of the consumer process

- Level of Satisfaction with DVRS section

Consider

Consider surveying consumers at various phases of the DVRS process (milestones)

- Cases can be open for many years
- Targeted feedback

Consider

Consider use of check-boxes where there are currently open-ended responses to spur most common responses and use of opened-ended questions where appropriate

Looking Towards the Future

- Review and assess if two surveys are effective or if one survey could be structured to capture feedback
- 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

Lessons Learned

- What is asked and how it is asked makes a difference in how consumers respond
- Simple language and directions may encourage participation
- Continue to conduct benchmarking research and work with other state VR agencies that have been successful in surveying consumers
- Survey methodology and data analysis benefits from being reviewed and tweaked regularly to keep up with:
 - Changing needs of consumers and stakeholders
 - Technology and data collection standards
- On-going discussion of interesting survey findings can shape future surveys
 - *In the Employed Survey where 12% of consumers lost their employment quickly, the way the question is asked does not provide specific reasons as to **why***

