DVR Consumer Satisfaction Survey Results

2015

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DWD
Department of Workforce Development

The Purpose of the survey is to collect data on past consumers so that DVR can improve their overall service delivery and to pin point areas where we are doing well as well as areas that need improvement.

- The Consumer Satisfaction Survey is conducting bi-annually on DVR consumers that were closed Status 26 or 28
  - **Status 26 Closed Successfully Rehabilitated**
  - **Status 28 Closed after IPE was initiated**

- The Survey was conducted by the University of Wisconsin Survey Center at UW-Madison between May1, 2015 and August 3, 2015 for cases closed in 2014.

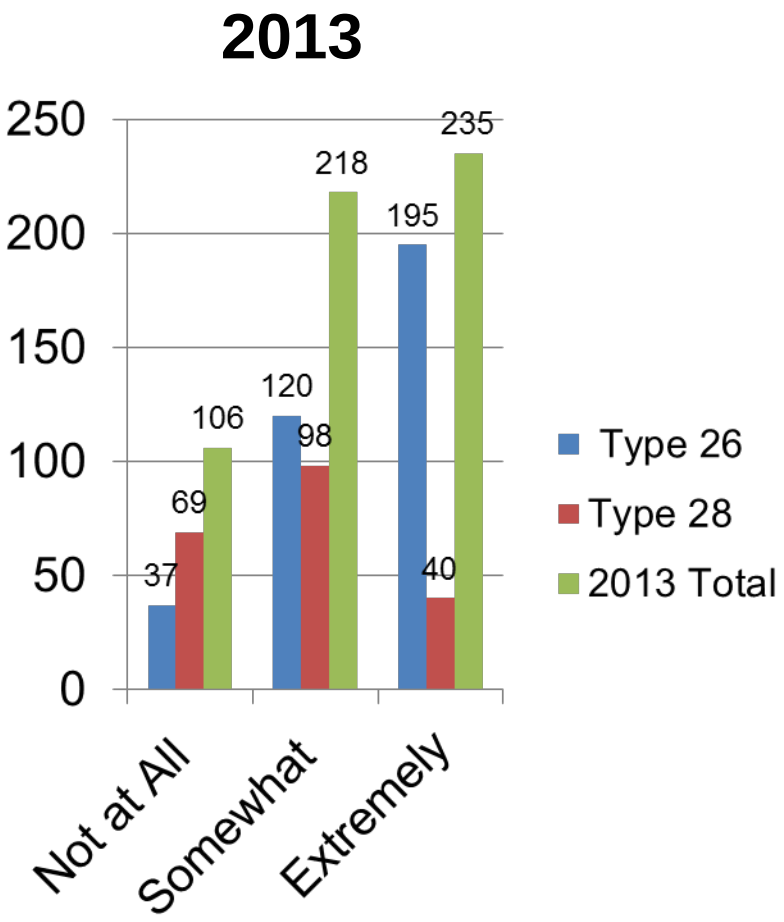
Sample Design and Response Rate 2015

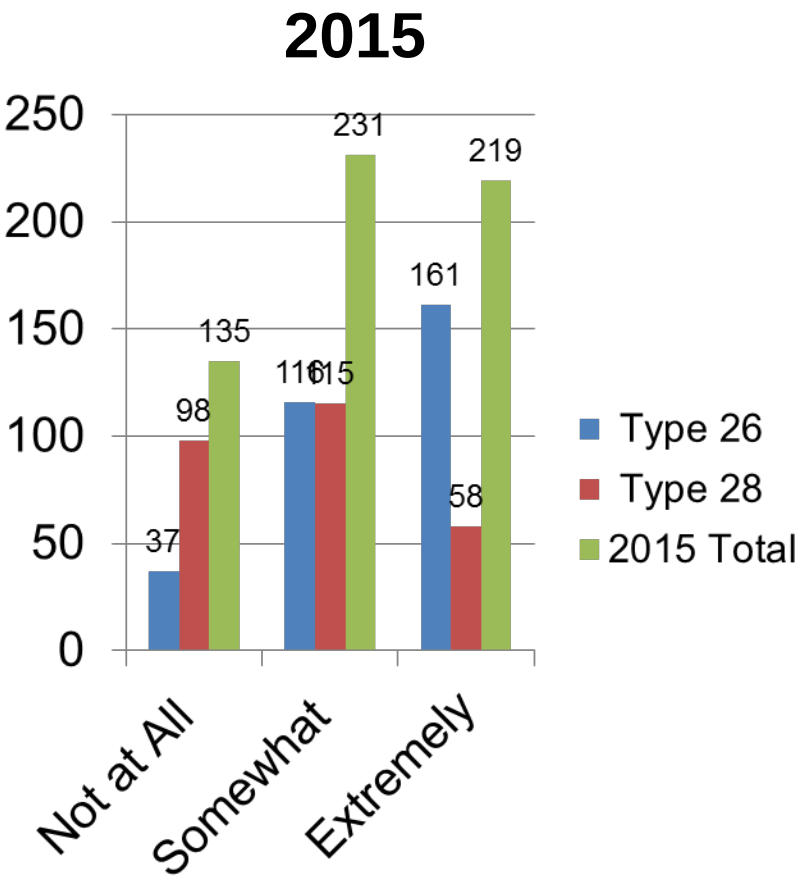
The total sample size in 2015 was 2,497. This sample consisted of both successfully closed DVR cases (code 26, N=1,2490) and unsuccessfully closed (code 28, N=1,248)

Overall Response Rate 56.3%= $\frac{1,140}{(2,497 \text{ sample points} - 474 \text{ non-sample cases})}$

Code 26 cases – 652 interviews (60%)completed
Code 28 cases – 488 interviews (52%) completed

Overall Consumer Satisfaction with DVR Experience



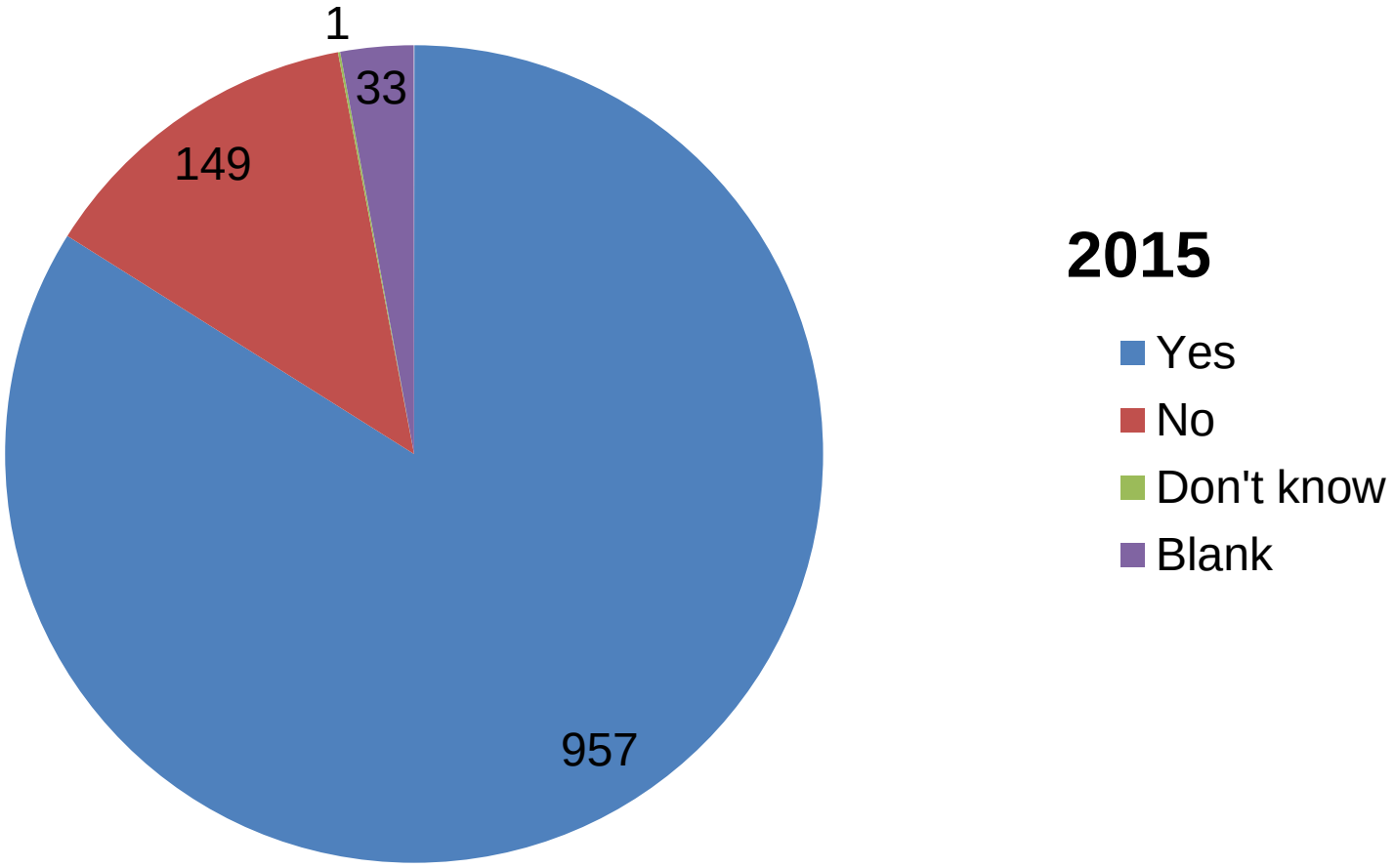


Before you began receiving VR services, what did you expect to gain from your work with DVR?

Consumer Responses:

- “How better can I accomplish my goals in getting back to work quickly, DVR provided me with all the tools I needed to succeed.”
- “To obtain a job that was related to my work experience.”
- “Get some help with school.”
- “Assistance with securing funding for a disability-related accommodation.”
- “Help & guidance with a disability to help me continue to work.”
- “Interviewing skills, resources to find employment, and help with putting together a resume.”
- “I expected that he help us get a job, but didn't do much. [Name] basically called every time our time was up so he could say he talked to us. He didn't do anything. He also never explained much.”

Was the information DVR Provided to you easy to understand?

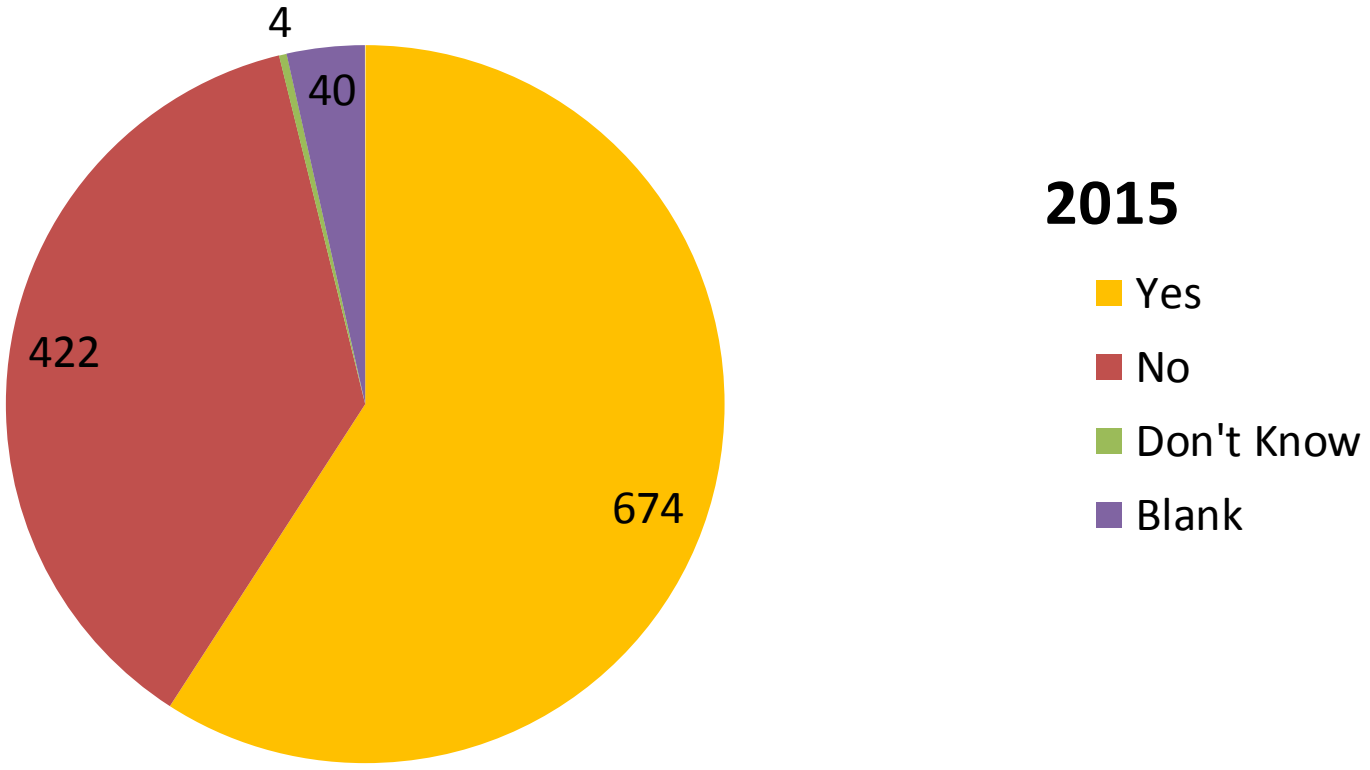


2013 results
Yes = 892
No = 126
Don’t know = 0
Blank = 34

What should DVR do to make their information easier to use?

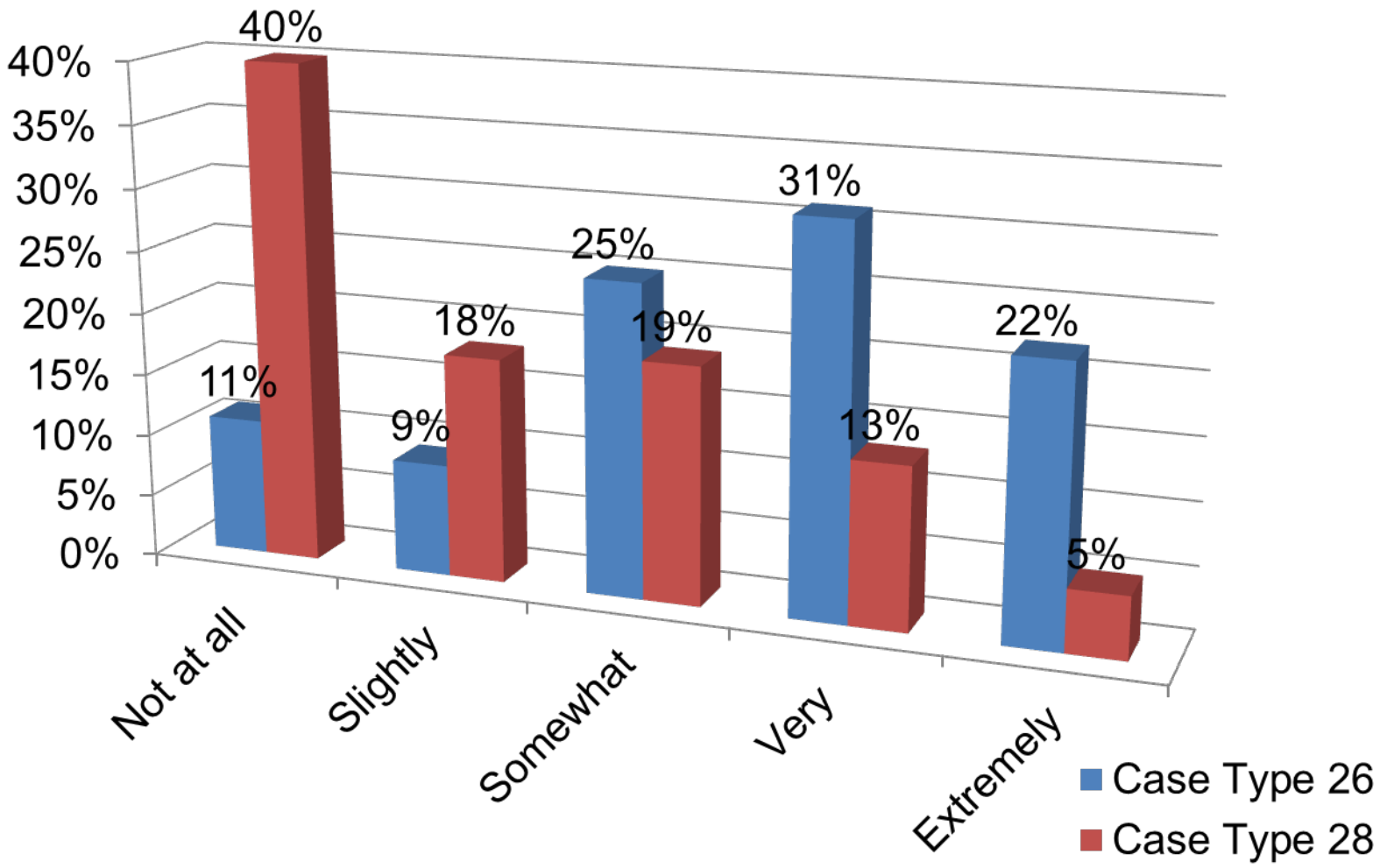
- “Spend more time and make sure the individual understands. Felt like I was rushed through.”
- “Keep one DVR for one person I went through at least 3 different ones, so I was confused.”
- “Information that is more easy to understand, maybe in audio format or online.”
- “My mom had to come so I could understand”
- “I think it really needs to be simplified for people with worse disabilities than myself”
- “Lack of communication, interest in helping find it was minimal. Language barrier.”

Were you able to get all the vocational services you thought you needed through DVR?

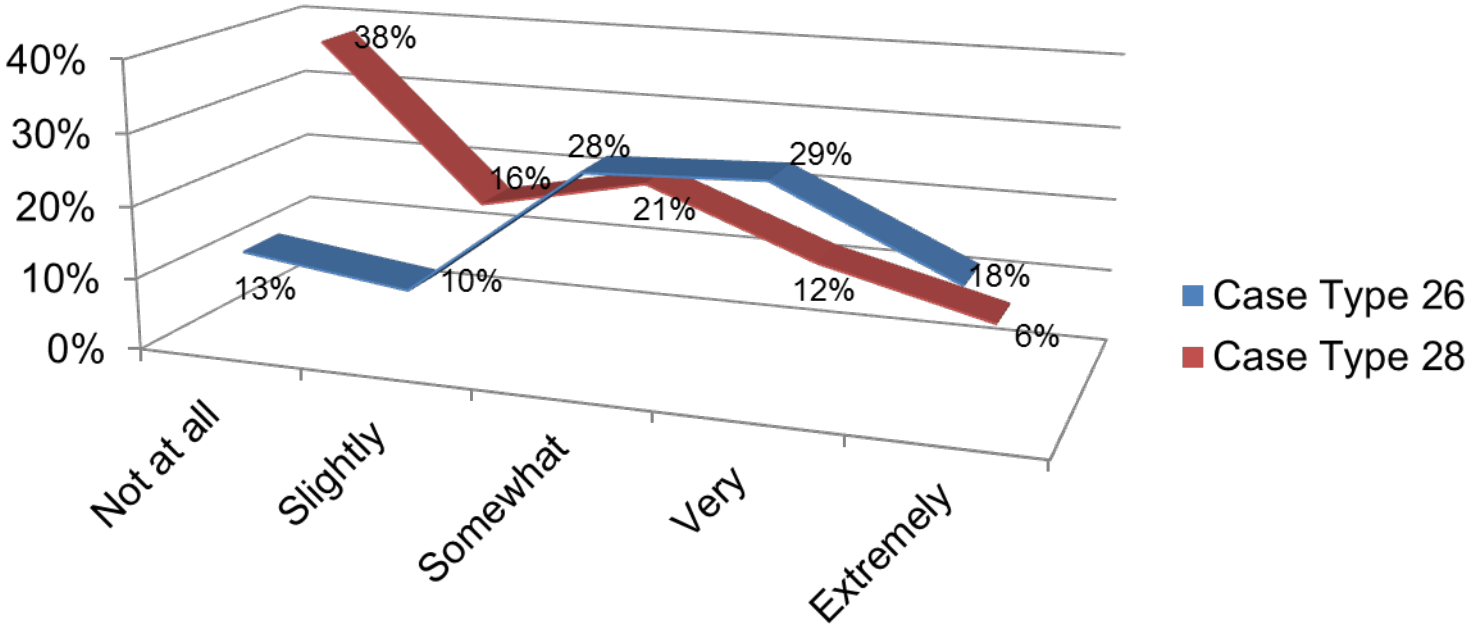


2013 Results:
Yes = 641
No = 370
Don't Know = 0
Blank = 41

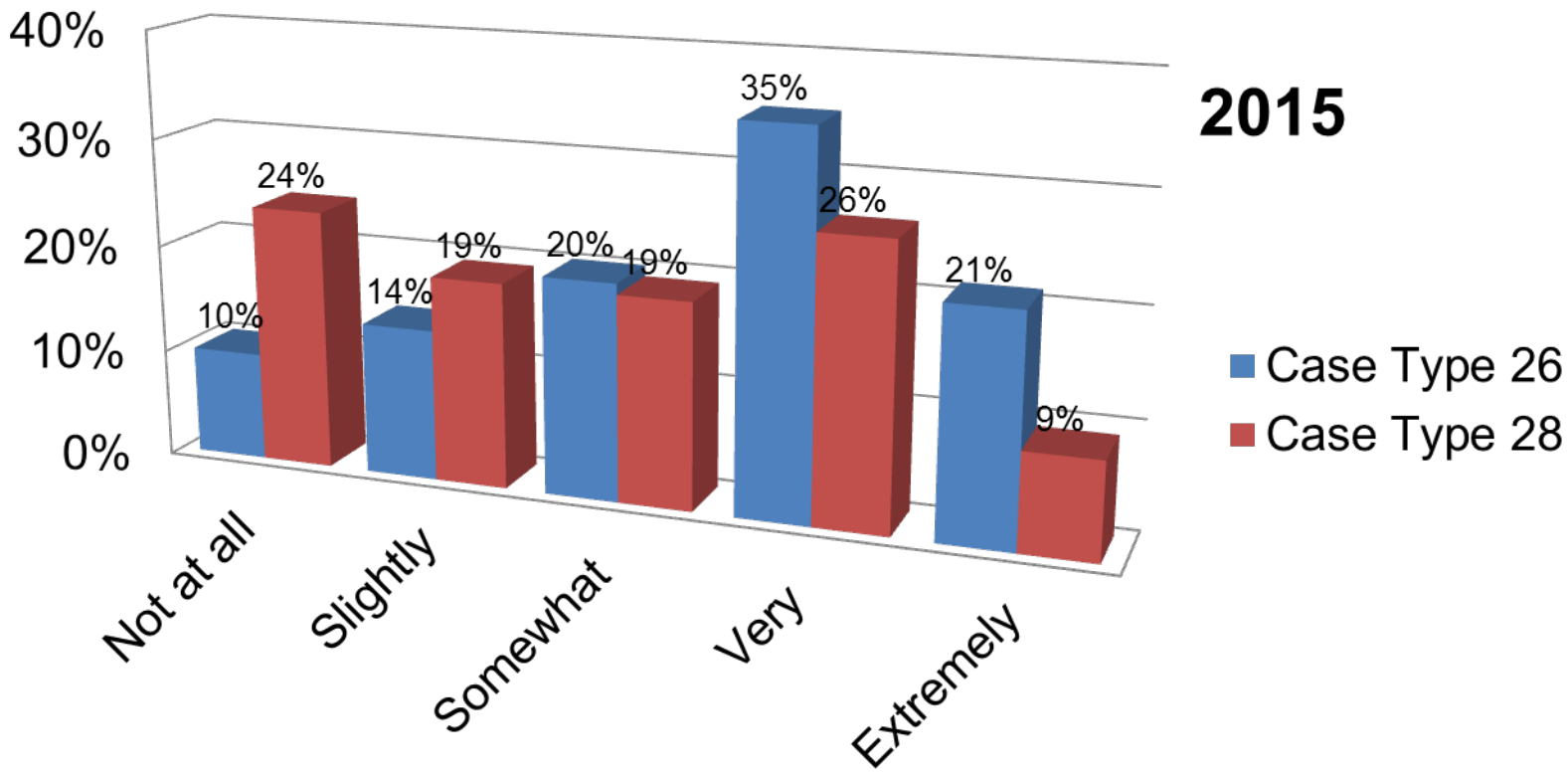
How much better equipped are you to work and remain employed?



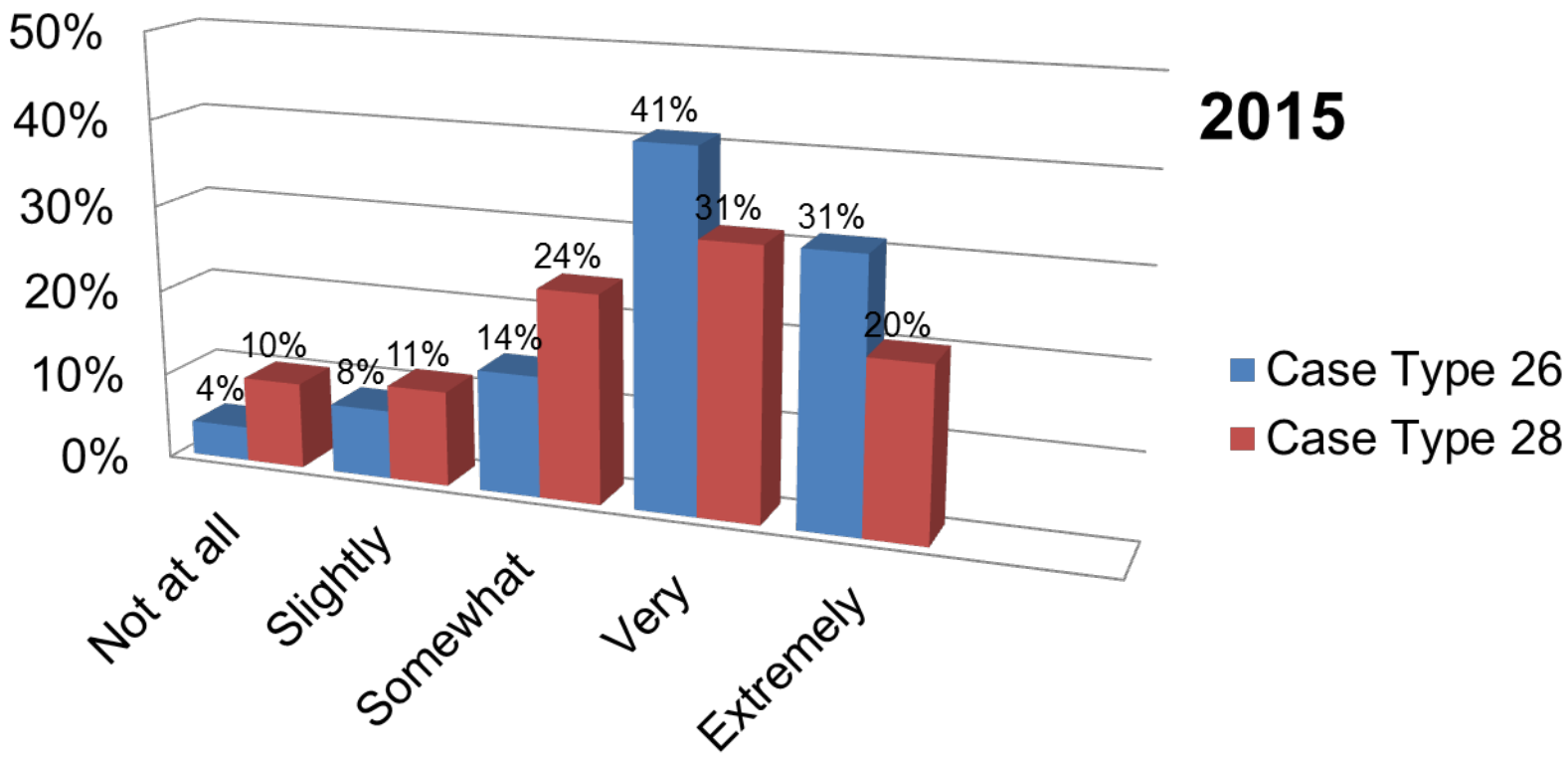
HOW MUCH BETTER EQUIPPED ARE YOU TO DEAL WITH YOUR DISABILITY AND THE CHALLENGES IT PRESENTS TO YOUR EMPLOYMENT?



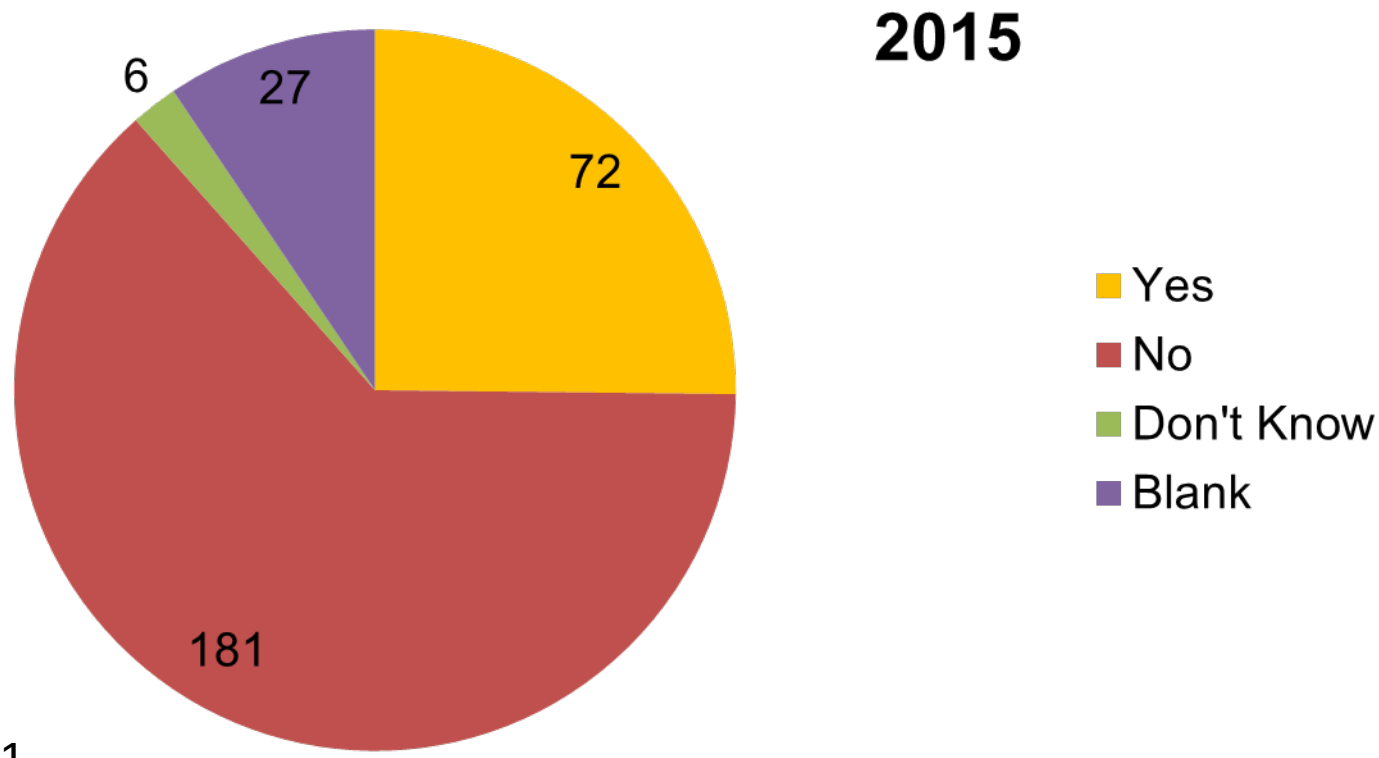
How helpful was your counselor in obtaining the information you needed to improve your employment and financial situation?



How responsive was your counselor answering your questions?

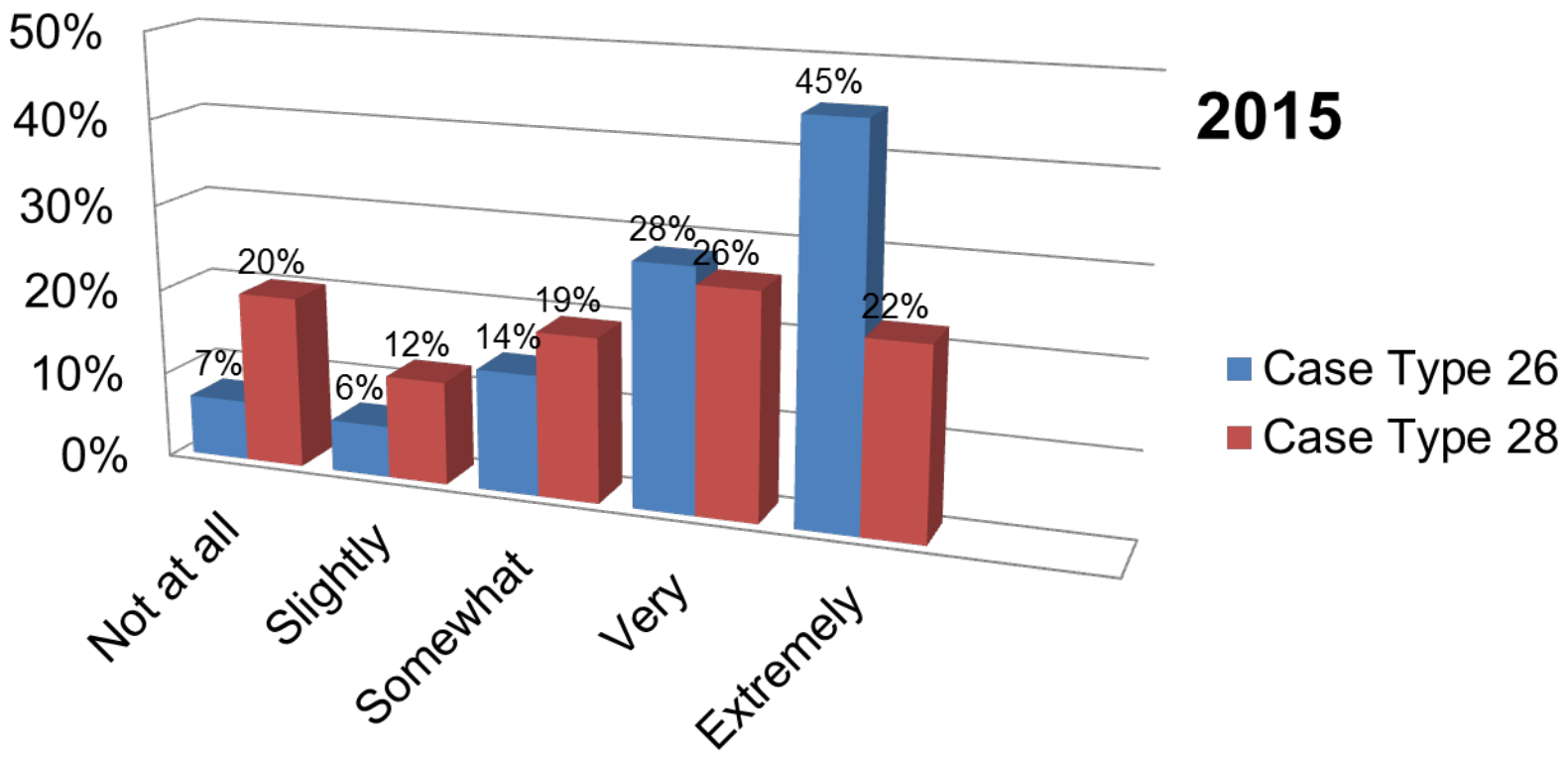


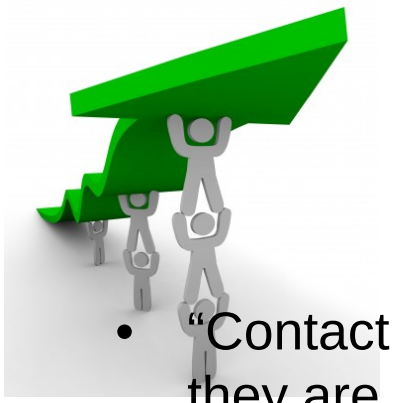
If you disagreed with your counselor did they tell you about CAP?



2013 Results:
Yes = 77
No = 156
Don't Know = 1
Blank = 34

How likely are you to recommend DVR to another person with disabilities?





How would you improve DVR services??

- “Contact your clients every 6 months for 2-3 years just to see how they are doing, and if there is anything DVR can do for them, and check up on their health after DVR program.”
- “Sometimes DVR counselors acted as if the client should already know about services. When you're new you don't always know the questions to ask.”
- “My DVR was very inexperienced with dealing with mental health issues in consumers.”
- “Great service - just reduce wait times but then again, hiring more staff requires bigger budget!”
- “I think my counselor was overworked. Too many clients. Hire more.”
- “Faster help finding a job”
- My DVR counselor and job placement professional were awesome. I was placed in a position I never would have thought of. I have been working since Oct 2013 with a great employer”

QUESTIONS?

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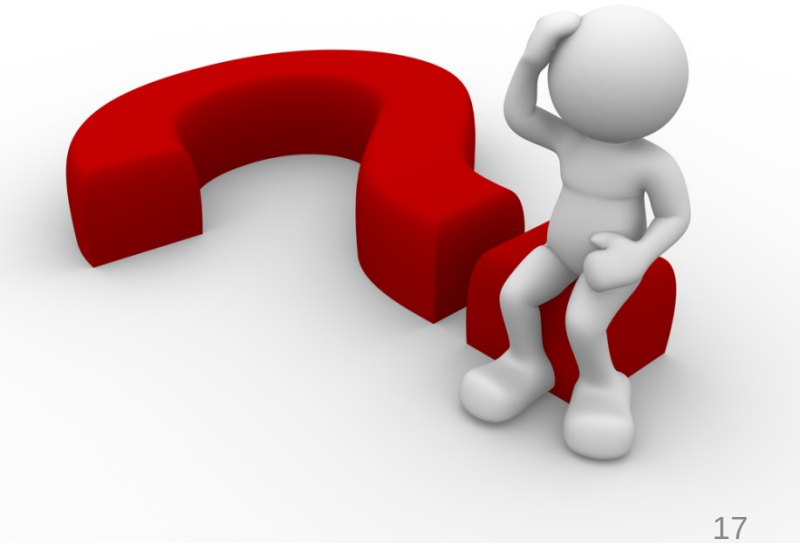
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