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Moreover, no information regarding these findings will be released without the express written consent of an authorized representative of the Office of Rehabilitation Services.

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# 1 INTRODUCTION

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The Center for Research and Public Policy (CRPP) is pleased to present the results to a *2003 Consumer Satisfaction Survey*, conducted on behalf of the Rhode Island Department of Human Services, Office of Rehabilitation Services (ORS).

The research was designed to measure current satisfaction levels among ORS consumers.

The Center for Research & Public Policy conducted a telephone survey with a total of 600 consumers who have “closed” status cases with the ORS, and 201 consumers who have “active” status cases. The research will guide the Rhode Island’s Office of Rehabilitation Services (ORS) in building and maintaining relevant and successful programs, and services, to meet the needs of the residents served. This study was also used to track results of a similar study conducted by The Center for Research & Public Policy in February 2002.

This research study included a comprehensive telephone survey. Interviews were conducted among ORS consumers statewide.

This report summarizes statistics collected from telephone surveys conducted November 10 – November 15, 2003.

Areas for investigation within the telephone surveys included:

- ❖ General awareness and understanding of ORS services;
- ❖ Expectations of ORS;
- ❖ Overall program ratings;
- ❖ Personnel ratings;
- ❖ Use and satisfaction with community providers;
- ❖ Program participation;
- ❖ Barriers to program or service participation;
- ❖ Outcomes;
- ❖ Needs (Met/Unmet);
- ❖ Employment; and,
- ❖ Demographics.

Section II of this report discusses the Methodology used in the Study while Section III includes Highlights and Recommendations derived from the quantitative research. Section IV is a Summary of Findings for the telephone survey.

Section V is an Appendix containing logit model graphs, the survey instrument, and composite aggregate data.

## METHODOLOGY

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The Center for Research & Public Policy utilized a quantitative research design to collect information from consumers who have accessed ORS services. All telephone interviews were conducted between November 10 and November 15, 2003.

Survey input was provided by ORS staff and the State Rehabilitation Council.

Survey design at CRPP is a careful, deliberative process to ensure fair, objective and balanced surveys. Staff members, with years of survey design experience, edit any bias. Further, all scales used by CRPP (either numeric, such as one through ten, or wording such as strongly agree, somewhat agree, somewhat disagree, or strongly disagree) are balanced evenly. And, placement of questions is carefully accomplished so that order has no impact.

The telephone sample used for the *2003 Consumer Satisfaction Survey* was provided by the Rhode Island Department of Human Services, Office of Rehabilitation Services (ORS). Respondents were considered to be “closed” if they were deemed the following case statuses by the ORS: **26** (Successful closure – rehabilitated) **28** (Closed not rehabilitated after services provided), **30** (Closed, not rehabilitated after plan developed, before services provided). Likewise, for the purposes of this project, respondents were considered to be “active” if they were classified with the following case statuses by the ORS: **18** (Preparation for employment), **20** (Ready for employment), **22** (In employment).

CRPP utilized an Nth name stratified sample procedure. This method of sample selection allows randomization of numbers, which equalizes the probability of qualified respondents being included in the sampling frame.

One survey instrument was used to elicit information from all consumers of ORS services.

CRPP staff completed surveys among 600 consumers who have “closed” status cases with the ORS, and 201 consumers with “active” status cases. Respondents qualified for the survey if they confirmed they have or are participating in programming sponsored by the ORS.

Training of telephone researchers and a pre-test of the survey instruments occurred on November 10, 2003.

All facets for the *2003 Consumer Satisfaction Survey* were completed by CRPP’s research and senior staff. These aspects included: survey design, sample design, pre-test, computer programming, fielding, coding, data entry, validation and logic checks, computer analysis, analysis, report writing and presentations.

Statistically, a sample of 600 completed telephone interviews represents a margin for error of +/-4.0% at a 95% confidence level. A sample of 201 completed telephone surveys represents a margin for error of +/- 7% at a 95% confidence level.

In theory, a sample of ORS consumers would differ no more than +/- 4.0% for “closed” cases, and +/- 7.0% for “active” cases, than if all consumers in their respective categories were contacted and included in the survey. That is, if random probability sampling procedures were reiterated over and over again, sample results may be expected to approximate the large population values within plus or minus +/-4.0% for “closed” cases, and +/-7.0% for “active” cases” -- 95 out of 100 times.

Readers of this report should note that any survey is analogous to a snapshot in time and results are only reflective of the time period in which the survey was undertaken. Should concerted program changes or public information or relations campaigns be undertaken during or shortly after the fielding of the survey, the results contained herein may be expected to change and should be, therefore, carefully interpreted and extrapolated.

Furthermore, it is important to note that all surveys contain some component of “sampling error”. Error that is attributable to systematic bias has been significantly reduced by utilizing strict random probability procedures. This sample was strictly random in that selection of each potential respondent was an independent event, based on known probabilities.

Each qualified respondent within the sample had an equal chance for participating in the study. Statistical random error, however, can never be eliminated but may be significantly reduced by increasing sample size.

# HIGHLIGHTS

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## ON AWARENESS AND UNDERSTANDING...

- In 2003, more than one quarter of “closed” status respondents, 27.8%, met with a counselor within one week of submitting an application – higher than 20.0% in 2002.
- Another 26.7% suggest the meeting occurred between one and two weeks while 16.8% noted between two and three weeks.
- More than three quarters of “closed” status respondents, 78.5%, suggested being very (40.8%) or somewhat aware (37.7%) of all the services offered by ORS - an increase from 71.5% in 2002.
- Almost two thirds of “closed” status respondents, 63.5%, reported they worked with a Vocational Rehabilitation Counselor in developing an Employment Plan – a small increase from 61.6% in 2002. Of this group, 97.1% indicated they understood the plan either very well or somewhat well.
- Among “active” status respondents, less than a quarter, 22.9% met with a counselor within a week. More than three quarters, 77.6%, were very or somewhat aware of the services offered by the ORS. And, more than three quarters, 76.6%, report having an Employment Plan in place.

## ON EXPECTATIONS...

- Just over two fifths of “closed” status respondents, 44.6%, suggested their expectation of the Program was to find a job. Others offered their expectations were to learn a new trade / new skill (8.8%), receive assistance in rehabilitation (6.9%), help in becoming independent (6.8%), help in dealing with blindness (4.1%), and receiving financial help with hearing aids (4.0%)
- Over half of “closed” status respondents, 56.8%, noted having all (29.3%) or most (27.3%) of their expectations of the program met. In 2002, 59.7% indicated all or most of their expectations were met.
- When expectations were not met, “closed” status respondents suggested this was due to never finding a job (14.1%), illness (12.5%), not getting the job they wanted (10.4%), being completely dismissed by program (7.3%), help wanted was not received (6.8%), the program not keeping their word (5.7%), and respondent not knowing how to read (3.6%).
- Almost half of “active” status respondents, 47.3%, suggested that all or most of their expectations were met.

## ON THE OVERALL PROGRAM...

- In 2003, majority of “closed” status respondents considered the following ORS services to be of high importance:

• Help in identifying interests, strengths, and abilities	85.0%
• Help in identifying an appropriate vocational goal	82.3%
• Help in understanding how benefits are affected by employment	78.8%
• Help in finding a job	73.7%
• On the job training	71.8%
• Help in finding community support services	67.5%
• Help practicing for job interviews	67.2%
• Help in determining job accommodations needed	67.2%
• Classroom or other types of training	66.5%
• Help with resume development	64.8%
• Job coaching	60.5%
• Adaptive equipment or adaptive technology support for the job	55.7%

- Among “closed” status respondents, program use was highest for the following ORS services:

• Help in identifying interests, strengths, and abilities	69.2%
• Help in identifying an appropriate vocational goal	61.8%
• Help in finding a job	43.2%
• Help in understanding how benefits are affected by employment	40.5%
• Help practicing for job interviews	40.0%
• Job Coaching	32.0%
• Classroom or other types of training	31.3%
• Help with resume development	29.8%
• Help in determining job accommodations needed	29.2%

- **“Closed” status respondents rated their satisfaction on eighteen different services. Only those using the service provided ratings. The highest positive ratings recorded for 2003 were:**
  - Hearing and Speech Services 92.7%
  - On the job training 89.0%
  - Help in identifying an appropriate vocational goal 88.9%
  - General Medical Services (Such as internal medicine, orthopedic, neurological) 88.0%
  - Help in identifying interests, strengths, and abilities 87.7%
  - Occupational and Physical Therapy 87.5%
  - Vision Services 86.0%
  - Help practicing for job interviews 85.4%
  - Help in finding community support and services 84.9%
  
- **The lowest positive ratings were recorded for:**
  - Help in understanding how benefits are affected by employment 84.5%
  - Job Coaching 83.9%
  - Help with resume development 83.8%
  - Adaptive equipment or adaptive technology support for the job 82.6%
  - Classroom or other types of training 81.4%
  - Mental Health Services 81.2%
  - Help in determining job accommodations needed 81.1%
  - Help in finding a job 76.8%
  - Youth Transition Services 66.3%
  
- **Among “closed” status respondents, the average overall positive rating for all eighteen program services mentioned is 84.0% - a small decrease from 86.0% in 2002. Most service organizations strive to attain and maintain high eighties for satisfaction levels. Among “active” status respondents, the average overall positive rating was 78.1%.**
  
- **Majorities of “closed” status respondents suggested six of six ORS characteristics and features were important:**
  - Phone calls were returned promptly 95.5%
  - Easy to make appointment 94.7%
  - Accessibility of meeting location when you see your ORS counselor 89.6%
  - Feeling like a full partner in the development of your Employment Plan 80.9%
  - Developed a plan which reflected your talents and abilities 79.5%
  - Quality of your Employment Plan 76.4%

- In 2003, “closed” status respondents provided relatively high ratings for the ORS on six of six overall characteristics. “Don’t know” responses were removed from the data.
  - Accessibility of meeting location when you see your ORS counselor 89.6%
  - Easy to make appointment 87.5%
  - Phone calls were returned promptly 87.1%
  - Feeling like a full partner in the development of your Employment Plan 79.1%
  - Developed a plan which reflected your talents and abilities 79.7%
  - Quality of your Employment Plan 75.2%
  
- On all six office related characteristics, “closed” status respondents provided a 76.0% average positive rating – a significant increase from 65.3% in 2002. However, when “don’t know” responses were taken out, the average overall positive rating was 83.0% in both 2002 and 2003. Among “active” status respondents the average positive rating was 82.6% (84.9% when “Don’t know” responses were taken out.)

### ON PERSONNEL...

- In 2003, “closed” status respondents suggested nine of nine different ORS personnel characteristics measured - including knowledgeable, courteous, and keeping promises - were very important.
  
- Among “closed” status respondents, ORS personnel received an average overall positive satisfaction rating of 81.6% on fourteen personnel characteristics. However, when averaging only the same nine characteristics used in both 2002 and 2003, ORS personnel received an average overall rating of 88.1%– higher than 84.1% in 2002.
  
- Impressively, when “don’t know” responses were taken out, the average overall positive rating was at 90.0% on all fourteen personnel characteristics, and 92.0% on the same characteristics used for the 2002 study – a slight increase from the 2002 average at 90.8%.
  
- “Active” status respondents provided an 86.2% average overall positive rating of ORS personnel on fourteen characteristics. This rating went up to 89.2% when “don’t know” responses were taken out.
  
- However, when comparing only the same characteristics used in both 2002 and 2003, “active” status respondents provided a 90.7% average overall rating of ORS personnel, and 91.4% when “don’t know” responses were taken out.

### ON PROGRAM PARTICIPATION...

- A large majority of program participants, 85.5%, suggested they were either very or somewhat clear on their own role and responsibilities as they participated in Vocational Rehabilitation Services – an increase from 82.6% in 2002.
- Two thirds of respondents (65.3%) mentioned their Employment Plan very or somewhat strongly reflected their own goals.
- And, two thirds (65.5%) noted being offered a selection of choices as their Employment Plan was developed – a significant increase from 48.2% in 2002.

### ON PUBLIC SUPPORT...

- Over half of all respondents, 55.7% report they are currently receiving public benefits. Of this group, 59.8%, suggested that ORS provided them with information about the impact of increased earnings on public benefits.
- In 2003, improved ratings were provided by respondents for clear and easy to understand benefits information (65.3%), accurate information (64.8%), and having information that equipped respondents to make better work decisions (62.2%).

### ON EMPLOYMENT...

- In 2003, almost one half of all respondents, 46.3%, reported they are working full or part-time. This percentage shows a significant decrease from 56.5% in 2002.
- For this group, job satisfaction decreased significantly in 2003. Just under three quarters, 74.1% provided a high job satisfaction rating – lower than 81.7% obtained in 2002.
- Since employment began in their current positions, 46.0% received vacation benefits, 39.2% received medical benefits while 35.6% received a promotion. Percentages for those receiving vacation and medical benefits show a slight decrease from those obtained in 2002 – at 55.5% and 40.5%, respectively
- Almost one third of those currently employed, 28.8%, note that their current job is one that ORS or and ORS community partner helped them secure – a decrease from 38.1% in 2002.

## ON OUTCOME...

- In 2003 just less than three quarters of “closed” status respondents, 73.5% noted being very or somewhat satisfied with the outcome of their participation in the Vocational Rehabilitation Program – a slight decrease from 76.1% in 2002.
- Among “active” status respondents, 84.1% indicated being very or somewhat satisfied.

# SUMMARY **4** FINDINGS

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Readers are reminded that this section summarizes the statistics collected from a random sample telephone survey of 600 consumers who have “closed” status cases with the ORS, and 201 consumers who have “active” status cases.

Text throughout the report refers to data collected among the 600 “closed” status respondents. In many instances, tables and graphs may also include additional columns from the data collected among the 201 “active” status respondents.

Further, when “like” or similar questions were presented, another column will depict 2002 results.

## **AWARENESS AND UNDERSTANDING**

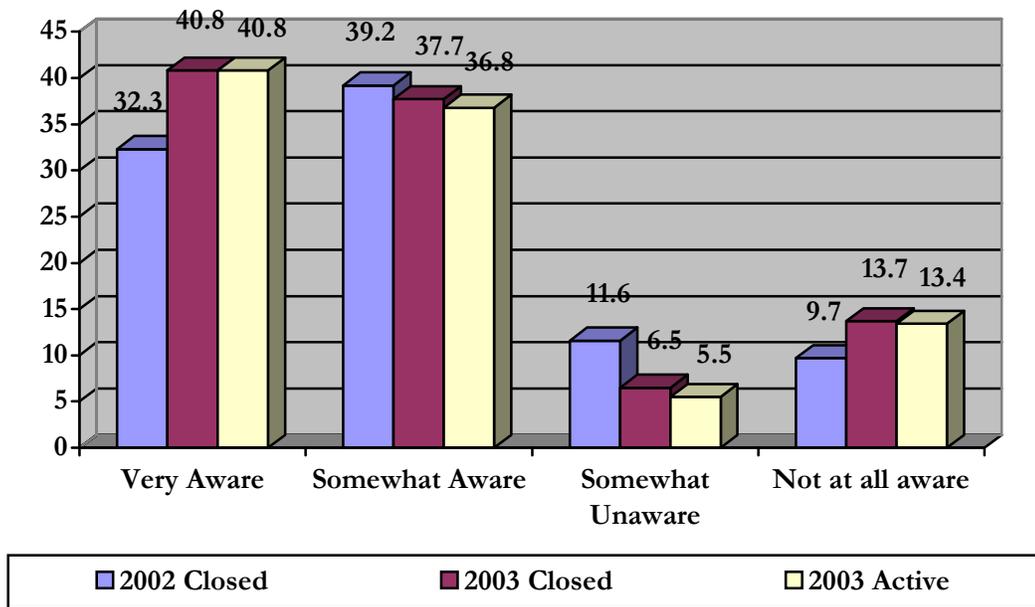
Researchers asked respondents how soon after submitting an application they were able to meet with a counselor.

The table below depicts the results obtained.

<b>Met with Counselor...</b>	<b>2002</b>	<b>2003</b>	
	Closed	Closed	Active
Within a week	20.0%	27.8%	22.9%
1-2 Weeks	22.4	26.7	24.9
2-3 Weeks	18.3	16.8	10.9
3 Weeks – 1 Month	8.8	7.7	13.9
More than 1 Month	5.6	9.3	11.9

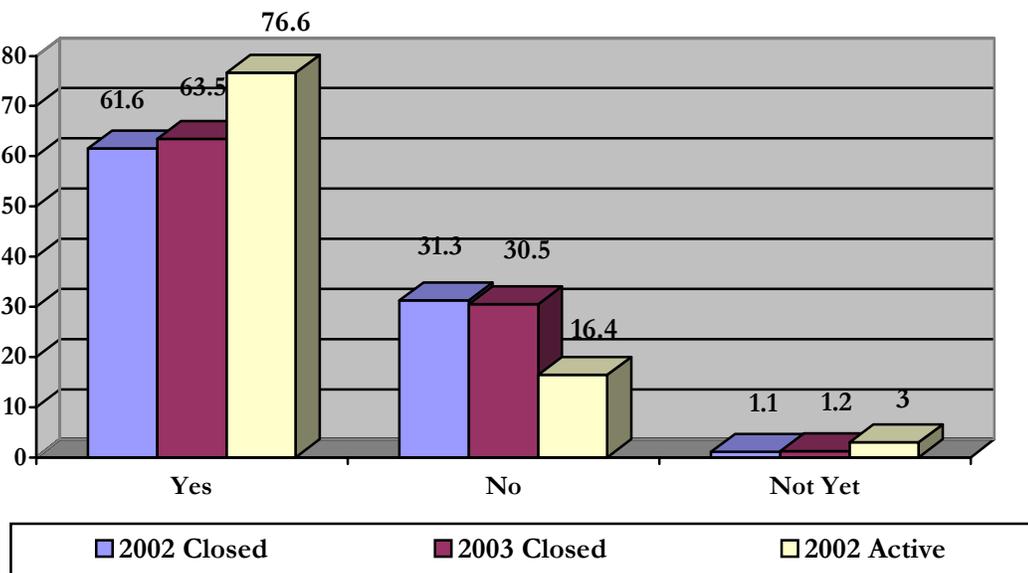
More than three quarters of all respondents, 78.5%, suggested they are very (40.8%) or somewhat (37.7%) aware of the services offered by the ORS. This is up from 71.5% in 2002. A few, 6.5%, suggested they were somewhat unaware, while 13.7% noted they were not at all aware of the services offered.

### How aware of services offered by ORS?



Almost two thirds, 63.5%, suggested working with a Vocational Rehabilitation Counselor in developing an Employment Plan. Another 30.5% noted not developing an Employment Plan with a counselor and 1.2% said “not yet”. Some, 4.8% were unsure.

### Developed an Employment Plan?



Of those with an Employment Plan, a large majority, 97.1% (up from 92.9% in 2002) suggested they understood the plan “very well” (73.5%) or “somewhat well” (23.6%), while a few, 2.9% mentioned “not very well”.

## EXPECTATIONS

In an open-end format question, respondents were asked to think back to when they began in the Vocational Rehabilitation Program. They were asked what their expectations of the program were.

A total of twenty-three different responses were collected. The following table compares the ten most frequently cited expectations in 2002 and 2003.

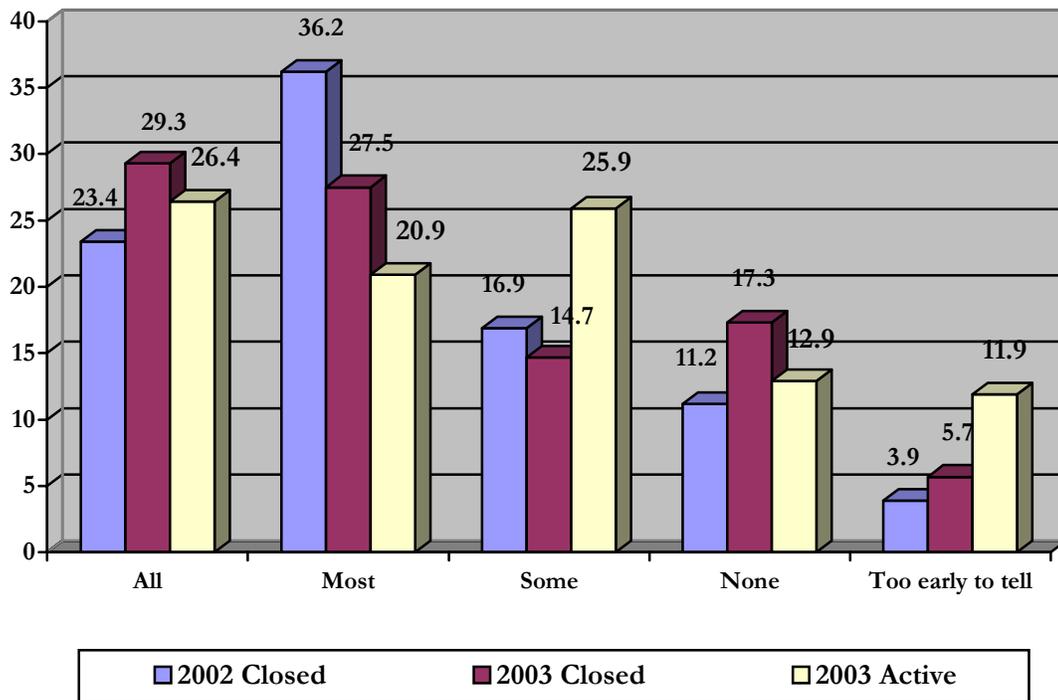
Expectations	2002	2003	
	Closed	Closed	Active
Find employment	50.6%	44.6%	54.7%
Learn a new trade / career change / new skills	8.5	8.8	11.5
Assistance in rehabilitation	---	6.9	4.5
None	7.3	6.9	6.6
Help becoming independent	---	6.8	0.4
Help in dealing with blindness	1.5	4.1	---
Financial help with hearing aids	0.2	4.0	---
Get back into society	---	3.3	---
Guidance	---	2.9	5.3
Computer training	---	1.9	0.8

Other expectations cited with less frequency included: Physical therapy, learning how to read, academic assistance/go back to school, start a new business, help maintaining current job, better housing assistance, courtesy, respect, evaluation, and help obtaining driver's license.

More than half of all respondents, 56.8% noted having all (29.3%) or most (27.5%) of their expectations met. This is down slightly from 59.6% in 2002. Just under a third, 32.0% suggested some (14.7%) or none (17.3%) of their expectations were met. And, 5.7% did not know or were unsure.

However, those reporting the Program met all their expectations moved to 29.3% in 2003, from 23.4% in 2002.

### Expectations met...?



Respondents reporting that only some or none (32.0%) of their expectations were met were asked to report the reasons.

The following table presents the primary reasons of twenty-eight collected.

Reasons Expectations Unmet	2003 Closed (N=408)
Never found work	14.1%
Illness	12.5
Respondent did not get the job he/she wanted	10.4
Program completely dismissed respondent	7.3
Respondent did not get the help he/she wanted	6.8
Did not keep their word	5.7
Did not know how to read	3.6
Did not learn much	3.6
Respondent needed more capital to work with	3.6
No reliable counselors/tutors	3.1
Respondent did not want a job	3.1

Other reasons for unmet expectations offered included: pregnancy, misdiagnosed, no good with computers, only went for testing, miscommunication, got a job on their own, counselor theft, counselor did not let respondent go to school, inadequate training, too early to tell, location, and not enough explanation of what the program had to offer.

## OVERALL PROGRAM

In 2003, researchers read respondents a list of eighteen different services offered at the ORS, and asked to rate the importance of each using a scale of one to ten, where one was very important and ten was not at all important.

The following table presents each service rated as well as the cumulative total for “Important” ratings (1 – 4).

ORS Services	Important (1 – 4)	
	2003 Closed	2003 Active
Help in identifying interests, strengths, and abilities	85.0%	84.1%
Help in identifying an appropriate vocational goal	82.3	89.6
Help in understanding how benefits are affected by employment	78.8	75.1
Help in finding a job	73.7	78.6
On the job training	71.8	72.6
Help in finding community support services	67.5	68.7
Help practicing for job interviews	67.2	63.7
Help in determining job accommodations needed	67.2	64.2
Classroom or other types of training	66.5	64.7
Help with resume development	64.8	65.2
Job coaching	60.5	68.7
Adaptive equipment or adaptive technology support for the job	55.7	47.8
General Medical Services (Such as internal medicine, orthopedic, neurological)	49.2	42.3
Mental Health Services	47.0	46.8
Vision Services	45.5	41.8
Occupational and Physical Therapy	44.0	39.3
Hearing and Speech Services	39.0	33.8
Youth Transition Services	30.8	32.8

All respondents were asked if they have used the same list of eighteen services previously mentioned. Respondents who reported using a service were asked how satisfied they were with the service using a scale of one to ten where one is very good and ten is very poor.

The following table presents the percent of respondents using each named service and the cumulative total positive ratings of one through four on the ten point scale.

Services	Used? Yes			Satisfaction (1-4)		
	2002 Closed	2003 Closed	2003 Active	2002 Closed	2003 Closed	2003 Active
Hearing and Speech Services	21.3%	13.7%	14.9%	88.3%	92.7%	86.7%
On the job training	41.3	28.7	34.3	83.1	89.0	81.2
Help in identifying an appropriate vocational goal	61.8	61.8	75.1	81.7	88.9	78.1
General Medical Services (Such as internal medicine, orthopedic, neurological)	23.9	20.8	24.9	89.6	88.0	74.0
Help in identifying interests, strengths, and abilities	65.0	69.2	78.1	79.1	87.7	80.3
Occupational and Physical Therapy	22.4	16.0	17.9	87.8	87.5	94.4
Vision Services	22.0	19.0	20.9	85.9	86.0	88.1
Help practicing for job interviews	40.7	40.0	35.3	89.3	85.4	81.7
Help in finding community support and services	40.3	26.5	43.3	85.2	84.9	70.1
Help in understanding how benefits are affected by employment	41.6	40.5	53.2	81.4	84.5	75.7
Job Coaching	40.0	32.0	36.8	88.8	83.9	87.8
Help with resume development	39.6	29.8	45.3	83.0	83.8	75.8
Adaptive equipment or adaptive technology support for the job	29.9	18.2	27.4	92.1	82.6	70.9
Classroom or other types of training	37.1	31.3	39.3	84.6	81.4	70.9
Mental Health Services	25.3	24.8	26.4	85.2	81.2	86.8
Help in determining job accommodations needed	36.7	29.2	34.3	90.8	81.1	69.6
Help in finding a job	50.7	43.2	57.2	81.8	76.8	75.7
Youth Transition Services	21.7	15.8	20.4	90.8	66.3	58.5
<b>Average</b>	---	---	---	<b>86.0%</b>	<b>84.0</b>	<b>78.1</b>

In 2003, respondents were read six characteristics and features of working with the ORS, and asked how important each was to them personally. Respondents were again asked to use a scale of one to ten, where one was very important and ten was not at all important.

The following table presents the characteristics rated and the cumulative total “Important” rating (1-4).

Characteristics Rated	Important (1-4)	
	2003 Closed	2003 Active
Phone calls were returned promptly	95.5%	92.5%
Easy to make appointment	94.7	94.5
Accessibility of meeting location when you see your ORS counselor	89.6	93.0
Feeling like a full partner in the development of your Employment Plan	80.9	85.6
Developed a plan which reflected your talents and abilities	79.5	93.3
Quality of your Employment Plan	76.4	91.1

Further, respondents were asked to think about the Office of Rehabilitation Services or ORS overall, and to rate the program on the same six characteristics. Respondents were asked to use a scale of one to ten, where one was very satisfied and ten was not at all satisfied.

The following table presents each characteristic rated as well as their cumulative total positive ratings (1 – 4), for 2002 & 2003. Results without “don’t know” responses are also presented in third, fifth, and seventh columns.

Characteristics Rated	Positive Ratings (1 - 4)					
	2002 Closed		2003 Closed		2003 Active	
	With DK's	W/O DK's	With DK's	W/O DK's	With DK's	W/O DK's
Accessibility of meeting location when you see your ORS counselor	81.6	92.1%	85.2%	89.6%	91.5%	91.5%
Easy to make appointment	76.7	88.4	85.0	87.5	87.6	87.6
Phone calls were returned promptly	73.8	86.4	84.4	87.1	87.1	87.9
Feeling like a full partner in the development of your Employment Plan	55.3	79.6	68.7	79.1	78.1	81.3
Developed a plan which reflected your talents and abilities	52.9	75.1	68.6	79.7	77.1	81.6
Quality of your Employment Plan	51.2	76.1	63.8	75.2	74.1	79.3
<b>Average</b>	<b>65.3%</b>	<b>83.6%</b>	<b>76.0%</b>	<b>83.0%</b>	<b>82.6%</b>	<b>84.9%</b>

## PERSONNEL

In 2003, researchers read respondents nine different characteristics of their interaction with Vocational Rehabilitation counselors, and asked how important each was to them personally.

All respondents were asked to use a scale of one to ten where one was very important and ten was not at all important. The following table presents the characteristics rated and the cumulative total “Important” ratings of one through four.

Characteristics Rated	Important (1-4)	
	2003 Closed	2003 Active
Explaining things you need to know	96.9%	95.5%
Treated you with respect	96.9	96.0
Listening carefully	96.4	96.5
Helping you understand your own role and responsibilities in your vocational rehabilitation	96.3	97.0
Involving you in decisions	96.2	96.1
Willingness to help	96.1	95.5
Knowledgeable	95.6	95.5
Courteous	95.3	90.0
Keeping promises	92.7	94.1

Further, researchers asked respondents to rate their satisfaction with ORS personnel on fourteen important characteristics.

The following table presents each characteristic's rating as well as their cumulative total positive ratings (1 – 4), for 2002 & 2003. Results without “don't know” responses are also presented in third, fifth, and seventh columns.

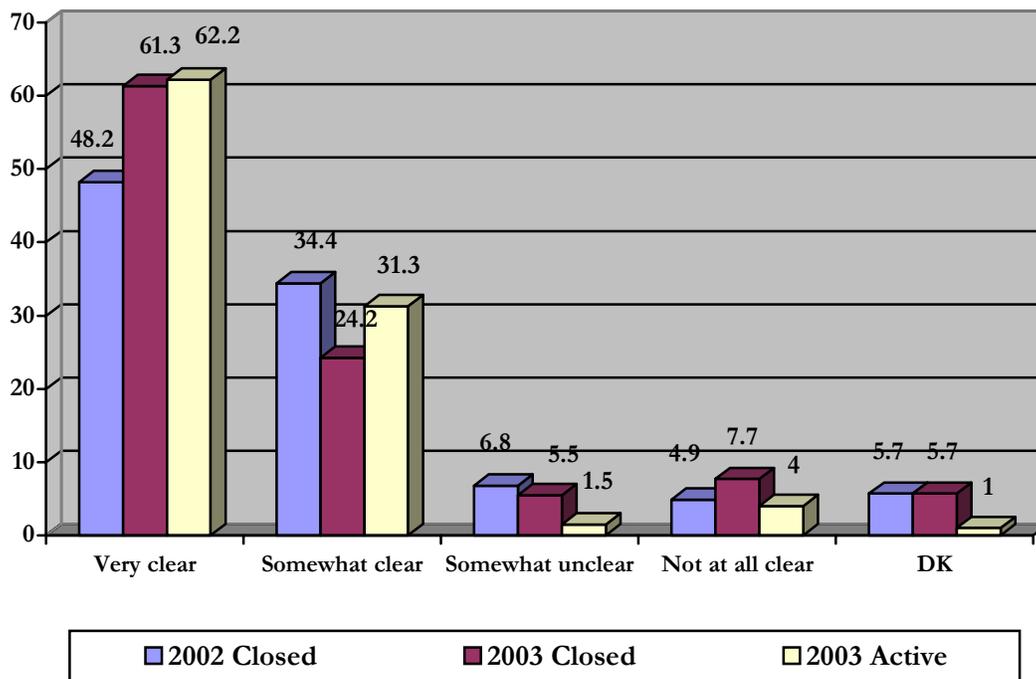
Characteristics Rated	Positive Ratings (1-4)					
	2002 Closed		2003 Closed		2003 Active	
	With DK's	W/O DK's	With DK's	W/O DK's	With DK's	W/O DK's
Treated you with respect	89.7%	94.1%	94.0%	95.9%	93.0%	93.0%
Courteous	88.3	93.2	92.2	94.0	96.0	96.0
Knowledgeable	86.7	91.7	91.0	94.1	91.0	92.0
Listening carefully	85.9	90.2	90.8	94.3	90.6	91.5
Explaining things you need to know	83.2	88.7	89.4	91.8	89.6	89.6
Willingness to help	87.4	92.0	89.0	91.4	93.0	93.0
Phone calls were returned promptly	---	---	86.8	88.9	89.6	91.4
Helping you understand your own role and responsibilities in your vocational rehabilitation	78.5	87.4	85.5	91.3	92.0	92.0
Involving you in decisions	80.9	91.9	83.3	87.4	87.2	89.7
Keeping promises	76.8	88.4	78.0	88.0	83.7	85.7
Guiding you to appropriate career choices	---	---	71.5	84.0	84.0	88.5
Knowledge about community resources and services	---	---	70.1	88.4	72.7	79.3
Knowledge about labor market information	---	---	61.1	83.2	75.1	82.1
Knowledge about adaptive technology	---	---	60.3	86.8	69.2	85.3
<b>Average</b>	<b>84.1%</b>	<b>90.8%</b>	<b>81.6%</b>	<b>90.0%</b>	<b>86.2%</b>	<b>89.2%</b>
<b>COMPARATIVE AVERAGE</b>	<b>84.1%</b>	<b>90.8%</b>	<b>88.1%</b>	<b>92.0%</b>	<b>90.7%</b>	<b>91.4%</b>

## PROGRAM PARTICIPATION

A large majority of respondents, 85.5% reported being very (61.3%) or somewhat clear (24.2%) of their own role and responsibilities as they participated in the Vocational Rehabilitation Services. This is up from 82.6% in 2002. Those reporting “very clear” moved to 61.3% from 48.2% in 2002.

Some respondents, 5.5%, reported that they were somewhat unclear and 7.7% mentioned they were not at all clear of their role. And, 1.3% did not know.

How clear understanding of role?



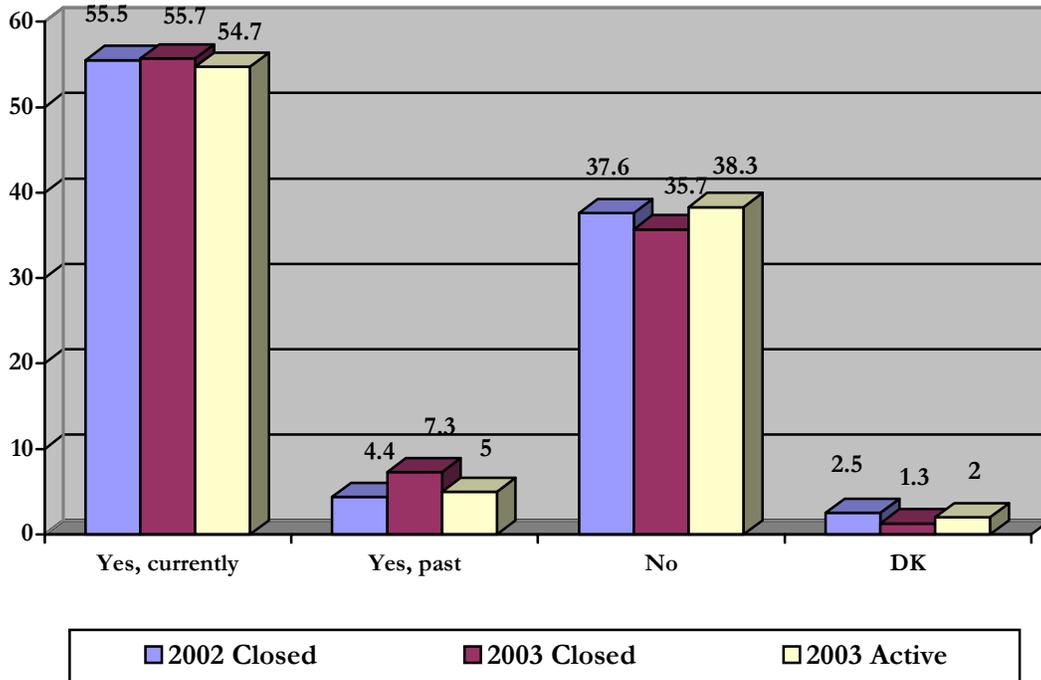
Almost two thirds of respondents, 65.3%, mentioned very (35.8%) or somewhat (29.5%) when asked how strongly their own goals were reflected in their Employment Plan. This number is unchanged from 65.4% in 2002. Meanwhile, under one sixth, 15.0%, suggested a somewhat weak (5.5%), or very weak reflection (7.7%).

Two thirds of all respondents (65.5%) noted that they were offered a selection of choices as their Employment Plan was developed – a significant increase from 48.2% in 2002. Another 16.3% said they were not, while 18.2% indicated not knowing or being unsure.

## PUBLIC SUPPORT

Just over half of all respondents, 55.7 % report they are currently receiving public benefits. Another 7.3% note that they have received benefits in the past.

Currently / have received any form of public benefits



Of this group, more than half, 59.8% suggested that the ORS provided them with information about the impact of increased earnings on public benefits.

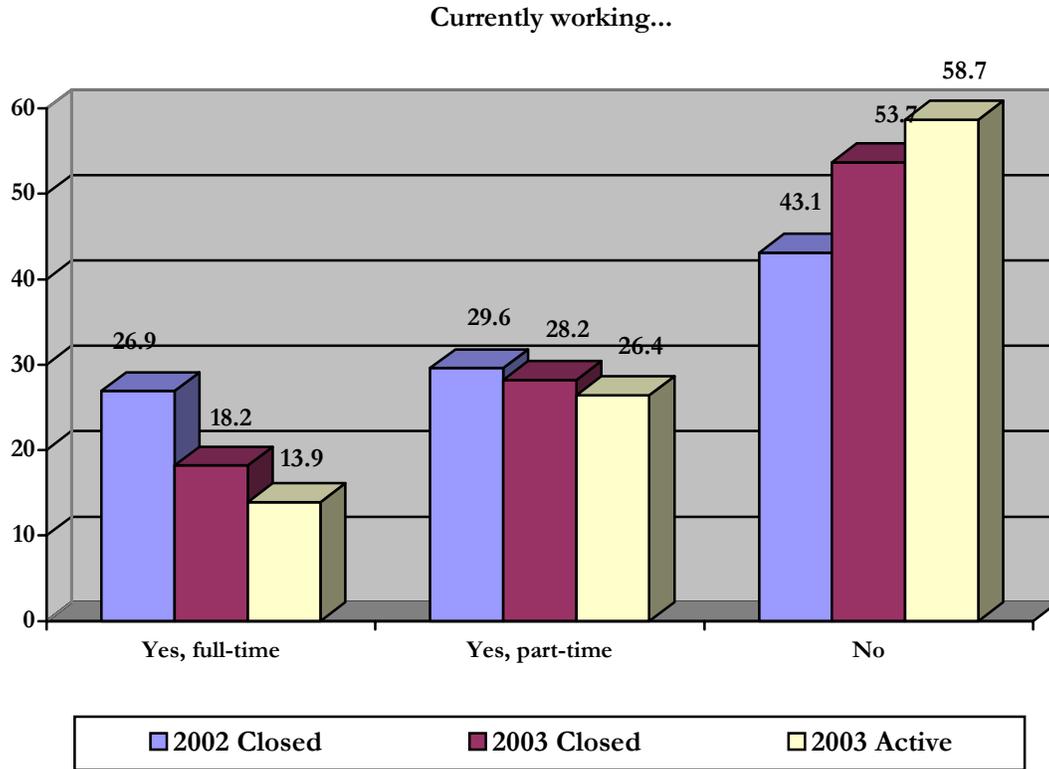
All respondents were asked to rate the information received on three characteristics using a scale of one to ten where one was very good and ten was very poor.

The table below presents each information rates and the cumulative total positive rating of one through four for each.

Characteristics	Positive Rating (1–4)		
	2002 Closed	2003 Closed	2003 Active
The benefits information was clear and easy to understand	61.5%	65.3%	74.2%
The benefits information was accurate	62.2	64.8	73.3
The benefits information enabled you to make better decisions about work	52.4	62.2	73.3

## EMPLOYMENT

In 2003, almost one half of all respondents, 46.3% reported being employed either full-time (18.2%), or part-time (28.2%) – significantly less than 56.5% of respondents in 2002. More than half (53.7%), reported they were not currently working at all.



Using a scale of one to ten, where one was very good and ten was very poor, the group of respondents who were currently working (46.3%), was asked to rate the satisfaction level with their current jobs. Almost three quarters, 74.1%, reported a high satisfaction rating of 1-4, while almost one eighth, 11.9%, provided a satisfaction rating of 7-10. In 2002, respondents who were currently working provided a job satisfaction rating of 81.7%.

Researchers asked the group of respondents who were currently working (46.3%), if their current employer had provided them with three different job benefits, since starting their new employment. The table below presents the results.

Benefit	Yes		
	2002 Closed	2003 Closed	2003 Active
Vacation	55.5%	46.0%	33.3%
Medical Benefit	40.5	39.2	24.7
Promotion	26.0	35.6	13.6

Researchers asked the group of respondents who were currently working (46.3%) if their current job was a position that the ORS, or its community rehabilitation program partner, had helped them secure. Almost one third, 28.8% responded “yes”, while more than two thirds, 68.7% responded “no”.

In an open-end format question, researchers asked only respondents who “closed” after or before a plan was in place to tell us the reason why decided to close. The following table presents the most frequently cited responses.

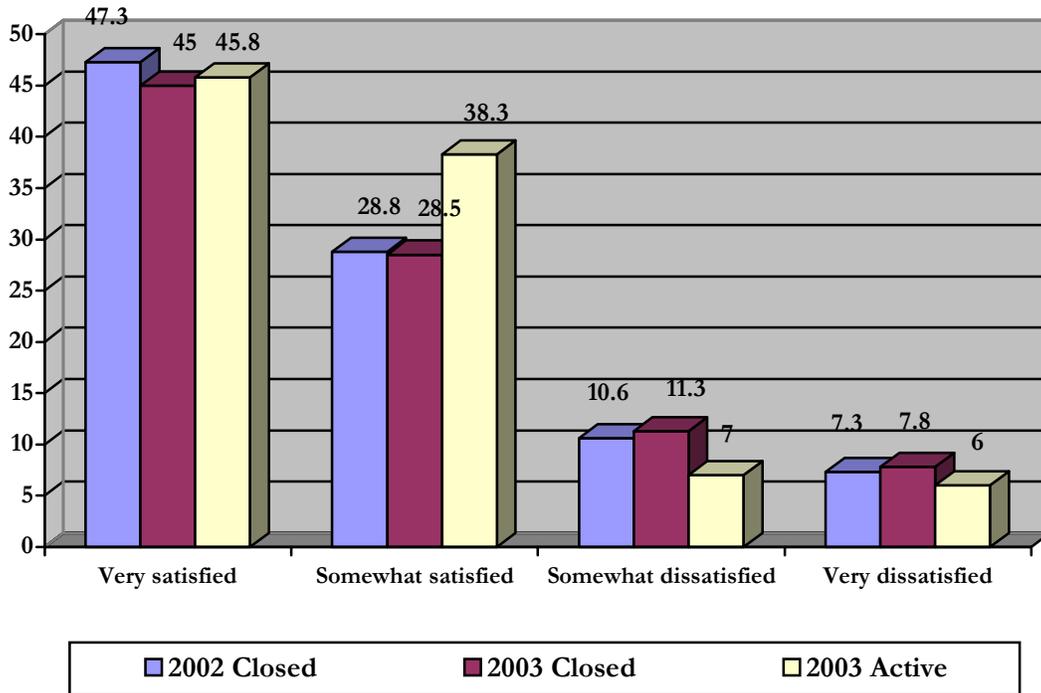
<b>Why left program</b>	<b>2003 Closed (N=361)</b>
Illness	20.2%
Did not work out	11.6
Found a job on their own	7.2
Program did not offer computer training	5.3
ORS did not keep their word	5.0
Went back to school	3.3
Respondent was dismissed after a forced job	3.3
The trade they wanted was not offered	3.0
Respondent was disqualified form plan	2.8
Personal change disrupted progress	2.5

Other less frequently cited responses included: Completed the program somewhere, just wanted a hearing aid, ORS helped to find a job, pregnancy, too redundant/repetitive, did not want, did not want a job, respondent did not want a job, ORS never returned respondent’s call, respondent did not have a social security number, school was too expensive, respondent “closed” in order to keep benefits, respondent was underpaid at work set up by ORS, lack of transportation, and bad location.

## OUTCOME

Researchers asked respondents, overall, how satisfied they were in the outcome of their participation in the Vocational Rehabilitation Program. Just less than three quarters, 73.5% noted being very (45.0%) or somewhat (28.5%) satisfied with the outcome of their participation, another 19.1% indicated being somewhat (11.3%) or very (7.8%) dissatisfied.

Satisfaction with outcome of participation...



## DEMOGRAPHICS

<b>Your disability</b>	<b>2003</b>
Mild	25.7%
Moderate	40.3
Severe	32.0
Don't know	2.0

<b>Length of time for disability (in years)</b>	<b>2003</b>
1-10	40.0%
11-20	16.8
21-30	6.4
31-40	2.3
41-50	2.5
51 or more	0.8
Lifetime	30.5

<b>Education</b>	<b>2003</b>
Some high school	17.0%
High school graduate	39.5
GED	4.7
Some college	17.7
College graduate	12.0
Post graduate work	5.0
Don't know	3.3
Refused	0.8

<b>Age</b>	<b>2003</b>
18 to less than 25	22.3%
25 to less than 35	14.2
35 to less than 45	20.0
45 to less than 55	27.5
55 to less than 65	13.2
65 years of age or older	2.0
Refused	0.9

<b>Gender</b>	<b>2003</b>
Male	57.0%
Female	43.0

<b>Code Race</b>	<b>Percent</b>
White	91.7%
African-American	3.8
American Indian	0.5
Asian	0.3
Other	3.3

<b>Hispanic</b>	<b>Percent</b>
Yes	8.8%
No	91.2

# 5 APPENDIX

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## INTERPRETATION OF AGGREGATE RESULTS

The computer processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the Questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

The “NA” category label refers to “No Answer” or “Not Applicable”. This code is also used to classify ambiguous responses. In addition, the “DK/RF” category includes those respondents who did not know their answer to a question or declined to answer it. In many of the tables, a group of responses may be tagged as “Missing” – occasionally, certain individual’s responses may not be required to specific questions and thus are excluded. Although when this category of response is used, the computations of percentages are presented in two (2) ways in the frequency distributions: 1) with their inclusion (as a proportion of the total sample), and 2) their exclusion (as a proportion of a sample subgroup).

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Immediately adjacent to the right of the column of absolute frequencies is the column of relative frequencies. These are the percentages of cases falling in each category response, including those cases designated as missing data. To the right of the relative frequency column is the adjusted frequency distribution column that contains the relative frequencies based on the legitimate (i.e. non-missing) cases. That is, the total base for the adjusted frequency distribution excludes the missing data. For many Questionnaire items, the relative frequencies and the adjusted frequencies will be nearly the same. However, some items that elicit a sizable number of missing data will produce quite substantial percentage differences between the two columns of frequencies. The careful analyst will cautiously consider both distributions.

The last column of data within the frequency distribution is the cumulative frequency distribution (Cum Freq). This column is simply an adjusted frequency distribution of the sum of all previous categories of response and the current category of response. Its primary usefulness is to gauge some ordered or ranked meaning.