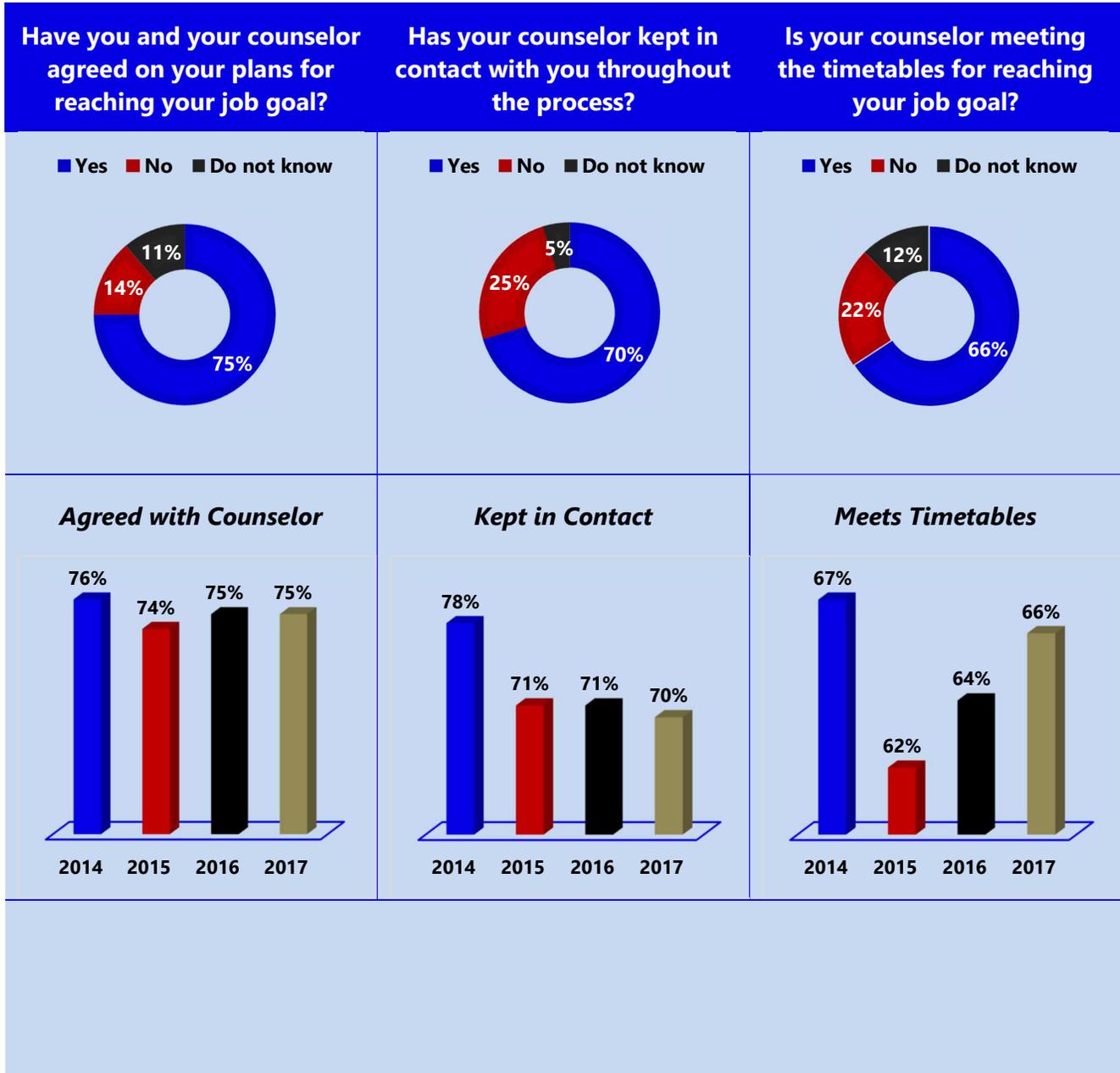


FFY 2017 SURVEY HIGHLIGHTS FOR DRS SERVICE

In the FFY 2017 survey, consumers were asked questions related to counselor relationship, timeliness and other aspects of service provision. FFY 2017 percentages were similar to the prior three-year average (FFY 2014-2016) and indicative of real time assessment (what was happening at the time of survey completion).

COUNSELOR RELATIONSHIP AND TIMELINESS



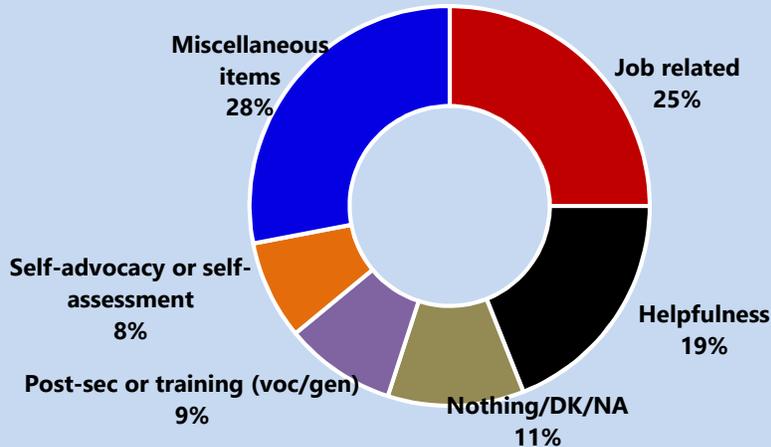
SERVICE PROVISION

<p>Is your counselor helpful in connecting you with people and services you need to reach your job goal?</p>	<p>Is your counselor doing what he/she said they would do to help you reach your job goal?</p>	<p>Do you believe everyone is working together to help you reach your job goal?</p>																														
<p>■ Yes ■ No ■ Do not know</p> <table border="1"> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Yes</td><td>71%</td></tr> <tr><td>No</td><td>19%</td></tr> <tr><td>Do not know</td><td>10%</td></tr> </table>	Response	Percentage	Yes	71%	No	19%	Do not know	10%	<p>■ Yes ■ No ■ Do not know</p> <table border="1"> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Yes</td><td>72%</td></tr> <tr><td>No</td><td>18%</td></tr> <tr><td>Do not know</td><td>10%</td></tr> </table>	Response	Percentage	Yes	72%	No	18%	Do not know	10%	<p>■ Yes ■ No ■ Do not know</p> <table border="1"> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Yes</td><td>71%</td></tr> <tr><td>No</td><td>18%</td></tr> <tr><td>Do not know</td><td>11%</td></tr> </table>	Response	Percentage	Yes	71%	No	18%	Do not know	11%						
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<p>Connecting with people</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2014</td><td>75%</td></tr> <tr><td>2015</td><td>71%</td></tr> <tr><td>2016</td><td>73%</td></tr> <tr><td>2017</td><td>71%</td></tr> </table>	Year	Percentage	2014	75%	2015	71%	2016	73%	2017	71%	<p>Doing what they said</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2014</td><td>76%</td></tr> <tr><td>2015</td><td>69%</td></tr> <tr><td>2016</td><td>74%</td></tr> <tr><td>2017</td><td>72%</td></tr> </table>	Year	Percentage	2014	76%	2015	69%	2016	74%	2017	72%	<p>Everyone working together</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2014</td><td>73%</td></tr> <tr><td>2015</td><td>67%</td></tr> <tr><td>2016</td><td>74%</td></tr> <tr><td>2017</td><td>71%</td></tr> </table>	Year	Percentage	2014	73%	2015	67%	2016	74%	2017	71%
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<p>Have you had any problems or inconveniences with DRS that are related to a disability?</p>	<p>On average, only 10 percent of consumers report “Yes” to having problems or inconveniences with DRS. Issues related possibly to accommodation have not been evident since FFY 2014 (n=4). Only two to three reasons per year are related to staff not understanding disabilities/limitations.</p>																															
<p>■ Yes ■ No ■ Do not know</p> <table border="1"> <tr><th>Response</th><th>Percentage</th></tr> <tr><td>Yes</td><td>9%</td></tr> <tr><td>No</td><td>86%</td></tr> <tr><td>Do not know</td><td>5%</td></tr> </table>	Response	Percentage	Yes	9%	No	86%	Do not know	5%	<table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2014</td><td>9%</td></tr> <tr><td>2015</td><td>10%</td></tr> <tr><td>2016</td><td>13%</td></tr> <tr><td>2017</td><td>9%</td></tr> </table>		Year	Percentage	2014	9%	2015	10%	2016	13%	2017	9%												
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MOVING CLOSER TO THE JOB GOAL

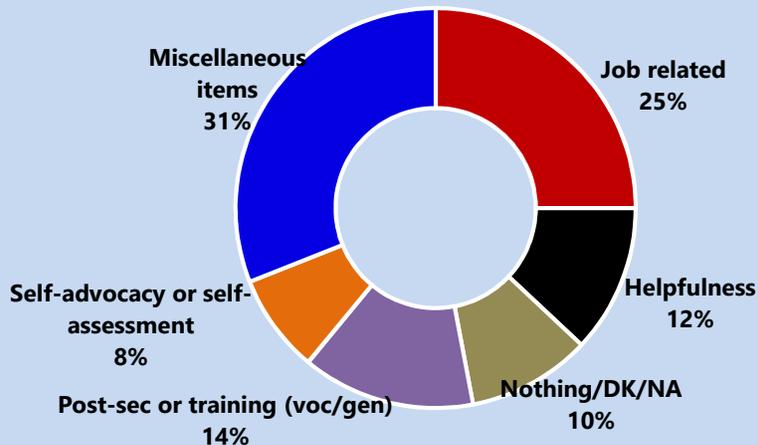
Best thing that has happened to help consumers move towards job goal:

Of the 444 responses, 25 percent were job related (responses describing elements of exploring, preparation, work based, job choice, and getting a job). Nineteen percent were related to helpfulness (responses describing elements of guidance, support, provision, and positive things done by staff or others).



Things that would help consumers move closer to job goal:

Job related responses were mentioned frequently whether consumers were sharing the best thing that had happened or what would help them move closer to their goal. Helpfulness in the latter context tended to be related more to a combination of some consumers desiring to continue with what had helped them and other consumers desiring things related to counselor relationship. Post-secondary education or training (vocational/general) represented 14 percent of the 436 responses by consumers.



ABOUT THE SURVEY

The State Rehabilitation Council (SRC) works in partnership with the Department for Aging and Rehabilitative Services (DARS) to assess consumers' perspective of services received through the Division of Rehabilitative Services (DRS). The survey captures feedback from consumers during service delivery [post Individualized Plan for Employment (IPE) but prior to Employment]. This methodology has provided several opportunities for DARS.

- More real time assessment of services
- Issues can be addressed prior to case closure
- Encourages consumer engagement while allowing consumers to contact survey staff with updates or specific requests

A stratified sample is used to ensure the sample matches as closely as possible the population proportions for consumers in the various "time in plan" categories as of survey selection (6 to 11, 12 to 17, and 18 to 23 months). Due to our agency's large number of transition consumers, an additional breakdown occurred based on transition type [Youth with Disabilities (age 14-24) and not Youth with Disabilities]. A total of 2,784 consumers were selected to participate in the FFY 2017 survey.

The FFY 2017 response rate was 22 percent (n=549). Eighty-two percent (n=449) of the 549 surveys were completed by consumers (on their own or with help). The remaining surveys were completed by proxies (completed survey on behalf of consumer) or respondents who did not identify themselves as consumers or proxies. Survey results are based on 449 consumer respondents.

Profiles of consumer respondents showed a 12 percentage point lower representation of youth with disabilities relative to their overall sample proportion of 58 percent. The percentage of youth with disabilities was in line with the 6 to 23 month population based on end of federal fiscal year (September 30, 2017). Detailed profiles are available by contacting Mable Fleming at mable.fleming@dars.virginia.gov.

DARS POLICY, LEGISLATIVE AFFAIRS & ANALYTICS DIVISION

The Policy, Legislative Affairs & Analytics Division serves as an agency resource by providing research, analysis, and communication of information to aide effective policy development and implementation, as well as administrative and operational decision making.

Policy, Legislative Affairs and Analytics (PLA & A) Division: Catherine Harrison

We welcome your comments and questions. Please contact:

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Recommended Citation: Fleming, M.L., Doum, M.D., and Woodward, J.P. (2018). FFY 2017 Survey Highlights for DRS Service.

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The report staff gratefully acknowledges the support of the Virginia State Rehabilitation Council (SRC). Additionally, we thank our vocational rehabilitation counselors for guiding many Virginians with disabilities along the path to employment.