# FFY 2019 Survey highlights for DRS service

**In the FFY 2019 survey, consumers were asked questions related to counselor relationship and their DARS office. Historical questions were related to counselor relationship. Questions related to consumers’ DARS office were new for FFY 2019. Percentages for all questions were similar to five year averages (FFY 2014-2018) and indicative of real time assessment (what was happening at the time of survey completion).**

## counselor relationship

| **Have you and your counselor agreed on your plans for reaching your job goal?** | **Is your counselor doing what he/she said they would do to help you reach your job goal?** |
| --- | --- |
|  |  |
| ***Agreed with Counselor*** | ***Doing What They Said*** |
|  |  |

## DARS Office

| **Is your DARS office helpful in connecting you with people and services you need to reach your job goal?** | **Has your DARS office kept in contact with you throughout the process?** | **Are you moving toward employment in a timely manner?** |
| --- | --- | --- |
|  |  |  |

***Response percentages in the Donut graphs may not total 100 percent due to rounding in Microsoft Excel.***

| **Areas Shared Regarding DARS Offices** |
| --- |
| **Of 350 responses, 51 percent were related to helpfulness (responses describing elements of guidance, support, provision, connections, and positive things done by staff or others). Twenty-five percent described an issue/need (such as timeliness, perception of counselors not being truly engaged/wanting to help, office location, and other perceptions of consumers as they worked with staff).** |
|  |

***Response percentages in the Donut graphs may not total 100 percent due to rounding in Microsoft Excel.***

## moving closer to the job goal

| **What Has Helped and What Is Needed** |
| --- |
| ***Best thing that has happened to help consumers move towards job goal*:**  **Of 353 responses, 23 percent were related to consumers’ positive outlook (hope, confidence, expectation, things being accomplished) and 22 percent were job related. Nineteen percent were related to helpfulness (responses describing elements of guidance, support, provision, connections, and positive things done by staff or others).** |
|  |
| ***Things that would help consumers move closer to job goal*:**  **Of 367 responses, 26 percent were job related and 12 percent were related to positive outlook. Comments related to positive outlook were mentioned less frequently in terms of things that would help consumers move closer to the job goal.** |
|  |

***Response percentages in the Donut graphs may not total 100 percent due to rounding in Microsoft Excel.***

***The post-sec or training category includes comments related to both general and vocational training***

# 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**

**Each month, a stratified sample was used to ensure the sample matched as closely as possible the population proportions for DARS offices as of survey selection. An additional sample breakdown occurred based on transition type [Youth with Disabilities (age 14-24) and not Youth with Disabilities] due to our agency’s large number of transition consumers. A total of 2,792 consumers were selected to participate in the FFY 2019 survey.**

**The FFY 2019 response rate was 20 percent (n=503). Seventy-nine percent (n=399) of the 503 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 399 consumer respondents.**

**Profiles of consumer respondents showed a lower representation of Youth with Disabilities relative to their overall sample proportion of 56 percent. This has been a consistent trend since FFY 2014. The sample proportion was in line with the 6 to 23 month population based on end of federal fiscal year (September 30, 2019). Detailed profiles are available by contacting Mable Fleming at** [**mable.fleming@dars.virginia.gov**](mailto: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. (2020). FFY 2019 Survey Highlights for DRS Service.**

# Acknowledgements

**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.**