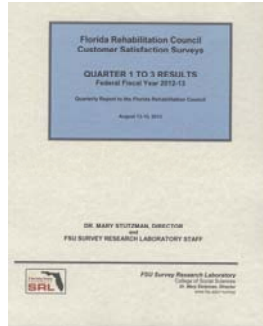


Florida Rehabilitation Council

Quarterly Meeting Materials
August 13- 15 2013

Ft. Meyers, Florida

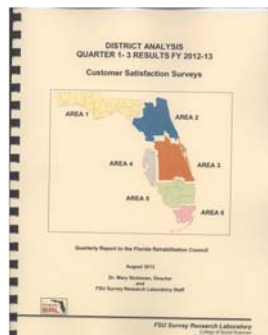
Customer Satisfaction Surveys
Quarter 1 to 3 Results
FY 2012-13



2012-13 Statewide Results

The survey methodology, instruments Statewide results by quarter, and response rates are included in this report. This report also contains the coded open-ended response results.

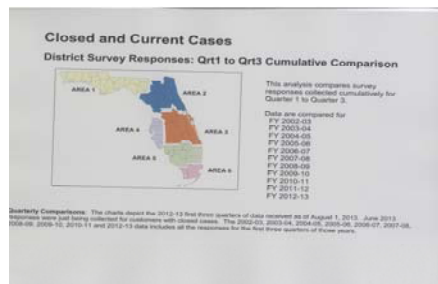
District Analysis
Quarter 1 to 3 Results
FY 2012-13



2012-13 District Comparisons

This Report presents data for both surveys of Closed and Current Customers. Areas are compared with each other and the Statewide results. Both graphs and data tables are presented. The Report is organized by major topics for each survey: Program Outcomes, Choices, Services, and Staff.

Area Survey Responses:
Qrt1 to Qrt 3 Cumulative Comparison
FY 2012-13



Area Trends by Question over Time

Each area can be tracked over time by the survey question to see trends. The graphs also allow comparisons among the Areas over time. Graphs are ordered by Question for each survey: Closed and Current Cases.

Florida Rehabilitation Council Customer Satisfaction Surveys

QUARTER 1 TO 3 RESULTS Federal Fiscal Year 2012-13

Quarterly Report to the Florida Rehabilitation Council

August 13-15, 2013

**DR. MARY STUTZMAN, DIRECTOR
and
FSU SURVEY RESEARCH LABORATORY STAFF**



FSU Survey Research Laboratory
College of Social Sciences
Dr. Mary Stutzman, Director
www.fsu.edu/~survey

Florida Rehabilitation Council Customer Satisfaction Surveys

QUARTER 1 THROUGH 3 RESULTS Federal Fiscal Year 2012-13

Quarterly Report to the Florida Rehabilitation Council

August 13-15, 2013

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CLOSED CASES
QUARTER 1- 3 RESULTS
Federal Fiscal Year 2012-13

Status Report to the Florida Rehabilitation Council
August 13-15, 2013

REPORT DATA

This Quarterly Status Report summarizes the customer satisfaction survey results obtained between October 1, 2012 and August 1, 2013. This report contains the results of two customer satisfaction surveys conducted on a monthly basis for the Florida Rehabilitation Council.

Survey of Customers with Closed Cases

The survey instrument, quarterly results and mail status are contained in this section.

Closed Cases: Each month, all customers whose cases are closed are sent a customer satisfaction survey. After 4 to 6 weeks, a second mailing to those who have not responded is administered. During the first three quarters of the federal fiscal year 2012-2013 between approximately 800 and 1,000 surveys were sent each month to customers whose cases were closed the previous month.

- **Survey Instrument.** The survey administered to customers whose cases are closed begins Section One: Closed Cases. This instrument has been used since 2002 and contains 14 questions covering services, staffing, and improvements.
- **Statewide Survey Results: Quarters 1 through 3.** This report presents data statewide for the first three quarters corresponding to the federal fiscal year beginning in October 2012. This allows comparison among the quarters for statewide responses. Data for the 1st and 2nd Quarters presented in this report was updated from the previous quarterly meeting. Data is still being collected for the 3rd quarter. Therefore, the percent of responses is still lower than the final quarterly results will be.
- **Area Comparison of Mail Status:** The response rates and dispositions of the mailings are presented for the customer survey of customers with closed cases. This table presents the completions statewide and a district-by-district statewide comparison.



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY



Please rate each of the items below as accurately and as fairly as possible. Mark **ONE** box for **each** question that most closely matches your opinion. Please do not give your name. Thank you!

1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?

- Very Satisfied
- Mostly Satisfied
- Mostly Dissatisfied
- Very Dissatisfied

2. Did the Vocational Rehabilitation staff treat you with courtesy and respect?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

3. How clearly did the VR staff understand your needs and feelings?

- Very clearly
- Clearly
- Somewhat unclearly
- Very unclearly

4. Considering your rehabilitation goals, how appropriate were the services you received?

- Highly appropriate
- Appropriate
- Inappropriate
- Highly inappropriate

5. Are there other VR services you need, but have not received?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

6. When you came to VR were you informed of alternative choices in service providers and vocational goals?

- Yes, definitely
- Yes, I think so



If you answered **YES** you were informed about alternative choices, please answer the following:

Were you able to make your choices in services providers and vocational goals?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

- No, I don't think so
- No, definitely not

7. Were services provided as promptly as you felt necessary?

- Very promptly
- Promptly
- Some delay
- No, it took forever

OVER



8. Have the services you received from VR made your life better?
- Yes, definitely helped
 - Yes, somewhat
 - No, I don't think so
 - No, definitely not
9. Overall, how satisfied are you with the services you received from VR?
- Very satisfied
 - Mostly satisfied
 - Mildly dissatisfied
 - Very dissatisfied
10. Would you recommend VR services to a friend?
- Yes, absolutely
 - Probably
 - I don't think so
 - No way
11. Which of the following **BEST** describes who completed this form?
- The customer of VR services
 - The customer, with assistance from a parent, guardian, spouse, friend or other person
 - The parent, guardian, spouse, friend, or other person
12. Did you get a job after you became a client?

Yes - I got a job after I became a client



How satisfied are you with your job?

I already had a job

- Very satisfied
- Mostly satisfied
- Mildly satisfied
- Very dissatisfied

No



Please tell us, in your own words, why you did not get a job.

Please Tell Us More!

Were any VR associates or services especially helpful?

What can VR do to improve its services?



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY
CLOSED CLIENTS
1st – 3rd Quarter 2012-2013



Statewide

1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?				
	<u>1st Quarter</u> (n=668)	<u>2nd Quarter</u> (n=616)	<u>3rd Quarter</u> (n=373)	<u>Quarters 1st – 3rd</u> (n=1,657)
Very Satisfied	55%	59%	56%	57%
Mostly Satisfied	28%	27%	27%	28%
Mostly Dissatisfied	9%	8%	8%	8%
Very Dissatisfied	8%	6%	9%	7%

2. Did the Vocational Rehabilitation staff treat you with courtesy and respect?				
	<u>1st Quarter</u> (n=669)	<u>2nd Quarter</u> (n=616)	<u>3rd Quarter</u> (n=372)	<u>Quarters 1st – 3rd</u> (n=1,657)
Yes, definitely	74%	73%	69%	72%
Yes, I think so	19%	21%	21%	20%
No, I don't think so	5%	5%	5%	5%
No, definitely not	3%	2%	4%	3%

3. How clearly did the VR staff understand your needs and feelings?				
	<u>1st Quarter</u> (n=668)	<u>2nd Quarter</u> (n=616)	<u>3rd Quarter</u> (n=373)	<u>Quarters 1st – 3rd</u> (n=1,657)
Very clearly	51%	52%	49%	51%
Clearly	26%	26%	27%	26%
Somewhat unclearly	15%	15%	16%	15%
Very unclearly	9%	7%	7%	8%

4. Considering your rehabilitation goals, how appropriate were the services you received?				
	<u>1st Quarter</u> (n=659)	<u>2nd Quarter</u> (n=612)	<u>3rd Quarter</u> (n=371)	<u>Quarters 1st – 3rd</u> (n=1,642)
Highly appropriate	46%	48%	45%	46%
Appropriate	34%	36%	34%	35%
Inappropriate	13%	11%	12%	12%
Highly inappropriate	7%	6%	9%	7%

5. Are there other VR services you need, but have not received?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=652)	(n=604)	(n=356)	(n=1,612)
Yes, definitely	22%	20%	20%	21%
Yes, I think so	21%	18%	19%	19%
No, I don't think so	40%	46%	47%	44%
No, definitely not	17%	16%	14%	16%

6. When you came to VR were you informed of alternative choices in service providers and vocational goals?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=649)	(n=602)	(n=365)	(n=1,616)
Yes, definitely	45%	46%	41%	44%
Yes, I think so	29%	31%	32%	31%
No, I don't think so	20%	18%	16%	18%
No, definitely not	6%	5%	11%	7%

If you answered **YES** you were informed about alternative choices, please answer the following:

6b. Were you able to make your choices in services providers and vocational goals?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=422)	(n=412)	(n=240)	(n=1,074)
Yes, definitely	55%	58%	56%	56%
Yes, I think so	34%	32%	34%	33%
No, I don't think so	6%	8%	7%	7%
No, definitely not	5%	3%	3%	4%

7. Were services provided as promptly as you felt necessary?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=661)	(n=615)	(n=370)	(n=1,646)
Very promptly	32%	36%	32%	34%
Promptly	30%	28%	25%	28%
Some delay	21%	22%	24%	22%
No, it took forever	17%	13%	19%	16%

8. Have the services you received from VR made your life better?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=655)	(n=610)	(n=369)	(n=1,634)
Yes, definitely helped	51%	53%	52%	52%
Yes, somewhat	25%	26%	24%	25%
No, I don't think so	10%	11%	12%	10%
No, definitely not	15%	11%	13%	13%

9. Overall, how satisfied are you with the services you received from VR?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=654)	(n=608)	(n=372)	(n=1,634)
Very satisfied	50%	54%	49%	51%
Mostly satisfied	24%	24%	25%	24%
Mildly dissatisfied	12%	11%	10%	11%
Very dissatisfied	15%	11%	16%	14%

10. Would you recommend VR services to a friend?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=659)	(n=610)	(n=374)	(n=1,643)
Yes, absolutely	64%	68%	64%	65%
Probably	18%	17%	15%	17%
I don't think so	9%	8%	11%	9%
No way	10%	8%	10%	9%

11. Which of the following BEST describes who completed this form?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=655)	(n=598)	(n=370)	(n=1,623)
The customer of VR services	78%	78%	78%	78%
The customer, with assistance from a parent, guardian, spouse, friend or other person	12%	14%	10%	12%
The parent, guardian, spouse, friend, or other person	10%	8%	11%	10%

12. Did you get a job after you became a client?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=393)	(n=395)	(n=238)	(n=1,026)
Yes	60%	67%	69%	65%
No	32%	28%	28%	29%
Already had a job	8%	5%	3%	6%

If you answered **YES** you did get a job after you became a client, please answer the following:

12b. How satisfied are you with your job?				
	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>Quarters 1st – 3rd</u>
	(n=216)	(n=246)	(n=144)	(n=606)
Very satisfied	61%	58%	54%	58%
Mostly satisfied	23%	24%	27%	25%
Mildly dissatisfied	9%	12%	10%	10%
Very dissatisfied	7%	6%	9%	7%



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY
CLOSED CLIENTS
1st – 3rd Quarter 2012-2013



Mail Return Status by Area

1st Quarter 2012-2013 (as reported on 08/01/2013)

Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	3,124	21%	8%	7%	64%
1	416	21%	7%	7%	66%
2	737	19%	8%	6%	67%
3	464	24%	7%	6%	63%
4	616	23%	9%	5%	62%
5	388	22%	10%	9%	60%
6	503	19%	6%	12%	62%

2nd Quarter 2012-2013 (as reported on 08/01/2013)

Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	2,873	22%	8%	7%	64%
1	448	20%	6%	8%	66%
2	326	22%	8%	5%	65%
3	683	22%	9%	5%	64%
4	625	24%	8%	6%	62%
5	385	21%	9%	9%	61%
6	406	18%	4%	8%	70%

3rd Quarter 2012 (as reported on 08/01/2013)

Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	2,802	13%	5%	5%	77%
1	412	10%	4%	7%	79%
2	263	17%	5%	3%	75%
3	681	14%	6%	5%	75%
4	571	16%	7%	3%	74%
5	509	12%	4%	7%	77%
6	366	12%	3%	6%	80%

CURRENT CASES
QUARTER 1- 3 RESULTS
Federal Fiscal Year 2012-13

Status Report to the Florida Rehabilitation Council
August 14, 2013

REPORT DATA

This Quarterly Status Report summarizes the customer satisfaction survey results obtained through August 1, 2013.

Survey of Customers with Current Cases

The survey instrument, quarterly results and mail status are contained in this section.

Current Cases: Each month, all customers whose cases are current are sent a customer satisfaction survey. They have been in the program 6 months. After 4 to 6 weeks, a second mailing to those who have not responded is administered. For the first three quarters of the federal fiscal year 2012-2013 the number of surveys sent each month to customers whose cases were current ranged from approximately 1,000 to 1,700 surveys.

- **Survey Instrument.** The survey administered to customers whose cases are current begins Section Two: Current Cases. This instrument has been used since 2002 and contains 14 questions covering services, staffing, and improvements.
- **Statewide Survey Results: Quarters 1 - 3.** This report presents data statewide for the first three quarters corresponding to the federal fiscal year beginning in October 2012. This allows comparison among the quarters for statewide responses. Data for the 1st and 2nd Quarters presented in this report was updated from the previous quarterly meeting. Data is still being collected for the 3rd Quarter covering the months of April, May and June. Therefore, the percent of responses is still lower than the final quarterly results will be.
- **Area Comparison of Mail Status:** The response rates and dispositions of the mailings are presented for the customer survey of customers whose cases are current. This table presents the completions statewide and a district-by-district statewide comparison.



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY



Please rate each of the items below as accurately and as fairly as possible. Mark **ONE** box for **each** question that most closely matches your opinion. Please do not give your name. Thank you!

1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?

- Very Satisfied
- Mostly Satisfied
- Mostly Dissatisfied
- Very Dissatisfied

2. Does the Vocational Rehabilitation staff treat you with courtesy and respect?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

3. How clearly does the VR staff understand your needs and feelings?

- Very clearly
- Clearly
- Somewhat unclearly
- Very unclearly

4. Does the VR staff do what they say they will do?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

5. Have your responsibilities as a client been explained to you?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

6. Have you been informed of alternative choices in service providers?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not



<p>If you answered YES you were informed about alternative choices, please answer the following:</p>
<p>Were you able to choose your <u>service providers</u>?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes, definitely <input type="checkbox"/> Yes, I think so <input type="checkbox"/> No, I don't think so <input type="checkbox"/> No, definitely not

OVER



7. Have you been informed of alternative choices in vocational goals?

- Yes, definitely
- Yes, I think so

- No, I don't think so
- No, definitely not



If you answered YES you were informed about alternative choices, please answer the following:
Were you able to choose your <u>vocational goal</u> ?
<input type="checkbox"/> Yes, definitely
<input type="checkbox"/> Yes, I think so
<input type="checkbox"/> No, I don't think so
<input type="checkbox"/> No, definitely not

8. Considering your rehabilitation goals, how appropriate is your plan for employment?

- Highly appropriate
- Appropriate
- Inappropriate
- Highly inappropriate

9. Have services been provided as promptly as you feel they should have been?

- Very promptly
- Promptly
- Some delay
- No, it took forever

10. Are the services you are receiving from VR making your life better?

- Yes, definitely helping
- Yes, somewhat
- No, I don't think so
- No, definitely not

11. Overall, how satisfied are you with the services you are receiving from VR?

- Very satisfied
- Mostly satisfied
- Mildly dissatisfied
- Very dissatisfied

12. Would you recommend VR to a friend?

- Yes, absolutely
- Probably
- I don't think so
- No way

Please Tell Us More!

<u>Are any VR associates or services especially helpful?</u>
--

<u>What can VR do to improve its services?</u>
--



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY
CURRENT CLIENTS
1st - 3rd QUARTER 2012-2013



STATEWIDE

1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?				
	<u>1st Quarter</u> (n=996)	<u>2nd Quarter</u> (n=1,079)	<u>3rd Quarter</u> (n=843)	<u>Quarters 1st - 3rd</u> (n=2,918)
Very Satisfied	59%	57%	57%	58%
Mostly Satisfied	28%	30%	29%	29%
Mostly Dissatisfied	8%	8%	7%	8%
Very Dissatisfied	6%	4%	7%	6%

2. Does the Vocational Rehabilitation staff treat you with courtesy and respect?				
	<u>1st Quarter</u> (n=998)	<u>2nd Quarter</u> (n=1,085)	<u>3rd Quarter</u> (n=845)	<u>Quarters 1st - 3rd</u> (n=2,928)
Yes, definitely	74%	75%	75%	74%
Yes, I think so	20%	21%	18%	20%
No, I don't think so	4%	4%	5%	4%
No, definitely not	2%	1%	2%	2%

3. How clearly does the VR staff understand your needs and feelings?				
	<u>1st Quarter</u> (n=997)	<u>2nd Quarter</u> (n=1,083)	<u>3rd Quarter</u> (n=845)	<u>Quarters 1st - 3rd</u> (n=2,925)
Very clearly	52%	53%	51%	52%
Clearly	30%	28%	30%	29%
Somewhat unclearly	12%	13%	13%	13%
Very unclearly	6%	6%	7%	6%

4. Does the VR staff do what they say they will do?				
	<u>1st Quarter</u> (n=991)	<u>2nd Quarter</u> (n=1,070)	<u>3rd Quarter</u> (n=843)	<u>Quarters 1st - 3rd</u> (n=2,904)
Yes, definitely	57%	59%	56%	57%
Yes, I think so	26%	25%	26%	26%
No, I don't think so	11%	10%	12%	11%
No, definitely not	6%	6%	7%	6%

5. Have your responsibilities as a client been explained to you?				
	<u>1st Quarter</u> (n=999)	<u>2nd Quarter</u> (n=1,079)	<u>3rd Quarter</u> (n=845)	<u>Quarters 1st – 3rd</u> (n=2,923)
Yes, definitely	66%	66%	66%	66%
Yes, I think so	27%	27%	27%	27%
No, I don't think so	6%	5%	5%	5%
No, definitely not	1%	2%	2%	2%

6. Have you been informed of alternative choices in service providers?				
	<u>1st Quarter</u> (n=983)	<u>2nd Quarter</u> (n=1,062)	<u>3rd Quarter</u> (n=829)	<u>Quarters 1st – 3rd</u> (n=2,874)
Yes, definitely	40%	39%	39%	39%
Yes, I think so	25%	28%	28%	27%
No, I don't think so	24%	24%	22%	23%
No, definitely not	10%	9%	11%	10%

If you answered **YES** you were informed about alternative choices, please answer the following:

6a. Were you able to choose your <u>service providers</u> ?				
	<u>1st Quarter</u> (n=597)	<u>2nd Quarter</u> (n=656)	<u>3rd Quarter</u> (n=506)	<u>Quarters 1st – 3rd</u> (n=1,759)
Yes, definitely	55%	51%	49%	52%
Yes, I think so	32%	36%	36%	35%
No, I don't think so	10%	11%	12%	11%
No, definitely not	3%	3%	3%	3%

7. Have you been informed of alternative choices in vocational goals?				
	<u>1st Quarter</u> (n=966)	<u>2nd Quarter</u> (n=1,048)	<u>3rd Quarter</u> (n=816)	<u>Quarters 1st – 3rd</u> (n=2,830)
Yes, definitely	41%	44%	40%	42%
Yes, I think so	28%	27%	28%	28%
No, I don't think so	21%	19%	21%	20%
No, definitely not	9%	9%	10%	10%

If you answered **YES** you were informed about alternative choices, please answer the following:

7a. Were you able to choose your vocational goal?				
	<u>1st Quarter</u> (n=552)	<u>2nd Quarter</u> (n=648)	<u>3rd Quarter</u> (n=476)	<u>Quarters 1st – 3rd</u> (n=1,676)
Yes, definitely	61%	60%	59%	60%
Yes, I think so	33%	34%	35%	34%
No, I don't think so	4%	5%	5%	5%
No, definitely not	2%	1%	1%	1%

8. Considering your rehabilitation goals, how appropriate is your plan for employment?				
	<u>1st Quarter</u> (n=964)	<u>2nd Quarter</u> (n=1,044)	<u>3rd Quarter</u> (n=810)	<u>Quarters 1st – 3rd</u> (n=2,818)
Highly appropriate	39%	41%	42%	41%
Appropriate	46%	46%	42%	45%
Inappropriate	11%	9%	11%	10%
Highly inappropriate	3%	4%	5%	4%

9. Have services been provided as promptly as you feel they should have been?				
	<u>1st Quarter</u> (n=982)	<u>2nd Quarter</u> (n=1,062)	<u>3rd Quarter</u> (n=824)	<u>Quarters 1st – 3rd</u> (n=2,868)
Very promptly	37%	38%	36%	37%
Promptly	24%	25%	24%	24%
Some delay	22%	20%	23%	22%
No, it took forever	17%	17%	17%	17%

10. Are the services you are receiving from VR making your life better?				
	<u>1st Quarter</u> (n=974)	<u>2nd Quarter</u> (n=1,059)	<u>3rd Quarter</u> (n=823)	<u>Quarters 1st – 3rd</u> (n=2,856)
Yes, definitely helping	52%	53%	55%	53%
Yes, somewhat	26%	28%	24%	26%
No, I don't think so	11%	10%	10%	10%
No, definitely not	11%	9%	11%	10%

11. Overall, how satisfied are you with the services you are receiving from VR?				
	<u>1st Quarter</u> (n=983)	<u>2nd Quarter</u> (n=1,060)	<u>3rd Quarter</u> (n=827)	<u>Quarters 1st – 3rd</u> (n=2,870)
Very satisfied	52%	52%	52%	52%
Mostly satisfied	26%	26%	25%	26%
Mildly dissatisfied	11%	12%	11%	11%
Very dissatisfied	12%	10%	12%	11%

12. Would you recommend VR to a friend?				
	<u>1st Quarter</u> (n=981)	<u>2nd Quarter</u> (n=1,064)	<u>3rd Quarter</u> (n=828)	<u>Quarters 1st – 3rd</u> (n=2,873)
Yes, absolutely	67%	68%	65%	67%
Probably	17%	19%	21%	19%
I don't think so	9%	8%	7%	8%
No way	7%	5%	7%	6%



Florida Rehabilitation Council
CUSTOMER SATISFACTION SURVEY
CURRENT CLIENTS
1st – 3rd Quarter 2012-2013



Mail Return Status by Area

1st Quarter 2012-2013 (as reported on 08/01/2013)

Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	3587	28%	5%	6%	61%
1	467	26%	5%	7%	62%
2	440	28%	7%	6%	59%
3	710	31%	4%	5%	61%
4	634	28%	6%	5%	60%
5	746	26%	7%	7%	60%
6	590	29%	2%	7%	62%

2nd Quarter 2012-2013 (as reported on 08/01/2013)

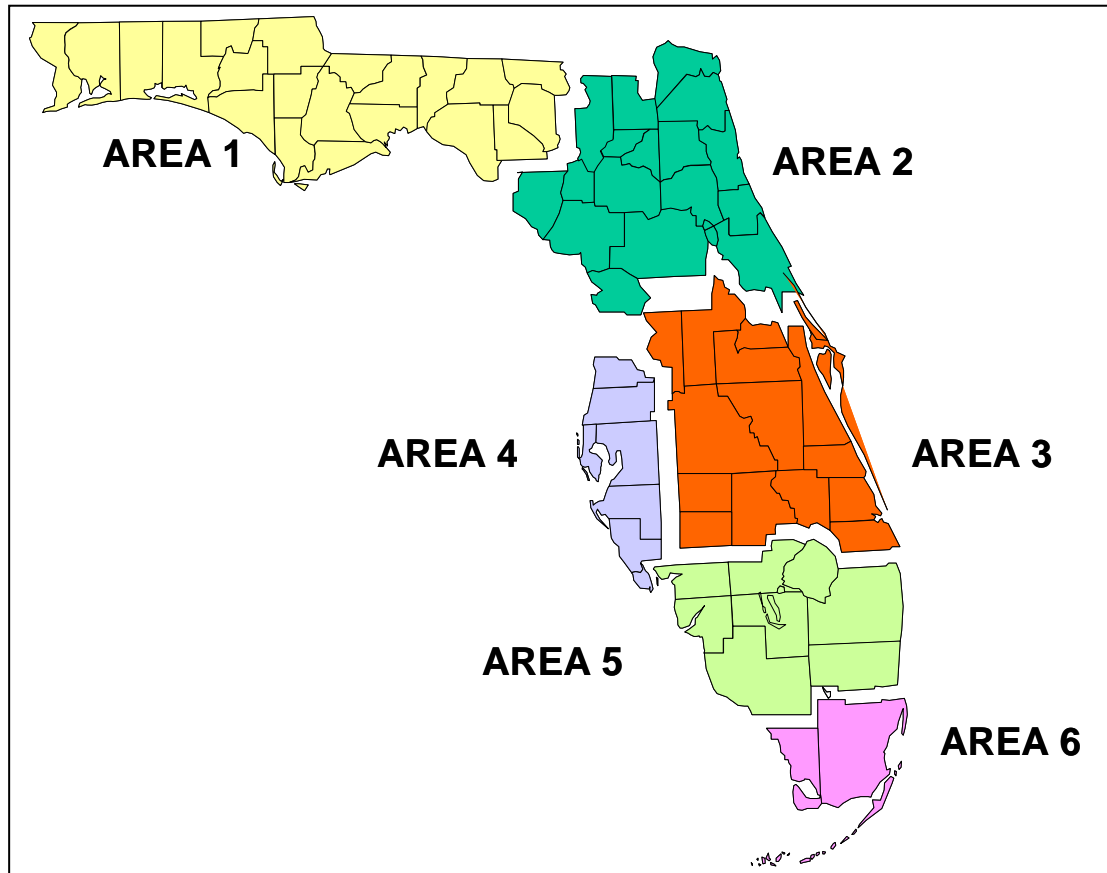
Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	3,966	27%	5%	5%	63%
1	510	27%	4%	5%	65%
2	495	27%	6%	4%	63%
3	812	31%	5%	4%	60%
4	688	27%	6%	6%	62%
5	744	27%	6%	5%	62%
6	717	25%	4%	6%	65%

3rd Quarter 2012-2013 (as reported on 08/01/2013)

Area	Number of Surveys Sent	Surveys Completed	New Address Returns	Wrong Address Returns	Not Returned Unknown Status
State	3,474	24%	6%	5%	65%
1	460	23%	5%	5%	67%
2	460	26%	7%	5%	62%
3	675	28%	5%	3%	63%
4	570	23%	7%	6%	64%
5	581	22%	5%	6%	67%
6	728	23%	4%	6%	66%

DISTRICT ANALYSIS QUARTER 1- 3 RESULTS FY 2012-13

Customer Satisfaction Surveys



Quarterly Report to the Florida Rehabilitation Council

August 2013

Dr. Mary Stutzman, Director
and
FSU Survey Research Laboratory Staff



FSU Survey Research Laboratory

College of Social Sciences

Dr. Mary Stutzman, Director

www.fsu.edu/~survey

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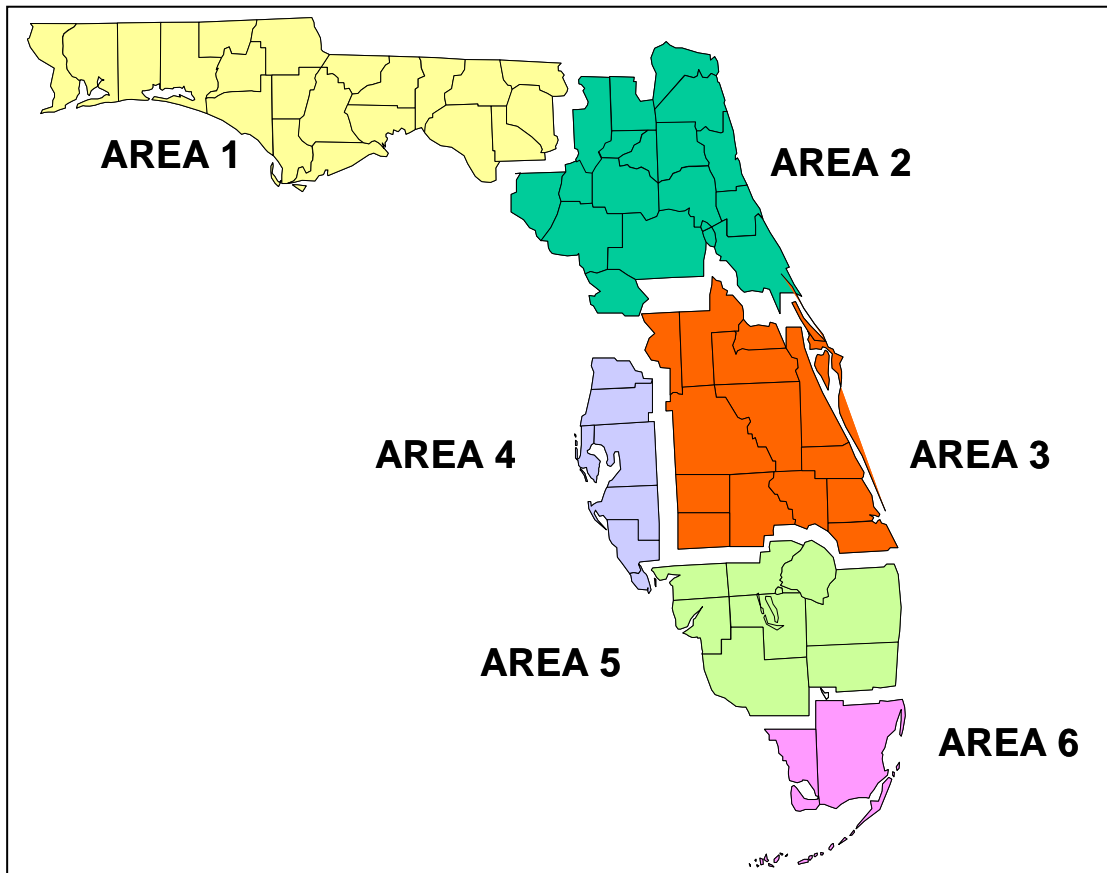
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DISTRICT ANALYSIS

FY 2012-13

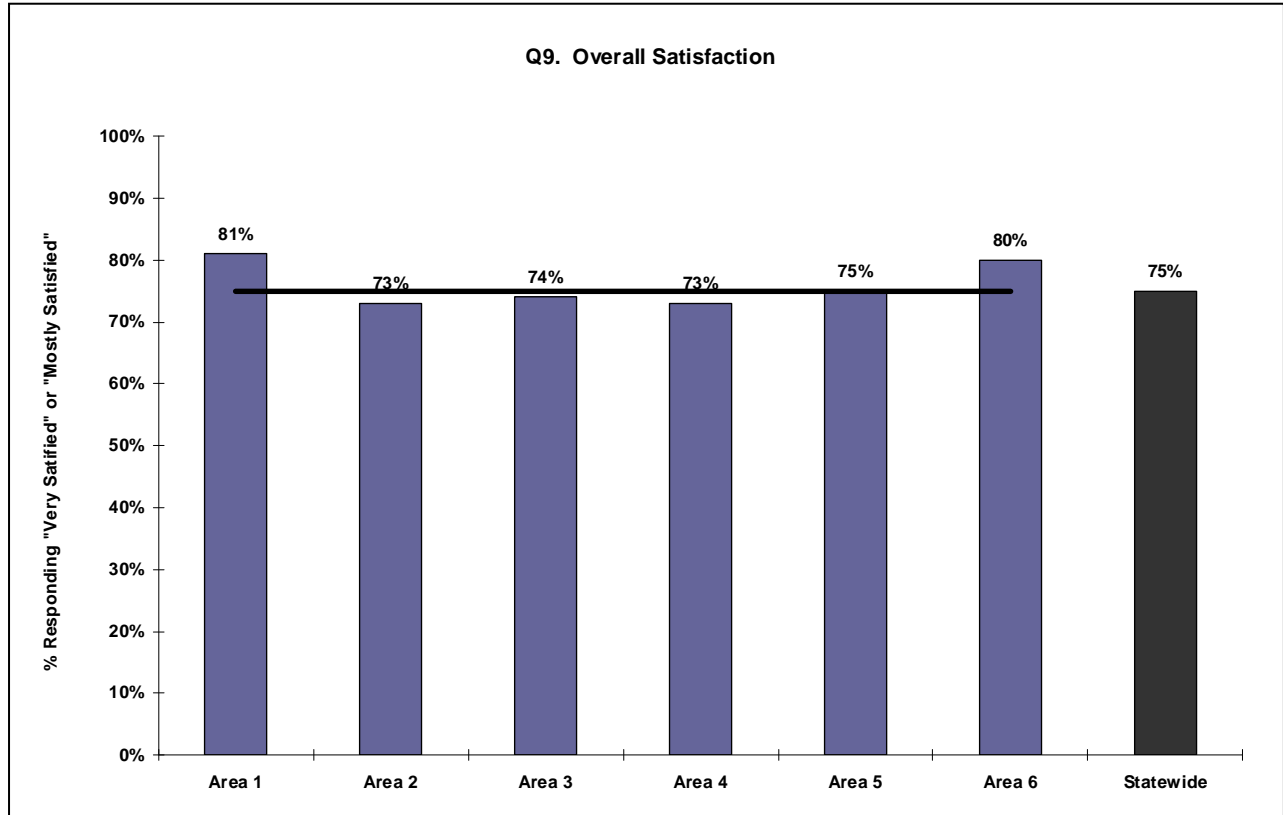
QUARTER 1- 3 RESULTS

Customer Satisfaction Surveys



Data Analysis. This analysis is based on three quarters of survey responses for Federal Fiscal year 2012-2013 (October 1, 2012 –August 1, 2013). The charts compare the areas in terms of the levels of “Satisfaction—Very or Mostly Satisfied” with the State average. The black bar indicates the statewide average.

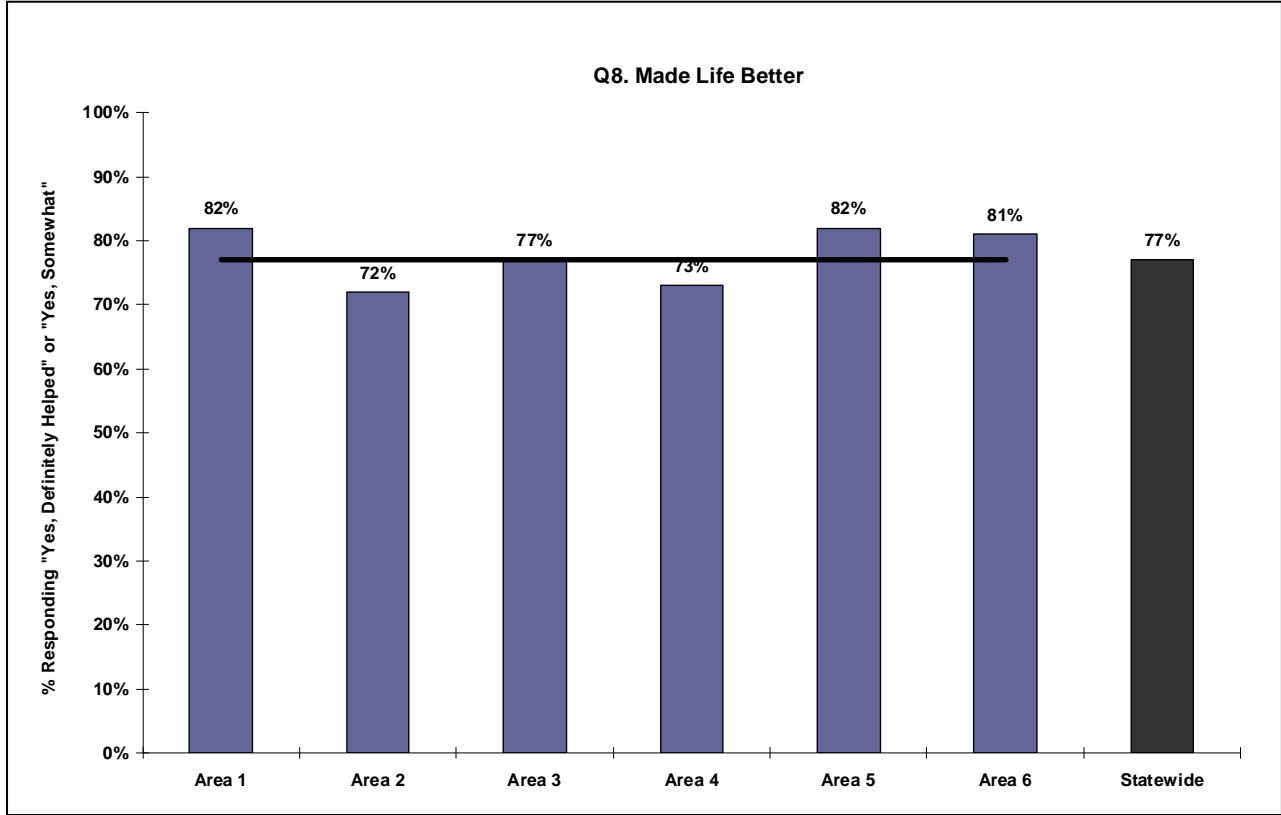
**2012-13
PROGRAM OUTCOMES: CUSTOMERS WITH CLOSED CASES**



9. CUSTOMERS WITH CLOSED CASES: 2012-13
Overall, how satisfied are you with the services you are receiving from VR?

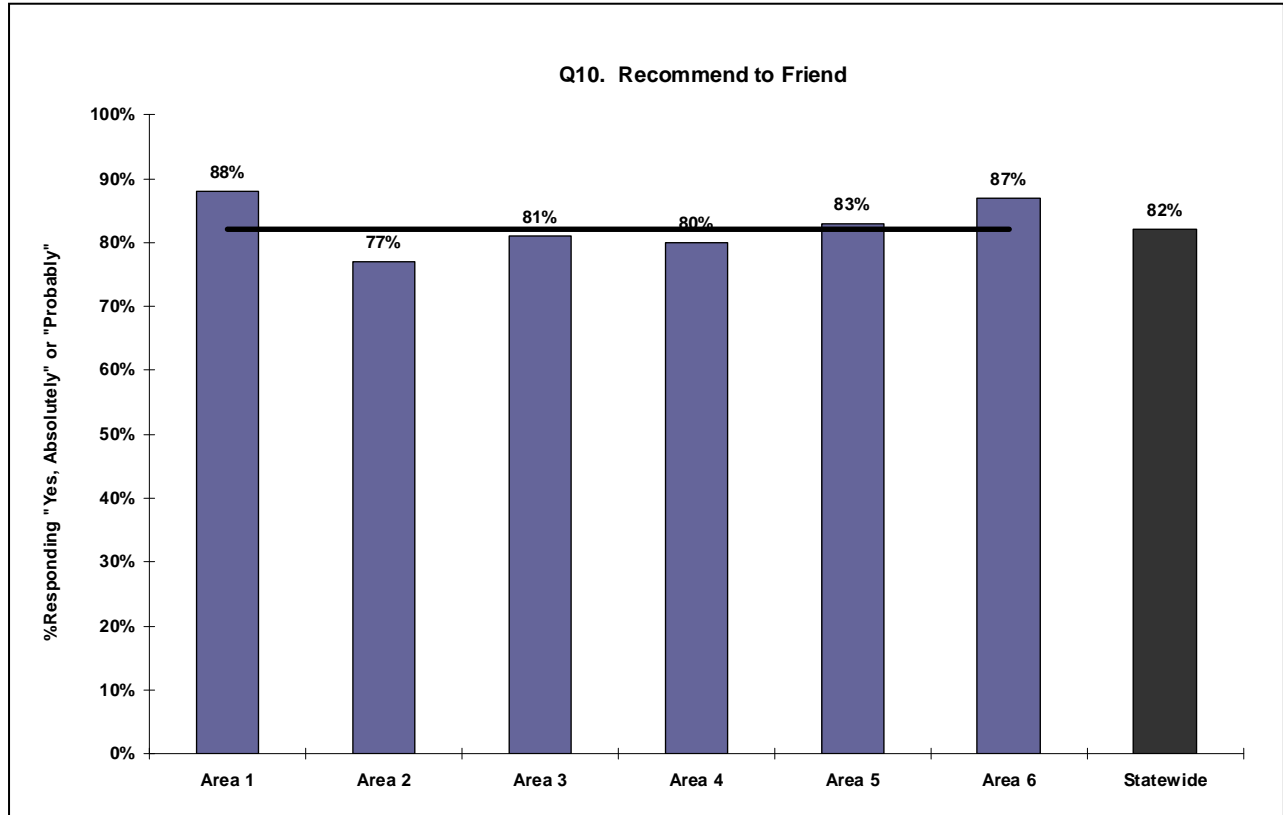
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	51%	57%	46%	51%	47%	53%	57%
Mostly satisfied	24%	24%	27%	23%	26%	22%	23%
Mildly dissatisfied	11%	9%	10%	12%	12%	12%	9%
Very dissatisfied	14%	10%	18%	14%	14%	13%	11%
<i>Number of Respondents</i>	(1,623)	(215)	(254)	(349)	(373)	(222)	(210)

**2012-13
PROGRAM OUTCOMES: CUSTOMERS WITH CLOSED CASES**



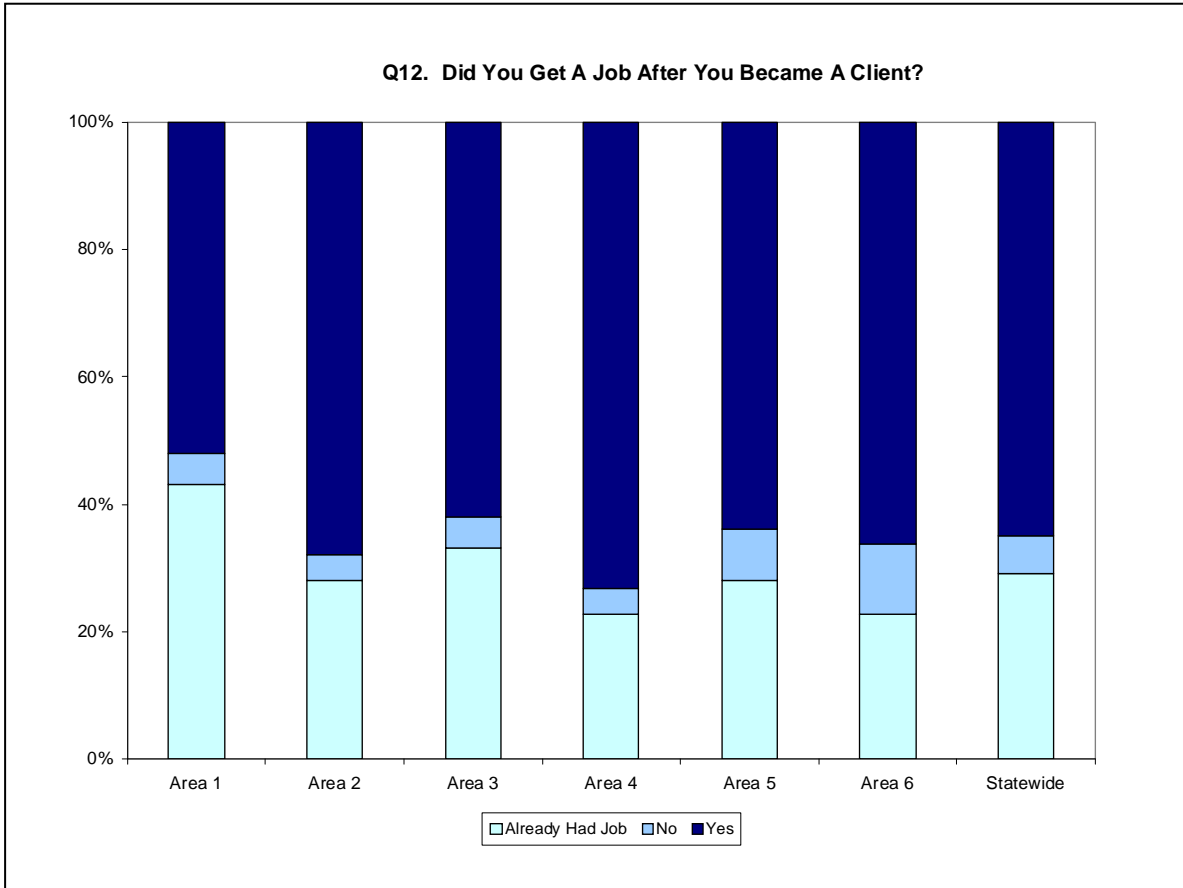
8. CUSTOMERS WITH CLOSED CASES: 2012-13							
Have the services you received from VR made your life better?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	52%	59%	44%	53%	46%	57%	56%
Yes, somewhat	25%	23%	28%	24%	27%	25%	25%
No, I don't think so	10%	8%	12%	10%	14%	8%	8%
No, definitely not	13%	10%	17%	13%	14%	11%	11%
<i>Number of Respondents</i>	(1,623)	(217)	(255)	(343)	(373)	(224)	(211)

**2012-13
PROGRAM OUTCOMES: CUSTOMERS WITH CLOSED CASES**



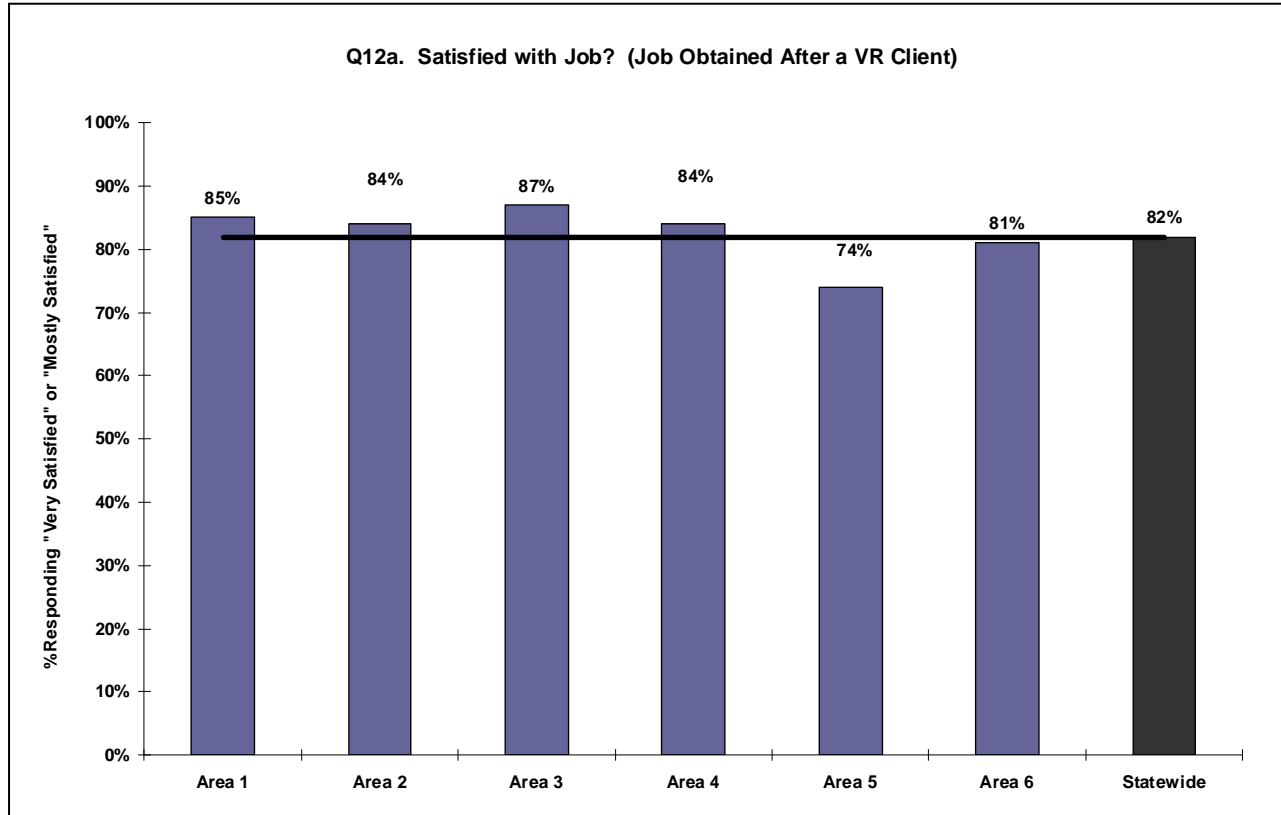
10. CUSTOMERS WITH CLOSED CASES: 2012-13 Would you recommend VR services to a friend?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, absolutely	65%	73%	59%	63%	61%	66%	74%
Probably	17%	15%	18%	18%	19%	17%	13%
No, I don't think so	9%	6%	9%	10%	11%	9%	7%
No way	9%	6%	13%	9%	9%	9%	6%
<i>Number of Respondents</i>	(1,632)	(218)	(255)	(349)	(376)	(223)	(211)

**2006-07
PROGRAM OUTCOMES: CUSTOMERS WITH CLOSED CASES**



12. CUSTOMERS WITH CLOSED CASES: 2006-07							
Did you get a job after you became a client?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes	65%	52%	68%	62%	74%	64%	67%
No	6%	5%	4%	5%	4%	8%	11%
Already Had A Job	29%	43%	28%	33%	23%	28%	23%
<i>Number of Respondents</i>	(1,021)	(154)	(128)	(209)	(216)	(163)	(151)

**2006-07
PROGRAM OUTCOMES: CUSTOMERS WITH CLOSED CASES**

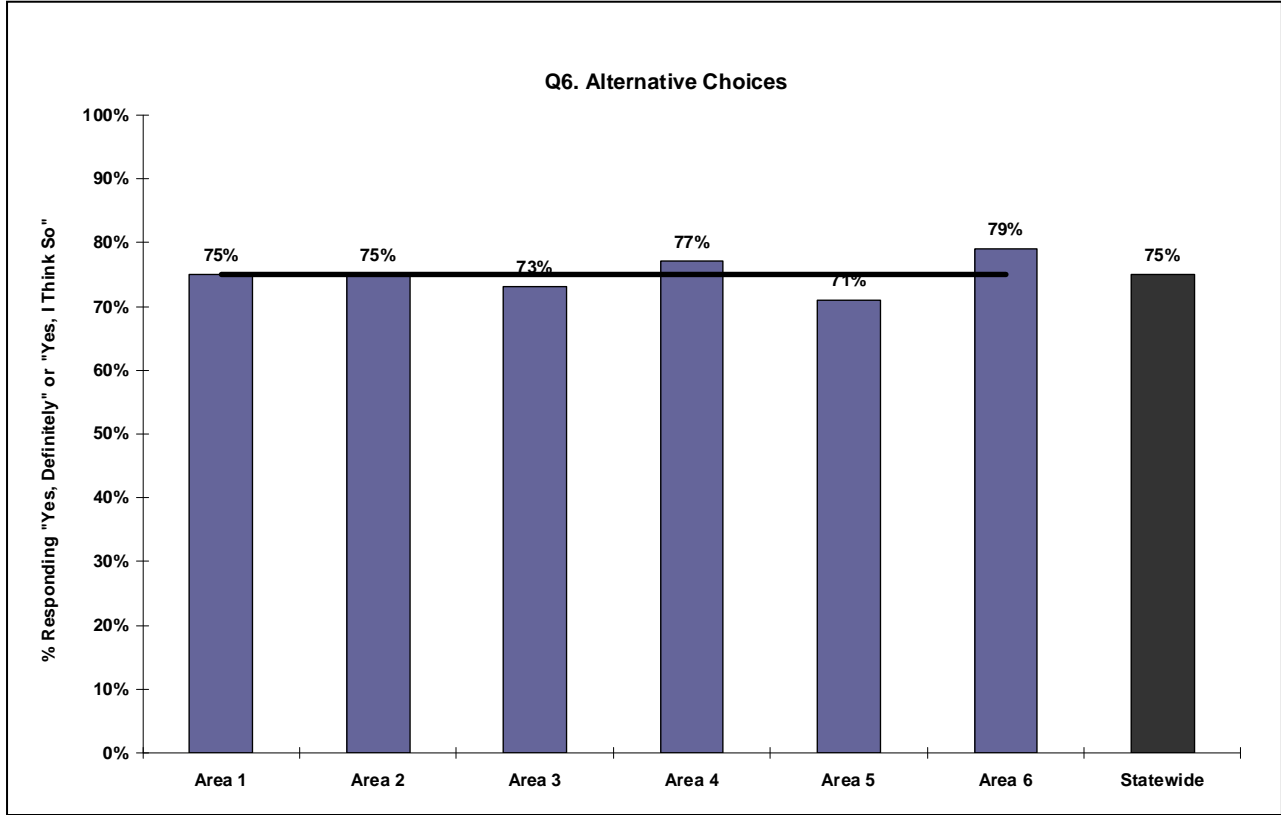


12A. CUSTOMERS WITH CLOSED CASES: 2006-07

How satisfied are you with your job? *[If you answered Yes you did get a job after you became a client?]*

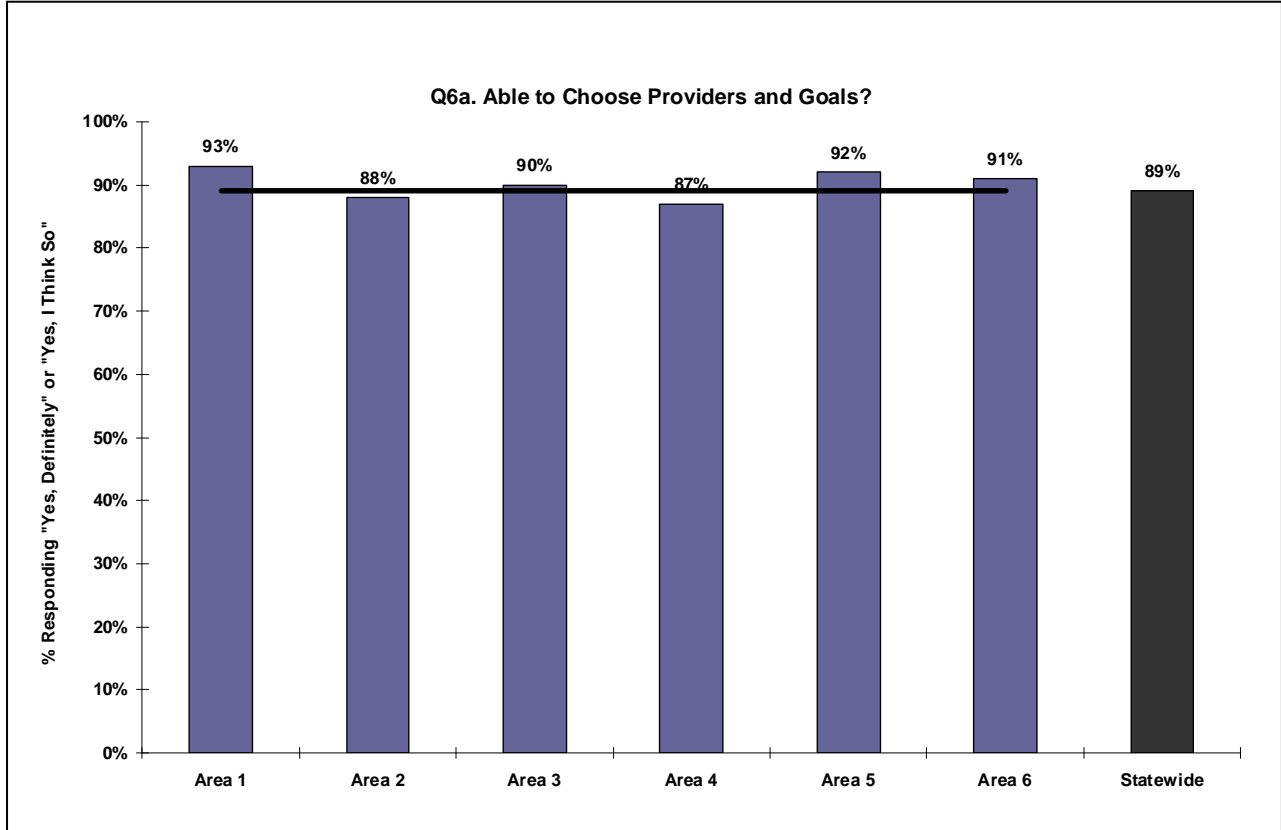
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	58%	57%	62%	58%	60%	48%	64%
Mostly satisfied	24%	28%	22%	29%	24%	26%	17%
Mildly dissatisfied	11%	13%	7%	7%	12%	14%	9%
Very dissatisfied	7%	3%	9%	6%	4%	11%	10%
<i>Number of Respondents</i>	(602)	(72)	(81)	(122)	(146)	(91)	(90)

**2012-13
ALTERNATIVE CHOICES: CUSTOMERS WITH CLOSED CASES**



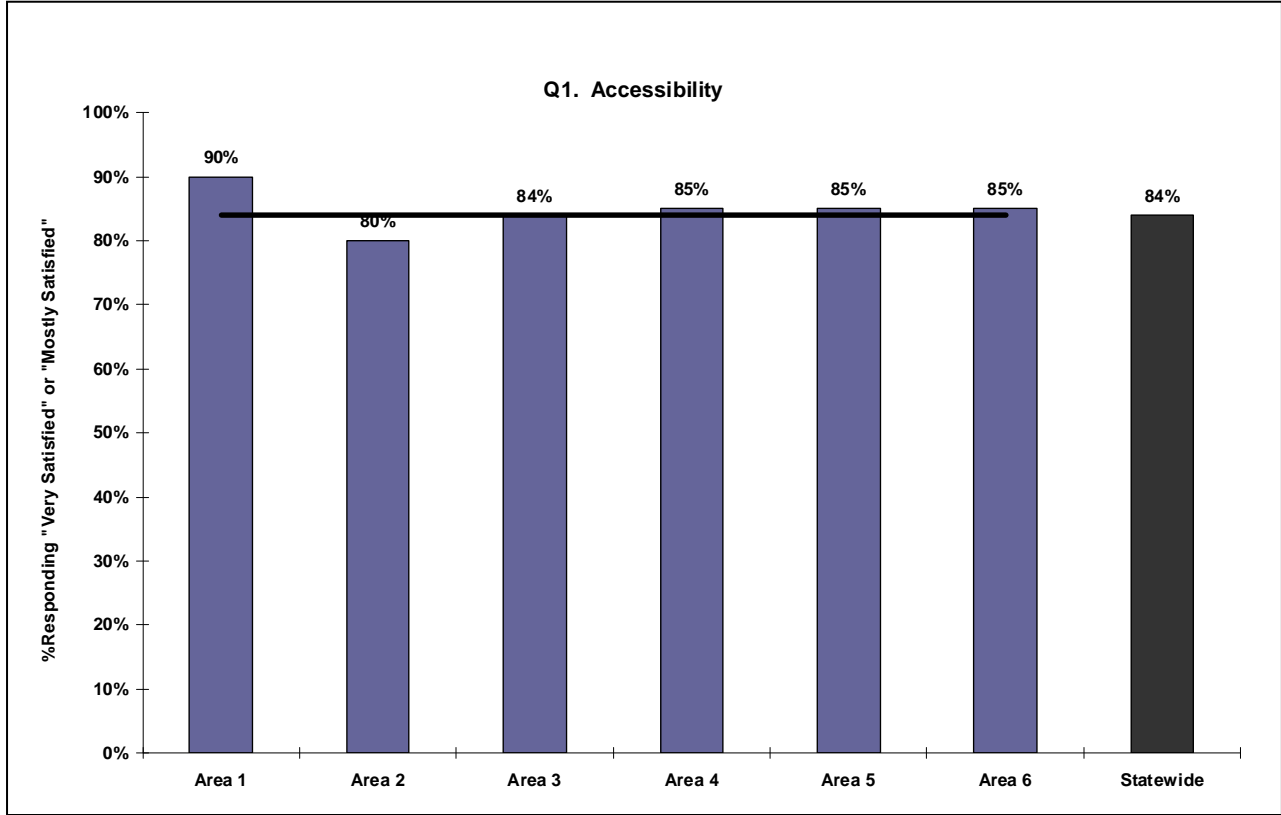
6. CUSTOMERS WITH CLOSED CASES: 2012-13							
When you came to VR were you informed of alternative choices in service providers and vocational goals?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	44%	47%	44%	42%	45%	40%	49%
Yes, I think so	31%	28%	31%	31%	32%	31%	30%
No, I don't think so	19%	21%	18%	20%	16%	21%	15%
No, definitely not	7%	5%	7%	7%	7%	8%	5%
<i>Number of Respondents</i>	(1,603)	(214)	(248)	(341)	(372)	(225)	(203)

**2006-07
ALTERNATIVE CHOICES: CUSTOMERS WITH CLOSED CASES**



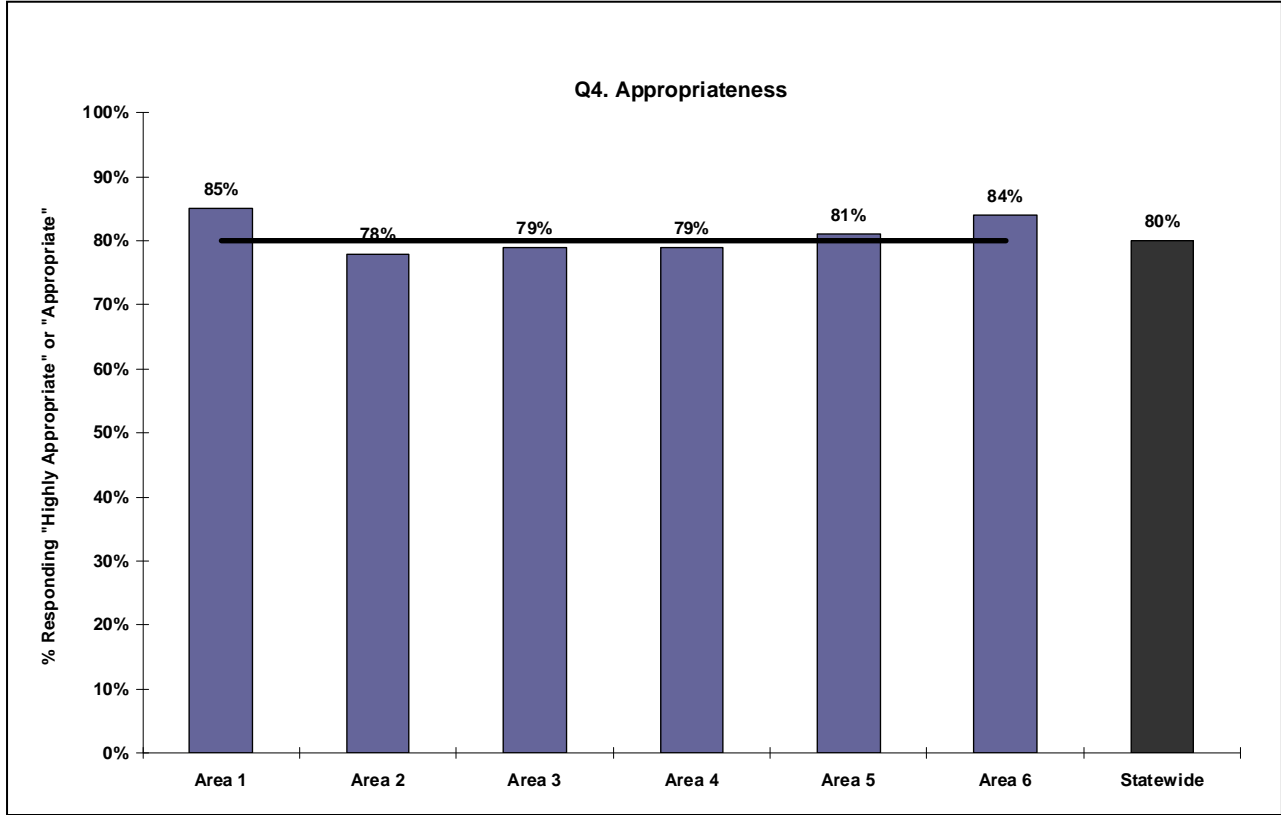
6A. CUSTOMERS WITH CLOSED CASES: 2006-07							
Were you able to make choices in service providers and vocational goals?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	56%	64%	52%	54%	56%	55%	59%
Yes, I think so	33%	29%	36%	36%	31%	37%	32%
No, I don't think so	7%	7%	8%	7%	8%	6%	5%
No, definitely not	4%	1%	4%	3%	6%	2%	5%
<i>Number of Respondents</i>	(1,065)	(140)	(170)	(225)	(252)	(136)	(142)

**2012-13
PROGRAM SERVICES: CUSTOMERS WITH CLOSED CASES**



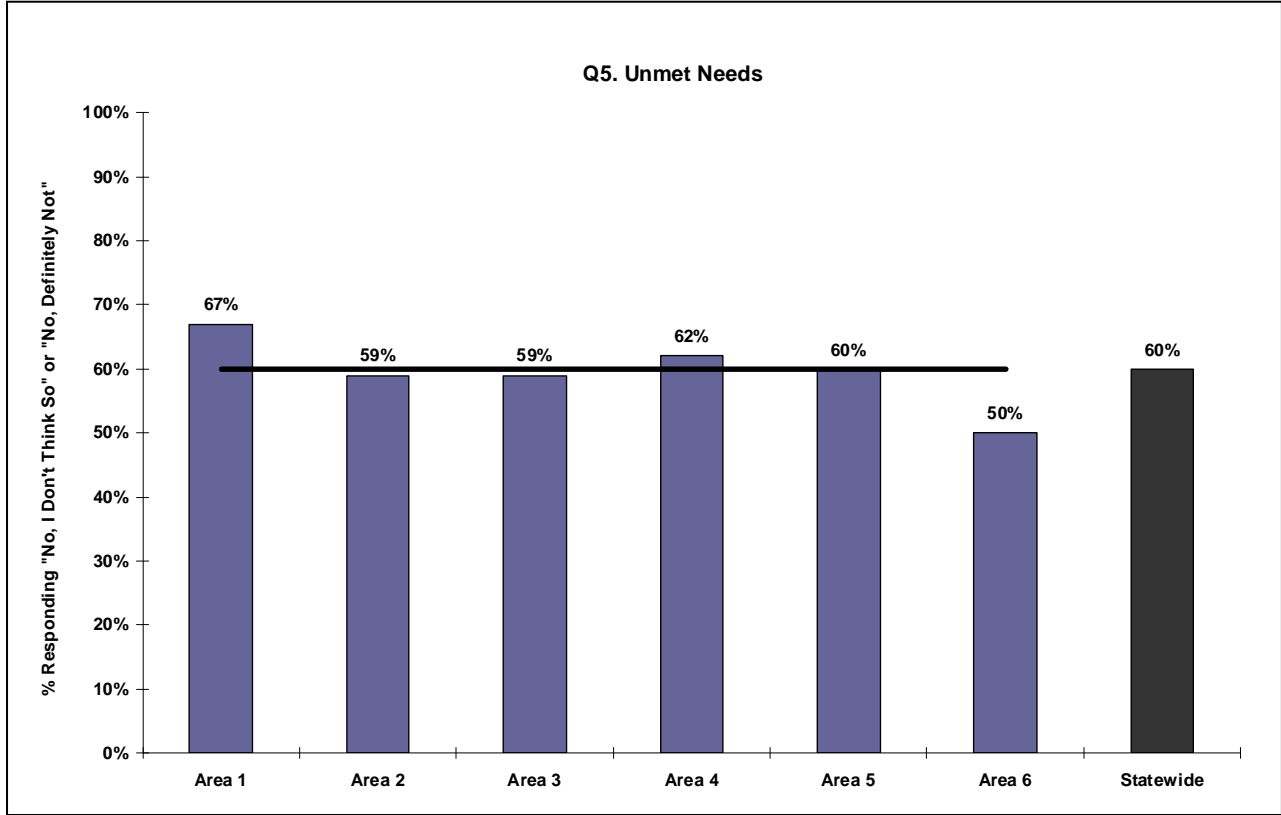
CUSTOMERS WITH CLOSED CASES: 2012-13							
1. In general, how satisfied are you with the accessibility of the Division of Rehabilitation's (VR) offices?							
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	57%	62%	56%	56%	55%	52%	64%
Mostly satisfied	27%	28%	24%	28%	30%	33%	21%
Mildly dissatisfied	8%	6%	10%	8%	10%	9%	6%
Very dissatisfied	8%	5%	11%	8%	6%	6%	9%
<i>Number of Respondents</i>	(1,644)	(218)	(259)	(353)	(380)	(224)	(210)

**2012-13
PROGRAM SERVICES: CUSTOMERS WITH CLOSED CASES**



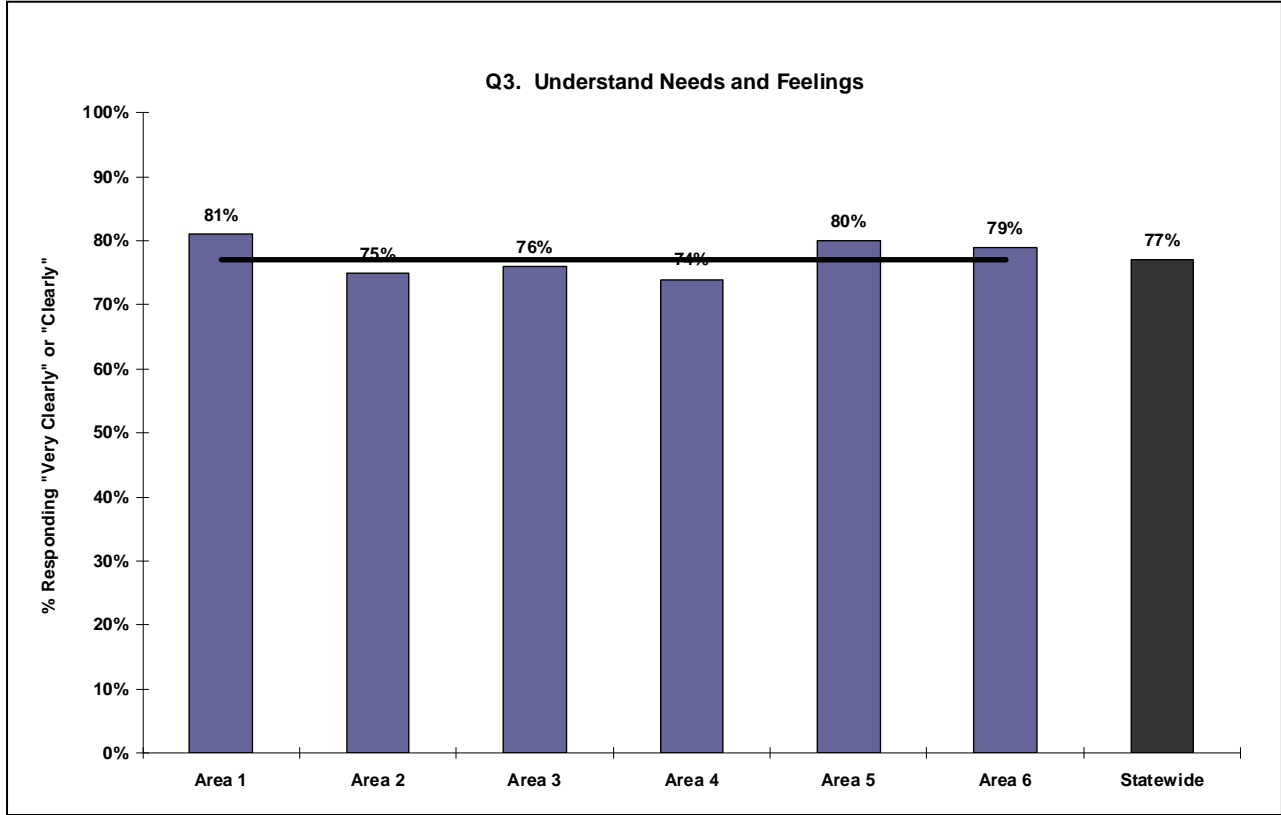
4. CUSTOMERS WITH CLOSED CASES: 2012-13 Considering your rehabilitation goals, how appropriate were the services you received?							
	Statewide	Areas					
		1	2	3	4	5	6
Highly appropriate	46%	53%	41%	46%	44%	46%	51%
Appropriate	34%	32%	37%	33%	35%	35%	33%
Inappropriate	12%	10%	14%	13%	13%	13%	9%
Highly Inappropriate	7%	6%	8%	8%	8%	6%	7%
<i>Number of Respondents</i>	(1,630)	(217)	(256)	(347)	(378)	(222)	(210)

**2012-13
PROGRAM SERVICES: CUSTOMERS WITH CLOSED CASES**



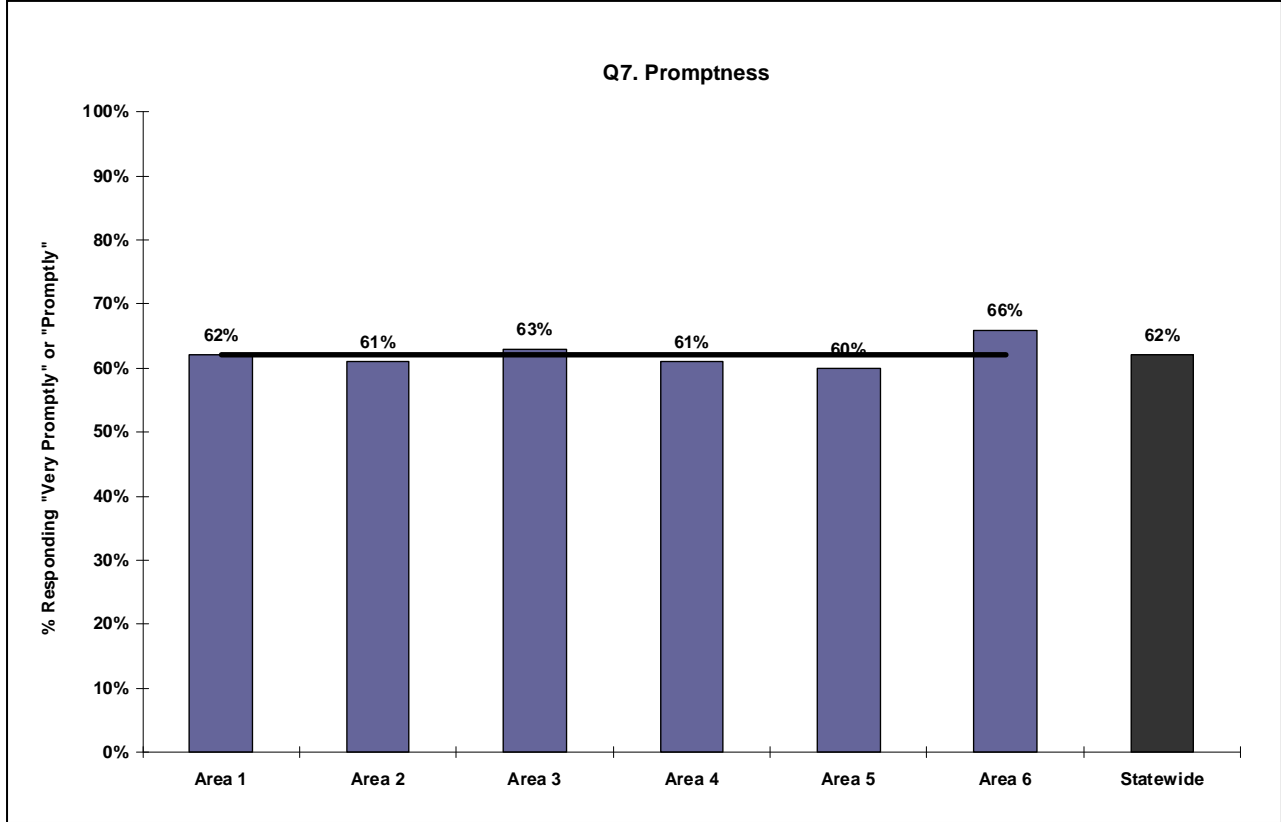
5. CUSTOMERS WITH CLOSED CASES: 2012-13							
Are there other VR services you need, but have not received?							
	Statewide	Areas					
		1	2	3	4	5	6
No, definitely not	16%	16%	17%	15%	18%	12%	16%
No, I don't think so	44%	51%	42%	44%	44%	48%	34%
Yes, I think so	19%	14%	24%	22%	16%	19%	21%
Yes, definitely	21%	18%	17%	20%	22%	21%	28%
<i>Number of Respondents</i>	<i>(1,599)</i>	<i>(215)</i>	<i>(253)</i>	<i>(338)</i>	<i>(368)</i>	<i>(218)</i>	<i>(207)</i>

**2012-13
PROGRAM STAFF: CUSTOMERS WITH CLOSED CASES**



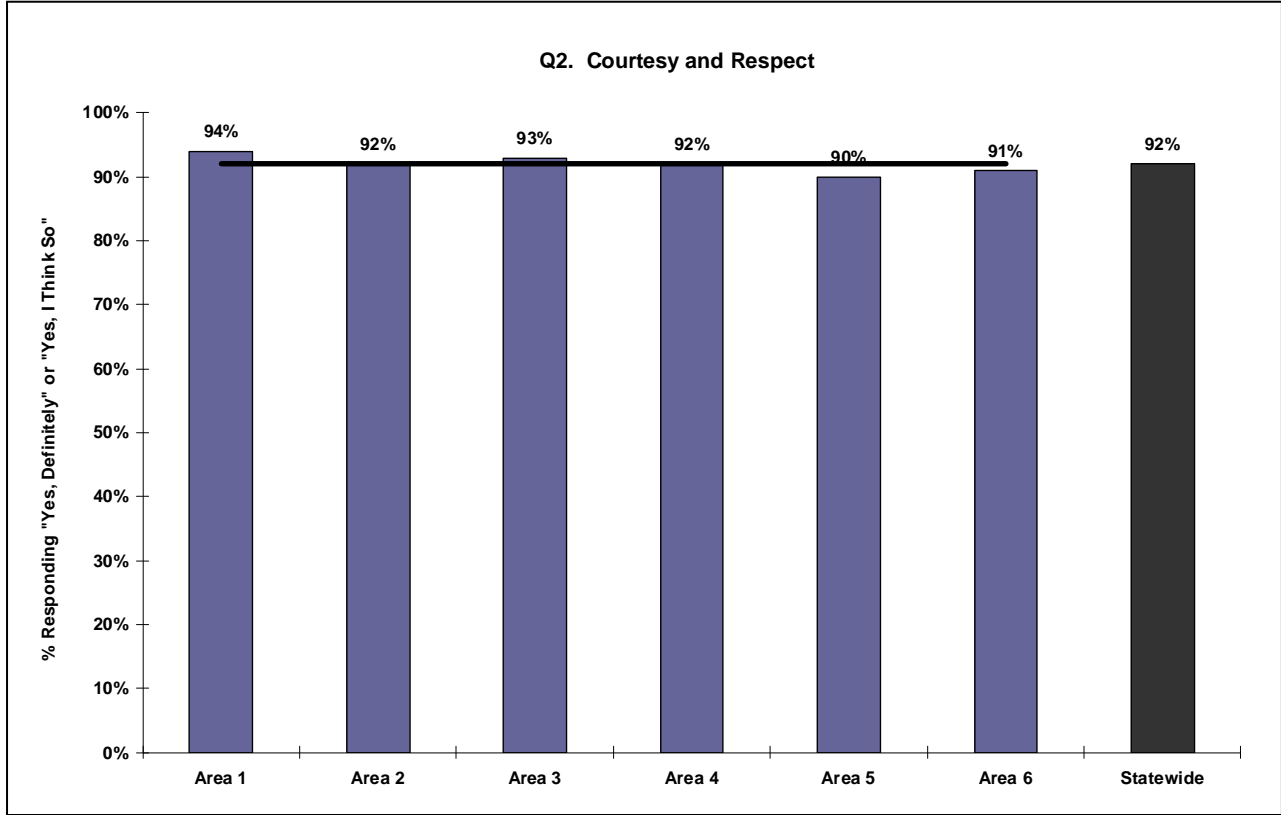
3. CUSTOMERS WITH CLOSED CASES: 2012-13							
How clearly did the VR staff understand your needs and feelings?							
	Statewide	Areas					
		1	2	3	4	5	6
Very clearly	51%	56%	46%	50%	48%	49%	58%
Clearly	26%	25%	29%	26%	26%	31%	21%
Somewhat unclearly	15%	14%	14%	16%	19%	14%	13%
Very unclearly	8%	5%	11%	8%	7%	7%	8%
<i>Number of Respondents</i>	(1,644)	(217)	(259)	(352)	(378)	(226)	(212)

**2012-13
PROGRAM STAFF: CUSTOMERS WITH CLOSED CASES**



7. CUSTOMERS WITH CLOSED CASES: 2012-13							
Were services provided as promptly as you felt necessary?							
	Statewide	Areas					
		1	2	3	4	5	6
Very promptly	34%	36%	34%	35%	33%	30%	36%
Promptly	28%	26%	27%	28%	28%	30%	30%
Some delay	22%	23%	22%	21%	23%	23%	21%
No, it took forever	16%	15%	17%	16%	16%	17%	13%
<i>Number of Respondents</i>	(1,633)	(219)	(256)	(345)	(378)	(225)	(210)

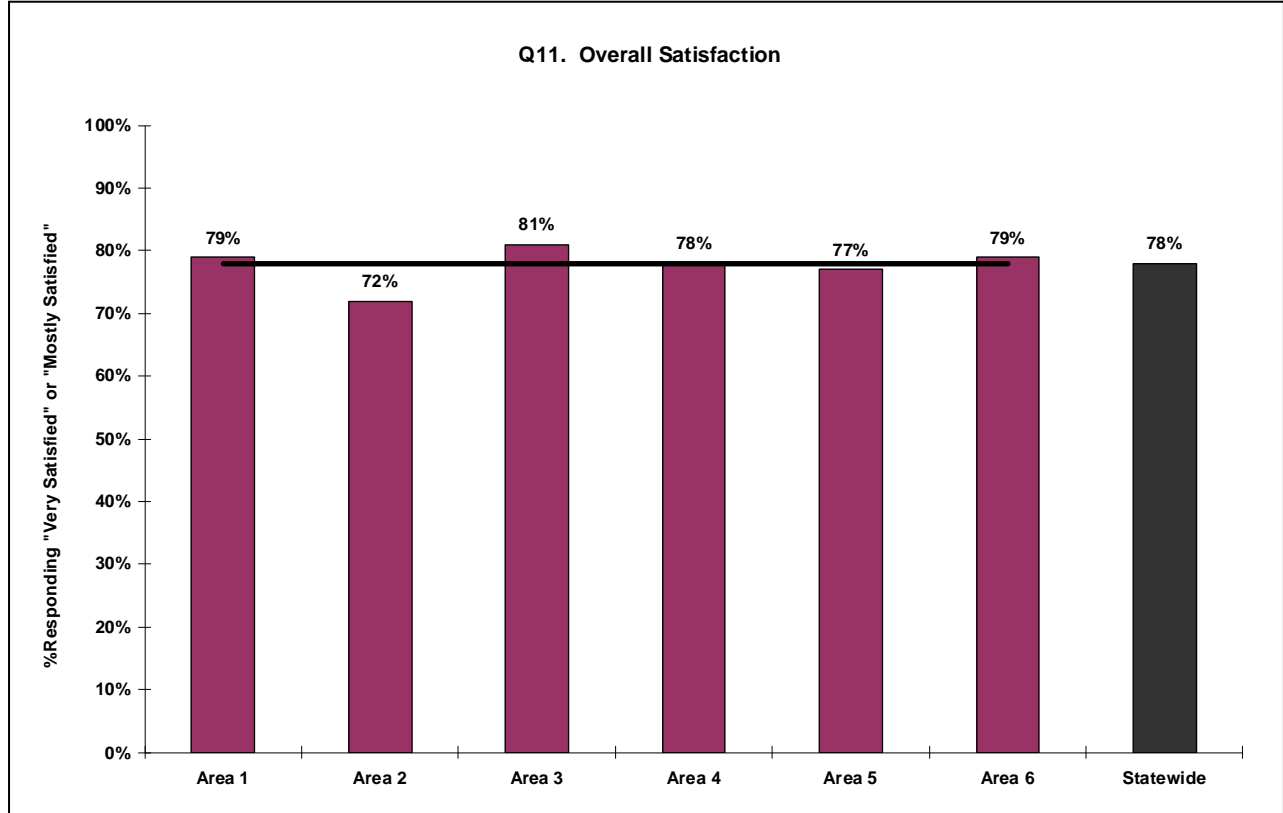
**2012-13
PROGRAM STAFF: CUSTOMERS WITH CLOSED CASES**



2. CUSTOMERS WITH CLOSED CASES: 2012-13
Did the VR staff treat you with courtesy and respect?

	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	72%	74%	70%	72%	71%	70%	78%
Yes, I think so	20%	20%	22%	21%	21%	20%	13%
No, I don't think so	5%	3%	4%	4%	5%	6%	7%
No, definitely not	3%	3%	4%	3%	3%	4%	2%
<i>Number of Respondents</i>	(1,644)	(218)	(260)	(351)	(378)	(225)	(212)

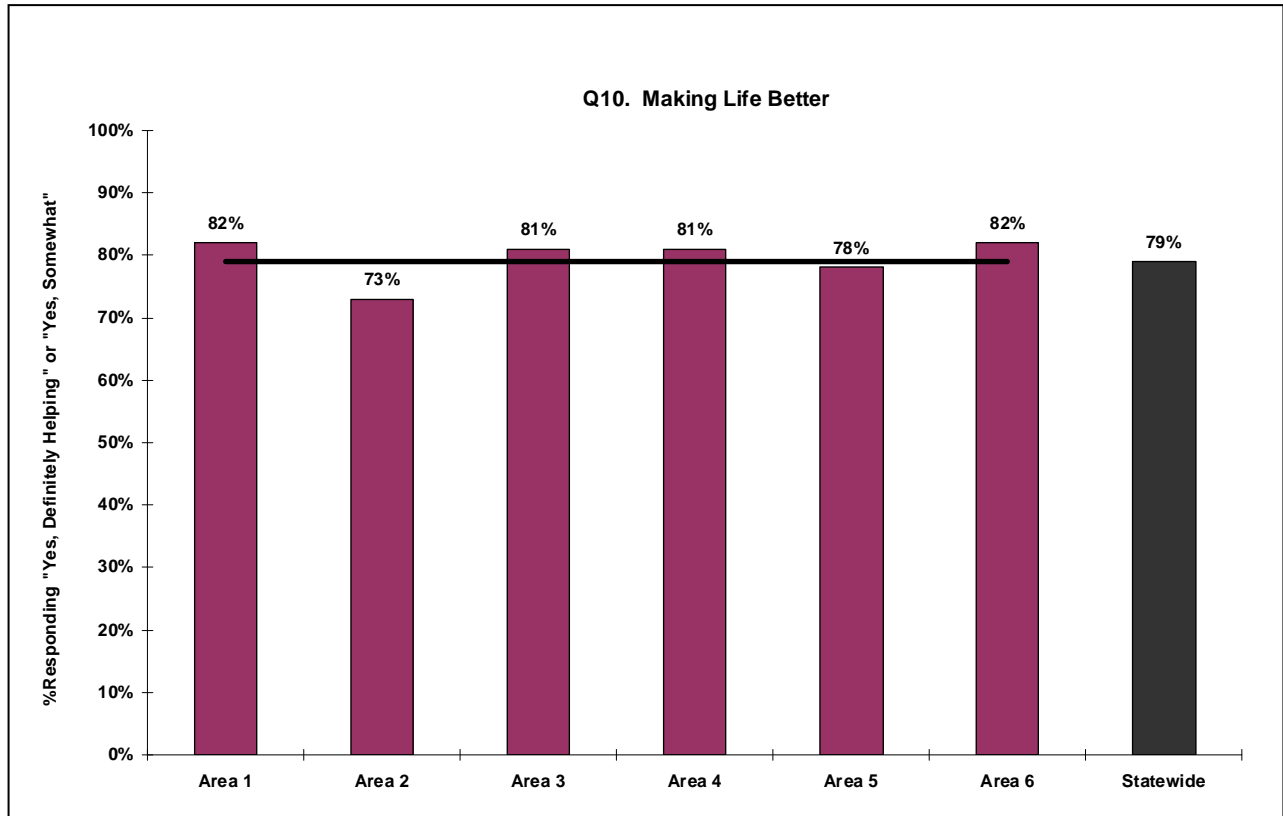
**2012-13
PROGRAM OUTCOMES: CURRENT CUSTOMERS**



11. CURRENT CUSTOMERS: 2012-13
Overall, how satisfied are you with the services you are receiving from VR?

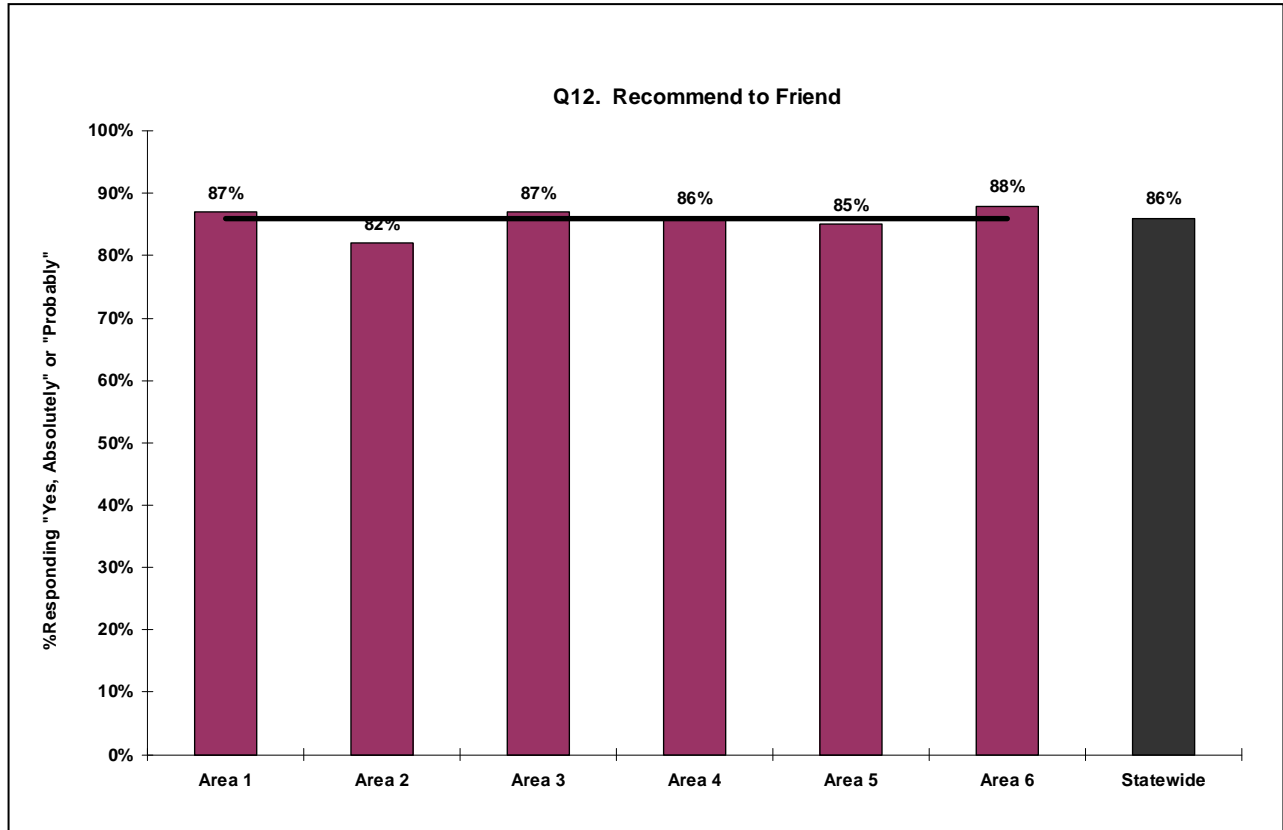
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	52%	57%	43%	56%	50%	51%	53%
Mostly satisfied	26%	22%	29%	25%	28%	26%	26%
Mildly dissatisfied	11%	9%	13%	10%	13%	12%	11%
Very dissatisfied	11%	12%	15%	9%	9%	12%	10%
<i>Number of Respondents</i>	(2,868)	(348)	(367)	(644)	(482)	(518)	(509)

**2012-13
PROGRAM OUTCOMES: CURRENT CUSTOMERS**



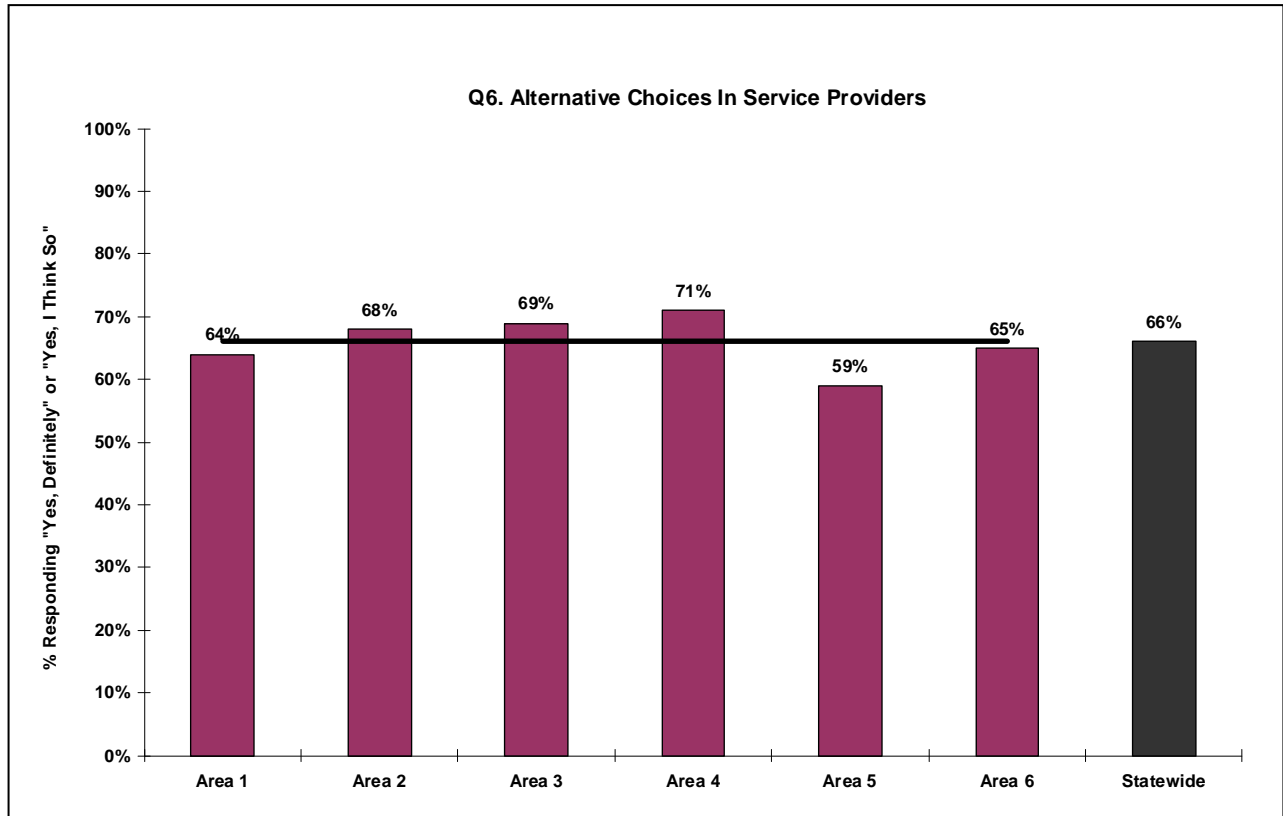
10. CURRENT CUSTOMERS: 2012-13							
Are the services you are receiving from VR making your life better?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely helping	53%	58%	42%	57%	49%	54%	58%
Yes, somewhat	26%	24%	31%	24%	32%	24%	24%
No, I don't think so	10%	9%	13%	10%	10%	11%	9%
No, definitely not	10%	10%	14%	9%	9%	11%	9%
<i>Number of Respondents</i>	(2,852)	(349)	(365)	(634)	(482)	(516)	(506)

**2012-13
PROGRAM OUTCOMES: CURRENT CUSTOMERS**



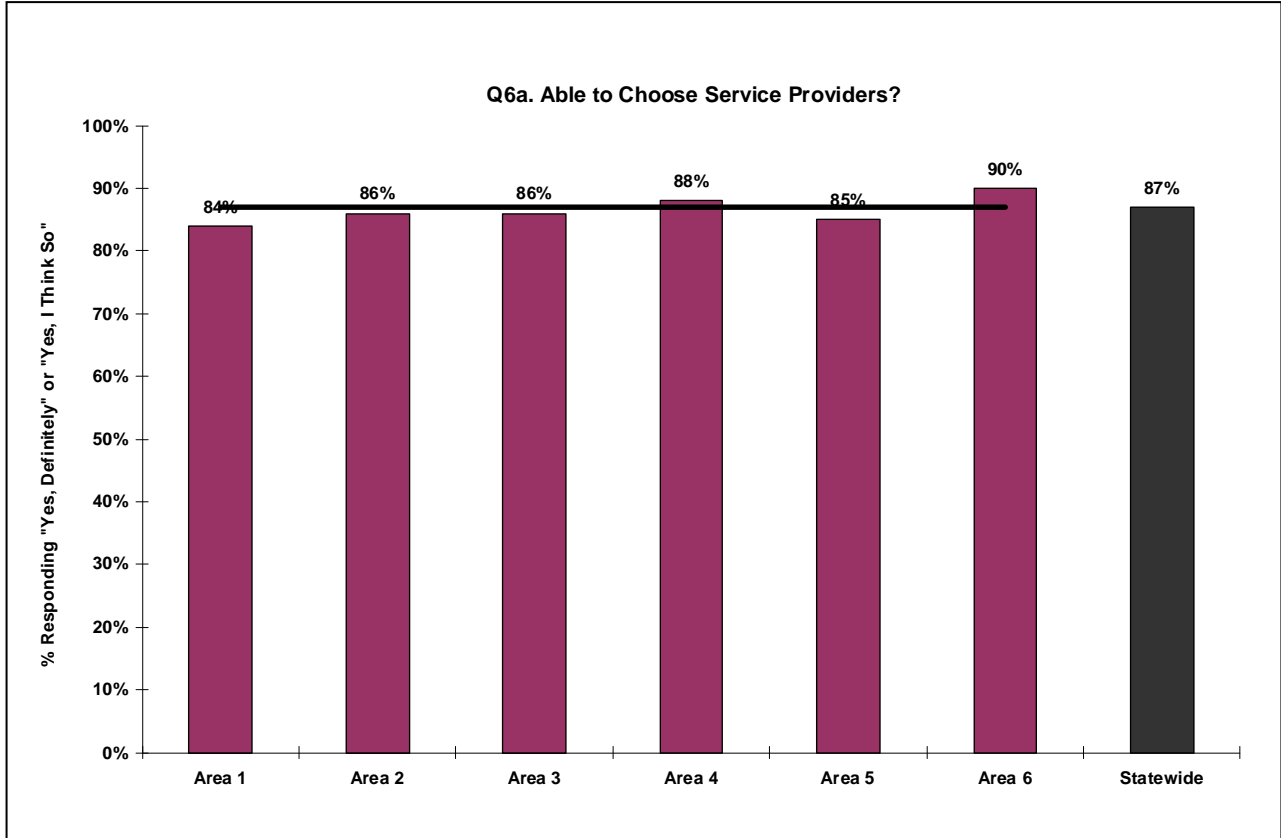
12. CURRENT CUSTOMERS: 2012-13 Would you recommend VR to a friend?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, absolutely	67%	70%	60%	69%	65%	65%	70%
Probably	19%	17%	22%	18%	21%	20%	18%
I don't think so	8%	6%	11%	8%	7%	9%	6%
No, way	6%	7%	7%	5%	6%	7%	6%
<i>Number of Respondents</i>	(2,869)	(352)	(367)	(643)	(480)	(518)	(509)

**2012-13
ALTERNATIVE CHOICES: CURRENT CUSTOMERS**



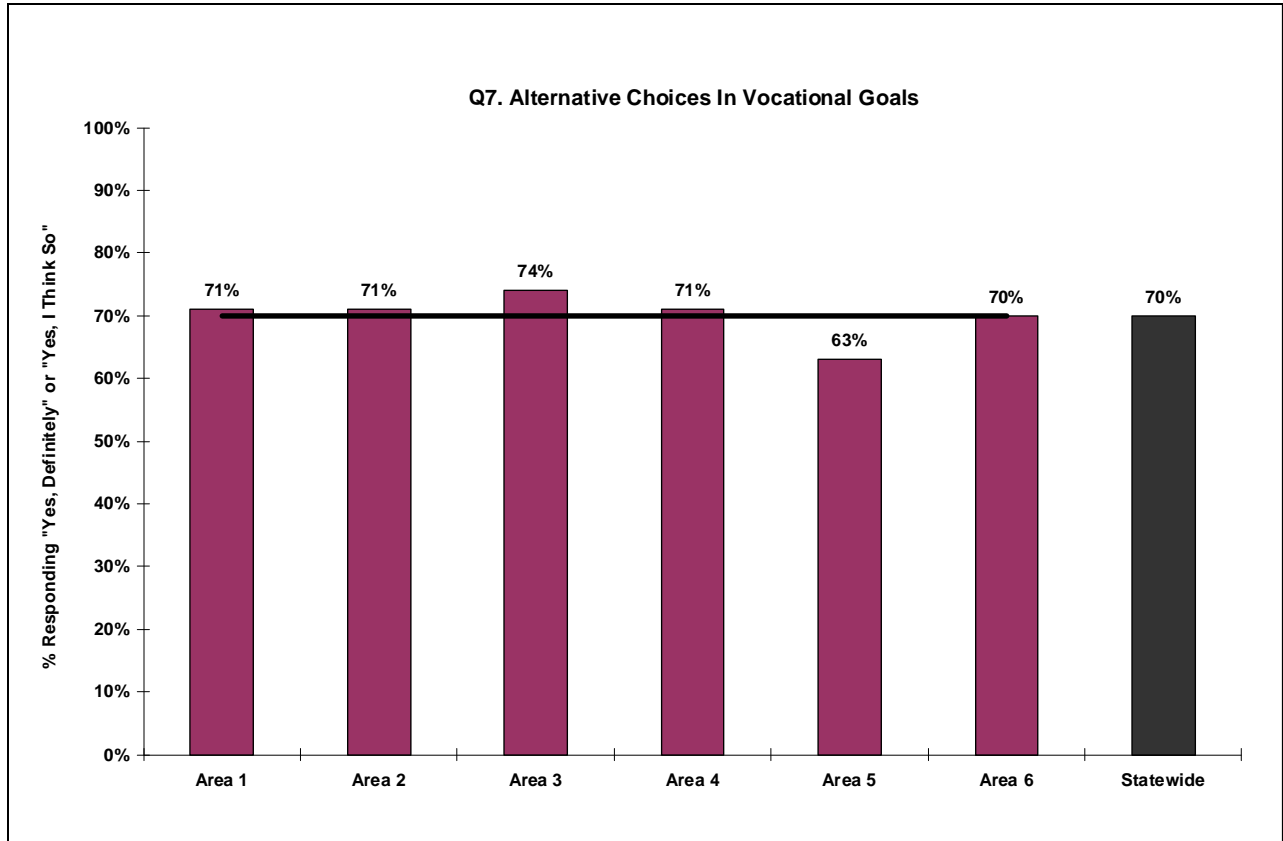
6. CURRENT CUSTOMERS: 2012-13							
Have you been informed of alternative choices in service providers?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	39%	37%	39%	40%	42%	33%	44%
Yes, I think so	27%	27%	29%	29%	29%	26%	21%
No, I don't think so	23%	25%	22%	21%	22%	29%	22%
No, definitely not	10%	11%	10%	9%	8%	11%	13%
<i>Number of Respondents</i>	(2,869)	(357)	(368)	(641)	(484)	(508)	(511)

**2012-13
PROGRAM SERVICES: CURRENT CUSTOMERS**



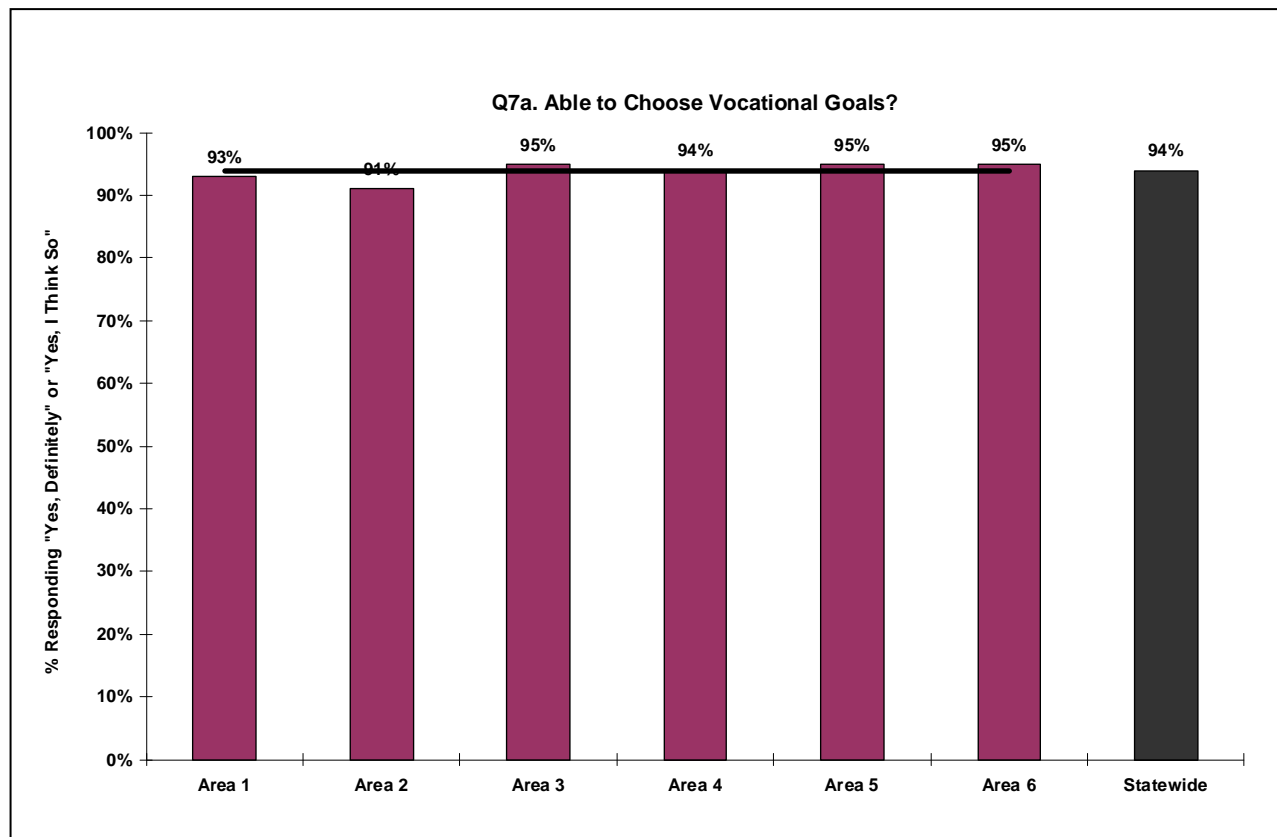
6A. CURRENT CUSTOMERS: 2012-13 Were you able to choose your service providers?							
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	52%	52%	50%	49%	49%	51%	62%
Mostly satisfied	35%	32%	36%	37%	39%	34%	28%
Mildly dissatisfied	11%	13%	11%	12%	9%	12%	8%
Very dissatisfied	3%	3%	3%	3%	3%	3%	3%
<i>Number of Respondents</i>	(1,756)	(221)	(231)	(399)	(318)	(285)	(302)

**2012-13
ALTERNATIVE CHOICES: CURRENT CUSTOMERS**



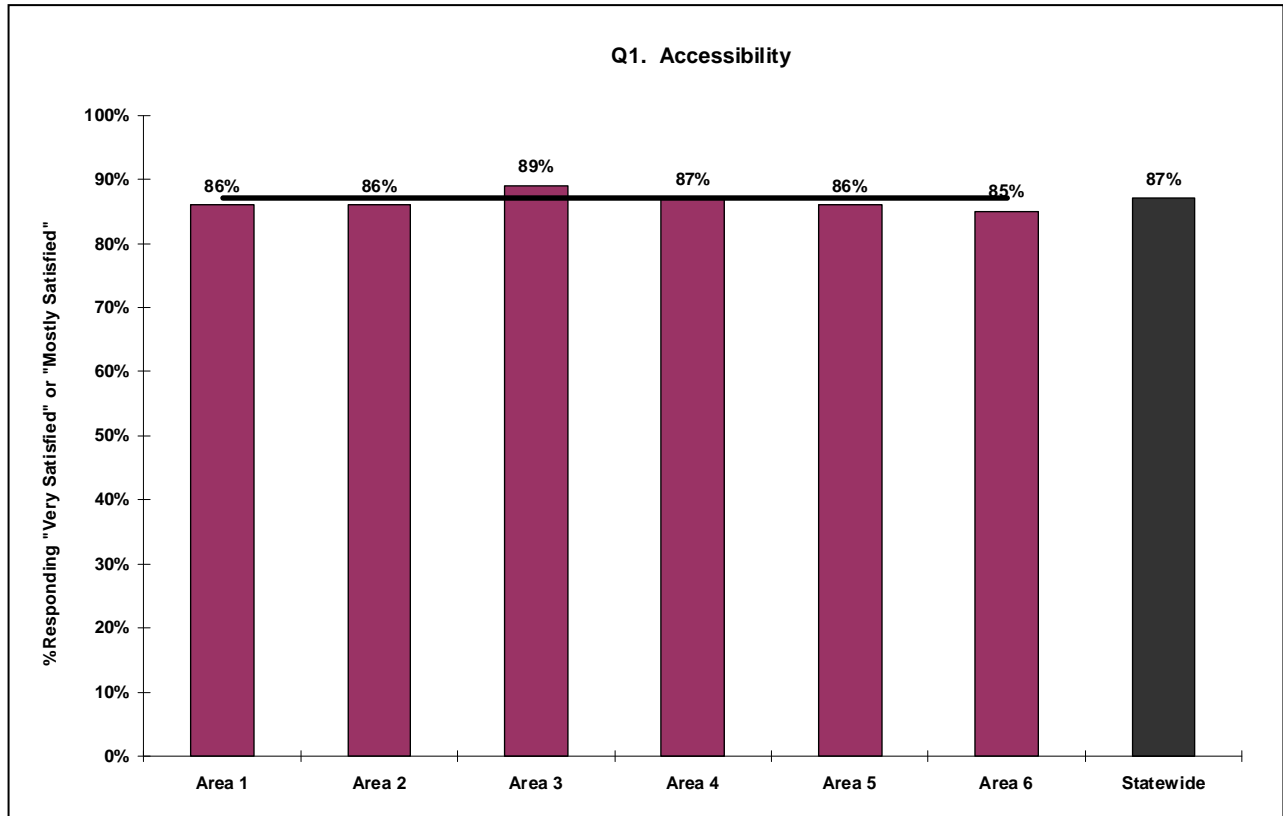
7. CURRENT CUSTOMERS: 2012-13							
Have you been informed of alternative choices in vocational goals?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	42%	43%	39%	44%	43%	36%	47%
Yes, I think so	28%	28%	32%	30%	28%	27%	23%
No, I don't think so	20%	20%	21%	18%	19%	25%	19%
No, definitely not	10%	10%	8%	8%	9%	11%	11%
<i>Number of Respondents</i>	(2,824)	(352)	(360)	(630)	(474)	(506)	(502)

**2012-13
PROGRAM SERVICES: CURRENT CUSTOMERS**



7A. CURRENT CUSTOMERS: 2012-13 Were you able to choose your vocational goal?							
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	60%	62%	54%	59%	56%	63%	67%
Mostly satisfied	34%	31%	37%	36%	38%	32%	28%
Mildly dissatisfied	5%	6%	6%	4%	6%	4%	4%
Very dissatisfied	1%	1%	4%	1%	1%	1%	1%
<i>Number of Respondents</i>	(1,670)	(209)	(217)	(380)	(297)	(265)	(302)

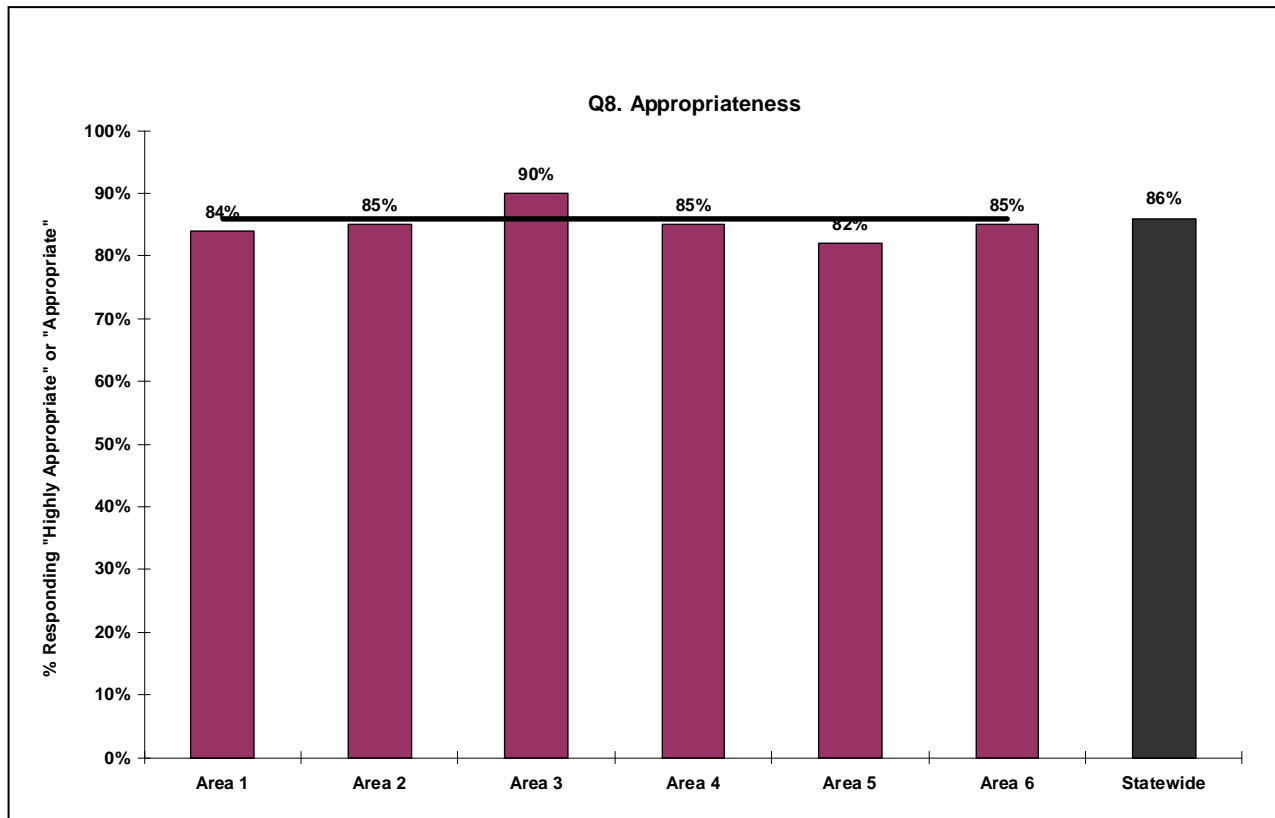
**2012-13
PROGRAM SERVICES: CURRENT CUSTOMERS**



1. CURRENT CUSTOMERS: 2012-13
In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?

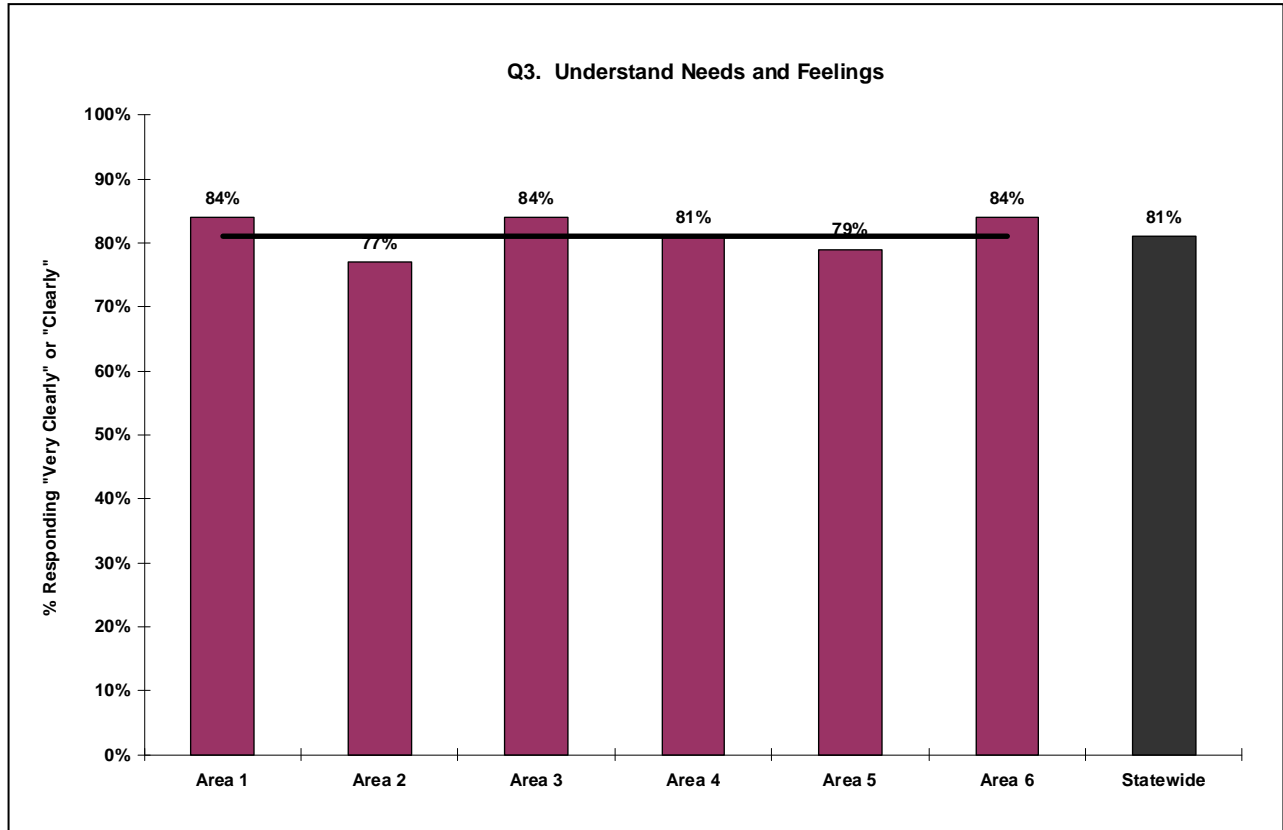
	Statewide	Areas					
		1	2	3	4	5	6
Very satisfied	58%	58%	53%	61%	59%	55%	57%
Mostly satisfied	29%	28%	33%	28%	28%	31%	28%
Mildly dissatisfied	8%	8%	8%	7%	8%	9%	8%
Very dissatisfied	6%	6%	6%	4%	5%	6%	7%
<i>Number of Respondents</i>	(2,916)	(361)	(373)	(654)	(490)	(521)	(517)

**2012-13
PROGRAM SERVICES: CURRENT CUSTOMERS**



8. CURRENT CUSTOMERS: 2012-13 Considering your rehabilitation goals, how appropriate is your plan for employment?							
	Statewide	Areas					
		1	2	3	4	5	6
Highly appropriate	41%	42%	37%	43%	39%	38%	43%
Appropriate	45%	42%	48%	47%	46%	44%	42%
Inappropriate	10%	12%	10%	7%	11%	14%	9%
Highly Inappropriate	4%	4%	5%	3%	4%	4%	6%
<i>Number of Respondents</i>	(2,811)	(347)	(355)	(624)	(473)	(506)	(506)

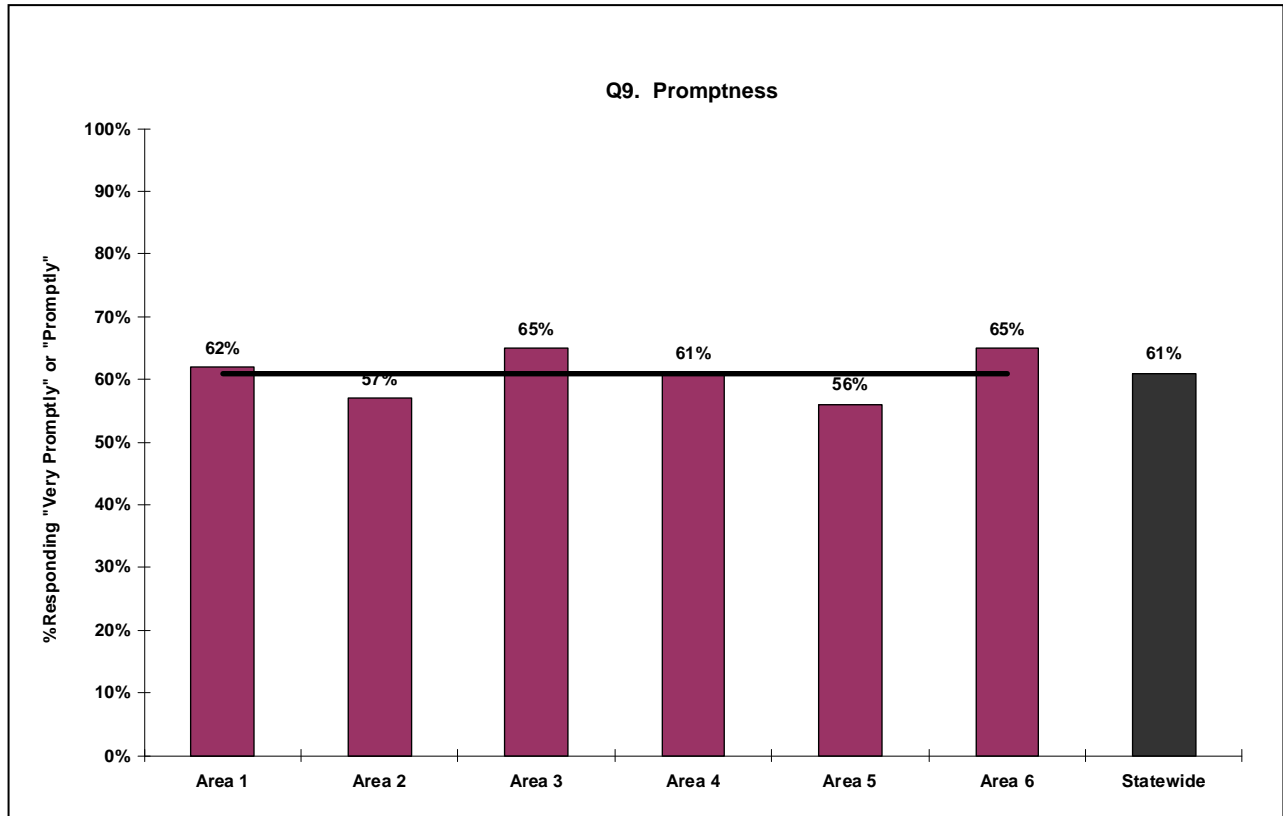
**2012-13
PROGRAM STAFF: CURRENT CUSTOMERS**



3. CURRENT CUSTOMERS: 2012-13
How clearly does the VR staff understand your needs and feelings?

	Statewide	Areas					
		1	2	3	4	5	6
Very clearly	52%	57%	47%	54%	52%	50%	53%
Clearly	29%	27%	30%	30%	29%	29%	31%
Somewhat unclearly	13%	9%	17%	11%	14%	15%	11%
Very unclearly	6%	8%	7%	5%	5%	6%	6%
<i>Number of Respondents</i>	(2,923)	(361)	(372)	(658)	(492)	(520)	(520)

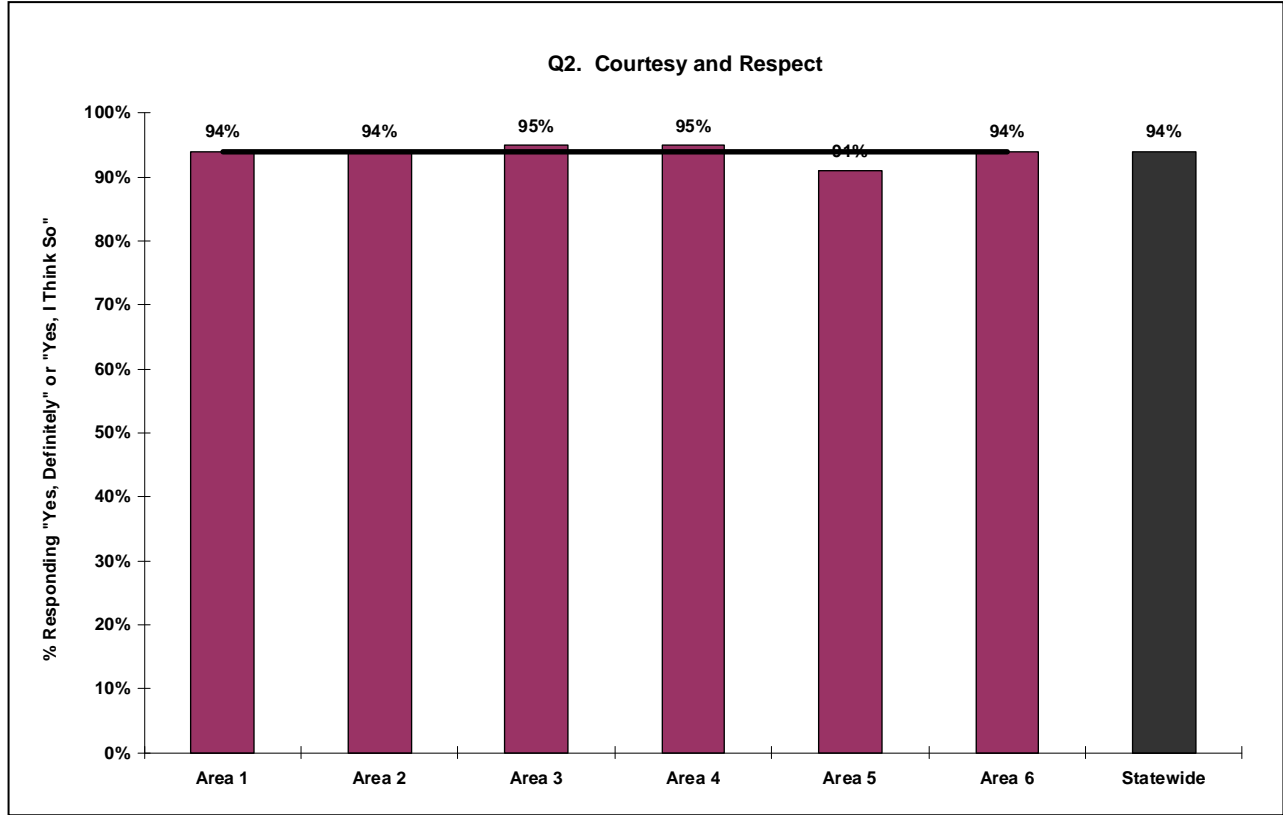
**2012-13
PROGRAM STAFF: CURRENT CUSTOMERS**



9. CURRENT CUSTOMERS: 2012-13
Have services been provided as promptly as you feel they should have been?

	Statewide	Areas					
		1	2	3	4	5	6
Very promptly	37%	37%	32%	40%	37%	35%	40%
Promptly	24%	25%	25%	26%	24%	21%	25%
Some delay	22%	20%	24%	20%	24%	23%	19%
No, it took forever	17%	19%	20%	15%	15%	21%	16%
<i>Number of Respondents</i>	(2,866)	(352)	(368)	(642)	(480)	(515)	(509)

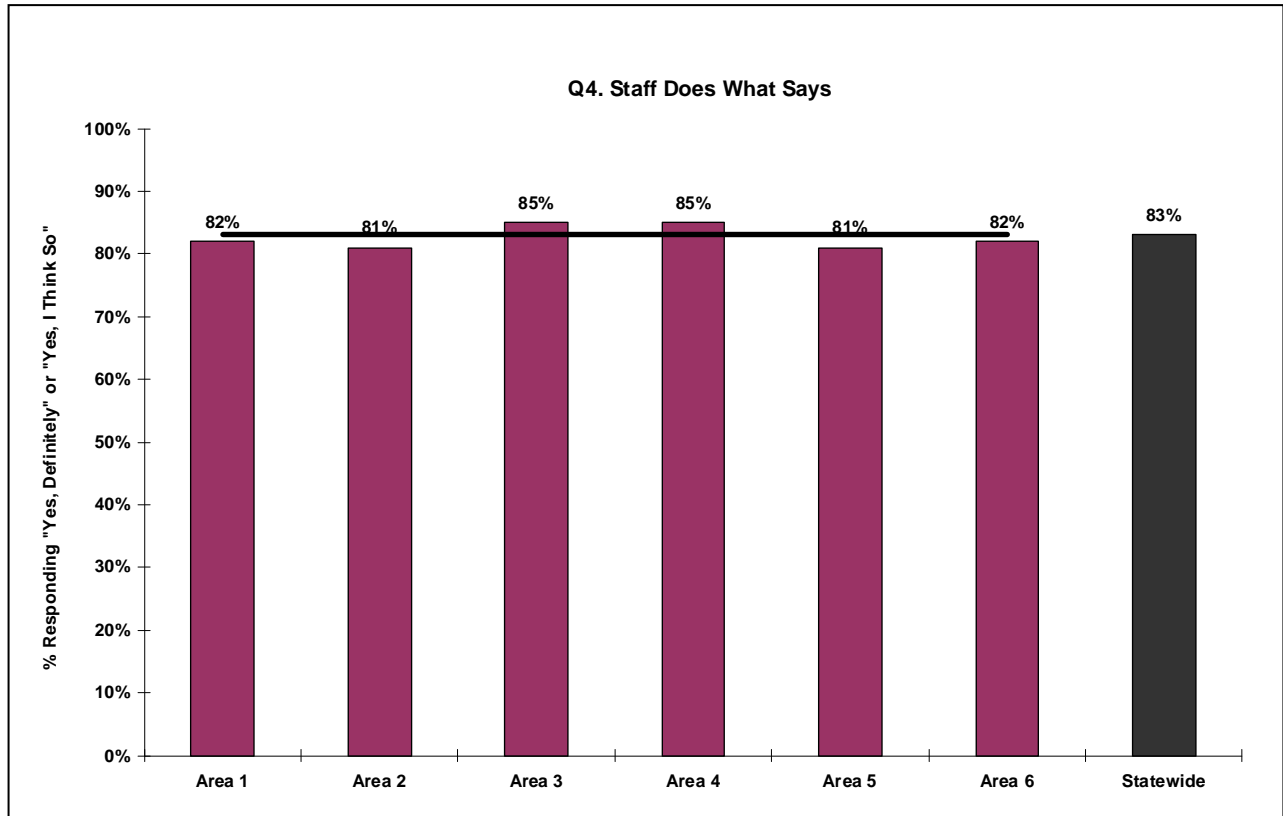
**2012-13
PROGRAM STAFF: CURRENT CUSTOMERS**



2. CURRENT CUSTOMERS: 2012-13
Does the VR staff treat you with courtesy and respect?

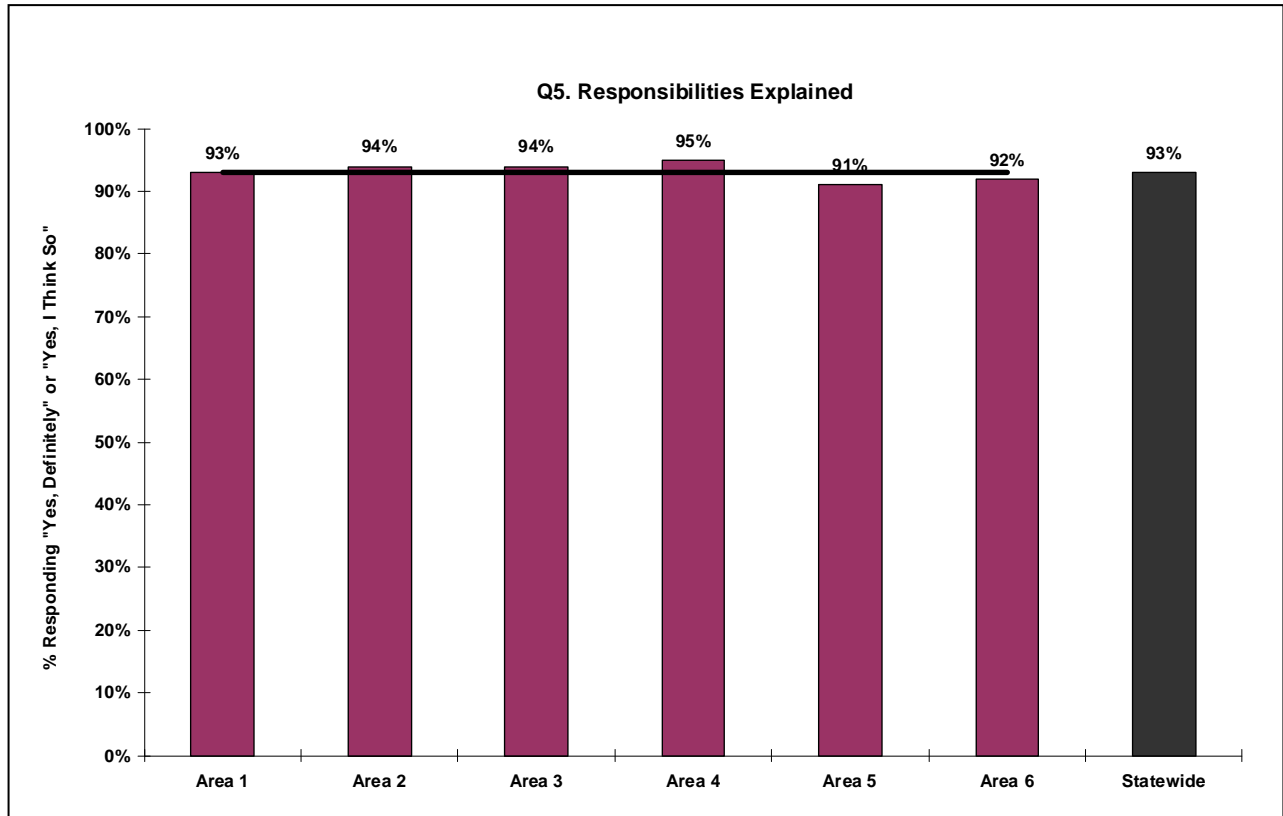
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	74%	75%	72%	76%	77%	70%	75%
Yes, I think so	20%	19%	22%	19%	18%	21%	19%
No, I don't think so	4%	4%	5%	4%	3%	6%	4%
No, definitely not	2%	2%	2%	1%	1%	3%	1%
<i>Number of Respondents</i>	(2,926)	(362)	(373)	(656)	(493)	(522)	(520)

**2012-13
PROGRAM STAFF: CURRENT CUSTOMERS**



4. CURRENT CUSTOMERS: 2012-13 Does the VR staff do what they say they will do?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	57%	59%	53%	60%	56%	56%	58%
Yes, I think so	26%	23%	28%	25%	29%	25%	24%
No, I don't think so	11%	10%	11%	10%	11%	13%	10%
No, definitely not	6%	8%	8%	5%	5%	7%	8%
<i>Number of Respondents</i>	(2,902)	(359)	(371)	(653)	(486)	(517)	(516)

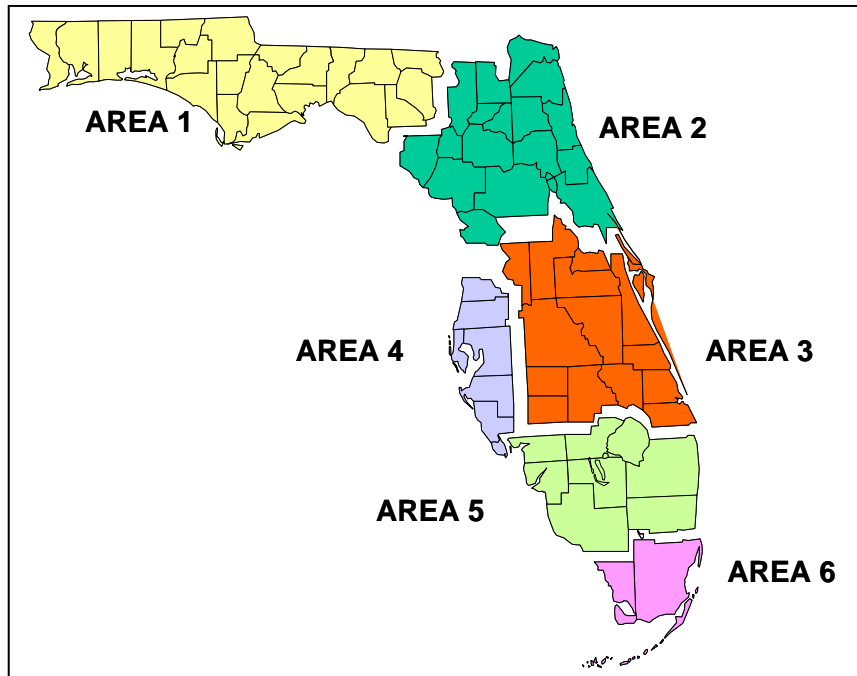
**2012-13
PROGRAM STAFF: CURRENT CUSTOMERS**



5. CURRENT CUSTOMERS: 2012-13							
Have your responsibilities as a client been explained to you?							
	Statewide	Areas					
		1	2	3	4	5	6
Yes, definitely	66%	69%	65%	66%	66%	64%	66%
Yes, I think so	27%	24%	29%	28%	29%	27%	26%
No, I don't think so	5%	6%	5%	4%	5%	7%	5%
No, definitely not	2%	1%	1%	2%	0%	3%	3%
<i>Number of Respondents</i>	(2,920)	(359)	(372)	(658)	(493)	(521)	(517)

Closed and Current Cases

District Survey Responses: Qrt1 to Qrt3 Cumulative Comparison



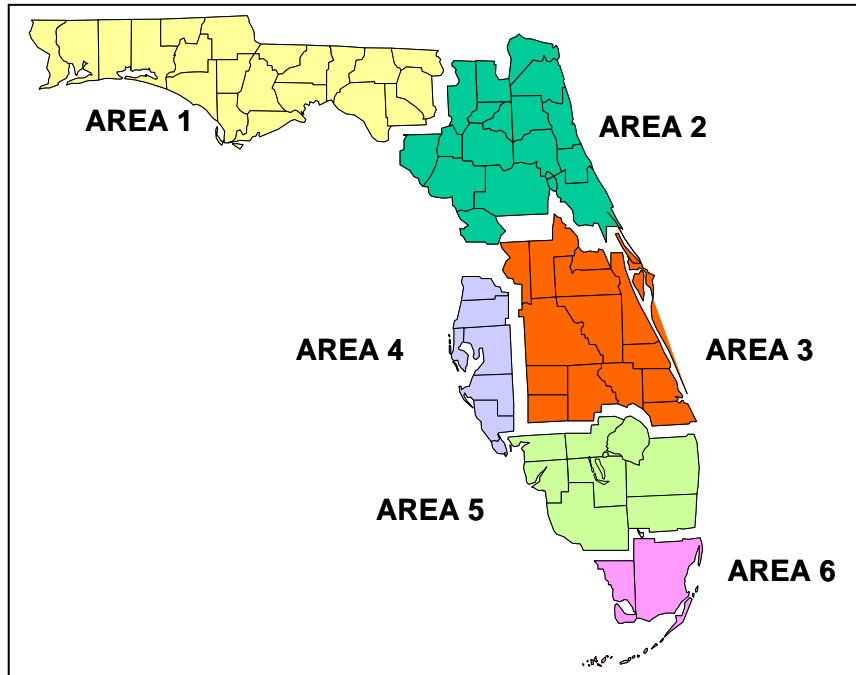
This analysis compares survey responses collected cumulatively for Quarter 1 to Quarter 3.

Data are compared for
FY 2002-03
FY 2003-04
FY 2004-05
FY 2005-06
FY 2006-07
FY 2007-08
FY 2008-09
FY 2009-10
FY 2010-11
FY 2011-12
FY 2012-13

Quarterly Comparisons: The charts depict the 2012-13 first three quarters of data received as of August 1, 2013. June 2013 responses were just being collected for customers with closed cases. The 2002-03, 2003-04, 2004-05, 2005-06, 2006-07, 2007-08, 2008-09, 2009-10, 2010-11 and 2012-13 data includes all the responses for the first three quarters of those years.

Closed Cases

District Survey Responses: Qrt1 to Qrt3 Cumulative Comparison



This analysis compares survey responses collected cumulatively for Quarter 1 to Quarter 3.

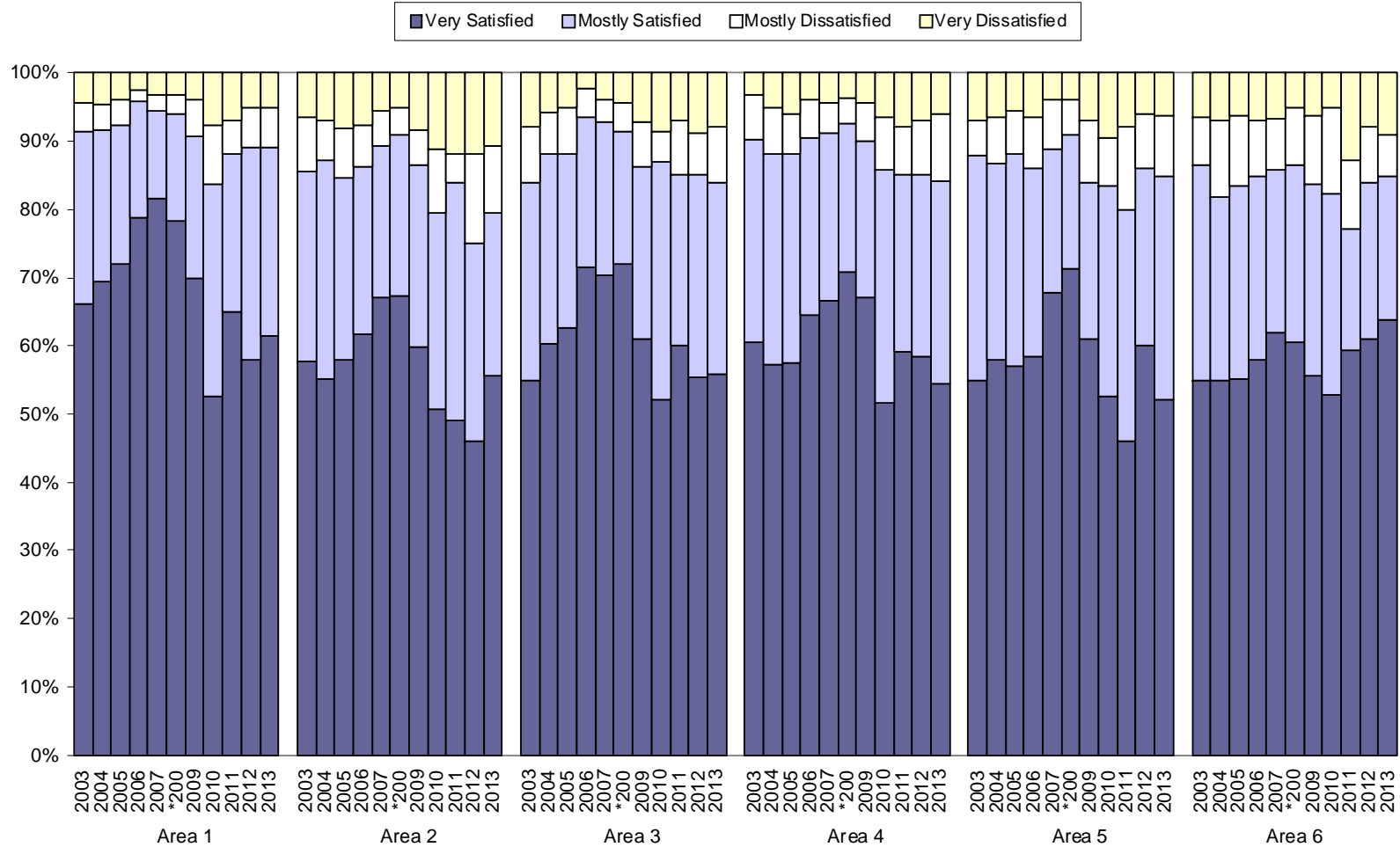
Data are compared for

- FY 2002-03
- FY 2003-04
- FY 2004-05
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- FY 2011-12
- FY 2012-13

Quarterly Comparisons: The charts depict the 2012-13 first three quarters of data received as of August 1, 2013. June 2013 responses were just being collected for customers with closed cases. The 2002-03, 2003-04, 2004-05, 2005-06, 2006-07, 2007-08, 2008-09, 2009-10, 2010-11 and 2012-13 data includes all the responses for the first three quarters of those years.

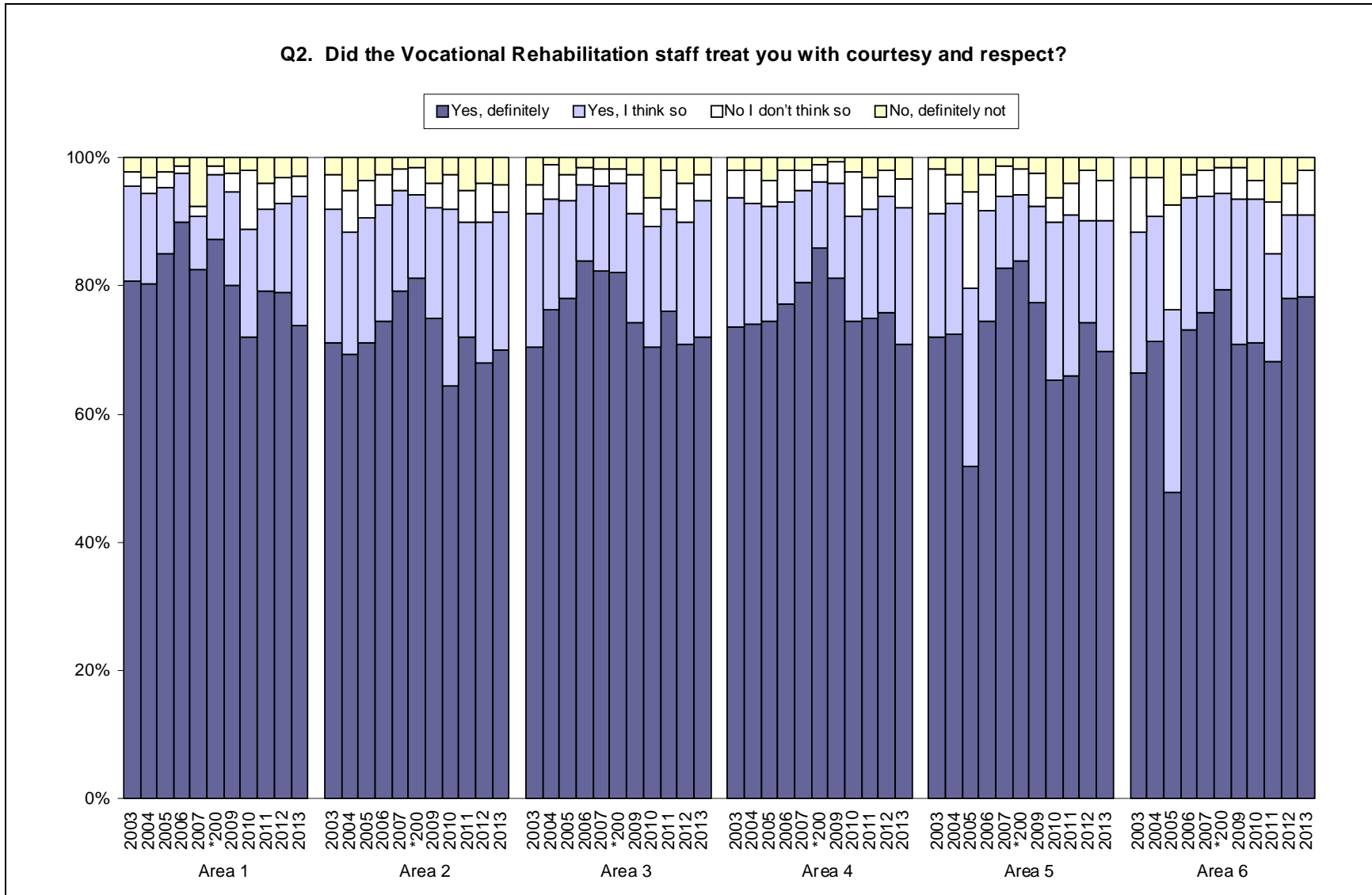
**Comparison of Cumulative Qrt1 to Qrt3 Closed Customer Responses:
 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**

Q1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?



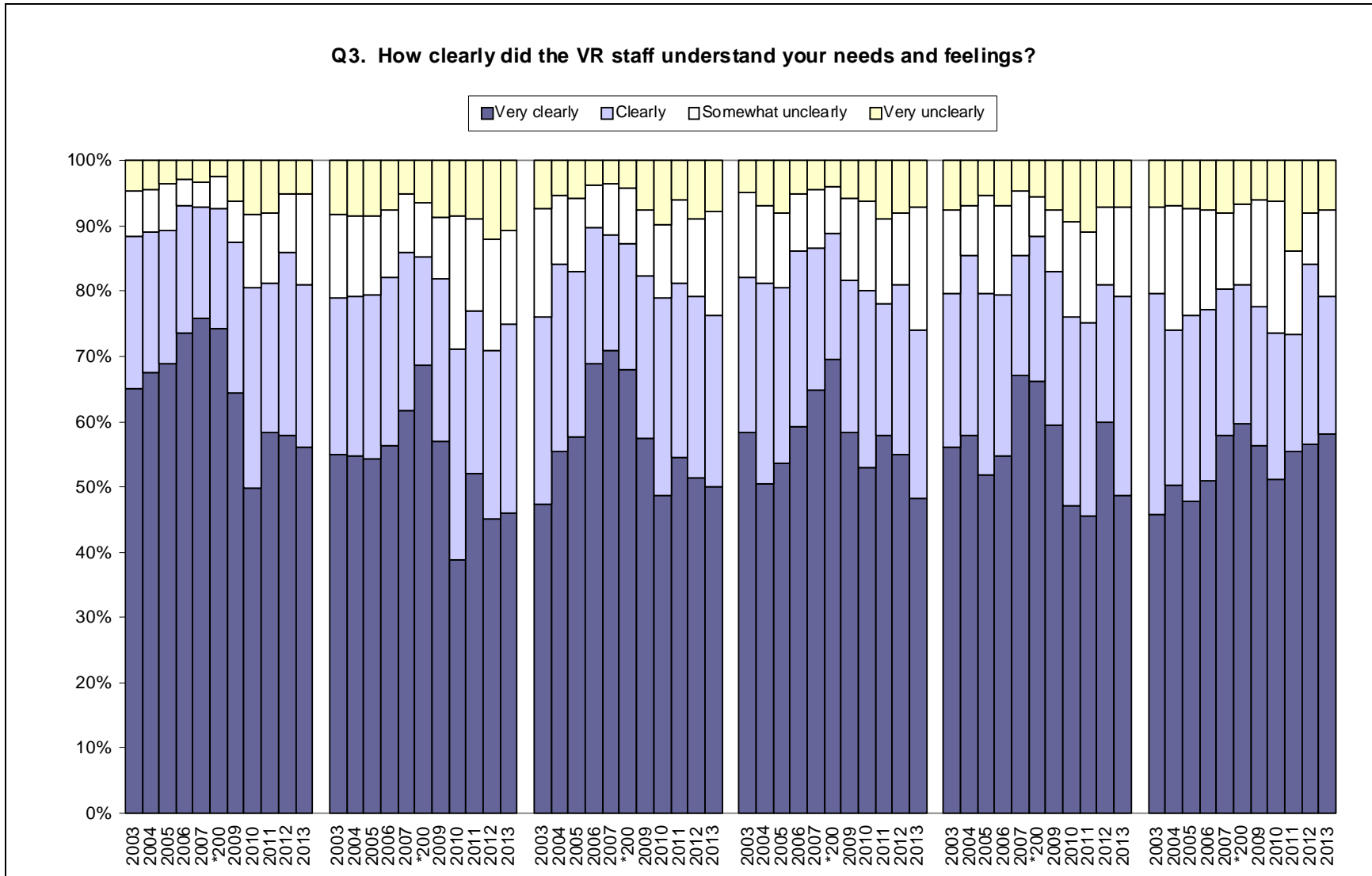
*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

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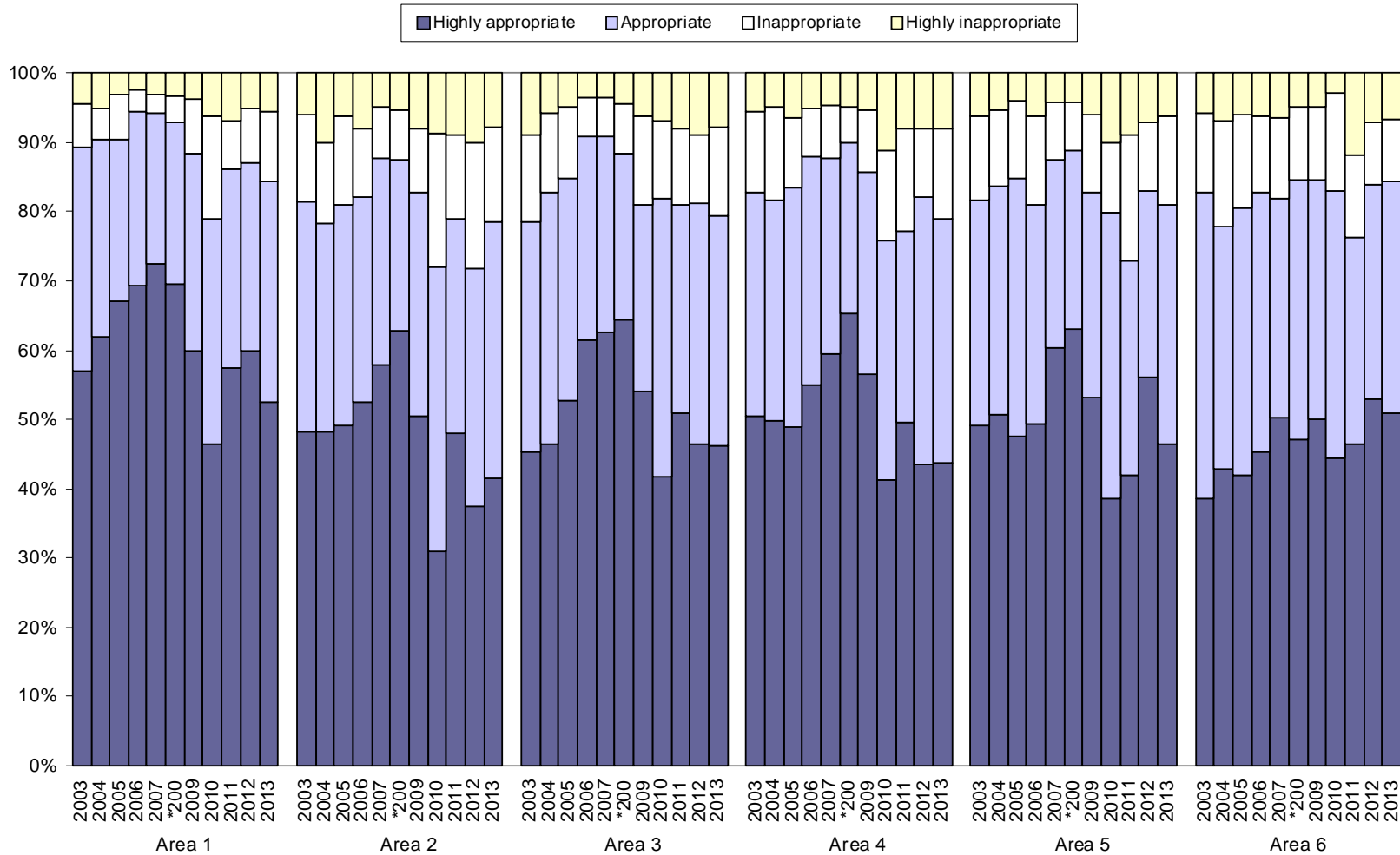
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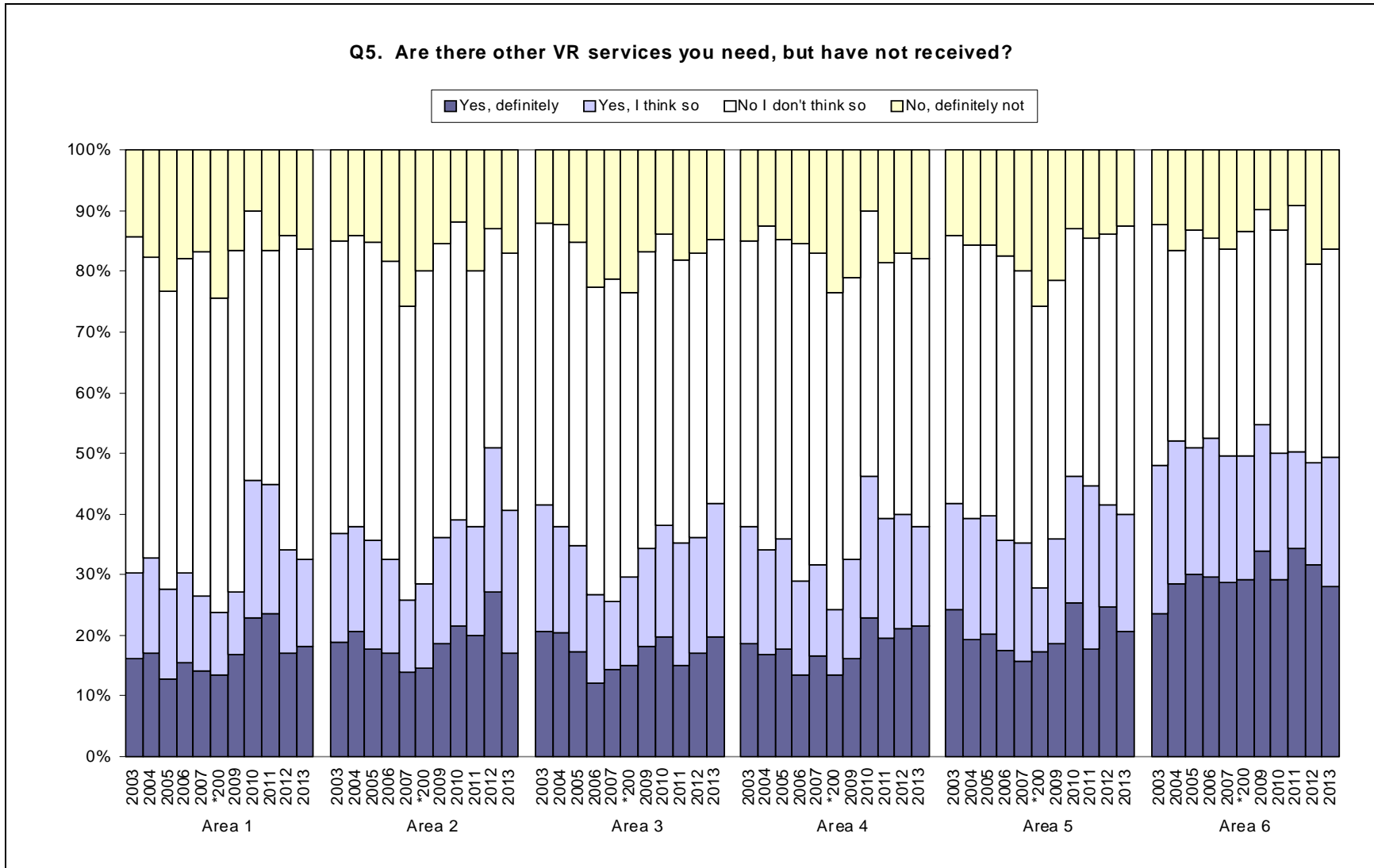
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 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**

Q4. Considering your rehabilitation goals, how appropriate were the services you received?



*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

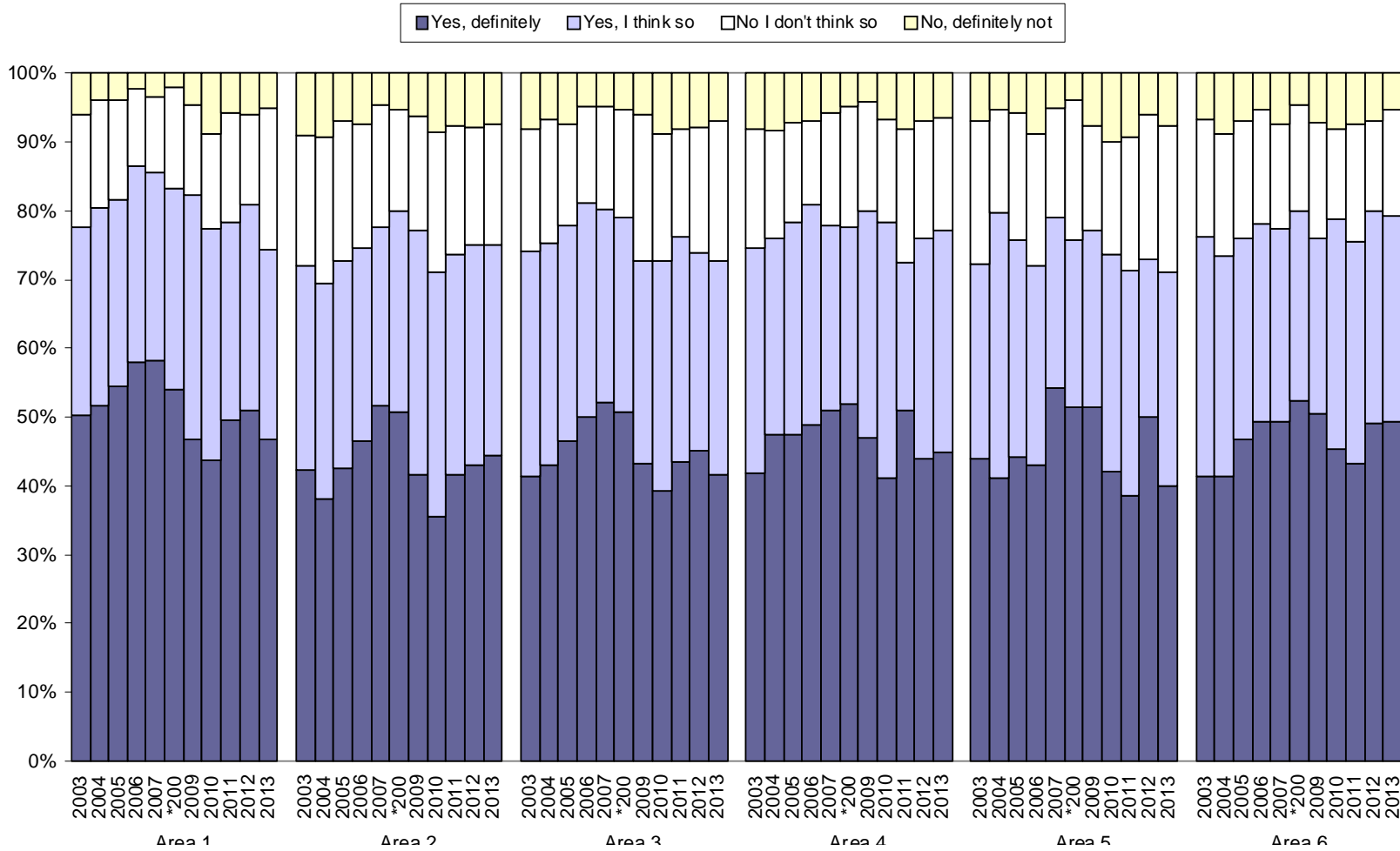
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* During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

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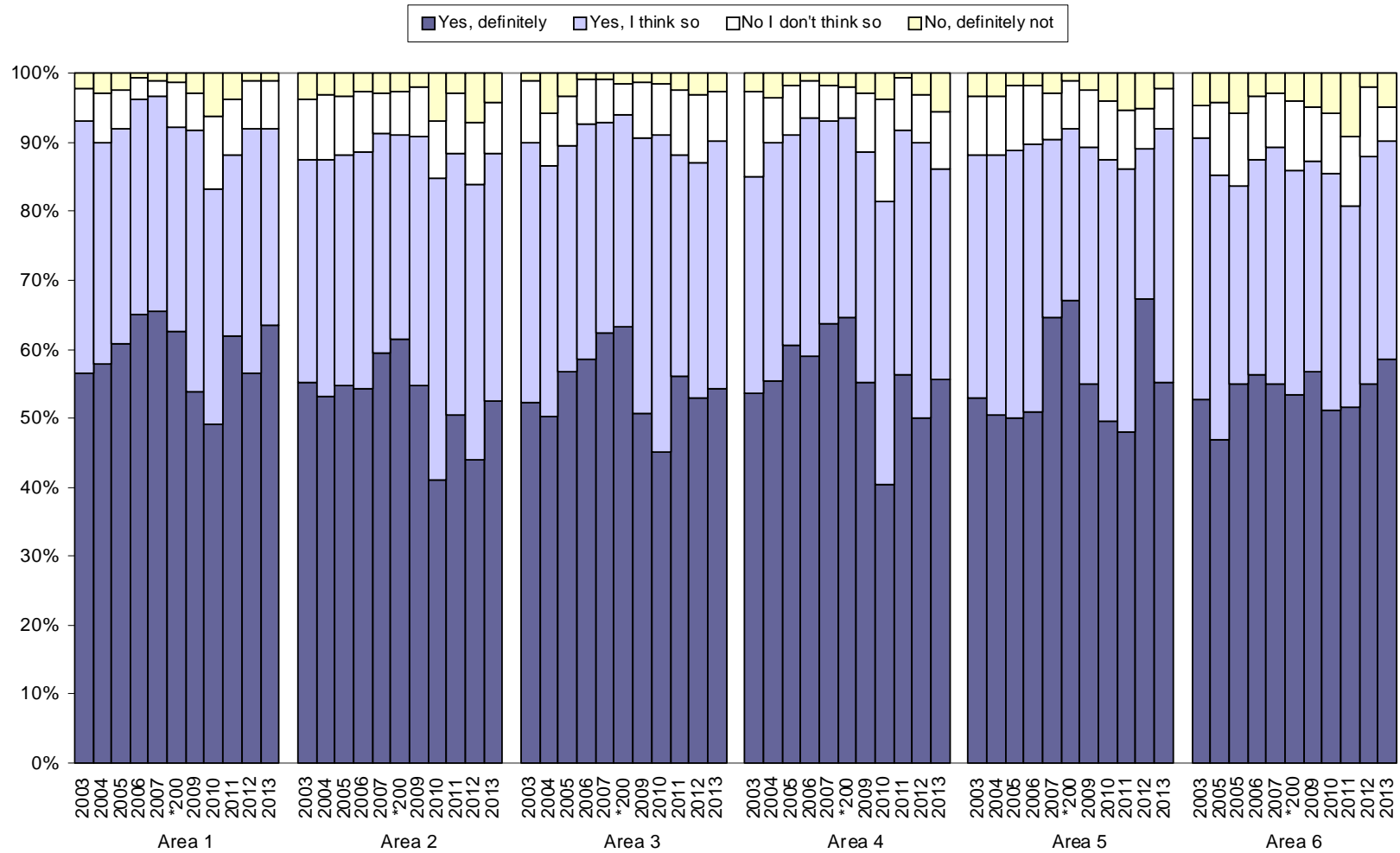
Q6. When you came to VR were you informed of alternative choices in service providers and vocational goals?



*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

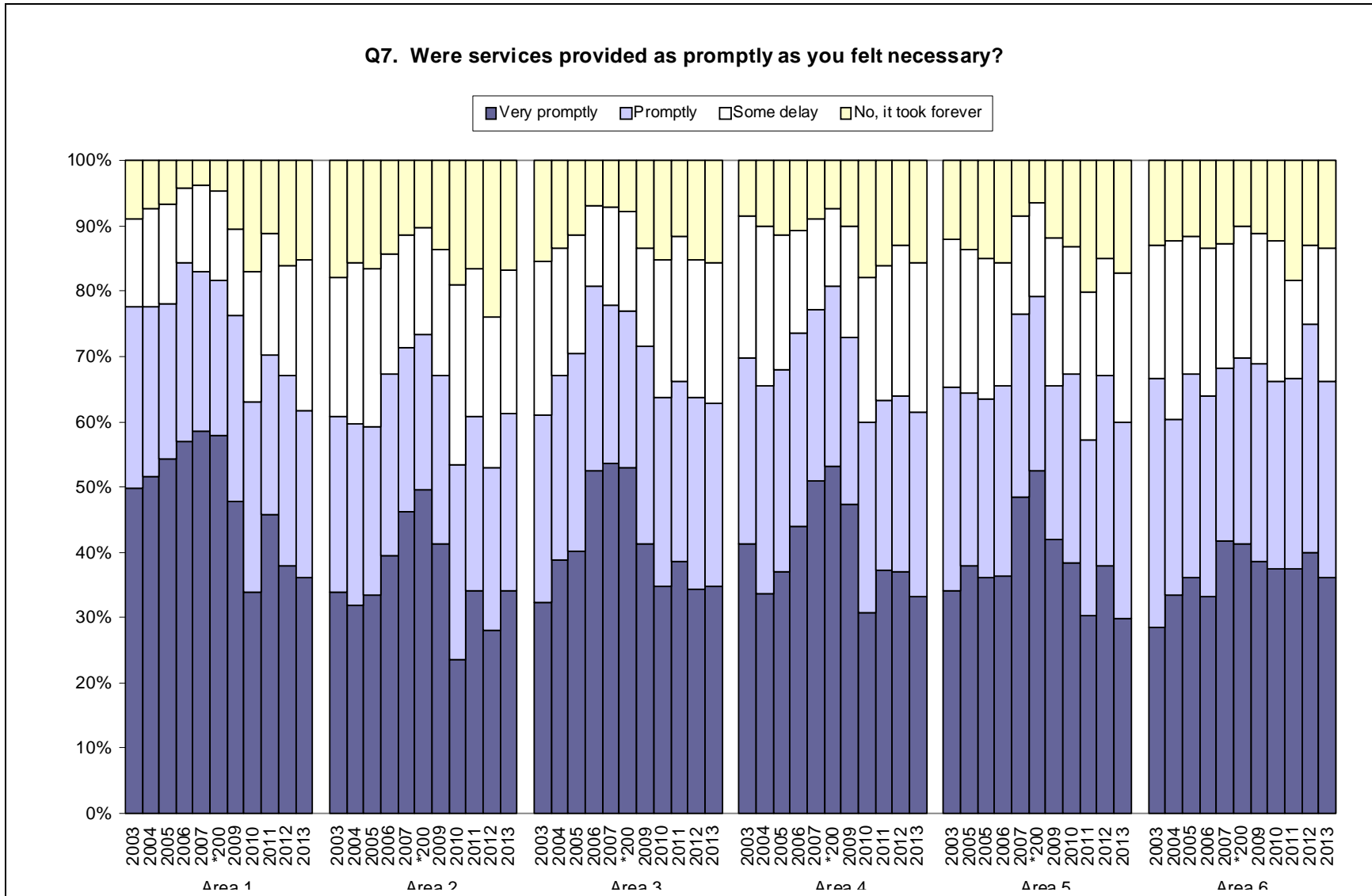
**Comparison of Cumulative Qrt1 to Qrt3 Closed Customer Responses:
 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**

Q6a. Were you able to make your choices in service providers and vocational goals?



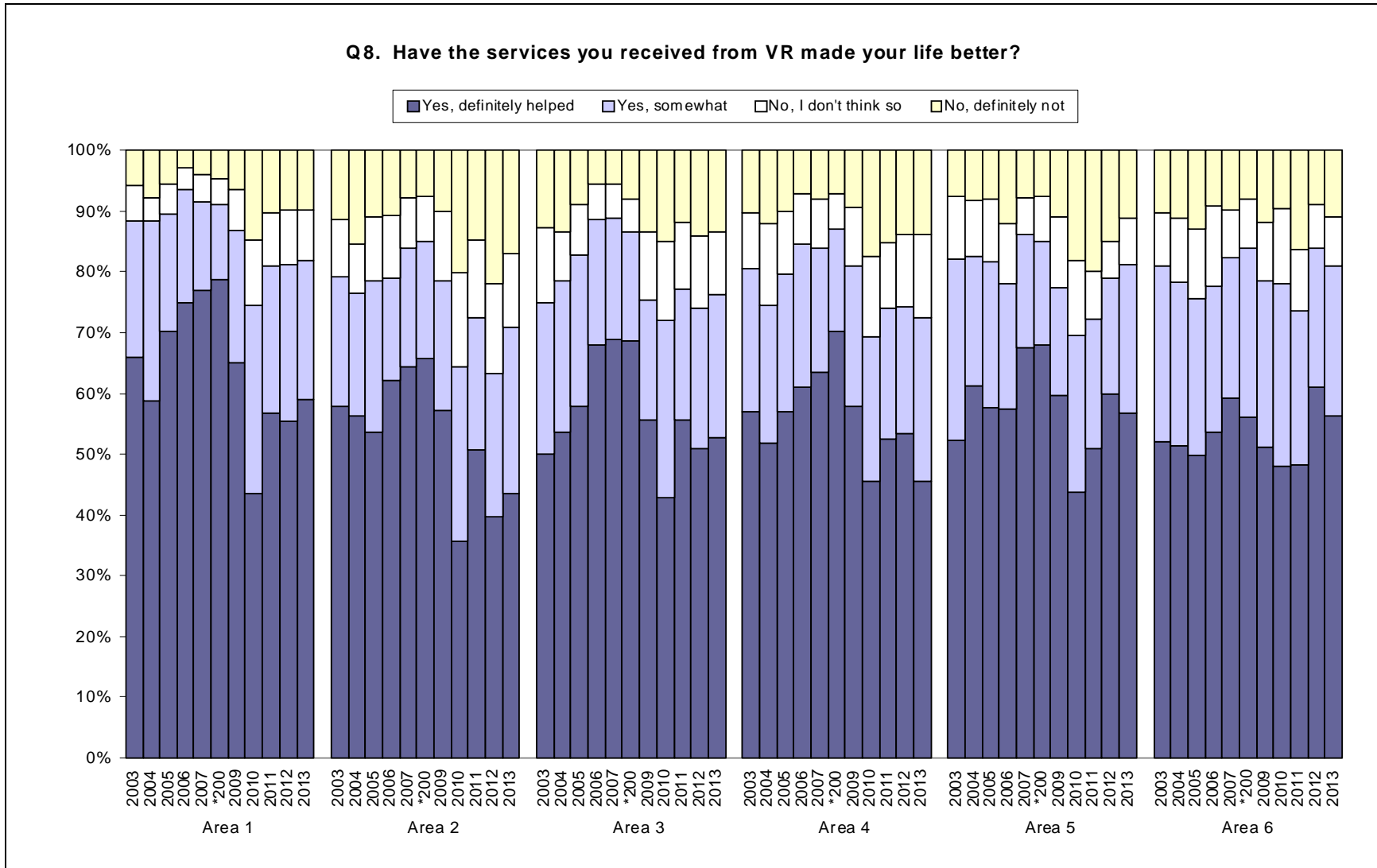
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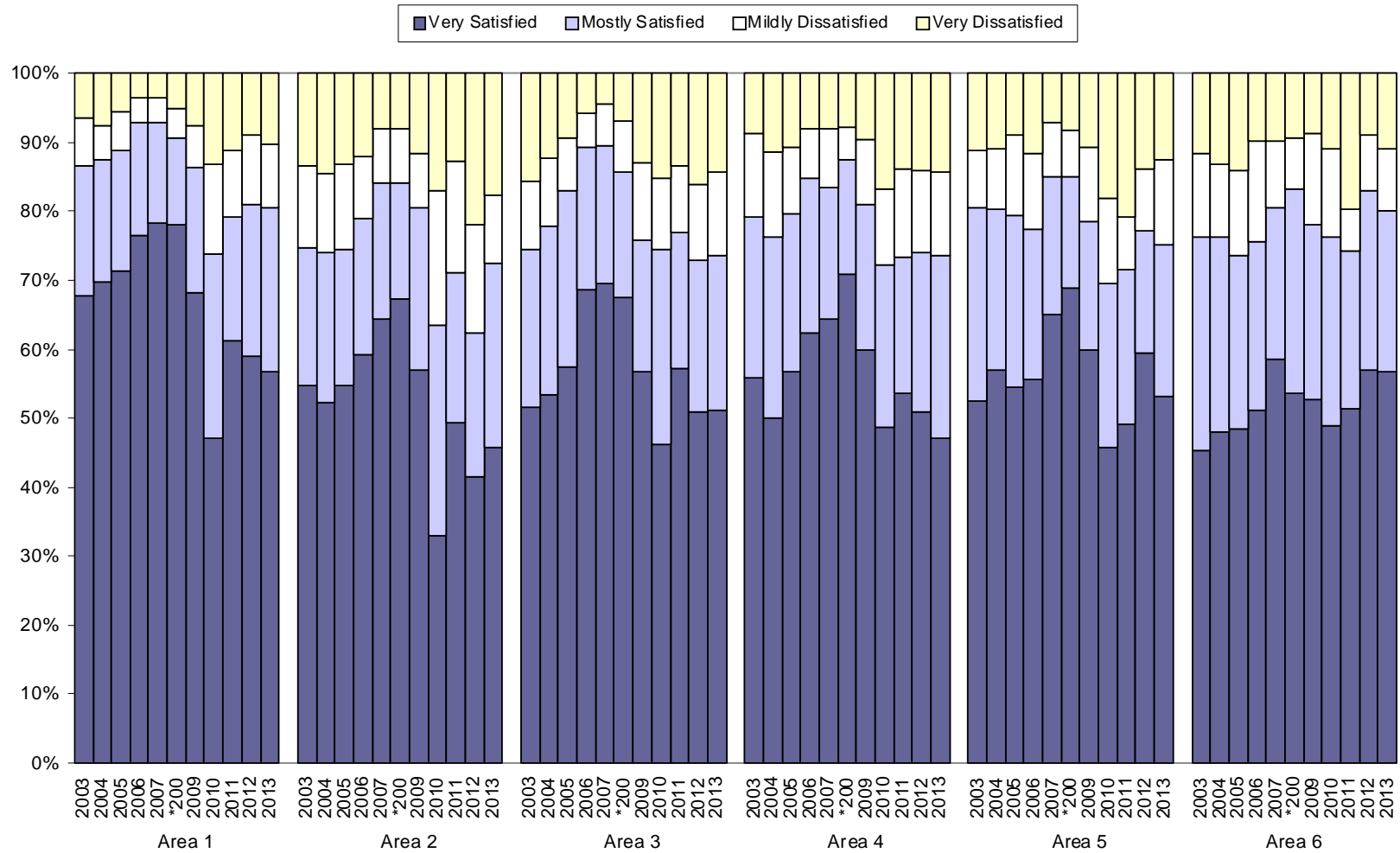
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 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
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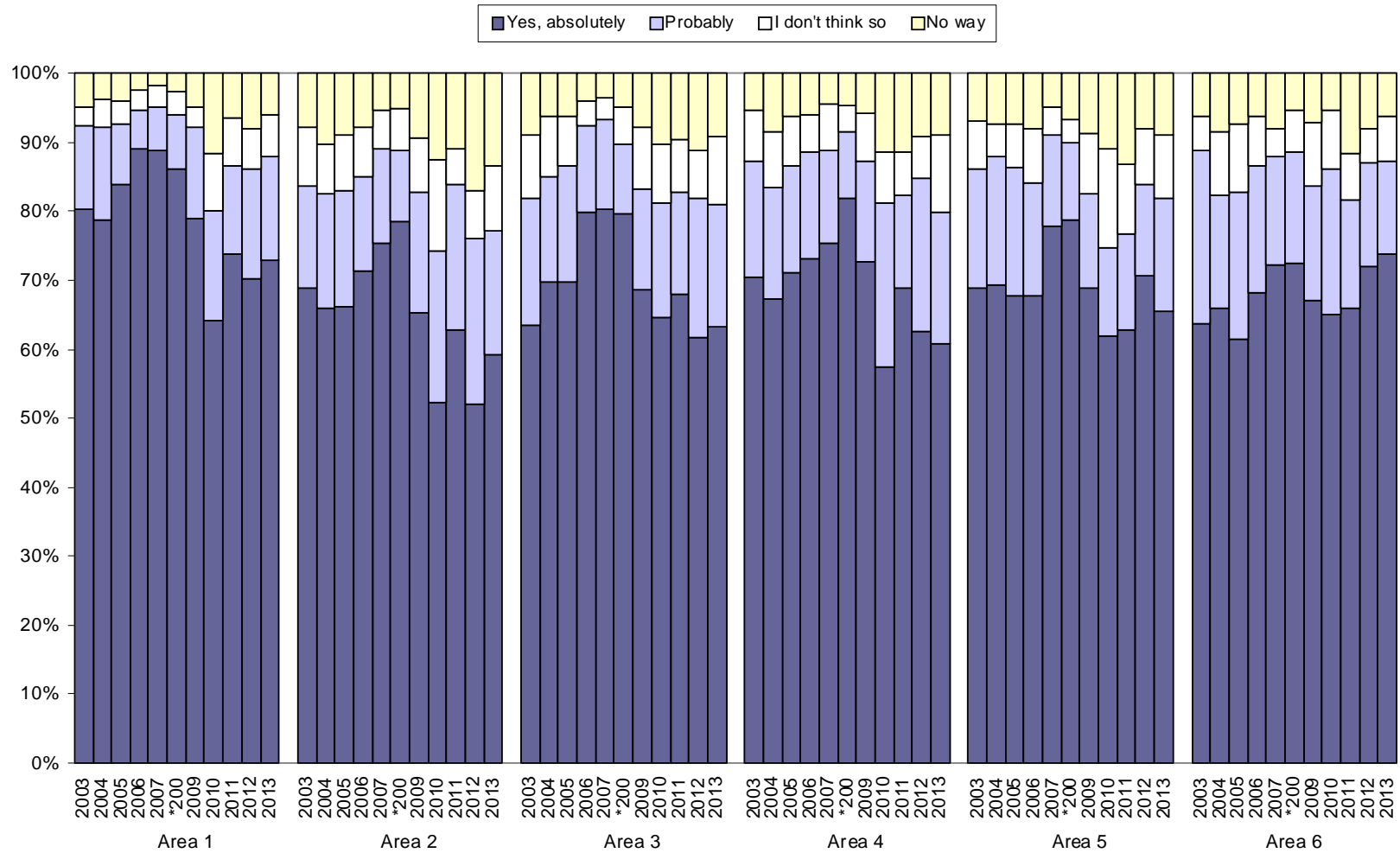
Q9. Overall, how satisfied are you with the services you received from VR?



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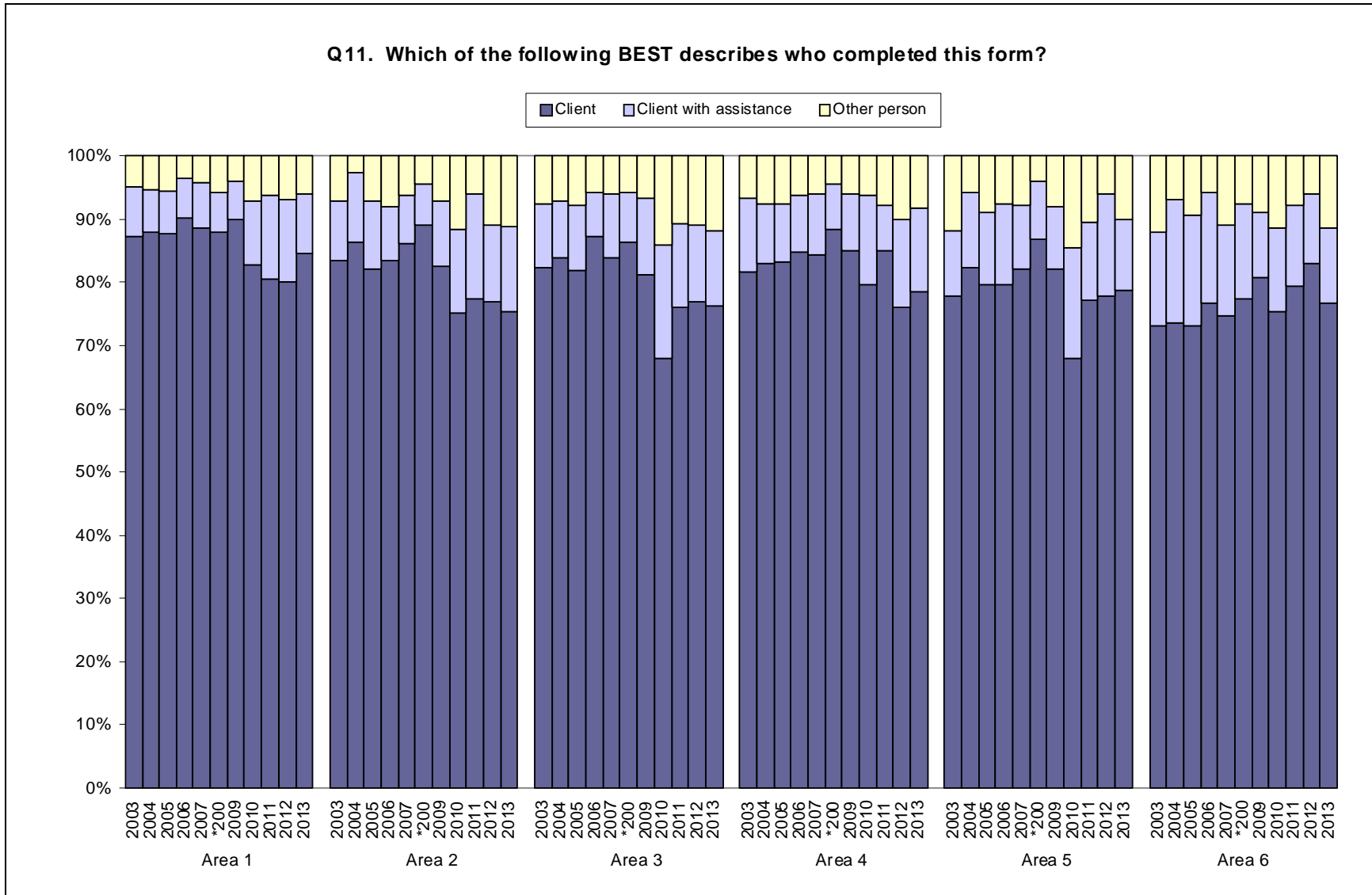
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 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**

Q10. Would you recommend VR services to a friend?



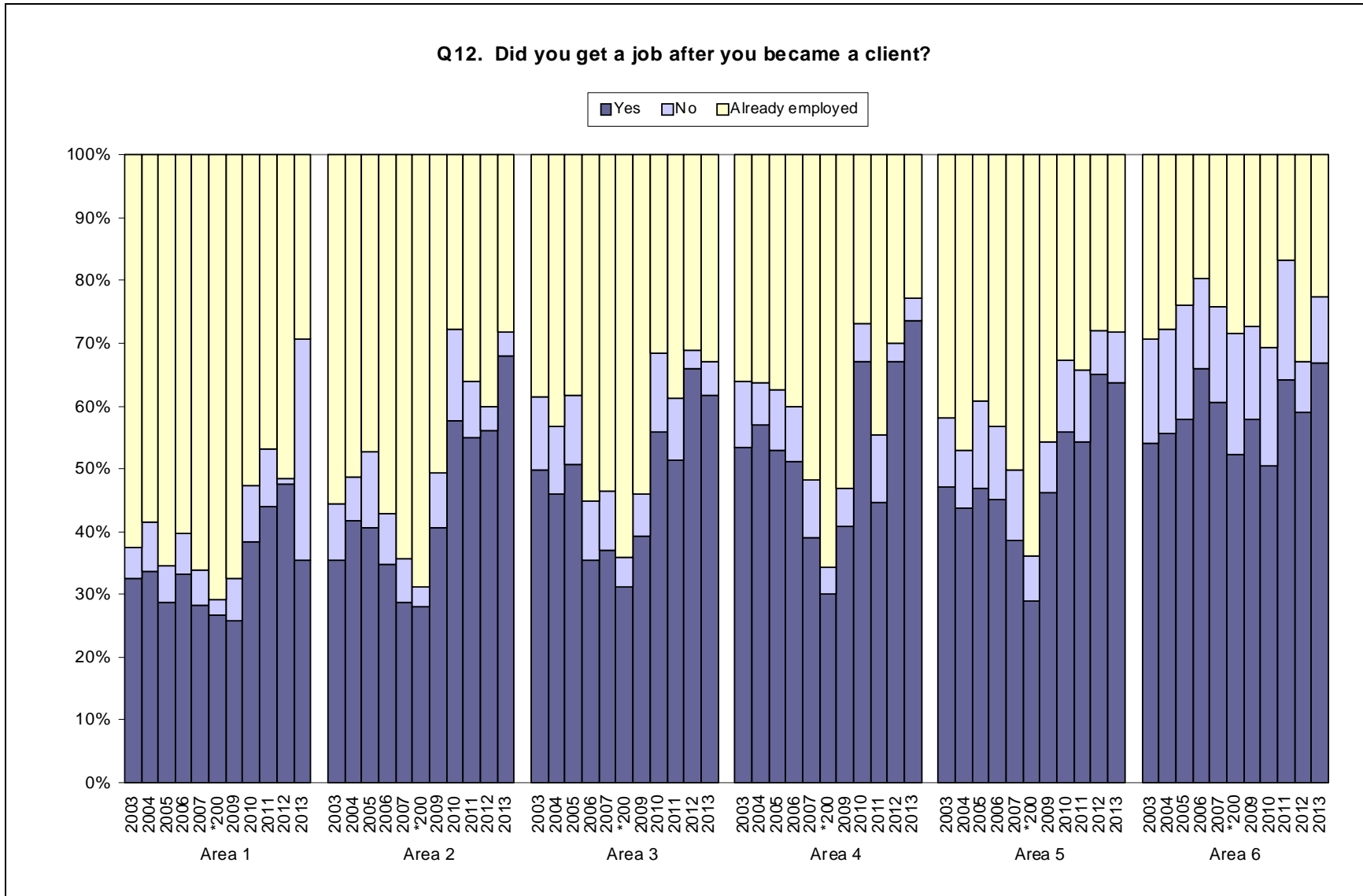
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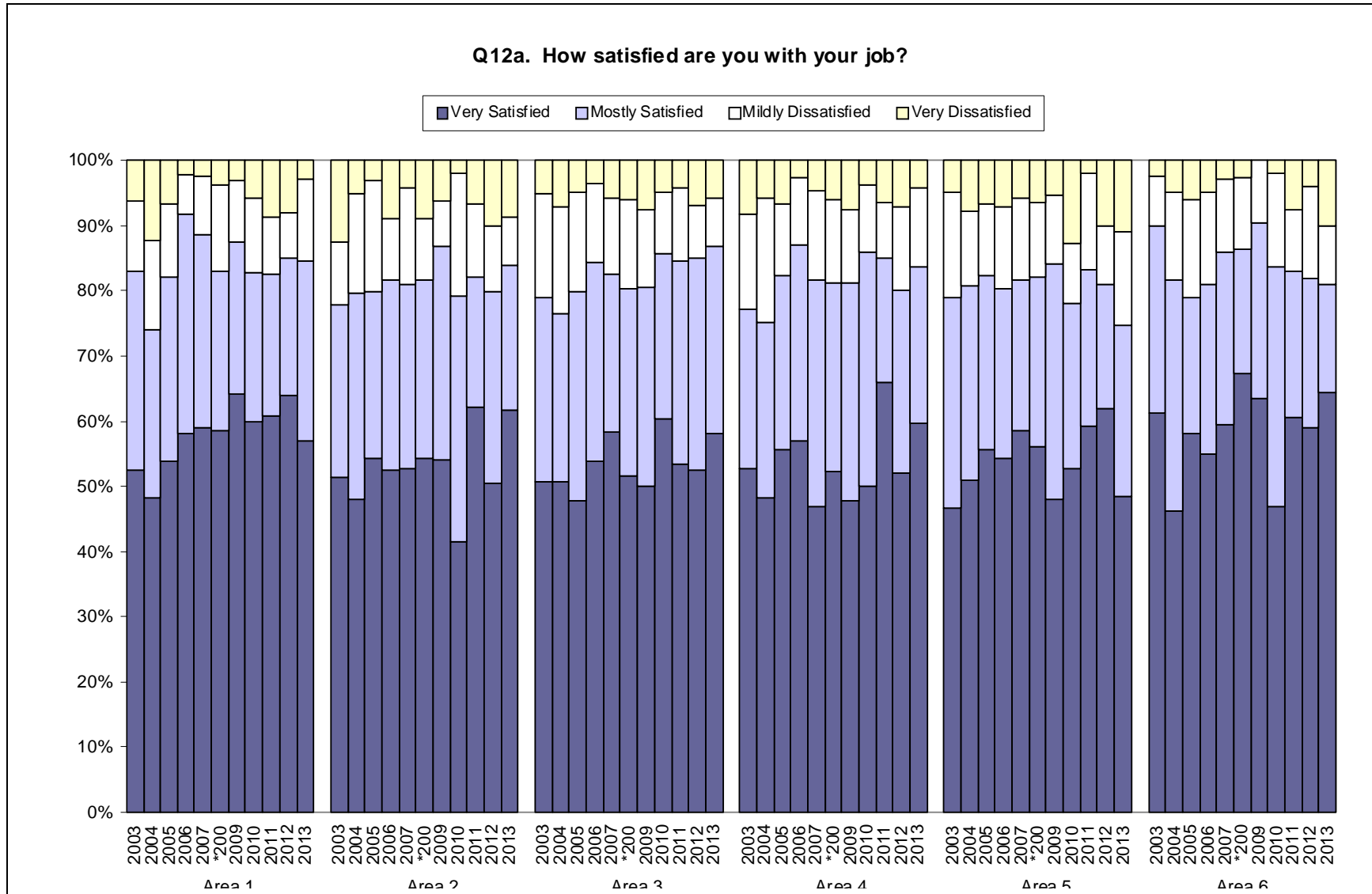
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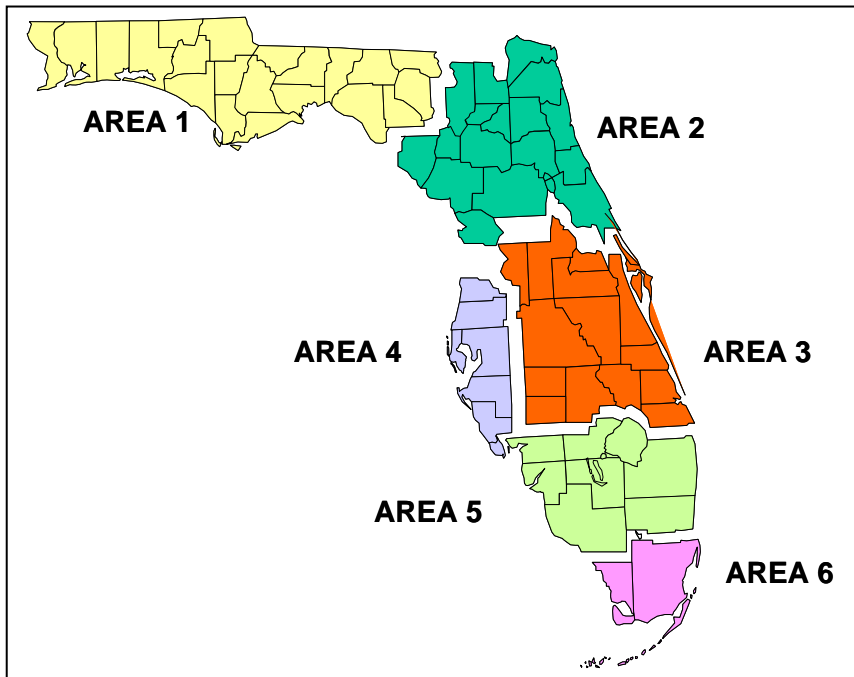
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 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
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*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

Current Cases

District Survey Responses: Qrt1 to Qrt3 Cumulative Comparison



This analysis compares survey responses collected cumulatively for Quarter 1 to Quarter 3.

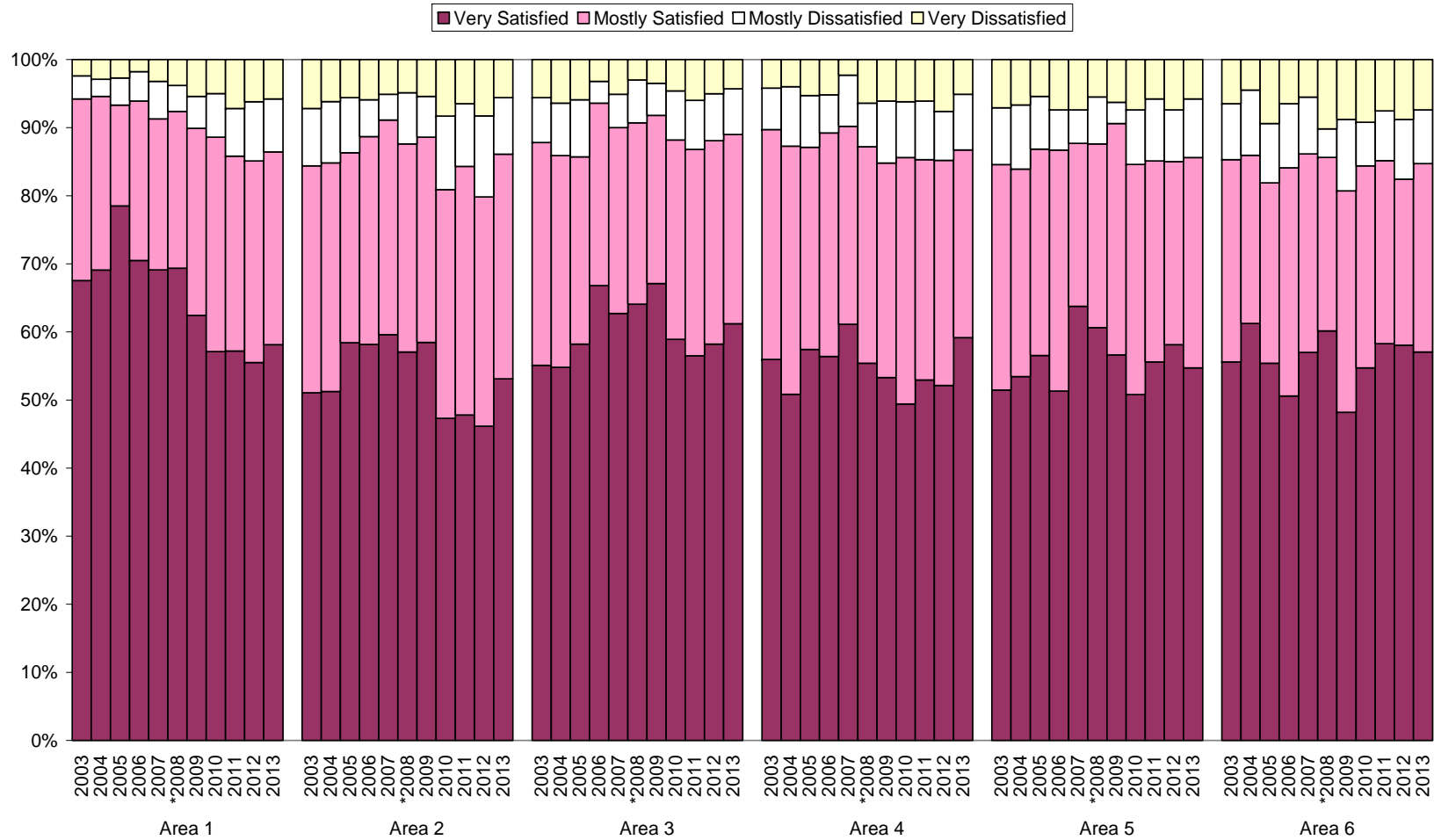
Data are compared for

- FY 2002-03
- FY 2003-04
- FY 2004-05
- FY 2005-06
- FY 2006-07
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- FY 2011-12
- FY 2012-13

Quarterly Comparisons: The charts depict the 2012-13 first three quarters of data received as of August 1, 2013. July 2013 responses are still being collected for current customers. The 2002-03, 2003-04, 2004-05, 2005-06, 2006-07, 2007-08, 2008-09, 2009-10, 2010-11, 2011-12 and 2012-13 data includes all the responses for the first three quarters of those years.

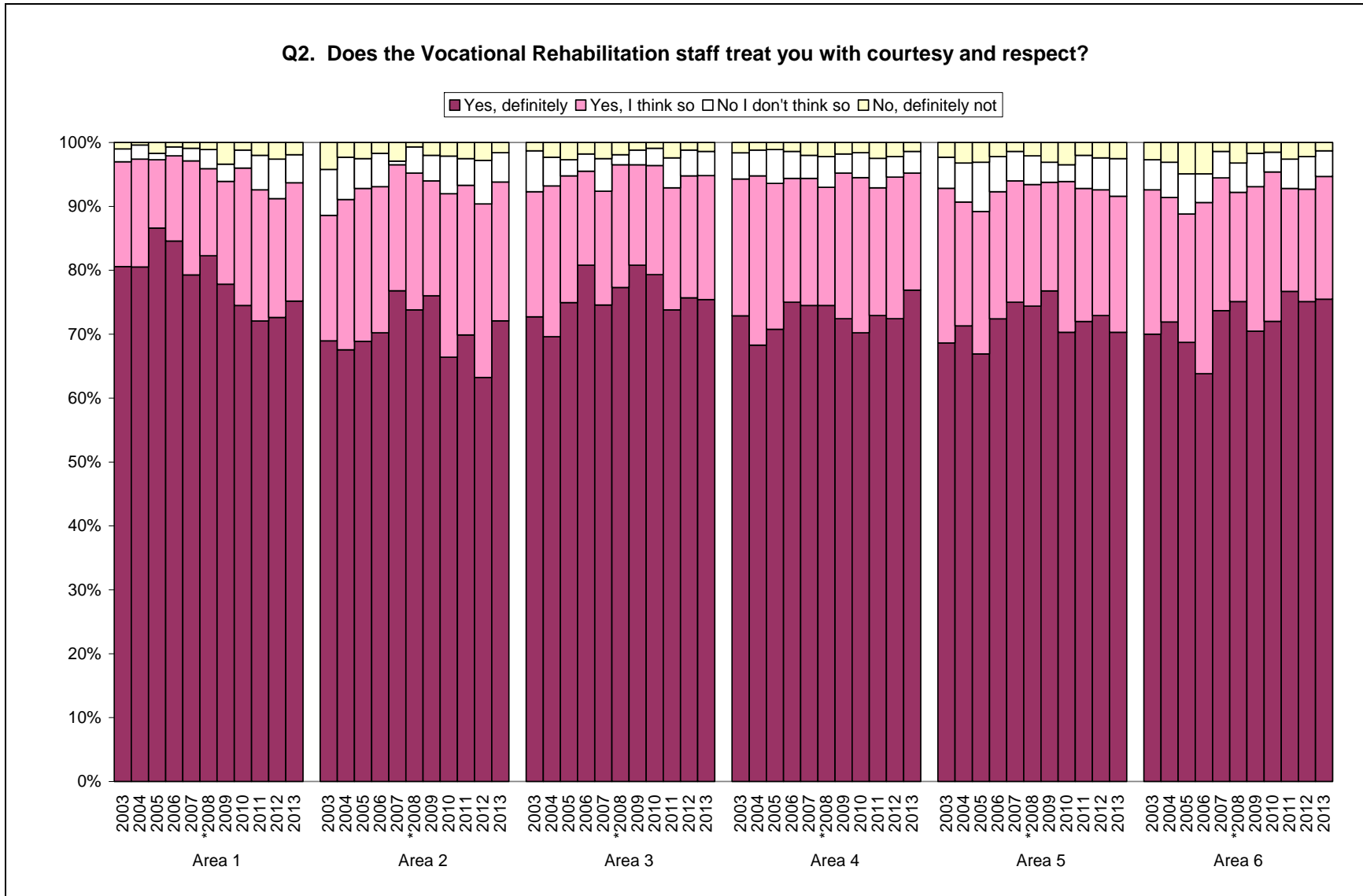
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Q1. In general, how satisfied are you with the accessibility of the Division of Vocational Rehabilitation's (VR) offices?



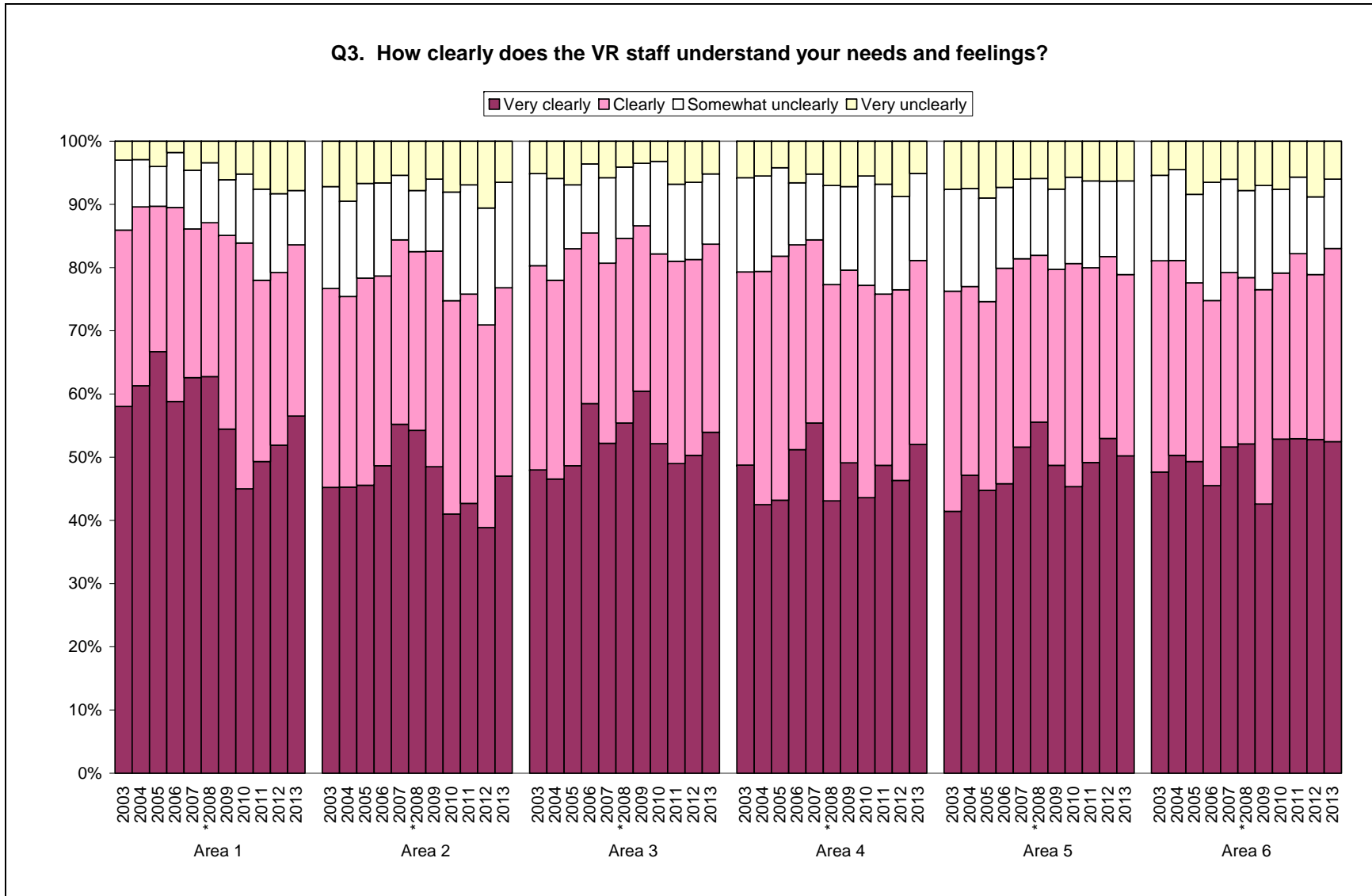
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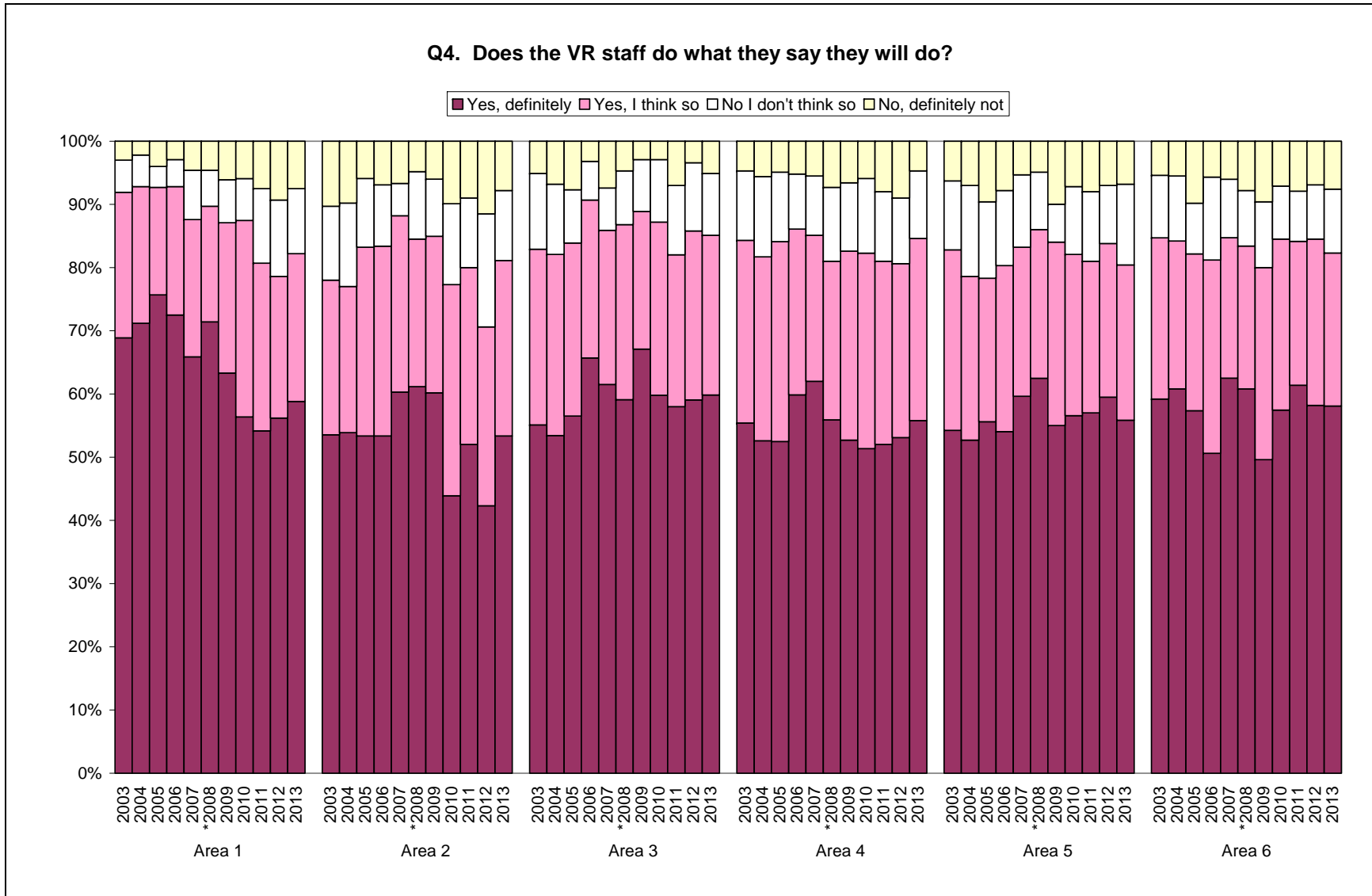
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 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**



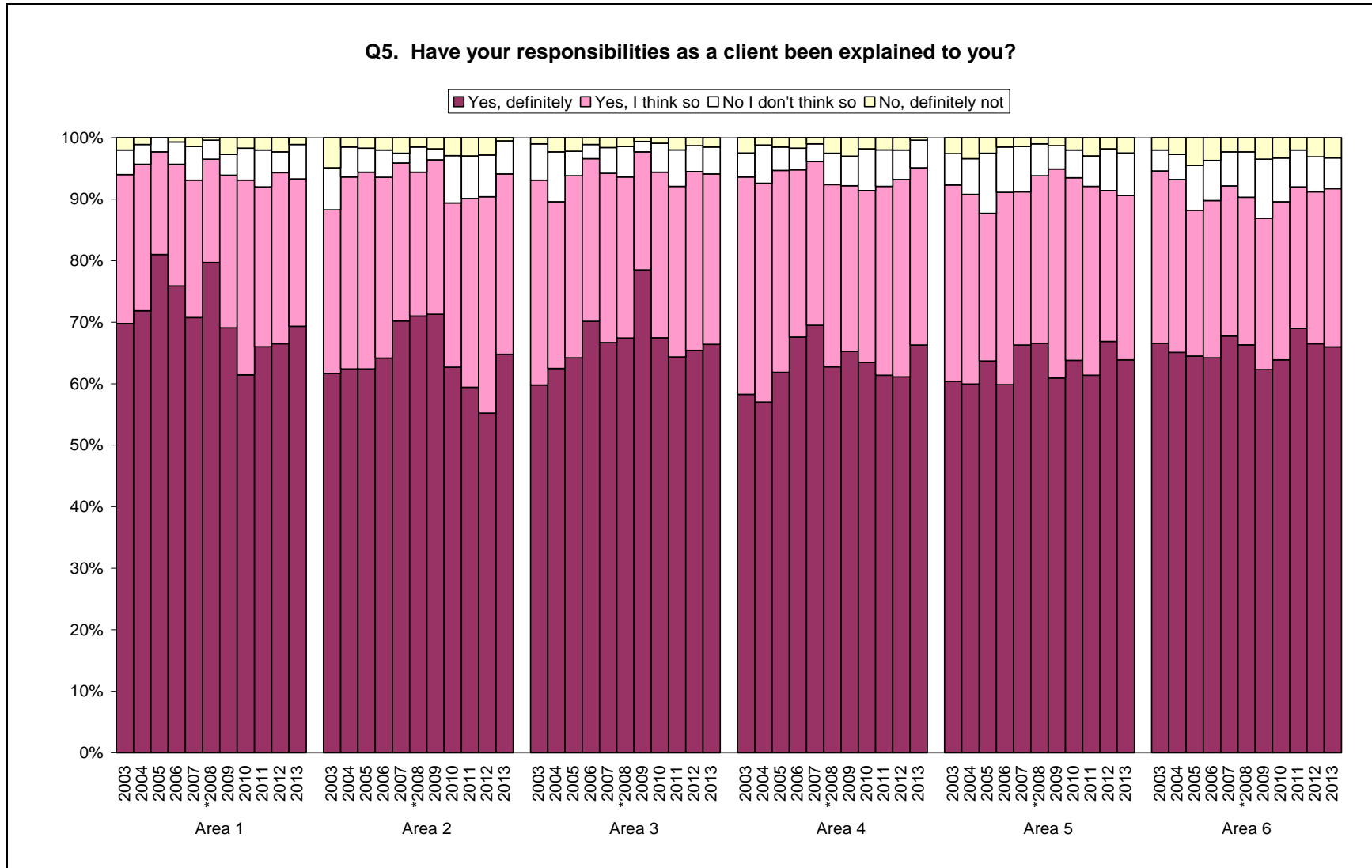
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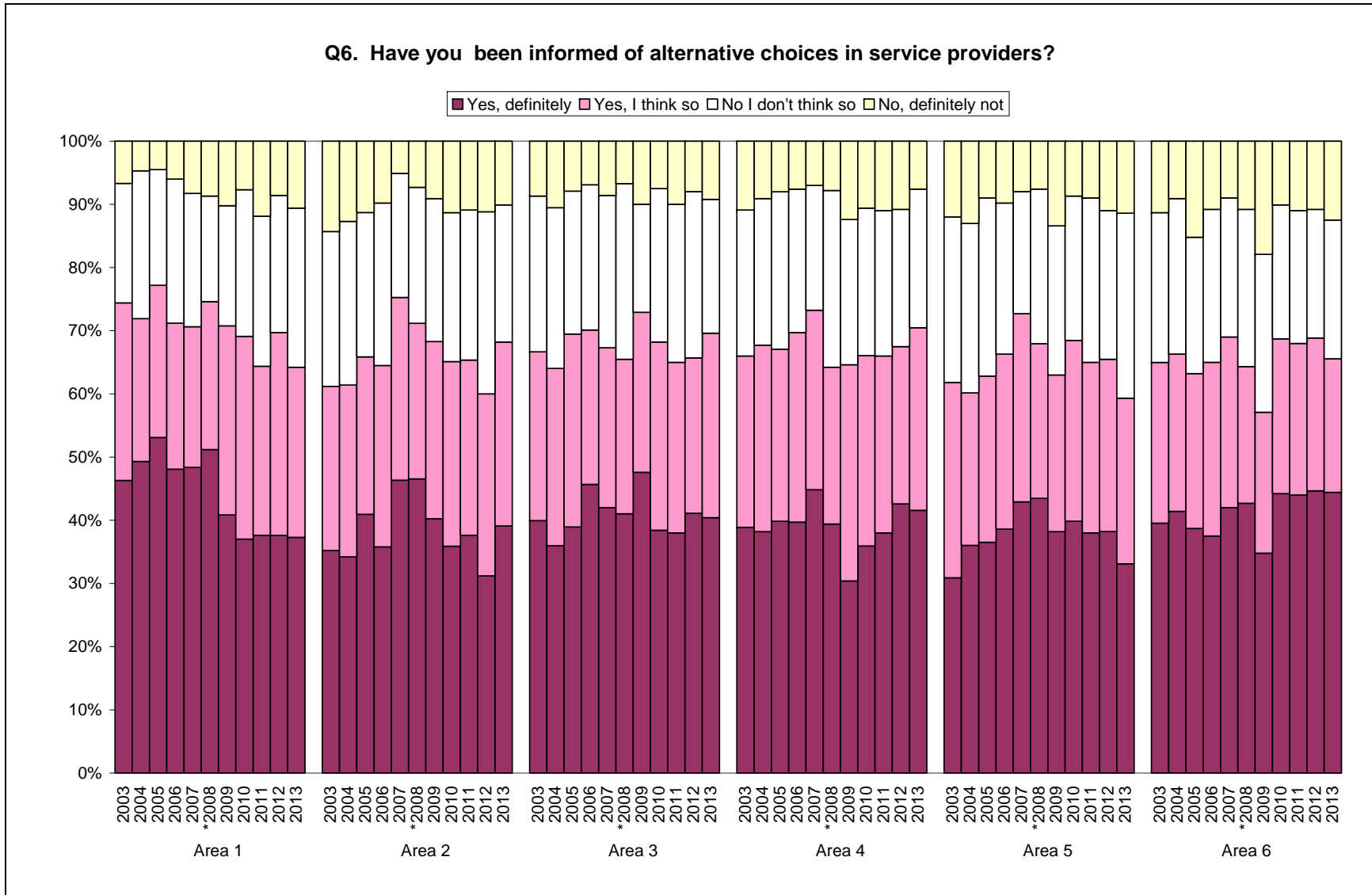
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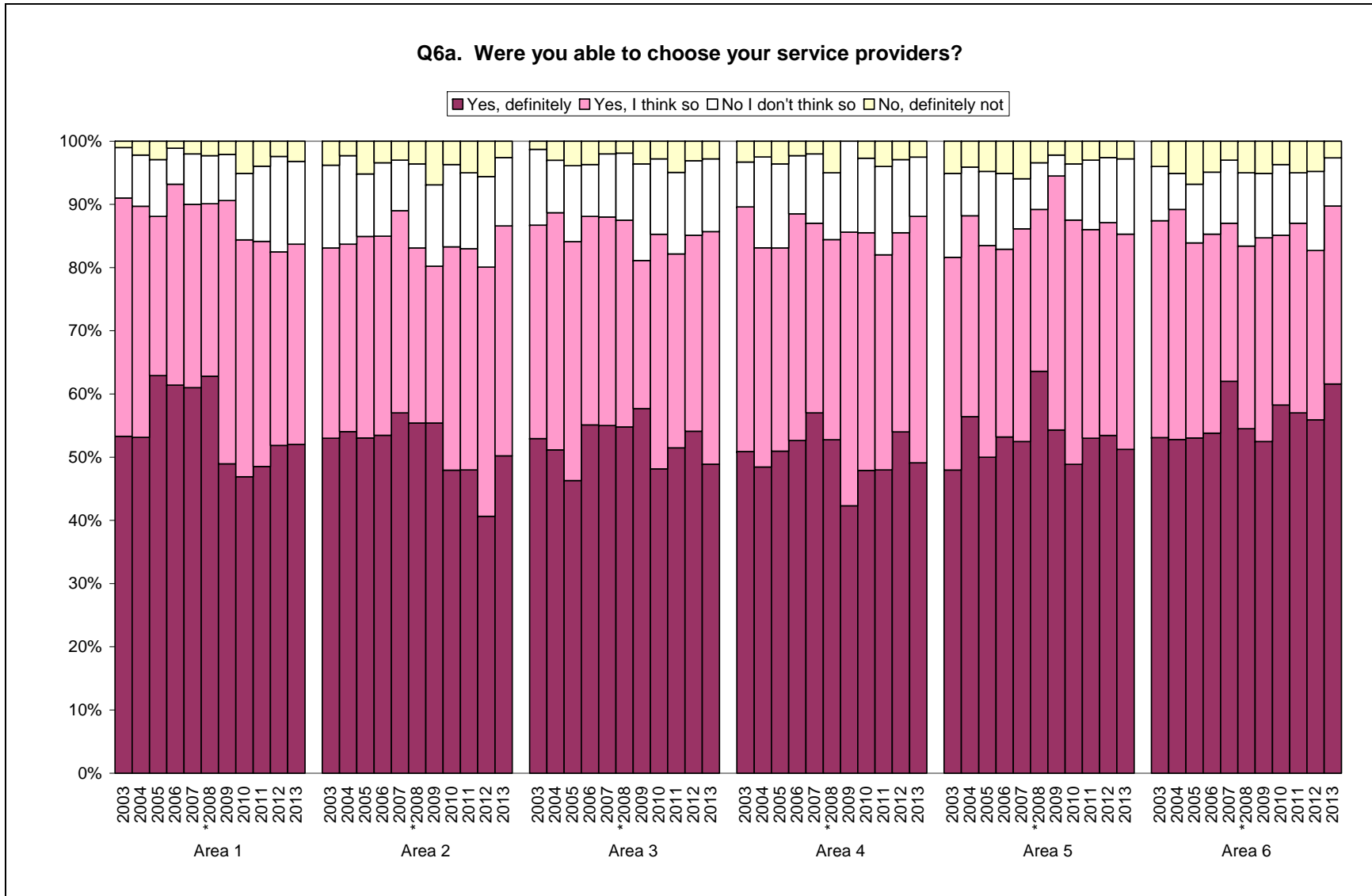
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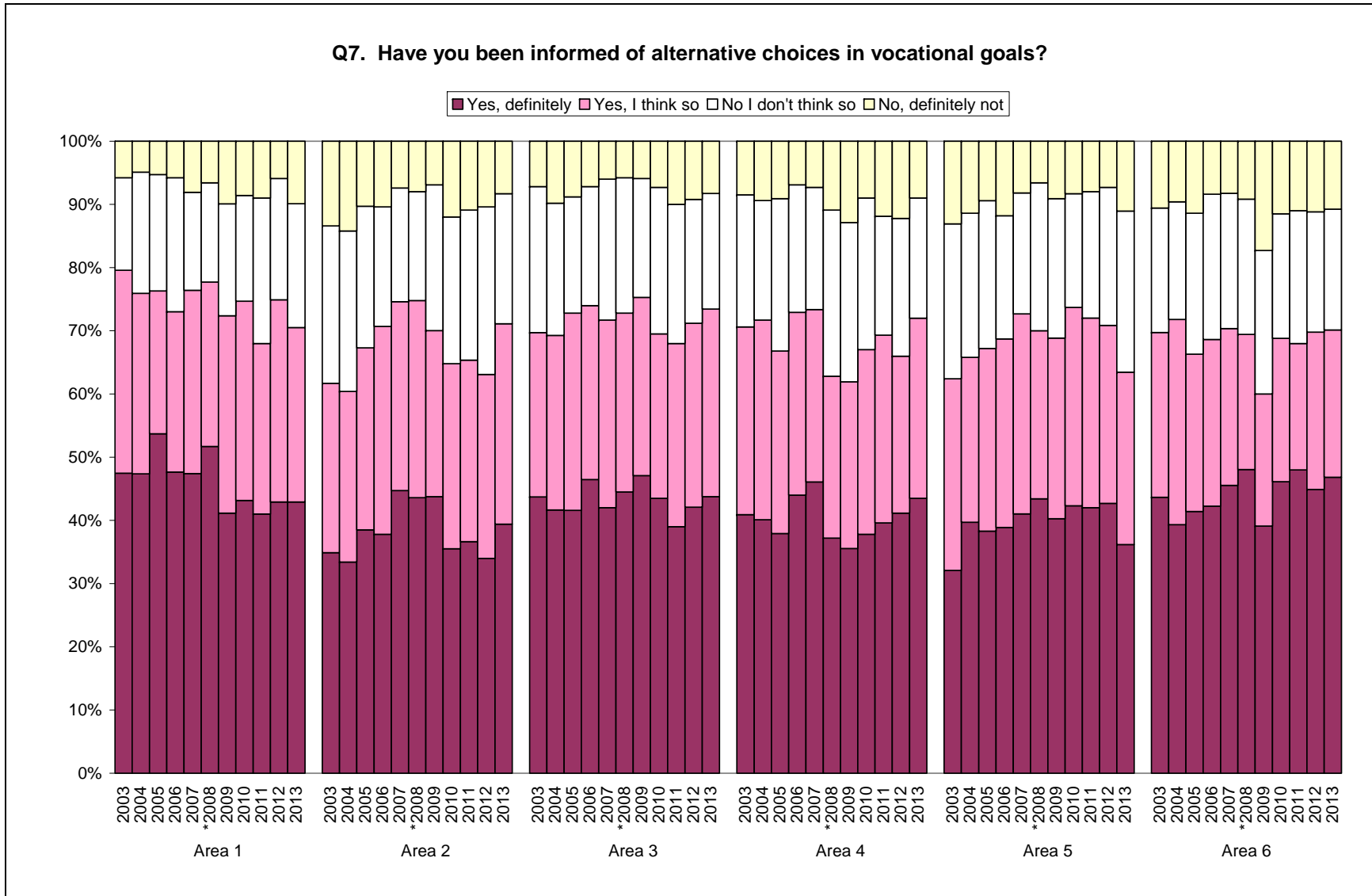
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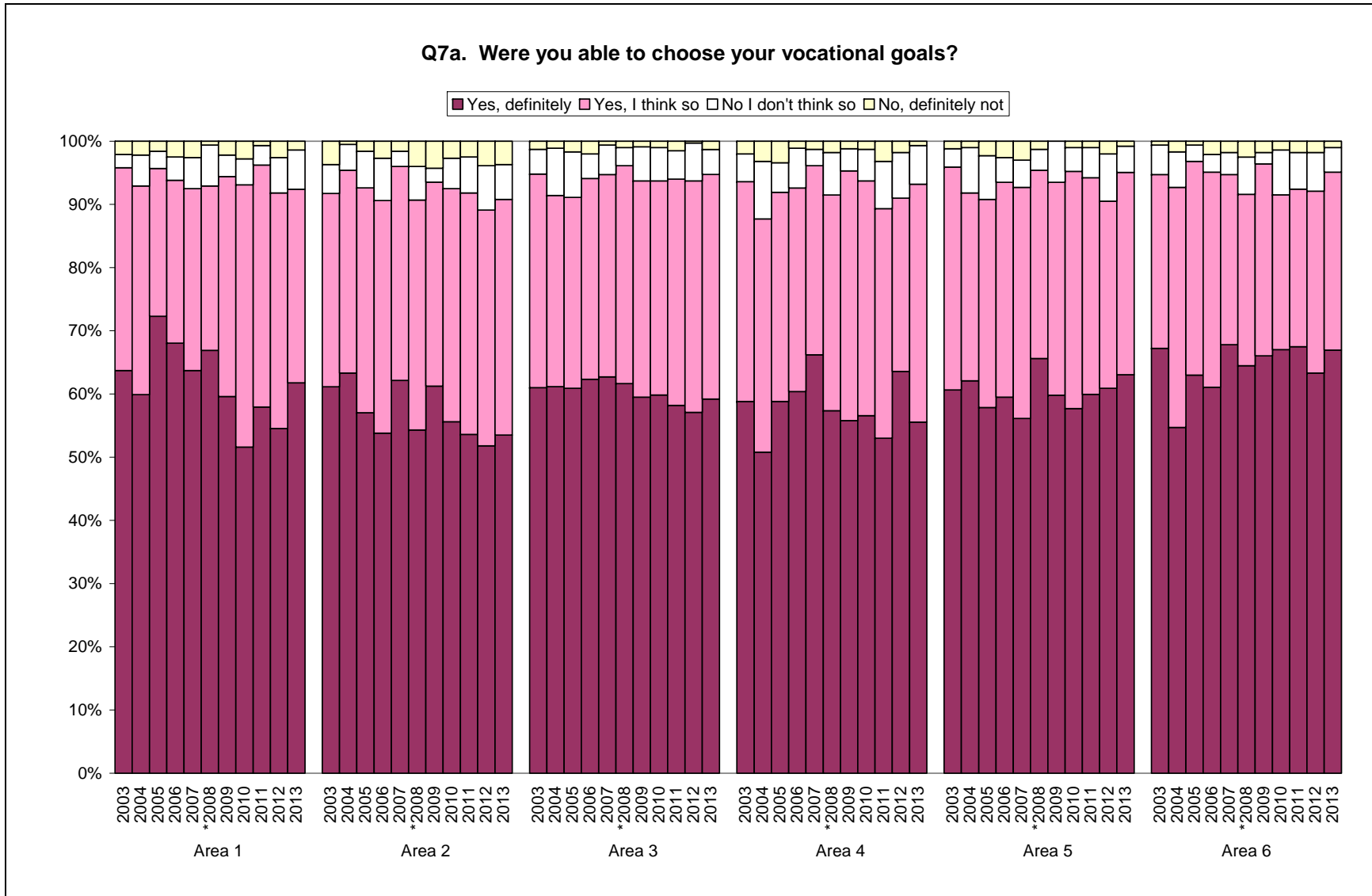
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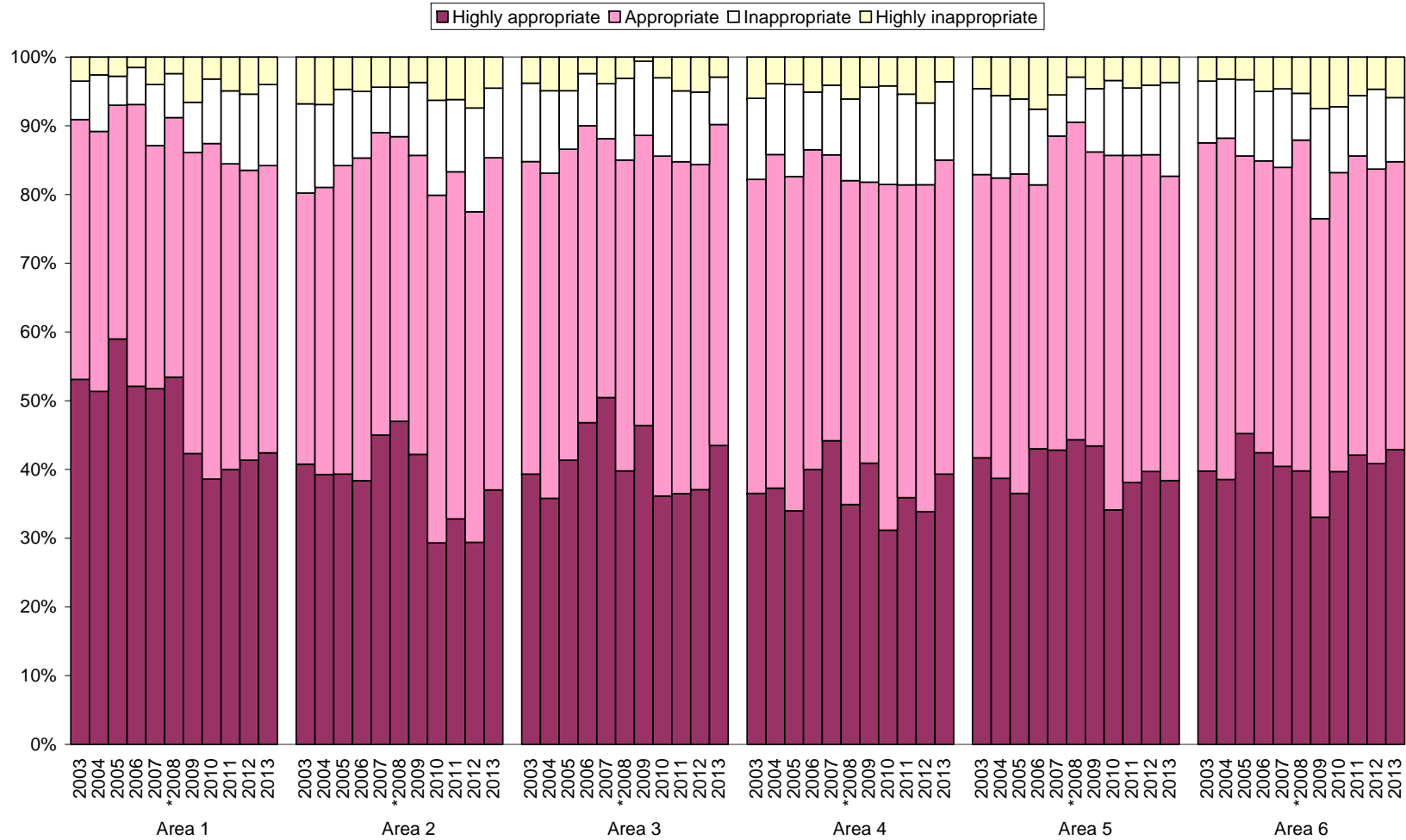
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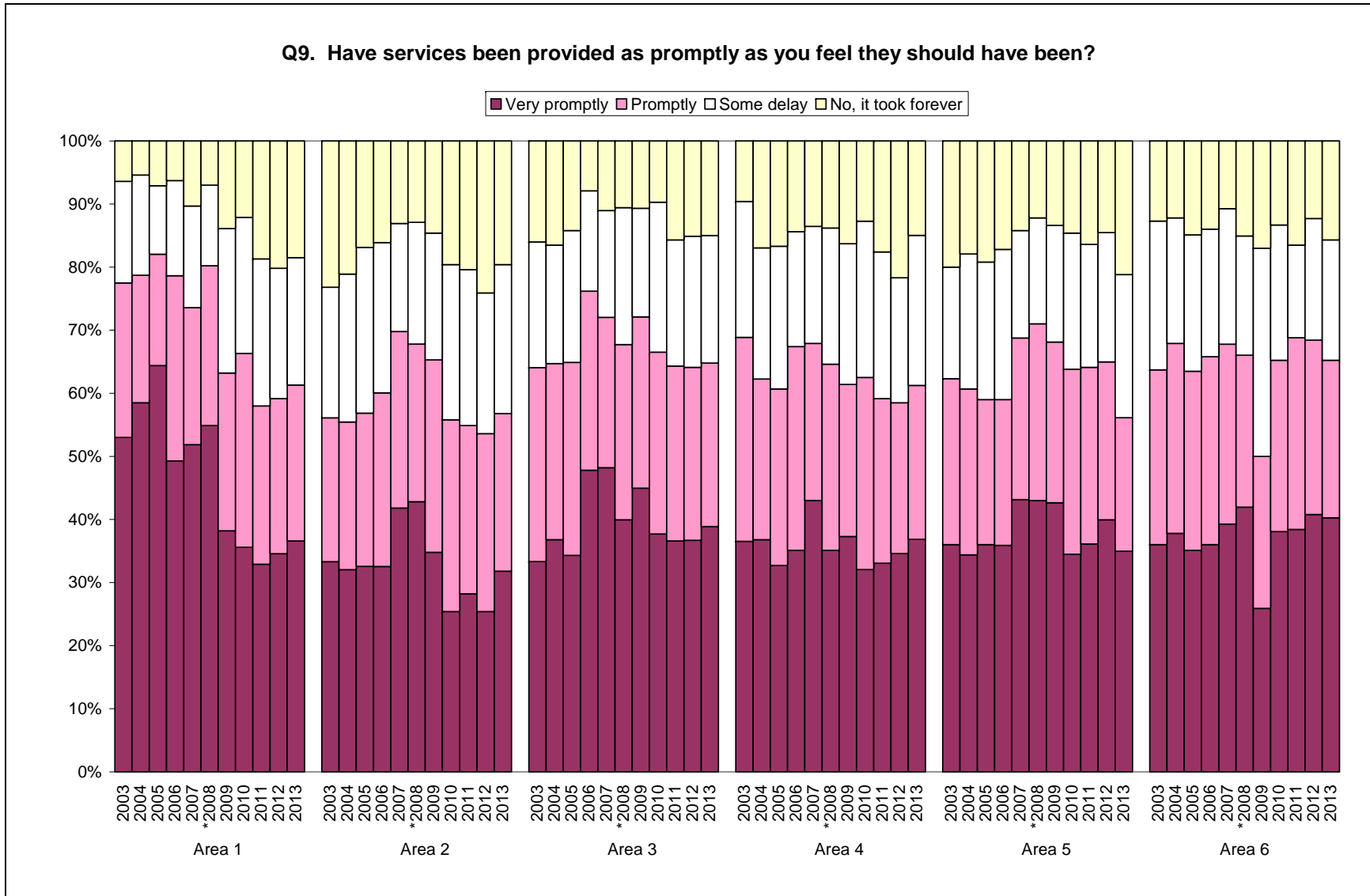
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Q8. Considering your rehabilitation goals, how appropriate is your plan for employment?



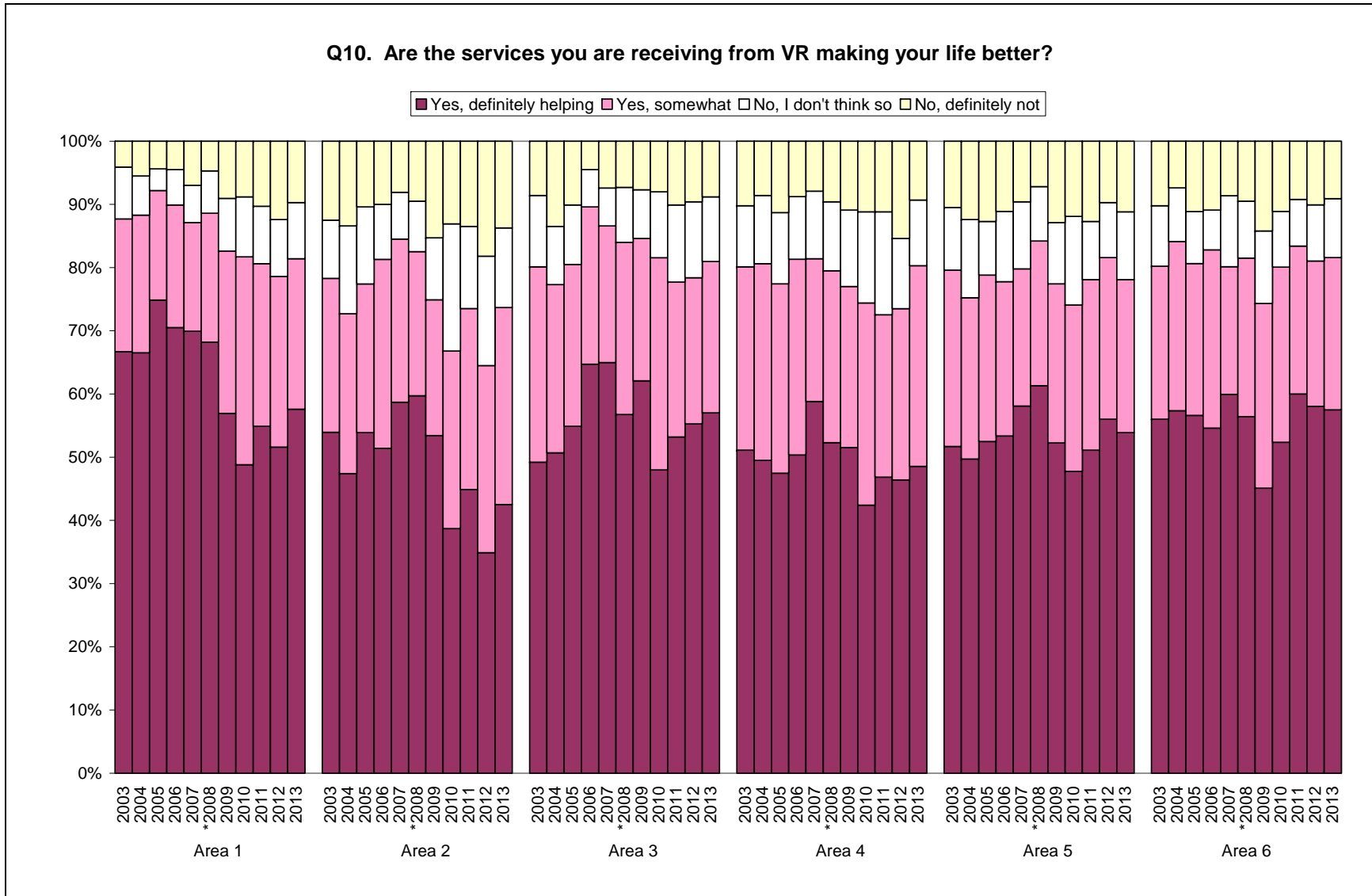
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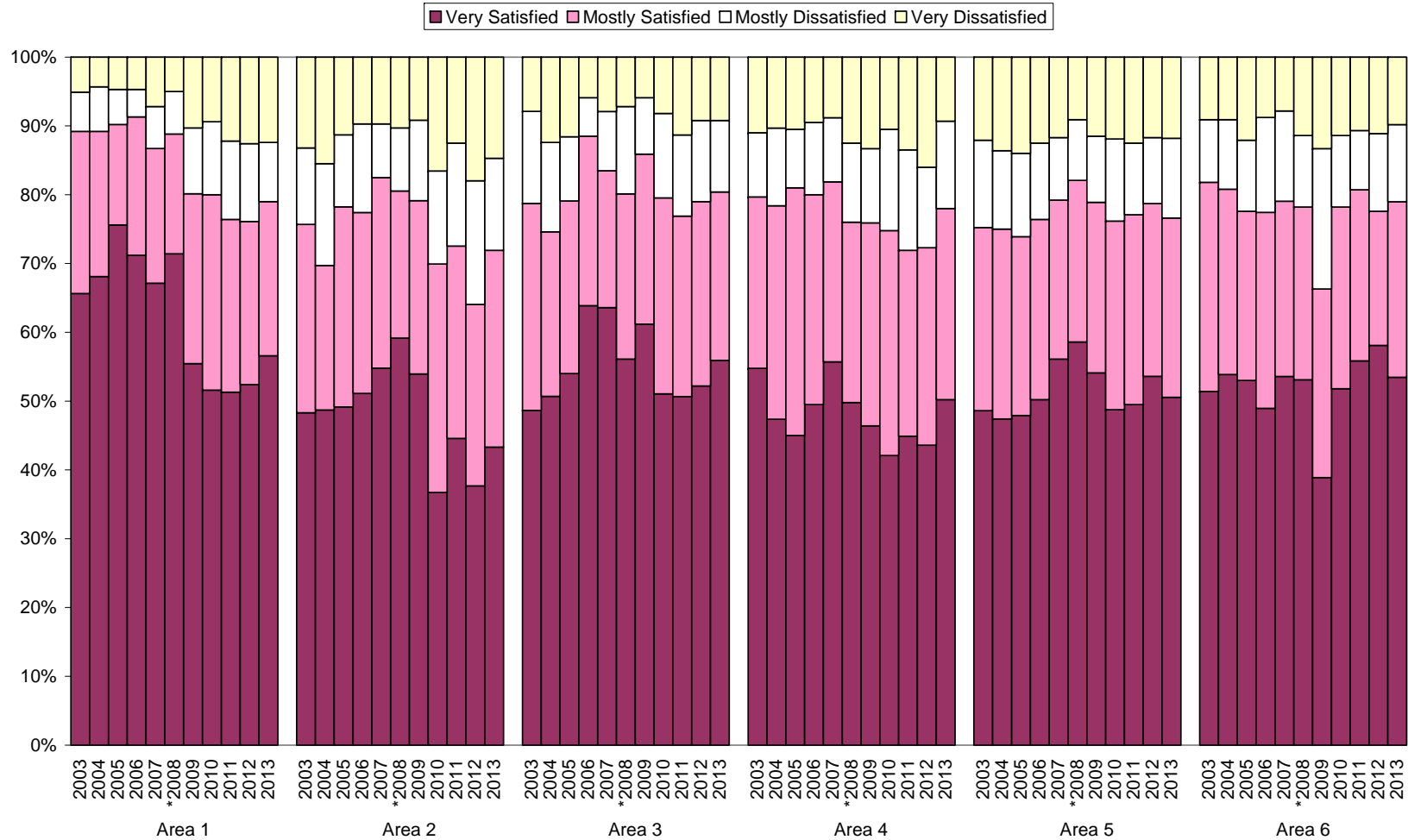
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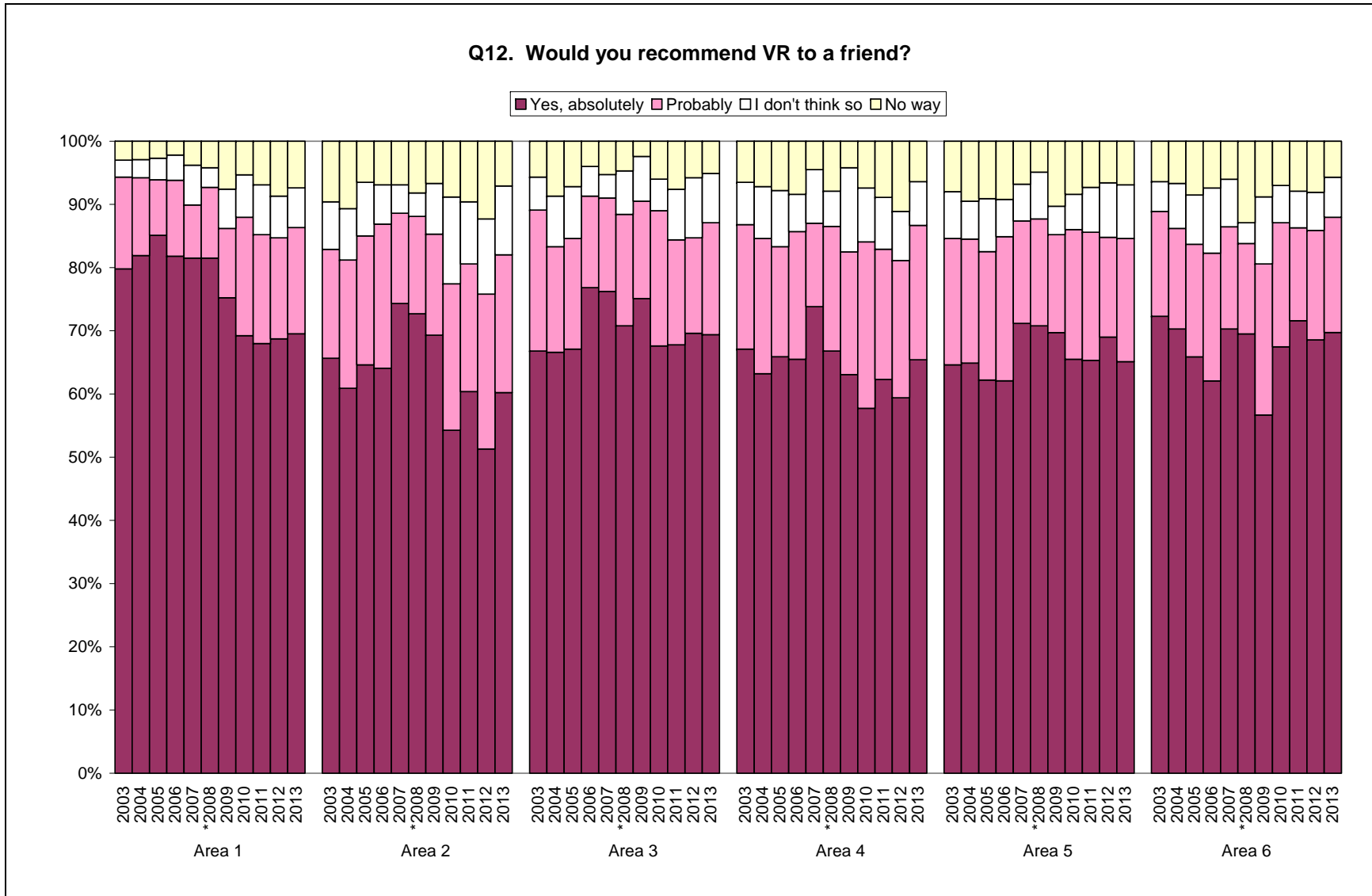
**Comparison of Cumulative Qrt1 to Qrt3 Current Customer Responses:
 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**

Q11. Overall, how satisfied are you with the services you are receiving from VR?



*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]

**Comparison of Cumulative Qrt1 to Qrt3 Current Customer Responses:
 FY 2002-03, FY 2003-04, FY 2004-05, FY 2005-06, FY 2006-07, FY 2007-08,
 FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12 and FY 2012-13**



*During FFY 2007-08, two major program changes occurred: Financial Participation [April 14, 2008] and Order of Selection [August 4, 2008]