

# 1. SVRC Vocational Rehabilitation Evaluation Questionnaire

Please mark the box which best describes your opinion on each question based upon your overall experience with the Division or Vocational Rehabilitation (DVR) versus that based upon a single incident:

## 1. I was treated with courtesy and respect.

- Agree
- Disagree

Comments:

## 2. My counselor and I had a good working relationship.

- Agree
- Disagree

Comments:

## 3. DVR staff were available to help me when needed.

- Agree
- Disagree

Comments:

## 4. My phone calls were returned.

- Agree
- Disagree

Comments:

## 5. I was able to see my counselor when I needed to.

- Agree
- Disagree

Comments:

**6. I was informed of my right to disagree with and appeal DVR's decisions.**

- Agree
- Disagree

Comments:

**7. I was aware of the Client Assistance Program (CAP) and that CAP could help me with disputes with DVR.**

- Agree
- Disagree

Comments:

**8. I knew the reason for DVR services was to help me find a job.**

- Agree
- Disagree

Comments:

**9. I was involved in choosing my vocational goal.**

- Agree
- Disagree

Comments:

**10. I helped plan the services I received.**

- Agree
- Disagree

Comments:

**11. Services were provided to me in a reasonable amount of time.**

- Agree
- Disagree

Comments:

**12. I feel my counselor clearly explained all services available to me.**

- Agree
- Disagree

Comments:

**13. I received enough information to make good choices.**

- Agree
- Disagree

Comments:

**14. Overall, I am satisfied with the services I received from VR and their service providers.**

- Agree
- Disagree

Comments:

**15. I knew I could ask for help to settle a disagreement with my counselor.**

- Agree
- Disagree

comments:

## 2.

If you are employed answer questions 16 through 18 with "Agree" or "Disagree". Otherwise, mark "Not Employed":

### 16. I am satisfied with my job.

- Agree
- Disagree
- Not Employed

Comments:

### 17. DVR helped me reach my vocational goal.

- Agree
- Disagree
- Not Employed

Comments:

### 18. DVR services helped me prepare for, get, or keep my job.

- Agree
- Disagree
- Not Employed

Comments:

### 19. Was your case ever transferred to another VR counselor?

- Yes
- No

Comments:

### 20. If your answer to question 19 was "Yes", why was your case transferred?

- I moved
- My request
- DVR initiated

Comments:

**21. Would you recommend DVR to a friend or family member?**

Yes

No

Comments:

**22. In your experience with DVR, what were you most satisfied with?**

**23. In your experience with DVR, what were you least satisfied with?**