

**Federal Fiscal Year 2012-13
Quarters 1- 4 Summary**

Customer Satisfaction Survey

**Annual Results Summary
Closed and Active Cases**

*Report to
Florida Rehabilitation Council
Conference Call
November 5, 2013*

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FLORIDA STATE UNIVERSITY



SURVEY APPROACH

- **Closed Cases**—Survey all cases closed at the end of month
 - Letter
 - Instrument
 - 12 Closed items
 - 3 Open-ended
- **Active Cases**—Survey all cases still active opened 6 months earlier
 - Letter
 - Instrument
 - 12 Closed items
 - 2 Open-ended



APPROACH AND RESPONSE RATE

CUSTOMERS WITH CASES CLOSED: 2012-13

- This analysis based on surveys:
 - October 2012 to September 2013 mailings
- 2012-13 mailed **10,855** Surveys
- Analysis based on **2,139** completed surveys
- 2012-13 Response Rate = **20%** (4th Quarter Data still being collected)

CUSTOMERS WITH ACTIVE CASES: 2012-13

- This analysis based on surveys :
 - October 2012 to September 2013 mailings
- **14,638** surveys mailed
- 2012-13 analysis based on **3,672** completed surveys
- 2012-13 Current Cases Response Rate = **25%**



MAJOR TRENDS

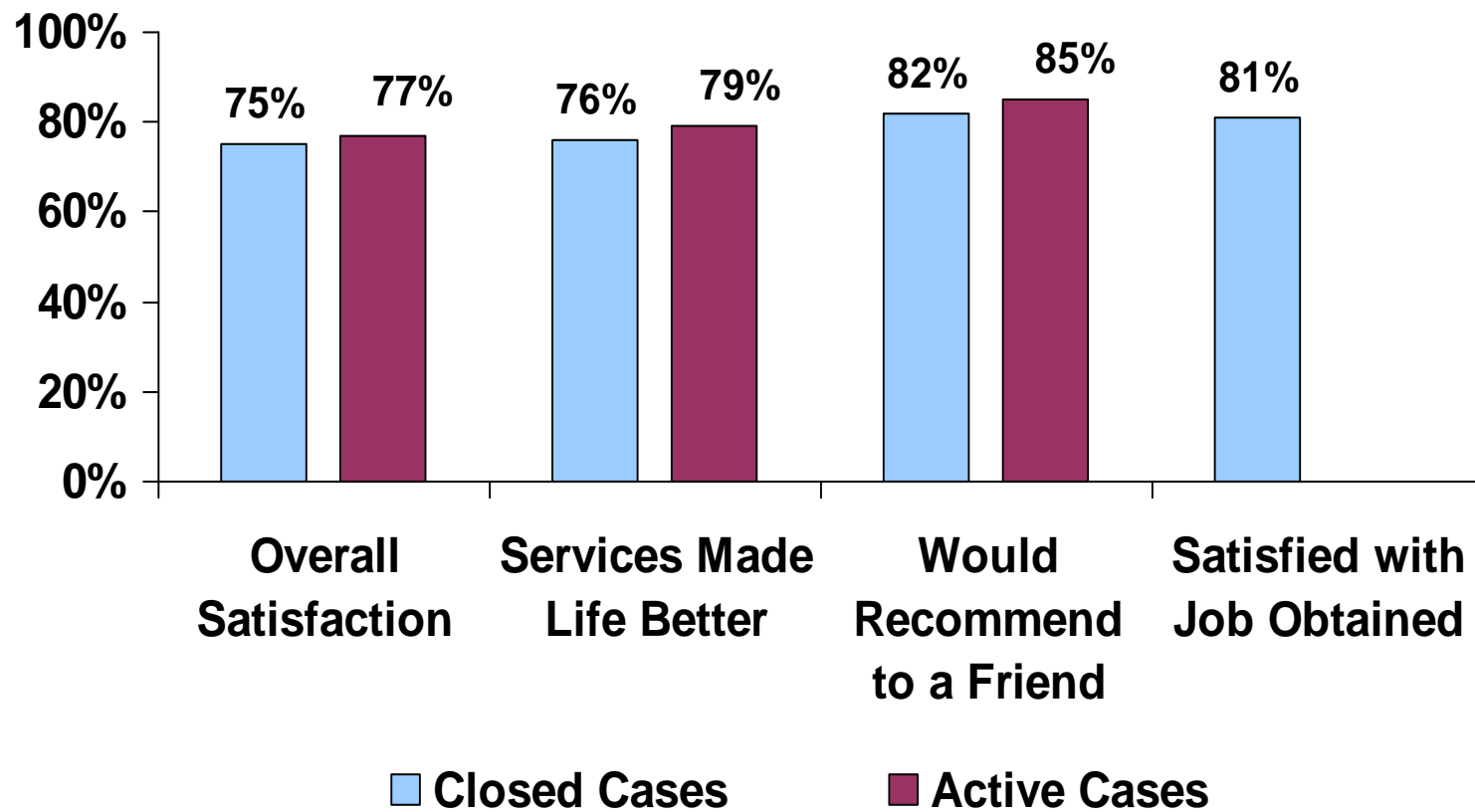
FFY 2012-13

- **Current clients are generally happier than clients with closed cases.**
- **For clients with closed cases, Area1& Area6 stand out as the good ones. Area2 and Area 5 are still below the average on most of the survey instruments.**
- **For clients with closed cases, Area2 made improvements through the 4 quarters on most of the instruments.**
- **For current clients, Area2 made improvements on each primary instrument.**
- **For current clients, Area5 is lower than the previous year on almost every aspect.**
- **Satisfaction level of current clients increased noticeable than the previous year.**



PROGRAM OUTCOMES

FFY 2012-13

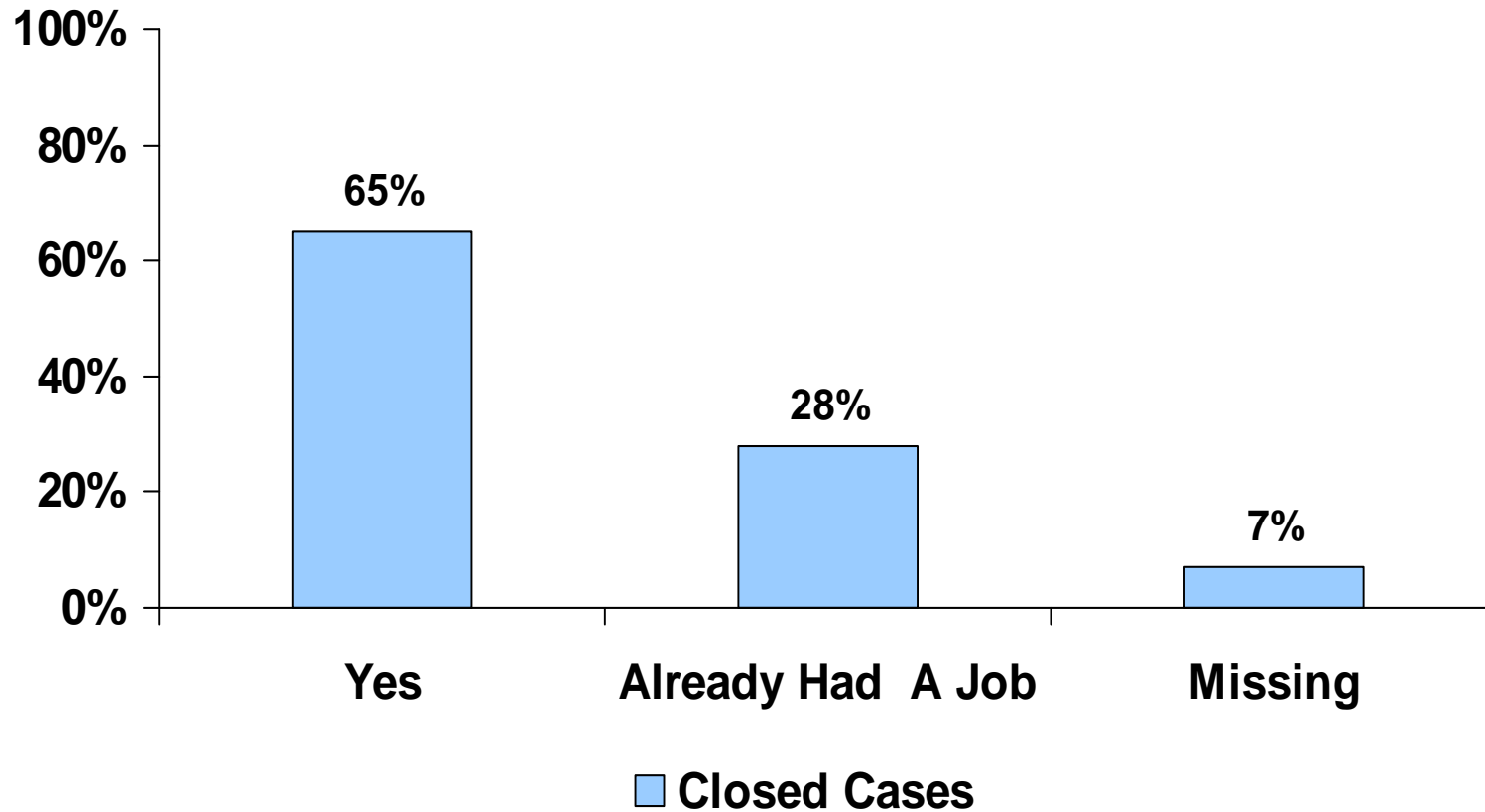




Program Outcomes: Obtained Jobs

FFY 2012-13 closed cases

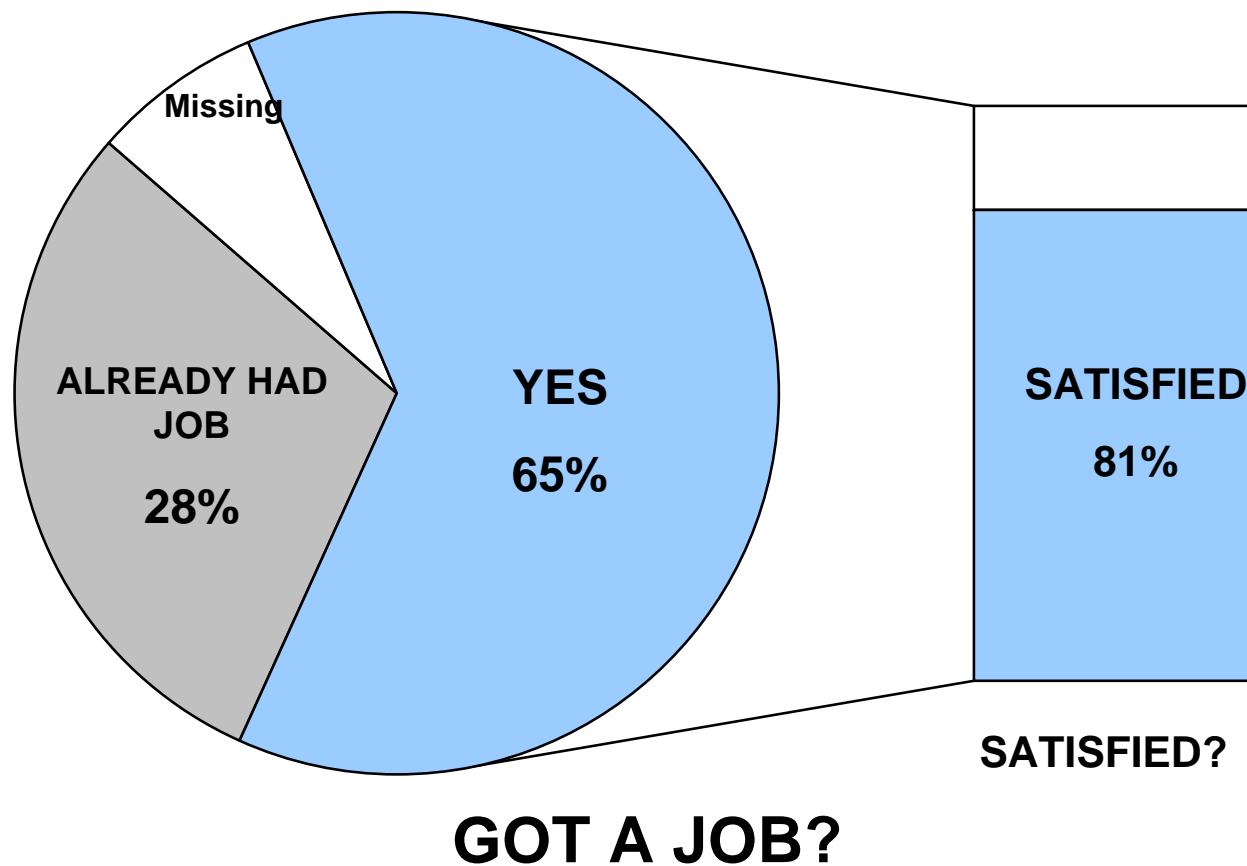
More Clients Obtained Job after joining the program than the pervious year(62%).





FFY 2012-13 Closed Cases

Those who obtained jobs are mostly satisfied with their jobs





VR CUSTOMERS ARE INFORMED ABOUT CHOICES

FFY 2012-13

■ Informed of Alternative Choices

Definitely or Think So

- Closed Cases (Q6) (Q6b)
 - 75% were informed of alternative providers and vocational goals
 - 89% were able to make choices

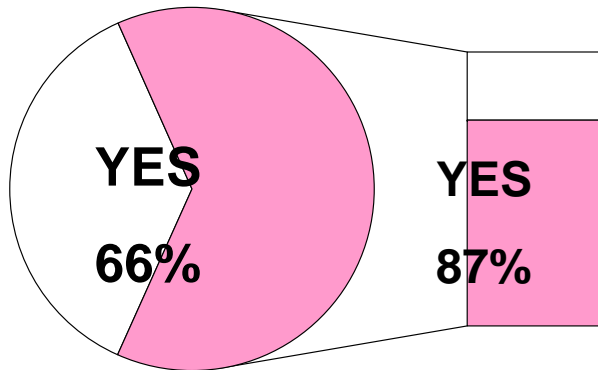
- Active Cases
 - *Service Provider Alternatives (Q6) (Q6a)*
 - 66% were informed of alternatives
 - 87% were able to make choices
 - *Vocational Goals Alternatives (Q7) (Q7a)*
 - 70% were informed of alternatives
 - 94% were able to make choices



INFORMED ABOUT ALTERNATIVE SERVICE PROVIDERS AND VOCATIONAL GOALS?

FFY 2012-13 Active Cases

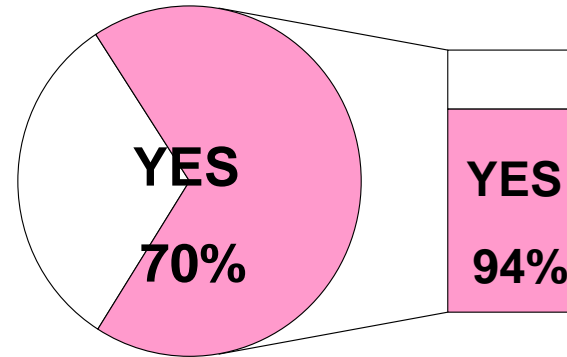
ALTERNATIVE SERVICE PROVIDERS



INFORMED?

ABLE TO MAKE
YOUR CHOICES?

ALTERNATIVE VOCATIONAL GOALS



INFORMED?

ABLE TO MAKE
YOUR CHOICES?



VR CUSTOMERS ARE POSITIVE ABOUT PROGRAM SERVICES

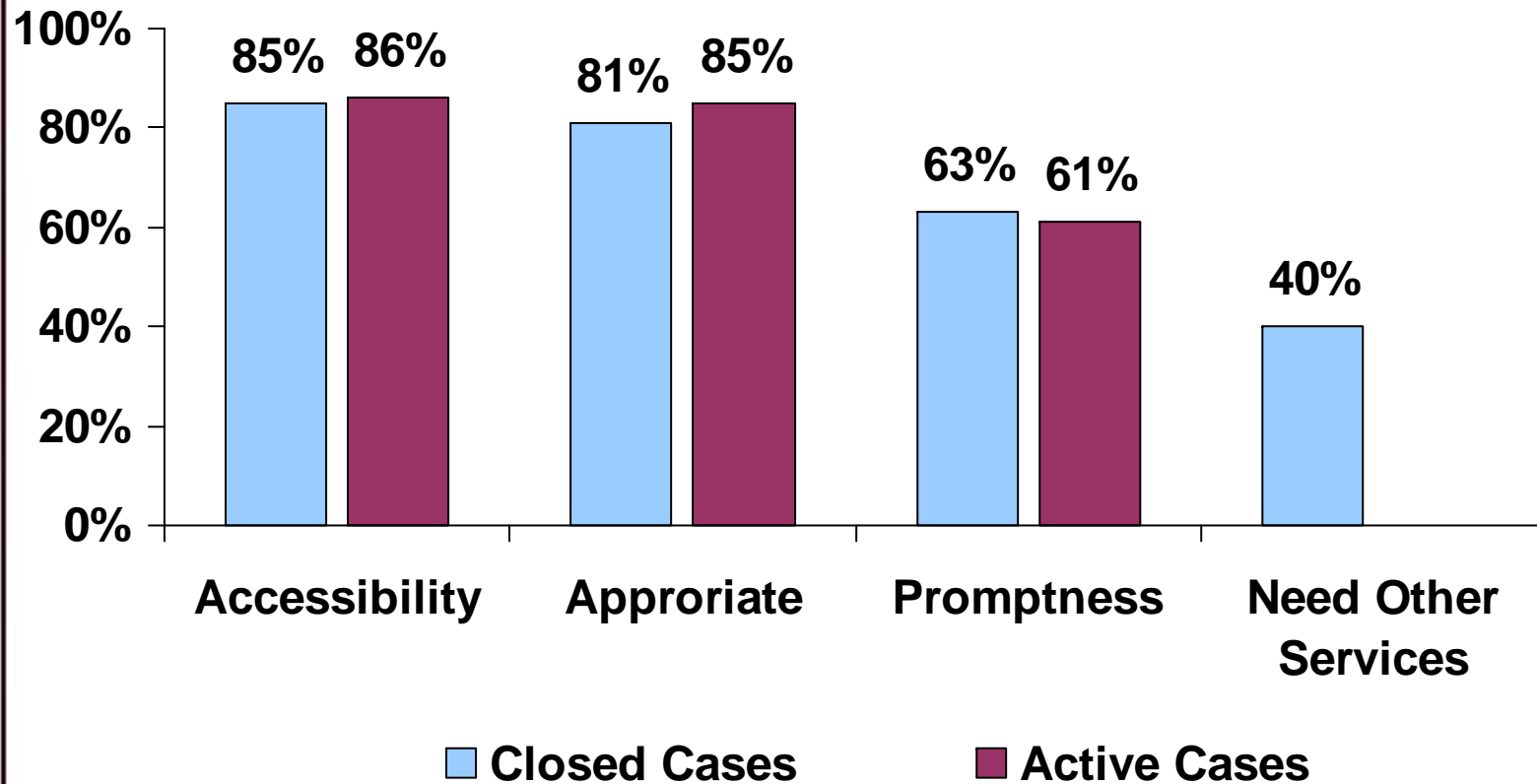
FFY 2012-13

- **Accessibility Very or Mostly Satisfied**
 - Closed Cases (Q1) – 85%
 - Active Cases (Q1) – 86%
- **Appropriate Services**
Highly Appropriate or Appropriate
 - Closed Cases (Q4) -- 81%
 - Active Cases (Q8) -- 85%
- **Promptness Very Promptly or Promptly**
 - Closed Cases (Q7) – 63%
 - Active Cases (Q9) – 61%
- **Need Other Services --Yes--Definitely or Think So**
 - Closed Cases (Q5)-- 40%



Closed and Active Case Comparison **SERVICES**

FFY 2012-13

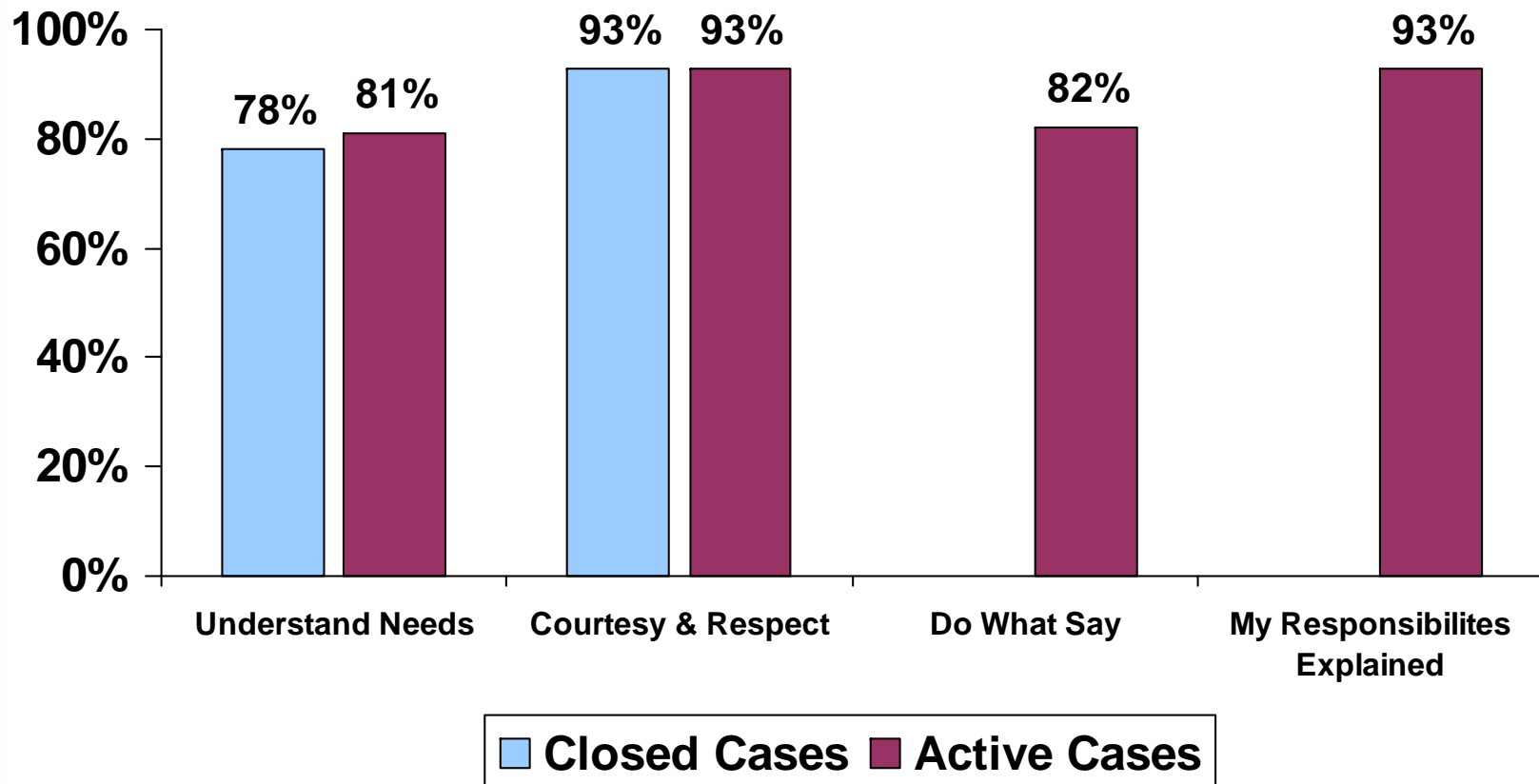




Closed and Active Case Comparison

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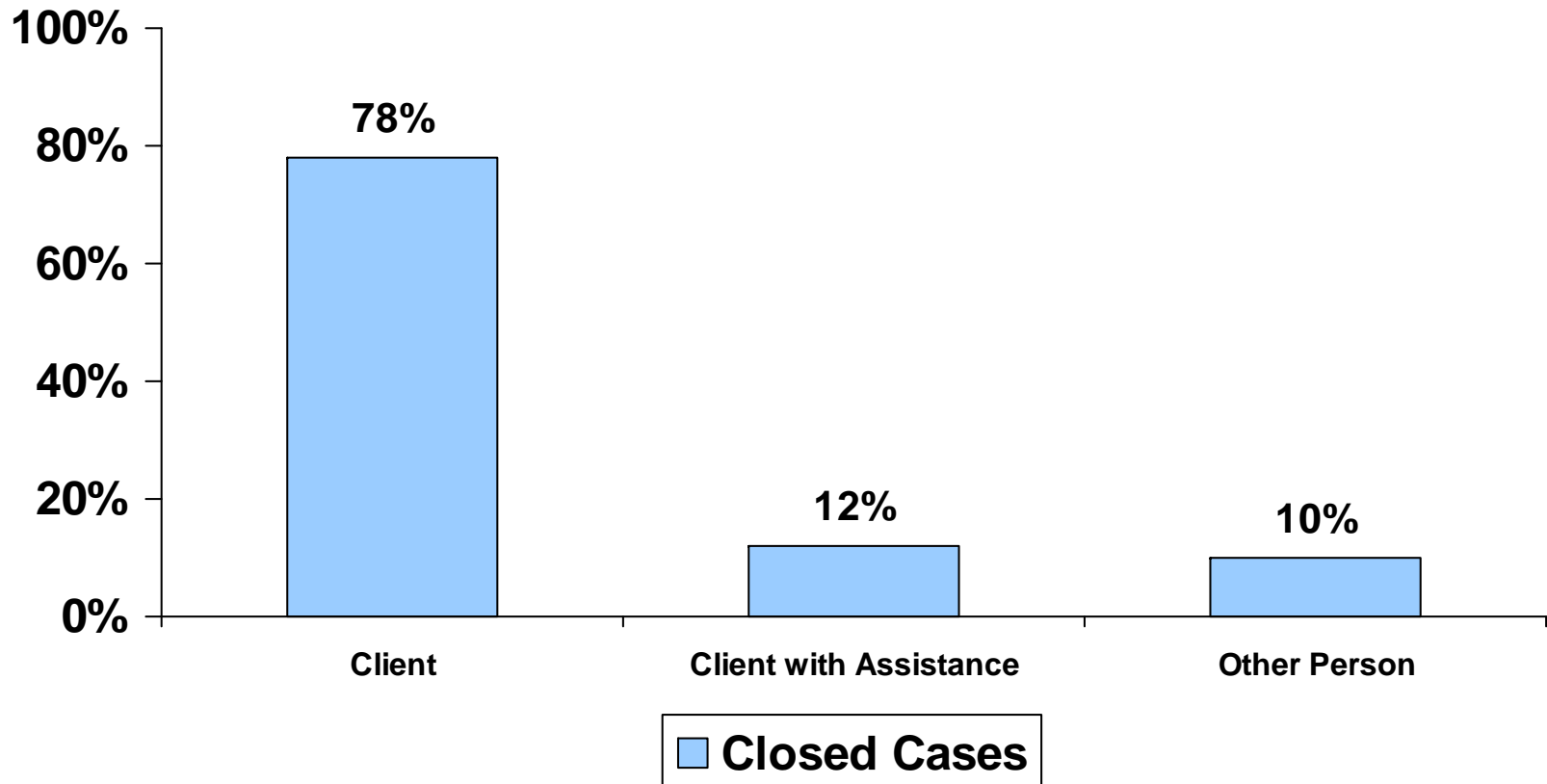
FFY 2012-13





Who Filled out the Survey?

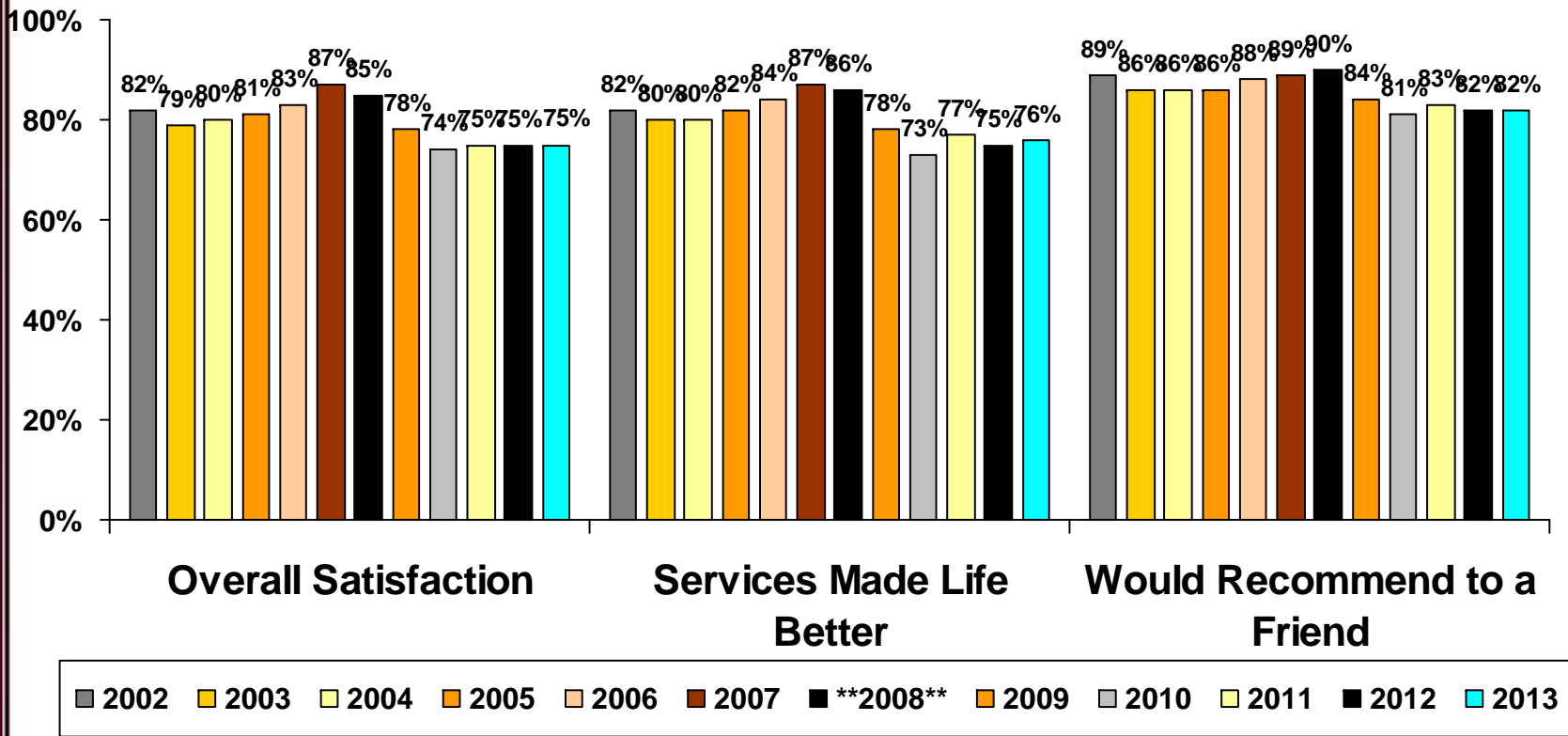
FFY 2012-13 Closed Case





PROGRAM OUTCOMES

FFY 2001-02 to 2012-13 Closed Case

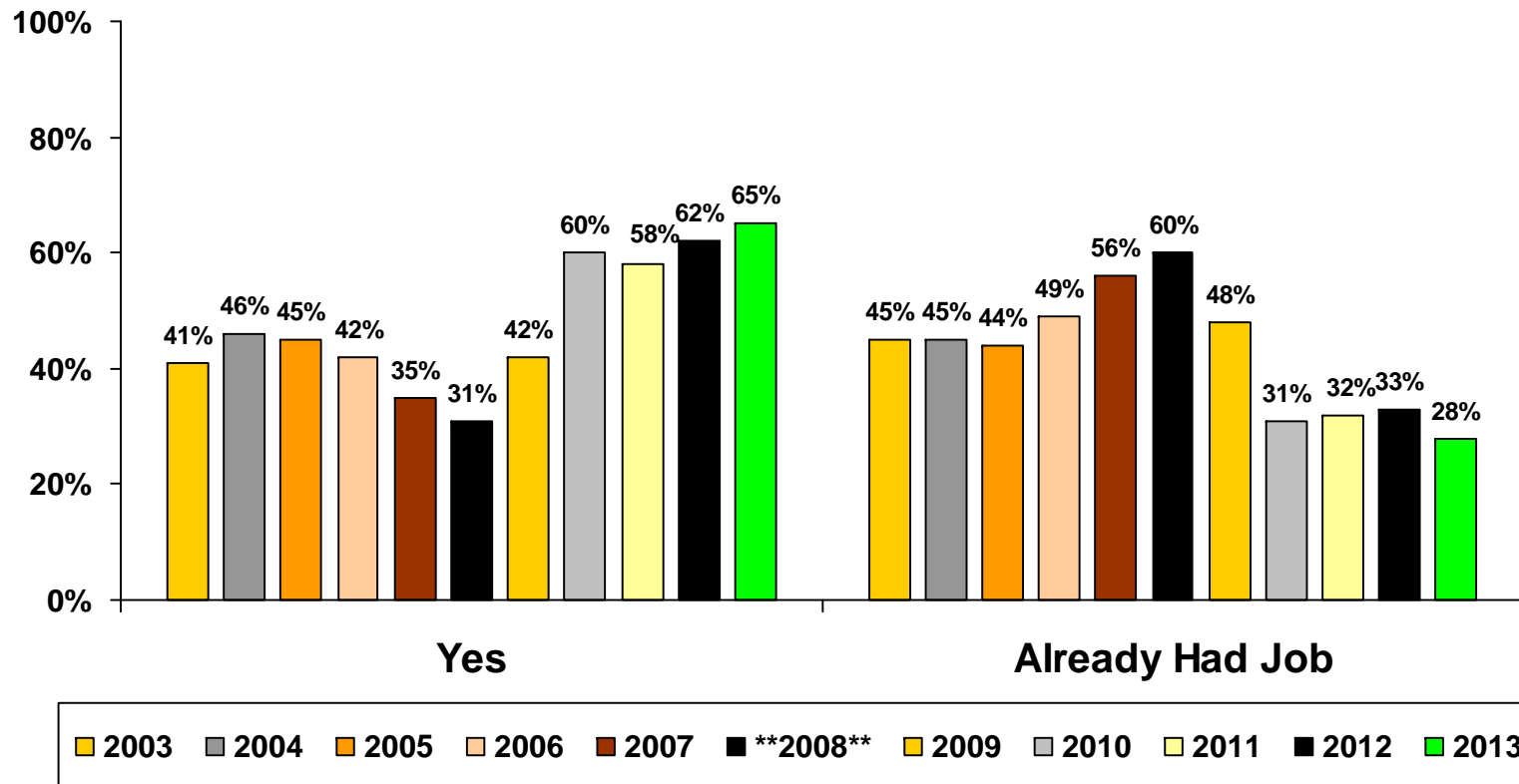


****2008**** Two Major Program Changes Occurred: Order of Selection and Financial Participation



OBTAINED JOBS

FFY 2001-02 to 2012-13 Closed Cases

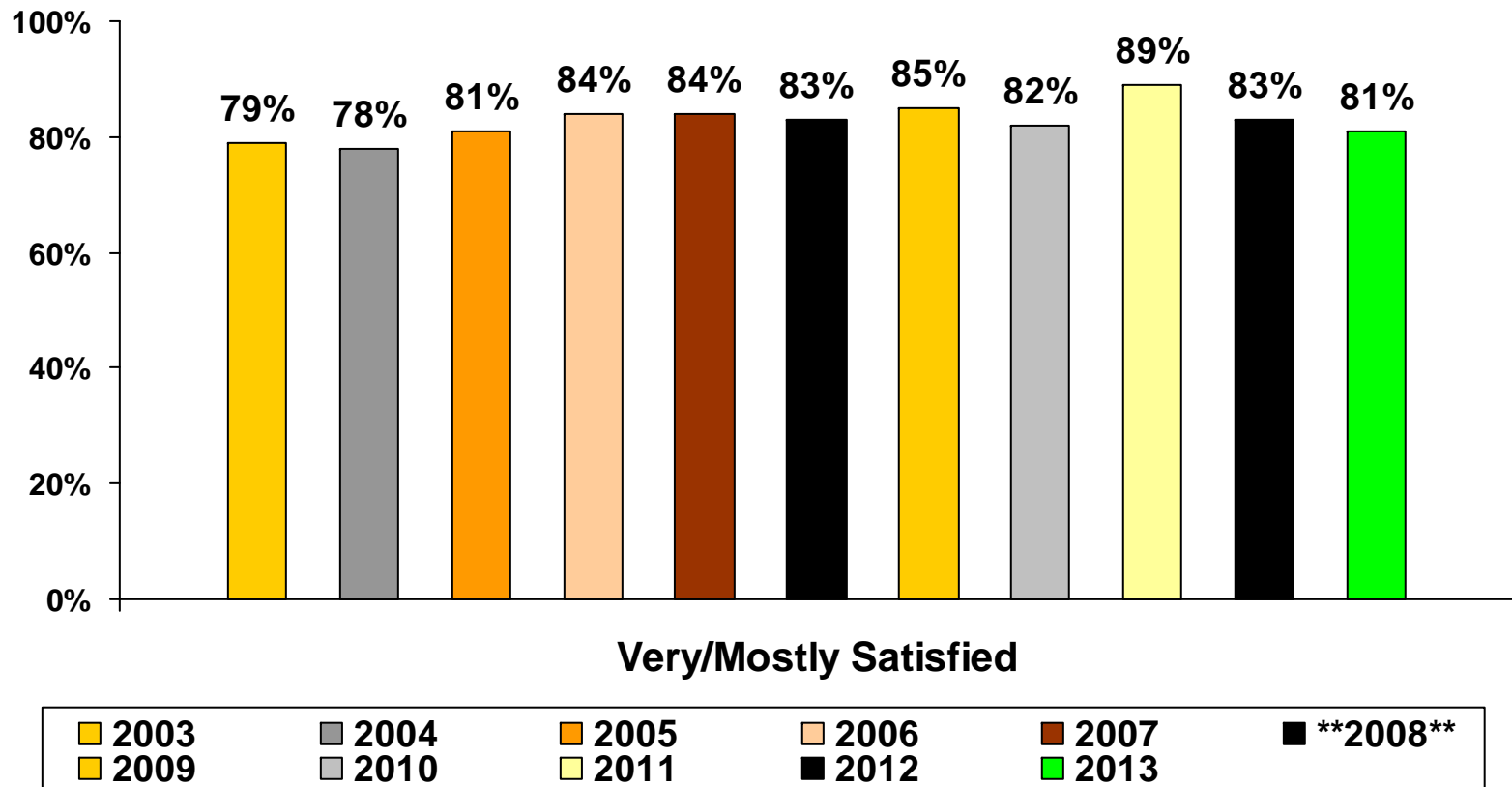


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SATISFACTION WITH JOB OBTAINED

FFY 2001-02 to 2012-13 Closed Cases

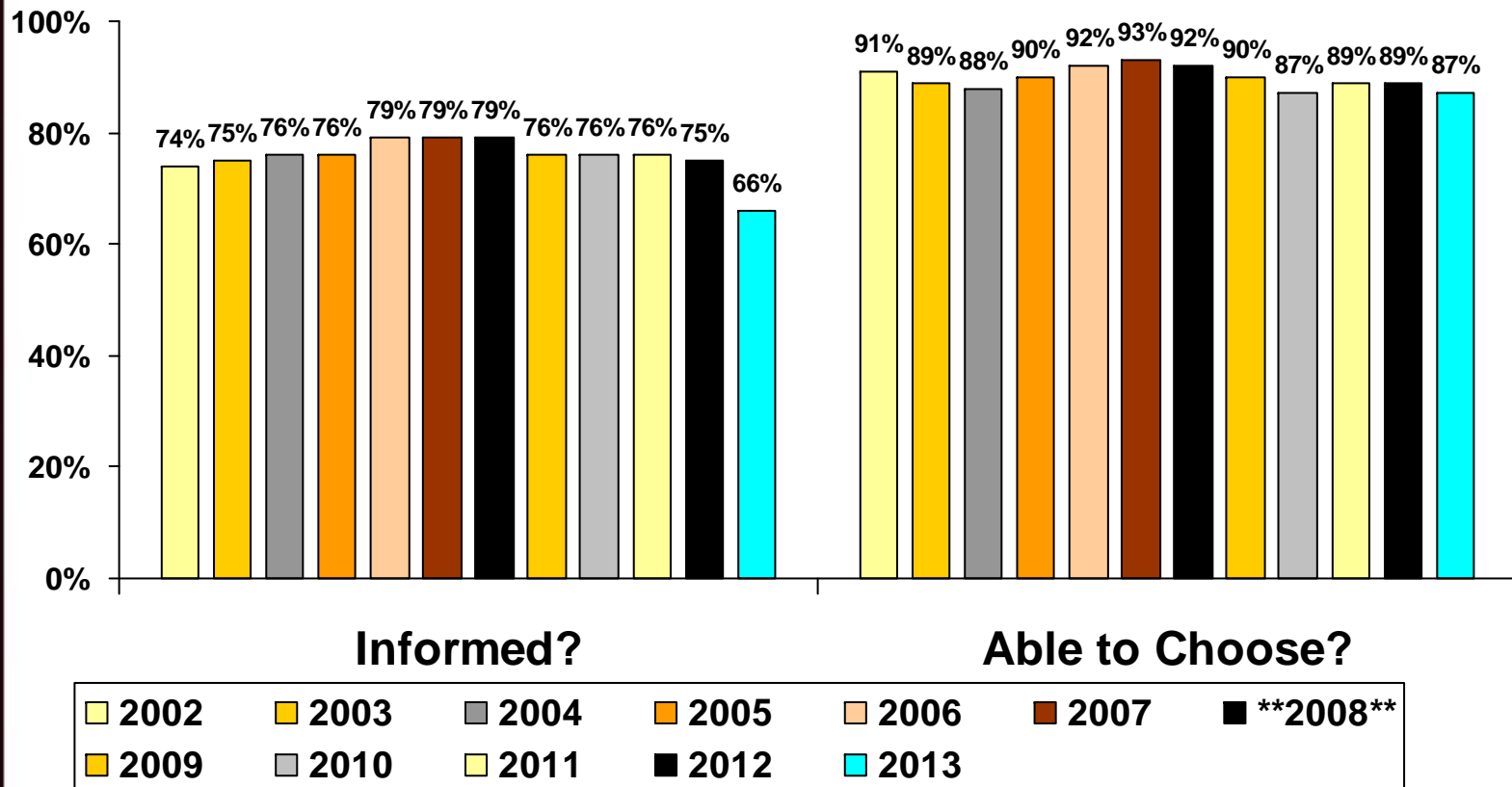


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INFORMED OF ALTERNATIVE PROVIDERS AND ABLE TO CHOOSE PROVIDERS?

FFY 2001-02 to 2012-13 Closed Cases

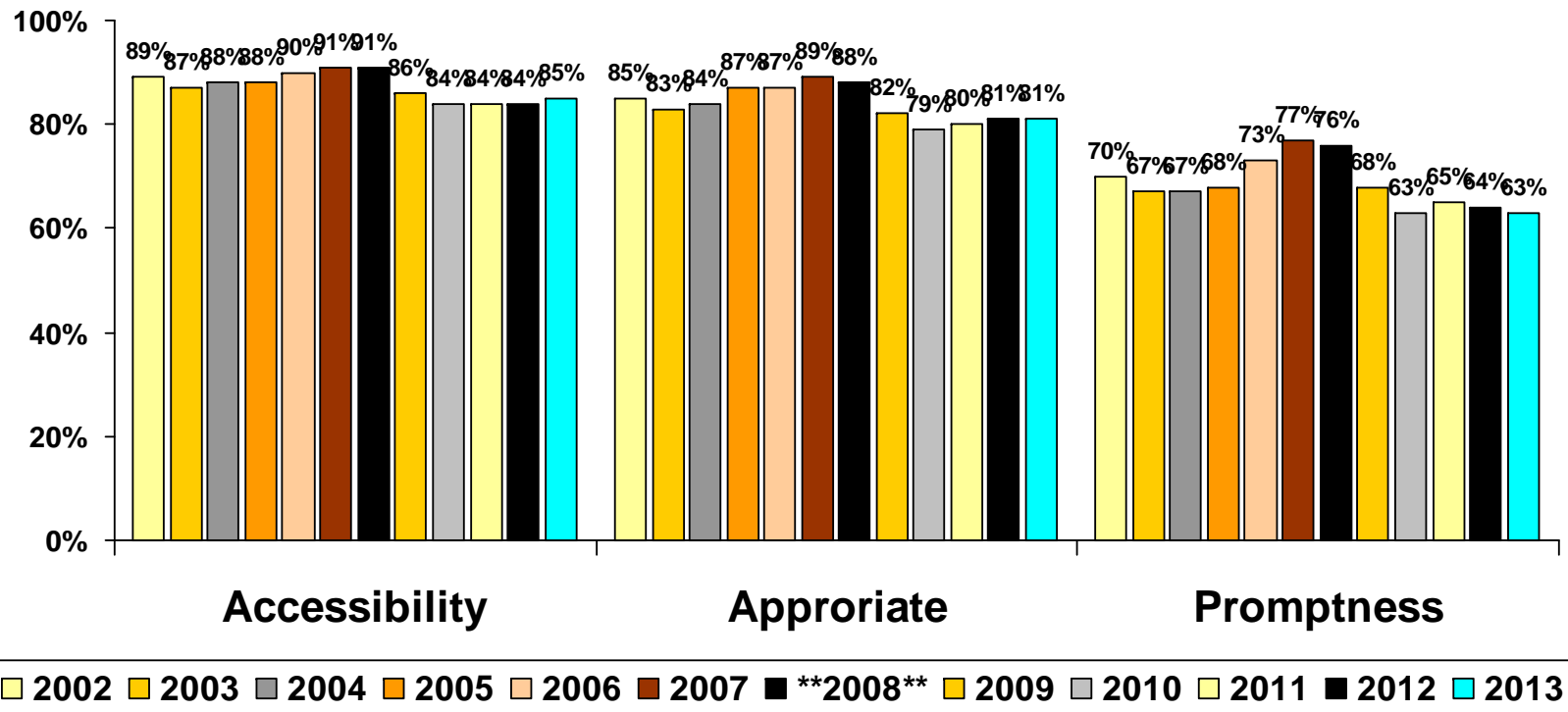


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SERVICES

FFY 2001-02 to 2012-13 Closed Cases

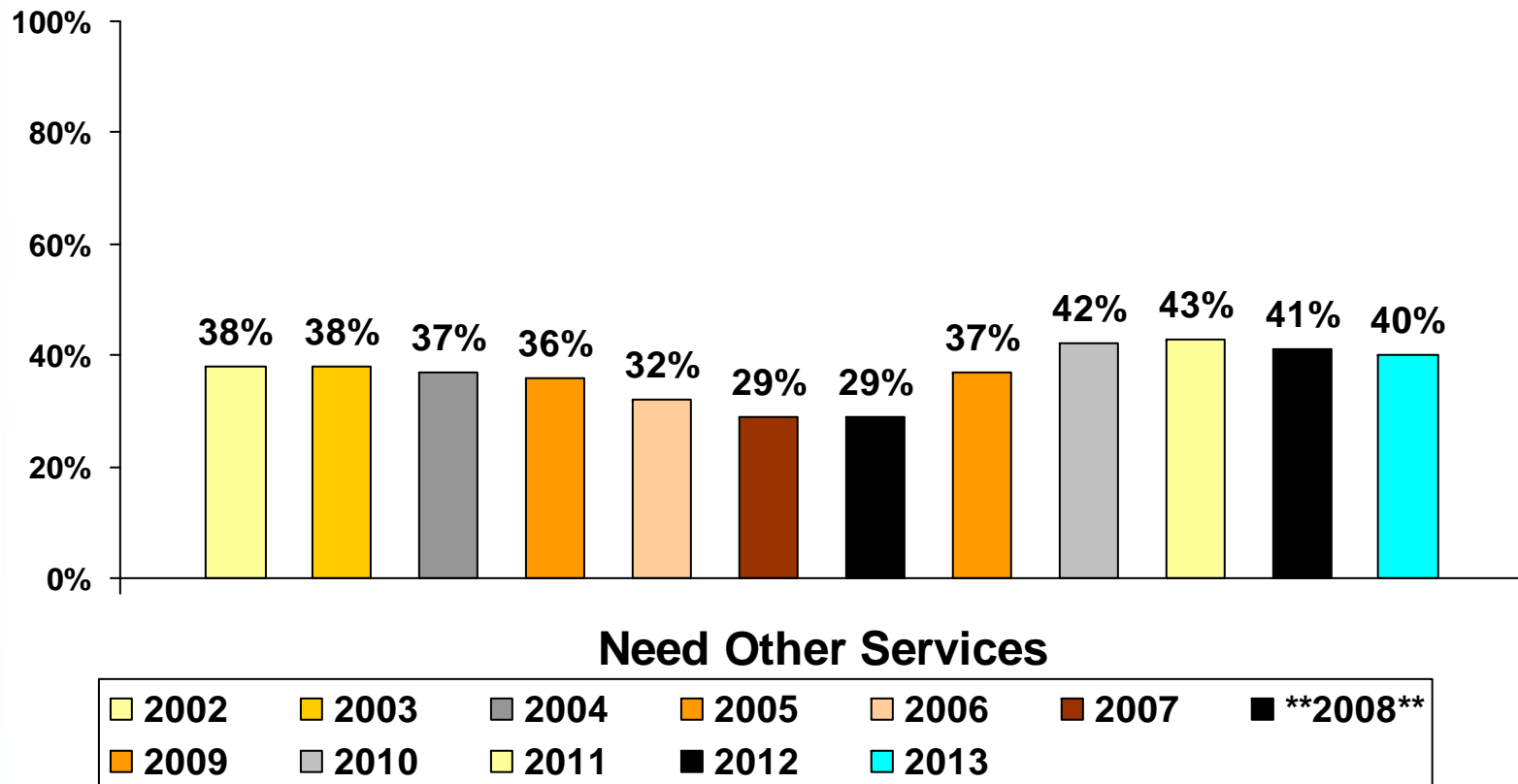


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NEED OTHER SERVICES

FFY 2001-02 to 2012-13 Closed Cases

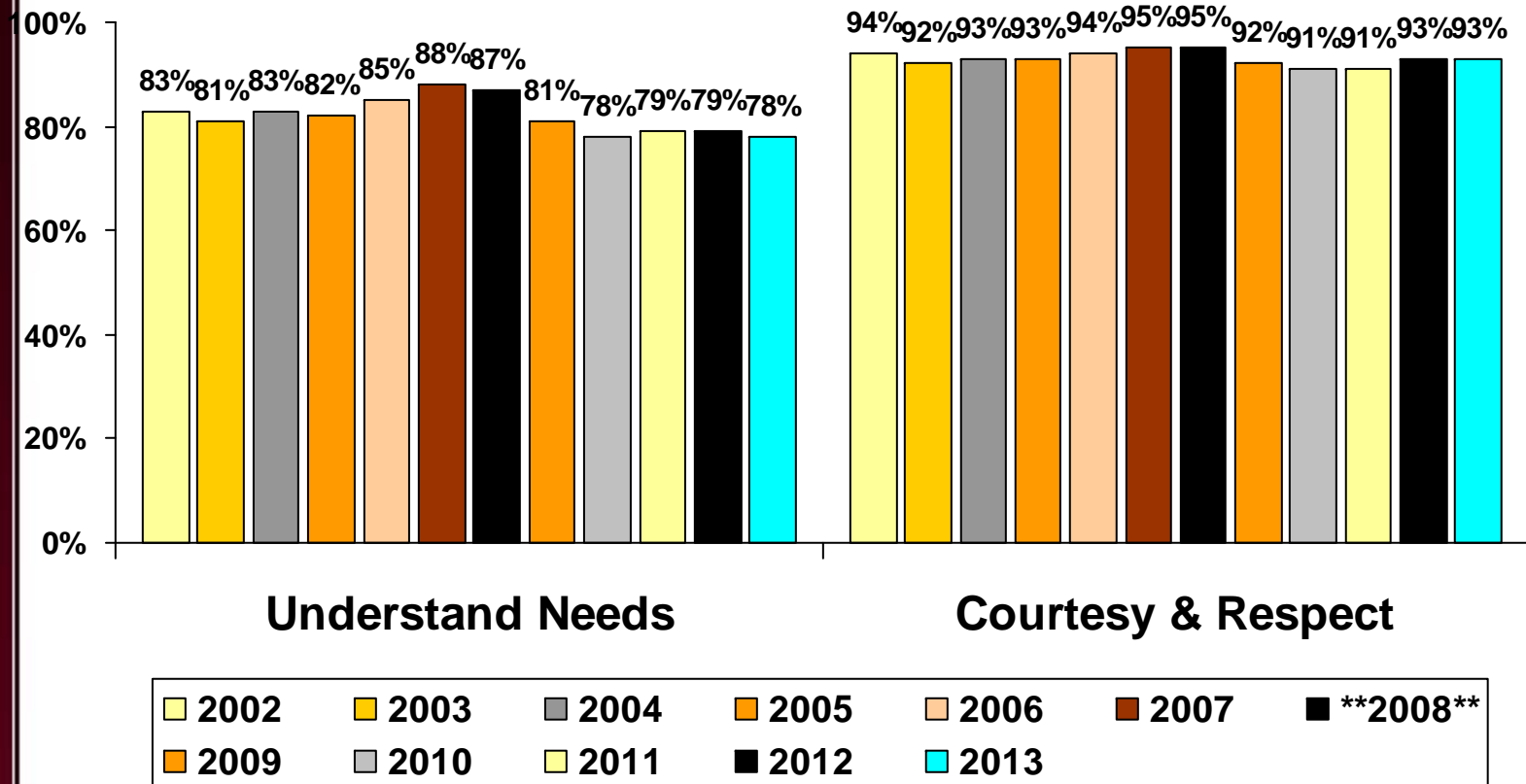


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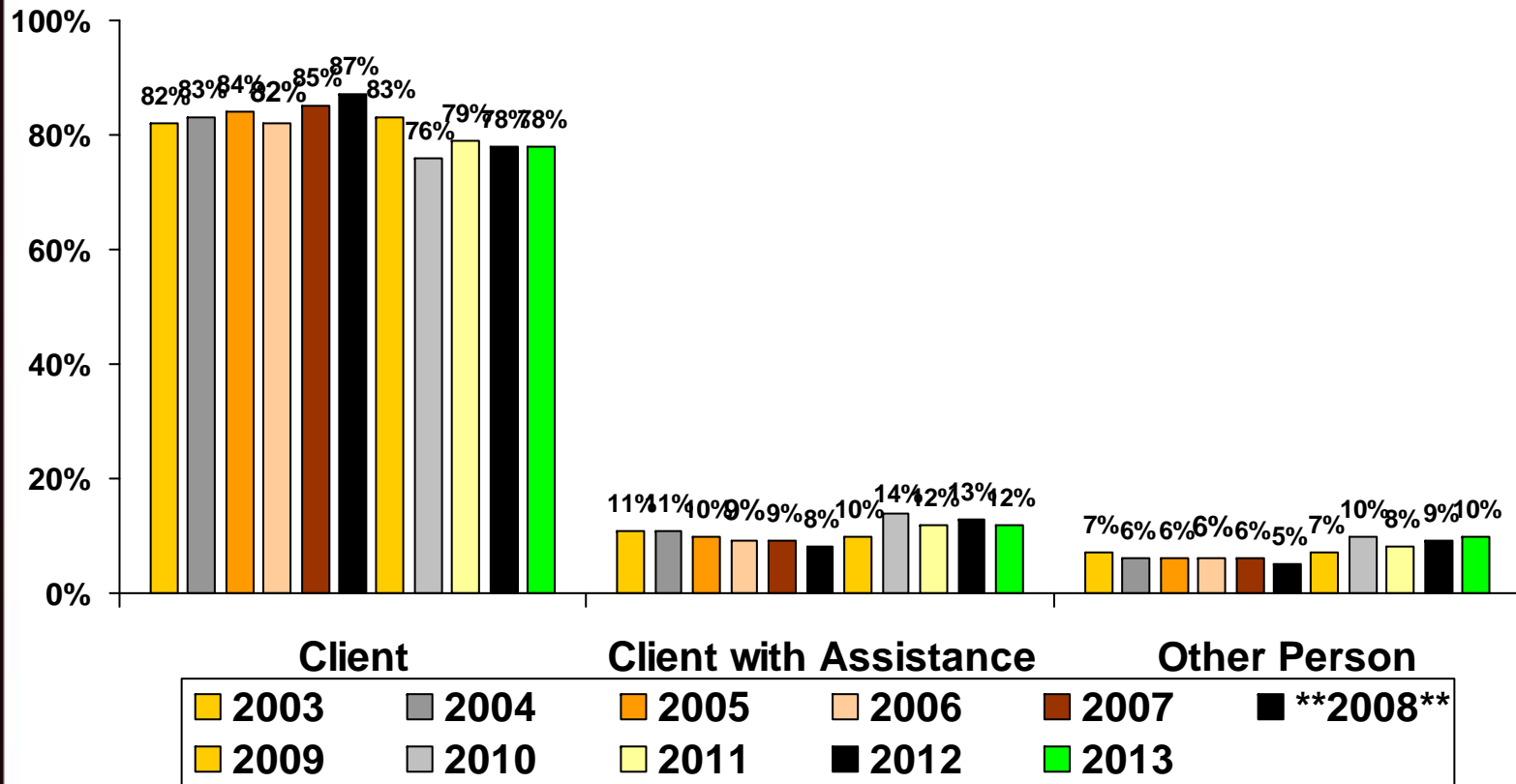


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WHO FILLED OUT THE SURVEY

FFY 2001-02 to 2012-13 Closed Cases

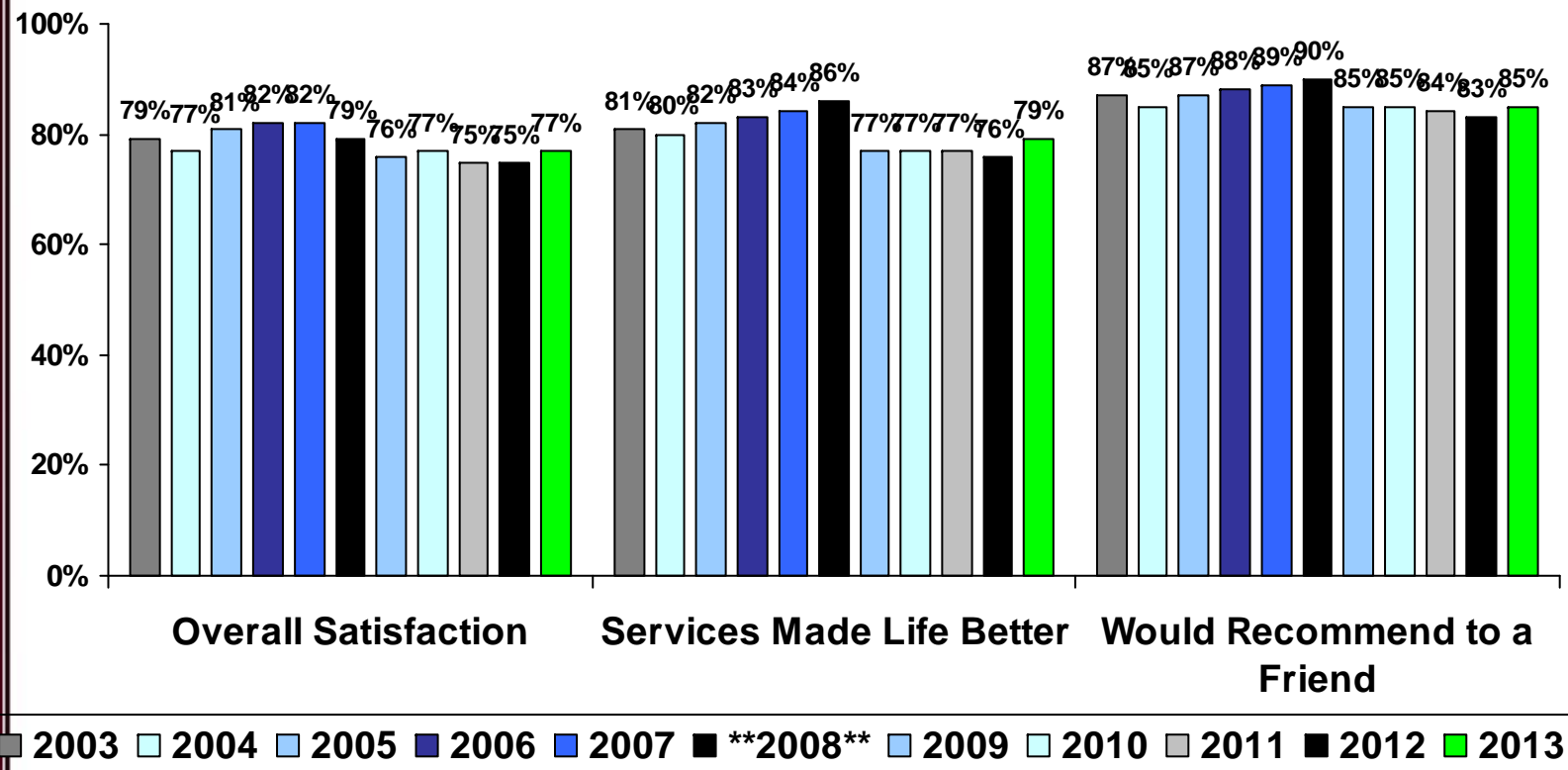


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PROGRAM OUTCOMES

FFY 2002-03 to 2012-13 Active Cases

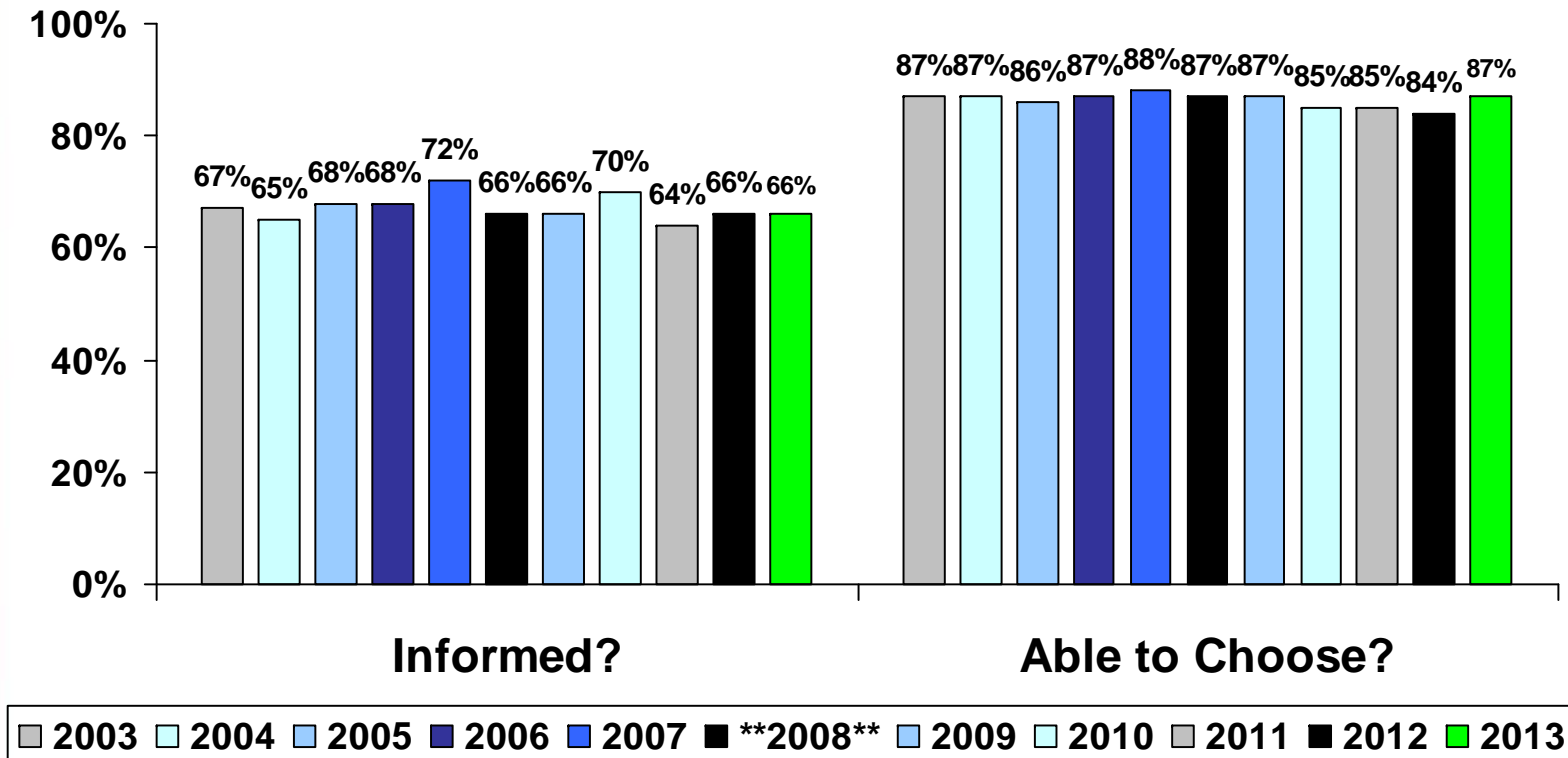


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INFORMED ABOUT ALTERNATIVE SERVICE PROVIDERS?

FFY 2002-03 to 2012-13 Active Cases

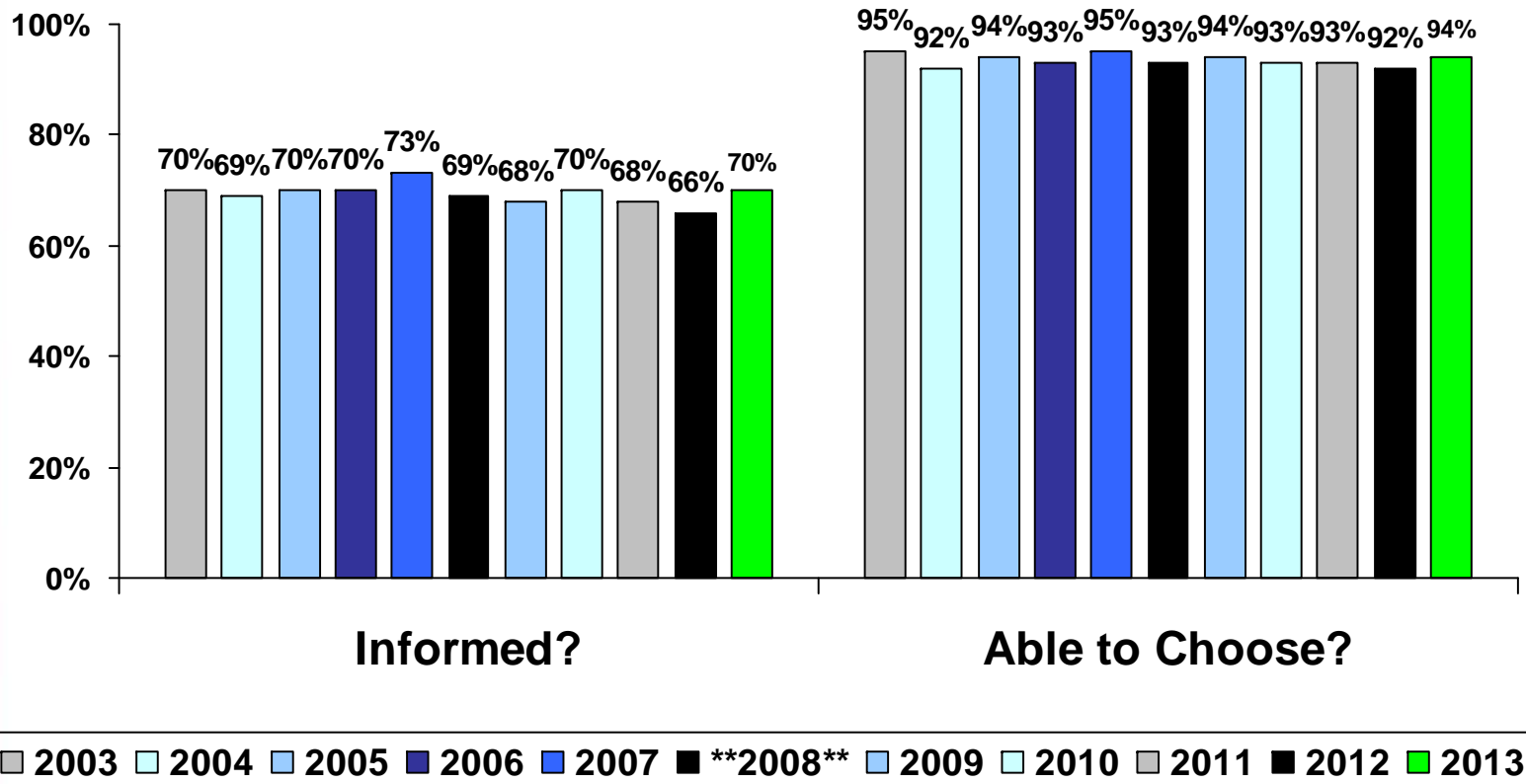


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INFORMED ABOUT ALTERNATIVE VOCATIONAL GOALS?

FFY 2002-03 to 2012-13 Active Cases

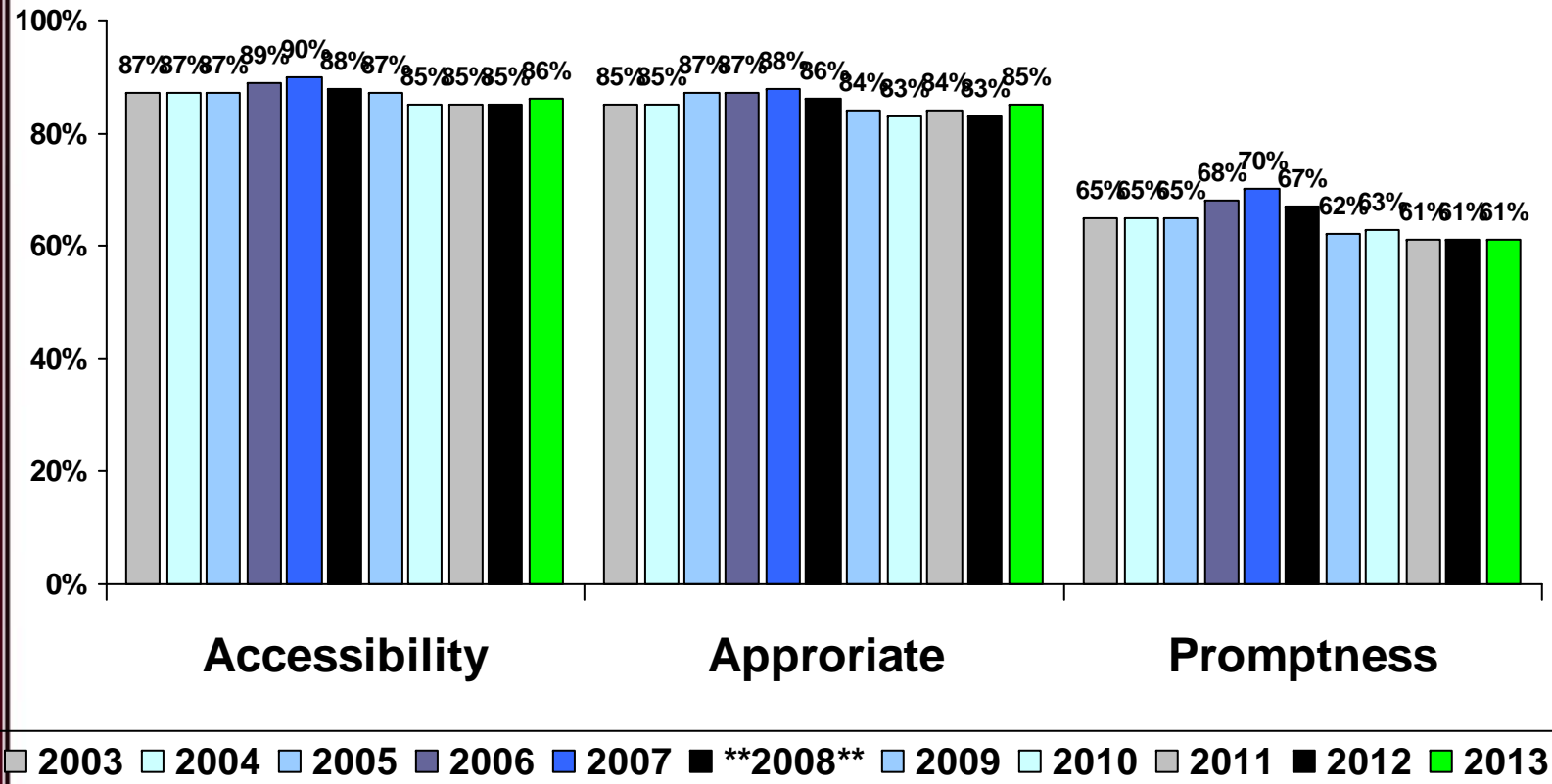


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SERVICES

FFY 2002-03 to 2012-13 Active Cases

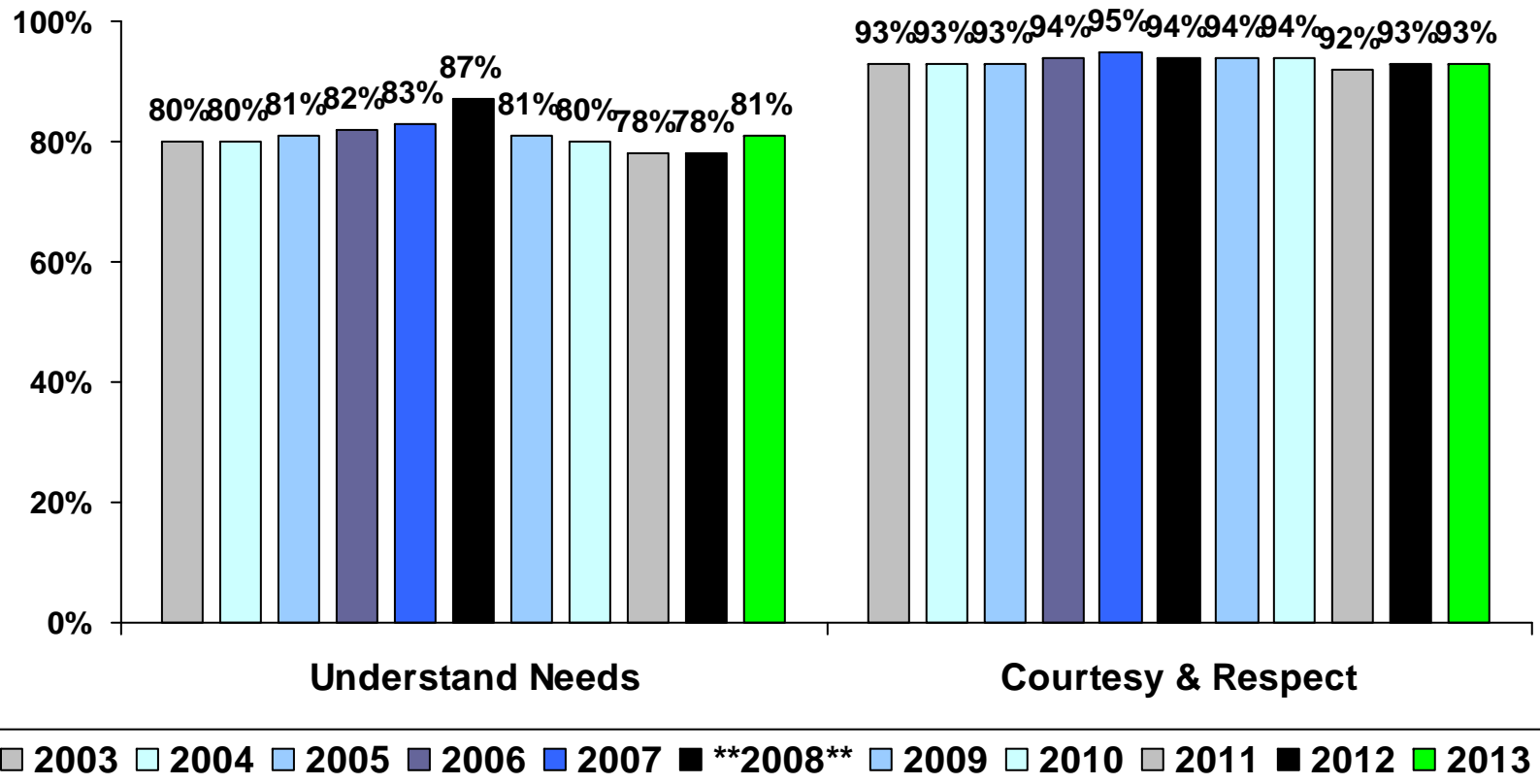


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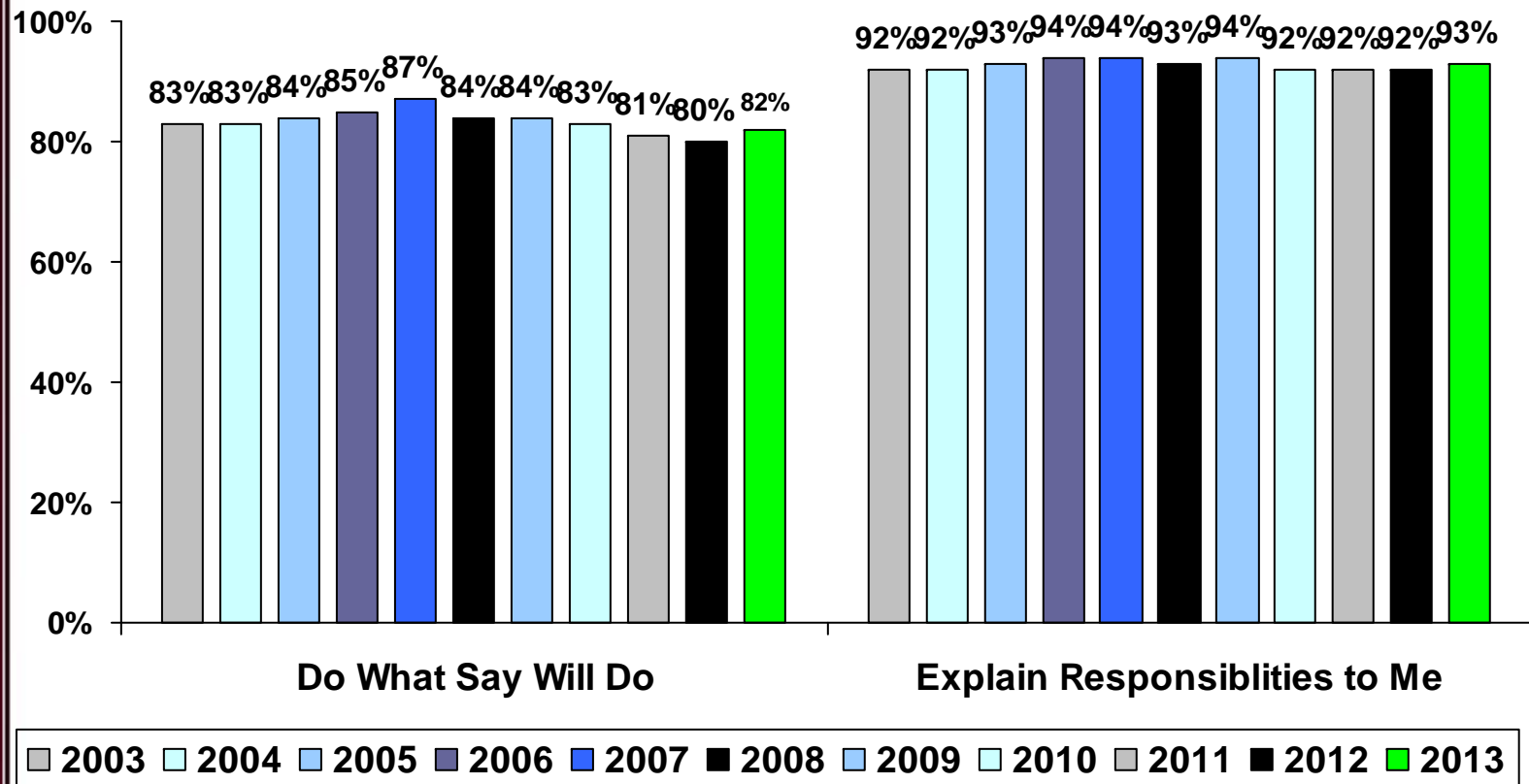


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