**5-Why on Customer Satisfaction Indicators**

**Quality Indicator Two: Need for and Usefulness of Services**

Consumers exit the vocational rehabilitation system either achieving employment or choosing not to seek employment at the time of case closure. As you are responding to these questions, consider how well the services that you received addressed your employment needs.

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| ***Instructions:******1) For each service listed below, indicate “Yes” or “ No” for whether the service was “Needed”2) For each service listed below, indicate “Yes” or “No” for whether the service was “Provided.” 3) If you received the service, select “Very Helpful,” “Somewhat Helpful, “Not Helpful,” or “Unsure.”4) Following completion of this chart, please respond to the questions that follow, as well.****\*It is encouraged that each State review the services below and customize this indicator to address specific service areas of interest and/or to identify unique services within individual program(s).* |
|   | **Needed?** | **Provided?** | **If provided, was the service . . .** |
|  | **Yes** | **No** | **Yes** | **No** | **Very Helpful** | **Somewhat Helpful** | **Not Helpful** | **Unsure** |
| **Vocational guidance/counseling**Discrete therapeutic counseling and guidance services that are necessary for an individual to achieve an employment outcome, including personal adjustment counseling, counseling that addresses medical, family, or social issues, vocational counseling, and any other form of counseling and guidance that is necessary for an individual with a disability to achieve an employment outcome.  |   |  |   |  |   |   |   |   |
| **Vocational evaluation**A comprehensive process of vocational exploration and assessment designed to assist individuals in identifying their vocational options. Vocational evaluations can include an assortment of evaluation instruments including psychometric tests, commercial work sample systems, and situational assessments. Frequently instruments are required to be modified in order to effectively respond to local labor markets or accommodate individual needs. |  |  |  |  |  |  |  |  |
| **Adjustment to blindness** Training provided to help individuals develop compensatory skills and/or to adjust behavior in the areas of independent living, personal functioning, homemaking, adaptive communication, assistive technology, daily living skills, and, if applicable, low vision. |   |  |   |  |   |   |   |   |
|   | **Needed?** | **Provided?** | **If provided, was the service . . .**  |
|  | **Yes** | **No** | **Yes** |  | **Yes** | **No** | **Yes** |  |
| **Orientation & Mobility**Training for individuals who are blind or have low vision to improve travel skills in familiar and unfamiliar areas including use of public transportation |   |  |   |  |   |   |   |   |
| **Vocational/occupational training** Occupational, vocational, or job skill training provided by a community college and/or business, vocational/trade or technical school to prepare students for gainful employment in a recognized occupation, not leading to an academic degree or certification.  |  |  |  |  |  |  |  |  |
| **Post-secondary education**Full-time or part-time academic training above the high school level leading to a degree (associate, baccalaureate, graduate, or professional), a certificate or other recognized educational credential. Such training may be provided by a four-year college or university, community college, junior college, or technical college. |  |  |  |  |  |  |  |  |
| **Job readiness** Training to prepare an individual for the world of work (e.g., appropriate work behaviors, getting to work on time, appropriate dress and grooming, increasing productivity). |  |  |  |  |  |  |  |  |
| **Job coaching** Support services provided to an individual who has been placed in employment in order to stabilize the placement and enhance job retention.  |  |  |  |  |  |  |  |  |
| **Unpaid Work Experience**An opportunity for an individual to increase their employability by performing real work. |  |  |  |  |  |  |  |  |
| **Supported employment** Competitive work in integrated work settings, or employment in integrated work settings, in which individuals are working toward competitive employment, for individuals with the most significant disabilities who require intensive supported employment services in order to perform such work. |  |  |  |  |  |  |  |  |
| **Job placement**A referral to a specific job resulting in an interview, whether or not the individual obtained the job.  |  |  |  |  |  |  |  |  |
| **Contracted services with CRPs** Goods and services to individuals to help them overcome the disabling effects of their impairments and to maximize their employment opportunities facilitated through community rehabilitation programs (CRPs).  |  |  |  |  |  |  |  |  |
|   | **Needed?** | **Provided?** | **If provided, was the service . . .**  |
|  | **Yes** | **No** | **Yes** |  | **Yes** | **No** | **Yes** |  |
| **Community-based assessments**Services and activities performed in the community to determine an individual's eligibility for VR services, to assign an individual to a priority category of a State VR agency that operates under an order of selection, and/or to determine the nature and scope of VR services to be included in the IPE. |  |  |  |  |  |  |  |  |
| **Customer internships** A vocational experience including real work designed to increase practical experience in an occupation.  |  |  |  |  |  |  |  |  |
| **Rehabilitation engineering**The systematic application of engineering sciences to design, develop, test, evaluate, apply, and distribute technological solutions to problems confronted by individuals with disabilities in functional areas such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, education, and integration into the community. |  |  |  |  |  |  |  |  |
| **Social Security benefits planning**Services designed to assist individuals with disabilities make informed choices regarding their earnings through a benefits analysis and summary. |  |  |  |  |  |  |  |  |

1. I am satisfied with how well VR prepared me for employment.

1-Untrue 2-Mostly Untrue 3-Mostly True 4-True

 “**True” or “False” follow-up (alright to say “Not applicable”):**

* I was advised about my rights and responsibilities.
* I was able to make informed choices about the services needed.
* I was able to make informed choices about the provider of services.
* I received all agreed upon services.
* I received agreed upon services in the timeframe that met my needs.
1. I am employed or more prepared for employment because of the services I received.

1-Untrue 2-Mostly Untrue 3-Mostly True 4-True

 “**True” or “False” follow-up (alright to say “Not applicable”):**

* Services I received helped to decrease, accommodate, and/or remove my disability-related barriers to employment.
* I can more independently search for employment.
* I can identify and request appropriate accommodations from an employer.
* I obtained or am more prepared for a job that matches my skills and interests.
* I obtained the job goal that was identified in my Individualized Plan for Employment (IPE).
1. I needed assistance from other agencies not directly related to employment.

1-Untrue 2-Mostly Untrue 3-Mostly True 4-True

 “**True” or “False” follow-up (alright to say “Not applicable”):**

* I was provided information about other programs that would be able to assist me with my non-employment related needs.
* I was referred to other programs for assistance with my non-employment related needs.
* I have received the assistance for which I was referred.
* I am currently waiting for assistance from the program to which I was referred.
* I have been denied the assistance for which I was referred.
1. I needed other services before I could become employed.

1-Untrue 2-Mostly Untrue 3-Mostly True 4-True

If true, please list those services that could have assisted you to become employed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_