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**Research Report**

## Vermont Division of Vocational Rehabilitation

**Quality Assurance Survey**

**Survey Report**

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**I. Survey Methodology**

**Introduction**

Market Decisions conducted this project on behalf of the Vermont Division of Vocational Rehabilitation. The Vocational Rehabilitation Agencies Quality Assurance Survey is designed to allow customers the opportunity to provide feedback about the agencies through which they are currently receiving services or have received services in the past.

**The Survey Questionnaire**

The survey instrument used during the course of this research was developed for use during the New England Vocational Rehabilitation Agencies Quality Assurance Survey that was conducted in 2003. The same set of core survey questions has been used in all subsequent survey administrations (2006, 2008, 2011, and the current 2013 survey). To the core survey, the Division has added a set of state specific questions. In 2013 ten additional questions were added to the core survey; this same set of ten questions was also asked of customers in 2011.

The main research methodology for data collection was the use of a telephone survey. However, given that it was not possible to reach a percentage of the target population by telephone, a mail version of the survey was also developed to supplement the telephone survey.

**Sampling**

The target population for this research consisted of customers from the Division with case status codes between 12 and 28. The sample included active cases, cases closed successfully, and cases closed unsuccessfully. The sample included all cases that were active at any time during the year prior to the initiation of data collection, i.e. cases active at any time from May 2012 through May 2013.

The goal of this research was to provide an accurate assessment of the views of customers that could be used to assess satisfaction with services at the agency level and to assess satisfaction at the service region level.

**The sampling frame for the Vermont Division of Vocational Rehabilitation included six sampling stratum defined by six service regions.**

The sampling frame for this research was developed from a customer list provided by the Division in electronic format. Once received, the sample was divided into six separate strata files to facilitate sampling for the Vermont Division of Vocational Rehabilitation.

Based upon the past administrations of the survey, it was anticipated that approximately one-quarter to one-third of the telephone numbers included in the sampling frame would either be non-working numbers or would be telephone numbers at which the customer could not be reached. In the first case, this included disconnected telephone numbers, non-working numbers, and those out of service. In the second, they represent wrong telephone numbers, business telephone numbers (at which the respondent did not work), and cases where the respondent could not be reached at this telephone number.

In cases where a number was incorrect or non-working and in cases where a telephone number was not provided, these sample records were identified and designated for inclusion in the mail survey.

In Vermont, approximately 34% of records were identified as non-working, incorrect or were cases where a telephone number was not provided in the sample record. These cases were sent a mail copy of the survey questionnaire.

A total of 2,821 sample records were included in the Vermont Division of Vocational Rehabilitation survey sample.

**Data Collection**

All telephone interviews were conducted in a central interviewing facility using our Computer Assisted Telephone Interviewing (CATI) software. All interviewers were supervised and monitored continuously. The telephone data collection phase was begun on May 11, 2013 and data collection was completed by June 15, 2013 (including all telephone interviews and returned mail surveys). A total of 735 customers of the Vermont Division of Vocational Rehabilitation were interviewed by telephone or returned completed mail surveys.

###### Survey Response Rates

Among customers of the Vermont Division of Vocational Rehabilitation, the survey response rate was 44%. The AAPOR (American Association for Public Opinion Research) Respondent Cooperation Rate was 77%, while the AAPOR Respondent Refusal Rate was 7%.

|  |  |
| --- | --- |
|  | **Vermont Division of Vocational Rehabilitation** |
| Overall Response Rate | 44% |
| AAPOR Respondent Cooperation Rate | 77% |
| AAPOR Respondent Refusal Rate | 7% |

AAPOR Standard Formulas -AAPOR rates

AAPOR (the American Association for Public Opinion Research) has standardized formulas used by researchers for the calculation of response, cooperation, and refusal rates. The formulas allow other researchers to compare this research to other research projects, since the formulas used in the calculation of the rates are the same. The formulas clearly identify what is used in deriving the response rates based on rules that identify cases as eligible and ineligible. The AAPOR rates provide a sense of how well the interviewing process works once a respondent is contacted.

**Cooperation rates** – This represents the proportion of all cases interviewed out of all eligible units ever contacted. That is, what percent of identified respondents ended up completing the interview. This includes cases where a respondent refused to do the survey, began but did not complete the survey, and cases where a respondent wished to complete the survey at another time but did not end up completing the survey, respondents who did not speak English, and respondents who were infirm.

**Refusal rates** – The refusal rates represent the proportion of all cases in which the respondent refuses to be interviewed, or breaks off an interview, out of all respondents that were contacted and spoken with.

**Data Weighting**

The data has been weighted to adjust for non-response and also to match customer profiles based upon sex, age, service region, disability type, case status (open/closed), and race/ethnicity.

**Sampling Error**

The percentages reported for Division customers are within plus or minus 3.4% of that which would be found if all customers of the Vermont Division of Vocational Rehabilitation were interviewed. For example, if our survey showed that 50% of the respondents were satisfied with the services received, then the comparable figure for the population would be somewhere between 46.6% and 53.4% with a confidence level of 95%. A breakdown of the sampling error by service region is presented below, along with the number of surveys completed in each region.

|  |  |  |
| --- | --- | --- |
|  | **Number of**  **Surveys** | **Sampling Error**  **(+ or -)** |
| Vermont Division of Vocational Rehabilitation | 735 | 3.4% |
| Burlington/Middlebury | 121 | 8.6% |
| St. Albans/Newport | 134 | 7.9% |
| St. Johnsbury/White River Junction | 123 | 8.2% |
| Barre/Morrisville | 119 | 8.4% |
| Rutland/Bennington | 119 | 8.6% |
| Springfield/Brattleboro | 119 | 8.5% |

**Presentation of Survey Results**

This summary report allows you to compare results from your agency to results from the earlier studies. This will allow you to determine if there are differences in the level of satisfaction among your customers over the period from 2003 to 2013. The report provides a comparison by year for the agency as a whole as well as by service region.

The summary report presents the data in several graphical forms along with a narrative description:

* A bar chart with the results presented for VT DVR as a whole. In this chart, percentages for all response categories are provided. For example, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, and very dissatisfied. The graph includes results from the 2013 study.
* A table that presents the results for the six service regions. This table provides data from the current 2013 study.
* A line chart presenting survey results for VT DVR as a whole. This type of chart provides trend results from 2003 to 2013.
* A table providing trending results for by year of administration for VT DVR as a whole (2003 to 2013) as well and trending for each of the six regions for 2011 and 2013. The table will note cases where there are significant differences:

1. Comparing 2013 results from VT DVR and prior survey administrations
2. Comparing differences between the 2013 results for VT DVR as a whole to each region, and
3. Comparing differences between the 2011 and 2013 scores for each region.

Note that in the charts, the percentages referenced will always be the percent of valid responses. The tables does not include the percentage of respondents who indicate that the item is not applicable, that are unsure of their answer or that refused to answer the survey question.

**Comparing the Percentage of Respondents Indicating Satisfaction Across Groups**

The tables and charts provided in this report are designed to allow you to compare your results. There are three types of comparisons:

* Comparisons of results year to year; trending results from 2003 – 2013. This will help you identify any changes in the results across the years the survey had been administered.
* Comparison of your current 2013 results by region. This will help you identify whether there are differences between the 2013 results from each region and the Division as a whole.
* Comparison of your current 2013 results by region to their 2011 results. This will help you identify changes within each region since 2011.

A table is provided that compares the results of your agency as a whole as well as the results for each region. The results are presented for all survey administrations.

**Comparing Regional Results and Results Year to Year**

To allow comparisons, a table is included that provides a summary of the results for each survey administration. This table is designed to simplify comparing year to year results and to also compare the results from each of your service regions to the overall agency score for 2013. Five rows provide the results for 2003 to 2013 for VT DVR (under year of administration) as whole and the 2011 and 2013 results by service region (under the heading region). The results are the percent positive responses to the question, which for most is the percentage of respondents indicating they are very satisfied or satisfied.

The table includes additional columns that denote cases where there are a significant difference:

* Sig Diff 2011 to 2013 – Are there differences in the results for the Division as a whole between 2011 and 2013?
* Sig Diff from DVR overall – In 2013, are there differences between the score for a region and the Division as a whole?
* Sig Diff within Region 2011 to 2013 - Are there differences within each region between 2011 and 2013?

These comparisons are based on comparing the 95% confidence intervals associated with each measure. Each column will either be blank or contain a plus sign “+” or a minus sign “-” for each of your service regions:

* *A plus (+) indicates that there has been a significant increase in the score when comparing year to year or that the score for a specific region is significantly greater than the score for the Division as a whole.*
* *A minus (-) indicates that there has been a significant decrease in the score when comparing year to year or that the score for a specific region is significantly lower than the score for the Division as a whole.*
* *Blank cells indicate no statistically significant difference.*

**Example: Table of Regional and Year to Year Comparisons**

**Overall Satisfaction**

**(% very satisfied or satisfied)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 84.3% |  |  |
| 2006 | 85.4% |  |  |
| 2008 | 88.2% |  |  |
| 2011 | 90.5% |  |  |
| 2013 | 82.9% | **-** |  |
| **Region** |  | **Sig Diff from DVR overall** | **Sig Diff within Region 2011 to 2013** |
| **2011** |  |  |  |
| Burlington/Middlebury | 87.3% |  |  |
| St. Albans/Newport | 85.0% |  |  |
| St. Johnsbury/White River Junction | 86.8% |  |  |
| Barre/Morrisville | 91.3% |  |  |
| Rutland/Bennington | 91.6% |  |  |
| Springfield/Brattleboro | 85.9% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 90.6% |  |  |
| St. Albans/Newport | 88.3% |  |  |
| St. Johnsbury/White River Junction | 89.5% |  |  |
| Barre/Morrisville | 86.3% | - |  |
| Rutland/Bennington | 94.5% | + | + |
| Springfield/Brattleboro | 91.4% |  |  |

*(% of respondents satisfied or very satisfied)*

**Legend**

**Sig Diff 2011 to 2013**– a “+” indicates that the Division score is significantly higher in 2013 than in 2011 while a “-” indicates that the 2913 score is significantly lower than the score in 2011.

**Sig Diff from DVR overall** – a “+” indicates that the regional score is significantly higher than the score for the Division as a whole while a “-” indicates that the regional score is significantly lower than the score for the Division as a whole.

**Sig Diff within Region 2011 to 2013**– a “+” indicates that the 2013 regional score is significantly higher than the 2011 regional score while a “-” indicates that the 2013 score is significantly lower than the 2011 score.

***Note: The table is for illustrative purposes only and the differences may or may not actually be significant.***

In the column labeled “**Sig Diff 2011 to 2013**” you can see a minus sign “-” across from the 2013 under year of administration. This indicates that:

* The overall score for the Division is significantly lower in 2013 than in 2011.

In the column labeled “**Sig Diff from DVR overall**” you can see a minus sign “-” across from the Barre/Morrisville region results (under their 2013 results) and a plus sign “+” across from the Rutland/Bennington region. This indicates that:

* The score for the Barre/Morrisville region is significantly lower than the overall score for the Division in 2013.
* The score the Rutland/Bennington region is significantly higher than the overall score for the Division in 2013.

In the column labeled “**Sig Diff within Region 2011 to 2013**” you can see the “+” across from score for 2013 across from the Rutland/Bennington region (2013 results). This indicates that:

* The 2013 score the Rutland/Bennington region is significantly higher than other regions’ scores in 2011.

**II. Key Findings and Discussion**

**Services Received by Customers**

* **The most common services received are help in finding a job, financial assistance, vocational or employment counseling, and counseling.**
* **The largest percentage indicates that help in finding a job and financial assistance are the most helpful services they receive.**

**Measures of Overall Satisfaction**

* **In 2013, 83% are very satisfied or satisfied with the Vermont Division of Vocational Rehabilitation’s program.**
* **In 2013, 83% of customers indicate that they are satisfied with the services they received.**
* **In 2013, 80% of customers indicate that the services provided meet their expectations.**
* **In 2013, 79% of customers indicate that the services provided through the Vermont Division of Vocational Rehabilitation compare favorably to the services offered through their ideal program.**
* **Among all customers, the consumer satisfaction index is 73.9 in 2013.**
* **In 2013, 91% percent of customers would tell their friends with similar disabilities to go to the Vermont Division of Vocational Rehabilitation for help.**

**Evaluation of Specific Aspects of the Agency and the Services Provided**

* **In 2013, 86% of customers are very satisfied or satisfied with their control and involvement in the vocational rehabilitation experience.**
* **In 2013, 86% of customers are very satisfied or satisfied with their choice of a vocational goal.**
* **In 2013, 85% of customers are very satisfied or satisfied with the choice of services available.**
* **In 2013, 86% of customers are very satisfied or satisfied with the choice of service providers.**
* **In 2013, 83% of customers are very satisfied or satisfied with the information they were given about the choices they had.**
* **In 2013, 84% of customers are very satisfied or satisfied with the time it took counselors to answer their questions or address their concerns.**
* **In 2013, 90%, of customers found completing the application for vocational rehabilitation services very or somewhat easy.**
* **In 2013, 90% of customers indicate that the staff are very or somewhat helpful in helping them to achieve their vocational rehabilitation goals.**
* **In 2013, 83% of customers indicate that it is very or somewhat easy to contact their vocational rehabilitation counselor.**
* **In 2013, nearly all customers (98%) found the agency office very or somewhat accessible to someone with their type of disability.**
* **In 2013, 66% of customers indicate that the services they receive helped them become more financially independent.**
* **In 2013, 97% of customers indicate that the Vermont Division of Vocational Rehabilitation staff treat them with dignity and respect.**
* **In 2013, 71% of customers indicate that the agency helped them reach their job goals.**

**Problems and Areas for Improvement**

* **In 2013, 21% of customers indicate they experienced problems with the agency or the services provided by the Vermont Division of Vocational Rehabilitation.**
* **Among those experiencing problems, 26% indicate the agency worked to resolve the problem.**
* **In 2013, approximately five in ten customers offer suggestions for service improvement.**

**Current Employment Status**

* **Fifty-four percent of customers are working full or part time.**
* **Among those customers who were working, 81% are very satisfied or satisfied with their job in 2013.**
* **The types of careers sought by customers are varied.**

**Agency Specific Question**

* **In 2013, 64% of customers indicate they were informed that they could address problems with the Customer Assistance Project.**
* **In 2013, 69% of customers are able to receive needed services even when their counselor is not available.**
* **In 2013, 68% of customers are satisfied with job placement services.**
* **In 2013, 95% of customers feel welcome when coming to vocational rehabilitation for services.**
* **In 2013, 41% of customers are able to access benefits counseling through vocational rehabilitation, while 18% of customers are not able to access benefits counseling.**
* **Among those accessing benefits counseling services, 97% find these services valuable.**
* **In 2013, 91% of customers indicate it is easy to access vocational rehabilitation services.**
* **In 2013, 86% of customers indicate vocational rehabilitation services coordinates job placement services with the VABIR representative well.**
* **In 2013, 77% of customers feel they are receiving the support needed to be successful in the long term.**
* **In 2013, 40% of customers indicate that someone other than vocational rehabilitation helped them find a job.**
* **Nine in ten customers (90%) would refer a friend or relative to vocational rehabilitation.**

**Discussion**

As we have found in our prior studies, the 2013 study indicates that the customers of the Vermont Division of Vocational Rehabilitation are satisfied with the services they are provided and the large majority has not experienced any problems or difficulties. The Division continues to be an important resource to its customers. The Division is viewed by the large majority of customers as providing the necessary assistance to help them achieve their goals

However, the 2013 survey does show a decline across most of the satisfaction measures. In most cases this decline is slight, however there are some measures that saw a significant decrease. Across the entire Division, scores have decreased on 19 of the 22 measures since 2011. There is also an increase in the percentage of customers reporting they experienced problems and a slight decrease in the percentage that reported that VT DVR worked to resolve their problems. For the Division as a whole, the largest declines are in the following:

* Overall, how satisfied are you with the VT DVR program? (a significant decrease of 8 percentage points).
* How satisfied were you with the kind and amount of information you were given about the choices you had? (a significant decrease of 6 percentage points).
* Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. The vocational rehabilitation services I received helped me become more financially independent. (a decrease of 6 percentage points).
* How satisfied were you with your control and involvement in your vocational rehabilitation experience? (a decrease of 5 percentage points).
* How easy was it for you to contact your vocational rehabilitation counselor? (a decrease of 5 percentage points).
* Have you experienced any problems with VT DVR or the services they have provided to you? (a significant increase of 6 percentage points).

A large majority of customers in all six VT DVR regions are satisfied in 2013, though overall satisfaction declined in all six regions. The number of satisfaction measures showing a decline did vary across the six regions. In all but the St. Johnsbury/White River Junction region, there is a decline in only 10 of 22 measures, a majority of the satisfaction measures are down from 2011. By region:

* Springfield/ Brattleboro (21 of 22 measures show a decline)
* Barre/ Morrisville (19 of 22 measures show a decline)
* St. Albans/ Newport (14 of 22 measures show a decline)
* Rutland/ Bennington (13 of 22 measures show a decline)
* Burlington/Middlebury (13 of 22 measures show a decline)

However, there are cases where measures have improved from 2011:

* Burlington/Middlebury (7 of 22 measures show an increase)
* St. Albans/Newport (7 of 22 measures show an increase)
* St. Johnsbury/White River Junction (6 of 22 measures show an increase)

In looking at specific regions, there are also instances where satisfaction measures are dramatically lower than for the Division as a whole, here defined as 8 percentage points or more below the overall Division. These include:

* Springfield/Brattleboro (10 of 22 measures at least 8 percentage points below the overall Division score)
* Barre/Morrisville (7 of 22 measures at least 8 percentage points below the overall Division score)
* St. Johnsbury/White River Junction (2 of 22 measures at least 8 percentage points below the overall Division score)
* Burlington/Middlebury (2 of 22 measures at least 8 percentage points below the overall Division score)
* St. Albans/Newport (1 of 22 measures at least 8 percentage points below the overall Division score)

The specific items for the Springfield/Brattleboro and Barre/Morrisville regions include:

**Springfield/Brattleboro Region**

* Overall, how satisfied are you with the VT DVR program?
* How satisfied were you with your choice of a vocational goal?
* How satisfied were you with the kind and amount of information you were given about the choices you had?
* How satisfied were you with how long it took your counselor to answer your questions or address your concerns?
* How easy was it for you to contact your vocational rehabilitation counselor?
* The vocational rehabilitation services I received helped me become more financially independent.
* VT DVR helped me reach my job goals.
* Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by VT DVR?
* All things considered, would you tell your friends with disabilities to go to VT DVR program for help?
* Did VT DVR work to resolve this problem?

**Barre/Morrisville Region**

* Overall, how satisfied are you with the VT DVR program?
* How satisfied were you with your control and involvement in your vocational rehabilitation experience?
* How satisfied were you with your choice of a vocational goal?
* How helpful were the staff of VT DVR in helping you achieve your vocational rehabilitation goals?
* VT DVR helped me reach my job goals.
* Considering all of the expectations you may have had about the services provided by VT DVR to what extent have these services met your expectations?
* All things considered, would you tell your friends with disabilities to go to VT DVR program for help?

**Conclusions and Areas of Focus**

As noted, there is, in general, a high level of satisfaction among the customers of the Division but there has been a decline in overall satisfaction since 2011 and there is a downward trend apparent in most satisfaction measures. Further, the percentage of customers reporting problems has increased since 2011 while the percentage reporting that the Division worked to resolve their problems has decreased.

First, some of the key positive highlights:

* The level of overall satisfaction among all customers still remains quite high, with 83% satisfied with the Division and 83% satisfied with the services provided by the Division.
* Overall satisfaction with the Vermont Division of Vocational Rehabilitation is above 80% in three of the six regions and satisfaction with the services provided by the Division is above 80% in five of the six regions.
* The percentage of respondents indicating the Division helped them reach their job goals is comparable to 2011 and among those with a job the percentage satisfied with the employment is also comparable to 2011.
* Only one of five customers indicate they experienced problems with the Division or the services the Division provides.

**The results do suggest that there are some areas on which the Division can focus to improve customer satisfaction:**

* The percentage of customers reporting problems did increase significantly from 2011 to 2013, up to 21% of customers. Over the same period, the percentage indicating the Division worked to resolve their problems declined slightly from 29% to 22%. The main problems mentioned by customers include issues with communicating with Division staff, and the need for more support and guidance.
* The decline seen in nearly all satisfaction measures is occurring across all regions. Five of six regions saw a decline in a majority of the satisfaction measures included in the survey while two regions (Springfield/ Brattleboro and Barre/ Morrisville) saw an almost universal decline in satisfaction across measures. The decline in satisfaction observed among customers is most significant in these two regions.
* Issues with communications with staff and counselors remains the most prominent concern among customers as has been observed since 2003. However, the survey results do show an increase in the number of customers raising other issues about staff (staff would not listen/dismissed concerns, did not understand needs or abilities, counselor was too busy, the customer was pushed aside).

In general terms, these are issues of communication (the ability to reach counselors and other Division staff), employment issues (the ability to find a job), program effectiveness, staff issues, and issues of support (the need for more guidance or the perception that services are of little value). Among this range of issues, the number of comments regarding employment issues and overall support has increased only modestly from 2011.

However, the number of comments regarding communications, staff issues, and program effectiveness has increased sharply since 2011 and point to areas that need to be examined in order to improve customer service and satisfaction. The number of comments citing concerns with communication (difficulties in communicating with staff, counselor did not return calls, was not available, counselor did not follow-up, time lags getting services) has increased by 45% since 2011. Comments mentioning concerns about staff (would not listen dismissed concerns, did not understand needs or abilities, counselor was too busy, the customer was pushed aside, staff needed to be more understanding) has increased by 54% since 2011. Finally, the number of comments related to program effectiveness (program did not meet expectations, no clear purpose or solutions offered, speed up the process of getting services, had to fight to get services) has increased by 59% since 2011.

Financial independence and the customer achieving their job goals represent the factors about which customers are the least satisfied; which has been observed since 2003.

These two measures have the lowest percentages of customers that responded in a positive manner (agreeing that the services they received had helped them become more financially independent or achieve their job goals). These two measures have been the lowest rated satisfaction measures consistently since 2003. The percentage that agreed that the services provided by the Division helped them become more financially independent decreased from 72% in 2011 to 66% in 2013. When asked why they felt that the services did not help them become more financially independent, the main reasons cited by customers were:

* They did not find employment
* They needed more support or guidance
* No services were provided or were of little help
* They did not receive needed financial help

Job Goals

Along with the assessment of the impact of services on financial independence, this measure tended to have one of the lowest percentages of customers that responded in a positive manner (agreeing the agency helped them reach their job goals). However this area represents bright spot for the Division based upon the current survey results. While only 71% agreed that the Division helped them achieve their job goals, this percentage is comparable to that observed in 2011. Further, among those that did not agree, 30% indicate the reason is that they are still working on achieving their goals while only 23% indicate they did not receive or could not find employment.

**Differences in the Results from 2003 to 2013 Surveys**

The 2013 survey relied on the same questions included in the 2003 - 2011 studies to allow a comparison in the results (trending analysis). The goal is to determine whether there has been an improvement in the services provided by the Vermont Division of Vocational Rehabilitation from the perspective of Division customers. The tables below provide a quick summary of the changes observed in customers’ level of satisfaction with the Vermont Division of Vocational Rehabilitation from 2003 to 2013. The tables on pages 18, 20 and 22 are broken into four main sections:

* Overall Measures of Satisfaction
* Specific Satisfaction Measures
* Problems Experienced by Customers
* Job Satisfaction

The tables provide a summary of 22 questions (including the Consumer Satisfaction Index, which is calculated from three survey questions of improvement or decline in satisfaction). The tables indicate whether there is a difference in the percentage of respondents with a positive view of the Division on each specific question. In most cases this represents the percentage of customers reporting they are satisfied or very satisfied with the specific measure. The tables use a series of characters to denote trends observed in the results.

* A plus sign “+” indicates there is an increase in the percentage of respondents offering a positive response from 2011 to 2013.
* A minus sign “-” indicates there is a decrease in the percentage of respondents offering a positive response from 2011 to 2013.

These tables are designed to quickly summarize trends and it is important to understand that the summarized differences do not necessarily rise to the level of statistical significance. In fact, most of the observed changes are only a few percentage points. Thus, they should be not be viewed as meaning there has been a significant improvement or decline in the level of customer satisfaction, but viewed as more of a qualitative sense of the trend in customer satisfaction. They should be read to determine if the perception of the Division and the services it provides among customers is moving in a positive or negative direction. They can be thought of as representing areas where the Division is viewed by customers as improving the services it offers or areas where customers view that the Division may need to improve its level of service.

In all tables, results are provided for the Division as a whole as well as for each service region.

Beginning on page 26, there is a summary of the issues or concerns raised by customers that will help clarify any specific areas for improvement.

In evaluating the four overall satisfaction measures found in the survey, there is a decline in all four measures across the entire Division. The Barre/ Morrisville and Springfield/ Brattleboro regions also saw a decline in all four measures.

**Summary of Changes in Satisfaction Measures from 2003 to 2013**

**(Overall Satisfaction)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington/ Middlebury** | **St. Albans/ Newport** | **St. Johnsbury/ White River Junction** |
| **Overall Satisfaction Measures** |  |  |  |  |
| Consumer Satisfaction Index | **-** | **-** | **-** |  |
| Overall Satisfaction | **-** | **-** | **-** | **-** |
| Satisfaction with services provided by the agency | **-** | **+** | **-** | **-** |
| Would you recommend that friends go to agency for help | **-** | **-** | **+** |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Barre/ Morrisville** | **Rutland/ Bennington** | **Springfield/ Brattleboro** |
| **Overall Satisfaction Measures** |  |  |  |
| Consumer Satisfaction Index | **-** | **-** | **-** |
| Overall Satisfaction | **-** | **-** | **-** |
| Satisfaction with services provided by the agency | **-** | **-** | **-** |
| Would you recommend that friends go to agency for help | **-** |  | **-** |

**Legend:**

**“+”** indicates there is an increase in the percentage of respondents offering a positive response from 2011 to 2013.

**“**-**”** indicates there is a decrease in the percentage of respondents offering a positive response from 2011 to 20011.

In evaluating the fifteen specific satisfaction measures found in the survey, there are no items that increased for the Division overall since 2011 while 13 measures declined since 2011. By region, the Burlington/ Middlebury and St. Johnsbury/ White River Junction regions have the largest number of measures increasing since 2011 (5 of 15), while there is an increase in 4 of the 15 measures in the St. Albans/Newport Region. The regions with the largest number of items that declined since 2011 are the Springfield/Brattleboro Region (14 of 15), Barre/Morrisville Region (13 of 15), and St. Albans/Newport Region (10 of 15).

In evaluating whether customers experienced problems with the Division or the services it provides (page 22), the percentage of customers indicating they have not experienced problems has decreased significantly from 2011 (meaning there is an *increase* in the percentage of customers reporting problems). Only customers in the Rutland/ Bennington Region did not report an increase in the problems they experienced compared to customers in 2011. Among those who experienced a problem, the percentage of customers indicating that the Division worked to resolve the problems decreased slightly from the percentage observed in 2011.

Finally, in evaluating job satisfaction, while there is not an increase or decrease in the percent satisfied with their job (among customers for the Division as a whole) compared to 2011, there is an increase in satisfaction observed among employed customers in the Burlington/Middlebury, St. Albans/Newport, and Barre/Morrisville regions. However, there is a decline in satisfaction in the St. Johnsbury/White River Junction, Rutland/Bennington, and Springfield/Brattleboro regions.

The summary table on page 23 provides a more global view of customer satisfaction. It provides a summary of the total number of questions where the level of satisfaction increased and the total number of questions where the level of satisfaction decreased. This table provides a global perspective on the satisfaction and can be viewed as providing an overall assessment of customer satisfaction with the Division.

In reading the table, if a large number of items show an increase in satisfaction, this can be interpreted as an improvement in the level of satisfaction among customers of the Division and the services it provides overall. Conversely, if a large number of items show a decrease in satisfaction from 2011, this can be interpreted as a decline in the level of satisfaction among customers of the Division and the services it provides

Looking at results for the Division as a whole, there are no items with an increase in the percentage satisfied from 2011 while there is a decrease among 19 items, overall, a decline in satisfaction. This would suggest that the overall level of satisfaction among customers has declined since 2011.

Regionally, the Burlington/Middlebury (7), St. Albans/Newport (7), and St. Johnsbury/White River Junction (6) regions have the largest number of items showing an increase in customer satisfaction. With the exception of the St. Johnsbury/White River Junction Region, there is a decrease in satisfaction among customer observed for a majority of the 22 measures. The regions with the largest number of items showing a decrease in satisfaction are the Springfield/Brattleboro (21) and Barre/Morrisville (19) regions. Among these two regions, there is an almost universal decrease in customer satisfaction across all measures. The St. Albans/Newport (14), Rutland/Bennington (13), and Burlington/Middlebury (12) regions have a decrease in satisfaction among more than half of the 22 measures. The results suggest that customer satisfaction has decreased in all regions with perhaps the largest declines observed in the Springfield/Brattleboro and Barre/Morrisville regions and the smallest decline in the St. Johnsbury/White River Junction Region.

**Summary of Changes in Satisfaction Measures from 2003-2013**

**(Specific areas of Satisfaction)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington/ Middlebury** | **St. Albans/ Newport** | **St. Johnsbury/ White River Junction** |
| **Specific Satisfaction Measures** |  |  |  |  |
| Satisfaction with control and involvement in vocational rehabilitation experience | **-** | **-** | **-** | **-** |
| Satisfaction with your choice of a vocational goal | **-** |  |  | **+** |
| Satisfaction with the choice of services that were available | **-** | **+** | **-** | **-** |
| Satisfaction with the choice of service providers | **-** | **-** | **-** | **-** |
| Satisfaction with the kind and amount of information about the choices you had | **-** | **-** | **-** |  |
| Satisfaction with how long it took your counselor to answer questions, concerns | **-** | **-** | **-** | **-** |
| How easy was it for you to complete an application | **-** | **-** | **-** |  |
| How helpful were the staff in helping you achieve goals | **-** | **+** | **-** | **+** |
| How easy was it for you to contact your vocational rehabilitation counselor | **-** | **-** | **-** | **-** |
| How accessible was the office for someone with your type of disability | **-** | **-** | **+** | **-** |
| The services I received helped me become more financially independent | **-** | **-** | **-** |  |
| The staff treated me with dignity and respect |  | **+** | **+** | **+** |
| The agency helped me reach my job goals |  | **+** | **+** | **+** |
| How well program met expectations | **-** | **+** | **+** |  |
| How well program matches your ideal program | **-** |  | **-** | **+** |

**(Legend Presented Above)**

**Summary of Changes in Satisfaction Measures from 2003-2013 Continued**

**(Specific areas of Satisfaction)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Barre/ Morrisville** | **Rutland/ Bennington** | **Springfield/ Brattleboro** |
| **Specific Satisfaction Measures** |  |  |  |
| Satisfaction with control and involvement in vocational rehabilitation experience | **-** | **-** | **-** |
| Satisfaction with your choice of a vocational goal | **-** | **-** | **-** |
| Satisfaction with the choice of services that were available | **-** |  | **-** |
| Satisfaction with the choice of service providers | **-** | **-** | **-** |
| Satisfaction with the kind and amount of information about the choices you had | **-** |  | **-** |
| Satisfaction with how long it took your counselor to answer questions, concerns | **+** | **-** | **-** |
| How easy was it for you to complete an application | **-** | **+** | **-** |
| How helpful were the staff in helping you achieve goals | **-** | **-** | **-** |
| How easy was it for you to contact your vocational rehabilitation counselor | **-** | **-** | **-** |
| How accessible was the office for someone with your type of disability | **-** | **-** |  |
| The services I received helped me become more financially independent | **-** |  | **-** |
| The staff treated me with dignity and respect |  |  | **-** |
| The agency helped me reach my job goals | **-** | **+** | **-** |
| How well program met expectations | **-** | **-** | **-** |
| How well program matches your ideal program | **-** | **-** | **-** |

**Summary of the Number Specific Satisfaction Measures Showing an Increase or Decrease in Satisfaction among Customers**

**(of 15 total)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington/ Middlebury** | **St. Albans/ Newport** | **St. Johnsbury/ White River Junction** |
| Number of measures with an increase in positive response since 2011 | 0 | 5 | 4 | 5 |
| Number of measures with a decrease in positive response since 2011 | 13 | 8 | 10 | 6 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Barre/ Morrisville** | **Rutland/ Bennington** | **Springfield/ Brattleboro** |
| Number of measures with an increase in positive response since 2011 | 1 | 2 | 0 |
| Number of measures with a decrease in positive response since 2011 | 13 | 9 | 14 |

**Summary of Changes in Satisfaction Measures from 2003-2011**

**(Problems Experienced by Customers and Job Satisfaction)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington/ Middlebury** | **St. Albans/ Newport** | **St. Johnsbury/ White River Junction** |
| **Problems Experienced by Customers** |  |  |  |  |
| Experience fewer problems | **-** | **-** | **-** | **-** |
| Did agency work to resolve problems | **-** |  | **+** | **+** |
| **Job Satisfaction** |  |  |  |  |
| Satisfaction with job |  | **+** | **+** | **-** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Barre/ Morrisville** | **Rutland/ Bennington** | **Springfield/ Brattleboro** |
| **Problems Experienced by Customers** |  |  |  |
| Experience fewer problems | - |  | - |
| Did agency work to resolve problems | - |  | - |
| **Job Satisfaction** |  |  |  |
| Satisfaction with job | + | - | - |

**(Legend Presented Above)**

**Summary of the Number of Questions Showing an Increase in Satisfaction among Customers and Questions Showing a Decrease in Satisfaction among Customers**

**(of 22 total)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington/ Middlebury** | **St. Albans/ Newport** | **St. Johnsbury/ White River Junction** |
| Number of Questions with an **Increase** in the Percentage of Customers who are Satisfied | 0 | 7 | 7 | 6 |
| Number of Questions with a **Decrease** in the Percentage of Customers who are Satisfied | 19 | 12 | 14 | 10 |
| Number of Questions with No Change in the Percentage of Customers who are Satisfied | 3 | 3 | 1 | 6 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Barre/ Morrisville** | **Rutland/ Bennington** | **Springfield/ Brattleboro** |
| Number of Questions with an **Increase** in the Percentage of Customers who are Satisfied | 2 | 2 | 0 |
| Number of Questions with a **Decrease** in the Percentage of Customers who are Satisfied | 19 | 13 | 21 |
| Number of Questions with No Change in the Percentage of Customers who are Satisfied | 1 | 7 | 1 |

**Changes in the Degree of Satisfaction Among Satisfied Customers**

Another finding from the 2013 study is that, among satisfied customers, the level of satisfaction has decreased since 2011. A greater percentage of “satisfied” customers now indicate they are simply satisfied rather than indicating they are very satisfied. This is summarized in the table below. The values listed under “% positive” are the percentage of respondents that gave the Division a positive rating (for example satisfied/very satisfied or agree/strongly agree). The values listed under “% Very Positive” are the percentage of customers that gave the Division the highest rating on the scale for the question (for example very satisfied or strongly agree).

The conclusion to be drawn from this analysis from these results is that, in addition to the overall trend of declining customer satisfaction since 2011, there is also a decline in the level of satisfaction among “satisfied” customers.

This can be observed by looking at the values in the column labeled “% Point Change from 2011 to 2013” which provides the percentage point change in scores between the current survey and the survey conducted in 2011, presenting changes in the percentage of unanimously “very positive” responses and mixed “very positive/positive” responses. A shift in the degree of satisfaction is observed when the percentage listed under “% Very Positive” is a larger negative number than the percentage listed under “% positive”). The gap between these two percentages represents the percentage point shift in the level of satisfaction. The larger the gap, the broader the shift in the level of satisfaction (for example from very satisfied to simply satisfied) among Division customers who are satisfied based on the measure. The largest shifts in the level of satisfaction are among the following measures:

* How satisfied were you with the choice of services that were available?
* How satisfied were you with your control and involvement in your vocational rehabilitation experience?
* How helpful were the staff of VT DVR in helping you achieve your vocational rehabilitation goals?
* How easy was it for you to complete an application for vocational rehabilitation services?
* How satisfied were you with the choice of service providers?
* How satisfied were you with your choice of a vocational goal?

Among these six measures there is a shift of ten percentage points or more from the most positive response (i.e. very satisfied) to a lower level of positive response (i.e., only satisfied).

For three items there is little or no change in the level of satisfaction among customers that are satisfied:

* The vocational rehabilitation services I received helped me become more financially independent.
* VT DVR helped me reach my job goals.
* The VT DVR staff treated me with dignity and respect.

**Comparison of Level of Satisfaction on Survey Satisfaction Measures (2011 and 2013)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **% Positive** | | **% Very Positive** | | **% Point Change 2011 to 2013** | |
| Question | Measure | **2013** | **2011** | **2013** | **2011** | **% Positive** | **% Very Positive** |
| Overall, how satisfied are you with the VT DVR program? | % Satisfied/Very Satisfied | 83% | 91% | 38% | 55% | -8% | -17% |
| How satisfied were you with your control and involvement in your vocational rehabilitation experience? | % Satisfied/Very Satisfied | 86% | 91% | 40% | 59% | -5% | -19% |
| How satisfied were you with your choice of a vocational goal? | % Satisfied/Very Satisfied | 86% | 90% | 37% | 52% | -3% | -15% |
| How satisfied were you with the choice of services that were available? | % Satisfied/Very Satisfied | 86% | 88% | 35% | 52% | -2% | -17% |
| How satisfied were you with the choice of service providers? | % Satisfied/Very Satisfied | 86% | 90% | 44% | 60% | -4% | -16% |
| How satisfied were you with the kind and amount of information you were given about the choices you had? | % Satisfied/Very Satisfied | 84% | 90% | 39% | 54% | -6% | -15% |
| How satisfied were you with how long it took your counselor to answer your questions or address your concerns? | % Satisfied/Very Satisfied | 84% | 88% | 47% | 58% | -4% | -11% |
| How easy was it for you to complete an application for vocational rehabilitation services? | % Easy/Very Easy | 90% | 93% | 61% | 76% | -3% | -15% |
| How helpful were the staff of VT DVR in helping you achieve your vocational rehabilitation goals? | % Helpful/Very Helpful | 90% | 92% | 67% | 82% | -2% | -15% |
| How easy was it for you to contact your vocational rehabilitation counselor? | % Easy/Very Easy | 83% | 89% | 64% | 77% | -6% | -14% |
| How accessible was the VT DVR office for someone with your type of disability? | % Accessible/Very Accessible | 98% | 99% | 88% | 95% | -1% | -7% |
| The vocational rehabilitation services I received helped me become more financially independent. | % Agree/Strongly Agree | 66% | 72% | 38% | 46% | **-6%** | **-9%** |
| The VT DVR staff treated me with dignity and respect. | % Agree/Strongly Agree | 97% | 97% | 87% | 88% | **1%** | **-1%** |
| VT DVR helped me reach my job goals. | % Agree/Strongly Agree | 71% | 72% | 46% | 48% | **-1%** | **-3%** |
| Thinking about your current job, how satisfied are you with what you are doing? | % Satisfied/Very Satisfied | 81% | 82% | 44% | 49% | -1% | -4% |

**Specific Areas for Improvement Efforts**

**General Areas of Focus**

The survey instrument used in this research not only allowed respondents to rate the services they received through the Vermont Division of Vocational Rehabilitation, but also provided the opportunity to offer feedback when the customer is not satisfied. The survey also allowed customers to identify any problems they experienced and offer suggestions for service improvement. As noted, the results do not suggest that significant problems exist in the agency or with the services it provides. Rather, the results suggest areas of minor concern that can be addressed to improve upon an already high level of satisfaction.

This section provides a summary of the verbatim responses provided by customers throughout the survey. The first table classifies comments by main topic area (page 30). The numbers in the table represent the TOTAL number of times a comment is made that fell within the general area. Please note that:

* 370 of the 735 customers surveyed in this study offered verbatim comments about issues, problems or concerns (including those who offered positive comments).
* Each topic area contains a number of specific categorized comments (there are over 300 specific categories for comments) – a general topic area may include a number of responses from these 300 specific categories.
* Each customer had the opportunity to provide a comment to each survey question if they are not satisfied (there are 22 items that evaluate customer satisfaction).

The counts represent the total number of times a comment is mentioned (but duplicate mentions of a specific comment by the same customer are not counted). Again note that a respondent could have mentioned several (different) comments that applied to a general area so the numbers do not represent the NUMBER of respondents making a comment that pertains to a general topic area. Rather, this is simply a count of how many times a comment is made among all respondents.

These general topic areas represent the key areas where respondents have identified concerns or problems. The table counts provide a way to evaluate the relative weight of each general topic area in relation to one another. i.e. how significant a general area is in the minds of all respondents when expressing comments, concerns, or problems. The table can help to identify the areas where efforts at quality improvement would serve to improve the level of satisfaction among all your customers.

A key is provided beginning on page 31 that lists the specific types of comments that are included in these general topic areas (the bold word or phrase corresponds to the appropriate term in the key).

**Overall, the main areas of concern among customers (in descending order of the number of comments mentioned for the general area) are:**

1. Issues with communication with the Division and Division staff (235 comments)
2. Employment issues (137 comments)
3. Effectiveness of the Division in providing services and meeting expectations (130 comments)
4. Issues with staff including rudeness, understanding, need for help, switching counselors (126 comments)
5. Need for more support including more guidance from staff, more services to achieve goals (126 comments)
6. Paperwork, including difficult forms, needing help with paperwork (84 comments)

As noted previously, the number of comments regarding communications, staff issues, and program effectiveness has increased sharply since 2011. The number of comments citing concerns about communication with staff has increased by 45% since 2011. Comments mentioning concerns about staff have increased by 54% since 2011, and the number of comments related to program effectiveness has increased by 59% since 2011.

**By Region, the main areas of concern among customers are (in order of mention):**

**Burlington/Middlebury:**

1. Issues with Communication with the Division and Division Staff
2. Issues with Staff (switching counselors, help, understanding)
3. Employment Issues
4. Need for more Support (more guidance from staff, more services to achieve goals)
5. Effectiveness of the Division in Providing Services and Meeting Expectations

**St. Albans/Newport:**

1. Issues with Communication with the Division and Division Staff
2. Employment Issues
3. Need for more Support (more guidance from staff, more services to achieve goals)
4. Issues with Staff (switching counselors, help, understanding)
5. Effectiveness of the Division in Providing Services and Meeting Expectations

**St. Johnsbury/White River Junction:**

1. Issues with Communication with the Division and Division Staff
2. Issues with Staff (switching counselors, help, understanding)
3. Need for more Support (more guidance from staff, more services to achieve goals)
4. Employment Issues
5. Effectiveness of the Division in Providing Services and Meeting Expectations

**Barre/Morrisville:**

1. Issues with Communication with the Division and Division Staff
2. Employment Issues
3. Need for more Support (more guidance from staff, more services to achieve goals)
4. Issues with Staff (switching counselors, help, understanding)
5. Effectiveness of the Division in Providing Services and Meeting Expectations

**Rutland/Bennington:**

1. Issues with Communication with the Division and Division Staff
2. Effectiveness of the Division in Providing Services and Meeting Expectations
3. Issues with Staff (switching counselors, help, understanding)
4. Need for more Support (more guidance from staff, more services to achieve goals)

**Springfield/Brattleboro:**

1. Issues with Communication with the Division and Division Staff
2. Effectiveness of the Division in Providing Services and Meeting Expectations
3. Employment Issues
4. Issues with Staff (switching counselors, help, understanding)

**Communications** issues concern the ability of the customer to contact their counselor or other staff. This included comments that reflect the difficulty of the customer to reach their counselor by telephone, the lack of follow-up by their counselor and time lags between contact and getting services or appointments.

**Employment** concerns reflect that customers did not find employment through the Division, that the customer felt the need for more assistance in finding a job, and that the customer would like more options when choosing a job.

**Support** reflects more general statements about the lack of needed services from the customer perspective or the belief that the Division did not provide needed assistance. Comments include that the services provided were of little help because of the lack of continued support and that the customer simply needed more support or guidance.

Issues with **forms or other paperwork** reflect that customers felt that the forms they were required to complete were either too complicated or that they needed assistance from Division staff to complete them properly.

**Effectiveness** reflects mainly that the services provided by the Division did not necessarily meet the expectations of customers. These are largely more general views about the Division and how it provides assistance to customers. Customer comments include that the program did not meet their expectations, services were of little or no help, that the customer had to fight to get services, or that there is a general need to speed up the process of providing services to customers.

Comments about **staff** issues reflect concern over their ability to work with the staff. This includes that staff dismissed or did not listen to their concerns or needs and that the staff need to be more understanding. Also included in this area are the feelings that staff are too busy and overworked. Finally, many customers also indicate there are difficulties because of the turnover in the counselor staff, that they had more than one counselor while receiving services.

**Specific Issues for Focus of Quality Improvement Initiative**

The discussion above outlines the general areas where customers have noted concerns or problems and provides some insight to guide efforts to improve service to customers. These can be thought of as the global areas of focus, the general areas where customers have noted difficulties.

The table below provides specific areas that represent targets where quality improvement efforts can increase the level of satisfaction among your customers. In this table, the percentages reflect the percentage of all customers that made a comment about a specific issue, concern or problem. These percentages reflect the percent of the total customer population with a specific concern, issue, or problem.

The table provides the percentages for the Division as a whole as well as for each of the six service regions. These percentages are tabulated across all of the satisfaction measures included in the survey. That is, if a customer mentioned the issue, concern, or problem at any time during the survey.

**General Topic Areas of Respondent Comments, Problems, and Concerns**

**Number of Comments, Issues, Problems or Concerns Mentioned by General Topic Area**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Issues with **Communication** with the Division and Division Staff | 235 | 35 | 49 | 39 | 39 | 37 | 36 |
| **Employment** Issues | 137 | 20 | 31 | 22 | 32 | 15 | 17 |
| **Effectiveness** of the Division in Providing Services and Meeting Expectations | 130 | 18 | 22 | 22 | 22 | 21 | 25 |
| Issues with **Staff** (switching counselors, help, understanding) | 126 | 22 | 22 | 27 | 22 | 17 | 16 |
| Need for more **Support** (more guidance from staff, more services to achieve goals) | 126 | 19 | 28 | 25 | 24 | 16 | 14 |
| **Paperwork** (forms difficult, needing help with paperwork) | 74 | 11 | 17 | 14 | 8 | 10 | 14 |
| **Customer Disabilities** | 73 | 11 | 11 | 8 | 15 | 16 | 12 |
| Need for More **Information**, More Detailed Information | 64 | 9 | 12 | 10 | 16 | 9 | 8 |
| General Satisfaction | 63 | 14 | 12 | 10 | 9 | 9 | 9 |
| General Dissatisfaction | 51 | 6 | 6 | 12 | 12 | 9 | 6 |
| **Transportation** Issues (lack of, distance to offices) | 36 | 5 | 4 | 14 | 3 | 6 | 4 |
| Need to **Expand Services** or Funding for the Division | 33 | 4 | 6 | 7 | 4 | 7 | 5 |
| **Customer Financial Issues** (not meeting financial needs) | 26 | 4 | 4 | 7 | 2 | 5 | 4 |
| **Accessibility** issues (access to offices) | 24 | 7 | 3 | 4 | 4 | 4 | 2 |
| **Location and Hours** (need for more locations, more convenient hours, office locations change) | 21 | 3 | 7 | 5 | 1 | 3 | 2 |
| **Customer Involvement** in and Control of Vocational Rehabilitation Process | 19 |  | 5 | 4 | 6 | 2 | 2 |
| Need for More **Education and Training** | 18 | 3 | 3 | 4 | 3 | 1 | 4 |
| Need for **Additional Services** (outside vendors, services for hearing impaired) | 10 | 4 | 1 | 1 | 2 |  | 2 |
| **Other Comments** | 72 | 14 | 7 | 14 | 17 | 6 | 14 |

**KEY**

**Area Definitions:**

**Communication** - Difficulties in communicating with the staff, their counselor did not return calls or was not available, their counselor did not follow-up, time lags in getting services and appointments

**Employment** - The customer did not find employment and needed more assistance in finding a job, job search help or more job options

**Support** - The customer felt that no services were provided or that the services provided were of little help, the customer needed more support and guidance

**Paperwork** - Difficulty in filling out forms, forms are too long, forms are too complicated, need to simplify forms, need help filling out forms

**Effectiveness** - Program did not meet expectations, no clear purpose or solutions offered, speed up the process of getting services, had to fight to get services

**Staff Issues** - Their counselor would not listen dismissed concerns, did not understand needs or abilities, counselor was too busy, the customer was pushed aside, staff needed to be more understanding, counselor left, switched to another counselor

**Customer Disabilities** - Trouble reading, poor eyesight, difficulties understanding or comprehending, difficulties due to disability

**General Dissatisfaction** - negative feedback, dissatisfied with program in general

**General Satisfaction** - positive feedback, satisfied with program, staff helpful, no complaints

**Information** - The customer was unaware of available services, the customer needed more information about available services, and the customer needed more information about employment choices

**Expanded Services** - Division needs more funding for services, need to offer more services, networking with other agencies and businesses

**Testing** - need for more testing, less testing, need more assessment

**Customer Financial Issues** - Did not receive financial assistance, not financially independent, customer had to pay for services, customer did not receive assistance in paying for services

**Transportation** - Distance to offices or services, need transportation, parking, vehicle assistance

**Accessibility** - Mobility inside offices, difficulty getting into small offices, lighting, elevators and stairs, difficulty with entries and exits, directions to offices

**Customer Involvement** - More customer involvement in process, customer had no control over process, customer was told what to do, felt pushed into a job

**Customer Issues** - Lack of success was fault of customer, counselor and Division tried to help

**Location and Hours** - Need for more locations, more convenient hours, office locations change

**Overall, the most commonly mentioned specific issues among customers are:**

* Counselor did not return calls, no follow up (mentioned by 12% of respondents)
* Need more guidance, support (mentioned by 12% of respondents)
* Did not receive employment, could not find me a job (mentioned by 11% of respondents)
* No services provided, not much help (mentioned by 11% of respondents)
* Phone tag - leave a message and counselor called back (mentioned by 8% of respondents)
* Calls, mail not returned for days, weeks, had to wait (mentioned by 7% of respondents)
* Hard to reach staff (mentioned by 6% of respondents)
* Not enough, unaware of available services (mentioned by 6% of respondents)

**By Region, the main areas of concern among customers are (again, in order of mention):**

**Burlington/Middlebury:**

* Counselor did not return calls, no follow up
* Need more guidance, support
* Did not receive employment, could not find me a job No services provided, not much help
* Phone tag - leave a message and counselor called back

**St. Albans/Newport:**

* Counselor did not return calls, no follow up
* Need more guidance, support
* Did not receive employment, could not find me a job No services provided, not much help
* No services provided, not much help
* Calls, mail not returned for days, weeks, had to wait
* Phone tag - leave a message and counselor called back

**St. Johnsbury/White River Junction:**

* Need more guidance, support
* Counselor did not return calls, no follow up
* Did not receive employment, could not find me a job No services provided, not much help
* No services provided, not much help
* Changing counselors, switching too much

**Barre/Morrisville:**

* Did not receive employment, could not find me a job No services provided, not much help
* No services provided, not much help
* Counselor did not return calls, no follow up
* Need more guidance, support
* Not enough information, unaware of available services
* Phone tag - leave a message and counselor called back

**Rutland/Bennington:**

* Need more guidance, support
* Counselor did not return calls, no follow up
* No services provided, not much help
* Phone tag - leave a message and counselor called back

**Springfield/Brattleboro:**

* Counselor did not return calls, no follow up
* Phone tag - leave a message and counselor called back
* No services provided, not much help
* Calls, mail not returned for days, weeks, had to wait

**Specific Areas for Quality Improvement**

**(% of all customers mentioning issue, concern, or problem – most frequently mentioned)**

| **Reasons** | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| COMM - Counselor did not return calls, No follow up | **12%** | **13%** | **13%** | **14%** | **12%** | **9%** | **9%** |
| SUPPORT - Need more guidance, support | **12%** | **12%** | **13%** | **15%** | **11%** | **11%** | **7%** |
| WORK- Did not receive employment, Could not find me a job | **11%** | **12%** | **13%** | **12%** | **15%** | **6%** | **7%** |
| SUPPORT - No services provided, not much help | **11%** | **9%** | **13%** | **11%** | **14%** | **8%** | **8%** |
| COMM - Phone tag - leave a message and counselor called back | **8%** | **8%** | **7%** | 5% | **9%** | **8%** | **9%** |
| COMM - Calls, mail not returned for days, weeks, wait | **7%** | **7%** | **8%** | **7%** | 5% | 5% | **8%** |
| COMM - Hard to reach staff | **6%** | **6%** | **7%** | **7%** | **6%** | **6%** | 3% |
| INFO - Not enough, unaware of available services | **6%** | **7%** | **7%** | 5% | **10%** | 3% | 3% |
| WORK -No job yet-still working on achieving goals | 5% | 5% | **7%** | **7%** | **6%** | 5% | 2% |
| EFFECTIVE - agency was not very productive, effective | 4% | 2% | **6%** | 5% | 5% | 4% | 4% |
| STAFF - Changing counselors, switching too much | 4% | 4% | 4% | **8%** | 5% | 3% | 3% |
| HELP - Someone else helped, counselor did paperwork | 4% | **7%** | 3% | 2% | 3% | 3% | 5% |
| HARD - Hard, Somewhat difficult, complicated | 4% | 1% | 5% | **7%** | 2% | 3% | 3% |
| COMM - Leave multiple messages before getting a call back | 4% | 5% | 3% | 4% | 5% | 1% | 3% |
| CONDIITON - Trouble reading, writing, education | 4% | 3% | 2% | 2% | 4% | **7%** | 3% |
| CONDITION - Trouble because of disability | 3% | 2% | 2% | 3% | 5% | 4% | 3% |
| COMM -Person never available (meetings, out of office) | 3% | 1% | 4% | **7%** | 3% | 3% | 2% |
| NEGATIVE - Program did nothing or little to help | 3% | 2% | 2% | 5% | 3% | 3% | 3% |

**Specific Areas for Quality Improvement**

**(% of all customers mentioning issue, concern, or problem – most frequently mentioned)**

**(continued)**

| **Reasons** | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| EFFECTIVE - No help, very little help | 3% | 5% | 2% | 2% | 5% | 2% | 3% |
| COMM -They are too busy, They have large caseloads | 3% | 4% | 5% | 3% | 2% | 2% | 3% |
| CONDITION - Trouble understanding, terms, language, confused | 3% | 4% | 3% | 2% | 2% | 2% | 5% |
| COMM - Hard to reach counselor | 3% | 1% | 2% | 5% | 3% | 5% | 2% |
| Other | 3% | 4% | 1% | **6%** | 3% | 2% | 1% |
| EFFECTIVE - used own resources to get job, training | 3% | 1% | 1% | 2% | **6%** | 2% | 4% |
| POSITIVE- Commendable efforts, services provided | 3% | 2% | 4% | 2% | 3% | 3% | 2% |
| WORK - Help customer get a job, more job services, job options | 3% | **6%** | 3% | 2% | 3% | 1% | 0% |
| WORK - No job, didn't receive much job search help | 2% | 2% | 3% | 3% | 3% | 2% | 2% |
| STAFF - Listen to customer, understand needs, wants, ability | 2% | 4% | 2% | 4% | 1% | 2% | 2% |
| EXPAND - more info needed, need to broaden programs | 2% | 2% | 4% | 2% | 0% | 3% | 3% |
| HARD - Directions, questions could have been clearer | 2% | 2% | 2% | 3% | 3% | 2% | 3% |
| CONTROL - No control over experience, told me what to do | 2% | 0% | 3% | 3% | 4% | 2% | 2% |
| EFFECTIVE - No clear purpose, solutions, answers | 2% | 2% | 1% | 4% | 2% | 2% | 2% |
| STAFF - Counselor would not listen, dismissed concerns | 2% | 2% | 4% | 3% | 1% | 2% | 2% |
| NEGATIVE - Dissatisfied with services and counselor | 2% | 2% | 1% | 2% | 4% | 2% | 1% |
| WORK - completed testing, training but still no job | 2% | 2% | 2% | 4% | 1% | 1% | 3% |
| TRANS - Distance, bus routes, train station | 2% | 0% | 1% | **6%** | 1% | 3% | 2% |

**III. Summary Report**

**Services Received by Customers**

* **The most common services received are help in finding a job, financial assistance, vocational or employment counseling, and counseling.**
* **The largest percentage indicates that help in finding a job and financial assistance are the most helpful services they receive.**

**The most common services received are help in finding a job, financial assistance, vocational or employment counseling, and counseling.**

**What services did you receive/are you receiving from the Vermont Division of Vocational Rehabilitation?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Help in finding a job | 56% | 58% | 61% | 53% | 57% | 54% | 52% |
| Financial Assistance | 34% | 35% | 34% | 38% | 33% | 30% | 34% |
| Vocational or employment counseling | 27% | 29% | 29% | 21% | 21% | 33% | 25% |
| Counseling | 21% | 26% | 14% | 22% | 20% | 16% | 26% |
| College education or training | 14% | 12% | 12% | 20% | 17% | 11% | 16% |
| General information | 12% | 13% | 12% | 10% | 12% | 12% | 12% |
| Transportation | 12% | 13% | 12% | 11% | 13% | 9% | 12% |
| Business or vocational training | 10% | 10% | 16% | 8% | 9% | 10% | 6% |
| Adaptive equipment | 7% | 8% | 5% | 5% | 10% | 5% | 6% |
| Other education and training | 7% | 10% | 4% | 9% | 6% | 5% | 3% |
| Received information on services offered | 6% | 3% | 4% | 8% | 9% | 6% | 9% |
| Vehicle Modifications | 4% | 5% | 2% | 4% | 6% | 4% | 5% |
| Situational Assessment or Job Trial | 4% | 4% | 6% | 5% | 4% | 3% | 5% |
| Testing or evaluations | 4% | 2% | 4% | 4% | 4% | 5% | 5% |
| Home based employment | 4% | 3% | 6% | 2% | 4% | 6% | 2% |
| Medical treatment or services | 3% | 6% | 1% | 2% | 1% | 3% | 4% |
| Household/monthly bills | 3% | 2% | 3% | 3% | 0% | 5% | 2% |
| Group support | 2% | 3% |  | 2% | 4% | 2% | 2% |

**What services did you receive/are you receiving from the Vermont Division of Vocational Rehabilitation? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Low vision aids | 2% | 2% | 3% | 0% | 3% | 2% | 3% |
| Personal or living skills | 2% | 2% | 2% | 2% | 7% |  | 1% |
| Social adjustment counseling | 2% | 2% | 2% | 1% | 3% | 1% | 0% |
| Help with personal care/housekeeping/grocery shopping | 1% | 4% |  | 1% | 1% | 1% | 0% |
| Rehabilitation teaching or training | 1% | 1% |  | 1% | 3% | 2% |  |
| Provided computer/software | 1% |  | 2% | 1% | 1% | 1% | 1% |
| Homemaking skills | 1% | 1% | 1% | 2% | 2% | 1% |  |
| Satisfied with Services/Counselor | 1% |  | 1% |  | 1% | 1% | 3% |
| Driving lessons/license | 1% | 1% |  | 2% | 1% |  | 0% |
| Home modifications | 0% |  |  | 2% | 1% |  |  |
| Repairs to house/ equipment | 0% |  |  |  | 1% | 1% | 0% |
| Mobility instruction training | 0% |  | 0% | 1% |  | 1% |  |
| Public Benefits counseling/information | 0% |  |  |  |  | 1% |  |
| Other | 2% | 1% | 1% |  | 3% | 0% | 5% |
| None | 1% | 0% | 1% | 2% | 2% | 2% |  |
| Don't Know | 1% | 1% |  |  | 1% |  | 1% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Comments:**

Fifty-six percent of customers indicate they receive services to help them find a job, 34% received financial assistance, 27% of customers receive vocational guidance or employment counseling, and 21% of customers indicate they receive counseling.

**The largest percentage indicates that help in finding a job and financial assistance are the most helpful services they receive.**

**What were the most helpful services provided to you by the Vermont Division of Vocational Rehabilitation program?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Help in finding a job | 30% | 29% | 33% | 29% | 26% | 30% | 34% |
| Financial Assistance | 20% | 23% | 16% | 18% | 20% | 21% | 20% |
| Vocational or employment counseling | 12% | 16% | 18% | 12% | 8% | 7% | 10% |
| Counseling | 12% | 16% | 4% | 9% | 8% | 8% | 21% |
| Transportation | 7% | 9% | 6% | 3% | 12% | 7% | 4% |
| College education or training | 6% | 3% | 5% | 9% | 3% | 7% | 9% |
| General information | 5% | 4% | 4% | 6% | 2% | 5% | 8% |
| Business or vocational training | 4% | 8% | 4% | 4% | 1% | 4% | 3% |
| Adaptive equipment | 4% | 5% | 3% | 2% | 6% | 3% | 5% |
| Home based employment | 4% | 2% | 7% | 4% | 5% | 6% | 2% |
| Other education and training | 4% | 6% | 2% | 4% | 2% | 4% | 3% |
| Vehicle Modifications | 3% | 5% | 1% | 3% | 3% | 3% | 4% |
| Household/monthly bills | 2% | 3% | 1% | 4% | 2% | 2% | 2% |
| Situational Assessment or Job Trial | 1% | 2% | 1% | 1% | 1% | 1% | 1% |
| Group support | 1% | 1% | 2% |  |  | 0% | 5% |
| Low vision aids | 1% | 1% | 2% | 1% | 2% | 2% | 0% |
| Satisfied with Services/Counselor | 1% |  | 1% |  | 3% | 1% | 3% |
| Testing or evaluations | 1% | 2% |  | 1% |  | 2% |  |

**What were the most helpful services provided to you by the Vermont Division of Vocational Rehabilitation program? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Rehabilitation teaching or training | 1% | 2% |  | 1% | 1% | 1% | 1% |
| Provided computer/software | 1% | 2% | 1% |  |  | 1% | 1% |
| Medical treatment or services | 1% | 1% | 1% | 3% |  |  | 1% |
| Personal or living skills | 1% | 1% | 1% | 1% | 2% |  | 1% |
| Received information on services offered | 1% | 1% |  | 2% |  | 1% | 0% |
| Homemaking skills | 1% |  |  | 2% | 2% |  | 0% |
| Social adjustment counseling | 1% | 1% | 2% |  |  |  |  |
| Repairs to house/ equipment | 0% |  |  | 0% | 1% | 1% | 2% |
| Home modifications | 0% | 1% |  | 1% |  |  |  |
| Help with personal care/housekeeping/grocery shopping | 0% |  |  | 2% |  |  |  |
| Public Benefits counseling/information | 0% |  |  |  |  | 1% |  |
| Driving lessons/license | 0% |  |  |  | 1% | 0% |  |
| Other | 1% | 1% | 1% |  |  |  | 1% |
| None | 6% | 6% | 10% | 6% | 9% | 3% | 0% |
| Don't Know | 3% | 1% | 1% | 4% | 10% | 4% | 1% |
| Refused | 0% | 1% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Comments:**

When asked which of the services they received were the most helpful, 30% mentioned help in finding a job and 20% of customers indicate that financial assistance is the most helpful service provided by the agency. Twelve percent of customers mentioned vocational guidance and employment counseling and 12% counseling in general.

**Measures of Overall Satisfaction**

* **In 2013, 83% are very satisfied or satisfied with the Vermont Division of Vocational Rehabilitation’s program.**
* **In 2013, 83% of customers indicate that they are satisfied with the services they received.**
* **In 2013, 80% of customers indicate that the services provided meet their expectations.**
* **In 2013, 79% of customers indicate that the services provided through the Vermont Division of Vocational Rehabilitation compare favorably to the services offered through their ideal program.**
* **Among all customers, the consumer satisfaction index is 73.9 in 2013.**
* **In 2013, 91% percent of customers would tell their friends with similar disabilities to go to the Vermont Division of Vocational Rehabilitation for help.**

**In 2013, 83% are very satisfied or satisfied with the Vermont Division of Vocational Rehabilitation’s program.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 5% | 5% | 3% | 4% | 9% | 2% | 5% |
| **Dissatisfied** | 5% | 5% | 7% | 7% | 7% | 0% | 9% |
| **Neither satisfied nor dissatisfied** | 7% | 4% | 7% | 13% | 7% | 7% | 6% |
| **Satisfied** | 45% | 47% | 44% | 45% | 40% | 56% | 34% |
| **Very satisfied** | 38% | 38% | 39% | 32% | 37% | 35% | 45% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Overall, how satisfied are you with the Vermont Division of**

**Vocational Rehabilitation’s program?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 84.3% |  |  |
| 2006 | 85.4% |  |  |
| 2008 | 88.2% |  |  |
| 2011 | 90.5% |  |  |
| 2013 | 82.9% | - |  |
|  |  |  |  |
| **Region** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| **2011** |  |  |  |
| Burlington/Middlebury | 90.6% |  |  |
| St. Albans/Newport | 88.3% |  |  |
| St. Johnsbury/White River Junction | 89.5% |  |  |
| Barre/Morrisville | 86.3% |  |  |
| Rutland/Bennington | 94.5% |  |  |
| Springfield/Brattleboro | 91.4% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 85.1% |  |  |
| St. Albans/Newport | 83.3% |  |  |
| St. Johnsbury/White River Junction | 77.1% |  |  |
| Barre/Morrisville | 76.4% |  |  |
| Rutland/Bennington | 91.1% |  |  |
| Springfield/Brattleboro | 79.2% |  |  |

*(% of respondents satisfied or very satisfied)*

**Comments:**

Eighty-three percent of customers are very satisfied or satisfied with the Vermont Division of Vocational Rehabilitation’s program. This percentage decreased significantly from 2011.

In 2013, 38% of customers indicate that they are very satisfied with the agency’s program, while 45% are satisfied. Seven percent of customers indicate that they are neither satisfied nor dissatisfied with the agency’s program, while only 10% indicate some level of dissatisfaction (5% dissatisfied and 5% very dissatisfied).

**Significant Differences by Group:**

* Only 57% of those in the Morrisville District are very satisfied or satisfied.
* Only 73% of those in the St. Johnsbury District are very satisfied or satisfied.
* Only 70% of those aged 50 to 64 are very satisfied or satisfied.
* Only 73% of those whose cases were closed unsuccessfully are very satisfied or satisfied.

**Among the 17% of customers that are not satisfied in 2013:**

* 18% indicated no services were provided or the services were of little help.
* 16% indicated they needed more guidance or support.
* 14% indicated their counselor did not return calls or follow up.
* 10% indicated the agency was not very productive or effective.

**Overall, how satisfied are you with the Vermont Division of Vocational Rehabilitation’s program?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 18% | 15% | 20% | 18% | 14% | 13% | 27% |
| SUPPORT - Need more guidance, support | 16% | 9% | 6% | 18% | 22% | 14% | 22% |
| COMM - Counselor did not return calls, No follow up | 14% | 23% | 15% | 22% | 14% |  | 4% |
| EFFECTIVE - agency was not very productive, effective | 10% | 3% | 12% | 10% | 8% |  | 24% |
| WORK- Did not receive employment, Could not find me a job | 8% | 6% | 15% | 8% | 7% | 6% | 6% |
| COMM - Hard to reach staff | 6% | 6% | 9% | 7% | 10% | 8% |  |
| SERVICES - Services, jobs not accessible, available in area | 6% |  | 3% |  | 6% |  | 22% |
| COMM - Time lags to get services, appointments | 4% |  | 7% | 10% |  |  | 4% |
| EFFECTIVE - used own resources to get job, training | 3% |  | 4% |  | 5% |  | 9% |
| EFFECTIVE - Services lessened throughout time | 3% | 6% |  |  | 4% |  | 6% |
| STAFF - Changing counselors, switching too much | 2% | 6% | 5% | 1% |  |  |  |
| STAFF - Listen to customer, understand needs, wants, ability | 2% | 9% |  |  |  |  |  |
| EFFECTIVE - Customer felt misunderstood | 2% | 9% |  |  |  |  |  |
| EFFECTIVE - Long, difficult process, stressful | 2% |  | 7% | 4% |  |  |  |
| CONTROL - No control over experience, told me what to do | 2% |  | 6% |  |  | 8% |  |
| EFFECTIVE - agency did not follow through original plan | 2% |  |  |  | 9% |  |  |
| EFFECTIVE - Fight to get services, help is limited | 2% |  |  | 3% | 6% |  |  |
| EFFECTIVE - No clear purpose, solutions, answers | 2% |  |  | 6% |  | 6% |  |
| CONFIDENTIAL - Confidentiality issues not honored | 2% |  |  |  |  |  | 8% |
| WORK - completed testing, training but still no job | 1% |  | 6% | 3% |  |  |  |

**Overall, how satisfied are you with the Vermont Division of Vocational Rehabilitation’s program?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Counselor would not listen, dismissed concerns | 1% |  | 2% |  |  | 11% |  |
| EDUCATION- Did not receive needed education, training | 1% |  | 2% | 3% | 3% |  |  |
| ACCESS- Services are not accessible, distance too far | 1% |  |  |  |  | 12% |  |
| NEGATIVE - Dissatisfied with services and counselor | 1% |  |  |  | 6% |  |  |
| POSITIVE- Commendable efforts, services provided | 1% |  |  | 2% |  | 7% |  |
| EXPAND - More funds needed to expand and improve programs | 1% |  | 7% |  |  |  |  |
| TRANS - Did not receive automobile buy, repair, insurance | 1% | 4% |  |  |  |  |  |
| STAFF - Office/counselor disorganized | 1% |  |  | 4% |  |  |  |
| LEGAL - Took legal action to get help needed | 1% |  |  |  | 3% |  |  |
| EFFECTIVE - Program hindered progress | 1% |  |  | 4% |  |  |  |
| EFFECTIVE - Time lags to get into the program | 1% |  | 4% |  |  |  |  |
| WORK - Am on SSI, Put me on SSI rather than get me a job | 0% |  | 3% |  |  |  |  |
| DEVICE- Did not receive needed Assistive technology | 0% |  |  |  |  | 5% |  |
| FINANCE - Customer had to pay too many unexpected costs | 0% |  |  |  |  | 4% |  |
| DISCRIMINATION - Feels discriminated against | 0% |  | 3% |  |  |  |  |
| STAFF - Counselor too busy, pushed aside | 0% |  |  |  |  |  | 2% |
| CUSTOMER - Unsuccessful but counselor, agency did try to help | 0% |  |  | 2% |  |  |  |
| WAIT - to get into program, to qualify for services | 0% |  |  |  |  |  | 1% |
| EDUCATON - too educated for agency standards | 0% |  |  | 2% |  |  |  |

**Overall, how satisfied are you with the Vermont Division of Vocational Rehabilitation’s program?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Did not meet with a counselor | 0% |  |  | 1% |  |  |  |
| FINANCE- Did not receive needed financial help | 0% |  |  |  |  |  | 1% |
| Case was dropped, stopped receiving services | 1% |  |  | 2% | 3% |  |  |
| Other | 2% | 8% |  | 2% |  |  |  |
| None | 9% | 21% | 6% |  |  | 26% | 5% |
| DK-REF | 2% |  |  | 4% | 3% |  | 1% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 83% of customers indicate that they are satisfied with the services they received.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Not at all satisfied** | 4% | 4% | 2% | 3% | 6% | 3% | 5% |
| **2** | 1% | 1% | 1% | 2% | 3% | 1% | 1% |
| **3** | 3% | 3% | 3% | 2% | 4% | 3% | 3% |
| **4** | 2% | 1% | 4% | 2% | 4% | 2% | 1% |
| **5** | 6% | 3% | 7% | 9% | 3% | 7% | 11% |
| **6** | 5% | 6% | 3% | 2% | 4% | 10% | 3% |
| **7** | 10% | 7% | 12% | 13% | 13% | 10% | 9% |
| **8** | 23% | 29% | 23% | 17% | 22% | 21% | 22% |
| **9** | 13% | 11% | 11% | 15% | 11% | 16% | 13% |
| **Very satisfied** | 32% | 35% | 35% | 34% | 30% | 27% | 33% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied would you say you are with the services provided by the**

**Vermont Division of Vocational Rehabilitation?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 84.1% |  |  |
| 2006 | 86.4% |  |  |
| 2008 | 85.8% |  |  |
| 2011 | 87.4% |  |  |
| 2013 | 83.4% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 85.1% |  |  |
| St. Albans/Newport | 88.6% |  |  |
| St. Johnsbury/White River Junction | 84.9% |  |  |
| Barre/Morrisville | 87.0% |  |  |
| Rutland/Bennington | 89.0% |  |  |
| Springfield/Brattleboro | 88.7% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 87.6% |  |  |
| St. Albans/Newport | 83.5% |  |  |
| St. Johnsbury/White River Junction | 81.5% |  |  |
| Barre/Morrisville | 80.3% |  |  |
| Rutland/Bennington | 84.6% |  |  |
| Springfield/Brattleboro | 79.5% |  |  |

*(% of respondents rating 6 to 10 on ten point satisfaction scale)*

**Comments:**

Customers were asked to evaluate their satisfaction with the services provided by the Vermont Division of Vocational Rehabilitation. This evaluation was on a ten point scale where 1 is very dissatisfied and 10 is very satisfied. Eighty-three percent of customers are very satisfied or satisfied with the Vermont Division of Vocational Rehabilitation’s program (indicating six to ten on the ten point scale). This is a decrease from 2011, though not statistically significant.

Among all customers, the average score on this ten point scale is 7.8.

**Satisfaction with the services provided by the Vermont Division of Vocational Rehabilitation**

**(average scores)**

|  |  |
| --- | --- |
|  | Average |
| VT DVR | 7.8 |
| Burlington-Middlebury | 8.0 |
| St. Albans-Newport | 7.9 |
| St. Johnsbury-White River Junction | 7.9 |
| Barre-Morrisville | 7.5 |
| Rutland-Bennington | 7.7 |
| Springfield-Brattleboro | 7.7 |

**Significant Differences by Group:**

* Only 61% of those in the Morrisville District are satisfied with the services provided.
* 97% of those aged 65 and older are satisfied with the services provided.
* Only 72% of those aged 50 to 64 are satisfied with the services provided.
* Only 72% of those whose cases were closed unsuccessfully are satisfied with the services provided.

**Among the 17% of customers not satisfied in 2013 (giving a rating of one to five):**

* 24% indicated no services were provided or the services were of little help
* 18% indicated they needed more support or guidance.
* 17% indicated the program did little or nothing to help.
* 12% indicated they did not find a job.

**How satisfied would you say you are with the services provided by the Vermont Division of Vocational Rehabilitation?**

**Primary Reasons Not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 24% | 36% | 18% | 29% | 17% | 22% | 24% |
| SUPPORT - Need more guidance, support | 18% | 31% | 17% | 26% | 13% | 20% | 3% |
| NEGATIVE - Program did nothing or little to help | 17% | 5% | 9% | 20% | 9% | 30% | 28% |
| WORK- Did not receive employment, Could not find me a job | 12% | 15% | 16% | 19% | 19% | 5% | 1% |
| COMM - Counselor did not return calls, No follow up | 11% |  | 7% | 6% | 23% |  | 29% |
| WORK - Help customer get a job, more job services, job options | 5% | 18% |  | 3% | 7% | 3% |  |
| STAFF - Counselors make more effort, customer does work | 5% |  | 3% | 10% | 13% | 6% |  |
| EFFECTIVE - Better meet needs, work closely with customer | 4% |  |  | 5% |  | 7% | 9% |
| COMM - Hard to reach staff | 4% |  | 10% | 2% | 12% |  |  |
| EXPAND - More services options, more programs | 3% |  |  | 8% | 4% | 3% | 3% |
| CUSTOMER - Denied services due to arrest, criminal behavior | 3% | 16% |  |  |  |  |  |
| COMM - Do not return calls, follow up, hard to contact | 2% | 3% | 7% | 6% |  |  |  |
| NEGATIVE - Dissatisfied overall, but satisfied with parts | 2% |  | 2% | 3% | 9% |  |  |
| EFFECTIVE - Not meet expectations, help with goals | 2% |  | 3% | 4% | 3% | 4% |  |
| STAFF - Counselor would not listen, dismissed concerns | 2% | 11% |  |  |  |  |  |
| STAFF - Qualified staff, knowledge of disabilities, services | 2% |  | 3% |  | 8% |  |  |
| STAFF - Listen to customer, understand needs, wants, ability | 2% | 5% | 5% |  |  |  |  |

**How satisfied would you say you are with the services provided by the Vermont Division of Vocational Rehabilitation?**

**Primary Reasons Not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK - Help capable customers- Not geared toward professionals | 1% |  |  | 2% | 7% |  |  |
| STAFF - Changing counselors, switching too much | 1% |  | 4% |  |  | 3% |  |
| GENERAL - program could always improve | 1% |  | 4% | 4% |  |  |  |
| EDUCATION - Need more training available | 1% | 4% |  |  |  |  | 2% |
| POSITIVE - Satisfied with program, doing their best | 1% | 4% |  | 3% |  |  |  |
| CONTROL - Should not push customer into anything | 1% |  | 7% |  |  |  |  |
| EFFECTIVE - Real solutions for long-term advancement | 1% |  |  |  | 6% |  |  |
| EFFECTIVE - Broken promises, no follow thru | 1% |  |  |  | 5% |  |  |
| STAFF - Have no counselor | 1% |  |  |  | 5% |  |  |
| COMM -More frequent and, or productive appointments | 1% |  |  |  |  | 5% |  |
| EXPAND - Stronger network, agencies, businesses, doctors | 1% |  |  |  |  | 5% |  |
| WORK - Had to find job, services on own | 1% |  | 2% |  | 3% |  |  |
| FINANCE - Financial help | 1% |  |  |  |  | 4% |  |
| STAFF - More counselors, staff, counselors are overworked | 1% |  |  |  |  | 4% |  |
| INFO - Not enough, unaware of available services | 1% |  | 4% |  |  |  |  |
| WORK - completed testing, training but still no job | 1% |  |  | 5% |  |  |  |
| CONFIDENTIAL - Lost, breech of confidential information | 1% |  |  | 4% |  |  |  |
| EFFECTIVE - Set up for failure | 0% |  |  |  | 3% |  |  |

**How satisfied would you say you are with the services provided by the Vermont Division of Vocational Rehabilitation?**

**Primary Reasons Not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - More supervision of staff, management of services | 0% |  | 3% |  |  |  |  |
| FINANCE - Cost of services is burden, should be free | 0% |  |  |  |  | 2% |  |
| WAIT - Waiting for services | 0% |  |  | 3% |  |  |  |
| STAFF - Poor customer-counselor relationship | 0% |  |  |  |  |  | 1% |
| None | 6% |  | 11% | 4% |  | 10% | 9% |
| DK-REF | 4% |  | 4% | 2% |  |  | 16% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 80% of customers indicate that the services provided meet their expectations.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Met none of expectations** | 5% | 5% | 4% | 5% | 6% | 4% | 5% |
| **2** | 2% | 2% | 2% | 3% | 6% | 0% | 1% |
| **3** | 1% | 3% | 2% | 0% | 1% | 1% | 0% |
| **4** | 3% | 1% | 2% | 6% | 5% | 3% | 2% |
| **5** | 8% | 10% | 5% | 6% | 5% | 10% | 9% |
| **6** | 6% | 3% | 11% | 6% | 6% | 7% | 6% |
| **7** | 11% | 11% | 10% | 12% | 14% | 11% | 8% |
| **8** | 21% | 19% | 19% | 24% | 19% | 17% | 29% |
| **9** | 12% | 10% | 15% | 9% | 12% | 16% | 11% |
| **Met expectations completely** | 31% | 37% | 31% | 28% | 25% | 30% | 29% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Considering all of the expectations you may have had about the services provided by the Vermont Division of Vocational Rehabilitation, to what extent**

**have these services met your expectations?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 78.1% |  |  |
| 2006 | 83.5% |  |  |
| 2008 | 84.3% |  |  |
| 2011 | 84.0% |  |  |
| 2013 | 80.5% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 77.9% |  |  |
| St. Albans/Newport | 84.2% |  |  |
| St. Johnsbury/White River Junction | 79.8% |  |  |
| Barre/Morrisville | 85.1% |  |  |
| Rutland/Bennington | 87.3% |  |  |
| Springfield/Brattleboro | 88.2% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 78.9% |  |  |
| St. Albans/Newport | 85.2% |  |  |
| St. Johnsbury/White River Junction | 79.4% |  |  |
| Barre/Morrisville | 75.8% |  |  |
| Rutland/Bennington | 80.8% |  |  |
| Springfield/Brattleboro | 82.7% |  |  |

*(% of respondents rating 6 to 10 on ten point satisfaction scale)*

**Comments:**

Customers were asked to evaluate how well the services provided met their expectations. This evaluation was on a ten point scale where 1 indicates that the services did not at all meet their expectations and 10 indicates that the services met their expectations completely. Eighty percent of customers indicate that the services provided by the Vermont Division of Vocational Rehabilitation meet their expectations to some degree (indicating six to ten on the ten point scale). This is a decrease from 2011, though not statistically significant.

Among all customers, the median score on this ten point scale is 7.6.

**To what extent have these services met your expectations?**

**(average scores)**

|  |  |
| --- | --- |
|  | Average |
| VT DVR | 7.6 |
| Burlington-Middlebury | 7.7 |
| St. Albans-Newport | 7.7 |
| St. Johnsbury-White River Junction | 7.4 |
| Barre-Morrisville | 7.1 |
| Rutland-Bennington | 7.7 |
| Springfield-Brattleboro | 7.7 |

**Significant Differences by Group:**

* Only 55% of those in the Morrisville District indicate the program met their expectations.
* 97% of those aged 65 and older indicate the program meets their expectations.
* 92% of those whose cases were closed successfully indicate the program meets their expectations.
* Only 63% of those aged 50 to 64 indicate the program meets their expectations.
* Only 60% of those whose cases were closed unsuccessfully indicate the program meets their expectations.

**In 2013, 79% of customers indicate that the services provided through the Vermont Division of Vocational Rehabilitation compare favorably to the services offered through their ideal program.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Not at all ideal** | 6% | 7% | 5% | 7% | 8% | 2% | 5% |
| **2** | 2% | 2% | 1% | 3% | 3% | 2% | 1% |
| **3** | 2% | 3% | 1% | 2% | 4% |  | 0% |
| **4** | 2% | 1% | 5% | 2% | 1% | 4% | 1% |
| **5** | 10% | 9% | 12% | 2% | 8% | 14% | 12% |
| **6** | 9% | 8% | 2% | 3% | 15% | 9% | 12% |
| **7** | 11% | 9% | 15% | 18% | 8% | 11% | 8% |
| **8** | 17% | 14% | 19% | 18% | 16% | 21% | 16% |
| **9** | 12% | 14% | 10% | 12% | 9% | 9% | 18% |
| **Completely ideal** | 30% | 33% | 29% | 31% | 29% | 29% | 28% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How well do you think the services you received from the Vermont Division of Vocational Rehabilitation compared to the services that would be offered by your IDEAL program?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 78.1% |  |  |
| 2006 | 79.4% |  |  |
| 2008 | 82.6% |  |  |
| 2011 | 82.1% |  |  |
| 2013 | 79.1% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 79.5% |  |  |
| St. Albans/Newport | 82.1% |  |  |
| St. Johnsbury/White River Junction | 80.1% |  |  |
| Barre/Morrisville | 80.9% |  |  |
| Rutland/Bennington | 80.4% |  |  |
| Springfield/Brattleboro | 87.7% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 79.1% |  |  |
| St. Albans/Newport | 76.0% |  |  |
| St. Johnsbury/White River Junction | 83.5% |  |  |
| Barre/Morrisville | 76.8% |  |  |
| Rutland/Bennington | 78.4% |  |  |
| Springfield/Brattleboro | 81.4% |  |  |

*(% of respondents rating 6 to 10 on ten point satisfaction scale)*

**Comments:**

Customers were asked to evaluate how well the services provided compared to the services that would be offered through their ideal program. This evaluation was on a ten point scale where 1 indicates that the services were not at all ideal (did not compare favorably to their ideal program) and 10 indicates that the services were completely ideal (compared very favorably to their ideal program). In 2013, 79% of customers indicate that the services provided by the Vermont Division of Vocational Rehabilitation compare favorably to their ideal program (indicating six to ten on the ten point scale). This is a decrease from 2011, though not statistically significant.

Among all customers, the median score on this ten point scale is 7.5.

**How well do you think the services you received compared to the services that would be offered by your IDEAL program?**

**(average scores)**

|  |  |
| --- | --- |
|  | Average |
| VT DVR | 7.5 |
| Burlington-Middlebury | 7.5 |
| St. Albans-Newport | 7.5 |
| St. Johnsbury-White River Junction | 7.6 |
| Barre-Morrisville | 7.1 |
| Rutland-Bennington | 7.5 |
| Springfield-Brattleboro | 7.6 |

**Significant Differences by Group:**

* Only 52% of those in the Morrisville District indicate the program compares favorably to their ideal program.
* 94% of those aged 65 and older indicate the program compares favorably to their ideal program.
* 89% of those whose cases were closed successfully indicate the program compares favorably to their ideal program.
* Only 65% of those aged 50 to 64 indicate the program compares favorably to their ideal program.
* Only 57% of those whose cases were closed unsuccessfully indicate the program compares favorably to their ideal program.

**Among all customers, the consumer satisfaction index is 73.9 in 2013.**

**Consumer Satisfaction Index**

|  |  |
| --- | --- |
|  | **Mean** |
| **Year of Administration** |  |
| 2003 | 74.5 |
| 2006 | 76.4 |
| 2008 | 77.9 |
| 2011 | 77.0 |
| 2013 | 73.9 |
|  |  |
| **Region** |  |
| **2011** |  |
| Burlington/Middlebury | 76.5 |
| St. Albans/Newport | 76.9 |
| St. Johnsbury/White River Junction | 75.4 |
| Barre/Morrisville | 74.8 |
| Rutland/Bennington | 78.1 |
| Springfield/Brattleboro | 77.7 |
| **2013** |  |
| Burlington/Middlebury | 74.9 |
| St. Albans/Newport | 75.3 |
| St. Johnsbury/White River Junction | 74.6 |
| Barre/Morrisville | 68.6 |
| Rutland/Bennington | 74.5 |
| Springfield/Brattleboro | 74.3 |

*(averages)*

**Comments:**

The consumer satisfaction index provides an outcome measure of customers’ satisfaction with the agency and the services the agency provides. The index is calculated using three survey questions:

1. Q17. Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by the Vermont Division of Vocational Rehabilitation?
2. Q18. Considering all of the expectations you may have had about the services provided by the Vermont Division of Vocational Rehabilitation, to what extent have these services met your expectations?
3. Q19. Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received from the Vermont Division of Vocational Rehabilitation compared to the services that would be offered by your IDEAL program?

The index is calculated using the following formula:

**CSI= (((Q17-1)/9)\*100\*.334) + (((Q18-1)/9)\*100\*.333) + (((Q19-1)/9)\*100\*.334).**

This calculation results in an index score with values that can range from 0 to 100.

Among all customers, the consumer satisfaction index is 73.9. This is a slight decrease from the index score of 77.0 in 2011.

**In 2013, 91% percent of customers would tell their friends with similar disabilities to go to the Vermont Division of Vocational Rehabilitation for help.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 91% | 91% | 95% | 92% | 82% | 95% | 89% |
| **No** | 9% | 9% | 5% | 8% | 18% | 5% | 11% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**All things considered, would you tell your friends with disabilities to go to the Vermont Division of Vocational Rehabilitation program for help?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 93.6% |  |  |
| 2006 | 93.2% |  |  |
| 2008 | 95.2% |  |  |
| 2011 | 94.8% |  |  |
| 2013 | 91.1% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 94.7% |  |  |
| St. Albans/Newport | 91.7% |  |  |
| St. Johnsbury/White River Junction | 92.8% |  |  |
| Barre/Morrisville | 93.7% |  |  |
| Rutland/Bennington | 95.4% |  |  |
| Springfield/Brattleboro | 98.5% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 91.4% |  |  |
| St. Albans/Newport | 95.2% |  |  |
| St. Johnsbury/White River Junction | 91.9% |  |  |
| Barre/Morrisville | 82.5% |  |  |
| Rutland/Bennington | 95.0% |  |  |
| Springfield/Brattleboro | 89.0% |  |  |

*(% of respondents indicating yes)*

**Comments:**

In 2013, 91% of customers indicate they would tell their friends with similar disabilities to go to the Vermont Division of Vocational Rehabilitation for help. This is a decrease from 2011, though not statistically significant.

**Significant Differences by Group:**

* Only 57% of those in the Morrisville District would recommend their friends go to DVR for help.
* Only 80% of those whose cases were closed unsuccessfully would recommend their friends go to VT DVR for help.

**Evaluation of Specific Aspects of the Agency and the Services Provided**

* **In 2013, 86% of customers are very satisfied or satisfied with their control and involvement in the vocational rehabilitation experience.**
* **In 2013, 86% of customers are very satisfied or satisfied with their choice of a vocational goal.**
* **In 2013, 85% of customers are very satisfied or satisfied with the choice of services available.**
* **In 2013, 86% of customers are very satisfied or satisfied with the choice of service providers.**
* **In 2013, 83% of customers are very satisfied or satisfied with the information they were given about the choices they had.**
* **In 2013, 84% of customers are very satisfied or satisfied with the time it took counselors to answer their questions or address their concerns.**
* **In 2013, 90%, of customers found completing the application for vocational rehabilitation services very or somewhat easy.**
* **In 2013, 90% of customers indicate that the staff are very or somewhat helpful in helping them to achieve their vocational rehabilitation goals.**
* **In 2013, 83% of customers indicate that it is very or somewhat easy to contact their vocational rehabilitation counselor.**
* **In 2013, nearly all customers (98%) found the agency office very or somewhat accessible to someone with their type of disability.**
* **In 2013, 66% of customers indicate that the services they receive helped them become more financially independent.**
* **In 2013, 97% of customers indicate that the Vermont Division of Vocational Rehabilitation staff treat them with dignity and respect.**
* **In 2013, 71% of customers indicate that the agency helped them reach their job goals.**

**In 2013, 86% of customers are very satisfied or satisfied with their control and involvement in the vocational rehabilitation experience.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 4% | 5% | 4% | 2% | 6% | 2% | 6% |
| **Dissatisfied** | 4% | 3% | 5% | 5% | 4% | 5% | 2% |
| **Neither satisfied nor dissatisfied** | 6% | 4% | 8% | 6% | 7% | 6% | 7% |
| **Satisfied** | 46% | 43% | 40% | 43% | 52% | 51% | 49% |
| **Very satisfied** | 40% | 44% | 44% | 43% | 31% | 36% | 37% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with your control and involvement in your**

**vocational rehabilitation experience?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 86.6% |  |  |
| 2006 | 89.8% |  |  |
| 2008 | 88.7% |  |  |
| 2011 | 91.0% |  |  |
| 2013 | 85.7% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 92.6% |  |  |
| St. Albans/Newport | 88.5% |  |  |
| St. Johnsbury/White River Junction | 89.2% |  |  |
| Barre/Morrisville | 92.1% |  |  |
| Rutland/Bennington | 90.8% |  |  |
| Springfield/Brattleboro | 91.7% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 87.3% |  |  |
| St. Albans/Newport | 84.0% |  |  |
| St. Johnsbury/White River Junction | 86.3% |  |  |
| Barre/Morrisville | 82.6% |  |  |
| Rutland/Bennington | 87.1% |  |  |
| Springfield/Brattleboro | 85.2% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 86% of customers are very satisfied or satisfied with their control and involvement in their vocational rehabilitation experience. This is a decrease from 2011, though not statistically significant.

In 2013, 40% of customers indicate that they are very satisfied with their control and involvement, while 46% are satisfied. Six percent of customers indicate that they are neither satisfied nor dissatisfied with their control and involvement, while only 8% indicate some level of dissatisfaction (4% dissatisfied and 4% very dissatisfied).

**Significant Differences by Group:**

* Only 76% of those in the Morrisville District are very satisfied or satisfied.
* Only 75% of those in the Newport District are very satisfied or satisfied.
* Only 65% of those aged 50 to 64 are very satisfied or satisfied.
* Only 57% of those whose cases were closed unsuccessfully are very satisfied or satisfied.

**Among the 14% of customers that are not satisfied with their control and involvement in the vocational rehabilitation experience:**

* 24% indicated no services were provided or the services were of little help.
* 10% indicated their counselor would not listen or dismissed concerns.
* 9% indicated they needed more support or guidance.

**How satisfied were you with your control and involvement in your vocational rehabilitation experience?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 24% | 19% | 16% | 23% | 39% | 14% | 37% |
| STAFF - Counselor would not listen, dismissed concerns | 10% | 11% | 10% | 6% | 7% | 21% | 2% |
| SUPPORT - Need more guidance, support | 9% | 16% | 10% | 4% | 11% | 6% | 5% |
| COMM - Counselor did not return calls, No follow up | 8% |  | 9% | 29% | 11% | 4% | 6% |
| WORK- Did not receive employment, Could not find me a job | 7% | 5% | 11% | 13% | 6% | 6% | 5% |
| EFFECTIVE - agency was not very productive, effective | 6% |  | 3% | 4% | 12% | 20% |  |
| STAFF - Listen to customer, understand needs, wants, ability | 6% | 7% | 7% | 6% |  | 14% |  |
| STAFF - staff attitude, disrespect, unprofessional | 5% |  |  |  |  |  | 30% |
| CONTROL - No control over experience, told me what to do | 4% |  | 7% | 5% | 7% | 4% |  |
| COMM - Hard to reach staff | 3% | 3% | 9% | 2% |  | 5% |  |
| STAFF - counseling services | 3% |  |  |  |  | 19% |  |
| EFFECTIVE - Told to do something, no direction | 3% |  | 15% |  |  |  | 2% |
| INFO - Not enough, unaware of available services | 3% | 6% |  | 4% | 3% | 4% |  |
| COMM - Time lags to get services, appointments | 2% |  | 12% | 2% |  |  |  |
| STAFF - Changing counselors, switching too much | 2% |  |  | 8% | 5% |  |  |
| EFFECTIVE - used own resources to get job, training | 1% |  | 3% |  | 6% |  |  |
| POSITIVE- Commendable efforts, services provided | 1% |  | 8% |  |  |  |  |
| EFFECTIVE - Program did not meet expectations | 1% | 6% |  |  |  |  |  |

**How satisfied were you with your control and involvement in your vocational rehabilitation experience?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EFFECTIVE - Fight to get services, help is limited | 1% |  | 7% |  |  |  |  |
| EFFECTIVE - training did not match with interest, ability | 1% |  |  |  | 6% |  |  |
| EFFECTIVE - counselor was holding out, not giving full options | 1% |  |  | 8% |  |  |  |
| WORK - completed testing, training but still no job | 1% | 4% |  |  |  |  |  |
| FINANCE- Did not receive needed financial help | 1% |  |  | 5% |  |  |  |
| NEGATIVE - I've given up on services, program; a waste of time | 1% |  |  |  | 3% |  |  |
| STAFF - Counselor too busy, pushed aside | 1% |  | 3% |  |  |  |  |
| FINANCE - Customer had to pay too many unexpected costs | 0% |  |  |  |  | 3% |  |
| EDUCATION- Did not receive needed education, training | 0% |  | 3% |  |  |  |  |
| EXPAND - more info needed, need to broaden programs | 0% |  | 3% |  |  |  |  |
| DISCRIMINATION - Feels discriminated against | 0% |  |  |  |  |  | 3% |
| STAFF - Office/counselor disorganized | 0% |  |  | 2% |  |  | 1% |
| EFFECTIVE - No clear purpose, solutions, answers | 0% |  | 2% |  |  |  |  |
| REFERRED - Referred to another agency | 0% |  |  |  |  |  | 1% |
| Other | 2% | 7% |  |  | 3% |  |  |
| None | 9% | 32% | 7% |  |  |  | 7% |
| DK-REF | 5% | 4% |  | 21% |  |  | 8% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 86% of customers are very satisfied or satisfied with their choice of a vocational goal.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 2% |  | 2% | 2% | 4% | 2% | 1% |
| **Dissatisfied** | 5% | 4% | 4% | 3% | 6% | 4% | 8% |
| **Neither satisfied nor dissatisfied** | 7% | 9% | 4% | 5% | 13% | 7% | 4% |
| **Satisfied** | 49% | 45% | 45% | 42% | 41% | 56% | 62% |
| **Very satisfied** | 37% | 42% | 45% | 48% | 36% | 31% | 24% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with your choice of a vocational goal?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 86.7% |  |  |
| 2006 | 90.1% |  |  |
| 2008 | 89.0% |  |  |
| 2011 | 89.6% |  |  |
| 2013 | 86.3% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 87.0% |  |  |
| St. Albans/Newport | 88.8% |  |  |
| St. Johnsbury/White River Junction | 88.1% |  |  |
| Barre/Morrisville | 86.0% |  |  |
| Rutland/Bennington | 91.7% |  |  |
| Springfield/Brattleboro | 94.5% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 87.1% |  |  |
| St. Albans/Newport | 89.2% |  |  |
| St. Johnsbury/White River Junction | 90.2% |  |  |
| Barre/Morrisville | 77.5% |  |  |
| Rutland/Bennington | 86.8% |  |  |
| Springfield/Brattleboro | 86.4% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 86% of customers are very satisfied or satisfied with their choice of a vocational goal. This is a decrease from 2011, though not statistically significant.

In 2013, 37% of customers indicate that they are very satisfied with the choice of a vocational goal, while 49% are satisfied. Seven percent of customers indicate that they are neither satisfied nor dissatisfied with the choice of a vocational goal, while only 7% indicate some level of dissatisfaction (5% dissatisfied and 2% very dissatisfied).

**Significant Differences by Group:**

* Only 73% of those in the Morrisville District are very satisfied or satisfied.

**Among the 14% of customers that are not satisfied with their choice of a vocational goal:**

* 17% indicated no services were provided or were of little help.
* 12% indicated they could not find a job.
* 12% indicated they were dissatisfied with their services or counselor
* 11% indicated they needed more guidance or support.

**How satisfied were you with your choice of a vocational goal?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 17% | 17% | 16% | 10% | 26% | 13% | 16% |
| WORK- Did not receive employment, Could not find me a job | 12% |  | 3% | 35% | 26% | 13% |  |
| NEGATIVE - Dissatisfied with services and counselor | 12% | 20% |  |  | 9% |  | 35% |
| SUPPORT - Need more guidance, support | 11% | 16% | 9% | 14% | 9% | 12% | 3% |
| SUPPORT - More services needed to help with career goals | 7% |  | 32% | 12% | 4% |  | 7% |
| CONTROL - No control over experience, told me what to do | 7% |  |  | 6% | 3% |  | 35% |
| STAFF - Counselor would not listen, dismissed concerns | 6% |  |  |  |  |  | 37% |
| EFFECTIVE - training did not match with interest, ability | 5% | 8% | 8% |  | 5% | 6% | 1% |
| WORK - completed testing, training but still no job | 5% | 10% |  |  | 2% |  | 14% |
| EFFECTIVE - No clear purpose, solutions, answers | 4% | 7% | 4% |  |  | 12% | 2% |
| EFFECTIVE - Program did not meet expectations | 3% | 5% |  |  |  | 9% |  |
| WAIT - to get into program, to qualify for services | 2% |  |  |  |  | 12% |  |
| STAFF - Changing counselors, switching too much | 2% |  |  | 5% |  |  | 11% |
| EFFECTIVE - agency was not very productive, effective | 2% |  |  | 3% | 4% | 5% |  |
| TRANS - Did not receive needed transport | 2% |  | 6% |  |  | 6% |  |
| COMM - Counselor did not return calls, No follow up | 2% |  |  |  |  | 9% |  |
| EFFECTIVE - Agency closed case or stopped services | 2% |  |  |  | 7% |  |  |
| WORK - Dissatisfied with job, not what they wanted | 1% |  | 11% |  |  |  |  |
| POSITIVE- Commendable efforts, services provided | 1% |  |  |  | 4% |  | 2% |
| EDUCATON - too educated for agency standards | 1% |  |  |  | 5% |  |  |

**How satisfied were you with your choice of a vocational goal?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EDUCATION- Did not receive needed education, training | 1% |  | 8% |  |  |  | 1% |
| EFFECTIVE - Customer felt misunderstood | 1% |  |  |  |  | 5% |  |
| EXPAND - More funds needed to expand and improve programs | 1% |  |  | 11% |  |  |  |
| FINANCE - Customer had to pay too many unexpected costs | 1% |  |  | 10% |  |  |  |
| STAFF - Listen to customer, understand needs, wants, ability | 1% |  |  |  |  | 4% |  |
| STAFF - Counselor too busy, pushed aside | 1% |  | 5% |  |  |  |  |
| EFFECTIVE - agency did not follow through original plan | 1% |  | 5% |  |  |  |  |
| INFO - Not enough, unaware of available services | 1% |  |  |  | 2% |  |  |
| CUSTOMER - Denied services due to arrest, criminal behavior | 0% |  |  |  |  |  | 2% |
| Other | 1% |  |  | 3% | 5% |  |  |
| None | 17% | 34% | 11% | 9% | 18% |  | 22% |
| DK-REF | 1% |  |  | 11% |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**In 2013, 85% of customers are very satisfied or satisfied with the choice of services available.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 3% | 2% | 3% | 3% | 2% | 3% | 6% |
| **Dissatisfied** | 5% | 4% | 6% | 3% | 15% | 2% | 3% |
| **Neither satisfied nor dissatisfied** | 6% | 5% | 5% | 11% | 3% | 5% | 8% |
| **Satisfied** | 50% | 50% | 47% | 41% | 52% | 52% | 57% |
| **Very satisfied** | 35% | 39% | 38% | 43% | 27% | 38% | 27% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with the choice of services that were available?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 83.8% |  |  |
| 2006 | 84.9% |  |  |
| 2008 | 88.1% |  |  |
| 2011 | 87.5% |  |  |
| 2013 | 85.5% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 82.9% |  |  |
| St. Albans/Newport | 87.9% |  |  |
| St. Johnsbury/White River Junction | 88.0% |  |  |
| Barre/Morrisville | 85.1% |  |  |
| Rutland/Bennington | 90.1% |  |  |
| Springfield/Brattleboro | 91.3% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 88.1% |  |  |
| St. Albans/Newport | 85.3% |  |  |
| St. Johnsbury/White River Junction | 83.3% |  |  |
| Barre/Morrisville | 78.8% |  |  |
| Rutland/Bennington | 90.2% |  |  |
| Springfield/Brattleboro | 83.7% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 85% percent of customers are very satisfied or satisfied with the choice of services available. This is a decrease from 2011, though not statistically significant.

In 2013, 35% of customers indicate that they are very satisfied with the choice of services, while 50% are satisfied. Six percent of customers indicate they are neither satisfied nor dissatisfied with the choice of services available, while only 8% indicate some level of dissatisfaction (5% dissatisfied and 3% very dissatisfied).

**Significant Differences by Group:**

* Only 68% of those in the Morrisville District are very satisfied or satisfied.
* Only 77% of those in the St. Johnsbury District are very satisfied or satisfied.
* Only 73% of those aged 50 to 64 indicate they are very satisfied or satisfied.

**Among the 15% of customers that are not satisfied with the choice of services available:**

* 26% indicated that no services were provided or were of little help.
* 13% indicated they needed more guidance and support.
* 8% were dissatisfied with services and counselors.
* 8% were not aware of available services.

**How satisfied were you with the choice of services that were available?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 26% | 20% | 36% | 34% | 6% | 31% | 34% |
| SUPPORT - Need more guidance, support | 13% | 7% | 16% | 13% | 6% | 43% | 4% |
| NEGATIVE - Dissatisfied with services and counselor | 8% |  |  |  | 9% | 10% | 29% |
| INFO - Not enough, unaware of available services | 8% | 12% | 5% | 6% | 13% | 7% | 2% |
| WORK- Did not receive employment, Could not find me a job | 7% | 16% | 7% | 5% | 10% | 5% |  |
| EXPAND - more info needed, need to broaden programs | 6% |  | 7% | 9% |  | 28% |  |
| EFFECTIVE - agency was not very productive, effective | 5% |  | 10% | 3% | 9% | 12% |  |
| EFFECTIVE - No clear purpose, solutions, answers | 4% | 7% |  | 11% | 7% |  |  |
| CONTROL - No control over experience, told me what to do | 3% |  | 3% |  | 12% |  |  |
| EFFECTIVE - used own resources to get job, training | 3% |  |  | 12% | 4% |  | 3% |
| EXPAND - More funds needed to expand and improve programs | 2% |  | 4% |  | 5% | 5% |  |
| EDUCATION- Did not receive needed education, training | 2% | 7% | 4% |  |  |  | 1% |
| TRANS - Transportation issues, unable to attend meetings | 2% |  |  |  | 10% |  |  |
| EFFECTIVE - training did not match with interest, ability | 2% |  | 4% |  |  | 7% |  |
| POSITIVE- Commendable efforts, services provided | 1% | 5% |  |  |  |  | 2% |
| CUSTOMER - Clarify customer responsibilities, what they can do | 1% |  |  |  | 6% |  |  |
| EFFECTIVE - Felt counselor, agency could have done more to help me | 1% | 6% |  |  |  |  |  |
| EFFECTIVE - Program did not meet expectations | 1% |  |  |  |  |  | 7% |
| WORK - Simply no jobs available in my area | 1% |  | 5% | 4% |  |  |  |
| EFFECTIVE - counselor was holding out, not giving full options | 1% |  |  |  |  |  | 7% |

**How satisfied were you with the choice of services that were available?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK - completed testing, training but still no job | 1% |  | 4% | 4% |  |  |  |
| STAFF - More counselors, staff, counselors are overworked | 1% |  |  |  | 6% |  |  |
| CUSTOMER - Unsuccessful but counselor, agency did try to help | 1% |  |  |  | 5% |  |  |
| COMM - Counselor did not return calls, No follow up | 1% |  | 3% | 3% |  |  |  |
| EFFECTIVE - A lot of ideas, but no action | 1% |  |  |  |  |  | 4% |
| STAFF - Listen to customer, understand needs, wants, ability | 1% |  |  | 4% |  |  |  |
| STAFF - Counselor too busy, pushed aside | 1% |  | 3% |  |  |  |  |
| EDUCATON - too educated for agency standards | 0% |  |  | 2% |  |  |  |
| Other | 1% |  |  | 5% |  |  |  |
| None | 11% | 28% | 17% | 5% |  |  | 13% |
| DK-REF | 2% |  |  |  | 9% |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**In 2013, 86% of customers are very satisfied or satisfied with the choice of service providers.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 4% | 3% | 1% | 3% | 7% | 3% | 5% |
| **Dissatisfied** | 5% | 2% | 8% | 5% | 6% | 6% | 4% |
| **Neither satisfied nor dissatisfied** | 6% | 7% | 5% | 9% | 4% | 5% | 4% |
| **Satisfied** | 42% | 39% | 37% | 38% | 42% | 48% | 47% |
| **Very satisfied** | 44% | 48% | 49% | 45% | 41% | 39% | 39% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with the choice of service providers?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 86.2% |  |  |
| 2006 | 88.4% |  |  |
| 2008 | 90.3% |  |  |
| 2011 | 90.3% |  |  |
| 2013 | 85.8% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 93.0% |  |  |
| St. Albans/Newport | 89.2% |  |  |
| St. Johnsbury/White River Junction | 87.1% |  |  |
| Barre/Morrisville | 88.5% |  |  |
| Rutland/Bennington | 89.3% |  |  |
| Springfield/Brattleboro | 92.8% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 87.5% |  |  |
| St. Albans/Newport | 85.7% |  |  |
| St. Johnsbury/White River Junction | 83.4% |  |  |
| Barre/Morrisville | 83.1% |  |  |
| Rutland/Bennington | 86.6% |  |  |
| Springfield/Brattleboro | 86.6% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 86% of customers are very satisfied or satisfied with the choice of providers. This is a decrease from 2011, though not statistically significant.

In 2013, 44% of customers indicate that they are very satisfied with the choice of services, while 42% are satisfied. Six percent of customers indicate that they are neither satisfied nor dissatisfied with the choice of services available, while only 9% indicate some level of dissatisfaction (5% dissatisfied and 4% very dissatisfied).

**Significant Differences by Group:**

* Only 66% of those in the Morrisville District are very satisfied or satisfied.
* Only 75% of those in the St. Johnsbury District are very satisfied or satisfied.
* 100% of those aged 65 and older indicate they are very satisfied or satisfied.

**Among the 14% of customers that are not satisfied with the choice of service providers:**

* 11% indicated that their counselor would not listen or dismissed concerns.
* 10% indicated that the staff was hard to reach.
* 10% indicated they needed more guidance or support.
* 9% indicated they were changing counselors or staff too often.

**How satisfied were you with the choice of service providers?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Counselor would not listen, dismissed concerns | 11% | 4% |  | 5% | 8% | 14% | 34% |
| COMM - Hard to reach staff | 10% | 15% | 20% |  | 15% | 10% |  |
| SUPPORT - Need more guidance, support | 10% | 6% | 21% | 12% | 19% |  | 3% |
| STAFF - Changing counselors, switching too much | 9% | 5% | 8% | 3% | 9% | 18% | 11% |
| STAFF - Counselor too busy, pushed aside | 9% |  | 5% | 5% | 12% |  | 36% |
| COMM - Counselor did not return calls, No follow up | 9% | 9% | 5% |  | 18% | 14% | 4% |
| SUPPORT - No services provided, not much help | 7% | 4% | 19% |  | 9% | 3% | 5% |
| EFFECTIVE - Fight to get services, help is limited | 5% |  |  |  |  |  | 34% |
| STAFF - Some good, some bad counselors | 4% | 12% |  | 12% |  |  |  |
| EFFECTIVE - agency was not very productive, effective | 3% |  |  | 4% | 5% |  | 12% |
| EFFECTIVE - Time lags to get into the program | 3% |  | 3% | 7% |  | 8% |  |
| STAFF - Program understaffed, counselors overwhelmed | 3% |  | 4% | 3% |  |  | 12% |
| NEGATIVE - Dissatisfied with services and counselor | 3% | 7% | 3% | 6% |  |  |  |
| STAFF - Counselor, agency broke promises | 3% | 4% |  |  | 11% |  |  |
| STAFF - staff attitude, disrespect, unprofessional | 2% |  |  |  |  | 10% |  |
| EFFECTIVE - Program did not meet expectations | 2% |  | 6% |  |  | 5% |  |
| EFFECTIVE - used own resources to get job, training | 2% |  |  | 13% |  |  |  |
| INFO - Not enough, unaware of available services | 2% |  |  | 12% |  |  |  |
| CONTROL - No control over experience, told me what to do | 1% |  | 5% | 5% |  |  |  |
| EXPAND - Denied, stopped services due to lack of funding | 1% | 7% |  |  |  |  |  |

**How satisfied were you with the choice of service providers?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK- Did not receive employment, Could not find me a job | 1% |  | 9% |  |  |  |  |
| SERVICES - Services, jobs not accessible, available in area | 1% |  |  |  | 8% |  |  |
| STAFF - Office/counselor disorganized | 1% |  |  |  |  | 5% |  |
| STAFF - Listen to customer, understand needs, wants, ability | 1% |  |  |  | 5% |  |  |
| POSITIVE- Commendable efforts, services provided | 1% |  | 4% |  |  |  | 1% |
| STAFF - Did not meet with a counselor | 1% |  |  | 6% |  |  |  |
| HELP - Someone else helped, counselor did paperwork | 1% |  |  |  |  | 4% |  |
| FINANCE - Customer had to pay too many unexpected costs | 1% |  |  |  |  | 3% |  |
| WORK - Am on SSI, Put me on SSI rather than get me a job | 0% |  |  |  |  |  | 2% |
| REFERRED - Referred to another agency | 0% |  |  |  |  |  | 2% |
| DISCRIMINATION - by outside employer, agency | 0% |  |  |  |  |  | 1% |
| Other | 2% | 7% |  | 3% |  |  |  |
| None | 14% | 27% | 14% | 5% |  | 16% | 15% |
| DK-REF | 8% | 10% | 5% | 21% | 15% |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 83% of customers are very satisfied or satisfied with the information they were given about the choices they had.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 5% | 5% | 4% | 4% | 6% | 4% | 6% |
| **Dissatisfied** | 4% | 3% | 5% | 3% | 7% | 4% | 2% |
| **Neither satisfied nor dissatisfied** | 8% | 9% | 5% | 7% | 6% | 4% | 15% |
| **Satisfied** | 44% | 41% | 47% | 38% | 48% | 56% | 35% |
| **Very satisfied** | 39% | 42% | 38% | 47% | 33% | 33% | 42% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with the kind and amount of information you were given**

**about the choices you had?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 83.8% |  |  |
| 2006 | 85.2% |  |  |
| 2008 | 88.3% |  |  |
| 2011 | 89.5% |  |  |
| 2013 | 83.5% | - |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 88.6% |  |  |
| St. Albans/Newport | 92.7% |  |  |
| St. Johnsbury/White River Junction | 85.7% |  |  |
| Barre/Morrisville | 89.0% |  |  |
| Rutland/Bennington | 88.4% |  |  |
| Springfield/Brattleboro | 92.0% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 83.0% |  |  |
| St. Albans/Newport | 85.6% |  |  |
| St. Johnsbury/White River Junction | 85.6% |  |  |
| Barre/Morrisville | 81.2% |  |  |
| Rutland/Bennington | 88.1% |  |  |
| Springfield/Brattleboro | 77.3% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 84% of customers are very satisfied or satisfied with the information they were provided about their choices. This is a statistically significant decrease from 2011.

In 2013, 39% of customers indicate that they are very satisfied with the information provided, while 44% are satisfied. Eight percent of customers indicate that they are neither satisfied nor dissatisfied with the information provided, while only 9% indicate some level of dissatisfaction (4% dissatisfied and 5% very dissatisfied).

**Significant Differences by Group:**

* Only 69% of those in the Morrisville District are very satisfied or satisfied.

**Among the 17% of customers that are not satisfied with the information they were provided about their choices:**

* 19% indicated that there were no services provided or that they were not much help.
* 15% indicated they were unaware of available services.
* 15% needed more support or guidance.

**How satisfied were you with the kind and amount of information you were given**

**about the choices you had?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - No services provided, not much help | 19% | 13% | 20% | 20% | 11% | 26% | 25% |
| INFO - Not enough, unaware of available services | 15% | 10% | 10% | 11% | 31% | 23% | 9% |
| SUPPORT - Need more guidance, support | 15% | 14% | 15% | 12% | 10% | 22% | 15% |
| EFFECTIVE - counselor was holding out, not giving full options | 9% | 10% | 31% | 4% | 3% |  | 7% |
| NEGATIVE - Dissatisfied with services and counselor | 8% | 5% |  | 6% | 7% | 4% | 20% |
| INFO - Not enough, unaware of employment choices | 7% | 5% | 5% | 7% | 16% | 13% | 1% |
| STAFF - Listen to customer, understand needs, wants, ability | 6% |  |  | 15% |  |  | 20% |
| COMM - Counselor did not return calls, No follow up | 4% | 5% | 5% |  |  | 16% |  |
| EFFECTIVE - used own resources to get job, training | 4% |  |  | 14% | 10% |  | 3% |
| EXPAND - more info needed, need to broaden programs | 3% | 3% | 4% | 7% |  |  | 4% |
| WORK- Did not receive employment, Could not find me a job | 2% | 3% |  |  | 5% | 4% |  |
| EFFECTIVE - Time lags to get into the program | 2% | 5% |  | 7% |  |  |  |
| STAFF - Some good, some bad counselors | 2% | 8% |  |  |  |  |  |
| CONTROL - No control over experience, told me what to do | 1% |  | 2% | 4% | 3% |  | 1% |
| EDUCATON - too educated for agency standards | 1% |  |  |  |  |  | 6% |
| STAFF - Changing counselors, switching too much | 1% |  |  | 3% |  | 7% |  |
| SERVICES - Services, jobs not accessible, available in area | 1% | 5% |  |  |  |  |  |
| INFO - Information needs to be accurate and current | 1% |  |  |  |  | 3% | 3% |

**How satisfied were you with the kind and amount of information you were given**

**about the choices you had?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| CUSTOMER - Clarify customer responsibilities, what they can do | 1% |  |  |  | 7% |  |  |
| EFFECTIVE - agency was not very productive, effective | 1% |  |  |  |  | 6% |  |
| EFFECTIVE - Program did not meet expectations | 1% |  |  |  |  |  | 3% |
| CUSTOMER - lack of success my fault, did not contact | 1% |  |  |  |  | 5% |  |
| COMM - Hard to reach staff | 1% |  | 5% |  |  |  |  |
| WORK - completed testing, training but still no job | 1% |  |  |  |  | 4% |  |
| STAFF - Counselor would not listen, dismissed concerns | 0% |  | 3% |  |  |  |  |
| POSITIVE- Commendable efforts, services provided | 0% |  |  |  | 3% |  |  |
| EFFECTIVE - training did not match with interest, ability | 0% |  |  |  |  |  | 1% |
| EFFECTIVE - No clear purpose, solutions, answers | 0% |  |  | 2% |  |  |  |
| Case was dropped, stopped receiving services | 1% |  |  |  | 4% |  |  |
| Other | 2% | 5% | 3% |  |  |  |  |
| None | 14% | 23% | 13% | 6% | 17% | 12% | 10% |
| DK-REF | 2% | 3% | 7% | 4% |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 84% of customers are very satisfied or satisfied with the time it took counselors to answer their questions or address their concerns.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 4% | 0% | 4% | 7% | 7% | 4% | 5% |
| **Dissatisfied** | 5% | 6% | 4% | 7% | 4% | 6% | 3% |
| **Neither satisfied nor dissatisfied** | 7% | 7% | 6% | 11% | 1% | 6% | 10% |
| **Satisfied** | 37% | 34% | 32% | 27% | 48% | 42% | 41% |
| **Very satisfied** | 47% | 53% | 54% | 48% | 41% | 42% | 41% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How satisfied were you with how long it took your counselor to answer your**

**questions or address your concerns?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 85.3% |  |  |
| 2006 | 88.3% |  |  |
| 2008 | 86.6% |  |  |
| 2011 | 87.7% |  |  |
| 2013 | 84.1% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 89.1% |  |  |
| St. Albans/Newport | 89.5% |  |  |
| St. Johnsbury/White River Junction | 80.7% |  |  |
| Barre/Morrisville | 83.8% |  |  |
| Rutland/Bennington | 88.0% |  |  |
| Springfield/Brattleboro | 91.8% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 86.4% |  |  |
| St. Albans/Newport | 86.4% |  |  |
| St. Johnsbury/White River Junction | 75.0% |  |  |
| Barre/Morrisville | 88.2% |  |  |
| Rutland/Bennington | 84.0% |  |  |
| Springfield/Brattleboro | 82.2% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 84% percent of customers are very satisfied or satisfied with how long it took their counselor to answer their questions or address their concerns. This is a decrease from 2011, though not statistically significant.

In 2013, 47% of customers indicate that they are very satisfied with how long it took their counselor to answer questions or address concerns, while 37% are satisfied. Seven percent of customers indicate that they are neither satisfied nor dissatisfied with how long it took their counselor to answer questions or address concerns, while only 9% indicate some level of dissatisfaction (5% dissatisfied and 4% very dissatisfied).

**Significant Differences by Group:**

* Only 67% of those in the St. Johnsbury District are very satisfied or satisfied.
* Only 70% of those in the Morrisville District are very satisfied or satisfied.

**Among the 16% of customers that are not satisfied with how long it took their counselor to answer their questions or address their concerns:**

* 31% indicated their counselor did not return calls or follow-up.
* 14% indicated it was hard to reach staff.

**How satisfied were you with how long it took your counselor to answer your**

**questions or address your concerns?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Counselor did not return calls, No follow up | 31% | 20% | 45% | 41% | 29% | 42% | 10% |
| COMM - Hard to reach staff | 14% | 22% | 17% | 9% | 30% | 3% | 8% |
| SUPPORT - No services provided, not much help | 8% |  | 4% | 6% | 6% | 5% | 28% |
| NEGATIVE - Dissatisfied with services and counselor | 8% |  | 4% | 3% | 20% | 3% | 25% |
| STAFF - Counselor too busy, pushed aside | 7% |  |  | 6% |  | 7% | 27% |
| SUPPORT - Need more guidance, support | 7% | 4% | 18% | 10% | 11% |  | 6% |
| EFFECTIVE - Broken promises, no follow thru | 5% |  |  |  | 7% |  | 25% |
| STAFF - Counselor would not listen, dismissed concerns | 5% | 11% | 6% | 10% |  |  |  |
| EFFECTIVE - Time lags to get into the program | 4% | 4% | 5% | 5% |  | 9% |  |
| EFFECTIVE - used own resources to get job, training | 4% | 6% |  |  |  | 15% |  |
| STAFF - Some good, some bad counselors | 4% |  |  | 8% |  | 12% |  |
| COMM - Time lags to get services, appointments | 4% | 7% |  | 9% | 6% |  |  |
| STAFF - Changing counselors, switching too much | 3% |  |  | 4% | 5% |  | 8% |
| EFFECTIVE - agency was not very productive, effective | 3% |  | 6% | 2% |  |  | 8% |
| EFFECTIVE - No clear purpose, solutions, answers | 2% | 7% |  | 2% | 7% |  |  |
| POSITIVE- Commendable efforts, services provided | 2% |  | 8% |  |  | 4% |  |

**How satisfied were you with how long it took your counselor to answer your**

**questions or address your concerns?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| INFO - Not enough, unaware of available services | 1% |  | 4% |  |  | 4% |  |
| EFFECTIVE - Services lessened throughout time | 1% |  |  |  | 13% |  |  |
| EFFECTIVE - A lot of ideas, but no action | 1% | 5% |  | 1% |  |  |  |
| WAIT - to get into program, to qualify for services | 1% |  |  | 6% |  |  |  |
| EFFECTIVE - counselor was holding out, not giving full options | 1% | 6% |  |  |  |  |  |
| TRANS - Did not receive needed transport | 1% |  |  |  |  | 4% |  |
| EXPAND - more info needed, need to broaden programs | 1% |  |  |  |  | 3% |  |
| FINANCE - Customer had to pay too many unexpected costs | 0% |  |  |  |  | 2% |  |
| EFFECTIVE - Fight to get services, help is limited | 0% |  | 3% |  |  |  |  |
| CUSTOMER - Unsuccessful but counselor, agency did try to help | 0% |  |  | 2% |  |  |  |
| STAFF - Listen to customer, understand needs, wants, ability | 0% |  |  |  |  |  | 2% |
| EFFECTIVE - Long, difficult process, stressful | 0% |  |  | 1% |  |  |  |
| STAFF - Office/counselor disorganized | 0% |  |  |  |  |  | 1% |
| Other | 1% |  |  | 4% |  |  |  |
| None | 9% | 21% | 13% | 3% |  |  | 16% |
| DK-REF | 2% |  |  | 9% |  |  | 1% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 90%, of customers found completing the application for vocational rehabilitation services very or somewhat easy.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very difficult** | 2% | 4% | 3% | 2% |  | 3% | 1% |
| **Somewhat difficult** | 7% | 5% | 11% | 3% | 10% | 6% | 10% |
| **Somewhat easy** | 29% | 32% | 29% | 25% | 25% | 31% | 28% |
| **Very easy** | 61% | 60% | 56% | 70% | 65% | 59% | 61% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How easy was it for you to complete an application for vocational rehabilitation services?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 90.3% |  |  |
| 2006 | 89.8% |  |  |
| 2008 | 89.9% |  |  |
| 2011 | 93.2% |  |  |
| 2013 | 90.2% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 95.8% |  |  |
| St. Albans/Newport | 93.6% |  |  |
| St. Johnsbury/White River Junction | 94.2% |  |  |
| Barre/Morrisville | 95.3% |  |  |
| Rutland/Bennington | 87.3% |  |  |
| Springfield/Brattleboro | 93.9% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 91.4% |  |  |
| St. Albans/Newport | 85.7% |  |  |
| St. Johnsbury/White River Junction | 95.0% |  |  |
| Barre/Morrisville | 89.8% |  |  |
| Rutland/Bennington | 90.4% |  |  |
| Springfield/Brattleboro | 89.5% |  |  |

*(% of respondents indicating very or somewhat easy)*

**Comments:**

In 2013, 90% of customers found the process of completing the application for vocational rehabilitation services very or somewhat easy. This is a decrease from 2011, though not statistically significant.

In 2013, 61% of customers indicate that completing the application is very easy, while 29% indicate it is somewhat easy. Only 9% indicate that completing the application for vocational rehabilitation services is difficult (7% somewhat difficult and 2% very difficult).

**Significant Differences by Group:**

* Only 76% of those aged 65 and older the process is very easy or easy

**Among the 9% of customers that indicate that completing the application for vocational rehabilitation services is somewhat or very difficult:**

* 9% required help or indicated their counselor completed paperwork.
* 9% indicated they had trouble reading, writing or due to their level of education.
* 9% had trouble understanding terms.

**How easy was it for you to complete an application for vocational rehabilitation services?**

**Primary Reasons not Easy**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| CONDIITON - Trouble reading, writing, education | 9% | 5% | 4% | 8% | 9% | 13% | 17% |
| CONDITION - Trouble understanding, terms, language, confused | 9% | 13% | 5% | 5% | 5% | 5% | 19% |
| HELP - Someone else helped, counselor did paperwork | 9% | 17% | 10% | 4% | 5% | 3% | 10% |
| CONDITION - Trouble because of disability | 8% | 4% | 7% | 8% | 14% | 11% | 9% |
| HARD - Hard, Somewhat difficult, complicated | 8% | 2% | 10% | 26% | 6% | 8% | 4% |
| HARD - Directions, questions could have been clearer | 7% | 6% | 4% | 15% | 10% | 6% | 3% |
| CONDITION - Some questions had to be explained, complicated | 5% |  | 4% | 1% | 4% | 7% | 11% |
| HELP - Trouble filling out forms, needed help | 4% | 2% | 3% | 5% |  | 2% | 12% |
| EASY - Very Clear/Easy/no problem | 4% | 11% | 3% |  |  |  | 3% |
| TIME - Lots of paperwork, too long, make it shorter | 4% | 2% | 6% | 12% |  | 4% | 2% |
| HARD - Having to find info, too much info | 3% |  | 10% | 2% | 1% | 2% | 2% |
| TIME - Long period of waiting, remember filling it out | 2% | 3% | 5% |  | 1% | 2% |  |
| STAFF - Very helpful | 2% | 2% |  |  | 2% | 5% | 1% |
| FORMS - Larger print, print to small | 2% | 7% |  |  |  |  |  |
| CONDITION - Eyesight | 1% | 4% |  | 3% |  |  | 2% |
| STAFF - No cooperation, no help | 1% |  |  | 3% | 2% | 3% |  |
| INFO - clear, detailed information about services offered | 1% |  | 1% | 2% |  | 2% | 0% |
| Case was dropped, stopped receiving services | 1% |  | 2% |  | 3% |  |  |
| ACCESS- Services are not accessible, distance too far | 1% |  | 2% | 2% |  |  |  |
| ACCESS - Online, computer | 0% |  | 1% |  | 2% |  |  |

**How easy was it for you to complete an application for vocational rehabilitation services?**

**Primary Reasons not Easy (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EXPAND - Quality of services decreased | 0% |  |  |  |  |  | 3% |
| ACCESS - Need evening hours, conflicting hours | 0% |  |  |  | 2% |  |  |
| HOME VISIT - Services delivered to home | 0% |  |  |  |  |  | 1% |
| Other | 0% |  |  | 2% |  |  |  |
| None | 19% | 19% | 25% | 5% | 8% | 27% | 18% |
| DK-REF | 14% | 13% | 8% | 21% | 33% | 11% | 9% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 90% of customers indicate that the staff are very or somewhat helpful in helping them to achieve their vocational rehabilitation goals.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Not at all helpful** | 6% | 6% | 3% | 3% | 7% | 5% | 8% |
| **Not very helpful** | 4% | 2% | 5% | 5% | 13% | 1% | 1% |
| **Somewhat helpful** | 24% | 19% | 24% | 20% | 19% | 25% | 34% |
| **Very helpful** | 67% | 73% | 67% | 72% | 61% | 69% | 57% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How helpful were the staff of the Vermont Division of Vocational Rehabilitation in helping you achieve your vocational rehabilitation goals?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 92.8% |  |  |
| 2006 | 92.1% |  |  |
| 2008 | 91.7% |  |  |
| 2011 | 92.0% |  |  |
| 2013 | 90.4% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 89.7% |  |  |
| St. Albans/Newport | 93.9% |  |  |
| St. Johnsbury/White River Junction | 86.9% |  |  |
| Barre/Morrisville | 89.9% |  |  |
| Rutland/Bennington | 94.9% |  |  |
| Springfield/Brattleboro | 95.2% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 92.1% |  |  |
| St. Albans/Newport | 91.7% |  |  |
| St. Johnsbury/White River Junction | 92.1% |  |  |
| Barre/Morrisville | 79.8% | - |  |
| Rutland/Bennington | 93.6% |  |  |
| Springfield/Brattleboro | 91.2% |  |  |

*(% of respondents indicating very or somewhat helpful)*

**Comments:**

In 2013, 90% of customers indicate that the staff are very or somewhat helpful in helping them achieve their vocational rehabilitation goals. This is a slight decrease from the percentage in 2011.

In 2013, 67% of customers indicate that the staff are very helpful; while 24% indicate the staff are somewhat helpful in help them achieve their goals. Only 10% indicate that the staff are not helpful in helping them achieve their vocational rehabilitation goals (4% not very helpful and 6% not at all helpful).

**Significant Differences by Group:**

* Only 56% of those in the Morrisville District find the staff helpful or very helpful.
* Only 80% of those in the Barre/Morrisville Region find the staff very helpful or helpful.

**Among the 10% of customers that indicate that the staff are not helpful in helping them to achieve their vocational rehabilitation goals:**

* 26% needed more support or guidance.
* 19% indicated they did not find a job.
* 15% indicated the services provided were not very effective.
* 15% indicated no services were provided or the services were of little help.

**How helpful were the staff of the Vermont Division of Vocational Rehabilitation in helping you achieve your vocational rehabilitation goals?**

**Primary Reasons not Helpful**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| SUPPORT - Need more guidance, support | 14% | 13% | 18% | 12% | 10% | 19% | 12% |
| EFFECTIVE - No help, very little help | 12% | 14% | 6% | 11% | 18% | 6% | 15% |
| SUPPORT - No services provided, not much help | 9% | 10% | 4% | 6% | 5% | 15% | 12% |
| WORK - No job, didn't receive much job search help | 8% | 4% | 8% | 11% | 9% | 4% | 14% |
| POSITIVE - they tried to help, received some help | 5% | 9% | 3% | 9% |  | 8% | 3% |
| COMM - Counselor did not return calls, No follow up | 5% | 2% | 8% | 5% | 12% | 4% |  |
| INFO - Not enough information provided | 5% | 3% | 3% | 3% | 3% | 4% | 10% |
| SUPPORT - Did not achieve goal, working on, need guidance | 4% | 2% | 3% | 9% |  | 7% | 5% |
| STAFF - staff attitude, disrespect, unprofessional | 4% | 5% |  | 3% |  |  | 12% |
| WORK- Did not receive employment, Could not find me a job | 4% | 9% | 4% |  | 4% |  | 3% |
| POSITIVE - They are helping me | 3% | 8% |  |  | 2% | 3% | 3% |
| COMM - Hard to reach staff | 3% |  | 7% |  | 6% | 4% |  |
| INFO - Not enough, unaware of available services | 3% | 3% | 6% | 5% | 4% |  | 1% |
| STAFF - Busy, lack staff, spend more time with customers | 3% | 2% | 4% |  | 2% | 6% | 1% |
| COMM - No follow up, should follow up more often | 2% |  | 3% |  | 6% | 3% | 2% |
| COMM - More contact, more frequent contact, more support | 2% | 2% | 1% | 3% | 4% | 4% |  |
| EFFECTIVE - No goal set | 2% |  |  | 8% | 2% | 4% | 2% |
| POSITIVE- Commendable efforts, services provided | 2% | 4% | 1% | 2% | 2% | 3% |  |
| STAFF - Some good, some bad counselors | 2% | 5% | 2% | 2% |  |  | 1% |
| STAFF - staff, counselor didn't listen | 1% | 4% | 2% | 1% |  |  |  |
| EFFECTIVE - Did most of job hunting, research on own | 1% |  | 3% |  | 2% |  | 2% |
| WORK - Dissatisfied with job, not what they wanted | 1% |  | 3% |  | 3% |  | 1% |
| EFFECTIVE - Did not receive much help with goal | 1% |  |  |  | 6% |  | 1% |

**How helpful were the staff of the Vermont Division of Vocational Rehabilitation in helping you achieve your vocational rehabilitation goals?**

**Primary Reasons not Helpful (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - No follow through, get run around, nothing done | 1% | 2% |  |  |  |  | 4% |
| WORK - Not enough career, job choices | 1% |  | 2% |  | 5% |  |  |
| COMM - Hard to reach, hard to get a hold of | 1% |  |  |  | 2% | 4% |  |
| EXPAND - more info needed, need to broaden programs | 1% | 3% |  | 4% |  |  | 1% |
| HELP - Someone else helped, counselor did paperwork | 1% | 1% |  |  |  | 2% | 1% |
| FINANCE - Positive-got financial help | 1% | 2% |  | 5% |  |  |  |
| COMM - Better communication needed | 1% |  |  |  |  |  | 4% |
| REFERRED - Referred to another agency | 1% |  | 3% |  | 1% |  |  |
| STAFF - Changing counselors, switching too much | 1% |  | 2% | 1% | 2% |  |  |
| EFFECTIVE - Counselor had different goals, direction in mind | 1% |  | 3% |  |  | 2% |  |
| CONTROL - Felt pushed to do job, not what was wanted | 1% |  |  |  | 4% |  |  |
| NEGATIVE - Dissatisfied (general) | 1% |  | 1% |  |  | 2% |  |
| EFFECTIVE - Did not agree on choice, direction | 1% |  |  |  | 3% |  |  |
| STAFF - staff Insensitive, don't care, don't want to help | 1% |  | 3% |  |  |  |  |
| EXPAND - More services options, more programs | 0% |  |  |  | 3% |  |  |
| WORK - Disability work restrictions, certain jobs, full time | 0% |  |  |  | 2% |  | 0% |
| EXPAND - Funding problems, No money for services | 0% |  |  | 3% |  |  |  |
| WORK - completed testing, training but still no job | 0% |  | 2% |  |  |  |  |
| WAIT - Haven't received services yet | 0% |  |  | 1% |  |  |  |
| Case was dropped, stopped receiving services | 1% |  |  |  |  |  | 4% |

**How helpful were the staff of the Vermont Division of Vocational Rehabilitation in helping you achieve your vocational rehabilitation goals?**

**Primary Reasons not Helpful (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Other | 1% |  |  | 4% |  | 4% |  |
| None | 11% | 12% | 23% | 3% | 5% | 15% | 8% |
| DK-REF | 7% | 6% | 4% | 12% | 4% | 5% | 10% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**In 2013, 83% of customers indicate that it is very or somewhat easy to contact their vocational rehabilitation counselor.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very difficult** | 5% | 3% | 8% | 6% | 6% | 4% | 3% |
| **Somewhat difficult** | 12% | 11% | 9% | 9% | 10% | 14% | 18% |
| **Somewhat easy** | 20% | 18% | 17% | 17% | 24% | 21% | 21% |
| **Very easy** | 64% | 68% | 66% | 67% | 60% | 62% | 58% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How easy was it for you to contact your vocational rehabilitation counselor?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 88.6% |  |  |
| 2006 | 92.1% |  |  |
| 2008 | 90.1% |  |  |
| 2011 | 89.3% |  |  |
| 2013 | 83.4% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 94.9% |  |  |
| St. Albans/Newport | 91.5% |  |  |
| St. Johnsbury/White River Junction | 85.8% |  |  |
| Barre/Morrisville | 87.6% |  |  |
| Rutland/Bennington | 84.8% |  |  |
| Springfield/Brattleboro | 89.5% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 85.8% |  |  |
| St. Albans/Newport | 82.8% |  |  |
| St. Johnsbury/White River Junction | 84.4% |  |  |
| Barre/Morrisville | 84.6% |  |  |
| Rutland/Bennington | 82.7% |  |  |
| Springfield/Brattleboro | 79.4% |  |  |

*(% of respondents indicating very or somewhat easy)*

**Comments:**

In 2013, 83% of customers indicate that it is somewhat or very easy to contact their vocational rehabilitation counselor. This is a slight decrease from the percentage in 2011.

In 2013, 64% of customers indicate that it is very easy to contact their vocational rehabilitation counselor, while 20% indicate that it is somewhat easy to contact their vocational rehabilitation counselor. Only 17% indicate that it is difficult to contact their vocational rehabilitation counselor (12% somewhat difficult and 5% very difficult).

**Significant Differences by Group:**

* Only 64% of those in the Morrisville District indicated it is very easy or easy.
* Only 74% of those in the St. Johnsbury District indicate it is very easy or easy.
* Only 72% of those whose cases were closed unsuccessfully indicate it is very easy or easy.

**Among the 17% of customers that indicate that it is difficult to reach their vocational rehabilitation counselor:**

* 24% indicated they played phone tag or that they would leave a message and their counselor would return the call.
* 20% indicated their calls or mailing were not returned for an extended period of time.
* 14% indicated their counselor did not return calls or follow up.

**How easy was it for you to contact your vocational rehabilitation counselor?**

**Primary Reasons not Easy**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Phone tag - leave a message and counselor called back | 24% | 30% | 19% | 18% | 24% | 22% | 30% |
| COMM - Calls, mail not returned for days, weeks, wait | 20% | 23% | 21% | 20% | 19% | 17% | 20% |
| COMM - Counselor did not return calls, No follow up | 14% | 19% | 18% | 13% | 16% | 11% | 10% |
| COMM - Leave multiple messages before getting a call back | 11% | 17% | 8% | 12% | 17% | 1% | 11% |
| COMM - Hard to reach counselor | 9% | 1% | 6% | 12% | 6% | 18% | 12% |
| COMM -Person never available (meetings, out of office) | 9% | 1% | 14% | 21% | 9% | 11% | 6% |
| COMM -They are too busy, They have large caseloads | 8% | 13% | 10% | 9% | 4% | 5% | 6% |
| COMM - Should be answering phones, Want to speak to person | 4% | 4% | 7% |  | 2% | 8% | 1% |
| STAFF - Changing counselors, switching too much | 4% | 3% |  | 8% | 7% |  | 7% |
| COMM - Voicemail, leave message, Never answer phone | 4% | 3% | 8% |  | 15% |  |  |
| POSITIVE - Easy able to reach counselor with no problems | 3% | 4% | 9% | 2% | 2% |  | 1% |
| COMM - Difficulty getting questions answered, am passed around | 2% |  |  |  |  | 9% |  |
| POSITIVE - Some parts are easy, some are hard | 2% | 3% |  | 6% | 1% |  | 0% |
| COMM -Scheduling problems, different schedules | 1% |  | 5% |  | 2% | 2% | 0% |
| COMM -Hard to remember, find phone number, who to contact | 1% |  |  | 2% |  | 5% |  |
| STAFF - Counselor deaf, need TTY or had to go to office | 1% |  |  |  | 5% | 2% |  |
| HELP - Someone else helped, counselor did paperwork | 1% | 3% |  |  | 2% |  |  |
| OFFICE - need Email, computers | 1% | 3% |  |  |  |  | 1% |
| HELP - Trouble filling out forms, needed help | 0% |  |  |  |  | 2% |  |
| WORK- Did not receive employment, Could not find me a job | 0% |  |  |  |  | 1% |  |

**How easy was it for you to contact your vocational rehabilitation counselor?**

**Primary Reasons not Easy (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Other | 2% | 2% |  |  | 5% |  | 3% |
| None | 9% | 9% | 3% | 9% | 10% | 12% | 8% |
| DK-REF | 6% | 8% | 3% | 2% | 2% | 2% | 14% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**In 2013, nearly all customers (98%) find the agency office very or somewhat accessible to someone with their type of disability.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Not at all accessible** | 1% | 1% |  | 1% |  | 2% |  |
| **Not very accessible** | 1% | 1% | 1% | 3% | 2% | 2% | 1% |
| **Somewhat accessible** | 9% | 11% | 4% | 16% | 5% | 10% | 10% |
| **Very accessible** | 88% | 87% | 95% | 80% | 94% | 86% | 89% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**How accessible was the Vermont Division of Vocational Rehabilitation office for someone with your type of disability?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 98.7% |  |  |
| 2006 | 99.0% |  |  |
| 2008 | 98.1% |  |  |
| 2011 | 99.0% |  |  |
| 2013 | 97.9% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 99.7% |  |  |
| St. Albans/Newport | 98.0% |  |  |
| St. Johnsbury/White River Junction | 98.6% |  |  |
| Barre/Morrisville | 100.0% |  |  |
| Rutland/Bennington | 99.1% |  |  |
| Springfield/Brattleboro | 98.4% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 98.4% |  |  |
| St. Albans/Newport | 99.3% |  |  |
| St. Johnsbury/White River Junction | 95.6% |  |  |
| Barre/Morrisville | 98.2% |  |  |
| Rutland/Bennington | 96.2% |  |  |
| Springfield/Brattleboro | 99.1% |  |  |

*(% of respondents indicating very or somewhat accessible)*

**Comments:**

In 2013, 98% of customers indicate that the office is very or somewhat accessible to someone with their type of disability. This is a slight decrease from the percentage in 2011.

In 2013, 88% of customers indicate that the office is very accessible, while 9% indicate that it is somewhat accessible. Only 2% indicate that the office is not accessible to someone with their type of disability (1% not very accessible and 1 % not at all accessible).

**Among the few customers that indicate the office is not accessible:**

* 14% indicated difficulty with the distances involved, the bus routes or train stations.
* 11% indicated difficulty with the location of the office or locating directions to the building or office.
* 11% indicated problems with transportation in general.

**How accessible was the Vermont Division of Vocational Rehabilitation office for someone with your type of disability?**

**Primary Reasons not Accessible**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| TRANS - Distance, bus routes, train station | 14% |  | 15% | 23% | 9% | 26% | 11% |
| OFFICE - Location, directions to building or office | 11% | 11% |  | 9% |  | 27% |  |
| TRANS - Transportation in general | 11% | 10% | 15% | 27% | 13% |  |  |
| TRANS - Parking, handicap parking, parking | 6% | 11% | 17% | 7% |  |  | 5% |
| OFFICE - Elevators and stairs | 5% | 10% |  |  | 10% |  | 12% |
| NEGATIVE - Not accessible at all | 5% | 7% |  | 11% |  | 4% |  |
| TRANS - Lots of walking | 5% |  |  |  |  | 10% | 16% |
| TIME - Closed, need special hours | 4% | 10% |  | 4% |  |  |  |
| POSITIVE - Very accessible, great, no complaints | 3% |  | 24% |  |  | 8% |  |
| CONDIITON - Trouble reading, writing, education | 3% | 3% |  |  | 17% | 4% |  |
| OFFICE - need Email, computers | 3% | 5% | 24% |  |  |  |  |
| STAFF - staff attitude, disrespect, unprofessional | 3% | 6% |  |  | 13% |  |  |
| EFFECTIVE - Long, difficult process, stressful | 2% |  |  |  |  |  | 13% |
| OFFICE - Mobility in building, small, hard getting around | 2% | 4% |  | 3% |  |  |  |
| COMM -They are too busy, They have large caseloads | 2% |  | 11% |  |  |  | 7% |
| COMM - Calls, mail not returned for days, weeks, wait | 1% | 5% |  |  |  |  |  |
| STAFF - No cooperation, no help | 1% |  |  |  | 16% |  |  |
| CONDITION - Trouble because of disability | 1% |  |  |  | 13% |  |  |
| POSITIVE - Fine, somewhat accessible | 1% |  |  | 5% |  |  |  |
| WORK- Did not receive employment, Could not find me a job | 1% |  |  |  |  | 4% |  |

**How accessible was the Vermont Division of Vocational Rehabilitation office for someone with your type of disability?**

**Primary Reasons not Accessible (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EDUCATON - too educated for agency standards | 1% |  |  | 4% |  |  |  |
| OFFICE -Access, and exit with doors, difficulty | 1% |  |  | 4% |  |  |  |
| WORK - Not enough career, job choices | 1% |  |  |  | 9% |  |  |
| POSITIVE - They come to me , we meet somewhere else | 0% |  |  | 2% |  |  |  |
| Other | 1% |  |  |  | 13% |  |  |
| None | 18% | 22% | 10% | 8% |  | 28% | 23% |
| DK-REF | 5% | 4% |  | 8% |  |  | 13% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**In 2013, 66% of customers indicate that the services they receive helped them become more financially independent.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Strongly disagree** | 11% | 12% | 8% | 12% | 19% | 6% | 10% |
| **Somewhat disagree** | 6% | 5% | 8% | 4% | 6% | 7% | 8% |
| **Neither agree nor disagree** | 16% | 21% | 20% | 12% | 11% | 13% | 18% |
| **Somewhat agree** | 29% | 26% | 28% | 29% | 38% | 32% | 21% |
| **Strongly agree** | 38% | 36% | 37% | 44% | 27% | 41% | 42% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**The vocational rehabilitation services I received helped me become**

**more financially independent.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 69.5% |  |  |
| 2006 | 66.0% |  |  |
| 2008 | 71.0% |  |  |
| 2011 | 72.3% |  |  |
| 2013 | 66.4% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 71.2% |  |  |
| St. Albans/Newport | 68.4% |  |  |
| St. Johnsbury/White River Junction | 73.1% |  |  |
| Barre/Morrisville | 73.0% |  |  |
| Rutland/Bennington | 73.8% |  |  |
| Springfield/Brattleboro | 74.3% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 61.7% |  |  |
| St. Albans/Newport | 64.5% |  |  |
| St. Johnsbury/White River Junction | 72.4% |  |  |
| Barre/Morrisville | 65.3% |  |  |
| Rutland/Bennington | 73.5% |  |  |
| Springfield/Brattleboro | 63.6% |  |  |

*(% of respondents indicating strongly or somewhat agree)*

**Comments:**

Customers were asked how strongly they agreed or disagreed with the statement “The vocational rehabilitation services I received helped me become more financially independent.”

In 2013, 66% of customers somewhat or strongly agree that the services they receive helped them become more financially independent. This is a decrease from the percentage in 2011, though not statistically significant.

In 2013, 38% strongly agree with this statement while 29% somewhat agree that the services provided by vocational rehabilitation helped them to become more financially independent. Sixteen percent of respondents neither agree nor disagree with the statements. Seventeen percent of customers disagree that the services provided by vocational rehabilitation helped them to become more financially independent (with 11% strongly disagreeing and 6% somewhat disagreeing with the statement).

**Significant Differences by Group:**

* Only 53% of those in the Middlebury District indicate they strongly agree or agree.
* Only 55% of those in the Morrisville District are indicate they strongly agree or agree.
* 89% of those whose cases were closed successfully indicate they strongly agree or agree.
* 78% of those under age 25 indicate they strongly agree or agree.
* Only 48% of those aged 50 to 64 indicate they strongly agree or agree.
* Only 49% of those aged 65 and older indicate they strongly agree or agree.
* Only 48% of those whose cases were closed unsuccessfully indicate they strongly agree or agree.

**Among the 34% of customers that did not agree that the services they receive helped them become more financially independent:**

* 30% indicated they did not find employment.
* 17% indicated they needed more guidance and support.
* 15% indicated no services were provided or were of little help.
* 13% indicated they did not receive needed financial help.

**The vocational rehabilitation services I received helped me become**

**more financially independent.**

**Primary Reasons Disagree**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK- Did not receive employment, Could not find me a job | 30% | 48% | 35% | 28% | 28% | 22% | 6% |
| SUPPORT - Need more guidance, support | 17% | 11% | 9% | 2% | 14% | 29% | 34% |
| SUPPORT - No services provided, not much help | 15% | 4% | 18% | 26% | 25% | 24% | 3% |
| FINANCE- Did not receive needed financial help | 13% | 5% | 21% | 21% | 7% | 21% | 11% |
| FINANCE - No change financially | 8% | 8% | 3% |  | 7% | 16% | 11% |
| COMM - Counselor did not return calls, No follow up | 8% | 6% | 6% |  | 4% |  | 30% |
| WORK - Cannot find better paying job, not earning much | 6% |  | 11% |  | 8% | 5% | 12% |
| TEST - Didn't receive needed, desired testing | 4% | 6% | 5% | 5% | 9% |  |  |
| EFFECTIVE - used own resources to get job, training | 4% |  |  | 2% | 10% | 8% |  |
| EFFECTIVE - agency was not very productive, effective | 2% | 7% |  |  |  |  | 5% |
| EFFECTIVE - Program hindered progress | 2% | 9% |  |  |  |  |  |
| STAFF - Counselor would not listen, dismissed concerns | 2% | 9% |  |  |  |  |  |
| EXPAND - More funds needed to expand and improve programs | 2% |  |  | 4% |  | 10% |  |
| CUSTOMER - Unsuccessful but counselor, agency did try to help | 2% | 6% |  |  |  |  |  |
| INFO - Not enough, unaware of available services | 2% | 6% |  |  |  |  |  |
| WORK - Unable or too difficult to work due to disability | 2% |  |  | 4% |  | 7% |  |
| COMM - Hard to reach staff | 1% |  | 5% |  | 4% |  |  |
| WORK - completed testing, training but still no job | 1% |  | 4% | 7% |  |  | 1% |
| EDUCATON - too educated for agency standards | 1% | 4% |  | 3% |  |  |  |
| EDUCATION- Did not receive needed education, training | 1% |  |  | 8% | 3% |  |  |

**The vocational rehabilitation services I received helped me become**

**more financially independent.**

**Primary Reasons Disagree (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| TRANS - Did not receive needed transport | 1% |  |  |  |  | 7% |  |
| CONDITION - Trouble because of disability | 1% | 3% |  |  |  |  |  |
| STAFF - Listen to customer, understand needs, wants, ability | 1% |  | 6% |  |  |  |  |
| EXPAND - more info needed, need to broaden programs | 1% |  | 5% |  |  |  |  |
| STAFF - Changing counselors, switching too much | 1% |  |  |  | 4% |  |  |
| WORK - Simply no jobs available in my area | 1% |  | 5% |  |  |  |  |
| CONTROL - No control over experience, told me what to do | 1% |  |  |  | 3% |  |  |
| WORK - Am on SSI, Put me on SSI rather than get me a job | 0% |  |  | 5% |  |  |  |
| EFFECTIVE - No clear purpose, solutions, answers | 0% |  |  |  |  |  | 2% |
| WORK - Dissatisfied with job, not what they wanted | 0% |  |  |  |  |  | 2% |
| EFFECTIVE - A lot of ideas, but no action | 0% |  |  |  |  |  | 1% |
| None | 3% | 3% | 3% |  | 12% |  |  |
| DK-REF | 1% |  |  | 7% |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 97% of customers indicate that the Vermont Division of Vocational Rehabilitation staff treat them with dignity and respect.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Strongly disagree** | 2% | 2% | 2% | 1% | 1% | 1% | 5% |
| **Somewhat disagree** | 1% |  | 1% |  | 4% |  | 0% |
| **Neither agree nor disagree** | 0% |  |  | 1% | 1% |  | 1% |
| **Somewhat agree** | 10% | 7% | 5% | 10% | 10% | 13% | 16% |
| **Strongly agree** | 87% | 91% | 91% | 89% | 85% | 86% | 78% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**The Vermont Division of Vocational Rehabilitation staff treated**

**me with dignity and respect.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 96.2% |  |  |
| 2006 | 97.2% |  |  |
| 2008 | 96.8% |  |  |
| 2011 | 96.5% |  |  |
| 2013 | 97.0% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 96.7% |  |  |
| St. Albans/Newport | 94.9% |  |  |
| St. Johnsbury/White River Junction | 93.8% |  |  |
| Barre/Morrisville | 94.5% |  |  |
| Rutland/Bennington | 98.9% |  |  |
| Springfield/Brattleboro | 98.5% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 98.1% |  |  |
| St. Albans/Newport | 96.9% |  |  |
| St. Johnsbury/White River Junction | 98.6% |  |  |
| Barre/Morrisville | 94.8% |  |  |
| Rutland/Bennington | 98.9% |  |  |
| Springfield/Brattleboro | 94.0% |  |  |

*(% of respondents indicating strongly or somewhat agree)*

**Comments:**

Customers were asked how strongly they agreed or disagreed with the statement “The staff treated me with dignity and respect.”

In 2013, 97% of customers somewhat or strongly agree that staff had treat them with dignity and respect. This is comparable to the percentage in 2011.

In 2013, 87% strongly of customers strongly agree with this statement, while 10% somewhat agree that the staff of vocational rehabilitation treat them with dignity and respect. One percent of customers somewhat disagree with this statement while 2% strongly disagree with the statement.

**Significant Differences by Group:**

* Only 88% of those in the Morrisville District indicate they strongly agree or agree.

**Among the few customers that felt the staff did not treat them with dignity and respect:**

* 42% indicated their counselor was not helpful or supportive.
* 42% indicated the staff did not listen to their needs.
* 41% indicated the counselor or other staff was rude and did not treat them with respect.

**The Vermont Division of Vocational Rehabilitation staff treated**

**me with dignity and respect.**

**Primary Reasons Disagree**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Counselor was not helpful, supportive | 42% | 73% | 16% |  |  |  | 91% |
| STAFF - Did not listen to my needs | 42% |  | 16% |  | 55% |  | 91% |
| STAFF - Counselor, staff did not treat me with respect, rude | 41% | 27% | 10% |  | 19% |  | 100% |
| EFFECTIVE - Never received help | 9% |  | 26% | 100% |  |  |  |
| COMM - Hard to reach counselor | 8% |  |  |  |  | 100% |  |
| SUPPORT - Need more guidance, support | 7% |  | 39% |  |  |  |  |
| NEGATIVE - Negative (general) | 6% |  |  |  | 26% |  |  |
| WAIT - Took a long time to get help | 5% |  | 26% |  |  |  |  |
| COMM - Counselor did not return calls, No follow up | 4% |  | 23% |  |  |  |  |
| WORK- Did not receive employment, Could not find me a job | 4% |  | 23% |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 71% of customers indicate that the agency helped them reach their job goals.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Strongly disagree** | 14% | 12% | 12% | 13% | 21% | 12% | 18% |
| **Somewhat disagree** | 6% | 5% | 8% | 2% | 8% | 4% | 6% |
| **Neither agree nor disagree** | 9% | 10% | 6% | 12% | 10% | 8% | 10% |
| **Somewhat agree** | 26% | 25% | 22% | 33% | 25% | 29% | 20% |
| **Strongly agree** | 46% | 48% | 52% | 40% | 36% | 47% | 46% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**The Vermont Division of Vocational Rehabilitation helped me reach my job goals.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 71.6% |  |  |
| 2006 | 71.2% |  |  |
| 2008 | 73.1% |  |  |
| 2011 | 71.9% |  |  |
| 2013 | 71.2% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 62.6% |  |  |
| St. Albans/Newport | 71.1% |  |  |
| St. Johnsbury/White River Junction | 66.5% |  |  |
| Barre/Morrisville | 73.2% |  |  |
| Rutland/Bennington | 72.0% |  |  |
| Springfield/Brattleboro | 82.6% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 73.2% |  |  |
| St. Albans/Newport | 74.7% |  |  |
| St. Johnsbury/White River Junction | 73.0% |  |  |
| Barre/Morrisville | 60.8% |  |  |
| Rutland/Bennington | 76.2% |  |  |
| Springfield/Brattleboro | 66.2% |  |  |

*(% of respondents indicating strongly or somewhat agree)*

**Comments:**

Customers were asked how strongly they agreed or disagreed with the statement “The agency helped me reach my job goals.”

In 2013, 71% of customers somewhat or strongly agree that the agency helped them reach their job goals. This is comparable to the percentage in 2011.

In 2013, 46% strongly of customers strongly agree with this statement, while 26% somewhat agree that the agency helped them reach their job goal. Nine percent of customers neither agree nor disagree with this statement. Twenty percent of customers disagree that that the agency helped them reach their job goal (with 14% strongly disagreeing and 6% somewhat disagreeing).

**Significant Differences by Group:**

* Only 41% of those in the Morrisville District indicate they strongly or somewhat agree.
* Only 62% of those in the Middlebury District indicate they strongly or somewhat agree.
* 88% of those whose cases were closed successfully indicate they strongly or somewhat agree.
* Only 60% of those aged 50 to 64 indicate they strongly or somewhat agree.
* Only 57% of those whose cases were closed unsuccessfully indicate they strongly or somewhat agree.

**Among the 29% of customers that indicate the agency did not help them reach their job goals:**

* 30% indicated that while they did not have a job they were working on achieving goals.
* 23% indicated they did not find employment.
* 17% needed more support or guidance.
* 16% indicated no services were provided or services were of little help.

**The Vermont Division of Vocational Rehabilitation helped me reach my job goals.**

**Primary Reasons Disagree**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK -No job yet-still working on achieving goals | 30% | 37% | 33% | 43% | 26% | 33% | 16% |
| WORK- Did not receive employment, Could not find me a job | 23% | 25% | 22% | 26% | 24% | 27% | 13% |
| SUPPORT - Need more guidance, support | 17% | 16% | 8% | 9% | 14% | 26% | 27% |
| SUPPORT - No services provided, not much help | 16% | 11% | 19% | 24% | 18% | 25% | 3% |
| COMM - Counselor did not return calls, No follow up | 6% |  | 4% | 4% | 3% |  | 23% |
| NEGATIVE - Program did nothing or little to help | 6% |  | 2% | 7% | 3% |  | 23% |
| EFFECTIVE - Not meet expectations, help with goals | 5% |  | 6% | 10% | 9% | 5% | 1% |
| WORK - Had to find job, services on own | 4% | 3% | 6% | 2% | 5% | 4% | 4% |
| COMM - Do not return calls, follow up, hard to contact | 3% | 3% | 6% |  |  |  | 7% |
| INFO - Not enough, unaware of available services | 3% | 6% | 4% |  | 5% |  |  |
| WORK - completed testing, training but still no job | 2% |  | 3% | 18% |  |  | 1% |
| STAFF - Counselor would not listen, dismissed concerns | 2% | 9% |  |  |  |  |  |
| WORK - Help customer get a job, more job services, job options | 2% |  | 3% | 4% | 4% |  |  |
| WORK - Disability, health makes it difficult to find work | 2% | 7% |  |  |  |  |  |
| EDUCATION - Need more training available | 1% |  |  |  | 2% | 5% | 1% |
| COMM - Hard to reach staff | 1% |  | 4% | 2% | 3% |  |  |
| EFFECTIVE - Set up for failure | 1% |  | 6% |  | 2% |  |  |
| WAIT - Just started program | 1% |  |  |  |  |  | 7% |
| WORK - Dissatisfied with job, not what they wanted | 1% |  |  |  | 3% | 4% |  |
| EFFECTIVE - Didn't establish any job goals | 1% | 5% |  |  |  |  |  |
| EFFECTIVE - Tailor to individual needs- know each customer | 1% | 5% |  |  |  |  |  |

**The Vermont Division of Vocational Rehabilitation helped me reach my job goals.**

**Primary Reasons Disagree (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EFFECTIVE - No help, very little help | 1% | 4% |  |  |  |  |  |
| STAFF - Changing counselors, switching too much | 1% |  |  |  |  |  | 4% |
| REFERRED - Prefer another agency to Voc Rehab | 1% |  |  |  | 3% |  |  |
| EFFECTIVE - agency was not very productive, effective | 1% |  |  |  |  |  | 3% |
| FINANCE - Financial help | 1% |  |  |  |  |  | 3% |
| COMM -More frequent and, or productive appointments | 0% |  |  |  | 2% |  |  |
| POSITIVE- Commendable efforts, services provided | 0% |  |  |  | 2% |  |  |
| CONTROL - Should not push customer into anything | 0% |  | 3% |  |  |  |  |
| STAFF - Poor customer-counselor relationship | 0% |  | 3% |  |  |  |  |
| WAIT - Waiting for services | 0% |  |  | 4% |  |  |  |
| NEGATIVE - General dissatisfaction, nothing specific | 0% |  |  |  |  |  | 2% |
| EDUCATON - too educated for agency standards | 0% |  |  | 3% |  |  |  |
| STAFF - Maintain consistency with staff throughout agency | 0% |  |  |  |  |  | 1% |
| None | 1% |  |  |  | 7% |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Problems and Areas for Improvement**

* **In 2013, 21% of customers indicate they experienced problems with the agency or the services provided by the Vermont Division of Vocational Rehabilitation.**
* **Among those experiencing problems, 26% indicate the agency worked to resolve the problem.**
* **In 2013, approximately five in ten customers offer suggestions for service improvement.**

**In 2013, 21% of customers indicate they experienced problems with the agency or the services provided by the Vermont Division of Vocational Rehabilitation.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 21% | 24% | 20% | 21% | 24% | 16% | 22% |
| **No** | 79% | 76% | 80% | 79% | 76% | 84% | 78% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Have you experienced any problems with the Vermont Division of Vocational Rehabilitation or the services they have provided to you?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 18.5% |  |  |
| 2006 | 18.3% |  |  |
| 2008 | 13.3% |  |  |
| 2011 | 14.6% |  |  |
| 2013 | 21.0% | **+** |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 14.6% |  |  |
| St. Albans/Newport | 11.0% |  |  |
| St. Johnsbury/White River Junction | 14.6% |  |  |
| Barre/Morrisville | 20.1% |  |  |
| Rutland/Bennington | 15.2% |  |  |
| Springfield/Brattleboro | 14.2% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 24.0% |  |  |
| St. Albans/Newport | 19.5% |  |  |
| St. Johnsbury/White River Junction | 20.8% |  |  |
| Barre/Morrisville | 24.1% |  |  |
| Rutland/Bennington | 15.6% |  |  |
| Springfield/Brattleboro | 21.7% |  |  |

*(% of respondents indicating yes)*

**Comments:**

In 2013, 21% of customers indicate they experienced problems with the Vermont Division of Vocational Rehabilitation or the services that the agency provided. This is a significant increase compared to the percentage in 2011.

**Significant Differences by Group:**

* 37% of those in the Morrisville District indicate they experienced problems.
* 29% of those in the Springfield District indicate they experienced problems.

**Among the 21% of customers that experienced problems:**

* 18% indicated their counselor did not return calls or follow up.
* 16% indicated they needed more guidance or support.
* 15% indicated they did not receive services or the services were of little help.

**Have you experienced any problems with the Vermont Division of Vocational Rehabilitation or the services they have provided to you?**

**Primary Problems Experienced**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Counselor did not return calls, No follow up | 18% | 6% | 18% | 13% | 24% | 19% | 37% |
| SUPPORT - Need more guidance, support | 16% | 12% | 18% | 13% | 14% | 15% | 23% |
| SUPPORT - No services provided, not much help | 15% | 7% | 14% | 9% | 14% | 29% | 24% |
| WORK - Help customer get a job, more job services, job options | 7% | 17% | 9% | 4% | 4% |  |  |
| COMM - Hard to reach staff | 6% | 5% | 9% | 7% | 6% | 8% | 1% |
| STAFF - More counselors, staff, counselors are overworked | 5% | 7% | 3% | 8% |  | 12% |  |
| COMM - Do not return calls, follow up, hard to contact | 5% | 4% | 5% | 5% |  | 7% | 10% |
| STAFF - Changing counselors, switching too much | 4% | 4% | 3% | 14% | 6% |  |  |
| STAFF - Counselors make more effort, customer does work | 4% | 3% | 4% | 4% | 6% | 9% |  |
| WORK- Did not receive employment, Could not find me a job | 4% | 7% | 9% | 5% | 2% |  |  |
| FINANCE - Financial help | 4% | 6% |  |  |  | 11% | 2% |
| INFO - clear, detailed information about services offered | 3% |  |  | 8% | 7% | 9% |  |
| SERVICES - Mobility instruction | 3% | 10% |  | 4% |  |  | 1% |
| STAFF - Qualified staff, knowledge of disabilities, services | 3% |  | 15% | 6% |  |  |  |
| EFFECTIVE - Speed up process of obtaining services | 3% |  | 3% | 6% |  | 9% | 1% |
| STAFF - Treat customers respectfully, don't treat as number | 3% | 2% | 4% |  | 3% | 6% | 1% |
| INFO - Not enough, unaware of available services | 2% | 4% | 3% |  | 7% |  |  |
| NEGATIVE - Program did nothing or little to help | 2% | 5% |  | 4% | 2% |  |  |
| CONFIDENTIAL - Lost, breech of confidential information | 2% |  |  | 4% |  |  | 8% |
| CUSTOMER - Voluntarily choose to leave program | 2% | 6% |  |  |  |  |  |
| EFFECTIVE - Not meet expectations, help with goals | 1% |  |  |  | 5% | 4% |  |

**Have you experienced any problems with the Vermont Division of Vocational Rehabilitation or the services they have provided to you?**

**Primary Problems Experienced (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Listen to customer, understand needs, wants, ability | 1% | 3% | 3% |  |  |  | 1% |
| DEVICE - Adaptive equipment | 1% |  |  |  | 9% |  |  |
| EFFECTIVE - Better meet needs, work closely with customer | 1% | 3% | 2% |  |  |  | 1% |
| EXPAND - Program to other locations, open office nearby | 1% |  |  | 2% |  | 7% |  |
| EXPAND - Stronger network, agencies, businesses, doctors | 1% | 3% |  |  |  |  | 3% |
| WORK - Had to find job, services on own | 1% |  |  | 10% |  |  |  |
| SERVICES - Deliver services to customers home | 1% | 4% |  |  |  |  |  |
| SERVICES - For severely disabled, uncommon disabilities | 1% | 2% |  |  | 3% |  |  |
| STAFF - Office/counselor disorganized | 1% |  |  |  |  | 7% |  |
| EFFECTIVE - Don't close cases, cut customers off | 1% |  |  |  | 2% | 4% |  |
| WORK - completed testing, training but still no job | 1% |  |  | 3% |  |  | 3% |
| NEGATIVE - Dissatisfied (general) | 1% |  |  |  | 3% |  | 2% |
| CONTROL - Should not push customer into anything | 1% |  | 6% |  |  |  |  |
| CUSTOMER - Uncertain about what is going on with their case | 1% | 3% |  |  |  |  |  |
| STAFF - More caring, understanding and encouraging staff | 1% | 3% |  |  |  |  |  |
| WORK - Help capable customers- Not geared toward professionals | 1% |  |  | 4% |  |  | 1% |
| STAFF - More supervision of staff, management of services | 1% | 2% |  |  |  |  |  |
| COMM -More frequent and, or productive appointments | 1% |  |  | 5% |  |  |  |
| TRANS - Transportation, vehicle repairs, car insurance | 1% | 2% |  |  |  |  |  |
| DISCRIMIATION - Experience discrimination | 1% |  |  |  | 3% |  |  |
| TEST - Testing, assessment to determine ability, interest | 1% |  |  |  | 3% |  |  |

**Have you experienced any problems with the Vermont Division of Vocational Rehabilitation or the services they have provided to you?**

**Primary Problems Experienced (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EXPAND - more info needed, need to broaden programs | 1% |  |  |  |  |  | 3% |
| ACCESS - Greater accessibility of the VR office | 0% |  |  |  | 3% |  |  |
| EFFECTIVE - Set up for failure | 0% |  |  |  | 2% |  |  |
| STAFF - New counselor, location who meets customers’ needs | 0% |  | 2% |  |  |  |  |
| NEGATIVE - Program, services had negative effect on customer | 0% |  |  |  |  | 2% |  |
| STAFF - Lost paperwork | 0% |  |  | 3% |  |  |  |
| WORK - Home -based employment services | 0% |  |  |  | 2% |  |  |
| STAFF - Counselor is not reliable- late for appt., no shows | 0% |  | 2% |  |  |  |  |
| POSITIVE- Commendable efforts, services provided | 0% |  |  | 2% |  |  |  |
| None | 10% | 12% | 2% | 4% | 10% | 12% | 14% |
| DK-REF | 2% | 4% |  |  | 5% | 3% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Among those experiencing problems, 26% indicate the agency worked to resolve the problem.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 26% | 21% | 23% | 24% | 33% | 43% | 16% |
| **No** | 74% | 79% | 77% | 76% | 67% | 57% | 84% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Did the Vermont Division of Vocational Rehabilitation**

**work to resolve this problem?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 36.3% |  |  |
| 2006 | 29.4% |  |  |
| 2008 | 40.5% |  |  |
| 2011 | 29.2% |  |  |
| 2013 | 25.9% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 21.4% |  |  |
| St. Albans/Newport | 15.1% |  |  |
| St. Johnsbury/White River Junction | 0.0% |  |  |
| Barre/Morrisville | 37.6% |  |  |
| Rutland/Bennington | 34.7% |  |  |
| Springfield/Brattleboro | 47.7% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 20.8% |  |  |
| St. Albans/Newport | 23.1% |  |  |
| St. Johnsbury/White River Junction | 23.9% |  | **+** |
| Barre/Morrisville | 32.7% |  |  |
| Rutland/Bennington | 42.8% |  |  |
| Springfield/Brattleboro | 15.6% |  |  |

*(% of respondents indicating yes)*

**Comments:**

In 2013, among those customers that had experienced problems, 26% indicate that the agency had worked to resolve the problem. This is a decrease in the percentage since 2011, though not statistically significant.

**In 2013, approximately five in ten customers offered suggestions for service improvement.**

**Comments:**

At the end of the survey, customers were asked what the agency could do to improve the services offered to the customer and to others. These are summarized in the table below. Forty-four percent of customers indicate that there is nothing else the agency could do and 7% are unsure of anything the agency could do to improve it services.

Among all respondents, 5% want better follow-up from staff (hard to reach staff do not return calls), 4% saw a need for more assistance in finding employment, 3% indicate that current staff is overworked and there is a need for additional staff, 2% feels the Division needs to increase awareness of the program to assist more residents, and 2% indicate the need for more financial help. Three percent of respondents offered positive comments about the Division and the services provided.

**What could the Vermont Division of Vocational Rehabilitation do to improve the services it offers to you and others?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Do not return calls, follow up, hard to contact | 5% | 2% | 7% | 7% | 4% | 5% | 5% |
| WORK - Help customer get a job, more job services, job options | 4% | 4% | 4% | 3% | 6% | 1% | 5% |
| POSITIVE - Satisfied with program, doing their best | 3% | 5% | 1% | 3% | 2% | 5% | 2% |
| STAFF - More counselors, staff, counselors are overworked | 3% | 3% | 7% | 1% | 3% | 2% | 3% |
| INFO - Increase awareness of program to help more people | 2% | 3% | 0% | 2% |  | 5% | 3% |
| FINANCE - Financial help | 2% | 2% | 1% | 3% | 1% | 1% |  |
| COMM -More frequent and, or productive appointments | 1% | 2% | 1% | 2% | 2% | 1% | 0% |
| EXPAND - Funding problems, No money for services | 1% | 1% | 1% | 2% | 3% | 2% |  |
| EXPAND - More effort allotted to follow-up | 1% |  | 3% |  | 1% | 0% | 4% |
| INFO - clear, detailed information about services offered | 1% | 2% | 1% | 2% | 1% | 1% | 0% |
| EDUCATION - Need more training available | 1% | 2% | 1% |  |  | 2% | 1% |
| TRANS - Transportation, vehicle repairs, car insurance | 1% | 1% | 2% | 1% | 2% |  | 1% |
| COMM - No follow through, get run around, nothing done | 1% | 2% |  | 2% | 3% |  | 0% |
| STAFF - Listen to customer, understand needs, wants, ability | 1% |  | 1% |  | 3% | 2% |  |
| EXPAND - Stronger network, agencies, businesses, doctors | 1% | 3% | 1% |  |  | 1% |  |
| STAFF - Qualified staff, knowledge of disabilities, services | 1% | 1% | 1% | 2% | 1% |  | 1% |
| EDUCATION - Need educational services | 1% | 1% | 1% | 0% | 1% | 1% | 0% |
| ACCESS - More convenient business hours | 1% | 0% | 0% | 2% | 1% | 2% |  |
| EXPAND - Program to other locations, open office nearby | 1% |  | 1% | 1% | 2% | 2% |  |
| STAFF - Poor customer-counselor relationship | 1% |  | 0% |  |  |  | 5% |

**What could the Vermont Division of Vocational Rehabilitation do to improve the services it offers to you and others? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EFFECTIVE - Speed up process of obtaining services | 1% |  | 1% | 1% | 2% | 1% | 0% |
| EFFECTIVE - Better meet needs, work closely with customer | 1% | 2% |  | 1% | 1% | 0% |  |
| STAFF - More caring, understanding and encouraging staff | 1% | 1% | 1% |  | 1% |  | 1% |
| EXPAND - More services options, more programs | 1% | 0% | 2% |  | 1% | 1% |  |
| EFFECTIVE - Tailor to individual needs- know each customer | 1% | 0% |  | 2% | 2% |  | 0% |
| SERVICES - More services for the mentally disabled | 1% | 2% | 0% |  |  |  |  |
| STAFF - Have no counselor | 1% | 2% |  |  |  |  |  |
| INFO - Information needs to be accurate and current | 1% | 1% |  |  | 1% | 1% |  |
| STAFF - Changing counselors, switching too much | 1% |  | 0% | 1% | 1% |  | 1% |
| STAFF - Maintain consistency with staff throughout agency | 1% |  |  | 1% | 2% | 1% |  |
| WORK - Help capable customers- Not geared toward professionals | 0% | 1% | 1% | 0% | 1% |  |  |
| ACCESS - Greater accessibility of the VR office | 0% |  |  | 1% |  | 2% |  |
| STAFF - Treat customers respectfully, don't treat as number | 0% |  | 2% |  | 1% |  | 0% |
| STAFF - If counselors not there, help needs to be available | 0% |  | 0% | 1% |  |  | 2% |
| EFFECTIVE - Told to do something, no direction | 0% |  | 1% | 2% |  |  | 0% |
| SUPPORT - Need more guidance, support | 0% | 1% | 1% |  |  | 1% |  |
| EFFECTIVE - Not meet expectations, help with goals | 0% |  |  | 1% |  |  | 2% |
| SERVICES - Deliver services to customers home | 0% |  |  |  | 2% |  |  |
| STAFF - Lost paperwork | 0% |  |  |  |  | 1% |  |

**What could the Vermont Division of Vocational Rehabilitation do to improve the services it offers to you and others? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| WORK - Had to find job, services on own | 0% | 1% |  |  |  |  |  |
| SERVICES - For severely disabled, uncommon disabilities | 0% | 1% | 1% |  |  |  |  |
| SUPPORT - Individual, group support services and counseling | 0% |  |  |  | 1% | 1% |  |
| STAFF - More supervision of staff, management of services | 0% |  |  | 1% |  |  | 0% |
| SERVICES - Services for hearing impaired | 0% |  |  |  |  |  | 1% |
| WORK - Hire disabled, blind staff from the community | 0% |  |  |  | 1% |  |  |
| INFO - Increase awareness of technology | 0% |  |  | 1% |  |  | 0% |
| EFFECTIVE - Cut off people who take advantage of services | 0% |  | 1% |  |  |  |  |
| WORK - Didn't receive needed job shadowing | 0% |  | 1% |  |  |  |  |
| GENERAL - program could always improve | 0% |  |  |  | 1% |  |  |
| EXPAND - Pay staff higher wages | 0% |  |  |  |  | 1% |  |
| SERVICES - Life skills services | 0% |  |  |  |  | 1% |  |
| REFERRED - Prefer another agency to Voc Rehab | 0% |  |  |  | 1% |  |  |
| EXPAND - Integrate all state services | 0% |  |  |  | 1% |  | 0% |
| SERVICES - More child and youth services | 0% |  |  |  |  | 1% |  |
| SUPPORT - Need help, like to get back into program | 0% |  |  |  |  | 1% |  |
| CUSTOMER - Uncertain about what is going on with their case | 0% |  |  |  |  | 1% |  |
| NEGATIVE - Program did nothing or little to help | 0% |  |  | 1% |  |  |  |
| WORK - Home -based employment services | 0% |  | 0% |  | 0% |  |  |

**What could the Vermont Division of Vocational Rehabilitation do to improve the services it offers to you and others? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| STAFF - Counselor is not reliable- late for appt., no shows | 0% |  |  |  | 1% |  |  |
| EFFECTIVE - Didn't establish any job goals | 0% |  |  |  | 1% |  |  |
| WORK - Provide higher level, paying jobs options | 0% | 0% |  |  |  |  |  |
| TIME - Lots of paperwork, too long, make it shorter | 0% |  | 1% |  |  |  |  |
| SERVICES - More rehabilitation services | 0% |  |  | 1% |  |  |  |
| SERVICES - Child care assistance | 0% |  | 1% |  |  |  |  |
| STAFF - Additional, ongoing training for staff | 0% |  | 1% |  |  |  |  |
| EFFECTIVE - Don't rush people through program | 0% |  |  | 1% |  |  |  |
| SERVICES - Medical assistance | 0% |  | 0% |  |  |  |  |
| SERVICES - Need interpreters | 0% |  | 0% |  |  |  |  |
| FINANCE - Cost of services is burden, should be free | 0% |  |  | 0% |  |  |  |
| STAFF - Counselor too busy, pushed aside | 0% |  | 0% |  |  |  |  |
| LEGAL - Took legal action to get help needed | 0% |  | 0% |  |  |  |  |
| EFFECTIVE - Real solutions for long-term advancement | 0% |  |  |  |  |  | 0% |
| CONTROL - Should not push customer into anything | 0% |  |  | 0% |  |  |  |
| EXPAND - Major changes in program- revamp program | 0% |  |  | 0% |  |  |  |
| Other | 1% | 1% | 1% | 1% |  |  | 3% |
| None | 44% | 49% | 44% | 45% | 37% | 45% | 43% |
| DK-REF | 7% | 5% | 6% | 6% | 5% | 9% | 13% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Current Employment Status**

* **Fifty-four percent of customers are working full or part time.**
* **Among those customers who were working, 81% are very satisfied or satisfied with their job in 2013.**
* **The types of careers sought by customers are varied.**

**Fifty-four percent of customers are working full or part time.**

**These last few questions ask about what you are currently doing.**

**Are you currently…**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Working full time | 20% | 20% | 23% | 25% | 20% | 17% | 15% |
| Working part time | 34% | 34% | 28% | 26% | 38% | 39% | 39% |
| Currently looking for a job | 28% | 30% | 25% | 26% | 28% | 29% | 28% |
| In school or receiving job training | 15% | 14% | 11% | 22% | 11% | 16% | 18% |
| Keeping house | 7% | 5% | 6% | 10% | 8% | 5% | 7% |
| Currently unable to work | 12% | 11% | 18% | 9% | 15% | 9% | 13% |
| Volunteering your time | 8% | 9% | 7% | 8% | 5% | 8% | 6% |
| Retired | 1% | 2% | 0% | 1% |  | 0% |  |
| Therapy, medical care | 1% | 0% | 2% |  |  | 0% | 1% |
| None | 2% | 1% |  |  | 1% | 3% | 5% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Working full time | 20% | 20% | 23% | 25% | 20% | 17% | 15% |
| Working part time | 34% | 34% | 28% | 26% | 38% | 39% | 39% |
| Currently looking for a job | 28% | 30% | 25% | 26% | 28% | 29% | 28% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Comments:**

Overall, 20% of customers report that they are currently working full time and 34% indicate that they are working part time. Twenty-eight percent of customers are currently looking for a job and another 15% are in school or receiving job training. Twelve percent of customers report that they are unable to work.

**Among those customers who were working, 81% are very satisfied or satisfied with their job in 2013.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very dissatisfied** | 3% | 3% | 2% | 7% | 8% |  | 0% |
| **Dissatisfied** | 4% | 2% | 5% | 4% | 4% | 4% | 9% |
| **Neither satisfied nor dissatisfied** | 11% | 17% | 8% | 14% | 9% | 12% | 5% |
| **Satisfied** | 37% | 44% | 29% | 40% | 30% | 32% | 45% |
| **Very satisfied** | 44% | 34% | 56% | 35% | 50% | 52% | 41% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Thinking about your current job, how satisfied are you with what you are doing?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **%** | **Sig Diff 2011 to 2013** |  |
| **Year of Administration** |  |  |  |
| 2003 | 81.6% |  |  |
| 2006 | 86.9% |  |  |
| 2008 | 86.7% |  |  |
| 2011 | 81.9% |  |  |
| 2013 | 81.4% |  |  |
|  |  |  |  |
| **Region** |  |  |  |
| **2011** |  | **Sig Diff from DVR overall** | **Sig Diff within region 2011 to 2013** |
| Burlington/Middlebury | 71.9% |  |  |
| St. Albans/Newport | 82.7% |  |  |
| St. Johnsbury/White River Junction | 84.4% |  |  |
| Barre/Morrisville | 74.7% |  |  |
| Rutland/Bennington | 86.0% |  |  |
| Springfield/Brattleboro | 87.9% |  |  |
| **2013** |  |  |  |
| Burlington/Middlebury | 77.9% |  |  |
| St. Albans/Newport | 85.0% |  |  |
| St. Johnsbury/White River Junction | 75.0% |  |  |
| Barre/Morrisville | 79.7% |  |  |
| Rutland/Bennington | 84.0% |  |  |
| Springfield/Brattleboro | 85.9% |  |  |

*(% of respondents indicating satisfied or very satisfied)*

**Comments:**

In 2013, 81% are very satisfied or satisfied with their current job (among working customers). This is comparable to the percentage in 2011.

In 2013, 44% of employed customers indicate that they are very satisfied with their current job, while 37% are satisfied. Eleven percent of employed customers indicate that they are neither satisfied nor dissatisfied with their current job, while only 7% indicate some level of dissatisfaction (4% dissatisfied and 3% very dissatisfied).

**Significant Differences by Group:**

* Only 62% of those in the Morrisville District indicate they are very satisfied or satisfied.
* Only 65% of those in the St. Johnsbury District indicate they are very satisfied or satisfied.
* Only 66% of those whose cases were closed unsuccessfully indicate they are very satisfied or satisfied.

**Among the 19% of customers that are not satisfied with their current job:**

* 14% indicated that they viewed their current job as temporary, not a career move.
* 10% indicated they are bored with their job.
* 9% indicated their pay does not meet their financial needs.
* 7% indicated they work too few hours.

**Thinking about your current job, how satisfied are you with what you are doing?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| JOB - Not a career move, only temporary | 14% | 15% | 7% | 11% | 22% | 17% | 3% |
| JOB - Bored with job | 10% | 6% | 21% |  |  |  | 47% |
| FINANCE - Low pay- does not meet financial needs | 9% | 7% | 9% |  | 28% | 12% |  |
| HOURS - Too few hours | 7% | 7% |  | 20% | 6% | 6% |  |
| ENVIRONMENT - Problems with employer or co-workers | 6% | 17% |  |  |  | 10% |  |
| EXPECTATION - Better than nothing, work options limited | 6% |  |  |  |  | 24% | 18% |
| DEMANDING - Stressful | 6% | 6% |  | 9% | 18% |  |  |
| GROWTH - No challenges, few opportunities for growth | 6% |  | 7% | 4% | 5% |  | 31% |
| ENVIRONMENT - Problems with employer or co-workers | 6% | 17% |  | 8% |  |  |  |
| EXPECTATION - Have another job, career, training in mind | 5% |  | 12% | 10% | 7% |  | 12% |
| FINANCE - Low pay- does not meet financial needs | 5% |  | 4% |  |  | 29% |  |
| EXPECTATION - Better than nothing, employment limited | 5% | 7% | 5% | 10% | 5% |  |  |
| JOB - Not a career move, only temporary | 5% |  |  | 8% | 16% |  | 5% |
| EXPECTATION - Needs a job aligned with skills, training | 4% |  |  |  | 5% |  | 28% |
| NEGATIVE - Dissatisfied with aspects of job | 4% |  |  | 25% |  |  |  |
| BENEFITS - No benefits | 4% | 10% | 7% |  |  |  |  |
| DEMANDING - Physically demanding | 4% | 8% | 5% |  | 5% |  |  |
| EXPECTATION - Not rewarding | 3% | 6% | 14% |  |  |  |  |
| DEMANDING - Stressful | 2% |  |  |  | 12% |  | 2% |
| EXPECTATION - Have another job, career, training in mind | 2% | 7% |  |  |  |  |  |
| DEMANDING - Been at job too long, burnt out, need change | 2% |  | 5% |  |  |  | 10% |

**Thinking about your current job, how satisfied are you with what you are doing?**

**Primary Reasons not Satisfied (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EXPECTATION - Not rewarding | 3% | 6% | 14% |  |  |  |  |
| DEMANDING - Stressful | 2% |  |  |  | 12% |  | 2% |
| EXPECTATION - Have another job, career, training in mind | 2% | 7% |  |  |  |  |  |
| DEMANDING - Been at job too long, burnt out, need change | 2% |  | 5% |  |  |  | 10% |
| DISABILITY - makes it hard to do job or to advance | 1% |  |  |  |  | 7% |  |
| NEGATIVE - Just do not like it in general | 1% |  | 7% |  |  |  |  |
| NEGATIVE - Just do n0t like it in general | 1% |  |  |  |  |  | 5% |
| DEMANDING - Physically demanding | 0% |  |  | 2% |  |  |  |
| Too soon to tell | 2% | 6% |  |  |  |  |  |
| None | 6% | 17% |  | 8% |  |  |  |
| Unsure | 1% |  | 9% |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**The types of careers sought by customers are varied.**

**Comments:**

Customers, regardless of current work status, are asked the type of career they wanted. Their responses are summarized in the tables below.

The types of careers sought by these customers are quite varied. These include, among others:

* Health care, medical services
* Human, social services, mental health
* Education
* Office work
* Starting my own business
* Food services
* Animal care

**What type of job or career do you think you want?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Any job | 10% | 12% | 10% | 8% | 9% | 9% | 14% |
| Health care, medical services | 7% | 6% | 8% | 8% | 9% | 4% | 8% |
| Office work | 6% | 5% | 7% | 4% | 13% | 8% | 3% |
| Human, social services, mental health | 5% | 6% | 2% | 5% | 2% | 2% | 12% |
| Child care | 5% | 2% | 5% | 4% | 4% | 7% | 8% |
| Computer work | 4% | 7% | 8% | 5% | 2% | 2% | 2% |
| Retail, sales | 4% | 5% | 3% |  | 5% | 5% | 3% |
| Retired | 4% | 5% | 2% | 5% | 2% | 3% | 3% |
| Animal care | 3% |  | 2% | 4% | 6% | 5% | 3% |
| Education | 3% | 3% | 2% |  | 4% | 5% | 4% |
| Agricultural | 3% | 4% | 2% | 3% | 2% | 1% | 5% |
| Gardening, landscaping | 3% | 4% | 5% | 3% | 0% | 3% | 2% |
| Job options are limited due to disability | 3% | 1% | 3% | 1% | 5% | 3% | 4% |
| Business- start own | 3% | 2% | 1% | 4% | 4% | 2% | 5% |
| Customer service | 3% | 2% | 2% | 3% | 5% | 3% | 2% |
| Engineering | 3% | 2% | 2% | 3% | 4% | 2% | 3% |
| Financial- accountant, banker | 2% | 1% |  | 3% | 3% | 3% | 2% |
| Writer | 2% | 2% |  |  | 3% | 3% | 2% |
| Food service | 2% | 1% | 2% | 5% | 1% | 3% |  |

**What type of job or career do you think you want? (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Media related field | 2% | 2% | 1% | 3% | 3% | 2% |  |
| State, federal govt. job | 1% | 1% | 2% | 2% | 1% | 2% | 1% |
| Music, theatre, performing arts | 1% | 1% | 6% | 1% |  |  | 0% |
| Building, Construction | 1% | 2% | 0% | 1% |  | 2% | 1% |
| Custodial, maintenance, cleaning | 1% | 1% | 1% | 1% | 2% | 1% | 1% |
| Auto-repair, mechanics | 1% | 1% | 0% | 0% | 1% | 4% | 0% |
| Factory, warehouse work | 1% | 1% | 1% | 1% | 1% | 1% | 2% |
| Coaching, sports director | 1% | 2% | 1% |  | 1% | 1% | 1% |
| Architectural design, drafting | 1% |  | 1% | 2% |  | 1% | 1% |
| Cosmetology, hair, nails | 1% | 1% |  | 1% |  |  | 2% |
| Science related field | 1% | 1% |  | 3% |  |  |  |
| Volunteer work | 1% |  | 2% |  | 2% |  | 1% |
| Research | 1% |  | 1% | 1% | 2% | 1% |  |
| Art, Photography, design | 1% |  | 1% | 2% |  | 1% | 0% |
| Driver | 0% |  | 1% |  |  | 1% |  |
| Electrical, plumbing, heating, welding, refrigeration | 0% | 1% | 0% |  |  |  |  |
| Other | 1% | 2% | 1% | 0% | 1% | 1% | 1% |
| None, do not want job | 3% | 4% | 9% | 2% | 2% | 3% |  |
| Unsure | 17% | 19% | 12% | 18% | 14% | 17% | 20% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response. Blanks represent cases where no customer gave this response.***

**Agency Specific Question**

* **In 2013, 64% of customers indicate they were informed that they could address problems with the Customer Assistance Project.**
* **In 2013, 69% of customers are able to receive needed services even when their counselor is not available.**
* **In 2013, 68% of customers are satisfied with job placement services.**
* **In 2013, 95% of customers feel welcome when coming to vocational rehabilitation for services.**
* **In 2013, 41% of customers are able to access benefits counseling through vocational rehabilitation, while 18% of customers are not able to access benefits counseling.**
* **Among those accessing benefits counseling services, 97% find these services valuable.**
* **In 2013, 91% of customers indicate it is easy to access vocational rehabilitation services.**
* **In 2013, 86% of customers indicate vocational rehabilitation services coordinates job placement services with the VABIR representative well.**
* **In 2013, 77% of customers feel they are receiving the support needed to be successful in the long term.**
* **In 2013, 40% of customers indicate that someone other than vocational rehabilitation helped them find a job.**
* **Nine in ten customers (90%) would refer a friend or relative to vocational rehabilitation.**

**In 2013, 64% of customers indicate that they were informed that they could address problems with the Customer Assistance Project.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **2013** | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 64% | 57% | 72% | 66% | 56% | 70% | 66% |
| **No** | 29% | 35% | 25% | 28% | 33% | 23% | 30% |
| **Unsure** | 7% | 7% | 4% | 7% | 11% | 7% | 4% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2011 and 2013*

**Comments:**

In 2013, 64% of customers indicate that they were informed that if they had a problem, they could address this problem with the customer assistance project, down from 71% in 2011. In 2013, 29% of customers indicate that they were not informed.

**By Region (In 2013)**

* In the Burlington/Middlebury Region, 57% of customers indicated that they were informed they could address problems with the customer assistance program.
* In the St. Albans/Newport Region, 72% of customers indicated that they were informed they could address problems with the customer assistance program.
* In the St. Johnsbury/White River Junction Region, 66% of customers indicated that they were informed they could address problems with the customer assistance program.
* In the Barre/Morrisville Region, 56% of customers indicated that they were informed they could address problems with the customer assistance program.
* In the Rutland/Bennington Region, 70% of customers indicated that they were informed they could address problems with the customer assistance program.
* In the Springfield/Brattleboro Region, 66% of customers indicated that they were informed they could address problems with the customer assistance program.

**In 2013, 69% of customers are able to receive needed services even when their counselor is not available.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 69% | 71% | 66% | 72% | 64% | 75% | 65% |
| **No** | 31% | 29% | 34% | 28% | 36% | 25% | 35% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 69% of customers indicate they are able to receive needed services even when their counselor is not available. This is a decline from 77% in 2011.

**In 2013, 68% of customers are satisfied with job placement services.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very Satisfied** | 33% | 38% | 29% | 28% | 30% | 33% | 33% |
| **Satisfied** | 35% | 29% | 44% | 37% | 34% | 41% | 29% |
| **Neither Satisfied  nor Dissatisfied** | 17% | 20% | 10% | 23% | 15% | 17% | 18% |
| **Dissatisfied** | 6% | 5% | 8% | 3% | 8% | 6% | 5% |
| **Very Dissatisfied** | 10% | 9% | 9% | 9% | 14% | 3% | 16% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 68% of customers indicate they are satisfied with job placement services. This is a decline from 75% in 2011. Thirty-three percent of customers are very satisfied and 35% of customers indicate they are satisfied. Seventeen percent of customers are neither satisfied nor dissatisfied. Sixteen percent of customers indicate they are dissatisfied or very dissatisfaction with job placement services.

Among those that are not satisfied the main reasons given are that the job placement services were ineffective (26%), that the job placement services really didn’t help (18%), the services didn’t match the customer’s interest, abilities or goals, (7%) or the customer got work on their own (6%).

**How satisfied were you with the job placement services?**

**Primary Reasons not Satisfied**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Ineffective - still no job | 26% | 19% | 24% | 26% | 38% | 40% | 15% |
| Didn’t really help me/ not much help | 18% | 13% | 6% | 16% | 26% | 8% | 35% |
| Didn't match interest, ability, goal | 7% | 7% | 2% | 14% | 8% | 14% |  |
| Got work on my own | 6% | 8% | 19% | 6% | 3% |  |  |
| Communication problems, no follow-up | 5% |  | 6% | 15% | 4% | 11% | 1% |
| Problems with coach/counselor - poor match for me | 5% |  | 6% | 4% |  |  | 17% |
| Still in process - taking a long time | 4% |  | 11% | 7% |  | 3% | 8% |
| Limited options available due to disability | 4% | 6% | 8% | 3% |  | 10% |  |
| Coach/counselor did nothing, could have done more | 4% | 3% | 7% |  | 10% | 5% |  |
| Stopped going - a waste of time | 2% | 7% | 3% |  |  |  |  |
| All jobs I could have found on my own | 2% | 5% |  | 4% |  |  |  |
| I could have done more | 1% | 3% |  |  |  |  | 2% |
| Help capable customers - not geared towards professionals | 1% | 2% |  |  |  |  |  |
| Other | 2% | 4% | 4% |  |  |  | 5% |
| DK | 13% | 21% | 6% | 6% | 12% | 9% | 16% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 95% of customers feel welcome when coming to vocational rehabilitation for services.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very Welcome** | 70% | 68% | 80% | 76% | 70% | 67% | 66% |
| **Welcome** | 25% | 29% | 16% | 23% | 28% | 26% | 28% |
| **Not very Welcome** | 3% | 2% | 2% | 1% | 1% | 6% | 2% |
| **Not at all Welcome** | 2% | 1% | 2% | 1% | 1% | 1% | 5% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 95% of customers indicate they feel welcome coming to vocational rehabilitation for services, comparable to 98% in 2011. Seventy percent of customers feel very welcome and another 25% feel welcome when coming to vocational rehabilitation for services.

Among those that indicate they did not feel welcome, the main reasons given are that they did not feel welcome in general (22%), that it depended on the day; they sometimes felt welcome and sometimes did not (18%), that they felt “talked down to” (15%), and that they felt ignored or that the counselor was apathetic (11%).

**How welcome did you feel when coming to vocational rehabilitation for services?**

**Primary Reasons not Welcome**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Did not feel welcome | 22% |  | 41% |  | 36% | 33% | 10% |
| Depended on the day; sometimes welcome, sometimes not | 18% |  |  |  |  |  | 75% |
| Felt 'talked down to' | 15% | 67% |  |  | 36% |  |  |
| Felt ignored - counselor apathetic | 11% |  | 19% |  |  | 25% |  |
| No receptionist/rude receptionist | 10% | 20% | 27% | 51% |  |  |  |
| Never went to offices | 5% |  |  |  |  | 15% |  |
| Welcome until determined they couldn't, wouldn't be able to help me | 4% |  |  |  |  | 11% |  |
| I was not the easiest person to help | 2% |  |  |  | 28% |  |  |
| Long wait times | 2% |  | 13% |  |  |  |  |
| DK | 13% | 13% |  | 49% |  | 16% | 14% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 41% of customers are able to access benefits counseling through vocational rehabilitation, while 18% of customers are not able to access benefits counseling.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 41% | 38% | 50% | 40% | 38% | 41% | 40% |
| **No** | 18% | 16% | 20% | 17% | 20% | 15% | 24% |
| **Did not need benefits  counseling** | 41% | 46% | 29% | 43% | 42% | 44% | 36% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 41% of customers indicate they are able to access benefits counseling through vocational rehabilitation. Eighteen percent of customers are not able to access benefits counseling services, and 41% of customers do not require benefits counseling services,

**Among those accessing benefits counseling services, 97% find these services valuable.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very Valuable** | 76% | 86% | 73% | 89% | 70% | 72% | 67% |
| **Somewhat Valuable** | 21% | 11% | 26% | 11% | 26% | 24% | 28% |
| **Not very Valuable** | 0% |  | 1% |  | 1% | 1% |  |
| **Not at all Valuable** | 2% | 4% |  |  | 3% | 3% | 5% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

Among those accessing benefits counseling services in 2013, 97% of customers indicate they find these services valuable. This is comparable to 2011. Seventy-six percent of customers find these services very valuable and another 21% find these services somewhat valuable.

Among those that indicate they did not find their benefits counseling valuable, the main reason are that their calls were not returned or questions were not answered (35%), that they did not learn anything new from the benefits counseling (21%), difficulties with benefits program counselors (6%), and that they received no assistance (13%).

**How valuable did you find this benefits counseling?**

**Primary Reasons not Valuable**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Calls not returned/ questions not answered | 35% |  |  |  | 69% |  | 84% |
| Did not learn anything new from benefits counseling | 21% | 60% |  |  | 31% |  |  |
| Difficulty with programs, benefits counselor attitude | 6% |  |  |  |  | 25% |  |
| Received no assistance | 5% |  | 100% |  |  |  |  |
| Didn't understand what counselor was saying - needed simple explanations | 4% |  |  |  |  |  | 16% |
| Other | 18% |  |  |  |  | 75% |  |
| DK | 11% | 40% |  |  |  |  |  |
| Total | 100% | 100% | 100% |  | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no***

**In 2013, 91% of customers indicate it is easy to access vocational rehabilitation services.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very Easy** | 65% | 65% | 73% | 60% | 62% | 62% | 67% |
| **Somewhat Easy** | 26% | 24% | 23% | 31% | 29% | 29% | 23% |
| **Somewhat Difficult** | 5% | 6% | 1% | 7% | 6% | 6% | 3% |
| **Very Difficult** | 4% | 5% | 4% | 2% | 3% | 2% | 7% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 91% of customers indicate it is easy to access vocational rehabilitation services. This is down slightly from 94% in 2011. Sixty-five percent of customers indicate it is very easy and another 26% find it somewhat easy to access vocational rehabilitation services.

Among those that indicate it is not easy to access vocational rehabilitation services, the main reason are that they had simply given up on receiving VR services (9%), that they felt their counselor could have done more (9%), difficulties in reaching a counselor (7%), and difficulties in getting their questions answered (6%).

**Overall, how easy was it for you to access vocational rehabilitation services?**

**Primary Reasons not Easy**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Hard to reach staff | 16% | 26% | 16% | 6% | 7% | 29% |  |
| EFFECTIVE - A lot of ideas, but no action | 8% |  |  |  |  |  | 46% |
| EFFECTIVE - No help, very little help | 8% |  | 19% | 4% | 24% | 8% | 4% |
| TRANS - Transportation issues, unable to attend meetings | 4% |  |  |  |  |  | 22% |
| COMM - Leave multiple messages before getting a call back | 4% |  |  | 11% |  | 13% |  |
| CONDITION - Trouble because of disability | 4% | 12% |  |  |  |  |  |
| COMM - Time lags to get services, appointments | 3% | 8% | 9% |  |  |  |  |
| ACCESS - Online, computer | 3% |  |  |  | 13% |  | 7% |
| INFO - Not enough, unaware of available services | 3% | 7% | 9% |  |  |  |  |
| COMM - Hard to reach counselor | 2% |  |  |  |  | 13% |  |
| COMM - More contact, more frequent contact, more support | 2% | 8% |  |  |  |  |  |
| Case was dropped, stopped receiving services | 2% |  |  | 11% | 6% |  |  |
| TRANS - Transportation issue | 2% | 7% |  |  |  |  |  |
| WORK - Help capable customers- Not geared toward professionals | 2% | 7% |  |  |  |  |  |
| ACCESS - Counselor in many offices, Not sure where to reach | 2% |  |  | 16% |  |  |  |
| EFFECTIVE - Fight to get services, help is limited | 2% |  |  | 3% |  |  | 8% |
| COMM - Return call wait, too long returning calls | 2% |  |  |  |  | 8% |  |
| ACCESS- Services are not accessible, distance too far | 1% | 5% |  |  |  |  |  |
| TRANS - Parking, handicap parking, parking lot | 1% |  |  |  |  | 8% |  |
| COMM - Hard to reach, hard to get a hold of | 1% |  |  | 11% |  |  |  |

**Overall, how easy was it for you to access vocational rehabilitation services?**

**Primary Reasons not Easy (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EASY - Very Clear/Easy/no problem | 1% |  |  | 11% |  |  |  |
| STAFF - More counselors, staff, counselors are overworked | 1% |  |  |  | 9% |  |  |
| EXPAND - Funding problems, No money for services | 1% |  |  |  |  |  | 7% |
| WORK- Did not receive employment, Could not find me a job | 1% |  | 16% |  |  |  |  |
| COMM - Voicemail, leave message, Never answer phone | 1% |  |  | 9% |  |  |  |
| POSITIVE - Fine, somewhat accessible | 1% |  |  | 8% |  |  |  |
| STAFF - More supervision of staff, management of services | 1% |  | 12% |  |  |  |  |
| STAFF - Counselor was not helpful, supportive | 1% |  | 11% |  |  |  |  |
| ACCESS - Locations changed or moved, Not easily accessible | 1% |  |  |  | 5% |  |  |
| COMM - No follow through, get run around, nothing done | 1% |  | 7% |  |  |  |  |
| WAIT - Took a long time to get help | 0% |  |  |  |  |  | 3% |
| STAFF - Changing counselors, switching too much | 0% |  |  | 4% |  |  |  |
| Other | 0% |  |  |  |  |  | 3% |
| None | 3% |  |  |  | 24% |  |  |
| DK-REF | 11% | 19% |  | 6% | 11% | 19% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 86% of customers indicate vocational rehabilitation services coordinates job placement services with the VABIR representative well.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Very Well** | 53% | 56% | 50% | 60% | 40% | 56% | 55% |
| **Somewhat Well** | 33% | 32% | 42% | 24% | 36% | 32% | 32% |
| **Not very Well** | 6% | 4% | 3% | 7% | 3% | 10% | 7% |
| **Not Well at all** | 8% | 7% | 5% | 8% | 21% | 2% | 7% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 86% of customers indicate vocational rehabilitation services coordinates job placement services with the VABIR representative very or somewhat well, down slightly from 89% in 2011. Fifty-three percent of customers indicate services are coordinated very well and another 33% of customers indicate services are coordinated somewhat well. Only fourteen percent felt vocational rehabilitation services does not coordinate well with the VABIR representative, with 6% indicating not very well and 8% indicating not well at all.

**In 2013, 77% of customers feel they are receiving the support needed to be successful in the long term.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 77% | 78% | 82% | 77% | 71% | 74% | 76% |
| **No** | 23% | 22% | 18% | 23% | 29% | 26% | 24% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

In 2013, 77% of customers feel they are receiving the support needed to be successful in the long term, down from 83% in 2011. Twenty-three percent of customers feel they are not receiving the support needed to be successful in the long term.

Among those that indicate they are not receiving the support they needed to be successful in the long term, the main reasons are that the services were or little or no help (13%), that they needed more guidance or support (7%), and that they did not receive employment or find a job (6%).

**Why do you feel you are not getting the needed support to be successful in the long term?**

**Primary Reasons**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| EFFECTIVE - No help, very little help | 13% | 13% | 19% | 18% | 15% | 8% | 10% |
| SUPPORT - Need more guidance, support | 7% | 7% | 8% |  |  | 7% | 21% |
| WORK- Did not receive employment, Could not find me a job | 6% | 8% | 4% | 1% | 6% | 10% | 1% |
| EXPAND - More effort allotted to follow-up | 5% |  | 2% |  |  | 5% | 20% |
| COMM - No follow up, should follow up more often | 5% | 2% | 15% | 6% | 5% | 2% |  |
| EFFECTIVE - Not meet expectations, help with goals | 4% | 4% | 3% | 11% | 3% | 3% | 1% |
| EXPAND - Funding problems, No money for services | 3% |  |  | 13% |  | 7% | 3% |
| WORK - Had to find job, services on own | 3% | 6% |  |  | 9% |  | 3% |
| STAFF - staff attitude, disrespect, unprofessional | 3% |  |  |  |  |  | 20% |
| CUSTOMER - Voluntarily choose to leave program | 3% | 8% |  |  | 5% |  |  |
| STAFF - Counselor was not helpful, supportive | 2% |  | 5% |  | 6% |  |  |
| EXPAND - Stronger network, agencies, businesses, doctors | 1% | 7% |  |  |  |  |  |
| STAFF - Counselor would not listen, dismissed concerns | 1% | 7% |  |  |  |  |  |
| COMM - Time lags to get services, appointments | 1% | 4% |  |  | 3% |  |  |
| COMM -Person never available (meetings, out of office) | 1% | 6% |  |  |  |  |  |
| WORK - Help capable customers- Not geared toward professionals | 1% | 4% |  |  | 2% |  |  |
| EFFECTIVE - Tailor to individual needs- know each customer | 1% | 3% |  |  | 3% |  |  |
| WORK - Am on SSI, Put me on SSI rather than get me a job | 1% |  | 3% |  | 5% |  |  |
| EFFECTIVE - training did not match with interest, ability | 1% |  | 3% |  |  | 4% |  |
| STAFF - Changing counselors, switching too much | 1% | 2% |  | 2% | 3% |  |  |
| EFFECTIVE - Did not receive much help with goal | 1% |  |  | 4% | 3% |  |  |
| EFFECTIVE - Never received help | 1% |  |  |  |  | 4% |  |

**Why do you feel you are not getting the needed support to be successful in the long term?**

**Primary Reasons (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| ACCESS- Services are not accessible, distance too far | 1% |  | 4% |  |  | 2% |  |
| CUSTOMER - Clarify customer responsibilities, what they can do | 1% |  |  |  | 5% |  |  |
| CONTROL - Should not push customer into anything | 1% |  | 6% |  |  |  |  |
| SERVICES - Deliver services to customers home | 1% | 3% |  |  |  |  |  |
| STAFF - Counselors make more effort, customer does work | 1% |  |  |  | 4% |  |  |
| REFERRED - Referred to another agency | 1% |  |  |  |  | 3% |  |
| INFO - Not enough, unaware of available services | 1% |  | 4% |  |  |  | 1% |
| COMM - Counselor did not return calls, No follow up | 1% |  |  |  |  | 3% |  |
| EXPAND - More services options, more programs | 1% |  |  |  |  | 3% |  |
| EFFECTIVE - Counselor was holding out, not giving full options | 1% |  |  | 3% |  |  | 2% |
| EFFECTIVE - Services just stopped - don't know why | 1% |  |  |  |  | 3% |  |
| COMM - Should be answering phones, Want to speak to person | 1% |  |  | 5% |  |  |  |
| EDUCATION - More job training, more options | 1% |  |  |  |  | 3% |  |
| COMM - Hard to reach staff | 1% |  | 5% |  |  |  |  |
| EFFECTIVE - Counselor had different goals, direction in mind | 1% |  | 2% | 2% |  |  |  |
| STAFF - More counselors, staff, counselors are overworked | 1% |  |  |  |  |  | 3% |
| EFFECTIVE - No goal set | 1% |  |  |  |  |  | 3% |
| POSITIVE - Took care of problem | 0% |  |  |  |  | 2% |  |
| COMM - Return call wait, too long returning calls | 0% |  | 4% |  |  |  |  |
| FINANCE- Did not receive needed financial help | 0% |  |  | 4% |  |  |  |
| STAFF - Have no counselor | 0% |  |  |  | 3% |  |  |
| EFFECTIVE - Customer felt misunderstood | 0% |  |  |  | 2% |  |  |

**Why do you feel you are not getting the needed support to be successful in the long term?**

**Primary Reasons (continued)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| COMM - Better communication needed | 0% |  |  | 4% |  |  |  |
| INFO - Not enough, unaware of employment choices | 0% |  |  |  | 2% |  |  |
| STAFF - Lost paperwork | 0% |  |  | 3% |  |  |  |
| CUSTOMER - Accepts responsibility for not reaching goals | 0% |  |  |  | 2% |  |  |
| COMM - Phone tag - leave a message and counselor called back | 0% |  |  | 3% |  |  |  |
| CONTROL - No control over experience, told me what to do | 0% |  |  |  | 2% |  |  |
| STAFF - Counselor too busy, pushed aside | 0% |  | 3% |  |  |  |  |
| REFERRED- Referral or assigned to VR by other agency | 0% |  |  |  | 2% |  |  |
| EFFECTIVE - Customers needs were not met | 0% |  |  |  | 2% |  |  |
| FINANCE - Customer had to pay too many unexpected costs | 0% |  |  |  |  | 1% |  |
| EFFECTIVE - Didn't establish any job goals | 0% |  |  |  |  |  | 2% |
| EFFECTIVE - Real solutions for long-term advancement | 0% |  |  | 2% |  |  |  |
| EXPAND - Program to other locations, open office nearby | 0% |  |  |  | 2% |  |  |
| CONDITION - Trouble because of disability | 0% |  |  | 2% |  |  |  |
| FINANCE - Cost of services is burden, should be free | 0% |  |  | 2% |  |  |  |
| EFFECTIVE - Time lags to get into the program | 0% |  |  | 2% |  |  |  |
| EDUCATION - Need more training available | 0% |  |  |  |  |  | 1% |
| EFFECTIVE - Broken promises, no follow thru | 0% |  |  |  |  |  | 1% |
| COMM - Do not return calls, follow up, hard to contact | 0% |  |  | 1% |  |  |  |
| CUSTOMER - lack of success my fault, did not contact | 0% |  |  |  |  |  | 1% |
| Other | 1% | 2% |  | 5% |  | 2% |  |
| DK-REF | 12% | 14% | 8% | 6% | 4% | 27% | 5% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**In 2013, 40% of customers indicate that someone other than vocational rehabilitation helped them find a job.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 40% | 44% | 41% | 41% | 41% | 36% | 36% |
| **No** | 60% | 56% | 59% | 59% | 59% | 64% | 64% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

Forty percent of customers report that someone other than the Vermont Division of Vocational Rehabilitation helped them find a job, up from 33% in 2011. Among these customers receiving help from others, 20% indicate they themselves helped in finding a job, 14% HCRS and other Vermont agencies, 14% counseling services, 10% a friend, 8% family member and 6% indicate that VABIR helped them find a job.

**Who other than Vocational Rehabilitation helped you find a job?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| Self | 20% | 27% | 15% | 29% | 21% | 12% | 11% |
| HCRS, other VT agency | 14% | 5% | 7% | 13% | 16% | 22% | 28% |
| Counselor, counseling services | 14% | 14% | 21% | 20% | 6% | 21% |  |
| Friend | 10% | 9% | 12% | 8% | 11% | 5% | 17% |
| Family member | 8% | 6% | 16% | 9% | 6% |  | 10% |
| Specific person | 7% | 4% | 9% | 4% | 11% | 14% | 1% |
| VABIR | 6% | 13% | 3% |  | 7% |  | 6% |
| Private employment agency | 5% | 2% | 3% | 7% | 6% | 4% | 12% |
| College or school, teachers | 5% | 2% | 7% | 2% | 9% | 10% |  |
| Department of Labor | 4% | 2% | 7% |  | 4% | 7% | 1% |
| Howard Center | 3% | 11% |  |  |  |  |  |
| Vermont Associates | 1% | 3% |  |  | 4% | 1% |  |
| Dept. of Employment and Training | 1% |  |  |  |  |  | 5% |
| Other | 2% | 3% |  | 2% |  |  | 3% |
| I still do not have a job | 1% |  |  | 4% |  | 2% |  |
| Unsure | 1% |  |  |  |  |  | 7% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

***Note: columns listed as “0%” indicated instances where less than 0.5% gave this response.***

***Blanks represent cases where no customer gave this response.***

**Nine in ten customers (90%) would refer a friend or relative to vocational rehabilitation.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **VT DVR** | **Burlington-Middlebury** | **St. Albans-Newport** | **St. Johnsbury-White River Junction** | **Barre-Morrisville** | **Rutland-Bennington** | **Springfield-Brattleboro** |
| **Yes** | 90% | 89% | 94% | 92% | 84% | 95% | 86% |
| **No** | 10% | 11% | 6% | 8% | 16% | 5% | 14% |
| **Total** | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*Results by region for 2013*

**Comments:**

Ninety percent of customers indicate they would refer a friend or relative to the Division of Vocational Rehabilitation, down from 95% in 2011.

**Respondent Characteristics**

**Disability Category**

|  |  |
| --- | --- |
| **Category** | **%** |
| Unspecified | 1% |
| Deafness | 2% |
| Hard of Hearing | 3% |
| Neurological | 2% |
| Orthopedic | 3% |
| Medical | 15% |
| Amputation, Absence of limbs | 1% |
| Mental and Emotional Problems | 44% |
| Autism | 2% |
| Mental Retardation | 7% |
| Learning Disability | 15% |
| Communication | 1% |
| Traumatic Brain Injury | 6% |
| Total | 100% |

**Appendix**

**Survey Results by District**

The district level results are based on the following number of completed surveys in each of the districts:

|  |  |
| --- | --- |
| **District** | **Completed Surveys** |
| BARRE | 85 |
| BENNINGTON | 62 |
| BRATTLEBORO | 68 |
| BURLINGTON | 89 |
| MIDDLEBURY | 26 |
| MORRISVILLE | 31 |
| NEWPORT | 74 |
| RUTLAND | 54 |
| RUTLAND RAVR | 12 |
| SPRINGFIELD | 51 |
| ST. ALBANS | 55 |
| ST. ALBANS RAVR | 6 |
| ST. JOHNSBURY | 48 |
| ST. JOHNSBURY RAVR | 4 |
| WHITE RIVER JCT | 70 |
| **Total** | **735** |

**Q02 What services did you receive from VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Information | 12% | 8% | 11% | 10% | 11% | 23% |
| Information about new services | 6% | 7% | 8% | 8% | 2% | 6% |
| Counseling | 21% | 20% | 18% | 30% | 27% | 30% |
| Vocational guidance & counseling | 27% | 18% | 38% | 21% | 26% | 43% |
| Help in finding a job | 55% | 54% | 52% | 54% | 66% | 40% |
| Home based employment | 2% | 2% | 2% |  | 1% | 5% |
| College education or training | 13% | 14% | 12% | 11% | 10% | 11% |
| Business or vocational training | 9% | 4% | 9% | 4% | 9% | 13% |
| Other education or training | 6% | 5% | 9% |  | 8% | 11% |
| Adaptive equipment | 7% | 12% | 4% | 8% | 7% |  |
| Medical treatment or services | 3% | 2% | 2% | 1% | 7% |  |
| Low vision aids | 2% | 2% | 1% | 4% | 2% |  |
| Testing or evaluation | 4% | 5% | 4% | 3% | 2% |  |
| Home modifications | 0% | 1% |  |  |  |  |
| Homemaking skills | 1% | 1% | 1% |  | 1% |  |
| Personal or living skills | 2% | 6% |  |  | 2% |  |
| Social adjustment counseling | 2% | 3% | 2% |  | 2% |  |
| Mobility instruction training | 0% |  | 1% |  |  |  |
| Rehabilitation teaching, training | 1% | 2% |  |  |  | 3% |
| Situational assessment or job trial | 4% | 5% | 4% | 5% | 5% |  |
| Transportation | 12% | 14% | 8% | 14% | 13% | 14% |
| Vehicle modifications | 4% | 7% | 3% | 1% | 3% |  |
| Financial Assistance | 34% | 36% | 30% | 35% | 37% | 33% |
| Any other services? | 20% | 15% | 21% | 17% | 19% | 24% |
| NONE OF THESE | 1% |  | 3% |  | 1% |  |
| Unsure | 1% | 1% |  | 1% | 1% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q02 What services did you receive from VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Information | 12% | 21% | 7% | 14% | 13% | 15% |
| Information about new services | 6% | 16% | 5% | 5% |  | 10% |
| Counseling | 21% | 21% | 16% | 15% |  | 17% |
| Vocational guidance & counseling | 27% | 23% | 25% | 26% | 6% | 32% |
| Help in finding a job | 55% | 62% | 57% | 56% | 9% | 50% |
| Home based employment | 2% | 2% | 4% | 4% |  |  |
| College education or training | 13% | 23% | 13% | 10% |  | 19% |
| Business or vocational training | 9% | 16% | 12% | 11% |  | 10% |
| Other education or training | 6% | 8% | 3% | 2% |  | 5% |
| Adaptive equipment | 7% | 4% | 5% | 7% | 40% | 3% |
| Medical treatment or services | 3% |  | 1% | 4% | 5% | 9% |
| Low vision aids | 2% | 2% | 1% | 1% |  | 1% |
| Testing or evaluation | 4% | 3% | 3% | 4% |  | 7% |
| Home modifications | 0% |  |  |  | 6% |  |
| Homemaking skills | 1% | 3% |  |  |  |  |
| Personal or living skills | 2% | 10% | 1% |  |  | 4% |
| Social adjustment counseling | 2% | 2% | 1% | 1% |  | 1% |
| Mobility instruction training | 0% |  | 1% |  |  |  |
| Rehabilitation teaching, training | 1% | 3% |  |  |  |  |
| Situational assessment or job trial | 4% | 2% | 1% | 2% |  | 6% |
| Transportation | 12% | 14% | 10% | 10% |  | 10% |
| Vehicle modifications | 4% | 4% | 3% | 3% |  | 13% |
| Financial Assistance | 34% | 26% | 38% | 30% | 21% | 32% |
| Any other services? | 20% | 30% | 20% | 20% | 45% | 29% |
| NONE OF THESE | 1% | 8% | 2% |  |  |  |
| Unsure | 1% |  |  |  |  | 2% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q02 What services did you receive from VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Information | 12% | 16% |  | 9% | 27% | 11% |
| Information about new services | 6% | 2% |  | 11% | 27% | 7% |
| Counseling | 21% | 10% | 8% | 23% | 27% | 23% |
| Vocational guidance & counseling | 27% | 34% | 8% | 29% | 27% | 16% |
| Help in finding a job | 55% | 66% | 8% | 47% | 82% | 54% |
| Home based employment | 2% |  | 16% | 2% |  |  |
| College education or training | 13% | 6% |  | 29% | 23% | 13% |
| Business or vocational training | 9% | 19% | 8% | 12% |  | 4% |
| Other education or training | 6% | 4% |  | 9% | 50% | 6% |
| Adaptive equipment | 7% | 4% | 60% | 7% |  | 3% |
| Medical treatment or services | 3% | 2% |  |  |  | 3% |
| Low vision aids | 2% | 2% |  |  |  |  |
| Testing or evaluation | 4% | 5% |  |  |  | 8% |
| Home modifications | 0% |  |  |  |  | 3% |
| Homemaking skills | 1% |  | 16% |  |  | 3% |
| Personal or living skills | 2% | 3% |  |  |  | 3% |
| Social adjustment counseling | 2% | 3% |  |  |  | 1% |
| Mobility instruction training | 0% |  |  |  |  | 2% |
| Rehabilitation teaching, training | 1% |  |  | 2% |  |  |
| Situational assessment or job trial | 4% | 9% |  | 7% | 27% | 3% |
| Transportation | 12% | 13% |  | 7% | 23% | 15% |
| Vehicle modifications | 4% |  | 16% | 2% |  | 6% |
| Financial Assistance | 34% | 31% | 8% | 34% | 23% | 42% |
| Any other services? | 20% | 12% | 8% | 13% | 18% | 23% |
| NONE OF THESE | 1% |  |  |  |  | 3% |
| Unsure | 1% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q03 What were the most helpful services provided to you by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Information | 5% | 2% |  | 8% | 4% | 4% |
| Information about new services | 1% |  |  |  | 1% |  |
| Counseling | 11% | 12% | 10% | 24% | 18% | 12% |
| Vocational guidance & counseling | 12% | 4% | 9% | 6% | 12% | 31% |
| Help in finding a job | 29% | 19% | 22% | 35% | 31% | 27% |
| Home based employment | 0% |  |  |  |  |  |
| College education or training | 5% | 1% | 6% | 6% | 3% |  |
| Business or vocational training | 4% | 1% | 4% | 3% | 8% | 10% |
| Other education or training | 3% | 2% | 6% |  | 3% | 7% |
| Adaptive equipment | 4% | 8% | 1% | 6% | 5% |  |
| Medical treatment or services | 1% |  |  |  | 1% |  |
| Low vision aids | 1% |  | 1% |  | 1% |  |
| Testing or evaluation | 1% |  | 3% |  | 1% |  |
| Home modifications | 0% |  |  |  | 1% |  |
| Homemaking skills | 0% |  |  |  |  |  |
| Personal or living skills | 1% | 1% |  |  | 1% |  |
| Social adjustment counseling | 0% |  |  |  | 1% |  |
| Rehabilitation teaching, training | 1% | 1% | 1% |  | 2% | 3% |
| Situational assessment or job trial | 1% | 1% | 1% | 2% | 2% |  |
| Transportation | 7% | 11% | 7% | 2% | 11% | 4% |
| Vehicle modifications | 2% | 3% | 2% | 2% | 3% |  |
| Financial Assistance | 20% | 23% | 20% | 20% | 22% | 28% |
| Any other services? | 18% | 19% | 19% | 16% | 17% | 17% |
| NONE OF THESE | 5% | 3% | 5% |  | 7% | 3% |
| Unsure | 3% | 10% | 6% | 1% | 1% |  |
| REF | 0% |  |  |  | 1% | 3% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q03 What were the most helpful services provided to you by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Information | 5% |  | 3% | 9% | 7% | 8% |
| Information about new services | 1% |  |  | 2% |  | 1% |
| Counseling | 11% |  | 5% | 6% |  | 15% |
| Vocational guidance & counseling | 12% | 17% | 14% | 4% | 6% | 17% |
| Help in finding a job | 29% | 34% | 27% | 39% |  | 32% |
| Home based employment | 0% | 2% | 1% |  |  |  |
| College education or training | 5% | 8% | 6% | 7% |  | 13% |
| Business or vocational training | 4% |  | 3% | 4% |  | 2% |
| Other education or training | 3% | 3% |  |  |  | 3% |
| Adaptive equipment | 4% | 2% | 1% | 5% | 40% |  |
| Medical treatment or services | 1% |  |  |  | 5% | 2% |
| Low vision aids | 1% |  | 1% | 1% |  | 1% |
| Testing or evaluation | 1% |  |  |  |  |  |
| Home modifications | 0% |  |  |  |  |  |
| Homemaking skills | 0% | 3% |  |  |  |  |
| Personal or living skills | 1% | 3% |  |  |  | 3% |
| Social adjustment counseling | 0% |  |  |  |  |  |
| Rehabilitation teaching, training | 1% |  |  |  |  |  |
| Situational assessment or job trial | 1% |  | 1% | 2% |  |  |
| Transportation | 7% | 15% | 3% | 6% |  | 7% |
| Vehicle modifications | 2% | 2% | 2% |  |  | 7% |
| Financial Assistance | 20% | 11% | 15% | 24% | 15% | 20% |
| Any other services? | 18% | 10% | 21% | 17% | 45% | 25% |
| NONE OF THESE | 5% | 22% | 15% |  |  | 1% |
| Unsure | 3% | 8% | 3% | 2% |  | 2% |
| REF | 0% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q03 What were the most helpful services provided to you by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Information | 5% | 5% |  | 6% | 27% | 7% |
| Information about new services | 1% |  |  | 2% |  | 2% |
| Counseling | 11% | 2% |  | 9% | 32% | 9% |
| Vocational guidance & counseling | 12% | 23% |  | 18% |  | 8% |
| Help in finding a job | 29% | 33% |  | 23% | 23% | 29% |
| Home based employment | 0% |  | 16% | 2% |  |  |
| College education or training | 5% | 2% |  | 15% | 23% | 5% |
| Business or vocational training | 4% | 5% |  | 6% |  | 3% |
| Other education or training | 3% | 1% |  | 4% |  | 4% |
| Adaptive equipment | 4% | 3% | 11% | 3% |  |  |
| Medical treatment or services | 1% | 1% |  |  |  | 4% |
| Low vision aids | 1% | 2% |  |  |  |  |
| Testing or evaluation | 1% |  |  |  |  | 2% |
| Home modifications | 0% |  |  |  |  | 2% |
| Homemaking skills | 0% |  |  |  |  | 2% |
| Personal or living skills | 1% | 2% |  |  |  | 2% |
| Social adjustment counseling | 0% | 3% |  |  |  |  |
| Rehabilitation teaching, training | 1% |  |  |  |  |  |
| Situational assessment or job trial | 1% | 2% |  |  |  | 1% |
| Transportation | 7% | 8% |  | 5% | 23% | 2% |
| Vehicle modifications | 2% |  | 16% |  |  | 6% |
| Financial Assistance | 20% | 17% | 8% | 20% | 23% | 17% |
| Any other services? | 18% | 13% | 41% | 7% | 50% | 21% |
| NONE OF THESE | 5% | 4% | 8% | 5% |  | 7% |
| Unsure | 3% | 1% |  | 4% |  | 4% |
| REF | 0% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q25 These last few questions ask about what you are currently doing. Are you currently...**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Working full time | 20% | 23% | 18% | 19% | 17% | 14% |
| Working part time | 34% | 41% | 47% | 38% | 33% | 43% |
| Currently looking for a job | 28% | 26% | 25% | 34% | 36% | 17% |
| In school or receiving job training | 15% | 13% | 18% | 20% | 11% | 25% |
| Keeping house | 7% | 4% | 3% | 8% | 2% | 17% |
| Currently unable to work | 12% | 9% | 1% | 10% | 13% | 8% |
| Volunteering your time | 8% | 6% | 4% | 6% | 7% | 16% |
| Retired | 1% |  |  |  | 1% | 5% |
| Therapy, medical care | 1% |  |  | 1% |  | 2% |
| None | 2% | 1% | 5% | 1% | 1% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Working full time | 20% | 12% | 21% | 13% | 86% | 9% |
| Working part time | 34% | 31% | 22% | 31% | 4% | 42% |
| Currently looking for a job | 28% | 31% | 26% | 36% |  | 18% |
| In school or receiving job training | 15% | 7% | 14% | 14% |  | 14% |
| Keeping house | 7% | 19% | 8% | 6% | 11% | 7% |
| Currently unable to work | 12% | 31% | 20% | 18% | 9% | 18% |
| Volunteering your time | 8% | 3% | 8% | 12% | 11% | 6% |
| Retired | 1% |  | 1% | 1% |  |  |
| Therapy, medical care | 1% |  | 3% | 1% |  |  |
| None | 2% | 2% |  |  |  | 12% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q25 These last few questions ask about what you are currently doing. Are you currently...**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Working full time | 20% | 22% | 68% | 23% | 45% | 25% |
| Working part time | 34% | 33% | 8% | 22% | 55% | 28% |
| Currently looking for a job | 28% | 24% | 16% | 22% |  | 30% |
| In school or receiving job training | 15% | 8% |  | 31% |  | 17% |
| Keeping house | 7% | 4% |  | 7% | 32% | 10% |
| Currently unable to work | 12% | 16% | 24% | 8% |  | 10% |
| Volunteering your time | 8% | 7% |  | 9% |  | 8% |
| Retired | 1% |  |  | 2% |  |  |
| Therapy, medical care | 1% | 1% |  |  |  |  |
| None | 2% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q26 Thinking about your current job, how satisfied are you with what you are doing?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% | 9% |  |  | 2% | 7% |
| Dissatisfied | 4% | 4% | 3% | 6% | 2% |  |
| Neither satisfied nor dissatisfied | 11% | 9% | 14% | 5% | 15% | 31% |
| Satisfied | 37% | 29% | 21% | 46% | 44% | 37% |
| Very satisfied | 44% | 49% | 61% | 43% | 36% | 24% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% |  | 2% |  |  | 1% |
| Dissatisfied | 4% | 5% | 8% | 4% |  | 16% |
| Neither satisfied nor dissatisfied | 11% | 8% | 11% | 10% |  | 4% |
| Satisfied | 37% | 34% | 33% | 53% | 51% | 42% |
| Very satisfied | 44% | 52% | 47% | 33% | 49% | 37% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q26 Thinking about your current job, how satisfied are you with what you are doing?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% | 3% |  | 15% |  | 3% |
| Dissatisfied | 4% | 2% | 10% | 6% |  | 4% |
| Neither satisfied nor dissatisfied | 11% | 6% |  | 14% |  | 15% |
| Satisfied | 37% | 23% | 36% | 34% | 41% | 46% |
| Very satisfied | 44% | 66% | 54% | 31% | 59% | 32% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q01 Overall, how satisfied are you with the VT DVR program?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% | 7% | 2% | 7% | 6% | 4% |
| Dissatisfied | 5% | 6% |  | 12% | 5% | 9% |
| Neither satisfied nor dissatisfied | 7% | 4% | 5% | 2% | 6% |  |
| Satisfied | 45% | 41% | 58% | 24% | 40% | 63% |
| Very satisfied | 38% | 42% | 35% | 55% | 44% | 24% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% | 16% | 6% | 1% |  | 3% |
| Dissatisfied | 5% | 11% | 5% | 1% |  | 3% |
| Neither satisfied nor dissatisfied | 7% | 16% | 11% | 8% | 11% | 15% |
| Satisfied | 45% | 32% | 27% | 54% | 56% | 52% |
| Very satisfied | 38% | 24% | 50% | 36% | 32% | 28% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q01 Overall, how satisfied are you with the VT DVR program?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% |  |  | 8% |  | 1% |
| Dissatisfied | 5% | 7% | 8% | 7% |  | 7% |
| Neither satisfied nor dissatisfied | 7% | 4% |  | 13% |  | 13% |
| Satisfied | 45% | 61% | 81% | 40% | 50% | 50% |
| Very satisfied | 38% | 28% | 11% | 33% | 50% | 29% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q17 Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Not at all satisfied | 4% | 2% | 4% | 7% | 6% |  |
| 2.00 | 1% | 4% | 1% | 1% | 1% | 2% |
| 3.00 | 3% | 4% | 5% | 3% | 3% | 5% |
| 4.00 | 2% | 1% | 1% | 1% | 1% |  |
| 5.00 | 6% | 2% | 5% | 12% | 2% | 6% |
| 6.00 | 5% | 2% | 10% | 1% | 5% | 9% |
| 7.00 | 10% | 14% | 9% | 8% | 8% | 3% |
| 8.00 | 23% | 27% | 20% | 18% | 26% | 36% |
| 9.00 | 13% | 12% | 14% | 12% | 11% | 13% |
| Very satisfied | 32% | 32% | 32% | 38% | 37% | 26% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q17 Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Not at all satisfied | 4% | 16% | 4% | 3% |  | 2% |
| 2.00 | 1% |  |  | 1% |  |  |
| 3.00 | 3% | 7% | 3% |  |  | 2% |
| 4.00 | 2% | 12% | 1% | 4% |  | 1% |
| 5.00 | 6% | 5% | 13% | 7% | 13% | 10% |
| 6.00 | 5% | 9% | 3% | 11% |  | 8% |
| 7.00 | 10% | 9% | 6% | 11% | 11% | 10% |
| 8.00 | 23% | 11% | 24% | 21% | 21% | 29% |
| 9.00 | 13% | 7% | 15% | 20% |  | 15% |
| Very satisfied | 32% | 24% | 30% | 22% | 55% | 24% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q17 Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by VT DVR?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Not at all satisfied | 4% |  |  | 6% |  | 1% |
| 2.00 | 1% | 2% |  | 4% |  |  |
| 3.00 | 3% | 3% |  | 4% |  | 1% |
| 4.00 | 2% | 5% | 8% |  |  | 4% |
| 5.00 | 6% | 2% |  | 8% |  | 11% |
| 6.00 | 5% | 2% |  | 1% |  | 3% |
| 7.00 | 10% | 17% | 8% | 19% | 23% | 10% |
| 8.00 | 23% | 22% | 73% | 13% |  | 19% |
| 9.00 | 13% | 8% |  | 15% | 59% | 15% |
| Very satisfied | 32% | 39% | 11% | 30% | 18% | 36% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q18 Considering all of the expectations you may have had about the services provided by VT DVR to what extent have these services met your expectations?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Met none of expectations | 5% | 3% | 5% | 8% | 7% |  |
| 2.00 | 2% | 8% |  | 1% | 2% | 2% |
| 3.00 | 1% |  |  | 0% | 2% | 5% |
| 4.00 | 3% | 1% | 6% | 3% | 1% |  |
| 5.00 | 8% | 5% | 9% | 7% | 10% | 15% |
| 6.00 | 6% | 3% | 10% | 5% | 2% | 5% |
| 7.00 | 11% | 16% | 8% | 5% | 12% | 3% |
| 8.00 | 21% | 20% | 16% | 25% | 16% | 22% |
| 9.00 | 12% | 17% | 10% | 15% | 9% | 15% |
| Met expectations completely | 31% | 27% | 35% | 31% | 39% | 31% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q18 Considering all of the expectations you may have had about the services provided by VT DVR to what extent have these services met your expectations?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Met none of expectations | 5% | 16% | 4% | 3% |  |  |
| 2.00 | 2% | 4% | 4% | 1% |  |  |
| 3.00 | 1% | 5% | 4% | 3% |  |  |
| 4.00 | 3% | 15% | 1% |  |  | 2% |
| 5.00 | 8% | 6% | 8% | 11% | 11% | 12% |
| 6.00 | 6% | 12% | 8% | 5% | 6% | 9% |
| 7.00 | 11% | 5% | 9% | 12% | 33% | 13% |
| 8.00 | 21% | 16% | 15% | 18% | 9% | 36% |
| 9.00 | 12% |  | 17% | 22% | 5% | 3% |
| Met expectations completely | 31% | 21% | 31% | 25% | 36% | 25% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q18 Considering all of the expectations you may have had about the services provided by VT DVR to what extent have these services met your expectations?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Met none of expectations | 5% | 4% |  | 9% |  | 2% |
| 2.00 | 2% |  |  | 3% |  | 3% |
| 3.00 | 1% |  |  |  |  | 1% |
| 4.00 | 3% | 2% | 8% | 4% | 32% | 7% |
| 5.00 | 8% | 3% |  | 8% |  | 5% |
| 6.00 | 6% | 14% |  | 3% |  | 8% |
| 7.00 | 11% | 11% | 8% | 20% |  | 7% |
| 8.00 | 21% | 23% | 73% | 20% | 23% | 26% |
| 9.00 | 12% | 12% |  | 6% | 27% | 11% |
| Met expectations completely | 31% | 31% | 11% | 27% | 18% | 30% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q19 Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received from VT DVR compared to the services that would be offered by your IDEAL program?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Not at all ideal | 6% | 4% | 2% | 9% | 8% | 2% |
| 2.00 | 2% | 1% | 1% | 1% | 2% | 2% |
| 3.00 | 2% | 3% |  | 0% | 3% | 3% |
| 4.00 | 2% |  | 6% |  | 1% |  |
| 5.00 | 10% | 5% | 14% | 11% | 7% | 16% |
| 6.00 | 9% | 16% | 7% | 8% | 7% | 11% |
| 7.00 | 11% | 10% | 11% | 5% | 11% | 2% |
| 8.00 | 17% | 18% | 21% | 17% | 11% | 25% |
| 9.00 | 12% | 12% | 5% | 18% | 13% | 13% |
| Completely ideal | 30% | 31% | 33% | 31% | 37% | 25% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q19 Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received from VT DVR compared to the services that would be offered by your IDEAL program?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Not at all ideal | 6% | 17% | 5% | 3% |  |  |
| 2.00 | 2% | 7% |  | 3% |  | 1% |
| 3.00 | 2% | 5% | 2% |  |  |  |
| 4.00 | 2% | 4% | 6% |  |  | 2% |
| 5.00 | 10% | 16% | 8% | 15% |  | 13% |
| 6.00 | 9% | 14% | 4% | 13% | 19% | 18% |
| 7.00 | 11% | 2% | 8% | 11% | 6% | 15% |
| 8.00 | 17% | 9% | 20% | 19% | 36% | 14% |
| 9.00 | 12% | 3% | 17% | 13% |  | 17% |
| Completely ideal | 30% | 24% | 29% | 23% | 39% | 22% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q19 Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received from VT DVR compared to the services that would be offered by your IDEAL program?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Not at all ideal | 6% | 5% |  | 11% |  | 4% |
| 2.00 | 2% | 2% |  | 4% |  | 3% |
| 3.00 | 2% | 1% |  |  |  | 4% |
| 4.00 | 2% | 3% | 8% |  | 32% | 2% |
| 5.00 | 10% | 17% |  |  |  | 3% |
| 6.00 | 9% | 1% | 8% | 3% |  | 4% |
| 7.00 | 11% | 22% | 16% | 23% | 23% | 15% |
| 8.00 | 17% | 19% |  | 24% | 27% | 14% |
| 9.00 | 12% | 4% | 41% | 3% |  | 20% |
| Completely ideal | 30% | 27% | 27% | 32% | 18% | 30% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q04 How satisfied were you with your control and involvement in your vocational rehabilitation experience?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 3% | 2% | 8% | 7% | 2% |
| Dissatisfied | 4% | 4% | 6% | 2% | 3% | 5% |
| Neither satisfied nor dissatisfied | 6% | 8% | 9% | 8% | 5% |  |
| Satisfied | 46% | 51% | 43% | 34% | 40% | 52% |
| Very satisfied | 40% | 34% | 40% | 49% | 45% | 41% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 16% | 6% | 1% |  | 2% |
| Dissatisfied | 4% | 4% | 6% | 4% |  | 3% |
| Neither satisfied nor dissatisfied | 6% | 4% | 13% | 2% | 11% | 5% |
| Satisfied | 46% | 55% | 30% | 61% | 19% | 75% |
| Very satisfied | 40% | 22% | 45% | 32% | 69% | 15% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q04 How satisfied were you with your control and involvement in your vocational rehabilitation experience?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 2% |  | 4% |  | 1% |
| Dissatisfied | 4% | 3% |  | 8% |  | 4% |
| Neither satisfied nor dissatisfied | 6% | 3% |  | 4% |  | 7% |
| Satisfied | 46% | 49% | 65% | 44% | 50% | 44% |
| Very satisfied | 40% | 43% | 35% | 40% | 50% | 43% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q05 How satisfied were you with your choice of a vocational goal?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 2% | 2% | 4% | 2% |  |  |
| Dissatisfied | 5% | 6% | 4% | 13% | 5% | 3% |
| Neither satisfied nor dissatisfied | 7% | 13% | 6% | 1% | 7% | 15% |
| Satisfied | 49% | 38% | 55% | 59% | 44% | 50% |
| Very satisfied | 37% | 41% | 31% | 26% | 44% | 32% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 2% | 8% | 5% | 1% |  |  |
| Dissatisfied | 5% | 8% | 1% | 3% |  | 1% |
| Neither satisfied nor dissatisfied | 7% | 10% | 5% | 8% |  | 9% |
| Satisfied | 49% | 50% | 43% | 55% | 53% | 68% |
| Very satisfied | 37% | 23% | 47% | 32% | 47% | 22% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q05 How satisfied were you with your choice of a vocational goal?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 2% |  |  | 3% |  | 2% |
| Dissatisfied | 5% | 7% | 9% | 4% |  | 3% |
| Neither satisfied nor dissatisfied | 7% | 5% |  | 4% |  | 5% |
| Satisfied | 49% | 45% | 68% | 41% | 50% | 43% |
| Very satisfied | 37% | 43% | 23% | 49% | 50% | 47% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q06 How satisfied were you with the choice of services that were available?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% | 1% | 4% | 8% | 3% |  |
| Dissatisfied | 5% | 11% | 2% | 2% | 5% | 4% |
| Neither satisfied nor dissatisfied | 6% | 4% | 6% | 9% | 4% | 10% |
| Satisfied | 50% | 53% | 48% | 50% | 48% | 48% |
| Very satisfied | 35% | 31% | 40% | 32% | 40% | 38% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% | 7% | 7% | 1% |  | 1% |
| Dissatisfied | 5% | 25% | 6% | 2% |  | 5% |
| Neither satisfied nor dissatisfied | 6% |  | 5% | 4% | 8% | 6% |
| Satisfied | 50% | 50% | 45% | 57% | 53% | 70% |
| Very satisfied | 35% | 18% | 37% | 36% | 39% | 17% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q06 How satisfied were you with the choice of services that were available?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 3% |  |  | 5% |  | 3% |
| Dissatisfied | 5% | 6% | 16% | 3% |  | 2% |
| Neither satisfied nor dissatisfied | 6% | 5% |  | 16% |  | 8% |
| Satisfied | 50% | 49% | 73% | 36% | 73% | 45% |
| Very satisfied | 35% | 39% | 11% | 41% | 27% | 42% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q07 How satisfied were you with the choice of service providers?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 4% | 3% | 8% | 3% | 2% |
| Dissatisfied | 5% | 2% | 9% | 6% | 3% |  |
| Neither satisfied nor dissatisfied | 6% | 5% | 2% |  | 5% | 14% |
| Satisfied | 42% | 45% | 41% | 35% | 36% | 43% |
| Very satisfied | 44% | 44% | 44% | 52% | 52% | 41% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 15% | 3% | 3% |  |  |
| Dissatisfied | 5% | 17% | 9% | 2% |  | 2% |
| Neither satisfied nor dissatisfied | 6% | 2% | 5% | 7% |  | 11% |
| Satisfied | 42% | 33% | 38% | 54% | 74% | 69% |
| Very satisfied | 44% | 33% | 45% | 34% | 26% | 17% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q07 How satisfied were you with the choice of service providers?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% |  |  | 6% |  | 2% |
| Dissatisfied | 5% | 7% |  | 7% |  | 4% |
| Neither satisfied nor dissatisfied | 6% | 6% |  | 12% |  | 6% |
| Satisfied | 42% | 34% | 76% | 31% | 82% | 43% |
| Very satisfied | 44% | 54% | 24% | 45% | 18% | 46% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q08 How satisfied were you with the kind and amount of information you were given about the choices you had?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% | 2% | 6% | 9% | 7% |  |
| Dissatisfied | 4% | 6% | 5% | 0% | 4% | 2% |
| Neither satisfied nor dissatisfied | 8% | 7% | 3% | 14% | 8% | 14% |
| Satisfied | 44% | 49% | 52% | 29% | 35% | 54% |
| Very satisfied | 39% | 36% | 35% | 48% | 47% | 30% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% | 18% | 7% | 3% |  |  |
| Dissatisfied | 4% | 11% | 5% | 3% |  | 5% |
| Neither satisfied nor dissatisfied | 8% | 2% | 9% | 4% |  | 17% |
| Satisfied | 44% | 45% | 34% | 61% | 58% | 47% |
| Very satisfied | 39% | 24% | 45% | 29% | 42% | 31% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q08 How satisfied were you with the kind and amount of information you were given about the choices you had?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 5% | 1% |  | 7% |  | 2% |
| Dissatisfied | 4% | 5% | 8% | 4% |  | 3% |
| Neither satisfied nor dissatisfied | 8% | 2% |  | 7% |  | 8% |
| Satisfied | 44% | 59% | 84% | 32% | 50% | 44% |
| Very satisfied | 39% | 33% | 8% | 50% | 50% | 44% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q09 How satisfied were you with how long it took your counselor to answer your questions or address your concerns?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 1% | 5% | 7% | 1% |  |
| Dissatisfied | 5% | 4% | 4% | 4% | 7% | 5% |
| Neither satisfied nor dissatisfied | 7% |  | 8% | 10% | 7% | 8% |
| Satisfied | 37% | 47% | 35% | 26% | 33% | 29% |
| Very satisfied | 47% | 48% | 48% | 53% | 53% | 59% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 22% | 7% | 2% |  | 1% |
| Dissatisfied | 5% | 5% | 4% | 8% |  | 2% |
| Neither satisfied nor dissatisfied | 7% | 3% | 8% | 4% |  | 9% |
| Satisfied | 37% | 52% | 29% | 50% | 56% | 69% |
| Very satisfied | 47% | 18% | 52% | 36% | 44% | 19% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q09 How satisfied were you with how long it took your counselor to answer your questions or address your concerns?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very dissatisfied | 4% | 2% |  | 11% |  | 4% |
| Dissatisfied | 5% | 2% | 27% | 6% |  | 8% |
| Neither satisfied nor dissatisfied | 7% | 4% |  | 16% |  | 8% |
| Satisfied | 37% | 33% | 40% | 26% | 50% | 29% |
| Very satisfied | 47% | 59% | 33% | 41% | 50% | 51% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q10 How easy was it for you to complete an application for vocational rehabilitation services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very difficult | 2% |  | 2% |  | 3% | 9% |
| Somewhat difficult | 7% | 10% | 6% | 7% | 5% | 6% |
| Somewhat easy | 29% | 27% | 26% | 27% | 30% | 35% |
| Very easy | 61% | 63% | 66% | 66% | 62% | 50% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very difficult | 2% |  | 2% | 4% |  | 2% |
| Somewhat difficult | 7% | 10% | 7% | 6% | 11% | 15% |
| Somewhat easy | 29% | 21% | 29% | 37% | 50% | 30% |
| Very easy | 61% | 69% | 61% | 53% | 40% | 53% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q10 How easy was it for you to complete an application for vocational rehabilitation services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very difficult | 2% | 5% |  | 2% |  | 1% |
| Somewhat difficult | 7% | 15% | 8% | 3% |  | 4% |
| Somewhat easy | 29% | 30% |  | 36% | 27% | 18% |
| Very easy | 61% | 50% | 92% | 60% | 73% | 76% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q11 How helpful were the staff of VT DVR in helping you achieve your vocational rehabilitation goals?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Not at all helpful | 6% | 3% | 8% | 11% | 9% |  |
| Not very helpful | 4% | 9% | 2% | 1% | 1% | 5% |
| Somewhat helpful | 24% | 15% | 18% | 24% | 19% | 23% |
| Very helpful | 67% | 74% | 72% | 64% | 71% | 72% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Not at all helpful | 6% | 19% | 4% | 2% |  | 2% |
| Not very helpful | 4% | 24% | 9% | 1% |  | 1% |
| Somewhat helpful | 24% | 30% | 17% | 34% |  | 53% |
| Very helpful | 67% | 26% | 69% | 64% | 100% | 43% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q11 How helpful were the staff of VT DVR in helping you achieve your vocational rehabilitation goals?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Not at all helpful | 6% | 3% |  | 4% |  | 1% |
| Not very helpful | 4% | 1% |  | 10% |  | 3% |
| Somewhat helpful | 24% | 30% | 16% | 17% | 27% | 23% |
| Very helpful | 67% | 66% | 84% | 69% | 73% | 73% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q12 How easy was it for you to contact your vocational rehabilitation counselor?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very difficult | 5% | 2% | 2% | 2% | 4% |  |
| Somewhat difficult | 12% | 5% | 17% | 17% | 12% | 9% |
| Somewhat easy | 20% | 30% | 17% | 22% | 16% | 28% |
| Very easy | 64% | 63% | 64% | 59% | 68% | 63% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very difficult | 5% | 15% | 11% | 6% |  | 3% |
| Somewhat difficult | 12% | 23% | 10% | 10% |  | 20% |
| Somewhat easy | 20% | 10% | 21% | 27% |  | 21% |
| Very easy | 64% | 52% | 58% | 58% | 100% | 55% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very difficult | 5% | 6% |  | 9% |  | 5% |
| Somewhat difficult | 12% | 5% | 41% | 17% | 27% | 5% |
| Somewhat easy | 20% | 12% |  | 24% | 23% | 14% |
| Very easy | 64% | 77% | 59% | 50% | 50% | 77% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q13 How accessible was the VT DVR office for someone with your type of disability?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Not at all accessible | 1% |  | 2% |  | 1% |  |
| Not very accessible | 1% |  | 2% |  | 1% |  |
| Somewhat accessible | 9% | 3% | 8% | 6% | 10% | 14% |
| Very accessible | 88% | 97% | 88% | 94% | 88% | 86% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Not at all accessible | 1% |  |  | 2% | 10% |  |
| Not very accessible | 1% | 7% | 1% |  | 12% | 3% |
| Somewhat accessible | 9% | 8% | 6% | 13% | 14% | 16% |
| Very accessible | 88% | 85% | 92% | 85% | 63% | 82% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Not at all accessible | 1% |  |  | 2% |  |  |
| Not very accessible | 1% |  |  | 4% |  | 3% |
| Somewhat accessible | 9% | 2% |  | 17% |  | 16% |
| Very accessible | 88% | 98% | 100% | 77% | 100% | 80% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q14 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. The vocational rehabilitation services I received helped me become more financially independent.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Strongly disagree | 11% | 12% | 7% | 15% | 12% | 14% |
| Somewhat disagree | 6% | 6% | 11% | 3% | 7% |  |
| Neither agree nor disagree | 16% | 13% | 11% | 21% | 16% | 33% |
| Somewhat agree | 29% | 39% | 29% | 18% | 24% | 27% |
| Strongly agree | 38% | 30% | 42% | 43% | 40% | 25% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Strongly disagree | 11% | 36% | 10% | 5% |  | 3% |
| Somewhat disagree | 6% | 5% | 3% | 2% |  | 15% |
| Neither agree nor disagree | 16% | 3% | 23% | 16% |  | 13% |
| Somewhat agree | 29% | 35% | 24% | 36% | 84% | 27% |
| Strongly agree | 38% | 21% | 39% | 41% | 16% | 42% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q14 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. The vocational rehabilitation services I received helped me become more financially independent.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Strongly disagree | 11% | 6% | 13% | 10% |  | 13% |
| Somewhat disagree | 6% | 13% |  | 9% |  | 1% |
| Neither agree nor disagree | 16% | 18% | 27% | 9% | 39% | 12% |
| Somewhat agree | 29% | 31% | 13% | 28% | 28% | 29% |
| Strongly agree | 38% | 32% | 47% | 45% | 33% | 44% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q15 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. The VT DVR staff treated me with dignity and respect.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Strongly disagree | 2% |  | 2% | 7% | 3% |  |
| Somewhat disagree | 1% | 2% |  | 0% |  |  |
| Neither agree nor disagree | 0% | 1% |  |  |  |  |
| Somewhat agree | 10% | 9% | 4% | 16% | 8% | 2% |
| Strongly agree | 87% | 89% | 94% | 77% | 89% | 98% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Strongly disagree | 2% | 3% | 4% |  |  | 1% |
| Somewhat disagree | 1% | 9% |  |  |  |  |
| Neither agree nor disagree | 0% |  |  |  |  | 3% |
| Somewhat agree | 10% | 15% | 6% | 24% | 14% | 17% |
| Strongly agree | 87% | 73% | 90% | 76% | 86% | 79% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q15 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. The VT DVR staff treated me with dignity and respect.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Strongly disagree | 2% | 1% |  | 2% |  |  |
| Somewhat disagree | 1% | 2% |  |  |  |  |
| Neither agree nor disagree | 0% |  |  | 1% |  |  |
| Somewhat agree | 10% | 5% |  | 8% |  | 11% |
| Strongly agree | 87% | 92% | 100% | 89% | 100% | 89% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q16 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. VT DVR helped me reach my job goals.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Strongly disagree | 14% | 16% | 14% | 17% | 14% | 6% |
| Somewhat disagree | 6% | 6% | 4% | 6% | 5% | 6% |
| Neither agree nor disagree | 9% | 9% | 3% | 10% | 5% | 26% |
| Somewhat agree | 26% | 30% | 24% | 15% | 22% | 30% |
| Strongly agree | 46% | 38% | 55% | 52% | 53% | 32% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Strongly disagree | 14% | 33% | 13% | 10% |  | 19% |
| Somewhat disagree | 6% | 14% | 14% | 4% |  | 6% |
| Neither agree nor disagree | 9% | 12% | 3% | 15% |  | 11% |
| Somewhat agree | 26% | 9% | 28% | 35% | 37% | 31% |
| Strongly agree | 46% | 32% | 43% | 37% | 63% | 34% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q16 Next I am going to read a list of statements and I would like to know how strongly you agree or disagree. VT DVR helped me reach my job goals.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Strongly disagree | 14% | 10% | 9% | 19% |  | 10% |
| Somewhat disagree | 6% | 3% |  | 5% | 23% | 1% |
| Neither agree nor disagree | 9% | 8% |  | 9% | 32% | 12% |
| Somewhat agree | 26% | 20% | 58% | 28% |  | 37% |
| Strongly agree | 46% | 59% | 33% | 39% | 45% | 41% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q20 All things considered, would you tell your friends with disabilities to go to VT DVR program for help?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 91% | 88% | 94% | 92% | 88% | 100% |
| No | 9% | 12% | 6% | 8% | 12% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 91% | 68% | 93% | 98% | 89% | 84% |
| No | 9% | 32% | 7% | 2% | 11% | 16% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 91% | 97% | 100% | 88% | 100% | 94% |
| No | 9% | 3% |  | 12% |  | 6% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q22 Have you experienced any problems with VT DVR or the services they have provided to you?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 21% | 19% | 12% | 18% | 26% | 18% |
| No | 79% | 81% | 88% | 82% | 74% | 82% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 21% | 37% | 22% | 20% | 20% | 29% |
| No | 79% | 63% | 78% | 80% | 80% | 71% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 21% | 18% |  | 27% |  | 18% |
| No | 79% | 82% | 100% | 73% | 100% | 82% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q23 Did VT DVR work to resolve this problem?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 26% | 35% | 29% | 25% | 23% | 14% |
| No | 74% | 65% | 71% | 75% | 77% | 86% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 26% | 31% | 11% | 54% |  | 6% |
| No | 74% | 69% | 89% | 46% | 100% | 94% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 26% | 44% |  | 12% |  | 36% |
| No | 74% | 56% |  | 88% |  | 64% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Q21 Were you informed that if you had a problem with VT DVR, you could address it with the Client Assistance Program or Project?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 64% | 58% | 73% | 59% | 60% | 51% |
| No | 29% | 31% | 20% | 35% | 34% | 35% |
| Unsure | 7% | 11% | 8% | 6% | 6% | 14% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 64% | 51% | 71% | 66% | 25% | 79% |
| No | 29% | 40% | 27% | 27% | 69% | 20% |
| Unsure | 7% | 9% | 2% | 7% | 6% | 1% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 64% | 72% | 89% | 68% | 100% | 64% |
| No | 29% | 23% |  | 28% |  | 27% |
| Unsure | 7% | 5% | 11% | 4% |  | 9% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Vermont DVR Specific Questions**

**VVR01 Were you able to receive needed services even when your vocational rehabilitation counselor was not available?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 69% | 70% | 79% | 63% | 74% | 64% |
| No | 31% | 30% | 21% | 37% | 26% | 36% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 69% | 48% | 61% | 70% | 59% | 67% |
| No | 31% | 52% | 39% | 30% | 41% | 33% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 69% | 71% | 83% | 62% | 100% | 79% |
| No | 31% | 29% | 17% | 38% |  | 21% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR02 How satisfied were you with the job placement services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very Satisfied | 33% | 30% | 42% | 40% | 37% | 41% |
| Satisfied | 35% | 33% | 31% | 30% | 31% | 17% |
| Neither Satisfied nor Dissatisfied | 17% | 13% | 21% | 12% | 19% | 23% |
| Dissatisfied | 6% | 10% | 7% | 4% | 2% | 16% |
| Very Dissatisfied | 10% | 14% |  | 13% | 10% | 4% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very Satisfied | 33% | 29% | 27% | 24% |  | 20% |
| Satisfied | 35% | 34% | 38% | 51% | 100% | 27% |
| Neither Satisfied nor Dissatisfied | 17% | 19% | 11% | 14% |  | 27% |
| Dissatisfied | 6% | 4% | 9% | 5% |  | 5% |
| Very Dissatisfied | 10% | 14% | 15% | 7% |  | 20% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR02 How satisfied were you with the job placement services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very Satisfied | 33% | 31% | 67% | 26% |  | 29% |
| Satisfied | 35% | 50% |  | 31% | 100% | 41% |
| Neither Satisfied nor Dissatisfied | 17% | 9% |  | 21% |  | 25% |
| Dissatisfied | 6% | 7% |  | 3% |  | 2% |
| Very Dissatisfied | 10% | 4% | 33% | 18% |  | 3% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR03 In thinking about the attitude of the staff and the office environment, how welcome did you feel when coming to vocational rehabilitation for services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very Welcome | 70% | 75% | 65% | 72% | 69% | 59% |
| Welcome | 25% | 24% | 25% | 20% | 27% | 41% |
| Not very Welcome | 3% | 1% | 8% | 0% | 3% |  |
| Not at all Welcome | 2% |  | 2% | 7% | 1% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very Welcome | 70% | 56% | 78% | 67% | 79% | 54% |
| Welcome | 25% | 37% | 15% | 28% | 21% | 41% |
| Not very Welcome | 3% | 3% | 4% | 5% |  | 4% |
| Not at all Welcome | 2% | 3% | 3% |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very Welcome | 70% | 81% | 100% | 68% | 77% | 81% |
| Welcome | 25% | 17% |  | 28% | 23% | 19% |
| Not very Welcome | 3% | 1% |  | 2% |  |  |
| Not at all Welcome | 2% | 1% |  | 2% |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR04 Were you able to access benefits counseling through vocational rehabilitation?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 41% | 36% | 43% | 36% | 41% | 39% |
| No | 18% | 15% | 14% | 29% | 15% | 19% |
| Did not need benefits counseling | 41% | 49% | 44% | 36% | 45% | 43% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 41% | 44% | 49% | 41% |  | 48% |
| No | 18% | 34% | 24% | 17% | 10% | 14% |
| Did not need benefits counseling | 41% | 22% | 27% | 42% | 90% | 37% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 41% | 54% | 8% | 35% |  | 46% |
| No | 18% | 16% | 24% | 25% | 32% | 11% |
| Did not need benefits counseling | 41% | 30% | 68% | 40% | 68% | 44% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR05 How valuable did you find this benefits counseling?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very Valuable | 76% | 80% | 78% | 59% | 87% | 80% |
| Somewhat Valuable | 21% | 16% | 15% | 33% | 8% | 20% |
| Not very Valuable | 0% |  | 2% |  |  |  |
| Not at all Valuable | 2% | 4% | 5% | 8% | 5% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very Valuable | 76% | 54% | 81% | 64% |  | 77% |
| Somewhat Valuable | 21% | 46% | 17% | 36% |  | 21% |
| Not very Valuable | 0% |  | 1% |  |  |  |
| Not at all Valuable | 2% |  |  |  |  | 2% |
| Total | 100% | 100% | 100% | 100% |  | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very Valuable | 76% | 67% |  | 71% |  | 98% |
| Somewhat Valuable | 21% | 33% |  | 29% |  | 2% |
| Not very Valuable | 0% |  | 100% |  |  |  |
| Not at all Valuable | 2% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% |  | 100% |

**VVR06 Overall, how easy was it for you to access vocational rehabilitation services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very Easy | 65% | 70% | 59% | 76% | 64% | 67% |
| Somewhat Easy | 26% | 25% | 33% | 22% | 22% | 31% |
| Somewhat Difficult | 5% | 5% | 6% |  | 7% | 2% |
| Very Difficult | 4% |  | 2% | 2% | 7% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very Easy | 65% | 39% | 66% | 65% | 68% | 51% |
| Somewhat Easy | 26% | 42% | 27% | 26% | 32% | 26% |
| Somewhat Difficult | 5% | 8% | 1% | 7% |  | 9% |
| Very Difficult | 4% | 11% | 6% | 3% |  | 15% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
| Very Easy | 65% | % | % | % | % | % |
| Somewhat Easy | 26% | 81% | 84% | 56% | 77% | 62% |
| Somewhat Difficult | 5% | 18% | 8% | 30% | 23% | 31% |
| Very Difficult | 4% | 1% | 8% | 12% |  | 4% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR07 How well did Vocational Rehabilitation coordinate job placement services with the VABIR representative?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Very Well | 53% | 44% | 64% | 68% | 51% | 84% |
| Somewhat well | 33% | 36% | 29% | 22% | 38% |  |
| Not very Well | 6% | 2% | 6% | 1% | 3% | 10% |
| Not Well at all | 8% | 17% |  | 10% | 7% | 6% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Very Well | 53% | 29% | 49% | 49% | 100% | 33% |
| Somewhat well | 33% | 38% | 35% | 34% |  | 48% |
| Not very Well | 6% | 4% | 7% | 14% |  | 17% |
| Not Well at all | 8% | 29% | 8% | 3% |  | 2% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Very Well | 53% | 51% | 67% | 60% |  | 60% |
| Somewhat well | 33% | 46% | 33% | 20% | 100% | 26% |
| Not very Well | 6% |  |  | 13% |  | 5% |
| Not Well at all | 8% | 2% |  | 7% |  | 9% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR08 Do you feel that you are getting the support needed to be successful in the long term?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 77% | 76% | 74% | 80% | 78% | 83% |
| No | 23% | 24% | 26% | 20% | 22% | 17% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 77% | 59% | 75% | 74% | 50% | 70% |
| No | 23% | 41% | 25% | 26% | 50% | 30% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 77% | 89% | 84% | 73% | 60% | 81% |
| No | 23% | 11% | 16% | 27% | 40% | 19% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR09 Did someone other than Vocational Rehabilitation help you find a job?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 40% | 44% | 31% | 42% | 45% | 45% |
| No | 60% | 56% | 69% | 58% | 55% | 55% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 40% | 31% | 27% | 42% | 11% | 25% |
| No | 60% | 69% | 73% | 58% | 89% | 75% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 40% | 55% | 59% | 38% | 100% | 42% |
| No | 60% | 45% | 41% | 62% |  | 58% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Who else besides Vocational Rehabilitation helped you find a job?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| College or school, teachers | 5% | 12% |  |  | 3% |  |
| Counselor, counseling services | 14% | 5% | 25% |  | 18% |  |
| Department of Labor | 4% | 5% | 15% |  | 3% |  |
| Private employment agency | 5% | 5% | 9% | 16% |  | 8% |
| Family member | 8% | 8% |  | 8% | 2% | 21% |
| Friend | 10% | 10% |  | 19% | 12% |  |
| HCRS, other VT agency | 14% | 18% | 24% | 29% | 6% |  |
| Specific person | 7% | 8% | 8% | 1% | 5% |  |
| Self | 20% | 18% | 17% | 9% | 29% | 16% |
| Addison County Counseling Services |  |  |  |  |  |  |
| Dept. of Employment and Training | 1% |  |  | 6% |  |  |
| Howard Center | 3% |  |  |  | 14% |  |
| Vermont Associates | 1% | 5% | 3% |  |  | 12% |
| VABIR | 6% | 7% |  | 7% | 9% | 28% |
| Other | 2% |  |  | 5% |  | 15% |
| I still do not have a job | 1% |  |  |  |  |  |
| Unsure | 1% |  |  |  |  |  |
| Ref |  |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Who else besides Vocational Rehabilitation helped you find a job?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD | MORRISVILLE |
|  | % | % | % | % | % | % |
| College or school, teachers | 5% | 20% | 20% |  |  |  |
| Counselor, counseling services | 14% |  | 17% |  |  | 9% |
| Department of Labor | 4% | 23% |  |  | 4% |  |
| Private employment agency | 5% |  |  |  |  | 11% |
| Family member | 8% | 7% |  |  | 17% |  |
| Friend | 10% |  | 10% |  | 11% | 17% |
| HCRS, other VT agency | 14% | 8% | 21% |  | 25% | 6% |
| Specific person | 7% | 13% | 20% |  |  | 28% |
| Self | 20% | 18% | 8% | 100% | 15% | 29% |
| Addison County Counseling Services |  |  |  |  |  |  |
| Dept. of Employment and Training | 1% |  |  |  |  |  |
| Howard Center | 3% |  |  |  |  |  |
| Vermont Associates | 1% |  |  |  |  |  |
| VABIR | 6% | 10% |  |  | 1% |  |
| Other | 2% |  |  |  |  |  |
| I still do not have a job | 1% |  | 5% |  |  |  |
| Unsure | 1% |  |  |  | 26% |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Who else besides Vocational Rehabilitation helped you find a job?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT | ST. ALBANS |
|  | % | % | % | % | % | % |
| College or school, teachers | 5% |  |  |  | 4% |  |
| Counselor, counseling services | 14% |  | 22% |  | 19% | 32% |
| Department of Labor | 4% |  |  |  |  |  |
| Private employment agency | 5% |  | 13% |  | 3% | 5% |
| Family member | 8% |  | 4% |  | 13% | 21% |
| Friend | 10% |  | 8% |  | 10% | 19% |
| HCRS, other VT agency | 14% |  |  |  | 22% | 7% |
| Specific person | 7% |  |  |  | 7% | 8% |
| Self | 20% | 100% | 35% | 72% | 21% | 9% |
| Addison County Counseling Services |  |  |  |  |  |  |
| Dept. of Employment and Training | 1% |  |  |  |  |  |
| Howard Center | 3% |  |  |  |  |  |
| Vermont Associates | 1% |  |  |  |  |  |
| VABIR | 6% |  |  | 28% |  |  |
| Other | 2% |  | 6% |  |  |  |
| I still do not have a job | 1% |  | 12% |  |  |  |
| Unsure | 1% |  |  |  |  |  |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**VVR10 Would you refer a friend or relative to vocational rehabilitation?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
|  | % | % | % | % | % | % |
| Yes | 90% | 89% | 95% | 87% | 86% | 96% |
| No | 10% | 11% | 5% | 13% | 14% | 4% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
|  | % | % | % | % | % | % |
| Yes | 90% | 67% | 91% | 97% | 89% | 83% |
| No | 10% | 33% | 9% | 3% | 11% | 17% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | VT DVR | District | | | | |
|  | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
|  | % | % | % | % | % | % |
| Yes | 90% | 97% | 100% | 88% | 100% | 94% |
| No | 10% | 3% |  | 12% |  | 6% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% |

**Summary of Verbatim Feedback Provided by Respondents Broken Out by District**

The survey instrument used in this research not only allowed respondents to rate the services they received through the Vermont Division of Vocational Rehabilitation, but also provided the opportunity to offer feedback when the customer is not satisfied. The survey also allowed customers to identify any problems they experienced and offer suggestions for service improvement. As noted, the results do not suggest that significant problems exist in the agency or with the services it provides. Rather, the results suggest areas of minor concern that can be addressed to improve upon an already high level of satisfaction.

This section provides a summary of the verbatim responses provided by customers throughout the survey. This section provided a summary of this verbatim feedback broken out by District. Please note that:

* Each customer had the opportunity to provide a comment to each survey question if they are not satisfied (there are 22 items that evaluate customer satisfaction).

The counts represent the total number of times a comment is mentioned (but duplicate mentions of a specific comment by the same customer are not counted). Again note that a respondent could have mentioned several (different) comments that applied to a general area so the numbers do not represent the NUMBER of respondents making a comment that pertains to a general topic area. Rather, this is simply a count of how many times a comment is made among all respondents.

These general topic areas represent the key areas where respondents have identified concerns or problems. The table counts provide a way to evaluate the relative weight of each general topic area in relation to one another. i.e. how significant a general area is in the minds of all respondents when expressing comments, concerns, or problems. The table can help to identify the areas where efforts at quality improvement would serve to improve the level of satisfaction among all your customers.

**Summary of Verbatim Respondent Feedback by District**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **District** | | | | |
| Comment Area | VT DVR | BARRE | BENNINGTON | BRATTLEBORO | BURLINGTON | MIDDLEBURY |
| Communication - Difficulties in communicating with staff, counselor did not return calls, was not available, counselor did not follow-up, time lags getting services | 235 | 25 | 20 | 17 | 24 | 10 |
| Employment - The client did not find employment and needed more assistance in finding a job, job search help or more job options | 137 | 17 | 10 | 11 | 16 | 4 |
| Effectiveness - Program did not meet expectations, no clear purpose or solutions offered, speed up the process of getting services, had to fight to get services | 130 | 12 | 13 | 10 | 11 | 7 |
| Staff Issues - Would not listen dismissed concerns, did not understand needs or abilities, counselor was too busy, the client was pushed aside, staff needed to be more understanding, counselor left, switched to another counselor | 126 | 11 | 11 | 6 | 14 | 8 |
| Support - The client felt that no services were provided or that the services provided were of little help, the client needed more support and guidance | 126 | 13 | 9 | 8 | 13 | 6 |
| Paperwork - Difficulty in filling out forms, forms are to long, forms are too complicated, need to simplify forms, need help filling out forms | 74 | 4 | 4 | 6 | 8 | 3 |
| Client Disabilities - Trouble reading, poor eyesight, difficulties understanding or comprehending, difficulties due to disability | 73 | 11 | 7 | 4 | 6 | 4 |
| Information - The client was unaware of available services, the client needed more information, client needed more information about employment choices | 64 | 10 | 6 | 4 | 8 | 1 |
| Positive - positive feedback, satisfied with program, staff helpful, no complaints | 63 | 6 | 5 | 5 | 8 | 6 |
| Negative - negative feedback, dissatisfied with program in general | 51 | 6 | 7 | 3 | 4 | 2 |
| Transportation - Distance to offices or services, need transportation, parking, vehicle assistance | 36 | 1 | 3 | 3 | 5 |  |
| Expanded Services - Division needs more funding for services, need to offer more services, networking with other agencies and businesses | 33 | 2 | 6 | 3 | 3 | 1 |
| Client Financial Issues - Did not receive financial assistance, not financially independent, client had to pay for services, client did not receive assistance in paying for services | 26 | 2 | 2 | 2 | 2 | 2 |
| Accessibility - Mobility inside offices, lighting, elevators and stairs, difficulty with entries and exits, directions to offices | 24 | 2 | 3 | 1 | 5 | 1 |
| Location and Hours - Need for more locations, more convenient hours, office locations change | 21 | 1 | 1 | 2 | 1 | 2 |
| Client Involvement - More client involvement in process, client had no control over process, client was told what to do, felt pushed into a job | 19 | 5 | 1 | 1 |  |  |
| Education and Training - More job training and more options, more training and educational opportunities, did not receive needed training | 18 | 3 | 1 | 2 | 1 | 2 |
| Additional Services - Services for the severely disabled, problems with services contracted by the Division, no services available in area | 10 | 2 |  | 1 | 3 | 1 |
| Client Issues - Lack of success was fault of client, counselor and Division tried to help | 9 | 2 | 1 | 1 | 3 |  |
| Delays - Long wait time to receive services, haven’t received services, took a long time to get help | 8 |  |  | 1 |  |  |
| Easy - Easy to understand, everything clear | 7 |  |  | 2 | 2 | 2 |
| Testing - need for more testing, less testing | 6 | 1 |  |  | 1 |  |
| Referred - referred to Voc Rehab or Voc Rehab referred to another agency | 5 | 1 |  | 1 |  |  |
| Discrimination - Experience discrimination by agency or employer, feels discriminated against | 4 |  |  | 1 |  |  |
| Equipment - Adaptive devices, computer equipment | 3 | 2 |  |  |  |  |
| Confidentiality - loss or breech of confidential information, lost | 2 |  |  |  |  |  |
| Legal help - advocate or offer legal support | 1 |  |  |  |  |  |
| Other | 27 | 4 | 1 |  | 4 | 1 |
| **Total Number of Respondents** | **735** | **85** | **62** | **68** | **89** | **26** |

**Summary of Verbatim Respondent Feedback by District**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **District** | | | | |
| Comment Area | VT DVR | MORRISVILLE | NEWPORT | RUTLAND | RUTLAND RAVR | SPRINGFIELD |
| Communication - Difficulties in communicating with staff, counselor did not return calls, was not available, counselor did not follow-up, time lags getting services | 235 | 14 | 31 | 16 | 2 | 19 |
| Employment - The client did not find employment and needed more assistance in finding a job, job search help or more job options | 137 | 14 | 16 | 5 |  | 6 |
| Effectiveness - Program did not meet expectations, no clear purpose or solutions offered, speed up the process of getting services, had to fight to get services | 130 | 9 | 12 | 7 | 2 | 15 |
| Staff Issues - Would not listen dismissed concerns, did not understand needs or abilities, counselor was too busy, the client was pushed aside, staff needed to be more understanding, counselor left, switched to another counselor | 126 | 11 | 11 | 6 |  | 10 |
| Support - The client felt that no services were provided or that the services provided were of little help, the client needed more support and guidance | 126 | 11 | 14 | 7 |  | 6 |
| Paperwork - Difficulty in filling out forms, forms are to long, forms are too complicated, need to simplify forms, need help filling out forms | 74 | 3 | 8 | 6 |  | 8 |
| Client Disabilities - Trouble reading, poor eyesight, difficulties understanding or comprehending, difficulties due to disability | 73 | 4 | 6 | 8 | 2 | 8 |
| Information - The client was unaware of available services, the client needed more information, client needed more information about employment choices | 64 | 6 | 7 | 3 | 1 | 4 |
| Positive - positive feedback, satisfied with program, staff helpful, no complaints | 63 | 3 | 6 | 4 |  | 4 |
| Negative - negative feedback, dissatisfied with program in general | 51 | 6 | 2 | 2 |  | 3 |
| Transportation - Distance to offices or services, need transportation, parking, vehicle assistance | 36 | 2 | 4 | 3 |  | 1 |
| Expanded Services - Division needs more funding for services, need to offer more services, networking with other agencies and businesses | 33 |  | 2 | 1 | 1 | 2 |
| Client Financial Issues - Did not receive financial assistance, not financially independent, client had to pay for services, client did not receive assistance in paying for services | 26 |  | 2 | 3 |  | 2 |
| Accessibility - Mobility inside offices, lighting, elevators and stairs, difficulty with entries and exits, directions to offices | 24 | 2 | 1 |  | 2 | 1 |
| Location and Hours - Need for more locations, more convenient hours, office locations change | 21 |  | 4 | 2 |  |  |
| Client Involvement - More client involvement in process, client had no control over process, client was told what to do, felt pushed into a job | 19 | 1 | 3 |  | 1 | 1 |
| Education and Training - More job training and more options, more training and educational opportunities, did not receive needed training | 18 |  | 1 |  |  | 2 |
| Additional Services - Services for the severely disabled, problems with services contracted by the Division, no services available in area | 10 |  |  |  |  | 1 |
| Client Issues - Lack of success was fault of client, counselor and Division tried to help | 9 |  |  |  | 1 |  |
| Delays - Long wait time to receive services, haven’t received services, took a long time to get help | 8 |  |  | 2 |  | 1 |
| Easy - Easy to understand, everything clear | 7 |  | 1 |  |  |  |
| Testing - need for more testing, less testing | 6 | 2 |  |  |  |  |
| Referred - referred to Voc Rehab or Voc Rehab referred to another agency | 5 | 1 |  |  |  | 1 |
| Discrimination - Experience discrimination by agency or employer, feels discriminated against | 4 | 1 |  |  |  | 1 |
| Equipment - Adaptive devices, computer equipment | 3 |  |  | 1 |  |  |
| Confidentiality - loss or breech of confidential information, lost | 2 |  |  |  |  | 1 |
| Legal help - advocate or offer legal support | 1 | 1 |  |  |  |  |
| Other | 27 | 2 |  | 1 |  | 4 |
| **Total Number of Respondents** | **735** | **31** | **74** | **54** | **12** | **51** |

**Summary of Verbatim Respondent Feedback by District**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **District** | | | | |
| Comment Area | VT DVR | ST. ALBANS | ST. ALBANS RAVR | ST. JOHNSBURY | ST. JOHNSBURY RAVR | WHITE RIVER JCT |
| Communication - Difficulties in communicating with staff, counselor did not return calls, was not available, counselor did not follow-up, time lags getting services | 235 | 14 | 2 | 20 | 2 | 19 |
| Employment - The client did not find employment and needed more assistance in finding a job, job search help or more job options | 137 | 14 |  | 11 | 2 | 11 |
| Effectiveness - Program did not meet expectations, no clear purpose or solutions offered, speed up the process of getting services, had to fight to get services | 130 | 10 |  | 10 |  | 12 |
| Staff Issues - Would not listen dismissed concerns, did not understand needs or abilities, counselor was too busy, the client was pushed aside, staff needed to be more understanding, counselor left, switched to another counselor | 126 | 11 |  | 12 |  | 15 |
| Support - The client felt that no services were provided or that the services provided were of little help, the client needed more support and guidance | 126 | 13 | 1 | 11 |  | 14 |
| Paperwork - Difficulty in filling out forms, forms are to long, forms are too complicated, need to simplify forms, need help filling out forms | 74 | 9 | 1 | 7 |  | 7 |
| Client Disabilities - Trouble reading, poor eyesight, difficulties understanding or comprehending, difficulties due to disability | 73 | 5 |  | 4 |  | 4 |
| Information - The client was unaware of available services, the client needed more information, client needed more information about employment choices | 64 | 5 |  | 4 |  | 5 |
| Positive - positive feedback, satisfied with program, staff helpful, no complaints | 63 | 6 |  | 7 |  | 3 |
| Negative - negative feedback, dissatisfied with program in general | 51 | 4 |  | 6 |  | 6 |
| Transportation - Distance to offices or services, need transportation, parking, vehicle assistance | 36 |  |  | 5 |  | 9 |
| Expanded Services - Division needs more funding for services, need to offer more services, networking with other agencies and businesses | 33 | 4 | 1 | 2 |  | 5 |
| Client Financial Issues - Did not receive financial assistance, not financially independent, client had to pay for services, client did not receive assistance in paying for services | 26 | 2 |  | 3 |  | 4 |
| Accessibility - Mobility inside offices, lighting, elevators and stairs, difficulty with entries and exits, directions to offices | 24 | 2 |  | 1 |  | 3 |
| Location and Hours - Need for more locations, more convenient hours, office locations change | 21 | 3 |  | 4 |  | 1 |
| Client Involvement - More client involvement in process, client had no control over process, client was told what to do, felt pushed into a job | 19 | 2 |  | 3 |  | 1 |
| Education and Training - More job training and more options, more training and educational opportunities, did not receive needed training | 18 | 2 |  | 2 |  | 2 |
| Additional Services - Services for the severely disabled, problems with services contracted by the Division, no services available in area | 10 | 1 |  | 1 |  |  |
| Client Issues - Lack of success was fault of client, counselor and Division tried to help | 9 |  |  | 1 |  |  |
| Delays - Long wait time to receive services, haven’t received services, took a long time to get help | 8 | 1 |  | 1 |  | 2 |
| Easy - Easy to understand, everything clear | 7 |  |  |  |  |  |
| Testing - need for more testing, less testing | 6 | 1 |  | 1 |  |  |
| Referred - referred to Voc Rehab or Voc Rehab referred to another agency | 5 | 1 |  |  |  |  |
| Discrimination - Experience discrimination by agency or employer, feels discriminated against | 4 | 1 |  |  |  |  |
| Equipment - Adaptive devices, computer equipment | 3 |  |  |  |  |  |
| Confidentiality - loss or breech of confidential information, lost | 2 |  |  |  |  | 1 |
| Legal help - advocate or offer legal support | 1 |  |  |  |  |  |
| Other | 27 | 2 |  | 7 |  | 1 |
| **Total Number of Respondents** | **735** | **55** | **6** | **48** | **4** | **70** |