



SUBJECT	<b>Consumer Surveys</b>
Policy #:	30-QA-02
Code/Rule Reference:	ORC 3304.16; 34 CFR §361.52(c)(2) and (d)(2); §361.43(e), §361.47(a)(10), §361.55
Date:	February 1, 2012
Approved:	Kevin L. Miller, Executive Director <i>Kevin Miller</i>
Origin:	Division of Performance and Innovation – Program Integrity & Evaluation
Supersedes:	VRP-0370 effective December 31, 2006; any policy, CW, MT, or memo regarding consumer satisfaction that predates the effective date of this policy
History:	Reviewed 12-31-06; Amended September 7, 2010
Review date:	February 1, 2013

## I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code §3304.16 which establishes the power and authority of the Ohio Rehabilitation Services Commission (RSC) and its executive director to develop all necessary rules and policy in furtherance of its statutory duties.

## II. PURPOSE

The purpose of this policy is to provide guidelines in regard to the Program Integrity & Evaluation (PIE) consumer surveys which will include the Vocational Rehabilitation (VR) areas of consumer satisfaction, ineligibility and extended employment in accordance with the Rehabilitation Act, federal law, state law, and agency policies and procedures.

This policy also provides guidance regarding internal expectations for ensuring and monitoring consumer satisfaction and outlines the surveys and forms PIE staff shall use. The surveys assist in monitoring consumer satisfaction with agency staff, planning processes, VR services, and employment outcomes. Survey responses will assist in evaluating, maintaining, and improving quality VR services.

## III. APPLICABILITY

This policy applies to all RSC staff.

## IV. DEFINITIONS

AWARE (Accessible Web-based Activity and Reporting Environment) - the electronic case management system utilized by the VR program.

Quality Assurance Application System: (QA) the electronic system that stores and manages information related to case reviews, consumer surveys, and program monitoring.

## V. POLICY

It is the policy of RSC to implement a process to survey consumers to assess consumers' satisfaction with VR service provision ,who have been determined ineligible for VR services and consumers in extended employment as well as to ensure VR services are meeting consumers' needs.

VR staff shall make every attempt to secure consumers' email addresses to promote rapid feedback and to decrease the cost and time spent to contact consumers by telephone to obtain feedback.

## VI. PROCEDURES

### A. Types of Consumer Surveys

1. The Program Integrity and Evaluation (PIE) staff shall coordinate disbursement of the consumer satisfaction, ineligibility, and extended employment surveys which are defined below. Each survey will be prefaced with a Survey Cover Letter (30-QA-02.A) that will explain the purpose of the survey as well as the following:
  - a. A generated Participant ID number in order to maintain anonymity, protect personally identifiable information, and encourage open feedback..
    - i. The consumer will be directed to a link on the internet where they can complete the designated survey.
    - ii. The Participant ID number will be used for administrative purposes only and will indicate which case the survey is associated with and which survey(s) is available for the consumer to complete.
  - b. Consumers will have a ninety (90) day period from the date on the "Survey Cover Letter" to complete the survey before the generated number is deactivated.
  - c. If a consumer does not want to provide feedback, they will be given the option to "opt out" of the process by clicking on a link which will be provided in the cover letter, therefore eliminating further need to contact the consumer to obtain their input.
2. The types of surveys to be managed through PIE staff include:
  - a. Consumer Satisfaction Survey (30-QA-02.D): completed for those cases on the Quality Assurance random list whose case has been reviewed by PIE staff. This survey assesses overall satisfaction with VR services including resources/information provided, staff, and outcome/results.
  - b. Ineligibility Survey (30-QA-02.B): completed within twelve months of closure, and annually thereafter if requested. to determine the individual's current work status and need for VR services. This survey will be generated randomly for consumer cases closed "ineligible" due to the severity of disability. The survey is not sent to consumers who have refused services, are no longer present in the state, whose whereabouts are unknown, or whose medical condition is rapidly progressive or terminal.

- c. Extended Employment Survey (30-QA-02.C): completed annually for two (s) years, and then as requested, for consumers closed in extended employment to determine the interests, priorities, and needs of the individual with respect to competitive employment or training for competitive employment.
3. In order to promote the use of accessible formats, each of these surveys is developed in English and Spanish. The consumer may enlarge the font on the web browser screen if Large Print format is needed.

## B. Consumer Survey Process

1. Each month PIE staff will use the lists detailed below to determine which consumers should receive which survey(s).
  - a. The Division of Performance and Innovation (DPI) shall run two separate lists at the end of each month (including name, participant ID#, email, phone number, address). The first list will be for those consumers who have been determined ineligible one (1) year ago due to the severity of the individual's disability. The second list will be for consumers who were closed in extended employment two (2) years ago.
  - b. By the end of the following month an email notification requesting completion of the designated survey, coordinated by PIE staff, will be sent from the AWARE case management system to consumers whose name is on the above lists and whose email address is known. A cover letter explaining the purpose of the survey, the timelines, and instructions for completion will be emailed.
    - i. The PIE Rehabilitation Program Specialist (RPS) shall go into the Participant module of AWARE and select "New" and then select "Letter".
    - ii. From the drop down menu the PIE RPS will then select the appropriate type of survey (Consumer Satisfaction, Ineligibility or Extended Employment) to be sent to the consumer and then create a case note with the attached letter.
    - iii. The PIE RPS will then select the "send note as email" to consumers whose email address is known requesting completion of the designated survey.
      - 1) If a message comes back as undeliverable, the consumer's name will be added to the list of individuals to be contacted by telephone.
      - 2) If a consumer responds to the email by opting out of the survey, the consumer's name will be removed from future contact lists.
  - c. If the initial email did not generate a response from the consumer, the PIE Manager will coordinate distribution of a reminder email the following month to consumers encouraging their on-line response. After making two (2) email attempts, without successful completion of the online survey, the consumer's name will be added to the list of individuals to be contacted by telephone. Hence, a consumer has the ability to provide feedback either electronically or by telephone.

- d. In the absence of an email address, the list of consumers will be forwarded to the designated RSC staff and a telephone call will be made to conduct the survey(s). Staff will make a total of two (2) attempts, preferably at different times of the day.,
- e. As surveys are completed, electronic responses will be automatically uploaded into the QA system application and phone responses will be immediately entered by the person conducting the phone interview while the information is gathered.
- f. Once an ineligibility survey has been completed one (1) year from the date the case was closed, the consumer's name will only show up on the contact list again if the consumer has requested to be contacted the following year.
- g. When the extended employment survey has been completed successfully, the consumer's name will no longer show on the contact list after two (2) years of completing the extended employment survey, unless the consumer requested to be contacted again the following year.
- h. Consumer satisfaction surveys will be completed with consumers whose cases are selected for case review conducted by PIE staff and may or may not be conducted subsequently, depending on the random selection of the case(s).

#### C. Consumer Survey Reports

- 1. PIE staff shall summarize consumer survey reports for VR administration to utilize in making programmatic decisions.
  - a. Information Technology (IT) will develop a separate monthly Consumer Survey Summary Report for each of the three (3) consumer surveys. This report will include cumulative results of consumer responses to each of the survey questions for each federal fiscal year.
  - b. IT will also develop a separate monthly Consumer Survey Response Rate Report for each of the three (3) consumer surveys that will include cumulative response rates for each survey for each federal fiscal year.
  - c. To maximize opportunities for consumer feedback, PIE staff will monitor the response rates for the consumer surveys each quarter to evaluate the need for changes to the process.
  - d. The Consumer Survey reports should be regularly reviewed by leadership and highlighted with staff at staff meetings and/or regional meetings, as appropriate.

#### D. Record Retention

Refer to the RSC Policy on Record Retention for destruction timelines for consumer surveys and subsequent reports.

## FORMS

- 30-QA-02.A - Survey Cover Letter
- 30-QA-02.B - Ineligibility Survey (*formerly RSC-0070*)
- 30-QA-02.C - Extended Employment Survey (*formerly RSC-0071*)
- 30-QA-02.D - Consumer Satisfaction Survey