Federal Fiscal Year 2012-13
Quarters 1-4 Summary

Customer Satisfaction Survey
Annual Results Summary
Closed and Active Cases

Report to
Florida Rehabilitation Council
Conference Call
November 5, 2013

Minna Jia, Ph.D
Director, FSU Survey Research Laboratory
SURVEY APPROACH

- **Closed Cases**—Survey all cases closed at the end of month
  - Letter
  - Instrument
    - 12 Closed items
    - 3 Open-ended

- **Active Cases**—Survey all cases still active opened 6 months earlier
  - Letter
  - Instrument
    - 12 Closed items
    - 2 Open-ended
CUSTOMERS WITH CASES CLOSED: 2012-13
- This analysis based on surveys:
  - October 2012 to September 2013 mailings
- 2012-13 mailed 10,855 Surveys
- Analysis based on 2,139 completed surveys
- 2012-13 Response Rate = 20% (4th Quarter Data still being collected)

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

FFY 2012-13

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

FFY 2012-13

- Overall Satisfaction: 75%
- Services Made Life Better: 76%
- Would Recommend to a Friend: 82%
- Satisfied with Job Obtained: 81%

Closed Cases: 77% 85% 81%
Active Cases: 79%
Program Outcomes: Obtained Jobs

FFY 2012-13 closed cases

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

- Yes: 65%
- Already Had A Job: 28%
- Missing: 7%
Those who obtained jobs are mostly satisfied with their jobs

GOT A JOB?

- SATISFIED?
- SATISFIED 81%
- ALREADY HAD JOB 28%
- Missing

SATISFIED?

- YES 65%
- SATISFIED?

“...”
VR CUSTOMERS ARE INFORMED ABOUT CHOICES

FFY 2012-13

Informed of Alternative Choices

Definitely or Think So

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

- **Active Cases**
  **Service Provider Alternatives (Q6) (Q6a)**
  - 66% were informed of alternatives
  - 87% were able to make choices
  **Vocational Goals Alternatives (Q7) (Q7a)**
  - 70% were informed of alternatives
  - 94% were able to make choices
INFORMED ABOUT ALTERNATIVE SERVICE PROVIDERS AND VOCATIONAL GOALS?

FFY 2012-13 Active Cases

ALTERNATIVE SERVICE PROVIDERS

INFORMED?

ABLE TO MAKE YOUR CHOICES?

YES
66%

YES
87%

ALTERNATIVE VOCATIONAL GOALS

INFORMED?

ABLE TO MAKE YOUR CHOICES?

YES
70%

YES
94%
VR CUSTOMERS ARE POSITIVE ABOUT PROGRAM SERVICES

FFY 2012-13

- **Accessibility** Very or Mostly Satisfied
  - Closed Cases (Q1) – 85%
  - Active Cases (Q1) – 86%

- **Appropriate Services**
  Highly Appropriate or Appropriate
  - Closed Cases (Q4) -- 81%
  - Active Cases (Q8) -- 85%

- **Promptness** Very Promptly or Promptly
  - Closed Cases (Q7) – 63%
  - Active Cases (Q9) – 61%

- **Need Other Services** --Yes--Definitely or Think So
  - Closed Cases (Q5)-- 40%
Closed and Active Case Comparison

SERVICES

FFY 2012-13

Accessibility: 85% (Closed), 86% (Active)
Appropriate: 81% (Closed), 85% (Active)
Promptness: 63% (Closed), 61% (Active)
Need Other Services: 40% (Closed)

Closed Cases vs. Active Cases
Closed and Active Case Comparison

STAFF

FFY 2012-13

- Understand Needs: 78% (Closed) vs 81% (Active)
- Courtesy & Respect: 93% (Closed) vs 93% (Active)
- Do What Say: 82% (Closed)
- My Responsibilities: 93% (Closed)

Closed Cases vs Active Cases
Who Filled out the Survey?

FFY 2012-13 Closed Case

- Client: 78%
- Client with Assistance: 12%
- Other Person: 10%

Closed Cases
PROGRAM OUTCOMES
FFY 2001-02 to 2012-13 Closed Case

Overall Satisfaction
Services Made Life
Better
Would Recommend to a
Friend


**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
OBTAINED JOBS
FFY 2001-02 to 2012-13 Closed Cases

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
SATISFACTION WITH JOB OBTAINED

FFY 2001-02 to 2012-13 Closed Cases

Very/Mostly Satisfied

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
INFORMED OF ALTERNATIVE PROVIDERS AND ABLE TO CHOOSE PROVIDERS?

FFY 2001-02 to 2012-13 Closed Cases

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

FFY 2001-02 to 2012-13 Closed Cases

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

FFY 2001-02 to 2012-13 Closed Cases

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

FFY 2001-02 to 2012-13 Closed Cases

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
WHO FILLED OUT THE SURVEY
FFY 2001-02 to 2012-13 Closed Cases

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

FFY 2002-03 to 2012-13 Active Cases

Overall Satisfaction Services Made Life Better Would Recommend to a Friend

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
INFORMED ABOUT ALTERNATIVE SERVICE PROVIDERS?

FFY 2002-03 to 2012-13 Active Cases

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
INFORMED ABOUT ALTERNATIVE VOCATIONAL GOALS?

FFY 2002-03 to 2012-13 Active Cases

**2008** Two Major Program Changes Occurred: Order of Selection and Financial Participation
SERVICES
FFY 2002-03 to 2012-13 Active Cases

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

FFY 2002-03 to 2012-13 Active Cases

Understand Needs

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 Courtesy & Respect

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