# 2021-22 Consumer Satisfaction Survey (CSS): Preliminary Results

* November 30, 2022
* State Rehabilitation Council (SRC)
* Presented by: Department of Rehabilitation, Planning Unit

# Background

* Consumer Satisfaction Survey (CSS) is a collaborative effort between Department of Rehabilitation (DOR) and State Rehabilitation Council (SRC)
* Conducted to ensure that DOR is meeting its vocational rehabilitation program responsibilities to its consumers by providing high-quality, effective services that ultimately result in employment outcomes.
* Gathers anonymous feedback from individuals who received services from DOR in the previous State Fiscal Year (SFY).
* Results are utilized to increase effectiveness and efficiency in the service delivery process.

# SFY 2021-22 CSS Sample Size

* SFY 2020-21 total consumer population: 101,879
* Sample size: 7,365. Surveys were sent using electronic or surface mail.
* Responses received: 933
* Response rate: 13.5%

# CSS Response Rate Trends

* Response rate was calculated as the number of responses received to the total number of deliverable surveys.
* Due to a declining response rate over the past few years (CSS was not conducted in SFY 2019-20), the Planning Unit anticipated a lower response rate (14%) in 2021-22. To increase the number of responses received, the number of survey invitations was increased.
* Although the response rate declined from 16.6% in SFY 2020-21 to 13.5% in 2021-22, the number of responses received increased from 849 to 933, due to the increased sample size.

# CSS Reported Disability Impairments

* **Image Description:** The count and percent of total disability impairments reported (1,348) by disability impairment are illustrated using bar charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Disability Impairment** | **Count** | **Percent of Total** |
| Learning Disability | 356 | 26.4% |
| Psychiatric Disability | 259 | 19.2% |
| Physical Disability | 242 | 18.0% |
| Intellectual/Developmental Disability | 162 | 12.0% |
| Cognitive Impairment | 84 | 6.2% |
| Blind/Visually Impaired | 83 | 6.2% |
| Deaf/Hard of Hearing | 62 | 4.6% |
| Traumatic Brain Injury | 60 | 4.5% |
| Not Reported | 40 | 3.0% |
| ***Total*** | ***1,348*** | ***100%*** |

# Age Range of CSS Responses

* **Image Description:** The count and percent of total CSS responses received (933) by age range are illustrated using column charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Age Range** | **Count** | **Percent of Total** |
| Below 20 | 127 | 13.6% |
| 20-29 | 265 | 28.4% |
| 30-39 | 166 | 17.8% |
| 40-49 | 124 | 13.3% |
| 50-59 | 140 | 15.0% |
| 60-69 | 91 | 9.8% |
| 70-79 | 7 | 0.8% |
| 80-89 | 1 | 0.1% |
| Not Reported | 12 | 1.3% |
| ***Total*** | ***933*** | ***100%*** |

# Overall Satisfaction Ratings by Question Category

* Survey Questions

|  |  |
| --- | --- |
| **Category** | **Number of Questions** |
| 1. Current Employment
 | 4 |
| 1. Employment Services
 | 4 |
| 1. Service Providers
 | 4 |
| 1. DOR Counselors
 | 5 |
| 1. DOR Experience
 | 1 |
| 1. Employment Opportunities
 | 1 |
| ***Total Questions*** | ***19*** |

* **Image Description:** The satisfaction levels of consumers by question category are illustrated using stacked bar charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Survey Categories** | **Score** | **Satisfaction Level** |
| Current Employment | 87.9% | Satisfied |
| Employment Services | 76.1% | Satisfied |
| Service Providers | 76.0% | Satisfied |
| DOR Counselors | 75.6% | Satisfied |
| DOR Experience | 75.1% | Satisfied |
| Employment Opportunities | 69.1% | Satisfied |

# Reasons Consumers are Unemployed

* **Image Description:** The count and percent of total reasons reported (1,051) are illustrated using bar charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Reasons** | **Count** | **Percent of Total** |
| Student | 260 | 24.7% |
| Still looking | 195 | 18.6% |
| Needs additional help | 133 | 12.7% |
| Lack of DOR assistance | 97 | 9.2% |
| Not ready to start working | 84 | 8.0% |
| Lack of transportation | 75 | 7.1% |
| Disability prevents from working | 68 | 6.5% |
| No jobs are available | 43 | 4.1% |
| No IPE-related jobs available | 42 | 4.0% |
| Family issues | 27 | 2.6% |
| Want to keep SSI/SSDI benefits | 27 | 2.6% |
| ***Total Reasons Reported*** | ***1,051*** | ***100.0%*** |

# CSS Feedback Received and Topics Mentioned

* **Image Description:** The count and percent of total feedback type reported are illustrated using bar charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Feedback Type** | **Count** | **Percent of Total** |
| Constructive | 147 | 35.8% |
| Negative | 130 | 31.6% |
| Positive | 106 | 25.8% |

* **Image Description:** The count and percent of total topics mentioned are illustrated using bar charts. Figure data are listed in table format below.

|  |  |  |
| --- | --- | --- |
| **Topics Mentioned** | **Count** | **Percent of Total** |
| Communication | 108 | 26.3% |
| Transportation | 13 | 3.2% |
| COVID-19 | 11 | 2.7% |

# 2021-22 CSS Preliminary Results - Summary

* Surveyed 7.2% of DOR’s total population.
* Received 933 responses.
* Individuals most reported learning, psychiatric, and physical disabilities.
* Ages 20-39 and 50-59 were most common among respondents.
* Consumers gave satisfied ratings for services provided by DOR and service providers.
* Being a student, still looking, or needs additional help to find a job were top reasons for being unemployed.
* Consumers gave positive, negative, and constructive feedback.

# Next Steps

* Additional Analysis
* Draft Executive Summary and Update Dashboard
* Share CSS Final Results
* Gather Feedback
* Publish Executive Summary and Dashboard

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