**State Fiscal Year 2021-22**

**Consumer Satisfaction Survey**

**Summary**



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Consumer Satisfaction Survey Summary

Introduction

1. The Department of Rehabilitation’s Mission

The mission of the Department of Rehabilitation (DOR) is to work in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

1. Consumer Satisfaction Survey

The DOR Vocational Rehabilitation program provides direct services to eligible individuals with significant disabilities to prepare for, find, and retain a job. In furtherance of its mission, DOR recognizes the value of consumer input to evaluate services, processes, and improve results. In accordance with 34 Code of Federal Regulation §361.17 (h)(4), DOR, in collaboration with the State Rehabilitation Council (SRC), conducts an annual Consumer Satisfaction Survey (CSS) as an effort 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.

The CSS gathers anonymous feedback from individuals who received services from DOR in the previous year. The survey results inform the Department and the SRC and are utilized to increase effectiveness and efficiency in the service delivery process, both internally and externally. This report is shared with DOR staff, consumers, and the public. It is published on DOR’s intranet domain. Additionally, the data is available as an interactive dashboard through the Planning Unit on DOR’s intranet domain.

The SRC is a federally mandated policy advisory body composed of individuals appointed by the Governor. The DOR and SRC work jointly to determine the goals and priorities for the State’s effort on behalf of its vocational rehabilitation consumers.

1. SFY 2021-22 Consumer Satisfcation Survey
2. Revision to Survey Methodology and Analysis

A sample size revision was incorporated into the SFY 2021-22 CSS. Previously, the estimated response rate was determined by the previous year’s CSS response rate, however SFY 2020/21 had a 16.6% response rate which was 2.1% lower than the previous version of the survey. This decline in response rate prompted the Planning Unit to recommend a lower estimated response rate (14%) as a precaution to increase the number of survey invitations to be sent and, therefore, increase the number of responses received.

In 2021-22, Vocational Rehabilitation (VR) and Potentially Eligible (PE) participants were categorized so that VR and PE survey data could be analyzed and reported separately.

1. Overview of CSS Results

For SFY 2021-22, the CSS survey population included individuals who received VR services or were potentially eligible for services from DOR between January 1, 2021, through December 31, 2021. The CSS had a 13.7% response rate, which was based on the 944 responses received from the 6,902 survey invitations sent. These responses are equivalent to 0.9% of the survey population. More specifically, the VR response rate was 16.5% (825 responses) and PE was 5.1% (119 responses).

Survey respondents receiving VR services most frequently reported learning (24.3%) and psychiatric (21.0%) disabilities, while PE participants reported learning (41.0%) and intellectual and developmental disabilities (21.7%). The ages reported by VR survey participants ranged from 17 to 88 years old with an average age of 39 years old. The ages of PE participants ranged from 16 to 55 with an average age of 19. Please note that four responses outside of the PE age range of 16-22 were received and included as it is not known whether the age entered was an error or a parent completed the survey on behalf of the student. The most frequently reported employment barriers identified by unemployed VR survey participants were being a student (23.6%), still looking (18.9%), or needing additional help (13.2%).

Survey participants were asked to rate their satisfaction with their DOR experience, DOR counselors, service providers, employment services, job satisfaction for employed individuals, and employment opportunities for unemployed individuals. The combined weighted score for all satisfaction questions was 78.6%, which indicates that survey participants were overall satisfied with the services they received from DOR and its providers (Table 1). This level of satisfaction is echoed in the positive comments received from 110 survey participants which praise DOR and its service providers.

1. Overall Satisfaction Scores for CSS Question Categories

|  |  |
| --- | --- |
| **Categories** | **Satisfaction Score** |
| DOR Experience | 78.1% |
| DOR Counselors | 78.2% |
| Service Providers | 78.6% |
| Employment Services | 78.7% |
| Employment | 87.3% |
| Employment Opportunities | 73.7% |
| **Overall** | **78.6%** |

Methodology

1. Survey Design
2. Population Size

The survey population size is calculated as the total number of individuals served by DOR for the previous SFY. There were 101,879 individuals who received services from DOR in SFY 2020-21 and their satisfaction was measured in the SFY 2021-22 CSS.

The survey sample size refers to the total number of individuals invited from the population size to participate in the CSS. The sample size for the SFY 2021-22 CSS was set to 7,365 individuals which was calculated using the population size, estimated response rate (14%), and desired confidence level (99% with a ±4% margin of error).

Individuals were sent survey invitations based on their DOR district. For each DOR district, the total number of surveys varied and was proportionate to the total number of consumers served in SFY 2021-22 by that district (Figure 8 and Table 11).The ACE Team (511) District represented less than 1% of all DOR cases, and as a result, only 3 surveys were sent to individuals from that district.

1. Survey Delivery

The CSS was sent to DOR consumers using either electronic or surface mail based on their case file contact information. Surveys were completed either using SurveyMonkey (electronic delivery) or using the provided paid postage return envelope (surface delivery). Individuals were sent at least one reminder to complete the CSS.

For the SFY 2021-22 CSS, a total of 6,902 surveys were sent to DOR consumers (excluding surveys returned due to invalid surface or electronic addresses) (Table 2). Of the total surveys sent in SFY 2021-22, 94.9% were sent using electronic mail and 5.1% were sent using surface mail, which is consistent (<1% variation) with the delivery methods of previous iterations of the CSS. Surveys sent electronically were completed at a higher response rate (13.7%) compared to those sent via surface mail (13.1%).

1. Comparison of CSS Delivery Methods

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CSS Delivery Method** | **Sent1**  (Count) | **Sent1**  (Percent of Total) | **Responses**  (Count) | **Responses**  (Percent of Total) | **Response Rate2** |
| Electronic Mail | 6,550 | 94.9% | 898 | 95.1% | 13.7% |
| Surface Mail | 352 | 5.1% | 46 | 4.9% | 13.1% |
| **Total** | **6,902** | **100%** | **944** | **100%** | **13.7%** |

1. Excludes surveys returned due to invalid email or street addresses.
2. Response rate is calculated as the percent of responses compared to surveys sent.
3. Survey Languages

The CSS was translated from English into five languages (Armenian, Chinese, Spanish, Tagalog, and Vietnamese) consistent with their prevalence in DOR’s total consumer population. There were no changes to language prevalence compared to the previous years, including DOR’s biennial languages (Armenian, Spanish, and Tagalog). Participants were also notified that they could contact DOR to request the survey in Braille. English and Spanish surveys were available electronically and via surface mail, whereas all other languages were only sent using surface mail.

1. Survey Participant Demographics

Demographic information for the CSS is self-reported by survey participants and includes their disability type(s) and age. Additionally, DOR consumer demographic information was not used as a factor for sending survey invitations, only DOR district size. As result, the survey demographic information may not align with DOR’s total population.

1. Satisfaction Ratings

The SFY 2021-22 CSS was comprised of 19 individual questions designed to assess consumer satisfaction with services from DOR and its providers. These questions cover six categories: overall DOR experience, DOR counselors, service providers, employment services, job satisfaction (employed individuals) or employment opportunities (unemployed individuals). Participants were asked to rate their satisfaction for each question using a seven-point Likert scale from one (not at all satisfied) to seven (extremely satisfied) (Table 3). Median and weighted satisfaction scores were used to determine the overall satisfaction level of survey participants. The weighted satisfaction score is calculated as the score (sum of all ratings) represented as a percent of the potential score (number of responses multiplied by the highest rating (seven points) (Table 3).

1. Satisfaction Levels for Ratings and Scores

|  |  |  |
| --- | --- | --- |
| **Rating** | **Scores** | **Satisfaction Level** |
| 1 | (0.0% - 14.3%) | Not at all Satisfied |
| 2 | (14.4% - 28.6%) | Dissatisfied |
| 3 | (28.7% - 42.9%) | Somewhat Dissatisfied |
| 4 | (43.0% - 57.1%) | Neutral |
| 5 | (57.2% - 71.4%) | Somewhat Satisfied |
| 6 | (71.5% - 85.7%) | Satisfied |
| 7 | (85.8% - 100.0%) | Extremely Satisfied |

1. Employment Barriers

Unemployed survey participants were asked to identify reasons or causes for their unemployment from a given list of potential barriers. Unemployment reasons included: *Still Looking, Currently a Student*, *Prevented by their Disability, Wants to retain SSI/SSDI Benefits*, *Lack of Jobs Aligned with their Employment Goals, Lack of Assistance from DOR, Family Issues*, *Transportation Issues, Needs Additional Help*, *Lack of Desirable Jobs*, or *Not Ready to Start Working*.

1. Additional Feedback

Survey participants were able to give additional feedback and suggestions for improvements. Feedback received was sent to the DOR Customer Service Unit and shared with the participant’s corresponding DOR District, as necessary. These comments were analyzed for common topics and themes by reviewing their content, context, and key words. In total there were 14 common topics identified which were classified into four general themes: General DOR Feedback, Interacting with DOR Counselors or Service Providers, Employment Services, and Additional Assistance. A single comment could contain multiple themes. This information was used to support satisfaction ratings and provide a narrative of the survey results.

Consumer Satisfaction Survey Results

1. Survey Engagement

The CSS serves as a mechanism for measuring the satisfaction and opinions of DOR’s consumer population. The accuracy of the survey results depends on the number of responses received compared to the size of the population. By comparing response rates, the number of responses received to the number of surveys sent, survey engagement can be determined (Figure 1, Table 4). The CSS response rates have steadily declined from 23.4% in SFY 2017-18 to 18.7% in SFY 2018-19. In SFY 2020-21 the response rate was 16.6% and in 2021-22 it fell to a low of 13.7%.

To explain the underlying cause(s) of the observed decline in CSS response rates, several factors associated with survey administration were compared. Over time, the total number of individuals served by DOR increased from SFY 2017-18 to SFY 2020-21 and then declined in SFY 2021-22. However, in SFY 2020-21, the number of individuals sent the CSS was reduced by 72% compared to previous years. The purpose of sending the CSS to fewer individuals was to decrease the sampling of the population while still maintaining accurate results, which would not impact consumer response rates. In 2021-22 a lower response rate (14%) was estimated as a precaution to increase the number of survey invitations to be sent and, therefore, increase the number of responses received. Although the number of survey responses increased from 849 in SFY 2020-21 to 944 in SFY 2021-22, the response rate decreased from 16.6% to 13.7%. Additionally, the delivery methods (94.9% sent electronically) were consistent with those of previous years (less than one percent variation). In 2021-22, there was a 3.9% decrease in the number of undeliverable surveys, due to invalid consumer contact information, when compared to SFY 2020-21. While there were modifications made to the administration of the CSS in SFY 2020-21 and the sample size in 2021-22, these changes do not explain the decreased response rate observed in previous year(s).

1. CSS Response Rates Over Time
2. The line graph represents the CSS response rates (y-axis) over time (x-axis). The CSS was not conducted in SFY 2019-20. Figure data is listed in table format below (Table 4).
3. Comparison of CSS Population Size, Surveys Sent, and Responses Received Over Time

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Survey Design** | **2017-18** | **2018-19** | **2019-201** | **2020-21** | **2021-22** |
| Population Size2 | 100,442 | 101,750 | 108,916 | 109,845 | 101,879 |
| Survey Sample Size | 20,400 | 20,400 | N/A | 5,731 | 7,365 |
| Population Survey Rate3 | 20.3% | 20.0% | N/A | 5.2% | 7.2% |
| Total Sent4 | 18,561 | 18,666 | N/A | 5,123 | 6,902 |
| Deliverable Rate5 | 91.0% | 91.5% | N/A | 89.8% | 93.7% |
| Responses Received | 4,351 | 3,483 | N/A | 849 | 944 |
| Responses Rate6 | 23.4% | 18.7% | N/A | 16.6% | 13.7% |

1. CSS was not conducted in SFY 2019-20.
2. Population size refers to the total population served by DOR in the previous state fiscal year.
3. Population survey rate is the percent of individuals selected for the survey, referred to as the survey sample size, compared to total population size.
4. Total number of surveys sent excludes any undeliverable surveys due to invalid consumer contact information.
5. Deliverable rate is the percent of total surveys sent, excluding undeliverable surveys, compared to survey sample size.
6. Response rate is the percent of survey responses received compared to the total number of surveys sent, excluding undeliverable surveys.
7. Vocational rehabilitation (VR) Consumer Satisfaction
8. DOR Experience

Vocational rehabilitation survey participants were asked to rate their satisfaction with their overall experience at DOR. This question received 807 responses, which represents 97.8% of the survey participants. The number of responses received per rating are displayed in Figure 2 and listed in Table 5 below.

Of the ratings received, 76.3% of VR participants were satisfied (ratings 5-7), 17.5% were dissatisfied (ratings 1-3), and 6.2% were neutral (rating 4) with their overall DOR experience. The combined weighted satisfaction score for DOR experience was 78.7% which is considered satisfied. This category rating is consistent with the combined overall satisfaction score of the CSS, which was also satisfied.

1. VR Consumer Satisfaction Ratings for Overall DOR Experience
2. Frequency of satisfaction ratings for overall experience at DOR are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed in table format below (Table 5).
3. VR Consumer Satisfaction Ratings for Overall DOR Experience

| **Overall DOR Experience**  **Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Overall DOR Experience | 69 | 34 | 38 | 50 | 57 | 202 | 357 | 807 | 78.7% |

1. DOR Counselors

The DOR counselors serve as the initial point of contact for DOR’s consumers, providing them with support and guidance to help them achieve their employment goals. The CSS included five questions to assess VR consumer satisfaction with their DOR counselors. These questions included: understanding consumer needs, providing guidance on skills and abilities, providing guidance on employment goals, treating consumers with respect, and communicating in a timely manner. Ratings and satisfaction scores for each question are listed below in Figure 3 and Table 6.

The DOR counselors received an overall satisfaction score of 79.1%, which is considered satisfied. Participants were extremely satisfied with the respect they have received from their counselors (86.0% score). This was the second highest rated question of the entire survey. In addition, they were satisfied with the ability of their counselors to understand their needs (80.3% score), respond in a timely manner (79.0% score), provide guidance on their disability and skills (75.7% score), and provide employment guidance (73.8% score).

1. VR Consumer Satisfaction Ratings for DOR Counselors
2. Satisfaction ratings of CSS questions related to DOR counselors are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 6).
3. VR Consumer Satisfaction Ratings for DOR Counselors

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DOR Counselor Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Understands Needs | 60 | 22 | 30 | 56 | 49 | 193 | 352 | 762 | 80.3% |
| Disability Guidance | 74 | 35 | 30 | 73 | 63 | 179 | 287 | 741 | 75.7% |
| Employment Guidance | 71 | 46 | 28 | 83 | 53 | 164 | 258 | 703 | 73.8% |
| Respectful | 40 | 18 | 14 | 44 | 38 | 160 | 457 | 771 | 86.0% |
| Timely Responses | 67 | 32 | 34 | 48 | 57 | 175 | 356 | 769 | 79.0% |
| **Total** | **312** | **153** | **136** | **304** | **260** | **871** | **1,710** | **3,746** | **79.1%** |

1. Service Providers

Service providers support DOR VR consumers and include job coaches, community rehabilitation programs, schools, etc. The CSS asked survey participants to rate their satisfaction with service providers via four questions: overall satisfaction, understanding their needs, treating consumers with respect, and communicating in a timely manner. Ratings received and satisfaction scores for service providers are listed below in Figure 4 and Table 7.

Service providers were given an overall satisfaction score of 81.4% which is considered satisfied. Survey participants were extremely satisfied with the level of respect from their service providers (86.1%), which was the highest rated question of the entire survey. In addition, they were satisfied with service providers’ timely responses (80.1%), understanding of their disability (80.0%), and overall experience (79.5%).

1. VR Consumer Satisfaction Ratings for Service Providers
2. Satisfaction ratings of CSS questions related to service providers are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 7).
3. VR Consumer Satisfaction Ratings for Service Providers

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Provider Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Overall Satisfaction | 58 | 23 | 31 | 63 | 40 | 195 | 324 | 734 | 79.5% |
| Understands Disability | 49 | 26 | 21 | 61 | 54 | 207 | 301 | 719 | 80.0% |
| Respectful | 35 | 11 | 11 | 54 | 23 | 189 | 400 | 723 | 86.1% |
| Timely Responses | 53 | 27 | 22 | 57 | 49 | 202 | 315 | 725 | 80.1% |
| **Total** | **195** | **87** | **85** | **235** | **166** | **793** | **1,340** | **2,901** | **81.4%** |

1. Employment Services

Survey participants who received VR services were asked to rate their satisfaction with their employment services and goals which are related to their Individualized Plan for Employment (IPE). The CSS had four questions regarding employment services: setting employment goals, making the right connections to other agencies and service providers, employment goal disagreements, and DOR’s appeal process. Ratings for each question are listed below (Figure 5, Table 8).

Employment services received an overall satisfaction score of 77.2%, which means survey participants were satisfied with this category. Survey participants were satisfied with employment goal disagreements (79.3%), employment goal setting (78.7%), the connections made by their DOR team (76.0%), and the DOR appeal process (74.7%). These positive results are consistent with the high ratings participants also gave their DOR counselors and service providers.

1. VR Consumer Satisfaction Ratings for Employment Services
2. Satisfaction ratings of CSS questions related to employment services are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 8).
3. VR Consumer Satisfaction Ratings for Employment Services

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employment Services**  **Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Setting Goals | 50 | 18 | 27 | 88 | 45 | 173 | 286 | 687 | 78.7% |
| Agency/Prov. Connections | 78 | 25 | 20 | 71 | 36 | 177 | 269 | 676 | 76.0% |
| Goal Disagreements | 45 | 14 | 28 | 80 | 55 | 163 | 282 | 667 | 79.3% |
| DOR Appeal Process | 60 | 18 | 19 | 113 | 40 | 169 | 211 | 630 | 74.7% |
| **Total** | **233** | **75** | **94** | **352** | **176** | **682** | **1,048** | **2,660** | **77.2%** |

1. Current Employment

Employed VR survey participants were asked to rate their satisfaction with various aspects of their current job (Figure 6 and Table 9). Specifically, they rated their satisfaction with the type of work they do, their wages and benefits, how well their job aligns with their DOR employment goals, and if their life is more independent after becoming employed with the help of DOR services. Please note that some survey participants responded to employment satisfaction questions for currently employed and currently unemployed consumers.

Overall, participants were satisfied with their current employment (82.8% score). This category received the highest satisfaction score in the CSS. Survey participants were satisfied with their increased independence (85.2% score), type of work (85.0% score), IPE alignment (82.4% score), and wages/benefits (78.5% score). Moreover, 51.6% of respondents said they were extremely satisfied (rating seven) with their increased independence after receiving DOR services.

1. VR Consumer Satisfaction Ratings for Current Employment from Employed Participants
2. Satisfaction ratings for CSS questions related to current employment are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 9).
3. VR Consumer Satisfaction Ratings for Current Employment from Employed Participants

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Current Employment Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Type of Work | 10 | 3 | 7 | 17 | 29 | 68 | 133 | 267 | 85.0% |
| Wages and Benefits | 8 | 7 | 20 | 31 | 37 | 67 | 94 | 264 | 78.5% |
| Alignment with IPE | 10 | 2 | 7 | 17 | 28 | 67 | 133 | 264 | 82.4% |
| Increased Independence | 6 | 5 | 4 | 30 | 21 | 59 | 133 | 258 | 85.2% |
| **Total** | **34** | **17** | **38** | **95** | **115** | **261** | **493** | **1,053** | **82.8%** |

1. Improved Employment Opportunities

Unemployed VR survey participants were asked to rate their satisfaction with their employment opportunities after receiving DOR services (Figure 7, Table 10). Overall, there were 392 responses, which is equivalent to 47.5% of all VR survey participants (849). While 25.8% of individuals gave dissatisfied ratings (1-3), 32.9% of all respondents were extremely satisfied (rating seven). Collectively, survey participants rated their improved employment chances as satisfied (68.6% satisfaction score).

Compared to all other categories assessed in the CSS, improved employment chances had the lowest satisfaction score. Interestingly, identifying employment opportunities was discussed in 9.3% of the VR comments received.

1. VR Consumer Satisfaction Ratings for Employment Opportunities from Unemployed Participants
2. Satisfaction ratings for employment opportunities for unemployed participants are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 10).
3. Satisfaction Ratings for Employment Opportunities from Unemployed Survey Participants

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employment Opportunities**  **Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total Ratings** | **Score** |
| Improved Employment Opportunities | 57 | 24 | 20 | 64 | 30 | 68 | 129 | 392 | 68.6% |

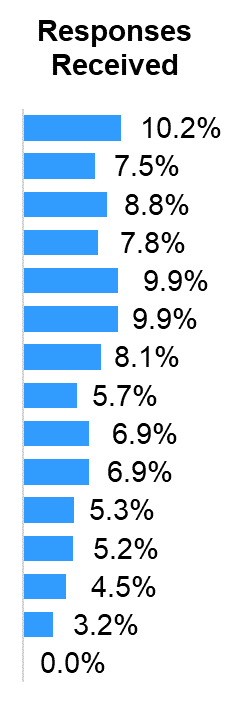
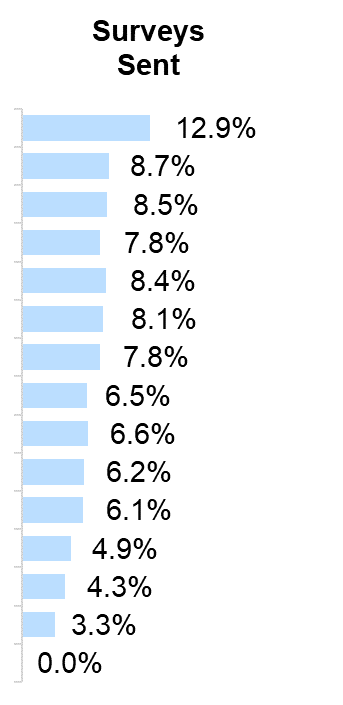
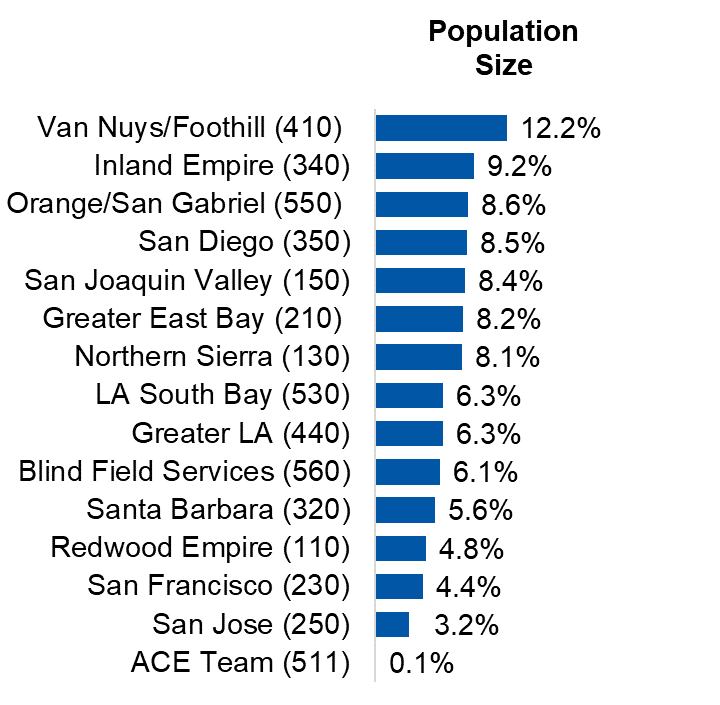
1. Survey Results and Satisfaction by Consumer DOR District

Invitations for the CSS were sent to DOR consumers based on their DOR district. For each DOR district, the percent of total invitations sent was equivalent (±1%) to the percent of DOR’s total population it served (Figure 8 and Table 11).

There were 825 VR responses received for the SFY 2021-22 CSS, which is equivalent to 1.1% of the total population served by DOR in SFY 2020-21.

Responses from DOR districts Van Nuys/Foothill (410) and Inland Empire (340) were lower than expected (by at least one percent), while responses from Greater East Bay (210) and San Joaquin Valley (150) were higher than expected (by at least one percent) compared to the proportion of individuals served by DOR. For the remaining ten DOR districts, the percent of survey responses received were consistent with the percent of DOR’s total population served (±1.0%).

1. Comparison of CSS Population Size, Surveys Sent, and Responses Received for DOR District by VR



1. The percent of DOR population size (dark blue), surveys sent (light blue), and CSS responses received (medium blue) for VR consumers in each DOR district are illustrated using bar charts. Figure data are listed in table format below (Table 11).
2. Comparison of CSS Population Size, Surveys Sent, and Responses Received for DOR District by VR

|  |  |  |  |
| --- | --- | --- | --- |
| **DOR District** | **VR Population** (Percent of Total) | **VR Sent**  (Percent of Total) | **VR Responses** (Percent of Total) |
| Van Nuys/Foothill (410) | 12.2% | 12.9% | 10.2% |
| Inland Empire (340) | 9.2% | 8.7% | 7.5% |
| Orange/San Gabriel (550) | 8.6% | 8.5% | 8.8% |
| San Diego (350) | 8.5% | 7.8% | 7.8% |
| San Joaquin Valley (150) | 8.4% | 8.4% | 9.9% |
| Greater East Bay (210) | 8.2% | 8.1% | 9.9% |
| Northern Sierra (130) | 8.1% | 7.8% | 8.1% |
| LA South Bay (530) | 6.3% | 6.5% | 5.7% |
| Greater LA (440) | 6.3% | 6.6% | 6.9% |
| Blind Field Services (560) | 6.1% | 6.2% | 6.9% |
| Santa Barbara (320) | 5.6% | 6.1% | 5.3% |
| Redwood Empire (110) | 4.8% | 4.9% | 5.2% |
| San Francisco (230) | 4.4% | 4.3% | 4.5% |
| San Jose (250) | 3.2% | 3.3% | 3.2% |
| ACE Team (511) | 0.1% | 0.0% | 0.0% |
| **Total** (Count) | **75,272** | **5,010** | **825** |

To determine if satisfaction was influenced by the VR consumer’s DOR district, satisfaction scores were compared for each DOR district (Table 12). Based on their overall satisfaction scores, all participants were considered satisfied regardless of their DOR district. The highest overall satisfaction score was 86.0%, which was given by participants from the Redwood Empire District. The lowest overall satisfaction score was 74.4%, which was given by participants from the Los Angeles South Bay District.

Overall, DOR experience was rated as satisfied by participants from all DOR districts except for the Redwood Empire District where participants rated this category as extremely satisfied. Participants rated the services provided by DOR counselors as extremely satisfied by the Redwood Empire District, whereas participants rated the services from the remaining districts as satisfied. Service providers were rated as extremely satisfied by the Redwood Empire and Santa Barbara districts with the remaining districts receiving only a satisfied rating. All participants rated their employment services as satisfied. Current employment was rated as satisfied by employed participants from all DOR districts except for the Redwood Empire, Blind Field Services, and Inland Empire districts who rated their current employment as extremely satisfied. Unemployed participants were satisfied with the improvements to their employment opportunities if they received services from the Santa Barbara and Inland Empire districts whereas participants from the remaining districts reported being only somewhat satisfied with their employment opportunities.

Aside from the Redwood Empire District which received an overall extremely satisfied rating as well as extremely satisfied ratings in four of the six categories, these data suggest that while satisfaction levels may vary slightly for different categories, a participant’s DOR district does not influence their overall satisfaction level.

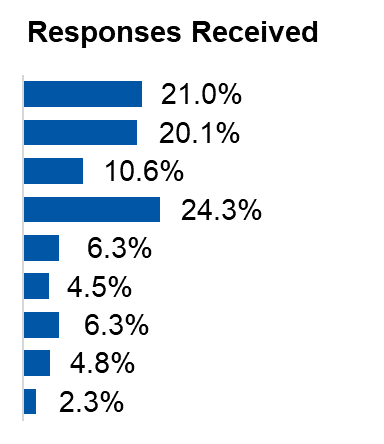
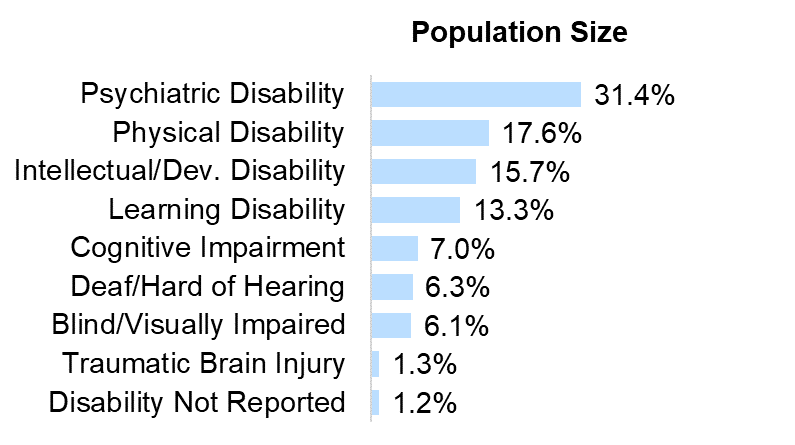
1. Satisfaction Scores by Participant DOR Districts

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **DOR District** | **DOR Exp.**  (Score) | **DOR Couns.**  (Score) | **Service Providers**  (Score) | **Employ. Services**  (Score) | **Current Employ.**  (Score) | **Employ. Opport.**  (Score) | **Overall**  (Score) |
| Redwood Empire (110) | 86.8% | 86.2% | 87.5% | 82.6% | 93.5% | 71.4% | **86.0%** |
| San Jose (250) | 81.1% | 78.4% | 81.5% | 79.9% | 77.5% | 65.1% | **79.3%** |
| Orange/ San Gabriel (550) | 81.4% | 82.8% | 85.1% | 77.0% | 81.7% | 66.7% | **81.4%** |
| San Joaquin Valley (150) | 77.1% | 77.1% | 78.1% | 74.8% | 85.0% | 61.2% | **76.9%** |
| Santa Barbara (320) | 82.7% | 85.4% | 87.4% | 84.3% | 84.8% | 84.2% | **85.4%** |
| Blind Field Services (560) | 82.4% | 80.1% | 81.4% | 75.3% | 90.4% | 71.4% | **80.0%** |
| San Francisco (230) | 75.4% | 76.3% | 79.5% | 72.6% | 77.7% | 67.3% | **76.0%** |
| Van Nuys/ Foothill (410) | 75.2% | 74.6% | 76.8% | 73.6% | 80.0% | 67.2% | **75.3%** |
| San Diego (350) | 75.7% | 75.3% | 79.1% | 75.6% | 78.0% | 67.9% | **76.3%** |
| Los Angeles South Bay (530) | 76.4% | 74.1% | 77.7% | 71.8% | 74.4% | 68.6% | **74.4%** |
| Inland Empire (340) | 78.5% | 80.8% | 83.9% | 81.1% | 87.1% | 73.4% | **81.7%** |
| Greater Los Angeles (440) | 76.9% | 78.8% | 82.4% | 78.5% | 82.1% | 65.2% | **79.4%** |
| Northern Sierra (130) | 80.2% | 78.8% | 82.8% | 76.2% | 83.6% | 67.4% | **79.4%** |
| Greater East Bay (210) | 77.6% | 81.3% | 80.7% | 81.1% | 83.1% | 68.1% | **80.5%** |

1. Survey Results and Satisfaction by Consumer Disability Type

Survey participants reported their disability type(s) by either selecting option(s) from a given list or other (please specify) which was then reviewed and categorized. For the SFY 2021-22 CSS, VR survey participants reported a total of 1,200 disability types (Figure 9, Table 13). The total number of disability types exceeds the total number of survey participants because individuals were able to report more than one disability type when applicable. The most frequently reported disability types by VR participants were learning (24.3%), psychiatric (21.0%), and physical (20.1%) disabilities. The distribution of disability types reported by survey participants does not exactly align with that of DOR’s total population, which is due to how individuals were selected for the CSS and how CSS demographic information was collected.

1. Comparison of VR Population Size and CSS Responses Received by Disability Type



1. Comparison of the percent of the total

DOR population size (light blue) and CSS responses (dark blue) by Disability Type are illustrated using bar charts. The DOR population size of VR consumers for SFY 2020-21 was 75,272 and the total disabilities reported for the SFY 2021-22 CSS was 1,200. Figure data are listed in table format below (Table 13).

1. Comparison of VR Population Size and CSS Responses Received by Disability Type

|  |  |  |
| --- | --- | --- |
| **Disability Types** | **Population**  (Percent of Total) | **Responses**  (Percent of Total) |
| Psychiatric Disability | 31.4% | 21.0% |
| Physical Disability | 17.6% | 20.1% |
| Intellectual/Developmental Disability | 15.7% | 10.6% |
| Learning Disability | 13.3% | 24.3% |
| Cognitive Impairment | 7.0% | 6.3% |
| Deaf/Hard of Hearing | 6.3% | 4.5% |
| Blind/Visually Impaired | 6.1% | 6.3% |
| Traumatic Brain Injury | 1.3% | 4.8% |
| Not Reported | 1.2% | 2.3% |
| **Total** (Count) | **75,272** | **1,200** |

Based on the overall satisfaction score, all VR participants were considered satisfied regardless of the disability type reported. The highest overall satisfaction score was 83.0%, which was from participants who identified as deaf or hard of hearing. The lowest overall satisfaction score was 74.6%, which was reported by participants who identified as having a traumatic brain injury. Survey participants most frequently reported a psychiatric disability, and their overall satisfaction score was 79.6% (Table 14).

Survey participants, regardless of their disability types, were satisfied with all categories assessed in the CSS, except for the following ratings. Individuals who reported having a traumatic brain injury were only somewhat satisfied with the employment services they received. Individuals who identified as blind or visually impaired or deaf or hard of hearing were extremely satisfied with their current employment. Although individuals who identified as deaf or hard of hearing were satisfied with their employment opportunities, individuals with all other disability types were only somewhat satisfied with their employment opportunities. Collectively, these findings suggest that disability type has minimal influence on overall consumer satisfaction.

1. Satisfaction Scores by VR Participant-reported Disability Types

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Disability**  **Type** | **DOR Exp.**  (Score) | **DOR Counselor**  (Score) | **Service Providers**  (Score) | **Employ. Services**  (Score) | **Current Employ.**  (Score) | **Employ. Opport.**  (Score) | **Overall**  (Score) |
| Deaf/ Hard of Hearing | 82.4% | 81.3% | 84.8% | 82.4% | 89.2% | 74.9% | **83.0%** |
| Learning Disability | 78.0% | 79.2% | 81.1% | 77.4% | 80.9% | 67.6% | **79.0%** |
| Blind/ Visually Impaired | 82.9% | 80.5% | 82.5% | 78.0% | 90.0% | 71.4% | **81.1%** |
| Psychiatric Disability | 80.0% | 79.9% | 81.9% | 76.8% | 82.7% | 69.8% | **79.6%** |
| Cognitive Impairment | 75.5% | 77.4% | 79.9% | 75.2% | 78.1% | 67.0% | **77.0%** |
| Disability Not Reported | 81.7% | 84.1% | 84.1% | 79.5% | 84.6% | 62.9% | **82.3%** |
| Physical Disability | 75.1% | 75.8% | 78.9% | 74.0% | 80.2% | 66.5% | **76.1%** |
| Intellectual/ Dev. Disability | 72.5% | 74.3% | 78.7% | 74.8% | 84.0% | 65.5% | **75.9%** |
| Traumatic Brain Injury | 75.1% | 74.2% | 79.0% | 69.9% | 81.3% | 68.5% | **74.6%** |

1. Survey Results and Satisfaction by Consumer Age Range

The CSS asked VR participants to report their age. The percent of DOR VR consumers served is compared to the percent of CSS responses received based on VR consumer ages below (Figure 10, Table 15).

Survey responses included ages from 98.8% of VR participants and their ages ranged from 17-88 years old. The average age of all survey participants was 39 years old. Interestingly, 24.0% of VR participants are considered youths (ages 14-24 years old).

Survey invitations were sent to consumers based on their DOR district and did not account for age. This explains why the age distribution of survey responses do not align with that of DOR’s total population.

1. Comparison of VR Consumer Population Size and Responses Age
2. The percent of total DOR population (75,272 VR consumers, light blue) and the percent of total CSS responses received (825 responses, dark blue) by age range are illustrated using bar charts. Figure data are listed in table format below (Table 15).
3. Comparison of VR Consumer Population Size and Responses by Age

|  |  |  |
| --- | --- | --- |
| **Age Range**  (Years Old) | **Population**  (Percent of Total) | **Responses**  (Percent of Total) |
| Below 20 | 9.9% | 4.6% |
| 20-29 | 34.9% | 29.3% |
| 30-39 | 18.8% | 20.2% |
| 40-49 | 14.3% | 15.3% |
| 50-59 | 13.9% | 17.3% |
| 60-69 | 7.1% | 11.0% |
| 70 and Above | 1.1% | 1.0% |
| Age Not Reported | 0.0% | 1.2% |
| **Total** (Count) | **75,272** | **825** |

Satisfaction scores of participants were compared by age ranges below (Table 16).

Overall satisfaction scores varied slightly between age groups while remaining within the satisfied range. VR survey participants above the age of 70 years old reported a satisfaction score of 94.4%, which was the highest score for all age ranges. The lowest satisfaction score was 75.8% which was reported by survey participants between the ages of 50-59 years old.

In general, all participants were satisfied with the individual categories assessed in the survey with a few exceptions. Participants above the age of 70 years old were extremely satisfied with all six categories. Additionally, unemployed participants between the ages of 20-29, 30-39, 40-49, and 50-59 were only somewhat satisfied with the improvement of their employment opportunities.

1. Satisfaction Scores by Participant Age Range

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Participant**  **Age Range** | **DOR Exper.**  (Score) | **DOR Counselor**  (Score) | **Service Providers**  (Score) | **Employ. Services**  (Score) | **Current Employ.**  (Score) | **Employ. Opport.**  (Score) | **Overall**  (Score) |
| Below 20 | 80.7% | 82.3% | 83.6% | 78.3% | 78.2% | 78.2% | **81.2%** |
| 20-29 | 78.6% | 79.1% | 82.7% | 78.2% | 82.0% | 67.6% | **79.7%** |
| 30-39 | 77.4% | 78.9% | 80.4% | 78.4% | 81.9% | 65.4% | **78.9%** |
| 40-49 | 78.5% | 78.9% | 80.7% | 76.6% | 82.8% | 71.4% | **79.0%** |
| 50-59 | 77.6% | 76.0% | 78.1% | 71.5% | 83.9% | 65.7% | **75.8%** |
| 60-69 | 83.9% | 83.4% | 85.3% | 81.5% | 87.6% | 73.2% | **83.4%** |
| 70 and Above | 92.9% | 97.1% | 97.3% | 91.2% | 90.5% | 88.6% | **94.4%** |

1. Survey Responses by Consumer Unemployment Reasons

Survey participants were asked to identify reasons or causes that contributed to their unemployment status. The frequency employment barriers were reported by survey participants are listed below (Figure 11, Table 17).

Of the 825 VR survey participants, 53.9% (445) identified a total of 911 employment barriers. On average, each respondent reported two reasons for being unemployed. *Currently a Student* (23.6%, 215), *Still Looking for Employment* (18.9%, 172), and *Needs Additional Help* (13.2%, 120) were the most commonly reported unemployment reasons.

1. Unemployment Reasons Reported
2. The percent of total unemployment reasons reported (1,312) by participants is illustrated using a bar chart (dark blue). Figure data are listed in table format below (Table 17).
3. Unemployment Reasons Reported

|  |  |  |
| --- | --- | --- |
| **Unemployment Reasons** | **Responses**  (Count) | **Responses**  (Percent of Total) |
| Currently a Student | 215 | 23.6% |
| Still looking for Employment | 172 | 18.9% |
| Needs additional help | 120 | 13.2% |
| Lack of DOR Assistance | 93 | 10.2% |
| Not Ready for Employment | 65 | 7.1% |
| Prevented by Disability | 62 | 6.8% |
| Prevented by Transportation issues | 61 | 6.7% |
| Lack of IPE-consistent Jobs Available | 38 | 4.2% |
| Lack of Desired Jobs Available | 36 | 4.0% |
| Prevented by Family Issues | 26 | 2.9% |
| Retaining SSI/SSDI Benefits | 23 | 2.5% |
| **Total** | **911** | **100.0%** |

1. Satisfaction by Consumer Unemployment Reasons

To determine if the presence of an employment barrier influenced a consumer’s overall satisfaction with DOR, the satisfaction scores were compared between participants who did or did not report unemployment reasons (Table 18).

The overall satisfaction score from participants who reported at least one unemployment reason was 10.6% lower than that of participants who did not report any unemployment reasons. In fact, all categories were rated lower by participants with employment barriers, with the largest discrepancy for satisfaction with employment, which was rated the lowest (-34.7%) compared to participants who did not report unemployment reasons.

1. Comparison of Satisfaction Scores from VR Survey Participants who did or did not Report Unemployment Reasons

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Reported Unemployment Reasons**  (Satisfaction Score) | **Did Not Report Unemployment Reasons**  (Satisfaction Score) | **Difference1** |
| DOR Experience | 73.8% | 84.2% | -10.4% |
| DOR Counselors | 76.0% | 84.7% | -8.7% |
| Service Providers | 74.9% | 86.4% | -11.5% |
| Employment Services | 73.8% | 83.0% | -9.2% |
| Current Employment | 48.6% | 83.3% | -34.7% |
| Employment Opportunities | 68.0% | 73.2% | -5.2% |
| **Overall** | **73.8%** | **84.4%** | **-10.6%** |

1. Difference is calculated as the satisfaction score of individuals who reported at least one unemployment reason minus the satisfaction score of individuals who did not report any unemployment reasons.
2. Additional Feedback

Survey participants were able to submit additional feedback and suggestions for improvements. There were 314 comments received from VR participants which discussed 14 common topics within four common themes (Table 19).

Consumers wrote comments about their overall experience at DOR which included thanking DOR, requesting additional information, being impacted by the coronavirus pandemic, and discussing general topics. Consistent with their overall DOR satisfaction, consumers praised DOR and counselors in their feedback, representing 22.6% and 11.1% of all comments received, respectively. Only 3.2% of comments received from VR survey participants discussed issues related to the coronavirus pandemic including health risks, virtual communications, and shutdowns.

Comments about DOR counselors mentioned a need for timely and consistent communication most frequently (21.3%), followed by their ability to understand consumer needs (17.8%), management of consumer’s record of service (9.6%), praise (11.1%), and respect (6.1%). Additional feedback regarding employment services consisted of accessing employment services and identifying employment opportunities; these topics represented 12.7% and 9.2% of all comments received, respectively. Consumers also reported needing additional support from DOR, which included financial support (6.1%), transportation needs (3.8%), and Student Services (2.5%).

1. Themes Identified in the Feedback from VR Participants

|  |  |
| --- | --- |
| **CSS Feedback Themes and Topics** | **Comments**  (Percent of Total) |
| ***Theme: Overall DOR Experience*** |  |
| Praise for DOR | 22.6% |
| Providing Information about DOR Applications | 1.0% |
| Impacts of the Coronavirus Pandemic | 3.2% |
| Other General Feedback | 13.7% |
| ***Theme: Interacting with DOR Counselors*** |  |
| Praise for DOR Counselors and Staff | 11.1% |
| Timely and Consistent Communication | 21.3% |
| Respectful Communication | 6.1% |
| Managing Records of Service | 9.6% |
| Understanding Consumer Needs | 17.8% |
| ***Theme: Utilizing Employment Services*** |  |
| Identifying Employment Opportunities | 9.2% |
| Utilizing Employment Services | 12.7% |
| ***Theme: Accessing Additional Support*** |  |
| Providing Services for Students | 2.5% |
| Assisting with Transportation Needs | 3.8% |
| Providing Additional Financial Support | 6.1% |
| **Total** (Count) | **314** |

1. potentially eligible (PE) Participant Satisfaction
2. DOR Experience

Potentially Eligible survey participants were asked to rate their satisfaction with their overall experience at DOR. This question received 105 responses, which represents 88.2% of the PE survey participants. The number of responses received per rating are displayed in Figure 12 and listed in Table 20 below.

Of the ratings received, 64.8% of PE participants were satisfied (ratings 5-7), 19.0% were dissatisfied (ratings 1-3), and 16.2% were neutral (rating 4) with their overall DOR experience. The combined weighted satisfaction score for DOR experience was 73.1% which is considered satisfied. This category rating is consistent with the combined overall satisfaction score of the CSS, which was also satisfied.

1. PE Participant Satisfaction Ratings for Overall DOR Experience
2. Frequency of satisfaction ratings for overall experience at DOR are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed in table format below (Table 20).
3. PE Participant Satisfaction Ratings for Overall DOR Experience

| **Overall DOR Experience**  **Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Overall DOR Experience | 8 | 6 | 6 | 17 | 7 | 31 | 30 | 105 | 73.1% |

1. DOR Counselors

The DOR counselors serve as the initial point of contact for DOR’s participants, providing them with support and guidance to help them achieve their employment goals. The CSS included five questions to assess PE participant satisfaction with their DOR counselors. These questions included: understanding consumer needs, providing guidance on skills and abilities, providing guidance on employment goals, treating consumers with respect, and communicating in a timely manner. Ratings and satisfaction scores for each question are listed below in Figure 13 and Table 21.

The DOR counselors received an overall satisfaction score of 77.0%, which is considered satisfied. More specifically, participants were satisfied with the respect they have received from their counselors, with a satisfaction score of 85.3%. They were also satisfied with the ability of their counselors to respond in a timely manner (78.6% score), understand their needs (76.6% score), and provide guidance on their disability and skills (73.3% score). Participants were only somewhat satisfied with the employment guidance (71.1% score) they received from their counselors.

1. PE Participant Satisfaction Ratings for DOR Counselors
2. Satisfaction ratings of CSS questions related to DOR counselors are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 21).
3. PE Participant Satisfaction Ratings for DOR Counselors

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DOR Counselor Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Understands Needs | 9 | 4 | 4 | 13 | 6 | 23 | 41 | 100 | 76.6% |
| Disability Guidance | 9 | 3 | 5 | 16 | 11 | 24 | 30 | 98 | 73.3% |
| Employment Guidance | 8 | 3 | 4 | 20 | 15 | 17 | 25 | 92 | 71.1% |
| Respectful | 4 | 2 | 2 | 7 | 6 | 24 | 51 | 96 | 85.3% |
| Timely Responses | 5 | 4 | 2 | 13 | 10 | 22 | 37 | 93 | 78.6% |
| **Total** | **35** | **16** | **17** | **69** | **48** | **110** | **184** | **479** | **77.0%** |

1. Service Providers

Service providers support DOR PE participants and include job coaches, community rehabilitation programs, schools, etc. The CSS asked PE survey participants to rate their satisfaction with service providers via four questions: overall satisfaction, understanding their needs, treating consumers with respect, and communicating in a timely manner. Ratings received and satisfaction scores for service providers are listed below in Figure 14 and Table 22.

Service providers were given an overall satisfaction score of 77.9% which is considered satisfied. Survey participants were also satisfied with the level of respect from their service providers (satisfaction score 83.8%). Additionally, participants were satisfied with their service providers’ timely responses (77.8% score), understanding of their disability (75.4%), and overall experience (74.6% score).

1. PE Participant Satisfaction Ratings for Service Providers
2. Satisfaction ratings of CSS questions related to service providers are illustrated as a stacked bar chart. Ratings were considered satisfied (5-7, blues), neutral (4, pale gray), and not satisfied (1-3, grays). Figure data are listed below in table format (Table 22).
3. PE Participant Satisfaction Ratings for Service Providers

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Provider Ratings** (Count) | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **Total** | **Score** |
| Overall Satisfaction | 8 | 4 | 3 | 11 | 9 | 29 | 26 | 90 | 74.6% |
| Understands Disability | 6 | 2 | 4 | 16 | 9 | 29 | 25 | 91 | 75.4% |
| Respectful | 3 | 1 | 3 | 10 | 5 | 28 | 41 | 91 | 83.8% |
| Timely Responses | 7 | 0 | 3 | 17 | 4 | 24 | 33 | 88 | 77.8% |
| **Total** | **24** | **7** | **13** | **54** | **27** | **110** | **125** | **360** | **77.9%** |

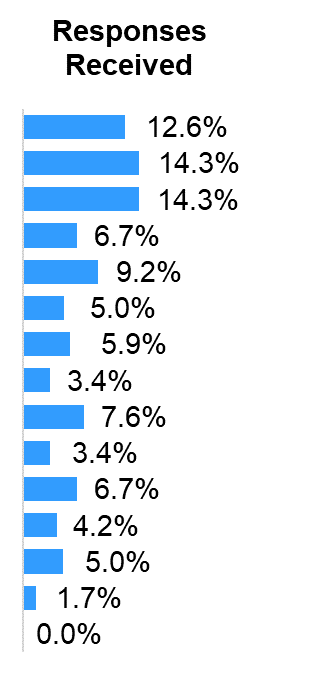
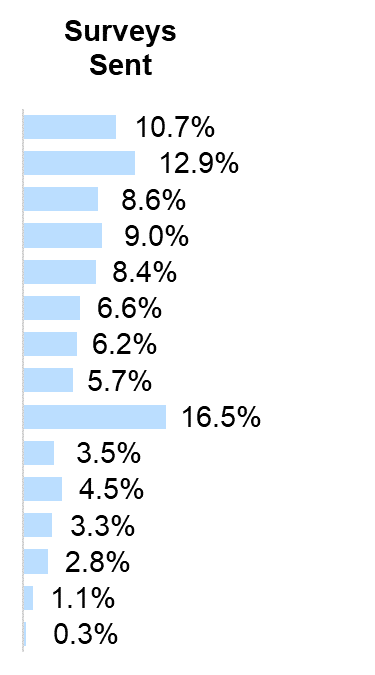
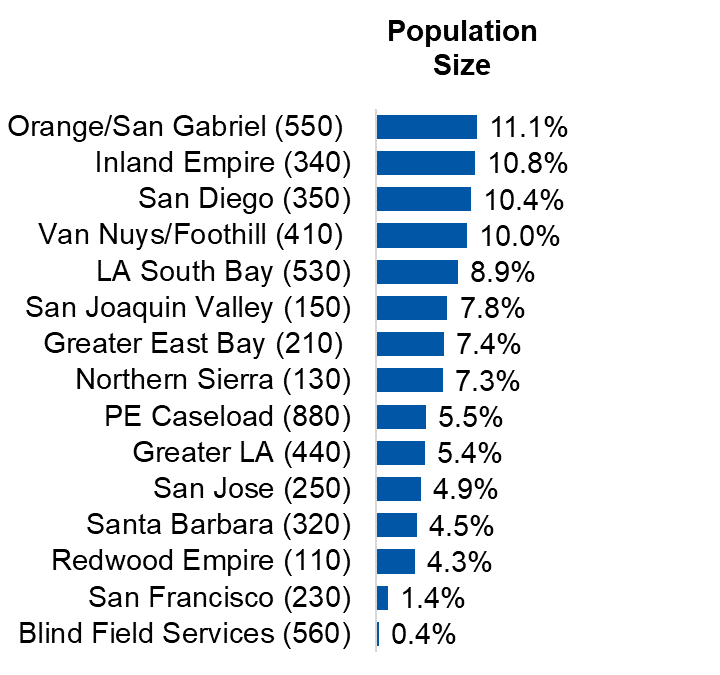
1. Survey Results by Consumer DOR District

Invitations for the CSS were sent to DOR consumers based on their DOR district. For each DOR district, the percent of total invitations sent was equivalent (±1%) to the percent of DOR’s total population it served (Figure 15 and Table 23).

There were 119 PE responses received for the SFY 2021-22 CSS, which is equivalent to 0.45% of the total PE population served by DOR in SFY 2020-21.

Responses from DOR districts Northern Sierra (130), Van Nuys/Foothill (210), San Joaquin Valley (150), Greater LA (440), and Greater East Bay (210) were lower than expected (by at least one percent). Responses from DOR districts San Diego (350), Inland Empire (340), PE Caseload (880), San Jose (250), and Orange/San Gabriel (550) were higher than expected (by at least one percent) compared to the proportion of DOR participants. For the remaining five districts, the percent of survey responses received were consistent with the percent of DOR’s total population served (±1.0%).

1. Comparison of CSS Population Size, Surveys Sent, and Responses Received for DOR District by PE



1. The percent of DOR population size (dark blue), surveys sent (light blue), and CSS responses received (medium blue) for PE participants in each DOR district are illustrated using bar charts. Figure data are listed in table format below (Table 23).
2. Comparison of CSS Population, Surveys Sent, and Responses Received for DOR District Sizes

|  |  |  |  |
| --- | --- | --- | --- |
| **DOR District** | **PE Population** (Percent of Total) | **PE Sent**  (Percent of Total) | **PE Responses** (Percent of Total) |
| Orange/San Gabriel (550) | 11.1% | 10.7% | 12.6% |
| Inland Empire (340) | 10.8% | 12.9% | 14.3% |
| San Diego (350) | 10.4% | 8.6% | 14.3% |
| Van Nuys/Foothill (410) | 10.0% | 9.0% | 6.7% |
| LA South Bay (530) | 8.9% | 8.4% | 9.2% |
| San Joaquin Valley (150) | 7.8% | 6.6% | 5.0% |
| Greater East Bay (210) | 7.4% | 6.2% | 5.9% |
| Northern Sierra (130) | 7.3% | 5.7% | 3.4% |
| PE Caseload (880) | 5.5% | 16.5% | 7.6% |
| Greater LA (440) | 5.4% | 3.5% | 3.4% |
| San Jose (250) | 4.9% | 4.5% | 6.7% |
| Santa Barbara (320) | 4.5% | 3.3% | 4.2% |
| Redwood Empire (110) | 4.3% | 2.8% | 5.0% |
| San Francisco (230) | 1.4% | 1.1% | 1.7% |
| Blind Field Services (560) | 0.4% | 0.3% | 0.0% |
| ACE Team (511) | 0.0% | 0.0% | 0.0% |
| **Total** (Count) | **26,607** | **2,355** | **119** |

1. Satisfaction Scores by Statewide

Satisfaction results are reported on a statewide level due to the small number of PE responses (Table 24). The PE participants rated service providers (77.9%) highest, the overall DOR experience (73.1%) lowest and all categories as satisfied.

1. PE Satisfaction Scores by Statewide

|  |  |
| --- | --- |
| **Categories** | **Satisfaction Score** |
| DOR Experience | 73.1% |
| DOR Counselors | 77.0% |
| Service Providers | 77.9% |

1. Survey Results by Consumer Disability Type

The PE participants reported their disability type(s) by either selecting option(s) from a given list or other (please specify) which was then reviewed and categorized. For the SFY 2021-22 CSS, survey participants reported a total of 166 disability types (Figure 16, Table 25). The total number of disability types exceeds the total number of survey participants because individuals were able to report more than one disability type. The most frequently reported disability types by PE participants were learning (41.0%), intellectual and developmental (21.7%), and psychiatric (6.0%) disabilities. The distribution of disability types reported by survey participants does not exactly align with that of DOR’s total population, which is due to how individuals were selected for the CSS and how CSS demographic information was collected. Participants who are PE case types do not report a disability type in their DOR case file, so PE population by disability type is not available. Of the responses received, 10.2% of individuals did not report a disability type.

1. PE Responses Received by Disability Type
2. PE responses (dark blue) by Disability Type are illustrated using bar charts. The DOR population size of PE consumers for SFY 2020-21 was 26,607 and the total disabilities reported for the SFY 2021-22 CSS was 166. Figure data are listed in table format below (Table 25).
3. PE CSS Responses Received by Disability Type

|  |  |
| --- | --- |
| **Disability Types** | **Responses**  (Percent of Total) |
| Learning Disability | 41.0% |
| Intellectual/Dev. Disability | 21.7% |
| Disability Not Reported | 10.2% |
| Psychiatric Disability | 6.0% |
| Cognitive Impairment | 6.0% |
| Deaf/Hard of Hearing | 4.8% |
| Blind/Visually Impaired | 4.2% |
| Physical Disability | 4.2% |
| Traumatic Brain Injury | 1.8% |
| **Total** (Count) | **166** |

1. Survey Results by Consumer Age Range

The CSS asked PE participants to report their ages. The percent of DOR PE consumers served is compared to the percent of CSS responses received based on PE consumer ages below (Figure 17, Table 26).

Survey responses included ages from 98.3% of participants and their ages ranged from 16-55 years old. The average age of all PE survey participants was 19 years old. This data includes four PE responses outside of the PE age range of 16 to 22 as it is unknown if the ages entered were due to error or if the survey responses were completed by a parent on behalf of their student.

Survey invitations were sent to consumers based on a percent of their DOR district population and did not account for age distribution in the random sample. This explains why the age distribution of survey responses do not align with that of DOR’s total population.

1. Comparison of PE Participant Population Size and Responses Age
2. The percent of total DOR population (26,607 participants, light blue) and the percent of total CSS responses received (119 responses, dark blue) by age range are illustrated using bar charts. Figure data are listed in table format below (Table 15).
3. Comparison of PE Participant Population Size and Responses by Age

|  |  |  |
| --- | --- | --- |
| **Age Range**  (Years Old) | **Population**  (Percent of Total) | **Responses**  (Percent of Total) |
| Below 16 | 0.2% | 0.0% |
| 16-22 | 99.0% | 95.0% |
| 23 and Above | 0.9% | 3.4% |
| Age Not Reported | 0.0% | 1.7% |
| **Total** (Count) | **26,607** | **119** |

1. Additional Feedback

Survey participants were able to submit additional feedback and suggestions for improvements. There were 27 comments received from PE participants which discussed 11 common topics classified within four common themes (Table 27).

Consumers wrote comments about their overall experience at DOR which included thanking DOR, requesting additional information, and discussing general topics. Consistent with their overall DOR satisfaction, consumers praised DOR and counselors in their feedback, representing 7.1% and 3.6% of all comments received, respectively.

Comments about DOR counselors mentioned a need for timely and consistent communication most frequently (39.3%), followed by their ability to understand consumer needs (14.3%), management of consumer’s record of service (14.3%), and praise (3.6%). Additional feedback regarding employment services consisted of accessing employment services and identifying employment opportunities, these topics represented 10.7% and 7.1% of all comments received, respectively. Consumers also wrote about needing additional support from DOR, which included Student Services (10.7%) and financial support (3.6%).

1. Themes Identified in the Feedback from Consumer Satisfaction Survey Participants

|  |  |
| --- | --- |
| **CSS Feedback Themes and Topics** | **Comments**  (Percent of Total) |
| ***Theme: Overall DOR Experience*** |  |
| Praise for DOR | 7.1% |
| Providing Information about DOR Applications | 3.6% |
| Other General Feedback | 21.4% |
| ***Theme: Interacting with DOR Counselors*** |  |
| Praise for DOR Counselors and Staff | 3.6% |
| Timely and Consistent Communication | 39.3% |
| Managing Records of Service | 14.3% |
| Understanding Consumer Needs | 14.3% |
| ***Theme: Utilizing Employment Services*** |  |
| Identifying Employment Opportunities | 7.1% |
| Utilizing Employment Services | 10.7% |
| ***Theme: Accessing Additional Support*** |  |
| Providing Services for Students | 10.7% |
| Providing Additional Financial Support | 3.6% |
| **Total** (Count) | **28** |

Conclusion

The SFY 2021-22 CSS collected feedback from DOR VR consumers and PE participants who received services in 2021. The feedback received was insightful, informative, and representative of DOR’s total consumer population.

Based on their overwhelmingly positive reviews, DOR VR consumers and PE participants were satisfied with the services they have received from DOR and its providers. Moreover, VR consumers were extremely satisfied, while PE participants were satisfied with the respect they have received from their DOR counselors and service providers. This high level of satisfaction with DOR was reiterated in the 110 comments received that were praising DOR. On the other hand, satisfaction with increased employment opportunities was rated the lowest by unemployed VR consumers rated in the somewhat satisfied score range. Interestingly, comparing satisfaction ratings by consumer demographics, such as district, age, or disability type did reveal some variations in satisfaction with different categories. However, consumer demographics did not alter overall satisfaction scores.

Another goal of the CSS was to identify potential barriers that may impact a consumer’s accessibility and satisfaction with DOR services. Most frequently, DOR consumers reported being a student, still looking for employment, or needing additional help as the cause for their unemployment. Additionally, survey participants who reported at least one unemployment reason were also more likely to have lower satisfaction scores overall and for each category.

To further explore the satisfaction results by the DOR district, consumer disability type, or age please refer to the Consumer Satisfaction Survey Dashboard. This interactive dashboard will be available through the DOR’s intranet domain via the Planning Unit.