

Consumer Satisfaction Survey Results FFY 2016

Prepared in Collaboration with the Alaska State Vocational Rehabilitation Committee

2016 Survey Highlights

DVR is a consumer-driven organization where a participant's self-involvement in the vocational rehabilitation process and informed choice are important for success. The consumer satisfaction surveys focus on four points: Consumer & Staff Interaction, Consumer Involvement, Program Information, and Program Satisfaction.

Surveys are sent to the participants' email address via the online survey tool, *SurveyMonkey*. Currently, 77% of DVR participants have a valid email address. The average monthly response rate is 11.2%.

2016 Survey Questions and Breakdown

1. Program Satisfaction

I would recommend Alaska DVR to others.

Overall, I am satisfied with the services I received.

2. Program Information

I knew the goal of DVR was to help me find employment or stay employed.

DVR staff helped me understand the services available to me by DVR and other agencies.

3. Consumer Involvement

I was aware of my right to disagree and was informed about the process to appeal DVR decisions and about the Client Assistance Program (CAP).

I was pleased with my involvement in the decision making process that led to my plan for employment.

Alaska DVR helped me understand my abilities so that I could choose a job consistent with my strengths, resources, priorities, concerns, capabilities, interests, and informed choice.

4. Consumer & Staff Interaction

DVR staff replied promptly to my questions, requests, and informed me of changes.

DVR staff were polite and helpful on an on-going basis throughout the time I had an open case.

Analysis of Survey Results

Treating the Consumer Participant with Respect

90% of DVR participants who responded agree that staff were polite and helpful throughout the time their case was open. A similar percentage of respondents felt questions and requests to staff were replied to promptly.

Informed Choice and Involvement in the DVR Process

76% of responders were pleased with their involvement in the decision making process that led to their plan for employment. Additionally, 97% knew the goal of DVR was to help them find employment or stay employed.

Referral of Others

Overall, 84% of participants would recommend Alaska DVR to others.

Consumer Quotes

- *They were all polite, helpful, and seem to care about me.*
- *Disagreements were settled in a professional manner.*
- *The ADVR staff was very patient in my search for employment even after I reached my educational goal.*
- *I was promptly informed of all aspects of the process.*
- *ADVR provided extensive training opportunities.*
- *The ADVR counselor took into consideration my educational and professional backgrounds, as well as my interests and abilities when formulating an employment goal.*
- *I would recommend ADVR with enthusiasm.*

2016 Summary of Satisfaction Survey Results

