

## 2013 Consumer Satisfaction Survey

### RESPONSE RATE

#### Closed Successfully 26-0

	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	44	42	86	17	0	17	6	0	6	45%	0%	21%
November	60	73	133	19	3	22	7	0	7	36%	4%	17%
December	67	78	145	35	1	36	6	0	6	57%	1%	26%
January	77	78	155	35	0	35	4	0	4	48%	0%	23%
February	65	75	140	39	0	39	5	0	5	65%	0%	29%
March	92	86	178	43	0	43	9	0	9	52%	0%	25%
April	75	83	158	35	0	35	7	0	7	51%	0%	23%
May	91	93	184	40	0	40	10	0	10	49%	0%	23%
June	161	0	161	31	0	31	10	0	10	21%	0%	21%
July	173	0	173	32	0	32	10	0	10	20%	0%	20%
August	209	0	209	41	0	41	8	0	8	20%	0%	20%
September	202	261	463	37	0	37	3	0	3	19%	0%	8%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>1316</b>	<b>869</b>	<b>2185</b>	<b>404</b>	<b>4</b>	<b>408</b>	<b>85</b>	<b>0</b>	<b>85</b>	<b>33%</b>	<b>0%</b>	<b>19%</b>

#### Closed Unsuccessfully 28-0

	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	53	41	94	9	0	9	13	0	13	23%	0%	11%
November	55	32	87	6	0	6	9	0	9	13%	0%	8%
December	41	33	74	8	1	9	11	0	11	27%	3%	14%
January	63	42	105	14	0	14	7	0	7	25%	0%	14%
February	40	42	82	16	0	16	4	0	4	44%	0%	21%
March	59	43	102	12	0	12	10	0	10	24%	0%	13%
April	71	58	129	16	0	16	15	0	15	29%	0%	14%
May	68	81	149	18	0	18	12	0	12	32%	0%	13%
June	94	0	94	12	0	12	12	0	12	15%	0%	15%
July	107	0	107	13	0	13	9	0	9	13%	0%	13%
August	108	0	108	13	0	13	5	0	5	13%	0%	13%
September	91	102	193	7	0	7	0	0	0	8%	0%	4%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>850</b>	<b>474</b>	<b>1324</b>	<b>144</b>	<b>1</b>	<b>145</b>	<b>107</b>	<b>0</b>	<b>107</b>	<b>19%</b>	<b>0%</b>	<b>12%</b>

#### Closed Successfully 26-0 and Unsuccessfully 28-0

	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	97	83	180	26	0	26	19	0	19	33%	0%	16%
November	115	105	220	25	3	28	16	0	16	25%	3%	14%
December	108	111	219	43	2	45	17	0	17	47%	2%	22%
January	140	120	260	49	0	49	11	0	11	38%	0%	20%
February	105	117	222	55	0	55	9	0	9	57%	0%	26%
March	151	129	280	55	0	55	19	0	19	42%	0%	21%
April	146	141	287	51	0	51	22	0	22	41%	0%	19%
May	159	174	333	58	0	58	22	0	22	42%	0%	19%
June	255	0	255	43	0	43	22	0	22	18%	0%	18%
July	280	0	280	45	0	45	19	0	19	17%	0%	17%
August	317	0	317	54	0	54	13	0	13	18%	0%	18%
September	293	363	656	44	0	44	3	0	3	15%	0%	7%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>2166</b>	<b>1343</b>	<b>3509</b>	<b>548</b>	<b>5</b>	<b>553</b>	<b>192</b>	<b>0</b>	<b>192</b>	<b>28%</b>	<b>0%</b>	<b>17%</b>

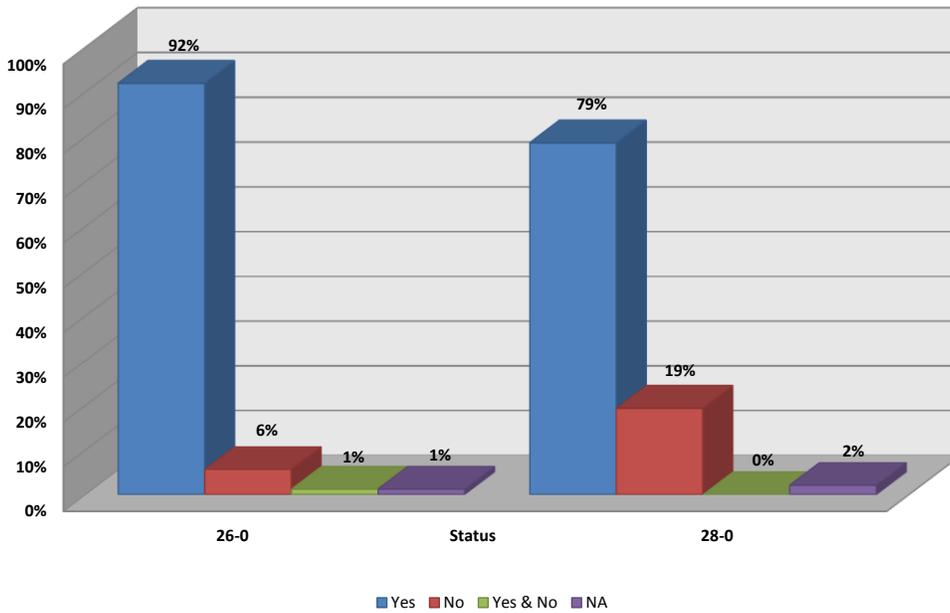
## 2013 Consumer Satisfaction Survey

### Part A - Your IVRS Experience

#### 1. I am satisfied with the quality of services I received from IVRS

	Status 26-0		Status 28-0		Total		FFY2011 Q.10			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	375	92%	114	79%	489	88%	93%	75%	88%	94%	70%	89%
No	23	6%	28	19%	51	9%						
Yes & No	5	1%	0	0%	5	1%						
NA	5	1%	3	2%	8	1%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

#### 1. I am satisfied with the quality of services I received from IVRS

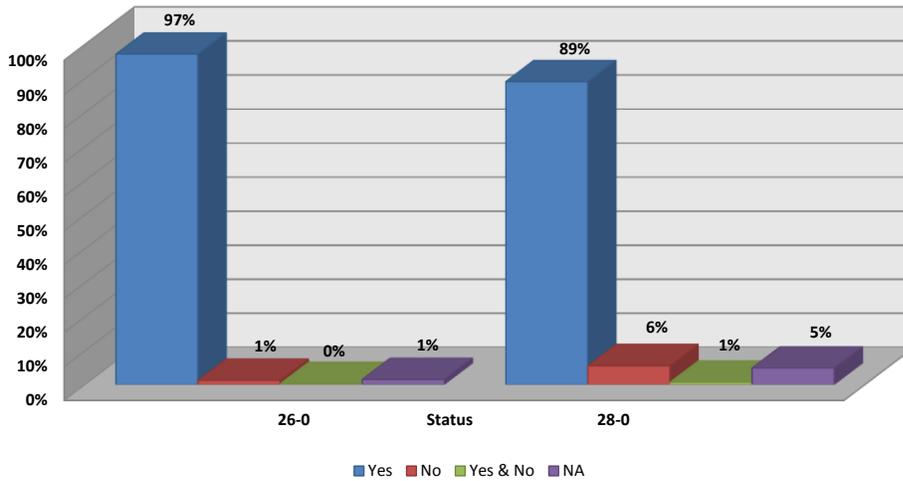


## 2013 Consumer Satisfaction Survey

### 2. I was treated courteously by Iowa Vocational Rehabilitation Services reception staff.

	Status 26-0		Status 28-0		Total		FFY2011 Q.13			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	396	97%	129	89%	525	95%	96%	88%	94%	99%	91%	97%
No	5	1%	8	6%	13	2%						
Yes & No	1	0%	1	1%	2	0%						
NA	6	1%	7	5%	13	2%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 2. I was treated courteously by Iowa Vocational Rehabilitation Services reception staff

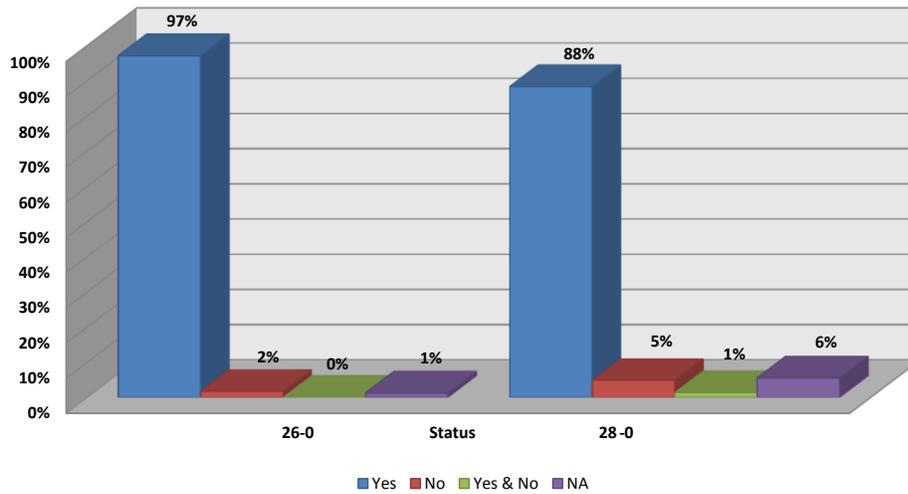


## 2013 Consumer Satisfaction Survey

### 3. I was treated courteously by Iowa Vocational Rehabilitation Services counseling staff

	Status 26-0		Status 28-0		Total		FFY2011 Q.14			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	396	97%	128	88%	524	95%	96%	87%	93%	96%	87%	94%
No	7	2%	7	5%	14	3%						
Yes & No	0	0%	2	1%	2	0%						
NA	5	1%	8	6%	13	2%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 3. I was treated courteously by Iowa Vocational Rehabilitation Services counseling staff

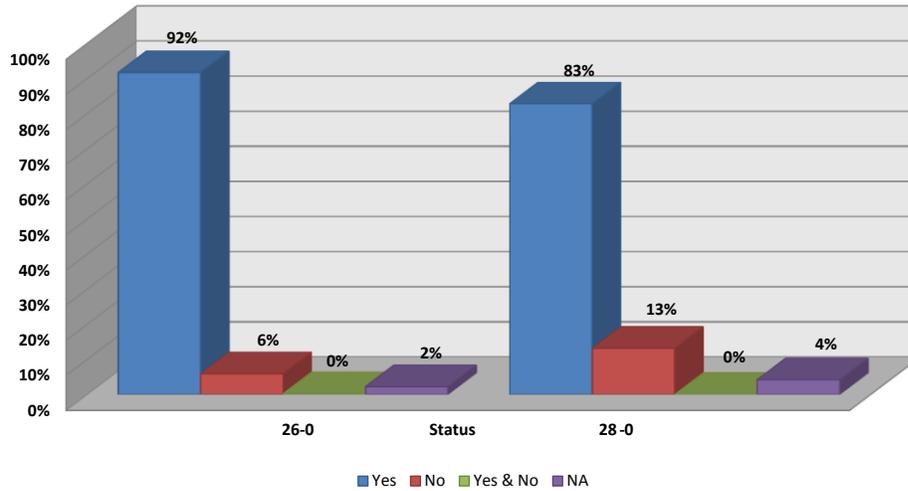


## 2013 Consumer Satisfaction Survey

### 4. I was able to reach my counselor or another IVRS staff member within one business day.

	Status 26-0		Status 28-0		Total		FFY2011 Q.11			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	374	92%	120	83%	494	89%	93%	75%	88%	93%	79%	90%
No	24	6%	19	13%	43	8%						
Yes & No	1	0%	0	0%	1	0%						
NA	9	2%	6	4%	15	3%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 4. I was able to reach my counselor or another IVRS staff member within one business day.



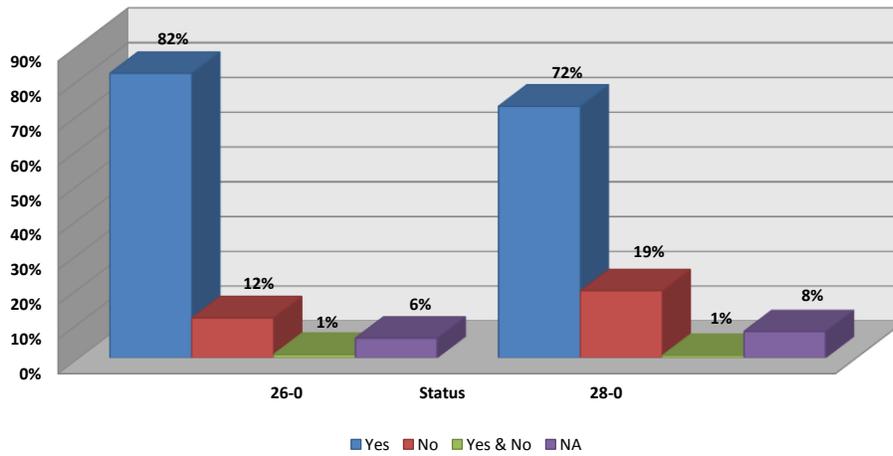
**2013 Consumer Satisfaction Survey**

**Part B - Impact of Your IVRS Services**

**5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.**

	Status 26-0		Status 28-0		Total		FFY2011 Q.15			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	334	82%	105	72%	439	79%	84%	66%	79%	86%	72%	83%
No	47	12%	28	19%	75	14%						
Yes & No	4	1%	1	1%	5	1%						
NA	23	6%	11	8%	34	6%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

**5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.**

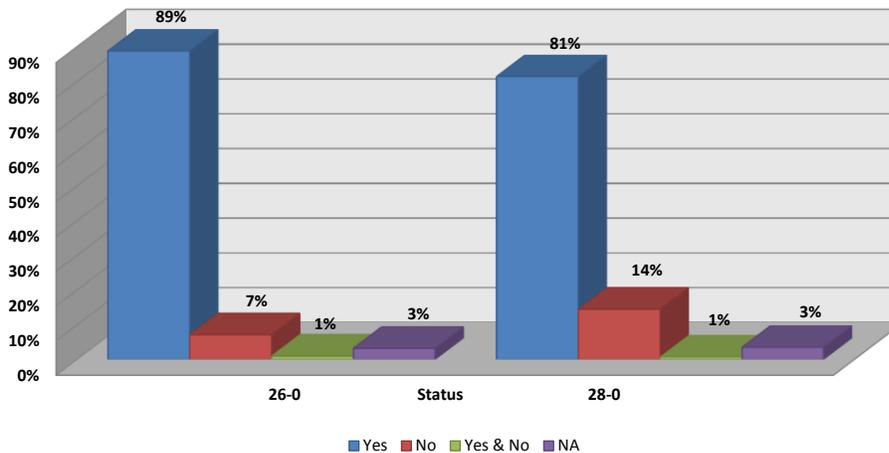


## 2013 Consumer Satisfaction Survey

### 6. Iowa Vocational Rehabilitation Services staff helped me understand the services available to me through them and other agencies.

	Status 26-0		Status 28-0		Total		FFY2011 Q.16			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	362	89%	118	81%	480	87%	87%	71%	83%	93%	79%	90%
No	29	7%	21	14%	50	9%						
Yes & No	4	1%	1	1%	5	1%						
NA	13	3%	5	3%	18	3%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 6. Iowa Vocational Rehabilitation Services staff helped me understand the services available to me through them and other agencies.

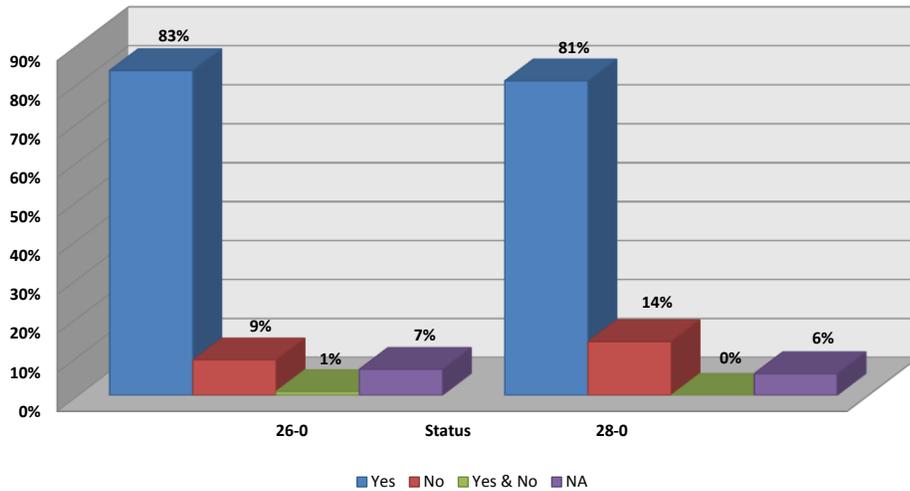


## 2013 Consumer Satisfaction Survey

**7. I was encouraged to help develop my plan for the services I needed to get a job or training for a job.**

	Status 26-0		Status 28-0		Total		FFY2011 Q.18			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	340	83%	117	81%	457	83%	85%	73%	82%	90%	74%	87%
No	37	9%	20	14%	57	10%						
Yes & No	4	1%	0	0%	4	1%						
NA	27	7%	8	6%	35	6%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

**7. I was encouraged to help develop my plan for the services I needed to get a job or training for a job.**

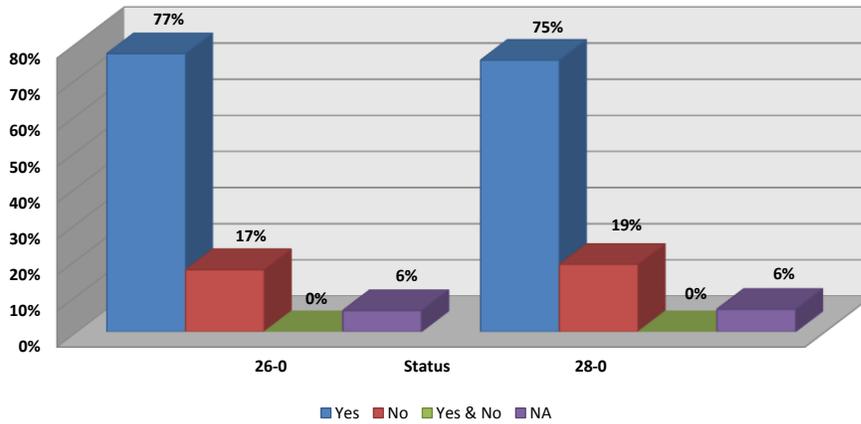


## 2013 Consumer Satisfaction Survey

**8. I was informed that I can request a hearing and information about the Client Assistance Program if I am not satisfied with my services from Iowa Vocational Rehabilitation Services.**

	Status 26-0		Status 28-0		Total		FFY2011 Q.19			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	314	77%	109	75%	423	76%	80%	63%	75%	80%	69%	78%
No	70	17%	27	19%	97	18%						
Yes & No	0	0%	0	0%	0	0%						
NA	24	6%	9	6%	33	6%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

**8. I was informed that I can request a hearing and information about the Client Assistance Program if I am not satisfied with my services from Iowa Vocational Rehabilitation Services.**

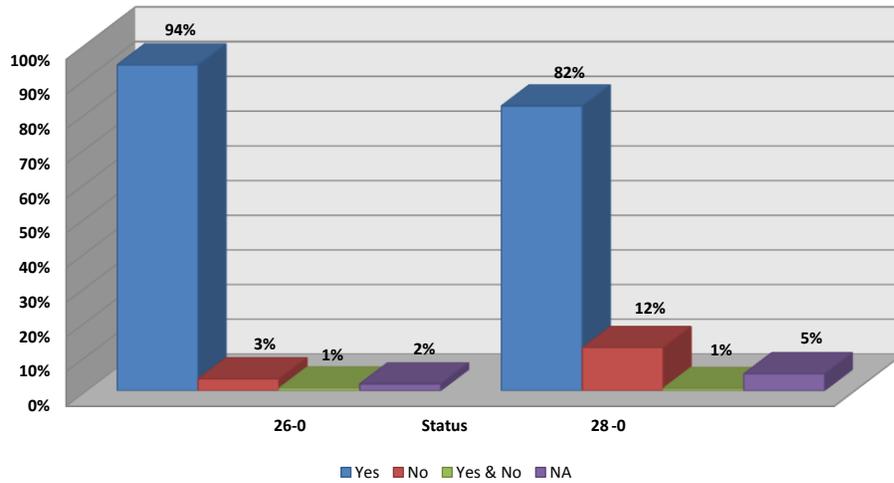


## 2013 Consumer Satisfaction Survey

### 9. Would you recommend Iowa Vocational Rehabilitation Services to another person?

	Status 26-0		Status 28-0		Total		FFY2011 Q.20			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	383	94%	119	82%	502	91%	92%	72%	86%	94%	75%	90%
No	14	3%	18	12%	32	6%						
Yes & No	3	1%	1	1%	4	1%						
NA	8	2%	7	5%	15	3%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 9. Would you recommend Iowa Vocational Rehabilitation Services to another person?

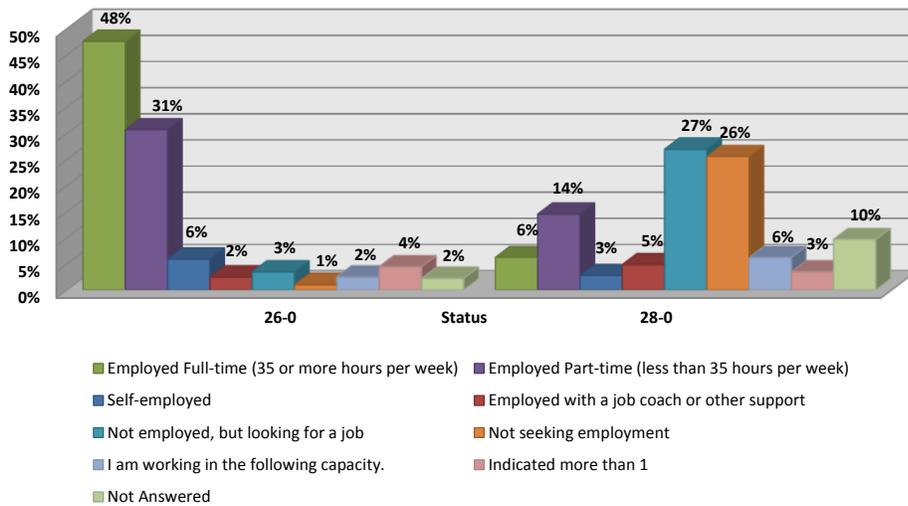


## 2013 Consumer Satisfaction Survey

### Part C - Your Basic Employment Information

10. Which of the following describes your current job situation? (check one)							Q. 1	
	Status 26-0		Status 28-0		Total		FFY2011	FFY2012
	Count	% within Status	Count	% within Status	Count	% within Status	Total	Total
Employed Full-time (35 or more hours per week)	194	48%	9	6%	203	37%	41%	39%
Employed Part-time (less than 35 hours per week)	125	31%	21	14%	146	26%	27%	29%
Self-employed	24	6%	4	3%	28	5%	3%	4%
Employed with a job coach or other support	10	2%	7	5%	17	3%	3%	2%
Not employed, but looking for a job	14	3%	39	27%	53	10%	12%	9%
Not seeking employment	4	1%	37	26%	41	7%	12%	6%
I am working in the following capacity.	10	2%	9	6%	19	3%	0%	4%
Indicated more than 1	18	4%	5	3%	23	4%	1%	6%
Not Answered	9	2%	14	10%	23	4%	2%	1%
<b>Total</b>	<b>408</b>	<b>100.00%</b>	<b>145</b>	<b>100.00%</b>	<b>553</b>	<b>100.00%</b>		

**10. Which of the following best describes your current job situation? (Check one)**

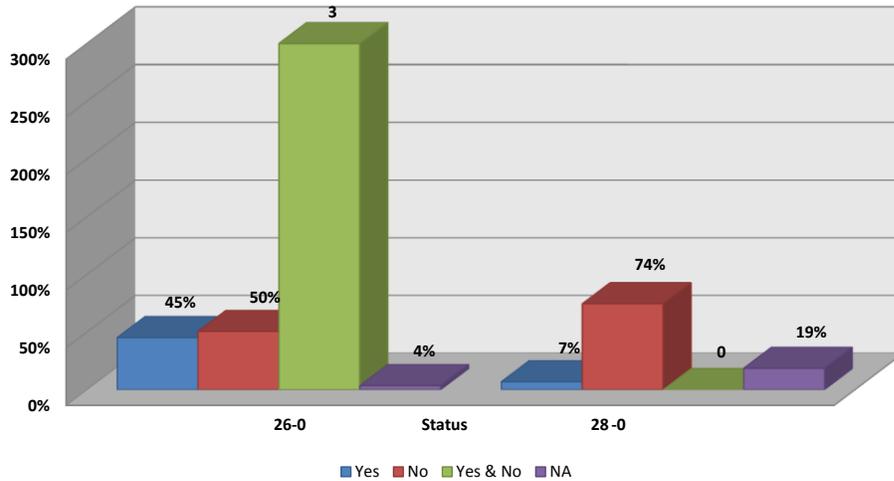


## 2013 Consumer Satisfaction Survey

### 11. Do you receive health, vacation or retirement benefits from your job?

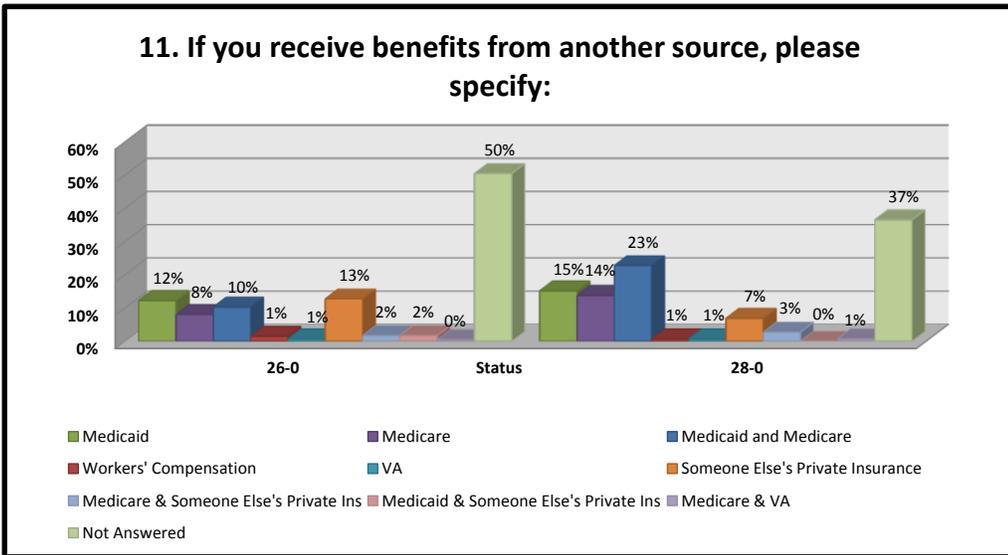
	Status 26-0		Status 28-0		Total		FFY2011 Q.4			FFY2012		
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	26-0	28-0	Total
Yes	184	45%	10	7%	194	35%	38%	6%	28%	43%	9%	36%
No	206	50%	108	74%	314	57%						
Yes & No	3	1%	0	0%	3	1%						
NA	15	4%	27	19%	42	8%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

### 11. Do you receive health, vacation or retirement benefits from your job?



## 2013 Consumer Satisfaction Survey

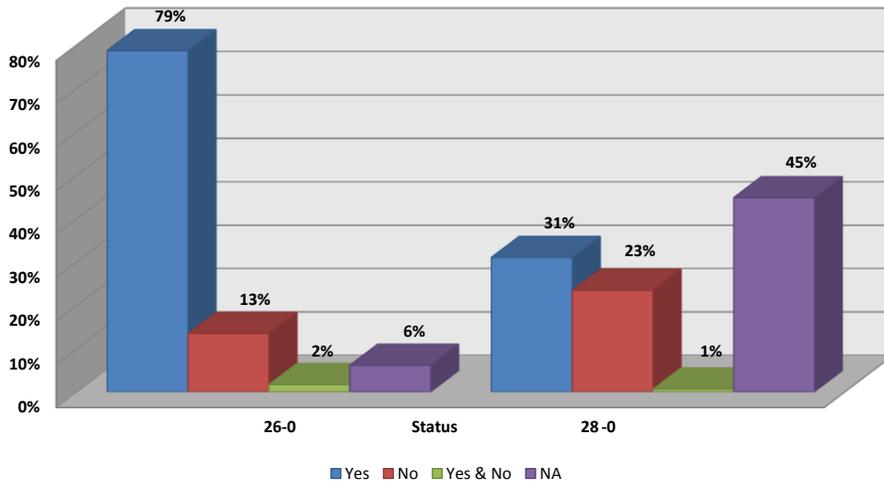
11. If you receive benefits from another source, please specify:							Q. 4	
	Status 26-0		Status 28-0		Total		FFY2011	FFY2012
	Count	% within Status	Count	% within Status	Count	% within Status		
Medicaid	50	12%	22	15%	72	13%	10%	11%
Medicare	33	8%	20	14%	53	10%	6%	7%
Medicaid and Medicare	42	10%	33	23%	75	14%	10%	13%
Workers' Compensation	6	1%	1	1%	7	1%	0%	0%
VA	3	1%	1	1%	4	1%	0%	2%
Someone Else's Private Insurance	52	13%	10	7%	62	11%	14%	13%
Medicare & Someone Else's	7	2%	4	3%	11	2%	1%	1%
Medicaid & Someone Else's	7	2%	0	0%	7	1%	1%	0%
Medicare & VA	2	0%	1	1%	3	1%	0%	1%
Not Answered	206	50%	53	37%	259	47%	31%	52%
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>		



## 2013 Consumer Satisfaction Survey

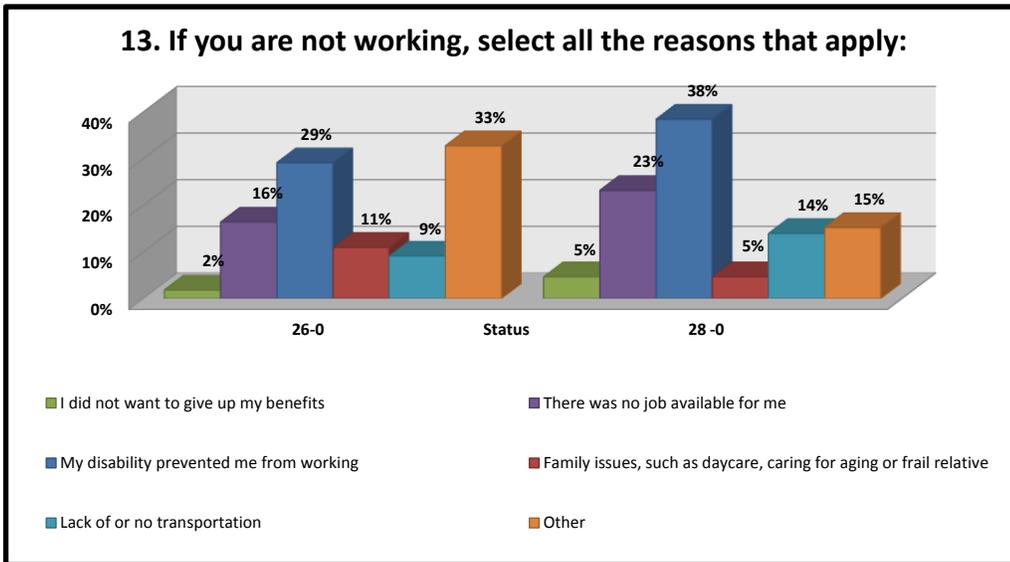
12. Are you satisfied with your job?							FFY2011 Q.9			FFY2012		
	Status 26-0		Status 28-0		Total		26-0	28-0	Total	26-0	28-0	Total
	Count	% within Status	Count	% within Status	Count	% within Status						
Yes	321	79%	45	31%	366	66%	86%	24%	67%	82%	30%	72%
No	55	13%	34	23%	89	16%						
Yes & No	7	2%	1	1%	8	1%						
NA	25	6%	65	45%	90	16%						
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>						

**12. Are you satisfied with your job?**



## 2013 Consumer Satisfaction Survey

13. If you are not working, select all the reasons that apply:							Q. 2	
	Status 26-0		Status 28-0		Total		FFY2011	FFY2012
	Count	% within Status	Count	% within Status	Count	% within Status		
I did not want to give up my benefits	1	2%	7	5%	8	4%	7%	9%
There was no job available for me	9	16%	35	23%	44	21%	24%	24%
My disability prevented me from working	16	29%	58	38%	74	36%	27%	26%
Family issues, such as daycare, caring for aging or frail relative	6	11%	7	5%	13	6%	8%	5%
Lack of or no transportation	5	9%	21	14%	26	13%	13%	7%
Other	18	33%	23	15%	41	20%	21%	28%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>206</b>	<b>100%</b>		



## 2013 Consumer Satisfaction Survey

**14. If you would like to provide additional feedback to IVRS, please list your contact information and your preferred time to receive a phone call and staff from IVRS management will call you back.**

	Status 26-0		Status 28-0		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
Yes	81	20%	43	30%	124	22%
NA	327	80%	102	70%	429	78%
<b>Total</b>	<b>408</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>553</b>	<b>100%</b>

**14. If you would like to provide additional feedback to IVRS, please list your contact information and your preferred time to receive a phone call and staff from IVRS management will call you back.**

