

**Summary Report**  
**Consumer Satisfaction Survey**  
**Kentucky Department of Vocational Rehabilitation**  
**2002**

**Submitted to: Statewide Council for Vocational Rehabilitation**  
**Consumer Satisfaction Subcommittee**

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## **EXECUTIVE SUMMARY**

For the seventh year, the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky has coordinated the annual Kentucky Department of Vocational Rehabilitation Consumer Satisfaction Survey at the request of the Statewide Council for Vocational Rehabilitation. This year, the University of Kentucky Survey Research Center successfully contacted 1032 consumers by telephone to participate in the survey, with a

response rate for eligible participants of 73.4%. This represents a slight decrease in participation from last year.

As has been the case over the past surveys, consumers who had cases closed with a positive employment outcome (group A) were more satisfied in most all respects than other respondents. Virtually unchanged from 2001, 93% of consumers with status A case closure felt that Vocational Rehabilitation services were good or very good. The average satisfaction level for all respondents was 3.27 out of a possible four points. This statistic is also nearly identical to 2001 (3.28 in 2001). Regardless of status at case closure, 86% of all consumers surveyed stated that services were good or very good, and 89.4% would return to Vocational Rehabilitation in the future if needed. Both of these indicators showed modest increases from 2001.

As in 2001, about 72% of those in group A were employed either full or part time, results that were substantially more than the employment rates for any of the other three groups. In addition, those in group A worked more hours, were more likely to receive benefits at their jobs, and were more satisfied with their work and pay than consumers who did not achieve a positive employment outcome. A small percentage (10.1%) of those in group A were not employed nor looking for employment, and 12.5% of those in group A were seeking employment at the time of the survey. Half of all employed individuals received benefits.

Seven percent of individuals (n=27) in group A had not worked for a year or had never worked for wages. This percentage may be elevated since Vocational Rehabilitation provides services to assist eligible individuals succeed as homemakers or unpaid family workers. The respondent may or may not consider this work. Additional questions were asked of this group to determine if their current health insurance situation deterred them from seeking employment or if additional services or supports would help them in achieving employment. Sixteen percent indicated that their health insurance was keeping them from working. Nearly 30% had no insurance coverage at the time of the survey. Of those who responded about what services or supports might help them to become employed, responses were primarily related to additional help from the Department, training, and more education. Responses can be found in Appendix A.

This year, the Council opted to reword the question regarding case closure from “I was informed when my case was closed” to “I knew my case was closed” in an effort to determine if respondents may have been confused by the wording. However, those in group A who indicated that they knew their cases had been closed actually decreased by over four percent from the previous year. In addition, many of the open ended comments (found in Appendix A) included statements that the individual did not know his or her case was closed, or commented that the case was still open. As this survey is conducted solely with individuals whose cases were closed with the Department in fiscal year 2002, the only instance in which a person could have an open case would be if he or she returned to the Department since their case closure and had their case re-opened. It is possible but highly unlikely that such a large number of participants would have done this.

The 2002 report contains all additional comments provided by survey participants in Appendix A, the county composition of districts in Appendix B, and comparisons of selected questions and responses from 1997 – 2002 in Appendix C. Additional analysis can be conducted by contacting Barney Fleming or Kathy Sheppard-Jones.

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# Summary Report Consumer Satisfaction Survey Kentucky Department of Vocational Rehabilitation 2002

The Kentucky Department of Vocational Rehabilitation contracted with the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky to provide information to the Department regarding the experiences of consumers of Vocational Rehabilitation who had cases closed in fiscal year 2002. The University of Kentucky Survey Research Center (UKSRC) contacted a sample of consumers by telephone from November 21, 2002 through January 15, 2003 with a target of 1000 completed interviews. The sample was drawn randomly, but stratified to appropriately reflect the proportions of consumers with cases closed among four closure categories. Of the 1406 eligible consumers who were contacted, 1032 consumers (representing all four case closure categories and all districts of Kentucky) completed the survey. This resulted in a response rate for this year's survey of 73.4%.

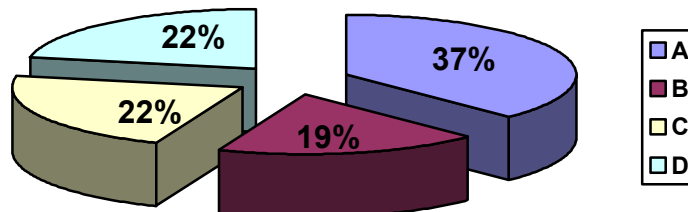
For the remainder of this report, consumer closure status groups will be referred to in the following manner:

- A Closed with Positive Employment Outcome (PEO)
- B Closed for other reasons after the Individualized Plan for Employment (IPE) was initiated
- C Closed for other reasons before the IPE was initiated
- D Closed from referral, applicant, or extended evaluation

## Number of Respondents by Case Closure Category

Closure Category Group	Number of Respondents	%	Legend Color
A	387	37.5	Blue
B	192	18.6	Red
C	226	21.9	Yellow
D	227	22.0	Lt Blue
Total	1032	100	

**Respondent Case Closure Status (%)**  
n=1032



Those consumers who had achieved positive employment outcomes (group A) represented the largest group in the sample at almost 37.5%. Groups B, C, and D each consisted of about one-fifth of the sample.

### Closure Status by District

The state is divided into 12 Districts, with the western part of the state having lower district numbers, and the eastern region of the state having higher district numbers. Paducah represents District 1, Louisville in District 5, Lexington in District 9, and Ashland in District 12. A complete list of counties and their corresponding districts is presented in Appendix C.

District 5 which includes Louisville had the highest percentage of respondents at 16.6%, followed by District 9 which includes Lexington at 15.1%. District 2, which includes Madisonville and Hopkinsville had the fewest respondents with only 4.3% of the sample's total respondents. The table below indicates response frequencies by District for each category as well as the total sample.

### Respondents by District

<b>District</b>	<b>Location</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>TOTAL</b>	<b>TOTAL %</b>
<b>1</b>	Paducah, Murray	17	5	16	16	54	<b>5.2</b>
<b>2</b>	Madisonville, Hopkinsville	16	8	8	12	44	<b>4.3</b>
<b>3</b>	Owensboro	18	10	14	15	57	<b>5.5</b>
<b>4</b>	Bowling Green	24	8	12	33	77	<b>7.5</b>
<b>5</b>	Louisville	61	27	49	34	171	<b>16.6</b>
<b>6</b>	Elizabethtown, Shepherdsville	30	23	25	19	97	<b>9.4</b>
<b>7</b>	Frankfort, Danville, Somerset	30	6	18	25	79	<b>7.7</b>
<b>8</b>	Northern Kentucky	34	10	15	5	64	<b>6.2</b>
<b>9</b>	Lexington	66	22	33	35	156	<b>15.1</b>
<b>10</b>	Prestonsburg, Pikeville	35	39	15	20	109	<b>10.6</b>
<b>11</b>	Harlan, Corbin, Hazard	25	8	18	7	58	<b>5.6</b>
<b>12</b>	Ashland, Morehead	31	26	3	6	66	<b>6.4</b>
<b>Total</b>		<b>387</b>	<b>192</b>	<b>226</b>	<b>227</b>	<b>1032</b>	<b>100 %</b>

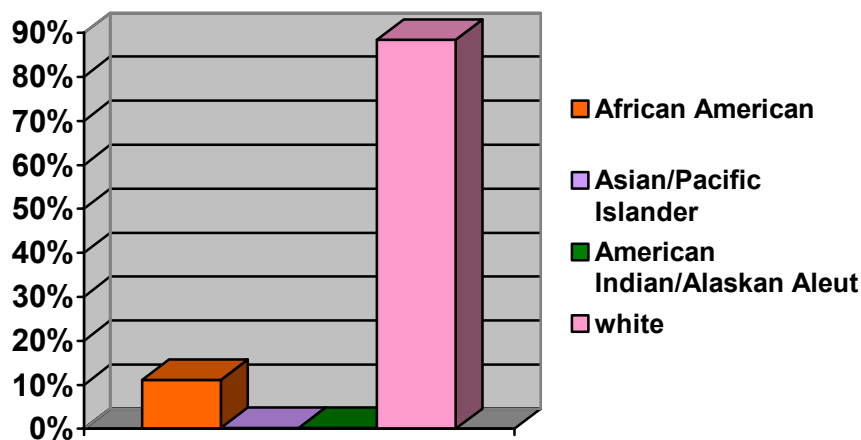
## Respondent Demographics

Respondents were well matched with regard to gender representation. Half of the sample (49.5%) was female, and half (50.5%) was male.

The average age of consumers across all closure categories was 37.3 years old, up from 35.8 years old in the 2001 survey.

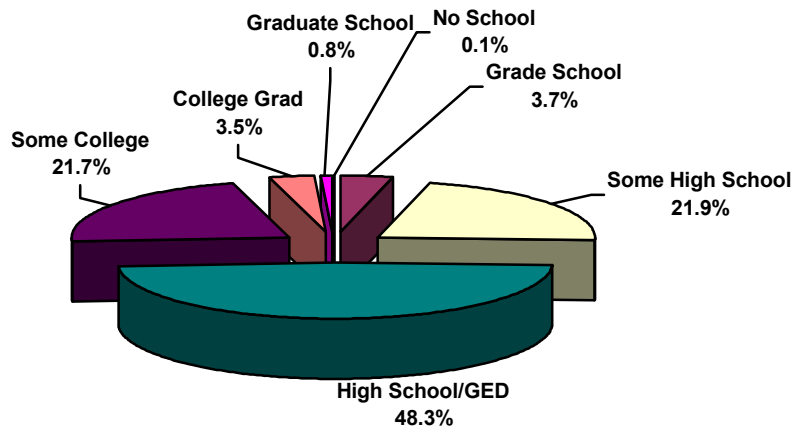
With regard to race, 88.5% reported to be white, 11.1% African American, 0.2% Asian/Pacific Islander and 0.2% American Indian/Alaskan Aleut. One percent of respondents indicated they were Hispanic.

**Race**



Educational levels are shown in the following table. Approximately one-quarter (25.7%) of survey participants did not graduate from high school. About half (48.3%) of the respondents reported graduating high school or receiving a GED or special education certificate. Nearly one-fourth of respondents did continue their education past high school. Only one respondent reported having no schooling.

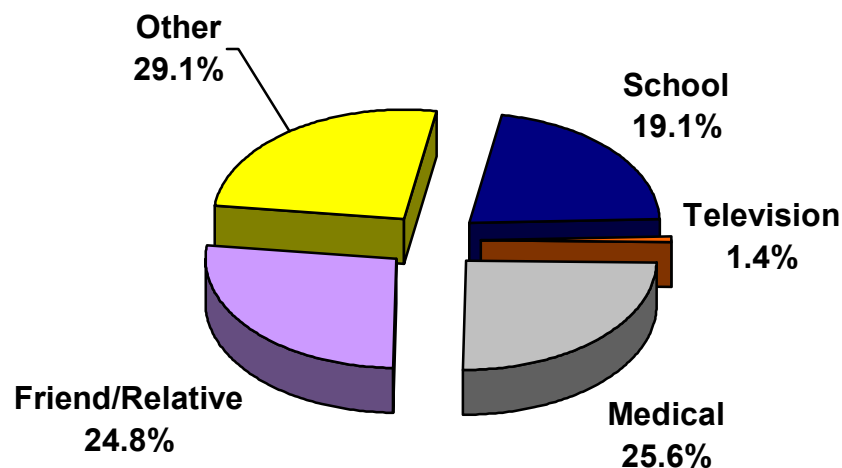
Education Level	% of consumers
Never Went to School	0.1
Grade School	3.7
Some High School	21.9
High School Graduate/GED/certificate	48.3
Some College	21.7
College Graduate	3.5
Graduate School	0.8
<b>TOTAL</b>	<b>100</b>



It's notable to mention that for those of this sample who did continue their education beyond the high school level, 42% had achieved positive employment outcomes, compared to 34% of those who did not complete high school or receive their GED.

Consumers were asked how they learned about the Department of Vocational Rehabilitation. The five choices represented below were given.

### How Did You Learn About Vocational Rehabilitation?



Those who responded “other” were then asked what other way they learned about the Department. Some of the other ways included: worker’s compensation, health department, Department of Employment Services, Comprehensive Care, the Ridge, Social Security Administration, attorney, congressman, drug court, work, lived nearby office, jail, probation officer, phone book, through workplace, Internet, Department of Motor Vehicles office, therapist, Community Action Council, Veteran’s Administration, college, brochure at University of Kentucky, word of mouth, insurance company, newspaper, Cardinal Hill Rehabilitation Hospital, social worker, University of Kentucky Survey Research Center, senior citizens group, was contacted by vocational rehabilitation, magazine article, Frazier Rehabilitation Hospital, Alcoholics Anonymous, and the Salvation Army.

### Overall Service Quality

The question that continues to have the greatest level of interest to the Statewide Advisory Council and the Department concerns overall service quality. As with previous surveys, all respondents were asked to rate the overall quality of the services they received from the Department of Vocational Rehabilitation. Responses were rated on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate a mean or average score.

Regardless of case closure status, the majority of respondents indicated that overall services provided by the Department were good or very good (86%). However, the overall rating is highest for those individuals who had achieved a positive employment outcome (92%). As has been the case over the past several years, those respondents who were able to obtain employment were more likely to be satisfied with the services provided through the Department of Vocational Rehabilitation than were those respondents who did not have a positive employment outcome.

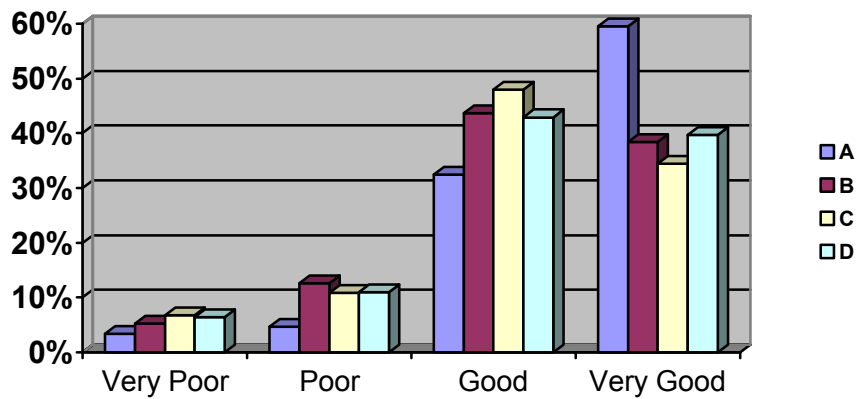
For those individuals whose cases were closed prior to the initiation of services, this question referred to their overall feelings about the vocational rehabilitation system and professionals with whom they interacted.

#### Satisfaction with Overall Service

Closure Category	Very Poor %	Poor %	Good %	Very Good %	Mean Rating
<b>A (n=385)</b>	3.4	4.7	32.5	59.5	3.48
<b>B (n=190)</b>	5.3	12.6	43.7	38.4	3.15
<b>C (n=221)</b>	6.8	10.9	48	34.4	3.10
<b>D (n=219)</b>	6.4	11	42.9	39.7	3.16
<b>All (n=1015)</b>	5.1	8.9	40.2	45.8	3.27



### Overall Satisfaction with DVR Services



### Overall Satisfaction By District

The range of overall satisfaction by district showed a high of 3.43 in District 12 and a low of 3.02 in District 1.

District	N	Mean Rating
1	54	3.02
2	44	3.2
3	57	3.28
4	74	3.08
5	168	3.31
6	95	3.38
7	78	3.06
8	62	3.34
9	154	3.23
10	107	3.42
11	57	3.3
12	65	3.43

## SPECIFIC SERVICE RATINGS

The following table shows consumers' mean satisfaction level of specific services. This information was given by those whose cases were closed with a positive employment outcome (group A) as well as individuals whose cases were closed after the initiation of the IPE (group B). These questions were not asked to consumers with cases closed before initiation of the IPE (group C or group D), as no services were received through the Department. Individuals were asked to rate the specific services received on a scale where responses ranged from strongly dissatisfied to strongly satisfied. Those who did not receive the service or did not answer the question were not included in the calculation.

All consumers with positive employment outcomes (group A) rated every individual service higher than those with cases closed for other reasons after initiation of the IPE (group B). The people representing group A indicated the highest levels of satisfaction with the following services: counseling, educational and vocational, respectively. Job placement, technology and mental health services received the lowest ratings from consumers in group A.

### Rating of Specific Services

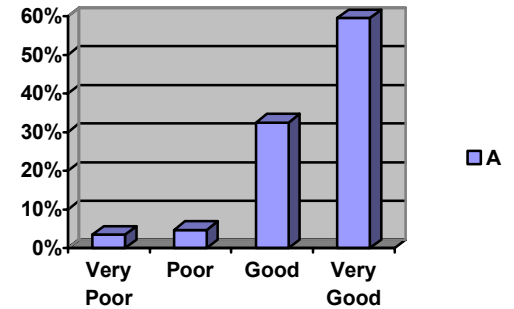
Service	A Mean Rating	B Mean Rating
<b>Counseling</b>	3.15 (n=312)	2.96 (n=155)
<b>Educational</b>	3.13 (n=275)	3.03 (n=150)
<b>Vocational</b>	3.13 (n=291)	2.93 (n=147)
<b>Transportation</b>	3.08 (n=143)	2.72 (n=75)
<b>Mental Health</b>	3.03 (n=139)	2.90 (n=98)
<b>Job Training</b>	3.08 (n=210)	2.78 (n=118)
<b>Technology</b>	3.03 (n=179)	2.80 (n=104)
<b>Job Modification</b>	3.08 (n=193)	2.75 (n=96)
<b>Employment Support</b>	3.05 (n=254)	2.74 (n=114)
<b>Job Placement</b>	2.98 (n=215)	2.58 (n=106)
<b>Advocacy</b>	3.04 (n=208)	2.76 (n=95)
<b>CDPCRC *</b>	3.09 (n=185)	2.91 (n=97)
<b>Medical</b>	3.09 (n=220)	2.95 (n=108)
<b>Other</b>	3.10 (n=211)	3.03 (n=111)

## Overall consumer satisfaction with DVR services by closure category

### A Consumer case closed PEO (n=385)

Very poor	3.4%
Poor	4.7%
Good	32.5%
Very good	59.5%

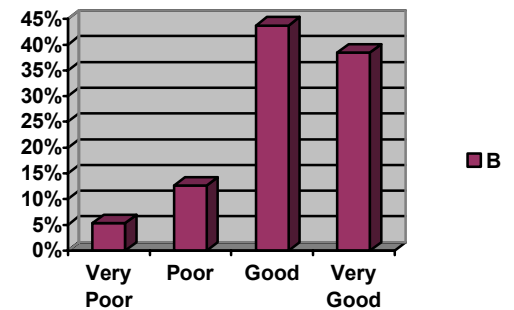
Mean = 3.48



### B Consumer case closed after initiation of IPE (n=190)

Very poor	5.3%
Poor	12.6%
Good	43.7%
Very good	38.4%

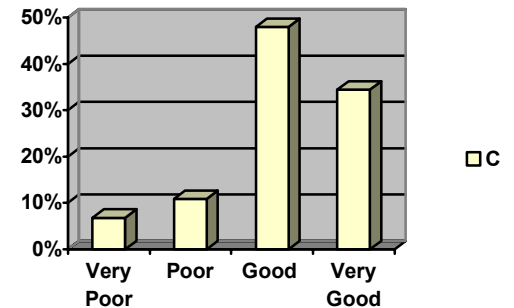
Mean = 3.15



### C Consumer case closed prior to initiation of IPE (n=221)

Very poor	6.8%
Poor	10.9%
Good	48.0%
Very good	34.4%

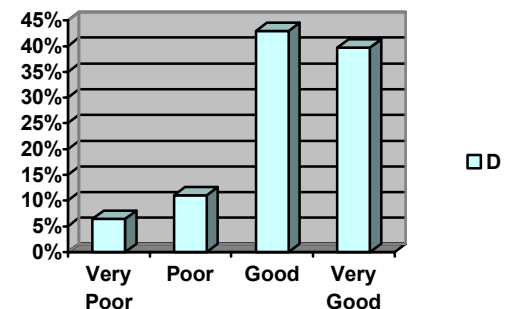
Mean = 3.10



### D Consumer case closed in referral, applicant, or extended evaluation (n=219)

Very poor	6.4%
Poor	11.0%
Good	42.9%
Very good	39.7%

Mean = 3.16



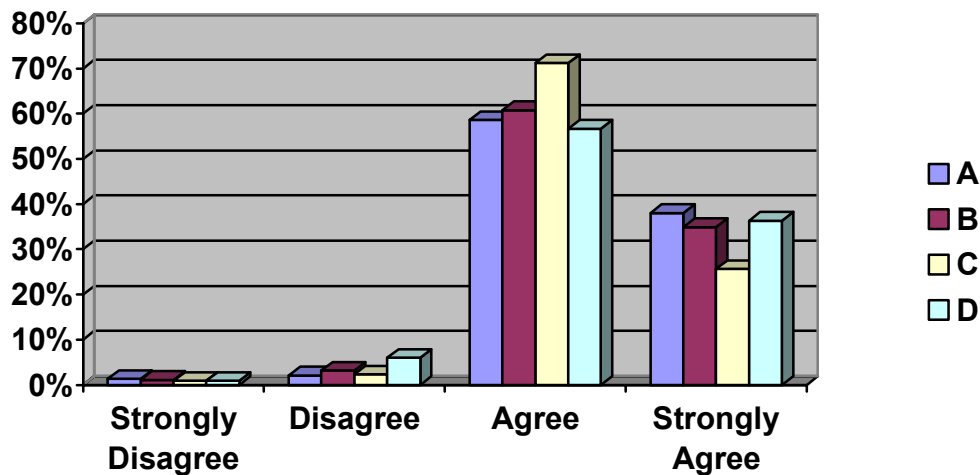
Survey participants were asked a series of questions related to their experiences with their counselor and the Vocational Rehabilitation office. Responses to these questions were rated on a Likert scale according to the following: “strongly disagree = 1”, “disagree = 2”, “agree = 3”, or “strongly agree = 4”.

Nearly all respondents (95.7%) agreed or strongly agreed that their counselor’s office was physically accessible.

**The Vocational Rehabilitation office was physically accessible to me.**

	A (n=382)	B (n=189)	C (n=219)	D (n=215)	Overall
<b>Mean Range</b>	3.33	3.30	3.21	3.28	3.29

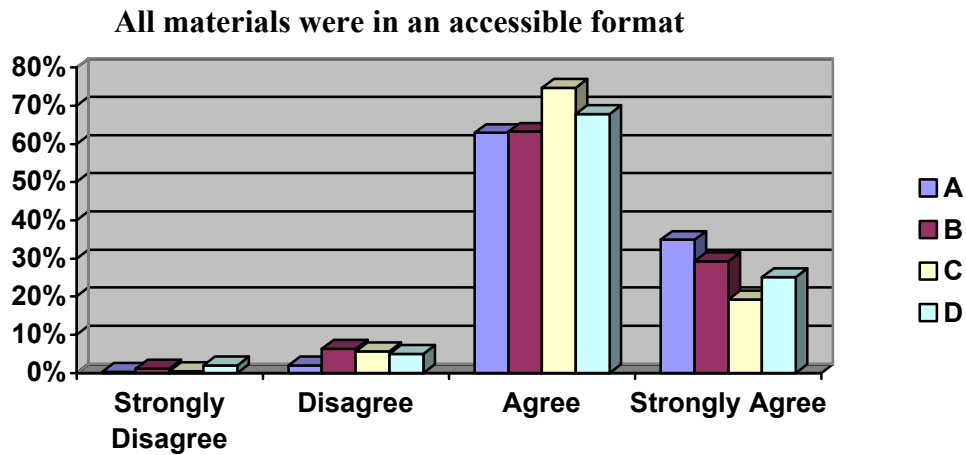
**The Vocational Rehabilitation office was physically accessible**



Nearly all respondents (95%) agreed or strongly agreed that materials they received from the Department were in an accessible format.

**All materials I received from Vocational Rehabilitation were in an accessible format (ex., Large Print, Tape Recording or Braille).**

	A (n=367)	B (n=174)	C (n=198)	D (n=199)	Overall
<b>Mean Range</b>	3.32	3.21	3.13	3.16	3.23

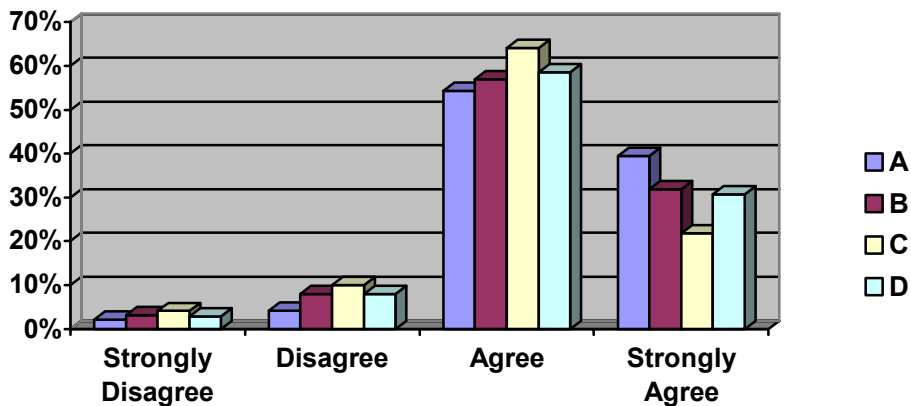


Consumers in group A reported the highest levels of agreement with regard to ability to see their counselors in a reasonable amount of time when they scheduled an appointment. Overall, 90.2% of consumers agreed or strongly agreed that they were able to get an appointment in what they considered to be a reasonable amount of time.

**I was able to get an appointment with my counselor in a reasonable amount of time.**

	A (n=381)	B (n=188)	C (n=220)	D (n=215)	Overall
Mean Range	3.31	3.18	3.04	3.17	3.20

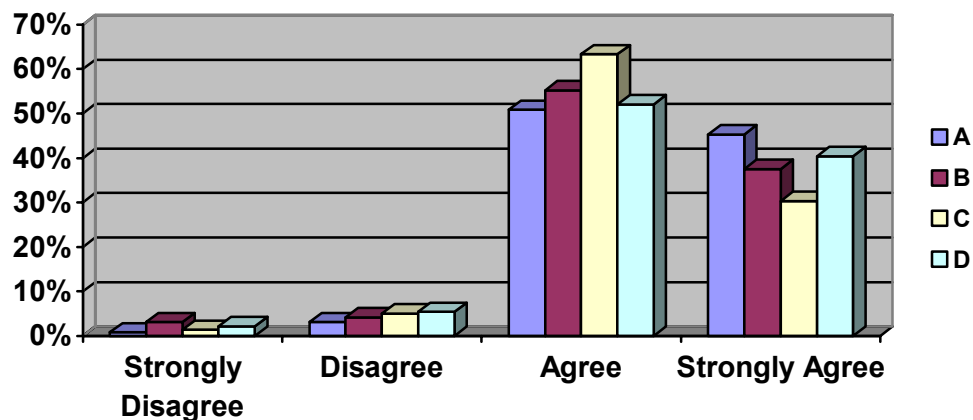
**I was able to get an appointment in a reasonable amount of time**



Regardless of case closure status, most consumers (94.1%) agreed or strongly agreed that they were treated courteously by Department staff.

**I was treated courteously by all staff.**

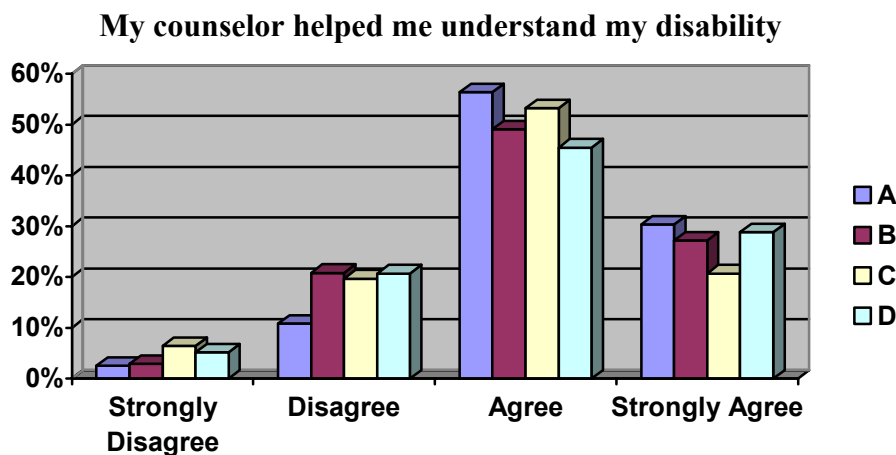
	A (n=386)	B (n=192)	C (n=221)	D (n=223)	Overall
<b>Mean Range</b>	3.41	3.27	3.23	3.30	3.32



Seventy-nine percent of respondents agreed or strongly agreed that their counselor helped them understand their disability. Consumers who had a positive employment outcome reported the highest agreement that their counselors helped them understand their disabilities.

**My counselor helped me to understand my disability.**

	A (n=353)	B (n=173)	C (n=203)	D (n=198)	Overall
<b>Mean Range</b>	3.14	3.01	2.88	2.98	3.03

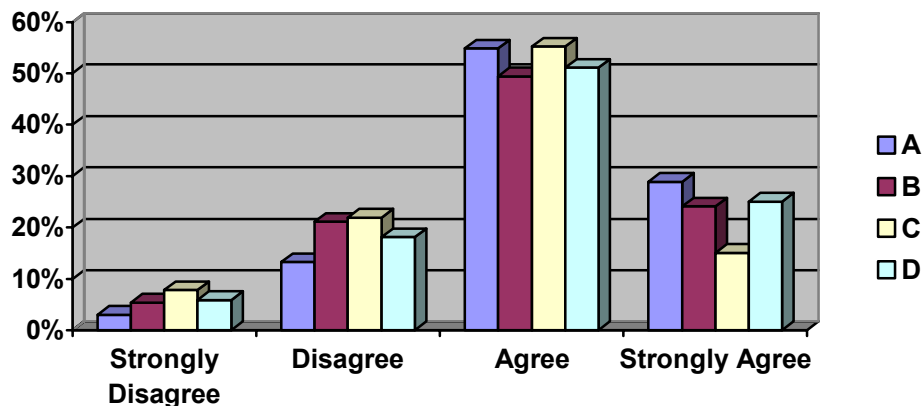


Approximately 77% of all consumers agreed or strongly agreed that their counselors were able to help them understand their strengths and limitations when choosing a job.

**My counselor helped me to understand the things I can or cannot do so that I could choose an appropriate job.**

	A (n=332)	B (n=166)	C (n=192)	D (n=188)	Overall
<b>Mean Range</b>	3.10	2.92	2.78	2.95	2.96

**My counselor helped me understand what I can and cannot do so that I could choose an appropriate job**

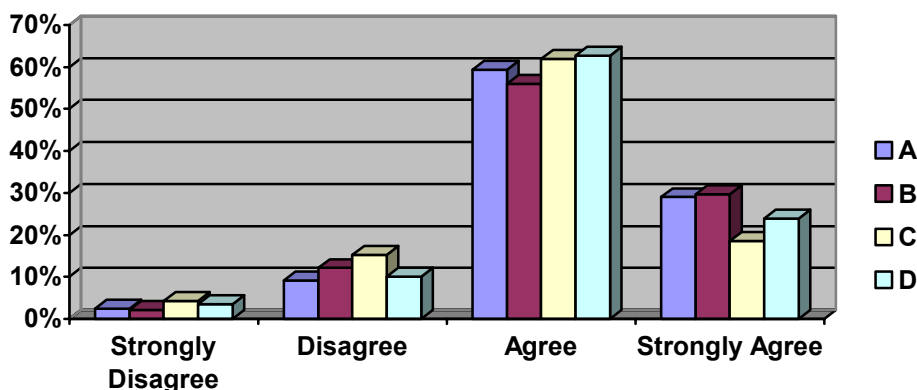


Consumers were asked if their counselor helped them to understand their rights. Over 85% agreed or strongly agreed that their counselor had helped in this area. Those in group A were slightly more likely to be most positive about this issue.

**My counselor helped me to understand my rights.**

	A (n=362)	B (n=182)	C (n=210)	D (n=201)	Overall
<b>Mean Range</b>	3.15	3.13	2.95	3.07	3.08

**My counselor helped me understand my rights**



A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

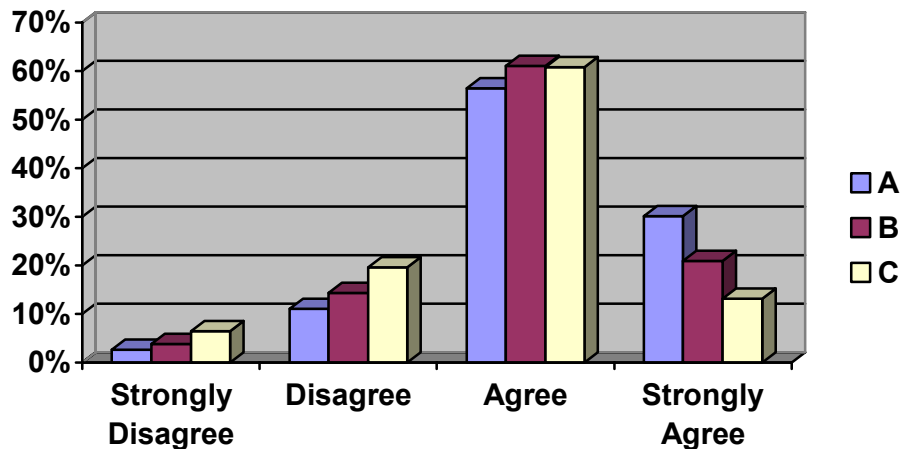
C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Eighty-two percent of consumers agreed or strongly agreed that they were encouraged to participate in planning their services. This question was not asked to those in group D, as their cases were closed while in referral, applicant, or extended evaluation status.

**My counselor encouraged me to participate in planning which services I would receive.**

	A (n=352)	B (n=182)	C (n=204)	Overall
<b>Mean Range</b>	3.14	2.99	2.81	3.01

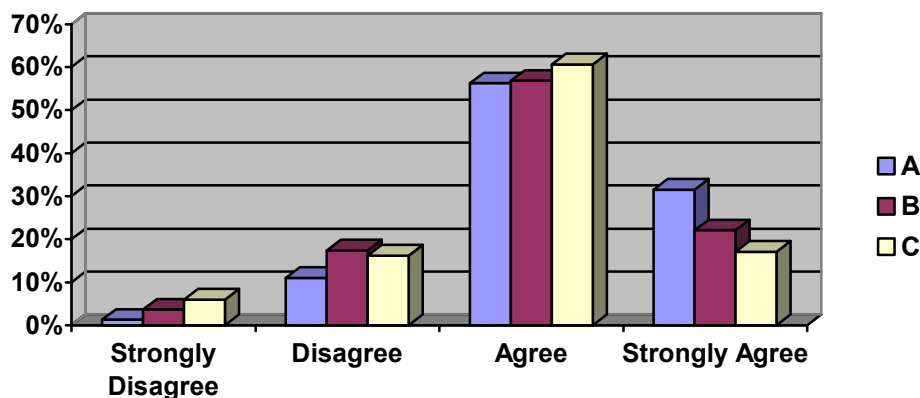


Consumers who had achieved a positive employment outcome (group A) had the best understanding of services that were available from the Department, with 83% agreeing or agreeing strongly.

**My counselor helped me clearly understand the services available to me from Vocational Rehabilitation.**

	A (n=381)	B (n=190)	C (n=216)	Overall
<b>Mean Range</b>	3.18	2.97	2.89	3.05

**My counselor helped me understand available services**



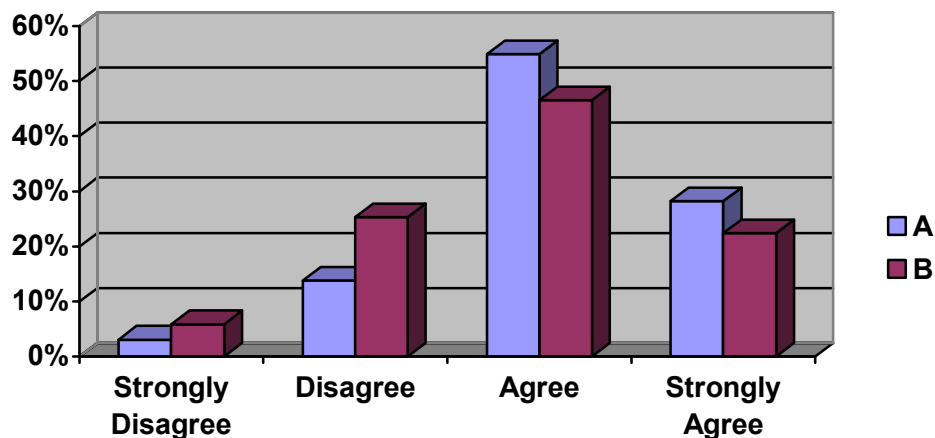


Consumers who received services through the Department were asked about the planning process. Those in group A reported higher agreement when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE).

**My counselor helped me to develop a plan of action to get a job or training for a job.**

	A (n=319)	B (n=170)	Overall
<b>Mean Range</b>	3.08	2.85	3.00

**My counselor helped me develop a plan of action**

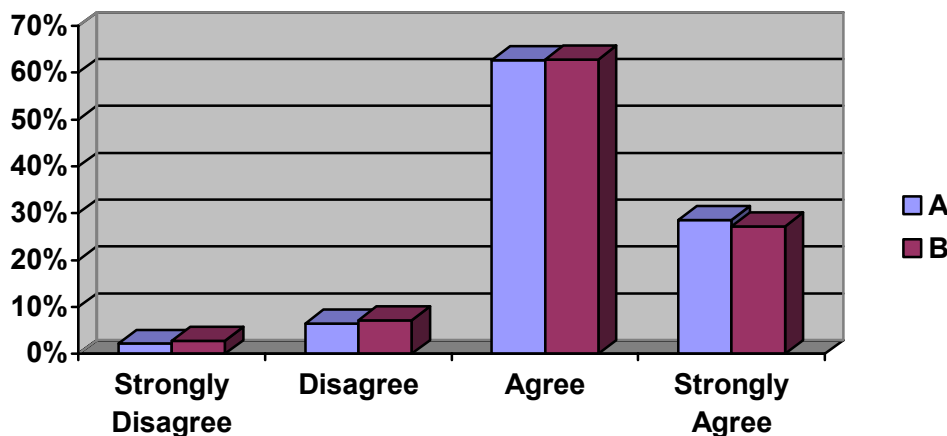


Consumers in both groups reported approximately the same level of agreement with regard to freedom to choose the services that were received.

**I felt free to choose the type of services I received.**

	A (n=367)	B (n=180)	Overall
<b>Mean Range</b>	3.18	3.14	3.17

**I felt free to choose the services I received**

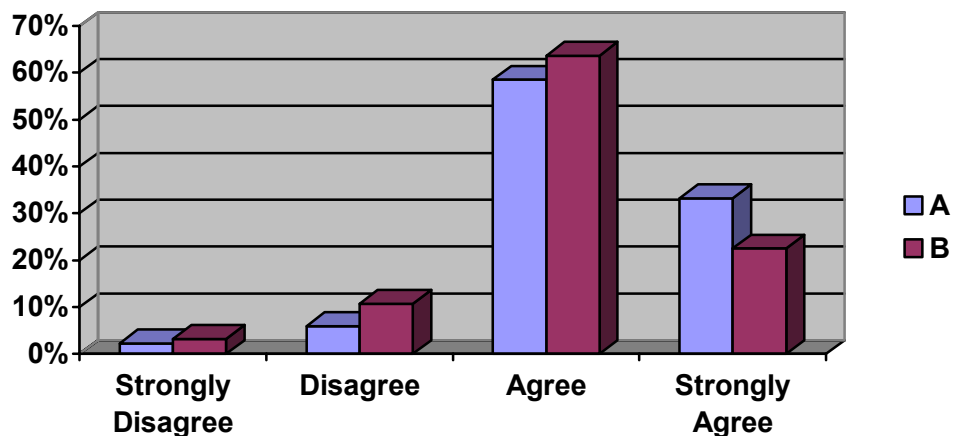


Consumers in group A were more likely to agree or strongly agree that services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner.

**The services I received were provided in a timely manner.**

	A (n=383)	B (n=187)	Overall
<b>Mean Range</b>	3.22	3.05	3.17

**Services I received were provided in a timely manner**



Fifteen percent of consumers indicated that they received Vocational Rehabilitation services in high school. There was a very strong correlation between age and receiving services in high school as younger respondents were more likely to have been served by the Department in high school than older respondents.

**Did you receive Vocational Rehabilitation services in high school?**

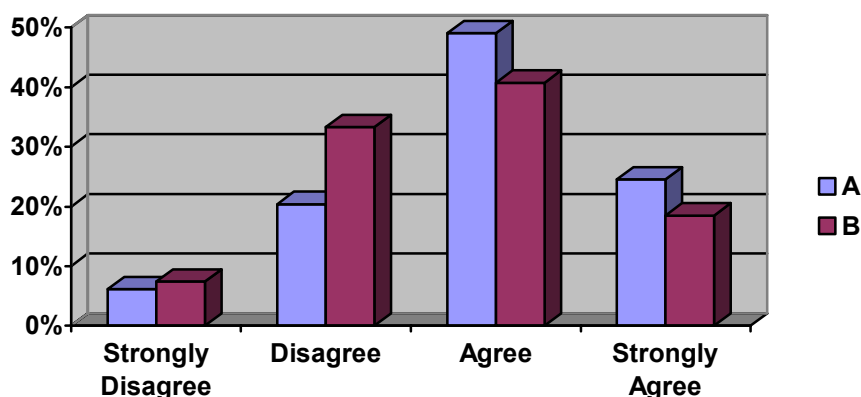
	A (n=384)	B (n=197)	Overall %
<b>Yes</b>	15.1	16.3	15.5
<b>No</b>	84.9	83.7	84.5

Like last year, those consumers who reported having received services in high school were asked if those services helped them get training or a job. Less than 70% of consumers who responded agreed or strongly agreed. This represents a 10% decrease from 2001.

**The Vocational Rehabilitation services I received in high school helped me get training or a job.**

	A (n=49)	B (n=27)	Overall
<b>Mean Range</b>	2.92	2.70	2.84

**The Vocational Rehabilitation services I received in high school helped me get training or a job.**



### Employment Information

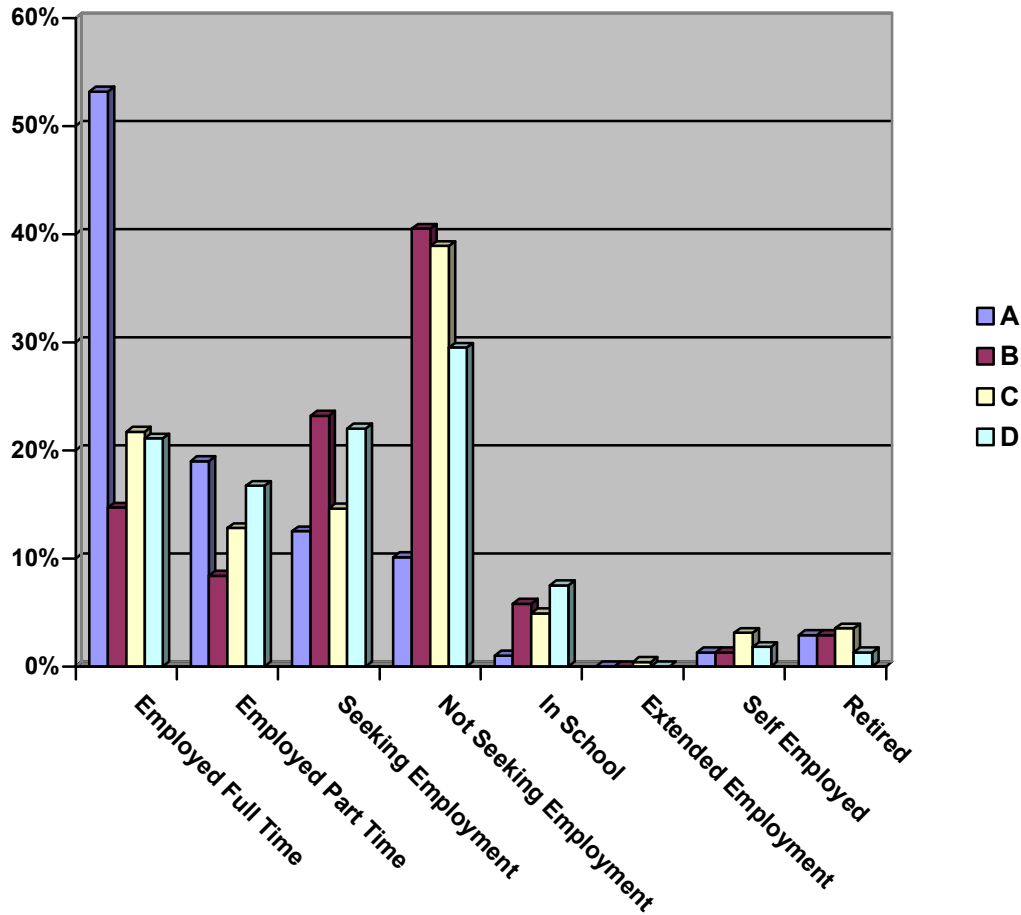
Following the pattern of the last few years, consumers were again asked about their present employment. Those who responded that they were employed were asked their job title. As always, a variety of answers were given. The largest percentages of job category responses were service (11.2%), skilled trade (i.e. electrical, plumbing, mechanic, etc.)(7.6%), food preparation (6.2%), computing (8.4%), sales (11.8%), administration/management (5.5%), clerical (5.9%), transportation (5.3%), medicine (8.2%) and education (5.3%). Other responses included agriculture, social science, law, library science, religion, engineering, mathematics, life sciences, and freight.

Slightly over half of those with a positive employment outcome (group A) were employed full time. Nearly one-third (32.1%) of the entire sample indicated that they were employed full time. Over 60% of those whose cases were closed after initiation of the IPE (group B) were not working nor were they seeking employment. This group reflects the highest frequency of unemployment for all groups.

### Employment Status

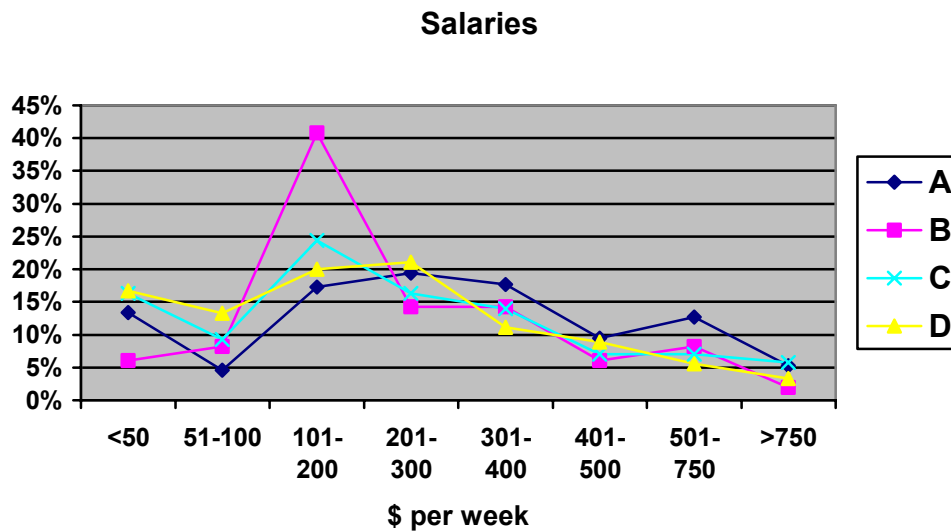
	A % n=385	B % n=190	C % n=226	D % n=227	Overall n=1028
Employed Full Time	53.2	14.7	21.7	21.1	32.1
Employed Part Time	19	8.4	12.8	16.7	15.2
Seeking Employment	12.5	23.2	14.6	22	17
Not Seeking Employment	10.1	40.5	38.9	29.5	26.4
In School	1	5.8	4.9	7.5	4.2
Extended Employment	0	0	0.4	0	0.1
Self-Employed	1.3	2.6	3.1	1.8	2
Retired	2.9	4.7	3.5	1.3	3

**Employment Status by group**



**Consumers were asked about earnings from employment**

Weekly Earnings	A (%) n=283	B (%) n=49	C (%) n=86	D (%) n=90
\$50 or less	13.4	6.1	16.3	16.7
\$51 to \$100	4.6	8.2	9.3	13.3
\$101 to \$200	17.3	40.8	24.4	20
\$201 to \$300	19.4	14.3	16.3	21.1
\$301 to \$400	17.7	14.3	14	11.1
\$401 to \$500	9.5	6.1	7	8.9
\$501 to \$750	12.7	8.2	7	5.6
\$751 or more	5.3	2	5.8	3.3



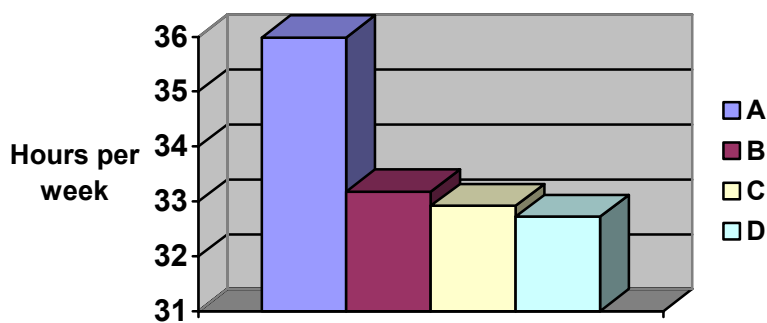
The above graph shows that those belonging to group A are more represented as salary level increases. Approximately 45% of those achieving a positive employment outcome earned \$301 or more each week. This is a greater percentage than any other category.

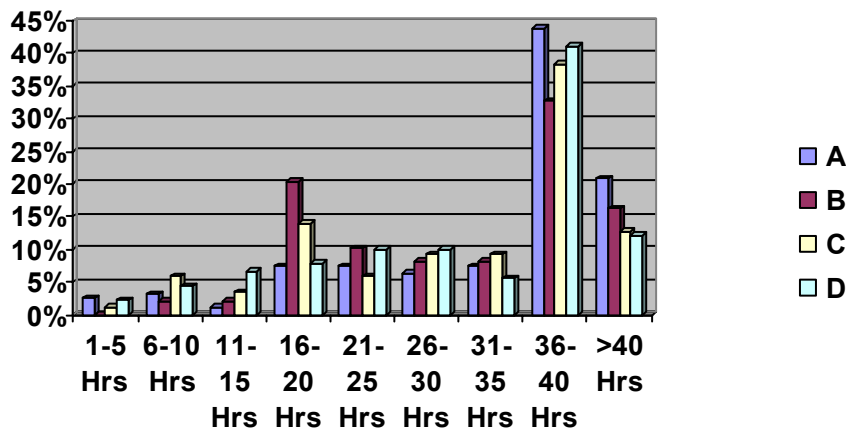
Those who were currently working full or part-time were asked how many hours they worked each week. People with positive employment outcomes (group A) worked approximately three more hours weekly than those in the other status groups.

#### Average number of hours worked per week:

Consumers achieving positive employment outcomes (A) (n=280)	35.99
Consumers with Closure B (n=49)	33.18
Consumers with Closure C (n=84)	32.92
Consumers with Closure D (n=88)	32.72
Overall	34.62

### Hours Worked by Group



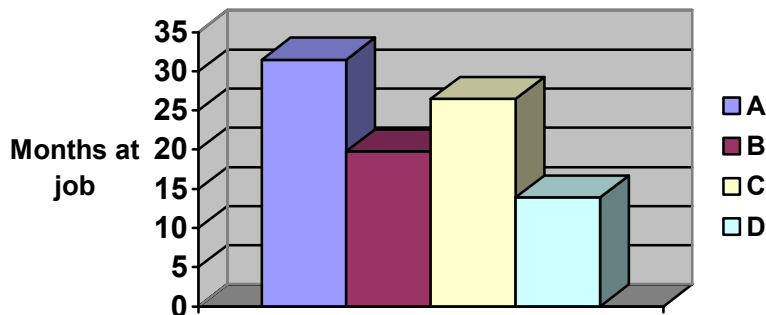


Those who were currently working were asked how long they had been employed at their job. Individuals with cases closed in referral, applicant, or extended evaluation (D) had the lowest average number of months worked at 13.9 months of employment.

**Average number of months at present job:**

Consumers achieving positive employment outcomes (A) (n=280)	31.48
Consumers with Closure B (n=49)	19.76
Consumers with Closure C (n=84)	26.5
Consumers with Closure D (n=90)	13.87
Overall	26.36

**Months at Job by Group**

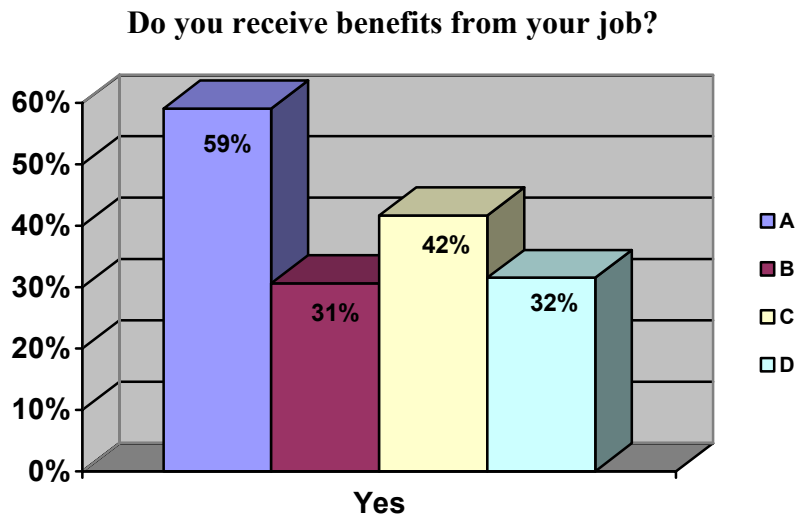


Consumers who were working were asked if they received benefits at their job. Half of all those who were currently employed received benefits. Fifty-six percent of those people with cases closed PEO (A) had benefits. This represents a 3% drop from 2001. However, 15-25%

more people with cases closed with a positive employment outcome had benefits compared to those in the other status groups.

#### Do you receive benefits from your job?

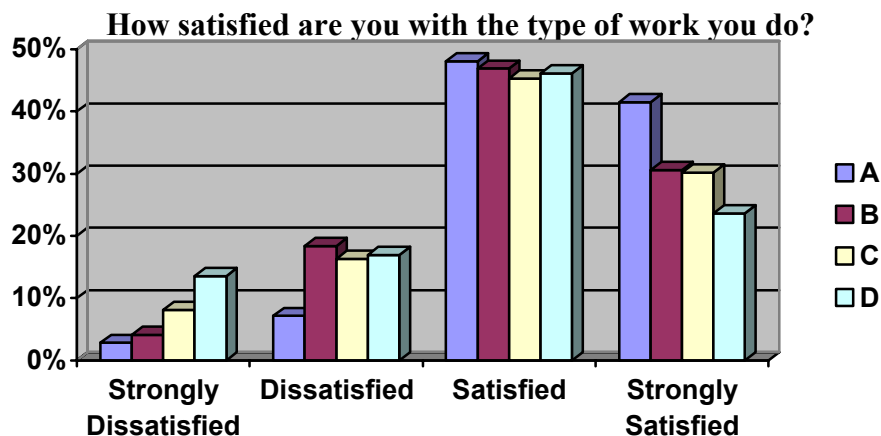
	A% (n=280)	B% (n=49)	C% (n=84)	D% (n=89)	Overall
<b>Yes</b>	56.1	30.6	41.7	31.5	50.8
<b>No</b>	43.9	69.4	58.3	68.5	49.2



The following questions related to job satisfaction were asked to consumers. In these responses, participants responded from strongly dissatisfied to strongly satisfied. The resultant mean satisfaction level is based on a four-point scale.

#### How satisfied are you with the kind of work you do?

	A (n=282)	B (n=49)	C (n=86)	D (n=89)	Overall
<b>Mean Range</b>	3.29	3.04	2.98	2.8	3.12

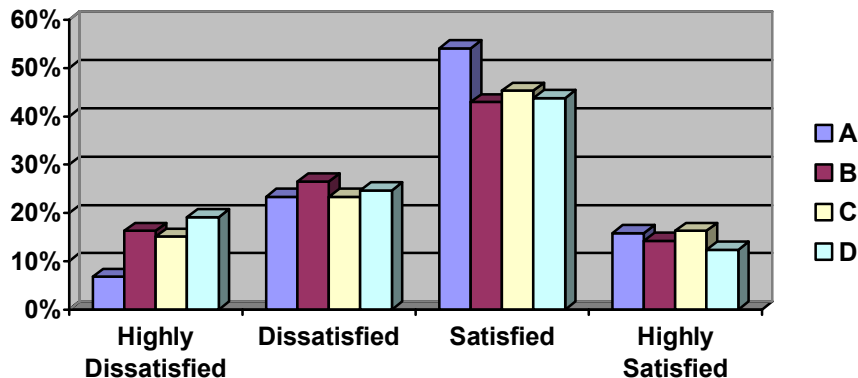


Those who achieved positive employment outcomes (A) were somewhat more satisfied with their work and with the salaries received for their employment than those representing the other three groups.

**How satisfied are you with the salary you receive for the type of work you do?**

	A (n=279)	B (n=49)	C (n=86)	D (n=89)	Overall
<b>Mean Range</b>	2.79	2.55	2.63	2.49	2.69

**How satisfied are you with the salary you receive?**

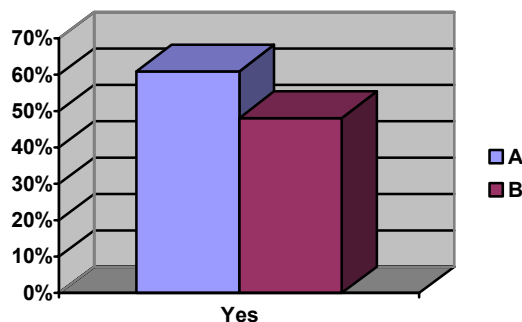


Consumers who received services from the Department were asked if they felt that the services they received through Vocational Rehabilitation helped them get their current jobs. Approximately 60% of those achieving positive employment outcomes felt that the Vocational Rehabilitation services they received did help them get their job. Forty-three percent of those in Group B felt that Department services helped them get their job.

**Do you feel that vocational rehabilitation services helped prepare you for a job?**

	A (n=276)	B (n=49)	Overall
<b>Yes</b>	60.9%	42.9%	62.9%
<b>No</b>	39.1%	57.1%	37.1%

**Do you feel that vocational rehabilitation services helped prepare you for a job?**

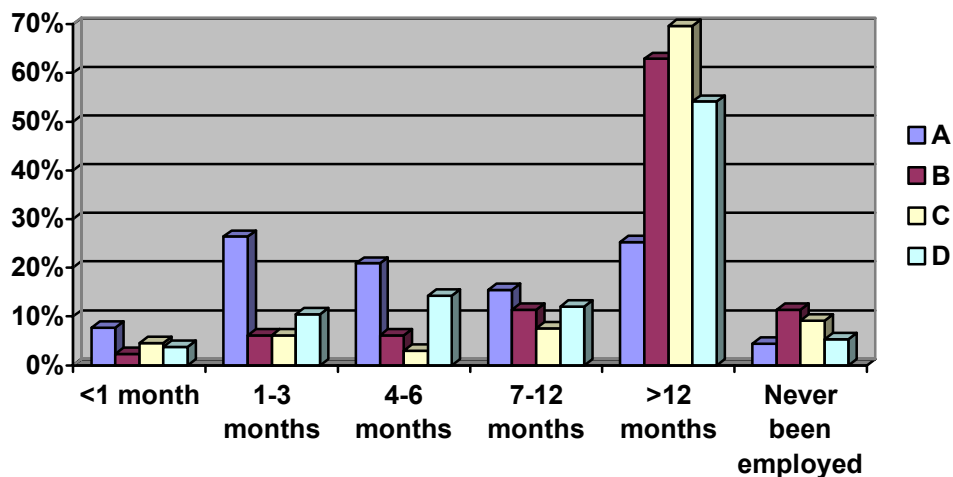




Those who reported being unemployed were asked for how long they had been unemployed. Nearly 30% of consumers who had achieved a positive employment outcome (group A) who were not currently employed answered that they had not had a job for longer than one year. This does reflect a decrease from 2001. The percentages of those who had not worked for over a year were much higher for those representing the three other unsuccessful groups. When asked the reason for current unemployment, the majority of the respondents across all closure statuses stated that they could not work because of their disability or physical limitations.

#### How long have you been unemployed?

	A (n=91)	B (n=132)	C (n=132)	D (n=133)	Overall
< 1 Month	7.7%	2.3%	4.5%	3.8 %	4.3%
1-3 Months	26.4%	6.1%	6.1%	10.5 %	11.1%
4-6 Months	20.9%	6.1%	3%	14.3 %	10.2%
7-12 Months	15.4%	11.4%	7.6%	12 %	11.3%
> 12 Months	25.3%	62.9%	69.7%	54.1 %	55.3%
Never Been Employed	4.4%	11.4%	9.1%	5.3 %	7.8%

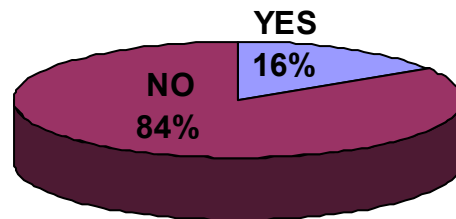


#### Reason you are currently unemployed

	A% (n=90)	B% (n=129)	C%(n=130)	D% n=127)	Overall
Laid off/Fired	16.7	6.2	5.4	7.1	8.2
Disability	37.8	58.1	68.4	55.9	56.5
Child Care	3.3	2.3	1.5	2.4	2.3
Can't Find Work	8.9	7.8	7.7	12.6	9.2
In School	4.4	9.3	5.4	12.6	8.2
Transportation	5.6	0.8	0.8	0.8	1.7
Other	23.3	15.5	10.8	8.7	13.7

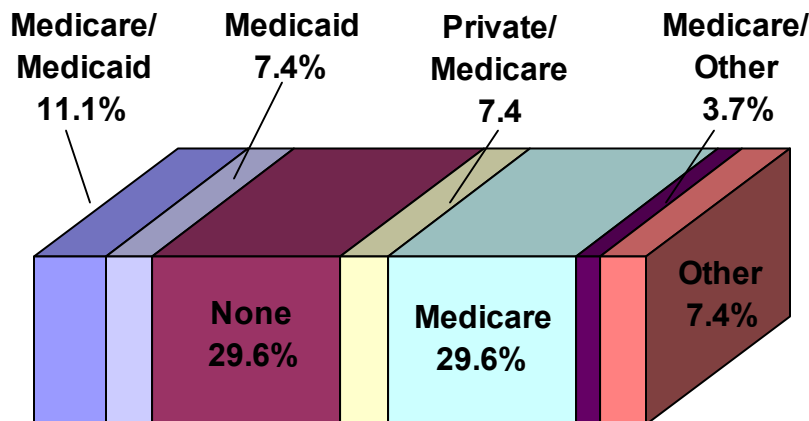
Consumers whose cases were closed with a positive employment outcome, but who reported that they had either not been employed for a year or longer or had never been employed were asked a series of questions to determine if there were themes as to why they had not worked. A total of 27 consumers (representing 7% of group A) responded to items related to health insurance and other issues.

These consumers were asked if they were concerned that they might lose their current health benefits if they became employed. Sixteen percent indicated that this was a concern.



These individuals in group A who had not worked for a year or longer were then asked what type of health insurance they currently had. Their responses are found below.

#### What type of health insurance do you currently have?



All individuals in group A who were currently unemployed were asked if there were other services that would be helpful to them. Seventy-eight percent (78%) said no. Those who did respond indicated that continued assistance by the Department, additional training, and continued education would be most helpful in attaining employment.

## CASE CLOSURE

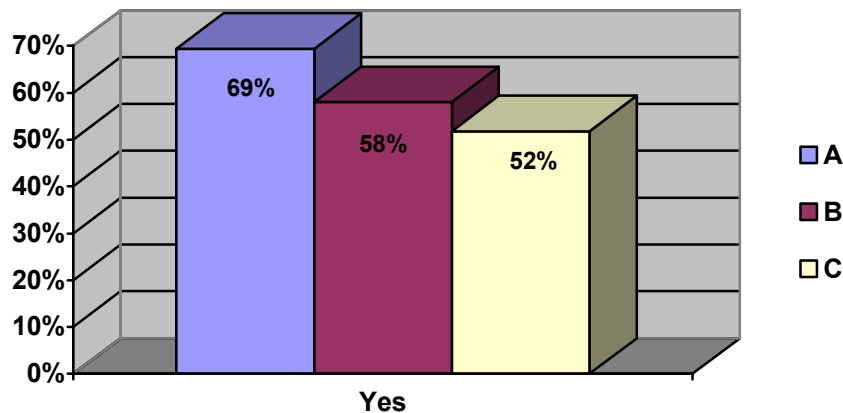
The act of closing a consumer's case ends the formal contact the counselor has with a consumer. The following information reflects consumers' responses to questions regarding the closure of their cases.

Seven out of ten people who had a positive employment outcome knew their cases had been closed. Overall, 57.4% of consumers indicated that they were informed when their cases were closed. This reflects a 6% decrease from 2001. The following table shows the differences in the consumer being informed based on his or her case closure status. As has been the case throughout the history of this survey, consumers whose cases were closed upon achieving a positive employment outcome were most informed about their case closure and those who had cases closed in referral/applicant/extended evaluation status had the least amount of knowledge of their case closure.

### I knew when my case was closed

	A% (n=382)	B% (n=190)	C% (n=218)	Overall %
Yes	69.4	57.9	51.8	60.8
No	30.6	42.1	48.2	39.2

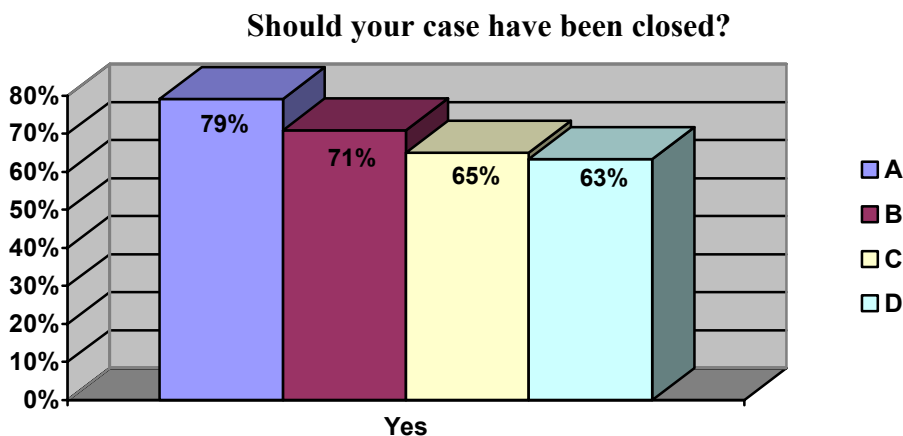
### I knew when my case was closed



Consumers were asked whether or not they felt their cases should have been closed. If the consumers were in group A, they were more likely to agree that the case should have been closed (79.1%). Those belonging to group B were most likely to want their cases left open (36.8%).

#### Should your case have been closed?

	A% (n=369)	B% (n=182)	C% (n=211)	D% (n=208)	Overall
<b>Yes</b>	79.1	70.9	64.5	63	70.9
<b>No</b>	20.9	29.1	35.5	37	29.1



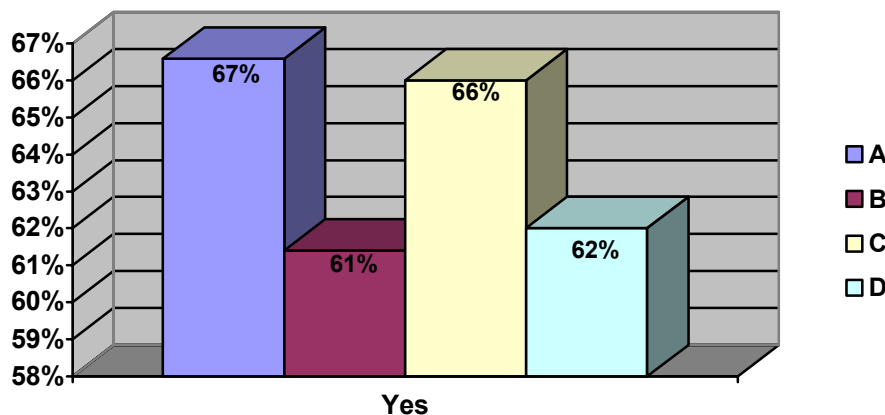
If the respondent felt his or her case should not have been closed, the follow up question, “Why shouldn’t your case have been closed?” was asked. Two hundred fifty-five people responded. The responses included: “insufficient services” (15.3%), “rehab did not help me” (21.2%), “don’t have a job yet” (11.4%), “need more training” (1.6%), and “was not finished” (12.5%).

Consumers were asked about their level of awareness of reapplying for services. Approximately two out of three respondents knew they could reapply.

#### I know that I can reapply for services from Vocational Rehabilitation

	A% (n=385)	B% (n=189)	C% (n=224)	D% (n=223)	Overall
<b>Yes</b>	67	61.4	66.1	61.9	64.6
<b>No</b>	33	38.6	33.9	38.1	35.4

### I know that I can reapply for services

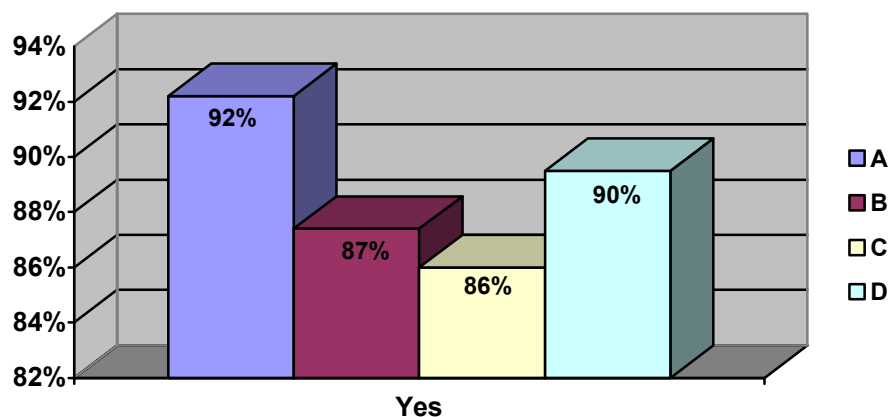


The final question asked to consumers was whether or not they would return to the Department in the future. Nearly 90% of consumers indicated that they would return to Vocational Rehabilitation if they needed to. Consumers who achieved a positive employment outcome (group A) gave the Department the highest rating on this question at 92.2%.

### I would go back to Vocational Rehabilitation if I need to

	A% (n=385)	B% (n=190)	C% (n=218)	D% (n=220)	Overall
<b>Yes</b>	92.2	87.4	86.2	89.5	89.4
<b>No</b>	7.8	12.6	13.8	10.5	10.6

### I would go back to Vocational Rehabilitation if I need to



**Appendix  
GROUP C  
Other comments**

36 I would like to know where they relocated.

51 Very courteous

58 If someone knows they will have a disability they should not have to wait until they get that problem to receive services. They should be able to prepare for the injury and then be able to change the line of work. I tried to train for a new career, and I didn't receive help from my counselor. She couldn't help me with my career.

72 They really didn't tell me much. The counselor never got back to me. I've been looking for a position on my own.

248 They do a great job to me. They explained everything to do. They helped me to go to school

308 Pretty nice place been there 10 years off and on.

320 It is a good thing that individual can get help for impaired people. They try to find something according to your capability.

326 She was really good.

374 [City] office was very helpful, other office was not nearly as helpful.

434 They were nice and supportive.

440 Counselor was good, explained everything. Asked everything. Gave good advice and finally agreed to close case. [Name] was counselor and told him that respondent was untrainable. No complaints about services. They tried very hard to help the family.

498 Went to office and had to wait for door to be opened. Making new entrance and office wasn't open, had to wait.

552 Keep up the good work!

599 If they are going help people to try to help themselves, they need to be a little polite and more generous with information. They need to use language, plain and simple, to those that don't understand. And learn to be patient with them. Try to look at things from their standpoint. They are dealing with a lot of stress anyway. They are ashamed to ask for help. Anybody is ashamed to ask for help, when they cannot do things on they're own anymore. It takes away from you. i.e. I can't mop, but do you think I want to ask people to mop for me? Show some compassion with dealing with people.

631 The only reason they couldn't help me is because I am bipolar, I am on lot of medication.

664 I hope I have a better experience coming in for the second time...

665 I think it's been a Godsend for its ability, despite not getting the answers I needed. I needed the degree; to dispel my fear that I was absolute an idiot; stupid. I don't have much confidence. Yet, I have guts, and I stand on my convictions. Strongly convicted, but not very self-confident.

680 They are great.

689 If they could just help something that you could be good at.

693 I guess my problem with the situation was there seemed to be a kind of strict mode for you to fit in for them to help you. In the job I had physical problems. My job causes me pain. I have bad knees and my job is physical. Because of my income and my husband's, I was supposed to pay for everything. I couldn't pay for and keep up my bills at the same time. There needs to be a service for the middle class, because we get caught too.

736 Well I think they could do quite a bit more for people. It's almost if there's no program at all. It's an office with a label, a name on the door, and no services rendered. They really should provide a service for people.

760 I think that if you are out there to not to get on disability, they should help you with it. They never contacted me about my case. They were very unprofessional.

761 Do the counselors actually help you get a job?

775 I would have liked a lot more information about education help and how I can get my house remodeled for my wheelchair...they were not helpful.

810 The fellow who handled my case was very patient guy

866 I would like to get some help on the art studies that I want to do.

872 Very helpful people, very courteous and doing excellent job.

903 I can't seem to get any help to go back to school.

957 If a person decided to return to school, would the Department provide any type of financial aid? Can a person get an 18-month degree in a medical field?

975 They try to help you.

1085 It just didn't relate to me. They tried to show how to use computer and Internet.

1139 I never received any services. I would like to know if I get approved to go the school. I think it's a good thing, but no one has called me or told me about going to vocational rehabilitation.

1174 Great job. Would go back.

1301 They made it seem like they are giving a great gift of telling me no. Next time I'll look somewhere else for assistance.

1305 I don't think I quite understood how they were trying to help me.

1343 I liked everything.

1351 It is a good program to have. I understand it is hard for them to provide services for every body but if you are disabled they should provide help for you to be trained.

1383 Everybody was friendly and kind to me.

1416 It was pretty good.

1417 Every time I applied there, they denied it. They never have done anything to me. They never helped me. They wouldn't even give me a computer program to help my son because there is so much problems with disability, etc. They never gave me a chance to do anything.

1422 Doesn't like that parent's money is included in grant applications.

1454 They are understaffed, need more employees to provide services.

1457 It was ok. It helped me somewhat.

1483 I appreciate all the services they provided in the past.

1496 I think they did the best with what they had.

1509 I never got a chance to do anything. When I went in, there was nobody there.

1684 I think they are fair.

1743 If I can get my foot back in the door, I'd like to get some info. I'd like to go to school because I'm only 22.

1759 They were very helpful.

1892 They did good job as far as trying to help me but it just nobody was following up in time to deal my case.

1925 I was left out in the cold and didn't know what to do. I would've liked to have done something, but my medical problem wouldn't allow me to do it. I had no other options and what they did for me didn't really help.

1934 It wasn't right for me and so I don't really know if it's...I think the program itself is good, but I wasn't really in a state where I could make use of it to it's full potential.

1971 It was not confidential but they told me it was confidential. If someone has physical problem for the type of work they are doing, then they should help them to find a job.

1994 I would like to have more choices for job training and stuff. The only (choice) they give me at the time that I seen the counselor, they only gave me 4 to 6 job choices. Cosmetology, barber, beautician, small engine repair and I forget what the other one was. None of them were a very good choice.

2029 When I went there, I was depressed. From that point they helped me to come out of depression and get a job.

2071 My counselor both times never showed up for the meetings. I took a test with the second counselor and never could get a hold of the second one to get the result. They weren't very accessible.



2124 They could have explained to me in more detail what I could receive from them.

2239 They should really try to return calls and give the information about possible training facilities.

2294 I don't think the counselor did all he could do for me. He did not provide any helpful stuff for me.. I found my job all on my own

2305 Most of the people you work with in that rehab are really not interested in helping the person coming. They would much rather just get paid.

2398 They ought to help older people just as they help younger people.

2452 It just was not for me.

2461 They don't encourage with the talent I have to get a job. Like I have a talent to write a book or poetry, they didn't help to publish a book etc. They just saw that I get a job at McDonalds or so...but they did help me to get a job.

2477 I think that if they have a counselor to assign just one person or a group of people they need to help all people and not just their pick.

2563 They seemed pretty good to me. They got me a job at Goodwill and I was with them for 3 years.

2813 Everything was great.

3120 Some good and some bad.

3360 They did real good

3584 I did not like him.

3639 They are very slow. They are inadequate and not prepared to do the job they're trying to do.

3685 [Name] was excellent to work with, and they sent another lady to do the testing and she was excellent to work with.

3690 Every one was super nice and very helpful.

3849 They need to learn a lot of things and understanding the whole board of education at voc. rehab. They need to learn about attention deficit disorder to deal with the client.

3884 It moves a little slow; in my case employment assistance seemed slow. I'm in a halfway house and I have to have full employment before I can move on. I'm looking forward to working full time.

3895 They were helpful and informative.

3916 When I got out of my program or whatever, of course, it was more emotional; other things as opposed to alcohol. This wonderful man [name] he's trying to put me through college. They're wonderful people. They take the time to get to know you. They're just great. The secretary, her name is... They even had me tested to see what jobs I would be good at. [name] is wonderful as well. He is a wonderful man that can really help you. He's a great guy. He's real honest. You feel comfortable talking to him; everybody does. He's been treated himself. I went there 4 days a week;

I'm nervous talking to you. It's kind of embarrassing... I would recommend that anybody that has any problems come to him. He's a listener; He's not an over talker; He's very easy and he doesn't judge. I tell you what; that's what pulled me together. He is the one that referred me to [name]. Can you spread the word about that? If there anybody in [city] that need help, send them to him. He saved my life! He comes across as a friend. There's nothing you can't tell him: He's located ... If you call him, he'll call you right back. He's very devoted to his job and he's made mistakes in his life and he doesn't mind telling you about. I'm glad you called. I would love to spread the word and help somebody else.

3944 They need more money from the state. They have limited means.

3980 They were very good but they did not stay in contact me. I did not get help.

4037 Vocational Rehab in Kentucky doesn't help to get jobs it only benefits those that work in the rehabilitation bureau.

4171 It's a good place to help unemployed or disabled people find jobs.

4189 They should help people who want to work out of their homes rather than public work.

4588 Basically, I was kind of sent to their office through the state of Ohio and I talked to a lady and then she retired and there was never any follow up; when I called to find info about it everybody played stupid and acted like what they offer is a big secret; the whole process was a nightmare.

**GROUP D**  
**Why are you currently unemployed?**

3 I haven't been able to locate a job here lately.

33 I got terminated and nobody wants to hire me because I have trouble with my hand.

51 I don't know.

55 Disability

60 The boss cut me out and I walked out.

62 I draw SSI disability.

65 Disabled

124 Disabled, I had cancer.

144 I broke my left shoulder; I can't use my left arm. I have some problems with my knees and my neck is giving me problems as well. I was in accident. Just about everything I've got has been broke; both knees, wrist, right arm, right shoulder, neck on both sides, ribs (about 8); I've had a lung operation; I only have part of it. My left ankle has been broken; my left leg had compound fractures -- just broke it right into.

154 I've been trying to get a job but no luck.

155 Not much work in the workplace.

176 Disabled

182 I can't find a job. I am not getting any help for training for a job

256 Disabled

280 I can't stand up and work.

311 I'm disabled with a heart condition.

314 I just have a newborn baby and I'm just released from prison.

390 Disabled.

416 The business moved to Mexico.

422 I go to college.

427 I was laid off from my last job. That was a temporary job.

458 I can't find a job.

468 Go back to school.

536 I've not found a job.

558 I'm on disability. I got hurt at work.

573 I'm not looking right now.

595 School

607 Disabled

611 In school.

619 Due to disability.

639 80% disabled for work.

659 Don't have transportation, haven't been able to find a job.

690 Laid off

707 Disability

749 Seeking different career.

771 Because I am a full time student.

782 Was building houses for this guy and he went out of business.

815 Car accident

828 Disability

833 Because I had a stroke.

837 Physical limitations.

868 Due to sickness.

872 Going back to school.

906 Because of my age.

941 Just recently got out of school.

976 Just not physically able to work.

1004 Laid off

1034 Convicted felon

1065 Had a heart attack. Lost job

1082 Can't find a decent job.

1084 Couldn't find a job.

1088 In a car accident.

1094 On disability.

1116 Lot of illnesses that were job related so I quit.

1141 Because I can't stand or sit for long.

1142 Physically unable.

1146 In school.

1179 Never found another job.

1181 Still in school.

1195 I quit because of panic attack.

1215 Quit because of inadequate pay

1276 Depression and medical reasons

1340 I moved here from Kansas.

1376 No one is hiring.

1377 Depression and breast cancer.

1381 Disabled - accident at work - attacked by inmate while working as prison guard.

1453 Have to home repairs and take care of my mother.

1490 Health problems.

1492 Disabled

1500 Old age

1501 Laid off

1511 Could not find a job anywhere.

1512 Physically unable.

1513 Restructuring of company. So they laid me off.

1514 Disabled.

1522 Old and disability.

1578 Can't find a job that is of my interest.

1582 Disabled

1595 I did not have required education.

1629 Health problems.

1736 Disabled

1743 I have scoliosis and can't do regular jobs. I don't have any degrees or anything like that.

1750 Heart problems.

1771 have an ulcer in the bottom of my foot.

1783 I was terminated at my last job.

1787 Disability

1798 Disability

1834 My job downsized and moved to Mexico.

1899 Disabled

1938 No job.

1943 Disability

2006 Left because of complications of pregnancy.

2111 Got hurt at work.

2228 Due to injury.

2249 In school.

2336 I had a total knee joint replacement.

2402 Disability

2470 Disability

2519 I hurt my back on my job.

2581 There are no jobs in our county.

2738 I was employed by the school and the school is not in session.

2755 Disabled

2884 I'm going to school and it's too hard. I have a husband and he works and makes enough to support us. School is very difficult.

2912 I'm waiting for my Social Security benefits from the appeals court. They said I wasn't disabled, that I could work. However, the doctor says otherwise.

2926 I'm a student and can't find a job that works with what I need.

3268 Am a student.

3390 Just had a baby.

3392 Physical disability.

3464 Disabled

3497 Had two heart attacks.

3524 Can't find a job.

3525 I receive disability.

3538 Disabled

3547 Because of my disability.

3550 Disability

3570 Waiting for my disability.

3581 Disabled

3628 Disabled

3655 Disabled

3694 In school

3720 Motor vehicle accident.

3730 I had an episode of cancer, a bad car wreck, and the doctor won't sign the paper for me to go back to work.

3770 The job wasn't worth it

3822 Can't find part time job that is compatible with school schedule.

3827 Disabled

3830 In school

3886 In school

3934 Disabled

## GROUP D

### Why shouldn't your case have been closed?

62 I wanted to finish up my electrical work with all the school hours that I had and go get a good job.

107 They didn't put forth the effort I expected.

124 I might need it again.

135 Because I went for help and needed it and wasted my time.

144 If they were going to close it, they should have notified me. I called there a couple of times and they never called me back. I was trying to get helped; I had tried to get help for a hernia operation. After I went down there, I never heard anything back from them.

154 I'm hurt and need work.

176 I have never been notified about that. I just spoke with a woman for 10 minutes and that's all.

179 They said I didn't have any disability. But I had some kind of disability. Hence I think my case should not have been closed.

182 Because I didn't receive any possibilities also of finding a job, they didn't do any help for me.

183 Because there is still some more items that they have to take care of.

197 Because they were like two or three days late sending me notices that they were going to drop me.

263 I don't know when it was open.

314 I haven't received any proper services.

362 They did not really help me.

416 They should have given me the opportunity for the thing that I wanted to do. But they did not help me, they did not approve what I wanted to do.

458 I feel like I had the right to know one way or another if they were going to do anything.

553 Because I never heard back from them for help. They were going to help me to get carpentry tools but they did not.

558 I haven't completed my courses yet.

587 I am in school so it should be open.

607 I wanted help but they did not help me.

619 They could have helped me more.

635 It should have been worked on a little better.



659 They should have worked someway to transport me to the main office.

705 Because I have been off work since quite some time. I got sick and when I wanted to get help, I did not have any kids.

795 Current position I have acquired by my own so they gave me little help.

815 Because the advisor was not working to help me.

823 Because I still have physical problem with my wrist. They should help me to find a doctor who can help me with what is wrong with my wrist.

828 They did not treat me fair.

854 Because I don't know what this stuff is for.

868 Because I was sick and I could not come to meetings.

897 They didn't help me in any way.

923 I should have been notified if it had been.

941 It was unfair that they did not give me a chance.

1034 I still can use their help.

1088 I am still in rehabilitation for pain management.

1116 I never heard back from them.

1142 Because nothing was said, no help was given to me. I was not even contacted.

1146 It has not been closed.

1215 The department did not help her get a new job.

1269 They didn't help us a whole lot.

1305 I think someone at my size (6-8 360) has limited job opportunities and I wasn't trained for an appropriate job.

1340 I was in a car wreck and did not want to drive for a while.

1377 First my case worker did not receive all the information from me and did not go into detail... rehab before helped me with my education but when I came from Georgia to KY they did not help me any.

1392 I've been trying to get hold of them.

1436 It never got opened.

1478 They really did not do anything for me.

1490 I know I can work part time but my hips cant handle fulltime job.

1501 They needed to look at my previous files.

1511 I was not even asked, even asked before my case was closed.

1705 I don't even think that I have a case.

1770 I would like to get some help for school since I am disabled.

1783 I had not really done anything yet.

1787 I was turned down.

1788 I am not finished with training.

1919 I would have liked to go to school somewhere and gotten an education.

1938 Because I received no help.

2006 The new case manager has not helped me.

2150 I still haven't been taught how to use my arm at all.

2370 I made one visit and I never received a call from them again.

2519 They haven't done anything for me; I asked to assist me to get back into school.

2853 I didn't get any help from Vocational Rehabilitation.

2912 Because I couldn't make the appointment with the psychologist. I didn't have a vehicle. Part of my disability deals with being about people.

2926 I still haven't gotten any help from the services like scholarships.

2988 They could have followed up with me to see if I wanted my case closed and whether I needed additional help.

3163 I didn't get the job I am looking for.

3268 I was still eligible but was disqualified.

3392 Because my disability is still under treatment.

3525 I haven't received anything.

3581 Because I was not told.

3694 They never did help me.

3714 I'm not through with school and I've got a part-time job. I'm not able to work a full time job.

3716 I could have found a better job.

3827 I did not know about it.

## GROUP D

### Other comments

62 I think it's a wonderful place.

65 They helped me tremendously.

124 I was treated very nice, but a lot of paper work.

135 They didn't understand what I was there for.

144 Like I say, I never heard from them. And it seemed like they didn't want to help me do anything. I went down there for a vocational test and I never heard anything from them after that as well.

182 I would like to know what the plan is for. Who can get help? I didn't get any help. What does it take to qualify to get help?

256 My caseworker did not do what she was supposed to do.

311 I do think that the test scores need to be automatically sent to Social Security if they are declared disabled. I think it shouldn't be mandatory if you have a mental illness that you be required to be at the vocational place at 8 am everyday and I have 4 children I'm trying to raise. They should have childcare services offered to me and it wasn't and transportation assistance.

362 They were really nice. They tried to help me but those that were above them would not let them do so.

395 I feel The Purchase Area Department (Not sure about the name) was very good.

I felt that I am treated as statistic

422Tthey were very good at their job especially doctors.

476 The counselor was very kind and was interested in helping clients

558 The guy that has been helping me has always been there and answered every question that I asked.

619 It was all right.

652 They were very helpful but you could not work it out, it was my problem, did not have time during the day to go there.

659 They should have an office in all the counties.

690 Few of the counselors was little rude. They need to be nicer. Helpful.

705 They need to be a little more flexible when it comes to singles that don't have kids. They care about families and not singles. They need to put in more care for people that don't have a spouse.

795 Get people back into workforce they can provide a better service in that aspect I don't think they have attained their goal.

821 I never heard from the department of voc. rehab. They should have helped learn some office skills after I broke my back and could not drive anymore. They never called back.

823 People were nice and friendly.

833 The department must do some service for uneducated people. They currently are totally neglecting them.

868 All the people were very nice and tried to help in whatever way they could.

897 They are really slow; I have been there for 2 yrs and I had no help.

906 They helped me out.

1065 They tried to help me out.

1075 They were very helpful. My counselor was very informative and helped with my disability.

1116 They just did not help me though they might have helped others.

1141 They were extremely nice to me. They did whatever they could.

1142 They handled us poorly; I don't rate them high.

1181 My rehab counselor passed away and he will be missed.

1215 The department should have gotten her a job while she was receiving services.

1232 They were real helpful, with what I was going through.

1377 if I have not got sick I would pursue my case more but could not

1436 If they are going to pay people to work the job, they should be able to get more dependable people and people who care about the job. It's like they don't care about the people they are trying.

1490 Mostly they concentrated on me being alert so they thought I could work.

1500 I wanted to go to nursing school. I needed financial help and they were unable to find me funds to go to school.

1501 They really need to get their act together. They had to get a job for those who find it difficult to get one.

1582 I really wish I could go back to work. They wanted to help me.

1743 I think it's a good service for people with disabilities who want to go school.

1771 They have to do a lot of follow up work.

1788 They give me transportation costs. Is that going to be cut off?

1833 All the services I have received in 1990's was wonderful; she was the best counselor in my life. The last counselor one-year back was not that good. I had to plead him to help me he didn't do that well.

1919 If they had someone in there that could help you it would be good. They are paying someone to do nothing.

1938 They didn't help me at all. I wasted my money and time. I still have no job, no job skills.

1946 Keep up the good work.

2124 The department didn't help me get my current job. The department said I wasn't eligible for benefits they give because of a previous drug offense.

2150 Everybody there was pretty professional.

2166 They were nice people.

2228 They did everything they could do for me. They went above and beyond to help me.

2352 They did not completely help me out irrespective of if I was satisfied or not.

2402 The counselor I had was very understanding.

2408 Is the Vocational Rehabilitation Center still located in the same place?

2519 They ain't never done s\*\*t for me.

2839 It's a great program.

2853 The guy I worked with didn't work with me at all. I needed money to go to school and he didn't help me.

2912 When I first went to the office, there was a caseworker, a counselor rather, who was leaving the job, and the person who helped me, I thought she was a counselor. However, she was a secretary. But she knew more than the counselor did. I'm not sure if she was supposed to help me like she did, but I really appreciate it. She was very knowledgeable and enlightened me on a lot of the procedures that I would have to follow up on and all that.

2944 They did a great job.

2988 I didn't go back because I didn't feel they were offering me solutions that I couldn't have received on my own. I'm in a job that can't further my career.

3010 In Eastern Kentucky, they are very organized. But here in [city], ... I don't know.

3210 I had good results with them. The only problem is there are lots of people with problems, so there is a waiting list.

3366 They went out of their way to help me. I was pleased with all responses.

3392 the program overall was very well constructed but my particular case the counselor handled it very badly. I feel I have applied to early. It is none of their fault but I feel I am not very well handled case.

3547 They tried their to help me.

3550 The lady I saw was very courteous and helped me with what I should do.

3655 They tried to help you.

3694 I am very disappointed at the services. I called them so many times but they never responded.

3696 They could advertise more.

3730 I went there looking for a job, and I found one. It wasn't their fault that I couldn't work at it.

3934 Just glad its there to help people like me.

## **APPENDIX B**

### **DISTRICT/COUNTY COMPOSITION**

## **District 1**

Ballard  
Calloway  
Carlisle  
Fulton  
Graves  
Hickman  
Livingston  
Lyon  
Marshall  
McCracken

## **District 2**

Caldwell  
Christian  
Crittenden  
Hopkins  
Muhlenberg  
Todd  
Trigg

## **District 3**

Breckinridge  
Daviess  
Grayson  
Hancock  
Henderson  
McLean  
Ohio  
Webster  
Union

## **District 4**

Adair  
Allen  
Butler  
Edmonson  
Green  
Logan



Marion  
Simpson  
Taylor  
Warren

## **District 5**

Henry  
Jefferson  
Oldham  
Shelby  
Trimble

## **District 6**

Barren  
Bullitt  
Cumberland  
Hardin  
Hart  
Larue  
Meade  
Metcalf  
Monroe  
Nelson  
Spencer  
Washington

## **District 7**

Anderson  
Boyle  
Casey  
Clinton  
Franklin  
Garrard  
Lincoln  
Mercer  
Pulaski  
Russell  
Wayne

## **District 8**

Boone

Campbell  
Carroll  
Gallatin  
Grant  
Kenton  
Pendleton  
Owen

## **District 9**

Bourbon  
Clark  
Estill  
Fayette  
Harrison  
Jessamine  
Lee  
Madison  
Nicholas  
Owsley  
Powell  
Rockcastle  
Scott  
Woodford

## **District 10**

Breathitt  
Elliott  
Floyd  
Johnson  
Lawrence  
Magoffin  
Martin  
Menifee  
Montgomery  
Morgan  
Pike  
Wolfe

## **District 11**

Bell  
Clay  
Harlan

Jackson  
Knott  
Knox  
Laurel  
Leslie  
Letcher  
McCreary  
Perry  
Whitley

## **District 12**

Bath  
Boyd  
Bracken  
Carter  
Fleming  
Greenup  
Lewis  
Mason  
Robertson  
Rowan

## APPENDIX C

### LONGITUDINAL DATA

**Longitudinal Data  
Fiscal Years 1997 - 2002**

**Satisfaction with Overall Service**

<b>Closure Category</b>	<b>1997 Mean Rating</b>	<b>1998 Mean Rating</b>	<b>1999 Mean Rating</b>	<b>2000 Mean Rating</b>	<b>2001 Mean Rating</b>	<b>2002 Mean Rating</b>
<b>A</b>	3.48	3.54	3.54	3.54	3.54	3.48
<b>B</b>	3.29	3.22	3.24	3.13	3.08	3.15
<b>C</b>	3.14	3.28	3.32	3.28	3.17	3.1
<b>D</b>	3.25	3.16	3.25	3.17	3.10	3.16

**Rating of Specific Services  
Group A**

<b>Service</b>	<b>1997 Mean Rating</b>	<b>1998 Mean Rating</b>	<b>1999 Mean Rating</b>	<b>2000 Mean Rating</b>	<b>2001 Mean Rating</b>	<b>2002 Mean Rating</b>
<b>Counseling</b>	3.13	3.15	3.27	3.18	3.19	3.15
<b>Educational</b>	3.15	3.21	3.26	3.27	3.25	3.13
<b>Vocational</b>	3.10	3.15	3.24	3.23	3.19	3.13
<b>Transportation</b>	2.98	3.10	3.14	3.01	3.14	3.08
<b>Mental Health</b>	3.03	3.09	3.10	3.02	3.02	3.03
<b>Job Training</b>	3.05	3.11	3.12	3.14	3.11	3.08
<b>Technology</b>	2.96	3.06	3.12	3.15	3.08	3.03
<b>Job Modification</b>	2.98	3.10	3.12	3.17	3.09	3.08
<b>Employment Support</b>	3.07	3.12	3.07	3.14	3.07	3.05
<b>Job Placement</b>	2.88	3.04	3.01	2.96	2.95	2.98
<b>Advocacy</b>	2.96	3.02	3.16	3.06	3.11	3.04
<b>CDPCRC •</b>	3.06	3.14	3.20	3.20	3.19	3.09
<b>Medical</b>	3.1	3.09	3.22	3.19	3.18	3.09
<b>Other</b>	3.06	3.13	3.19	3.19	3.21	3.1

- Carl D Perkins Comprehensive Rehabilitation Center

**Rating of Specific Services  
Group B**

Service	1997 Mean Rating	1998 Mean Rating	1999 Mean Rating	2000 Mean Rating	2001 Mean Rating	2002 Mean Rating
<b>Counseling</b>	2.96	2.92	3.00	2.91	2.88	2.96
<b>Educational</b>	3.01	3.04	2.96	3.02	2.97	3.03
<b>Vocational</b>	3.03	2.89	2.94	2.96	2.87	2.93
<b>Transportation</b>	2.90	2.93	2.88	2.95	2.79	2.72
<b>Mental Health</b>	3.01	2.91	2.94	3	2.82	2.9
<b>Job Training</b>	2.94	2.90	2.79	2.8	2.77	2.78
<b>Technology</b>	2.94	2.93	2.80	2.82	2.89	2.8
<b>Job Modification</b>	2.77	2.85	2.80	2.82	2.81	2.75
<b>Employment Support</b>	2.83	2.80	2.68	2.75	2.69	2.74
<b>Job Placement</b>	2.59	2.70	2.57	2.61	2.60	2.58
<b>Advocacy</b>	2.94	2.76	2.92	3	2.84	2.76
<b>CDPCRC •</b>	3.05	2.84	2.92	3.05	2.90	2.91
<b>Medical</b>	2.91	2.99	2.93	2.97	2.92	2.95
<b>Other</b>	2.90	2.98	2.89	2.92	2.87	3.03

- Carl D Perkins Comprehensive Rehabilitation Center

**Services I received were provided in a timely manner**

**Group A**

	1997	1998	1999	2000	2001	2002
<b>Mean Range</b>	3.12	3.10	3.20	3.24	3.27	3.22

**Services I received were provided in a timely manner**

**Group B**

	1997	1998	1999	2000	2001	2002
<b>Mean Range</b>	3.03	3.00	3.07	3.01	2.89	3.05

**Are you employed? What kind of employment?**

**Group A**

	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002
<b>Full-Time</b>	49.7	53.9	52.0	55.6	55	53.3
<b>Part-Time</b>	21.1	21.3	18.0	18.9	17.3	19
<b>Seeking Employment</b>	11.6	8.9	11.1	10.5	8.4	12.5
<b>Not Seeking Employment</b>	9.5	8.9	8.1	8.9	10.6	10.1
<b>In School</b>	1	1.9	2.1	1	1.7	1
<b>Self-Employed</b>	3.3	3.6	3.9	4.1	4	1.3
<b>Sheltered Workshop</b>	2	.2	1.3	0.3	0.7	0
<b>Retired</b>	1.8	1.2	3.4	0.8	2.2	2.9

**Are you employed? What kind of employment?**

**Group B**

	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002
<b>Full-Time</b>	13.7	19.8	17.4	16	13.4	14.7
<b>Part-Time</b>	12	9.5	8.5	11.8	11.3	8.4
<b>Seeking Employment</b>	21.7	19.0	21.7	23.5	21.6	23.2
<b>Not Seeking Employment</b>	43.4	40.3	39.6	40.1	42.3	40.5
<b>In School</b>	4	6.3	7.2	2.1	7.2	5.8
<b>Self-Employed</b>	1.1	1.6	1.7	1.6	2.1	2.6
<b>Sheltered Workshop</b>	0	.8	0.4	1.1	0.5	0
<b>Retired</b>	4	2.8	3.4	0.8	1.5	4.7

**Are you employed? What kind of employment?**

**Group C**

	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002
<b>Full-Time</b>	23.1	23.5	27.2	23.4	23.6	21.7
<b>Part-Time</b>	11.6	8.1	12.1	11.7	13.8	12.8
<b>Seeking Employment</b>	16.1	20.5	18.8	19.7	21.3	14.6
<b>Not Seeking Employment</b>	44.7	36.8	31.4	36	34.7	38.9
<b>In School</b>	3	6.4	4.6	5	4.0	4.9
<b>Self-Employed</b>	.5	.9	1.7	2.1	2.2	3.1
<b>Sheltered Workshop</b>	0	.4	0	0	0	0.4
<b>Retired</b>	1	3.4	3.3	2.1	0.4	3.5

**Are you employed? What kind of employment?**

**Group D**

	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002
<b>Full-Time</b>	25.6	26.1	26.3	29.6	23.5	21.1
<b>Part-Time</b>	15.5	19.3	12.4	17	13.7	16.7
<b>Seeking Employment</b>	19.7	14.7	14.3	17.9	18.8	22
<b>Not Seeking Employment</b>	28.2	25.6	32.4	24.2	31.6	29.5
<b>In School</b>	8	9.2	7.3	7.2	9.0	7.5
<b>Self-Employed</b>	2.1	1.7	3.5	3.1	2.1	1.8
<b>Sheltered Workshop</b>	0	.4	0	0	0	0
<b>Retired</b>	.8	2.9	3.8	0.9	1.3	1.3



**How satisfied are you with the kind of work you do? Groups A & B**

A							B						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Mean</b>	3.24	3.23	3.30	3.38	3.35	3.29		3.26	3.23	3.12	3.11	2.94	3.04
<b>Rnge</b>													

**How satisfied are you with the kind of work you do?  
Groups C & D**

C							D						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Mean</b>	2.99	3.05	2.96	3.13	3.07	2.98		3.15	2.95	3.00	3.04	3.1	2.8
<b>Rnge</b>													

**How satisfied are you with the salary you receive for the type of work you do?  
Groups A & B**

A							B						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Mean</b>	2.75	2.80	2.74	2.78	2.78	2.79		2.76	2.78	2.69	2.7	2.66	2.55
<b>Rnge</b>													

**How satisfied are you with the salary you receive for the type of work you do?  
Groups C & D**

C							D						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Mean</b>	2.71	2.59	2.63	2.61	2.69	2.63		2.78	2.61	2.62	2.51	2.53	2.49
<b>Rnge</b>													

**How long have you been unemployed?  
Groups A & B**

A %							B %						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
< 1 Month	4.3	11.0	13.3	16.2	10.8	7.7		2.5	2.5	5.0	6.6	0.7	2.3
1-3 Months	19.8	23.2	12.2	23.8	19.3	26.4		3.4	5.6	8.1	4.9	8.8	6.1
4-6 Months	16.5	15.9	18.4	15	12.0	20.9		3.4	3.7	5.6	9	5.8	6.1
7-12 Months	18.7	14.6	15.3	15	15.7	15.4		7.6	8.0	6.2	7.4	6.6	11.4
> 12 Months	28.6	32.9	35.7	30	37.3	25.3		73.1	73.5	67.7	66.4	73.7	62.9
Never Been Employed	2.2	2.4	5.1	0	4.8	4.4		10.1	6.8	7.5	5.7	4.4	11.4

**How long have you been unemployed?  
Groups C & D**

C %							D %						
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
< 1 Month	4.9	3.4	7.6	2.8	6.0	4.5		4.6	1.7	2.1	16.4	6.5	3.8
1-3 Months	6.5	5.4	7.6	11.8	11.2	6.1		8.4	7.8	9.3	6.4	12.9	10.5
4-6 Months	1.6	8.8	6.9	4.9	5.2	3		5.3	7.8	8.6	1.8	9.4	14.3
7-12 Months	7.3	7.4	8.4	9.7	6.0	7.6		10.7	7.8	10.0	9.1	12.2	12
> 12 Months	73.2	70.3	67.2	66.7	64.9	69.7		62.6	65.5	59.3	54.5	53.2	54.1
Never Been Employed	6.5	4.7	2.3	4.2	6.7	9.1		8.4	9.5	10.7	11.8	5.8	5.3

**I know that I can reapply for services from Vocational Rehabilitation  
Groups A & B**

A%								B%					
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	B% 2002
<b>Yes</b>	65.0	67.8	64.2	61.6	66.6	67		61.4	64.4	68.0	62	64.6	61.4

**I know that I can reapply for services from Vocational Rehabilitation  
Groups C & D**

C%								D%					
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Yes</b>	58.0	65.1	74.9	71.9	61.3	66.1		67.1	68.8	59.2	59.9	63.8	61.9

**I would go back to Vocational Rehabilitation if I need to  
Groups A & B**

A%								B%					
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Yes</b>	91.7	92.2	93	94.9	92.5	92.2		90.1	86.1	90.5	86.9	81.8	87.4

**I would go back to Vocational Rehabilitation if I need to  
Groups C & D**

C%								D%					
	1997	1998	1999	2000	2001	2002		1997	1998	1999	2000	2001	2002
<b>Yes</b>	87.1	88.1	88.1	89	88.4	86.2		85.5	88.5	88.8	89.1	89.1	89.5