##### Customer Satisfaction Survey

***Report to the***

***The Florida Rehabilitation Council for the Blind***

**Customer Satisfaction Survey of**

**Division of Blind Services’ Clients**

**2015 – 16**

**Final Survey Results**

**DBS Employment Bound Clients**

**Cases Closed July 1, 2015 to June 30, 2016**

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**2015-16 Customer Satisfaction Survey**

**Final Results**

**[Cases Closed July 1, 2015 through June 30, 2016]**Division of Blind Services (DBS) Clients
Conducted for
The Florida Rehabilitation Council for the Blind

Beginning in 2004, the Florida Rehabilitation Council for the Blind decided to collect customer satisfaction data on a more “real time” basis. Rather than conduct one survey that included all of the clients who had their cases closed the preceding year, the Council decided to have the data collected on a monthly basis and review the results at their quarterly meetings. This report summarizes the data collected for the 2015-16 fiscal year. This report includes cases closed between July 1, 2015 and June 30, 2016. The Customer Satisfaction Survey of former Division of Blind Services (DBS) clients gathers perspectives of former DBS clients concerning program services, levels of satisfaction, and areas for program improvement. This report describes the methods used and presents the 2015-16 results for clients with cases closed between July 1, 2015 and June 30, 2016. In the Fall of 2009, the Florida Rehabilitation Council for the Blind modified the previous survey to streamline the interviews and update information in new areas. Some minor modifications to this survey were made October 2010. Many of the items remained comparable or identical to the survey administered the previous 7 years. In these instances, data for the 13 previous years are provided for comparison purposes. For new questions, major modifications made to question wording, or questions asked of different populations (new screens), no comparisons to prior years can be made. In 2015, the fiscal year changed from the months of April through March to the months of July through June. Data for the years of 2014 and the current year are based on the new schedule.

###### SURVEY PROCEDURES

**Population Surveyed.** The Florida State University Survey Research Laboratory (SRL), College of Social Sciences, conducted a telephone survey of former Division of Blind Services (DBS) clients on a monthly basis. Employment-bound clients with cases “closed” between July 1, 2015 and June 30, 2016 comprises the population surveyed for this year-end report. DBS provided the names, addresses, phone numbers and demographic information for 1,420 former clients. Among them there are 3 clients that did not have a phone number on record. Case closures are classified into two major groupings, those with successful and unsuccessful closures.

Successful Closure – 795 Clients

Closure Status 26

Unsuccessful Closure -- 625 Clients

Closure Status 28 –Unsuccessful after plan development

Closure Status 30 – Unsuccessful before plan development

**Survey Instrument.** Originally, the Florida Rehabilitation Council for the Blind, in conjunction with FSU Survey Research Laboratory staff, developed the questionnaire in 2002. The FSU Survey Research Laboratory staff and the Council met and refined the questionnaire in the Fall of 2009. A couple of minor modifications to help the flow of the survey were made October 2010 (Appendix A contains the 2015-2016 Instrument). Many of the questions asking about the most and least helpful program services remain “open-ended.” This allows the clients to tell us in their own words about their views and have them recorded. The survey instrument continues to be translated into Spanish. Changes to the 2009-10 DBS Customer Survey instrument include:

* **Training Questions**. Changes to questions concerning training experiences were minor, replacing the term DBS staff to more clearly focus on the DBS counselor. In order to make the interview process smoother, respondents were asked specifically if they participated in a particular training program (screened). If they answered “Yes”, then they were asked about their experience. In the prior version of the survey, respondents had to tell us that they did not have the training.
* **Employment Questions**. To better focus the questions about employment, a new question asking whether or not they sought services to maintain or obtain employment. Only clients seeking employment services were asked the series of questions about employment training and satisfaction with their current job. Clients were also asked if they received a formal Vocational Evaluation and whether or not they were provided results of that Evaluation.
* **Respondent Characteristics**. Questions about the specific services they received and whether they were a new or previous client of DBS were added.
* **Case Closure**. When asking the open-ended question about why the client left the program, a number of them reported they did not know their case was closed. A new question to specifically ask the clients about their case closure was added.
* **Types of Services Received**. A new series of questions asked clients whether they received the following services:
	+ Medical services
	+ Assistance with education
	+ Technical aids, equipment and/or software
	+ Training in independent living skills.
* **Rights and Responsibilities.** A question was added concerning the DBS Counselor informing them of their rights and responsibilities as a VR client.

**Fieldwork.** Paid interviewers are trained and monitored for this survey effort. The training explains program requirements and services, and helps develop the probes. Fieldwork is conducted in an ongoing manner. At the end of every month, the DBS sends a list of clients whose cases have been closed during that month. Interviewers then try to reach the clients. At least 5 attempts are made to reach the former DBS clients. Calls are rotated at different times of the day, and attempted during the week and weekends in order to maximize the chances of reaching the former client.

**Nonworking numbers.** When conducting a survey of former clients in any program, telephone numbers are often wrong: Clients move and the numbers are no longer in service; agency databases may not be updated at the time of case closure, and the like. Sixteen percent (229 of 1,420) of the telephone numbers attempted from July 1, 2015 to June 30, 2016 were nonworking. This is a similar to the proportion of non-working numbers than in previous years: 2014 - 16%; 2013 - 15%; 2012 - 17%; 2011 - 20%; 2010 - 22%; 2009 - 25%; 2008 - 29%; 2007 - 30% and 2006 - 30%. In 2005, 38 percent of the numbers were non-working.

**Sample Characteristics.** The combinedefforts of repeated attempts, callbacks, and obtaining new numbers resulted in completed interviews for 36% (n=511) of former clients (n=1,417) who left the program between July 1, 2015 and June 30, 2016. This response rate is higher than the previous year where 25 percent of former clients participated in the Customer Survey. In 2013, 28% responded. In 2012, 35% responded. In 2011, 36 percent responded, while 30 percent responded in 2010 and 35 percent responded in 2009. In 2008, 31 percent of the clients participated. In 2007 (36%) and 2006 (36%) response rates were slightly higher. The response rates differ for those clients with cases successfully closed compared to unsuccessful closures. Response rates are higher for successful clients than for clients with unsuccessful case closures: For the current 2015-16 Customer Survey, 41 percent of clients with successful case closures (328 of 795) completed an interview. Last year, 21 percent of those completing successfully completed an interview. During 2013, 44 percent of those completing successfully completed an interview, while 40 percent completed an interview in 2012, 45 percent in 2011, 37 percent in 2010, 43 percent in 2009, and 40 percent in both 2008 and 2007. Thirty percent (183 of 625) of the clients whose cases were unsuccessfully closed participated in the current 2015-16 Customer Survey. In 2014, 21 percent of the clients participated. In 2013, only 19 percent of the clients participated, while 30 percent participated in 2012, 28 percent participated in 2011, 26 percent participated in 2010, and 28 percent participated in 2009. During 2008, 23 percent of clients completed an interview while 27 percent of clients with unsuccessful closures in 2007 participated.

Refusals were slightly higher than the previous year. In 2015-2016, 12 percent of potential respondents declining to participate (173 of 1,420) in the Customer Survey, compared to 10 percent in the previous year. This is a very low refusal rate for any type of survey. If we were able to “reach” the household, we had high cooperation. Refusal rates are typically low for this Customer Survey: In 2014 – 10%; in 2013 – 11%; in 2012 – 11%; in 2011 – 11%; in 2010 – 8%; 2009 – 9%; 2008 – 6%; 2007 – 11%; 2006 -- 5% and 2005 – 5% of former DBS clients refused to participate.

**Data Preparation and Analysis.** FSU Survey Research Laboratory staff coded the open-ended data and used SPSS statistics to analyze the frequencies and patterns of responses. Besides reporting the data collected for the period between July 1, 2015 and June 30, 2016, this report provides comparative data between the other years surveyed: 2014, 2013, 2012, 2011, 2010, 2009, 2008, 2007, 2006, 2005, 2004, 2003, and 2002 when survey items are comparable.

##### SURVEY RESPONDENTS & PROGRAM CHARACTERISTICS

**Survey Respondent Characteristics**

**Most of the respondents are first-time clients**. The 2015-2016 Customer Survey asked respondents if it was their first time as a DBS client. Fifty-two percent said this was their first time as a DBS client. Thirty-nine percent of the respondents reported they were a client before in Florida and only 9 percent were a client before in another state. (See Q2 in Appendix B.)

**Clients participating in the survey received medical services and technical aid, equipment and software more than training and assistance with education**. (See Q26 in Appendix B.) The respondents received:

* Technical aids, equipment, and/or software – 61%
* Medical services – 52%
* Training in independent living skills such as orientation and mobility, cooking, personal management and the like – 50%
* Assistance with education – 29%

**Almost half of the respondents (48%) said they sought DBS services to obtain employment**. Thirty-eight percent of the respondents sought services to maintain their current job while 15 percent sought services for other reasons.

**Case Closure Status**. More respondents whose cases were closed successfully (64.2%) participated in the 2015-16 Customer Survey than those whose cases were closed unsuccessfully (35.8%).

##### Learning about the Program

**Clients hear about DBS services through the medical community and family or friends**. When asked how they heard about and knew how to contact DBS for services nearly one-half of the clients (43%) identified people in the medical community, family members, or friends. Other sources of information about DBS services included school contacts, agencies, general information, and associations. Thirteen percent of the former clients stated they heard about DBS services through general information. Nineteen percent of all former clients said they had heard about DBS services from other agencies and fourteen percent stated they were previous clients of a blind services program. This was an open-ended question. The following lists the proportion of clients identifying how they learned about the program grouped by major category. (See Q1 in Appendix B.).

* Family/Friends

2015-16 –23% (2014-24%) (2013-23%) (2012-23%) (2011-20%) (2010--24%) (2009-25%) (2008–19%) (2007–22%) (2006-29%) (2005-21%) (2004-22%) (2003-18%) (2002-25%)

* Medical community

2015-16 – 20% (2014-30%) (2013-25%) (2012-25%) (2011-23%) (2010--27%) (2009 - 27%) (2008–25%) (2007–27%) (2006-21%) (2005-19%) (2004-22%) (2003-36%) (2002-33%)

* Other Agencies

2015-16 – 19% (2014-10%) (2013-16%) (2012--16%) (2011-14%) (2010-14%) (2009– 14%) (2008–19%) (2007–19%) (2006–10%) (2005–7%) (2004–9%) (2003–14%) (2002–12%)

* Previous Client/Program

2015-16 – 14% (2014-2%) (2013-15%) (2012-16%) (2011-24%) (2010-20%) (2009– 16%) (2008–15%) (2007–15%) (2006–18%) (2005–23%) (2004–16%) (2003–16%) (2002–14%)

* General Information

2015-16 – 14% (2014-15%) (2013-9%) (2012-11%) (2011-9%) (2010-7%) (2009– 8%) (2008–12%) (2007–9%) (2006–7%) (2005–7%) (2004–9%) (2003–4%) (2002– 6%)

* School Contacts

2015-16 – 11% (2014-19%) (2013-2%) (2012-7%) (2011-7%) (2010-7%) (2009-10%) (2008–10%) (2007–7%) (2006–14%) (2005–15%) (2004–14%) (2003–13%) (2002–11%)

* Associations

2015-16 – 2% (2014-1%) (2013-1%) (2012-3%) (2011-3%) (2010-2%) (2009–1%) (2008–1%) (2007–3%) (2006–1%) (2005–2%) (2004–2%) (2003–3%) (2002–3%)

##### Counselor Responsiveness

**Division of Blind Services (DBS) counselors are responsive to clients.** Former clients were asked to rate their experiences with DBS counselors. These questions were modified slightly from the previous version of the Customer Survey administered between 2002 and 2008. In previous years the question was a bit more general and asked about “DBS staff”; in the new survey it was a bit more specific and refers to “DBS Counselors”. Prior year’s results are listed for comparative purposes.

Overall, DBS clients expressed a high level of satisfaction concerning their experiences and contact with program staff. (See Q3 to Q7, Q16 in Appendix B).

**Experiences with Counselors.** Access to counselors received the lowest rating with 79% of client reporting counselors were easy to contact “all or most of the time”.

* DBS counselors informed them of rights and responsibilities as a client of the VR program
2015-16 – 94% (2014-90%) (2013-95%) (2012-93%) (2011-92%) (2010-91%) (2009–92%)
* DBS counselors treated them in a professional manner

2015-16 – 88% (2014-89%) (2013-91%) (2012-89%) (2011-90%) (2010-88%) (2009– 90%) (2008–88%) (2007–93%) (2006-90%) (2005-91%) (2004-92%) (2003-89%) (2002-84%)

* DBS counselors made certain that they received services identified in their plan

2015-16 – 85% (2014-87%) (2013-86%) (2012-83%) (2011- 82%) (2010-84%) (2009– 84%) (2008–84%) (2007–89%) (2006-82%) (2005-88%) (2004-86%) (2003-84%) (2002-85%)

* DBS counselors were respectful and responsive to their interests, ideas, and suggestions

2015-16 – 83% (2014-84%) (2013-86%) (2012-85%) (2011-86%) (2010-85%) (2009– 87%) (2008–83%) (2007–85%) (2006-85%) (2005-89%) (2004-87%) (2003-84%) (2002-85%)

* DBS counselors were responsive to their requests for services

2015-16 – 81% (2014-86%) (2013-85%) (2012-80%) (2011-81%) (2010-83%) (2009– 86%) (2008–82%) (2007–86%) (2006-84%) (2005-86%) (2004-87%) (2003-83%) (2002-83%)

* DBS counselors were easy to contact

2015-16 – 79% (2014-82%) (2013-82%) (2012-79%) (2011-78%) (2010-85%) (2009– 84%) (2008–82%) (2007–86%) (2006-81%) (2005-87%) (2004-87%) (2003-85%) (2002-85%)

**Contacts with Staff**. 2015-2016, 95% percent of the 508 responding clients reported that they tried to contact their counselor. (See Q8 – Q10 in Appendix B)

* Clients able to reach counselor all or most of the time

2015-16 – 74% (2014-74%) (2013-75%) (2012-78%) (2011-77%) (2010-82%) (2009– 82%) (2008–82%) (2007–82%) (2006-81%) (2005-81%) (2004-84%) (2003-82%) (2002-83%)

When clients were able to reach counselors, counselors got back to them in a timely manner “All or Most of the Time”. This question was made a bit more specific in 2008-09 by specifying “timely manner” as “2 working days”.

* Counselor gets back in 2 working days

2015-16 – 79% (2014-82%) (2013-82%) (2012-78%) (2011-80%) (2010-84%) (2009- 84%) (2008–83%) (2007–86%) (2006-85%) (2005-85%) (2004-85%) (2003-85%) (2002-89%)

**Opportunity for Input into Goals and Plans.** Most clients feel they have adequate opportunity for input when establishing their goals and steps to achieve them. (See Q11 – Q15 in Appendix B). Clients report their input was “Very Adequate or Adequate” when:

* Establishing independent living goals

2015-16 – 93% (2014-91%) (2013-95%) (2012-92%) (2011-92%) (2010-91%) (2009– 92%) (2008–94%) (2007–92%) (2006-92%) (2005-94%) (2004-94%) (2003-90%) (2002-92%)

* Establishing steps to achieve independent living goals

2015-16 – 92% (2014-90%) (2013-95%) (2012-93%) (2011-91%) (2010-90%) (2009– 92%) (2008–93%) (2007–92%) (2006-90%) (2005-94%) (2004-94%) (2003-90%) (2002-90%)

* Establishing vocational goals

2015-16 – 90% (2014-92%) (2013-93%) (2012-90%) (2011-88%) (2010-89%) (2009–89%) (2008–92%) (2007–92%) (2006-88%) (2005-90%) (2004-91%) (2003 87%) (2002 90%)

* Establishing steps to achieve vocational goals

2015-16 – 88% (2014-92%) (2013-91%) (2012-88%) (2011-86%) (2010-88%) (2009– 89%) (2008–90%) (2007–92%) (2006-88%) (2005-91%) (2004-91%) (2003-87%) (2002-87%)

**Plan Promptness and Services.** Over one half of the clients feel that their plans were developed and the counselor made certain they received the services identified in the plan “All of the Time”. (See Q15 – Q16 in Appendix B.)

* Received Services Identified in Plan

2015-16 – 64% (2014-51%) (2013-60%) (2012-83%) (2011-82%) (2010-84%) (2009– 84%) (2008–84%) (2007–89%) (2006-82%) (2005-88%) (2004-86%) (2003-84%) (2002-85%)

* Promptness of Plan Development

2015-16 – 56% (2014-52%) (2013-67%) (2012-64%) (2011-63%) (2010-66%) (2009– 66%) (2008–65%) (2007–64%) (2006-62%) (2005-63%) (2004-63%) (2003-56%) (2002-61%)

# QUALITY OF SERVICES

The customer survey included a number of items related to the types and quality of services provided by the Division of Blind Services (DBS): Clients were asked about the materials provided, options suggested, transportation services, equipment, and training. (See Q21 – Q23 in Appendix B for more detailed information.)

**Materials Provided in Accessible Formats**. During 2015-16, 78 percent of all clients received materials in an accessible format [2014 –87%, 2013-84%, 2012-81%, 2011-71%, 2010-70%; 2009-78%; 2008-83%; 2007-85%].

**Transportation Needs.** During 2015-16, 51 percent of the clients, reported they needed transportation [2014 – 43%, 2013-41%, 2013-41%, 2012-44%, 2011-47%, 2010-39%; 2009-43%; 2008-54%; 2007-58; 2006-62%; 2005-58%; 2004-54%]. Among these clients, 85 percent strongly agreed or agreed that DBS provided adequate transportation when needed; in the previous two years, 89 percent of the clients strongly agreed or agreed in 2014 and 84 percent strongly agreed or agreed in 2013.

**Equipment Needs Generally Met.** Clients felt that DBS provided tools and equipment that help solve problems and allow them to work independently**.** During 2015-16, 86 percent of the clients “Strongly Agreed or Agreed” that DBS provided equipment or accommodations they need for employment. In 2014-15, 91 percent strongly agreed or agreed. In 2013-14, 90 percent strongly agreed or agreed, compared to 88% in 2012-13, 84% in 2011-2012, 82% in 2010-2011, and 85% in 2009-10. This survey question was changed substantially in 2009, so comparisons with responses prior to 2009 cannot be made.

## EDUCATION AND TRAINING

The Customer Satisfaction Survey also explored clients’ experiences with education and training.

**When plans required vocational school and/or rehabilitation center training, clients were sent to training.** Clients were asked if their training plan required education at a college, vocational school and/or a rehabilitation center. During 2015-16, 44 percent of the clients reported their plans required this formal education [2014 – 49%, 2013-46%, 2012-43%, 2011-42%, 2010-40%, 2009-41%; 2008-38%; 2007-38%; 2006-38%; 2005—38%]. Of those with plans requiring education, DBS sent 79 percent of these clients to this type of training [2014 – 79%, 2013-82%, 2012-76%, 2011-68%, 2010-71%; 2009-72%; 2008-78%; 2007-78%; 2006-75%; 2005-84%]. (See Q18 and Q19 in Appendix B.)

**Training Options Offered**. Almost three-fourths (72%) of the 479 clients responding reported their counselors offered different training options [2014 – 83%, 2013-78%, 2012-69%, 2011-68%, 2010-70%; 2009-66%]. This question replaced a similar one asked in surveys prior to 2009.

**Training: Participation and Satisfaction**

**Participation in Training**. The Customer Satisfaction Survey asked clients how satisfied they were with the training they received in a number of areas. Beginning with the 2009-2010 survey a specific question asking whether or not the client received training in the area was added to the instrument and then those who received the training were asked to rate it. In the previous version of the survey all clients were asked to rate the training and those telling us they did not receive the training did not rate the training. The independent living skills and orientation and mobility questions were changed in the 2009 so that comparison with prior year ratings is not available. In the other areas, comparisons with previous years can be made.

Between approximately more than half of all responding clients received training in the following areas.

* Orientation and mobility

2015-16 – 93% (2014-76%) (2013-89%) (2012-89%) (2011-90%) (2010-92%) (2009–86%)

* Independent living skills

2015-16 – 73% (2014-61%) (2013-68%) (2012-66%) (2011-67%) (2010-70%) (2009–66%)

* Technology

2015-16 – 50% (2014-64%) (2013-53%) (2012-41%) (2011-41%) (2010-40%) (2009– 40%) (2008–57%) (2007–53%) (2006-59%) (2005 45%) (2004 47%)

Less than half of the responding clients received training in the following areas.

* Low vision

2015-16 – 41% (2014-43%) (2013-50%) (2012-40%) (2011-41%) (2010-36%) (2009– 40%) (2008–41%) (2007–44%) (2006-45%) (2005-35%) (2004-33%)

* Career counseling

2015-16 – 26% (2014-24%) (2013-31%) (2012-20%) (2011-23%) (2010-17%) (2009– 18%)

* Braille

2015-16 – 13% (2014-29%) (2013-23%) (2012-14%) (2011-12%) (2010-11%) (2009–12%) (2008–17%) (2007–14%) (2006-20%) (2005-15%) (2004-16%)

**High Levels of Satisfaction with Training**. Clients were asked how satisfied they were with training they received. Most clients (80 percent or more) were “Very Satisfied” or “Satisfied” with training in all areas but job search skills. Only 79 percent reported Satisfaction with job search skills training. (See Q25, Q27 –Q34, Q48 in Appendix B for a more detailed comparison of training participation.)

* Independent living skills

2015-16 – 98% (2014-92%) (2013-98%) (2012-96%) (2011-95%) (2010-100%) (2009-99%)

* Low vision

2015-16 – 97% (2014-95%) (2013-94%) (2012-97%) (2011-96%) (2010-98%) (2009-95%) (2008–95%) (2007–95%) (2006-95%) (2005-99%) (2004-97%)

* Orientation and mobility

2015-16 – 96% (2014-100%) (2013-93%) (2012-98%) (2011- 96%) (2010-97%) (2009-95%)

* Technology

2015-16 – 89% (2014-93%) (2013-91%) (2012-93%) (2011-91%) (2010-88%) (2009-94%) (2008–87%) (2007–91%) (2006-92%) (2005-92%) (2004-94%)

* Career counseling

2015-16 – 87% (2014-93%) (2013-88%) (2012-93%) (2011-86%) (2010-87%) (2009-93%)

* Braille

2015-16 – 84% (2014-90%) (2013-92%) (2012-93%) (2011-92%) (2010-100%) (2009-82%) (2008–86%) (2007–89%) (2006-94%) (2005-91%) (2004-91%)

* Job search skills

2015-16 – 79% (2014-87%) (2013-80%) (2012-79%) (2011-83%) (2010-85%) (2009-72%) (2008- 69%) (2007- 65%) (2006- 80%) (2005-85%) (2004-72%)

#### EMPLOYMENT SERVICES

Employment is a major goal of DBS services. Beginning in 2009-10 Customer Survey revisions streamlined and focused the employment questions more clearly. Therefore, comparisons with previous years are not appropriate due to the different client bases asked. In the previous surveys, clients with vocational goals in their plan or employed since leaving DBS were asked about experiences with employment services provided by DBS. The revised survey instrument asked the questions based on whether clients sought services to maintain their current job or to obtain employment, (See Q35 – Q50 in Appendix B).

Employment-related services received lower levels of customer satisfaction than other service areas. Other services and areas consistently receive higher ratings. Staff assistance in securing employment was rated the lowest of any service provided by DBS.

**Clients Seeking Services to Maintain their Current Employment**. Thirty-eight percent of the 501 responding clients sought services to maintain their current employment when they became a client of DBS. When asked if the DBS services helped them maintain their job, 92% percent “Strongly Agreed” or “Agreed”.

**Clients Seeking Services to Obtain Employment**. Forty-eight percent of the 501 responding clients sought services to obtain employment. Seventy percent of these clients (204 of 293) reported they received a formal Vocational Evaluation. Eighty-two percent of those receiving a formal Vocational Evaluation said they were provided results of that evaluation (151 of 184).

**Job Skills Services.** Sixty-seven percent of the 275 responding clients indicated they “Strongly Agreed or Agreed” that DBS provided skills necessary to conduct a job search independently and 63 percent agreed that DBS services prepared them for employment.

* Provide skills necessary to conduct job search (Strongly Agree/Agree)

2015-16 – 67% (2014-75%) (2013-73%) (2012-72%) (2011-71%) (2010-65%) (2009-63%)

* Services prepare for employment (Strongly Agree/Agree)

2015-16 – 63% (2014-72%) (2013-69%) (2012-74%) (2011-64%) (2010-61%) (2009-62%)

* Counselor assisted in securing employment (Strongly Agree/Agree)

2015-16 – 53% (2014-71%) (2013-55%) (2012-59%) (2011-50%) (2010-48%) (2009-54%)

**Characteristics of Jobs for Clients Seeking Services to Obtain Employment**

**Clients Currently Employed.** During 2015-2016, 43 percent of the 305 clients who came to DBS to receive services to obtain employment reported they were employed during the time of the Customer Satisfaction Survey. (See Q42 – Q46 in Appendix B).

* Present job in keeping with career goals (Strongly Agree/Agree)

2015-16 – 75% (2014-76%) (2013-84%) (2012-87%) (2011-78%) (2010-82%) (2009-79%)

* Potential career advancement (Strongly Agree/Agree)

2015-16 – 70% (2014-76%) (2013-79%) (2012-66%) (2011-64%) (2010-65%) (2009-75%)

* Present job in keeping with DBS training (Strongly Agree/Agree)

2015-16 – 67% (2014-66%) (2013-66%) (2012-65%) (2011-64%) (2010-52%) (2009-66%)

* Current salary appropriate (Strongly Agree/Agree)

2015-16 – 66% (2014-84%) (2013-75%) (2012-73%) (2011-77%) (2010-71%) (2009-74%)

##### Awareness of Services after Case Closure

**When asked if they were aware their cases were closed, 7 percent of the clients responded “No”.** Eighty-eight percent said they knew their cases were closed while five percent of the clients said they knew their cases were closed but had been re-opened. This pattern is similar to the previous two years’ pattern.

**Almost two-thirds (62%) of all responding clients know about services available to them after case closure.** Clients were asked if they were aware of (1) post-employment services and (2) services or equipment available to them even though their cases were closed. (See Q52 – Q53 in Appendix B).

* Aware post-employment services available even though case is closed

2015-16 – 62% (2014-79%) (2013-76%) (2012-68%) (2011-67%) (2010-65%) (2009-66%) (2007–70%) (2007–73%) (2006-68%) (2005-66%) (2004-58%) (2003-65%) (2002-62%)

* Aware services/equipment available even though case is closed

2015-16 – 58% (2014-79%) (2013-70%) (2012-63%) (2011-63%) (2010-64%) (2009-61%) (2007–70%) (2007–73%) (2006-69%) (2005-68%) (2004-60%) (2003-65%) (2002-58%)

##### PROGRAM OUTCOMES

The Customer Satisfaction Survey explored the level of satisfaction with the program as well as identified the program characteristics clients found most helpful and least helpful. Clients were also asked how DBS could improve its services. These questions were asked in an open-ended format and later coded and grouped into major areas.

##### Overall Satisfaction

**Client satisfaction with the DBS program is high.** To gauge the overall level of satisfaction with the DBS program, former clients were asked if they would recommend DBS services to others. During 2015-16, nearly all the clients, 95 percent (468 of 494), said, “Yes”, they would recommend DBS services to others. This is consistent with previous years’ results. Clients were also asked to rate their overall satisfaction with the program. During 2015-16, 90 percent of the clients (444 of 495) were either “Satisfied” or “Very Satisfied” with the program. (See Q61 in Appendix B). Clients with successful closure (93%) reported being more “Satisfied” or “Very Satisfied” than clients with unsuccessful closure (83%).

* **Recommend DBS services to others**

2015-16 – 95% (2014-97%) (2013-95%) (2012-95%) (2011-96%) (2010-96%) (2009–96%) (2008–94%) (2007–97%) (2006-94%) (2005-95%) (2004-96%) (2003-94%) (2002-94%)

* **Overall Satisfaction with the DBS services received**

2015-16 – 90% (2014-93%) (2013-87%) (2012-87%) (2011-86%) (2010-88%) (2009-86%) (2008-88%) (2007-91%) (2006-86%) (2005-89%) (2004-90%) (2003-86%) (This question was not asked in 2002)

**Why Recommend Services.** Clients were asked to explain the reasons why they would or would not recommend DBS services to others. When asked why they would recommend DBS services, 23 percent of the clients felt that the program and services were good and 49 percent felt that it provided the help that people need. (See Q59 in Appendix B). The following lists the major reasons cited for recommending the program.

* Helpful

2015-16 – 49% (2014-51%) (2013-47%) (2012-31%) (2011-29%) (2010-27%) (2009– 32%) (2008–33%) (2007–26%) (2006-31%) (2005-34%) (2004-30%) (2003-26%) (2002-31%)

* Good services and programs

2015-16 – 23% (2014-14%) (2013-23%) (2012-44%) (2011-31%) (2010-35%) (2009–29%) (2008–23%) (2007–36%) (2006-43%) (2005-38%) (2004-40%) (2003-29%) (2002-35%)

* Counselor Characteristics

2015-16 – 3% (2014-10%) (2013-8%) (2012-11%) (2011-11%) (2010-15%) (2009–17%) (2008–17%) (2007–14%) (2006-15%) (2005-13%) (2004-12%) (2003-18%) (2002-19%)

* Independence/Community

2015-16 – 3% (2014-3%) (2013-8%) (2012-8%) (2011-16%) (2010-12%) (2009- 11%) (2008–19%) (2007–12%) (2006-10%) (2005-15%) (2004-11%) (2003-7%) (2002-12%)

* Employment services, training, financial help, medical services, only opportunity, and equipment features were also given as reasons.

**Reasons for Not Recommending Services**. Few clients offered reasons for not recommending DBS services to others.

**Reasons for Leaving the Program.** Former clients were asked why they left the program. One-quarter (28%) of the 499 clients responding stated they left since they obtained employment. In part, this question was asked to see if dissatisfaction with services could play a part in leaving the program (see Q54 in Appendix B). Dissatisfaction with services was one of the least cited reasons for leaving (3%). Over half of the clients (56%) responding cited obtaining employment, medical services complete, used the time or benefits, the program helped as much as it could, and completing the goal, plan or services as reasons for leaving the program.

**Confusion over Case Closure.** In response to the question, “Why did you leave the blind services program? (That is why was your case “Closed”?)”, a number of former clients were not aware that their cases were closed or expressed some other concern over their closure status. During 2008-09, 29 of the 286 clients (10%) reported some type of confusion about their case status [2007 -10%; 2006-11%; 2005 7%; 2004 10%]. In order to discover how many clients did not know their case had been closed, a specific question regarding the client’s closure status was added to the 2009-2010 Revised Customer Survey. (See Q51 in Appendix B). In the 2015-2016 survey, 7 percent of the 499 clients who responded when asked if they were aware that their case had been closed responded “No”, 88 percent responded “Yes”, and 5 percent said they were aware their cases were closed but had been re-opened.

##### Assessment of Program

Former clients were asked a series of open-ended questions to assess the most helpful and least helpful program services they received. They also were asked what they would recommend to improve DBS services. Former clients were very positive about the program and its services.

**Most Helpful Services.** Training was cited as the most helpful service by 32 percent of the clients during 2015-2016, followed by Equipment (22%) and Medical Services (17%). Clients that provided more than one response also reported high satisfaction with training, equipment and employment as their second response. Q55 in Appendix B lists the major categories of services clients found most helpful.

* Training

2015-16 – 32% (2014-23%) (2013-37%) (2012-39%) (2011-39%) (2010-26%) (2009-32%) (2008–38%) (2007–34%) (2006-38%) (2005-37%) (2004-33%) (2003-42%) (2002-40%)

* Equipment

2015-16 – 22% (2014-19%) (2013-18%) (2012-36%) (2011-41%) (2010-20%) (2009-39%) (2008–42 %) (2007–44%) (2006- 40%) (2005- 34%) (2004 -37%) (2003 -28%) (2002 -24%)

* Medical Services

2015-16 – 17% (2014-22%) (2013-22%) (2012-15%) (2011-21%) (2010-22%) (2009-26%) (2008–19%) (2007–16%) (2006-16%) (2005-12%) (2004-13%) (2003-17%) (2002-20%)

* Employment

2015-16 – 9% (2014-6%) (2013-11%) (2012-5%) (2011-5%) (2010-2%) (2009-6%) (2008–8%) (2007–3%) (2006-7%) (2005-10%) (2004-7%) (2003-6%) (2002-6%)

* Counselors

2015-16 – 3% (2014-5%) (2013-3%) (2012-11%) (2011-13%) (2010-9%) (2009-11%) (2008–14%) (2007–11%) (2006-11%) (2005-11%) (2004-15%) (2003-13%) (2002-8%)

* Financial

2015-16 – 3% (2014-1%) (2013-1%) (2012-5%) (2011-2%) (2010-1%) (2009-1%) (2008–5%) (2007–2%) (2006- 3%) (2005-2%) (2004-3%) (2003-2%) (2002-5%)

* Services

2015-16 – 2% (2014-5%) (2013-3%) (2012-1%) (2011-1%) (2010-2%) (2009-2%) (2008–3%) (2007–6%) (2006-3%) (2005-5%) (2004-3%) (2003-6%) (2002-6%)

* Education

2015-16 – 2% (2014-6%) (2013-9%) (2012-10%) (2011-9%) (2010-6%) (2009-9%) (2008–8%) (2007–10%) (2006--6%) (2005--5%) (2004-10%) (2003-7%) (2002-10%)

* Transportation

2015-16 – 2% (2014-1%) (2013-1%) (2012-2%) (2011-3%) (2010-1%) (2009-2%) (2008–3%) (2007–3%) (2006-5%) (2005-2%) (2004-2%) (2003-2%) (2002-3%)

* Everything Helpful

2015-16 – 3% (2014-10%) (2013-5%) (2012--2%) (2011-4%) (2010-6%) (2009-4%) (2008–3%) (2007–3%) (2006-6%) (2005- 8%) (2004-3%) (2003-2%) (2002-2%)

* Nothing Helpful

2015-16 – 2% (2014-2%) (2013-4%) (2012--3%) (2011-3%) (2010-5%) (2009-3%) (2008–2%) (2007–2%) (2006-3%) (2005-2%) (2004-4%) (2003-5%) (2002-5%)

**Least Helpful Services.** Former clients were asked to identify the least helpful services they received. Fifty-five percent of former clients offering suggestions (n=273) indicated that the program was “fine”. (See Q56 in Appendix B). Counselors and service, training and employment services were mentioned as services considered least helpful by clients responding to this question.

* Everything is Fine

2015-16 – 55% (2014-59%) (2013-51%) (2012-49%) (2011-62%) (2010-55%) (2009-48%) (2008–57%) (2007–69%) (2006-60%) (2005-60%) (2004-58%) (2003- 54%) (2002-58%)

* Employment

2015-16 – 12% (2014-9%) (2013-11%) (2012-12%) (2011-5%) (2010-9%) (2009-14%) (2008–9%) (2008–97%) (2007–6%) (2006-8%) (2005-11%) (2004-11%) (2003-9%) (2002-7%)

* Training

2015-16 – 10% (2014-8%) (2013-12%) (2012-17%) (2011-14%) (2010-17%) (2009-13%) (2008–13%) (2007–10%) (2006-16%) (2005-14%) (2004-14%) (2003-13%) (2002-15%)

* Counselors and Service

2015-16 – 6% (2014-17%) (2013-10%) (2012-14%) (2011-15%) (2010-11%) (2009-15%) (2008–16%) (2007–11%) (2006-12%) (2005-10%) (2004-10%) (2003-15%) (2002-16%)

* Equipment

2015-16 – 3% (2014-3%) (2013-5%) (2012-2%) (2011-3%) (2010-1%) (2009-2%) (2008–4%) (2007–2%) (2006- 3%) (2005- <1%) (2004- 1%) (2003 -3%) (2002- 2%)

* Transportation

2015-16 – 2% (2014-0%) (2013-9%) (2012-2%) (2011-2%) (2010-4%) (2009-4%) (2008–2%) (2007–1%) (2006-2%) (2005-2%) (2004-4%) (2003-7%) (2002-5%)

* Financial

2015-16 – 1% (2014-1%) (2013-0%) (2012-1%) (2011-1%) (2010-2%) (2009-1%) (2008–1%) (2007–1%) (2006-1%) (2005-1%) (2004-1%) (2003-1%) (2002-1%)

* Medical Services

2015-16 – 1% (2014-1%) (2013-2%) (2012-3%) (2011-1%) (2010-2%) (2009-4%) (2008–1%) (2007–2%) (2006-1%) (2005-1%) (2004-2%) (2003-1%) (2002-1%)

* Other – 3%
* Do not know – 8%

**Program Improvements.** In response to the question, “How could DBS improve its services?” Thirty-eight percent of clients responding (134 of 354) indicated that no improvement was needed. (See Q57 in Appendix B). Suggestions for improvements include:

* No improvement needed

2015-16 – 32% (2014-36%) (2013-46%) (2012-45%) (2011-47%) (2010-43%) (2009-45%) (2008–44%) (2007–50%) (2006-46%) (2005-51%) (2004-48%) (2003-49%) (2002- 34%)

* Counselors

2015-16 – 13% (2014-26%) (2013-17%) (2012-26%) (2011-29%) (2010-25%) (2009-24%) (2008–24 %) (2007–22%) (2006-23%) (2005-18%) (2004-20%) (2003-32%) (2002-33%)

* Employment

2015-16 – 6% (2014-4%) (2013-6%) (2012-4%) (2011-6%) (2010-5%) (2009-7%) (2008–8 %) (2008–97%) (2007–5%) (2006-7%) (2005-7%) (2004-12%) (2003-8%) (2002-9%)

* Training

2015-16 – 3% (2014-2%) (2013-2%) (2012-2%) (2011-2%) (2010-9%) (2009-4%) (2008–3%) (2007–3%) (2006-5%) (2005-4%) (2004-3%) (2003-4%) (2002-5%)

* Services and Programs

2015-16 – 2% (2014-11%) (2013-12%) (2012-13%) (2011-8%) (2010-6%) (2009-7%) (2008–8%) (2007–8%) (2006-7%) (2005-7%) (2004-6%) (2003-9%) (2002-8%)

* Transportation

2015-16 – 2% (2014-3%) (2013-2%) (2012-3%) (2011-3%) (2010-1%) (2009-3%) (2008–3%) (2007–3%) (2006-3%) (2005-3%) (2004-3%) (2003-2%) (2002-4%)

* Funding/Staffing

2015-16 – 2% (2014-8%) (2013-4%) (2012-5%) (2011-6%) (2010-8%) (2009-4%) (2008–7%) (2007–8%) (2006-7%) (2005-7%) (2004-7%) (2003-8%) (2002-9%)

* Financial

2015-16 – 2% (2014-0.4%) (2013-1%) (2012-1%) (2011-<1%) (2010-<1%) (2009-1%) (2008–1%) (2007–1%) (2006-2%) (2005-2%) (2004-1%) (2003-0%) (2002-2%)

* Equipment

2015-16 – 2% (2014-3%) (2013-1%) (2012-1%) (2011-<1%) (2010-1%) (2009-1%) (2008–1%) (2007–1%) (2006-2%) (2005-0%) (2004-3%) (2003-2%) (2002-2%)

* Advertise

2015-16 – 1% (2014-1%) (2013-3%) (2012-2%) (2011-2%) (2010-<1%) (2009-5%) (2008–4%) (2007–3%) (2006-6%) (2005-5%) (2004-3%) (2003-6%) (2002-6%)

* Other – 21%
* Do not know – 9%