

# **Customer Satisfaction Survey**

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

## **Customer Satisfaction Survey of Division of Blind Services' Clients**

### **2020 – 21 Final Survey Results**

**DBS Employment Bound Clients  
Cases Closed July 1, 2020 to June 30, 2021**

**September 2021**

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# 2020-21 Customer Satisfaction Survey Final Results

[Cases Closed July 1, 2020 through June 30, 2021]  
Division of Blind Services (DBS) Clients  
Conducted for  
The Florida Rehabilitation Council for the Blind

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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 2020-21 fiscal year. This report includes cases closed between July 1, 2020 and June 30, 2021. 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 2020-21 results for clients with cases closed between July 1, 2020 and June 30, 2021. 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 10 years. In these instances, data for the 10 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 since 2014 are based on the new schedule.

Beginning in July of 2017, the Florida Rehabilitation Council for the Blind has included questions regarding local service providers in addition to DBS.

## SURVEY PROCEDURES

**Population Surveyed.** The Florida State University Survey Foundry (FSUSF), Institute of Science and Public Affairs, 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, 2020 and June 30, 2021 comprises the population surveyed for this year-end report. DBS provided the names, addresses, phone numbers and demographic information for 1038 former clients. Case closures are classified into two major groupings, those with successful and unsuccessful closures. Among successful closure group, we include clients whose case status are post closure.

Successful Closure – 679 Clients (95 Post Closure Clients)  
Closure Status 26

Unsuccessful Closure -- 359 Clients  
Closure Status 28 –Unsuccessful after plan

**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. Major changes that included the addition of questions regarding local service providers occurred in July 2017 (Appendix A contains the 2017-2018 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 beginning of each month, the DBS sends a list of clients whose cases have been closed during the previous 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. Starting from 2019, voicemail is used to leave a message on clients' answering machine and allow them to call the FSU Survey Foundry for interview appointments at their own convenience or ask any questions related to the phone survey.

**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. Five percent (77 of 1038) of the telephone numbers attempted from July 1, 2020 to June 30, 2021 were nonworking. This is a smaller percentage compared to the proportion of non-working numbers than in previous years: 2019 – 8%, 2018 – 8%, 2017 – 10%, 2016 – 13%, 2015 – 16%; 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. However, we have a great portion of the phone numbers that have been answering machine all the times during our attempts. During the current year, one quarter (25%) of the phone numbers are answering machine numbers.

**Sample Characteristics.** The combined efforts of repeated attempts, callbacks, and obtaining new numbers resulted in completed interviews for 34% (n=349) of former clients (n=1,038) who left the program between July 1, 2020 and June 30, 2021. This response rate is higher than the previous three year's response rate (30%) and is higher than other years where 24% of former clients participated the survey in 2017 while 28% of former clients participated in the Customer Satisfaction Survey in 2016. In 2015, 36% responded. In 2014, 25% responded. 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.

However, when we consider the quality of the phone numbers on the sample list, we have only 724 working numbers. 349 former clients had completed the survey. We reached almost half of the former clients who have a valid phone number (48%).

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 2020-21 Customer Satisfaction Survey, thirty-five percent of clients with successful case closure status (240 of 679) completed an interview. Thirty-six percent of the clients whose cases were successfully closed answered the survey in 2019. In 2018, thirty-three percent of clients with successfully closed case participated the interview. In 2017, 25 percent of those closing successfully completed an interview while 30% of clients with successfully closure responded in 2016. Forty-one percent of the clients whose cases are successfully closed responded in 2015. During 2014, only 21 percent of those successful clients completed the survey. 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.

For the current year, thirty percent (109 of 359) of the clients with unsuccessfully closed cases had completed the interview, which is much higher than last year. Last year, only twenty percent of the clients with unsuccessful case closure status had done the survey. In 2018, thirty-six percent (93 of 258) participated. In 2017, twenty-three percent (104 of 447) of the clients completed the survey. Twenty-six percent (153 of 588) of the clients whose cases were unsuccessfully closed participated in 2016. Customer Survey while 30% of those completed the survey in the previous year. 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.

The survey refusal rate has been increasing in recent years. Fourteen percent of the potential respondents declined to participate (148 of 1038) in the Customer Survey, compared to 17 percent in the previous year. The refusal rate is prominently decreased from the previous year [2019 – 17%, 2018 – 24%]. In 2017, the refusal rate is 14 percent. The consistent increase in refusal rates and the acceleration of refusals in the past three decades is a concern to the field of survey. Refusal rates are typically low for this Customer Survey in the past ten years: In 2016, 10%, In 2015 – 10%; 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 Foundry 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, 2020 and June 30, 2021, this report provides comparative data between the other years surveyed: 2019, 2017, 2016, 2015, 2014, 2013, 2012, 2011, 2010, 2009, and 2008 when survey items are comparable.

# SURVEY RESPONDENTS & PROGRAM CHARACTERISTICS

## Survey Respondent Characteristics

**Most of the respondents have received services from both DBS and local service providers.** Among the 1038 DBS clients, 894 clients have received services from both DBS and local service providers while 144 clients only received DBS services. Among the 349 responding clients, 295 clients surveyed received services from both DBS and local vendors, while 54 clients only received services from DBS.

**Clients participating in the survey received technical aid, equipment and software more than trainings, medical services and assistance with education from DBS.** (Q20

Appendix A) The respondents received:

- Technical aids, equipment, and/or software – 71%
- Medical services – 54%
- Training that allows you find your way around, cooking, personal management, and the like at the Rehabilitation Center (this options has been edited in 2017) – 32%
- Assistance with education – 26%

**Local service providers provided client respondents the following services:**

- Technical aids, equipment, and/or software – 61%
- Training that allows you find your way around, cooking, personal management, and the like – 58%

**About one third of the respondents (32%) said they sought DBS services to obtain new employment.** Fourteen percent of the respondents sought DBS services to maintain their current job, four percent sought to advance their current employments, while half of the respondents sought services for other reasons. More clients contacted DBS for services to obtain employments compared with previous years. (See Q29 Appendix B for details)

**Case Closure Status.** A much higher number of respondents whose cases were closed successfully (69%) participated in the 2020-21 Customer Satisfaction Survey than those whose cases were closed unsuccessfully (31%). Clients whose case status are post closure (n=95) are grouped into the successful closure category.

## Learning about the Program

### **Clients hear about DBS services through medical community and family or friends.**

When asked how they heard about and knew how to contact DBS for services twenty percent of the clients identified people in the medical community and another 19% said they learned about DBS through family or friends. Other sources of information about DBS services included agencies, school contacts, the media, and associations. Eleven percent of all former clients said they had heard about DBS services from agencies and fifteen percent stated they were previous clients of a blind services program either in Florida or in other states. This was an open-ended question. The following lists the proportion of clients identifying how they learned about the program grouped by major category. (Q1 Appendix A, open-ended question).

- **Family/Friends**  
2020-2021– 19% (2019 – 19%) (2018 – 20%) (2017–20%) (2016–24%) (2015–23%) (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%)
- **Previous Client/Program in Other States**  
2020-2021– 18% (2019 – 15%) (2018 – 17%) (2017–13%) (2016–27%) (2015–14%) (2014–2%) (2013–15%) (2012–16%) (2011–24%) (2010–20%) (2009–16%) (2008–15%) (2007–14%) (2006–18%) (2005–23%) (2004–16%) (2003–16%) (2002–13%)
- **Medical community**  
2020-2021– 17% (2019 – 20%) (2018 – 20%) (2017–24%) (2016–21%) (2015–20%) (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%)
- **School Contacts**  
2020-2021– 12% (2019 – 8%) (2018 – 10%) (2017–5%) (2016–4%) (2015–11%) (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%)
- **General Information**  
2020-2021– 10% (2019 – 10%) (2018 – 10%) (2017–17%) (2016–7%) (2015–14%) (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%)
- **Associations**  
2020-2021– 9% (2019 – 8%) (2018 – 1%) (2017–2%) (2016–1%) (2015–2%) (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%)
- **Agencies**  
2020-2021–7% (2019 – 11%) (2018 – 16%) (2017–17%) (2016–17%) (2015–19%) (2014–10%) (2013–16%) (2012–16%) (2011–13%) (2010–13%) (2009–13%) (2008–19%) (2007–19%) (2006–10%) (2005–7%) (2004–9%) (2003–14%) (2002–12%)



## 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 years’ results are listed for comparative purposes.

Overall, DBS clients expressed satisfaction concerning their experiences and contact with program staff. The satisfaction level of client’s experiences with counselors decreased this year on most of the evaluation categories comparing with the previous year data.

Ninety-six percent of responding clients felt welcome when they first contacted DBS. (Q3 Appendix A). In 2019, 95% of the former clients felt welcome when they first contacted DBS. In 2018, 93% of responding clients gave positive answers to this question.

**Experiences with Counselors.** “DBS counselors were responsive to their requests for services” received the lowest rating with 86 percent of clients reporting that their contact experiences with DBS were easy during “all or most of the time” (Q2, Q4, Q5, Q6, Q10, Q13, Appendix A).

- DBS counselors informed them of rights and responsibilities as a client of the VR program  
2020-2021– 90% (2019 – 94%) (2018 – 92%) (2017–91%) (2016–96%) (2015–94%) (2014–87%) (2013–95%) (2012–93%) (2011–92%) (2010–91%) (2009–92%)
- DBS counselors treated them in a professional manner  
2020-2021– 94% (2019 – 94%) (2018 – 89%) (2017–86%) (2016–87%) (2015–88%) (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 was easy to contact  
2020-2021– 92% (2019 – 86%) (2018 – 89%) (2017–80%) (2016–75%) (2015–79%) (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%)
- DBS counselors were respectful and responsive to their interests, ideas, and suggestions  
2020-2021– 91% (2019 – 90%) (2018 – 87%) (2017–81%) (2016–84%) (2015–83%) (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  
2020-2021– 88% (2019 – 87%) (2018 – 83%) (2017–74%) (2016–81%) (2015–81%) (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 or local service providers made certain that they received services identified in their plan  
2020-2021– 91% (2019 – 90%) (2018–86%) (2017- 82%) (2016–80%) (2015–85%) (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%)

Started from 2017, former DBS clients are asked to respond whether they felt welcome when they first contacted their local service providers. Ninety-eight percent of the respondents expressed their satisfaction on this question (Q3a Appendix A), which is slightly higher than the previous year (96%), same as the year of 2018.

**Experiences with Local Service Providers.** DBS clients showed their high satisfaction level with the local service providers during the year of 2019-20 (Q2a, Q4a, Q5a, Appendix A).

- Local provider counselors were responsive to their requests for services  
2020-2021– 92% (2019 – 91%) (2018 – 92%) (2017- 91%)
- Local service providers were easy to contact  
2020-2021– 95% (2019 – 91%) (2018 – 89%) (2017- 90%)
- Local provider counselors were respectful and responsive to their interests, ideas, and suggestions  
2020-2021– 94% (2019 – 95%) (2018 – 92%) (2017- 90%)

**Contacts with DBS Staff.** For the year of 2020-2021, ninety-seven percent of the 233 clients responding reported that they tried to contact their DBS counselor. (Q7 and Q8, Appendix A)

- Clients able to reach counselor all or most of the time  
2020-2021– 86% (2019 – 79%) (2018 – 78%) (2017- 74%) (2016–71%) (2015–74%) (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  
2020-2021– 89% (2019 – 81%) (2018 – 80%) (2017- 70%)(2016–78%) (2015–79%) (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%)

**Contacts with Local Service Provider.** Eighty-one percent of the 258 responding clients that received services from both DBS and a local provider tried to contact a local provider representative in the year of 2020-2021. (Q7a , Q8a and Q9a, Appendix A)

- Clients were able to reach local provider counselor all or most of the time  
2020-2021– 94% (2019 – 94%) (2018 – 91%) (2017 – 91%)

- Local provider counselor gets back in 2 working days  
2020-2021– 93% (2019 – 94%) (2018 – 89%) (2017 – 91%)

**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. Some of the questions capturing goals were re-worded in the 2017-2018 survey. (See Q11-Q14 Appendix A) Clients report their input was “Very Adequate or Adequate” when:

- Planning specific independent living services (Establishing steps to achieve independent living goals, before 2017)  
2020-2021– 95% (2019 – 92%) (2018 – 90%) (2017–87%) (2016–90%) (2015–92%) (2014–92%) (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  
2020-2021– 92% (2019 – 88%) (2018 – 90%) (2017–86%) (2016–90%) (2015–90%) (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%)
- Planning specific services to achieve vocational goals (Establishing steps to achieve vocational goals, before 2017)  
2020-2021– 89% (2019 – 87%) (2018 – 89%) (2017–84%) (2016–90%) (2015–88%) (2014–90%) (2013–91%) (2012–88%) (2011–86%) (2010–88%) (2009–89%) (2008–90%) (2007–92%) (2006–88%) (2005–91%) (2004–91%) (2003–87%) (2002–87%)

**Services Identified by Plan.** Over three quarter of the clients said that DBS or local service provider make certain they received the services identified in the plan “All of the Time” or “Most of the time”. (Q13 Appendix A)

- Received Services Identified in Plan  
2020-2021– 91% (2019 – 90%) (2018 – 86%) (2017–83%) (2016–63%) (2015–64%) (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%)

## QUALITY OF SERVICES

The customer satisfaction survey includes 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.

**Materials Provided in Accessible Formats.** Both DBS and local service provider provided materials in more accessible format during the year of 2020-21 (Q16 and Q16a Appendix A). Eighty-eight percent of all DBS clients received materials in an accessible format [2019 – 89%, 2018 – 89%, 2017-85%, 2016-80%, 2015-78%, 2014-87%, 2013-84%, 2012-81%, 2011-71%, 2010-70%; 2009-78%; 2008-83%; 2007-85%].

Local service providers provided materials in accessible formats 87% of the time. [2019 – 87%, 2018 – 89%, 2017-83%]

**Transportation Needs.** The question was slightly reworded in 2017 (Q15 Appendix A). Eighty-six percent of clients strongly agree or agree that transportation options provided fully allowed them to participate in their plans for 2020-2021 [ 2019 – 82%, 2018- 85%, 2017-84%].

**Equipment Needs Generally Met.** Clients felt that DBS provided tools and equipment that help solve problems and allow them to work independently (Q17 Appendix A). During 2020-21, 89 percent of the clients “Strongly Agreed or Agreed” that DBS counselors provided equipment or accommodations they need for training or employment. In 2019, 87 percent strongly agreed or agreed, compared to 88% in 2019, 78% in 2017, 84% in 2016, 86 % in 2015, 91% in 2014, 90% in 2013, 88% in 2012, 84% in 2011, 82% in 2010, and 85% in 2009. This survey question was changed substantially in 2009, so comparisons with responses prior to 2009 cannot be made.

## 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.

**Local service provider provided most of the technology training.** Over three quarters of the respondents (41%) received the technology training, such as computer skills or using software from local service provider (2019-44%) while 12% of the clients received such type of training from the DBS (2019-20%). There are 10% of the respondents said that they received trainings from other agencies (2019-7%). Thirty-eight percent of the clients said they did not receive the technology training (2019- 29%) (Q18 Appendix A).

**Training received from DBS.** Over half of the responding clients received training from DBS in the following areas:

- Orientation and mobility  
2020-2021– 91% (2019 – 94%) (2018 – 91%) (2017-86%) (2016–99%) (2015–93%) (2014–76%) (2013–89%) (2012–89%) (2011–90%) (2010–92%) (2009–86%)
- Independent living skills (Training in personal and home management)  
2020-2021– 71% (2019 – 70%) (2018 – 73%) (2017-73%) (2016–87%) (2015–73%) (2014–61%) (2013–68%) (2012–66%) (2011–67%) (2010–70%) (2009–66%)
- Use of low vision aids  
2020-2021– 55% (2019 – 55%) (2018 – 53%) (2017-49%) (2016–45%) (2015–41%) (2014–43%) (2013–50%) (2012–40%) (2011–41%) (2010–36%) (2009– 40%) (2008–41%) (2007–44%) (2006–45%) (2005–35%) (2004–33%)

Less than half of the responding clients received the following training:

- Job Readiness  
2020-2021– 38% (2019 – 34%) (2018 – 35%) (2017-37%) (2016–22%) (2015–26%) (2014–24%) (2013–31%) (2012–20%) (2011–23%) (2010–17%) (2009–18%)
- Use of Braille  
2020-2021– 15% (2019 – 16%) (2018 – 18%) (2017-18%) (2016–14%) (2015–13%) (2014–29%) (2013–23%) (2012–13%) (2011–12%) (2010–11%) (2009–12%) (2008–17%) (2007–14%) (2006–20%) (2005–15%) (2004–16%)

**Training received from Local Service Providers.** The majority of the responding clients received training from local service providers in the following areas:

- Orientation and mobility  
2020-2021– 88% (2019 – 93%) (2018 – 88%) (2017-91%)
- Independent living skills (Training in personal and home management)  
2020-2021– 79% (2019 – 71%) (2018 – 83%) (2017-86%)

**High Levels of Satisfaction with DBS Training.** Clients were asked how satisfied they were with training they received. Most clients (93 percent or more), were “Very Satisfied” or “Satisfied” training in all areas.

- Orientation and mobility  
2020-2021– 97% (2019 – 98%) (2018 – 99%) (2017-95%) (2016–99%) (2015–96%) (2014–100%) (2013–93%) (2012–98%) (2011–96%) (2010–97%) (2009–95%)
- Braille  
2020-2021– 93% (2019 – 96%) (2018 – 89%) (2017-95%) (2016–81%) (2015–84%) (2014–90%) (2013–92%) (2012–93%) (2011–92%) (2010–100%) (2009–82%) (2008–86%) (2007–89%) (2006–94%) (2005–91%) (2004–91%)
- Independent living skills  
2020-2021– 95% (2019 – 98%) (2018 – 98%) (2017-94%) (2016–99%) (2015–98%) (2014–92%) (2013–98%) (2012–96%) (2011–95%) (2010–100%) (2009–99%)
- Use of Low vision Aid  
2020-2021– 97% (2019 – 96%) (2018 – 96%) (2017-92%) (2016–100%) (2015–97%) (2014–95%) (2013–94%) (2012–97%) (2011–96%) (2010–98%) (2009–95%) (2008–95%) (2007–95%) (2006–95%) (2005–99%) (2004–97%)
- Technology  
2020-2021– 96% (2019 – 94%) (2018 – 92%) (2017-90%) (2016–90%) (2015–89%) (2014–93%) (2013–91%) (2012–93%) (2011–91%) (2010–88%) (2009-94%) (2008–87%) (2007–91%) (2006–92%) (2005–92%) (2004–94%)
- Job search skills  
2020-2021– 96% (2019 – 94%) (2018 – 90%) (2017-90%) (2016–94%) (2015–79%) (2014–87%) (2013–80%) (2012–79%) (2011–83%) (2010–85%) (2009–72%) (2008–69%) (2007–65%) (2006–80%) (2005–85%) (2004–72%)
- Career counseling  
2020-2021– 93% (2019 – 86%) (2018 – 82%) (2017-86%) (2016–82%) (2015–87%) (2014–93%) (2013–88%) (2012–93%) (2011–86%) (2010–87%) (2009–93%)

**High Levels of Satisfaction with Training Provided by Local Service Vendors.** The majority of the former clients (95% or more) are satisfied with training services provided by their local vendors.

Eighty-eight percent of responding clients receiving services from local providers received orientation and mobility training [2019 – 93%, 2018 – 88%, 2017-91%]. Almost all the former clients (98%) responded that they were very satisfied or satisfied with the orientation and mobility training provided by their local vendors [2019 – 98%, 2018 – 96%, 2017- 99%].

Seventy-nine percent of responding clients receiving services from local providers received independent living skills training [2019 – 83%, 2018 – 83%, 2017- 86%]. Ninety-five percent of these clients were satisfied or very satisfied with this training [2019 – 98%, 2018 – 95%,2017- 100%].

More than one quarter of the clients (29%) received career counseling through their local providers [2019 – 27%, 2018 – 25%, 2017-37%]. Ninety-five percent were either satisfied or very satisfied with this career counseling [2019 – 86%, 2018 – 90%, 2017-93%].

## 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 Q31 – Q38 Appendix A).

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 Obtain Employment.** About one third of the 337 responding clients sought services to obtain employment [2019 – 40%, 2018 – 43%, 2017-51%] and half of the survey participants became a client for other reasons [2019 – 23%, 2018 – 28%, 2017-34%] while four percent of the clients contact DBS for services to advance their employment [2019 – 6%, 2018 – 6%, 2017 – 5%].

**Clients Seeking Services to Maintain their Current Employment.** Fourteen percent (47 of 337) of the responding clients sought DBS services to maintain their current employment when they became a client of DBS [2019 – 31%, 2018 – 21%, 2017-10%]. When asked if the DBS services or Local Service Providers helped them maintain their job, 77% percent (58 out of 75 responding clients) “Strongly Agreed” or “Agreed” that services provide by DBS and local service providers helped them maintain their jobs [2019 – 94%, 2018 – 92%, 2017-68%].

**Job Skills Services Provided by DBS.** Seventy percent of the 136 responding clients indicated they “Strongly Agreed or Agreed” that DBS provided skills necessary to conduct a job search independently [2019 – 74%, 2018 – 76%, 2017-55%] and seventy percent agreed that DBS services prepared them for employment [2019 – 68%, 2018 – 71%, 2017-61%].

- Provide skills necessary to conduct job search independently (Strongly Agree/Agree)  
2020-2021– 70% (2019 – 74%) (2018 – 76%) (2017-55%) (2016–73%) (2015–67%)  
(2014–75%) (2013–73%) (2012–72%) (2011–71%) (2010–65%) (2009–63%)
- Services prepare for employment (Strongly Agree/Agree)  
2020-2021– 70% (2019 – 68%) (2018 – 71%) (2017-49%) (2016–64%) (2015–63%)  
(2014–72%) (2013–69%) (2012–74%) (2011–64%) (2010–61%) (2009–62%)



## **Job Skills Services Provided by Local Service Providers.**

- Provide skills necessary to conduct job search independently (Strongly Agree/Agree)  
2020-2021– 68% (2019 – 77%) (2018 – 79%) (2017- 71%)
- Services prepare for employment (Strongly Agree/Agree)  
2020-2021– 72% (2019 – 77%) (2018 – 79%) (2017- 74%)

When asked which entity assisted the clients in finding employment, 39% of the responding clients stated DBS counselors helped them [2019 – 33%, 2018 – 34%, 2017 - 24%], 3% stated DBS job placement specialist (2019 – 8%, 2018 – 9%, 2017-16%), the local provider assisted 1% of clients [2019 – 4%, 2018 – 9%, 2017-7%], and outside contractor assisted 5% [2019 – 4%, 2018 – 6%, 2017-5%]. Fifty-two percent of the clients stated none of the above assisted them [2019 – 49%, 2018 – 41%, 2017-40%].

Job readiness training, such as how to interview, completing an application, or writing resumes was conducted by both DBS Counselors and by local providers. Thirty-eight percent of responding clients received job readiness training [2019 – 34%, 2018 – 35%, 2017-44%]. Forty percent of those clients received the training from DBS [2019 – 34%, 2018 - 36%, 2017-31%], forty-three percent of the responding clients received the training from their local providers [2019 – 48, 2018 – 47%, 2017-65%], and eighteen percent received the training from both entities [2019 – 18%, 2018 – 17%, 2017-5%]. Ninety-five percent of former clients were satisfied or very satisfied with this training [2019 – 94%, 2018 – 90%, 2017-90%].

## **Characteristic of Jobs for Clients Seeking Services to Obtain Employment**

**Clients Currently Employed.** During 2020-2021, approximately one-half of the responding clients (44%) reported they were employed during the time of the Customer Satisfaction Survey [2019 – 46%, 2018 – 51%, 2017-36%].

- Current salary appropriate (Strongly Agree/Agree)  
2020-2021– 72% (2019 – 80%) (2018 – 77%) (2017-88%) (2016–74%) (2015–66%)  
(2014–84%) (2013–75%) (2012–73%) (2011–77%) (2010–71%) (2009–74%)
- Present job in keeping with career goals (Strongly Agree/Agree)  
2020-2021– 75% (2019 – 84%) (2018 – 83%) (2017-81%) (2016–83%) (2015–75%)  
(2014–76%) (2013–84%) (2012–87%) (2011–78%) (2010–82%) (2009–79%)
- Potential career advancement (Strongly Agree/Agree)  
2020-2021– 71% (2019 – 85%) (2018 – 79%) (2016–74%) (2015–70%) (2014–  
76%) (2013–79%) (2012–66%) (2011–64%) (2010–65%) (2009–75%)
- Present job in keeping with DBS training (Strongly Agree/Agree)  
2020-2021– 75% (2019 – 83%) (2018 – 73%) (2017-72%) (2016–74%) (2015–75%)  
(2014–66%) (2013–66%) (2012–65%) (2011–64%) (2010–52%) (2009–66%)

## Awareness of Services after Case Closure

**When asked if they were aware their cases were closed, nine percent of the clients responded “No”.** Eighty-three percent of the responding clients said they knew their cases were closed [2019 – 78%, 2018 – 81%, 2017-85%], while eight percent said their case was closed but had been reopened [2019 – 8%, 2018 – 13%, 2017-8%]. (Q44, Appendix A)

**More than half (57%) of responding clients know about services available to them after case closure.** Clients were asked if they were aware that services through DBS, such as post-employment services and services or equipment available to them even though their cases were closed [2019 – 57%, 2018 - 54%, 2017-43%].

- Aware services/equipment available even though case is closed  
2020-2021– 71% (2019 – 58%) (2018 – 54%) (2017-44%) (2016–45%) (2015–58%) (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%)
- Aware post-employment services available even though case is closed  
2020-2021– 70% (2019 – 57%) (2018 – 54%) (2017-43%) (2016–46%) (2015–62%) (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%)

## 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 categories. Details about open-ended questions could be found from the open-ended question report.

### 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 2020-21, 95 percent (318 of 334) of the responding clients said, “Yes”, they would recommend DBS services to others. Clients were also asked to rate their overall satisfaction with the program. During 2020-21, 90 percent of responding clients (303 of 338) were either “Satisfied” or “Very Satisfied with the DBS program. Started in 2017, former clients are also asked to evaluate their local service providers separately from DBS.

- **Recommend DBS services to others**  
2020-2021– 95% (2019 – 96%) (2018 – 96%) (2017-90%) 2016–93%) (2015–95%) (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**  
2020-2021– 90% (2019 – 93%) (2018 – 87%) (2017-84%) (2016–86%) (2015–90%) (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)
- **Recommend local service provider to others**  
2020-2021– 96% (2019 – 94%) (2018 – 94%) (2017- 96%)
- **Overall Satisfaction with local provider services received**  
2020-2021– 93% (2019 – 95%) (2018 – 94%) (2017- 94%)

**Overall Satisfaction by Case Closure Status.** When we look at the overall satisfaction level of the clients with their case closure status, clients who have successfully closed cases tend to have higher satisfaction level towards DBS service. However, clients who have unsuccessfully closed cases tend to have higher satisfaction level towards their local vendors.

Ninety-six percent of the former clients whose case are successfully closed said they are either very satisfied or satisfied with the DBS program [2019 – 94%, 2018 – 92%, 2017-95%] while seventy-six percent of the respondents expressed their satisfaction whose cases were closed unsuccessfully [2019 – 89%, 2018 – 74%, 2017-73%].

When clients are asked to evaluate their local service providers, ninety-six percent of the clients whose case were closed successfully are either very satisfied or satisfied with their local providers [2019 – 96%, 2018 – 94%, 2017-92%] while eighty-eight percent of the clients whose case were closed unsuccessfully expressed their satisfaction [2019 – 92%, 2018 – 95%, 2017-94%].

**Why Recommend DBS 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, nearly one half of the clients felt it provided the help that people need and 22 percent of the clients felt that the program and services were good. The following lists the major reasons cited for recommending the program.

- **Helpful**  
2020-2021– 48% (2019 – 45%) (2018 – 39%) (2017-49%) (2016–42%)  
(2015–49%) (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**  
2020-2021– 25% (2019 – 22%) (2018 – 29%) (2017-21%) (2016–21%)  
(2015–23%) (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%)
- **Independence/Community**  
2020-2021– 7% (2019 – 7%) (2018 – 5%) (2017-8%) (2016–2%) (2015–3%)  
(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%)
- **Counselor Characteristics**  
2020-2021– 5% (2019 – 4%) (2018 – 5%) (2017-3%) (2016–2%) (2015–3%)  
(2014–10%) (2013–8%) (2012–11%) (2011–11%) (2010–15%) (2009–17%)  
(2008–17%) (2007–14%) (2006–15%) (2005–3%) (2004–12%) (2003–18%)  
(2002–19%)
- **Employment services**  
2020-2021– 4% (2019 – 8%) (2018 – 11%) (2017-6%) (2016–8%) (2015–6%)  
(2014–5%) (2013–5%) (2012–3%) (2011–2%) (2010–3%) (2009–9%) (2008–  
3%) (2007–5%) (2006–3%) (2005–5%) (2004–4%) (2003–14%) (2002–8%)
- **School/Education**  
2020-2021– 2% (2019 – 3%) (2018 – 2%) (2017-1%)
- **Training**  
2020-2021– 1% (2019 – 4%) (2018 – 1%) (2017-2%) (2016–2%) (2015–3%)  
(2014–2%) (2013–3%) (2012–2%) (2011–1%) (2010–1%) (2009–2%) (2008–  
1%) (2007–1%) (2006–1%) (2005–2%) (2004–2%) (2003–4%) (2002–3%)
- **Equipment**  
2020-2021– 0.4% (2019 – 1%) (2018 – 5%) (2017-2%)

- Refer to local service providers  
2020-2021– 0.4% (2019 – 0%) (2018 – 1%) (2017-2%)
- Only opportunity  
2020-2021– 0% (2019 – 0%) (2018 – 0%) (2017-0%) (2016–5%) (2015–4%)  
(2014–6%) (2013–5%) (2012–1%) (2011–3%) (2010–1%) (2009–1%) (2008–  
1%) (2007–1%) (2006–1%) (2005–3%) (2004–4%) (2003–10%) (2002–3%)
- Negative  
2020-2021– 2%
- Already Recommended  
2020-2021– 4%

**Why Recommend Local Providers.** Ninety-six percent of clients would recommend the services from their local providers [2019 – 86%, 2018 – 91%, 2017- 92%], with 93% being satisfied or very satisfied [2019 – 95%, 2018 – 94%, 2017-94%]. The following are listed as reasons to recommend:

- Services and Programs  
2020-2021– 32% (2019 – 18%) (2018 – 22%) (2017-30%)
- Helpful  
2020-2021– 31% (2019 – 34%) (2018 – 30%) (2017-36%)
- Counselors  
2020-2021– 10% (2019 – 6%) (2018 – 13%) (2017-9%)
- Independence/community  
2020-2021– 7% (2019 – 14%) (2018 – 11%) (2017-6%)
- Training  
2020-2021– 4% (2019 – 10%) (2018 – 10%) (2017-5%)
- Equipment  
2020-2021– 2% (2019 – 7%) (2018 – 5%) (2017-1%)
- Employment  
2020-2021– 2% (2019 – 4%) (2018 – 4%) (2017-1%)
- School  
2020-2021– 2% (2019 – 0%) (2018 – 1%) (2017-1%)

**Reasons for Not Recommending DBS Services or local service providers.** Few clients offered reasons for not recommending DBS services or services provide by local vendors to others.

**Reasons for Leaving the Program.** Former clients were asked why they left the program (Q47 Appendix A). About one third (30%) of the clients responding stated they left since they obtained employment [2019 – 33%, 2018 –37%, 2017- 19%]. Seven percent of the clients responding said they left because they were helped as much as it could be [2019 – 12%, 2018 – 4%, 2017-10%]. Seven percent of the former clients left the program for transportation reasons, including moving to a different location [2019 – 6%, 2018 – 7%, 2017-8%]. Only one percent of the former clients left the program because of their counselors or staff [2019 – 2%, 2018 – 3%, 2017-7%) while twenty-seven percent of the clients are still confused about why their cases were closed [2019 – 22%, 2018 – 17%, 2017- 20%]. In part, this question was asked to see if dissatisfaction with services could play a part in leaving the program. Dissatisfaction with services was hardly cited as a reason for leaving.

**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 (66 out of 245) were not aware that their cases were closed or expressed some other concern over their closure status. In the 2020-2021 survey, nine percent (30 338) responding clients who were asked if they were aware that their case had been closed responded “No” [2019 – 14%, 2018 – 7%, 2017-7%, 2016 – 11%], eighty-three percent responded “Yes” [2019 – 78%, 2018 – 81%, 2017-85%] (See Q44 in Appendix A.

## 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 is the most cited helpful service, being cited by 37 percent of the clients during 2020-21 survey, followed by Equipment or technology services (36%), employment service (7%), medical services (10%) and counselor or counselling services (8%). Seven percent of the respondent felt that everything is helpful. Another five percent of the clients mentioned that referring to local providers is the most helpful services from DBS.

- Training  
2020-2021– 37% (2019 – 30%) (2018 – 28%) (2017- 27%) (2016–21%) (2015–32%) (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 or Technology  
2020-2021– 36% (2019 – 29%) (2018 – 30%) (2017- 25%) (2016–25%) (2015–22%) (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%)
- Employment  
2020-2021– 7% (2019 – 9%) (2018 – 14%) (2017- 10%) (2016–9%) (2015–9%) (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%)
- Everything Helpful  
2020-2021– 7% (2019 – 9%) (2018 – 6%) (2017- 6%) (2016–3%) (2015–3%) (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%)
- Medical Services  
2020-2021– 10% (2019 – 7%) (2018 – 6%) (2017- 7%) (2016–14%) (2015–17%) (2014–19%) (2013–22%) (2012–15%) (2011–21%) (2010–22%) (2009–26%) (2008–19%) (2007–16%) (2006–16%) (2005–12%) (2004–13%) (2003–17%) (2002–20%)



- Counselors/Counselling  
2020-2021– 8% (2019 – 6%) (2018 – 5%) (2017- 8%) (2016–5%) (2015–3%)  
(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%)
- Education  
2020-2021– 6% (2019 –5%) (2018 – 3%) (2017- 2%) (2016–6%) (2015–2%)  
(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%)
- Refer to Local Service Provider  
2020-2021– 4% (2019 – 1%) (2018 – 4%) (2017- 8%)
- Nothing Helpful  
2020-2021– 2% (2019 – 1%) (2018 – 1%) (2017- 3%) (2016–2%) (2015–2%)  
(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%)
- Financial  
2020-2021– 0% (2019 – 0%) (2018 – 0%) (2017- 0%) (2016–6%) (2015–3%)  
(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%)
- Transportation  
2020-2021– 0% (2019 – 0%) (2018 – 0%) (2017- 0%) (2016–6%) (2015–2%)  
(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%)

**Least Helpful Services.** Former clients were asked to identify the least helpful services they received. More than half of former responding clients indicated that the program was “fine” or offered no suggestions. Training and education, employment services were mentioned as services considered least helpful by clients responding to this question.

- **Everything is Fine**  
2020-2021– 61% (2019 – 49%) (2018 – 42%) (2017- 33%) (2016–55%)  
(2015–55%) (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**  
2020-2021– 6% (2019 – 19%) (2018 – 15%) (2017- 15%) (2016–10%)  
(2015–12%) (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/Education**  
2020-2021– 12% (2019 – 10%) (2018 – 11%) (2017- 15%) (2016–12%)  
(2015–10%) (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%)
- **Equipment**  
2020-2021– 4% (2019 – 8%) (2018 –9%) (2017- 3%)
- **Counselors and Service**  
2020-2021– 8% (2019 – 6%) (2018 – 5%) (2017- 12%) (2016–8%) (2015–  
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%)
- **Medical Services**  
2020-2021– 1% (2019 – 1%) (2018 – 1%) (2017- 0%) (2016–1%) (2015–1%)  
(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%)
- **All of them/Dissatisfaction**  
2020-2021– 8%
- **Financial**  
2019-2020 – 0% (2018 – 0%) (2017- 0%) (2016–0%) (2015–1%) (2014–0%)  
(2013–0%) (2012–1%) (2011–1%) (2010–2%) (2009–1%) (2008–1 %) (2007–  
1%) (2006–1%) (2005–1%) (2004–1%) (2003–1%) (2002- 1%)

**Program Improvements.** In response to the question, “How could DBS improve its services?” twenty-one percent of responses (58 of 278) indicated that no improvement was needed or did not offer a suggestion. Suggestions for improvements include:

- No improvement needed  
2020-2021– 21% (2019 – 16%) (2018 – 12%) (2017- 17%) (2016–27%)  
(2015–32%) (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  
2020-2021– 11% (2019 – 16%) (2018 – 11%) (2017- 12%) (2016–16%)  
(2015–13%) (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  
2020-2021– 4% (2019 – 8%) (2018 – 10%) (2017- 12%) (2016–8%) (2015–  
6%) (2014–4%) (2013–6%) (2012–4%) (2011–6%) (2010–5%) (2009–7%)  
(2008–8%) (2007–5%) (2006–7%) (2005–7%) (2004–12%) (2003–8%)  
(2002–9%)
- Accessibility/Communication/Timely  
2020-2021– 22% (2019 – 6%) (2018 – 6%) (2017- 0%)
- Funding/Staffing  
2020-2021– 1% (2019 – 1%) (2018 – 3%) (2017- 6%) (2016–3%) (2015–2%)  
(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%)
- Services and Programs  
2020-2021– 2% (2019 – 3%) (2018 – 3%) (2017- 3%) (2016–5%) (2015–2%)  
(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%)
- Advertise  
2020-2021– 2% (2019 – 0%) (2018 – 1%) (2017- 2%)
- Transportation  
2020-2021– 0% (2019 – 0%) (2018 – 0%) (2017- 3%) (2016–3%) (2015–2%)  
(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%)
- Other  
2020-2021– 15% (2019 – 23%) (2018 – 20%) (2017- 22%)

- Do not know  
2020-2021– 0% (2019 – 1%) (2018 – 9% )(2017- 4%)
- COVID-19 related  
2020-2021–3%

## **Appendix A. 2020-2021 Survey Instrument**

<b>Date</b>	
<b>Time</b>	

<b>Track Number</b>	
<b>INTERVIEWER NAME</b>	

## DBS 2020-21 Survey

Hello, my name is \_\_\_\_\_. I am calling from the Florida State University Survey Foundry. May I speak to \_\_\_\_\_. The Florida Rehabilitation Council for the Blind has contracted with Florida State University to conduct this survey of DBS clients. The Florida Rehabilitation Council for the Blind is independently appointed by the Governor. The Council uses the survey as their tool to evaluate the quality of services delivered by the DBS and contracted agencies to identify any problem areas that the Council may wish to correct. As a client, you have been randomly selected to participate in this survey and your views are important in helping to assess this program. This is an opportunity for you to give feedback about the program and its services. This survey takes less than 15 minutes of your time. Your participation in this survey is voluntary and will not affect any of your program benefits. You may choose not to participate or to withdraw from the survey at any time. I can assure you that everything you tell us will be held in the strictest of confidence and only summary results will be reported to the Council. The only person who may hear your responses is my supervisor who may be monitoring this call to evaluate my performance. This survey is being directed by Dr. Minna Jia, and we can provide you with her telephone number if you would like to contact her. You may direct questions on the survey to the FSU Survey Foundry at toll free number 1-888-585-4933.

At the Florida Rehabilitation Council for the Blind, you may contact Selena Sickler at 1-850-245-0329 for program questions.

**A. Do you have any questions about this study?**

- Yes  
A1. Comments
- No

**B. May I proceed?**

- YES (Go to Question C)
- NO, Not a good time now Schedule Call back
- NO, Not willing to participate Thank and terminate interview.

**Q1.** How did you hear about and know how to contact Division of Blind Services (DBS) for services?

**Our records indicate that you received services not only from DBS, but that DBS also referred you for some of your services to \_\_\_\_\_. To help us understand what we're doing right and where we can improve, it's important that we ask you about your experience with both DBS and \_\_\_\_\_. As we proceed with the survey, I will ask you questions that refer to both DBS and \_\_\_\_\_.**

**COUNSELOR/STAFF RESPONSIVENESS**

**Q2.** Would you say Division of Blind Services (DBS) was easy to contact...

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

- 
- 7 Don't Know
  - 8 Not Applicable
  - 9 Refused

**Q2a.** Would you say your local service provider was easy to contact...

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

- 
- 7 Don't Know
  - 8 Not Applicable
  - 9 Refused

**Q3.** Did you feel welcome when you first contacted DBS?

- 1 Yes
- 2 No

- 
- 7 Don't Know
  - 8 Not Applicable
  - 9 Refused

**Q3a.** Did you feel welcome when you first contacted your local service provider?

1 Yes

2 No

---

7 Don't Know

8 Not Applicable

9 Refused

**Q4.** Would you say your DBS Counselor was responsive to your request for services?

1 All of the time

2 Most of the time

3 Some of the time

4 None of the time

---

7 Don't Know

8 Not Applicable

9 Refused

**Q4a.** Would you say your local service provider was responsive to your request for services?

1 All of the time

2 Most of the time

3 Some of the time

4 None of the time

---

7 Don't Know

8 Not Applicable

9 Refused

**Q5.** Would you say your DBS Counselor was respectful and responsive to your interest, ideas, and suggestions?

1 All of the time

2 Most of the time

3 Some of the time

4 None of the time

---

7 Don't Know

8 Not Applicable

9 Refused



**Q5a.** Would you say your local service provider was respectful and responsive to your interest, ideas, and suggestions?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

- 
- 7 Don't Know
  - 8 Not Applicable
  - 9 Refused

**Q6.** Did your DBS Counselor inform you of your rights and responsibilities as a client of the VR Program (e.g. right to appeal, the existence of the Client Advocacy Program)?

- 1 Yes
- 2 No

- 
- 7 Don't Know
  - 8 Not Applicable
  - 9 Refused

**Q7.** Did you ever try to contact your DBS counselor?

1 **YES CONTINUE TO ask Q8 and Q9**

**Q8.** Were you able to reach your counselor?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time
- 8 Don't know
- 9 Refused

**Q9.** Did your counselor get back with you within 2 working days?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time
- 8 Don't know
- 9 Refused

2 **NO**

8 **Don't know**

9 **Refused**

**Q7a.** Did you ever try to contact your Local service provider representative?

**1 YES CONTINUE TO ask Q8a and Q9a**

**Q8a.** Were you able to reach your representative?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time
- 8 Don't know
- 9 Refused

**Q9a.** Did your representative get back with you within 2 working days?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time
- 8 Don't know
- 9 Refused

**2 NO**

**8 Don't know**

**9 Refused**

**Q10.** Would you say DBS staff treated you in a professional manner?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

7 Don't Know

8 Not Applicable

9 Refused

Next we would like to ask you a couple of questions about establishing your **VOCATIONAL GOALS** that is the plan for maintaining or obtaining employment..

<b>Q11.</b> When <b>ESTABLISHING YOUR VOCATIONAL GOALS</b> , would you say your opportunity for input was:	
1 Very adequate	
2 Adequate	
3 Inadequate	
4 Very inadequate	
-----	
7 Don't Know	
8 Not Applicable	
9 Refused	

<b>Q12.</b> When <b>PLANNING SPECIFIC SERVICES TO ACHIEVE</b> your vocational goals, would you say your opportunity for input was:	
1 Very adequate	
2 Adequate	
3 Inadequate	
4 Very inadequate	
-----	
7 Don't Know	
8 Not Applicable	
9 Refused	

<b>Q13.</b> Did DBS or local service provider make certain you received the services identified in your plan?	
1 All of the time	
2 Most of the time	
3 Some of the time	
4 None of the time	
-----	
7. Don't Know	
8 Not Applicable	
9 Refused	



**Q16a.** Did your local service provider provide materials in accessible formats you requested such as large print, CDs and Braille or Email?

1 Yes

2 No

---

7 Not Applicable

8 Don't Know

9 Refused

**Q17.** My DBS Counselor provided me with equipment/accommodations I needed for training or employment. Do you (Read Choices)

1 Strongly Agree

2 Agree

3 Disagree

4 Strongly Disagree

---

7 Not Applicable

8 Don't Know

9 Refused

**Q18.** Where did you receive the technology training, such as computer skills or using software?

1 DBS—**Ask Q19**

2 Local Service Provider—**Ask Q19**

3 Other agencies

4 Not received

---

7 Not Applicable

8 Don't Know

9 Refused

**Q19.** How satisfied were you with **TECHNOLOGY TRAINING THAT YOU RECEIVED?**  
Were you...

1 Very satisfied

2 Satisfied

3 Dissatisfied

4 Very Dissatisfied

---

8 Don't Know

9 Refused

## NEW SERVICES SCREENED SECTION

Next, we would like to ask you about the TYPE OF SERVICES that you received.

**Q20.** Which of the following services did you receive from DBS? (Circle all that apply)

Yes No

- |   |   |  |
|---|---|--|
| 1 | 2 | a. Medical services—such as surgery or glasses   |
| 1 | 2 | b. Assistance with education   |
| 1 | 2 | c. Technical aids, equipment and/or software   |
| 1 | 2 | d. Training that allows you find your way around, cooking, personal management, and the like at the Rehabilitation center. |

**IF YES, ASK THE FOLLOWING:**

**IF NO, Skip TO Q25**

**Q21. Did you receive orientation and mobility training to help you to find your way around and travel safely?**

**1 Yes** Ask Q22

**Q22.** How satisfied were you with **ORIENTATION AND MOBILITY TRAINING**? Were you...

- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very Dissatisfied
- 

- 8 Don't Know
- 9 Refused

**2 No**

**Q23. Did you receive training in personal and home management, which is sometimes called independent living skills?**

**1 Yes** Ask Q24

**Q24.** How satisfied were you with training for **INDEPENDENT LIVING SKILLS**? Were you...

- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very Dissatisfied
- 

- 8 Don't Know
- 9 Refused

**2 No**

**Q20a.** Which of the following services did you receive from your local service provider?

Yes No

- |   |   |  |
|---|---|--|
| 1 | 2 | a. Training in technical aids, equipment and/or software   |
| 1 | 2 | b. Training that allows you to find your way around, cooking, personal management, and the like. |

**IF YES, ASK THE FOLLOWING:**

**IF NO, Skip TO 25**

**Q21a.** Did you receive orientation and mobility training to help you to find you way around and travel safely from your local service provider?

1 Yes Ask Q22a

**Q22a.** How satisfied were you with **ORIENTATION AND MOBILITY TRAINING**? Were you...

- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very Dissatisfied
- 
- 8 Don't Know
  - 9 Refused

2 No

**Q23a.** Did you receive training in personal and home management, which is sometimes called independent living skills, from your local service provider?

1 Yes Ask Q24a

**Q24a.** How satisfied were you with training for **INDEPENDENT LIVING SKILLS**? Were you...

- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very Dissatisfied
- 
- 8 Don't Know
  - 9 Refused

2 No

## Training—Braille and Low-Vision—ask All with Screen

**Q25.** Did you receive training in the use of Braille through CRP (Community Rehabilitation Program) or a rehabilitation center?

**1 Yes—Ask Q26**

**Q26.** How satisfied were you with **BRILLE TRAINING**? Were you . .

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very Dissatisfied

---

8 Don't Know

9 Refused

**2 No**

**Q27.** Did you receive training in the use of low vision aids?

**1 Yes—Ask Q28**

**Q28.** How satisfied were you with **LOW VISION TRAINING**? Were you...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very Dissatisfied

---

8 Don't Know

9 Refused

**2 No**



## Employment

Next we would like to ask a few questions about employment and training. That you might have received.

<p><b>Q29. Why did you contact DBS for services?</b></p> <p><b>1 Maintain your current job—Ask Q30</b></p> <p><b>Q30. Services provided by DBS and my local service provider helped me maintain my job.</b></p> <p>1 Strongly Agree</p> <p>2 Agree</p> <p>3 Disagree</p> <p>4 Strongly Disagree</p> <hr/> <p>8 Don't Know</p> <p>9 Refused</p> <p><b>GO TO Section Employment Counseling and Training Q39</b></p> <p><b>2 Obtain a job</b></p> <p><b>3 Advance employment</b></p> <hr/> <p><b>4 None of the above, Please specify</b></p> <table border="1"><tr><td><b>Other:</b></td><td></td></tr></table> <hr/> <p><b>8 Don't Know</b></p> <p><b>9 Refused</b></p>	<b>Other:</b>	
<b>Other:</b>		

## QUESTIONS FOR THOSE WHO CAME TO DBS TO OBTAIN EMPLOYMENT

### EMPLOYMENT SERVICES

I am going to read you a few statements concerning employment services. Please tell me if you strongly agree, agree, disagree, or strongly disagree with the statement based on your experience.

**Q31.** DBS services provided me with the skills necessary to conduct a job search independently.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

---

8 Don't know

9 Refused/Not Applicable

**Q31a.** Local service provider provided me with the skills necessary to conduct a job search independently.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

---

8 Don't know

9 Refused/Not Applicable

**Q32.** DBS helped prepare me for employment.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

---

8 Don't know

9 Refused/Not Applicable

**Q32a.** Local service provider helped prepare me for employment.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

---

8 Don't know

**Q33.** Which of the following assisted you in securing employment? (Check all that applies.)

- 1 DBS counselor
- 2 Local service provider
- 3 DBS job placement specialist
- 4 Outside contractor
- 5 Career source?
- 6 None of the above

8 Don't know

9 Refused/Not Applicable

**Q34.** Are you currently employed?

1 **YES CONTINUE to Question 35 THROUGH Question 38**

2 **NO .....SKIP to Question 39**

**CURRENTLY EMPLOYED--YES**

**Q35.** My present job is in keeping with my career goals.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

8 Don't know

9 Refused

**Q36.** My present job is in keeping with the training I received from DBS.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

8 Don't know

9 Refused

**Q37.** My current salary is appropriate for my type of employment.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

- 
- 8 Don't know
  - 9 Refused

**Q38.** I am satisfied with the potential for advancement in my current job.

- 1 Strongly Agree
- 2 Agree
- 3 Disagree
- 4 Strongly Disagree

- 
- 8 Don't know
  - 9 Refused

## JOB TRAINING AND COUNSELING.

### ASK OF MAINTAIN OR OBTAIN EMPLOYMENT CLIENTS

The following questions will ask your satisfaction with the career counseling and job search skill services. Please tell me if you strongly agree, agree, disagree, or strongly disagree with the statement based on your experience.

**Q39.** Did you participate in career counseling through DBS?

**1 Yes**—Ask Q40

**Q40.** How satisfied were you with **CAREER COUNSELING**?  
Were you . . .

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very Dissatisfied

8 Don't Know

9 Refused

**2 No**

**Q39a.** Did you participate in career counseling through local service provider?

**1 Yes**—Ask Q40a

**Q40a.** How satisfied were you with **CAREER COUNSELING**?  
Were you . . .

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very Dissatisfied

8 Don't Know

9 Refused

**2 No**

**Q41.** Did you receive job readiness training, such as how to interview, completing an application, or write a resume?

1 **Yes** Ask Q42 and Q43

**Q42.** Was it provided by your counselor or local service provider?

- 1 DBS counselor
- 2 Local service provider
- 3 Both

8 Don't know

9 Refused

**Q43.** How satisfied were you with the job search skills you received?

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very Dissatisfied

8 Don't know

9 Refused

2 **No**

## CASE CLOSURE

**Q44.** Are you aware that your case with DBS has been “closed”?

- 1 Yes
  - 2 Yes but it was reopened
  - 3 No
- 
- 8 Don't Know
  - 9 Refused

**Q45.** Are you aware that services through the DBS, such as post-employment training, services and equipment, may be available to me even though my case has been closed?

- 1 Yes
  - 5 No
- 
- 8 Don't Know
  - 9 Refused

**Q46.** Are you aware that services or equipment may be available to me even though my case has been closed?

- 1 Yes
  - 5 No
- 
- 8 Don't Know
  - 9 Refused

## OPEN-ENDED QUESTIONS

**Q47.** Why did you leave the blind services program?  
(that is, why was your case "Closed"?)

Lastly, I would like to ask you some general questions about the program.

**Q48.** What were the most helpful services you received?

**Q49.** What were the least helpful services you received?

**Q50.** How could services have been improved?

**Q51.** Would you recommend DBS services to others?

1 **Yes** **Ask the following**

**Q52.** Why?

2 **No** **Ask the following**

**Q53.** Why Not?

8 Don't Know

9 Refused



**Q51a.** Would you recommend your local service provider to others?

1 **Yes** **Ask the following**

**Q52a.** Why?

2 **No** **Ask the following**

**Q53a.** Why Not?

8 Don't Know

9 Refused

**Q54.** Overall, how satisfied are you with the services you received from DBS? Would you say you are...

1 Very satisfied

2 Mostly Satisfied

3 Mildly Dissatisfied

4 Very Dissatisfied

---

8 Don't know

9 Refused

**Q55.** Overall, how satisfied are you with the services you received from \_\_\_\_\_? Would you say you are...

1 Very satisfied

2 Mostly Satisfied

3 Mildly Dissatisfied

4 Very Dissatisfied

---

8 Don't know

9 Refused

**Last.**

These are all the questions I have. Thank you for your time and have a nice day.

**End Interview** . Fill =out Disposition Sheet

**INTERVIEWER PLEASE READ:**

I certify that all required questions were asked and recorded in agreement with the respondent's answers. This bona fide interview was obtained according to all interviewing specifications. I agree to keep the content of questions, the respondent's answers, and the subject of this and all other interviews confidential. If the survey was not completed by the respondent, I certify that all other values I entered are valid.

**Interviewer Name:** \_\_\_\_\_

**APPENDIX B.**

2020-21 Survey Results --Question Detail

Percentages range between 99% and 101% due to rounding

## Appendix B

### Question and Category Detail

#### Division of Blind Services Client Satisfaction Survey Survey Results

#### Q1. How did you hear about and know how to contact DBS for Services?

The percent of clients in major categories are presented. The counts for the items comprising each category are listed below.

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Clients Responding	All Cases n=344	Successful n=237	Un-successful n=107	All Cases n=292	All Cases n=313	All Cases n=210	All Cases n=374	All Cases n=482	All Cases n=203	All Cases n=348	All Cases n=481	All Cases n=501	All Cases n=287
Medical	17%	17%	18%	20%	20%	24%	21%	20%	30%	25%	25%	23%	27%
Family/Friends	19%	18%	20%	19%	20%	20%	23%	23%	24%	23%	23%	20%	24%
School	12%	11%	12%	8%	10%	5%	6%	11%	19%	2%	7%	7%	7%
Previous Client	18%	20%	13%	15%	17%	13%	24%	14%	2%	18%	16%	24%	20%
Agencies	7%	7%	8%	11%	16%	16%	17%	19%	10%	16%	16%	13%	13%
General Information/ Media	10%	8%	14%	10%	10%	12%	8%	13%	15%	9%	11%	9%	7%
Associations	9%	10%	6%	8%	1%	2%	2%	2%	1%	1%	3%	3%	2%
Lighthouse	3%	2%	5%										

## Staff Responsiveness

### Q2. DBS was Easy to contact

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=344	n=237	n=107	n=293	n=309	n=207	n=401	n=507	n=236	n=347	n=523	n=529	n=300
All of the time	83%	86%	77%	72%	56%	57%	47%	47%	36%	48%	46%	48%	53%
Most of the time	10%	8%	14%	14%	29%	24%	29%	33%	45%	35%	33%	30%	33%
Some of the time	6%	6%	6%	10%	12%	15%	21%	18%	17%	17%	18%	16%	11%
None of the time	2%	1%	4%	3%	2%	5%	3%	3%	2%	1%	4%	5%	3%
Total	101%	101%	101%	100%	100%	100%	100%	101%	100%	101%	101%	99%	100%

### Q2a. Local provider was Easy to contact

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=344	Successful Closure n=237	Unsuccessful Closure n=107	All Closed Cases n=206	All Closed Cases n=240	All Closed Cases n=158
All of the time	83%	86%	77%	78%	69%	71%
Most of the time	10%	8%	14%	14%	20%	19%
Some of the time	6%	6%	6%	7%	8%	7%
None of the time	2%	1%	4%	2%	3%	3%
Total	101%	101%	101%	100%	100%	100%

**Q3. Did you feel welcome when you first contacted DBS?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=340	Successful Closure n=234	Unsuccessful Closure n=106	All Closed Cases n=291	All Closed Cases n=306	All Closed Cases n=209
Yes	96%	98%	92%	95%	93%	92%
No	4%	2%	9%	6%	7%	8%
	100%	100%	101%	101%	100%	100%

**Q3a. Did you feel welcome when you first contacted your local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=250	Successful Closure n=164	Unsuccessful Closure n=86	All Closed Cases n=210	All Closed Cases n=237	All Closed Cases n=158
Yes	98%	98%	98%	96%	97%	98%
No	2%	2%	2%	4%	3%	3%
	100%	100%	100%	100%	100%	100%

**Q4. DBS Counselor Was Responsive to your requests for services?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=342	Successful Closure n=237	Unsuccessful Closure n=105	All Closed Cases n=294	All Closed Cases n=311	All Closed Cases n=208	All Closed Cases n=401	All Closed Cases n=508	All Closed Cases n=234	All Closed Cases n=348	All Closed Cases n=528	All Closed Cases n=531	All Closed Cases n=304
All of the time	69%	72%	65%	68%	54%	54%	60%	58%	53%	60%	62%	63%	64%
Most of the time	17%	16%	13%	19%	20%	20%	22%	24%	33%	26%	19%	18%	18%
Some of the time	9%	9%	12%	9%	18%	18%	16%	16%	12%	14%	16%	15%	12%
None of the time	5%	3%	10%	5%	8%	8%	1%	3%	3%	1%	4%	4%	5%
	100%	100%	100%	101%	99%	99%	99%	101%	101%	101%	101%	100%	99%

**Q4a. Responsive to your requests for services (Local Service Provider)?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=248	Successful Closure n=161	Unsuccessful Closure n=87	All Closed Cases n=212	All Closed Cases n=239	All Closed Cases n=158
All of the time	83%	85%	81%	76%	71%	77%
Most of the time	9%	10%	8%	14%	21%	15%
Some of the time	4%	4%	5%	6%	7%	6%
None of the time	4%	2%	7%	3%	2%	3%
	100%	101%	101%	99%	101%	100%

**Q5. Respectful and responsive to your interests, ideas, and suggestions?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=340	Successful Closure n=235	Unsuccessful Closure n=105	All Closed Cases n=293	All Closed Cases n=310	All Closed Cases n=209	All Closed Cases n=400	All Closed Cases n=508	All Closed Cases n=235	All Closed Cases n=348	All Closed Cases n=525	All Closed Cases n=530	All Closed Cases n=303
All of the time	86%	89%	77%	75%	68%	62%	64%	62%	57%	63%	69%	69%	66%
Most of the time	5%	4%	7%	15%	18%	20%	20%	20%	27%	23%	16%	17%	19%
Some of the time	6%	5%	8%	6%	10%	11%	14%	14%	15%	12%	11%	12%	10%
None of the time	4%	2%	9%	4%	3%	8%	3%	4%	1%	3%	4%	3%	5%
	101%	100%	101%	100%	99%	100%	101%	100%	100%				

**Q5a. Respectful and responsive to your interests, ideas, and suggestions (Local Service Provider)?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=246	Successful Closure n=159	Unsuccessful Closure n=87	All Closed Cases n=210	All Closed Cases n=236	All Closed Cases n=155
All of the time	86%	87%	83%	81%	76%	73%
Most of the time	6%	7%	5%	14%	17%	17%
Some of the time	3%	3%	3%	2%	6%	8%
None of the time	5%	3%	9%	3%	2%	3%
	100%	100%	100%	100%	101%	100%



**Q6. Did the DBS Counselor inform you of your rights and responsibilities as a client of the VR Program (e.g. right to appeal, the existence of the Client Advocacy Program)...**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=329	n=228	n=101	n=282	n=292	n=193	n=400	n=483	n=229	n=342	n=507	n=513	n=281
Yes	93%	95%	90%	94%	92%	91%	94%	94%	90%	95%	93%	92%	91%
No	7%	5%	10%	6%	8%	9%	4%	6%	10%	5%	8%	8%	9%
	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	101%	100%	100%

**Q7. Ever tried to contact your DBS counselor?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=333	n=233	n=100	n=294	n=312	n=208	n=401	n=508	n=235	n=348	n=530	n=531	n=305
YES	98%	98%	97%	96%	98%	96%	98%	95%	88%	92%	94%	93%	94%
NO	2%	2%	3%	4%	2%	4%	2%	5%	12%	8%	6%	7%	6%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Q7a. Ever tried to contact your case manager?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=258	n=173	n=85	n=206	n=242	n=158
YES	81%	81%	82%	85%	84%	87%
NO	19%	19%	19%	15%	17%	13%
	100%	100%	101%	100%	101%	100%

**Q8. Able to reach your counselor?**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	<b>n=335</b>	<b>n=234</b>	<b>n=101</b>	<b>n=283</b>	<b>n=306</b>	<b>n=205</b>	<b>n=391</b>	<b>n=483</b>	<b>n=206</b>	<b>n=321</b>	<b>n=496</b>	<b>n=491</b>	<b>n=286</b>
All of the time	45%	48%	37%	45%	42%	48%	39%	33%	36%	33%	34%	38%	48%
Most of the time	41%	41%	43%	35%	36%	25%	35%	41%	48%	41%	44%	39%	34%
Some of the time	12%	10%	17%	17%	18%	24%	21%	24%	23%	23%	19%	20%	16%
None of the time	2%	1%	4%	4%	4%	2%	5%	3%	2%	3%	3%	3%	2%
	100%	100%	101%	101%	100%	100%	100%	101%	99%	100%	100%	100%	100%

**Q8a. Able to reach your case manager?**

	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	<b>n=209</b>	<b>n=139</b>	<b>n=70</b>	<b>n=175</b>	<b>n=201</b>	<b>n=138</b>
All of the time	54%	53%	56%	64%	67%	74%
Most of the time	40%	42%	37%	30%	24%	17%
Some of the time	5%	4%	6%	5%	7%	7%
None of the time	1%	1%	1%	1%	2%	2%
	100%	100%	100%	100%	100%	100%

**Q9. Counselors get back within 2 days.**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	n=333	n=232	n=101	n=282	n=303	n=209	n=399	n=482	n=205	n=318	n=491	n=489	n=285
All of the time	70%	74%	59%	50%	59%	64%	55%	50%	48%	55%	60%	57%	62%
Most of the time	19%	17%	23%	30%	21%	22%	25%	30%	34%	27%	23%	23%	22%
Some of the time	7%	6%	11%	11%	13%	8%	15%	17%	13%	12%	12%	14%	12%
None of the time	4%	3%	7%	8%	7%	6%	5%	4%	5%	6%	5%	7%	5%
	100%	100%	100%	99%	100%	100%	100%	101%	100%	100%	100%	101%	101%

**Q9a. Case managers get back within 2 days.**

	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	n=207	n=137	n=70	n=174	n=199	n=137
All of the time	75%	77%	70%	69%	72%	71%
Most of the time	18%	15%	24%	25%	17%	20%
Some of the time	4%	4%	3%	4%	7%	7%
None of the time	3%	3%	3%	2%	4%	2%
	100%	99%	100%	100%	100%	100%

**Q10. DBS counselor treated you in a professional manner?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=340	Successful Closure n=237	Unsuccessful Closure n=103	All Closed Cases n=291	All Closed Cases n=310	All Closed Cases n=209	All Closed Cases n=400	All Closed Cases n=508	All Closed Cases n=234	All Closed Cases n=348	All Closed Cases n=525	All Closed Cases n=534	All Closed Cases n=308
All of the time	90%	92%	84%	81%	78%	64%	68%	71%	57%	71%	72%	75%	72%
Most of the time	4%	5%	4%	12%	11%	22%	18%	16%	31%	21%	17%	15%	16%
Some of the time	4%	3%	9%	5%	8%	8%	12%	11%	11%	8%	10%	9%	9%
None of the time	2%	0%	4%	2%	3%	6%	1%	2%	1%	1%	2%	2%	2%
	100%	100%	101%	100%	100%	100%	99%	100%	100%	101%	101%	101%	99%

**Q11. Opportunity for input when Establishing Vocational Goals**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=317	Successful Closure n=223	Unsuccessful Closure n=94	All Closed Cases n=267	All Closed Cases n=295	All Closed Cases n=191	All Closed Cases n=399	All Closed Cases n=489	All Closed Cases n=229	All Closed Cases n=332	All Closed Cases n=500	All Closed Cases n=495	All Closed Cases n=288
Very adequate	79%	84%	66%	52%	53%	37%	44%	38%	38%	47%	45%	41%	43%
Adequate	13%	10%	18%	36%	36%	49%	41%	52%	54%	46%	45%	47%	47%
Inadequate	7%	5%	10%	8%	8%	9%	8%	7%	7%	5%	6%	8%	8%
Very inadequate	2%	0%	6%	5%	3%	5%	3%	3%	1%	2%	4%	4%	3%
	101%	99%	100%	101%	100%	100%	96%	100%	100%	100%	100%	100%	101%

**Q12. Opportunity for input when Establishing Steps to Achieve Vocational Goals**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Clients Responding	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=316	n=224	n=92	n=264	n=293	n=190	n=399	n=490	n=228	n=336	n=499	n=491	n=286
Very adequate	76%	81%	64%	50%	55%	37%	45%	42%	38%	44%	44%	43%	42%
Adequate	13%	12%	15%	38%	34%	46%	40%	47%	53%	47%	44%	43%	46%
Inadequate	8%	6%	13%	8%	8%	10%	7%	8%	7%	7%	8%	10%	9%
Very inadequate	3	1%	8%	5	3%	7%	4%	4%	3%	2%	4%	4%	3%
	100%	100%	100%	101%	100%	100%	96%	101%	101%	100%	100%	100%	101%

**Q13. Received Services Identified in Plan**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Clients Responding	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=333	n=232	n=101	n=280	n=300	n=197	n=398	n=496	n=233	n=340	n=515	n=511	n=296
All of the time	83%	87%	74%	71%	69%	62%	58%	64%	51%	60%	62%	65%	66%
Most of the time	8%	7%	12%	19%	17%	21%	20%	21%	36%	26%	21%	17%	18%
Some of the time	7%	6%	10%	7%	11%	10%	16%	12%	10%	13%	12%	14%	10%
None of the time	2%	1%	4%	4%	3%	7%	4%	3%	3%	1%	4%	4%	5%
	100%	101%	100%	101%	100%	100%	98%	101%	101%	100%	100%	100%	101%

**Q14. Opportunity for input when planning specific independent living services?**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Clients Responding	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=261	n=184	n=77	n=233	n=276	n=185	n=399	n=463	n=225	n=315	n=465	n=448	n=261
Very adequate	79%	84%	68%	62%	61%	49%	48%	49%	42%	47%	50%	47%	51%
Adequate	16%	13%	23%	30%	29%	38%	35%	44%	50%	48%	43%	44%	40%
Inadequate	3%	3%	3%	4%	7%	9%	6%	5%	6%	4%	6%	5%	7%
Very inadequate	2%	0%	7%	4%	3%	4%	3%	2%	3%	2%	2%	3%	3%
	100%	100%	100%	100%	100%								

\*This question is asking Opportunity for input when establishing steps to independent living goals before 2017.

## Transportation

**Q15. Transportation options provided to me fully allowed me to participate in my plan.**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=230	Successful Closure n=154	Unsuccessful Closure n=76	All Closed Cases n=232	All Closed Cases n=229	All Closed Cases n=164	All Closed Cases n=184	All Closed Cases n=251	All Closed Cases n=98	All Closed Cases n=140	All Closed Cases n=226	All Closed Cases n=244	All Closed Cases n=113
Strongly agree	66%	71%	57%	53%	56%	55%	45%	49%	49%	42%	40%	43%	38%
Agree	20%	17%	26%	28%	29%	29%	38%	36%	40%	41%	42%	38%	45%
Disagree	6%	7%	4%	6%	10%	10%	10%	10%	6%	15%	11%	14%	10%
Strongly Disagree	8%	5%	13%	13%	6%	6%	6%	5%	5%	1%	7%	6%	7%
	100%	100%	100%	100%	101%	100%	99%	100%	100%	99%	100%	101%	100%

\*2009 to 2016. Your DBS Counselor provided adequate transportation when needed.

## Quality of Services

### Q16. Provide materials in accessible format

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=335	n=232	n=103	n=289	n=298	n=205	n=394	n=488	n=233	n=332	n=484	n=491	n=271
Yes	88%	88%	89%	89%	89%	85%	77%	78%	87%	84%	81%	77%	79%
No	12%	12%	11%	11%	11%	15%	22%	22%	13%	16%	19%	23%	21%
	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%

\*2009 to 2016 Did your counselor provide materials in accessible formats you requested such as large print, cassette tapes, computer disks and Braille?

### Q16a. Case Manager Provide materials in accessible format

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=244	n=161	n=83	n=210	n=234	n=150
Yes	87%	86%	88%	87%	89%	83%
No	13%	14%	12%	13%	11%	17%
	100%	100%	100%	100%	100%	100%



**Q17. My Counselor provided me with equipment/accommodations I needed for training or employment.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=311	n=216	n=95	n=271	n=287	n=194	n=394	n=477	n=228	n=328	n=486	n=472	n=268
Strongly Agree	74%	82%	56%	59%	67%	52%	41%	47%	47%	43%	46%	45%	41%
Agree	15%	11%	24%	28%	21%	26%	38%	39%	43%	47%	38%	39%	41%
Disagree	6%	4%	10%	8%	7%	8%	8%	10%	7%	7%	10%	13%	10%
Strongly Disagree	5%	3%	11%	5%	5%	8%	8%	5%	3%	3%	6%	3%	8%
	100%	100%	101%	100%	100%	94%	95%	101%	100%	100%	100%	100%	100%

## Trainings

### Q18. Where did you receive the technology training?

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=309	n=212	n=97	n=274	n=286	n=192
DBS	15%	17%	12%	20%	15%	13%
Local Provider	41%	42%	39%	44%	49%	59%
Other Agencies	9%	9%	10%	7%	14%	15%
Not received	35%	33%	38%	29%	23%	13%
	100%	101%	99%	100%	101%	100%

### Q19. Satisfaction with Technology Training

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=181	n=128	n=53	n=177	n=176	n=144	n=178	n=248	n=147	n=183	n=118	n=215	n=117
Very satisfied	64%	68%	55%	56%	65%	62%	54%	49%	60%	59%	55%	57%	53%
Satisfied	32%	30%	36%	38%	27%	28%	35%	40%	33%	32%	38%	34%	35%
Dissatisfied	3%	2%	4%	5%	6%	8%	10%	10%	5%	8%	5%	7%	9%
Very Dissatisfied	2%	0%	6%	1%	2%	3%	1%	1%	2%	1%	2%	2%	4%
	101%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%

## Type of Services

**Q20. Which of the following services did you receive from DBS?**

Services Received	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	n=341	n=237	n=104	n=293	n=311	n=204	n=392	n=503	n=231	n=351	n=531	n=531	n=305
Medical services—such as surgery or glasses	54%	55%	53%	49%	48%	46%	51%	52%	68%	53%	51%	54%	51%
Assistance with education	26%	28%	20%	34%	36%	36%	32%	29%	37%	39%	37%	35%	34%
Technical aids, equipment and/or software	61%	63%	57%	72%	77%	70%	62%	61%	72%	62%	56%	59%	49%

**Q21. Did you receive orientation and mobility training?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=110	n=70	n=40	n=154	n=149	n=116	n=173	n=253	n=84	n=139	n=207	n=203
Yes	91%	90%	93%	94%	91%	85%	99%	93%	76%	89%	89%	90%
No	9%	10%	8%	6%	9%	15%	1%	7%	24%	11%	11%	10%
	100%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Q22. How satisfied were you with orientation and mobility training?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=101	n=64	n=37	n=144	n=136	n=171	n=171	n=234	n=64	n=123	n=182	n=181	n=155
Very satisfied	72%	78%	62%	63%	74%	67%	67%	63%	75%	59%	64%	70%	61%
Satisfied	25%	20%	32%	35%	25%	29%	29%	33%	25%	34%	30%	26%	36%
Dissatisfied	2%	2%	3%	1%	2%	3%	3%	4%	0%	7%	5%	4%	2%
Very Dissatisfied	1%	0%	3%	2%	0%	1%	1%	0%	0%	1%	1%	0%	0%
	100%	100%	100%	101%	101%	100%	100%	100%	100%	101%	100%	100%	99%

**Q21a. Did you receive orientation and mobility training from local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=138	n=88	n=50	n=105	n=119	n=104
Yes	88%	90%	84%	93%	88%	91%
No	12%	10%	16%	7%	12%	9%
	100%	100%	100%	100%	100%	100%

**Q22a. How satisfied were you with orientation and mobility training from local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=120	n=79	n=41	n=98	n=105	n=96
Very satisfied	73%	76%	68%	76%	75%	84%
Satisfied	24%	20%	32%	22%	21%	15%
Dissatisfied	3%	4%	0%	1%	3%	0%
Very Dissatisfied	0%	0%	0%	1%	1%	1%
	100%	100%	100%	100%	100%	100%

**Q23. Did you receive training in personal and home management which is sometimes called independent living skills?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=111	Successful Closure n=71	Unsuccessful Closure n=40	All Closed Cases n=154	All Closed Cases n=149	All Closed Cases n=118	All Closed Cases n=173	All Closed Cases n=253	All Closed Cases n=84	All Closed Cases n=139	All Closed Cases n=206	All Closed Cases n=202	All Closed Cases n=103
Yes	71%	66%	80%	70%	73%	73%	84%	73%	61%	68%	66%	67%	70%
No	29%	34%	20%	30%	27%	27%	16%	27%	39%	32%	35%	33%	30%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%	100%	100%

**Q24. How satisfied were you with training for independent living skills?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=109	Successful Closure n=68	Unsuccessful Closure n=41	All Closed Cases n=108	All Closed Cases n=109	All Closed Cases n=146	All Closed Cases n=146	All Closed Cases n=184	All Closed Cases n=51	All Closed Cases n=94	All Closed Cases n=135	All Closed Cases n=135	All Closed Cases n=73
Very satisfied	65%	74%	51%	61%	78%	73%	73%	64%	73%	65%	71%	65%	62%
Satisfied	30%	22%	44%	37%	20%	23%	23%	34%	20%	33%	25%	30%	38%
Dissatisfied	4%	3%	5%	1%	2%	3%	3%	2%	8%	2%	2%	4%	0%
Very Dissatisfied	1%	2%	0%	1%	0%	1%	1%	0%	0%	0%	2%	1%	0%
	100%	101%	100%	100%	100%	100%	100%	100%	101%	100%	100%	100%	100%

**Q23a. Did you receive training in personal and home management, which is sometimes called independent living skills from your local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=139	n=89	n=50	n=105	n=118	n=103
Yes	79%	76%	84%	83%	83%	85%
No	21%	24%	16%	17%	17%	15%
	100%	100%	100%	100%	100%	100%

**Q24a. How satisfied were you with training for independent living skills from your local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=109	n=68	n=41	n=86	n=97	n=72
Very satisfied	65%	74%	51%	77%	71%	82%
Satisfied	30%	22%	44%	21%	24%	18%
Dissatisfied	4%	3%	5%	1%	4%	0%
Very Dissatisfied	1%	2%	0%	1%	1%	0%
	100%	101%	100%	100%	100%	100%

**Q25. Did you receive training in the use of Braille?**

Braille Training Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=298	n=204	n=94	n=292	n=309	n=209	n=392	n=503	n=233	n=351	n=530	n=529	n=297
Yes	15%	14%	17%	16%	18%	18%	13%	13%	29%	23%	13%	12%	11%
No	85%	86%	83%	84%	82%	82%	88%	88%	71%	77%	87%	88%	89%
	100%	100%	100%	100%	100%	100%	101%	101%	100%	100%	100%	100%	100%

**Q26. Satisfied with Braille training**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=43	n=28	n=15	n=48	n=55	n=37	n=401	n=63	n=68	n=82	n=68	n=63	n=33
Very satisfied	67%	75%	53%	50%	60%	60%	88%	35%	50%	43%	52%	46%	49%
Satisfied	26%	21%	33%	46%	29%	35%	5%	49%	40%	49%	41%	46%	51%
Dissatisfied	5%	0%	13%	4%	7%	5%	5%	11%	9%	9%	6%	6%	0%
Very Dissatisfied	2%	4%	0%	0%	4%	0%	3%	5%	2%	0%	1%	2%	0%
	100%	100%	99%	100%	100%	100%	101%	100%	101%	101%	100%	100%	100%



**Q27. Did you receive training in the use of low vision aids?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=297	n=203	n=94	n=292	n=310	n=208	n=392	n=499	n=230	n=350	n=530	n=525	n=298
Yes	55%	54%	57%	55%	53%	49%	45%	41%	43%	50%	40%	41%	36%
No	45%	46%	43%	46%	47%	51%	55%	59%	57%	50%	60%	59%	64%
	100%	100%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Q28. Satisfied with Low vision training**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=159	n=106	n=53	n=155	n=158	n=99	n=175	n=204	n=98	n=174	n=206	n=212	n=107
Very satisfied	64%	70%	53%	54%	72%	66%	71%	63%	55%	56%	64%	66%	65%
Satisfied	33%	29%	40%	43%	24%	26%	27%	33%	40%	37%	33%	30%	34%
Dissatisfied	3%	1%	8%	2%	4%	5%	2%	2%	5%	6%	2%	3%	2%
Very Dissatisfied	0%	0%	0%	2%	0%	3%	0%	2%	0%	0%	1%	1%	0%
	99%	100%	101%	101%	100%	100%	100%	100%	100%	99%	100%	100%	101%

## Employment

### Q29. Why did you contact DBS for services?

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=337	Successful Closure n=234	Unsuccessful Closure n=103	All Closed Cases n=276	All Closed Cases n=304	All Closed Cases n=198	All Closed Cases n=389	All Closed Cases n=501	All Closed Cases n=231	All Closed Cases n=347	All Closed Cases n=525	All Closed Cases n=521	All Closed Cases n=298
Maintain my current job	14%	18%	4%	31%	22%	10%	36%	38%	41%	41%	32%	40%	33%
Obtain a Job	32%	24%	51%	40%	44%	51%	47%	48%	38%	42%	54%	48%	47%
Advance Employment	4%	4%	3%	6%	6%	5%							
Other (None of the above)	50%	53%	43%	23%	29%	34%	17%	15%	22%	17%	15%	12%	20%
	100%	99%	101%	100%	101%	100%	100%	101%	101%	100%	101%	100%	100%

\*2010-2016 When you became a client of DBS, did you seek services to maintain your current job or to obtain employment?

### \*Q30. DBS and local vendor services helped me maintain my job.

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=75	Successful Closure n=59	Unsuccessful Closure n=16	All Closed Cases n=88	All Closed Cases n=66	All Closed Cases n=41	All Closed Cases n=139	All Closed Cases n=190	All Closed Cases n=95	All Closed Cases n=143	All Closed Cases n=159	All Closed Cases n=193	All Closed Cases n=92
Strongly Agree	65%	78%	19%	76%	73%	32%	60%	63%	37%	48%	54%	66%	52%
Agree	12%	10%	19%	18%	20%	37%	29%	29%	54%	42%	33%	27%	33%
Disagree	20%	9%	63%	5%	6%	12%	7%	6%	8%	8%	8%	6%	10%
Strongly Disagree	3%	3%	0%	1%	2%	20%	1%	2%	1%	1%	6%	1%	5%
	100%	100%	101%	100%	101%	100%	97%	100%	100%	99%	101%	100%	100%

\*Asked of those responding maintaining their current job.

**Q31. DBS services provided me with the skills necessary to conduct a job search independently.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=136	n=76	n=60	n=135	n=172	n=144	n=250	n=275	n=126	n=176	n=263	n=233	n=130
Strongly agree	50%	57%	42%	42%	42%	30%	24%	27%	23%	37%	30%	29%	24%
Agree	20%	21%	18%	33%	34%	37%	30%	41%	52%	36%	42%	41%	41%
Disagree	17%	12%	23%	10%	12%	21%	16%	23%	18%	18%	19%	24%	25%
Strongly Disagree	13%	11%	17%	16%	12%	13%	18%	10%	7%	10%	9%	6%	10%
	100%	101%	100%	101%	100%	101%	98%	101%	100%	101%	100%	100%	100%

**Q31a. Local vendor provided me with the skills necessary to conduct a job search independently.**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=92	n=46	n=46	n=96	n=123	n=109
Strongly agree	47%	50%	44%	44%	47%	31%
Agree	22%	24%	20%	33%	32%	39%
Disagree	16%	13%	20%	10%	11%	18%
Strongly Disagree	15%	13%	17%	13%	10%	11%
	100%	100%	101%	100%	100%	100%

**Q32. DBS services prepared me for employment.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=135	n=77	n=58	n=137	n=178	n=141	n=250	n=270	n=123	n=179	n=256	n=230	n=130
Strongly agree	47%	58%	31%	42%	39%	28%	20%	21%	24%	34%	29%	26%	19%
Agree	23%	18%	29%	26%	32%	31%	31%	42%	47%	35%	45%	38%	42%
Disagree	17%	16%	19%	14%	17%	28%	18%	26%	22%	22%	16%	27%	27%
Strongly Disagree	13%	8%	21%	18%	12%	13%	12%	12%	7%	8%	10%	9%	12%
	100%	100%	100%	100%	100%	101%	101%	101%	100%	99%	100%	100%	100%

**Q32a. Local Service Provider prepared me for employment.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=91	n=46	n=45	n=98	n=121	n=111	n=250	n=270	n=123	n=179	n=256	n=230	n=130
Strongly agree	46%	54%	38%	49%	43%	35%	20%	21%	24%	34%	29%	26%	19%
Agree	25%	22%	29%	28%	36%	39%	31%	42%	47%	35%	45%	38%	42%
Disagree	13%	13%	13%	7%	11%	14%	18%	26%	22%	22%	16%	27%	27%
Strongly Disagree	15%	11%	20%	16%	11%	12%	12%	12%	7%	8%	10%	9%	12%
	99%	100%	100%	100%	101%	100%	101%	101%	100%	99%	100%	100%	100%

**\*Q33. Which of the following assisted you in securing employment?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases n=131	Successful Closure n=76	Unsuccessful Closure n=55	All Closed Cases n=136	All Closed Cases n=199	All Closed Cases n=142
DBS Counselor	39%	47%	27%	33%	34%	23%
Local Provider	1%	0%	2%	4%	10%	11%
DBS job placement specialist	3%	4%	2%	8%	9%	16%
Outside Contractor	5%	8%	2%	4%	6%	5%
Career Source	0%	0%	0%	2%	1%	1%
None of the above	52%	41%	67%	49%	41%	45%
	100%	100%	100%	100%	101%	100%

\*2010-2016 The DBS Counselor assisted me in securing employment.

**\*Q34 Are you currently employed?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=140	Successful Closure n=79	Unsuccessful Closure n=61	All Closed Cases n=149	All Closed Cases n=236	All Closed Cases n=182	All Closed Cases n=252	All Closed Cases n=305	All Closed Cases n=137	All Closed Cases n=206	All Closed Cases n=281	All Closed Cases n=250	All Closed Cases n=197
Yes	44%	75%	3%	46%	51%	34%	42%	43%	29%	35%	39%	46%	37%
No	56%	25%	97%	54%	49%	66%	58%	57%	72%	65%	61%	54%	64%
	100%	100%	100%	100%	100%	100%	100%	100%	101%	100%	100%	100%	101%

**Q35. My present job is in keeping with my career goals.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=60	n=58	n=2	n=70	n=119	n=61	n=106	n=128	n=38	n=70	n=106	n=110	n=67
Strongly agree	43%	45%	0%	47%	53%	44%	33%	35%	24%	44%	42%	43%	31%
Agree	32%	29%	100%	37%	30%	38%	43%	40%	53%	40%	39%	35%	51%
Disagree	15%	16%	0%	4%	8%	16%	14%	17%	16%	9%	17%	14%	15%
Strongly Disagree	10%	10%	0%	11%	9%	2%	9%	8%	8%	7%	2%	9%	3%
	100%	100%	100%	99%	100%	99%	99%	100%	101%	100%	100%	101%	100%

**Q36. My present job is in keeping with training I received from DBS.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=57	n=55	n=2	n=64	n=101	n=58	n=105	n=123	n=38	n=68	n=99	n=107	n=62
Strongly agree	56%	58%	0%	48%	53%	48%	28%	24%	21%	34%	33%	29%	21%
Agree	19%	18%	50%	34%	21%	26%	32%	43%	45%	32%	32%	35%	31%
Disagree	18%	16%	50%	9%	10%	14%	17%	22%	24%	22%	26%	22%	39%
Strongly Disagree	7%	7%	0%	8%	17%	12%	15%	11%	11%	12%	9%	14%	10%
	100%	99%	100%	99%	101%	100%	102%	100%	101%	100%	100%	100%	101%

**Q37. My current salary is appropriate for my type of employment.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=60	n=58	n=2	n=70	n=118	n=60	n=105	n=128	n=38	n=72	n=105	n=107	n=69
Strongly agree	32%	33%	0%	34%	36%	35%	30%	19%	26%	32%	23%	26%	25%
Agree	40%	40%	50%	46%	42%	52%	44%	48%	58%	43%	50%	51%	46%
Disagree	22%	21%	50%	15%	13%	13%	19%	20%	13%	21%	18%	11%	23%
Strongly Disagree	7%	7%	0%	6%	10%	0%	8%	14%	3%	4%	9%	11%	6%
	101%	101%	100%	101%	101%	101%	101%	101%	100%	100%	100%	99%	100%

**Q38. I am satisfied with the potential for advancement in my career field.**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=61	n=59	n=2	n=68	n=115	n=61	n=105	n=128	n=38	n=72	n=106	n=106	n=66
Strongly agree	46%	48%	0%	50%	50%	44%	36%	27%	24%	40%	26%	34%	24%
Agree	25%	24%	50%	35%	33%	36%	38%	43%	53%	39%	40%	30%	41%
Disagree	13%	12%	50%	9%	8%	13%	11%	20%	21%	15%	22%	23%	26%
Strongly Disagree	16%	17%	0%	6%	10%	7%	14%	10%	3%	6%	12%	13%	9%
	100%	101%	100%	100%	101%	100%	99%	100%	101%	100%	100%	100%	100%

## JOB TRAINING AND COUNSELING

### Q39. Did you participate in career counseling?

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=193	n=124	n=69	n=254	n=307	n=200	n=389	n=484	n=225	n=343	n=524	n=516	n=281
Yes	31%	33%	26%	32%	26%	37%	22%	26%	24%	32%	20%	24%	18%
No	69%	67%	74%	69%	74%	63%	77%	74%	76%	68%	80%	76%	82%
	100%	100%	100%	101%	100%	100%	99%	100%	100%	100%	100%	100%	100%

### Q40. Satisfied with Career counseling

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=58	n=40	n=18	n=80	n=78	n=70	n=401	n=126	n=55	n=109	n=108	n=119	n=47
Very satisfied	67%	73%	56%	41%	54%	59%	79%	40%	29%	39%	46%	39%	47%
Satisfied	26%	20%	39%	46%	28%	27%	11%	47%	64%	49%	42%	47%	40%
Dissatisfied	5%	5%	6%	8%	14%	9%	7%	10%	7%	8%	10%	9%	9%
Very Dissatisfied	2%	3%	0%	5%	4%	6%	2%	4%	0%	4%	2%	5%	4%
	100%	100%	101%	100%	100%	100%	99%	101%	100%	100%	100%	100%	100%



**Q39a. Did you participate in career counseling through local service providers?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=141	n=87	n=54	n=190	n=249	n=154
Yes	29%	33%	22%	27%	25%	38%
No	71%	67%	78%	73%	75%	62%
	100%	100%	100%	100%	100%	100%

**Q40a. Satisfied with Career counseling**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=42	n=30	n=12	n=51	n=62	n=61
Very satisfied	60%	70%	33%	35%	57%	66%
Satisfied	36%	27%	58%	51%	34%	28%
Dissatisfied	2%	3%	0%	4%	8%	5%
Very Dissatisfied	2%	0%	8%	10%	2%	2%
	100%	100%	99%	100%	101%	100%

**Q41. Received job search training**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=189	n=122	n=67	n=254	n=309	n=201	n=389	n=494	n=230	n=344	n=526	n=522	n=283
Yes	38%	34%	45%	34%	35%	44%	22%	27%	24%	33%	26%	25%	17%
No	62%	66%	55%	66%	65%	56%	77%	74%	77%	67%	74%	75%	83%
	100%	100%	100%	100%	100%	100%	99%	101%	101%	100%	100%	100%	100%

**Q42. Was it provided by your counselor or local service provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=68	n=39	n=29	n=83	n=104	n=82
DBS Counselor	40%	41%	38%	34%	36%	31%
Local Provider	43%	41%	45%	48%	47%	65%
Both	18%	18%	17%	18%	17%	5%
	101%	100%	100%	100%	100%	101%

**Q43. Satisfied with `Job search skills training**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=72	Successful Closure n=42	Unsuccessful Closure n=30	All Closed Cases n=86	All Closed Cases n=109	All Closed Cases n=86	All Closed Cases n=86	All Closed Cases n=128	All Closed Cases n=52	All Closed Cases n=112	All Closed Cases n=132	All Closed Cases n=125	All Closed Cases n=46
Very satisfied	56%	67%	40%	49%	70%	65%	44%	34%	37%	43%	42%	44%	33%
Satisfied	39%	31%	50%	45%	20%	24%	37%	45%	50%	38%	37%	39%	52%
Dissatisfied	4%	2%	7%	4%	6%	6%	9%	14%	6%	13%	11%	13%	9%
Very Dissatisfied	1%	0%	3%	2%	5%	5%	5%	7%	8%	6%	10%	4%	7%
	100%	100%	100%	100%	101%	100%	955	100%	101%	100%	100%	100%	101%

## CASE CLOSURE

**Q44. Are you aware that your case has been “closed”?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=338	n=235	n=103	n=291	n=304	n=206	n=388	n=499	n=232	n=349	n=525	n=520	n=298
Yes	83%	83%	82%	78%	81%	85%	81%	88%	93%	91%	87%	84%	83%
Yes but it was reopened	8%	9%	8%	8%	13%	8%	6%	5%	3%	3%	3%	4%	4%
No	9%	8%	11%	14%	7%	7%	13%	7%	4%	6%	10%	12%	13%
	100%	100%	101%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%

**Q45. Aware of post-employment services available even though case closed**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=334	n=232	n=102	n=289	n=303	n=203	n=388	n=490	n=224	n=340	n=512	n=488	n=274
Yes	70%	78%	53%	62%	54%	43%	28%	28%	39%	32%	28%	31%	26%
No	30%	22%	47%	38%	47%	57%	27%	34%	40%	43%	39%	42%	39%
							19%	15%	14%	18%	22%	20%	23%
							25%	23%	7%	7%	11%	7%	12%
	100%	100%	100%	100%	101%	100%	99%	100%	100%	100%	100%	100%	100%

**Q46. Aware of services or equipment available even though case closed**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=334	Successful Closure n=232	Unsuccessful Closure n=102	All Closed Cases n=288	All Closed Cases n=303	All Closed Cases n=202	All Closed Cases n=387	All Closed Cases n=486	All Closed Cases n=223	All Closed Cases n=337	All Closed Cases n=506	All Closed Cases n=484	All Closed Cases n=276
Yes	71%	79%	53%	58%	54%	44%	30%	29%	35%	34%	28%	30%	23%
No	29%	21%	47%	42%	47%	56%	25%	29%	44%	36%	35%	40%	41%
							27%	25%	8%	7%	12%	10%	13%
							100%	100%	100%	100%	100%	100%	101%

## Program Outcomes

### Q47. Why did you leave the blind services program? (that is, why was your case “closed”?)

The percent of clients in major categories are presented.

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=244	Successful Closure n=159	Unsuccessful Closure n=85	All Closed Cases n=226	All Closed Cases n=239	All Closed Cases n=177	All Closed Cases n=388	All Closed Cases n=499	All Closed Cases n=233	All Closed Cases n=349	All Closed Cases n=487	All Closed Cases n=453	All Closed Cases n=261
<b>Clients Responding</b>													
<b>Obtain Employment</b>	30%	44%	2%	33%	38%	19%	25%	28%	13%	20%	22%	24%	15%
<b>Medical Services Complete</b>	3%	5%	0%	3%	1%	2%	6%	7%	14%	8%	6%	13%	16%
<b>Helped as Much as Could</b>	6%	9%	1%	12%	4%	10%	5%	7%	2%	5%	6%	4%	5%
<b>Counselors/ Services</b>	1%	1%	1%	2%	2%	7%	5%	2%	2%	2%	3%	3%	3%
<b>School</b>	3%	3%	2%	1%	3%	1%	1%	2%	2%	3%	2%	1%	1%
<b>Case Confusion</b>	27%	24%	33%	22%	17%	20%	10%	7%	8%	3%	7%	5%	5%
<b>Completed Goal/Plan</b>	0%	0%	0%	0%	0%	0%	13%	9%	18%	17%	11%	19%	17%
<b>Used Time/Benefits</b>	0%	0%	0%	0%	0%	0%	3%	5%	6%	7%	19%	8%	10%
<b>Dissatisfied</b>	0%	0%	0%	0%	0%	0%	3%	3%	6%	3%	4%	3%	2%
<b>Personal Decision</b>	5%	4%	7%	2%	7%	6%	5%	8%	19%	15%	14%	11%	18%
<b>Financial</b>	1%	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	3%	1%
<b>Employment Problems</b>	3%	1%	6%	6%	3%	7%	3%	3%	1%	4%	4%	5%	6%
<b>Transportation/ Distance</b>	7%	3%	14%	6%	7%	9%	7%	3%	3%	0%	1%	1%	1%
<b>Other</b>	3%	3%	5%	8%	13%	11%	7%	7%	6%	9%	1%	1%	2%
<b>Health Problems/Medical Reasons</b>	6%	1%	14%	5%	5%	10%	7%	7%	1%	--	--	--	--
<b>COVID-19 Related</b>	6%	2%	14%										

**Q48. What were the MOST helpful services you received?**

The percent of clients in major categories are presented.

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=310	Successful Closure n=216	Un-successful Closure n=94	All Closed Cases n=264	All Closed Cases n=294	All Closed Cases n=192	All Closed Cases n=388	All Closed Cases n=499	All Closed Cases n=229	All Closed Cases n=487	All Closed Cases n=487	All Closed Cases n=493	All Closed Cases n=281
<b>Training</b>	35%	31%	44%	32%	29%	29%	27%	32%	24%	39%	39%	39%	26%
<b>Medical Services</b>	9%	9%	10%	7%	5%	7%	24%	17%	18%	15%	15%	21%	22%
<b>Equipment</b>	26%	29%	20%	27%	29%	23%	14%	22%	24%	36%	36%	41%	20%
<b>Education</b>	4%	5%	2%	5%	3%	2%	4%	2%	5%	10%	10%	9%	6%
<b>Counselors</b>	6%	7%	1%	5%	6%	7%	5%	3%	4%	11%	11%	13%	9%
<b>Employment</b>	5%	5%	5%	7%	12%	8%	8%	9%	6%	5%	5%	5%	2%
<b>Services</b>	0%	0%	0%	0%	0%	0%	2%	2%	4%	1%	1%	1%	2%
<b>Financial help</b>	0%	0%	0%	0%	0%	0%	3%	3%	1%	5%	5%	2%	2%
<b>Transportation</b>	0%	0%	0%	0%	0%	0%	3%	2%	1%	2%	2%	3%	1%
<b>Everything Helpful</b>	7%	7%	6%	12%	6%	7%	3%	3%	11%	4%	4%	4%	6%
<b>Nothing Helpful</b>	2%	1%	4%	2%	2%	3%	1%	2%	3%	3%	3%	3%	5%
<b>Local Provider</b>	4%	4%	2%	1%	4%	8%							

**Q49. What were the LEAST helpful services you received?**

The percent of clients in major categories are presented.

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=277	Successful Closure n=193	Un-successful Closure n=84	All Closed Cases n=195	All Closed Cases n=282	All Closed Cases n=174	All Closed Cases n=387	All Closed Cases n=499	All Closed Cases n=233	All Closed Cases n=285	All Closed Cases n=355	All Closed Cases n=420	All Closed Cases n=206
<b>Everything Fine</b>	61%	67%	48%	49%	43%	33%	55%	55%	60%	51%	49%	62%	55%
<b>Training</b>	12%	12%	11%	10%	11%	15%	10%	10%	8%	12%	17%	14%	17%
<b>Counselors and Service</b>	8%	5%	14%	6%	5%	13%	10%	6%	16%	10%	14%	15%	11%
<b>Medical</b>	1%	2%	0%	1%	0%	0%	1%	1%	1%	2%	3%	1%	2%
<b>Employment</b>	19%	15%	28%	19%	14%	15%	9%	12%	9%	11%	12%	5%	9%
<b>Equipment</b>	6%	4%	11%	7%	9%	3%	3%	3%	3%	5%	2%	3%	1%
<b>Transportation</b>	0%	0%	0%	0%	0%	0%	2%	2%	2%	2%	2%	2%	4%
<b>Financial</b>	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	1%	2%
<b>Everything</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Other</b>	8%	6%	11%	8%	18%	21%	5%	3%	0%	0%	0%	0%	0%
<b>Don't Know</b>	0%	0%	0%	0%	0%	1%	5%	8%	--	--	--	--	--



### Q50. How could DBS improve its services?

The percent of clients in major categories are presented.

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=275	Successful Closure n=196	Un-successful Closure n=79	All Closed Cases n=218	All Closed Cases n=271	All Closed Cases n=180	All Closed Cases n=387	All Closed Cases n=499	All Closed Cases n=232	All Closed Cases n=333	All Closed Cases n=467	All Closed Cases n=474	All Closed Cases n=251
<b>No Improvement Needed</b>	21%	25%	13%	12%	17%	17%	33%	32%	37%	46%	45%	47%	43%
<b>Counselors</b>	11%	9%	15%	16%	11%	12%	12%	13%	26%	17%	26%	29%	25%
<b>Employment</b>	4%	3%	6%	8%	9%	12%	8%	6%	3%	6%	4%	6%	5%
<b>Funding/ Staffing</b>	1%	1%	1%	1%	2%	6%	3%	2%	8%	4%	5%	6%	8%
<b>Services and Programs</b>	2%	2%	3%	3%	3%	2%	6%	2%	12%	12%	13%	8%	6%
<b>Advertise</b>	2%	3%	0%	1%	2%	2%	3%	1%	1%	4%	2%	2%	<1%
<b>Training</b>	0%	0%	0%	0%	0%	0%	3%	3%	2%	2%	2%	2%	9%
<b>Transportation</b>	0%	0%	0%	0%	0%	0%	3%	2%	2%	2%	3%	3%	1%
<b>Equipment</b>	0%	0%	0%	0%	0%	0%	3%	2%	3%	1%	1%	<1%	1%
<b>Financial</b>	1%	1%	0%	0%	0%	1%	1%	2%	0.4%	1%	1%	1%	<1%
<b>N/A</b>	19%	20%	17%	28%	23%	23%							
<b>Other</b>	14%	14%	14%	22%	20%	22%							
<b>Everything Wrong</b>	1%	0%	3%	1%		0%	0.5%	0.2%	0.4%	0%	1%	<1%	1%
<b>COVID-19 Related</b>	3%	3%	3%										

**Q51. Recommend DBS to others**

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	n=334	n=235	n=99	n=286	n=304	n=180	n=386	n=484	n=233	n=349	n=521	n=515	n=299
Yes	95%	99%	87%	96%	94%	94%	94%	95%	97%	95%	95%	96%	96%
No	5%	1%	13%	4%	6%	6%	6%	5%	3%	5%	5%	4%	4%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Q51a. Recommend Local Service Provider to others**

	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
<b>Clients Responding</b>	n=235	n=156	n=79	n=207	n=304	n=148
Yes	96%	98%	92%	94%	94%	96%
No	4%	2%	8%	6%	6%	4%
	100%	100%	100%	100%	100%	100%

**Q52. Why would you recommend DBS Services?**  
The percent of clients in major categories are presented.

	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases n=228	Successful Closure n=166	Un-successful Closure n=62	All Closed Cases n=259	All Closed Cases n=262	All Closed Cases n=168	All Closed Cases n=364	All Closed Cases n=469	All Closed Cases n=227	All Closed Cases n=478	All Closed Cases n=456	All Closed Cases n=258	All Closed Cases n=427
<b>Clients Responding</b>													
<b>Services and Program</b>	25%	25%	23%	22%	31%	21%	25%	23%	15%	23%	44%	31%	35%
<b>Helpful</b>	48%	49%	44%	49%	41%	50%	49%	49%	53%	47%	31%	29%	27%
<b>Counselors</b>	5%	5%	5%	4%	5%	3%	2%	3%	9%	8%	11%	11%	15%
<b>Independence/Community</b>	7%	7%	8%	6%	4%	8%	2%	3%	3%	8%	8%	16%	12%
<b>Employment</b>	4%	2%	7%	5%	10%	5%	3%	6%	5%	5%	3%	2%	3%
<b>Training</b>	1%	1%	2%	4%	0%	2%	1%	3%	2%	3%	2%	1%	1%
<b>Only Opportunity</b>	0%	0%	0%	0%	0%	0%	6%	4%	6%	5%	<1%	3%	<1%
<b>Financial</b>	0%	0%	0%	0%	0%	0%	1%	0.2%	1%	1%	3%	1%	4%
<b>Medical</b>	0%	0%	0%	0%	0%	0%	1%	3%	3%	2%	1%	4%	2%
<b>School</b>	2%	2%	3%	3%	2%	1%	2%	0%	1%	1%	0%	0%	<1%
<b>Equipment</b>	0%	1%	0%	1%	4%	1%	4%	1%	0%	0%	<1%	<1%	2%
<b>Other</b>	3%	3%	2%	4%	2%	8%	2%	4%	1%	--	--	--	--
<b>Negative</b>	2%	1%	5%	2%	2%	2%	2%	1%	2%	--	--	--	--

**Q54. Overall, how satisfied are you with the services you received from DBS?**

Clients Responding	2020			2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=338	n=233	n=105	n=289	n=299	n=196	n=387	n=495	n=230	n=352	n=529	n=520	n=296
Very satisfied	67%	73%	53%	61%	61%	55%	56%	60%	55%	55%	56%	57%	61%
Satisfied	23%	22%	23%	32%	26%	30%	30%	30%	38%	32%	31%	29%	27%
Dissatisfied	5%	3%	11%	4%	9%	8%	8%	6%	4%	9%	7%	9%	7%
Very Dissatisfied	5%	1%	13%	3%	4%	8%	5%	4%	4%	4%	6%	5%	5%
	100%	99%	100%	100%	100%	101%	99%	100%	101%	100%	100%	100%	100%

**Q55. Overall, how satisfied are you with the services you received from local provider?**

Clients Responding	2020			2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases
	n=241	n=157	n=84	n=206	n=233	n=151
Very satisfied	71%	71%	70%	69%	70%	72%
Satisfied	22%	24%	18%	25%	25%	22%
Dissatisfied	4%	3%	7%	3%	3%	2%
Very Dissatisfied	3%	2%	5%	2%	3%	4%
	100%	100%	100%	99%	101%	100%

## APPENDIX C.

**DBS 2020-21 Client Satisfaction Survey Sample Characteristics**

<b>Month</b>	<b>Sample Size</b>	<b>Successfully Closed</b>	<b>Unsuccessfully Closed</b>	<b>Post Closure</b>
Jul-20	59	20	36	3
Aug-20	60	23	28	9
Sep-20	66	24	33	9
Oct-20	69	32	32	5
Nov-20	46	26	16	4
Dec-20	76	40	27	9
Jan-21	82	47	28	7
Feb-21	65	25	26	14
Mar-21	88	52	28	8
Apr-21	94	55	32	7
May-21	128	94	30	4
Jun-21	205	146	43	16
<b>Total Sample Size</b>	<b>1038</b>	<b>584</b>	<b>359</b>	<b>95</b>
		<b>56.3%</b>	<b>34.6%</b>	
<b>Response Rate</b>		<b>34%</b>		