

Customer Satisfaction Survey

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

Customer Satisfaction Survey of Division of Blind Services' Clients

2021 – 22 Final Survey Results

**DBS Employment Bound Clients
Cases Closed July 1, 2021 to June 30, 2022**

September 2022

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2021-22 Customer Satisfaction Survey Final Results

[Cases Closed July 1, 2021 through June 30, 2022]
Division of Blind Services (DBS) Clients
Conducted for
The Florida Rehabilitation Council for the Blind

Beginning in 2004, the Florida Rehabilitation Council for the Blind decided to collect customer satisfaction data on a more “real time” basis. Rather than conduct one survey that included all of the clients who had their cases closed the preceding year, the Council decided to have the data collected on a monthly basis and review the results at their quarterly meetings. This report summarizes the data collected for the 2021-22 fiscal year. This report includes cases closed between July 1, 2021 and June 30, 2022. 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 2021-22 results for clients with cases closed between July 1, 2021 and June 30, 2022. 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, 2021 and June 30, 2022 comprises the population surveyed for this year-end report. DBS provided the names, addresses, phone numbers and demographic information for 1104 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 – 755 Clients (155 Post Closure Clients)
Closure Status 26

Unsuccessful Closure -- 349 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 2021-2022 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. Seventeen percent (186 of 1104) of the telephone numbers attempted from July 1, 2021 to June 30, 2022 were nonworking. This is a much larger percentage compared to the proportion of non-working numbers than in previous years: 2020 – 5%, 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, more than one quarter (26%) 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 21% (n=233) of former clients (n=1,104) who left the program between July 1, 2021 and June 30, 2022. This response rate is a large drop from the previous two year's response rate (31% in 2020 and 30% in 2019) and is also lower than other years [2018 – 30%, 2017-24%, 2016-28%, 2015-36%, 2014-25%, 2013-28%, 2012-35%, 2011-36%, 2010-30%; 2009-35%; 2008-31%; 2007-36%, 2006 – 36%].

The current year's low response rate is related to multiple factors. One of these is the increasing number of not answering the phone and answering machine all the time. We have 448 phone numbers that is either no answer at all or answering machine all the time, which is 41% of our whole population. Therefore, when we consider the quality of the phone numbers on the sample list, we have only 636 working numbers. 233 former clients had completed the survey. We completed the interviews with more than one third of the former clients who have a valid phone number (37%).

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 during most of the years. However, for the current 2021-22 Customer Satisfaction Survey, twenty-one percent of clients with successful case closure status (162 of 755) completed an interview while twenty percent of the former DBS clients with unsuccessful case closure status (71 of 349) completed the survey. Last year, thirty-five percent of clients with successfully closed case participated the interview. [2019 – 36%, 2018 – 33%, 2017-25%, 2016-30%, 2015-41%, 2014-21%, 2013-44%, 2012-40%, 2011-45%, 2010-37%; 2009-43%; 2008-40%; 2007-40%].

For the current year, almost same percentage of the DBS former clients with unsuccessfully closed cases had completed the interview compared with clients with successfully closed cases. [2020 – 20%, 2019 – 36%, 2018 – 36%, 2017-23%, 2016-26%, 2015-30%, 2014-21%, 2013-19%, 2012-30%, 2011-28%, 2010-26%; 2009-28%; 2008-23%; 2007-27%].

The survey refusal rate has been increasing in recent years. Fifteen percent of the potential respondents declined to participate (166 of 1104) in the Customer Survey, compared to 14 percent in the previous year. The refusal rate is slightly increased from the previous year (14%, 2020). 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 before 2017. [2019 – 17%, 2018 – 24%, 2017-14%, 2016-10%, 2015-10%, 2014-10%, 2013-11%, 2012-11%, 2011-11%].

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, 2021 and June 30, 2022, this report provides comparative data between the other years surveyed: 2020, 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 1104 DBS clients, 1021 clients have received services from both DBS and local service providers while 83 clients only received DBS services. Among the 233 responding clients, 214 clients surveyed received services from both DBS and local vendors, while 19 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 – 72%
- 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) – 34%
- Medical services – 49%
- Assistance with education – 29%

Local service providers provided client respondents the following services:

- Technical aids, equipment, and/or software – 62%
- Training that allows you find your way around, cooking, personal management, and the like – 64%

More than one third of the respondents (37%) said they sought DBS services to obtain new employment. Nineteen percent of the respondents sought DBS services to maintain their current job, four percent sought to advance their current employments, while thirty-nine percent sought services for other reasons. More clients contacted DBS for services to obtain jobs than maintain their jobs compared with previous years. (See Q29 Appendix A for details)

Case Closure Status. A much higher number of respondents whose cases were closed successfully (70%) participated in the 2021-22 Customer Satisfaction Survey than those whose cases were closed unsuccessfully (31%). Clients whose case status are post closure (n=155) 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-two percent of the clients mentioned they either are previous DBS clients, or has been in the program for a long time. Nineteen percent of the former clients identified people in the medical community and another 12% said they learned about DBS through family or friends. Other sources of information about DBS services included agencies, school contacts, the media, and associations. Five percent of all former clients said they had heard about DBS services from agencies and thirteen percent stated they learned about DBS through general information. 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).

- Previous Client/Program in Other States
2021-2022– 22% (2020 – 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
2021-2022– 19% (2020 – 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%)
- Family/Friends
2021-2022– 12% (2020 – 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%)
- School Contacts
2021-2022– 9% (2020 – 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
2021-2022– 13% (2020 – 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
2021-2022– 4% (2020 –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
2021-2022– 5% (2020 – 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-four percent of responding clients felt welcome when they first contacted DBS. (Q3 Appendix A). In 2020, 96% of the former clients felt welcome when they first contacted DBS. In 2019, 95% 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
2021-2022– 89% (2020 – 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
2021-2022– 93% (2020 – 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
2021-2022– 92% (2020 – 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
2021-2022– 90% (2020 – 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
2021-2022– 86% (2020 – 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
2021-2022– 88% (2020 – 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%)

Contacts with DBS Staff. For the year of 2021-2022, 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
2021-2022– 86% (2020 – 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
2021-2022– 89% (2020 – 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%)

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)
2021-2022– 77% (2020 – 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
2021-2022– 86% (2020 – 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)
2021-2022– 84% (2020 – 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
2021-2022– 88% (2020 – 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%)

Local Service Provider Responsiveness

Experiences with Local Service Providers. Started from 2017, former DBS clients are asked to respond whether they felt welcome when they first contacted their local service providers. Ninety-one percent of the respondents expressed their satisfaction on this question (Q3a Appendix A), which is much lower than the previous year (98%), 96% in the year of 2018.

DBS clients showed their high satisfaction level with the local service providers during the year of 2021-22 (Q2a, Q4a, Q5a, Appendix A).

- Local provider counselors were responsive to their requests for services
2021-2022– 86% (2020 – 92%) (2019 – 91%) (2018 – 92%) (2017- 91%)
- Local service providers were easy to contact
2021-2022– 86% (2020 – 95%) (2019 – 91%) (2018 – 89%) (2017- 90%)
- Local provider counselors were respectful and responsive to their interests, ideas, and suggestions
2021-2022– 84% (2020 – 94%) (2019 – 95%) (2018 – 92%) (2017- 90%)

Contacts with Local Service Provider. Eighty-three percent of the 186 responding clients that received services from both DBS and a local provider tried to contact a local provider representative in the year of 2021-2022. (Q7a, Q8a and Q9a, Appendix A)

- Clients were able to reach local provider counselor all or most of the time
2021-2022– 94% (2020 – 94%) (2019 – 94%) (2018 – 91%) (2017 – 91%)
- Local provider counselor gets back in 2 working days
2021-2022– 94% (2020 – 93%) (2019 – 94%) (2018 – 89%) (2017 – 91%)

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 2021-22 (Q16 and Q16a Appendix A). Eighty-nine percent of all DBS clients received materials in an accessible format [2020 – 88%, 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 83% of the time. [2020 – 87%, 2019 – 87%, 2018 – 89%, 2017-83%]

Transportation Needs. The question was slightly reworded in 2017 (Q15 Appendix A). Sixty-one percent of clients strongly agree or agree that transportation options provided fully allowed them to participate in their plans for 2021-2022, which is much lower than the previous years.[2020 – 86%, 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 2021-22, 84 percent of the clients “Strongly Agreed or Agreed” that DBS counselors provided %equipment or accommodations they need for training or employment. In 2020, 89 percent strongly agreed or agreed, compared to 87% in 2019, 88% in 2018, 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. More than one third of the respondents (41%) received the technology training, such as computer skills or using software from local service provider (2020-41%) while 16% of the clients received such type of training from the DBS (2020-12%). There are 3% of the respondents said that they received trainings from other agencies (2020-10%). Twenty-seven percent of the clients said they did not receive the technology training (2020- 38%) (Q18 Appendix A).

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

- Orientation and mobility
2021-2022– 88% (2020 – 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)
2021-2022– 62% (2020 – 71%) (2019 – 70%) (2018 – 73%) (2017-73%) (2016– 87%) (2015–73%) (2014–61%) (2013–68%) (2012–66%) (2011–67%) (2010–70%) (2009–66%)

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

- Use of low vision aids
2021-2022– 47% (2020 – 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%)
- Job Readiness
2021-2022– 43% (2020 – 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
2021-2022– 20% (2020 – 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
2021-2022– 89% (2020 – 88%) (2019 – 93%) (2018 – 88%) (2017-91%)
- Independent living skills (Training in personal and home management)
2021-2022– 79% (2020 – 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
2021-2022– 96% (2020 – 97%) (2019 – 98%) (2018 – 99%) (2017-95%) (2016–99%) (2015–96%) (2014–100%) (2013–93%) (2012–98%) (2011–96%) (2010–97%) (2009–95%)
- Braille
2021-2022– 94% (2020 – 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
2021-2022– 98% (2020 – 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
2021-2022– 94% (2020 – 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
2021-2022– 93% (2020 – 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
2021-2022– 96% (2020 – 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
2021-2022– 87% (2020 – 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-nine percent of responding clients receiving services from local providers received orientation and mobility training [2020 – 88%, 2019 – 93%, 2018 – 88%, 2017-91%]. One hundred percent of the former clients (100%) responded that they were very satisfied or satisfied with the orientation and mobility training provided by their local vendors [2020 – 98%, 2019 – 98%, 2018 – 96%, 2017- 99%].

Seventy-nine percent of responding clients receiving services from local providers received independent living skills training [2020- 79%, 2019 – 83%, 2018 – 83%, 2017- 86%]. Eighty-eight percent of these clients were satisfied or very satisfied with this training [2020 – 95%, 2019 – 98%, 2018 – 95%,2017-100%].

More than one quarter of the clients (27%) received career counseling through their local providers [2020 – 29%, 2019 – 27%, 2018 – 25%, 2017-37%]. Eighty-three percent were either satisfied or very satisfied with this career counseling [2020 – 95%, 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 224 (37%) responding clients sought services to obtain employment. [2020 – 29%, 2019 – 40%, 2018 – 43%, 2017-51%] and thirty-nine percent of the survey participants became a client for other reasons [2020 – 50%, 2019 – 23%, 2018 – 28%, 2017-34%] while four percent of the clients contact DBS for services to advance their employment [2020 – 4%, 2019 – 6%, 2018 – 6%, 2017 – 5%].

Clients Seeking Services to Maintain their Current Employment. Nineteen percent (43 of 224) of the responding clients sought DBS services to maintain their current employment when they became a client of DBS [2020 – 14%, 2019 – 31%, 2018 – 21%, 2017-10%]. When asked if the DBS services or Local Service Providers helped them maintain their job, 92% percent (44 out of 48 responding clients) “Strongly Agreed” or “Agreed” that services provide by DBS and local service providers helped them maintain their jobs [2020 – 77%, 2019 – 94%, 2018 – 92%, 2017-68%].

Job Skills Services Provided by DBS. Seventy-eight percent of the 91 responding clients indicated they “Strongly Agreed or Agreed” that DBS provided skills necessary to conduct a job search independently [2020 – 70%, 2019 – 74%, 2018 – 76%, 2017-55%] and seventy-one percent agreed that DBS services prepared them for employment [2020 – 70%, 2019 – 68%, 2018 – 71%, 2017-61%].

- Provide skills necessary to conduct job search independently (Strongly Agree/Agree)
2021-2022– 78% (2020 – 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)
2021-2022– 71% (2020 – 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)
2021-2022– 82% (2020 – 68%) (2019 – 77%) (2018 – 79%) (2017- 71%)
- Services prepare for employment (Strongly Agree/Agree)
2021-2022– 81% (2020 – 72%) (2019 – 77%) (2018 – 79%) (2017- 74%)

When asked which entity assisted the clients in finding employment, 34% of the responding clients stated DBS counselors helped them [2020 – 39%, 2019 – 33%, 2018 – 34%, 2017 - 24%]. Twelve percent of the respondents stated DBS job placement specialist (2020 – 3%, 2019 – 8%, 2018 – 9%, 2017-16%), the local provider assisted 4% of clients [2020 – 1%, 2019 – 4%, 2018 – 9%, 2017-7%], and outside contractor assisted 2% [2020 – 5%, 2019 – 4%, 2018 – 6%, 2017-5%]. Forty-one percent of the clients stated none of the above assisted them [2020 – 52%, 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. Forty-three percent of responding clients received job readiness training [2020 – 38%, 2019 – 34%, 2018 – 35%, 2017-44%]. Thirty-two percent of those clients received the training from DBS [2020 – 40%, 2019 – 34%, 2018 - 36%, 2017-31%], more than half (54%) of the responding clients received the training from their local providers [2020 – 43%, 2019 – 48, 2018 – 47%, 2017-65%], and thirteen percent received the training from both entities [2020 – 18%, 2019 – 18%, 2018 – 17%, 2017-5%]. Ninety-six percent of former clients were satisfied or very satisfied with this training [2020 – 95%, 2019 – 94%, 2018 – 90%, 2017-90%].

Characteristic of Jobs for Clients Seeking Services to Obtain Employment

Clients Currently Employed. During 2021-2022, more than one-half of the responding clients (64%) reported they were employed during the time of the Customer Satisfaction Survey [2020 – 44%, 2019 – 46%, 2018 – 51%, 2017-36%].

- Current salary appropriate (Strongly Agree/Agree)
2021-2022– 76% (2020 – 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)
2021-2022– 82% (2020 – 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)
2021-2022– 76% (2020 – 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)
2021-2022– 78% (2020 – 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-four percent of the responding clients said they knew their cases were closed [2020 – 83%, 2019 – 78%, 2018 – 81%, 2017-85%], while seven percent said their case was closed but had been reopened [2020 – 8%, 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
2021-2022– 76% (2020 – 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
2021-2022– 76% (2020 – 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 2021-22, 93 percent (208 of 223) 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 2021-22, 90 percent of responding clients (201 of 223) 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. (Q51 to Q54, Appendix A)

- **Recommend DBS services to others**
2021-2022– 93% (2020 – 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**
2021-2022– 90% (2020 – 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**
2021-2022– 83% (2020 – 96%) (2019 – 94%) (2018 – 94%) (2017- 96%)
- **Overall Satisfaction with local provider services received**
2021-2022– 89% (2020 – 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-two percent of the former clients whose case are successfully closed said they are either very satisfied or satisfied with the DBS program [2020 – 96%, 2019 – 94%, 2018 – 92%, 2017-95%] while eighty-six percent of the respondents expressed their satisfaction whose cases were closed unsuccessfully [2020 – 76%, 2019 – 89%, 2018 – 74%, 2017-73%].

When clients are asked to evaluate their local service providers, eighty-six percent of the clients whose case were closed successfully are either very satisfied or satisfied with their local providers [2020 – 96%, 2019 – 96%, 2018 – 94%, 2017-92%] while Ninety-four percent of the clients whose case were closed unsuccessfully expressed their satisfaction [2020 – 88%, 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**
2021-2022– 45% (2020 – 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**
2021-2022– 25% (2020 – 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**
2021-2022– 7% (2020 – 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**
2021-2022– 4% (2020 – 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**
2021-2022– 3% (2020 – 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**
2021-2022– 1% (2020 – 2%) (2019 – 3%) (2018 – 2%) (2017-1%)
- **Training**
2021-2022– 1% (2020 – 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/Technology
2021-2022– 0.5% (2020 – 0.4%) (2019 – 1%) (2018 – 5%) (2017-2%)
- Refer to local service providers
2021-2022– 0% (2020 – 0.4%) (2019 – 0%) (2018 – 1%) (2017-2%)
- Only opportunity
2021-2022– 7% (2020 – 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/Dissatisfaction
2021-2022– 1% (2020 – 2%)
- Already Recommended
2021-2022– 4% (2020 – 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
2021-2022– 22% (2020 – 32%) (2019 – 18%) (2018 – 22%) (2017-30%)
- Helpful
2021-2022– 37% (2020 – 48%) (2019 – 34%) (2018 – 30%) (2017-36%)
- Counselors
2021-2022– 6% (2020 – 10%) (2019 – 6%) (2018 – 13%) (2017-9%)
- Independence/community
2021-2022– 9% (2020 – 7%) (2019 – 14%) (2018 – 11%) (2017-6%)
- Training
2021-2022– 5% (2020 – 4%) (2019 – 10%) (2018 – 10%) (2017-5%)
- Equipment/Technology
2021-2022– 3% (2020 – 2%) (2019 – 7%) (2018 – 5%) (2017-1%)
- Employment
2021-2022– 2% (2020 – 2%) (2019 – 4%) (2018 – 4%) (2017-1%)
- School/Education
2021-2022– 1% (2020 – 2%) (2019 – 0%) (2018 – 1%) (2017-1%)

- Already Recommended
2021-2022– 2%
- Receive no services
2021-2022– 4%
- Dissatisfaction
2021-2022– 3%

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). Almost one-third (28%) of the clients responding stated they left since they obtained employment [2020 – 30%, 2019 – 33%, 2018 –37%, 2017-19%]. Eight percent of the clients responding said they left because they were helped as much as it could be [2020 – 7%, 2019 – 12%, 2018 – 4%, 2017-10%]. Two percent of the former clients left the program for transportation reasons, including moving to a different location [2020 – 7%, 2019 – 6%, 2018 – 7%, 2017-8%]. Only one percent of the former clients left the program because of their counselors or staff [2020 – 1%, 2019 – 2%, 2018 – 3%, 2017-7%) while thirteen percent of the clients are still confused about why their cases were closed [2020 – 27%, 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 (28 out of 217) were not aware that their cases were closed or expressed some other concern over their closure status. In the 2021-2022 survey, nine percent (20 out of 225) responding clients who were asked if they were aware that their case had been closed responded “No” [2020 – 9%, 2019 – 14%, 2018 – 7%, 2017-7%, 2016 – 11%], eighty-four percent responded “Yes” [2020 – 83%, 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 32 percent of the clients during 2021-22 survey, followed by Equipment or technology services (23%), employment service (10%), counselor or counselling services (7%) and medical services (4%). Seven percent of the respondent felt that everything is helpful. Another four percent of the clients mentioned that referring to local providers is the most helpful services from DBS.

- Training
2021-2022– 32% (2020 – 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
2021-2022– 23% (2020 – 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
2021-2022– 10% (2020 – 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
2021-2022– 7% (2020 – 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
2021-2022– 4% (2020 – 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/Counseling**
2021-2022– 7% (2020 – 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**
2021-2022– 3% (2020 – 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**
2021-2022– 4% (2020 – 4%) (2019 – 1%) (2018 – 4%) (2017- 8%)
- **Nothing Helpful**
2021-2022– 2% (2020 – 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**
2021-2022– 2% (2020 – 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**
2021-2022– 2% (2020 – 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**
2021-2022– 1% (2020 – 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**
2021-2022– 1% (2020 – 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**
2021-2022– 1% (2020 – 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**
2021-2022– 1% (2020 – 4%) (2019 – 8%) (2018 –9%) (2017- 3%)
- **Counselors and Service**
2021-2022– 1% (2020 – 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**
2021-2022– 1% (2020 – 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**
2021-2022– 1% (2020 – 8%)
- **Financial**
2021-2022– 1% (2020 – 0%) (2019 – 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 percent of responses (36 of 181) indicated that no improvement was needed or did not offer a suggestion. Suggestions for improvements include:

- **Accessibility/Communication/Timely**
2021-2022– 24% (2020 – 22%) (2019 – 6%) (2018 – 6%) (2017- 0%)
- **No improvement needed**
2021-2022– 20% (2020 – 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**
2021-2022– 5% (2020 – 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**
2021-2022– 6% (2020 – 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%)
- **Funding/Staffing**
2021-2022– 1% (2020 – 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**
2021-2022– 2% (2020 – 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**
2021-2022– 2% (2020 – 2%) (2019 – 0%) (2018 – 1%) (2017- 2%)
- **Transportation**
2021-2022– 2% (2020 – 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
2021-2022– 3% (2020 – 15%) (2019 – 23%) (2018 – 20%) (2017- 22%)
- Do not know
2021-2022– 2% (2020 – 0%) (2019 – 1%) (2018 – 9%)(2017- 4%)
- COVID-19 related
2021-2022– 1% (2020 – 3%)

Appendix A. 2021-2022 Survey Instrument

Date	
Time	

Track Number	
INTERVIEWER NAME	

DBS 2021-22 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..

Q11. When **ESTABLISHING 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

Q12. When **PLANNING SPECIFIC SERVICES TO ACHIEVE** 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

Q13. 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

The next question is going to ask you about independent living goals. Independent living services can include assisted technology, orientation and mobility, home and personal management, and communications.

<p>Q14. When PLANNING SPECIFIC INDEPENDENT LIVING SERVICES, would you say your opportunity for input was:</p> <p>1 Very adequate</p> <p>2 Adequate</p> <p>3 Inadequate</p> <p>4 Very inadequate</p>
<p>7 Don't Know</p> <p>8 Not Applicable</p> <p>9 Refused</p>

TRANSPORTATION

The next question is asking your opinion to the transportation services provided by the DBS and your local service provider. Do you strongly agree, agree, disagree, or strongly disagree with the following statement?

<p>Q15. Transportation options provided to me fully allowed me to participate in my plan.</p> <p>1 Strongly agree</p> <p>2 Agree</p> <p>3 Disagree</p> <p>4 Strongly Disagree</p>
<p>7 Not Applicable</p> <p>8 Don't Know</p> <p>9 Refused</p>

QUALITY OF SERVICES

We are also interested in obtaining your opinion about the types and quality of services you were provided.

<p>Q16. Did your DBS counselor provide materials in accessible formats you requested such as large print, CDs and Braille or Email?</p> <p>1 Yes</p> <p>2 No</p>
<p>7 Not Applicable</p> <p>8 Don't Know</p> <p>9 Refused</p>

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.

Q29. Why did you contact DBS for services?

1 Maintain your current job—Ask Q30

Q30. Services provided by DBS and my local service provider helped me maintain my job.

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

8 Don't Know

9 Refused

GO TO Section Employment Counseling and Training Q39

2 Obtain a job

3 Advance employment

4 None of the above, Please specify

Other:

8 Don't Know

9 Refused

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 **NOSKIP 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.

2021-22 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.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
Clients Responding	All Cases	Successful	Unsuccessful	All Cases	All Cases	All Cases	All Cases	All Cases	All Cases	All Cases	All Cases	All Cases	All Cases
	n=228	n=158	n=70	n=344	n=292	n=313	n=210	n=374	n=482	n=203	n=348	n=481	n=501
Medical	19%	18%	21%	17%	20%	20%	24%	21%	20%	30%	25%	25%	23%
Family/Friends	12%	12%	13%	19%	19%	20%	20%	23%	23%	24%	23%	23%	20%
School	9%	5%	17%	12%	8%	10%	5%	6%	11%	19%	2%	7%	7%
Previous Client	22%	25%	13%	18%	15%	17%	13%	24%	14%	2%	18%	16%	24%
Agencies	5%	6%	3%	7%	11%	16%	16%	17%	19%	10%	16%	16%	13%
General Information/ Media	13%	13%	13%	10%	10%	10%	12%	8%	13%	15%	9%	11%	9%
Associations	4%	3%	6%	9%	8%	1%	2%	2%	2%	1%	1%	3%	3%

Staff Responsiveness

Q2. DBS was Easy to contact

Clients Responding	2021			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	All Closed Cases
	n=229	n=159	n=70	n=344	n=293	n=309	n=207	n=401	n=507	n=236	n=347	n=523	n=529
All of the time	87%	86%	89%	83%	72%	56%	57%	47%	47%	36%	48%	46%	48%
Most of the time	7%	8%	3%	10%	14%	29%	24%	29%	33%	45%	35%	33%	30%
Some of the time	2%	2%	1%	6%	10%	12%	15%	21%	18%	17%	17%	18%	16%
None of the time	5%	4%	7%	2%	3%	2%	5%	3%	3%	2%	1%	4%	5%
Total	101%	100%	100%	101%	100%	100%	100%	100%	101%	100%	101%	101%	99%

Q2a. Local provider was Easy to contact

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=179	n=117	n=62	n=344	n=206	n=240	n=158
All of the time	91%	90%	92%	83%	78%	69%	71%
Most of the time	5%	6%	3%	10%	14%	20%	19%
Some of the time	2%	3%	2%	6%	7%	8%	7%
None of the time	2%	2%	3%	2%	2%	3%	3%
Total	100%	101%	100%	101%	100%	100%	100%

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

	2021			2020	2019	2018	2017
	All Closed Cases n=226	Successful Closure n=159	Unsuccessful Closure n=67	All Closed Cases n=340	All Closed Cases n=291	All Closed Cases n=306	All Closed Cases n=209
Yes	96%	97%	94%	96%	95%	93%	92%
No	4%	3%	6%	4%	6%	7%	8%
	100%	100%	100%	100%	101%	100%	100%

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

	2021			2020	2019	2018	2017
	All Closed Cases n=178	Successful Closure n=118	Unsuccessful Closure n=60	All Closed Cases n=250	All Closed Cases n=210	All Closed Cases n=237	All Closed Cases n=158
Yes	98%	98%	100%	98%	96%	97%	98%
No	2%	3%	0%	2%	4%	3%	3%
	100%	101%	100%	100%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=232	Successful Closure n=162	Unsuccessful Closure n=70	All Closed Cases n=342	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
Clients Responding													
All of the time	78%	81%	70%	69%	68%	54%	54%	60%	58%	53%	60%	62%	63%
Most of the time	8%	9%	7%	17%	19%	20%	20%	22%	24%	33%	26%	19%	18%
Some of the time	7%	7%	7%	9%	9%	18%	18%	16%	16%	12%	14%	16%	15%
None of the time	7%	4%	16%	5%	5%	8%	8%	1%	3%	3%	1%	4%	4%
Total	100%	101%	100%	100%	101%	99%	99%	99%	101%	101%	101%	101%	100%

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

	2021			2020	2019	2018	2017
	All Closed Cases n=176	Successful Closure n=114	Unsuccessful Closure n=62	All Closed Cases n=248	All Closed Cases n=212	All Closed Cases n=239	All Closed Cases n=158
Clients Responding							
All of the time	88%	90%	84%	83%	76%	71%	77%
Most of the time	5%	4%	8%	9%	14%	21%	15%
Some of the time	3%	4%	3%	4%	6%	7%	6%
None of the time	3%	3%	5%	4%	3%	2%	3%
Total	99%	101%	100%	100%	99%	101%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=230	n=160	n=70	n=340	n=293	n=310	n=209	n=400	n=508	n=235	n=348	n=525	n=530
All of the time	84%	87%	76%	86%	75%	68%	62%	64%	62%	57%	63%	69%	69%
Most of the time	7%	7%	6%	5%	15%	18%	20%	20%	20%	27%	23%	16%	17%
Some of the time	6%	3%	11%	6%	6%	10%	11%	14%	14%	15%	12%	11%	12%
None of the time	4%	3%	7%	4%	4%	3%	8%	3%	4%	1%	3%	4%	3%
Total	101%	100%	100%	101%	100%	99%	100%	101%	100%	100%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=174	n=113	n=61	n=246	n=210	n=236	n=155
All of the time	89%	90%	87%	86%	81%	76%	73%
Most of the time	4%	4%	5%	6%	14%	17%	17%
Some of the time	3%	3%	5%	3%	2%	6%	8%
None of the time	3%	4%	3%	5%	3%	2%	3%
Total	99%	101%	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	2021			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	All Closed Cases
	n=224	n=157	n=67	n=329	n=282	n=292	n=193	n=400	n=483	n=229	n=342	n=507	n=513
Yes	91%	90%	93%	93%	94%	92%	91%	94%	94%	90%	95%	93%	92%
No	9%	10%	8%	7%	6%	8%	9%	4%	6%	10%	5%	8%	8%
	100%	100%	101%	100%	100%	100%	100%	98%	100%	100%	100%	101%	100%

Q7. Ever tried to contact your DBS counselor?

Clients Responding	2021			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	All Closed Cases
	n=229	n=159	n=70	n=333	n=294	n=312	n=208	n=401	n=508	n=235	n=348	n=530	n=531
YES	97%	98%	96%	98%	96%	98%	96%	98%	95%	88%	92%	94%	93%
NO	3%	2%	4%	2%	4%	2%	4%	2%	5%	12%	8%	6%	7%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q7a. Ever tried to contact your case manager?

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=182	n=120	n=62	n=258	n=206	n=242	n=158
YES	85%	83%	87%	81%	85%	84%	87%
NO	15%	17%	13%	19%	15%	17%	13%
	100%	100%	100%	100%	100%	101%	100%

Q8. Able to reach your counselor?

	2021			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	All Closed Cases
Clients Responding	n=221	n=156	n=65	n=335	n=283	n=306	n=205	n=391	n=483	n=206	n=321	n=496	n=491
All of the time	60%	62%	55%	45%	45%	42%	48%	39%	33%	36%	33%	34%	38%
Most of the time	26%	26%	28%	41%	35%	36%	25%	35%	41%	48%	41%	44%	39%
Some of the time	10%	9%	11%	12%	17%	18%	24%	21%	24%	23%	23%	19%	20%
None of the time	4%	3%	6%	2%	4%	4%	2%	5%	3%	2%	3%	3%	3%
	100%	99%	100%	100%	101%	100%	100%	100%	101%	99%	100%	100%	100%

Q8a. Able to reach your case manager?

	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
Clients Responding	n=154	n=101	n=53	n=209	n=175	n=201	n=138
All of the time	69%	72%	62%	54%	64%	67%	74%
Most of the time	25%	24%	28%	40%	30%	24%	17%
Some of the time	5%	3%	8%	5%	5%	7%	7%
None of the time	1%	1%	2%	1%	1%	2%	2%
	100%	100%	100%	100%	100%	100%	100%

Q9. Counselors get back within 2 days.

	2021			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	All Closed Cases
Clients Responding	n=214	n=151	n=63	n=333	n=282	n=303	n=209	n=482	n=482	n=205	n=318	n=491	n=489
All of the time	74%	76%	70%	70%	50%	59%	64%	55%	50%	48%	55%	60%	57%
Most of the time	15%	15%	16%	19%	30%	21%	22%	25%	30%	34%	27%	23%	23%
Some of the time	5%	5%	3%	7%	11%	13%	8%	15%	17%	13%	12%	12%	14%
None of the time	6%	3%	11%	4%	8%	7%	6%	5%	4%	5%	6%	5%	7%
	100%	99%	100%	100%	99%	100%	100%	100%	101%	100%	100%	100%	101%

Q9a. Case managers get back within 2 days.

	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
Clients Responding	n=151	n=97	n=54	n=207	n=174	n=199	n=137
All of the time	82%	85%	76%	75%	69%	72%	71%
Most of the time	13%	12%	15%	18%	25%	17%	20%
Some of the time	5%	3%	7%	4%	4%	7%	7%
None of the time	1%	0%	2%	3%	2%	4%	2%
	101%	100%	100%	100%	100%	100%	100%

Q10. DBS counselor treated you in a professional manner?

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=225	Successful Closure n=155	Unsuccessful Closure n=70	All Closed Cases n=340	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 of the time	90%	91%	87%	90%	81%	78%	64%	68%	71%	57%	71%	72%	75%
Most of the time	3%	2%	6%	4%	12%	11%	22%	18%	16%	31%	21%	17%	15%
Some of the time	3%	3%	4%	4%	5%	8%	8%	12%	11%	11%	8%	10%	9%
None of the time	4%	5%	3%	2%	2%	3%	6%	1%	2%	1%	1%	2%	2%
	100%	101%	100%	100%	100%	100%	100%	99%	100%	100%	101%	101%	101%

Q11. Opportunity for input when Establishing Vocational Goals

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=218	Successful Closure n=149	Unsuccessful Closure n=69	All Closed Cases n=317	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
Very adequate	75%	79%	67%	79%	52%	53%	37%	44%	38%	38%	47%	45%	41%
Adequate	15%	13%	17%	13%	36%	36%	49%	41%	52%	54%	46%	45%	47%
Inadequate	5%	3%	10%	7%	8%	8%	9%	8%	7%	7%	5%	6%	8%
Very inadequate	5%	5%	6%	2%	5%	3%	5%	3%	3%	1%	2%	4%	4%
	100%	100%	100%	101%	101%	100%	100%	96%	100%	100%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
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=218	n=149	n=69	n=316	n=264	n=293	n=190	n=399	n=490	n=228	n=336	n=499	n=491
Very adequate	77%	80%	70%	76%	50%	55%	37%	45%	42%	38%	44%	44%	43%
Adequate	12%	11%	13%	13%	38%	34%	46%	40%	47%	53%	47%	44%	43%
Inadequate	6%	5%	10%	8%	8%	8%	10%	7%	8%	7%	7%	8%	10%
Very inadequate	5%	4%	7%	3	5	3%	7%	4%	4%	3%	2%	4%	4%
	100%	100%	100%	100%	101%	100%	100%	96%	101%	101%	100%	100%	100%

Q13. Received Services Identified in Plan

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
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=222	n=152	n=70	n=333	n=280	n=300	n=197	n=398	n=496	n=233	n=340	n=515	n=511
All of the time	81%	87%	67%	83%	71%	69%	62%	58%	64%	51%	60%	62%	65%
Most of the time	10%	9%	13%	8%	19%	17%	21%	20%	21%	36%	26%	21%	17%
Some of the time	3%	1%	9%	7%	7%	11%	10%	16%	12%	10%	13%	12%	14%
None of the time	6%	4%	11%	2%	4%	3%	7%	4%	3%	3%	1%	4%	4%
	100%	101%	100%	100%	101%	100%	100%	98%	101%	101%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All	All	Unsuccessful	All	All	All	All	All	All	All	All	All	All
	Closed	Successful	Closure	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Clients Responding	Cases	Closure	Closure	Cases	Cases	Cases	Cases	Cases	Cases	Cases	Cases	Cases	Cases
	n=191	n=130	n=61	n=261	n=233	n=276	n=185	n=399	n=463	n=225	n=315	n=465	n=448
Very adequate	83%	87%	74%	79%	62%	61%	49%	48%	49%	42%	47%	50%	47%
Adequate	7%	7%	8%	16%	30%	29%	38%	35%	44%	50%	48%	43%	44%
Inadequate	6%	3%	12%	3%	4%	7%	9%	6%	5%	6%	4%	6%	5%
Very inadequate	4%	3%	7%	2%	4%	3%	4%	3%	2%	3%	2%	2%	3%
	100%	100%	101%	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.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=158	Successful Closure n=106	Unsuccessful Closure n=52	All Closed Cases n=230	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
Strongly agree	75%	71%	83%	66%	53%	56%	55%	45%	49%	49%	42%	40%	43%
Agree	13%	16%	6%	20%	28%	29%	29%	38%	36%	40%	41%	42%	38%
Disagree	4%	5%	4%	6%	6%	10%	10%	10%	10%	6%	15%	11%	14%
Strongly Disagree	8%	9%	8%	8%	13%	6%	6%	6%	5%	5%	1%	7%	6%
	100%	101%	101%	100%	100%	101%	100%	99%	100%	100%	99%	100%	101%

*2010 to 2016. Your DBS Counselor provided adequate transportation when needed.

Quality of Services

Q16. Provide materials in accessible format

Clients Responding	2021			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	All Closed Cases
	n=220	n=151	n=69	n=335	n=289	n=298	n=205	n=394	n=488	n=233	n=332	n=484	n=491
Yes	92%	93%	88%	88%	89%	89%	85%	77%	78%	87%	84%	81%	77%
No	8%	7%	12%	12%	11%	11%	15%	22%	22%	13%	16%	19%	23%
	100%	100%	100%	100%	100%	100%	100%	99%	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	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=172	n=112	n=60	n=244	n=210	n=234	n=150
Yes	92%	92%	92%	87%	87%	89%	83%
No	8%	8%	8%	13%	13%	11%	17%
	100%	100%	100%	100%	100%	100%	100%

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

	2021			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	All Closed Cases
Clients Responding	n=213	n=149	n=64	n=311	n=271	n=287	n=194	n=394	n=477	n=228	n=328	n=486	n=472
Strongly Agree	76%	81%	64%	74%	59%	67%	52%	41%	47%	47%	43%	46%	45%
Agree	14%	13%	16%	15%	28%	21%	26%	38%	39%	43%	47%	38%	39%
Disagree	5%	2%	11%	6%	8%	7%	8%	8%	10%	7%	7%	10%	13%
Strongly Disagree	6%	5%	9%	5%	5%	5%	8%	8%	5%	3%	3%	6%	3%
	101%	101%	100%	100%	100%	100%	94%	95%	101%	100%	100%	100%	100%

Trainings

Q18. Where did you receive the technology training?

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=201	n=140	n=61	n=309	n=274	n=286	n=192
DBS	18%	21%	12%	15%	20%	15%	13%
Local Provider	49%	46%	56%	41%	44%	49%	59%
Other Agencies	3%	4%	2%	9%	7%	14%	15%
Not received	30%	29%	31%	35%	29%	23%	13%
	100%	100%	101%	100%	100%	101%	100%

Q19. Satisfaction with Technology Training

Clients Responding	2021			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	All Closed Cases
	n=135	n=94	n=41	n=181	n=177	n=176	n=144	n=178	n=248	n=147	n=183	n=118	n=215
Very satisfied	71%	73%	66%	64%	56%	65%	62%	54%	49%	60%	59%	55%	57%
Satisfied	24%	22%	27%	32%	38%	27%	28%	35%	40%	33%	32%	38%	34%
Dissatisfied	3%	2%	5%	3%	5%	6%	8%	10%	10%	5%	8%	5%	7%
Very Dissatisfied	2%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	2%	2%
	100%	99%	99%	101%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Type of Services

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

Services Received	2021			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	All Closed Cases
Clients Responding	n=228	n=158	n=70	n=341	n=293	n=311	n=204	n=392	n=503	n=231	n=351	n=531	n=531
Medical services—such as surgery or glasses	49%	52%	41%	54%	49%	48%	46%	51%	52%	68%	53%	51%	54%
Assistance with education	29%	30%	27%	26%	34%	36%	36%	32%	29%	37%	39%	37%	35%
Technical aids, equipment and/or software	72%	80%	56%	61%	72%	77%	70%	62%	61%	72%	62%	56%	59%

Q21. Did you receive orientation and mobility training?

Clients Responding	2021			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	All Closed Cases
	n=74	n=50	n=24	n=110	n=154	n=149	n=116	n=173	n=253	n=84	n=139	n=207	n=203
Yes	88%	86%	92%	91%	94%	91%	85%	99%	93%	76%	89%	89%	90%
No	12%	14%	8%	9%	6%	9%	15%	1%	7%	24%	11%	11%	10%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=65	n=43	n=22	n=101	n=144	n=136	n=171	n=171	n=234	n=64	n=123	n=182	n=181
Very satisfied	83%	79%	91%	72%	63%	74%	67%	67%	63%	75%	59%	64%	70%
Satisfied	14%	19%	5%	25%	35%	25%	29%	29%	33%	25%	34%	30%	26%
Dissatisfied	3%	2%	5%	2%	1%	2%	3%	3%	4%	0%	7%	5%	4%
Very Dissatisfied	0%	0%	0%	1%	2%	0%	1%	1%	0%	0%	1%	1%	0%
	100%	100%	101%	100%	101%	101%	100%	100%	100%	100%	101%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=108	n=63	n=45	n=138	n=105	n=119	n=104
Yes	89%	91%	87%	88%	93%	88%	91%
No	11%	10%	13%	12%	7%	12%	9%
	100%	101%	100%	100%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=65	n=43	n=22	n=120	n=98	n=105	n=96
Very satisfied	83%	79%	91%	73%	76%	75%	84%
Satisfied	14%	19%	5%	24%	22%	21%	15%
Dissatisfied	3%	2%	5%	3%	1%	3%	0%
Very Dissatisfied	0%	0%	0%	0%	1%	1%	1%
	100%	100%	101%	100%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=74	Successful Closure n=50	Unsuccessful Closure n=24	All Closed Cases n=111	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
Yes	62%	58%	71%	71%	70%	73%	73%	84%	73%	61%	68%	66%	67%
No	38%	42%	29%	29%	30%	27%	27%	16%	27%	39%	32%	35%	33%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%	100%

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

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=46	Successful Closure n=29	Unsuccessful Closure n=17	All Closed Cases n=109	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
Very satisfied	85%	83%	88%	65%	61%	78%	73%	73%	64%	73%	65%	71%	65%
Satisfied	13%	14%	12%	30%	37%	20%	23%	23%	34%	20%	33%	25%	30%
Dissatisfied	0%	0%	0%	4%	1%	2%	3%	3%	2%	8%	2%	2%	4%
Very Dissatisfied	2%	3%	0%	1%	1%	0%	1%	1%	0%	0%	0%	2%	1%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%	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	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=105	n=60	n=45	n=139	n=105	n=118	n=103
Yes	79%	78%	80%	79%	83%	83%	85%
No	21%	22%	20%	21%	17%	17%	15%
	100%	100%	100%	100%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=83	n=47	n=36	n=109	n=86	n=97	n=72
Very satisfied	81%	87%	72%	65%	77%	71%	82%
Satisfied	17%	11%	25%	30%	21%	24%	18%
Dissatisfied	1%	0%	3%	4%	1%	4%	0%
Very Dissatisfied	1%	2%	0%	1%	1%	1%	0%
	100%	100%	100%	100%	100%	100%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=174	n=116	n=58	n=298	n=292	n=309	n=209	n=392	n=503	n=233	n=351	n=530	n=529
Yes	20%	21%	17%	15%	16%	18%	18%	13%	13%	29%	23%	13%	12%
No	81%	79%	83%	85%	84%	82%	82%	88%	88%	71%	77%	87%	88%
	101%	100%	100%	100%	100%	100%	100%	101%	101%	100%	100%	100%	100%

Q26. Satisfied with Braille training

Clients Responding	2021			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	All Closed Cases
	n=35	n=25	n=10	n=43	n=48	n=55	n=37	n=401	n=63	n=68	n=82	n=68	n=63
Very satisfied	71%	80%	50%	67%	50%	60%	60%	88%	35%	50%	43%	52%	46%
Satisfied	23%	16%	40%	26%	46%	29%	35%	5%	49%	40%	49%	41%	46%
Dissatisfied	0%	0%	0%	5%	4%	7%	5%	5%	11%	9%	9%	6%	6%
Very Dissatisfied	6%	4%	10%	2%	0%	4%	0%	3%	5%	2%	0%	1%	2%
	100%	100%	100%	100%	100%	100%	100%	101%	100%	101%	101%	100%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=173	n=115	n=58	n=297	n=292	n=310	n=208	n=392	n=499	n=230	n=350	n=530	n=525
Yes	47%	50%	41%	55%	55%	53%	49%	45%	41%	43%	50%	40%	41%
No	53%	50%	59%	45%	46%	47%	51%	55%	59%	57%	50%	60%	59%
	100%	100%	100%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%

Q28. Satisfied with Low vision training

Clients Responding	2021			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	All Closed Cases
	n=79	n=56	n=23	n=159	n=155	n=158	n=99	n=175	n=204	n=98	n=174	n=206	n=212
Very satisfied	70%	73%	61%	64%	54%	72%	66%	71%	63%	55%	56%	64%	66%
Satisfied	27%	25%	30%	33%	43%	24%	26%	27%	33%	40%	37%	33%	30%
Dissatisfied	4%	2%	9%	3%	2%	4%	5%	2%	2%	5%	6%	2%	3%
Very Dissatisfied	0%	0%	0%	0%	2%	0%	3%	0%	2%	0%	0%	1%	1%
	101%	100%	100%	99%	101%	100%	100%	100%	100%	100%	99%	100%	100%

Employment

Q29. Why did you contact DBS for services?

Clients Responding	2021			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	All Closed Cases
	n=222	n=154	n=68	n=337	n=276	n=304	n=198	n=389	n=501	n=231	n=347	n=525	n=521
Maintain my current job	19%	25%	6%	14%	31%	22%	10%	36%	38%	41%	41%	32%	40%
Obtain a Job	37%	37%	37%	32%	40%	44%	51%	47%	48%	38%	42%	54%	48%
Advance Employment	4%	5%	3%	4%	6%	6%	5%						
Other (None of the above)	40%	33%	54%	50%	23%	29%	34%	17%	15%	22%	17%	15%	12%
	100%	100%	100%	100%	100%	101%	100%	100%	101%	101%	100%	101%	100%

*2011-2016 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	2021			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	All Closed Cases
	n=48	n=43	n=5	n=75	n=88	n=66	n=41	n=139	n=190	n=95	n=143	n=159	n=193
Strongly Agree	81%	84%	60%	65%	76%	73%	32%	60%	63%	37%	48%	54%	66%
Agree	10%	12%	0%	12%	18%	20%	37%	29%	29%	54%	42%	33%	27%
Disagree	2%	2%	0%	20%	5%	6%	12%	7%	6%	8%	8%	8%	6%
Strongly Disagree	6%	2%	40%	3%	1%	2%	20%	1%	2%	1%	1%	6%	1%
	100%	100%	100%	100%	100%	101%	100%	97%	100%	100%	99%	101%	100%

*Asked of those responding maintaining their current job.

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Successful Closed Cases n=89	Unsuccessful Closure n=61	Unsuccessful Closure n=28	All Closed Cases n=136	All Closed Cases n=135	All Closed Cases n=172	All Closed Cases n=144	All Closed Cases n=250	All Closed Cases n=275	All Closed Cases n=126	All Closed Cases n=176	All Closed Cases n=263	All Closed Cases n=233
Clients Responding													
Strongly agree	62%	67%	50%	50%	42%	42%	30%	24%	27%	23%	37%	30%	29%
Agree	18%	18%	18%	20%	33%	34%	37%	30%	41%	52%	36%	42%	41%
Disagree	7%	7%	7%	17%	10%	12%	21%	16%	23%	18%	18%	19%	24%
Strongly Disagree	14%	8%	25%	13%	16%	12%	13%	18%	10%	7%	10%	9%	6%
	101%	100%	100%	100%	101%	100%	101%	98%	101%	100%	101%	100%	100%

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

	2021			2020	2019	2018	2017
	All Successful Closure n=69	Unsuccessful Closure n=45	Unsuccessful Closure n=24	All Closed Cases n=92	All Closed Cases n=96	All Closed Cases n=123	All Closed Cases n=109
Clients Responding							
Strongly agree	64%	69%	54%	47%	44%	47%	31%
Agree	20%	20%	21%	22%	33%	32%	39%
Disagree	6%	4%	8%	16%	10%	11%	18%
Strongly Disagree	10%	7%	17%	15%	13%	10%	11%
	100%	100%	100%	100%	100%	100%	100%

Q32. DBS services prepared me for employment.

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=88	Successful Closure n=61	Unsuccessful Closure n=27	All Closed Cases n=135	All Closed Cases n=137	All Closed Cases n=178	All Closed Cases n=141	All Closed Cases n=250	All Closed Cases n=270	All Closed Cases n=123	All Closed Cases n=179	All Closed Cases n=256	All Closed Cases n=230
Strongly agree	60%	67%	44%	47%	42%	39%	28%	20%	21%	24%	34%	29%	26%
Agree	13%	12%	15%	23%	26%	32%	31%	31%	42%	47%	35%	45%	38%
Disagree	11%	12%	11%	17%	14%	17%	28%	18%	26%	22%	22%	16%	27%
Strongly Disagree	16%	10%	30%	13%	18%	12%	13%	12%	12%	7%	8%	10%	9%
	100%	101%	100%	100%	100%	100%	101%	101%	101%	100%	99%	100%	100%

Q32a. Local Service Provider prepared me for employment.

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=68	Successful Closure n=46	Unsuccessful Closure n=22	All Closed Cases n=91	All Closed Cases n=98	All Closed Cases n=121	All Closed Cases n=111	All Closed Cases n=250	All Closed Cases n=270	All Closed Cases n=123	All Closed Cases n=179	All Closed Cases n=256	All Closed Cases n=230
Strongly agree	68%	72%	59%	46%	49%	43%	35%	20%	21%	24%	34%	29%	26%
Agree	16%	15%	18%	25%	28%	36%	39%	31%	42%	47%	35%	45%	38%
Disagree	9%	9%	9%	13%	7%	11%	14%	18%	26%	22%	22%	16%	27%
Strongly Disagree	7%	4%	14%	15%	16%	11%	12%	12%	12%	7%	8%	10%	9%
	100%	100%	100%	99%	100%	101%	100%	101%	101%	100%	99%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases n=79	Successful Closure n=58	Unsuccessful Closure n=21	All Closed Cases n=131	All Closed Cases n=136	All Closed Cases n=199	All Closed Cases n=142
DBS Counselor	37%	40%	29%	39%	33%	34%	23%
Local Provider	4%	5%	0%	1%	4%	10%	11%
DBS job placement specialist	13%	16%	5%	3%	8%	9%	16%
Outside Contractor	3%	3%	0%	5%	4%	6%	5%
Career Source	0%	0%	0%	0%	2%	1%	1%
None of the above	44%	36%	67%	52%	49%	41%	45%
	101%	100%	101%	100%	100%	101%	100%

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

***Q34 Are you currently employed?**

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=104	Successful Closure n=73	Unsuccessful Closure n=31	All Closed Cases n=140	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
Yes	64%	85%	16%	44%	46%	51%	34%	42%	43%	29%	35%	39%	46%
No	36%	15%	84%	56%	54%	49%	66%	58%	57%	72%	65%	61%	54%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=66	Successful Closure n=61	Unsuccessful Closure n=5	All Closed Cases n=60	All Closed Cases n=70	All Closed Cases n=119	All Closed Cases n=61	All Closed Cases n=106	All Closed Cases n=128	All Closed Cases n=38	All Closed Cases n=70	All Closed Cases n=106	All Closed Cases n=110
Strongly agree	64%	64%	60%	43%	47%	53%	44%	33%	35%	24%	44%	42%	43%
Agree	20%	18%	40%	32%	37%	30%	38%	43%	40%	53%	40%	39%	35%
Disagree	11%	12%	0%	15%	4%	8%	16%	14%	17%	16%	9%	17%	14%
Strongly Disagree	6%	7%	0%	10%	11%	9%	2%	9%	8%	8%	7%	2%	9%
	101%	101%	100%	100%	99%	100%	99%	99%	100%	101%	100%	100%	101%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=63	Successful Closure n=58	Unsuccessful Closure n=5	All Closed Cases n=57	All Closed Cases n=64	All Closed Cases n=101	All Closed Cases n=58	All Closed Cases n=105	All Closed Cases n=123	All Closed Cases n=38	All Closed Cases n=68	All Closed Cases n=99	All Closed Cases n=107
Strongly agree	67%	66%	80%	56%	48%	53%	48%	28%	24%	21%	34%	33%	29%
Agree	16%	17%	0%	19%	34%	21%	26%	32%	43%	45%	32%	32%	35%
Disagree	8%	7%	20%	18%	9%	10%	14%	17%	22%	24%	22%	26%	22%
Strongly Disagree	10%	10%	0%	7%	8%	17%	12%	15%	11%	11%	12%	9%	14%
	101%	100%	100%	100%	99%	101%	100%	102%	100%	101%	100%	100%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=67	n=62	n=5	n=60	n=70	n=118	n=60	n=105	n=128	n=38	n=72	n=105	n=107
Strongly agree	51%	50%	60%	32%	34%	36%	35%	30%	19%	26%	32%	23%	26%
Agree	25%	24%	40%	40%	46%	42%	52%	44%	48%	58%	43%	50%	51%
Disagree	19%	21%	0%	22%	15%	13%	13%	19%	20%	13%	21%	18%	11%
Strongly Disagree	5%	5%	0%	7%	6%	10%	0%	8%	14%	3%	4%	9%	11%
	100%	100%	100%	101%	101%	101%	101%	101%	101%	100%	100%	100%	99%

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

Clients Responding	2021			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	All Closed Cases
	n=67	n=62	n=5	n=61	n=68	n=115	n=61	n=105	n=128	n=38	n=72	n=106	n=106
Strongly agree	63%	61%	80%	46%	50%	50%	44%	36%	27%	24%	40%	26%	34%
Agree	13%	13%	20%	25%	35%	33%	36%	38%	43%	53%	39%	40%	30%
Disagree	15%	16%	0%	13%	9%	8%	13%	11%	20%	21%	15%	22%	23%
Strongly Disagree	9%	0%	0%	16%	6%	10%	7%	14%	10%	3%	6%	12%	13%
	100%	100%	100%	100%	100%	101%	100%	99%	100%	101%	100%	100%	100%

JOB TRAINING AND COUNSELING

Q39. Did you participate in career counseling?

Clients Responding	2021			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	All Closed Cases
	n=137	n=100	n=37	n=193	n=254	n=307	n=200	n=389	n=484	n=225	n=343	n=524	n=516
Yes	26%	23%	32%	31%	32%	26%	37%	22%	26%	24%	32%	20%	24%
No	75%	77%	68%	69%	69%	74%	63%	77%	74%	76%	68%	80%	76%
	101%	100%	100%	100%	101%	100%	100%	99%	100%	100%	100%	100%	100%

Q40. Satisfied with Career counseling

Clients Responding	2021			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	All Closed Cases
	n=35	n=23	n=12	n=58	n=80	n=78	n=70	n=401	n=126	n=55	n=109	n=108	n=119
Very satisfied	66%	70%	58%	67%	41%	54%	59%	79%	40%	29%	39%	46%	39%
Satisfied	26%	22%	33%	26%	46%	28%	27%	11%	47%	64%	49%	42%	47%
Dissatisfied	3%	4%	0%	5%	8%	14%	9%	7%	10%	7%	8%	10%	9%
Very Dissatisfied	6%	4%	8%	2%	5%	4%	6%	2%	4%	0%	4%	2%	5%
	101%	100%	99%	100%	100%	100%	100%	99%	101%	100%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases n=111	Successful Closure n=78	Unsuccessful Closure n=33	All Closed Cases n=141	All Closed Cases n=190	All Closed Cases n=249	All Closed Cases n=154
Yes	27%	23%	36%	29%	27%	25%	38%
No	73%	77%	64%	71%	73%	75%	62%
	100%	100%	100%	100%	100%	100%	100%

Q40a. Satisfied with Career counseling

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases n=29	Successful Closure n=17	Unsuccessful Closure n=12	All Closed Cases n=42	All Closed Cases n=51	All Closed Cases n=62	All Closed Cases n=61
Very satisfied	62%	59%	67%	60%	35%	57%	66%
Satisfied	24%	29%	17%	36%	51%	34%	28%
Dissatisfied	10%	12%	8%	2%	4%	8%	5%
Very Dissatisfied	3%	0%	8%	2%	10%	2%	2%
	99%	100%	100%	100%	100%	101%	100%

Q41. Received job search training

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=130	Successful Closure n=92	Unsuccessful Closure n=38	All Closed Cases n=189	All Closed Cases n=254	All Closed Cases n=309	All Closed Cases n=201	All Closed Cases n=389	All Closed Cases n=494	All Closed Cases n=230	All Closed Cases n=344	All Closed Cases n=526	All Closed Cases n=522
Yes	43%	49%	29%	38%	34%	35%	44%	22%	27%	24%	33%	26%	25%
No	57%	51%	71%	62%	66%	65%	56%	77%	74%	77%	67%	74%	75%
	100%	100%	100%	100%	100%	100%	100%	99%	101%	101%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases n=55	Successful Closure n=44	Unsuccessful Closure n=11	All Closed Cases n=68	All Closed Cases n=83	All Closed Cases n=104	All Closed Cases n=82
DBS Counselor	33%	36%	18%	40%	34%	36%	31%
Local Provider	55%	50%	73%	43%	48%	47%	65%
Both	13%	14%	9%	18%	18%	17%	5%
	101%	100%	100%	101%	100%	100%	101%

Q43. Satisfied with `Job search skills training

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=56	Successful Closure n=45	Unsuccessful Closure n=11	All Closed Cases n=72	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
Clients Responding													
Very satisfied	75%	73%	82%	56%	49%	70%	65%	44%	34%	37%	43%	42%	44%
Satisfied	21%	22%	18%	39%	45%	20%	24%	37%	45%	50%	38%	37%	39%
Dissatisfied	2%	2%	0%	4%	4%	6%	6%	9%	14%	6%	13%	11%	13%
Very Dissatisfied	2%	2%	0%	1%	2%	5%	5%	5%	7%	8%	6%	10%	4%
	100%	99%	100%	100%	100%	101%	100%	95%	100%	101%	100%	100%	100%

CASE CLOSURE

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

Clients Responding	2021			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	All Closed Cases
	n=223	n=154	n=69	n=338	n=291	n=304	n=206	n=388	n=499	n=232	n=349	n=525	n=520
Yes	84%	83%	87%	83%	78%	81%	85%	81%	88%	93%	91%	87%	84%
Yes but it was reopened	7%	7%	6%	8%	8%	13%	8%	6%	5%	3%	3%	3%	4%
No	9%	10%	7%	9%	14%	7%	7%	13%	7%	4%	6%	10%	12%
	100%	100%	100%	100%	100%	101%	100%	100%	100%	100%	100%	100%	100%

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

Clients Responding	2021			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	All Closed Cases
	n=221	n=153	n=68	n=334	n=289	n=303	n=203	n=388	n=490	n=224	n=340	n=512	n=488
Yes	76%	81%	65%	70%	62%	54%	43%	28%	28%	39%	32%	28%	31%
No	24%	19%	35%	30%	38%	47%	57%	19%	15%	14%	18%	22%	20%
	100%	100%	100%	100%	100%	101%	100%	99%	100%	100%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=221	Successful Closure n=153	Unsuccessful Closure n=68	All Closed Cases n=334	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
Yes	76%	81%	65%	71%	58%	54%	44%	30%	29%	35%	34%	28%	30%
No	24%	19%	35%	29%	42%	47%	56%	18%	17%	14%	23%	24%	20%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	101%	100%	99%	100%

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.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=217	Successful Closure n=151	Unsuccessful Closure n=66	All Closed Cases n=244	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
Clients Responding													
Obtain Employment	28%	38%	5%	30%	33%	38%	19%	25%	28%	13%	20%	22%	24%
Medical Services Complete	2%	2%	3%	3%	3%	1%	2%	6%	7%	14%	8%	6%	13%
Helped as Much as Could	8%	7%	11%	6%	12%	4%	10%	5%	7%	2%	5%	6%	4%
Counselors/ Services	1%	1%	0%	1%	2%	2%	7%	5%	2%	2%	2%	3%	3%
School	3%	2%	6%	3%	1%	3%	1%	1%	2%	2%	3%	2%	1%
Case Confusion	13%	15%	19%	27%	22%	17%	20%	10%	7%	8%	3%	7%	5%
Completed Goal/Plan	16%	19%	8%	0%	0%	0%	0%	13%	9%	18%	17%	11%	19%
Used Time/Benefits	1%	1%	2%	0%	0%	0%	0%	3%	5%	6%	7%	19%	8%
Dissatisfied	6%	3%	12%	0%	0%	0%	0%	3%	3%	6%	3%	4%	3%
Personal decision	2%	1%	5%	5%	2%	7%	6%	5%	8%	19%	15%	14%	11%
Financial	1%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%	1%	3%
Employment Problems	4%	1%	11%	3%	6%	3%	7%	3%	3%	1%	4%	4%	5%
Transportation/ Distance	2%	1%	3%	7%	6%	7%	9%	7%	3%	3%	0%	1%	1%
Other	7%	6%	11%	3%	8%	13%	11%	7%	7%	6%	9%	1%	1%
Health Problems/Medical Reasons	4%	1%	12%	6%	5%	5%	10%	7%	7%	1%	--	--	--
COVID-19 Related	2%	1%	5%										

Q48. What were the MOST helpful services you received?

The percent of clients in major categories are presented.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases	Successful Closure	Un-successful 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
Clients Responding	n=221	n=154	n=67	n=310	n=264	n=294	n=192	n=388	n=499	n=229	n=487	n=487	n=493
Training	32%	29%	39%	35%	32%	29%	29%	27%	32%	24%	39%	39%	39%
Medical Services	4%	4%	5%	9%	7%	5%	7%	24%	17%	18%	15%	15%	21%
Equipment/Technology	23%	27%	15%	26%	27%	29%	23%	14%	22%	24%	36%	36%	41%
Education/School	3%	3%	3%	4%	5%	3%	2%	4%	2%	5%	10%	10%	9%
Counselors/Counseling	7%	7%	9%	6%	5%	6%	7%	5%	3%	4%	11%	11%	13%
Employment	10%	13%	2%	5%	7%	12%	8%	8%	9%	6%	5%	5%	5%
Services	0%	0%	0%	0%	0%	0%	0%	2%	2%	4%	1%	1%	1%
Financial help	2%	1%	5%	0%	0%	0%	0%	3%	3%	1%	5%	5%	2%
Transportation	2%	2%	2%	0%	0%	0%	0%	3%	2%	1%	2%	2%	3%
Everything Helpful	7%	7%	9%	7%	12%	6%	7%	3%	3%	11%	4%	4%	4%
Nothing Helpful	2%	1%	5%	2%	2%	2%	3%	1%	2%	3%	3%	3%	3%
Local Provider	4%	3%	5%	4%	1%	4%	8%						

Q49. What were the LEAST helpful services you received?

The percent of clients in major categories are presented.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=190	Successful Closure n=132	Un-successful Closure n=58	All Closed Cases n=277	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
Clients Responding													
Everything Fine	63%	68%	50%	61%	49%	43%	33%	55%	55%	60%	51%	49%	62%
Training/Education	11%	11%	12%	12%	10%	11%	15%	10%	10%	8%	12%	17%	14%
Counselors and Service	8%	8%	9%	8%	6%	5%	13%	10%	6%	16%	10%	14%	15%
Medical	0%	0%	0%	1%	1%	0%	0%	1%	1%	1%	2%	3%	1%
Employment	5%	4%	7%	19%	19%	14%	15%	9%	12%	9%	11%	12%	5%
Equipment/Technology	4%	3%	7%	6%	7%	9%	3%	3%	3%	3%	5%	2%	3%
Transportation	2%	0%	5%	0%	0%	0%	0%	2%	2%	2%	2%	2%	2%
Financial	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	1%
Everything	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	8%	7%	10%	8%	8%	18%	21%	5%	3%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	0%	0%	1%	5%	8%	--	--	--	--

Q50. How could DBS improve its services?

The percent of clients in major categories are presented.

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=181	Successful Closure n=126	Un-successful Closure n=55	All Closed Cases n=275	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
Clients Responding													
No Improvement Needed	20%	20%	20%	21%	12%	17%	17%	33%	32%	37%	46%	45%	47%
Counselors	5%	4%	7%	11%	16%	11%	12%	12%	13%	26%	17%	26%	29%
Employment	6%	4%	11%	4%	8%	9%	12%	8%	6%	3%	6%	4%	6%
Funding/ Staffing	3%	2%	6%	1%	1%	2%	6%	3%	2%	8%	4%	5%	6%
Services and Programs	2%	2%	2%	2%	3%	3%	2%	6%	2%	12%	12%	13%	8%
Advertise	2%	2%	0%	2%	1%	2%	2%	3%	1%	1%	4%	2%	2%
Training/Education	4%	4%	4%	0%	0%	0%	0%	3%	3%	2%	2%	2%	2%
Transportation	2%	0%	7%	0%	0%	0%	0%	3%	2%	2%	2%	3%	3%
Equipment/Technology	2%	3%	0%	0%	0%	0%	0%	3%	2%	3%	1%	1%	<1%
Financial	1%	2%	0%	1%	0%	0%	1%	1%	2%	0.4%	1%	1%	1%
N/A	23%	25%	18%	19%	28%	23%	23%						
Other	3%	3%	2%	14%	22%	20%	22%						
Everything Wrong	1%	0%	2%	1%	1%		0%	0.5%	0.2%	0.4%	0%	1%	<1%
COVID-19 Related	1%	2%	0%										

Q51. Recommend DBS to others

Clients Responding	2021			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	All Closed Cases
	n=220	n=152	n=68	n=334	n=286	n=304	n=386	n=386	n=484	n=233	n=349	n=521	n=515
Yes	95%	96%	91%	95%	96%	94%	94%	94%	95%	97%	95%	95%	96%
No	6%	4%	9%	5%	4%	6%	6%	6%	5%	3%	5%	5%	4%
	101%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q51a. Recommend Local Service Provider to others

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases	Successful Closure	Unsuccessful Closure	All Closed Cases	All Closed Cases	All Closed Cases	All Closed Cases
	n=171	n=110	n=61	n=235	n=207	n=234	n=148
Yes	95%	96%	92%	96%	94%	96%	96%
No	5%	4%	8%	4%	6%	4%	4%
	100%	100%	100%	100%	100%	100%	100%

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

	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases	Successful Closure	Un-successful 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
Clients Responding	n=209	n=148	n=61	n=228	n=259	n=262	n=168	n=364	n=469	n=227	n=478	n=456	n=258
Services and Program	25%	25%	25%	25%	22%	31%	21%	25%	23%	15%	23%	44%	31%
Helpful	45%	45%	44%	48%	49%	41%	50%	49%	49%	53%	47%	31%	29%
Counselors	4%	5%	2%	5%	4%	5%	3%	2%	3%	9%	8%	11%	11%
Independence/Community	7%	8%	5%	7%	6%	4%	8%	2%	3%	3%	8%	8%	16%
Employment	3%	4%	0%	4%	5%	10%	5%	3%	6%	5%	5%	3%	2%
Training	1%	1%	0%	1%	4%	0%	2%	1%	3%	2%	3%	2%	1%
Only Opportunity	7%	5%	10%	0%	0%	0%	0%	6%	4%	6%	5%	<1%	3%
Financial	1%	1%	2%	0%	0%	0%	0%	1%	0.2%	1%	1%	3%	1%
Medical	1%	1%	0%	0%	0%	0%	0%	1%	3%	3%	2%	1%	4%
School	1%	1%	2%	2%	3%	2%	1%	2%	0%	1%	1%	0%	0%
Equipment	1%	1%	0%	0%	1%	4%	1%	4%	1%	0%	0%	<1%	<1%
Other	1%	0%	3%	3%	4%	2%	8%	2%	4%	1%	--	--	--
Negative	1%	1%	0%	2%	2%	2%	2%	2%	1%	2%	--	--	--
Already Recommended	4%	2%	8%										

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

Clients Responding	2021			2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
	All Closed Cases n=223	Successful Closure n=154	Unsuccessful Closure n=69	All Closed Cases n=338	All Closed Cases n=289	All Closed Cases n=299	All Closed Cases n=196	All Closed Cases n=387	All Closed Cases n=495	All Closed Cases n=230	All Closed Cases n=352	All Closed Cases n=529	All Closed Cases n=520
Very satisfied	68%	69%	65%	67%	61%	61%	55%	56%	60%	55%	55%	56%	57%
Satisfied	22%	23%	20%	23%	32%	26%	30%	30%	30%	38%	32%	31%	29%
Dissatisfied	3%	3%	4%	5%	4%	9%	8%	8%	6%	4%	9%	7%	9%
Very Dissatisfied	7%	5%	10%	5%	3%	4%	8%	5%	4%	4%	4%	6%	5%
	100%	100%	100%	100%	100%	100%	101%	99%	100%	101%	100%	100%	100%

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

Clients Responding	2021			2020	2019	2018	2017
	All Closed Cases n=174	Successful Closure n=111	Unsuccessful Closure n=63	All Closed Cases n=241	All Closed Cases n=206	All Closed Cases n=233	All Closed Cases n=151
Very satisfied	72%	76%	67%	71%	69%	70%	72%
Satisfied	23%	21%	27%	22%	25%	25%	22%
Dissatisfied	3%	3%	3%	4%	3%	3%	2%
Very Dissatisfied	2%	1%	3%	3%	2%	3%	4%
	100%	101%	100%	100%	99%	101%	100%

APPENDIX C.

DBS 2021-22 Client Satisfaction Survey Sample Characteristics

Month	Sample Size	Successfully Closed	Unsuccessfully Closed	Post Closure
Jul-21	58	23	27	8
Aug-21	52	23	19	10
Sep-21	109	38	56	15
Oct-21	82	34	40	8
Nov-21	79	35	27	17
Dec-21	75	44	22	9
Jan-22	102	63	32	7
Feb-22	80	42	24	14
Mar-22	91	50	27	14
Apr-22	95	44	36	15
May-22	109	74	16	19
Jun-22	172	130	23	19
Total Sample Size	1104	600	349	155
		56%	35%	9%
Response Rate		21%		