

Survey Background

- Survey was developed in English and translated into Spanish, Russian and ASL.
- 1,090 people responded from 5,073 email invitations, for a response rate of 21%.
- Respondents were asked to identify their gender, race/ethnicity, language, disability type, assistive technology type and age.

Key findings

- 43 percent of respondents were employed at the time they completed the survey.
- 22 percent had been out of work for a year or more.
- 8 percent reported COVID-19 affected their employment.



Age

- More than any other group, clients aged 18–24 felt that the VRC acknowledged and respected their cultural identity, challenges or intersections of identity.
- Clients age 40–60 were least satisfied with their progress toward employment.
- Clients 60 and older were more likely to be employed than other age groups.

Customer service across all responses

Strongly Agree/ Somewhat Agree (combined response)	(%)
My appointments were scheduled during a time I could attend easily, virtually or in-person.	86.3%
It was explained to me what to expect during the appointment.	84.0%
I had all the tools (computers, etc.) I needed to attend appointments	86.3%
I had all the resources (transportation, etc.) I needed to attend appointments	84.5%
My counselor helped refer me to other resources I need while waiting for employment (ex: housing, SNAP, medical care, community partners).	57.3%
My counselor identified my strengths.	75.2%
My counselor has treated me with respect and kindness.	85.3%

Satisfaction by disability type

Strongly Agree & Somewhat Agree	Deaf	Blind	Psychosocial	Cognitive	Physical
I am happy with my progress towards employment.	72.1%	64.0%	58.4%	59.0%	57.6%
Frequency of communication with my VRC met my needs.	75.3%	70.2%	62.7%	63.2%	62.3%
My thoughts and feelings were important to my VRC.	81.6%	76.9%	72.2%	72.6%	72.4%
I felt like my VRC had enough time for me.	85.5%	72.5%	69.3%	70.6%	70.5%
The VR process was explained to me in a way I understand.	84.8%	79.4%	73.5%	74.7%	74.4%
Overall, the VR experience met my expectations.	79.8%	72.0%	63.3%	63.7%	63.6%

