

2020 ODHS Vocational Rehabilitation Customer Satisfaction Survey, Detailed Results

Executive Summary

The 2020 Vocational Rehabilitation (VR) Customer Satisfaction survey polled VR consumers from around the state of Oregon, querying their satisfaction with services received along nine metrics. There were 550 responses of varying completeness. As shown in the metrics below, not all participants answered all questions, and not all answers were filled out in a way that could be analyzed. Overall, the data indicate that while customers across the board are satisfied, there are distinct gaps in satisfaction levels across the demographics of race, disability type, age and gender. There are overviews of those differences in the attached infographic, and detailed analyses in the sections below. An additional notable trend was that across many demographics, the group reporting the lowest satisfaction were those who preferred not to share their demographic information. More study and conversation around program culture would be needed to determine the meaning.

Overview

In December of 2020, this survey was sent out to 4,573 participants across the state of Oregon. It closed on January 15th, 2021 and had 550 responses. The survey had sixteen questions, nine related to customer satisfaction and seven demographic questions, and an option to participate in follow-up interviews. The customer satisfaction questions were formatted as a four option Likert scale (Strongly Disagree, Disagree, Agree, Strongly Agree). For this analysis, those responses have been converted to the numbers 1-4 with 1 being the least satisfied and 4 the most satisfied. Averaging all responses, the lowest satisfaction was in response to the statement “I am happy with my progress towards employment” (2.99 out of 4), and the highest satisfaction was in response to the statement “I was included in making my plan” (3.37 out of 4). In the tables below, the following shorthand is used, for ease of reading:

Employment	My Vocational Rehabilitation counselor asked what is most important to me about employment.
Included	I was included in creating my plan.
Progress	I am happy with my progress towards employment.
Treatment	My counselor has treated me with respect and kindness.
Communication	Communication with my counselor met my needs.
Importance	My thoughts and feelings were important to my counselor.
Time	I felt like my counselor had enough time for me.
Process	The VR process was explained to me in a way I understand.
Overall	Overall, the VR experience met my expectations.

All demographics will be listed in order of average overall satisfaction, for easy viewing from least to most satisfied.

Race/Ethnicity

Across all questions, Black/African American respondents reported the lowest satisfaction, over half a point lower than the highest group. They were followed by Native American/Indigenous respondents, who also reported being less satisfied than the average respondent across all questions. While both of these groups are fairly small, which makes the data slightly less stable, this is still a large and consistent difference. This is particularly in contrast to White/Caucasian respondents, who for all but one question reported the highest average satisfaction.

*Native American/Indigenous people are also serviced by Tribal VR 121 programs and some are dual enrolled with state VR.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
Black/African American	2.86	2.71	2.57	2.71	2.57	2.71	2.71	2.71	2.57	7
Native American/Indigenous	2.92	3.15	2.46	3.38	2.92	3.08	3.00	3.00	2.77	13
Prefer Not to Answer	3.13	3.21	2.89	3.37	2.92	2.84	3.15	3.08	2.82	62
Asian/Pacific Islander	3.27	3.35	2.96	3.50	3.19	3.00	3.35	3.31	3.00	26
Mixed Race	3.36	3.36	3.20	3.56	3.24	3.20	3.28	3.32	3.08	25
Latinx/Hispanic	3.28	3.24	3.00	3.52	3.24	3.00	3.40	3.32	3.16	25
White/Caucasian	3.37	3.43	3.02	3.56	3.25	3.23	3.41	3.37	3.17	392
Grand Total	3.32	3.37	2.99	3.52	3.19	3.15	3.35	3.31	3.10	550

Disability Type

Within the category of disability type, there is a trend of customers who reported deafness or hearing loss as a disability reporting the highest levels of satisfaction. They are joined by customers with a blindness or vision loss disability in having above average satisfaction across all questions. For those who indicated one of the four other responses, there was variation in satisfaction levels across the questions, but overall satisfaction was lowest for those who indicated a psychosocial disability.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
Psychosocial	3.29	3.31	2.81	3.48	3.05	2.94	3.24	3.21	2.88	154
Cognitive	3.25	3.32	2.89	3.52	3.08	3.01	3.29	3.17	2.96	142
Prefer Not to Answer	3.13	3.18	2.80	3.37	2.97	2.97	3.20	3.12	2.96	97
Physical or Orthopedic	3.26	3.31	2.91	3.46	3.15	3.14	3.31	3.30	3.02	187
Blindness or Vision Loss	3.44	3.44	3.22	3.56	3.39	3.28	3.39	3.44	3.28	18
Deafness or Hearing Loss	3.47	3.45	3.34	3.64	3.44	3.42	3.53	3.50	3.41	104
Grand Total	3.32	3.37	2.99	3.52	3.19	3.16	3.35	3.31	3.10	702

*People with vision impairments are mostly served through the Oregon Commission for the blind. VR consumers who have vision impairments are often seen through state VR with a different co-occurring disability. This is why that number is significantly lower than other categories.

*An important note is that this category is not exclusive, meaning that one individual could be counted in multiple categories, which is why the overall count is notably higher for this demographic than it is for others.

Disability Type by Region

The highlighted fields in the following table indicate a response above the statewide average for that disability/question pair. As is expected from the previous table about Disability Type, those with Deafness or Hearing Loss consistently report highest satisfaction across all three districts. What this table also highlights is that in Region 1, customers with Psychosocial and/or Cognitive disabilities report higher than average satisfaction and in Region 2, customers with Physical or Orthopedic and/or Blindness or Vision Loss disabilities report higher than average satisfaction. For Region 3, no one disability stands out, but the Grand Total satisfaction is typically higher than the state average.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
Region 1										
Psychosocial	3.33	3.38	2.85	3.46	3.10	2.92	3.27	3.19	2.85	48.00
Cognitive	3.27	3.43	2.84	3.57	3.22	2.98	3.43	3.18	2.94	51.00
Prefer Not to Answer	2.81	2.87	2.55	3.16	2.65	2.74	3.03	2.87	2.65	31.00
Physical or Orthopedic	3.25	3.34	2.85	3.42	3.08	3.06	3.30	3.19	2.92	53.00
Blindness or Vision Loss	3.25	3.25	3.38	3.50	3.25	3.25	3.25	3.25	3.25	8.00
Deafness or Hearing Loss	3.59	3.59	3.48	3.70	3.56	3.56	3.67	3.56	3.52	27.00
Region Total	3.24	3.32	2.86	3.44	3.07	3.00	3.29	3.18	2.92	174.00
Region 2										
Psychosocial	3.29	3.29	2.77	3.45	2.99	2.90	3.15	3.15	2.81	73.00
Cognitive	3.23	3.23	2.87	3.53	3.00	3.03	3.20	3.13	2.92	60.00
Prefer Not to Answer	3.26	3.28	2.91	3.46	3.02	3.02	3.17	3.20	3.04	46.00
Physical or Orthopedic	3.36	3.42	2.98	3.53	3.23	3.23	3.35	3.40	3.09	96.00
Blindness or Vision Loss	3.83	3.83	3.00	3.50	3.67	3.33	3.50	3.67	3.33	6.00
Deafness or Hearing Loss	3.53	3.47	3.40	3.65	3.56	3.51	3.56	3.53	3.47	43.00
Region Total	3.35	3.39	3.03	3.54	3.20	3.20	3.33	3.34	3.13	246.00
Region 3										
Psychosocial	3.06	3.13	2.63	3.50	2.81	2.69	3.25	3.06	2.81	16.00
Cognitive	3.15	3.25	2.85	3.35	3.00	2.90	3.10	3.15	2.90	20.00
Prefer Not to Answer	3.38	3.38	3.00	3.25	3.25	3.25	3.38	3.50	3.13	8.00
Physical or Orthopedic	3.04	3.00	2.77	3.23	3.00	2.96	3.08	3.19	2.92	26.00
Blindness or Vision Loss	3.33	3.33	3.33	4.00	3.33	3.00	3.33	3.33	3.33	3.00
Deafness or Hearing Loss	3.25	3.29	3.18	3.54	3.18	3.18	3.25	3.36	3.18	28.00
Region Total	3.32	3.35	3.04	3.49	3.24	3.24	3.37	3.39	3.18	79.00

Age

Age as a demographic showed non-linear trends in satisfaction. The most satisfied across all questions were those 60+, followed by those ages 15-29. The overall least satisfied identified group were those 30-39, however depending on the question, the 40-49 age group also reported lowest satisfaction.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
Prefer Not to Answer	3.07	3.22	2.71	3.39	2.83	2.85	3.22	3.22	2.76	41.00
30-39	3.30	3.35	2.87	3.53	3.08	3.01	3.32	3.19	2.87	77.00
40-49	3.15	3.20	2.85	3.27	2.98	2.87	3.11	3.13	2.98	111.00
50-59	3.36	3.37	2.91	3.56	3.22	3.28	3.36	3.43	3.14	129.00
20-29	3.43	3.48	3.18	3.63	3.31	3.19	3.45	3.33	3.19	83.00
15-19	3.32	3.37	3.26	3.63	3.47	3.32	3.37	3.32	3.26	19.00
60+	3.47	3.56	3.26	3.69	3.49	3.52	3.63	3.49	3.42	91.00
Grand Total	3.32	3.37	2.99	3.52	3.19	3.16	3.35	3.31	3.10	551.00

Gender

Within the Gender demographic the group reporting the highest satisfaction for all questions were those customers who identified as non-binary. Transgender customers reported the lowest overall satisfaction, but on many questions averaged satisfaction higher than the next closest group.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
Prefer Not to Answer	3.00	3.09	2.62	3.35	2.62	2.59	2.94	2.88	2.53	34.00
Transgender	3.18	3.45	2.82	3.64	3.27	3.00	3.45	3.36	2.91	11.00
Female	3.28	3.34	2.97	3.49	3.18	3.16	3.36	3.32	3.08	249.00
Male	3.39	3.43	3.05	3.55	3.27	3.22	3.39	3.35	3.19	247.00
Non-Binary	3.60	3.50	3.40	3.80	3.60	3.40	3.60	3.60	3.30	10.00
Grand Total	3.32	3.37	2.99	3.52	3.19	3.16	3.35	3.31	3.10	551.00

Region

This demographic had the smallest change between the most and least overall satisfied identified demographics, with a difference of .26. Of those who identified a county of origin, which was then translated to a service region, those from Region 3 were most satisfied, and those from Region 1 were least satisfied. However, those who didn't identify a county/region reported the highest satisfaction across all questions.

Row Labels	Average Employment	Average Included	Average Progress	Average Treatment	Average Communication	Average Time	Average Importance	Average Process	Average Overall	Count
1	3.24	3.32	2.86	3.44	3.07	3.00	3.29	3.18	2.92	174.00
2	3.35	3.39	3.03	3.54	3.20	3.20	3.33	3.34	3.13	246.00
3	3.32	3.35	3.04	3.49	3.24	3.24	3.37	3.39	3.18	79.00
NA	3.40	3.46	3.17	3.71	3.46	3.37	3.62	3.50	3.44	52.00
Grand Total	3.32	3.37	2.99	3.52	3.19	3.16	3.35	3.31	3.10	551.00