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## NV Department of Employment, Training and Rehabilitation, Rehabilitation Division

*Customer Satisfaction Surveys*

**Report Date: August 6, 2017**

Vocational Rehabilitation Division



## **Nevada Center for Surveys, Evaluation, and Statistics**

Heather J. Patchell, M.A.  
Graduate Research Assistant, CSES

Jordan D. Clark, M.A.  
Graduate Research Assistant, CSES

Veronica B. Dahir, Ph.D.<sup>1</sup>  
Director, Research Support, CSES  
Principal Investigator

Fan Zhang  
Biostatistician

Wei Yang, M.D., Ph.D.<sup>2</sup>  
Professor and Director, CHSI and Co-Principal Investigator

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<sup>1</sup>Please direct any correspondence about this report to Dr. Veronica Dahir at [veronicad@unr.edu](mailto:veronicad@unr.edu) or 775-784-6718.

<sup>2</sup>Please direct any questions about the data analysis to Dr. Wei Yang at [weiyang@unr.edu](mailto:weiyang@unr.edu) or 775-682-1094.

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## Executive Summary

Mixed-mode telephone and web-based surveys were conducted quarterly from January 2016 and December 2016 to assess the satisfaction of services received by Rehabilitation Division clients of the State of Nevada Department of Employment, Training and Rehabilitation. These clients received services from the Division between October 2015 and September 2016 (Federal Fiscal Year 2016), and this report includes all data collected from clients who received services during the 2016 Federal Fiscal Year even though data were collected quarterly. This report includes responses from one satisfaction survey distributed to each of the three populations of Rehabilitation Division clients: general clients, older individuals who are blind, and transition students.

For all clients, 874 interviews were completed from an eligible population of 2188 (852 on the telephone, 22 on the internet). The raw response rate was 40% and the cooperation rate was 68% (874 out of 1289 clients reached).

Clients' evaluations of the Vocational Rehabilitation Division were positive. The overall service quality was rated as "strongly" or "somewhat satisfied" by 75% of clients. Clients were also happy with the timeliness of services (70%) and the amount of choice between service providers (67%). Most clients were also very satisfied with their counselors. For example, 79% of clients agreed, either "strongly" or "somewhat," that their counselors were understanding of their needs, and 87% agreed that their counselors treated them with respect. Approximately 80% agreed that they would recommend the Vocational Rehabilitation program to others who might need it.

Over half of the survey participants (56%) were employed. Of those employed, 60% said that they had received their current job as a result of the Vocational Rehabilitation program's services. Most of those currently employed said the services were useful in helping to *keep* their current job (65%). For those who were not employed, the most common reasons cited for their current unemployment included: a reason not listed in the survey (i.e., "other"; 13%), due to their disabilities (11%), or because their employers were unable to accommodate their disabilities (9%).

Finally, survey participants were given the opportunity to comment on the experiences in the program with which they were most satisfied and least satisfied. Typical experiences cited as most satisfying included clients feeling like they were treated with respect and dignity, the speed of the process, and the quality of training/assistance options. Typical experiences cited as least satisfying included comments about confusing or disorganized processes while continuing through the program, limited follow-ups, and problems with job placement (e.g., not getting a job, not getting the *desired* job, etc.).

## Introduction

Mixed-mode telephone and web-based surveys were conducted by the Nevada Center for Surveys, Evaluation, and Statistics (herein referred to as the “Center” or “CSES”; formerly CRDA) to assess clients’ satisfaction with the Vocational Rehabilitation services provided by the State of Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division (herein referred to as “the Division”). Data collection occurred quarterly between January 2016 and December 2016. One survey was conducted to collect responses from each of the three populations that DETR assists: general clients, older individuals who are blind, and transition students.

Post-stratification weighting was used to make the responses from the samples better reflect the three populations of clients. During analyses, weights were applied so that the responses from each group were represented in the overall results, in proportion to their real size in the population. This strategy corrects for inaccurate conclusions that can be drawn if the survey over-represented some groups, while under-representing others. Detailed information regarding the weighting methodology is provided in Appendix A. All tables listed in the report indicate confidence intervals (C.I.), the unweighted sample response frequency (*n*), and the weighted prevalence rates in percentages (%).<sup>1</sup> Throughout the text of this report, all results mentioned refer to the weighted analyses, unless otherwise stated.

The surveys utilized instruments that were used during the previous year for the same assessment objectives. Copies of the telephone version of the survey instruments are presented in Appendix B. The web-based version of the surveys contained identical items; however, the introductory section was omitted. Web-based versions of the surveys were available for general clients and transition students only. Appendix C contains examples of the introductory letters that were mailed to clients and Appendix D contains website information about the survey. Further, Appendix E contains a list of all areas within Nevada called for this survey. All Figures are located within the text of the report. In addition, the most common responses from the open-ended items are found in Appendix F.

## Methodology

The sampling frame for the survey was drawn from a list of all rehabilitation clients who were deemed eligible to receive services between October 1, 2015 and September 30, 2016. The population list was provided to CSES in quarters. Clients who received services from October 1, 2015 – December 31, 2015 were part of first quarter. Clients who received services from January 1, 2016 – March 31, 2016 were second quarter. Clients who received services from April 1, 2016 – June 30, 2016 were third quarter. Finally, clients who received services from July 1, 2016 – September 30, 2016 were part of the fourth quarter distribution. The sampling frame was

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<sup>1</sup> For all tables:

- C.I. = Confidence Interval. The points (range) between which the true population parameter (population estimate) will fall 95% of the time, if statistical assumptions regarding sampling are met.
- “N”= sample response frequency (unweighted).
- “%”= weighted prevalence rates.

provided by the Division in this manner to ensure that potential participants were contacted using the most up to date information possible. Thus, recruitment of first quarter participants was able to commence in January 2016 rather than October 2016, which would have been the case if the entire sampling frame had been provided at once in September 2016.

The total list that was provided by the Division comprised all clients who went through the Application and Eligibility processes. Once they had been determined eligible, a plan was developed for services. Only those clients deemed eligible for services were included in the sampling frame provided by the Division. Again, it should be noted that only weighted results are reported.

The calling protocol for contacting clients was set at 8 call attempts. In addition, it was determined by the Division and CSES that CSES’s 1-800 telephone number would be left on answering machines on the 3<sup>rd</sup>, 6<sup>th</sup>, and 8<sup>th</sup> call attempts. Additionally, the website address for the survey was left on answering machines on the 6<sup>th</sup> call attempt. CSES also called back all “soft” refusals.<sup>2</sup> Thus, the calling protocol was 8 call attempts with no contact, two “soft” refusals, or one “hard” refusal, regardless of the number of call attempts made.

## Sample Characteristics

The total population originally contained 2264 clients. From this list, 76 were removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 2188 clients. A total of 874 surveys were completed. For this survey, the entire population was sampled. Table 1 illustrates how the client population and final number of completed interviews were represented by stratum.

**Table 1: General Client Population and Completed Surveys by Stratum**

<b>STRATUM</b>	<b>CLIENT POPULATION</b>	<b>COMPLETED SURVEYS</b>
<b>Southern Nevada</b>	1094 (50.0%)	417 (47.7%)
<b>Northern Nevada</b>	786 (35.9%)	322 (36.8%)
<b>Rural Nevada</b>	308 (14.1%)	135 (15.4%)
<b>Total</b>	<b>2188 (100%)</b>	<b>874 (100%)</b>

All clients were sent a cover letter introducing the survey and an invitation to participate in either the telephone or web-based version of the survey (see Appendix C). All prospective participants were told that CSES staff members would be contacting them within two to three weeks of receiving the letter. Letters to the clients also included information regarding the incentive to participate (i.e., chance to win one of four prepaid \$50 VISA gift cards) and directions to visit

<sup>2</sup> A “soft” refusal is considered one in which the informant (the person that answered the phone) or the respondent (the client), seemed interested in participating but the interviewer just called at an inconvenient time (e.g., “We’re in the middle of dinner,” “I was just running out the door.”). A “hard” refusal is a call where the informant or the respondent is rude to the interviewer, uses profanity, or says something like, “Take me off your list!” or “Don’t ever call back!”



CSES's website should participants require further information. The informational website included a description of the study, information about the Division and CSES, and answers to frequently asked questions (see Appendix D).

There were 275 phone numbers provided by the Division that were no longer correct or disconnected. The accuracy of a further 23 numbers could not be determined because no one in the residence answered the telephone over the course of the 8 call attempt protocol. Eight clients had impairments too severe to complete the interview. Four otherwise eligible clients could not complete the interview because they were out of the state or not at his or her place of residence for the duration of data collection.

A total of 874 interviews were completed (852 on the telephone, 22 on the internet), for a raw response rate of 40% (874 out of 2188). Of the 2188 eligible clients in the population, 1289 were contacted and deemed eligible for phone participation. Of these 1289 participants, 874 completed the entire interview on the phone or online, 25 partially completed the interview, 3 refused to participate, and 387 never started the interview and never refused. Excluding the respondents that were never reached, a cooperation rate of 68% (874 out of 1289) was achieved for both the telephone and web interviews. The raw response rate for this year's survey (40%) did not differ appreciably compared to the rates obtained for the 2015 General Client Satisfaction Survey (43%), but was lower compared to the 2014 General Client Satisfaction Survey (55%) and the 2013 General Client Satisfaction Survey (52%).

Relatively equal numbers of men (53%) and women (47%) received services from the Vocational Rehabilitation Division and the largest age groups of clients was between the ages of 45 to 54 (20%) and under 24 (19%; see Table 2). The majority of clients identify as White (77%), while the minority of clients identified with another racial category (23%). The largest group of clients was located in the Southern stratum of the state (48%), with smaller numbers in the Northern (39%) and Rural (14%) strata. The Division serves clients with a wide variety of impairments, of which the most common were "cognitive impairments" (32%), "psychosocial impairments" (11%), "other physical impairments" (10%), and "other mental impairments" (7%; see Table 2).

**Table 2: Characteristics of the General, Student, and OIB Client Populations**

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	874	2188	100%	(100.0-100.0)
Female	405 <sup>a</sup>	1028 <sup>b</sup>	47 <sup>c</sup>	(32.2-61.7) <sup>d</sup>
Male	469	1160	53	(38.3-67.8)
<=24	173	416	19	(4.6-33.4)
Age 25 to 34	131	345	15.8	(13.1-18.5)
Age 35 to 44	118	289	13.2	(5.7-20.8)
Age 45 to 54	173	436	19.9	(15.1-24.7)
Age 55 to 64	166	411	18.8	(13.4-24.2)
Age 65 or older	113	292	13.3	(5.3-21.3)
Southern	417	1039	47.5	(44.1-50.9)
Northern	322	843	38.5	(35.2-41.8)
Rural	135	307	14	(11.8-16.2)
White	678	501	77.1	(43.5-100.0)
Non-White	196	1688	22.9	(0.0-56.5)
Blindness	40	100	4.5	(3.2-5.9)
Cancer	1	3	0.1	(0-0.4)
Cardiac	11	31	1.4	(0.6-2.3)
Cognitive Impairments	284	710	32.4	(29.3-35.6)
Communicative Impairments	3	8	0.3	(0-0.8)
Deaf-Blindness	1	2	0.1	(0-0.3)
Deafness, Communication Auditory	15	37	1.7	(0.8-2.5)
Deafness, Communication Visual	14	34	1.5	(0.7-2.3)
General Physical Debilitation	34	84	3.8	(2.5-5.1)
Hearing Impairment	4	10	0.5	(0-1)
Hearing Loss, Communication Auditory	30	74	3.4	(2.2-4.6)
Hearing Loss, Communication Visual	3	8	0.3	(0-0.7)
Legally Blind	17	42	1.9	(1-2.8)
Manipulation & Dexterity	11	28	1.3	(0.5-2)
Mental Impairments	1	3	0.1	(0-0.4)
Mobility and Manipulation	11	28	1.3	(0.5-2)
Mobility Orthopedic/Neurological Impairments	48	121	5.5	(4-7)
Musculoskeletal	2	5	0.2	(0-0.6)
Other Hearing Impairments	31	75	3.4	(2.2-4.6)
Other Mental Impairments	57	150	6.8	(5.1-8.6)
Other Orthopedic Impairments	46	115	5.3	(3.8-6.8)
Other Physical Impairments	85	212	9.7	(7.7-11.7)
Other Visual Impairments	17	40	1.8	(1-2.7)
Psychosocial Impairments	99	248	11.3	(9.2-13.5)
Severe Visual Impairment	7	17	0.8	(0.2-1.4)
Total Blindness	2	5	0.2	(0-0.5)

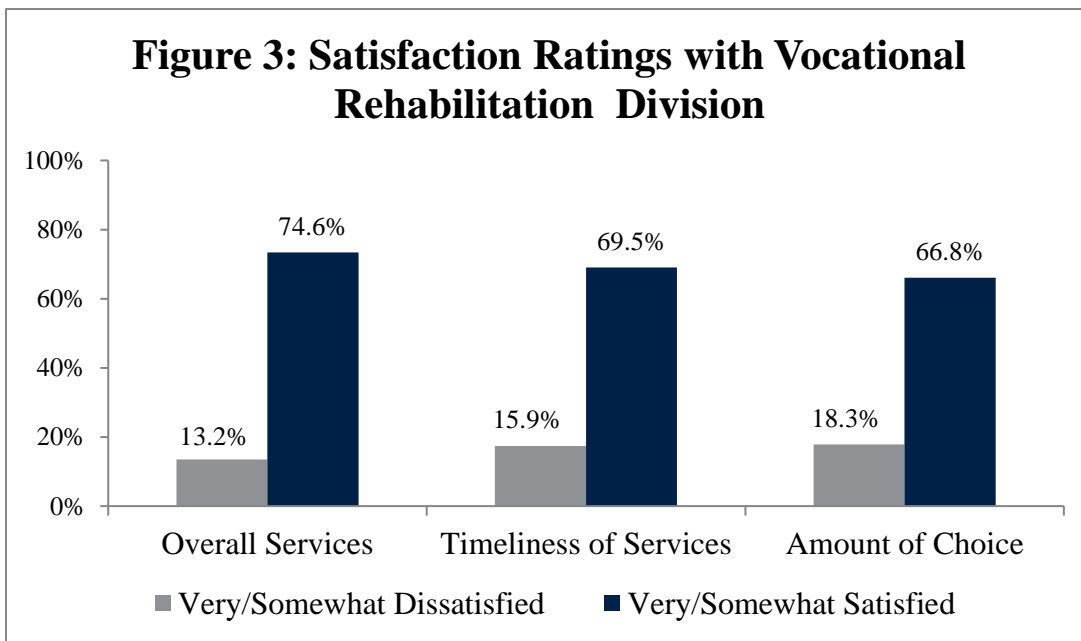
a. Response frequency is the number of participants in the sample for each category. For example, 405 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 405 females in the sample is equivalent to 1028 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 405 females in the sample represent 47% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 405 females from the sample) will fall between 32.2% and 61.7%.

## Results: All Populations (General, Student and OIB Clients)

### Satisfaction with the Vocational Rehabilitation Division

Three client populations (General, Student, and Older Individuals who are Blind) were asked several questions to assess their level of satisfaction with specific aspects of the Vocational Rehabilitation Division. Overall, the majority of clients indicated that they were satisfied with the Division (see Figure 3).

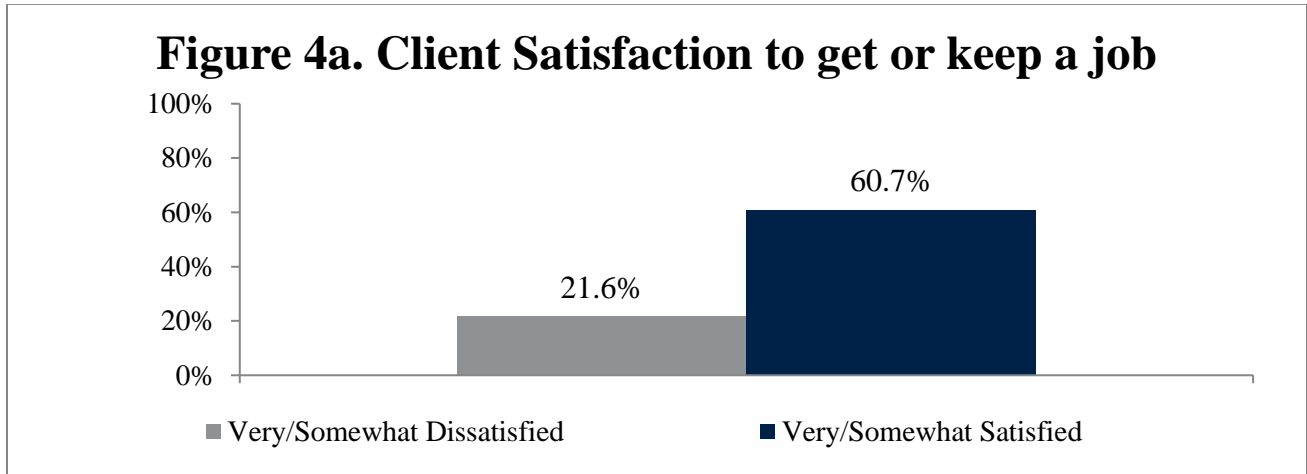
Approximately 75% percent of all clients were “somewhat” or “very satisfied” with the overall services they received from the Vocational Rehabilitation Program, whereas approximately 13% were “somewhat” or “very dissatisfied” (see Figure 3). Slightly fewer clients were satisfied with the timeliness of the services they received (69.5% satisfied and 15.9% dissatisfied), the amount of choice between providers of services (66.8% satisfied and 18.3% dissatisfied).



### Satisfaction of Program Services by Population

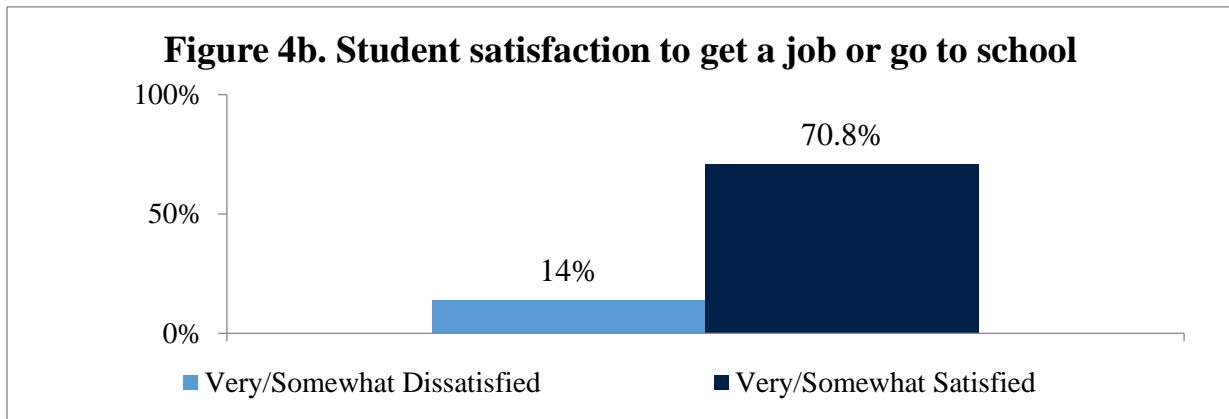
#### *General Client*

Vocational Rehabilitation clients were consistently positive in their assessments of their experiences with the rehabilitation programs provided specifically for general clients. Regarding their experience with the program, most clients chose to agree with positive evaluations. Approximately 61% of clients agreed, either “somewhat” or “strongly,” that they were satisfied the Vocational Rehabilitation’s services provided to help them get or keep a job (see Figure 4a).



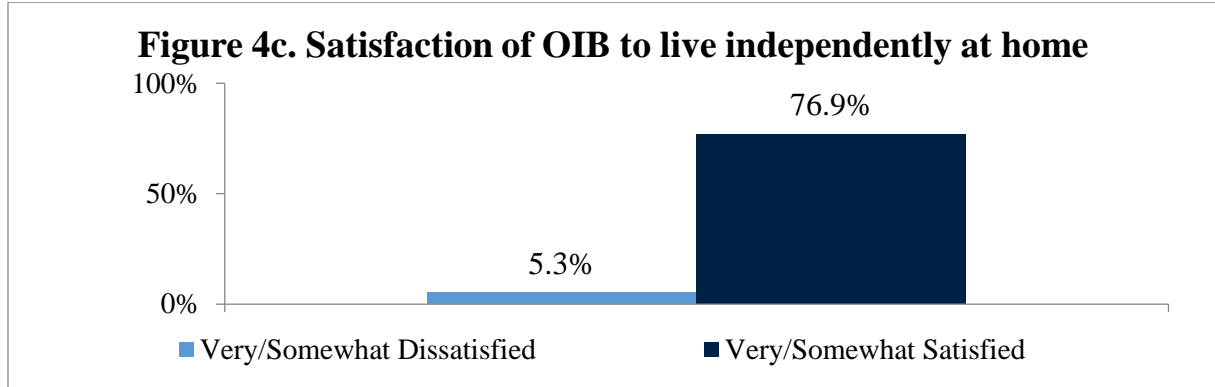
### ***Transition Student***

Vocational Rehabilitation clients were consistently positive in their assessments of their experiences with the rehabilitation programs provided specifically for transition students. Regarding their experience with the program, most clients chose to agree with positive evaluations. Approximately 71% of clients agreed, either “somewhat” or “strongly,” that they were satisfied the Vocational Rehabilitation’s services provided to help them get or keep a job or go to school (see Figure 4b).



### ***Older Individuals Who Are Blind***

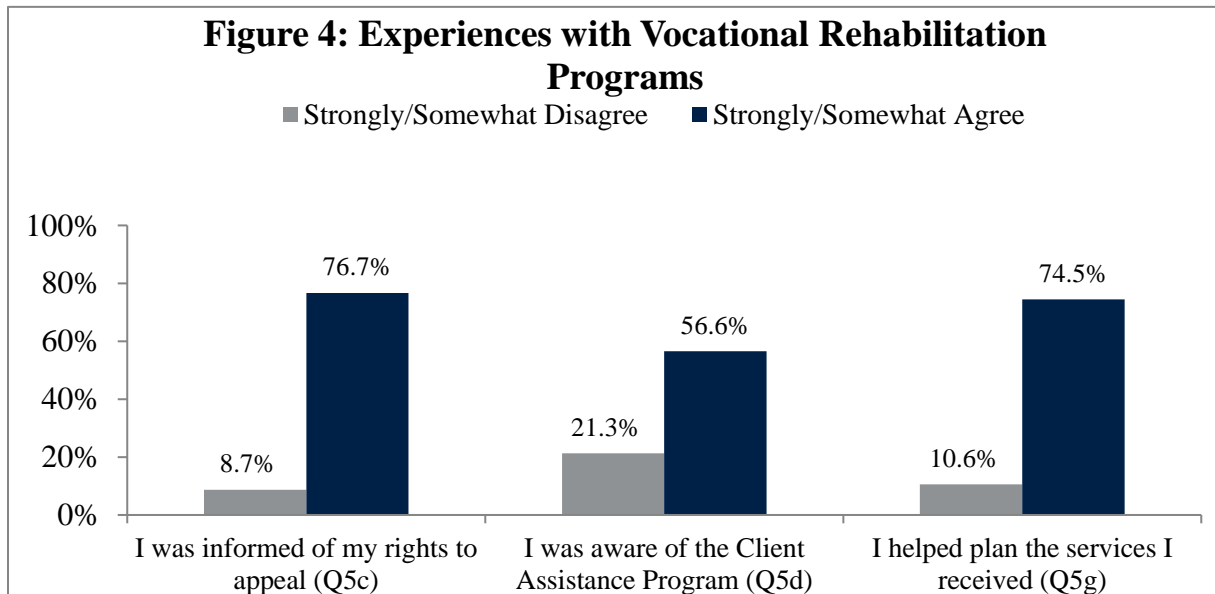
Vocational Rehabilitation clients were consistently positive in assessments of their experiences with the rehabilitation programs provided specifically for OIB clients. Regarding their experience with the program, most clients chose to agree with positive evaluations. Approximately 77% of clients agreed, either “somewhat” or “strongly,” that they were satisfied the Vocational Rehabilitation’s services provided to help them live independently at home (see Figure 4c).



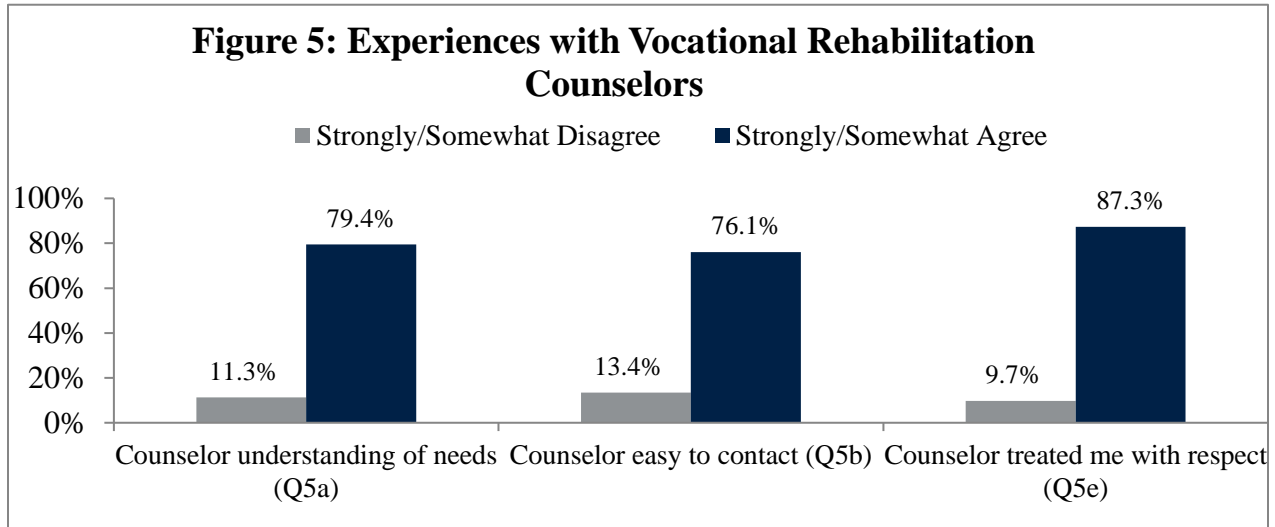
## Experiences with the Vocational Rehabilitation Program, Counselors, and Other Staff

Vocational Rehabilitation clients were consistently positive in their assessments of their experiences with the rehabilitation programs. For each of the specific items that asked about their experiences with the program most clients chose to agree with positive evaluations (see Figure 4). Approximately 77% of clients agreed, either “somewhat” or “strongly,” that they were informed of their rights to appeal the Vocational Rehabilitation’s decision. Further, approximately 57% agreed that they were aware of the Client Assistance Program. Additionally, approximately 75% of clients indicated that they were able to help plan the services they received (see Figure 4).

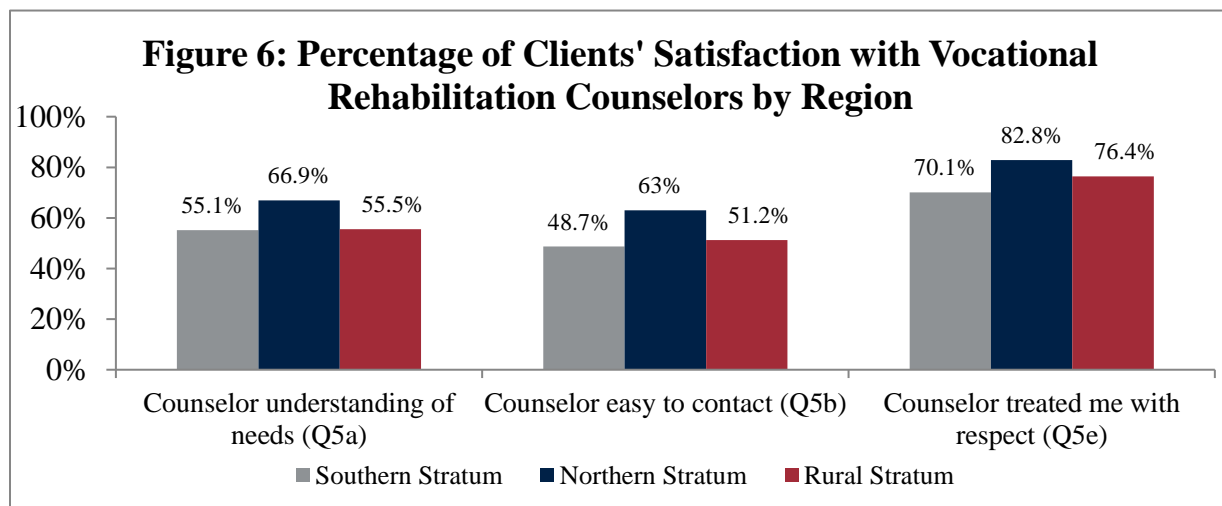
Vocational Rehabilitation clients were consistently positive in their assessments of their specific experiences with their counselors and other Vocational Rehabilitation staff. For each of the specific items that asked about their experiences with their counselors, most clients chose to agree with positive evaluations (see Figure 5).



Approximately 79% of clients agreed, either “somewhat” or “strongly”, that their counselors understood their needs. Further, approximately 76% of clients indicated with satisfaction that their counselors were easy to contact, and 87% of clients agreed that their counselors treated them with respect.



Overall assessment of Vocational Rehabilitation counselors tended to vary by region of services received. Clients from the Northern region were more likely to “strongly agree” that their counselors understood their needs (66.9%) compared to clients from the Southern region (55.1%; see Figure 6). Clients from the Northern region were more likely to “strongly agree” that their counselors were easy to contact (63%) compared to clients from the Southern region (48.7%; see Figure 6). Clients from both the Rural and Northern regions were more likely to “strongly agree” with being treated with respect by their counselors (76% and 82%, respectively) compared to clients from the Southern region (70%; see Figure 6).

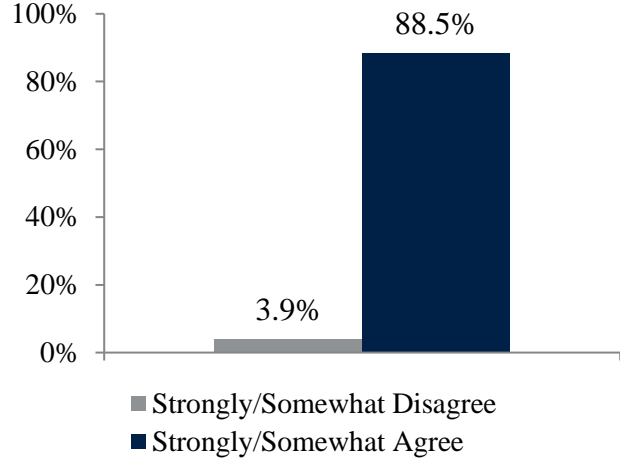


## Other Rehabilitation Staff Members

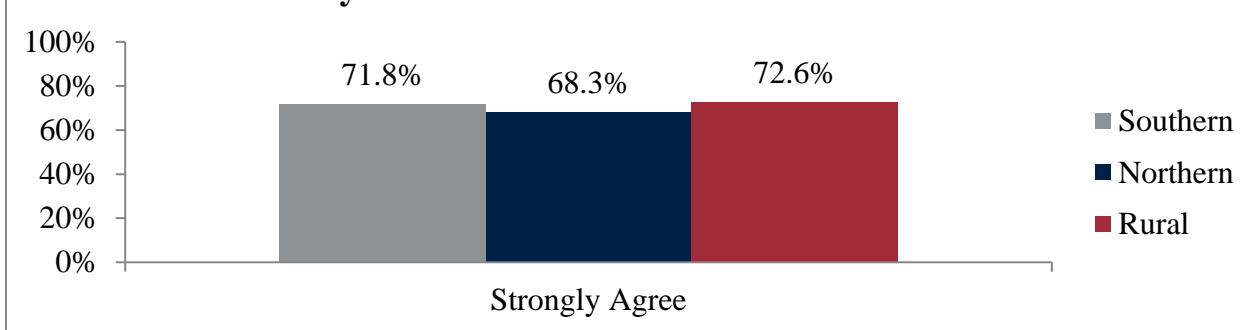
Clients were equally happy with **other** Rehabilitation staff members. Approximately 88.5% of clients agreed, either “strongly” or “somewhat,” that they were satisfied with the way other Vocational Rehabilitation Staff treated them, whereas only 3.9% of clients disagreed (see Figure 7).

Clients from the Northern and Rural regions indicated that they “strongly agreed” that they were satisfied with the way other staff members treated them (63% and 61%, respectively), a higher percentage than those clients from the Southern region (52%; see Figure 8).

**Figure 7: Satisfied with way Treated by Other Vocational Rehabilitation Staff**



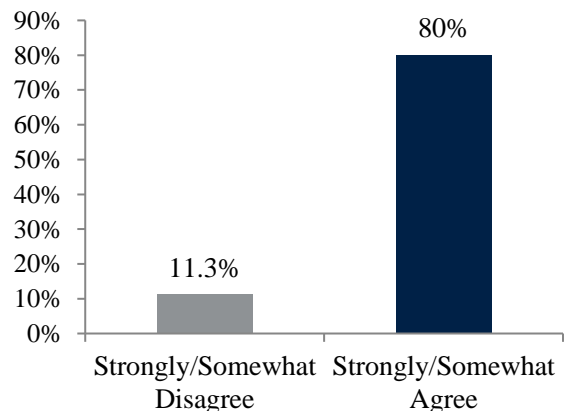
**Figure 8: Regional Differences in Satisfaction with Treatment by Other Rehabilitation Staff Members**



## Program Recommendation

All clients were asked about their agreement or disagreement with a statement regarding a recommendation of the program’s services to other people. Overall, 80% of clients said that they would recommend Nevada’s Vocational Rehabilitation services to other people who may need it (see Figure 9). Approximately 11% said they would not recommend it, and 8% were non-committal (i.e., “neither agree nor disagree”). There were regional

**Figure 9: Would Recommend Vocational Rehabilitation Services to Others in Need**



differences in the likelihood to indicate “strongly agree” to recommending services to other people, with clients in the Northern and Rural regions being more willing to recommend services (72% and 66%, respectively) compared to clients in the Southern region (60%).

## **Client Reactions and Suggestions**

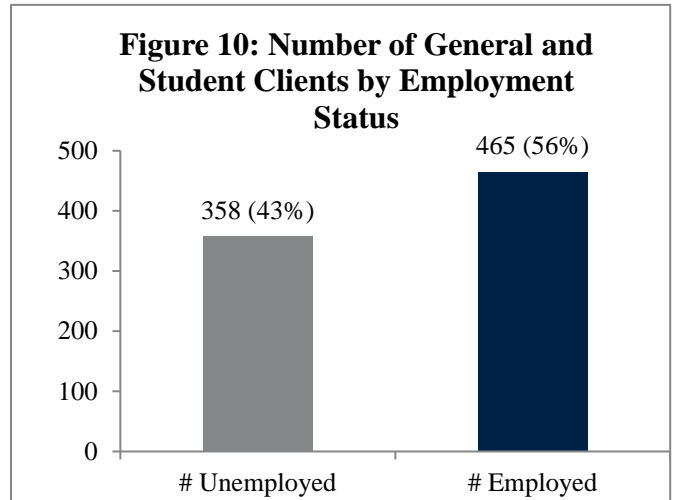
Survey respondents were given the opportunity to comment on what they were most and least satisfied with in the program. Common response themes provided by the clients are summarized in Appendix F. Typical responses for what they were most satisfied with were feeling as though they were treated with dignity and respect, the speed of the process, and the quality of training and assistance options. Typical responses for what they were least satisfied with included feeling as though the processes were confusing or disorganized, the lack of follow-up, and job quality and/or placement options.



# Results: General Client and Student Only

## Currently Employed Clients

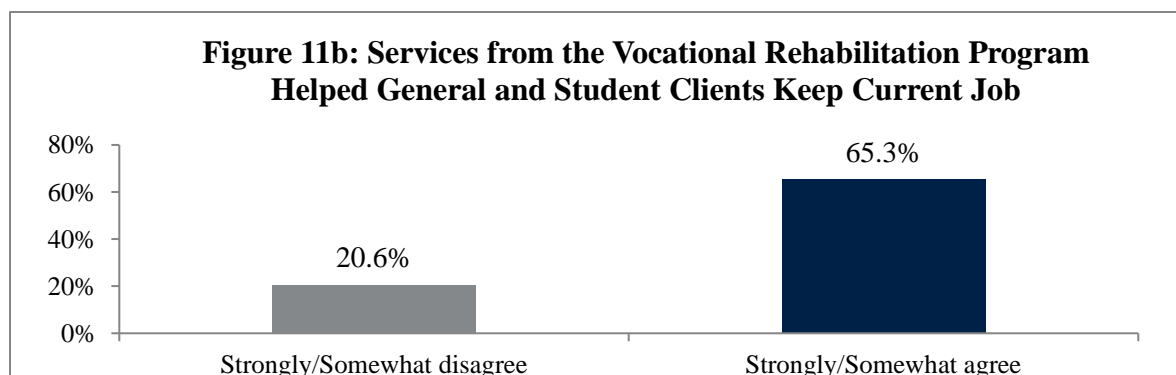
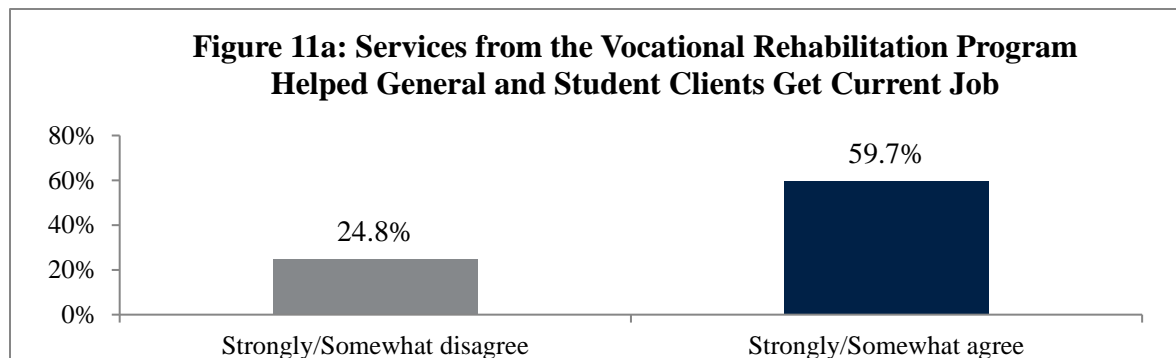
Fifty-six percent of all clients reported they were employed at the time of data collection. Roughly the same number of females (56%) and males (57%) reported that they were currently employed (see Figure 10). Of those who were employed, 47% said that they got their current job as a result of the services they received from the Vocational Rehabilitation Program.



## General Employment History

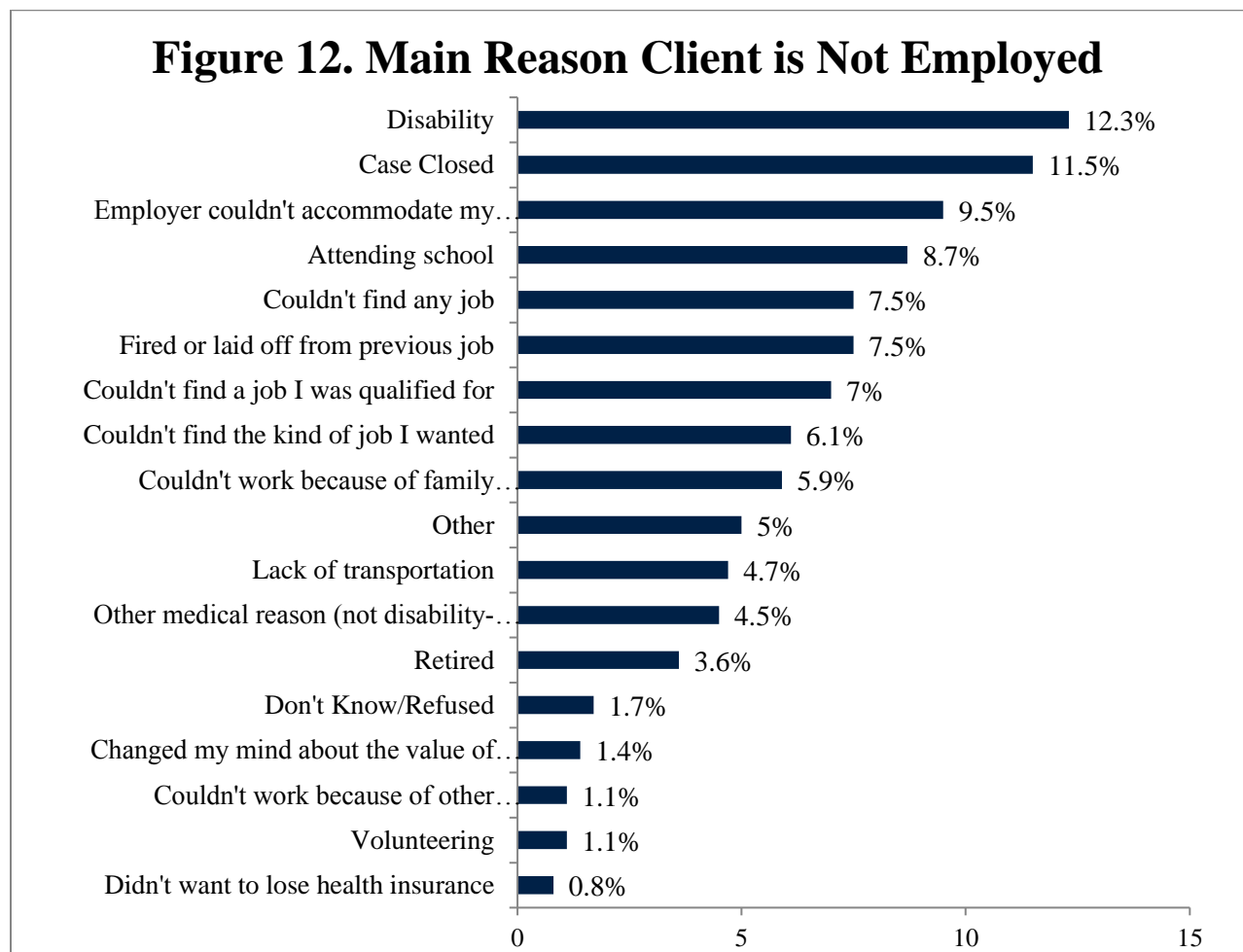
### Current Employment

Of the currently employed general and student clients, 59.7% (n = 274) agreed that they got their current job as a result of the services they received from the Vocational Rehabilitation Program (see Figure 11a). Additionally, of the currently employed and general student clients, 65.3% (n = 298) agreed that they have been able to keep their current job as a result of the services they received from the Vocational Rehabilitation Program (see Figure 11b).



## Currently Unemployed Clients and Students

Clients who were not employed were given a list of reasons for their unemployment status and asked to endorse the *main* reason they were unemployed (see Figure 12). The largest percentage of clients (12.3%) reported that they were unemployed due to their disabilities. Approximately 12% of clients were unemployed because their cases were closed. Approximately 10% indicated that their employers could not accommodate their disabilities. Smaller percentages of clients reported being unemployed because they were attending school (9%), they couldn't find any jobs (8%), they were fired or laid off from their previous jobs (8%), or they couldn't find jobs that they were qualified for (7%). A small percentage of respondents (5%) indicated “other” responses as to the main reason why they were currently not employed, such as, discrimination by employers because of their criminal history or their disability, their counselor or case manager failed to help them or fulfill their expectations, or quitting their job for some other reason not already provided (e.g., did not like boss, moved).



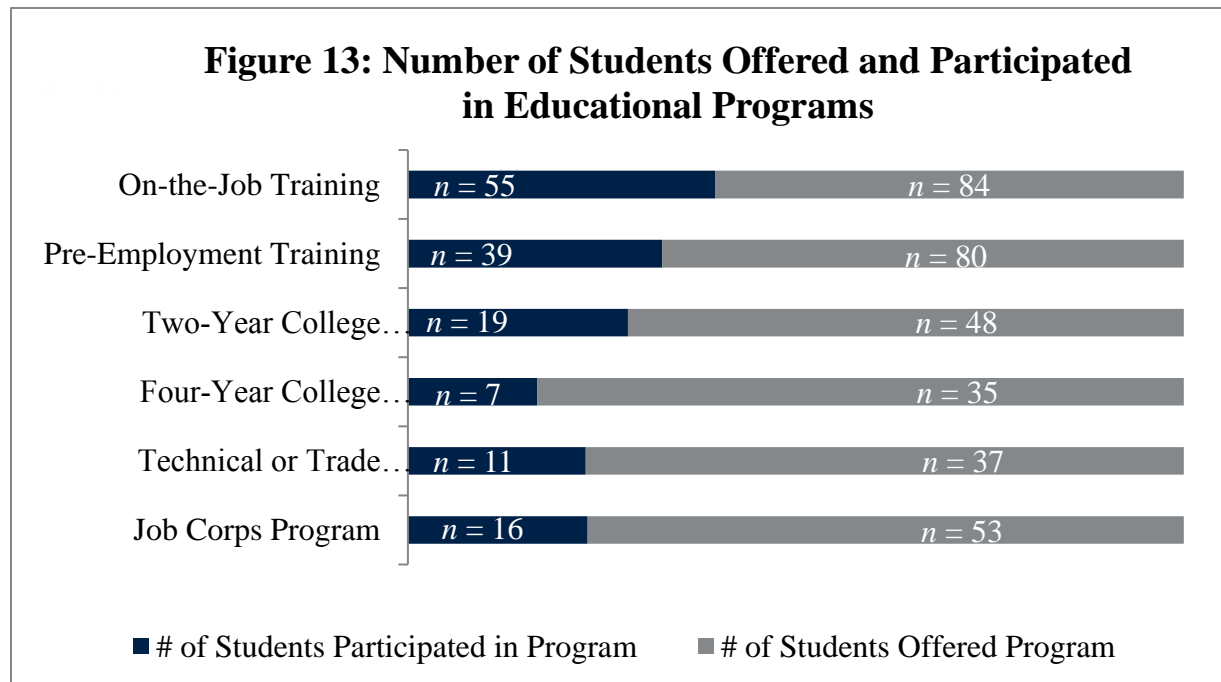
# Results: Transition Student Population

## Experiences with Other Educational Programs

Students were asked about their enrollment and satisfaction in a total of six different educational programs: (1) Technical or Trade School Program, (2) On-the-Job Training, (3) Two-Year College Degree Program, (4) Four-Year College Degree Program, (5) Job Corps Program, and (6) Pre-Employment Training Services. Each of the educational programs had sample sizes too small to allow summary analyses by weighted percentages. In addition, the use of weighted statistics to make comparisons between groups, such as gender, age, and region, is not appropriate, as these descriptions will not be accurate. Below is an overall summary of experience with these programs by non-weighted frequencies (N). Due to the small sample sizes, both weighted percentages and summary analyses regarding between-group comparisons are excluded from this text.

### *Technical or Trade School Program*

Thirty-seven students (22 males and 15 females) reported being offered the opportunity to participate in a technical or trade school program (see Figure 13). Of the students who were offered the opportunity, eleven reported participating in a technical or trade school (see Figure 13). Students participating in a technical or trade school program comprised of seven males and four females.



### ***On-the-Job Training Program***

Eighty-four students (52 males and 32 females) reported being offered the opportunity to participate in an on-the-job training program (see Figure 13). Of the students who were offered the opportunity, 55 reported participating in on-the-job training program (see Figure 13). Students participating in on-the-job training program were comprised of 33 males and 22 females.

### ***Two-Year College Degree Program***

Forty-eight students (30 males and 18 females) reported being offered the opportunity to participate in a two-year college degree program (see Figure 13). Of the students who were offered the opportunity, 19 students reported participating in a two-year degree program (see Figure 13). Students participating in a two-year college degree program were comprised of 14 males and five females.

### ***Four-Year College Degree Program***

Thirty-five students (22 males and 13 females) reported being offered an opportunity to participate in a four-year college degree program (see Figure 13). Of the students offered the opportunity, seven reported participating in a four-year college degree program (see Figure 13). Students participating in four-year college degree program comprised of six males and one female.

### ***Job Corps Program***

Fifty-three students (31 males and 22 females) reported being offered an opportunity to participate in a Job Corps program (see Figure 13). Of the students offered the opportunity, 16 reported participating in a Job Corps Program (see Figure 13). Students participating in Job Corps Program comprised of nine males and seven females.

### ***Pre-Employment Training Services***

Eighty students (50 males and 30 females) reported being offered the opportunity to participate in pre-employment training services. Of the students who were offered the opportunity, thirty-nine reported participating in pre-employment training services. Students participating in pre-employment training services comprised of 22 males and 17 females.

Of all of the programs offered to students, the On-the Job-Training Program had the highest percentage of participation at 65% (55 of 84 offered the opportunity to participate; see Figure 13). The Two-Year College Degree Program had a 39.5% participation rate (19 of 48), the Four-Year College Degree Program had a 20% participation rate (7 of 35), the Job Corps Program had a 30% participation rate (16 of 53), the Technical or Trade School Program had a 30% participation rate (11 of 37; see Figure 13), and the Pre-Employment Training Services Program had a 49% participation rate (39 of 80).

# **Appendix A: Post- Weighting Methodology**

## Post-Weighting Methodology

Surveys are conducted to obtain a representative sample of the population. However, due to the nature of any sampling process, over-sampling some categories and under-sampling others is more likely to occur. In other words, the way a certain characteristic (such as region, sex, age etc.) of the sample is distributed may differ from the way it is distributed in the population, which introduces bias into any estimate you may obtain from the sample data. To correct for these biases mathematically and to restore the population's region, sex, age, and racial distribution in the sample, post-stratification weighting must be conducted. The post-stratification adjustment forces the sampling weights within each post stratum (region, sex, age, and race in the Division sample) to the known Division population distribution. Post-stratification improves the precision of the sample estimators and serves as a correction for non-response and under-coverage error, which consequently induce a relative reduction in bias.

Un-weighted rates from the survey are not influenced by the stratum, sex, age, and racial distributions in the population. In particular, by using un-weighted rates, it is assumed implicitly, that every single person in the survey represents one and only one person in the whole population (which is not the case!). For example, if people of the age 18-24 were underrepresented in the survey, after adjusting for stratum, sex and age, these people of the age 18-24 years old will be granted a higher weight in order to overcome such under representation in the survey to account for differing distributions of stratum, sex and age within the entire population. So, to compensate for over-representation and/or under-representation in the sample, *weighted rates* must be used.

$$W = \frac{P_p}{P_s}$$

The formula for the weights is:  $\frac{P_p}{P_s}$  where  $P_p$  is the population proportion, and  $P_s$  is the sample proportion. The formula was used on the cell proportion from tables indicating the size of particular subpopulations based on known demographic characteristics (e.g., White males aged 18 – 24 living in Southern Nevada). After post-stratification, the weighting assured that the representation of certain subpopulations corresponded to figures from the population.

# **Appendix B: Satisfaction Survey**

## Vocational Rehabilitation Satisfaction Survey

### Introduction 1:

Hello, my name is [name] from the University of Nevada. I am calling on behalf of the Nevada Vocational Rehabilitation Division for [respondent]. Each year we call clients who worked with vocational rehabilitation counselors to receive help with training or finding a job. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor.

This information is confidential and [his/her] name will not be given to anyone. [His/Her] responses will be combined with information from other clients and given to the Nevada Vocational Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people. The questions are brief, and should only take about 10 minutes to complete. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

### May I speak to [respondent]?

- 1 – R is available (Informant answered phone, transfer to R) (**skip to Introduction 1**)
- 2 – R is speaking (respondent answered phone) (**skip to Introduction 4**)
- 3 – R is deaf (**skip DEAF**)
- 4 – Call back set by Informant
- 5 – Caregiver/Parent/Guardian will complete survey for R (**skip to Introduction 3**)
- 6 –R unable to complete survey by phone OR WEB
- 7 – Wrong number (IWER: Verify phone number) (**skip to Verify Phone**)
- 8 –Language Barrier
- 9 – Refused
- 10 – Eligible respondent away for duration

### If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:

**If person says they did not receive services, PROBE:** We show that you received services from the Rehabilitation Division between 10/1/15-9/30/16 (READ: October 1<sup>st</sup>, 2015 and September 30<sup>th</sup>, 2016).

By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, an independent living plan, counseling, evaluation, advice, or a product. Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

**If person says they have never heard of DETR or Rehabilitation Division, PROBE:** The Rehabilitation Division provides services for people with disabilities to help enable them to



work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

**Introduction 2:**

Hello, my name is [name], and I'm calling from the University of Nevada on behalf of the Nevada Vocational Rehabilitation Division. Every year, we contact clients who worked with our vocational rehabilitation counselors and received help with training or finding a job. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. The questions are brief, and should only take about 10 minutes to complete. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

**Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online." Say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"**

**If respondent says that they already did it on the web, thank them, and code out as 4.**

- 1 – Yes (skip to Condition Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 8 – R unable to complete survey by phone OR WEB
- 9 – Refused

**If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:**

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/15-9/30/16 (READ: October 1<sup>st</sup>, 2015 and September 30<sup>th</sup>, 2016).

By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, an independent living plan, counseling, evaluation, advice, or a product. Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

**If person says they have never heard of DETR or Rehabilitation Division, PROBE:** The Rehabilitation Division provides services for people with disabilities to help enable them to

work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

**Introduction 3:**

Every year, we contact clients who worked with our vocational rehabilitation counselors and received help with training or finding a job. Over the course of this interview, please respond as if you were the client receiving services from the Nevada Vocational Rehabilitation Division. We would like to know about how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. Again, please respond to the questions as if you were the client receiving services from our vocational rehabilitation counselors. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

**Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online" say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"**

**If respondent says that they already did it on the web, thank them, and code out as 4.**

- 1 – Continue (skip to Condition Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 9 – Refused

**If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:**

**If person says they did not receive services, PROBE:** We show that you received services from the Rehabilitation Division between 10/1/15-9/30/16 (READ: October 1<sup>st</sup>, 2015 and September 30<sup>th</sup>, 2016).

By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, an independent living plan, counseling, evaluation, advice, or a product. Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

**If person says they have never heard of DETR or Rehabilitation Division, PROBE:** The Rehabilitation Division provides services for people with disabilities to help enable them to

work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

**Introduction 4:**

Okay, as I mentioned, I am calling from the University of Nevada on behalf of the Nevada Vocational Rehabilitation Division. They would like to know about how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. The questions are brief, and should only take about 10 minutes to complete. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

**Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online" say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"**

**If respondent says that they already did it on the web, thank them, and code out as 4.**

- 1 – Yes (skip to Condition Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 8 –R unable to complete survey by phone OR WEB
- 9 – Refused

**If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:**

**If person says they did not receive services, PROBE:** We show that you received services from the Rehabilitation Division between 10/1/15-9/30/16 (READ: October 1<sup>st</sup>, 2015 and September 30<sup>th</sup>, 2016).

By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, an independent living plan, counseling, evaluation, advice, or a product. Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

**If person says they have never heard of DETR or Rehabilitation Division, PROBE:** The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

### Condition Check

Before we begin, do you have any condition that makes it difficult for you to complete this interview over the telephone?

- 1 - Yes (read probe below) (**skip to DEAF/CONDITION or Offer Web Information**)
- 2 - No (continue with interview) (**skip to Inf1**)
- 3 - No condition but don't want to do it over the phone (read probe below) (**skip to Web Information**)

**Interviewer: Before choosing option 1 or 3, say "Well it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?" If respondent still says they would like to do it over the web, choose 3, if they want to continue the interview choose 2, not 1.**

### DEAF/CONDITION:

**Interviewer: Read if informant is saying that respondent is deaf or other cognitive condition that makes it difficult for him/her to complete survey over the phone.**

[He/She] might be able to fill out the survey online at <http://dhs.unr.edu/crda/client>, <http://dhs.unr.edu/crda/student>, <http://dhs.unr.edu/crda/oib> and enter case ID #[case id].

- 1 – Continue to memo

### Web Information:

Okay, you can fill out the brief survey online at <http://dhs.unr.edu/crda/client>, <http://dhs.unr.edu/crda/student>, <http://dhs.unr.edu/crda/oib> and enter case ID #[case id].

- 1 – R has known disability or is deaf, gave web address
- 2 – R not deaf or has no other known disability, gave web address (**Will call back if it's not completed online in one week**)
- 3 – R unable to complete survey by phone OR WEB

### Verify Phone:

Let me verify your phone number, is this [primary phone] or [secondary phone]?

- 1 – Yes
- 2 – No (**skip to Dial Screen**)

### Answering Machine:

Hello, my name is [name] from the University of Nevada. I am calling on behalf of the Nevada Vocational Rehabilitation Division, to gather information about its services, particularly [respondent]'s experiences with the vocational rehabilitation counselor. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor.

This information is confidential and [his/her] name will not be given to anyone. Please call us

back to complete this brief 10 minute survey at 1-800-929-9079 (for local 784-6412), Monday through Friday 10am to 9pm, Saturday 10am to 5pm or Sunday 10am to 5pm, and refer to client #[case id]. Or, you can fill out the brief survey online at [www.crda.unr.edu/client](http://www.crda.unr.edu/client), and reference client ID #[case id]. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Thank you for your time, and we look forward to hearing from you.

- 1 – Message Left
- 2 – No Message Left

**Offer Web Information:**

If you would prefer, you can complete this interview online. Would you like me to give you the website address and a user ID so that you can complete the interview this way?

- 1 – Yes (**skip to Web Information**)
- 2 – No, Continue over the phone (**skip to Inf1**)
- 8 –R unable to complete survey by phone OR WEB
- 9 – No, Refused survey

**SECTION 1: SATISFACTION WITH VOCATIONAL REHABILITATION PROGRAM**

The first set of questions asks about your satisfaction level with the Vocational Rehabilitation Division. For each of the following questions, please rate your level of satisfaction on a scale of one to five where ONE is very dissatisfied, TWO is somewhat dissatisfied, THREE is neither dissatisfied nor satisfied, FOUR is somewhat satisfied, and FIVE is very satisfied. The first question is...

**Q1:** Overall, how dissatisfied or satisfied are you with the services you received from the Vocational Rehabilitation Division?

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**Q2:** Overall, how dissatisfied or satisfied are you with the timeliness of the services you received from the Vocational Rehabilitation Division?

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**Q3:** How dissatisfied or satisfied are you with the **amount of choice** you had in your **vocational or rehabilitation** goals or services?

**PROBE IF NECESSARY:** By rehabilitation goals I mean those goals related to finding employment, transitioning to school, or being able to live **at home** independently.

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**Q4a (Client only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you get or keep a job?

**Q4b (Transition Student only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you get a job or go to school?

**Q4c (OIB only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you to live independently **at home**?

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**Q5...:** I am going to read you some statements about your experiences with the Vocational Rehabilitation Program that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...

**RE-READ ONLY IF NECESSARY**

- 1 – Strongly Disagree
- 2 – Somewhat Disagree
- 3 – Neither Disagree nor Agree
- 4 – Somewhat Agree
- 5 – Strongly Agree

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**Q5a:** My counselor was understanding of my needs.

**Q5b:** My counselor or tech was easy for me to contact.

**Q5c:** I was informed of my rights to appeal the Vocational Rehabilitation's decision.

**Q5d:** I was aware of the Client Assistance Program.

**Q5e:** My **counselor** treated me with respect during the vocational rehabilitation process.

**Q5f:** Vocational Rehabilitation **support** staff, such as a rehab technician or a front desk receptionist, treated me with respect.

**Q5g:** I **helped plan** the services I received.

**Q5h:** I would recommend Nevada's Vocational Rehabilitation services to others.

**SECTION 3: CURRENT EMPLOYMENT (FOR GENERAL CLIENTS AND STUDENTS ONLY)**

**Inf3:** The next section asks about your employment history.

**Q7:** Not including training or a community-based assessment, are you currently employed?

**READ IF NECESSARY:** A community based assessment is a work assessment within a job site where the individual is assigned to various job duties during which work habits, skills, and abilities are evaluated to determine the best job fit for the individual.

**NOTE FOR INTERVIEWER ONLY IN CASE R ASKS ABOUT TRIAL WORK:**

Community based assessment services include things like trial work experiences and assessments of one's behavior on the job. Trial work experiences are different from on-the-job-

training and include situations where you are paid by the Vocational Rehabilitation program while doing work for another employer.

**READ IF NECESSARY:** Training refers to imparting information or instructions about a job to help a recipient attain a required level of knowledge or skill.

- 1 – Yes (**Skip to Q7b**)
- 2 – No (**Skip to Q9**)

**DO NOT READ**

- 8 - Don't Know (**skip to Q12**)
- 9 - Refused (**skip to Q12**)

**Q7b:**

Did you get your **current job** as a result of the services you received from the Vocational Rehabilitation Program?

- 1 - Yes (**continue to Q8**)
- 2 - No (**continue to Q8**)

**DO NOT READ**

- 8 - Don't Know (**skip to Q12**)
- 9 - Refused (**skip to Q12**)

**SECTION 4: CURRENT EMPLOYMENT BENEFITS (FOR GENERAL CLIENTS AND STUDENTS ONLY)**

**Inf4:** The next section asks about your current employment and benefits.

**Q8...:** I am going to read you some statements about your job that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...

**Q8a:** The Vocational Rehabilitation Program provided me with the **services** I needed to GET the job that I have now.

**Q8b:** The Vocational Rehabilitation Program provided me with the **services** that I need to KEEP the job that I have now (**skip to Q12**)

**RE-READ ONLY IF NECESSARY**

- 1 - Strongly disagree
- 2 - Somewhat disagree
- 3 - Neither disagree nor agree
- 4 - Somewhat agree



5 - Strongly agree

**DO NOT READ**

8 - Don't Know

9 – Refused

**Q9:** What is the MAIN REASON you are not currently employed? Please allow me to read the entire list before answering, and choose ONLY ONE response.

**READ**

1 - Attending school

2 - Volunteering

3 - Employer could not accommodate my disability

4 - Fired or laid off from previous job

5 - Could not find any job

6 - Could not find the kind of job I wanted

7 - Could not find a job I was qualified for

8 - Lack of transportation

9 - Could not work because of family commitments

10 - Could not work because of other commitments

11 - Did not want to lose health insurance from another source

12 - Changed my mind about the value of working

13 - Retired

14- Case was closed

**DO NOT READ**

77 - Other (specify)

78 – Disability

79 - Other medical reason (not disability-related)

88 - Don't Know

99 - Refused

**INTERVIEWER NOTE: Read 78 and 79 ONLY if respondent mentions their disability as a reason for not working; but be sure to read BOTH 78 and 79, PROBE: "So would the MAIN reason you are not currently employed be because of your disability or some other medical reason not disability related?"**

THIS SPACE IS ONLY FOR CODE 77, "OTHER" SPECIFY:

[\_\_\_\_\_](50 characters)

**SECTION 4 Continued (STUDENT only): EDUCATIONAL PROGRAMS**

**Transition Student Survey Specific Questions**

**(NOTE: There are no specific questions for general clients or OIB clients other than the Q4a and Q4c.)**

**Inf3**

**For the next set of questions, I'm going to read you a list of educational programs.**

**Q10:** Please indicate with a simple "yes" or "no" whether you were **EVER OFFERED** an opportunity by the Vocational Rehabilitation Staff to participate in any of the following programs?

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

- a. Technical or trade school, such as electrician, construction, dog grooming, or cosmetology.
- b. On-the-job training
- c. Two-year college degree
- d. Four-year college degree
- e. Job Corp (PRONOUNCE "core")
- f. Pre-Employment Training Services from Vocational Rehabilitation or from one of their approved providers (such as job exploration counseling, counseling regarding post-secondary education programs, work based learning experiences, or work readiness training)?

**Q11:** Did you participate in \_\_\_(name of program)\_\_\_?

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

- a. Technical or trade school (**ask only if Q10a = 1**)
- b. On-the-job training (**ask only if Q10b = 1**)
- c. two-year college degree (**ask only if Q10c = 1**)
- d. four-year college degree (**ask only if Q10d = 1**)
- e. Job Corps (PRONOUNCE "core") (**ask only if Q10e = 1**)
- f. Pre-Employment Training Services from Vocational Rehabilitation or from one of their approved providers? (**ask only if Q10f = 1**)

**SECTION 5: NEEDED IMPROVEMENTS AND POSITIVE ASPECTS**

**Q12:** Based on your own experiences with the vocational rehabilitation program, what are you **most satisfied** with?

- 1 - To answer (specify)  
2 - No comments

**Q13:** Based on your own experiences with the vocational rehabilitation program, what are you **least satisfied** with?

- 1 - To answer (specify)
- 2 - No comments

## **SECTION 6: DEMOGRAPHICS**

Gender (provided by survey-needed for weighting)  
Age (Birthdate provided by survey-needed for weighting)  
Race (provided by survey-needed for weighting)  
Zip code (provided by survey-needed for weighting)  
Education level (Q14 ADDED May 7, 2016)  
Household income level (Q15 ADDED May 7, 2016)  
Disability code (provided by division)

**Q14?** What is the highest grade or year of school you completed?

### **Read only if necessary:**

- 1 Never attended school or only attended kindergarten
- 2 Grades 1 through 8 (Elementary)
- 3 Grades 9 through 11 (Some high school)
- 4 Grade 12 or GED (High school graduate)
- 5 College 1 year to 3 years (Some college or technical school)
- 6 College 4 years or more (College graduate)
  
- 8 Don't Know
- 9 Refused

**Q15?** Is your annual household income from all sources—

### **If respondent refuses at ANY income level, code '99' (Refused)**

#### **Read only if necessary:**

- 0 4 Less than \$25,000 If "no," ask 05; if "yes," ask 03  
(\$20,000 to less than \$25,000)
- 0 3 Less than \$20,000 If "no," code 04; if "yes," ask 02  
(\$15,000 to less than \$20,000)
- 0 2 Less than \$15,000 If "no," code 03; if "yes," ask 01  
(\$10,000 to less than \$15,000)
- 0 1 Less than \$10,000 If "no," code 02
- 0 5 Less than \$35,000 If "no," ask 06  
(\$25,000 to less than \$35,000)

0 6 Less than \$50,000 If “no,” ask 07  
(\$35,000 to less than \$50,000)

0 7 Less than \$75,000 If “no,” code 08  
(\$50,000 to less than \$75,000)

0 8 \$75,000 or more

Do not read:

7 7 Don’t know / Not sure

9 9 Refused

**Closing Statement:**

Those are all the questions I have. **If you need to reapply or need additional services, please call 1-775-687-6860.** On behalf of the State of Nevada Vocational Rehabilitation Division, thank you for answering these questions. Have a nice day/evening. Goodbye.

**Interviewer: READ ONLY IF RESPONDENT HAS FURTHER QUESTIONS.** If you have any questions about this survey, you may call my supervisor toll-free at 1-800-929-9079 or 1-775-784-6421.

1 - To continue

# **Appendix C: Cover Letter Invitations**

## Cover Letter Invitation to General Clients

December 21, 2016

Dear [Client],

The State of Nevada Vocational Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of individuals who have received our services. Every year, we contact people who worked with our vocational rehabilitation counselors and received help with training, finding a job, or going from school to work or post-educational activities. We are interested in knowing your opinions about the Vocational Rehabilitation Division, its services, and its employees, in order to improve our services in the future. Whether you feel that the service you received from the Vocational Rehabilitation Division was good or bad, we would like to find out what you think. There is no such thing as a right or wrong answer; we are only interested in your opinion.

All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Vocational Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Vocational Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Vocational Rehabilitation Division processes based upon your input.

As an incentive, the Vocational Rehabilitation Division is holding a drawing for four prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno, Center for Research Design and Analysis, and will include brief questions about your experiences with the Vocational Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time. Remember, to be eligible for the VISA gift card you must participate in the survey.

If you would like more information about the survey, you may call 1-800-929-9079. If you would like to take the survey on the Internet instead, please take a moment to go to this web address: <http://dhs.unr.edu/crda/client>. This website also contains some Frequently Asked Questions (FAQs) about this study. The web-based survey also takes only about 10 minutes to complete. When you get to the website, the survey will ask you to enter your User ID number. Thank you in advance for your participation. Your User ID is 00000.

Sincerely,

Shelley Hendren,  
Administrator

## Cover Letter Invitation to OIB Clients

Dear [Client],

The State of Nevada Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of individuals who have received our services. Every year, we contact people who worked with our rehabilitation counselors and received help from our programs or activities. We are interested in knowing your opinions about the Rehabilitation Division, its services, and its employees, in order to improve our services in the future. This includes the Older Individuals Who Are Blind Program, which is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work, but it is used more for independent living assistance with activities of daily living, for example, help with daily living skills and with mobility instruction.

Whether you feel that the service you received from the Rehabilitation Division was good or bad, we would like to find out what you think. There is no such thing as a right or wrong answer; we are only interested in your opinion. All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Rehabilitation Division processes based upon your input.

As an incentive, the Rehabilitation Division is holding a drawing for two prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno, Center for Research Design and Analysis, and will include brief questions about your experiences with the Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time. Remember, to be eligible for the VISA gift card you must participate in the survey. We will not base those who win on survey responses, only on your participation.

If you would like more information about the survey, you may call 1-800-929-9079 or go to <http://dhs.unr.edu/crda/client>. This website contains some Frequently Asked Questions (FAQs) about this study. If you call, please have this User ID available: 00000

Thank you in advance for your participation.

Sincerely,

Shelley Hendren,  
Administrator

## Cover Letter Invitation to Student Clients

Dear [Client],

The State of Nevada Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of students who have received our services. Every year, we contact individuals who worked with our rehabilitation counselors and received help with training, finding a job, or going from school to work or post-educational activities. We are interested in knowing your opinions about the Rehabilitation Division, its services, and its employees, in order to improve our services in the future. Whether you feel that the service you received from the Rehabilitation Division was good or bad, we would like to find out what you think.

As an incentive, the Rehabilitation Division is holding a drawing for six prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno. Center for Research Design and Analysis, and will include brief questions about your experiences with the Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time.

All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Rehabilitation Division processes based upon your input.

If you would like more information about the survey, you may call 1-800-929-9079. If you would like to take the survey on the Internet instead, please take a moment to go to this web address: <http://dhs.unr.edu/crda/client>. This website also contains some Frequently Asked Questions (FAQs) about this study. The web-based survey also takes only about 10 minutes to complete. When you get to the website, the survey will ask you to enter your User ID number. Thank you in advance for your participation. Your User ID is 00000.

Sincerely,

Shelley Hendren,  
Administrator



# **Appendix D: Website Information about Study**

## **Vocational Rehabilitation Survey**

### **About the Project**

The Department of Employment, Training and Rehabilitation (DETR) has enlisted the services of CRDA to help collect assessment information on client satisfaction of their services. Primarily, there are three surveys being conducted:

1. Vocational rehabilitation services
2. Transition student services
3. Services to the older individuals who are blind (OIB) program

The surveys are being conducted to assess the basic needs of individuals with disabilities who seek employment, are transitioning from school to work or work to school, or need independent living assistance, and to assess or determine if new or modified services are needed in the future. For your participation, you will also be entered into a drawing for a chance to receive one of four prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

The Vocational Rehabilitation Survey (General Client Survey) determines satisfaction with vocational rehabilitation services and gathers basic information on consumer needs and barriers to employment.

### **Areas Covered in the Vocational Rehabilitation Survey**

- Mobility
- Communication
- Self-care
- Interpersonal skills
- Work tolerance (e.g., length of time person is able to work in work conditions and ability to perform functions in a work setting)
- Demographics

### **Sample Letter**

View a copy of a sample letter which was sent to you. [\[link\]](#)

### **About The Department of Employment, Training and Rehabilitation (DETR)**

The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Division also provides disability determinations for individuals who claim benefits under the Social Security Disability program. The Rehabilitation Divisions

vision is that of a barrier-free future where every individual in Nevada has equal vocational and independent living opportunity.

Vocational Rehabilitation is a state and federally funded program that helps eligible people with disabilities become employed. An individual is eligible if they:

1. Have a physical or mental impairment which constitutes or results in a substantial impediment to employment; and can benefit in terms of an employment outcome from vocational rehabilitation services.
2. Require vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice.

## **About The Center for Research Design and Analysis CRDA**

The Center for Research Design and Analysis (CRDA) is an academically-based, multidisciplinary research institute under the Vice President for Health Sciences at the University of Nevada, Reno. The institution, that was formerly known as Senator Alan Bible Center for Applied Research (SABCAR) and is now known as the Center for Research Design and Analysis (CRDA) was originally established in 1959 as the Bureau of Governmental Research. The Center's mission is to provide the most valid and reliable data possible across a broad spectrum of data collection protocols and analysis activities. Since 1959 we have completed hundreds of random digit dial survey research projects ranging from sample sizes of 600 to 6000+ interviews.

CRDA utilizes a wide range of data collection techniques for telephone, mail, and internet surveys. These techniques include a state-of-the-art computer-assisted telephone interview (CATI) system and computer-assisted personal interview (CAPI) systems. In addition, the center uses TELEFORM, a sophisticated questionnaire design software used to fully automate large scale questionnaire mail-out projects. The Center's staff provide expertise in survey research, psychometrics, univariate and multivariate statistical analysis, research design, sampling, mathematical modeling, and program evaluation. Many of the Center's research projects are aimed at solving problems and providing data and information to state and federal agencies for use in program planning and resource allocation. The Center also provides in-house research support to faculty, students, and community-based groups.

# **Appendix E: List of Nevada Areas Called**

## **Listing of Nevada Areas Called for Satisfaction Surveys**

### **Southern Nevada**

Boulder City  
Henderson  
Las Vegas  
Laughlin  
Mesquite  
North Las Vegas  
Pahrump

### **Northern Nevada**

Carson City  
Reno  
Sparks  
Sun Valley  
Washoe Valley

### **Rural Nevada**

Battle Mountain  
Carlin  
Dayton  
Elko  
Ely  
Fallon  
Fernley  
Gardnerville  
Goldfield  
Hawthorne  
Lovelock  
McGill  
Minden  
Moundhouse  
Owyhee  
Ruth  
Silver Springs  
Spring Creek  
Stage Coach  
Wadsworth  
Wellington  
Wells  
Winnemucca  
Yerington

# **Appendix F: Open- Ended Response Themes**

## **“Based on your own experiences with the vocational rehabilitation program, what are you most satisfied with?”**

### **Treating clients with respect and dignity**

- *The fact that they treated me like a person and were respectful of my circumstances. I felt down when I lost my job but they were very positive.*
- *The way my counselor and her assistant kept me informed with emails. They are always checking up with me, even after I got a job.*
- *The way my counselor has worked with me with my new job and the way they worked with me on new health limitations. They also got me new equipment.*
- *When I made a complaint, it was taken seriously. My new counselor bent over backwards to help me.*

### **Speed of the process**

- *The promptness and the quality of the program.*
- *The whole process, the timeliness and friendliness.*
- *They were very responsive and very helpful. They helped me to be as independent as possible, no real lags in time, and very easy to interact with.*
- *The quickness I got a job under [name removed]. She found a pretty good job, was very helpful, and got me everything I needed right away.*

### **Quality of training and assistance options**

- *I was satisfied with being in the job training classes. They were very respectful and they helped me prepare for the job interview.*
- *Training had a lot of options.*
- *They helped me with a lot of things. I got help with teeth/dental work, job coaches, got to train in a California location, and I got help with my resume.*
- *That I got the training I needed.*

## **“Based on your own experiences with the vocational rehabilitation program, what are you least satisfied with?”**

### **Confusing processes or disorganization**

- *I was strung through the system for no reason. It was an unorganized system where the left hand didn't understand what the right hand was doing.*
- *Organization. A lot of people to deal with. The receptionist didn't know why I was there and it take 45 mins to see counselor.*
- *How unorganized it was. When you needed something, they were not there to help you get it. They should have been more organized.*
- *I expected them to be more prepared to help people with a disability who also have a felony.*

### **Too few follow-ups**

- *With the communication between me and the counselor. The counselor dropped me from the program when I had a medical problem.*
- *How it ended: I figured there'd be more communication and check-ins with my counselor.*
- *I could've gotten a little more help from the woman helping me with my job. I didn't get too much follow up on it.*
- *The time limit and not giving a re-evaluation.*

### **Job quality and/or placement**

- *The move to another job. It's pretty much a dead-end, but it's a job*
- *I did not end up with a job.*
- *I felt like the services they offered were not a good match with the job market. They kept encouraging me to take minimum wage jobs and you can't live on that. I felt like they were discouraging me from seeking a job in my area and were encouraging me to move to Sacramento to find a job.*
- *Not getting a job. I was hoping they would guide me a little more. It seemed like they didn't want to be hard on me, but I needed that.*