

Consumer Perspective of Vocational Rehabilitation (VR) Services



FFY 2016 Survey Highlights

DARS Division of Rehabilitative Services

The Division of Rehabilitative Services (DRS) offers vocational rehabilitation to assist people with disabilities to prepare for, secure, retain or regain employment.

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FFY 2016 SURVEY HIGHLIGHTS FOR DRS SERVICE

The State Rehabilitation Council (SRC) works in partnership with the Department for Aging and Rehabilitative Services (DARS) to assess consumers' perspective of services received through the Division of Rehabilitative Services (DRS). The survey captures feedback from consumers during service delivery [post Individualized Plan for Employment (IPE) but prior to Employment].

FFY 2016 survey data were examined from the perspective of consumers' self-reported level of agreement with plans for reaching their job goal. The focus of the examination was twofold: a) learn what consumers who agree with their plans see happening to them in terms of movement towards their job goal and b) gain a better understanding of issues encountered during service delivery. Key points are provided below.

- **DRS counselors' helpfulness was evident to consumers who reported they had agreed with counselors on a plan for reaching their job goal.**
 - They were more likely to report specific connections being made to help them.
 - They appeared to be more conscious of their role (self-advocacy/self-assessment/responsibility) in the VR process.
- **All consumers (regardless of level of plan agreement) were more likely to mention needs related to aspects of job preparation and training/education to help them move closer to their job goal.**
 - While small in number, additional needs shared by consumers who reported they had not agreed on a plan suggested their desire for more help and communication differentiated them from those who reported they had agreed on a plan.

Highlights for each group are provided on the following pages. One interesting side note is that 69 percent (353/515) of DARS consumer survey respondents who report they have agreed on a plan close with a successful outcome (based on available survey and closure data from FFY 2014 to FFY 2016).

Detailed tables and survey methodology for FFY 2016 are provided at Appendices A and B. An overview of survey ratings since implementation of the current survey model is provided at Appendix C.

DRS COUNSELORS' HELPFULNESS WAS EVIDENT TO CONSUMERS WHO REPORTED THEY HAD AGREED WITH COUNSELORS ON A PLAN



Eighty-eight percent (n=118) of their comments about plan agreement suggested discussions had occurred with counselors or they were moving towards their job goal.



Ninety-two percent (n=314) of their best help received confirmed they were moving towards their goal. Job preparation, training/education, and counseling/support were mentioned more frequently.



Eighty-three percent (n=264) of needs mentioned for moving closer to their goal covered specific areas. Aspects of job preparation, training/education, and their role were mentioned more frequently.



Connections were evident to 88% (n=292) of consumers who had agreed on plans for reaching their job goal. Job coaches, programs, WWRC, training, vendor names and job leads were among connections mentioned.

DRS COUNSELORS' HELPFULNESS WAS NOT FULLY EVIDENT TO CONSUMERS WHO REPORTED THEY HAD NOT AGREED ON A PLAN

Consumers who reported they had not agreed on a plan

- Sixty-six percent (n=33) of their comments regarding plan agreement were related to: personal/staff concerns or no awareness/no discussion of a plan.
- Sixty-four percent (n=38) of the best help received covered specific areas. Job related preparation was included.
- Ninety percent (n=60) of needs covered specific areas. While small in number, a desire for aspects of job preparation and more help from staff was evident.
- Connections with people and services were not strong with only 18% (n=12) reporting their counselors were helpful.

Consumers who did not know whether they had agreed on a plan

- Thirty-eight percent (n=12) of their comments regarding plan agreement suggested they had discussed plans with counselors.
- Eighty-five percent (n=33) of the best help received covered specific areas. Job related preparation was included.
- Ninety-one percent (n=39) of needs covered specific areas. Similar to the other groups, a desire for aspects of job preparation was evident.
- Forty-four percent (n=19) reported their counselors were helpful in making connections with people and services.

COMMENTS PROVIDED INSIGHTS REGARDING PLANS AND CONNECTIONS



My counselor has helped me define and develop a plan and helped me reach some of the steps to that goal.

I've been working with an excellent job coach thanks to the connection through my counselor.

Almost no contact with counselor since goals were set up.

We're still in the process of deciding.

Have not called me at all since I got out of school.

He knows a lot of people that are willing to help me.

The DRS counselor has not taken any time to meet or review any connections for services.



KEY GROUPS WERE REPRESENTED AT ALL LEVELS OF PLAN AGREEMENT

	Agreed		Have not agreed		Do not know	
	N	%	N	%	N	%
Deaf or Hard of Hearing	29	9	7	10	3	7
Not Deaf or Hard of Hearing	304	91	63	90	40	93
Youth with disabilities	149	45	29	41	20	47
Not youth with disabilities	184	55	41	59	23	53
6 to 11 months	184	55	41	59	19	44
12 to 17 months	93	28	19	27	15	35
18 to 23 months	56	17	10	14	9	21
Sensory/Communicative	32	10	6	9	3	7
Physical	74	22	16	23	6	14
Cognitive	125	38	30	43	11	26
Psychosocial	76	23	13	19	19	44
Other Mental	26	8	5	7	4	9
Most significantly disabled	308	92	65	93	39	91
Significantly disabled	25	8	5	7	4	9

APPENDIX A: DETAILED TABLES

Table A1

Survey percentages are overall 75 percent or below when consumers' level of plan agreement is not taken into account.

Survey Item		Youth with Disabilities		Not Youth with Disabilities		All consumer respondents	
		N	%	N	%	N	%
Have agreed with counselors on a plan for reaching their job goal	Yes	149	75	184	74	333	75
	No	29	15	41	17	70	16
	DK	20	10	23	9	43	10
Counselors were helpful in making connections	Yes	143	72	181	74	324	73
	No	28	14	46	19	74	17
	DK	27	14	19	8	46	10
Counselors kept in contact	Yes	142	72	174	71	316	71
	No	46	23	61	25	107	24
	DK	10	5	10	4	20	5
Counselors were meeting timetables	Yes	122	63	159	64	281	64
	No	37	19	59	24	96	22
	DK	35	18	29	12	64	15
Counselors were doing what they said they would do	Yes	148	76	174	71	322	74
	No	22	11	42	17	64	15
	DK	24	12	28	11	52	12
Consumers believed everyone was working together to help	Yes	158	80	167	68	325	74
	No	21	11	48	20	69	16
	DK	18	9	29	12	47	11

Percentages are based on the number of consumers answering each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table A2

Survey results by level of plan agreement suggest counselors' helpfulness is evident to consumers who self-reported they had agreed on a plan for reaching their job goal.

		Youth with disabilities		Not youth with disabilities		Total		
		N	%	N	%	N	%	
Have agreed with counselor	Counselors were helpful in making connections	Yes	127	85	165	90	292	88
		No	11	7	11	6	22	7
		DK	11	7	8	4	19	6
	Counselors kept in contact	Yes	120	81	155	85	275	83
		No	23	15	23	13	46	14
		DK	6	4	5	3	11	3
	Counselors were meeting timetables	Yes	109	75	150	82	259	79
		No	16	11	19	10	35	11
		DK	20	14	15	8	35	11
	Counselors were doing what they said they would do	Yes	129	88	154	86	283	87
		No	6	4	12	7	18	6
		DK	12	8	14	8	26	8
Consumers believed everyone was working together to help	Yes	131	88	149	83	280	85	
	No	10	7	15	8	25	8	
	DK	8	5	16	9	24	7	
Have not agreed with counselor	Counselors were helpful in making connections	Yes	5	18	7	18	12	18
		No	15	54	28	72	43	64
		DK	8	29	4	10	12	18
	Counselors kept in contact	Yes	8	29	10	24	18	26
		No	20	71	28	68	48	70
		DK	0	0	3	7	3	4
	Counselors were meeting timetables	Yes	6	21	5	13	11	16
		No	17	61	29	73	46	68
		DK	5	18	6	15	11	16
	Counselors were doing what they said they would do	Yes	7	26	10	26	17	26
		No	14	52	25	64	39	59
		DK	6	22	4	10	10	15
Consumers believed everyone was working	Yes	12	43	7	18	19	28	
	No	9	32	24	60	33	49	

Do not know	together to help	DK	7	25	9	23	16	24
	Counselors were helpful in making connections	Yes	10	50	9	39	19	44
		No	2	10	7	30	9	21
		DK	8	40	7	30	15	35
	Counselors kept in contact	Yes	12	63	9	43	21	53
		No	3	16	10	48	13	33
		DK	4	21	2	10	6	15
	Counselors were meeting timetables	Yes	6	30	4	17	10	23
		No	4	20	11	48	15	35
		DK	10	50	8	35	18	42
	Counselors were doing what they said they would do	Yes	12	60	8	35	20	47
		No	2	10	5	22	7	16
		DK	6	30	10	43	16	37
	Consumers believed everyone was working together to help	Yes	14	74	9	41	23	56
		No	2	11	9	41	11	27
		DK	3	16	4	18	7	17

Percentages are based on number of consumers responding to each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table A3

Comments made by consumers regarding their level of plan agreement suggest consumers who reported they had agreed on a plan were either aware of plan discussions or moving forward in their plan.

		Youth with disabilities		Not youth with disabilities		Total	
		N	%	N	%	N	%
Have agreed with counselor on a plan	Personal/health related	1	2	4	6	5	4
	Counselor change	0	0	0	0	0	0
	Discussed plans	19	29	22	32	41	31
	In school or training	3	5	1	1	4	3
	DRS/counselor concerns	1	2	1	1	2	1
	Moving forward in plan	41	62	36	53	77	57
	Non-job goal	0	0	1	1	1	1
	Not aware/not discussed	0	0	0	0	0	0
	Other	1	2	3	4	4	3
Have not agreed with counselor on a plan	Personal/health related	5	22	4	15	9	18
	Counselor change	3	13	1	4	4	8
	Discussed plans	2	9	2	7	4	8
	In school or training	2	9	0	0	2	4
	DRS/counselor concerns	6	26	14	52	20	40
	Moving forward in plan	1	4	2	7	3	6
	Non-job goal	0	0	0	0	0	0
	Not aware/not discussed	2	9	2	7	4	8
	Other	2	9	2	7	4	8
Do not know	Personal/health related	0	0	2	10	2	6
	Counselor change	1	8	1	5	2	6
	Discussed plans	5	42	7	35	12	38
	In school or training	3	25	0	0	3	9
	DRS/counselor concerns	1	8	2	10	3	9
	Moving forward in plan	0	0	0	0	0	0
	Non-job goal	0	0	0	0	0	0
	Not aware/not discussed	1	8	6	30	7	22
Other	1	8	2	10	3	9	

Percentages are based on number of reasons provided.

Table A4

In terms of the best thing that has helped consumers move towards their goal, aspects of job preparation and helpfulness (counseling/support/helpful things) were mentioned most.

	Youth with disabilities		Not youth with disabilities		Total	
	N	%	N	%	N	%
Connections/resources	1	1	7	3	8	2
Consumer issues	4	2	7	3	11	2
Counseling/support	23	12	51	20	74	17
Driver license/transportation	3	2	5	2	8	2
Everything okay	0	0	1	0	1	0
Helpful things	3	2	16	6	19	4
Interview/job	10	5	12	5	22	5
Issue (counselor/staff)	1	1	11	4	12	3
Job explore	14	7	4	2	18	4
Job of choice	2	1	1	0	3	1
Job readiness	11	6	16	6	27	6
Not applicable	5	3	7	3	12	3
Nothing/do not know	11	6	20	8	31	7
Physical restoration	0	0	14	6	14	3
Plans/needs	9	5	5	2	14	3
Postsecondary, vocational, certification, etc.	25	13	21	8	46	10
Self-advocacy/assessment/role	14	7	13	5	27	6
Service related	1	1	3	1	4	1
Training (general)	1	1	3	1	4	1
Transportation	1	1	3	1	4	1
Work base	26	13	7	3	33	7
Work with vendor/job coach	14	7	18	7	32	7
WWRC	18	9	4	2	22	5

For this report, job preparation includes comments related to exploring, choice, readiness, and work experience. Percentages are based on total number of things mentioned.

Table A5

Various needs for moving closer to their job goal were shared. Aspects of job preparation, training/education, and helpfulness were mentioned most.

	Youth with disabilities		Not youth with disabilities		Total	
	N	%	N	%	N	%
Administrative things	0	0	4	2	4	1
Yes/anything	2	1	2	1	4	1
Hear from Businesses	3	2	4	2	7	2
Communication/follow-up	6	3	15	6	21	5
Connections	4	2	8	3	12	3
Consumer self-advocacy or responsibility	22	11	19	8	41	9
Continue with Progress	3	2	5	2	8	2
Counseling/support	12	6	15	6	27	6
Focus on current activity	13	7	3	1	16	4
Do not know	6	3	8	3	14	3
Driving/transportation	12	6	7	3	19	4
Everything okay	0	0	4	2	4	1
Financial Support	2	1	4	2	6	1
Interviews	4	2	0	0	4	1
Issue (counselor/staff)	3	2	5	2	8	2
Issue (other things they deal with)	0	0	7	3	7	2
Items needed	0	0	1	0	1	0
Job coach	4	2	6	3	10	2
Job explore	6	3	1	0	7	2
Job improve/stability	4	2	3	1	7	2
Job of choice	8	4	14	6	22	5
Job readiness	11	6	12	5	23	5
Job (get one)	12	6	9	4	21	5
Job (got one)	6	3	4	2	10	2
Job (other)	2	1	3	1	5	1
Location change	1	1	1	0	2	0
Not applicable	8	4	7	3	15	3

Nothing	2	1	3	1	5	1
Other	3	2	9	4	12	3
Physical Restoration	1	1	15	6	16	4
Time related	3	2	3	1	6	1
Training (post-secondary)	19	10	17	7	36	8
Other training/GED	3	2	10	4	13	3
Work based	10	5	5	2	15	3
WWRC	4	2	0	0	4	1

For this report, job preparation includes comments related to exploring, choice, readiness, and work experience. Percentages are based on total number of things mentioned.

**APPENDIX B: SURVEY METHODOLOGY AND DEMOGRAPHIC
REPRESENTATION**

SURVEY METHODOLOGY

In the FFY 2016 survey, consumers were asked questions related to service provision in four areas: *counselor relationship, timeliness of service, treatment by staff, and service provision*. The survey method involved a monthly mailing of 232 surveys to consumers. [Note: A few months had 231 or 233 due to rounding in sampling calculations.]

A stratified sample was used to ensure the sample matched as closely as possible the population proportions for consumers in the various “time in plan” categories as of survey selection (6 to 11, 12 to 17, and 18 to 23 months). Due to our agency’s large number of transition consumers, an additional breakdown occurred based on transition type [Youth with Disabilities (age 14-24) and not Youth with Disabilities]. A total of 2,782 consumers were selected to participate in the FFY 2016 survey.

The FFY 2016 response rate was 23 percent (n=560). Eighty-one percent (n=451) of the 560 surveys were completed by consumers (on their own or with help). The remaining surveys were completed by proxies (completed survey on behalf of consumer) or respondents who did not identify themselves as consumers or proxies. The findings in this report were based on 451 consumer respondents.

Profiles of consumer respondents below showed a lower representation of youth with disabilities relative to the overall sample proportion of 62 percent (Table B3). The overall number of youth with disabilities was consistent with FFY 2015.

Table B1

Time in Plan at Survey Selection for 451 Consumer Respondents

	6 to 11 months (n=246)		12 to 17 months (n=129)		18 to 23 months (n=76)		Total (n=451)	
	N	%	N	%	N	%	N	%
Youth with Disabilities	106	43	57	44	37	49	200	44
Not Youth with Disabilities	140	57	72	56	39	51	251	56

Table B2
Demographic Representation by Transition Type for Consumer Respondents
6 to 23 Months in Plan, Prior to Employment

<i>Key Demographic Variables</i>		Youth with Disabilities		Not Youth with Disabilities		All consumer respondents	
		N	%	N	%	N	%
<i>Primary Impairment</i>	Sensory/ Communicative	8	4	33	13	41	9
	Physical	22	11	74	29	96	21
	Cognitive	126	63	43	17	169	37
	Psychosocial	35	18	75	30	110	24
	Other Mental	9	5	26	10	35	8
<i>Gender</i>	Male	116	58	95	38	211	47
	Female	84	42	156	62	240	53
<i>Time in Plan at Survey Selection</i>	6 to 11 months	106	53	140	56	246	55
	12 to 17 months	57	29	72	29	129	29
	18 to 23 months	37	19	39	16	76	17
<i>Race</i>	African American	49	25	113	45	162	36
	Caucasian	129	65	120	48	249	55
	Other	22	11	18	7	40	9
<i>Severity of Disability</i>	MSD	189	95	228	91	417	92
	SD	11	6	23	9	34	8
<i>District</i>	Blue Ridge	18	9	37	15	55	12
	Capitol	36	18	38	15	74	16
	Hampton Roads	37	19	83	33	120	27
	New River	30	15	23	9	53	12
	Northern	53	27	44	18	97	22
	Rappahannock	13	7	6	2	19	4
	Southwest	13	7	20	8	33	7

Table B3

Demographic Representation for 6 to 23 Months in Plan, Prior to Employment

<i>Key Demographic Variables</i>		End of Year Population (n=2875)		Survey Sample (n=2782)		Consumer Respondents (n=451)	
		N	%	N	%	N	%
Age at Plan Signature	22 or less	1532	53	1700	61	198	44
	23-34	518	18	356	13	61	14
	35-49	445	15	372	13	78	17
	50-64	353	12	324	12	104	23
	65+	27	1	30	1	10	2
Transition Type	Youth with Disabilities	1695	59	1724	62	200	44
	Not Youth with Disabilities	1180	41	1058	38	251	56
Time in Plan at Survey Selection	6 to 11 months	1925	67	1562	56	246	55
	12 to 17 months	669	23	751	27	129	29
	18 to 23 months	281	10	469	17	76	17
Gender	Male	1661	58	1624	58	211	47
	Female	1214	42	1158	42	240	53
Race	African American	1023	36	1023	37	162	36
	Caucasian	1600	56	1506	54	249	55
	Other	252	9	253	9	40	9
Severity of disability	MSD	2806	98	2626	94	417	92
	SD	69	2	156	6	34	8
District	Blue Ridge	281	10	271	10	55	12
	Capitol	470	16	447	16	74	16
	Hampton Roads	757	26	743	27	120	27
	New River	314	11	327	12	53	12
	Northern	595	21	616	22	97	22
	Rappahannock	187	7	152	5	19	4
	Southwest	271	9	226	8	33	7

Youth with disabilities is age 14 to 24 at application. End of year population is based on end of federal fiscal year (September 30, 2016). There was one consumer who was randomly selected in the survey sample at 13 years of age (not in youth with disabilities).

Table B4

FFY 2016 Primary Impairment for 6 to 23 Months in Plan, Prior to Employment

<i>Primary Impairment</i>	End of Year Population (n=2875)		Survey Sample (n=2782)		Consumer Respondents (n=451)	
	N	%	N	%	N	%
Blind	8	<1	2	<1	0	0
Other Visual Impairments	8	<1	11	<1	2	<1
Deaf, Primary Communication Visual	79	3	52	2	11	2
Deaf, Primary Communication Auditory	18	1	18	1	6	1
Hearing Loss, Primary Communication Visual	11	<1	4	<1	1	<1
Hearing Loss, Primary Communication Auditory	52	2	54	2	14	3
Other Hearing Impairments	4	<1	3	<1	0	0
Deaf-Blind	1	<1	1	<1	1	<1
Communicative Impairments (expressive/receptive)	55	2	46	2	6	1
Mobility Orthopedic/Neurological Impairments	44	2	35	1	12	3
Manipulation/Dexterity Orthopedic/Neurological Impairments	5	<1	7	<1	2	<1
Both mobility and Manipulation/Dexterity Orthoped/Neuro	48	2	59	2	16	4
Other Orthopedic Impairments (e.g., limited range of motion)	35	1	49	2	18	4
Respiratory Impairments	7	<1	9	<1	1	<1
General Physical Debilitation (fatigue, weakness, etc.)	54	2	51	2	12	3
Other Physical Impairments (not listed above)	182	6	181	7	35	8
Cognitive Impairments	1337	47	1289	46	169	37
Psychosocial Impairments	717	25	705	25	110	24
Other Mental Impairments	210	7	206	7	35	8

End of year population is September 30, 2016 (end of federal fiscal year). There was one consumer who was randomly selected in the survey sample at 13 years of age (not in youth with disabilities).

APPENDIX C: OVERVIEW OF SURVEY RATINGS FROM FFY 2014 TO FFY 2016

OVERVIEW OF SURVEY RATINGS FROM FFY 2014 TO FFY 2016

While the focus for the this report is to share insights regarding what consumers see happening to them during service delivery, this appendix provides survey ratings since implementation of the current survey model (FFY 2014 to FFY 2016).

On average, percentages of “Yes” responses for consumers in service delivery tend to be at or below 75 percent. Survey ratings over time suggest no strong overall differences from FFY 2014 to FFY 2016. Additionally, there were no overall differences in transition (youth with disabilities and not youth with disabilities) or cognitive type (cognitive impairment and no cognitive impairment).

Examination of survey ratings by federal fiscal year and survey quarter shows a significantly higher proportion of “Yes” responses in the third quarter of FFY 2015 relative to first quarter for questions related to counselors helping consumers make connections, doing what they said they would do, and everyone working together to help reach the job goal. Youth with disabilities may have played a part to some extent in the above finding since a similar trend was evident among these consumers.

Federal fiscal year ratings are provided in Tables C1 to C3; ratings by survey quarter are provided in Table C4. Transition and cognitive type by federal fiscal year are provided in Table C5.

Table C1: Survey Percentages from FFY 2014 to FFY 2016

Survey Item		FFY 2014		FFY 2015		FFY 2016		FFY 2014-2016	
		N	%	N	%	N	%	N	%
Have agreed with counselors on a plan for reaching their job goal	Yes	389	76	332	74	333	75	1054	75
	No	65	13	60	13	70	16	195	14
	DK	61	12	59	13	43	10	163	12
Counselors were helpful in making connections	Yes	389	75	318	71	324	73	1031	73
	No	96	18	92	20	74	17	262	19
	DK	34	7	40	9	46	10	120	8
Counselors kept in contact	Yes	397	78	322	71	316	71	1035	74
	No	97	19	101	22	107	24	305	22
	DK	17	3	28	6	20	5	65	5
Counselors were meeting timetables	Yes	342	67	280	62	281	64	903	64
	No	99	19	106	24	96	22	301	21
	DK	71	14	63	14	64	15	198	14
Counselors were doing what they said they would do	Yes	391	76	307	69	322	74	1020	73
	No	71	14	79	18	64	15	214	15
	DK	52	10	60	13	52	12	164	12
Consumers believed everyone was working together to help	Yes	368	73	298	67	325	74	991	71
	No	95	19	105	24	69	16	269	19
	DK	44	9	40	9	47	11	131	9
Problems or inconveniences with DRS related to a disability	Yes	46	9	45	10	56	13	147	10
	No	446	86	383	85	368	84	1197	85
	DK	27	5	21	5	16	4	64	5

Percentages are based on the number of consumers answering each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table C2: FFY 2014 to FFY 2016 Survey Percentages for Youth with Disabilities

Survey Item		FFY 2014		FFY 2015		FFY 2016		FFY 2014-2016	
		N	%	N	%	N	%	N	%
Have agreed with counselors on a plan for reaching their job goal	Yes	177	72	139	69	149	75	465	72
	No	30	12	31	15	29	15	90	14
	DK	38	16	32	16	20	10	90	14
Counselors were helpful in making connections	Yes	189	76	139	69	143	72	471	73
	No	40	16	41	20	28	14	109	17
	DK	19	8	22	11	27	14	68	10
Counselors kept in contact	Yes	192	79	138	68	142	72	472	73
	No	45	18	49	24	46	23	140	22
	DK	7	3	15	7	10	5	32	5
Counselors were meeting timetables	Yes	164	66	118	59	122	63	404	63
	No	39	16	46	23	37	19	122	19
	DK	46	18	36	18	35	18	117	18
Counselors were doing what they said they would do	Yes	191	77	133	67	148	76	472	74
	No	28	11	34	17	22	11	84	13
	DK	28	11	33	17	24	12	85	13
Consumers believed everyone was working together to help	Yes	186	78	134	68	158	80	478	75
	No	34	14	45	23	21	11	100	16
	DK	20	8	18	9	18	9	56	9
Problems or inconveniences with DRS related to a disability	Yes	16	6	17	8	18	9	51	8
	No	222	90	172	85	178	89	572	88
	DK	10	4	13	6	3	2	26	4

Percentages are based on the number of consumers answering each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table C3: FFY 2014 to FFY 2016 Survey Percentages for Not Youth with Disabilities

Survey Item		FFY 2014		FFY 2015		FFY 2016		FFY 2014-2016	
		N	%	N	%	N	%	N	%
Have agreed with counselors on a plan for reaching their job goal	Yes	212	79	193	78	184	74	589	77
	No	35	13	29	12	41	17	105	14
	DK	23	9	27	11	23	9	73	10
Counselors were helpful in making connections	Yes	200	74	179	72	181	74	560	73
	No	56	21	51	21	46	19	153	20
	DK	15	6	18	7	19	8	52	7
Counselors kept in contact	Yes	205	77	184	74	174	71	563	74
	No	52	19	52	21	61	25	165	22
	DK	10	4	13	5	10	4	33	4
Counselors were meeting timetables	Yes	178	68	162	65	159	64	499	66
	No	60	23	60	24	59	24	179	24
	DK	25	10	27	11	29	12	81	11
Counselors were doing what they said they would do	Yes	200	75	174	71	174	71	548	72
	No	43	16	45	18	42	17	130	17
	DK	24	9	27	11	28	11	79	10
Consumers believed everyone was working together to help	Yes	182	68	164	67	167	68	513	68
	No	61	23	60	24	48	20	169	22
	DK	24	9	22	9	29	12	75	10
Problems or inconveniences with DRS related to a disability	Yes	30	11	28	11	38	16	96	13
	No	224	83	211	85	190	79	625	82
	DK	17	6	8	3	13	5	38	5

Percentages are based on the number of consumers answering each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table C4: FFY 2014 to FFY 2016 Survey Percentages by Survey Quarter and Transition Type

			1st		2nd		3rd		4th		
			N	%	N	%	N	%	N	%	
2014	YWD	Have agreed with counselors on a plan for reaching their job goal	Yes	42	74	53	83	41	69	41	63
			No	8	14	6	9	7	12	9	14
			DK	7	12	5	8	11	19	15	23
		Counselors were helpful in making connections	Yes	43	75	53	83	41	67	52	79
			No	10	18	7	11	12	20	11	17
			DK	4	7	4	6	8	13	3	5
		Counselors kept in contact	Yes	42	82	56	86	42	69	52	78
			No	8	16	9	14	16	26	12	18
			DK	1	2	0	0	3	5	3	4
		Counselors were meeting timetables	Yes	37	65	46	72	37	61	44	66
			No	12	21	6	9	13	21	8	12
			DK	8	14	12	19	11	18	15	22
		Counselors were doing what they said they would do	Yes	46	82	55	86	43	70	47	71
			No	6	11	5	8	8	13	9	14
			DK	4	7	4	6	10	16	10	15
		Consumers believed everyone was working together to help	Yes	42	82	53	83	43	73	48	73
			No	7	14	8	13	9	15	10	15
			DK	2	4	3	5	7	12	8	12
		Problems or inconveniences with DRS related to a disability	Yes	3	5	4	6	4	7	5	7
			No	50	88	58	91	54	90	60	90
			DK	4	7	2	3	2	3	2	3

Not YWD	Have agreed with counselors on a plan for reaching their job goal	Yes	51	76	53	82	59	77	49	80
		No	10	15	7	11	10	13	8	13
		DK	6	9	5	8	8	10	4	7
	Counselors were helpful in making connections	Yes	48	73	51	77	53	69	48	77
		No	15	23	11	17	20	26	10	16
		DK	3	5	4	6	4	5	4	6
	Counselors kept in contact	Yes	47	76	57	86	54	70	47	76
		No	11	18	9	14	20	26	12	19
		DK	4	6	0	0	3	4	3	5
	Counselors were meeting timetables	Yes	41	63	47	76	46	61	44	72
		No	13	20	10	16	22	29	15	25
		DK	11	17	5	8	7	9	2	3
	Counselors were doing what they said they would do	Yes	52	79	50	81	51	67	47	75
		No	7	11	6	10	19	25	11	17
		DK	7	11	6	10	6	8	5	8
	Consumers believed everyone was working together to help	Yes	45	70	45	70	46	61	46	73
		No	11	17	13	20	23	30	14	22
		DK	8	13	6	9	7	9	3	5
	Problems or inconveniences with DRS related to a disability	Yes	10	15	5	8	6	8	9	15
		No	54	79	57	88	64	84	49	79
		DK	4	6	3	5	6	8	4	6

	Total	Have agreed with counselors on a plan for reaching their job goal	Yes	93	75	106	82	100	74	90	71
			No	18	15	13	10	17	13	17	13
			DK	13	10	10	8	19	14	19	15
		Counselors were helpful in making connections	Yes	91	74	104	80	94	68	100	78
			No	25	20	18	14	32	23	21	16
			DK	7	6	8	6	12	9	7	5
		Counselors kept in contact	Yes	89	79	113	86	96	70	99	77
			No	19	17	18	14	36	26	24	19
			DK	5	4	0	0	6	4	6	5
		Counselors were meeting timetables	Yes	78	64	93	74	83	61	88	69
			No	25	20	16	13	35	26	23	18
			DK	19	16	17	13	18	13	17	13
		Counselors were doing what they said they would do	Yes	98	80	105	83	94	69	94	73
			No	13	11	11	9	27	20	20	16
			DK	11	9	10	8	16	12	15	12
		Consumers believed everyone was working together to help	Yes	87	76	98	77	89	66	94	73
			No	18	16	21	16	32	24	24	19
			DK	10	9	9	7	14	10	11	9
		Problems or inconveniences with DRS related to a disability	Yes	13	10	9	7	10	7	14	11
			No	104	83	115	89	118	87	109	84
			DK	8	6	5	4	8	6	6	5

2015**YWD**

Have agreed with counselors on a plan for reaching their job goal	Yes	30	67	37	70	42	74	30	64
	No	7	16	9	17	6	11	9	19
	DK	8	18	7	13	9	16	8	17
Counselors were helpful in making connections	Yes	21	47	39	74	48	84	31	66
	No	17	38	10	19	4	7	10	21
	DK	7	16	4	8	5	9	6	13
Counselors kept in contact	Yes	28	62	37	70	43	75	30	64
	No	15	33	14	26	8	14	12	26
	DK	2	4	2	4	6	11	5	11
Counselors were meeting timetables	Yes	21	48	29	55	43	75	25	54
	No	16	36	14	26	5	9	11	24
	DK	7	16	10	19	9	16	10	22
Counselors were doing what they said they would do	Yes	24	53	32	59	47	84	30	67
	No	11	24	10	19	4	7	9	20
	DK	10	22	12	22	5	9	6	13
Consumers believed everyone was working together to help	Yes	22	50	35	69	49	86	28	62
	No	18	41	11	22	4	7	12	27
	DK	4	9	5	10	4	7	5	11
Problems or inconveniences with DRS related to a disability	Yes	3	7	6	11	5	9	3	7
	No	40	89	45	83	46	81	41	89
	DK	2	4	3	6	6	11	2	4

Not YWD	Have agreed with counselors on a plan for reaching their job goal	Yes	57	76	48	68	39	85	49	86
		No	11	15	9	13	5	11	4	7
		DK	7	9	14	20	2	4	4	7
	Counselors were helpful in making connections	Yes	49	68	47	65	37	80	46	79
		No	15	21	21	29	7	15	8	14
		DK	8	11	4	6	2	4	4	7
	Counselors kept in contact	Yes	55	74	49	69	35	76	45	78
		No	17	23	17	24	7	15	11	19
		DK	2	3	5	7	4	9	2	3
	Counselors were meeting timetables	Yes	46	63	44	61	30	65	42	72
		No	19	26	21	29	9	20	11	19
		DK	8	11	7	10	7	15	5	9
	Counselors were doing what they said they would do	Yes	46	63	47	67	35	78	46	79
		No	17	23	16	23	4	9	8	14
		DK	10	14	7	10	6	13	4	7
	Consumers believed everyone was working together to help	Yes	43	59	45	64	33	73	43	74
		No	23	32	18	26	8	18	11	19
		DK	7	10	7	10	4	9	4	7
	Problems or inconveniences with DRS related to a disability	Yes	15	20	7	10	2	5	4	7
		No	57	76	60	86	40	91	54	93
		DK	3	4	3	4	2	5	0	0

Total	Have agreed with counselors on a plan for reaching their job goal	Yes	87	73	85	69	81	79	79	76
		No	18	15	18	15	11	11	13	13
		DK	15	13	21	17	11	11	12	12
	Counselors were helpful in making connections	Yes	70	60	86	69	85	83	77	73
		No	32	27	31	25	11	11	18	17
		DK	15	13	8	6	7	7	10	10
	Counselors kept in contact	Yes	83	70	86	69	78	76	75	71
		No	32	27	31	25	15	15	23	22
		DK	4	3	7	6	10	10	7	7
	Counselors were meeting timetables	Yes	67	57	73	58	73	71	67	64
		No	35	30	35	28	14	14	22	21
		DK	15	13	17	14	16	16	15	14
	Counselors were doing what they said they would do	Yes	70	59	79	64	82	81	76	74
		No	28	24	26	21	8	8	17	17
		DK	20	17	19	15	11	11	10	10
	Consumers believed everyone was working together to help	Yes	65	56	80	66	82	80	71	69
		No	41	35	29	24	12	12	23	22
		DK	11	9	12	10	8	8	9	9
	Problems or inconveniences with DRS related to a disability	Yes	18	15	13	10	7	7	7	7
		No	97	81	105	85	86	85	95	91
		DK	5	4	6	5	8	8	2	2

2016**YWD**

Have agreed with counselors on a plan for reaching their job goal	Yes	37	76	41	68	33	79	38	81
	No	5	10	13	22	4	10	7	15
	DK	7	14	6	10	5	12	2	4
Counselors were helpful in making connections	Yes	36	73	44	73	32	76	31	66
	No	5	10	9	15	4	10	10	21
	DK	8	16	7	12	6	14	6	13
Counselors kept in contact	Yes	35	73	43	70	33	79	31	66
	No	9	19	14	23	7	17	16	34
	DK	4	8	4	7	2	5	0	0
Counselors were meeting timetables	Yes	30	61	36	61	27	68	29	63
	No	6	12	14	24	7	18	10	22
	DK	13	27	9	15	6	15	7	15
Counselors were doing what they said they would do	Yes	37	76	42	71	34	83	35	78
	No	2	4	10	17	3	7	7	16
	DK	10	20	7	12	4	10	3	7
Consumers believed everyone was working together to help	Yes	43	88	46	78	35	83	34	72
	No	3	6	8	14	3	7	7	15
	DK	3	6	5	8	4	10	6	13
Problems or inconveniences with DRS related to a disability	Yes	4	8	6	10	4	10	4	9
	No	44	90	54	87	38	90	42	91
	DK	1	2	2	3	0	0	0	0

Not YWD	Have agreed with counselors on a plan for reaching their job goal	Yes	36	72	46	74	40	67	62	82
		No	9	18	10	16	13	22	9	12
		DK	5	10	6	10	7	12	5	7
	Counselors were helpful in making connections	Yes	37	74	48	79	39	65	57	76
		No	11	22	11	18	12	20	12	16
		DK	2	4	2	3	9	15	6	8
	Counselors kept in contact	Yes	34	68	45	74	36	62	59	78
		No	14	28	15	25	17	29	15	20
		DK	2	4	1	2	5	9	2	3
	Counselors were meeting timetables	Yes	34	68	41	66	29	48	55	73
		No	13	26	15	24	19	32	12	16
		DK	3	6	6	10	12	20	8	11
	Counselors were doing what they said they would do	Yes	34	72	45	74	38	62	57	76
		No	7	15	10	16	14	23	11	15
		DK	6	13	6	10	9	15	7	9
	Consumers believed everyone was working together to help	Yes	33	67	42	68	36	62	56	75
		No	11	22	14	23	15	26	8	11
		DK	5	10	6	10	7	12	11	15
	Problems or inconveniences with DRS related to a disability	Yes	5	10	11	18	9	16	13	17
		No	40	82	46	77	44	77	60	80
		DK	4	8	3	5	4	7	2	3

Total	Have agreed with counselors on a plan for reaching their job goal	Yes	73	74	87	71	73	72	100	81
		No	14	14	23	19	17	17	16	13
		DK	12	12	12	10	12	12	7	6
	Counselors were helpful in making connections	Yes	73	74	92	76	71	70	88	72
		No	16	16	20	17	16	16	22	18
		DK	10	10	9	7	15	15	12	10
	Counselors kept in contact	Yes	69	70	88	72	69	69	90	73
		No	23	23	29	24	24	24	31	25
		DK	6	6	5	4	7	7	2	2
	Counselors were meeting timetables	Yes	64	65	77	64	56	56	84	69
		No	19	19	29	24	26	26	22	18
		DK	16	16	15	12	18	18	15	12
	Counselors were doing what they said they would do	Yes	71	74	87	73	72	71	92	77
		No	9	9	20	17	17	17	18	15
		DK	16	17	13	11	13	13	10	8
	Consumers believed everyone was working together to help	Yes	76	78	88	73	71	71	90	74
		No	14	14	22	18	18	18	15	12
		DK	8	8	11	9	11	11	17	14
	Problems or inconveniences with DRS related to a disability	Yes	9	9	17	14	13	13	17	14
		No	84	86	100	82	82	83	102	84
		DK	5	5	5	4	4	4	2	2

Percentages are based on the number of consumers answering each question. Additionally, percentages may total more than 100 due to rounding in Microsoft Excel.

Table C5: Transition and Cognitive Type by Federal Fiscal Year

		FFY 2014		FFY 2015		FFY 2016		FFY 2014- 2016	
		N	%	N	%	N	%	N	%
Youth with disabilities	Cognitive	152	61	125	62	126	63	403	62
	Not Cognitive	98	39	78	38	74	37	250	38
Not youth with disabilities	Cognitive	43	16	48	19	43	17	134	17
	Not Cognitive	230	84	203	81	208	83	641	83
All Consumers	Cognitive	195	37	173	38	169	37	537	38
	Not Cognitive	328	63	281	62	282	63	891	62
	Youth with disabilities	250	48	203	45	200	44	653	46
	Not youth with disabilities	274	52	251	55	251	56	776	54
	Cognitive	195	37	173	38	169	37	537	38
	Not Cognitive	328	63	281	62	282	63	891	62