# FFY 2021 highlights for DRS service

**Since FFY 2014, the survey has captured feedback from consumers during service delivery [post Individualized Plan for Employment (IPE) but prior to Employment]. In the FFY 2021 survey, consumers were asked questions related to counselor relationship and their DARS office. Percentages for survey questions are indicative of real time assessment (what was happening at the time of survey completion).**

**The graphs below include percentages for FFY 2019 to FFY 2021. In general, there were no serious decreases in percentage of “Yes” responses from FFY 2020 to FFY 2021.**

**Perception of moving toward employment in a timely manner had a rebound from 50 percent in FFY 2020 to 54 percent in FFY 2021.**

**Perception of maintaining contact was one percentage point below the prior seven-year average (71 percent for FFY 2021).**

**FFY 2021 (69 percent) was the same as FFY 2020 and five percentage points below the prior seven-year average for plan agreement. FFY 2020 was the first year the percentage of “Yes” responses for plan agreement was less than 70 percent.**

## counselor relationship (Percent Yes)

| **Have you and your counselor agreed on your plans for reaching your job goal?** | **Is your counselor doing what he/she said they would do to help you reach your job goal?** | **Is your DARS office helpful in connecting you with people and services you need to reach your job goal?** |
| --- | --- | --- |
| **The trend chart shows percentages from left to right (FFY 2019 to FFY 2021). While there was a drop from 76 percent in FFY 2019 to 69 percent in FFY 2020, the percent of "Yes" responses did not decrease for FFY 2021 (69 percent).** | **The trend chart shows percentages from left to right (FFY 2019 to FFY 2021). While there was a drop from 74  percent in FFY 2019 to 69 percent in FFY 2020, only a small decrease from FFY 2020 occurred in FFY 2021 (67 percent).** | **The trend chart shows percentages from left to right (FFY 2019 to FFY 2021). While there was a drop from 71 percent in FFY 2019 to 69 percent in FFY 2020, the percent of "Yes" responses decreased slightly for FFY 2021 (68 percent).** |

## DARS Office (Percent Yes)

| **Has your DARS office kept in contact with you throughout the process?** | **Are you moving toward employment in a timely manner?** |
| --- | --- |
| **The trend chart shows percentages from left to right (FFY 2019 to FFY 2021). While there was a slight uptick from 72 percent in FFY 2019 to 73 percent in FFY 2020, only a small decrease from FFY 2020 occurred in FFY 2021 (71 percent).** | **The trend chart shows percentages from left to right (FFY 2019 to FFY 2021). While there was a drop from 58 percent in FFY 2019 to 50 percent in FFY 2020, a rebound from FFY 2020 occurred in FFY 2021 (54 percent).** |

## moving closer to the job goal

**Of 429 responses for the best thing that had happened, 30 percent were related to consumers’ positive outlook (hope, confidence, expectation, things being accomplished) and 21 percent were related to helpfulness (responses describing elements of guidance, support, provision, connections, and positive things done by staff or others). Eleven percent of responses were job related.**

**In terms of what would help consumers move forward, 23 percent of 424 responses were job related and fourteen percent were related to helpfulness. Eleven percent were related to post-secondary/training.**

|  | **Best thing** | **Help move closer** |
| --- | --- | --- |
| **Number of Responses** | **N=429** | **N=424** |
| **Job Related** | **11%** | **23%** |
| **Helpfulness** | **21%** | **14%** |
| **Miscellaneous** | **14%** | **34%** |
| **Post-sec/Training** | **5%** | **11%** |
| **Nothing/DK/NA** | **18%** | **11%** |
| **Positive Outlook** | **30%** | **7%** |

# about the survey

**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]. This methodology has provided several opportunities for DARS.**

* **More real time assessment of services**
* **Issues can be addressed prior to case closure**
* **Encourages consumer engagement while allowing consumers to contact survey staff with updates or specific requests**

**Each month, a stratified sample was used to ensure the sample matched as closely as possible the population proportions for DARS offices as of survey selection. An additional sample breakdown occurred based on transition type [Youth with Disabilities (age 14-24) and not Youth with Disabilities] due to our agency’s large number of transition consumers. A total of 2788 consumers were selected to participate in the FFY 2021 survey.**

**The FFY 2021 response rate was 23 percent (n=599). Seventy-nine percent (n=471) of the 599 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. Survey results are based on 471 consumer respondents.**

**Percentages for the best thing that has happened to help consumers move towards their job goal and what would help them move closer to their job goal are based on number of responses since some consumers mentioned more than one thing in their responses. The post-secondary or training category includes comments related to both general and vocational training.**

# DARS Policy, Legislative Affairs & Analytics Division

**The Policy, Legislative Affairs & Analytics Division serves as an agency resource by providing research, analysis, and communication of information to aide effective policy development and implementation, as well as administrative and operational decision making**.

**Policy, Legislative Affairs and Analytics (PLA & A) Division: Catherine Harrison**

**We welcome your comments and questions. Please contact:**

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