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# Survey

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## **Vermont Division of Vocational Rehabilitation**

Quality Assurance Survey

2016 Survey Instrument

Prepared by:

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# QUALITY ASSURANCE SURVEY

Q01

Overall, how satisfied are you with The Vermont Division of Vocational Rehabilitation's program?

(READ RESPONSES)

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)

- 8 DK
- 9 REF

## ASK IF NOT SATISFIED in Q01

Q01a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing and training but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 COMM - Time lags to get services, appointments
- 31 EDUCATION - Did not receive needed education, training
- 32 STAFF - Staff attitude, disrespect, unprofessional
- 33 EFFECTIVE - Agency was not very productive, effective
- 34 EFFECTIVE - Used own resources to get job, training
- 35 SERVICES - Services, jobs not accessible, available in area
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q02

What services did you receive/are you receiving from The Vermont Division of Vocational Rehabilitation?

(READ RESPONSES)

- |                                     |  |
|-------------------------------------|--|
| 10 Information                      | 24 Homemaking skills                   |
| 11 Information about new services   | 25 Personal or living skills           |
| 12 Counseling                       | 26 Social adjustment counseling        |
| 13 Vocational guidance & counseling | 27 Mobility instruction training       |
| 14 Help in finding a job            | 28 Rehabilitation teaching or training |
| 15 Home based employment            | 29 Situational assessment or job trial |
| 16 College education or training    | 30 Transportation                      |
| 17 Business or vocational training  | 31 Vehicle modifications               |
| 18 Other education or training      | 95 Any other services? (SPECIFY)       |
| 19 Adaptive equipment               | 96 NO MORE                             |
| 20 Medical treatment or services    | 97 NONE OF THESE                       |
| 21 Low vision aids                  | 98 DK                                  |
| 22 Testing or evaluation            | 99 REF                                 |
| 23 Home modifications               |  |

Q03

What were the most helpful services provided to you by The Vermont Division of Vocational Rehabilitation's program?

PROMPT: ARE THERE ANY OTHERS?

- |                                     |  |
|-------------------------------------|--|
| 10 INFORMATION                      | 24 HOMEMAKING SKILLS                   |
| 11 INFORMATION ABOUT NEW SERVICES   | 25 PERSONAL OR LIVING SKILLS           |
| 12 COUNSELING                       | 26 SOCIAL ADJUSTMENT COUNSELING        |
| 13 VOCATIONAL GUIDANCE & COUNSELING | 27 MOBILITY INSTRUCTION TRAINING       |
| 14 HELP IN FINDING A JOB            | 28 REHABILITATION TEACHING OR TRAINING |
| 15 HOME BASED EMPLOYMENT            | 29 SITUATIONAL ASSESSMENT OR JOB TRIAL |
| 16 COLLEGE EDUCATION OR TRAINING    | 30 TRANSPORTATION                      |
| 17 BUSINESS OR VOCATIONAL TRAINING  | 31 VEHICLE MODIFICATIONS               |
| 18 OTHER EDUCATION OR TRAINING      | 95 ANY OTHER SERVICES? (SPECIFY)       |
| 19 ADAPTIVE EQUIPMENT               | 96 NO MORE                             |
| 20 MEDICAL TREATMENT OR SERVICES    | 97 NONE OF THESE                       |
| 21 LOW VISION AIDS                  | 98 DK                                  |
| 22 TESTING OR EVALUATION            | 99 REF                                 |
| 23 HOME MODIFICATIONS               |  |

Q04

Now I would like to ask you how satisfied or dissatisfied you were with your experience and the services provided by The Vermont Division of Vocational Rehabilitation.

How satisfied were you with your control and involvement in your vocational rehabilitation experience?

(READ RESPONSES)

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

ASK IF NOT SATISFIED TO Q04

Q04a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 CONTROL - No control over experience, told me what to do
- 31 STAFF - Counselor would not listen, dismissed concerns
- 32 STAFF - Lacks understanding of needs, wants, ability
- 33 EFFECTIVE - Fight to get services, help is limited
- 34 COMM - Time lags to get services, appointments
- 35 STAFF - Staff attitude, disrespect, unprofessional
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q05

How satisfied were you with your choice of a vocational goal?  
(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU WERE...

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q05**

Q05a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 EFFECTIVE - Training did not match with interest, ability
- 31 EDUCATION- Did not receive needed education, training
- 32 SUPPORT - More services needed to help with career goals
- 33 NEGATIVE - Dissatisfied with services and counselor
- 34 CONTROL - No control over experience, told me what to do
- 35 STAFF - Counselor would not listen, dismissed concerns
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q06

How satisfied were you with the choice of services that were available?  
(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU WERE ...

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q06**

Q06a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 NEGATIVE - Dissatisfied with services and counselor
- 31 EFFECTIVE - Training did not match with interest, ability
- 32 EFFECTIVE - Agency was not very productive, effective
- 33 EXPAND - Denied, stopped services due to lack of funding
- 34 EDUCATION - Did not receive needed education, training
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q07

How satisfied were you with the choice of service providers?  
(READ RESPONSES AS NEEDED)

PROMPT: Examples would include a job coach, other agencies to which you were referred, or counseling staff.

PROMPT: WOULD YOU SAY YOU WERE...  
IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q07**

Q07a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 NEGATIVE - Dissatisfied with services and counselor
- 31 STAFF - Staff attitude, disrespect, unprofessional
- 32 POSITIVE- Commendable efforts, services provided
- 33 STAFF - Counselor would not listen, dismissed concerns
- 34 STAFF - Counselor too busy, pushed aside
- 35 EFFECTIVE - Fight to get services, help is limited
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q08

How satisfied were you with the kind and amount of information you were given about the choices you had?

(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU WERE...

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q08**

Q08a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 INFO - Not enough, unaware of employment choices
- 31 NEGATIVE - Dissatisfied with services and counselor
- 32 EFFECTIVE - Used own resources to get job, training
- 33 EFFECTIVE - Training did not match with interest, ability
- 34 POSITIVE - Commendable efforts, services provided
- 35 STAFF - Lacks understanding of needs, wants, ability
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF



Q09

How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU WERE...

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q09**

Q09a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 COMM - Time lags to get services, appointments
- 31 STAFF - Counselor would not listen, dismissed concerns
- 32 NEGATIVE - Dissatisfied with services and counselor
- 33 STAFF - Counselor too busy, pushed aside
- 34 POSITIVE - Commendable efforts, services provided
- 35 EFFECTIVE - Did not follow through with services
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR14

How satisfied are/were you with the level of compassion and goodwill you experienced?

1 Very Satisfied

2 Satisfied

3 Neither Satisfied nor Dissatisfied

4 Dissatisfied, or

5 Very Dissatisfied

6 NOT APPLICABLE TO MY EXPERIENCE

8 DK

9 REF

Q10

Now I would like to ask you some questions about your experiences with The Vermont Division of Vocational Rehabilitation.

How easy was it for you to complete an application for vocational rehabilitation services?  
(READ RESPONSES)

IF NOT "VERY EASY" ASK: WHY DO YOU SAY THAT?  
WHAT COULD THEY HAVE DONE TO MAKE THE APPLICATION PROCESS EASIER?

- 1 Very Easy
- 2 Somewhat Easy (SPECIFY)
- 3 Somewhat Difficult, or (SPECIFY)
- 4 Very Difficult? (SPECIFY)

- 8 DK
- 9 REF

**ASK IF NOT VERY EASY TO Q10**

Q10a

Why do you say that?

- 10 CONDITION - Eyesight, trouble seeing
- 11 CONDITION - Some questions had to be explained, complicated
- 12 CONDITION - Trouble because of disability
- 13 CONDITION - Trouble reading, writing, education
- 14 CONDITION - Trouble understanding terms, language, confused
- 15 HARD - Directions, questions could have been clearer
- 16 HARD - Hard, somewhat difficult, complicated
- 17 HARD - Having to find info, too much info
- 18 HELP - Offer classes on application
- 19 HELP - Someone else helped, counselor did paperwork
- 20 HELP - Trouble filling out forms, needed help
- 21 STAFF - No cooperation, no help
- 22 TIME - Long period of waiting, remember filling it out
- 23 TIME - Lots of paperwork, too long, make it shorter
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q11

How helpful were the staff of The Vermont Division of Vocational Rehabilitation in helping you achieve your vocational rehabilitation goals?

(READ RESPONSES)

IF NOT "VERY HELPFUL" ASK: WHY DO YOU SAY THAT?  
WHAT COULD THEY HAVE DONE TO BE MORE HELPFUL?

- 1 Very helpful
- 2 Somewhat helpful (SPECIFY)
- 3 Not very helpful, or (SPECIFY)
- 4 Not at all helpful (SPECIFY)

- 8 DK
- 9 REF

**ASK IF NOT VERY HELPFUL TO Q11**

Q11a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 POSITIVE - They tried to help, received some help
- 31 WORK - No job, didn't receive much job search help
- 32 EFFECTIVE - No help, very little help
- 33 NEGATIVE - Dissatisfied (general)
- 34 INFO - Not enough information provided
- 35 SUPPORT - Did not achieve goal, working on, need guidance
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK

Q12

How easy was it for you to contact your vocational rehabilitation counselor?  
(READ RESPONSES)

IF NOT "VERY EASY" ASK: WHY DO YOU SAY THAT?  
WHAT COULD THEY HAVE DONE TO MAKE IT EASIER FOR YOU TO  
CONTACT YOUR COUNSELOR?

- 1 Very Easy
- 2 Somewhat Easy (SPECIFY)
- 3 Somewhat Difficult, or (SPECIFY)
- 4 Very Difficult? (SPECIFY)

- 8 DK
- 9 REF

**ASK IF NOT VERY EASY TO Q12**

Q12a

Why do you say that?

- 10 CALL – Calls and mail not returned, had to wait
- 11 CALL - Counselor never returned calls
- 12 CALL - Leave multiple messages before getting call back
- 13 CALL - Phone tag - leave a message and counselor called back
- 14 CALL - Should be answering phones, want to speak to person
- 15 CALL - Voicemail, have to leave message, never answer phone
- 16 POSITIVE - Easy, able to reach counselor with no problems
- 17 POSITIVE - Some parts are easy, some are hard
- 18 REACH - Hard to get a hold of counselor
- 19 REACH - Person not available, in meetings, out of office
- 20 REACH - They are too busy, they have large caseloads
- 21 STAFF - Switching of counselors confusing, been a problem
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q13

How accessible was The Vermont Division of Vocational Rehabilitation office for someone with your type of disability?

(READ RESPONSES)

PROMPT: By accessible I mean that it was easy for you to get in and out of the office, to easily move around while inside the office, that materials are available in alternative formats such as Braille, or that there are interpreters available?

IF NOT "VERY ACCESSIBLE" ASK: WHY DO YOU SAY THAT?  
WHAT COULD THEY HAVE DONE TO MAKE THE OFFICE MORE ACCESSIBLE?

- 1 Very accessible
- 2 Somewhat accessible (SPECIFY)
- 3 Not very accessible, or (SPECIFY)
- 4 Not at all accessible? (SPECIFY)

- 8 DK
- 9 REF

**ASK IF NOT VERY ACCESSIBLE TO Q13**

Q13a

Why do you say that?

- 10 CONDITION - No materials, Braille, interpreters, large print
- 11 NEGATIVE - Not very accessible, not great
- 12 OFFICE - Elevators and stairs
- 13 OFFICE - Location, directions to building or office
- 14 OFFICE - Mobility in building, hard getting around
- 15 OFFICE - Access, and exit with doors, difficulty
- 16 POSITIVE - Fine, somewhat accessible
- 17 POSITIVE - They come to me, we meet somewhere else
- 18 POSITIVE - Very accessible, great, no complaints
- 19 SAFETY - Concerned with safety, dark and dingy
- 20 STAFF - Staff is rude, not cooperative, no help, too busy
- 21 TRANS - Distance, bus routes, train station
- 22 TRANS - Lots of walking
- 23 TRANS - Parking, handicap parking, parking lot
- 24 TRANS - Transportation in general
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q14

Next I am going to read a list of statements and I would like to know how strongly you agree or disagree with each. Please tell me if you strongly agree, somewhat agree, NEITHER agree nor disagree, somewhat DISagree, or strongly DISagree with each statement. If it is not applicable to your case, just let me know.

The vocational rehabilitation services I received helped me become more financially independent.

(READ RESPONSES AS NEEDED)

IF DISAGREE ASK: WHY DO YOU SAY THAT?

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree (SPECIFY)
- 5 Strongly disagree (SPECIFY)

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH Q14**

Q14a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 FINANCE - Did not become financially independent
- 31 WORK - Cannot find better paying job, not earning much
- 32 EFFECTIVE - Used own resources to get job, training
- 33 FINANCE - Did not receive needed financial help
- 34 FINANCE - No change financially
- 35 WORK - Unable or too difficult to work due to disability
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q14b

The vocational rehabilitation services I received helped me become more independent.  
(READ RESPONSES AS NEEDED)

IF DISAGREE ASK: WHY DO YOU SAY THAT?

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree (SPECIFY)
- 5 Strongly disagree (SPECIFY)

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH Q14b**

Q14c

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 FINANCE - Did not become financially independent
- 31 WORK - Cannot find better paying job, not earning much
- 32 EFFECTIVE - Used own resources to get job, training
- 33 FINANCE- Did not receive needed financial help
- 34 FINANCE - No change financially
- 35 WORK - Unable or too difficult to work due to disability
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF



Q15

The Vermont Division of Vocational Rehabilitation staff treated me with dignity and respect.

(READ RESPONSES AS NEEDED)

IF DISAGREE ASK: WHY DO YOU SAY THAT?

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree (SPECIFY)
- 5 Strongly disagree (SPECIFY)
  
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

**ASK IF DO NOT AGREE WITH Q15**

Q15a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 STAFF - Counselor, staff did not treat me with respect, rude
- 31 STAFF - Counselor was not helpful, supportive
- 32 STAFF - Did not listen to my needs
- 33 EFFECTIVE - Never received help
- 34 COMM - Hard to reach counselor
- 35 EFFECTIVE - Broken promises, no follow thru
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q16

The Vermont Division of Vocational Rehabilitation helped me reach my job goals.  
(READ RESPONSES AS NEEDED)

IF DISAGREE ASK: WHY DO YOU SAY THAT?

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree (SPECIFY)
- 5 Strongly disagree (SPECIFY)
  
- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

**ASK IF DO NOT AGREE WITH Q16**

Q16a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 WORK - Help client get a job, more job services, job options
- 31 NEGATIVE - Program did nothing or little to help
- 32 WORK - No job yet, still working on achieving goals
- 33 WORK - Dissatisfied with job placement
- 34 WORK - Had to find job, services on own
- 35 EDUCATION - Need training
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

**VVR11**

My counselor made clear my role and responsibilities in communicating with vocational rehabilitation.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR11**

VVR11a

Why do you say that?

- 10 CALL – Calls and mail not returned, had to wait
- 11 CALL - Counselor never returned calls
- 12 CALL - Leave multiple messages before getting call back
- 13 CALL - Phone tag - leave a message and counselor called back
- 14 CALL - Should be answering phones, want to speak to person
- 15 CALL - Voicemail, have to leave message, never answer phone
- 16 POSITIVE - Easy, able to reach counselor with no problems
- 17 POSITIVE - Some parts are easy, some are hard
- 18 REACH - Hard to get a hold of counselor
- 19 REACH - Person not available, in meetings, out of office
- 20 REACH - They are too busy, they have large caseloads
- 21 STAFF - Switching of counselors confusing, been a problem
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR12

VR staff asked me for my opinions and ideas about the services I need.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR12**

VVR12a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 CONTROL - No control over experience, told me what to do
- 31 STAFF - Counselor would not listen, dismissed concerns
- 32 STAFF - Lacks understanding of needs, wants, ability
- 33 EFFECTIVE - Fight to get services, help is limited
- 34 COMM - Time lags to get services, appointments
- 35 STAFF - Staff attitude, disrespect, unprofessional
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR13

VR staff asked me for my opinions and ideas about my vocational rehabilitation goals.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR13**

VVR13a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 CONTROL - No control over experience, told me what to do
- 31 STAFF - Counselor would not listen, dismissed concerns
- 32 STAFF - Lacks understanding of needs, wants, ability
- 33 EFFECTIVE - Fight to get services, help is limited
- 34 COMM - Time lags to get services, appointments
- 35 STAFF - Staff attitude, disrespect, unprofessional
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR15

VR Staff understands/understood my particular situation and needs.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR15**

VVR15a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 EFFECTIVE - Training did not match with interest, ability
- 31 EDUCATION- Did not receive needed education, training
- 32 SUPPORT - More services needed to help with career goals
- 33 NEGATIVE - Dissatisfied with services and counselor
- 34 CONTROL - No control over experience, told me what to do
- 35 STAFF - Counselor would not listen, dismissed concerns
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR16

VR staff believes/believed in my abilities.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR16**

VVR16a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 EFFECTIVE - Training did not match with interest, ability
- 31 EDUCATION - Did not receive needed education, training
- 32 SUPPORT - More services needed to help with career goals
- 33 NEGATIVE - Dissatisfied with services and counselor
- 34 CONTROL - No control over experience, told me what to do
- 35 STAFF - Counselor would not listen, dismissed concerns
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

VVR17

VR staff partners/partnered with me to achieve my goals.

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

7 N/A TO ME/MY CASE

8 DK

9 REF

**ASK IF DO NOT AGREE WITH VVR17**

VVR17a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 CONTROL - No control over experience, told me what to do
- 31 STAFF - Counselor would not listen, dismissed concerns
- 32 STAFF - Lacks understanding of needs, wants, ability
- 33 EFFECTIVE - Fight to get services, help is limited
- 34 COMM - Time lags to get services, appointments
- 35 STAFF - Staff attitude, disrespect, unprofessional
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF



Q17

Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by FILL AGENCY?

PROMPT: IF NOT SATISFIED (1 – 5) ASK WHY DO YOU SAY THAT?

1 – 10 ENTER NUMBER

98 DK

99 REF

**ASK IF RATED 1 – 5 TO Q17**

Q17a

Why do you say that?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
- 18 SUPPORT - No services provided, not much help
- 19 WORK - Completed testing, training, but still no job
- 20 WORK - Did not receive employment, could not find me a job
- 30 NEGATIVE - Program did nothing or little to help
- 31 WORK - Help client get a job, more job services, job options
- 32 EFFECTIVE – Did not meet expectations, no help reaching goals
- 33 STAFF - Counselors should make more effort, client does work
- 34 EFFECTIVE - Follow through with services, broken promises
- 35 EFFECTIVE - Speed up process of obtaining services
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Q18

Considering all of the expectations you may have had about the services provided by The Vermont Division of Vocational Rehabilitation, to what extent have these services met your expectations?

Please rate this on a scale from 1 to 10 where one means The Vermont Division of Vocational Rehabilitation met NONE of your expectations and ten means that FILL AGENCY met your expectations COMPLETELY.

1 – 10 ENTER NUMBER

98 DK  
99 REF

Q19

Now I want you to think of the ideal program for people in your circumstances. How well do you think the services you received from The Vermont Division of Vocational Rehabilitation compared to the services that would be offered by your IDEAL program?

Again, rate this from 1 to 10 where one means The Vermont Division of Vocational Rehabilitation program was NOT AT ALL ideal for people in your circumstance and ten means the program was COMPLETELY ideal for people in your circumstance.

1 – 10 ENTER NUMBER

98 DK  
99 REF

Q20

All things considered, would you tell your friends with disabilities to go to The Vermont Division of Vocational Rehabilitation program for help?

1 YES  
2 NO  
  
8 DK  
9 REF

**Vermont Division of Vocational Rehabilitation Additional Questions**

VVR01

Were you able to receive needed services even when your vocational rehabilitation counselor was not available?

- 1 YES
- 2 NO
  
- 8 DK
- 9 REF

VVR02

How satisfied were you with the job placement services?  
(READ RESPONSES)

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
- 6 NOT APPLICABLE, DID NOT USE JOB PLACEMENT
- 8 DK
- 9 REF

VVR03

In thinking about the attitude of the staff and the office environment, how welcome did you feel when coming to vocational rehabilitation for services?  
(READ RESPONSES)

IF NOT WELCOME ASK: WHY IS THIS?

- 1 Very welcome
- 2 Welcome
- 3 Not very welcome (SPECIFY)
- 4 Not at all welcome (SPECIFY)
  
- 8 DK
- 9 REF

VVR04

Were you able to access Social Security benefits counseling through vocational rehabilitation?

- 1 YES
- 2 NO
- 3 DID NOT NEED BENEFITS COUNSELING
  
- 8 DK
- 9 REF

IF YES ASK:

VVR05

How valuable did you find this benefits counseling?  
(READ RESPONSES)

- 1 Very valuable
- 2 Somewhat valuable
- 3 Not very valuable, or (SPECIFY)
- 4 Not at all valuable (SPECIFY)
  
- 8 DK
- 9 REF

VVR06

Overall, how easy was it for you to access vocational rehabilitation services?

IF DIFFICULT ASK: WHY DID YOU FIND THIS DIFFICULT?

- 1 Very Easy
- 2 Somewhat Easy
- 3 Somewhat Difficult, or (SPECIFY)
- 4 Very Difficult? (SPECIFY)
  
- 8 DK
- 9 REF

Q:VVR07

How well did vocational rehabilitation coordinate job placement services with the VABIR representative?

(READ RESPONSES)

PROMPT: VABIR is the Vermont Association of Business, Industry and Rehabilitation

- 1 Very Well
- 2 Somewhat Well
- 3 Not Very Well
- 4 Not Well at All
- 5 DID NOT USE JOB PLACEMENT SERVICES
- 6 DID NOT USE SERVICES THROUGH VABIR

- 8 DK
- 9 REF

Q:VVR08

T:

Do you feel that you are getting the support needed to be successful in the long term?

IF NO ASK: Why do you feel you are not getting the needed support to be successful in the long term?

- 1 YES
- 2 NO (SPECIFY)

- 8 DK
- 9 REF

VVR09

Did someone other than vocational rehabilitation help you find a job?

IF YES ASK: Who helped you find a job?

- 1 YES (SPECIFY)
- 2 NO

- 8 DK
- 9 REF

VVR10

Would you refer a friend or relative to vocational rehabilitation?

1 YES

2 NO

8 DK

9 REF

Q21

Were you informed that if you had a problem with The Vermont Division of Vocational Rehabilitation, you could address it with the Client Assistance Program?

1 YES

2 NO

8 DK

9 REF

Q22

Finally, I am interested in any feedback you might have to help improve the services provided by The Vermont Division of Vocational Rehabilitation.

Have you experienced any problems with The Vermont Division of Vocational Rehabilitation or the services they have provided to you?

IF YES ASK: WHAT WERE THESE PROBLEMS?

1 YES (SPECIFY)

2 NO

8 DK

9 REF

**ASK IF THEY EXPERIENCED PROBLEMS**

Q22a

What problems did you experience?

- 10 COMM - Counselor did not return calls, no follow up
- 11 COMM - Hard to reach staff
- 12 EXPAND - More info needed, need to broaden programs
- 13 HELP - Someone else helped, counselor did paperwork
- 14 INFO - Not enough, unaware of available services
- 15 POSITIVE - Commendable efforts, services provided
- 16 STAFF - Counselors left, switched
- 17 SUPPORT - Needed more support, guidance, help
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- 19 WORK - Completed testing, training, but still no job
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- 33 STAFF - Counselors should make more effort, client does work
- 34 EFFECTIVE - Follow through with services, broken promises
- 35 EFFECTIVE - Speed up process of obtaining services
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

**IF THEY EXPERIENCED PROBLEMS**

Q23

Did The Vermont Division of Vocational Rehabilitation work to resolve this problem?

- 1 YES
- 2 NO
  
- 8 DK
- 9 REF

Q24

What could The Vermont Division of Vocational Rehabilitation do to improve the services it offers to you and others?

1 SPECIFY (SPECIFY)

2 NOTHING

8 DK

9 REF

Q25

These last few questions ask about what you are currently doing.

Are you currently...

(READ RESPONSES AND SELECT ALL MENTIONED)

10 Working full time, that is, more than 35 hours per week

11 Working part time

12 Currently looking for a job

13 In school or receiving job training

14 Keeping house

15 Currently unable to work, or

16 Volunteering your time

17 NO MORE

18 NONE OF THESE

98 DK

99 REF



**IF WORKING**

Q26

Thinking about your current job, how satisfied are you with what you are doing?

IF NOT SATISFIED ASK: WHAT IS YOUR CURRENT JOB AND WHY AREN'T YOU SATISFIED?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (SPECIFY)
- 4 Dissatisfied, or (SPECIFY)
- 5 Very Dissatisfied (SPECIFY)
  
- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

**ASK IF NOT SATISFIED TO Q26**

Q26a

Why do you say that?

- 10 DEMANDING - Been at job too long, burnt out, need change
- 11 DEMANDING - Physically demanding
- 12 DEMANDING - Stressful
- 13 DISABILITY - Makes it hard to do job or to advance
- 14 ENVIRONMENT - Problems with employer or co-workers
- 15 EXPECTATION - Better than nothing, work options limited
- 16 EXPECTATION - Have another job, career, training in mind
- 17 EXPECTATION - Need job that matches talents, skills, training
- 18 FINANCE - Low pay- does not meet financial needs
- 19 GROWTH - No challenges, few opportunities for growth
- 20 HOURS - Crazy hours, scheduling problems
- 21 HOURS - Too few hours
- 22 JOB - Bored with job
- 23 JOB - Not a career move, only temporary
- 24 NEGATIVE - Just don't like it in general
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

**IF NOT WORKING**

Q27

What type of job or career do you think you want?

1 SPECIFY (SPECIFY)

2 NONE

8 DK

9 REF

Age, gender, case status, race/ethnicity, disability, geographic region were merged with the data from provided sample files.