

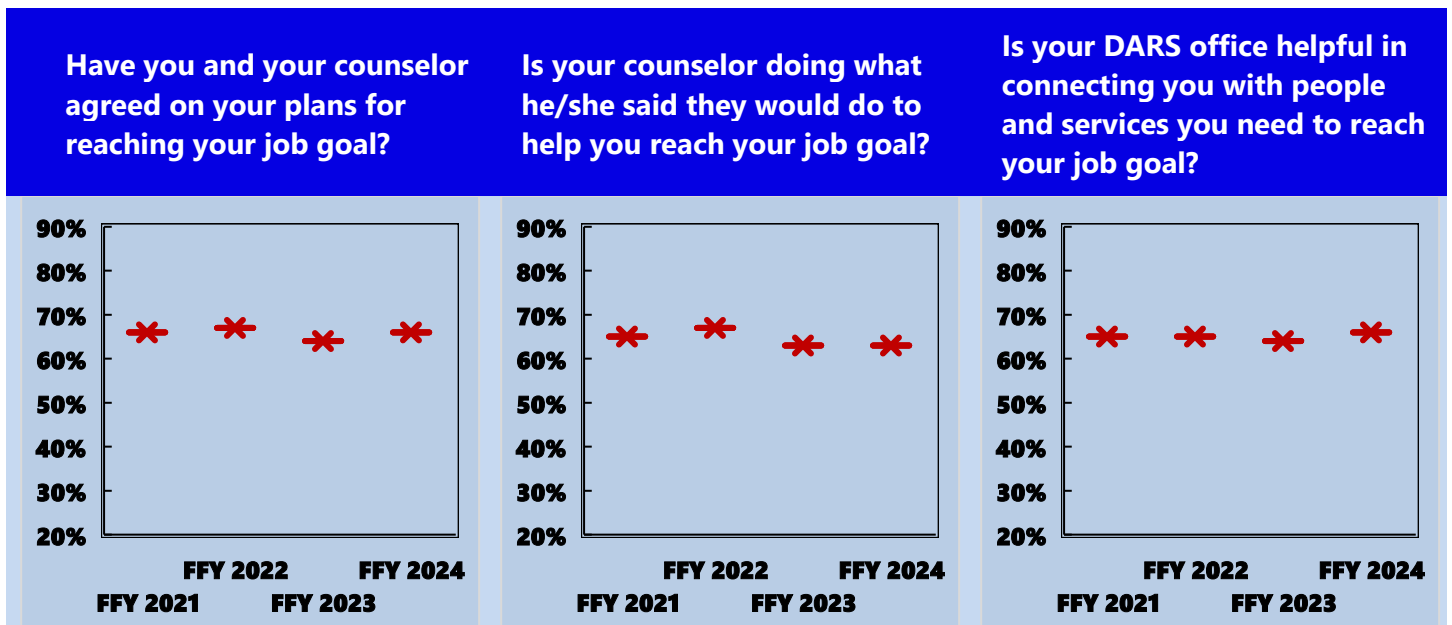
FFY 2024 HIGHLIGHTS FOR DRS SERVICE

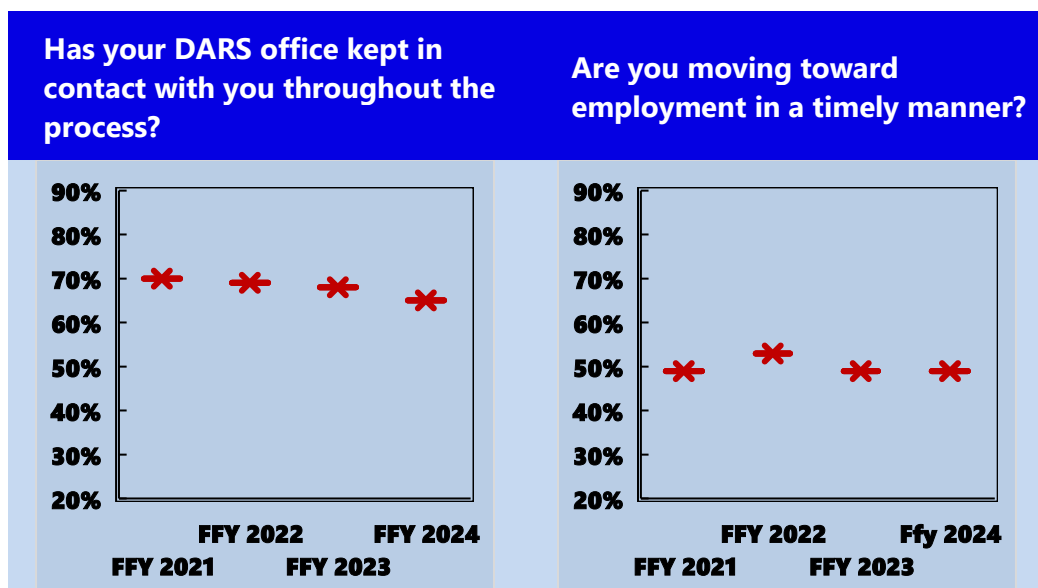
The DARS Consumer Service Satisfaction Survey from FFY 2000 through FFY 2013 collected data on closed cases. Beginning in FFY 2014, the consumer satisfaction survey captured feedback from clients during service delivery [post Individualized Plan for Employment (IPE) but prior to Employment]. The purpose in the change of the methodology was to assess satisfaction in real time. In addition, this methodology allows for identification of issues early in the VR process so that any needed adjustments in the clients' experience at DARS may be implemented.

For FFY 2024, a total of 386 surveys were completed out of the 2,854 distributed, resulting in a 13.5% response rate. This reflects a decline from the 20.0% response rate observed in FFY 2023. Power analysis indicates that the achieved sample is sufficient for statistical hypothesis testing at a 95% confidence level and a 5% margin of error.

The graphs below indicate the rates of agreement to the corresponding survey questions from FFY 2021 through FFY 2024. Analysis indicates a statistically significant decline over time in the proportion of clients indicating their DARS office has kept in regular contact with them. No other statistically significant relationships were identified in the data.

QUANTITATIVE RESPONSES (PERCENT YES)





Respondents were questioned as to whether the counselor and client were in agreement with the plans for reaching the client's employment goal (Diagram 1). Over the past four years, the percentage of respondents who answered "Yes" ranged between 64% and 67%. For FFY 2024, 66% indicated that they were satisfied with the plans they established with their counselor.

Diagram 2 shows the percentage of respondents who agree that their counselor is doing what they said they would do to help them reach their job goal. Results over the previous four years ranged between 63% and 67% agreement, with 63% of clients agreeing to this question in FFY 2024.

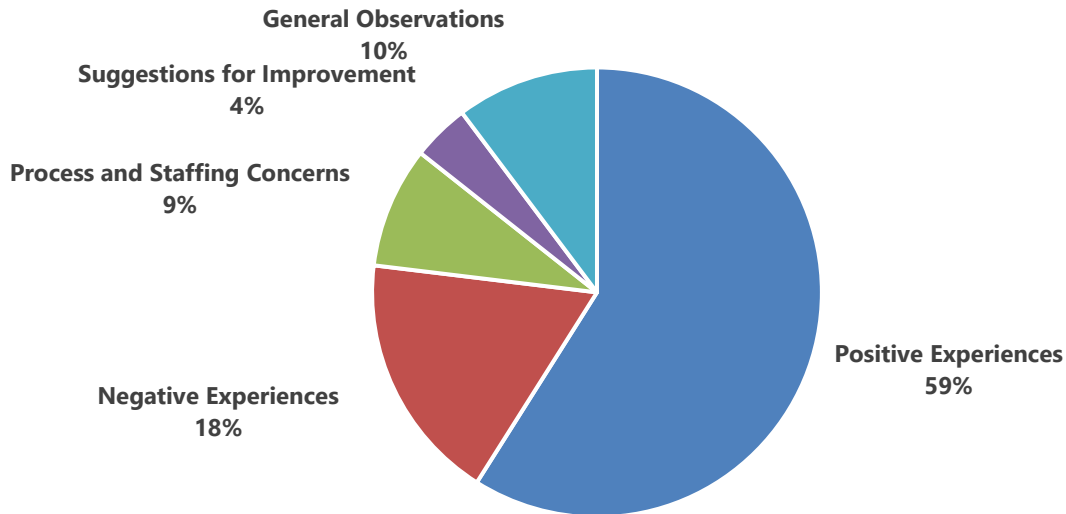
Diagram 3 shows the rate at which respondents find DARS to be helpful in connecting them to the appropriate people and services they need. Percentages have remained steady, hitting 66% agreement in FFY 2024.

Reported client satisfaction with the level of contact they have had with the DARS office has continued to decrease (Diagram 4). In FFY 2021, 70% of clients indicated that their office has kept in regular contact. This has decreased to 65% in FFY 2024. A linear-by-linear association test indicates that this decline over time is statistically significant.

The question related to moving toward employment in a timely manner (Diagram 5) has consistently been the lowest rated question on the survey. In FFY 2021, 49% of respondents felt optimistic about their path to employment, compared to 53% in 2022 and 49% in 2023 and 2024.

QUALITATIVE RESPONSES

"What would you like to tell us about your DARS office?"



- "They have been very helpful throughout the process."
- "They have done a great job pointing me in a clear direction. I feel close to the goals I had when approaching DARS."
- "Don't know where I would be without the support from DARS."



- "Took a very long time to start the process. Then several miscommunications and setbacks."
- "It seems very disorganized and dysfunctional for an office to help people who are themselves dysfunctional."

When asked an open-ended question regarding what they would like to tell DARS about their experience, consumer feedback has been overwhelmingly positive. However, a minority of consumer did indicate that DARS was not effectively

meeting all of their needs. Common complaints included communication issues, inadequate support and guidance, a perceived lack of care and empathy, and slow processes. Other comments included general observations about their case, concerns over process and/or staffing, and suggestions for how to continue improving DARS services.

SUMMARY

The response rate of 13.5% provided adequate power for statistical hypothesis testing at a 95% confidence level and a 5% margin of error.

Each month, a stratified sample was used to ensure the sample matched as closely as possible to the overall population proportions for DARS offices. A total of 2,854 clients were selected to participate in the FFY 2024 survey.

In FFY 2024, positive agreement (a “Yes” response) was over 63% on all metrics except the question regarding the client’s feelings that they were moving toward employment in a timely manner, which remained static at 49%.

Statistical testing using Pearson’s Chi-Square showed no significant differences in rates of agreement from FFY 2023 to FFY 2024.

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.

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