

# Division of Vocational Rehabilitation

## Survey Project – OOS Categories

October 13, 2013

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Find



- Consumer by DVR Case Code



- Consumer WDA code



- Consumer gender



- Consumer race -- White / Non-white



- Consumer OOS Category Description



- Consumer Employment Plan Type



- Consumer Education Level at Closure



- Consumer Primary Source of Support

# DVR Case Code Tab Index

Find

1. Overall, how satisfied are you with your experience with DVR?
2. How well did your counselor explain what DVR services were available to you, so that you could choose what was necessary to meet your goals?
3. Were you able to get all the vocational services you thought you needed through DVR?
4. How much better equipped are you to work and to remain employed?
5. How much better equipped are you to deal with your disability and the challenges it presents to your employment?
6. How helpful was your counselor in obtaining the info that you needed to improve your employment and financial situation?
7. To what extent did your counselor believe that you could build your skills and improve your skills and improve your employment situation?
8. To what extent did your counselor help you believe that you could build your skills and improve your employment situation?
9. How responsive was your counselor in terms of returning your phone calls in a timely manner?

Find

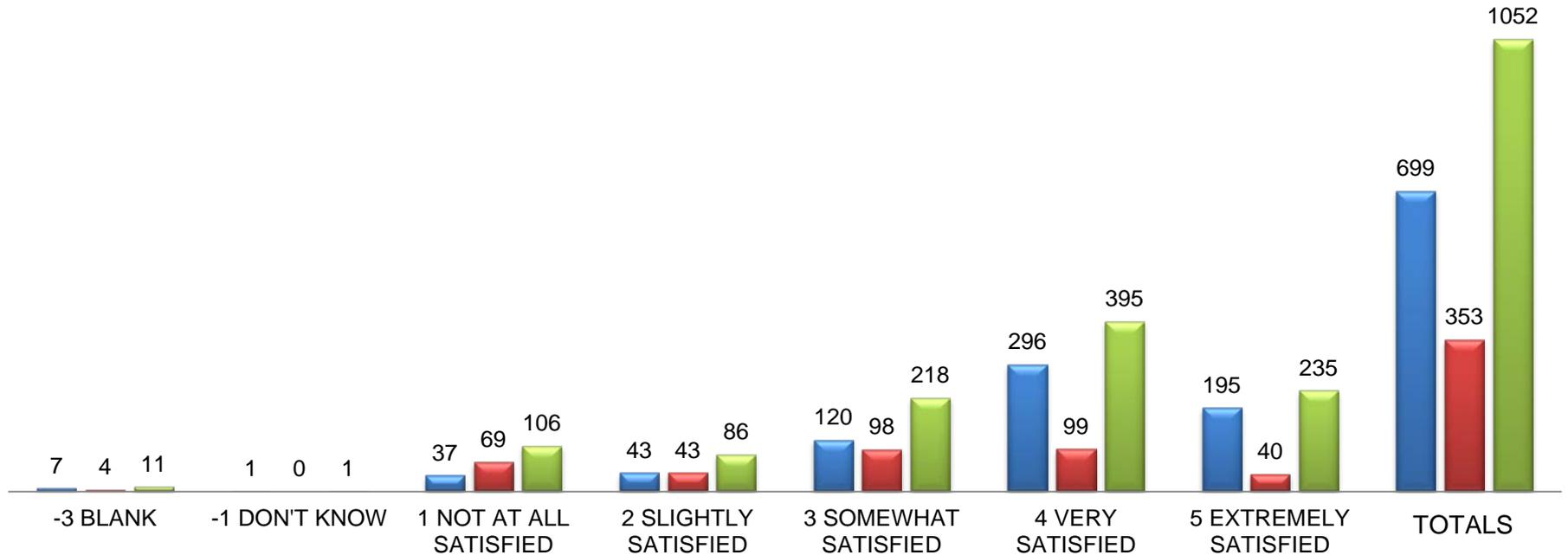
# DVR Case Code Tab Index

-  10. How responsive was your counselor in terms of: listening to your concerns and needs?
-  11. How responsive was your counselor in terms of: answering your questions?
-  12. How responsive was your counselor in terms of: understanding the problems you face?
-  13. How responsive was your counselor in terms of: dealing with your complaints or concerns about services?
-  14. How responsive was your counselor in terms of: willing to see you as often as you felt it was necessary?
-  15. How sensitive was your counselor to your cultural background, race, religion, language, and other factors?
-  16. Did you ever have a disagreement over any services during the time you worked with DVR?
-  17. How satisfied were you with your ability to work with DVR to resolve differences of opinion about your plan for employment? [only if 'Yes' to Q16]
-  18. How likely are you to recommend DVR to another person with disabilities?

# DVR Case Code Tab

**OVERALL, HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE WITH DVR?**

■ case\_type 26 ■ case\_type 28 ■ Total



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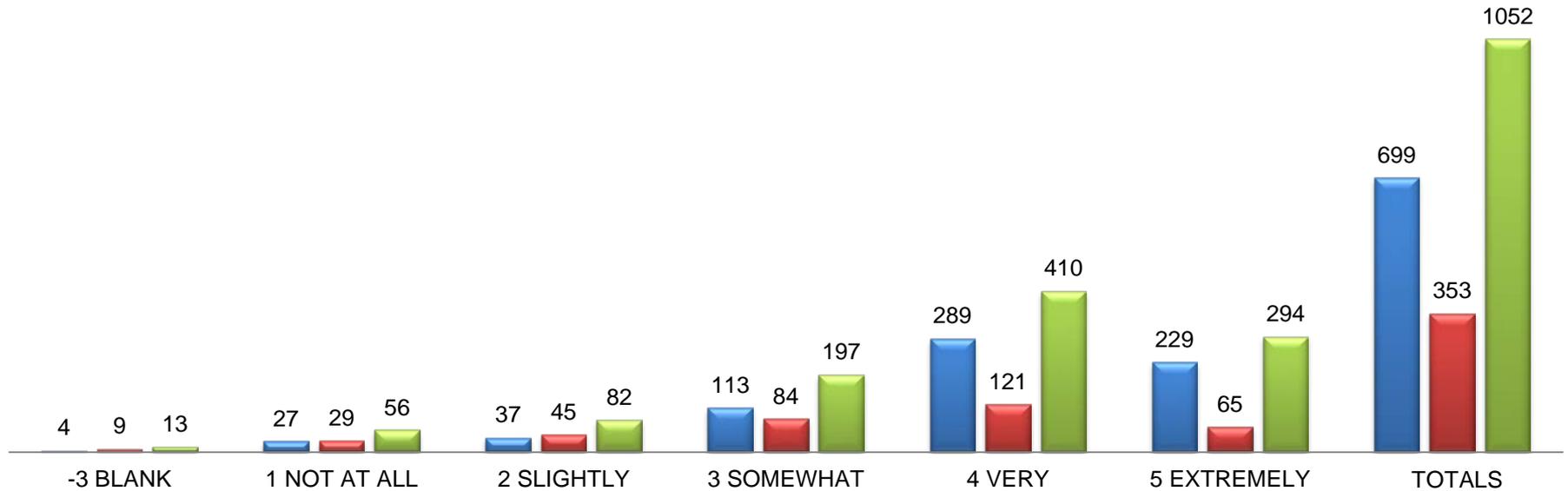
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# DVR Case Code Tab

**HOW WELL DID YOUR COUNSELOR EXPLAIN WHAT DVR SERVICES WERE AVAILABLE TO YOU, SO THAT YOU COULD CHOOSE WHAT WAS NECESSARY TO MEET YOUR GOALS?**

■ case\_type 26   ■ case\_type 28   ■ Total

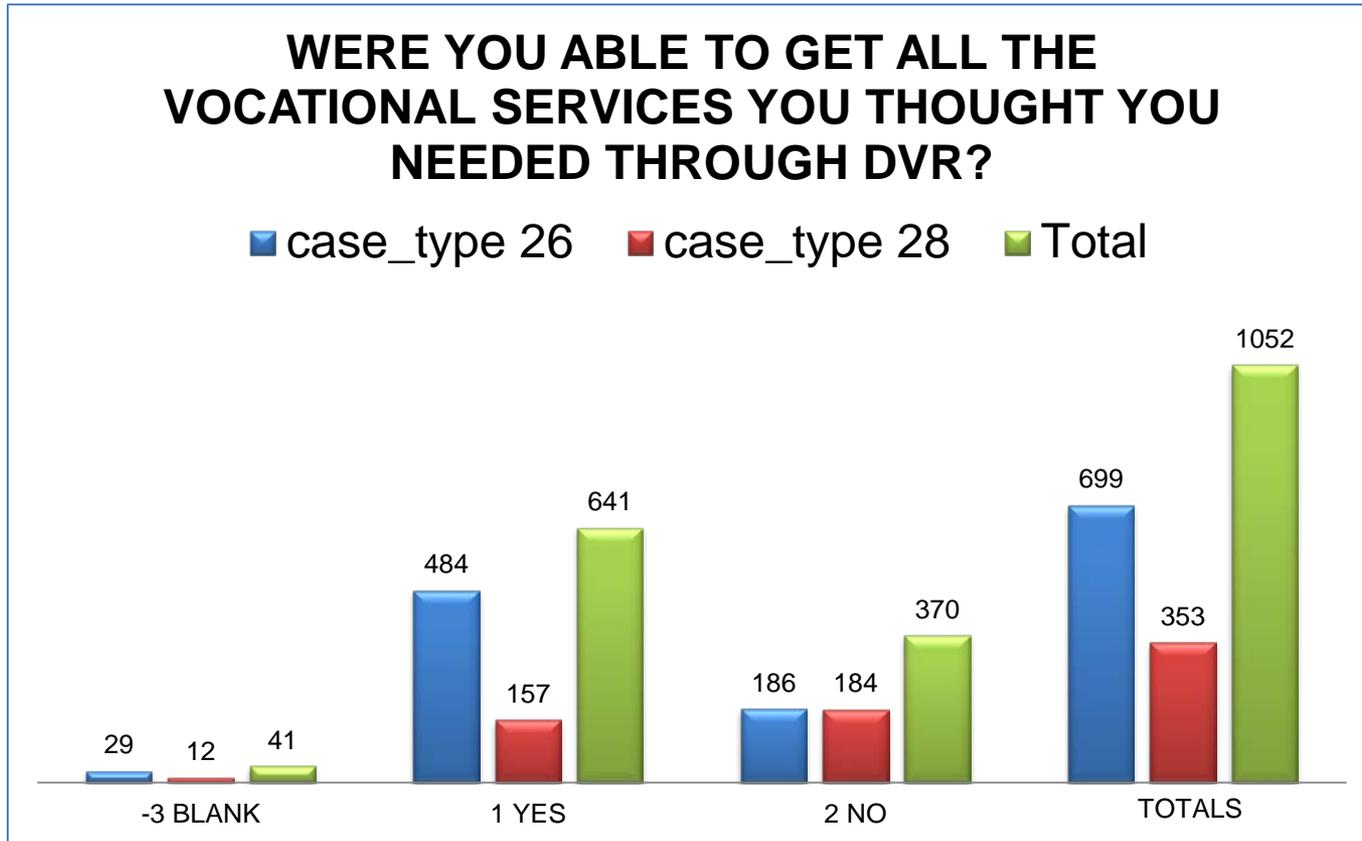


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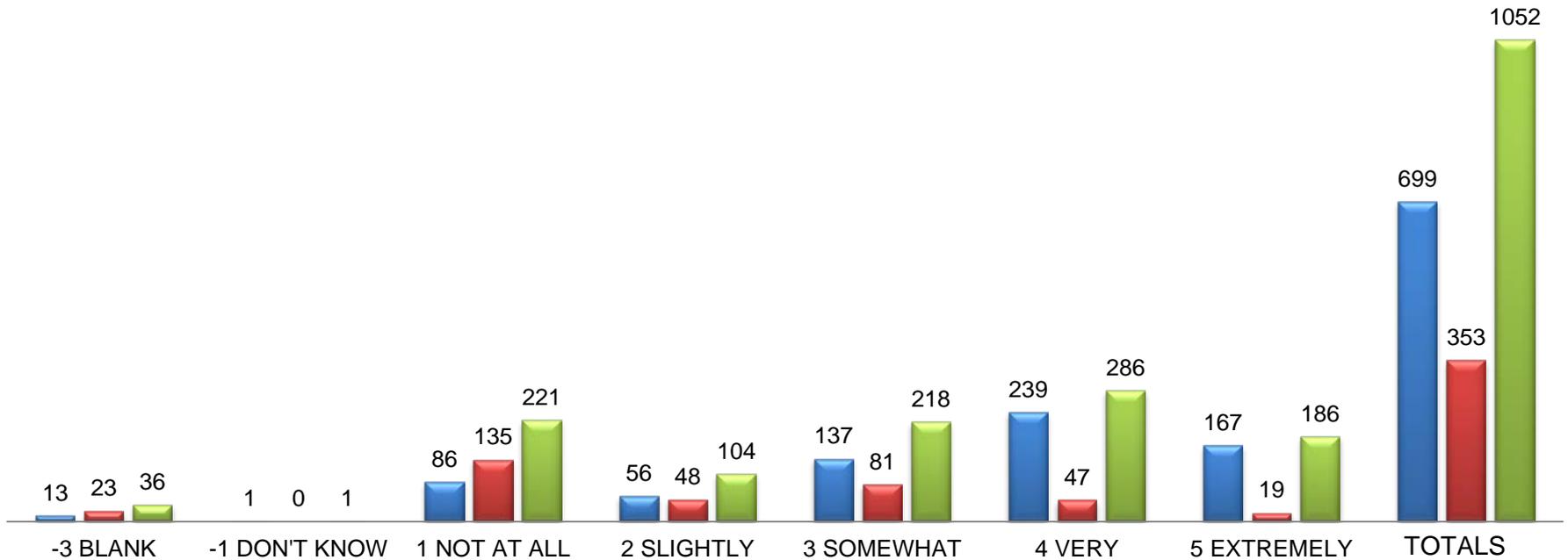
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# DVR Case Code Tab

HOW MUCH BETTER EQUIPPED ARE YOU TO WORK AND TO REMAIN EMPLOYED?

■ case\_type 26 ■ case\_type 28 ■ Total



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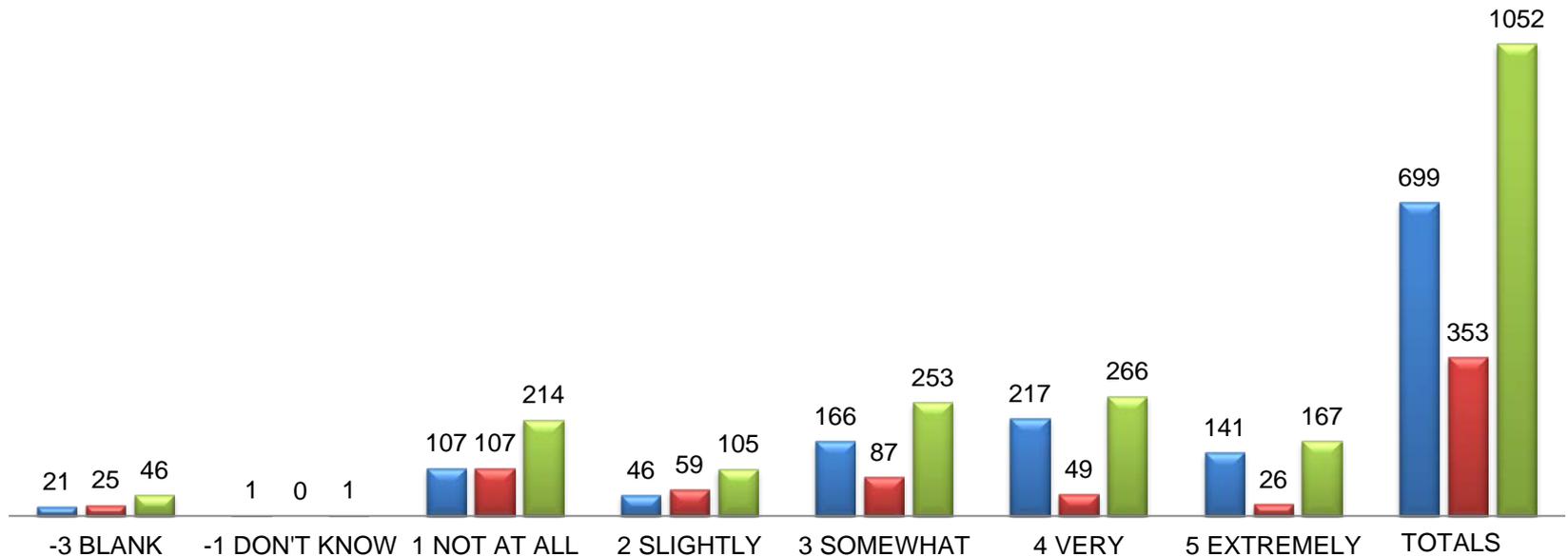
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# DVR Case Code Tab

**HOW MUCH BETTER EQUIPPED ARE YOU TO DEAL WITH YOUR DISABILITY AND THE CHALLENGES IT PRESENTS TO YOUR EMPLOYMENT?**

■ case\_type 26 ■ case\_type 28 ■ Total



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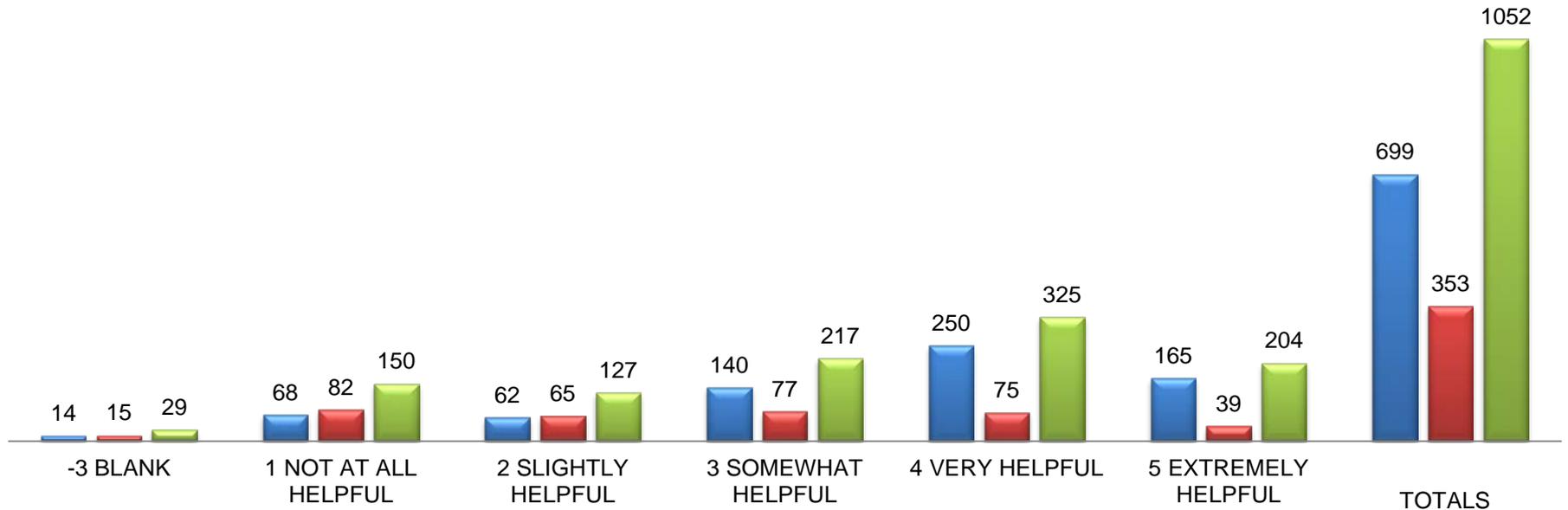
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# DVR Case Code Tab

**HOW HELPFUL WAS YOUR COUNSELOR IN OBTAINING THE INFO THAT YOU NEEDED TO IMPROVE YOUR EMPLOYMENT AND FINANCIAL SITUATION?**

■ case\_type 26 ■ case\_type 28 ■ Total



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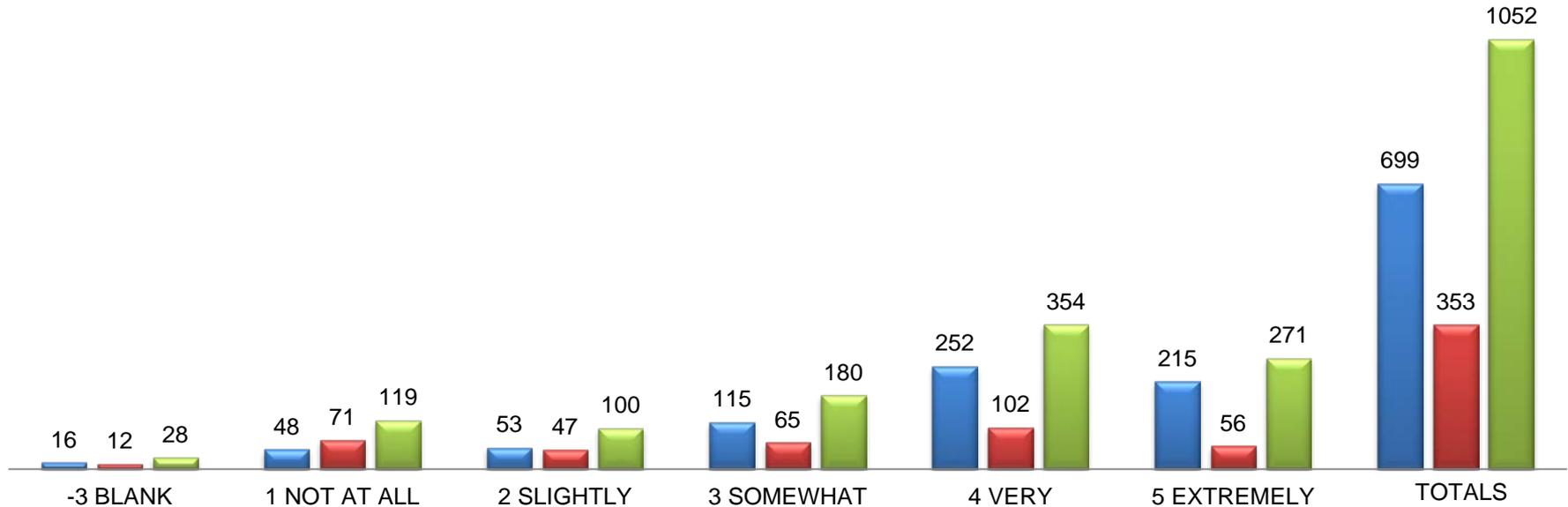
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# DVR Case Code Tab

**TO WHAT EXTENT DID YOUR COUNSELOR BELIEVE THAT YOU COULD BUILD YOUR SKILLS AND IMPROVE YOUR EMPLOYMENT SITUATION?**

■ case\_type 26 ■ case\_type 28 ■ Total



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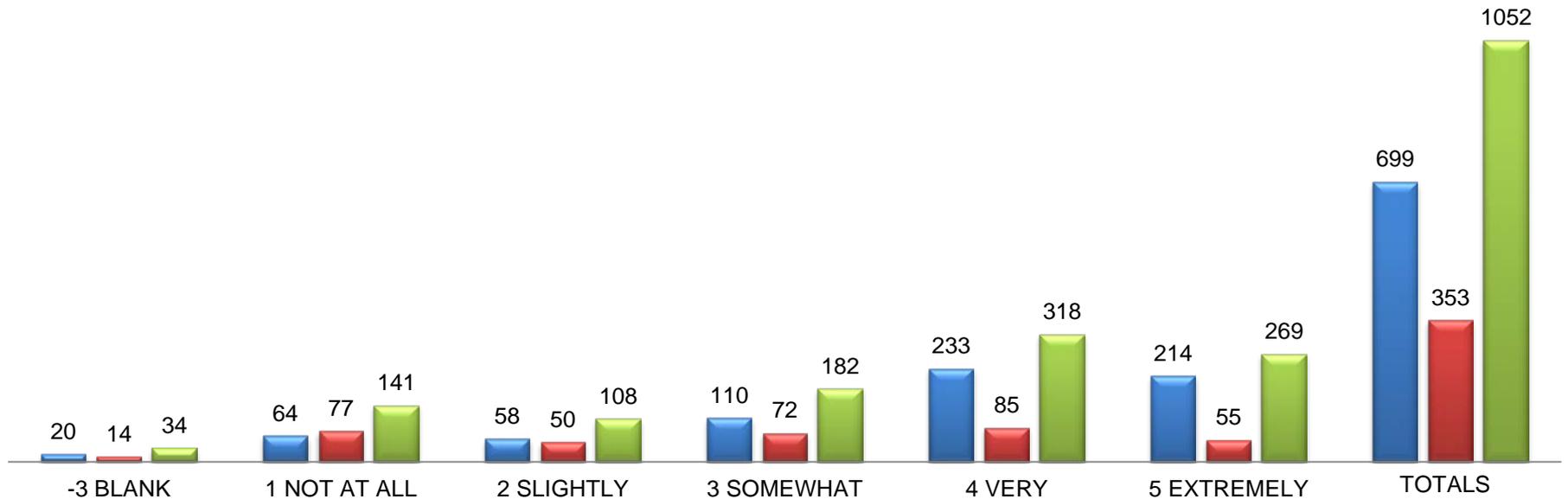
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# DVR Case Code Tab

**TO WHAT EXTENT DID YOUR COUNSELOR HELP YOU BELIEVE THAT YOU COULD BUILD YOUR SKILLS AND IMPROVE YOUR EMPLOYMENT SITUATION?**

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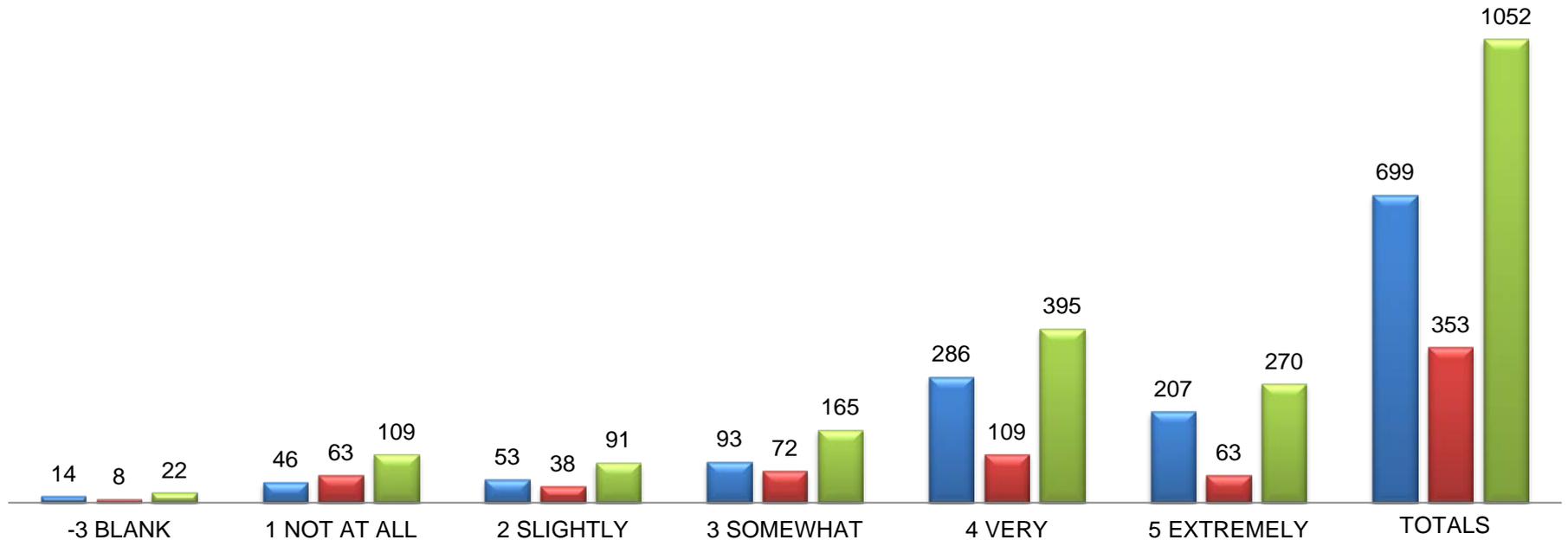
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# DVR Case Code Tab

**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
RETURNING YOUR PHONE CALLS IN A TIMELY MANNER?**

■ case\_type 26 ■ case\_type 28 ■ Total



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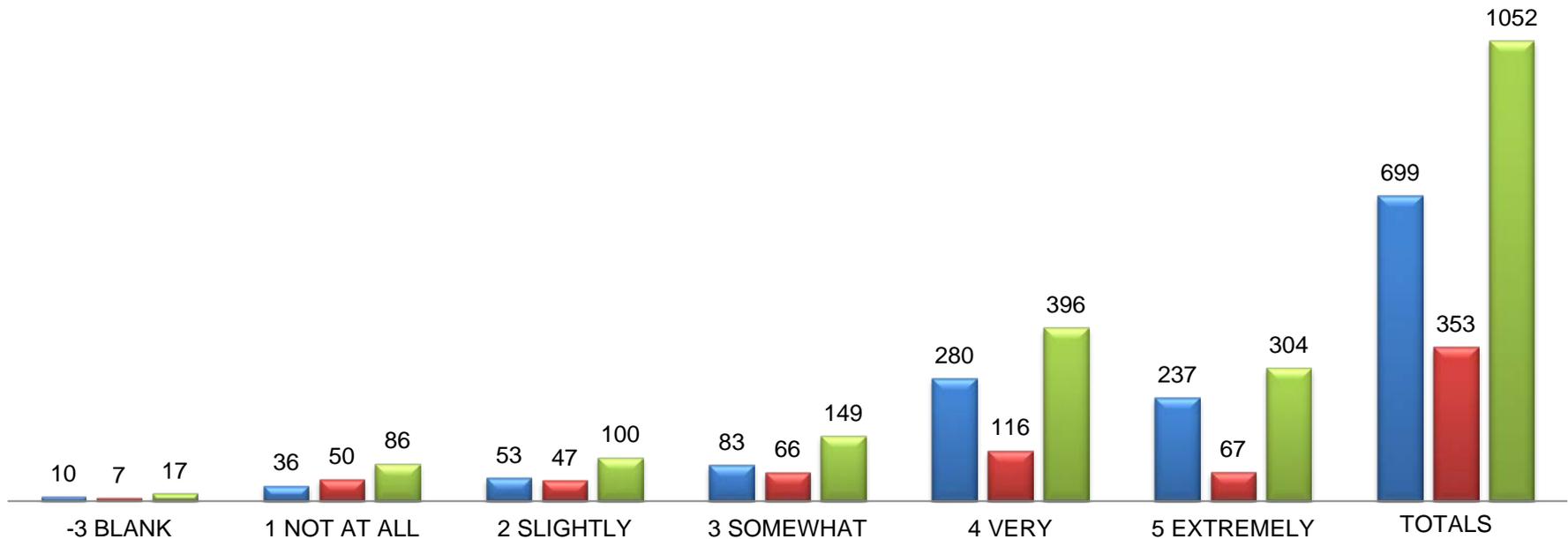
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# DVR Case Code Tab

**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
LISTENING TO YOUR CONCERNS AND NEEDS?**

■ case\_type 26 ■ case\_type 28 ■ Total



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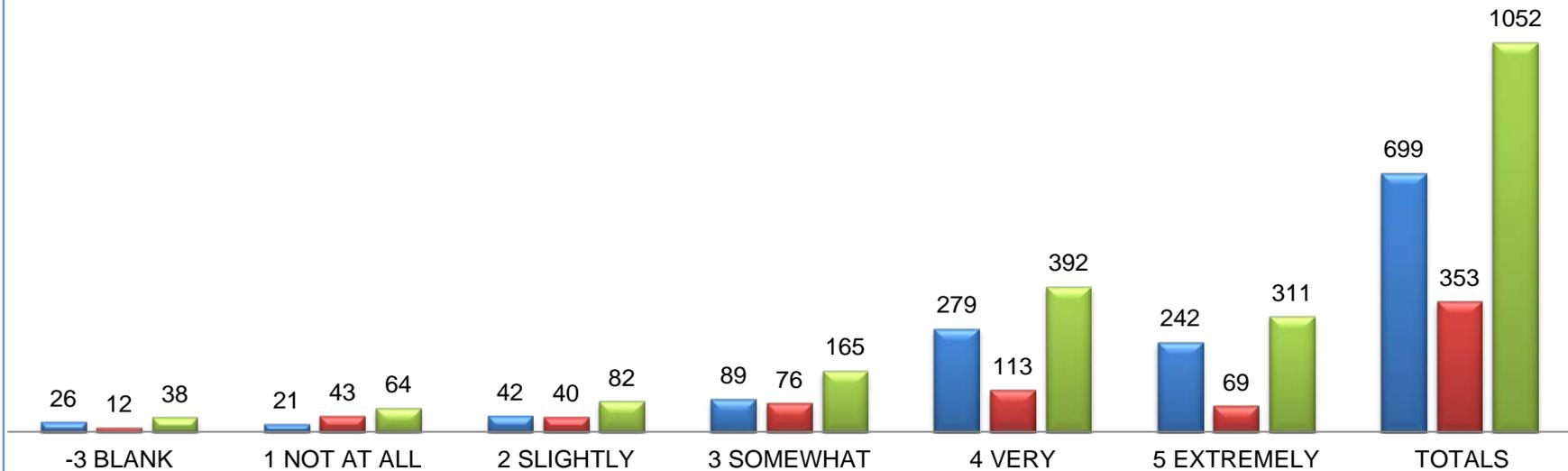
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# DVR Case Code Tab

**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
ANSWERING YOUR QUESTIONS?**

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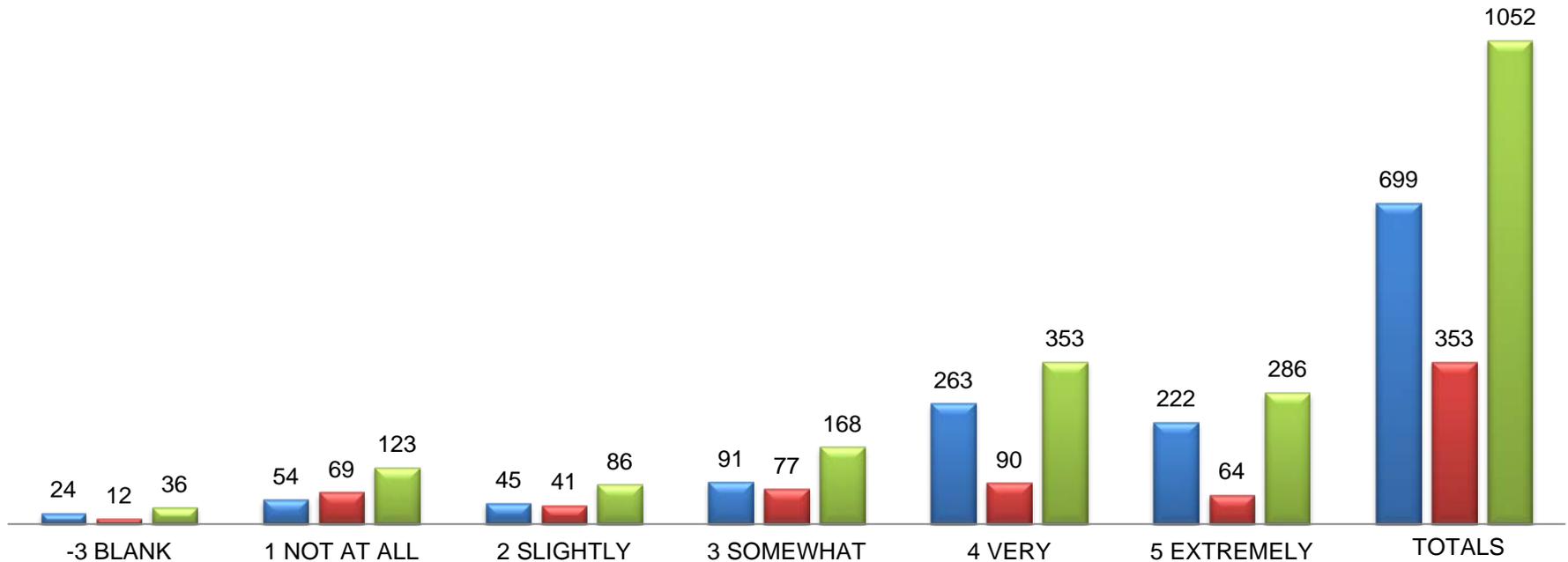
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**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
UNDERSTANDING THE PROBLEMS YOU FACE?**

■ case\_type 26 ■ case\_type 28 ■ Total



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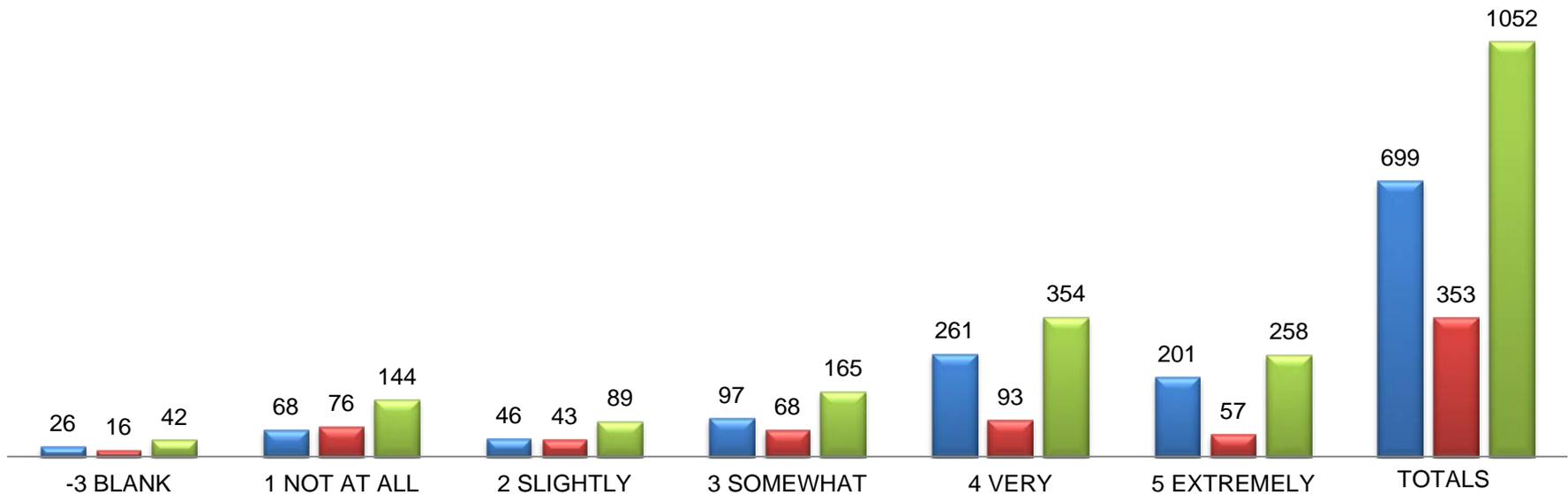
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# DVR Case Code Tab

**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
DEALING WITH YOUR COMPLAINTS OR CONCERNS ABOUT  
SERVICES?**

■ case\_type 26 ■ case\_type 28 ■ Total



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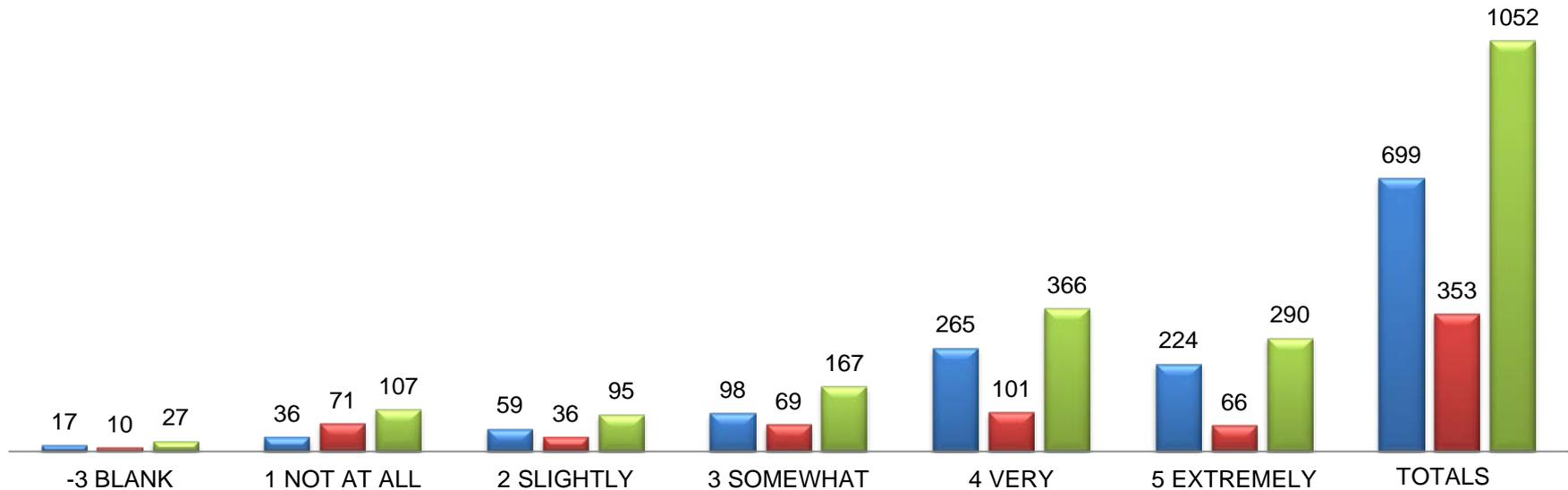
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# DVR Case Code Tab

**HOW RESPONSIVE WAS YOUR COUNSELOR IN TERMS OF:  
WILLING TO SEE YOU AS OFTEN AS YOU FELT IT WAS  
NECESSARY?**

■ case\_type 26 ■ case\_type 28 ■ Total



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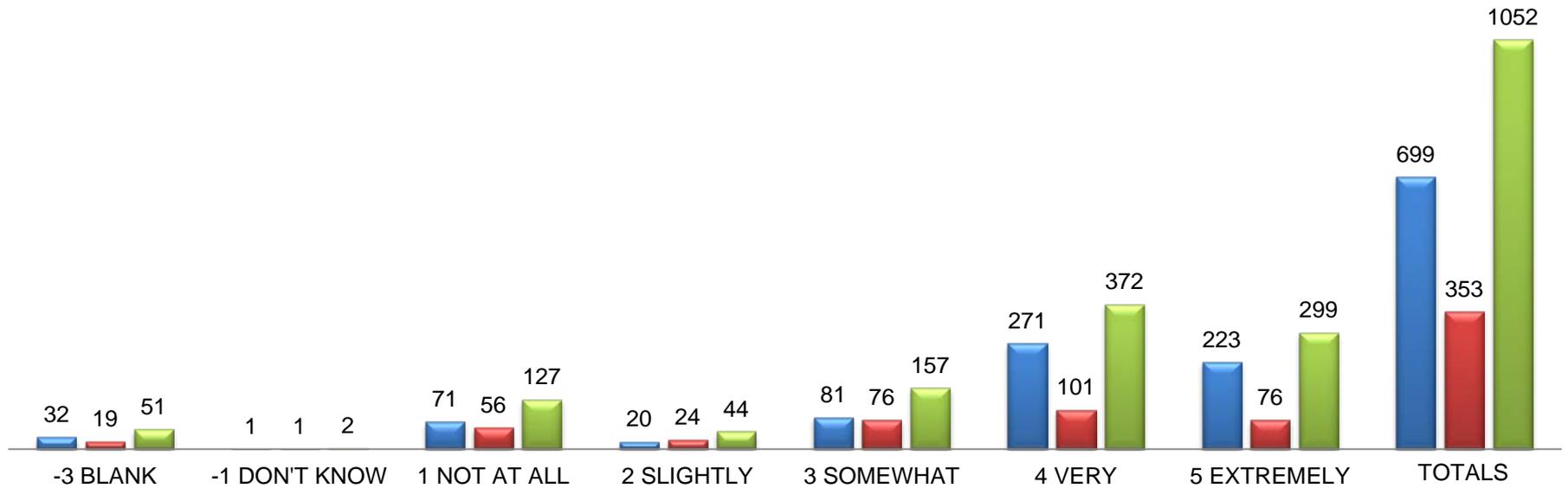
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**HOW SENSITIVE WAS YOUR COUNSELOR TO YOUR CULTURAL BACKGROUND, RACE, RELIGION, LANGUAGE, AND OTHER FACTORS?**

■ case\_type 26 ■ case\_type 28 ■ Total

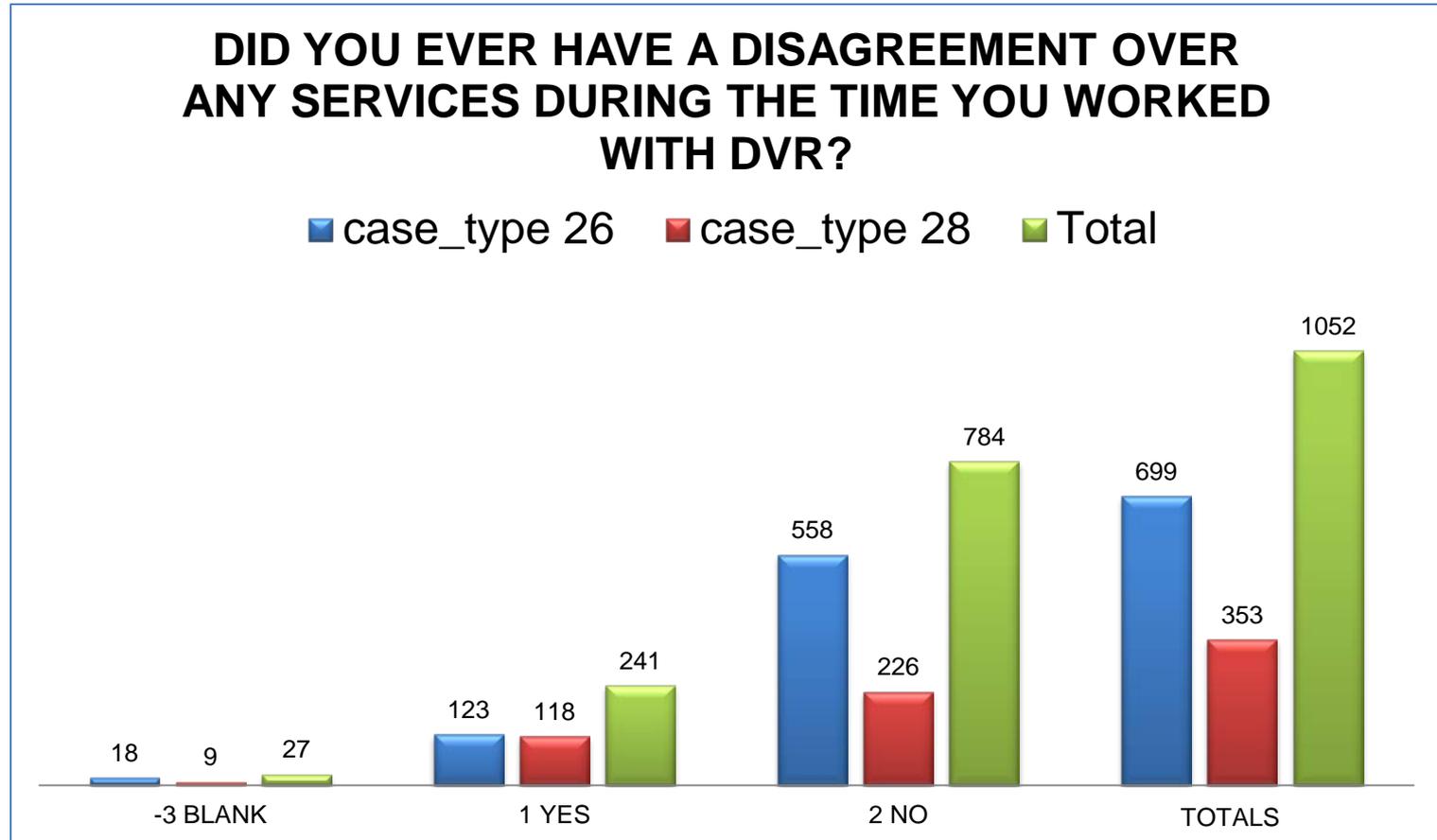


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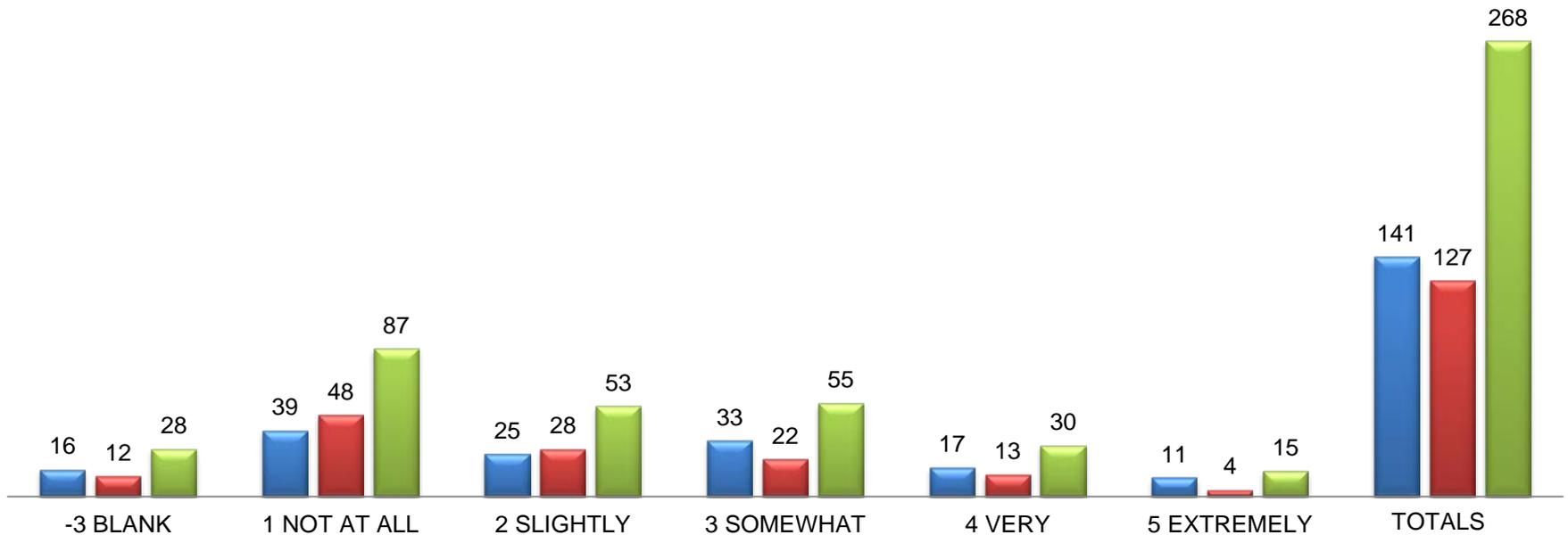
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# DVR Case Code Tab

**HOW SATISFIED WERE YOU WITH YOUR ABILITY TO WORK WITH DVR TO RESOLVE DIFFERENCES OF OPINION ABOUT YOU PLAN FOR EMPLOYMENT? [ONLY IF "YES" TO Q16]**

■ case\_type 26 ■ case\_type 28 ■ Total



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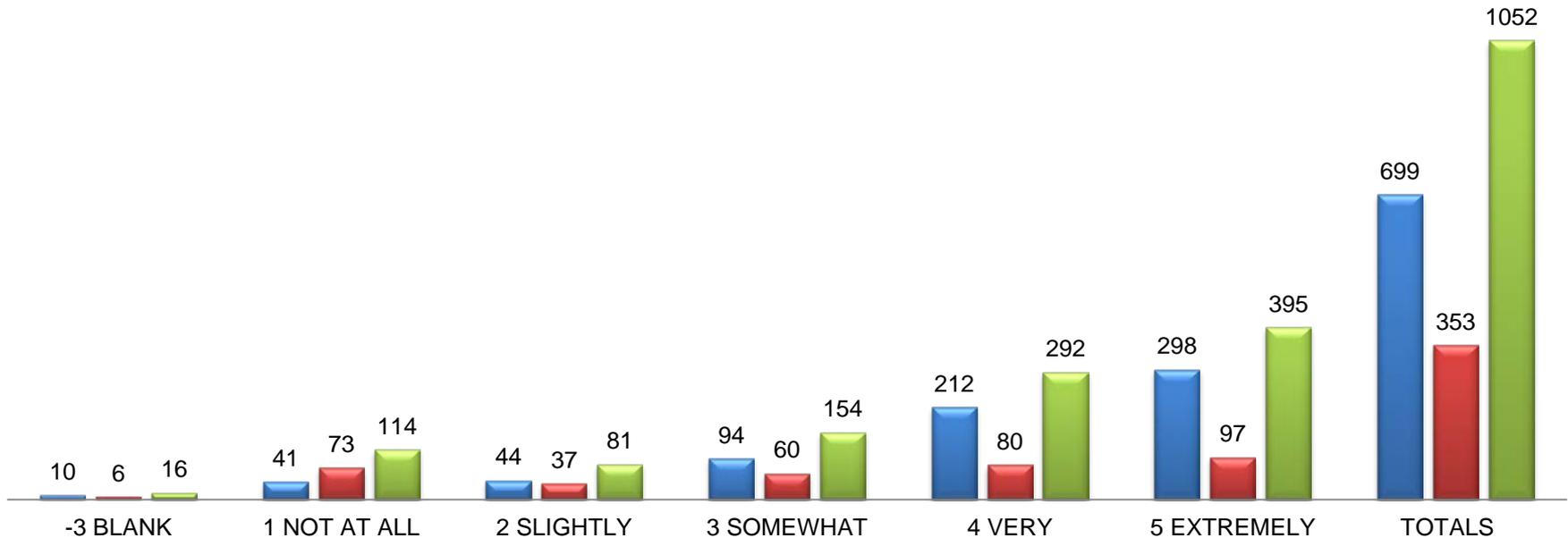
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**HOW LIKELY ARE YOU TO RECOMMEND DVR TO ANOTHER PERSON WITH DISABILITIES?**

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# Summary

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