

Consumer Satisfaction Survey

Virginia Department for Aging and Rehabilitative Services, 2025



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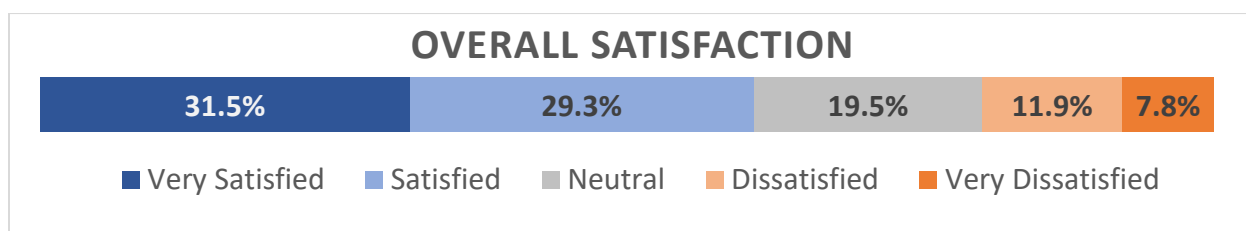
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Executive Summary

In partnership with the State Rehabilitation Council (SRC), the Virginia Department for Aging and Rehabilitative Services (DARS) administers the Vocational Rehabilitation Consumer Satisfaction Survey (CSS). This survey is conducted with a random sample of Vocational Rehabilitation consumers who have an Individualized Plan for Employment but have not yet reached their job goal. The survey includes both quantitative and qualitative components to assess overall experience with DARS' services.

The first section of the survey consisted of five Likert-scale questions, allowing respondents to indicate their level of agreement (from *Strongly Agree* to *Strongly Disagree*) with statements related to their satisfaction. Based on their responses, clients were categorized into five overall satisfaction groups: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. Results indicate that the majority of consumers had a positive experience with DARS, with 60.8% of respondents being Satisfied or Very Satisfied, compared to 19.7% who were Dissatisfied or Very Dissatisfied.



In addition, the survey included a Net Promoter Score (NPS) question, which asked clients how likely they were to recommend DARS to others. The NPS is calculated by subtracting the percentage of detractors (scores 0–6) from the percentage of promoters (scores 9–10). This year, DARS received an NPS of +14.1, indicating a modestly positive overall perception among respondents.

One area of concern continues to be client satisfaction with the amount of contact they have with their counselors. This metric has shown a steady decline since at least 2020, suggesting a need for renewed focus on communication and engagement strategies.

The survey also included open-ended questions, which provided valuable qualitative insights. Clients who were dissatisfied often used this space to elaborate on specific challenges. Four key themes emerged from this feedback:

- Communication issues with counselors
- Delays in service delivery
- Gaps or mismatches between services and client needs
- Disruptions caused by staff turnover

Conversely, clients who were satisfied with their experience frequently praised the professionalism, kindness, and dedication of individual staff members, often crediting them with helping them achieve employment or regain confidence.

Together, the quantitative and qualitative findings offer a comprehensive view of client experiences and highlight both strengths to build upon and areas for targeted improvement.

Consumer Satisfaction Report

On behalf of the State Rehabilitation Council (SRC), the Department for Aging and Rehabilitative Services (DARS) administers the Consumer Satisfaction Survey each year. The purpose of this survey is to assess the experiences of consumers of Vocational Rehabilitation who are in-service. Administering the surveys to in-service cases provides the added benefit of offering any assistance needed to clients while their case is still open.

The survey consists of five Likert-style questions, five optional follow-up multiple-choice questions for dissatisfied consumers, one Net Promoter question, and two open-ended questions, for a total of thirteen questions. Four additional questions help gather demographic information on the consumer. One question asks whether the consumer would like their responses to be shared with DRS staff, including their counselors, office managers, and district directors. A copy of the survey can be found in Appendix A. Demographic information can be found in Appendix B.

For federal fiscal year 2025, a total of 2,852 survey invitations were sent out to in-service consumers via email. Of these invitations, 236 were returned to sender and were unable to be delivered through other means, leaving 2,616 valid, delivered survey invitations. 447 consumers submitted their responses to this survey, resulting in a 17.2% response rate.

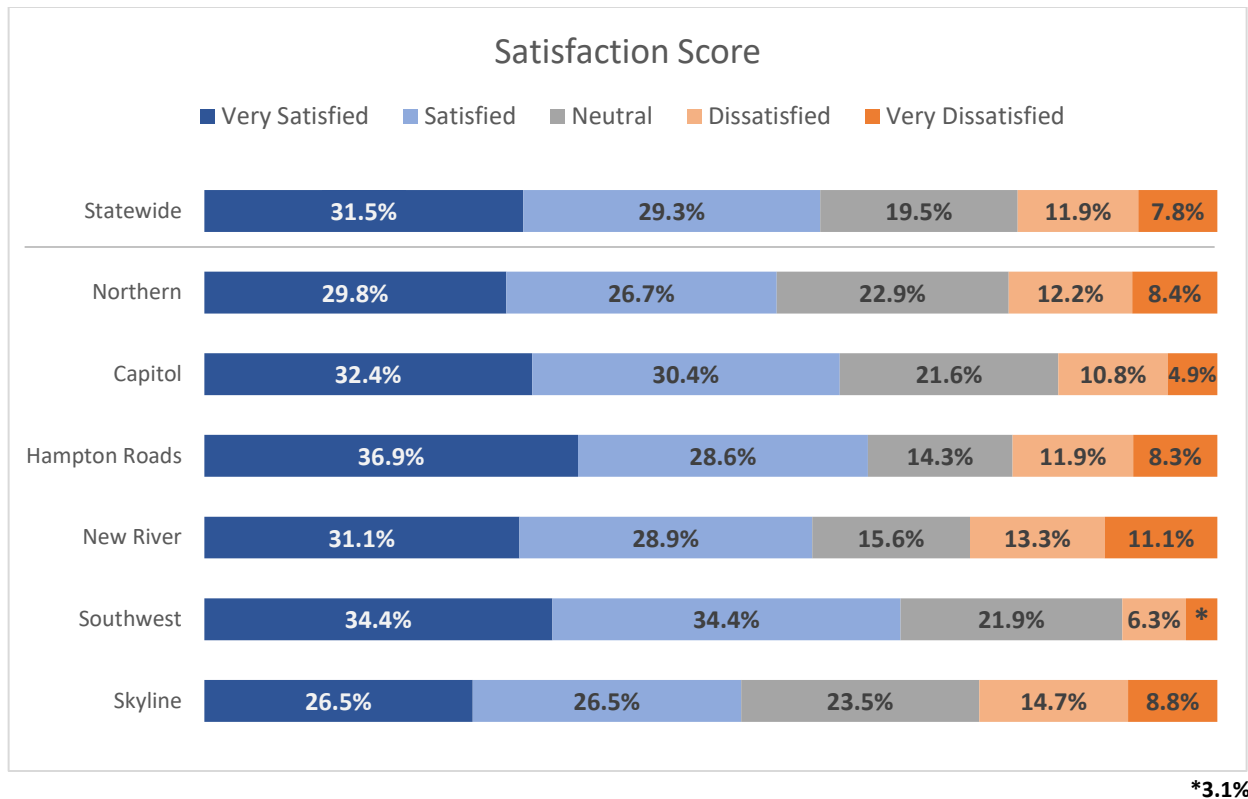
The following sections attempt to provide a general overview of consumer satisfaction for 2025, followed by a detailed analysis of each quantitative response, and a thematic analysis of qualitative responses.

Section One: Overall Consumer Satisfaction

One way to compare consumer satisfaction is by analyzing their consumer satisfaction score. This score is calculated by adding up the scores of the five primary multiple-choice options, wherein a higher number indicates a higher level of satisfaction. Doing so produces a score that ranges from 0 (the respondent indicated they were strongly dissatisfied in each response) to 20 (the respondent indicated they were strongly satisfied in each response). Any blank responses can be estimated using regression imputation, a method that calculates the consumer's probable response to a question based on their responses to other questions. Respondents can then be organized into the following groups:

- Very Satisfied (satisfaction score greater than 17.5 out of 20)
- Satisfied (satisfaction score between 12.5 and 17.5 out of 20)
- Neutral (satisfaction score between 7.5 and 12.5 out of 20)
- Dissatisfied (satisfaction score between 2.5 and 7.5 out of 20)
- Very Dissatisfied (satisfaction score less than 2.5 out of 20)

Overall, the majority of clients indicated a high level of satisfaction with their services, with 60.8% of clients being either Satisfied or Very Satisfied. Meanwhile, 19.7% were categorized as Dissatisfied or Very Dissatisfied. An additional 11.4% indicated mixed or neutral responses. The following chart displays the relative rates of satisfaction, both statewide and by district. No statistically significant differences were found between districts.



Another way to conceptualize consumer satisfaction is through the Net Promoter Score (NPS). The NPS is typically used in the private sector to gauge client sentiment but can also be adapted to public service use. While there is some debate about how to interpret the NPS in the context of public service, research remains inconclusive, so the standard interpretive method will be used in this report.

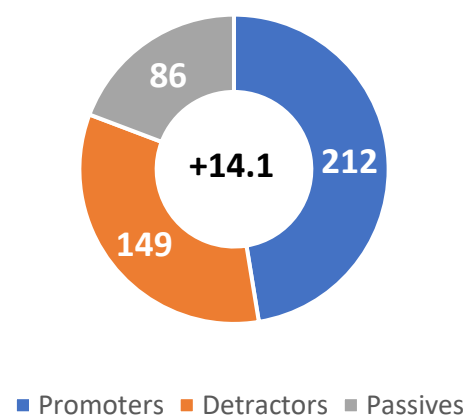
The NPS is a single question that asks clients to rate how likely they would be to recommend DARS to someone in their situation on a scale of 1 to 10.

Responses are then sorted into one of three categories:

- Promoters (those who rate a 9 or 10)
- Passives (those who rate a 7 or 8)
- Detractors (those who rate less than 6)

The final Net Promoter Score is calculated by subtracting the percentage of Detractors from the percentage of Promoters. A score above 0 is considered good, +20 is considered favorable, and +50 is considered excellent¹. Similar to the satisfaction score, missing responses were estimated using regression imputation. For FFY 2025, 212 respondents were categorized as Promoters, 86 were Passives, and 149 were Detractors, resulting in a moderately positive Net Promoter Score of +14.1.

Net Promoter Score



¹ <https://www.qualtrics.com/experience-management/customer/net-promoter-score/>

Section Two: Satisfaction by Domain

Consumer satisfaction can be examined more closely by analyzing the separate domains covered by each individual item in the survey. These include satisfaction with:

- the goals they have set with their counselor
- the job their counselor has done helping them follow through with those goals
- the people and services their counselor has connected them to
- the amount and regularity of contact with their DARS office
- the pace at which they feel they are moving toward employment

In previous years, satisfaction in these areas was measured by a series of questions with *Yes*, *No*, or *Do Not Know* responses available. For FFY 2025 however, the survey format was updated to a new format where respondents were asked to rate their agreement with a series of statements using a six-point scale: *Strongly Agree*, *Agree*, *Neutral*, *Disagree*, *Strongly Disagree*, or *Do Not Know / Not Applicable*.

	Previous format	New format
Response Options	Yes, No, Do Not Know	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, Do Not Know / Not Applicable
Q1	Have you and your counselor agreed on plans for reaching your job goal?	I am satisfied with the goals I set with my counselor.
Q2	Is your counselor doing what they said they would do to help you reach your job goal?	My counselor has been doing what they said they would do to help me reach my goals.
Q3	Is your DARS office helpful in connecting you with the people and services you need to reach your job goal?	My DARS office has been helpful in connecting me with the people and services I need to reach my job goal.
Q4	Has your DARS office kept in contact with you throughout the process?	I am satisfied with how my DARS office has kept in contact with me.
Q5	Are you moving toward employment in a timely manner?	I feel like I am moving toward employment in a timely manner.

This revised survey format is designed to capture a broader and more nuanced range of client experiences, offering a clearer understanding of how consumers perceive the services they receive. As a result of this change, some response patterns may differ from previous years—not necessarily due to shifts in satisfaction, but because individuals often respond differently depending on how questions are framed. For year-over-year comparisons, responses of *Strongly Agree* and *Agree* have been grouped together to approximate the previous *Yes* response category. In visualizations that track changes over time, a dotted line has been added to indicate the point at which the new survey format was introduced, providing clarity around the transition.

The following sections present an overview of consumer satisfaction across each domain. A breakdown by district can be found in Appendix C.

Q1: I am satisfied with the goals I set with my counselor.

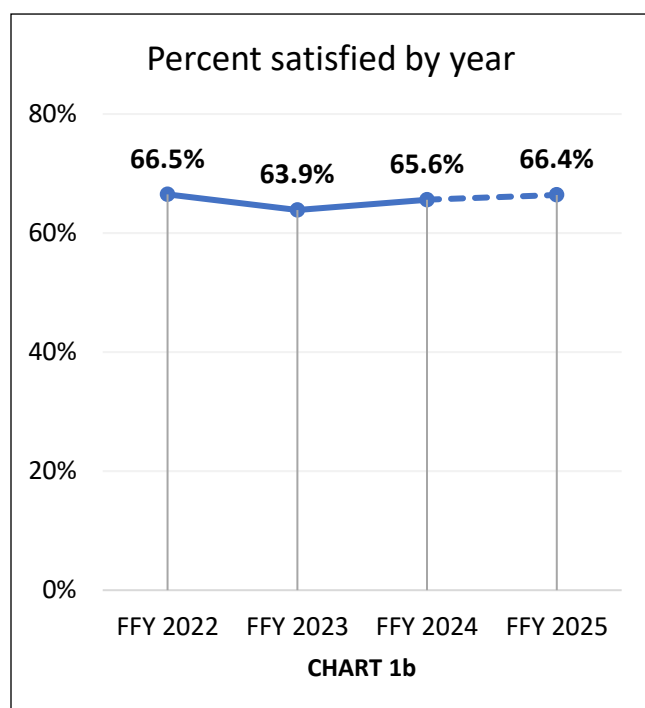
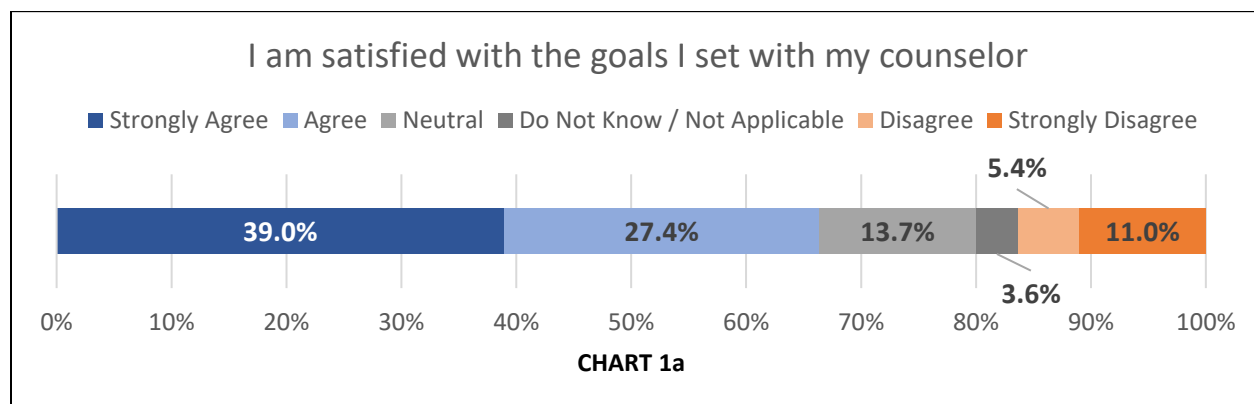


TABLE 1. If you are not satisfied, why not?	
My counselor has not been in regular contact with me.	61.1%
My counselor has not provided enough guidance.	15.3%
Administrative issues have delayed our job planning.	4.2%
There is a disagreement with my counselor about my job goals.	2.8%
Other	16.7%

Nearly two-thirds of respondents either strongly agreed (39.0%) or agreed (27.4%) that they were satisfied with the goals set with their counselor (**Chart 1a**). Meanwhile, 16.4% either strongly disagreed, or disagreed, with an additional 17.3% being neutral, unsure, or believing the question did not apply.

Chart 1b shows the rate at which respondents were satisfied with their plan goals over the past four years. For 2025, 66.4% of clients indicated satisfaction with their goals, about 0.8% higher than in 2024. Note that the dotted line indicates the switch from the old survey format to the new survey format, which may have affected consumer responses.

Among those who indicated disagreement with this question, the majority (61.1%) indicated that this was a result of insufficient communication from the counselor. An additional 15.3% indicated that the counselor had not provided enough guidance for them. Relatively fewer consumers complained of administrative delays or disagreements with the counselor.

Q2: My counselor has been doing what they said they would do to help me reach my goals.

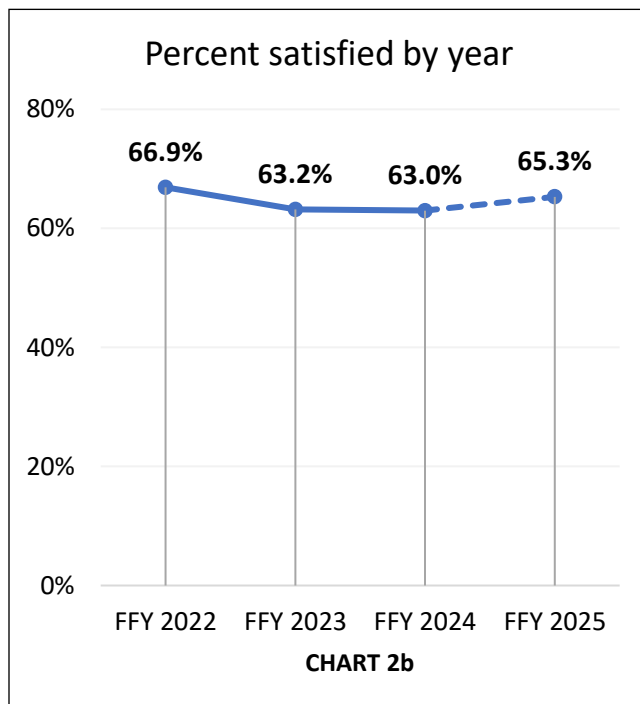
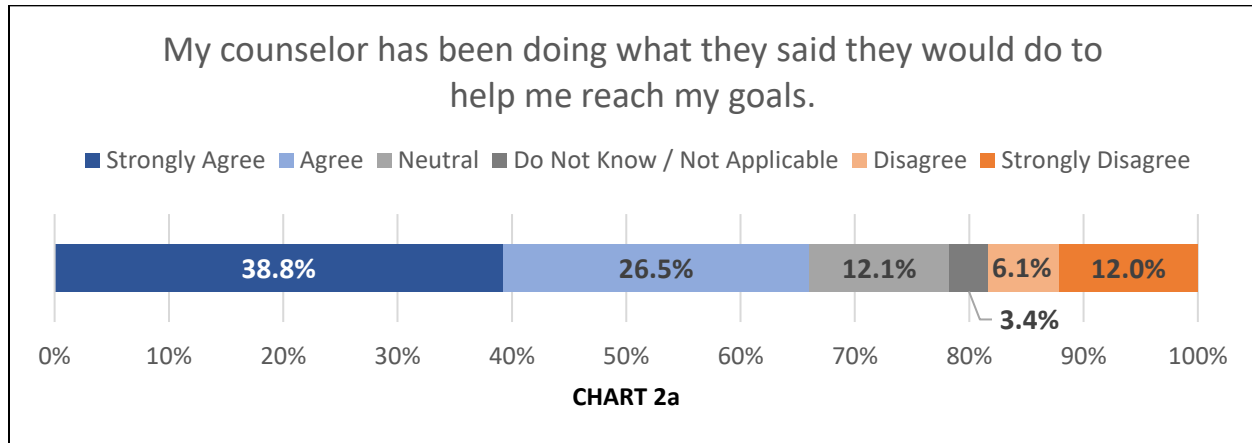


TABLE 2. If you are not satisfied, why not?

My counselor has not been responding to my messages in a timely manner or has not scheduled appointments with me.	38.8%
I'm not sure what my counselor is doing to help me find a job.	38.8%
Paperwork and administrative tasks are delayed or not completed.	2.5%
Personal issues like transportation or health problems are getting in the way of my counselor's support.	2.5%
My counselor often cancels or reschedules our meetings.	1.3%
Other	16.3%

Overall, 38.8% of respondents strongly agreed that their counselor had been doing what they had agreed upon to help the client reach their goals (**Chart 2a**). An additional 26.5% also agreed with this sentiment. In comparison, 12.0% strongly disagreed and 6.1% disagreed with this item. And additional 15.5% were neutral or unsure. The total percentage of satisfied responses increased 2.3% compared to 2024, approaching the previous high of 66.9% in 2022 (**Chart 2b**).

For dissatisfied clients, the vast majority indicated that either their counselor had not been following up with them in a timely manner (38.8%), or that they were unsure what their counselor was even doing for them (38.8%). Most remaining respondents gave an Other response.

Q3: My DARS office has been helpful in connecting me with the people and services I need to reach my job goal.

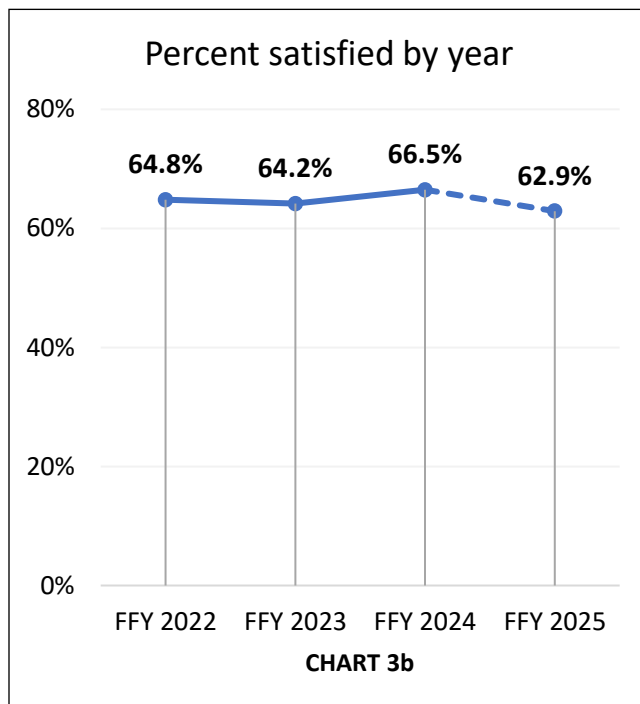
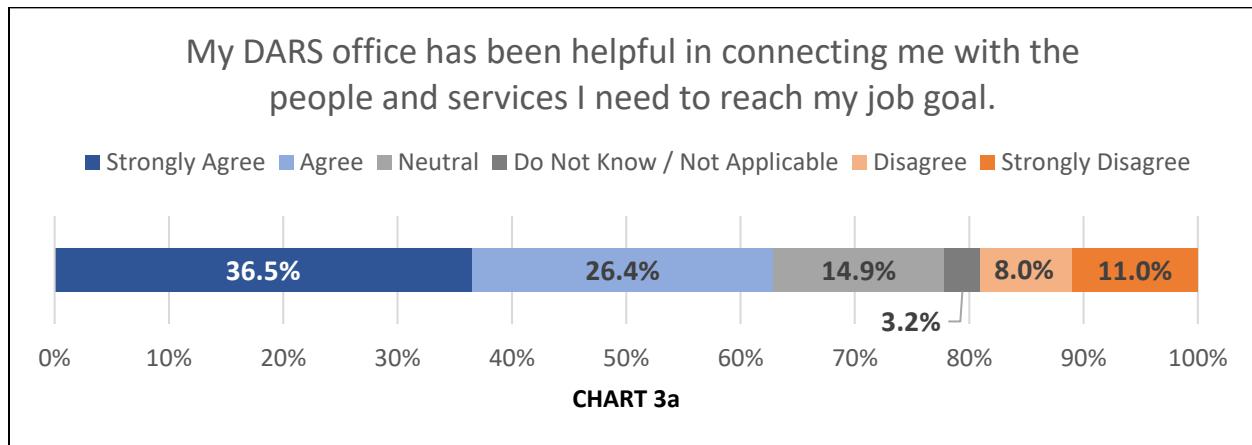


TABLE 3. If you are not satisfied, why not?

My DARS office has not kept in touch or responded promptly.	51.9%
The people and/or services I have been connected with are not helpful.	22.8%
I am ready to be connected to services, but my DARS office is not helpful in doing so.	15.2%
I am not ready to be connected to services yet.	1.3%
Personal issues like transportation or health problems are getting in the way of my counselor's support.	1.3%
Other	7.6%

In all, 36.5% of respondents strongly agreed and 26.4% agreed that their DARS office had connected them to people and services that they needed to reach their goals. Meanwhile, 11.0% strongly disagreed and 8.0% disagreed. The remaining 18.1% responded with neutral or were unsure. Overall, this represents a satisfaction rate 3.6% lower than in 2024, and the lowest rate since 2020.

Once again, the most common complaint among those who were not satisfied in this area was a lack of consistent communication with DARS (51.9%). An additional 22.8% indicated that, while they were connected to people or services, these were ultimately not helpful for them, and 15.2% indicated that DARS had not connected them to services despite them being ready.

Q4: I am satisfied with how my DARS office has kept in contact with me.

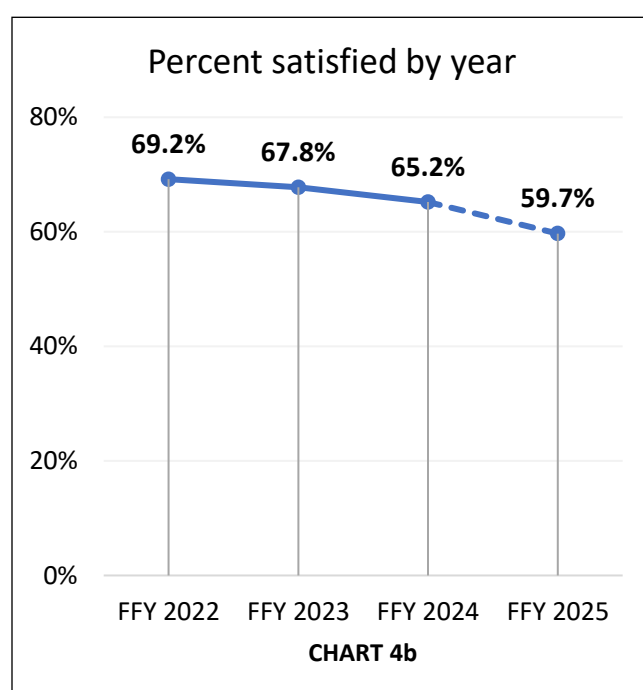
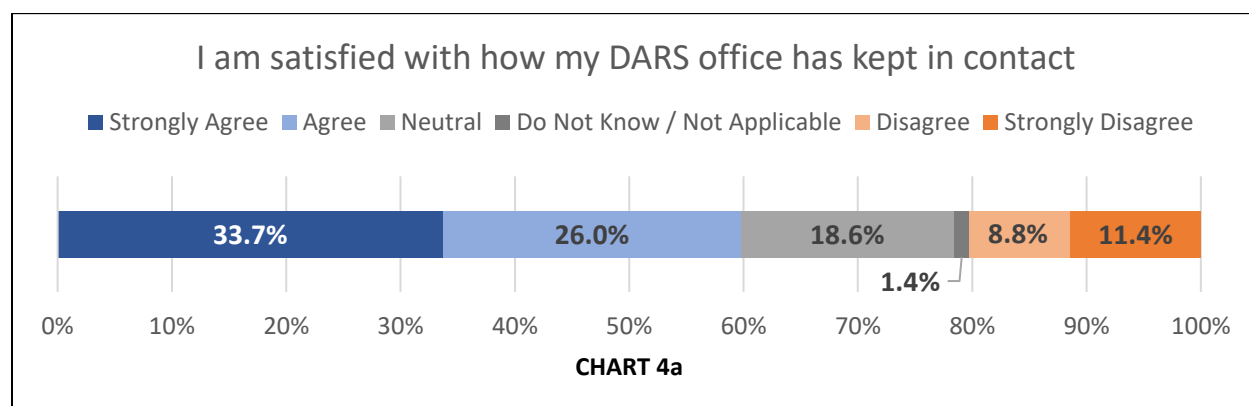


TABLE 4. If you are not satisfied, why not?

I have not received any communication from my DARS office for an extended period.	50.6%
DARS has only been in contact with me inconsistently or irregularly.	24.1%
DARS has been in contact with me, but only when I reach out; they are not proactive with their check-ins.	20.7%
There are communication or accessibility barriers that make it challenging to keep in contact with my DARS office.	1.1%
Other	3.4%

This survey question gets to the heart of some of the complaints we have already seen in the survey. Just over half of all respondents indicated that they strongly agreed (33.7%) or agreed (26.0%) that their DARS office had been keeping in regular contact. On the other hand, 11.4% strongly disagreed and 8.8% disagreed.

When comparing these numbers to previous years, we see that overall satisfaction with counselor contact has continued to decline. In fact, if we look back even further in time, we see that this metric has consistently declined each year from the 2020 high of 70.4%.

Among dissatisfied consumers, half of them indicated that they had not received any communication from DARS for an extended period. Another 24.1% indicated they had received some contact, but only inconsistently or irregularly. Twenty-one percent stated they were in contact with DARS, but only when they reached out. These clients felt DARS should be more proactive with their check-ins.

Q5: I feel like I am moving toward employment in a timely manner.

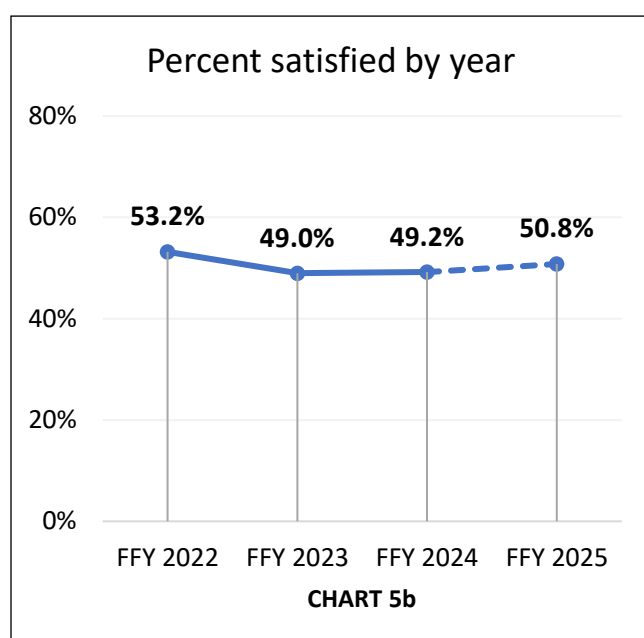
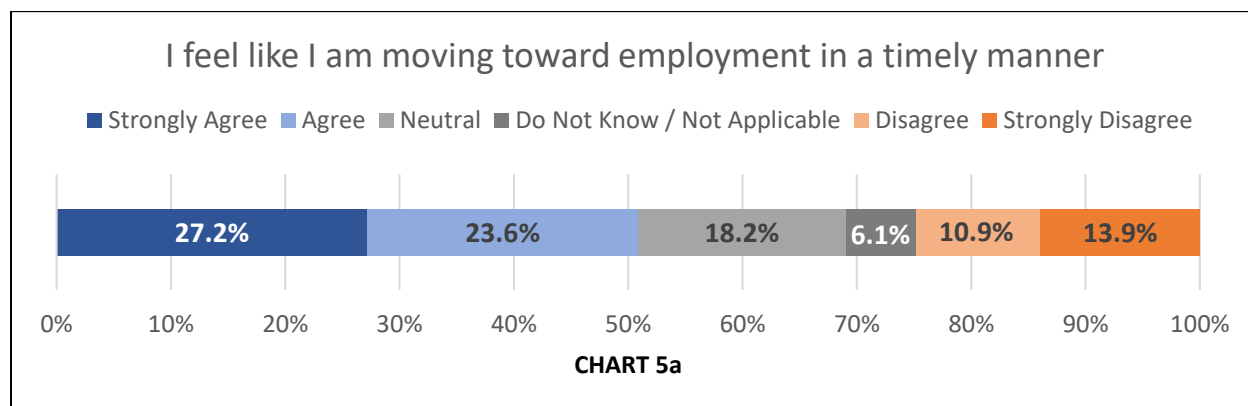


TABLE 5. If you are not satisfied, why not?

DARS is not offering enough support to move me toward employment.	67.6%
It is too early to tell.	8.6%
I am not seeking employment because I am pursuing education.	2.9%
Other	21.0%

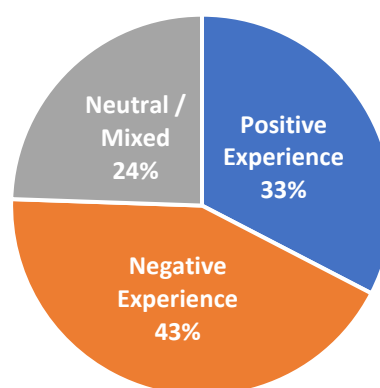
This question has historically received the lowest ratings in the survey. The chances of finding employment often depend on a number of factors that are difficult to predict and outside of DARS control. That being said, 27.2% of respondents strongly agreed that they were moving toward employment in a timely matter, with another 23.6% agreeing. On the other hand, 13.9% and 10.9% strongly disagreed and disagreed, respectively. Out of all the questions, this item also had the highest percentage of respondents who were neutral or unsure at 24.3%. Compared to previous years, overall satisfaction in this area remains relatively steady, with a slight 1.6% increase since 2024.

Among those who did not feel like they were approaching employment, 67.6% indicated that this was due to a lack of sufficient support from DARS. Twenty-one percent gave other unspecified reasons, while a remaining handful of respondents stated that it was too soon to tell or that they were not actively seeking employment.

Section Three: Analysis of Qualitative Responses

In addition to the quantitative survey items, respondents were given the opportunity to provide open-ended feedback regarding their experiences with DARS. Clients who selected a score of 5 or lower on the Net Promoter Score scale were prompted to share suggestions for how DARS could improve their experience. All respondents were also invited to offer any additional comments through a general feedback prompt. In total, 196 of the 447 respondents (43.8%) included open-ended comments in their responses.

Open-Ended Comments



While responses varied in tone and detail, the open-ended feedback tended to reflect more critical perspectives. Clients who reported less favorable experiences often used this space to elaborate on specific challenges or unmet expectations. In contrast, those who were satisfied with their experience were more likely to leave the comment sections blank or provide brief expressions of appreciation. The following section summarizes the key themes that emerged from this qualitative feedback.

Supportive Comments

These responses reflected a generally positive tone and conveyed gratitude for the support they received. While the comments varied in length and detail, several common threads emerged, including praise for individual counselors, acknowledgment of the agency's impact on their employment journey, and appreciation for the professionalism and kindness of staff.

Clients frequently described their counselors as helpful, compassionate, and committed to their success. Many credited DARS with helping them secure employment, access training or certifications, or regain confidence in their abilities. Others expressed general satisfaction with the program and its role in supporting their goals. Comments include:

- "Everyone has been amazing to me. They've worked with me through my family and even my own physical challenges."
- "My vocational counselor was extremely helpful to me. She was very informative, supportive and knowledgeable."
- "Thank you so much for your service for helping me to get back into the work field."
- "The best people out there. They help you work towards your goals."
- "I am super thankful for all DARS has done for me."
- "Love DARS, was super helpful."

While these comments did not always provide detailed suggestions or specific service feedback, they offer valuable insight into the aspects of DARS' work that clients find most meaningful. The consistent

expressions of gratitude and trust underscore the importance of maintaining strong client relationships, responsive staff, and a supportive service environment.

Critical Feedback

As noted above, respondents who reported less favorable experiences with DARS were more likely to provide detailed open-ended feedback. These responses often elaborated on specific challenges or barriers encountered during their engagement with the agency. Through analysis of these comments, several recurring themes emerged that highlight key areas for improvement in service delivery and client support.

Communication Issues with Counselors

Communication challenges were the most frequently cited concern, appearing in 31.5% of all comments and 64.5% of unfavorable comments. Clients described difficulty reaching their counselors, including unanswered emails and phone calls, as well as a lack of proactive outreach. In some cases, clients were unsure who their counselor was or whether they had been reassigned after staff changes. These breakdowns in communication left many clients feeling ignored, unsupported, or abandoned, and in some cases, led to disengagement from services altogether. Comments include:

- “I was told I had a new counselor, but they never reached out.”
- “I’ve been trying to contact someone for months with no response.”
- “Please provide me with someone who can help me. It seems like my case worker is overwhelmed with other work.”

Delays in the Service Process

Delays were mentioned in 7.6% of all comments and 11.4% of unfavorable comments. Respondents described long wait times for services to begin, including intake, training, and job placement. Some clients experienced months-long gaps between appointments or follow-ups, while others cited administrative bottlenecks such as excessive paperwork or unclear next steps. These delays often led to frustration, loss of momentum, and missed opportunities, contributing to a perception that DARS’ processes were inefficient or overly bureaucratic. Comments include:

- “It took over a year before I was set up with services.”
- “The process takes too long to get from A to B.”
- “I was told someone would contact me from another office—it took six months.”

Quantitative analysis reveals a notable relationship between client satisfaction and the recency of case activity. Specifically, clients who had more recent case activity tended to report higher satisfaction levels, while those with longer gaps were more likely to express dissatisfaction.

Median number of days since most recent case activity by satisfaction group:

- Very Satisfied: 12.5 days
- Satisfied: 9 days
- Neutral: 11 days
- Dissatisfied: 21.5 days
- Very Dissatisfied: 74 days

These findings suggest that timely and consistent service delivery is a key driver of satisfaction. The sharp increase in median days for the “Very Dissatisfied” group—more than three times higher than any other group—indicates that prolonged periods without progress may significantly contribute to negative perceptions of service quality.

Gaps or Mismatches in Services

Gaps or mismatches in services were noted in 11.4% of all comments and 13.9% of unfavorable comments. Clients expressed that the services offered did not align with their specific needs, career goals, or disabilities. This included a lack of support for remote work or technical careers, as well as inadequate understanding of certain disabilities such as autism or neurological conditions. Some clients with advanced degrees or specialized skills felt underutilized or pushed toward inappropriate job types. Some even reported having to seek external services at their own expense to fill these gaps. Comments include:

- “Your staff do not understand autism... I had to find my own coach.”
- “I have a degree in Computer Science, but I’m only offered manual labor jobs.”
- “I’ve been asking for help with remote jobs for years, but they weren’t helpful.”

Staff Turnover and Continuity Challenges

Staff turnover was mentioned in 9.8% of all comments and 17.7% of unfavorable comments. Clients frequently reported that their counselors left the agency without notice, and they were not reassigned or informed. In some cases, clients went months or even years without a counselor. The loss of a trusted counselor disrupted progress and created confusion, particularly when clients had to re-explain their goals or restart the process with a new staff member. These disruptions contributed to a sense of instability and lack of continuity in service delivery. Comments from respondents include:

- “My counselor left, and I never heard from anyone again.”
- “We’ve had radio silence for two years since our counselor left.”
- “I was informed of a reassignment, but no one ever contacted me.”

Quantitative data further supports the impact of counselor continuity on client satisfaction. Among survey respondents:

- 65.5% had not experienced a counselor change at the time of the survey; their median satisfaction score was 15, indicating an overall Satisfied score.
- 25.1% had experienced a counselor change; their median satisfaction score was 14, still Satisfied but slightly lower.
- 9.3% were on a vacant caseload, meaning they were no longer working with their original counselor and had not yet been assigned a new one. These cases are instead temporarily handled by other office staff until a new full-time counselor can be assigned. Respondents on a vacant caseload reported a median satisfaction score of 10 (Neutral), indicating significantly lower satisfaction overall.

These findings suggest that counselor turnover may have a measurable negative effect on client experience and satisfaction. However, it is important to note that in many cases, counselor changes may have been initiated by the client or reflect broader challenges already impacting the case. In such instances, a change in counselor may actually contribute to a more positive outcome. Regardless of the cause, ensuring timely reassignment and continuity of service remains important to support a stable and responsive client experience.

Conclusion

The open-ended responses provided valuable context to the quantitative survey data, offering deeper insight into respondents' experiences with DARS. While many respondents expressed appreciation for the support they received—particularly highlighting the dedication and compassion of individual counselors—others used the opportunity to share concerns and challenges that impacted their satisfaction with services.

Thematic analysis of the critical feedback revealed four primary areas for improvement: communication issues with counselors, delays in service delivery, mismatches between client needs and available services, and disruptions caused by staff turnover. These themes, while distinct, often intersected within individual responses, underscoring the complex and interconnected nature of client experiences.

At the same time, the affirmative feedback highlighted the positive impact that responsive, knowledgeable, and supportive staff can have on client outcomes. These comments serve as a reminder of DARS' potential to make a meaningful difference when services are delivered with consistency, empathy, and clarity.

Together, these findings point to both strengths to build upon and opportunities for growth. Addressing the concerns raised—particularly around communication, continuity, and service alignment—can help enhance the overall client experience and ensure that DARS continues to meet the diverse needs of the individuals it serves.

Closing Analysis

This report has provided a comprehensive overview of client feedback gathered through both quantitative and qualitative components of the 2025 satisfaction survey.

Overall, consumers continue to report satisfaction with DARS services. Of all survey respondents, 31.5% indicated being Very Satisfied with their experience, with an additional 29.3% categorized as Satisfied. Additionally, the Net Promoter Score (NPS) for this year was +14.1, indicating a modestly positive overall perception of DARS among respondents. Clients who were satisfied with their experience often praised the professionalism, responsiveness, and compassion of individual staff members.

However, the survey also revealed some areas where continued improvement may be needed. Satisfaction with the amount of contact clients have had with their counselors has continued to decline since 2020, suggesting a need for renewed focus on communication and engagement strategies. Respondents who expressed concerns with their experience highlighted four recurring themes:

- Communication issues with counselors
- Delays in service delivery
- Gaps or mismatches between services and client needs
- Disruptions caused by staff turnover

Many of these comments were supported by quantitative data. Analysis revealed a clear relationship between client satisfaction and the recency of case status updates—clients with more recent case activity reported significantly higher satisfaction, while those with longer gaps, particularly those with vacant cases, expressed lower satisfaction overall. An examination of counselor continuity revealed additional insights. Respondents with a vacant case—those who had lost their counselor and had not yet been reassigned—had a significantly lower satisfaction score than those who either had the same counselor or who had lost their counselor but been successfully reassigned.

Taken together, the data paints a clear picture: while many clients benefit from the dedication and effectiveness of agency staff, some challenges remain—particularly around communication, continuity, and service alignment. If addressed, these changes could significantly improve client satisfaction and outcomes.

Appendix A: Copy of the Consumer Satisfaction Survey

DARS Consumer Satisfaction Survey

Thank you for taking the time to help us improve your experience at DARS.

1. Please Enter Your Passcode:

2. I am satisfied with the goals I set with my counselor.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Do Not Know / Not Applicable

3. If not, why not? (optional)

- a. My counselor has not been in regular contact with me.
- b. My counselor has not provided enough guidance.
- c. I am not ready to make plans yet.
- d. There is a disagreement with my counselor about my job goals.
- e. Administrative issues have delayed our job planning.
- f. Other

4. My counselor has been doing what they said they would do to help me reach my goals.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Do Not Know / Not Applicable

5. If not, why not? (optional)

- a. My counselor has not been responding to my messages or has not scheduled appointments with me.
- b. My counselor often cancels or reschedules our meetings.
- c. Paperwork and administrative tasks are delayed or not completed.
- d. I'm not sure what my counselor is doing to help me find a job.
- e. Personal issues like transportation or health problems are getting in the way of my counselor's support.
- f. Other

6. My DARS office has been helpful in connecting me with the people and services I need to reach my job goal.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Do Not Know / Not Applicable

7. If not, why not? (optional)

- a. My DARS office has not kept in touch or responded promptly.
- b. The people and/or services I have been connected with are not helpful.
- c. I am not ready to be connected to services yet.
- d. I am ready to be connected to services, but my DARS office is not helpful in doing so.
- e. Personal issues like transportation or health problems are getting in the way of my counselor's support.
- f. Other

8. I am satisfied with how my DARS office has kept in contact with me.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Do Not Know / Not Applicable

9. If not, why not? (optional)

- a. DARS has been in contact with me, but only when I reach out; they are not proactive with their check-ins.
- b. DARS has only been in contact with me inconsistently or irregularly.
- c. I have not received any communication from my DARS office for an extended period.
- d. There are communication or accessibility barriers that make it challenging to keep in contact with my DARS office.
- e. Other

10. I feel like I am moving toward employment in a timely manner.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Do Not Know / Not Applicable

11. If not, why not? (optional)

- a. I am not seeking employment because I am pursuing education.
- b. I am not seeking employment or pursuing education.
- c. I am already employed.
- d. It is too early to tell.
- e. DARS is not offering enough support to move me toward employment.
- f. Other

12. On a scale of 1 to 10, how strongly would you recommend DARS to someone in your position in the future?

1 2 3 4 5 6 7 8 9 10

13. What can DARS do differently to improve your rating? (optional for consumers rating 5 or lower)

14. What else would you like to tell us about your experience with DARS?

15. Please select the answer that best describes who completed this survey.

- a. I am the person receiving services from DARS and I completed this survey on my own.
- b. I am the person receiving services from DARS and someone helped me complete this survey.
- c. I am not the person receiving services from DARS. I completed this survey based on my knowledge of the person receiving services.

16. My relationship to the person receiving services is:

- a. Self
- b. Parent/Guardian
- c. Spouse
- d. Other Family Member
- e. Other

17. If you would like to share your answers with DRS staff (counselors, managers, directors), please type your name in the box below:

Appendix B: Demographic Information

DARS connects client demographic information to each survey by way of an identification code that uniquely identifies each client in our database. For surveys completed through the mail, this code is printed on the heading of the survey. For surveys completed online, the client must type in the code themselves. While the majority of surveys were successfully linked to demographic information, approximately 4.3% could not be associated with such data due to client errors in submitting their code. As such, the following demographic breakdown is incomplete.

District

District	# of Respondents	% of Respondents
Northern	131	29.3%
Capitol	101	22.6%
Hampton Roads	84	18.8%
New River	44	9.8%
Southwest	32	7.2%
Skyline	34	7.6%
Unknown	21	4.7%

Gender

Males represented 53.0% of respondents, while females represented 40.7% of responses. An additional 1.2% were listed as “Other” or chose not to self-identify.

Age

The average age of respondents was 32.3 and the median age was 26, with the youngest client being 15 and the oldest 73.

Age	% of Respondents
14-21	39.0%
22-30	18.8%
31-40	15.3%
41-50	9.4%
51-60	9.2%
61+	8.5%

Race

Race	% of Respondents
White	47.9%
Black / African American	31.5%
Hispanic / Latino	5.8%
Asian	5.1%
Multiple	3.4%
American Indian / Alaska Native	0%
Native Hawaiian / Pacific Islander	0%
Other / Not Identified	6.3%

Primary Impairment

Primary Impairment	% of Respondents
Cognitive	41.5%
Psychosocial	23.2%
Other Mental Impairments	7.3%
Other Physical Impairments	6.8%
Communicative (expressive/receptive)	4.7%
Deaf, Primary Communication Visual	2.8%
Both Mobility and Manipulation/Dexterity Orthopedic/Neurological	2.6%
Hearing Loss, Primary Communication Auditory	2.3%
Mobility Orthopedic/Neurological Impairments	2.3%
General Physical Debilitation	2.3%
Other Orthopedic Impairments (e.g., limited range of motion)	1.4%
Deaf, Primary Communication Auditory	1.2%
Other Visual Impairments	0.5%
Hearing Loss, Primary Communication Visual	0.2%
Other Hearing Impairments	0.2%

Appendix C: Client Responses by District

Note: Response categories were combined to improve the statistical power of the analysis. Despite this, no statistically significant differences were found between districts.

I am satisfied with the goals I set with my counselor.

<i>District</i>	Agree	Disagree	Neutral or N/A
<i>Northern</i>	64.1%	18.3%	17.6%
<i>Capitol</i>	69.3%	11.9%	18.8%
<i>Hampton Roads</i>	67.9%	15.5%	16.7%
<i>New River</i>	61.4%	22.7%	15.9%
<i>Southwest</i>	78.1%	3.1%	18.8%
<i>Skyline</i>	58.8%	26.5%	14.7%

My counselor has been doing what they said they would do to help me reach my goals.

<i>District</i>	Agree	Disagree	Neutral or N/A
<i>Northern</i>	62.3%	18.5%	19.2%
<i>Capitol</i>	68.7%	16.2%	15.2%
<i>Hampton Roads</i>	69.5%	15.9%	14.6%
<i>New River</i>	63.6%	25.0%	11.4%
<i>Southwest</i>	71.9%	9.4%	18.8%
<i>Skyline</i>	63.6%	24.2%	12.1%

My DARS office has been helpful in connecting me with the people and services I need to reach my job goal.

<i>District</i>	Agree	Disagree	Neutral or N/A
<i>Northern</i>	61.2%	20.9%	17.8%
<i>Capitol</i>	68.0%	16.5%	15.5%
<i>Hampton Roads</i>	62.2%	17.1%	20.7%
<i>New River</i>	59.1%	25.0%	15.9%
<i>Southwest</i>	68.8%	12.5%	18.8%
<i>Skyline</i>	56.3%	18.8%	25.0%

I am satisfied with how my DARS office has kept in contact with me.

<i>District</i>	Agree	Disagree	Neutral or N/A
<i>Northern</i>	60.2%	25.3%	26.2%
<i>Capitol</i>	63.2%	16.8%	20.0%
<i>Hampton Roads</i>	63.0%	22.2%	14.8%
<i>New River</i>	51.2%	25.6%	23.3%
<i>Southwest</i>	59.4%	12.5%	28.1%
<i>Skyline</i>	51.6%	12.9%	35.5%

I feel like I am moving toward employment in a timely manner.

<i>District</i>	Agree	Disagree	Neutral or N/A
<i>Northern</i>	46.3%	30.9%	22.8%
<i>Capitol</i>	50.0%	18.1%	31.9%
<i>Hampton Roads</i>	54.3%	21.0%	24.7%
<i>New River</i>	47.6%	35.7%	16.7%
<i>Southwest</i>	65.6%	18.8%	15.6%
<i>Skyline</i>	51.6%	19.4%	29.0%

Appendix D: Acknowledgements

DARS Policy, Legislative Affairs, and Analytics Division

The Policy, Legislative Affairs, and 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.

We welcome your comments and questions. Please contact:

The Survey Staff or the PLA&A Director
Virginia Department for Aging and Rehabilitative Services
5620 Cox Rd.
Glen Allen, VA 23060

Report Staff

Wil Barber, Senior Analyst: lead analyst for the Consumer Satisfaction Survey Report, management and oversight of administration activities, data verification, and analysis.

Barbara Burkett, Lead Program Analyst: supervised the implementation of the satisfaction survey and the development of the report.

Matthew Doum, Senior Analyst: preparation of monthly data files.

State Rehabilitation Council

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VR Staff

We extend our sincere thanks to our vocational rehabilitation counselors for their dedication to supporting Virginians with disabilities. Their commitment and daily efforts play a vital role in helping individuals achieve their employment and independence goals.