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Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division

*Satisfaction Surveys: General Clients,
Older Individuals Who Are Blind, and
Transition Students*

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Table of Contents

Executive Summary	5
General Clients	5
Older Individuals Who Are Blind	6
Transition Students	6
Introduction	8
Methodology	8
General Clients	9
Older Individuals Who Are Blind	12
Transition Students	14
Results: General Client Population	16
Satisfaction with the Vocational Rehabilitation Division	16
Experiences with the Vocational Rehabilitation Program, Counselors, and Other Staff	18
Other Rehabilitation Staff Members	20
Ability to Choose	21
Overall Satisfaction with Services Received from the Vocational Rehabilitation Program	22
Program Recommendation	23
Specific Services: Client Utilization and Satisfaction	23
Counselor-Based Assessment	24
Community-Based Assessment	24
Assistive Technology	25
Type of Assistive Technology	25
Transportation	26
Interpreter	26
On-the-Job Training	27
Post-Employment	27
Currently Employed Clients	28
Employment Benefits	28
Attitudes about Current Employment	29
Source of Information about Services	31
Format of Information	31
Natural Support	32
Client Reactions and Suggestions	32

Service Location.....	32
Results: Older Individuals Who Are Blind Population.....	34
Satisfaction with the Older Individuals Who Are Blind Program	34
Experience with Program Counselors and Other Staff	34
Ability to Choose	35
Satisfaction with Services Received	36
Recommending the Program to Others	36
Employment Information	37
Assistive Technology Services.....	37
Service Locations	39
Source of Information about Services	40
Format of Information	40
Natural Support	41
Results: Transition Student Population.....	42
Satisfaction with Overall Services of Vocational Rehabilitation Division.....	42
Experiences and Satisfaction with the High School Program.....	43
Experiences and Satisfaction with Other	44
Educational Programs	44
GED Program	44
Technical or Trade School Program	44
On-the-Job Training Program.....	45
Two-Year College Degree Program	45
Four-Year College Degree Program.....	45
Job Corps Program	45
General Employment History and Satisfaction.....	47
Current Employment	47
Unemployment.....	50
General Experiences and Satisfaction with Job Placement, Job Coaching, and Other Support Services	50
Job Placement	51
Job Coaching	52
Other support from Vocational Rehabilitation employees other than your Counselor	53
Third Party Contractor or Vendor Services.....	54
Assistive Technology Devices	55
Recommendations of Transition Student Services.....	56

Source of Information about Services	56
Format of Information	57
Natural Support	57
Service Locations	58
Appendix A: Post-Weighting Methodology	59
Appendix B: Satisfaction Surveys	61
General Client Satisfaction Survey	62
OIB Satisfaction Survey	81
Transition Student Satisfaction Survey	92
Appendix C: Cover Letter Invitations	115
Cover Letter Invitation to General Clients	116
Cover Letter Invitation to OIB Clients	117
Cover Letter Invitation to Student Clients	118
Appendix D: Website Information about Study	119
Client FAQ	120
OIB Client FAQ	123
Student Client FAQ	126
Appendix E: List of Nevada Areas Called	129
Appendix F: Open-Ended Response Themes	131
General Client: Improvement to the Program	132
General Client: Positive Aspects of Program	134
OIB: Improvement to the Program	135
OIB: Positive Aspects of Program	136
Student: Improvement to the Program	137
Student: Positive Aspects of Program	138

Executive Summary

Mixed-mode telephone and web-based surveys were conducted quarterly from January 2015 and December 2015 to assess the satisfaction of services received by Rehabilitation Division clients of the State of Nevada Department of Employment, Training and Rehabilitation. These clients received services from the Division between October 2014 and September 2015 (Federal Fiscal Year 2015), and this report includes all data collected from clients who received services during the 2015 Federal Fiscal Year even though data were collected quarterly. This report combines responses from three satisfaction surveys, one for each of the three populations of Rehabilitation Division clients: general clients, older individuals who are blind, and transition students.

General Clients

For general clients, 655 interviews were completed from an eligible population of 1514 (643 on the telephone, 12 on the internet). The raw response rate was 43%. The cooperation rate was 87% (655 out of 752 clients actually reached).

Clients' evaluations of the Vocational Rehabilitation Division were positive. Aside from the overall quality of services, which was rated as "strongly" or "somewhat satisfied" by 73% of clients, clients were also happy with the timeliness of services (69%) and the amount of choice between service providers (66%). The majority of clients were also very satisfied with their counselors. For example, 78% of clients agreed, either "strongly" or "somewhat," that their counselors were understanding of their needs, and 85% agreed that their counselors treated them with respect. Approximately 80% agreed that they would recommend the Vocational Rehabilitation program to others who might need it.

With respect to the specific utilization of services, 73% of clients indicated that they were satisfied with the Program's services. The most common services received fell into the following four categories: post-employment (69%), assistive technology devices (50%), counselor-based assessment (57%), and transportation (44%). The largest percentages of clients received all or a majority of their services from one of the Las Vegas locations (50%) or one of the Reno locations (21%). Approximately 34% of clients received services from other locations.

Over half of the survey participants (53%) were employed. Of those employed, 43% said that they had received their current job as a result of the Vocational Rehabilitation program's services. Approximately 70% of employed clients indicated that they had the kind of job they wanted, and 79% liked their current jobs. An overwhelming number of those currently employed (95%) also felt that they had the skills they needed to keep their jobs. Over half of participants said that the Vocational Rehabilitation services had been useful in helping *get* their current job (53%) and said the services were useful in helping to *keep* their current job (61%). For those who were not employed, the most common reasons cited for their current unemployment included: not being able to find any job (12%), due to their disabilities (11%), or they couldn't work because of family commitments (11%).

Finally, survey participants were given the opportunity to comment on the strengths of the

program as well as improvements that could help to strengthen the program. Typical strengths cited included work-related resources, courses, and assessments. Typical improvements suggested included providing more counselors with disability experience/knowledge, updates/follow-ups with counselors, and more information/advertisements about services for the general public.

Older Individuals Who Are Blind

For older individuals who are blind (OIB) clients, 66 interviews were completed from an eligible population of 166. The raw response rate was 55%. The cooperation rate was 89% (66 out of 74 clients actually reached).

OIB clients reported a high level of satisfaction with the overall quality of the program's services (86%) and the timeliness of services (84%), but were somewhat less satisfied with the amount of choice they had between providers (61%). Clients also were very positive in their ratings of their program counselors in all areas, including agreement that counselors treated clients with respect (91%) and understanding of their needs (79%).

The majority of OIB clients (74%) indicated that they were satisfied with their ability to choose the kind of help that they received and services that they received (79%). Most clients (88%) also indicated that they would recommend the program to other people who needed the services. Slightly more than half of the clients (55%) agreed that they were able to receive employment information when they were interested.

Almost all of the OIB clients (96%) reported that they had received assistive technology services of some kind, and the majority of clients (75%) indicated that the quality of the devices received were "excellent" or "good." The most frequently received type of assistive technology device was vision related (83%), including glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment. Approximately 61% of clients received devices to help with mobility or getting around, such as transportation, canes or wheelchairs, orthotics or prosthetics, while 45% received devices to help make their home or workplace more accessible. Twenty-seven percent of clients received devices to help with communication.

OIB clients provided feedback on aspects of the program that they felt should be continued or improved in the future. Most comments were positive, but clients did ask for improvement in counselor-client interactions (e.g., more communication between counselors and clients, counselors should be easily contacted, increased empathy of clients' needs and situations). Clients also indicated a need for better advertising of the program and the services offered by the program.

Transition Students

For transition student clients, 85 interviews were completed from an eligible population of 333. The raw response rate was 26%. The cooperation rate was 88% (85 out of 97 clients actually reached).

Most of the transition student clients (79%) were satisfied, either “very” or “somewhat,” with the overall services of the Vocational Rehabilitation Division. Further, approximately 67% of the student clients were “very” or “somewhat” satisfied with the timeliness of the services. Approximately 71% of transition students reported being employed at the time of their interview.

The majority of respondents (96%) in the sample attended high school program, and almost 62% of these respondents were “somewhat” or “very satisfied” with the program. Students utilized other programs beyond the high school program to varying degrees. Of those students offered the opportunity for the program, 68% participated in the On-the-Job Training program, 21% in Technical or Trade School, 48% in the Two-Year College Degree program, 32% in the Four-Year College Degree program, and 18% the Job Corps program. With respect to schooling, 51% of students who completed high school received a standard diploma, 38% received an adjusted diploma and 8% received a certificate of attendance.

A large number of transition student clients (75%) were satisfied, either “somewhat” or “very,” with the support they received from Vocational Rehabilitation staff while in the Job Corps program. Eighty-nine percent of students were satisfied with the On-the-Job Training program. Approximately 50% of the students received job placement services 55% of students received job-coaching services. Overall satisfaction was 69% for job placement services and 70% for job coaching services. Transition student clients reported receiving various assistive technology devices from the Division (25%), and 48% of students rated these devices as “good” or “excellent.” However, a large percentage (44%) rated these technology services as only “fair.” Overall, transition students were generally satisfied with the services that they received, and 83% of them would recommend those services to others.

Finally, survey participants were given the opportunity to comment on the strengths of the program as well as improvements that could help to strengthen the program. Typical strengths cited included the job assessment program and the overall structure provided for clients. Typical suggestions for improvement included increasing the amount of communication with counselors, more timely responses to clients’ needs, and a greater focus on finding jobs clients’ desire.

Introduction

Mixed-mode telephone and web-based surveys were conducted by the Center for Research Design and Analysis (herein referred to as the “Center” or “CRDA”) to assess clients’ satisfaction with the Vocational Rehabilitation services provided by the State of Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division (herein referred to as “the Division”). Data collection occurred quarterly between January 2015 and December 2015. Three surveys were conducted in total, one survey for each of the three populations that DETR assists: general clients, older individuals who are blind, and transition students.

Post-stratification weighting was used to make the responses from the samples better reflect the three populations of clients. During analyses, weights were applied so that the responses from each group were represented in the overall results, in proportion to their real size in the population. This strategy corrects for inaccurate conclusions that can be drawn if the survey over-represented some groups, while under-representing others. Detailed information regarding the weighting methodology is provided in Appendix A. All tables listed in the report indicate confidence intervals (C.I.), the unweighted sample response frequency (*n*), and the weighted prevalence rates in percentages (%).¹ Throughout the text of this report, all results mentioned refer to the weighted analyses, unless otherwise stated.

The surveys utilized instruments that were used during the previous year for the same assessment objectives. Copy of the telephone version of the survey instruments are presented in Appendix B. The web-based version of the surveys contained identical items; however, the introductory section was omitted. Web-based versions of the surveys were available for general clients and transition students only. Appendix C contains examples of the introductory letters that were mailed to clients and Appendix D contains website information about the survey. Further, Appendix E contains a list of all areas within Nevada called for this survey. All Figures are located within the text of the report. In addition, the most common responses from the open-ended items are found in Appendix F.

Methodology

The sampling frame for the survey was drawn from a list of all rehabilitation clients who were deemed eligible to receive services between October 1, 2014 and September 30, 2015. The population list was provided to CRDA in quarters. Clients who received services from October 1, 2014 – December 31, 2014 were part of first quarter. Clients who received services from January 1, 2015 – March 31, 2015 were second quarter. Clients who received services from April 1, 2015 – June 30, 2015 were third quarter. Finally, clients who received services from July 1, 2015 – September 30, 2015 were part of the fourth quarter distribution. The sampling

¹ For all tables:

- C.I. = Confidence Interval. The points (range) between which the true population parameter (population estimate) will fall 95% of the time, if statistical assumptions regarding sampling are met.
- “N”= sample response frequency (unweighted).
- “%”= weighted prevalence rates.

frame was provided by the Division in this manner to ensure that potential participants were contacted using the most up to date information possible. Thus, recruitment of first quarter participants was able to commence in January 2015 rather than October 2015, which would have been the case if the entire sampling frame had been provided at once in September 2015.

The total list that was provided by the Division comprised all clients who went through the Application and Eligibility processes. Once they had been determined eligible, a plan was developed for services. Only those clients deemed eligible for services were included in the sampling frame provided by the Division. Again, it should be noted that only weighted results are reported.

The calling protocol for contacting clients was set at 8 call attempts. In addition, it was determined by the Division and CRDA that CRDA’s 1-800 telephone number would be left on answering machines on the 3rd, 6th, and 8th call attempts. Additionally, the website address for the survey was left on answering machines on the 6th call attempt. CRDA also called back all “soft” refusals.² Thus, the calling protocol was 8 call attempts with no contact, two “soft” refusals, or one “hard” refusal, regardless of the number of call attempts made.

General Clients

The total population originally contained 1,705 clients. From this list, 191 were removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 1514 clients. A total of 655 surveys were completed. For this survey, the entire population was sampled. Table 1a illustrates how the client population and final number of completed interviews were represented by stratum.

Table 1a: General Client Population and Completed Surveys by Stratum

STRATUM	CLIENT POPULATION	COMPLETED SURVEYS
Southern Nevada	770 (50.9%)	318 (48.6%)
Northern Nevada	557 (36.8%)	243 (37.1%)
Rural Nevada	187 (12.4%)	94 (14.4%)
Total	1514 (100%)	655 (100%)

All clients were sent a cover letter introducing the survey and an invitation to participate in either the telephone or web-based version of the survey (see Appendix C). All prospective participants were told that CRDA staff members would be contacting them within two to three weeks of receiving the letter. Letters to the clients also included information regarding the incentive to

² A “soft” refusal is considered one in which the informant (the person that answered the phone) or the respondent (the client), seemed interested in participating but the interviewer just called at an inconvenient time (e.g., “We’re in the middle of dinner,” “I was just running out the door.”). A “hard” refusal is a call where the informant or the respondent is rude to the interviewer, uses profanity, or says something like, “Take me off your list!” or “Don’t ever call back!”

participate (i.e., chance to win one of four prepaid \$50 VISA gift cards) and directions to visit CRDA's website should participants require further information. The informational website included a description of the study, information about the Division and CRDA, and answers to frequently asked questions (see Appendix D). A total of 165 introduction letters were returned to the Center and were not forwarded.

There were 150 phone numbers provided by the Division that were no longer correct or disconnected. The accuracy of a further 270 numbers could not be determined because no one in the residence answered the telephone over the course of the 8 call attempt protocol. Four clients had impairments too severe to complete the interview. Five otherwise eligible client could not complete the interview because they were out of the state or not at his or her place of residence for the duration of data collection.

A total of 655 interviews were completed (633 on the telephone, 12 on the internet), for a raw response rate of 43% (655 out of 1514). Of the 1514 eligible clients in the population, 842 were contacted via phone and deemed eligible for phone participation. Of these 842 participants, 643 completed the entire interview, 3 partially completed the interview, 24 refused to participate, and 144 never started the interview and never refused. Excluding the respondents that were never reached, a cooperation rate of 78% (655 out of 842) was achieved for both the telephone and web interviews.

Relatively equal numbers of men (54%) and women (46%) received services from the Vocational Rehabilitation Division and the largest age groups of clients was between the ages of 55 to 64 (21%) and 45 to 54 (24%; see Table 2a). The majority of clients identify as White (64%), while the minority of clients identified with another racial category (36%). The largest group of clients was located in the Southern stratum of the state (51%), with smaller numbers in the Northern (37%) and Rural (12%) strata. The Division serves clients with a wide variety of impairments, of which the most common were "cognitive impairments" (22%), "psychosocial impairments" (15%), "other physical impairments" (9%), and "other mental impairments" (8%; see Table 2a).

Table 2a: Characteristics of the General Client Population

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	655	1514	100%	(100.0-100.0)
Female	317 ^a	693 ^b	41.78% ^c	(41.78-49.82) ^d
Male	338	821	54.20	(50.18-58.22)
<=24	57	152	10.03	(7.24-12.82)
Age 25 to 34	122	315	20.79	(17.39-24.19)
Age 35 to 44	109	282	18.60	(15.39-21.81)
Age 45 to 54	153	364	24.05	(20.61-27.49)
Age 55 to 64	167	311	20.56	(17.59-23.52)
Age 65 or older	47	91	5.98	(4.21-7.73)
Southern	318	774	51.15	(47.10-55.19)
Northern	243	555	36.63	(32.70-40.57)
Rural	94	185	12.22	(9.76-14.69)
White	419	964	63.70	(59.80-67.60)
Non-White	236	550	36.30	(32.40-40.20)
Blindness	33	79	5.24	(3.41-7.06)
Cognitive Impairments	140	345	22.77	(19.35-26.19)
Communicative Impairments	6	25	1.62	(0.00-3.43)
Deafness, Communication Auditory	15	36	2.38	(1.14-3.61)
Deafness, Communication Visual	10	24	1.61	(0.56-2.65)
General Physical Debilitation	31	72	4.72	(3.02-6.43)
Hearing Loss, Communication Auditory	30	62	4.08	(2.56-5.61)
Hearing Loss, Communication Visual	1	3	1.89	(0.00-0.52)
Manipulation / Dexterity	13	29	1.89	(0.81-2.95)
Mobility and Manipulation	7	16	1.08	(0.26-1.90)
Mobility Orthopedic / Neurological Impairments	47	104	6.90	(4.93-8.86)
Other Hearing Impairments	47	102	6.72	(47.79-8.65)
Other Mental Impairments	58	128	8.42	(7.26-11.70)
Other Orthopedic Impairments	34	70	4.64	(3.07-6.21)
Other Physical Impairments	69	144	9.48	(7.26-11.70)
Other Visual Impairments	22	47	3.09	(1.76-4.41)
Psychosocial Impairments	91	228	15.03	(12.07-17.98)
Respiratory Impairments	1	2.51	0.17	(0.00-0.49)

a. Response frequency is the number of participants in the sample for each category. For example, 317 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 317 females in the sample is equivalent to 693 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 317 females in the sample represent 41.78% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 317 females from the sample) will fall between 41.78% and 49.82%.

Older Individuals Who Are Blind

The total population originally contained 170 clients. From this list, four were removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 166 clients. For this survey, the entire population was sampled. Table 1b illustrates how the OIB population and final number of completed interviews were represented by stratum.

Table 1b: OIB Population and Completed Surveys by Stratum

STRATUM	OIB POPULATION	COMPLETED SURVEYS
Southern Nevada	95 (57.2%)	34 (55.3%)
Northern Nevada	42 (25.3%)	20 (28.1%)
Rural Nevada	29 (17.5%)	12 (27.47%)
Total	166 (100%)	66 (100%)

All OIB clients were sent a letter introducing the survey and inviting them to participate (see Appendix C). All prospective participants were told that CRDA staff members would be contacting them within two to three weeks of receiving the letter. Letters to the clients also included information regarding the incentive to participate (i.e., chance to win one of two prepaid \$50.00 VISA gift cards) and directions to visit the CRDA's website should participants require further information about the study. The informational website included a description of the study, information about the Division and CRDA, and answers to frequently asked questions (see Appendix D). A total of 8 introduction letters were returned to the Center and not forwarded. Only a phone survey was conducted for OIB participants.

Interviewers were unable to interview 46 clients for various reasons. For instance, there were 24 phone numbers provided by the Division that were no longer correct or were disconnected. Another 4 were deemed to be ineligible because they said they had never received any services from the Division. Five clients had impairments too severe to complete the interview. Finally, one client was away for the duration of the survey.

A total of 66 interviews were completed via phone only, for a raw response rate of 40% (66 out of 166). Of the 166 eligible clients in the population, 112 were contacted via phone and deemed eligible for participation. Of these 112, 2 refused to participate, and 1 never started the interview and never refused. Another 38 respondents were unable to be interviewed, therefore, a cooperation rate of 89% (66 out of 74) was achieved.

More females (69%) than males (31%) received services through the Older Individuals Who Are Blind Program (see Table 2b). Approximately 52% of OIB clients were below the age of 75, while 24% were between the ages of 75-84 and 24% were age 85 or older. The majority of clients were located in the Southern stratum of the state (55%), with smaller numbers in the

Northern (28%) and Rural (17%) strata. Most OIB clients were white (81%) compared to those who identified with other racial categories (19%). OIB clients have a small number of impairments, of which the most common were “legally blind” (40%), “severe visual impairment” (28%), “cardiac” (20%), and “cancer” (4%; see Table 2).

Table 2b: Characteristics of OIB population

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	66	166	100%	(100.0-100.0)
Female	46 ^a	114 ^b	68.7 ^c	(56.08-81.39) ^d
Male	20	52	31.3	(18.61-43.92)
<=74	33	87	52.4	(39.40-65.44)
Age 75-84	17	40	24.0	(13.26-34.66)
Age 85 or older	16	39	23.62	(12.85-34.38)
Southern	34	92	55.3	(42.45-68.16)
Northern	20	47	28.1	(16.96-39.32)
Rural	12	27	16.6	(7.20-25.91)
White	58	135	81.1	(68.57-93.54)
Non-White	8	31	18.9	(6.46-31.43)
Legally Blind	296	67	40.2	(27.39-53.04)
Severe Visual Impairment	17	46	27.6	(15.22-40.04)
Cardiac	15	34	20.2	(10.47-30.00)
Cancer	3	7	4.1	(0.00-8.86)
Total Blindness	2	5	3.1	(0.00-8.87)
Diabetes Mellitus	1	3	1.9	(0.00-5.78)
End State Renal Disease	1	2	1.4	(0.00-4.14)

a. Response frequency is the number of participants in the sample for each category. For example, 46 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 46 females in the sample is equivalent to 114 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 46 females in the sample represent 68.7% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 46 females from the sample) will fall between 56.08% and 81.39%.

Transition Students

The total population originally contained 334 clients. From this completed list, one student was removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 333 transition students. For this survey, the entire population was sampled. Table 1c illustrates how the student population and final number of completed interviews were represented by stratum.

Table 1c: Transition Student Population and Completed Surveys by Stratum

STRATUM	STUDENT POPULATION	COMPLETED SURVEYS
Southern Nevada	185 (55.6%)	35 (56.0%)
Northern Nevada	91 (27.3%)	29 (27.1%)
Rural Nevada	57 (17.1%)	21 (16.9%)
Total	333 (100%)	85 (100%)

The 333 individuals in the transition student population were sent a cover letter that introduced the survey, detailed the incentive for participation (i.e., chance to win one of six prepaid \$50 Visa gift cards), and provided directions on how to participate by either telephone or web (see Appendix C). Two to three weeks later, transition students were contacted by Center interviewers via telephone to participate in the survey. A total of 22 letters were returned to the CRDA and not forwarded.

A total of 85 interviews were completed on the telephone, for a raw response rate of 27% (85 out of 333). Of the 333 transition students interviewers attempted to contact, 244 were not successfully contacted or were unable to participate. Specifically, there were 36 numbers provided by the Division that were no longer correct or were disconnected. The accuracy of a further 119 numbers could not be determined because no one in the residence ever answered the telephone over the course of the 8 call protocol.

A total of 97 eligible transition students, of the 333 student clients called, were successfully contacted by telephone and eligible for participation. Of these, 85 completed the interview over the phone, one refused to participate, and four never started the interview and never refused. Excluding the respondents that were never reached or were ineligible, a cooperation rate of 88% (85 out of 97 successfully contacted) was achieved.

A majority of the transition student clients are located in the Southern stratum of the state (44%), with smaller numbers located in the Northern stratum (27%) and Rural stratum (17%; see Table 2c). There are more men than women (66% vs. 34% respectively) who received the Division's Transition Student services. The majority of transition student clients were 19 years of age or older (93%). Under half of clients identified as White (39%). The largest majority of impairments of the transition student clients are cognitive (70%), followed by "psychosocial impairments" (7%) and "other mental impairments (4%; see Table 2c). The majority of students had enrolled in a high school program (97%) and on-the-job training program (64%).

Table 2c: Characteristics of Student population

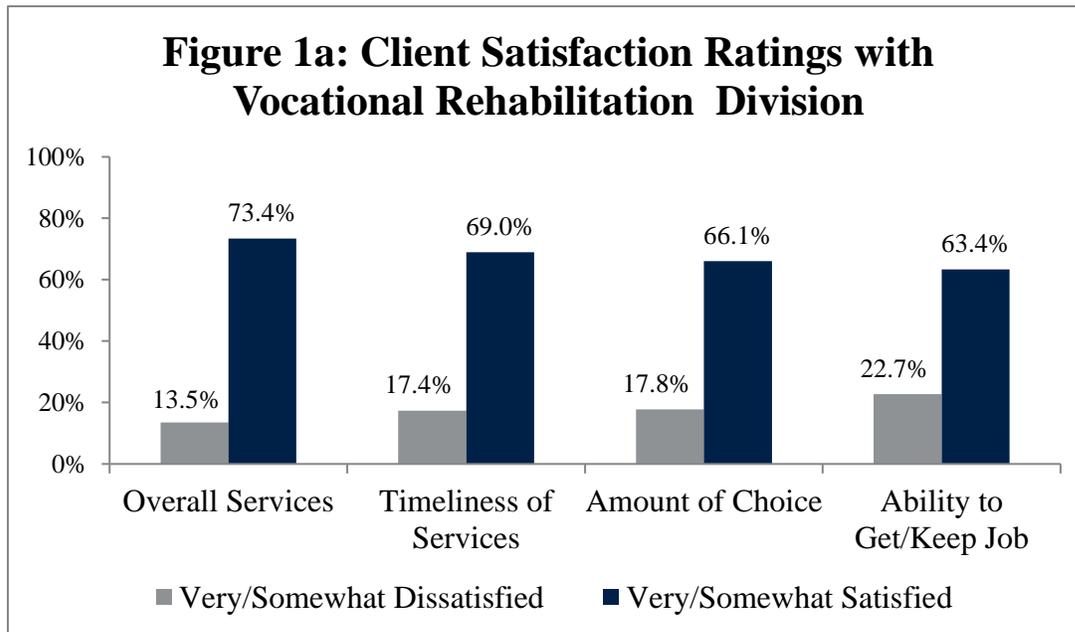
	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	85	333	100%	(100.0-100.0)
Female	34 ^a	114 ^b	34.29 ^c	(23.18-45.41) ^d
Male	51	219	65.71	(54.59-76.82)
<=18	7	23	7.00	(01.64-12.37)
Age 19 or older	78	310	93.00	(87.63-98.36)
Southern	35	187	56.03	(44.00-68.05)
Northern	29	90	27.12	(17.23-37.02)
Rural	21	56	16.85	(09.48-24.22)
White	24	130	39.19	(25.62-52.76)
Non-White	61	203	60.81	(47.24-74.38)
Mobility Orthopedic/Neurological Impairments	1	4	1.21	(00.00-03.64)
Other Hearing Impairments	1	3	0.86	(00.00-02.59)
Communication Impairments	1	3	0.89	(00.00-02.65)
Other Mental Impairments	4	12	3.71	(00.00-07.46)
Other Physical Impairments	1	3	0.89	(00.00-02.65)
Cognitive Impairments	64	263	78.90	(69.94-87.86)
Psychosocial Impairments	6	23	6.87	(01.27-12.68)
Other Orthopedic Impairments	1	3	0.88	(00.00-02.65)
Blindness	1	4	1.22	(00.00-03.64)
Deafness, Communication Auditory	1	3	0.89	(00.00-02.65)
Deafness, Communication Visual	1	4	1.22	(00.00-03.64)
Hearing Loss, Communication Auditory	1	3	0.89	(00.00-02.65)
Mobility and Manipulation	1	2	0.73	(00.00-02.23)
Other Visual Impairments	1	3	0.82	(00.00-0.245)
High School: Yes	82	324	97.41	(94.27-100.00)
GED Program: Yes	4	23	6.99	(00.00-15.10)
Technical or Trade School: Yes	5	13	13.76	(00.78-26.73)
2-Year College Degree: Yes	11	39	49.19	(26.01-72.37)
4-Year College Degree: Yes	6	19	30.63	(07.36-53.91)
On-the-Job Training: Yes	27	107	63.56	(44.29-82.82)
Job Corps: Yes	4	23	26.41	(00.00-54.57)
<p>a. Response frequency is the number of participants in the sample for each category. For example, 34 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 34 females in the sample is equivalent to 114 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 34 females in the sample represent 34.29% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 34 females from the sample) will fall between 23.17% and 45.41%.</p>				

Results: General Client Population

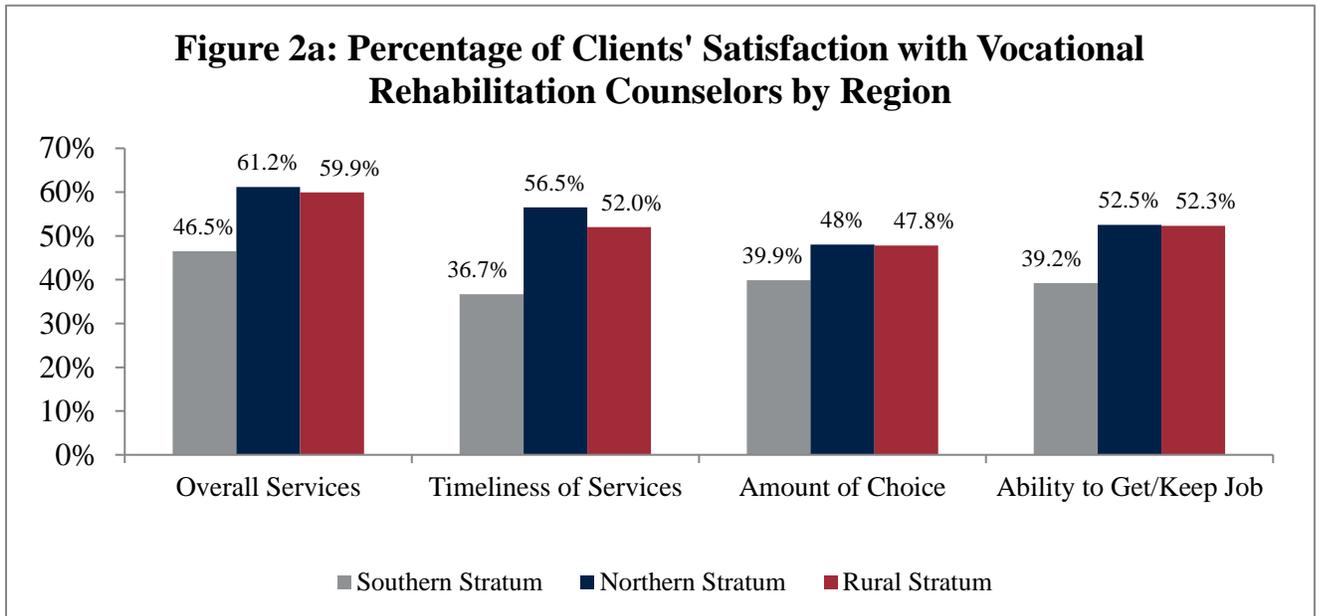
Satisfaction with the Vocational Rehabilitation Division

Clients were asked several questions to assess their level of satisfaction with specific aspects of the Vocational Rehabilitation Division. Overall, the majority of clients indicated that they were satisfied with the Division (see Figure 1a).

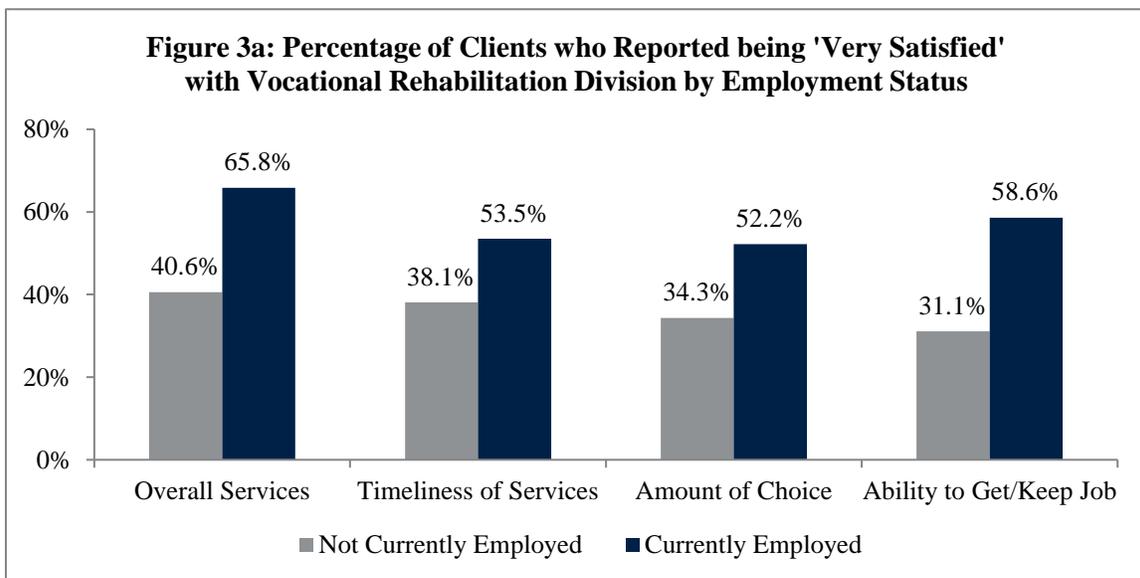
Approximately 73% percent of all clients were “somewhat” or “very satisfied” with the overall services they received from the Vocational Rehabilitation Program, whereas approximately 14% were “somewhat” or “very dissatisfied” (see Figure 1a). Slightly fewer clients were satisfied with the timeliness of the services they received (69% satisfied and 17% dissatisfied), the amount of choice between providers of services (66% satisfied and 18% dissatisfied), and the ability of the program to help clients get or keep a job (63% satisfied and 23% dissatisfied).



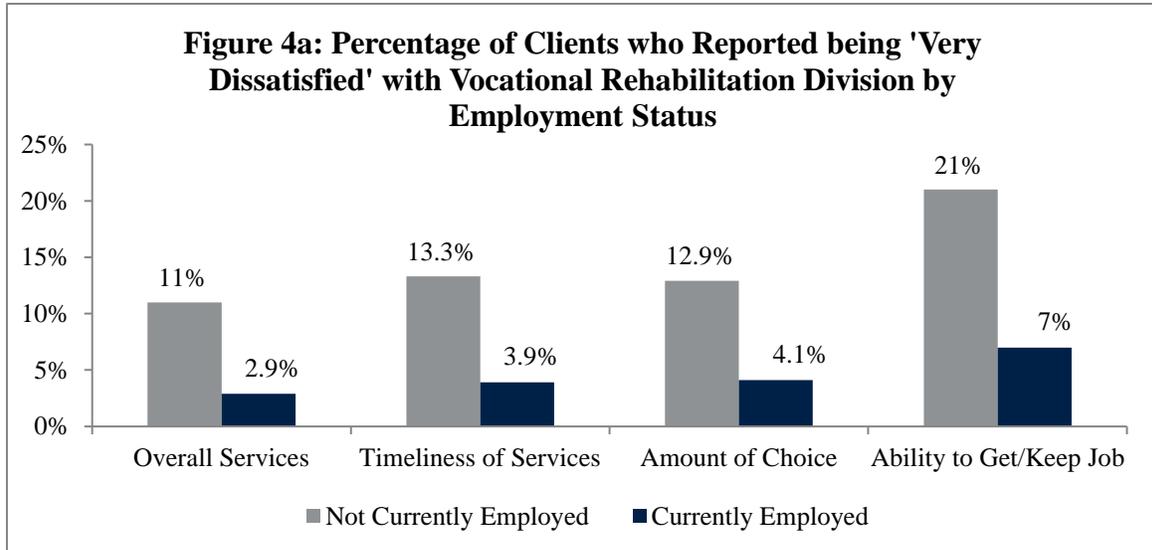
There were differences in satisfaction with overall services received from the Vocational Rehabilitation Program by region: clients in the southern region were less likely to be “very satisfied” with the services (47%) relative to clients in the northern (61%) and rural regions (60%; see Figure 2a). This difference in satisfaction by region was consistent for timeliness of services and amount of choice between providers of services (see Figure 2a).



Of particular interest are the differences in satisfaction based on employment status. Compared to unemployed clients, a noticeably larger percentage of employed clients reported being “very satisfied” across the four satisfaction domains of the Vocational Rehabilitation Division, including overall services (66%), timeliness of services (54%), amount of choice (52%), and ability to get or keep a job (59%; see Figure 3a).

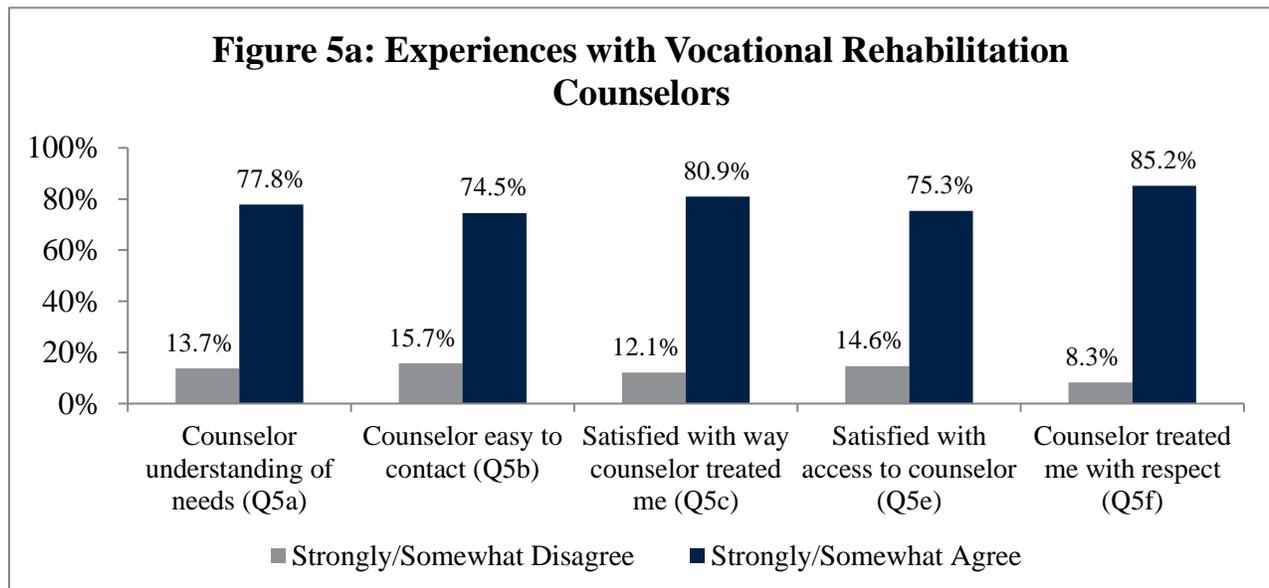


Unemployed clients also tended to report a higher level of dissatisfaction with all domains when compared to individuals who currently held a job (see Figure 4a). For example, unemployed clients were more likely to report being “very dissatisfied” with their ability to get or keep a job (21%) compared to employed clients (7%).



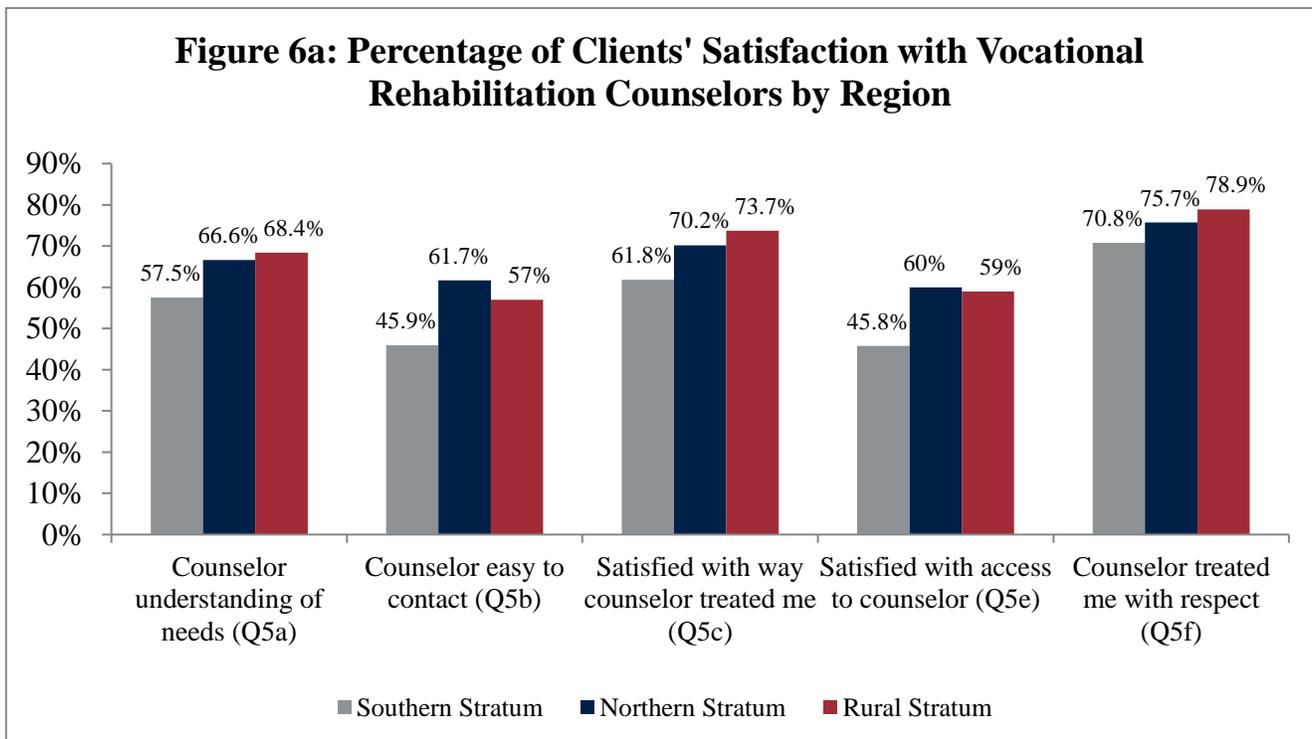
Experiences with the Vocational Rehabilitation Program, Counselors, and Other Staff

Vocational Rehabilitation clients were consistently positive in their assessments of their specific experiences with their counselors and other Vocational Rehabilitation staff. For each of the specific items that asked about their experiences with their counselors, most clients chose to agree with positive evaluations (see Figure 5a).

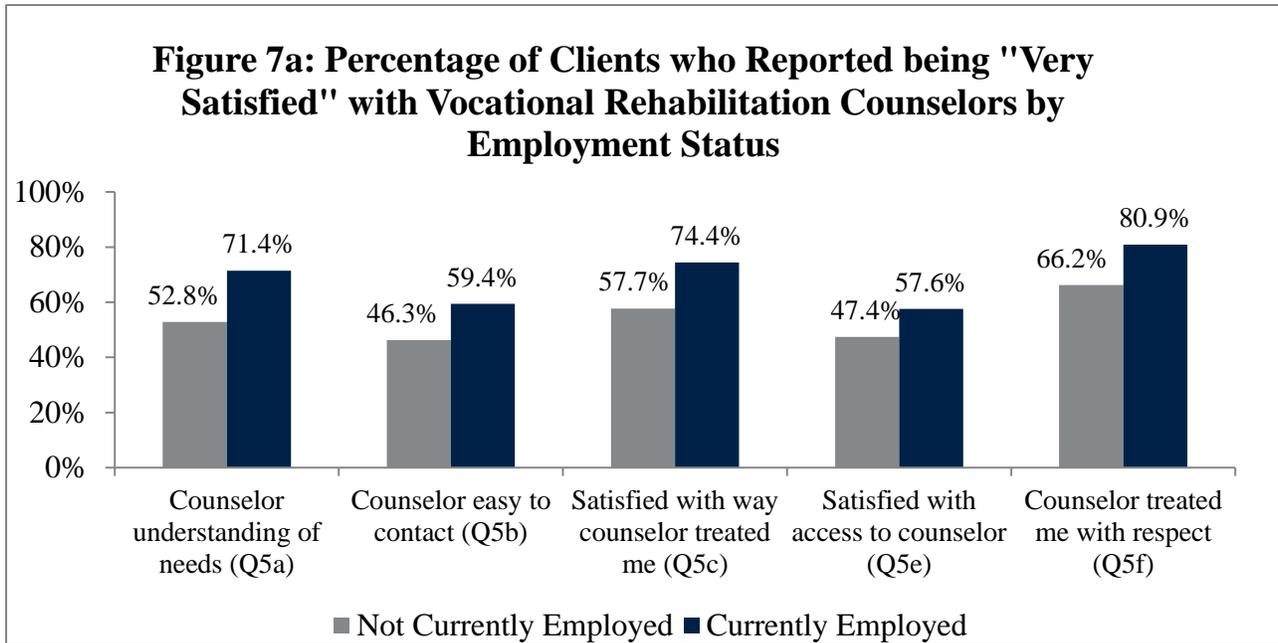


Approximately 78% of clients agreed, either “somewhat” or “strongly,” that their counselors understood their needs. Further, approximately 75% of clients indicated with satisfaction that their counselors were easy to contact, and most clients (81%) were satisfied with the way their counselors treated them. Approximately 75% of clients indicated that they were satisfied with the amount of access they had to their counselors, and 85% of clients agreed that their counselors treated them with respect.

Overall assessment of Vocational Rehabilitation counselors tended to vary by region of services received. Clients from the Northern region were more likely to “strongly agree” that their counselors understood their needs (67%) compared to clients from the Southern region (58%; see Figure 6a). Clients from the Rural region were more likely to “strongly agree” that their counselors were easy to contact (57%) compared to clients from the Southern region (46%; see Figure 6a). Clients from both the Rural and Northern regions were more likely to “strongly agree” with being satisfied with the way their counselors treated them (74% and 70%, respectively) compared to clients from the Southern region (62%; see Figure 6a). Clients from the Northern region and Rural region were more likely to “strongly agree” that they were satisfied with their access to their counselors (60% and 59%, respectively) compared to clients from the Southern region (46%; see Figure 6a). There were no regional differences in level of agreement for being treated with respect by counselors, however (see Figure 6a).



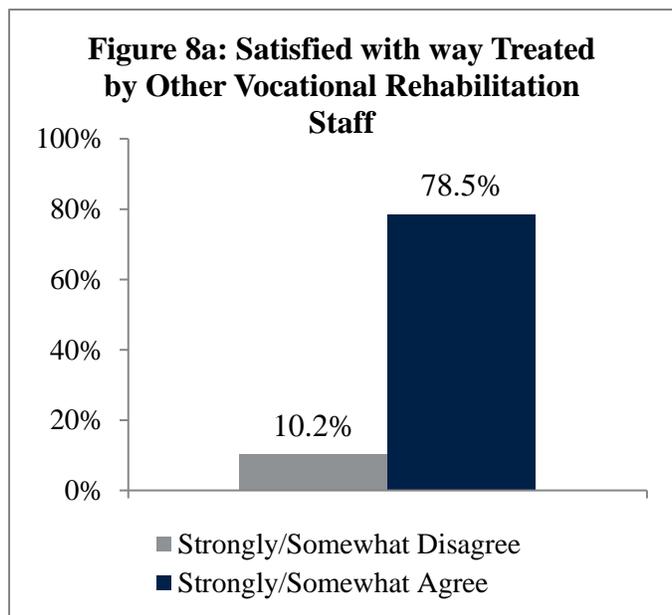
Clients who were employed were more likely to report that they “strongly agreed” that their counselors understood their needs (72%) compared to those clients who were not employed (53%; see Figure 7a). Versus unemployed clients, employed clients were also more likely to state that they ‘strongly agreed’ that they were satisfied with how their counselor treated them (74% vs. 58%) and were satisfied with the amount of access they had to their counselor (58% vs. 47%; see Figure 7a). Employed clients were also more likely to report that they “strongly agreed” that they had been treated with respect by their counselor during the rehabilitation process (81%) compared to their unemployed counterparts (66%; see Figure 7a).

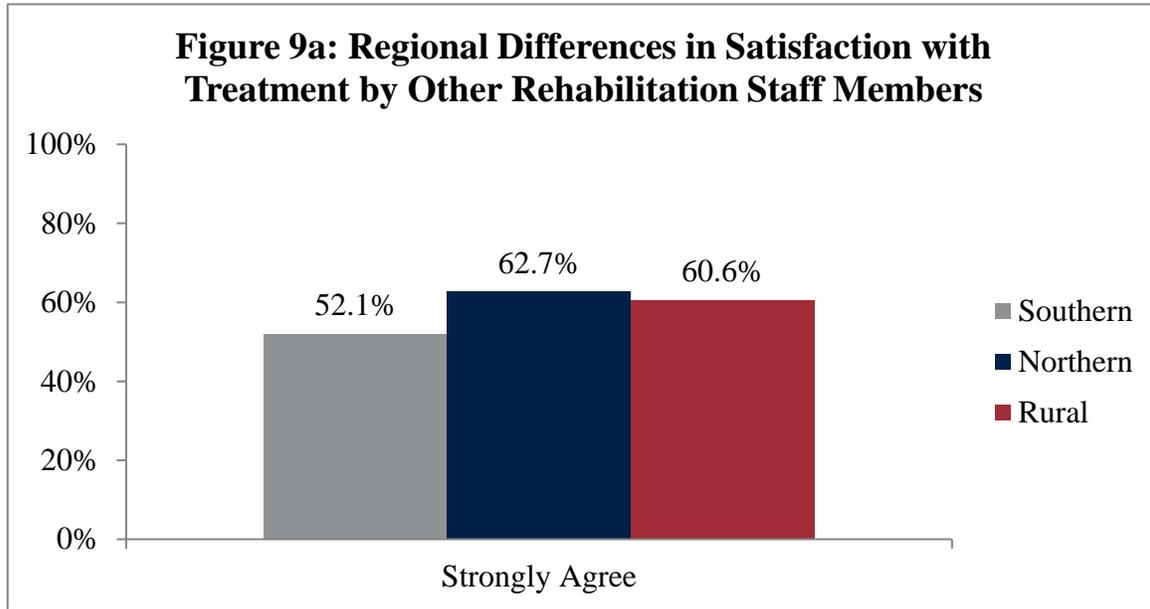


Other Rehabilitation Staff Members

Clients were equally happy with other Rehabilitation staff members. Approximately 79% of clients agreed, either “strongly” or “somewhat,” that they were satisfied with the way other Vocational Rehabilitation Staff treated them, whereas only 10% of clients disagreed (see Figure 8a).

Clients from the Northern and Rural regions indicated that they “strongly agreed” that they were satisfied with the way other staff members treated them (63% and 61%, respectively), a higher percentage than those clients from the Southern region (52%; see Figure 9a).

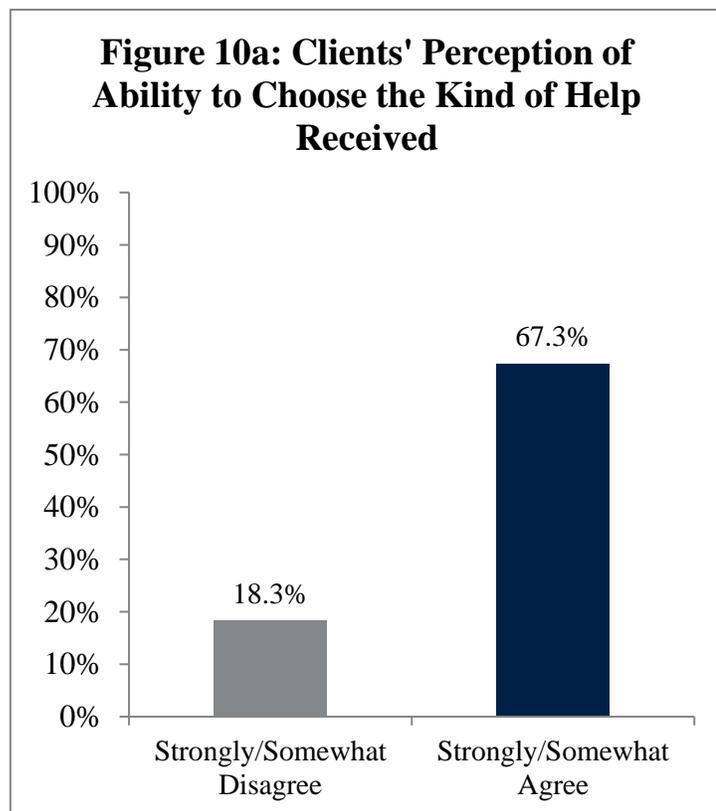


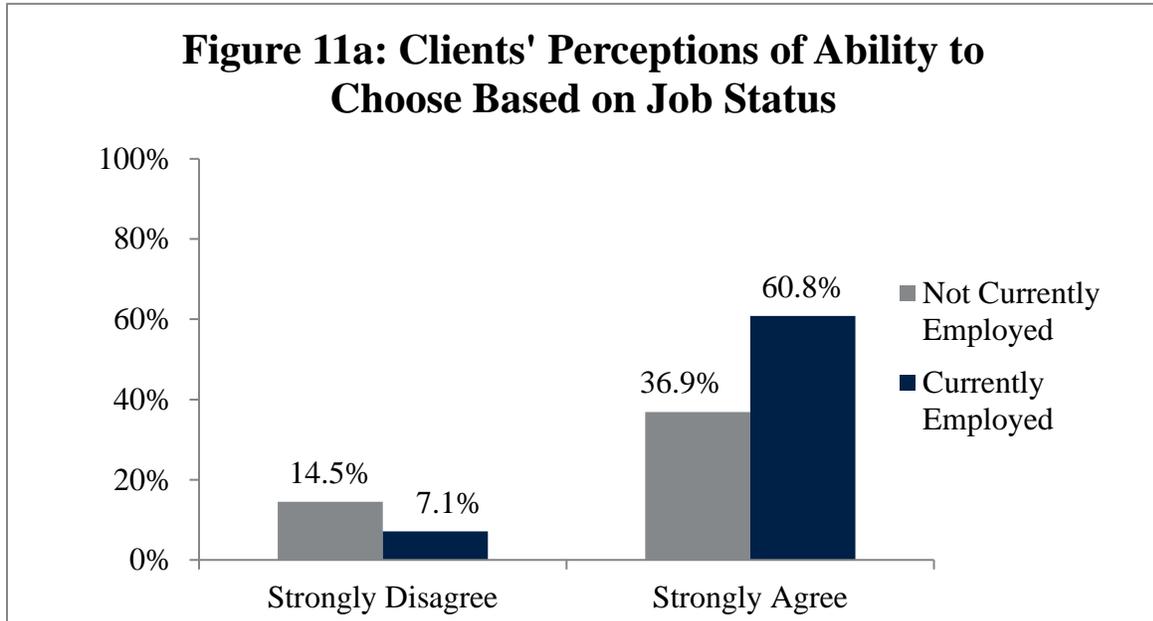


Ability to Choose

Clients were for the most part happy with the amount of choice they had during the vocational rehabilitation process, with 67% agreeing that they were able to choose the kind of help they received (see Figure 10a). A minority of respondents (18%) disagreed with that statement (see Figure 10a).

There were differences with agreement regarding the ability to choose the kind of help received based on clients' employment status. Clients that were employed were more likely to 'strongly agree' that they had the ability to choose the kind of help received (61%) compared to clients who were not currently employed (37%; see Figure 11a).

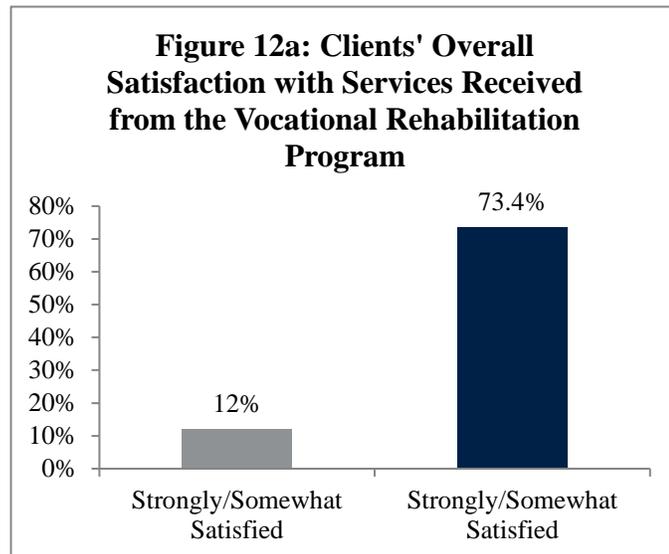




Overall Satisfaction with Services Received from the Vocational Rehabilitation Program

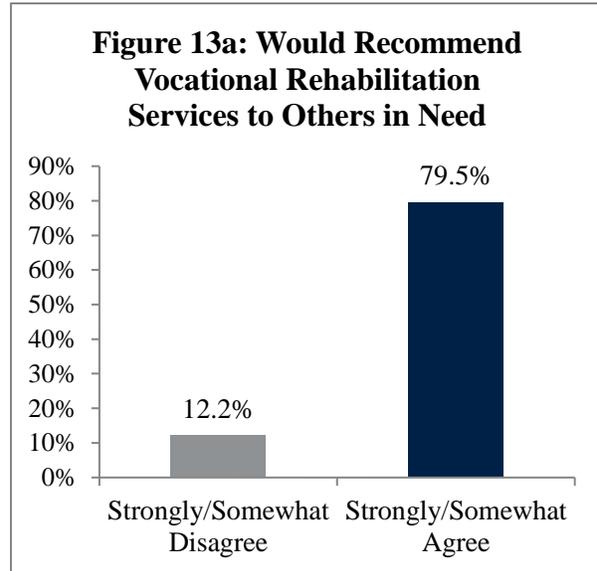
When clients were asked to indicate their level of satisfaction with their services received from the Vocational Rehabilitation Program, approximately 73% of all clients were “somewhat or very satisfied,” compared with 12% who were “somewhat or very dissatisfied” (see Figure 12a).

Clients reported differences in overall satisfaction with the services they received depending on their current employment status. For example, those clients who were employed were also more likely to “strongly agree” that they were satisfied with the services that they received (65%) compared to those clients who were unemployed (42%).



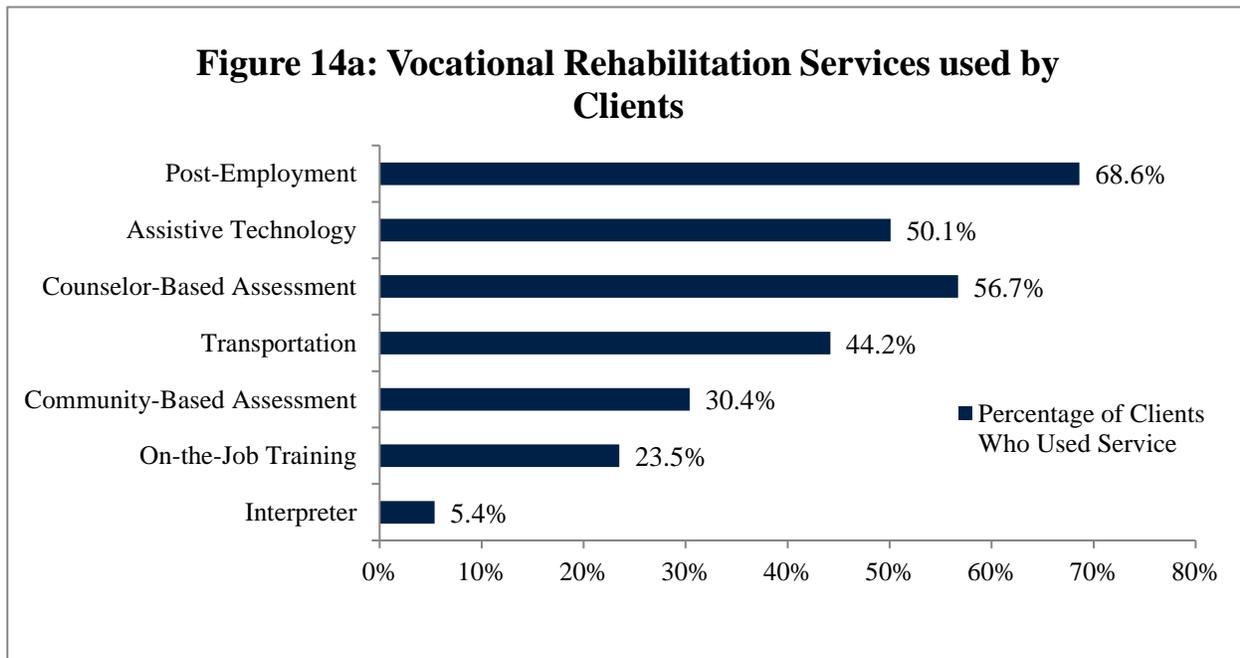
Program Recommendation

Clients were asked about their agreement or disagreement with a statement regarding a recommendation of the program’s services to other people. Overall, 80% of clients said that they would recommend Nevada’s Vocational Rehabilitation services to other people who may need it (see Figure 13a). Approximately 12% said they would not recommend it, and 8% were non-committal (i.e., “neither agree nor disagree”). There were regional differences in the likelihood to indicate “strongly agree” to recommending services to other people, with clients in the Northern and Rural regions being more willing to recommend services (72% and 69%, respectively) compared to clients in the Southern region (61%).



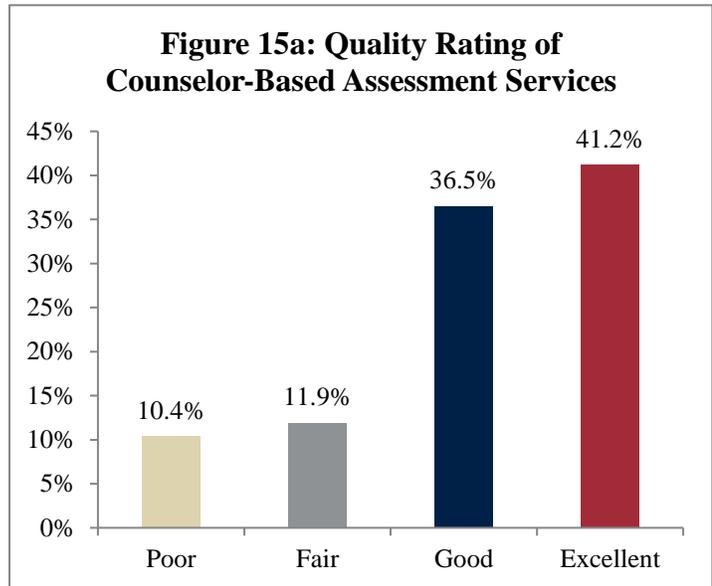
Specific Services: Client Utilization and Satisfaction

See Figure 14a below for a compilation of the percentages of clients who utilized and rated each of the services listed in the sections below.

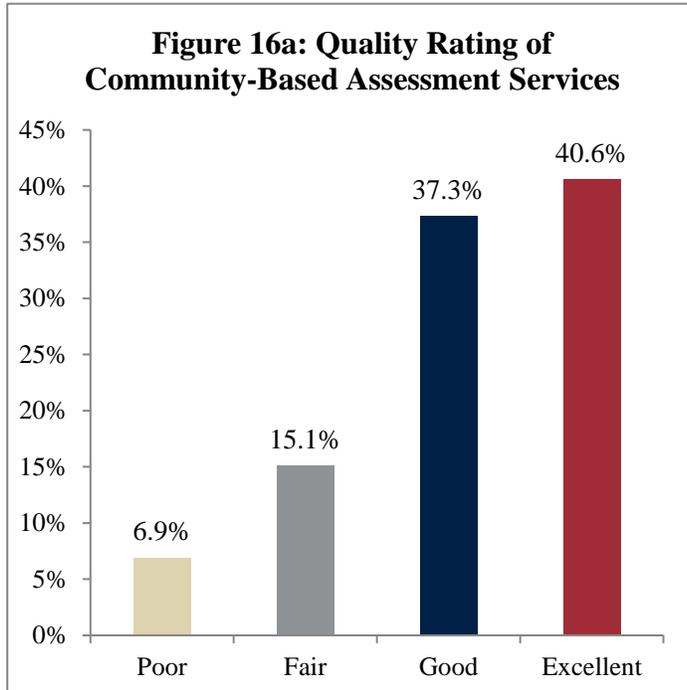


Counselor-Based Assessment

Counselor-based assessments include things like job interest and aptitude tests, medical tests (e.g., checkups and x-rays), and other evaluations of clients' abilities. Fifty-seven percent of clients said that they received counselor-based assessment services from the Vocational Rehabilitation Program (see Figure 14a). Of the clients who received counselor-based assessment services, 41% rated the services as "excellent" and 37% as "good," while 12% rated these services as "fair" and 10% rated them as "poor" (see Figure 15a).



Community-Based Assessment



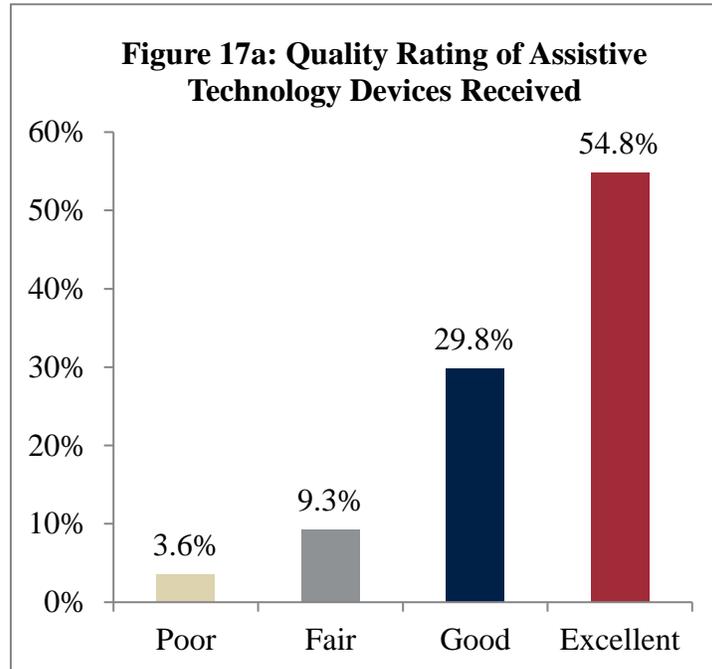
Community-based assessment services include things like trial work experiences and assessments of clients' behavior on the job. Approximately 30% of clients received community-based assessment services from the Vocational Rehabilitation Program (see Figure 14a). Of the clients who received these services, 41% rated them as "excellent," 37% as "good," 15% as "fair," and 7% as "poor" (see Figure 16a).

There were regional differences in the reported utilization of community-based services from the Rehabilitation Program. Clients in the Southern region (38%) were more likely to report receiving this type of service compared to individuals in the Rural region (25%).

Assistive Technology

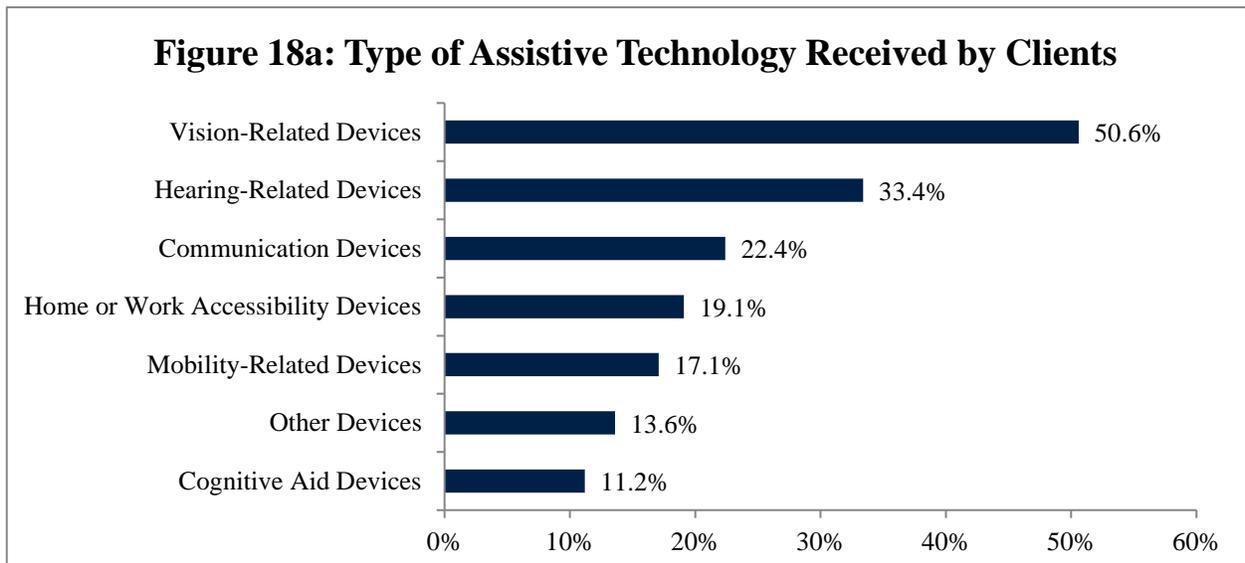
The Vocational Rehabilitation Program provides clients with assistive technology services such as providing or purchasing devices to help with vision, hearing, communication, or changes to the clients' homes or workplaces. More than half of all clients (50%) received assistive technology services from the Program (see Figure 14a).

Of the clients who received these services, 55% rated the quality of the assistive technology services they received as "excellent," 30% as "good," 9% as "fair," and 4% as "poor" (see Figure 17a).



Type of Assistive Technology

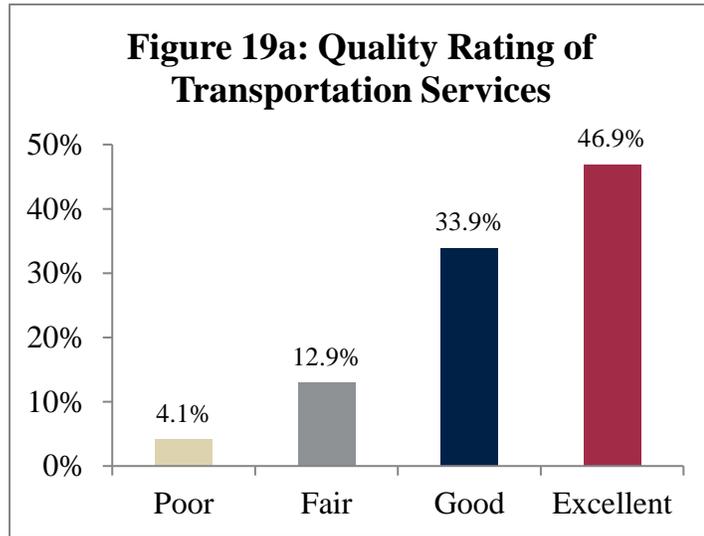
A complete list of the types of assistive technology devices received by clients can be found in Figure 18a below. The most prominent assistive technology devices received by clients were vision-related devices (51%) and hearing-related devices (33%). Nearly 22% of clients received communication devices, 19% of clients received home or workplace accessibility devices, 17% received mobility-related devices, and 11% received cognitive aid devices. Approximately 14% of the clients reported receiving assistive technology devices that do not fit into one of the aforementioned categories.



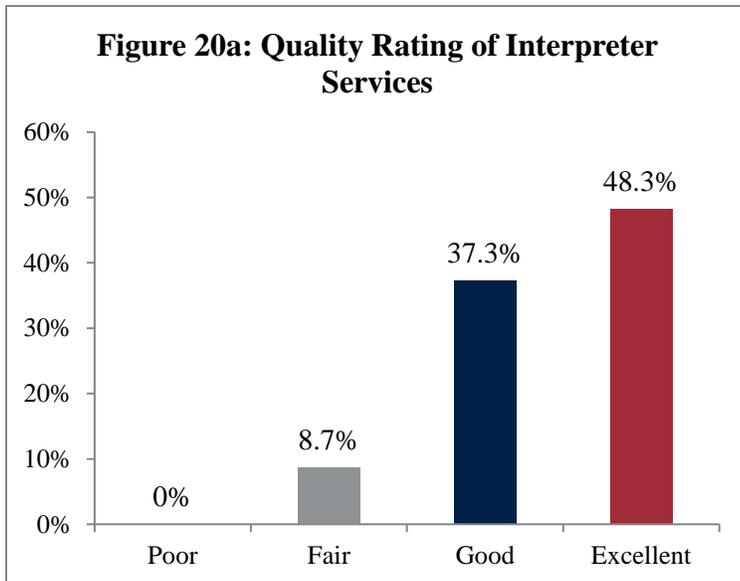
Transportation

Transportation services include things like providing private or public transportation, attendant care fees, and paying for relocation expenses.

Forty-four percent of clients reported receiving these types of services from the Vocational Rehabilitation program (see Figure 14a). Of the clients who received transportation services, 47% rated the transportation services as “excellent” and 34% rated them as “good,” while only 13% rated them as “fair,” and 4% rated them as “poor” (see Figure 19a).



Interpreter



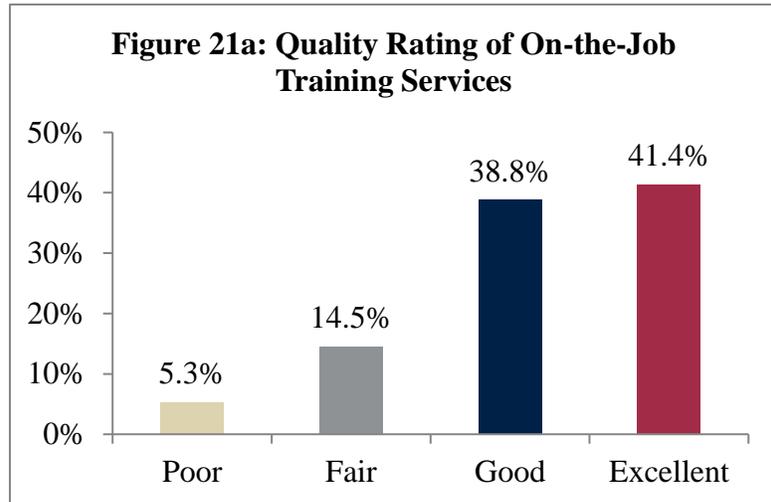
The Vocational Rehabilitation Program also provides eligible clients with interpreter services (e.g., sign language interpretation, braille). Only 5% of clients received these interpreter services (see Figure 14a).

The majority of clients who received interpreter services rated these services positively; 48% rated the quality of interpreter services as “good” and 37% rated these services as “excellent.” Nine percent of clients rated these services as “fair” and 0% rated these services as “poor” (see Figure 20a).

On-the-Job Training

Approximately 24% of clients received on-the-job training services from the Vocational Rehabilitation Program (see Figure 14a).

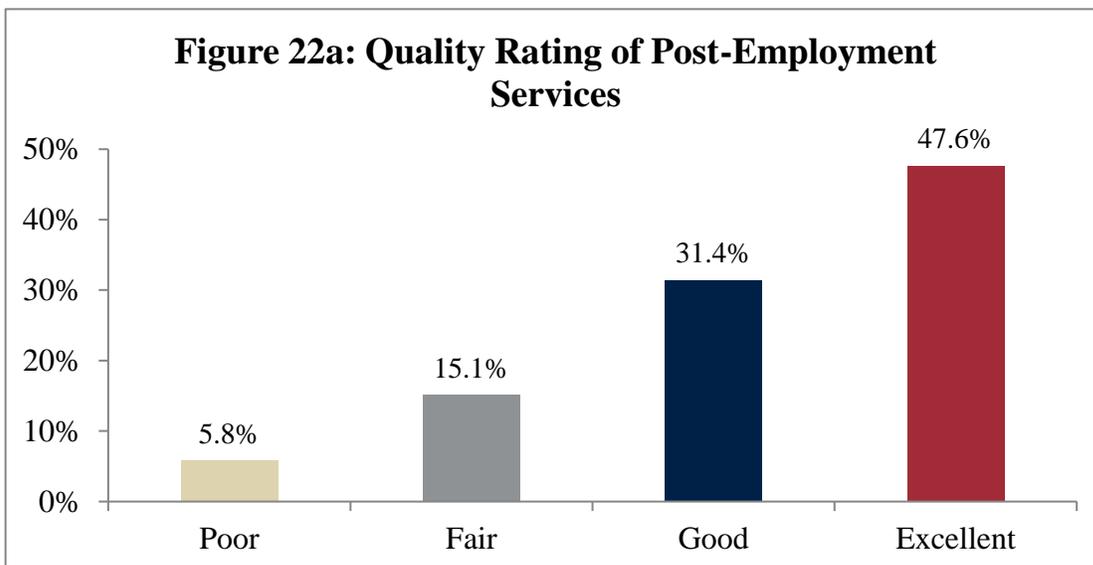
Of these clients, 41% rated the quality of the on-the-job services as “excellent,” 39% as “good,” 15% as “fair,” and 5% rated the services as “poor” (see Figure 21a).



Post-Employment

Post-employment services from the Vocation Rehabilitation Program, such as computer classes, job coaching, additional training, assistive technology services, and providing employers with information, are designed to assist clients keep a job. Sixty-nine percent of clients received post-employment services (see Figure 14a).

Of these clients, 30% reported that they were currently employed. Half (48%) of the clients who received post-employment services rated them as “excellent,” 31% as “good,” 15% as “fair,” and 6% as “poor” (see Figure 22a).



Currently Employed Clients

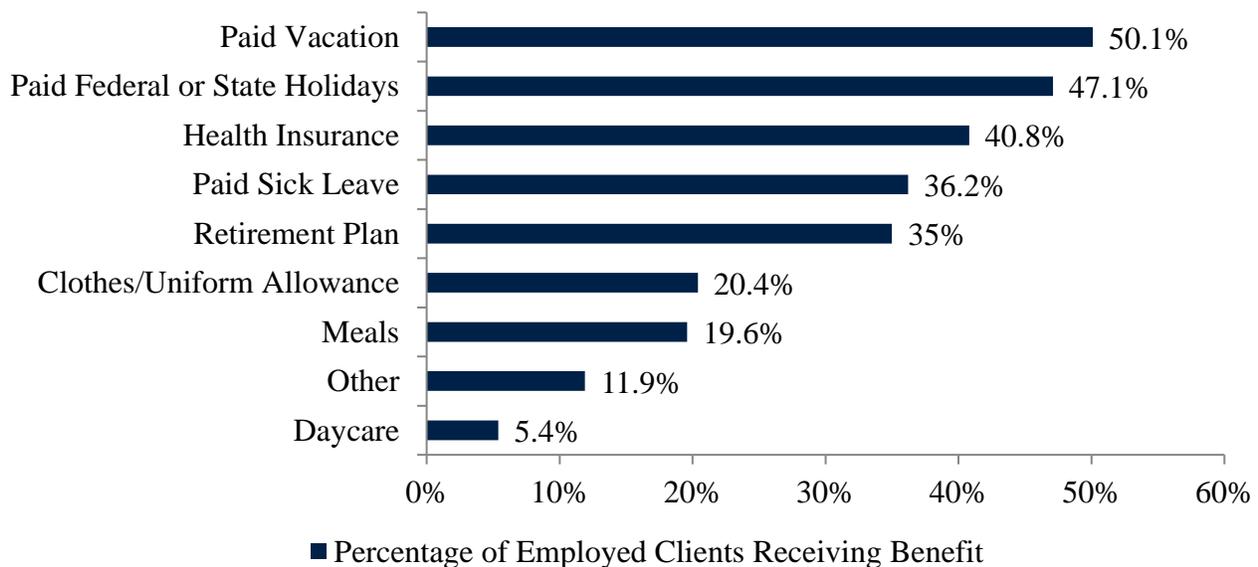
Fifty-three percent of all clients reported they were employed at the time of data collection. Roughly the same number of females (45%) and males (55%) reported that they were currently employed. Of those who were employed, 43% said that they got their current job as a result of the services they received from the Vocational Rehabilitation Program. Of the 55% of clients ($n = 196$) who indicated they did not get their current job as a result of Vocational Rehabilitation Program services, only 25% ($n = 117$) reported that they got *any* job as a result of Program services. Forty-three percent of clients indicated being in a job that the Vocational Rehabilitation Program placed them in when their cases were closed.

Of the employed clients, 26% were in their current job for 6 months or less, 39% were in their current job for 7 to 12 months, and 34% were in their current job for 13 months or longer. Twenty-six percent of clients reported working 20 hours or less, 21% of clients worked 21 to 39 hours, 39% of clients worked 40 hours, and 10% of clients worked more than 41 hours each week. Eighteen percent of clients made \$8.50 or less per hour, 25% made between \$8.51 and \$10.50 per hour, 25% made between \$10.51 and \$16.50 per hour, and 16% made \$16.51 or more per hour.

Employment Benefits

Those clients who were employed were asked about the benefits they received from their employers (see Figure 23). Half of clients received paid federal or state holidays with their current job and 47% of clients received paid vacations. Approximately 41% of all employed received health insurance, 35% received a retirement plan, and 36% received paid sick leave. Relatively smaller percentages of clients received clothes or a uniform allowance (20%), meals (20%), and daycare (5%). Twelve percent of employed clients reported that they received other benefits not mentioned previously, including discounts and bonuses.

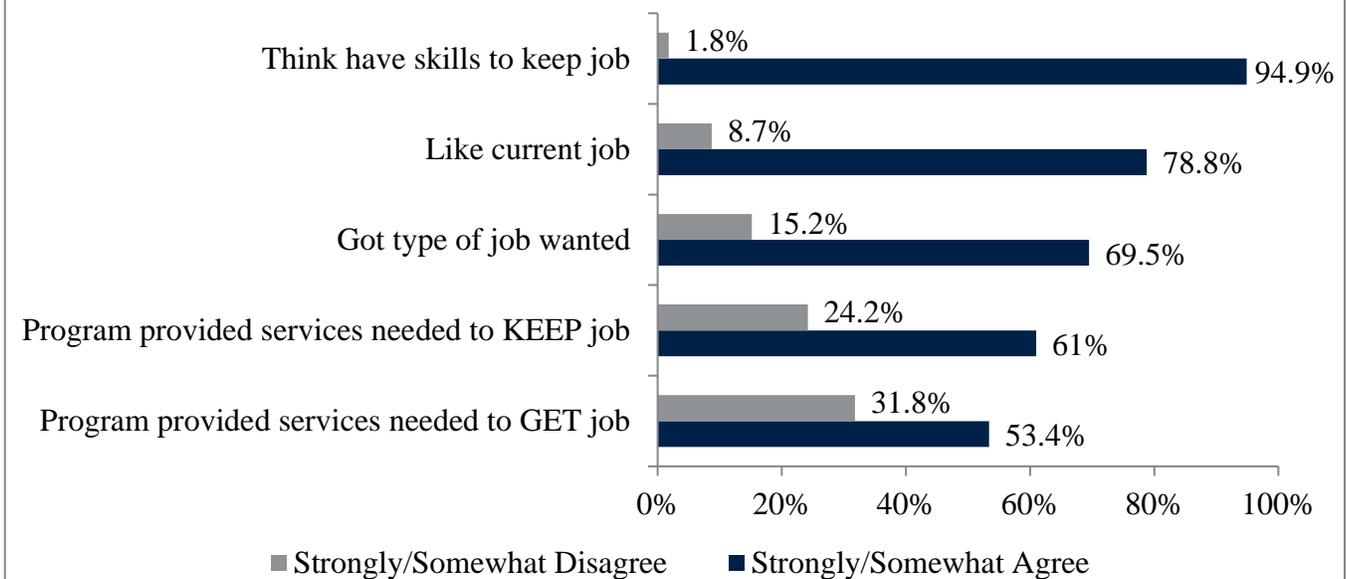
Figure 23a: Benefits Received from Employers



Attitudes about Current Employment

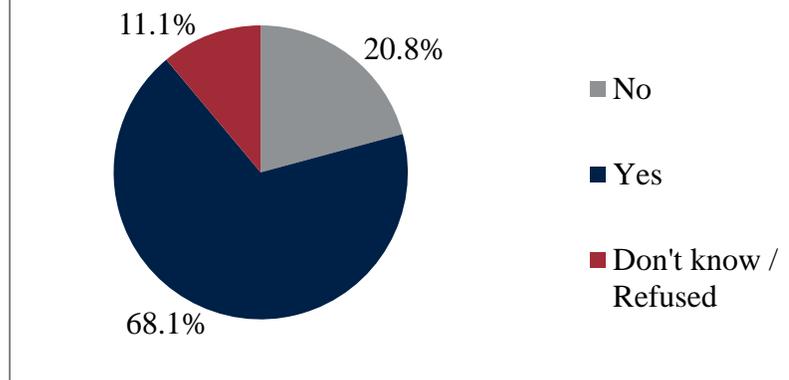
Employed clients were asked several questions about their attitudes toward their current job (see Figure 24a). The majority of clients who were employed agreed, either “somewhat” or “strongly,” that they got the kind of job that they wanted (70%), and that they liked their current jobs (79%). An overwhelming majority of clients agreed that they had skills necessary to keep their current jobs (95%). Somewhat smaller percentages of clients felt that the program had provided them with the services needed to *get* their current job (53%), and felt that the program provided services that helped them *keep* their current jobs (61%).

Figure 24a: Attitudes about Current Job



Participants were asked to indicate if they felt their job was in an integrated setting. An integrated setting means that the workplace has an adequate representation of those individuals both with and without disabilities. The majority of employed clients (68%) agreed that their workplace is an integrated setting (see Figure 25a). Just under 21% of clients indicated that their workplace was not an integrated setting, while 11% did not know or refused.

Figure 25a: Integrated Setting for Workplace

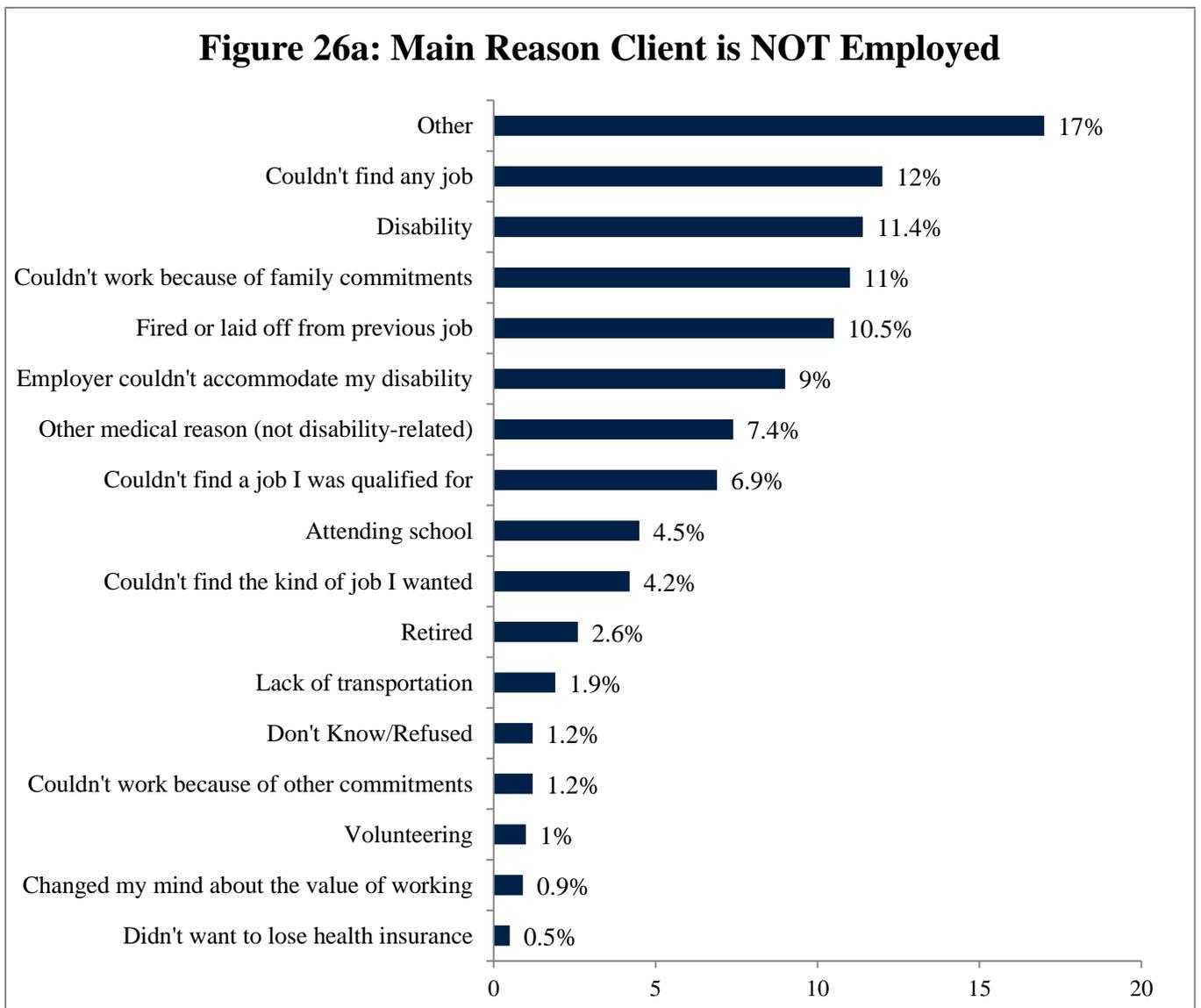


Currently Unemployed Clients

Clients who were not employed were given a list of reasons for their unemployment status and asked to endorse the *main* reason they were unemployed (see Figure 26a).

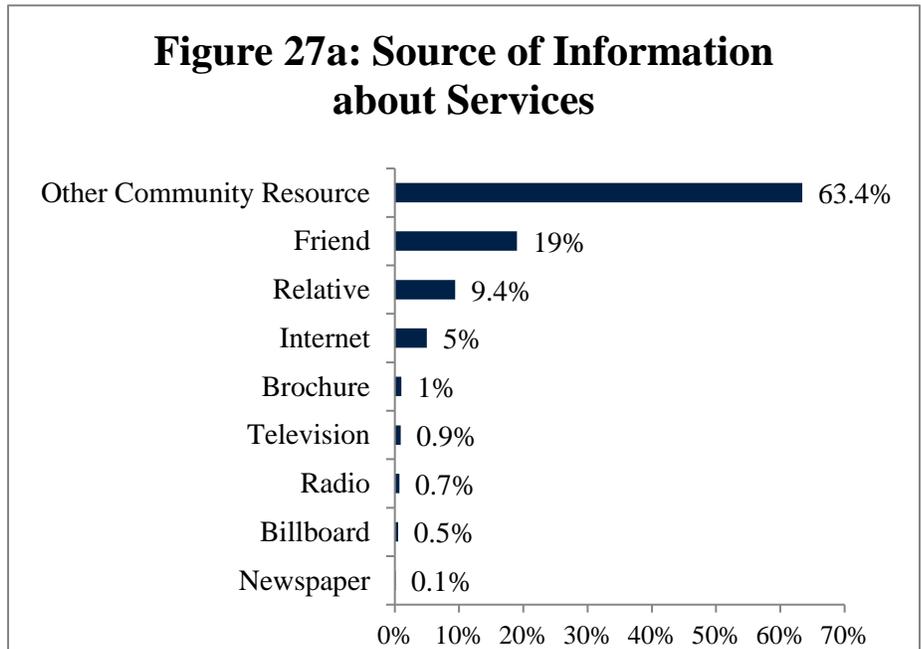
The largest percentage of clients (17%) reported that they were unemployed due to another reason not listed on the survey. Twelve percent of clients reported they were unemployed because they could not find any job. Eleven percent of clients were unemployed because of their disability and another 11% were unemployed because they could not work because of family commitments. Approximately 11% indicated that their employer could not accommodate their disability. Smaller percentages of clients reported being unemployed because they were unable to find a job for which they were qualified (7%), they were attending school (5%), unable to find a desired job (4%), or were retired (3%; see Figure 26a).

Figure 26a: Main Reason Client is NOT Employed



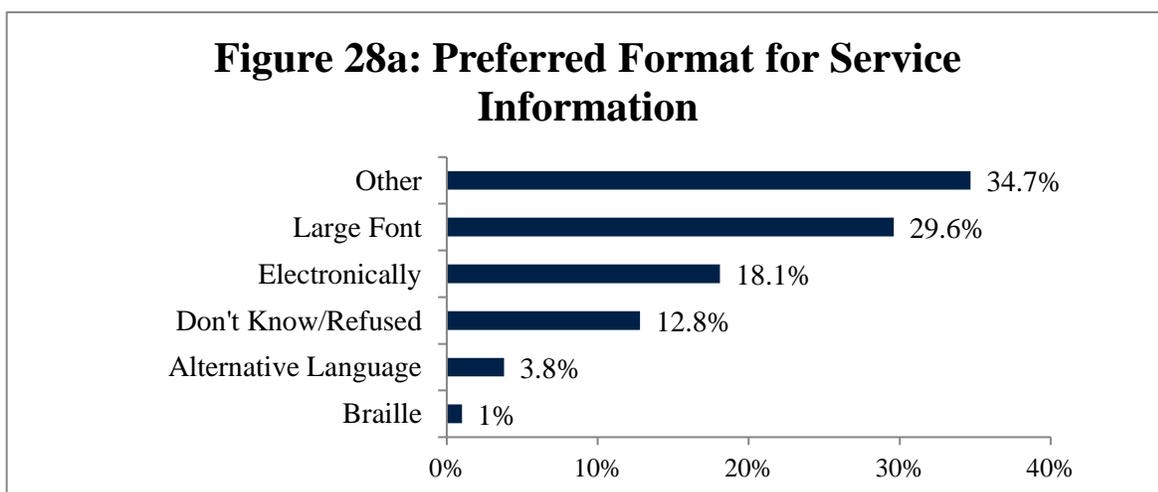
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by the Vocational Rehabilitation Program (see Figure 27a). Among the seven choices, the most frequently cited source of information was through “Other Community Resources” (63%). These other sources included Job Connect and medical doctors. Clients also indicated they found out about services through friends (19%), relatives (9%), and the Internet (5%).



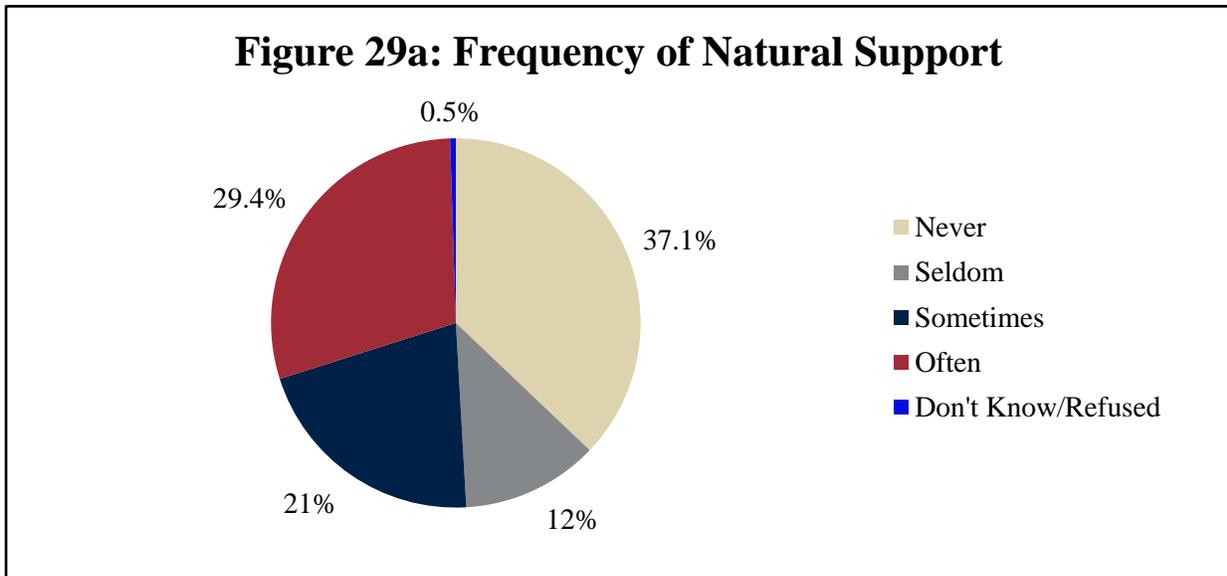
Format of Information

Respondents were asked whether they had received information about services offered by the Vocational Rehabilitation Program in the format that they preferred. Although 74% of respondents reported that they did receive information in their preferred format, 20% of respondents did not. Among those who did not receive information in their preferred format ($n = 124$), the most commonly requested formats were large font (30%) and electronically (18%; see Figure 28a). Thirty-five percent of respondents indicated “other,” which mostly included a preference for in-person offering of information.



Natural Support

Respondents indicated the extent to which they received “natural support” during the services provided by the Vocational Rehabilitation Program. Examples of natural support include help from friends and family. Most respondents indicated that they either “never” received natural support (37%) or “often” received natural support (29%; see Figure 29a). Twenty-one percent of respondents indicated that they “sometimes” received natural support while 12% indicated that they “seldom” received natural support.



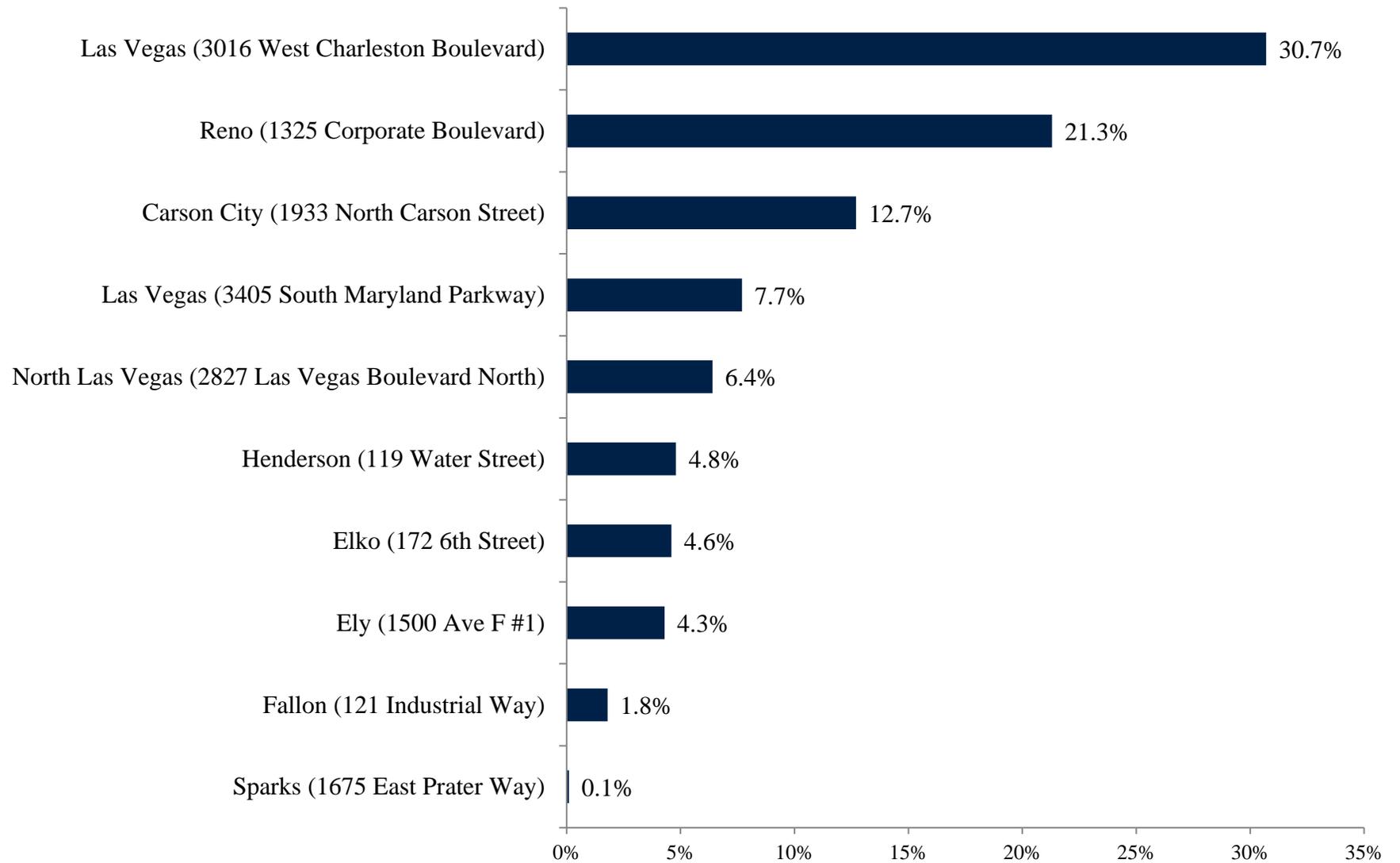
Client Reactions and Suggestions

Survey respondents were given the opportunity to comment on the strengths of the program, as well as improvements that could be made to strengthen the program in the future. Common response themes provided by the clients are summarized in Appendix F. Typical strengths cited included work-related resources, courses, and assessments. Typical improvements suggested included providing more counselors with disability experience/knowledge, updates/follow-ups with counselors, and more information/advertisements about services for the general public.

Service Location

Finally, survey respondents were asked to indicate the Vocational Rehabilitation location from which they received all or a majority of their services (see Figure 30a). The largest percentage of clients (50%) received Vocational Rehabilitation services from Las Vegas (which includes Henderson and North Las Vegas) and the second largest percentage of clients (21%) received services at Reno locations (e.g., 1325 Corporate Boulevard).

Figure 30a: Service Location



Results: Older Individuals Who Are Blind Population

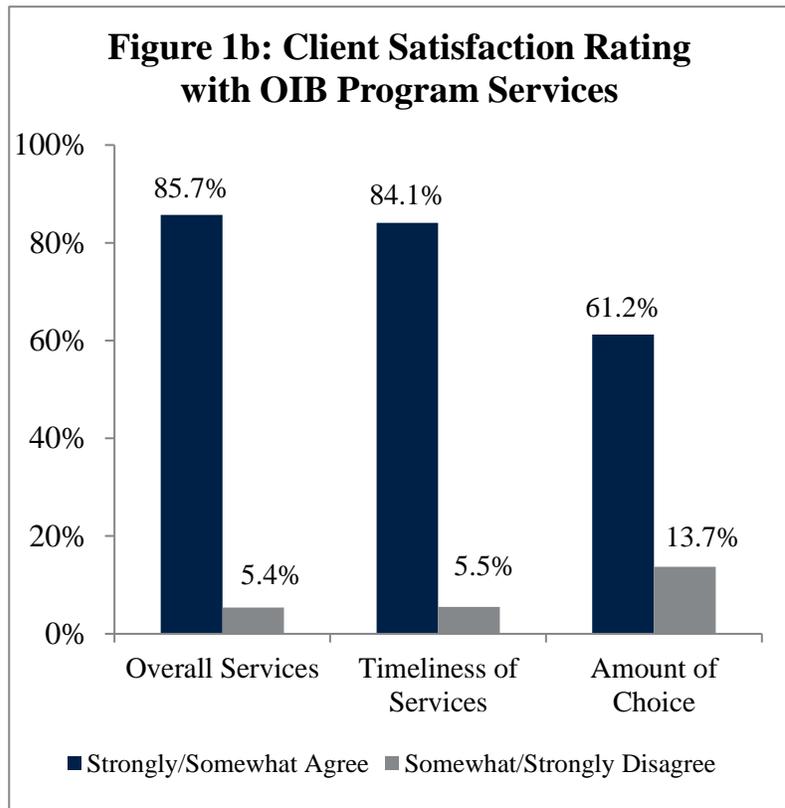
Satisfaction with the Older Individuals Who Are Blind Program

Respondents were asked several questions to assess their level of satisfaction with the Older Individuals Who Are Blind Program (see Figure 1b). Overall, respondents reported being satisfied with the OIB Program.

Most respondents (86%) were “somewhat” or “very satisfied” with the quality of the services received, compared to 5% who were “somewhat” or “very dissatisfied”.

Likewise, 84% of respondents reported being “somewhat” or “very satisfied” with the timeliness, while 6% reported being “somewhat” or “very dissatisfied” with the timeliness of the services.

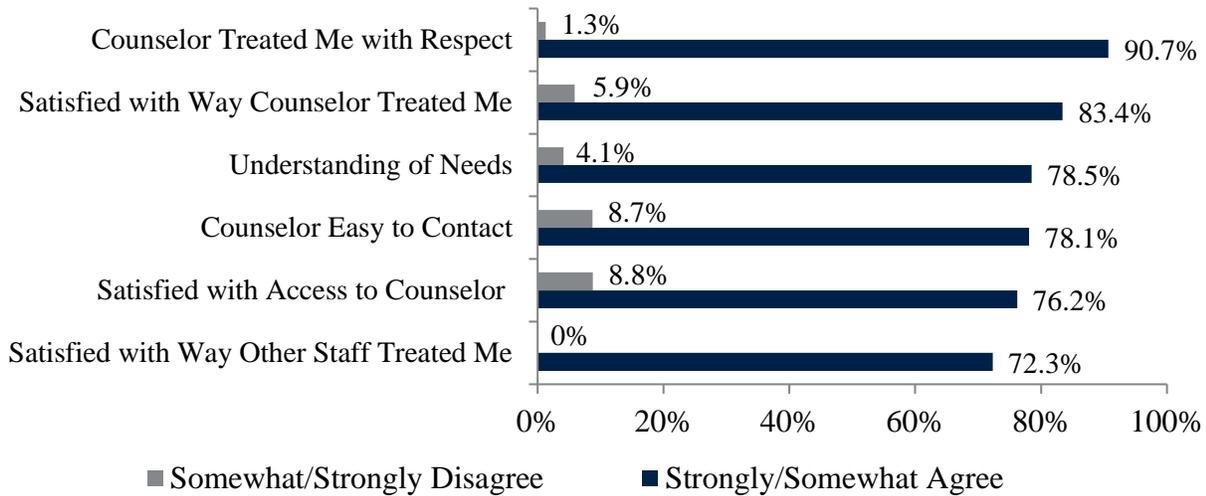
Respondents were generally satisfied with the amount of choice offered by the program; 61% of respondents reporting being “somewhat” or “very satisfied,” while 14% reported being “somewhat” or “very dissatisfied” by the amount of choice offered.



Experience with Program Counselors and Other Staff

Respondents were asked a series of questions regarding their agreement with statements about program counselors and staff. Respondents generally responded positively toward program counselors and staff (see Figure 2b). The majority of respondents “somewhat” or “strongly agreed” that their counselors treated them with respect during the process of the program (91%) and were satisfied with the treatment they received from their counselors (83%). The majority of respondents also agreed, either “somewhat” or “strongly,” that their counselors were understanding of their needs (79%), easy to contact (78%), and were satisfied with the amount of access they had to their counselor (76%).

Figure 2b: Experience with Program Counselors and Staff Members

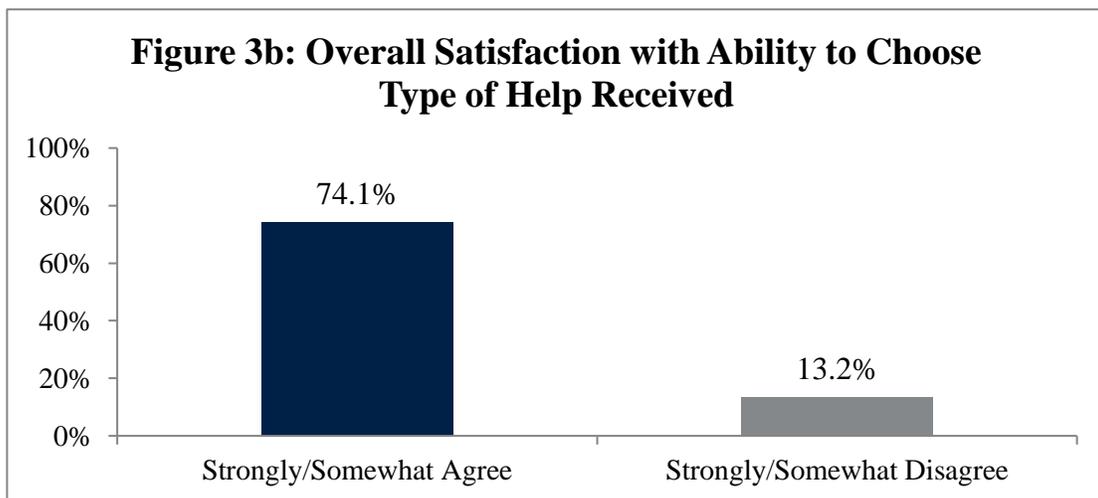


Respondents were slightly less positive when evaluating the treatment they received from *other* program staff members; 72% agreed, either “somewhat” or “strongly,” that they were satisfied with the way other OIB staff (besides their counselors) treated them (see Figure 2b).

Ability to Choose

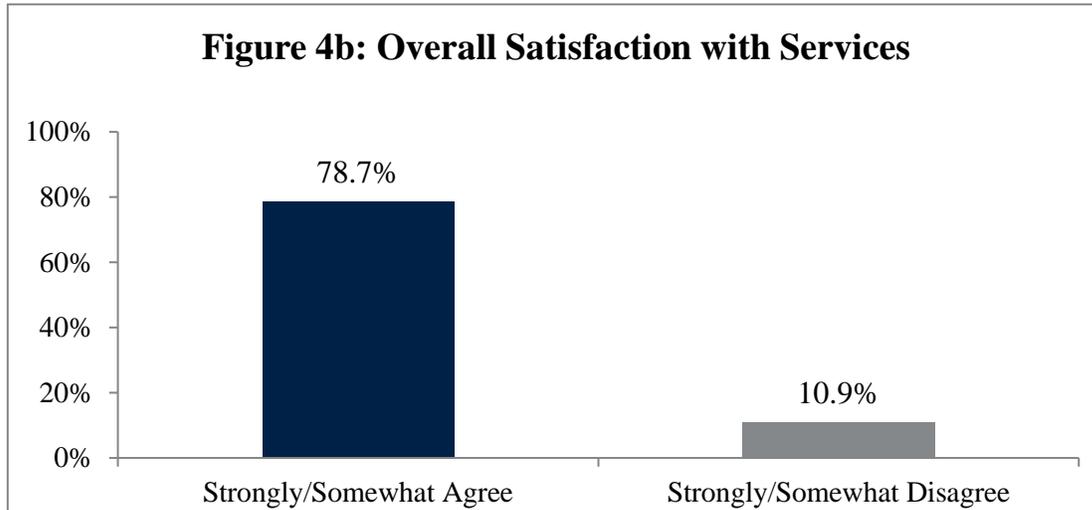
Respondents were somewhat less satisfied with the amount of choice they had regarding the type of help they received. Approximately 74% “somewhat” or “strongly agreed” that they were able to choose the kind of help they received, while 13% of respondents disagreed either “somewhat” or “strongly” (see Figure 3b).

Figure 3b: Overall Satisfaction with Ability to Choose Type of Help Received



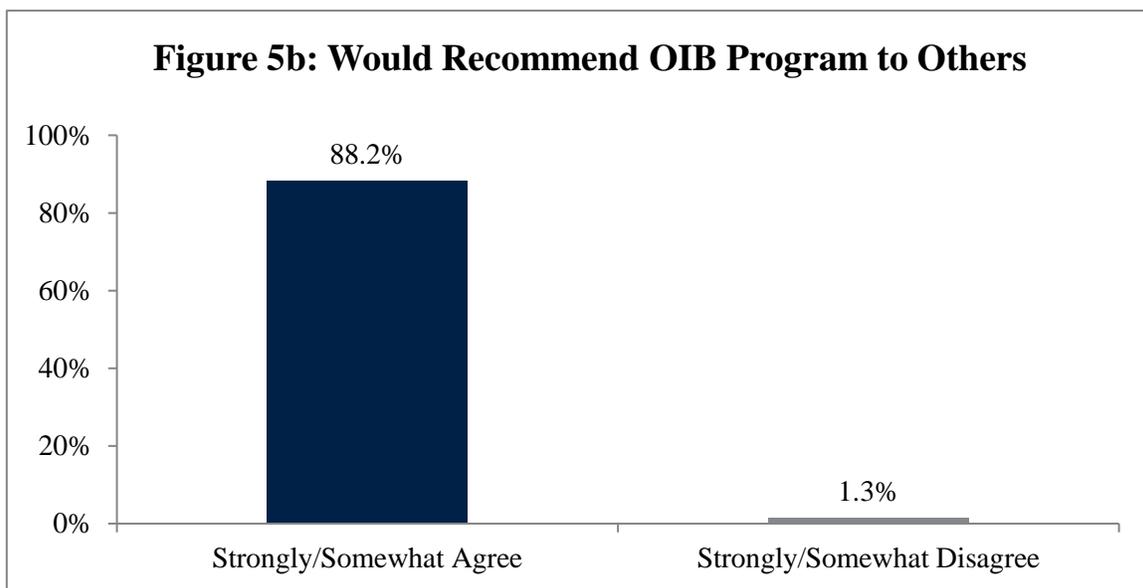
Satisfaction with Services Received

Overall, respondents reported being satisfied with the services received from the Older Individuals Who Are Blind Program; 79% either “somewhat” or “strongly agreed” with the statement, while 11% disagreed, either “somewhat” or “strongly” (see Figure 4b).



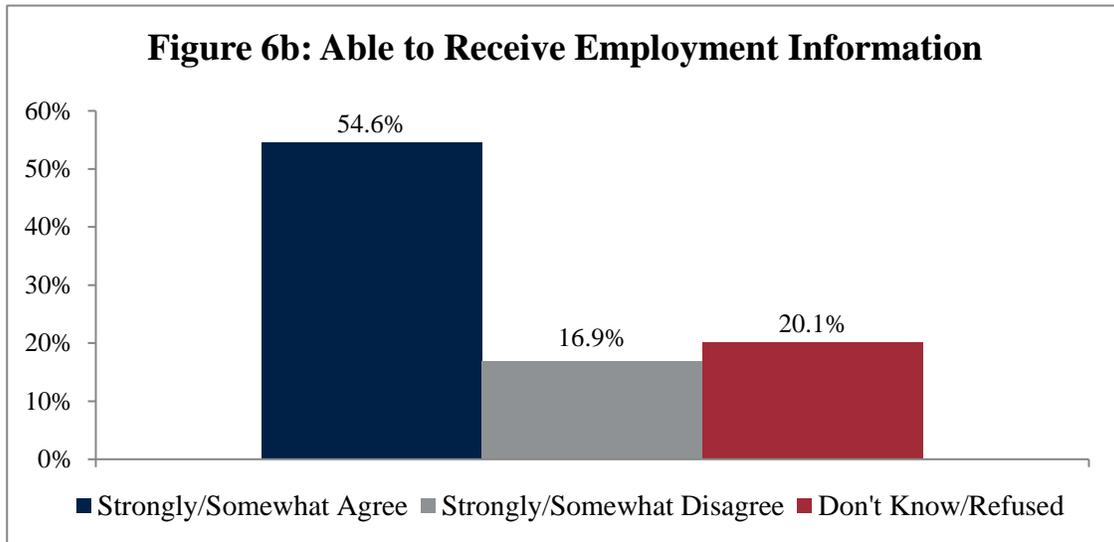
Recommending the Program to Others

Overall, 88% of respondents reported that they “somewhat” or “strongly agreed” that they would recommend the Older Individuals Who Are Blind Program to other people who needed the services; while only 1% “somewhat” or “strongly disagreed” with this statement (see Figure 5b).



Employment Information

Slightly more than half of respondents (55%) agreed, either “somewhat” or “strongly,” that they were able to receive employment information if and when they were interested, compared to 17% who ‘strongly disagreed’ or ‘somewhat disagreed’ and 20% who either “did not know” or refused to respond to this item (see Figure 6b). Another 8.4% “neither agreed nor disagreed” with this item.

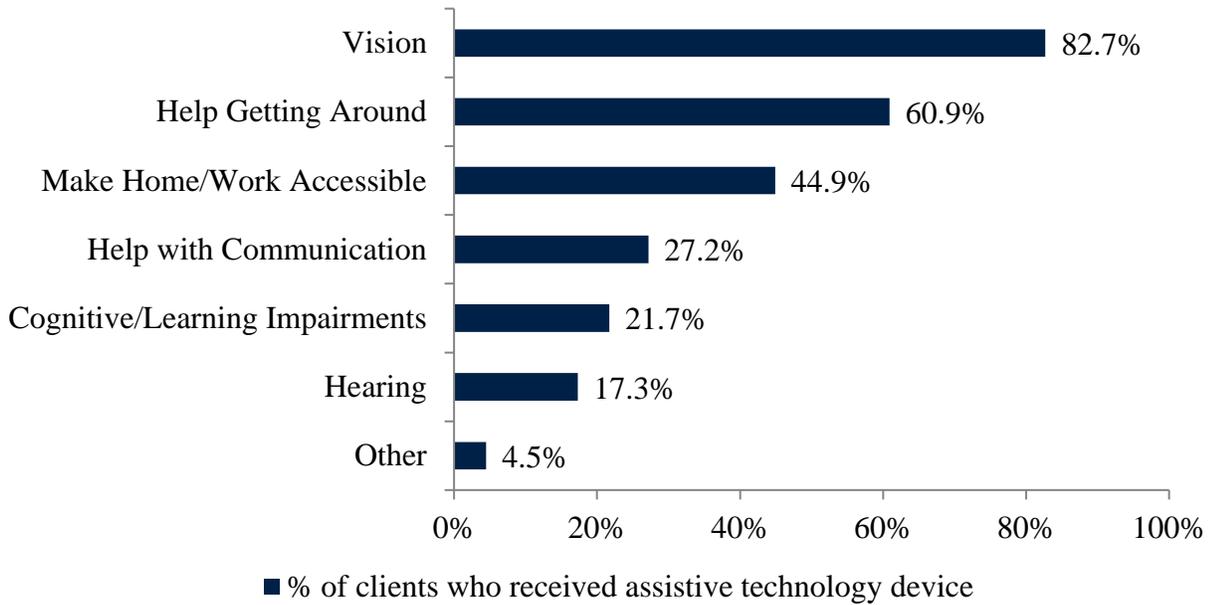


Assistive Technology Services

Respondents had the opportunity to receive Assistive Technology Services from the Older Individuals Who Are Blind Program. These services included devices to help with vision (e.g., magnifiers, talking or large print devices, canes) hearing (e.g., hearing aids and alert signal systems), getting around (e.g., canes or wheelchairs), communication (e.g., iPhone), or modification to the home or workplace (e.g., specialized office equipment). Ninety-six percent of OIB clients reported receiving assistive technology services of some kind.

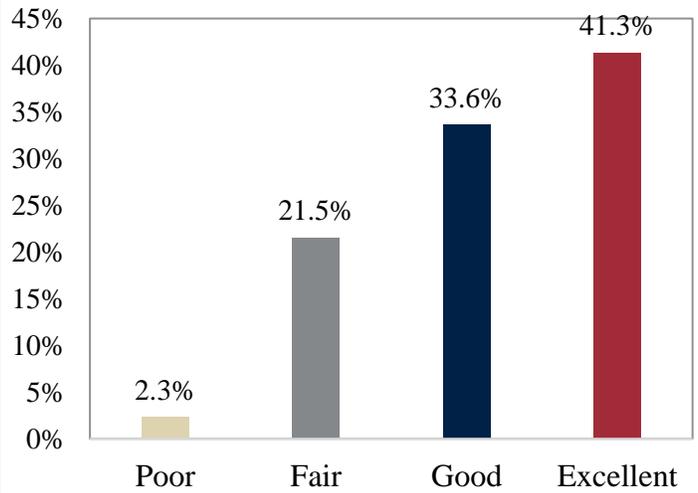
See Figure 7b for a complete breakdown of the types of assistive technology received. The most frequently received assistive technology device was related to vision (83%). Almost 61% of respondents received devices to help with getting around such as transportation, while 27% received devices to assist with communication. In addition, approximately 45% received devices to help make their home or workplace more accessible, and 17% received devices to help with hearing. Twenty-two percent of respondents received devices to help with cognitive and learning impairments. Five percent of respondents indicated that they received “other” types of assistive technology not listed in the survey, such as computers.

Figure 7b: Type of Assistive Technology



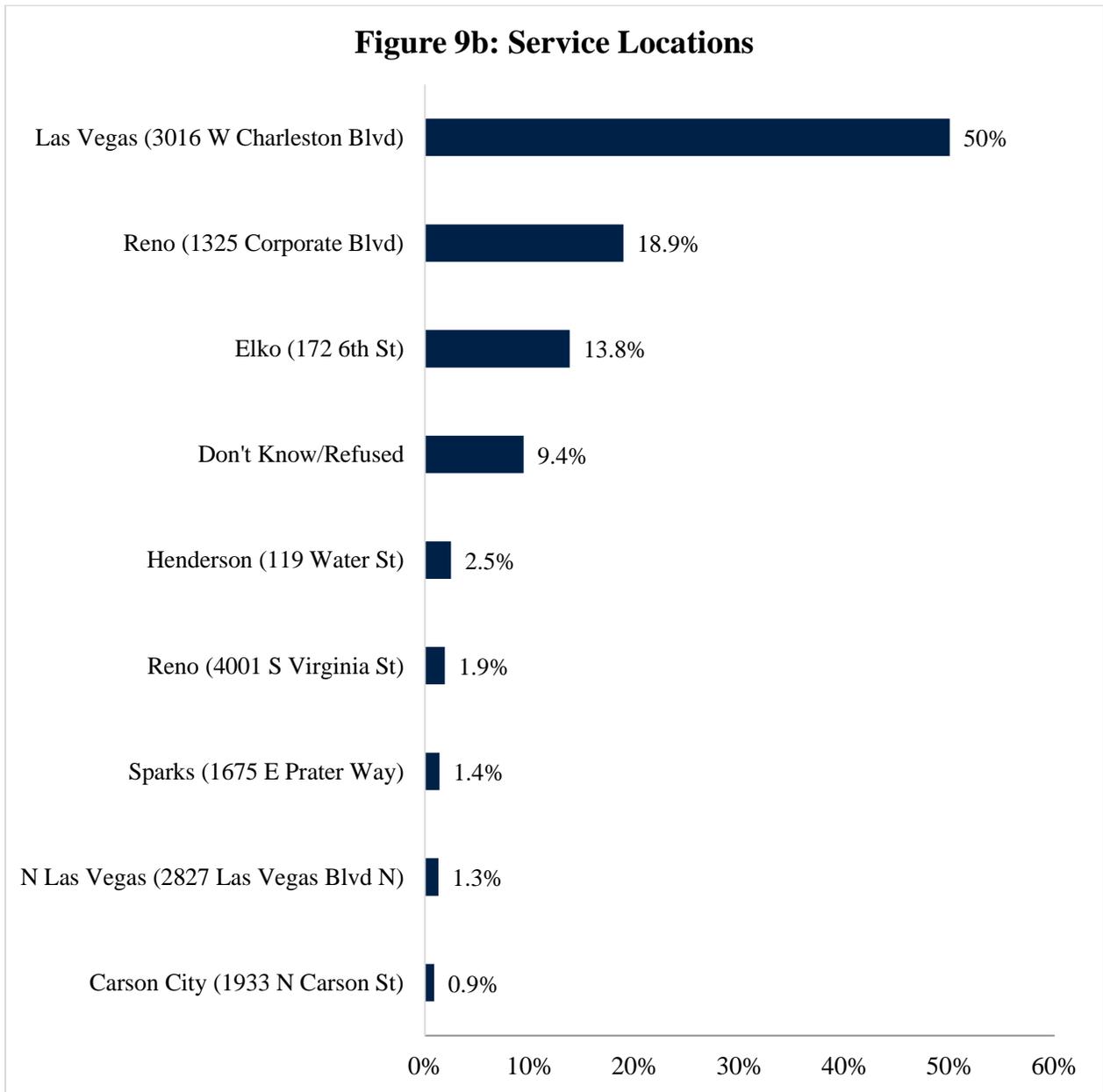
Those respondents who received assistive technology services rated the overall quality of the services positively, with 41% rating the services as “excellent” and 34% as “good.” Only 24% rated the overall quality of assistive technology services as “fair” or “poor” (see Figure 8b).

Figure 8b: Quality of Assistive Technology Services



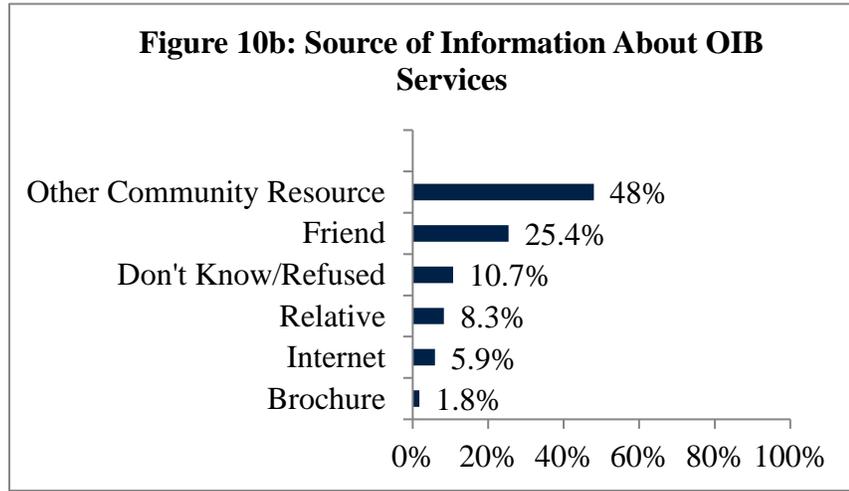
Service Locations

Of the eight service locations available, a large percentage of OIB clients (9%) reported that they did not know from which location they were served (see Figure 9b). Of those respondents who were able to identify the location from which they received services, 54% reported receiving services in Las Vegas Area, which includes Las Vegas (3016 West Charleston Boulevard and 2827 Las Vegas Boulevard), Henderson, and North Las Vegas. Approximately 22% of respondents reported being served in the Reno area, which includes Reno (1325 Corporate Boulevard and 4001 South Virginia Street) and Sparks (1675 East Prater Way; see Figure 9b).



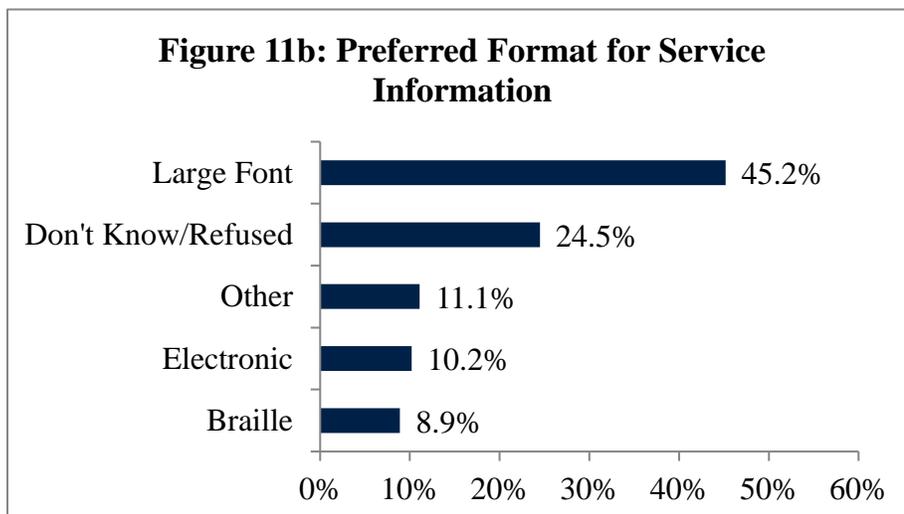
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by OIB program. Of the choices, the most frequently cited source of information was through “Other Community Resources” that were not listed (e.g., doctor, social worker; 48%). Friends (25%), being unsure (11%), and relatives (8%) were the next more common sources of information about OIB services. The least common sources were the internet (6%) and brochure (2%; see Figure 10b).



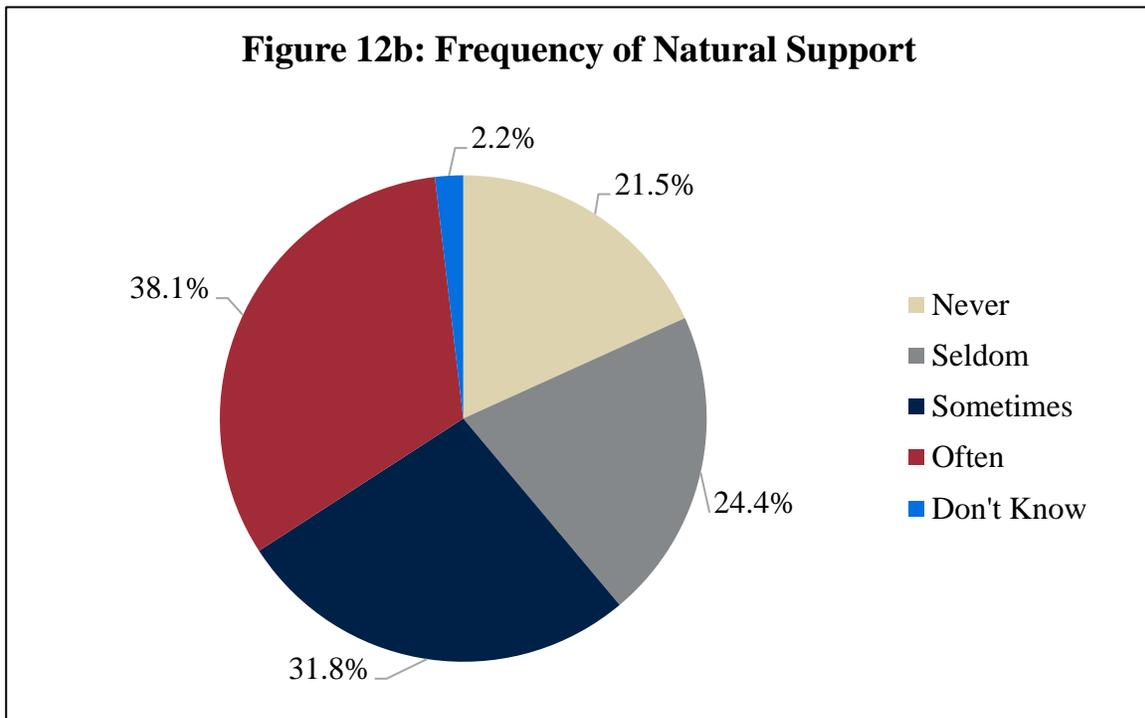
Format of Information

Respondents were asked whether they received information about OIB services in the format that they preferred. Although 51% of individuals reported that they did receive information in the preferred format, roughly 36% of individuals did not. Among those who did not receive information in the preferred format, the most commonly requested format was printed information with “large font” (45%) followed by “electronic” media (10%) and “braille” (9%). Eleven percent of respondents indicated “other,” including in-person and recordings. Approximately 25% of individuals refused to respond or did not know how to properly respond (see Figure 11b).



Natural Support

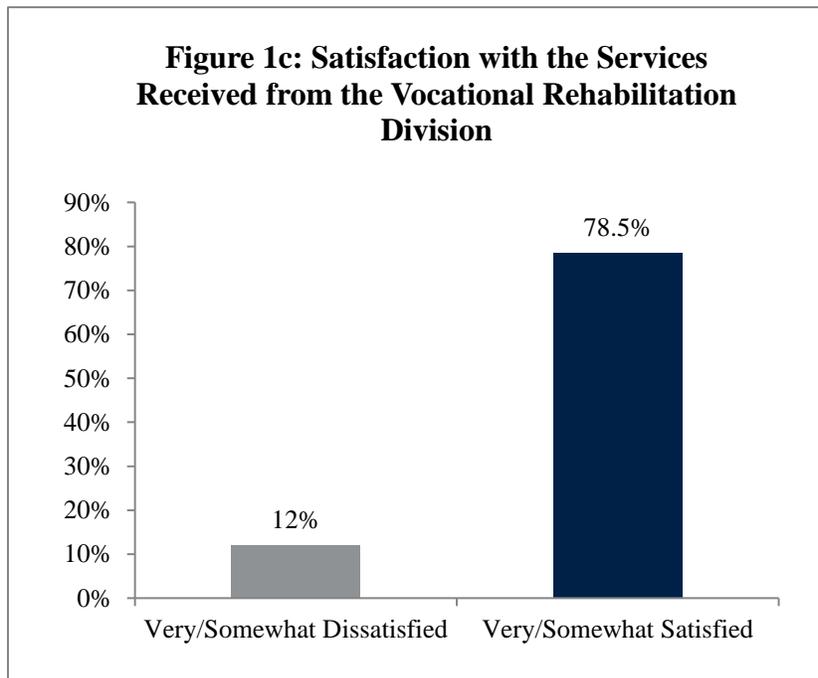
Respondents indicated the extent to which they received “natural support” during the services provided by the OIB program. Examples of natural support include help from friends and family. Equal numbers of respondents indicated that they “often” and “sometimes” received natural support (70%). Smaller numbers of respondents indicated that they “seldom” (24%) or “never” (22%) received natural support. About 2% of respondents did not respond (see Figure 12b).



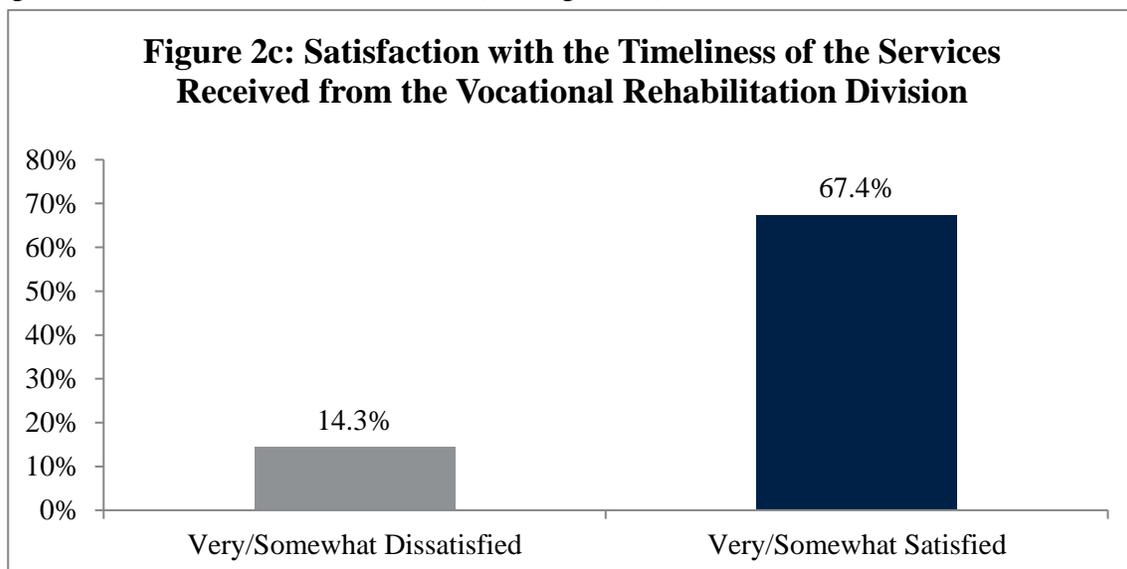
Results: Transition Student Population

Satisfaction with Overall Services of Vocational Rehabilitation Division

Transition students were asked two items regarding their satisfaction with services received and with the timeliness of services received. The majority of transition students (79%) reported being “somewhat” or “very satisfied” overall with the services they received from the Vocational Rehabilitation Division, while only 12% reported being “somewhat” or “very dissatisfied” (see Figure 1c). Further, approximately 8% of students reported being ‘neither satisfied nor dissatisfied’ with the services they received.

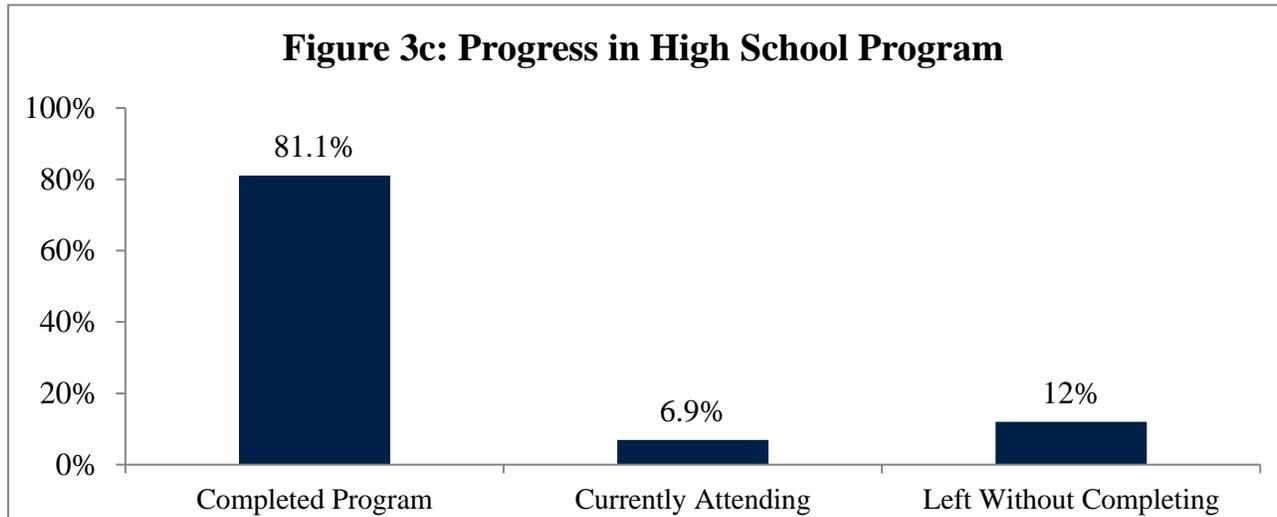


Regarding timeliness of services, the majority of transition students again reported being “somewhat” or “very satisfied” (67%). Only 14% of transition students reported being “somewhat” or “very dissatisfied” with the timeliness of services and 16% of students reported being “neither satisfied nor dissatisfied” (see Figure 2c).

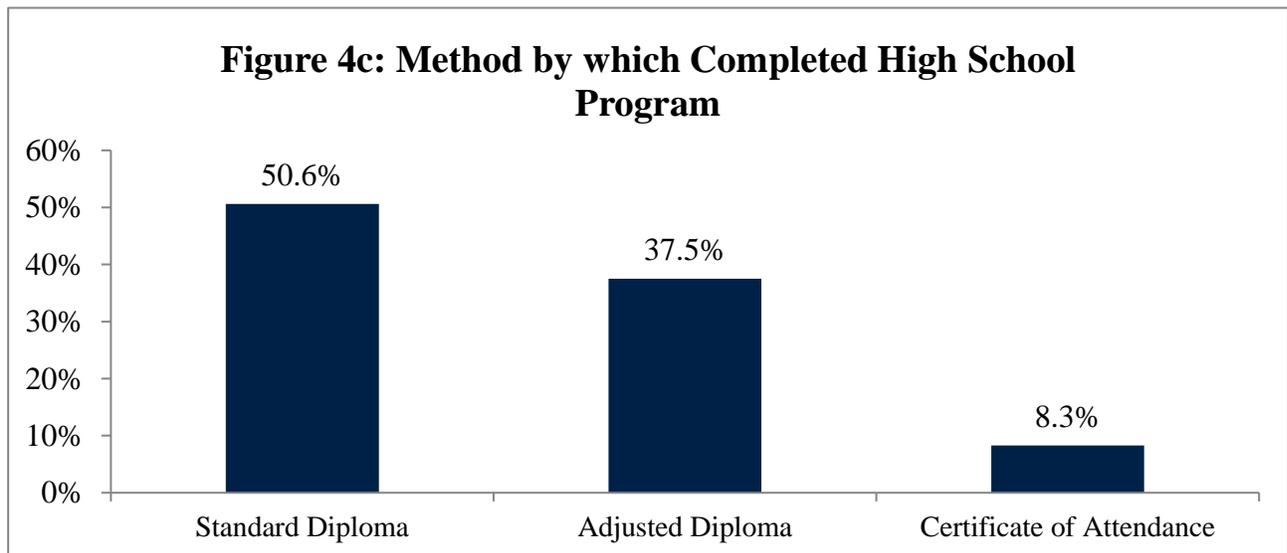


Experiences and Satisfaction with the High School Program

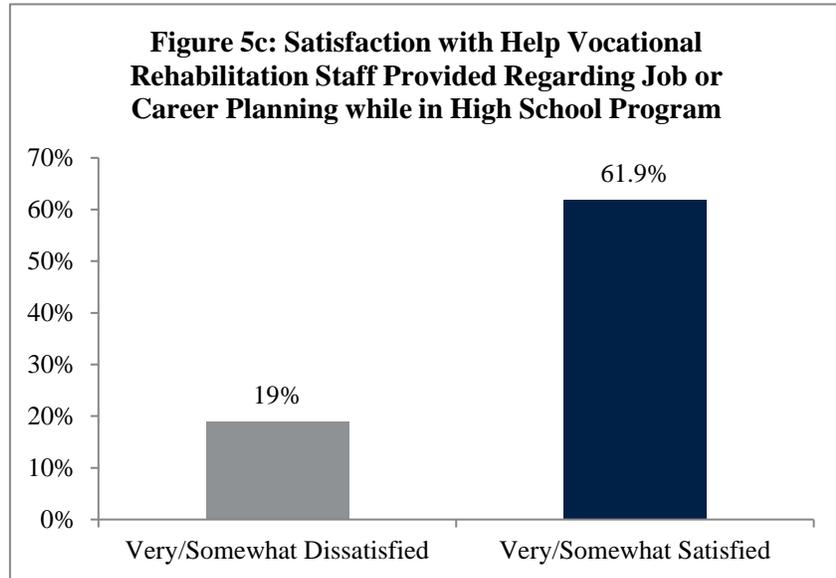
Of the transition students that have been enrolled in the high school program ($n = 82$), 7% are currently attending the program, 81% have completed the program, and 12% left without completing the program (see Figure 3c).



Student clients who indicated that they completed high school reported doing so via three methods: (1) an adjusted diploma (i.e., diploma given to special education students who cannot qualify for a standard diploma), (2) a standard, advance, or honors diploma, or (3) a certificate of attendance (i.e., diploma given to those students who have met all the satisfactory requirements for graduation from high school or completion of an adult education program except that they have not passed one or more of the proficiency examinations). The majority of students received either a standard diploma (51%) or an adjusted diploma (38%), while a smaller number of students received a certificate of attendance (8%; see Figure 4c).



Clients' overall satisfaction with the help the Vocational Rehabilitation Staff gave them with job or career planning while in high school was generally positive; almost two-thirds (62%) of students reported being "somewhat" or "very satisfied" with the help, and only 19% of students reported being "somewhat" or "very dissatisfied" with the help (see Figure 5c).



Experiences and Satisfaction with Other Educational Programs

Students were asked about their enrollment and satisfaction in a total of six different educational programs: (1) GED Program, (2) Technical or Trade School Program, (3) On-the-Job Training, (4) Two-Year College Degree Program, (5) Four-Year College Degree Program, and (6) Job Corps Program. Each of the educational programs had sample sizes too small to allow summary analyses by weighted percentages. In addition, the use of weighted statistics to make comparisons between groups, such as gender, age, and region, is not appropriate, as these descriptions will not be accurate. Below is an overall summary of experience and satisfaction with these programs by non-weighted frequencies (N). Due to the small sample sizes, both weighted percentages and summary analyses regarding between-group comparisons are excluded from this text.

GED Program

Four students reported having enrolled in a GED program. Two students were currently attending and two left without completing their GED Program. Regarding their level of satisfaction with the help that Vocational Rehabilitation Staff gave to them for job or career planning while in the GED program, three students were "somewhat satisfied" and one student was "neither satisfied nor dissatisfied".

Technical or Trade School Program

Twenty-four students (9 males and 15 females) reported being offered the opportunity to participate in a technical or trade school program (see Figure 6c). Of the students who were offered the opportunity, five reported participating in a technical or trade school (see Figure 6c). Students participating in a technical or trade school program comprised of one male and four

females. Of the five students who participated in the technical or trade school program, all five students were “very satisfied” with the help they received from the Vocational Rehabilitation staff for the program.

On-the-Job Training Program

Forty students (16 males and 24 females) reported being offered the opportunity to participate in an on-the-job training program (see Figure 6c). Of the students who were offered the opportunity, 27 reported participating in on-the-job training program (see Figure 6c). Students participating in on-the-job training program were comprised of 11 males and 16 females. Twenty-four students were “somewhat” or “very satisfied” with the help Vocational Rehabilitation Staff gave to them with the on-the-job training program. Only one student was “very dissatisfied,” one was “somewhat dissatisfied,” and one was “neither satisfied nor dissatisfied” with the help they received from the Vocational Rehabilitation Staff for the program.

Two-Year College Degree Program

Twenty-three students (12 males and 11 females) reported being offered the opportunity to participate in a two-year college degree program (see Figure 6c). Of the students who were offered the opportunity, eleven students reported participating in a two-year degree program (see Figure 6c). Students participating in a two-year college degree program were comprised of seven males and four females. Nine of these students were “very” or “somewhat satisfied” with the help they received from the Vocational Rehabilitation Staff with the two-year college degree program, while one student was “very” or “very dissatisfied” and one student was ‘neither satisfied nor dissatisfied’ with the help they received for the program.

Four-Year College Degree Program

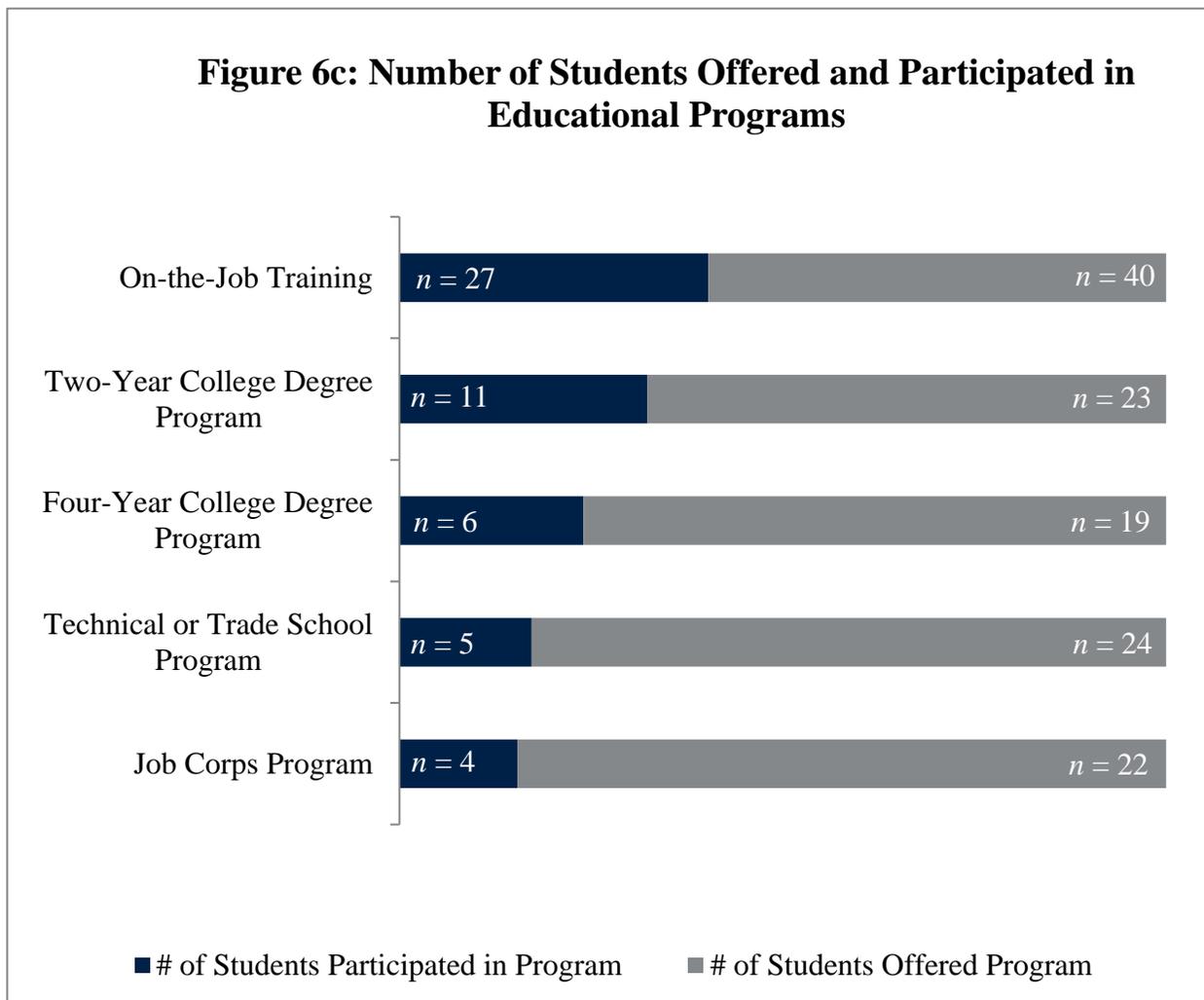
Nineteen students (12 males and 7 females) reported being offered an opportunity to participate in a four-year college degree program (see Figure 6c). Of the students offered the opportunity, six reported participating in a four-year college degree program (see Figure 6c). Students participating in four-year college degree program comprised of three males and three females. Four students reported being satisfied, either “somewhat” or “very,” with the help they received from the Vocational Rehabilitation Staff with the four-year college degree program, while one student was “very dissatisfied” and one student was “neither satisfied nor dissatisfied.”

Job Corps Program

Twenty-two students (10 males and 12 females) reported being offered an opportunity to participate in a Job Corps program (see Figure 6c). Of the students offered the opportunity, four reported participating in a Job Corps Program (see Figure 6c). Students participating in Job Corps Program comprised of two males and two females. Three of these students were “somewhat” or “very satisfied” with the help they received from the Vocational Rehabilitation staff with the Job Corps Program, while only one student was “neither satisfied nor dissatisfied”

with the help they received for the program.

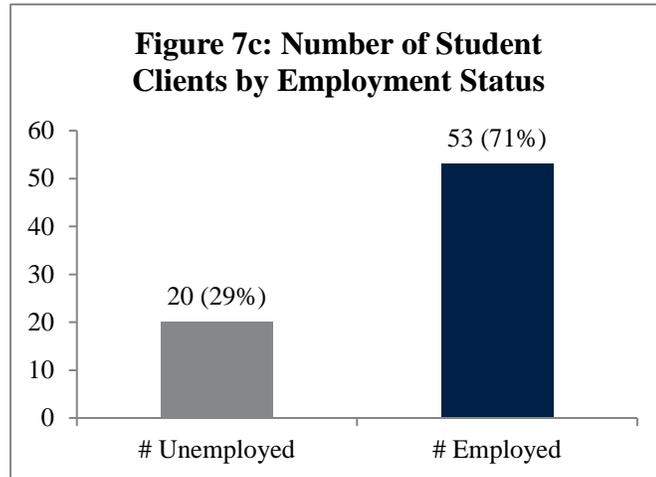
Of all of the programs offered to students, the On-the Job-Training Program had the highest percentage of participation at 68% (27 of 40 offered the opportunity to participate; see Figure 6c). The Two-Year College Degree Program had a 48% participation rate (11 of 23), the Four-Year College Degree Program had a 32% participation rate (6 out of 19), the Job Corps Program had a 18% participation rate (4 of 22), and the Technical or Trade School Program had a 21% participation rate (5 of 24; see Figure 6c).



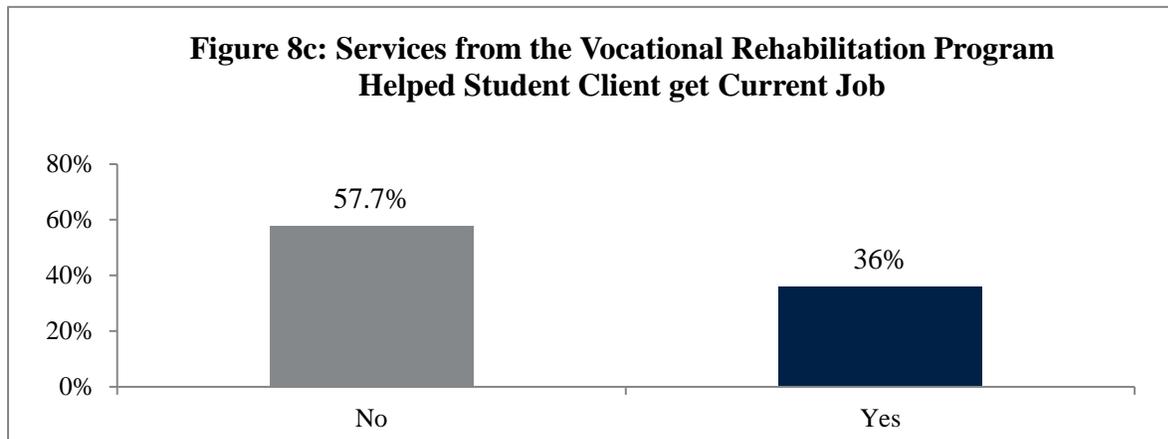
General Employment History and Satisfaction

Current Employment

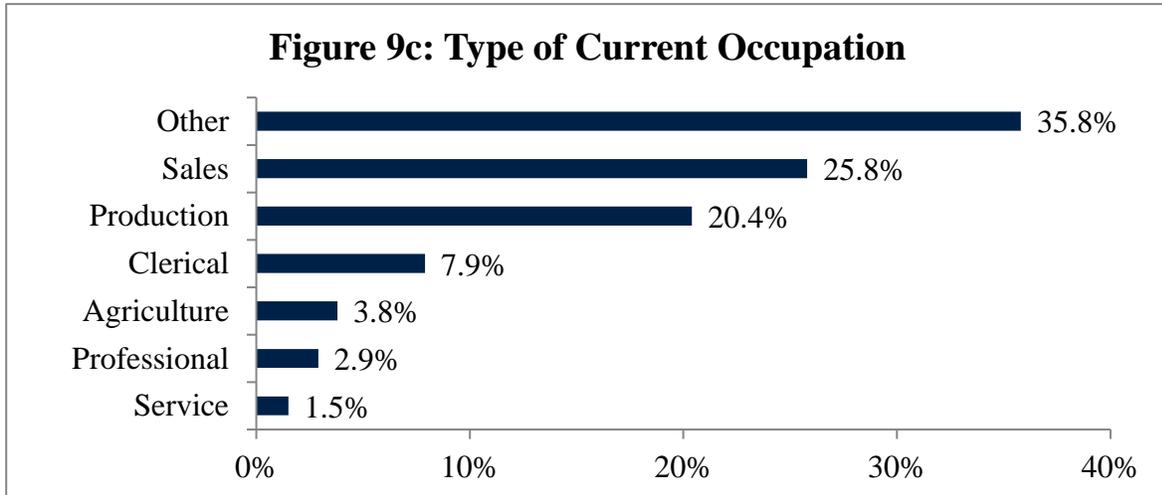
Fifty-three student clients reported being currently employed (71%), while 20 clients (29%) indicated that they were unemployed (see Figure 7c). Of the currently employed students, 36% (n = 20) indicated that they had received their current job as a result of the services they received from the Vocational Rehabilitation Program (see Figure 8c).



Of the 58% (n = 30) of respondents who did not get their current job as a result of Vocational Rehabilitation services, 26% (n = 8) reported getting *any* job as a result of the services they received from the Vocational Rehabilitation Program. Of the respondents who reported getting a previous job as the result of the services they received from the Vocational Rehabilitation Program, no students reported that they held that same job when their case was closed.



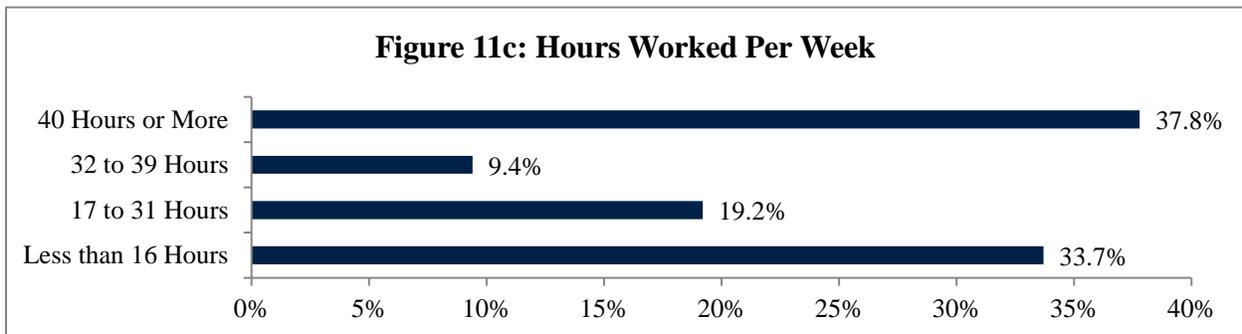
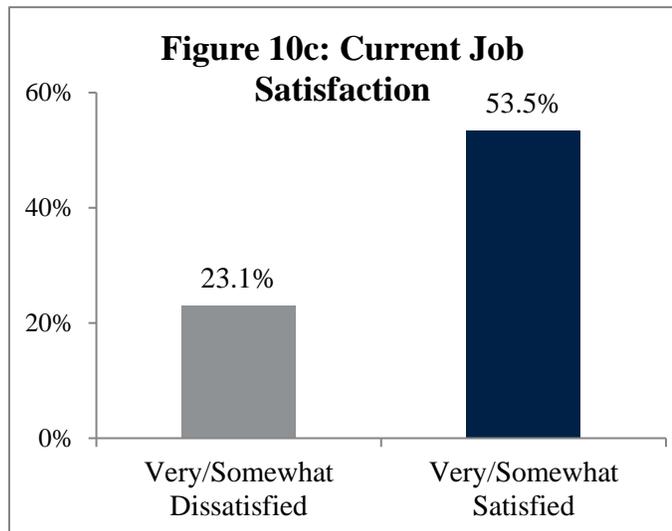
Students were asked what kind of job they were currently employed in at the time of the interview. The majority of students indicated being employed in sales and retail occupations (26%), production, construction, operating, maintenance, and material handling occupations (20%), clerical and administrative support occupations (8%), agricultural, forestry, fishing, and related occupations (4%), professional, paraprofessional, and technical occupations (3%), and service occupations (2%; see Figure 9c). Another 36% of students indicated being in another kind of job not listed. Of those students with a current job, 64% agreed that they were employed in an integrated setting.



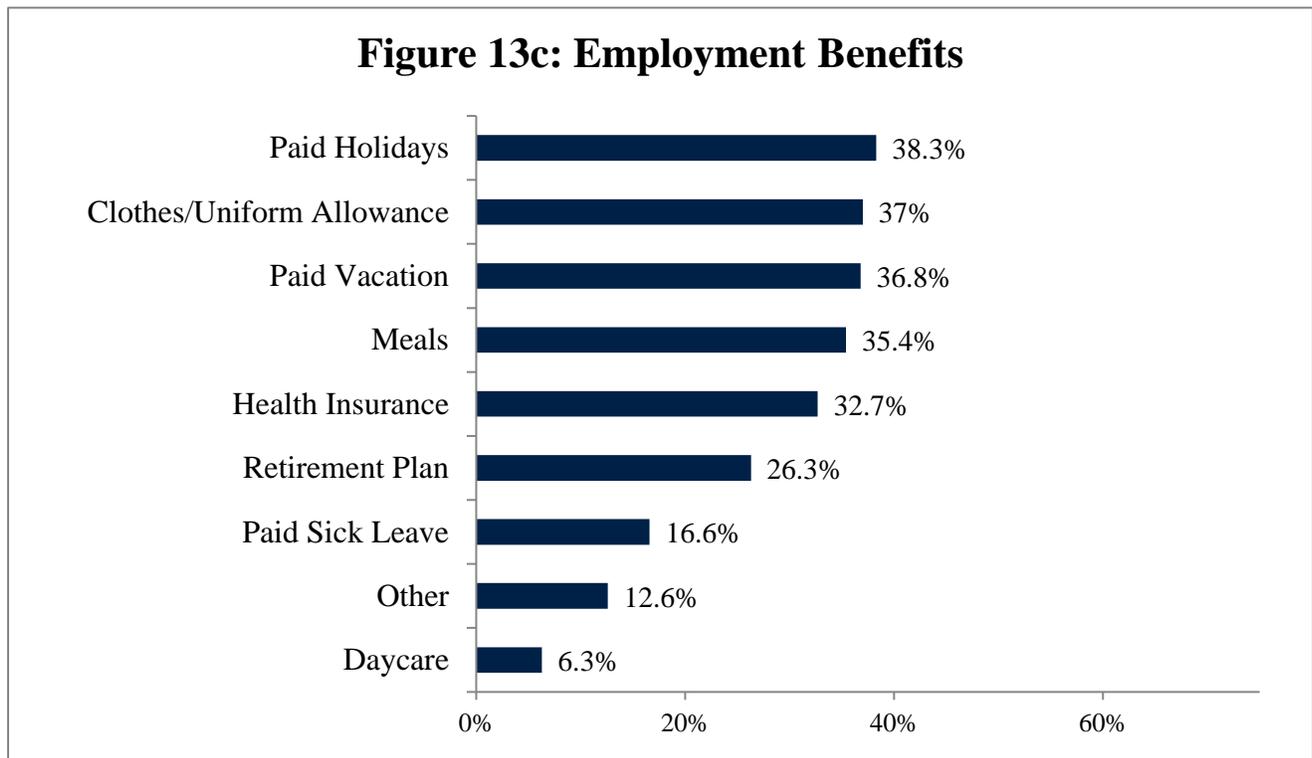
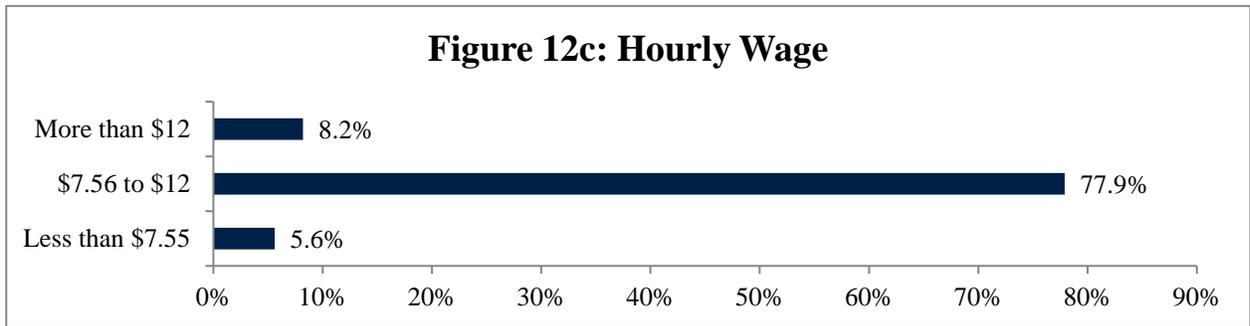
Generally, most students (54%) were “somewhat” or “very satisfied” with their current job, while 23% reported being dissatisfied, either “somewhat” or “very” (see Figure 10c).

Of the students who were currently employed, 4% reported having their current position for less than one month, 14% reported having their current position for 1-2 months, and 82% reported having their current position for more than 2 months.

Of the students who were employed, the largest percentages of students reported working less than 17 hours per week (34%) or between 17 and 31 hours per week (19%; Figure 11c). Thirty-eight percent of students reported working 40 hours or more per week and 9% reported working between 32 and 39 hours per week. Further, approximately 78% of students reported that they earned between \$7.56 and \$12 per hour, followed by 9% who earned more than \$12 per hour and 5% of students who earned less than \$7.56 per hour (see Figure 12c).



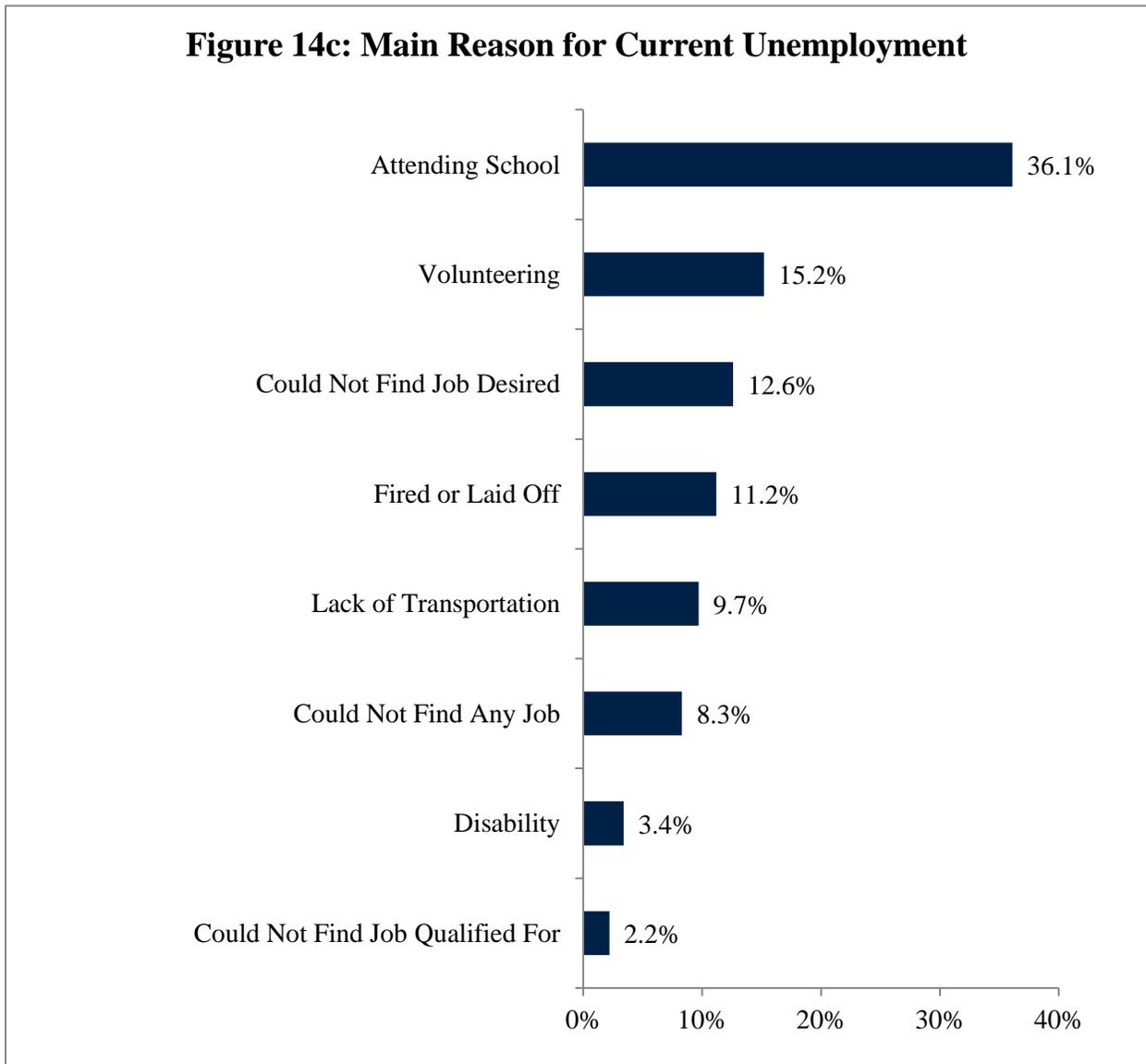
Employed respondents were asked about the benefits that they currently received from their employers. The most commonly received benefits included paid holidays (39%), followed by the receipt of clothes/uniform allowance (37%), paid vacation (37%), meals (35%), health insurance (33%), retirement plan (26%), paid sick leave (17%), 'other' (13%), and daycare (6%; see Figure 13c).



Unemployment

Those students who were currently unemployed during the time of the interview were asked to indicate the main reason why. Overall, the four reasons for unemployment that were highest among the students included that they were attending school (36%) they were volunteering (15%), they could not find a job they desired (13%), and they were fired or laid off (11%). Smaller percentages of students indicated that they were unemployed because they lacked transportation (10%), could not find any job (8%), their employers could not accommodate their disabilities (3%), and could not find a job they qualified for (2%; see Figure 14c).

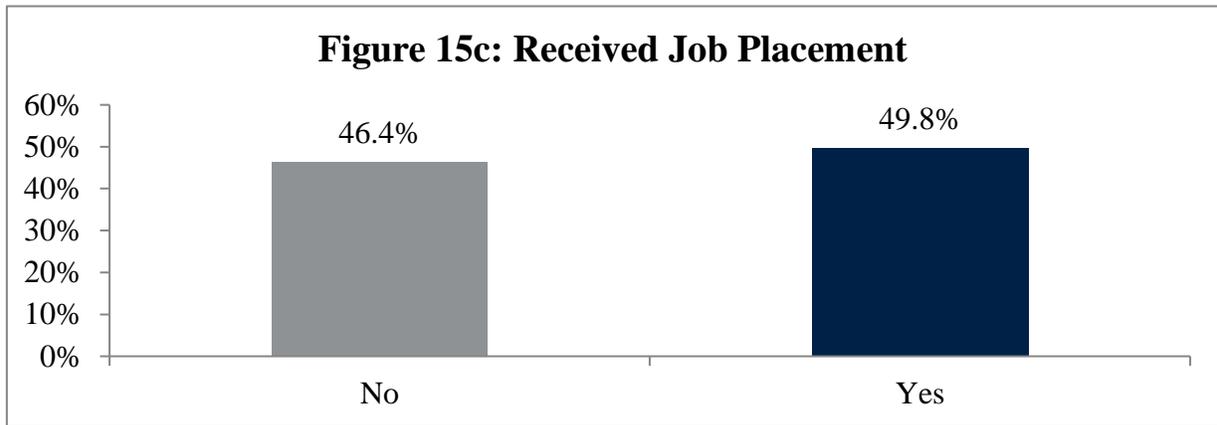
General Experiences and Satisfaction with Job Placement,



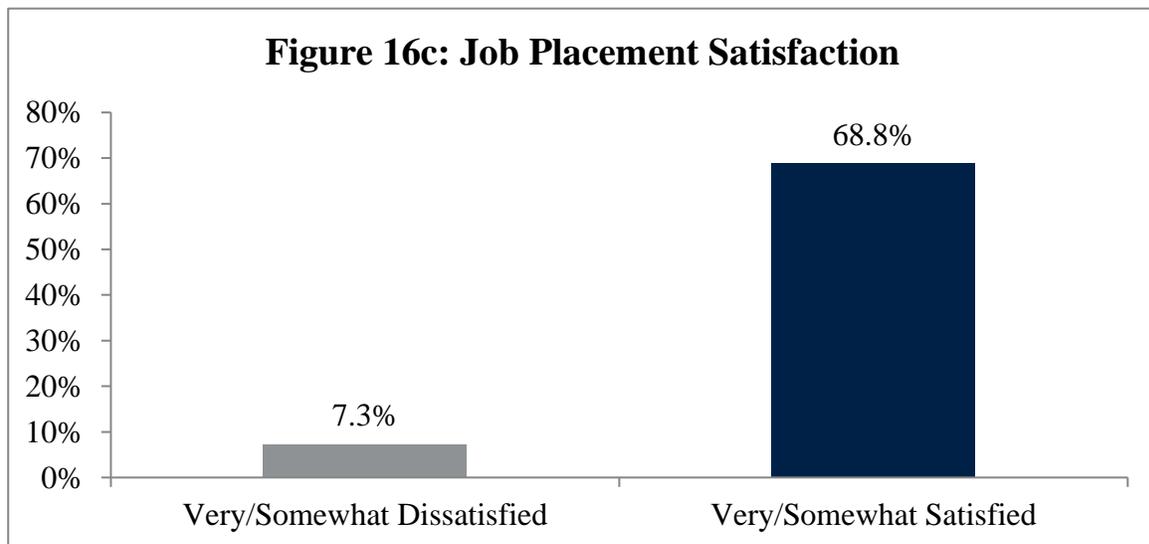
Job Coaching, and Other Support Services

Job Placement

Students were asked to indicate their experiences with the services provided by the Vocational Rehabilitation Program. Half of the students (50%) received job placement services from the Vocational Rehabilitation Program (see Figure 15c).

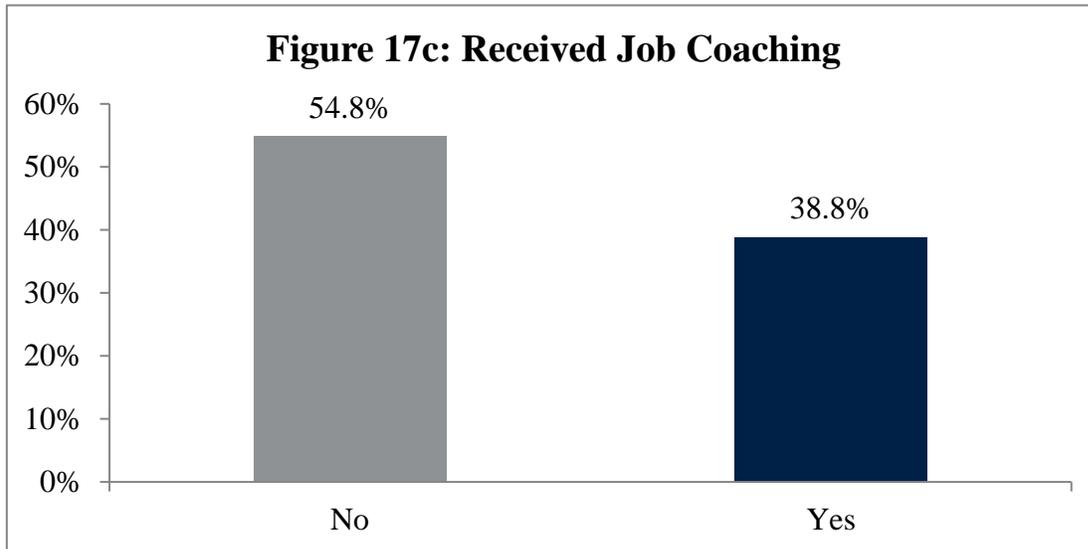


The overall satisfaction with job placement services was high, with 69% being “somewhat” or “very satisfied” with the statement (see Figure 16c). Twenty-four percent reported being “neither satisfied nor dissatisfied” with job placement services, and 7% being “somewhat” or “very dissatisfied” (see Figure 16c).

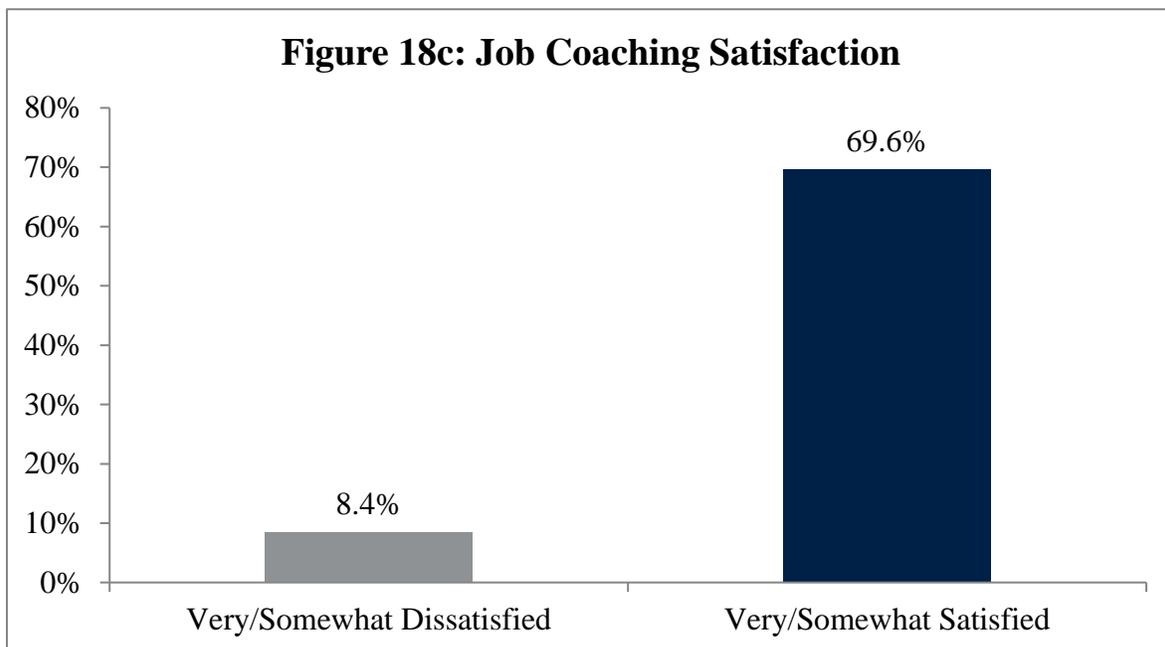


Job Coaching

Approximately 39% of students received job coaching services from the Vocational Rehabilitation Program (see Figure 17c).

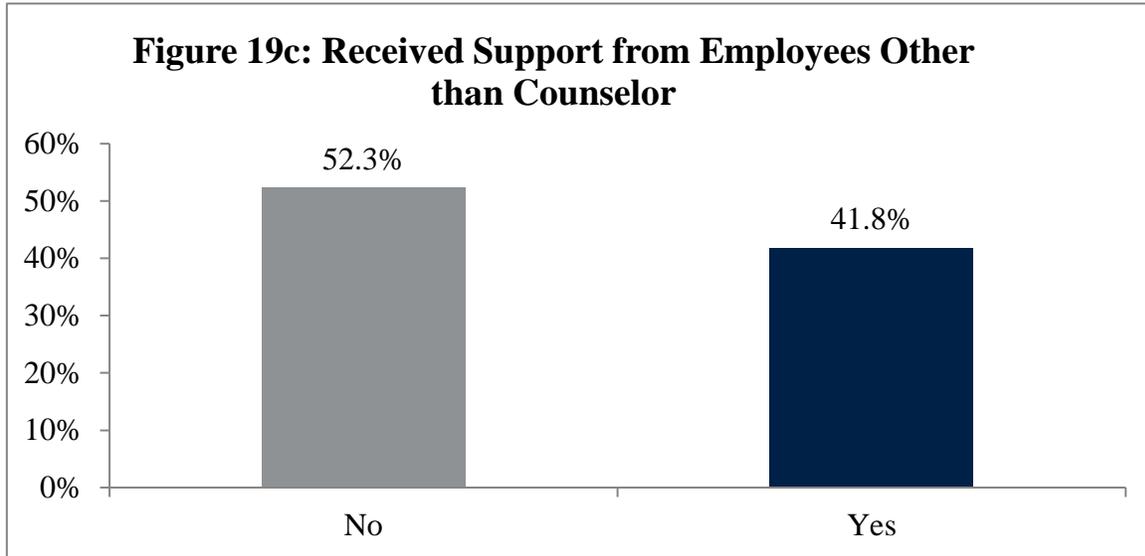


The overall satisfaction of job coaching was high, with 70% of students reporting being “somewhat” or “very satisfied” (see Figure 18c). Approximately 8% reported dissatisfied, either “somewhat” or “very,” and the remaining 22% of students reported being ‘neither satisfied nor dissatisfied’ with job coaching services (see Figure 18c).

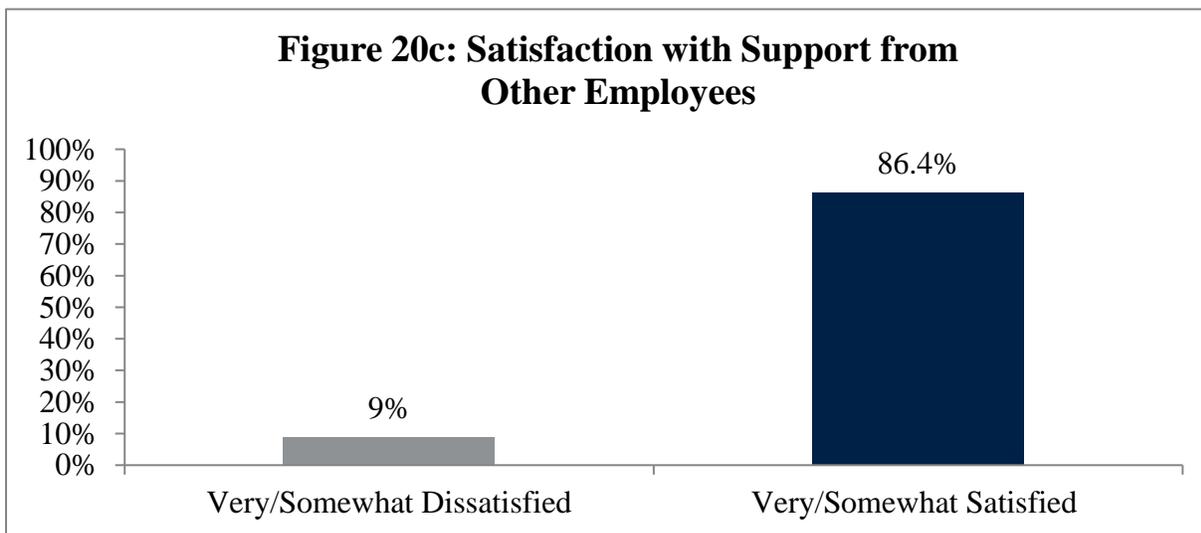


Other support from Vocational Rehabilitation employees other than your Counselor

Approximately 42% of students reported that they have received other support from Vocational Rehabilitation employees other than their primary counselor (see Figure 19c).

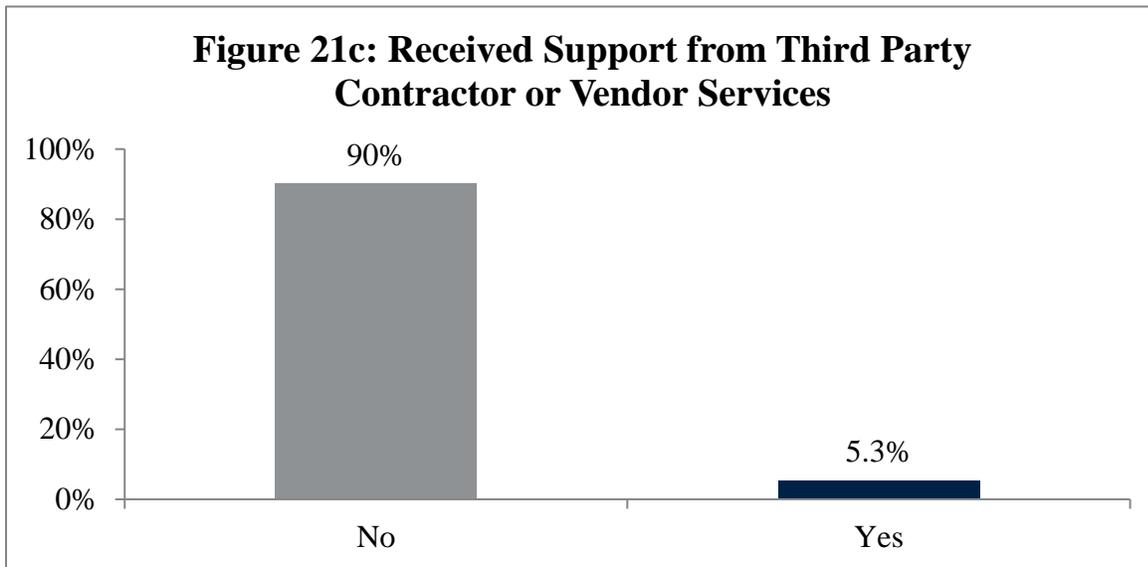


Of those 33 students who received support from employees other than their counselor, 86% of students were “somewhat” or “very satisfied” with these services (see Figure 20c). Approximately 5% reported being ‘neither satisfied nor dissatisfied’ with the support they received from other Vocational Rehabilitation employees, while the remaining 9% reported being ‘somewhat’ or ‘very dissatisfied’ with the support they received (see Figure 20c).

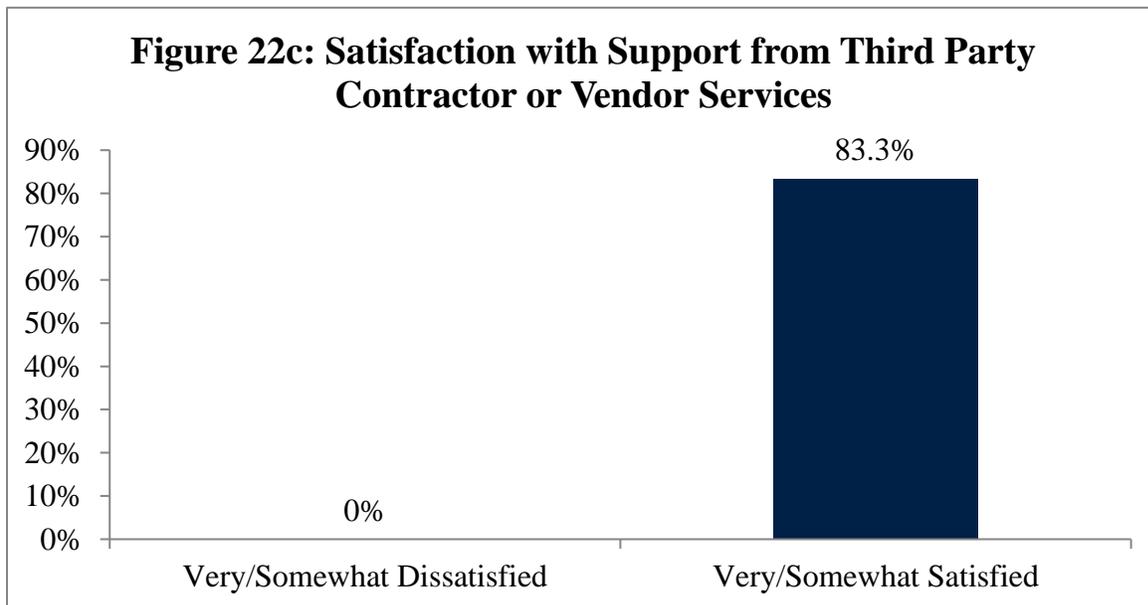


Third Party Contractor or Vendor Services

Respondents were asked whether they had received third party contractor or vendor services and, if so, their level of satisfaction with such services. Nearly 5% of students reported that they have received support from third party contractor or vendor services through the Vocational Rehabilitation Program (see Figure 21c); however, most (90%) said ‘no’.

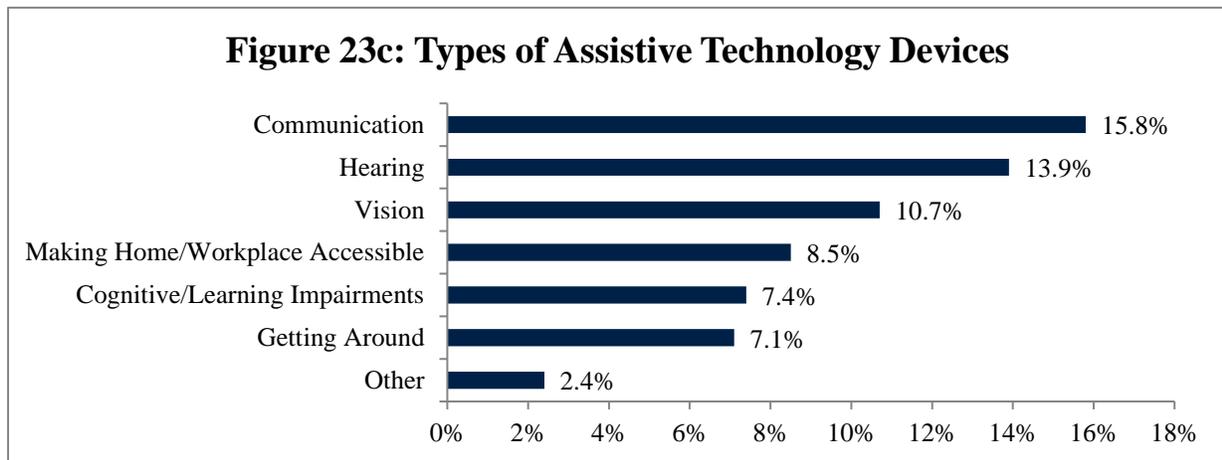


The majority of students were either “somewhat” or “very satisfied” with the services from third party contractors or vendors (83%; see Figure 22c). The other students were ‘neither satisfied nor dissatisfied’ (16.7%).

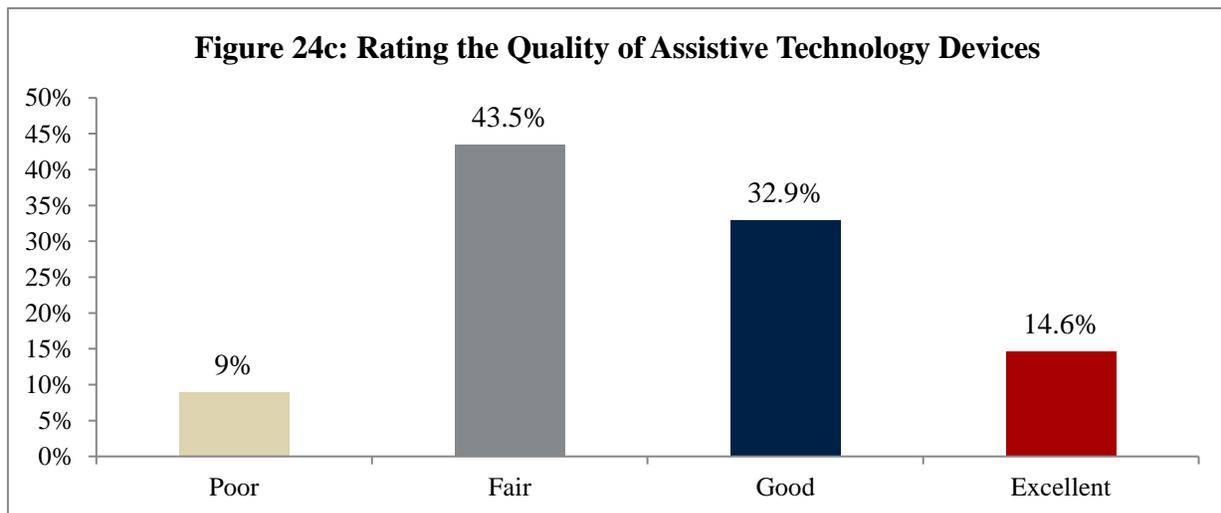


Assistive Technology Devices

The Vocational Rehabilitation Program provides student clients with assistive technology services, such as providing or purchasing devices to help with vision, hearing, communication, getting around, and changes to students' home or workplaces. Of the students who responded to these questions (25%), 15% received communication devices, such as hand-held digital recorders or AAC box, 14% received devices that helped them with their hearing, 11% received devices that helped them with their vision, such as glasses or screen readers, 9% of students reported receiving devices that made their home or workplace more accessible, such as specialized office equipment or book/copy holders, 7% received devices to help with cognitive or learning impairments, and 7% reported receiving devices that helped them to get around, such as transportation, canes, wheelchairs, or orthotics/prosthetics, and another 3% indicated the receipt of other types of assistive technology devices (see Figure 23c).

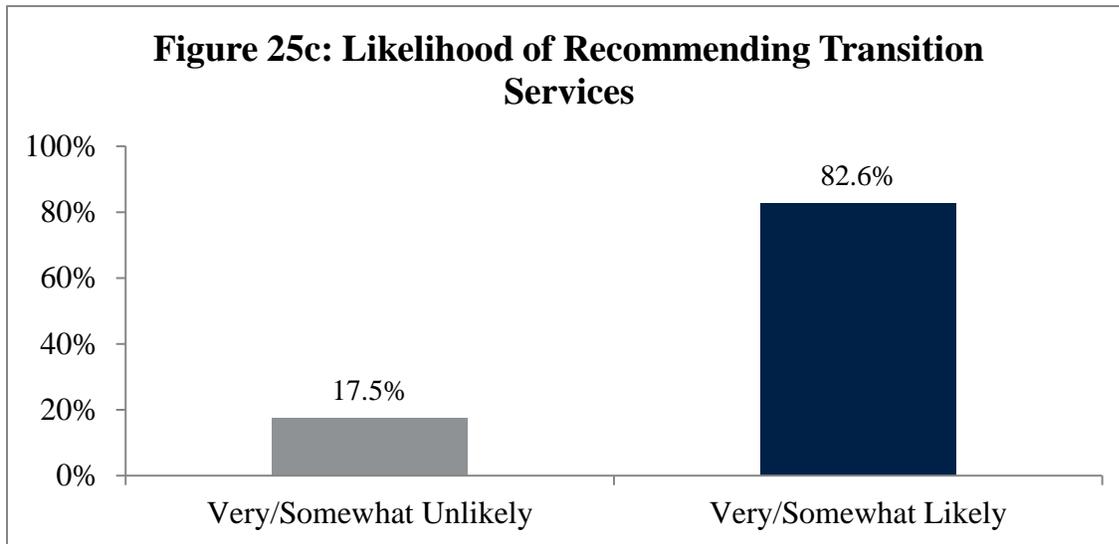


Most of these respondents rated these devices as “good” or “excellent” (48%; see Figure 24c).



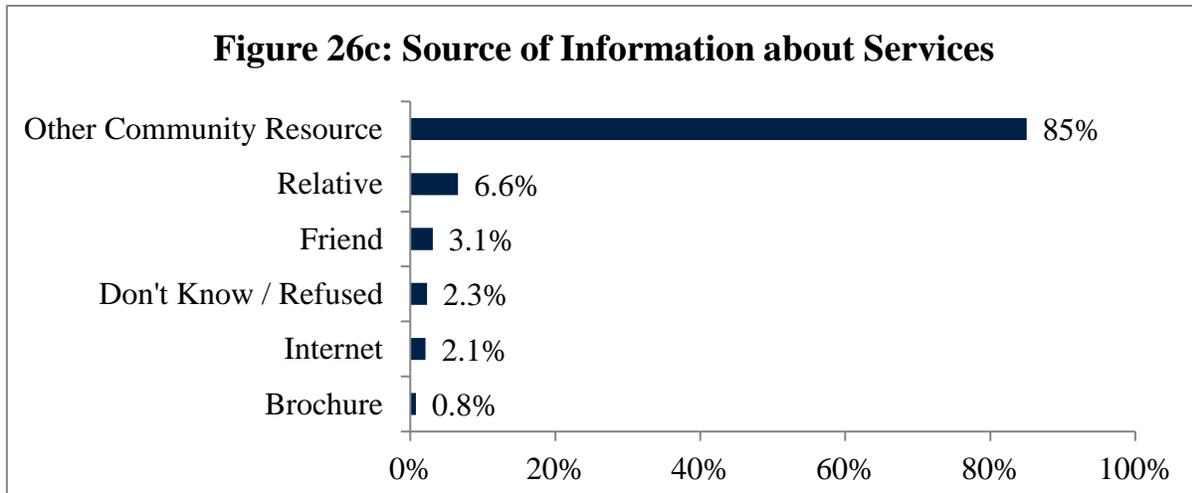
Recommendations of Transition Student Services

Based on their experiences with the transition services, approximately 83% of student clients reported being “somewhat” or “very likely” to refer other students to the services in the future (see Figure 25c). Nearly 7% of the students reported being “neither likely nor unlikely” to refer other students in the future, and 18% reported being “somewhat” or “very unlikely” to refer other students in the future (see Figure 25c).



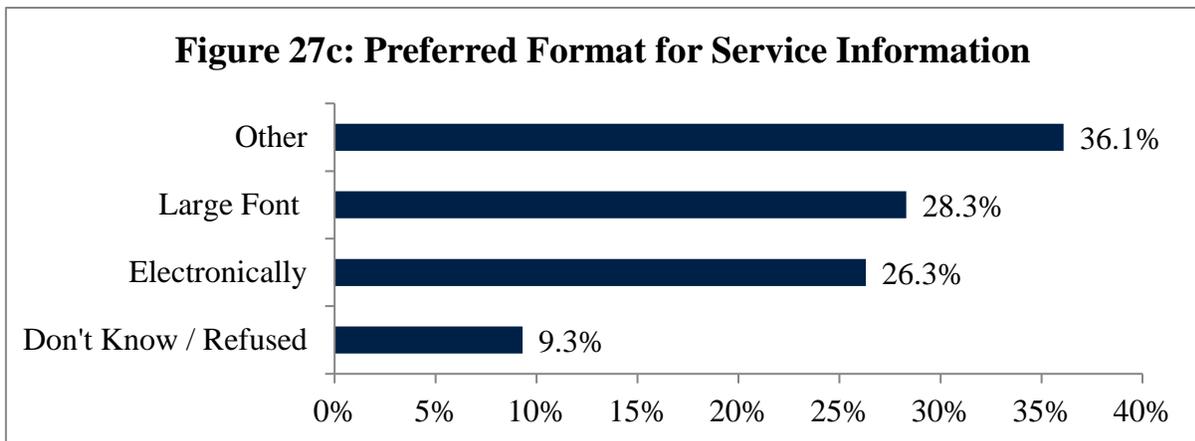
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by the Vocational Rehabilitation Program (see Figure 26c). Among the choices, the most frequently cited source of information was through “Other Community Resources” (85%). These other sources included Job Connect, medical doctors, teachers, and school counselors. Clients also indicated that they found out about services through relatives (7%), friends (3%), Internet (2%), brochures (2%), or they did not know (1%).



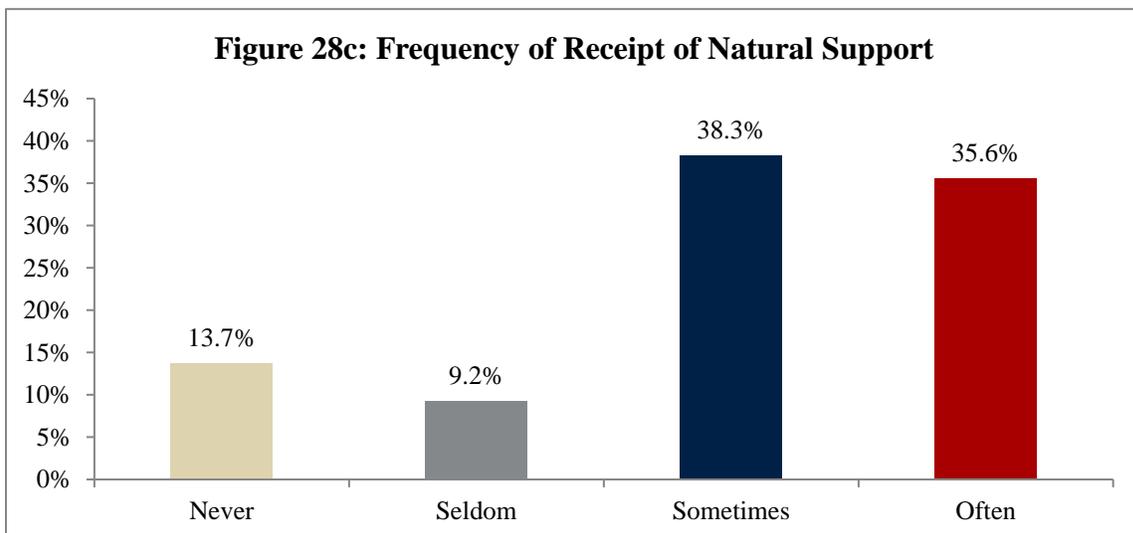
Format of Information

Respondents were asked whether they had received information about services offered by the Vocational Rehabilitation Program in the format that they preferred. Although 73% of respondents reported that they did receive information in their preferred format, 23% of respondents did not. Among those who did not receive information in their preferred format ($n = 22$), the most commonly requested formats were electronic (36%) and larger font (28%; see Figure 27c). Thirty-six percent of students indicated “other” (e.g., in a booklet) and 9% indicated that they did not know (see Figure 27c).



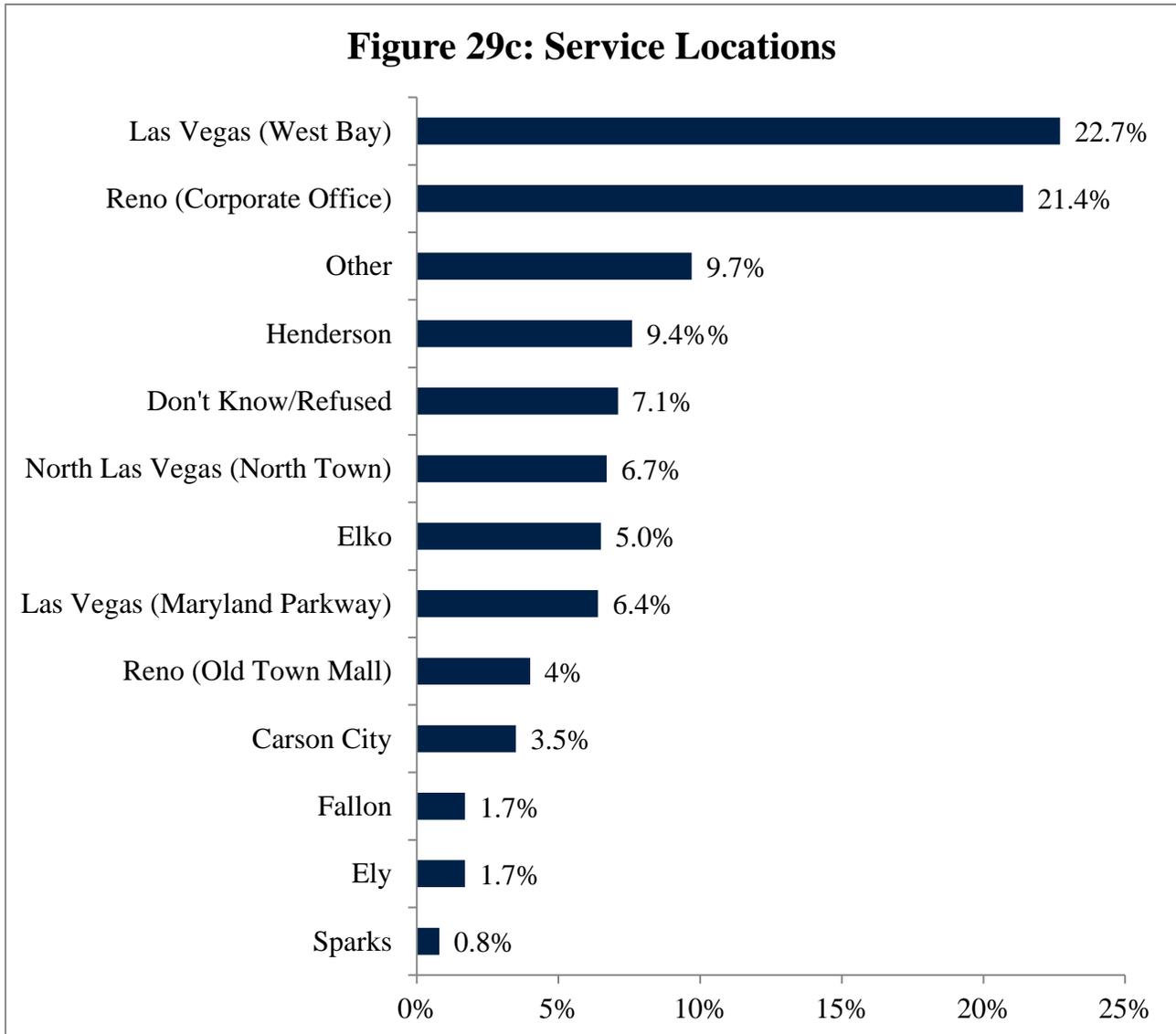
Natural Support

Respondents indicated the extent to which they received “natural support” during the services provided by the Vocational Rehabilitation Program. Examples of natural support include help from friends and family. Most respondents indicated that they either often received natural support (36%) or sometimes received natural support (38%). About 23% of respondents never or seldom received natural support (see Figure 28c).



Service Locations

See Figure 29c for a listing of all service location with their respective number of survey respondents. The largest percentage of students (23%) reported that they received services in Las Vegas at the “West Bay” facility. Approximately 21% of students received services from the corporate office in Reno. Other service locations had substantially smaller percentages of student respondents.



Appendix A: Post- Weighting Methodology

Post-Weighting Methodology

Surveys are conducted to obtain a representative sample of the population. However, due to the nature of any sampling process, over-sampling some categories and under-sampling others is more likely to occur. In other words, the way a certain characteristic (such as region, sex, age etc.) of the sample is distributed may differ from the way it is distributed in the population, which introduces bias into any estimate you may obtain from the sample data. To correct for these biases mathematically and to restore the population's region, sex, age, and racial distribution in the sample, post-stratification weighting must be conducted. The post-stratification adjustment forces the sampling weights within each post stratum (region, sex, age, and race in the Division sample) to the known Division population distribution. Post-stratification improves the precision of the sample estimators and serves as a correction for non-response and under-coverage error, which consequently induce a relative reduction in bias.

Un-weighted rates from the survey are not influenced by the stratum, sex, age, and racial distributions in the population. In particular, by using un-weighted rates, it is assumed implicitly, that every single person in the survey represents one and only one person in the whole population (which is not the case!). For example, if people of the age 18-24 were underrepresented in the survey, after adjusting for stratum, sex and age, these people of the age 18-24 years old will be granted a higher weight in order to overcome such under representation in the survey to account for differing distributions of stratum, sex and age within the entire population. So, to compensate for over-representation and/or under-representation in the sample, *weighted rates* must be used.

$$W = \frac{P_p}{P_s}$$

The formula for the weights is: $\frac{P_p}{P_s}$ where P_p is the population proportion, and P_s is the sample proportion. The formula was used on the cell proportion from tables indicating the size of particular subpopulations based on known demographic characteristics (e.g., White males aged 18 – 24 living in Southern Nevada). After post-stratification, the weighting assured that the representation of certain subpopulations corresponded to figures from the population.

Appendix B: Satisfaction Surveys

General Client Satisfaction Survey

Introduction 1:

Hello, my name is [name] from the University of Nevada. I am calling on behalf of the Nevada Department of Employment, Training, and Rehabilitation for [respondent]. Each year we call clients who worked with vocational rehabilitation counselors to receive help with training or finding a job. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor.

This information is confidential and [his/her] name will not be given to anyone. [His/Her] responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. The questions are brief, and should only take about 10 minutes to complete. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

May I speak to [respondent]?

- 1 – R is available (Informant answered phone, transfer to R) (**skip to Introduction 1**)
- 2 – R is speaking (respondent answered phone) (**skip to Introduction 4**)
- 3 – R has hearing impairment (**skip to Hearing Impairment**)
- 4 – Call back set by Informant
- 5 – Caregiver/Parent/Guardian will complete survey for R (**skip to Introduction 3**)
- 6 – Severe impairment/OR R unable to complete survey by phone OR WEB
- 7 – Wrong number (IWER: Verify phone number) (**skip to Verify Phone**)
- 8 –Language Barrier
- 9 – Refused
- 10 – Eligible respondent away for duration

If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015).

Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still does not understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

Introduction 2:

Hello, my name is [name], and I'm calling from the University of Nevada on behalf of the Nevada Department of Employment, Training, and Rehabilitation. Every year, we contact clients who worked with our vocational rehabilitation counselors and received help with training or finding a job. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. The questions are brief, and should only take about 10 minutes to complete. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online." Say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

- 1 – Yes (skip to Impairment Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 8 – Severe impairment/OR R unable to complete survey by phone OR WEB
- 9 – Refused

If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015).

Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still does not understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for

services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

Introduction 3:

Every year, we contact clients who worked with our vocational rehabilitation counselors and received help with training or finding a job. Over the course of this interview, please respond as if you were the client receiving services from the Department of Employment, Training, and Rehabilitation.

We would like to know about how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. Again, please respond to the questions as if you were the client receiving services from our vocational rehabilitation counselors. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online" say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

- 1 – Continue (skip to Impairment Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 9 – Refused

If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015).

Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of

transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still does not understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

Introduction 4:

Okay, as I mentioned, I am calling from the University of Nevada on behalf of the Nevada Department of Employment, Training, and Rehabilitation. They would like to know about how you feel about the services provided to you by your Vocational Rehabilitation Program counselor. The questions are brief, and should only take about 10 minutes to complete. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online" say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

- 1 – Yes (skip to Impairment Check)
- 2 – Set call back
- 4 – No, I already completed it on the web
- 7 – Ineligible/did not receive services from DETR
- 8 – Severe impairment/OR R unable to complete survey by phone OR WEB
- 9 – Refused

If person is not sure who DETR is, the Vocational Rehabilitation Program is, or whether or not they received services:

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015).

Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still does not understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

Hearing Impairment:

Interviewer: Read if informant is saying that respondent has a hearing impairment.

[He/She] can fill out the survey online at www.crda.unr.edu/client and enter case ID #[case id].

- 1 – Continue to memo

Web Information:

Okay, you can fill out the brief survey online at www.crda.unr.edu/client and enter case ID #[case id].

- 1 – Impairment, gave web address
- 2 – Not impaired, gave web address (**Will call back if it's not completed online in one week**)
- 3 – Severe impairment/OR R unable to complete survey by phone OR WEB

Verify Phone:

Let me verify your phone number, is this [primary phone] or [secondary phone]?

- 1 – Yes
- 2 – No (**skip to Dial Screen**)

Answering Machine:

Hello, my name is [name] from the University of Nevada. I am calling on behalf of the Nevada Department of Employment, Training, and Rehabilitation, to gather information about its services, particularly [respondent]'s experiences with the vocational rehabilitation counselor. We would like to know how you feel about the services provided to you by your Vocational Rehabilitation Program counselor.

This information is confidential and [his/her] name will not be given to anyone. Please call us back to complete this brief 10 minute survey at 1-800-929-9079 (for local 784-6412), Monday through Friday 10am to 9pm, Saturday 10am to 5pm or Sunday 10am to 5pm, and refer to client #[case id]. Or, you can fill out the brief survey online at www.crda.unr.edu/client, and reference

client ID #[case id]. For your participation, you will also be entered into a drawing for a chance to receive 1 of 4 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Thank you for your time, and we look forward to hearing from you.

- 1 – Message Left
- 2 – No Message Left

Offer Web Information:

If you would prefer, you can complete this interview online. Would you like me to give you the website address and a user ID so that you can complete the interview this way?

- 1 – Yes (**skip to Web Information**)
- 2 – No, Continue over the phone (**skip to Inf1**)
- 8 – Severe impairment/OR R unable to complete survey by phone OR WEB
- 9 – No, Refused survey

SECTION 1: SATISFACTION WITH VOCATIONAL REHABILITATION PROGRAM

The first set of questions asks about your satisfaction level with the Vocational Rehabilitation Division. For each of the following questions, please rate your level of satisfaction on a scale of one to five where ONE is very dissatisfied, TWO is somewhat dissatisfied, THREE is neither dissatisfied nor satisfied, FOUR is somewhat satisfied, and FIVE is very satisfied. The first question is...

Q1: Overall, how dissatisfied or satisfied are you with the services you received from the Vocational Rehabilitation Division?

RE-READ ONLY IF NECESSARY

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q2: Overall, how dissatisfied or satisfied are you with the timeliness of the services you received from the Vocational Rehabilitation Division?

RE-READ ONLY IF NECESSARY

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied

- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q3: How dissatisfied or satisfied are you with the amount of choice you have between providers of vocational rehabilitation services?

PROBE: Providers are anyone who contributes to the client's program, for example, counselors, evaluators, job coaches, service coordinators, job developers, and assessors.

RE-READ ONLY IF NECESSARY

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q4: How dissatisfied or satisfied are you with the ability of the Vocational Rehabilitation Program to help you get or keep a job?

RE-READ ONLY IF NECESSARY

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q5...: I am going to read you some statements about your experiences with the Vocational Rehabilitation Program that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...

RE-READ ONLY IF NECESSARY

- 1 – Strongly Disagree

- 2 – Somewhat Disagree
- 3 – Neither Disagree nor Agree
- 4 – Somewhat Agree
- 5 – Strongly Agree

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q5a: My counselor was understanding of my needs.

Q5b: My counselor was easy for me to contact.

Q5c: I was satisfied with the way my counselor treated me.

Q5d: I was satisfied with the way other Vocational Rehabilitation staff, besides my counselor, treated me.

Q5e: I was satisfied with the amount of access I had to my counselor.

Q5f: My counselor treated me with respect during the vocational rehabilitation process.

Q5g: I was able to choose the kind of help that I received.

Q5h: I was satisfied overall with the Vocational Rehabilitation Program.

Q5i: I would recommend Nevada's Vocational Rehabilitation services to others if they needed the services.

SECTION 2: TYPES OF SERVICES VOCATIONAL REHABILITATION PROVIDES

Inf2: The next section asks about the various types of services that Vocational Rehabilitation Services provide.

Q6a: COUNSELOR-BASED ASSESSMENT services include things like job interest and aptitude tests, medical tests, like checkups and x-rays, and other evaluations of your abilities. Have you ever received any counselor-based assessment services from the vocational rehabilitation program?

- 1 – Yes
- 2 – No (**skip to Q7a**)

DO NOT READ

- 8 – Don't Know (**skip to Q7a**)
- 9 – Refused (**skip to Q7a**)

Q6b: How would you rate the quality of those counselor-based assessment services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 - Poor
- 2 - Fair
- 3 – Good, or
- 4 - Excellent

DO NOT READ

8 - Don't Know

9 – Refused

Q7a: COMMUNITY-BASED ASSESSMENT services include things like trial work experiences, and assessments of your behavior on the job. Trial work experiences are different from on-the-job-training and include situations where you are paid by the Vocational Rehabilitation program while doing work for another employer. Have you ever received any community-based assessment services from the vocational rehabilitation program?

1 – Yes

2 – No (**skip to Q8a**)

DO NOT READ

8 – Don't Know (**skip to Q8a**)

9 – Refused (**skip to Q8a**)

Q7b: How would you rate the quality of those community-based assessment services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

1 – Poor

2 – Fair

3 – Good, or

4 – Excellent

DO NOT READ

8 – Don't Know

9 – Refused

Q8a...: ASSISTIVE TECHNOLOGY services include things like providing or purchasing devices to help with vision, hearing, communication, or changes to your home or workplace. I am going to read you a list of various TYPES of assistive technology devices you may have received. Please indicate with a simple "yes" or "no" whether you have received the following DEVICES:

1 – Yes

2 – No

DO NOT READ

8 – Don't Know

9 – Refused

Q8aa: Devices to help with your hearing, for example, hearing aids, alert signal systems,

telephone amplifiers, or decoders.

Q8ab: Devices to help with your vision, for example, glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment.

Q8ac: Devices to help with mobility, for example, canes, wheelchairs, orthotics, or prosthetics.

Q8ad: Devices to help make your home, workplace, or vehicle more accessible, for example, specialized office equipment, foot stools, hand controls, lifts or ramps, or book or copy holders.

Q8ae: Devices to help with your communication, for example, hand-held digital recorders, smart phones, tablets, or an AAC device.

Q8af: Devices to help with cognitive and learning impairments, such as text to speech, word prediction and/or word completion, or operation and memory aids.

Q8ag: Devices to help with something else that was not already mentioned above.

INTERVIEWER NOTE: FOR OTHER, ASK "And what was the assistive technology DEVICE you received?"

SPECIFY: [_____](50 characters)

PROBE: IF PERSON SAYS THEY RECEIVED COMPUTER SOFTWARE OR HARDWARE, PLEASE ASK: "For which of the following categories did you receive the computer software or hardware: hearing, vision, getting around, changes to your home or workplace, communication, or something else?"

IF IT FALLS UNDER ONE OF THE ABOVE CATEGORIES: (a) hearing;(b) vision;(c) getting around; (d) home or workplace; or (e) communication, **DO NOT CODE AS "OTHER"**

Q8b: Overall, how would you rate the quality of those assistive technology DEVICES you received? Would you say they were poor, fair, good, or excellent?

IF PERSON SAYS SOMETHING ABOUT THE SERVICE OR THE PROVIDER, BUT NOT THE DEVICE, PROBE: "For this question, we are asking you to rate the device itself, not the person who provided the device to you or explained how to use the device."

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 – Good, or
- 4 – Excellent

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q9a: TRANSPORTATION services include things like providing private or public transportation, attendant care fees, or paying for relocation expenses. Have you ever received any transportation services from the vocational rehabilitation program?

- 1 – Yes
- 2 – No (**skip to Q10a**)

DO NOT READ

- 8 – Don't Know (**skip to Q10a**)
- 9 – Refused (**skip to Q10a**)

Q9b: How would you rate the quality of those transportation services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 – Good, or
- 4 – Excellent

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q10a: **Interpreter** services include things like providing sign language interpretation and braille. Have you ever received any interpreter services from the vocational rehabilitation program?

- 1 – Yes (**skip to 10ai**)
- 2 – No (**skip to Q12a**)

DO NOT READ

- 8 – Don't Know (**skip to Q12a**)
- 9 – Refused (**skip to Q12a**)

Q10ai: What type of interpreter services did you receive?

SPECIFY: [_____](50 characters)

Q10b: How would you rate the quality of those interpreter services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 – Good, or
- 4 – Excellent

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q12a: ON-THE-JOB TRAINING is different from community-based assessment and includes situations where you worked as a paid employee. Have you ever received any ON-THE-JOB TRAINING services from the vocational rehabilitation program?

- 1 – Yes
- 2 - No (**skip to Q13a**)

DO NOT READ

- 8 - Don't Know (**skip to Q13a**)
- 9 - Refused (**skip to Q13a**)

Q12b: How would you rate the quality of those on-the-job training services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 - Good or
- 4 – Excellent

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q13a: POST-EMPLOYMENT services include things like providing help to you that would help you to keep a job. Post-employment services include, but are not limited to computer classes, job coaching, additional training, assistive technology devices, and providing additional information to employers.

Have you ever received any post-employment services from the vocational rehabilitation program?

- 1 – Yes
- 2 – No (**skip to Inf3**)

DO NOT READ

- 8 – Don't Know (**skip to Inf3**)
- 9 – Refused (**skip to Inf3**)

Q13b: How would you rate the quality of those post-employment services? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 – Good, or
- 4 – Excellent

DO NOT READ

- 8 – Don't Know
- 9 – Refused

Q13c: Were you aware that Vocational Rehabilitation offers post-employment services?

- 1 – Yes
- 2 – No

DO NOT READ

- 8 - Don't Know
- 9 - Refused

SECTION 3: CURRENT EMPLOYMENT

Inf3: The next section asks about your current employment.

Q15a: Are you currently employed?

- 1 – Yes
- 2 – No (**skip to Q18**)

DO NOT READ

- 8 - Don't Know (**skip to Q19**)
- 9 - Refused (**skip to Q19**)

Q15b: Did you get your current job as a result of the services you received from the Vocational Rehabilitation Program?

- 1 - Yes (**skip to Inf4**)
- 2 - No (**skip to Q15c**)

DO NOT READ

- 8 - Don't Know (**skip to Q15c**)
- 9 - Refused (**skip to Q15c**)

Q15c: Did you get ANY job as a result of the services you received from the Vocational Rehabilitation Program?

- 1 – Yes (**skip to 15d**)
- 2 – No (**skip to Inf4**)

DO NOT READ

8 - Don't Know (**skip to Inf4**)

9 - Refused (**skip to Inf4**)

Q15d: When your case was closed, were you in a job that the Vocational Rehabilitation Program helped place you in?

1 - Yes (**skip to 15e**)

2 - No (**skip to Inf4**)

DO NOT READ

8 - Don't Know (**skip to Inf4**)

9 - Refused (**skip to Inf4**)

Q15f: Are you currently employed in the same **career field** as the job you were in when your case was closed?

1 - Yes

2 - No (**skip to Inf4**)

DO NOT READ

8 - Don't Know (**skip to Inf4**)

9 - Refused (**skip to Inf4**)

Q15g: Compared to the job you had when your case was closed, does your current job provide you with either equal or better pay, OR equal or better benefits?

PROBE IF THEY ANSWER "EQUAL OR BETTER PAY," OR "EQUAL or BETTER BENEFITS" SAY: We are looking for a "yes" or "no" answer.

1 - Yes (**skip to Inf4**)

2 - No (**skip to Inf4**)

DO NOT READ

8 - Don't Know (**skip to Inf4**)

9 - Refused (**skip to Inf4**)

SECTION 4: CURRENT EMPLOYMENT BENEFITS

Inf4: The next section asks about your current employment and benefits.

Q15h: How long have you had your current job?

Interviewer: First enter the duration and then the units

DURATION, specify 0-87

UNITS

1 – Days

2 – Weeks

3 – Months

4 – Years

88 - Don't Know

99 – Refused

Q15i: How many hours do you normally work each week?

Specify: 0 – 160 hours

888 – Don't Know

999 – Refused

Q15j: How much money are you normally paid per hour? **NOTE:** If they make more than \$87.99 enter \$87.99 and make a note here.

DOLLARS, specify 0 – 87

CENTS, specify .00 – .99

88 – Don't Know

99 – Refused

Q15k: Do you feel that the job you are currently employed in is an **integrated setting**? By an integrated setting, I mean that there is an adequate representation of those individuals both with and without disabilities.

1 - Yes (**skip to Q16**)

2 - No (**skip to Q16**)

DO NOT READ

8 - Don't Know (**skip to Q16**)

9 - Refused (**skip to Q16**)

Q16...: Which, if any, of the following benefits do you receive as part of your current employment? Please respond with a "yes" or "no."

1 – Yes

2 – No

DO NOT READ

8 - Don't Know

9 – Refused

Q16a. Paid federal or state holidays

Q16b. Paid vacations

- Q16c.** Health insurance
- Q16d.** Paid sick leave
- Q16e.** Retirement plan
- Q16f.** Meals
- Q16g.** Daycare
- Q16h.** Clothes/Uniform allowance
- Q16i.** Other (specify)

INTERVIEWER NOTE: FOR OTHER, ASK "Are there any other benefits that you receive from your current job that I didn't mention?"

SPECIFY: [_____](50 characters)

Q17...: I am going to read you some statements about your job that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...

RE-READ ONLY IF NECESSARY

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

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q17a: I got the kind of job I wanted.

Q17b: I like the job that I have now.

Q17c: I feel that I have the skills necessary to keep the job that I have now.

Q17d: The Vocational Rehabilitation Program provided me with the services I needed to GET the job that I have now.

Q17e: The Vocational Rehabilitation Program provided me with the services that I need to KEEP the job that I have now (**skip to Q19**)

Q18: What is the MAIN REASON you are not currently employed? Please allow me to read the entire list before answering, and choose ONLY ONE response.

READ

- 1 - Attending school
- 2 - Volunteering
- 3 - Employer could not accommodate my disability
- 4 - Fired or laid off from previous job
- 5 - Could not find any job

- 6 - Could not find the kind of job I wanted
- 7 - Could not find a job I was qualified for
- 8 - Lack of transportation
- 9 - Could not work because of family commitments
- 10 - Could not work because of other commitments
- 11 - Did not want to lose health insurance from another source
- 12 - Changed my mind about the value of working
- 13 - Retired

DO NOT READ

- 77 - Other (specify)
- 78 - Disability
- 79 - Other medical reason (not disability-related)
- 88 - Don't Know
- 99 - Refused

INTERVIEWER NOTE: Read 78 and 79 ONLY if respondent mentions their disability as a reason for not working; but be sure to read BOTH 78 and 79, PROBE: "So would the MAIN reason you are not currently employed be because of your disability or some other medical reason not disability related?"

THIS SPACE IS ONLY FOR CODE 77, "OTHER" SPECIFY:

[_____](50 characters)

SECTION 5: NEEDED IMPROVEMENTS AND POSITIVE ASPECTS

Q19: Based on your own experiences with the vocational rehabilitation program, are there any specific CHANGES that you think could be made in order to IMPROVE the program?

- 1 - To answer (specify)
- 2 - No comments

Q20: Based on your own experiences with the vocational rehabilitation program, are there any specific POSITIVE aspects that should be continued or expanded in the future?

- 1 - To answer (specify)
- 2 - No comments

Q21: Which Vocational Rehabilitation location did you receive all OR a majority of your services from?

NOTE: You may only select one, if you received services from multiple locations; please select the location you received the majority of your services from.

- 1 - Carson City (1370 South Curry Street)
- 2 - Carson City (1933 North Carson Street)

- 3 - Elko (172 6th Street)
- 4 - Ely (1500 Ave F #1)
- 5 - Fallon (121 Industrial Way)
- 6 - Henderson (119 Water Street)
- 7 - Las Vegas (3016 West Charleston Boulevard - Suite 200; "West Bay")
- 8 - Las Vegas (6161 West Charleston Boulevard; "Mental Health Campus")
- 9 - Las Vegas (3405 South Maryland Parkway)
- 10 - North Las Vegas (2827 Las Vegas Boulevard North; "North Town")
- 11 - Reno (1325 Corporate Boulevard; "Corporate Office")
- 12 - Reno (4001 South Virginia Street; "Old Town Mall")
- 13 - Sparks (1675 East Prater Way)
- 14 - Winnemucca (475 West Haskell, #2)
- 15 - Other [please enter here]

Q22: How did you first find out about the Vocational Rehabilitation Program services available to you from the Nevada Department of Employment Training and Rehabilitation?

- 1 – Television
 - 2 – Radio
 - 3 – Internet
 - 4 – Newspaper
 - 5 – Brochure
 - 6 – Billboard
 - 7 – Friend
 - 8 – Relative
 - 9 – Other community resource (for example, school counselor, Job Connect, disability resource center) (specify)
- DO NOT READ**
- 88 - Don't Know
 - 99 - Refused

If other, SPECIFY: [_____]

Q23: Was Vocational Rehabilitation Program information given to you in your preferred format, such as large font, Braille, or electronically?

- 1 – Yes (**skip to Q24**)
- 2 – No (**skip to Q23a**)

DO NOT READ

- 8 - Don't Know (**skip to Q24**)
- 9 - Refused (**skip to Q24**)

Q23a: What format would you have preferred?

- 1 – Large font

- 2 – Braille
- 3 – Electronically
- 4 – Alternative language (specify)
- 5 – Other (specify)

DO NOT READ

- 8 - Don't Know
- 9 - Refused

IF 4 to Q23a: Can you please specify what other language you would have preferred?
Specify: [_____]

IF 5 to Q23a: Can you please specify what other format you would have preferred?
Specify: [_____]

Q24: How frequently did you receive any natural support (for example, help from a friend, relative, neighbor, co-worker, etc.) while you were in the Vocational Rehabilitation Program?

- 1 – Never
- 2 – Seldom
- 3 – Sometimes
- 4 – Often

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Closing Statement:

Those are all the questions I have. I'd like to thank you on behalf of the Department of Employment, Training, and Rehabilitation for answering these questions. Thanks again. Goodbye.

Interviewer: READ ONLY IF RESPONDENT HAS FURTHER QUESTIONS. If you have any questions about this survey, you may call my supervisor toll-free at 1-800-929-9079 or 1-775-784-6421.

- 1 - To continue

OIB Satisfaction Survey

Intro 1

Hello, my name is [name] from the University of Nevada, Reno. I am calling on behalf of the Nevada Department of Employment, Training & Rehabilitation for [respondent]. Each year we call clients who worked with rehabilitation counselors to receive help in the independent living program for the blind and visually impaired. This information is confidential and his/her name will not be given to anyone. His/Her responses will be combined with information from other clients and given to the Nevada Rehabilitation Division, so they can see how well the Division is doing and to help improve its services. The questions are brief and should only take about 5 minutes to complete. For [respondent]'s participation, he/she will be entered into a drawing for a chance to win one of two \$50.00 prepaid VISA gift cards that can be used at any location that accepts VISA.

May I speak to [respondent]?

- 1 - R is available (informant answered phone, transfer to R) **(skip to Intro 2)**
- 2 - R is speaking (respondent answered phone) **(skip to Intro 4)**
- 4 - Call back set by Informant
- 5 - Caregiver or Parent/Guardian will complete survey for respondent **(skip to Intro 3)**
- 6 - Severe impairment/OR R unable to complete survey by phone **(skip to Severe Impairment)**
- 7 - Wrong number (IWER: Verify phone number) **(skip to Wrong #)**
- 8 - Language Barrier
- 9 - Refused
- 10 - Eligible respondent away for duration

Intro 2

Hello, my name is [name], and I'm calling from the University of Nevada, Reno on behalf of the Nevada Department of Employment, Training, and Rehabilitation. Every year we contact clients who worked with the rehabilitation counselors and received help in the independent living program for the blind and visually impaired. We would like to know how you feel about the services provided to you by your counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division, so they can see how well the Division is doing and to help improve its services. The questions are brief and should only take about 5 minutes to complete. For your participation, you will be entered in a drawing for a chance to win one of two \$50.00 prepaid VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

If person is not sure whether or not they received OIB services:

PROBE: This would include any services that you received from the Older Individuals Who are Blind Program. The Older Individuals Who are Blind Program is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work. The program is used more for independent living assistance with activities of daily living, for

example, helping someone read, helping with mobility instruction, daily living skills, communication skills and devices, vision or medical evaluations, special independent living aids, transportation services, leisure services, and education and counseling to family members. We show that you received services from the 'Older Individuals Who are Blind Program' sometime between 10/1/12 and 9/30/13. Is this correct?

If person says they did not receive services:

PROBE: We show that you received services from the Rehabilitation Division's Older Individuals Who are Blind Program between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015).. By receiving services, we mean you went to the Older Individuals Who are Blind Program, were determined to be eligible for services, and received one or more of the following: counseling, evaluation, advice, or a product.

If person is not sure who DETR or the Rehabilitation Division, or what the OIB Program is:

PROBE: The Older Individuals Who are Blind Program is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work. The program is used more for independent living assistance with activities of daily living, for example, helping someone read, helping with mobility instruction, daily living skills, communication skills and devices, vision or medical evaluations, special independent living aids, transportation services, leisure services, and education and counseling to family members. We show that you received services from the 'Older Individuals Who are Blind Program' sometime between 10/1/12-9/30/13. Is this correct?

If person says "no" code 7 otherwise continue.

- | | |
|---|-----------------------------|
| 1 - Yes | (skip to Impairment Check) |
| 2 - Set call back | |
| 7 - Ineligible/Did not receive services from DETR | (skip to Ineligible) |
| 8 - Severe impairment/OR R unable to complete survey by phone | (skip to Severe Impairment) |
| 9 - Refused | |

Intro 3

Every year we contact clients who worked with the rehabilitation counselors and received help in the independent living program for the blind and visually impaired. Over the course of this interview, please respond as if you were the client receiving services from the Department of Employment, Training & Rehabilitation.

We would like to know about how you feel about the services provided to you by your counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division, so they can see how well the Division is doing and to help improve its services. For your participation, you will be entered in a drawing for a chance to win one of two

\$50.00 prepaid VISA gift cards that can be used at any location that accepts VISA.

Again, please respond to the questions as if you were the client receiving services from the rehabilitation counselors.

If respondent says they did not receive services from DETR, please say:

PROBE: This would include any services that you received from the Older Individuals Who are Blind Program. The Older Individuals Who are Blind Program is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work. The program is used more for independent living assistance with activities of daily living, for example, helping someone read, helping with mobility instruction, daily living skills, communication skills and devices, vision or medical evaluations, special independent living aids, transportation services, leisure services, and education and counseling to family members. We show that you received services from the 'Older Individuals Who are Blind Program' sometime between 10/1/12-9/30/13. Is this correct?

If person is not sure whether or not they received OIB services:

PROBE: We show that you received services from the Rehabilitation Division's Older Individuals Who are Blind Program between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). By receiving services, we mean you went to the Older Individuals Who are Blind Program, were determined to be eligible for services, and received one or more of the following: counseling, evaluation, advice or a product.

If person is not sure who DETR or the Rehabilitation Division, or what the OIB Program is:

PROBE: USE DEFINITION FOR OIB PROGRAM THAT IS ALREADY IN THE SURVEY

If person says "no" code 7 otherwise continue.

1 - Continue

**(skip to Impairment
Check)**

2 - Set call back

7 - Ineligible/Did not receive services from DETR

(skip to Ineligible)

9 - Refused

Intro 4

Okay, as I mentioned, I'm calling from the University of Nevada, Reno on behalf of the Nevada Department of Employment, Training & Rehabilitation. They would like to know about how you feel about the services provided to you by your counselor in the Older Individuals Who are Blind Program. The questions are brief and should only take about 5 minutes to complete. For your participation, you will be entered into a drawing for a chance to win one of two \$50.00 prepaid VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

If respondent says they did not receive services from DETR, please say:

PROBE: This would include any services that you received from the Older Individuals Who are Blind Program. The Older Individuals Who are Blind Program is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work. The program is used more for independent living assistance with activities of daily living, for example, helping someone read, helping with mobility instruction, daily living skills, communication skills and devices, vision or medical evaluations, special independent living aids, transportation services, leisure services, and education and counseling to family members. We show that you received services from the 'Older Individuals Who are Blind Program' sometime between 10/1/12 and 9/30/13. Is this correct?

If person is not sure whether or not they received OIB services:

PROBE: We show that you received services from the Rehabilitation Division's Older Individuals Who are Blind Program between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). By receiving services, we mean you went to the Older Individuals Who are Blind Program, were determined to be eligible for services, and received one or more of the following: counseling, evaluation, advice or a product.

If person is not sure who DETR or the Rehabilitation Division, or what the OIB Program is:

PROBE: USE DEFINITION FOR OIB PROGRAM THAT IS ALREADY IN THE SURVEY

If person says "no" code 7 otherwise continue.

- | | |
|---|-----------------------------|
| 1 - Yes | (skip to Impairment Check) |
| 2 - Set call back | |
| 7 - Ineligible/Did not receive services from DETR | (skip to Ineligible) |
| 8 - Severe impairment/OR R unable to complete survey by phone | (skip to Severe Impairment) |
| 9 - Refused | |

Wrong Phone

Let me verify your phone number, is this [primary phone] or [secondary phone]?

- | | |
|---------|----------------|
| 1 - Yes | (skip to end) |
| 2 - No | (skip to Dial) |

Ineligible

Thank you for your time but we are only interviewing people who received services from the Older Individuals Who are Blind Program.

- | | |
|--------------|---------------|
| 1 - Continue | (skip to end) |
|--------------|---------------|

Answering Machine

Hello, my name is [name] from the University of Nevada, Reno. I'm calling on behalf of the Nevada Department of Employment, Training & Rehabilitation, to gather information about its services, particularly [respondent]'s experiences with the rehabilitation counselor in the independent living program for the blind and visually impaired. This information is confidential and his/her name will not be given to anyone. Please call us back to complete this brief 5 minute survey at 1-800-929-9079 (for local 784-6412), Monday through Friday 10am to 9pm, Saturday and Sunday 10am to 5pm, and refer to client #[case id]. For your participation, you will be entered in a drawing for a chance to win one of two \$50.00 prepaid VISA gift cards that can be used at any location that accepts VISA. Thank you for your time, and we look forward to hearing from you.

- 1 - Message Left
- 2 - No Message Left

Impairment Check

Before we begin, do you have any other impairment or condition that makes it difficult for you to complete this interview over the telephone?

- 1 - Yes (code as severe impairment) **(skip to Severe Impairment)**
- 2 - No (continue with interview) **(skip to Screening)**

Screening

We show that you have received services from the Older Individuals Who are Blind Program some time between 10/1/12 and 9/30/13. Is this correct?

- 1 - Yes
- 2 - No **(skip to Ineligible)**

Note: Program should be Older Individuals Who are Blind Program.

Read definition of program if needed:

The Older Individuals Who are Blind Program is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work. The program is used more for independent living assistance with activities of daily living, for example, helping someone read, helping with mobility instruction, daily living skills, communication skills and devices, vision or medical evaluations, special independent living aids, transportation services, leisure services, and education and counseling to family members.

Info 1

The first set of questions asks about your satisfaction level with the Older Individuals Who are Blind Program. For each of the following questions, please rate your level of satisfaction on a scale of one to five where ONE is very dissatisfied and FIVE is very satisfied. The first question is...

Q1

Overall, how dissatisfied or satisfied are you with the services you received from the Vocational Rehabilitation Division? Would you say you were: ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very satisfied?

Re-read only if necessary:

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

Do not read:

- 8 - Don't Know
- 9 - Refused

Q2

Overall, how dissatisfied or satisfied are you with the TIMELINESS of the services you received from the Vocational Rehabilitation Division?

Re-read only if necessary:

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

Do not read:

- 8 - Don't Know
- 9 - Refused

Q3

The term PROVIDERS refers to anyone who contributes to the client's program, for example, counselors, evaluators, job coaches, service coordinators, job developers, assessors, and other vendors.

Re-read only if necessary:

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

Do not read:

- 8 - Don't Know
- 9 - Refused

Q4

I'm going to read you some statements about your experiences with the Older Individuals Who are Blind Program that you may or may not agree with. For each statement, please rate your level of disagreement or agreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...

Re-read only if necessary:

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

Do not read:

- 8 - Don't Know
- 9 - Refused

- a. My counselor was understanding of my needs.
- b. My counselor was easy for me to contact.
- c. I was satisfied with the way my counselor treated me.
- d. I was satisfied with the way other Older Individuals Who are Blind Program staff, besides my counselor, treated me.
- e. I was satisfied with the amount of access I had to my counselor.
- f. My counselor treated me with respect during the Older Individuals Who are Blind Program process.
- g. I was able to choose the kind of help that I received.
- h. I was satisfied overall with the services that I received..
- i. I would recommend Nevada's Older Individuals Who are Blind Program to others if they needed the services.
- j. I was able to receive employment information about programs and services, if and when interested.

Q5

ASSISTIVE TECHNOLOGY services include things like providing or purchasing devices to help with vision, hearing, communication, or changes to your home or workplace.

I'm going to read you a list of various TYPES of assistive technology devices you may have received. Please indicate with a simple "yes" or "no" whether or not you have received the following DEVICES:

- 1 - Yes
- 2 - No

Do not read:

8 - Don't Know

9 - Refused

- a. Devices to help with your hearing, for example, hearing aids, alert signal systems, telephone amplifiers or decoders.
- b. Devices to help with your vision, for example, glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment.
- c. Devices to help with mobility, for example, canes, wheelchairs, or orthotics or prosthetics.
- d. Devices to help make your home, workplace, or vehicle more accessible, for example, specialized office equipment, foot stools, hand controls, lifts or ramps, or book or copy holders.
- e. Devices to help with your communication, for example, hand-held digital recorders, smart phones, tablets, or an AAC device (Augmentative and Alternative Communication device).
- f. Devices to help with cognitive and learning impairments, such as text to speech, word prediction and/or word completion, or operation and memory aids.
- g. Devices to help with something else that was not already mentioned above (OTHER)

INTERVIEWER NOTE: For other, ask: "And what was the assistive technology DEVICE you received?"

SPECIFY: [_____](50 characters)

If person says they received computer software or hardware, please ask:

PROBE: For which of the following categories did you receive the computer software or hardware: hearing, vision, getting around, changes to your home or workplace, communication, or something else?

IF IT FALLS UNDER ONE OF THE ABOVE CATEGORIES: a) hearing; b) vision; c) getting around d) home or workplace e) communication, DO NOT CODE AS "OTHER"

Q5A

Overall, how would you rate the quality of those assistive technology DEVICES you received? Would you say they were poor, fair, good, or excellent?

If person says something about the service or the provider, but not the device, please say:

PROBE: For this question, we are asking you to rate the device itself, not the person who provided the device to you or explained how to use the device.

Re-read only if necessary:

- 1 - Poor
- 2 - Fair
- 3 - Good or
- 4 - Excellent

Do not read:

- 8 - Don't Know
- 9 - Refused

Q6A

Based on your own experiences with the Older Individuals Who are Blind Program, are there any specific changes that you think could be made in order to improve the program?

- 1 - To answer (specify)
- 2 - No comments

Q6B

Based on your own experiences with the Older Individuals Who are Blind Program, are there any specific positive aspects that should be continued or expanded in the future?

- 1 - To answer (specify)
- 2 - No comments

Q7

Which Vocational Rehabilitation location did you receive all OR a majority of your services from?

NOTE: You may only select one, if you received services from multiple locations, please select the location you received the majority of your services from.

1. Carson City (1933 North Carson Street)
2. Elko (172 6th Street)
3. Ely (1500 Ave F #1)
4. Fallon (121 Industrial Way)
5. Henderson (119 Water Street)
6. Las Vegas (3016 West Charleston Boulevard - Suite 200; "West Bay")
7. Las Vegas (3405 South Maryland Parkway)
8. North Las Vegas (2827 Las Vegas Boulevard North; "North Town")
9. Reno (1325 Corporate Boulevard; "Corporate Office")
10. Reno (4001 South Virginia Street; "Old Town Mall")
11. Sparks (1675 East Prater Way)
12. Winnemucca (475 West Haskell, #2)
13. Other [please enter here]

Q8

How did you first find out about the Older Individuals Who are Blind Program services available to you from the Nevada Department of Employment Training and Rehabilitation?

Read only if necessary:

- 01 - Television
- 02 - Radio
- 03 - Internet
- 04 - Newspaper
- 05 - Brochure
- 06 - Billboard
- 07 - Friend
- 08 - Relative or
- 09 - Other community resource (For example, school counselor, Job Connect, disability resource center) (specify)

Do not read:

- 88 - Don't Know
- 99 - Refused

SPECIFY: [_____](50 characters)

Q9

Was Older Individuals Who are Blind Program information given to you in your preferred format, such as large font, Braille, or electronically?

- 1 - Yes
- 2 - No (skip to Q9a)
- 8 - Don't Know
- 9 - Refused

If no to Q9:

Q9a

What format would you have preferred?

Read:

- 1 - Large font
- 2 - Braille
- 3 - Electronically
- 4 - Alternative Language (specify)
- 5 - Other (specify)

Do not read:

- 8 - Don't Know
- 9 - Refused

If 4 to Q9A: Can you please specify what other language you would have preferred?

[_____](50 characters)

If 5 to Q9A: Can you please specify what other format you would have preferred?

[_____](50 characters)

Q10

How frequently did you receive any natural support (for example, help from a friend, relative, neighbor, co-worker, etc.) while you were in the Older Individuals Who Are Blind Program?

Read:

- 1 - Never
- 2 - Seldom
- 3 - Sometimes
- 4 - Often

Do not read:

- 8 - Don't Know
- 9 - Refused

Closing

Those are all the questions I have. I'd like to thank you on behalf of the Department of Employment, Training, and Rehabilitation for answering these questions. Thanks again. Goodbye.

If you have any questions about this survey, you may call my supervisor toll-free at 1-800-929-9079 or 1-775-784-6412.

- 1 - To continue

Transition Student Satisfaction Survey

Dial Screen

1st Phone Number: [primary phone]
2nd Phone Number: [secondary phone]
Client Name: [respondent]
Client's Gender: [Male/Female]
Client's City: [city]
Client's Primary Disability: [primary disability]

What happened when you dialed the number?

- 1 - Someone Answered (skip to Introduction 1)
- 2 - Busy
- 3 - No Response
- 4 - Answering Machine (skip to Answering Machine)
- 5 - Blocked Call
- 6 - Disconnected Number
- 7 - TTY or other Disability-Related Line Impairment
- 8 - Phone/Line Impairment
- 9 - Computer/Fax Machine

Introduction 1

Hello, my name is [name] from the University of Nevada. I am calling on behalf of the Nevada Department of Employment, Training, and Rehabilitation for [respondent]. Each year we call clients who worked with vocational rehabilitation counselors to receive help with training, finding a job, or going from school to work or post-educational activities. This information is confidential and [his/her] name will not be given to anyone. [His/Her] responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. The questions are brief, and should only take about 10 minutes to complete. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 6 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA.

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still doesn't understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services,

and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

May I speak to [respondent]?

- 1 - R is available (informant answered phone, transfer to R) (skip to Introduction 1)
- 2 - R is speaking (respondent answered phone) (skip to Introduction 4)
- 3 - R has hearing impairment (skip to Hearing Impairment)
- 4 - Call back set by Informant
- 5 - Caregiver or Parent/Guardian will complete survey for respondent (skip to Introduction 3)
- 6 - Severe impairment/OR R unable to complete survey by phone OR WEB
- 7 - Wrong number (IWER: Verify phone number) (skip to Verify Phone)
- 8 - Language Barrier
- 9 - Refused
- 10 - Eligible respondent away for duration

Introduction 2

Hello, my name is [name], and I'm calling from the University of Nevada on behalf of the Nevada Department of Employment, Training, and Rehabilitation. Each year we call clients who worked with vocational rehabilitation counselors to receive help with training, finding a job, or going from school to work or post-educational activities. We would like to know how you feel about the services provided to you by your counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them. The questions are brief, and should only take about 10 minutes to complete. For [respondent]s' participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 6 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online." Say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus

passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still doesn't understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

If person says "no" code 7 otherwise continue.

- 1 - Yes (skip to Impairment Check)
- 2 - Set call back
- 4 - No, I already completed it on the web
- 7 - Ineligible/Did not receive services from DETR
- 8 - Severe impairment/OR R unable to complete survey by phone or WEB
- 9 - Refused

Introduction 3

Each year we call clients who worked with vocational rehabilitation counselors to receive help with training, finding a job, or going from school to work or post-educational activities. Over the course of this interview, please respond as if you were the client receiving services from the Department of Employment, Training, and Rehabilitation.

We would like to know about how you feel about the services provided to you by your counselor. This information is confidential and your name will not be given to anyone. Your responses will be combined with information from other clients and given to the Nevada Rehabilitation Division so they can see how well the Division is doing and to determine how to improve the way they help people find the best job for them.

Again, please respond to the questions as if you were the client receiving services from our vocational rehabilitation counselors.

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online." Say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

If person says they did not receive services, PROBE: We show that you received services

from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe something else?

Read if respondent still doesn't understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

If person says "no" code 7 otherwise continue.

- 1 - Continue (skip to Impairment Check)
- 2 - Set call back
- 4 - No, I already completed it on the web
- 7 - Ineligible/Did not receive services from DETR
- 9 - Refused

Introduction 4

Okay, as I mentioned, I'm calling from the University of Nevada on behalf of the Nevada Department of Employment, Training, and Rehabilitation. They would like to know about how you feel about the services provided to you by your counselor. The questions are brief, and should only take about 10 minutes to complete. For [respondent]'s participation, [he/she] will also be entered into a drawing for a chance to receive 1 of 6 prepaid \$50.00 VISA gift cards that can be used at any location that accepts VISA. Would you be willing to participate in this interview now?

Interviewer: If respondent says, "I have the information on the web, and I was just going to do it online." Say, "Well if you have time now, it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?"

If respondent says that they already did it on the web, thank them, and code out as 4.

If person says they did not receive services, PROBE: We show that you received services from the Rehabilitation Division between 10/1/14-9/30/15 (READ: October 1st, 2014 and September 30th, 2015). Did your counselor write up ANY type of plan for services? For example, did they write up a plan for you to go to work, to go to training, for you to receive bus passes or any type of transportation, for a uniform, for school, for assistive technology, or maybe

something else?

Read if respondent still doesn't understand above question: By receiving services, we mean you went to the Vocational Rehabilitation program, were determined to be eligible for services, and received one or more of the following: an individual employment plan, counseling, evaluation, advice, or a product.

If person says they have never heard of DETR or Rehabilitation Division, PROBE: The Rehabilitation Division provides services for people with disabilities to help enable them to work and live independently. The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational, employment, and independent living opportunities.

If person says "no" code 7 otherwise continue.

- 1 - Yes (skip to Impairment Check)
- 2 - Set call back
- 4 - No, I already completed it on the web
- 7 - Ineligible/Did not receive services from DETR
- 8 - Severe impairment/OR R unable to complete survey by phone OR WEB
- 9 - Refused

Hearing Impairment

Interviewer: Read if informant is saying that respondent has a hearing impairment.

[He/She] can fill out the survey online at www.crda.unr.edu/student and enter case ID #[case id].

- 1 - Continue to memo

Web Information

Okay, you can fill out the brief survey online at www.crda.unr.edu/student and enter case ID # [case id].

- 1 - Impairment, gave web address
- 2 - Not impaired, gave web address (Will call back if it's not completed online in one week)
- 3 - Severe impairment/OR R unable to complete survey by phone OR WEB

Verify Phone

Let me verify your phone number, is this [primary phone] or [secondary phone]?

- 1 - Yes
- 2 - No (skip to Dial Screen)

Answering Machine

Hello, my name is [name] from the University of Nevada. I'm calling on behalf of the Nevada Department of Employment, Training, and Rehabilitation, to gather information about its services, particularly [respondent]'s experiences with the vocational rehabilitation counselor. This information is confidential and [his/her] name will not be given to anyone. Please call us back to complete this brief 10 minute survey at 1-800-929-9079 (for local 784-6412), Monday through Friday 10am to 9pm, Saturday 10am to 4pm or Sunday 10am to 6pm, and refer to client #[case id]. Or, you can fill out the brief survey online at www.crda.unr.edu/student, and reference client ID #[case id]. Thank you for your time, and we look forward to hearing from you.

- 1 - Message Left
- 2 - No Message Left

Impairment Check

Before we begin, do you have any impairment or condition that makes it difficult for you to complete this interview over the telephone?

- 1 - Yes (skip to Offer Web Information)
- 2 - No (continue with interview) (skip to Inf1)
- 3 - No impairment but don't want to do it over the phone (skip to Web Information)

Interviewer: Before choosing option 1 or 3, say "Well it's actually easier to do the survey over the phone because I can help you through it. May we do the interview now?" If respondent still says they would like to do it over the web, choose 3, if they want to continue the interview choose 2, not 1.

Offer Web Information

If you would prefer, you can complete this interview online. Would you like me to give you the website address and a user ID so that you can complete the interview this way?

- 1 - Yes (skip to Web Information)
- 2 - No, Continue over the phone (skip to Inf1)
- 8 - Severe impairment/OR R unable to complete survey by phone OR WEB
- 9 - No, Refused survey

Section 1: Satisfaction with Vocational Rehabilitation Program

The first set of questions asks about your satisfaction level with the Vocational Rehabilitation Division. For each of the following questions, please rate your level of satisfaction on a scale of one to five where ONE is very dissatisfied, TWO is somewhat dissatisfied, THREE is neither dissatisfied nor satisfied, FOUR is somewhat satisfied, and FIVE is very satisfied. The first question is...

Q1: Overall, how dissatisfied or satisfied are you with the services you received from the

Vocational Rehabilitation Division?

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q2: Overall, how dissatisfied or satisfied were you with the timeliness of the services you received from the Vocational Rehabilitation Division?

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Section 2: Educational Programs

Q3a: Have you ever enrolled in High School?

READ

- 1 - Yes
- 2 - No

DO NOT READ

- 8. Don't Know
- 9. Refused

Q3b: Have you ever enrolled in a GED program?

READ

- 1 - Yes
- 2 - No

DO NOT READ

- 8. Don't Know

9. Refused

Q4a (ask only if Q3a = 1): Which of the following best describes your progress in your High School program? Do not include GED programs.

READ

- 1 - Currently attending
- 2 - Completed the program
- 3 - Left without completing the program

DO NOT READ

- 7 - Other
- 8 - Don't Know
- 9 - Refused

Q4b (ask only if Q3a = 1 and Q4a = 2): How did you complete High School? Again, do not include GED programs.

INTERVIEWER NOTE: An adjusted diploma is given to special education students who do not qualify for a standard diploma. "Aged out" means the student turned 22 and became too old to attend High School. "Certificate of attendance" means certificate that evidences the satisfaction of all the requirements for graduation from High School or completion of a program of adult education except that a pupil has not passed one or more of the High School proficiency examinations.

READ

- 1 - Standard, Advanced, or Honors diploma
- 2 - Adjusted diploma
- 3 - Aged out
- 4 - Certificate of attendance

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q4c (ask only if Q3b = 1): Which of the following best describes your progress in your GED program?

READ

- 1 - Currently attending
- 2 - Completed the program
- 3 - Left without completing the program

DO NOT READ

- 7 - Other
- 8 - Don't Know

9 - Refused

Section 3: Satisfaction with Educational Programs

Inf2 (read only if either 3a or 3b = 1, yes)

Now, the next set of questions asks about your satisfaction level with the help you received with the educational programs you indicated you have been previously enrolled in. For each of the following questions, please rate your level of satisfaction on a scale of one to five where ONE is very dissatisfied, TWO is somewhat dissatisfied, THREE is neither dissatisfied nor satisfied, FOUR is somewhat satisfied, and FIVE is very satisfied. The first question is...

Q5a (ask only if Q3a = 1): How dissatisfied or satisfied were you with the help Vocational Rehabilitation Staff gave you with job or career planning while in your High School program? Again, do not include GED programs.

RE-READ ON IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q5b (ask only if Q3b = 1): How dissatisfied or satisfied were you with the help Vocational Rehabilitation Staff gave you with job or career planning while in your GED program? Would you say you were ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very satisfied?

RE-READ ON IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Section 4: Educational Programs

For the next set of questions, I'm going to read you a list of educational programs.

Q6a: Please indicate with a simple "yes" or "no" whether you were EVER OFFERED an opportunity by the Vocational Rehabilitation Staff to participate in any of the following programs?

- a. Technical or trade school, such as electrician, construction, dog grooming, or cosmetology.
- b. On-the-job training
- c. Two-year college degree
- d. Four-year college degree
- e. Job Corps (PRONOUNCE "core")

- 1 -Yes
- 2 - No
- 8 - Don't Know
- 9 - Refused

Q6b: Did you participate in ___(name of program)___?

- a. Technical or trade school, such as electrician, construction, dog grooming, or cosmetology.
- b. On-the-job training
- c. Two-year college degree
- d. Four-year college degree
- e. Job Corps (PRONOUNCE "core")

- 1 -Yes
- 2 - No
- 8 - Don't Know
- 9 - Refused

Q6ca (ask only if Q6ba = 1): How satisfied or dissatisfied were you with the help Vocational Rehabilitation Staff gave you with the technical or trade school program?

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know

9 - Refused

Q6cb (ask only if Q6bb = 1): How satisfied or dissatisfied were you with the help Vocational Rehabilitation Staff gave you with the on-the-job training program?

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q6cc (ask only if Q6bc = 1): How satisfied or dissatisfied were you with the help Vocational Rehabilitation Staff gave you with the two-year college degree program?

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q6cd (ask only if Q6bd = 1): How satisfied or dissatisfied were you with the help Vocational Rehabilitation Staff gave you with the four-year college degree program?

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q6ce (ask only if Q6be = 1): How satisfied or dissatisfied were you with the help Vocational Rehabilitation Staff gave you with the Job Corps program? **Interviewer note:** Pronounced "CORE"

RE-READ ONLY IF NECESSARY

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied or
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Section 5: Employment History

The next set of questions asks about your employment history.

Q7 (ask only if Q3a = 1 and Q4a = 2 or 3): How many jobs have you had since you left High School? Specify number 0-87.

- 88 - Don't Know
- 99 - Refused

Q8: Are you currently employed?

- 1 - Yes
- 2 - No (skip to Q21)

DO NOT READ

- 8 - Don't Know (skip to Q23)
- 9 - Refused (skip to Q23)

Q9: Did you get your current job as a result of the services you received from the Vocational Rehabilitation Program?

- 1 - Yes (skip to Q15)
- 2 - No (skip to Q10)

DO NOT READ

- 8 - Don't Know (skip to Q10)
- 9 - Refused (skip to Q10)

Q10: Did you get ANY job as a result of the services you received from the Vocational Rehabilitation Program?

- 1 - Yes (skip to Q11)
- 2 - No (skip to Q15)

DO NOT READ

- 8 - Don't Know (skip to Q15)
- 9 - Refused (skip to Q15)

Q11: When your case was closed, were you in a job that the Vocational Rehabilitation Program helped place you in?

- 1 - Yes (skip to Q12)
- 2 - No (skip to Q15)

DO NOT READ

- 8 - Don't Know (skip to Q15)
- 9 - Refused (skip to Q15)

Q12: Are you currently employed in that same job?

- 1 - Yes (skip to Q15)
- 2 - No (skip to Q13)

DO NOT READ

- 8 - Don't Know (skip to Q15)
- 9 - Refused (skip to Q15)

Q13: Are you currently employed in the same career field as the job you were in when your case was closed?

- 1 - Yes (skip to Q14)
- 2 - No (skip to Q15)

DO NOT READ

- 8 - Don't Know (skip to Q15)
- 9 - Refused (skip to Q15)

Q14: Compared to the job you had when your case was closed, does your current job provide

you with either equal or better pay OR equal or better benefits?

IF THEY ANSWER “EQUAL or BETTER PAY OR EQUAL OR BETTER BENEFITS,”
PROBE: We are looking for a “yes” or “no” answer.

- 1 - Yes (skip to Q15)
- 2 - No (skip to Q15)

DO NOT READ

- 8 - Don't Know (skip to Q15)
- 9 - Refused (skip to Q15)

Q15: In what kind of job are you employed? I am going to read you a list of occupations. Please allow me to read the entire list before answering. ONE is Agricultural, Forestry, Fishing and Related, TWO is Clerical and Administrative Support, THREE is Managerial and Administrative, FOUR is Production, Construction, Operating, Maintenance and Material Handling, FIVE is Professional, Paraprofessional and Technical, SIX is Sales and Related Occupations, for example cashiers and stock takers, SEVEN is Service Occupations, for example food service and attendants, and EIGHT is Other.

INTERVIEWER NOTE: See study materials for list of sales and service occupations.

- 1 - Agricultural, Forestry, Fishing and Related
- 2 - Clerical and Administrative Support
- 3 - Managerial and Administrative
- 4 - Production, Construction, Operating, Maintenance and Material Handling
- 5 - Professional, Paraprofessional and Technical
- 6 - Sales and Related Occupations, for example cashiers and stock takers
- 7 - Service Occupations, for example food service and attendants
- 8 - Other (specify)

DO NOT READ

- 88 - Don't Know
- 99 - Refused

SPECIFY: [_____](50 characters)

Q16: How dissatisfied or satisfied are you with your current job? Would you say you are ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very satisfied?

Re-read only if necessary

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied

- 4 - Somewhat satisfied
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q17: How long have you had your current job? Specify 0 - 87

Interviewer: First enter the duration and then the units

Duration

Units

- 1 - days
- 2 - weeks
- 3 - months
- 4 - years

DO NOT READ

- 88 - Don't Know
- 99 - Refused

Q18: How many hours do you normally work each week? Specify 0 - 160 hours

DO NOT READ

- 888 - Don't know
- 999 - Refused

Q19: How much money are you normally paid per hour? Specify 0.00 - 87.99. **NOTE:** If they make more than \$87.99 enter \$87.99 and make a note here.

- Dollars
- Cents

DO NOT READ

- 88 - Don't know
- 99 - Refused

Q20: Which, if any, of the following benefits do you receive as part of your current employment? Please respond with a simple "yes" or "no."

- a. Paid federal or state holidays
- b. Paid vacations
- c. Health insurance
- d. Paid sick leave

- e. Retirement plan
- f. Meals
- g. Daycare
- h. Clothes/Uniform allowance
- i. Other (specify)

- 1 – Yes
- 2 – No

DO NOT READ

- 8 - Don't Know
- 9 - Refused

INTERVIEWER NOTE: FOR OTHER, ASK "Are there any other benefits that you receive from your current job that I didn't mention?"

SPECIFY: [_____](50 characters)

INTERVIEWER NOTE: FOR OTHER, ASK "Are there any other benefits that you receive from your current job that I didn't mention?"

SPECIFY: [_____](50 characters)

Q21: What is the MAIN REASON you are not currently employed? Please allow me to read the entire list before answering and choose ONLY ONE response.

READ

- 1 - Attending school
- 2 - Volunteering
- 3 - Employer could not accommodate my disability
- 4 - Fired or laid off from previous job
- 5 - Could not find any job
- 6 - Could not find the kind of job I wanted
- 7 - Could not find a job I was qualified for
- 8 - Lack of transportation
- 9 - Could not work because of family commitments
- 10 - Could not work because of other commitments
- 11 - Did not want to lose health insurance from another source
- 12 - Changed my mind about the value of working

DO NOT READ

- 77 - Other (specify)
- 78 – Disability
- 79 - Other medical reason (not disability-related)
- 88 - Don't Know
- 99 - Refused

INTERVIEWER NOTE: Read 78 and 79 ONLY if respondent mentions their disability as a reason for not working; but be sure to read BOTH 78 and 79, **PROBE:** "So would the MAIN reason you are not currently employed be because of your disability or some other medical reason not disability related?"

THIS SPACE IS ONLY FOR CODE 77, "OTHER" SPECIFY:

SPECIFY: [_____](50 characters)

Q22 (ask only if Q20c = 2): Do you receive health insurance coverage from ANY source?

- 1 - Yes
- 2 - No

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Section 6: Vocational Rehabilitation Services

The next set of questions asks about the State of Nevada's Vocational Rehabilitation services.

Q23: Have you EVER received any of the following services from the Vocational Rehabilitation program? Please respond with a simple "yes" or "no."

- a. Job placement
- b. Job coaching
- c. Other support from vocational rehabilitation employees other than your counselor

- 1 – Yes
- 2 – No

DO NOT READ

- 8 – Don't Know
- 9 - Refused

Interviewer note: Read only if they are not sure what you are referring to in item C above, "For example, clerical staff or a technician." See below also.

DEFINITIONS FOR INTERVIEWER (Read only if requested) "Job Placement" means being placed, in an integrated work environment with disabled and non-disabled employees for at least minimum wage. Job placement services include things like being referred to a job developer,

being referred to another agency, or receiving services like help preparing a resume or developing interviewing skills.

A "Job Coach" is someone who works with you to provide support such as verbal reinforcement, reminders, or additional training. The Job coach might work through difficulties that arise at your place of employment either initially or after the participant has been employed for a period of time.

Services from other vocational rehabilitation employees other than your counselor include things like scheduling appointments, help with transportation needs, and assistance filling out applications.

Q24 (ask only if Q23a = 1): How dissatisfied or satisfied were you with the job placement services you received from the Vocational Rehabilitation program? Job placement services include services such as interest and skill testing. Would you say you were ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very satisfied?

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied
- 5 - Very satisfied

- 8 - Don't Know
- 9 - Refused

Q25 (ask only if Q23b = 1): How dissatisfied or satisfied were you with the job coaching services you received from the Vocational Rehabilitation program? Would you say you were ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very satisfied?

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q26 (ask only if Q23c = 1): How dissatisfied or satisfied were you with the other vocational rehabilitation services you received from employees other than your counselor in the Vocational Rehabilitation program? Would you say you were ONE very dissatisfied, TWO somewhat dissatisfied, THREE neither dissatisfied nor satisfied, FOUR somewhat satisfied, or FIVE very

satisfied?

Re-read only if necessary

- 1 - Very dissatisfied
- 2 - Somewhat dissatisfied
- 3 - Neither dissatisfied nor satisfied
- 4 - Somewhat satisfied
- 5 - Very satisfied

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q27: Assistive technology services include things like providing or purchasing devices to help with vision, hearing, communication, or changes to your home or workplace. I'm going to read you a list of various TYPES of assistive technology devices you may have received. Please indicate with a simple "yes" or "no" whether or not you have received the following DEVICES:

- a. Devices to help with your hearing, for example, hearing aids, alert signal systems, telephone amplifiers or decoders.
- b. Devices to help with your vision, for example, glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment.
- c. Devices to help with getting around, for example, transportation, canes or wheelchairs, orthotics or prosthetics.
- d. Devices to help make your home or workplace more accessible, for example, specialized office equipment, foot stools, or book or copy holders.
- e. Devices to help with your communication, for example, hand-held digital recorders or an AAC box or iPhone.
- f. Devices to help with something else that was not already mentioned above

- 1 – Yes
- 2 – No

DO NOT READ

- 8 – Don't Know
- 9 – Refused

INTERVIEWER NOTE: FOR OTHER, ASK "And what was the assistive technology DEVICE you received?"

SPECIFY: [_____](50 characters)

PROBE: IF PERSON SAYS THEY RECEIVED COMPUTER SOFTWARE OR HARDWARE, PLEASE ASK: "For which of the following categories did you receive the computer software or hardware: hearing, vision, getting around, changes to your home or

workplace, communication, or something else?” IF IT FALLS UNDER ONE OF THE ABOVE CATEGORIES: a) hearing; b) vision; c) getting around d) home or workplace e) communication, DO NOT CODE AS “OTHER”

Q28: Overall, how would you rate the quality of those assistive technology DEVICES you received? Would you say they were poor, fair, good, or excellent?

RE-READ ONLY IF NECESSARY

- 1 – Poor
- 2 – Fair
- 3 - Good or
- 4 – Excellent

DO NOT READ

- 8 - Don't Know
- 9 - Refused

IF PERSON SAYS SOMETHING ABOUT THE SERVICE OR THE PROVIDER, BUT NOT THE DEVICE, PROBE: “For this question, we are asking you to rate the device itself, not the person who provided the device to you or explained how to use the device.”

Q29: Who first told you about the transition student services available to you from the Nevada Department of Employment Training and Rehabilitation?

READ

- 1 – Parent
- 2 – Friend
- 3 - Teacher
- 4 - School counselor
- 5 - Found out about them by myself, or
- 6 - Someone else (specify)

DO NOT READ

- 8 - Don't Know
- 9 - Refused

SPECIFY: [_____](50 characters)

Section 5: Needed Improvements and Positive Aspects

Q30: Based on your experiences with the transition services you have received, how unlikely or likely is it that you would recommend these services to other students who might need them? Would you say ONE very unlikely, TWO somewhat unlikely, THREE neither unlikely nor likely, FOUR somewhat likely or FIVE very likely:

- 1 - very unlikely
- 2 - somewhat unlikely
- 3 - neither unlikely nor likely
- 4 - somewhat likely
- 5 - very likely

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Q31: Based on your experiences with the student transition program, are there any specific **CHANGES** that you think could be made in order to **IMPROVE** the program?

- 1 - To answer (specify)
- 2 - No comments

Q32: Based on your experiences with the student transition program, are there any specific **POSITIVE** aspects that should be continued or expanded in the future?

- 1 - To answer (specify)
- 2 - No comments

Q33: Which Vocational Rehabilitation location did you receive all OR a majority of your services from?

NOTE: You may only select one, if you received services from multiple locations, please select the location you received the majority of your services from.

- 1 - Carson City (1370 South Curry Street)
- 2 - Carson City (1933 North Carson Street)
- 3 - Elko (172 6th Street)
- 4 - Ely (1500 Ave F #1)
- 5 - Fallon (121 Industrial Way)
- 6 - Henderson (119 Water Street)
- 7 - Las Vegas (3016 West Charleston Boulevard - Suite 200; "West Bay")
- 8 - Las Vegas (6161 West Charleston Boulevard; "Mental Health Campus")
- 9 - Las Vegas (3405 South Maryland Parkway)
- 10 - North Las Vegas (2827 Las Vegas Boulevard North; "North Town")
- 11 - Reno (1325 Corporate Boulevard; "Corporate Office")
- 12 - Reno (4001 South Virginia Street; "Old Town Mall")
- 13 - Sparks (1675 East Prater Way)
- 14 - Winnemucca (475 West Haskell, #2)
- 15 - Other [please enter here]

Q34: How did you first find out about the Vocational Rehabilitation Program services available to you from the Nevada Department of Employment Training and Rehabilitation?

READ ONLY IF NECESSARY:

- 01 - Television
- 02 - Radio
- 03 - Internet
- 04 - Newspaper
- 05 - Brochure
- 06 - Billboard
- 07 - Friend
- 08- Relative or
- 09- Other community resource (For example, school counselor, Job Connect, disability resource center) (specify)

DO NOT READ

- 88 - Don't Know
- 99 - Refused

SPECIFY: [_____](50 characters)

Q35: Was Vocational Rehabilitation Program information given to you in your preferred format, such as large font, Braille, or electronically?

- 1 - Yes
- 2 - No (skip to Q35a)

- 8 - Don't Know
- 9 - Refused

IF NO TO Q35: Q35a

What format would you have preferred?

Read

- 1 – Large font
- 2 – Braille
- 3 – Electronically
- 4 – Alternative Language (specify)
- 5 – Other (specify)

DO NOT READ

- 8 - Don't Know
- 9 - Refused

IF 4 to Q35a: Can you please specify what other language you would have preferred?
[_____](50 characters)

IF 5 to Q35a: Can you please specify what other format you would have preferred?
[_____](50 characters)

Q36

How frequently did you receive any natural support (for example, help from a friend, relative, neighbor, co-worker, etc.) while you were in the Vocational Rehabilitation Program?

Read

- 1 – Never
- 2 – Seldom
- 3 – Sometimes
- 4 – Often

DO NOT READ

- 8 - Don't Know
- 9 - Refused

Closing Statement

Those are all the questions I have. I'd like to thank you on behalf of the Department of Employment, Training, and Rehabilitation for answering these questions. Thanks again. Goodbye.

IWER: READ ONLY IF RESPONDENT HAS FURTHER QUESTIONS.

If you have any questions about this survey, you may call my supervisor toll-free at 1-800-929-9079 or 1-775-784-6421.

- 1 - To continue

Appendix C: Cover Letter Invitations

Cover Letter Invitation to General Clients

Dear CLIENT,

The State of Nevada Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of individuals who have received our services. Every year, we contact people who worked with our vocational rehabilitation counselors and received help with training, finding a job, or going from school to work or post-educational activities. We are interested in knowing your opinions about the Vocational Rehabilitation Division, its services, and its employees, in order to improve our services in the future. Whether you feel that the service you received from the Vocational Rehabilitation Division was good or bad, we would like to find out what you think. There is no such thing as a right or wrong answer; we are only interested in your opinion.

All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Vocational Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Vocational Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Vocational Rehabilitation Division processes based upon your input.

As an incentive, the Vocational Rehabilitation Division is holding a drawing for four prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno, Center for Research Design and Analysis, and will include brief questions about your experiences with the Vocational Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time. Remember, to be eligible for the VISA gift card you must participate in the survey.

If you would like more information about the survey, you may call 1-800-929-9079. If you would like to take the survey on the Internet instead, please take a moment to go to this web address: <http://dhs.unr.edu/crda/client>. This website also contains some Frequently Asked Questions (FAQs) about this study. The web-based survey also takes only about 10 minutes to complete. When you get to the website, the survey will ask you to enter your User ID number. Thank you in advance for your participation. Your User ID is 00000.

Sincerely,

Shelley Hendren,
Administrator

Cover Letter Invitation to OIB Clients

Dear CLIENT,

The State of Nevada Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of individuals who have received our services. Every year, we contact people who worked with our rehabilitation counselors and received help from our programs or activities. We are interested in knowing your opinions about the Rehabilitation Division, its services, and its employees, in order to improve our services in the future. This includes the Older Individuals Who Are Blind Program, which is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work, but it is used more for independent living assistance with activities of daily living, for example, help with daily living skills and with mobility instruction.

Whether you feel that the service you received from the Rehabilitation Division was good or bad, we would like to find out what you think. There is no such thing as a right or wrong answer; we are only interested in your opinion.

All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Rehabilitation Division processes based upon your input.

As an incentive, the Rehabilitation Division is holding a drawing for two prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno, Center for Research Design and Analysis, and will include brief questions about your experiences with the Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time. Remember, to be eligible for the VISA gift card you must participate in the survey. We will not base those who win on survey responses, only on your participation.

If you would like more information about the survey, you may call 1-800-929-9079 or go to <http://dhs.unr.edu/crda/oib>. This website contains some Frequently Asked Questions (FAQs) about this study. If you call, please have this User ID available, ID 00000. Thank you in advance for your participation.

Sincerely,

Shelley Hendren,
Administrator

Cover Letter Invitation to Student Clients

Dear CLIENT,

The State of Nevada Rehabilitation Division, in cooperation with the University of Nevada (UNR), Center for Research Design and Analysis, is conducting a survey of students who have received our services. Every year, we contact individuals who worked with our rehabilitation counselors and received help with training, finding a job, or going from school to work or post-educational activities. We are interested in knowing your opinions about the Rehabilitation Division, its services, and its employees, in order to improve our services in the future. Whether you feel that the service you received from the Rehabilitation Division was good or bad, we would like to find out what you think. As an incentive, the Rehabilitation Division is holding a drawing for six prepaid Visa gift cards valued at \$50.00 each, which can be used at any location that accepts VISA. The winners will be selected from those who responded to the survey.

The survey will be conducted by the University of Nevada, Reno, Center for Research Design and Analysis, and will include brief questions about your experiences with the Rehabilitation Division. An interviewer from the University of Nevada, Reno will be calling your household within the next 2-3 weeks to conduct the survey over the telephone. The interview will only take about 10 minutes of your time to complete. If the call comes at a busy time, please let the interviewer know a more convenient time.

All of your responses are confidential and your name or any other identifying information will not be given to anyone at the Rehabilitation Division. UNR will compile all the responses and will share only the collective results with the Rehabilitation Division. UNR will then provide suggested actions necessary to examine the Rehabilitation Division processes based upon your input.

If you would like more information about the survey, you may call 1-800-929-9079. If you would like to take the survey on the Internet instead, please take a moment to go to this web address: <http://dhs.unr.edu/crda/student>. This website also contains some Frequently Asked Questions (FAQs) about this study. The web-based survey also takes only about 10 minutes to complete. When you get to the website, the survey will ask you to enter your User ID number. Thank you in advance for your participation. Your User ID is 00000.

Sincerely,

Shelley Hendren,
Administrator

Appendix D: Website Information about Study

Client FAQ

What is the Vocational Rehabilitation Survey about?

The Department of Employment, Training and Rehabilitation (DETR) has enlisted the services of the Center of Research Design and Analysis to help collect assessment information on client satisfaction of their services. The Vocational Rehabilitation Survey determines satisfaction with vocational rehabilitation services and gathers basic information on consumer needs and barriers to employment.

Who is in charge of the project?

The Center for Research Design and Analysis (CRDA) is conducting this study on behalf of the Nevada Department of Employment, Training and Rehabilitation (DETR). The principal investigator is Dr. Veronica Dahir, faculty member at the University of Nevada, Reno.

What types of questions will you ask in the survey?

The survey is a combination of open-ended and close-ended questions which will assess client satisfaction with the Nevada Department of Employment, Training and Rehabilitation services. No identifying information will be collected.

Who are you conducting the survey for?

The study is being conducted for the Nevada Department of Employment, Training and Rehabilitation (DETR).

Who is funding the project?

The study is being funded by the Nevada Department of Employment, Training and Rehabilitation (DETR).

How can I verify who is funding research project?

You can contact Kelli Quintero at the Nevada Department of Employment, Training and Rehabilitation (DETR) at (775) 684-4060 to verify the current study. You may also contact the Center for Research Design and Analysis at (800) 929-9079.

How will the data you collect be used?

The data will be used to help the Nevada Department of Employment, Training and Rehabilitation (DETR) assess their current services provided to clients, and assist in implementing or changing future services.

Can I get a copy of the project results? Will the project results be published?

The project results will be disseminated through the Nevada Department of Employment, Training and Rehabilitation (DETR). The results will not be publicly published.

Where did you get my name and phone number?

Your name and number were provided to us by the Nevada Department of Employment, Training and Rehabilitation (DETR) as a client of either vocational rehabilitation services or transition student services.

Why are you asking me to participate in this study?

You are being invited to participate in this research project because you are a current or past client of the Nevada Department of Employment, Training and Rehabilitation (DETR).

How did you pick me?

Your name was provided to us by the Nevada Department of Employment, Training and Rehabilitation as a client of either vocational rehabilitation services or transition student services.

Will it be possible to identify me by inference?

All the information you provide us will only be used in summary or aggregate form. No individual responses will be reported and no names will be connected to the data during data analysis.

Who will see my name and have access to my responses?

Survey data, code sheets, and identifying information will be stored separately in secure file cabinets for five years. Access to the data will be restricted to project personnel at the Center for Research Design and Analysis (CRDA), and the Nevada Department of Employment, Training and Rehabilitation (DETR). CRDA and DETR will not be able to identify your personal responses.

Why can't I fill out a mail survey or a web-based survey?

The current survey(s) are not available in a mail-survey format. There is a web-based survey, however, if you have an impairment that would prevent you from taking the survey via the phone.

Here you may take the web-based survey and enter the case id number that was given to you.

I am on the Do Not Call List. Why are you calling me?

The National Do Not Call List and Nevada's Do Not Call List applies to telemarketers, not to researchers or surveyors. We are researchers, and we are not selling anything or asking for donations.

I already did this last year. Why are you calling me again?

We understand and appreciate your help with the previous year. Your answers helped the Department of Employment, Training and Rehabilitation (DETR) improve their services and that is why we are calling you again. We conduct this study every year and we would appreciate your help once more, so that DETR can keep improving their services in order to serve its clients with better satisfaction.

I have a question not covered here.

If you have further questions about this project, please call us at (800) 929-9079.

OIB Client FAQ

What is the Older Individuals Who are Blind Program (OIB) Survey about?

The State of Nevada Department of Employment, Training and Rehabilitation (DETR) has enlisted the services of the Center for Research Design and Analysis (CRDA) to help collect assessment information on client satisfaction of their services. This includes the Older Individuals Who are Blind Program (OIB), which is for adults 55 and older who are blind or visually impaired. This program does not cover assistance for finding work, but it is used more for independent living assistance with activities of daily living, for example, help with daily living skills and with mobility instruction.

Who is in charge of the project?

The Center for Research Design and Analysis (CRDA) is conducting this study on behalf of the Nevada Department of Employment, Training and Rehabilitation (DETR). The principal investigator is Dr. Veronica Dahir, faculty member at the University of Nevada, Reno.

What types of questions will you ask in the survey?

The survey is a combination of open-ended and close-ended questions which will assess client satisfaction with the Nevada Department of Employment, Training and Rehabilitation services. No identifying information will be collected.

Who are you conducting the survey for?

The study is being conducted for the Nevada Department of Employment, Training and Rehabilitation (DETR).

Who is funding the project?

The study is being funded by the Nevada Department of Employment, Training and Rehabilitation (DETR).

How can I verify who is funding research project?

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How will the data you collect be used?

The data will be used to help the Nevada Department of Employment, Training and Rehabilitation (DETR) assess their current services provided to clients, and assist in implementing or changing future services.

Can I get a copy of the project results? Will the project results be published?

The project results will be disseminated through the Nevada Department of Employment, Training and Rehabilitation (DETR). The results will not be publicly published.

Where did you get my name and phone number?

Your name and number were provided to us by the Nevada Department of Employment, Training and Rehabilitation (DETR) as a client of either vocational rehabilitation services or transition student services.

Why are you asking me to participate in this study?

You are being invited to participate in this research project because you are a current or past client of the Nevada Department of Employment, Training and Rehabilitation (DETR).

How did you pick me?

Your name was provided to us by the Nevada Department of Employment, Training and Rehabilitation as a client of either vocational rehabilitation services or transition student services.

Will it be possible to identify me by inference?

All the information you provide us will only be used in summary or aggregate form. No individual responses will be reported and no names will be connected to the data during data analysis.

Who will see my name and have access to my responses?

Survey data, code sheets, and identifying information will be stored separately in secure file cabinets for five years. Access to the data will be restricted to project personnel at the Center for Research Design and Analysis (CRDA), and the Nevada Department of Employment, Training and Rehabilitation (DETR). CRDA and DETR will not be able to identify your personal responses.

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The National Do Not Call List and Nevada's Do Not Call List applies to telemarketers, not to researchers or surveyors. We are researchers, and we are not selling anything or asking for donations.

I already did this last year. Why are you calling me again?

We understand and appreciate your help with the previous year. Your answers helped the Department of Employment, Training and Rehabilitation (DETR) improve their services and that is why we are calling you again. We conduct this study every year and we would appreciate your help once more, so that DETR can keep improving their services in order to serve its clients with better satisfaction.

I have a question not covered here.

If you have further questions about this project, please call us at (800) 929-9079.

Student Client FAQ

What is the Transition Student Survey about?

The Department of Employment, Training and Rehabilitation (DETR) has enlisted the services of the Center of Research Design and Analysis to help collect assessment information on client satisfaction of their services. The Transition Student Survey is being assessed to collect information regarding client/student satisfaction on DETR services, including:

Satisfaction with vocational rehabilitation (VR) and school services.
Work and education history.
Barriers and/or problems on the job.

Who is in charge of the project?

The Center for Research Design and Analysis (CRDA) is conducting this study on behalf of the Nevada Department of Employment, Training and Rehabilitation (DETR). The principal investigator is Dr. Veronica Dahir, faculty member at the University of Nevada, Reno.

What types of questions will you ask in the survey?

The survey is a combination of open-ended and close-ended questions which will assess client satisfaction with the Nevada Department of Employment, Training and Rehabilitation services. No identifying information will be collected.

Who are you conducting the survey for?

The study is being conducted for the Nevada Department of Employment, Training and Rehabilitation (DETR).

Who is funding the project?

The study is being funded by the Nevada Department of Employment, Training and Rehabilitation (DETR).

How can I verify who is funding research project?

You can contact Kelli Quintero at the Nevada Department of Employment, Training and Rehabilitation (DETR) at (775) 684-4060 to verify the current study. You may also contact the Center for Research Design and Analysis at (800) 929-9079.

How will the data you collect be used?

The data will be used to help the Nevada Department of Employment, Training and Rehabilitation (DETR) assess their current services provided to clients, and assist in implementing or changing future services.

Can I get a copy of the project results? Will the project results be published?

The project results will be disseminated through the Nevada Department of Employment, Training and Rehabilitation (DETR). The results will not be publicly published.

Where did you get my name and phone number?

Your name and number were provided to us by the Nevada Department of Employment, Training and Rehabilitation (DETR) as a client of either vocational rehabilitation services or transition student services.

Why are you asking me to participate in this study?

You are being invited to participate in this research project because you are a current or past client of the Nevada Department of Employment, Training and Rehabilitation (DETR).

How did you pick me?

Your name was provided to us by the Nevada Department of Employment, Training and Rehabilitation as a client of either vocational rehabilitation services or transition student services.

Will it be possible to identify me by inference?

All the information you provide us will only be used in summary or aggregate form. No individual responses will be reported and no names will be connected to the data during data analysis.

Who will see my name and have access to my responses?

Survey data, code sheets, and identifying information will be stored separately in secure file cabinets for five years. Access to the data will be restricted to project personnel at the Center for Research Design and Analysis (CRDA), and the Nevada Department of Employment, Training and Rehabilitation (DETR). CRDA and DETR will not be able to identify your personal responses.

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I already did this last year. Why are you calling me again?

We understand and appreciate your help with the previous year. Your answers helped the Department of Employment, Training and Rehabilitation (DETR) improve their services and that is why we are calling you again. We conduct this study every year and we would appreciate your help once more, so that DETR can keep improving their services in order to serve its clients with better satisfaction.

I have a question not covered here.

If you have further questions about this project, please call us at (800) 929-9079.

Appendix E: List of Nevada Areas Called

Listing of Nevada Areas Called for Satisfaction Surveys

Southern Nevada

Boulder City
Henderson
Las Vegas
Laughlin
Mesquite
North Las Vegas
Pahrump

Northern Nevada

Carson City
Reno
Sparks
Sun Valley
Washoe Valley

Rural Nevada

Battle Mountain
Carlin
Dayton
Elko
Ely
Fallon
Fernley
Gardnerville
Goldfield
Hawthorne
Lovelock
McGill
Minden
Moundhouse
Owyhee
Ruth
Silver Springs
Spring Creek
Stage Coach
Wadsworth
Wellington
Wells
Winnemucca
Yerington

Appendix F: Open- Ended Response Themes

General Client: Improvement to the Program

“Based on your own experiences with the Vocational Rehabilitation Program, are there any specific CHANGES that you think could be made in order to IMPROVE the program?”

Improvement of Counselor-Client Communication

- More frequent communication, including following-up in a timely manner; Unsatisfied with communication (“Getting a hold of them is very difficult”)
- Desire for counselors to understand clients’ particular needs. Clients recommended that counselors and staff try to sympathize and understand clients’ situations (“They just assumed that I knew what to do. They just spoke like I could hear”)

Expansion of Services/More Program Funding

- More funding to meet clients’ needs, such as providing more programs and services
- Clients understand that counselors cover a large work-load and are unable to offer as much help as possible. Clients recommend hiring more counselors to help ease their work-loads. (“My counselor had such a heavy case load it was hard to get in and see her when I needed to”)
- Offer even more classes for clients; clients find current classes helpful.

Improvement in Programs and Services

- Finding more vendors for services, technology, and other devices (“they need to get more business to participate”)
- Recommend explaining services available to clients from the beginning (“tell people of all the services they offer”)
- Desire for more training (e.g., computer training)
- More information about services so that more people can learn about opportunities
- Speed up time to receive services

Counselors/Staff

- Greater knowledge of different types of disabilities (“have more counselors who are deaf to work with other deaf individuals”)
- More one-on-one time with clients
- Lack of continuity with counselors/staff (e.g., clients felt that they dealt with too many different counselors/staff due to high turn-over)

Service Location

- Clients were concerned with the location of programs and services; some services are too far away

General Client: Positive Aspects of Program

“Based on your own experiences with the Vocational Rehabilitation Program, are there any specific POSITIVE aspects that should be continued or expanded in the future?”

Benefits

- Continue helping clients obtain work necessities (e.g., clothing, tools, and transportation).
- Access to assistive technology (e.g., hearing aid and laptops) and medical exams (e.g., eye and hearing exams).
- Clients appreciated training services to help with getting and keeping a job (e.g., resume workshop, job interview class, and job coaches). Recommend continuing these services and possibly expanding them to different locations in Nevada.
- The assistive technology devices are very helpful, and many clients suggest more information and advertising about available devices.

Counselors/Staff

- Clients described counselors and staff members positively: responsive, kind, caring, supportive, helpful, hardworking, accessible, encouraging, respectful, and polite.
- Clients expressed a desire for counselors/staff to be more knowledgeable of their particular disabilities and individual needs.
- Clients believed that counselors/staff were doing the best that they could, but improvement could be achieved with more funding.

OIB: Improvement to the Program

“Based on your own experiences with the Older Individuals Who Are Blind Program, are there any specific CHANGES that you think could be made in order to IMPROVE the program?”

Improvement of Counselors/Staff/Program

- Greater communication between counselors and clients, such as following-up with clients
- Instructors need to be understanding of and helpful to clients, such as explaining technology and other services.
- More social activities among OIB clients (e.g., “I expected more social activities and it was not a part of my program.”)

Improvement of Equipment

- Wider range of available equipment.
- More opportunities for training, especially with specific technologies

Improvement of Information

- Public advertising so more people are aware of services (e.g., “Make their services more known to the public.”)
- Information for other services or devices that may be available (e.g., “Maybe a listing of resources.”)
- Easier access to information about the program and services; generally feeling from clients that it is difficult to find and share information with other people who might be interested in services

Funding

- More funding for counselors and staff, more funding for devices
- More locations for services (e.g., “They do not have enough offices.”)

OIB: Positive Aspects of Program

“Based on your own experiences with the Older Individuals Who Are Blind Program, are there any specific POSITIVE aspects that should be continued or expanded in the future?”

Counselors/Staff

- Helpful (e.g., “They seem to anticipate my needs. They called me with things that I did not even think about. They are very thoughtful.”)
- Considerate and friendly (e.g., “They are very considerate in calling before they visit.”)
- Responsive (e.g., “They were very responsive and punctual.”)
- Provided individualized care

Equipment/Training

- The equipment is helpful
- Clients especially liked magnifiers and clocks
- Assistive technology should continue to be provided to clients

Student: Improvement to the Program

“Based on your experiences with the student transition program, are there any specific CHANGES that you think could be made in order to IMPROVE the program?”

Counselors/Staff

- Students reported frustration with the turn-over of counselors, desire more continuity (“just stick with one counselor because I do not want to meet a new one every month”)
- More communication, including phone calls or e-mails
- Recommend opening offices/providing services in more rural locations

Needs of Clients

- More individual attention from counselors
- Respond to clients’ needs in a more timely fashion
- Follow-up with clients
- Better advertisement of services available to students (“telling clients more about the kind of services they offer”)
- Clear expectations for students who enroll in the program
- Focus on other skills beyond finding a job, such as living independently and how to conduct oneself in the workplace (“create more sources of revenue to help drive, [and]... specialized skills”)

Job Placement Needs

- Greater effort to find jobs that clients desire, including a greater variety of jobs
- Broaden job training and coaching opportunities

Student: Positive Aspects of Program

“Based on your experiences with the student transition program, are there any specific POSITIVE aspects that should be continued or expanded in the future?”

Employment Opportunities

- Continue to help clients find employment
- Continue the job assessment program
- Expand the number of job options
- Continue to keep in contact with students throughout the time in the program

Staff/Counselors

- Continue having face-to-face interactions with clients
- Provided great assistance with job applications and interview preparation
- Counselors were helpful and caring, responded quickly to client problems
- Counselors were patient and kind, provided honest feedback
- Counselors and staff were professional