New Summary Report - 06 April 2016
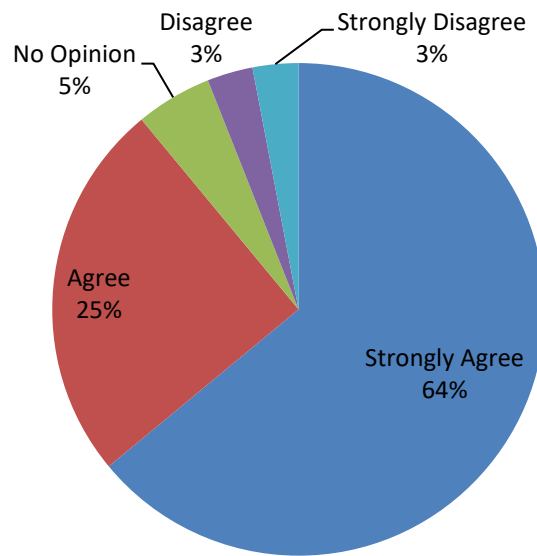
1. I was treated with respect by the Division of Vocational Rehabilitation (VR).
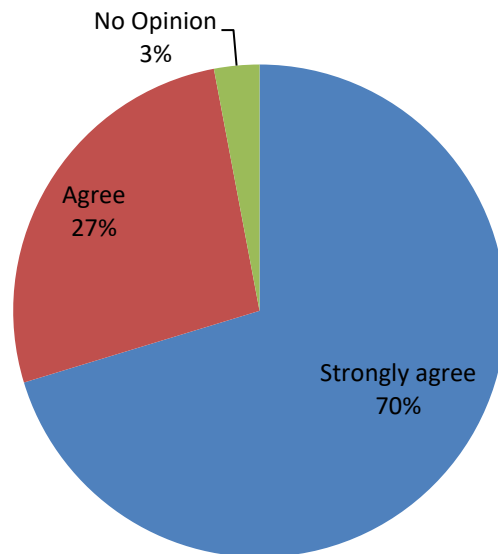
Value	Percent	Count
Strongly agree	70.7%	53
Agree	26.7%	20
No Opinion	2.7%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Total		75

2. My counselor and I had a good working relationship.

Value	Percent	Count
Strongly Agree	64.0%	48
Agree	25.3%	19
No Opinion	5.3%	4
Disagree	2.7%	2
Strongly Disagree	2.7%	2
Total		75

3. DVR staff were available to help me when needed.
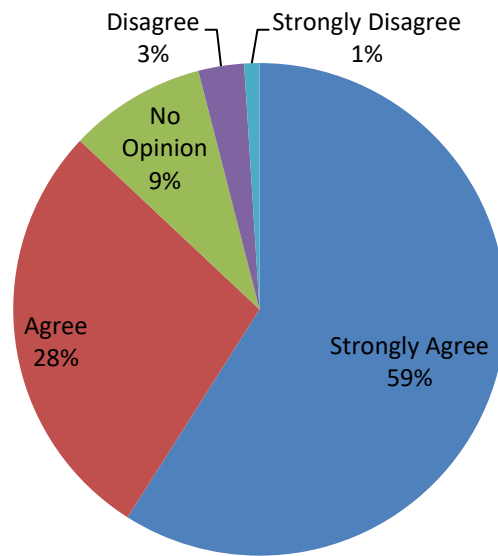
Value	Percent	Count
Strongly Agree	58.7%	44
Agree	28.0%	21
No Opinion	9.3%	7
Disagree	2.7%	2
Strongly Disagree	1.3%	1
Total		75

4. My phone calls were returned in a reasonable amount of time.
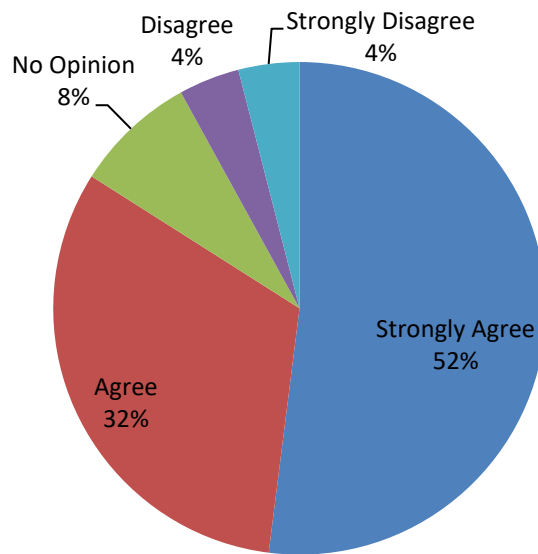
Value	Percent	Count
Strongly Agree	52.0%	39
Agree	32.0%	24
No Opinion	8.0%	6
Disagree	4.0%	3
Strongly Disagree	4.0%	3
Total		75

5. I was able to see my counselor when I needed to.
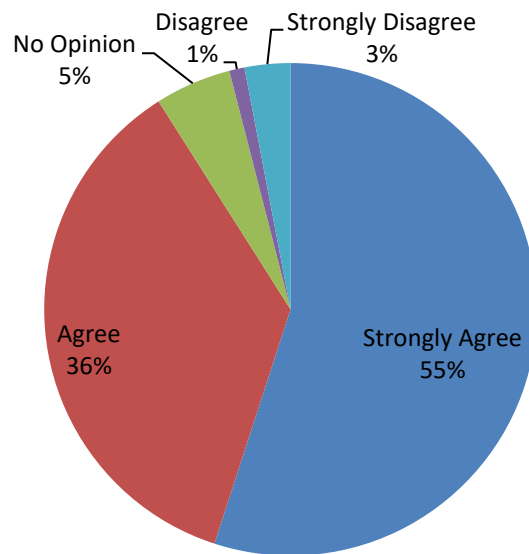
Value	Percent	Count
Strongly Agree	54.7%	41
Agree	36.0%	27
No Opinion	5.3%	4
Disagree	1.3%	1
Strongly Disagree	2.7%	2
Total		75

6. I was informed of my right to disagree with and appeal DVR's decisions.
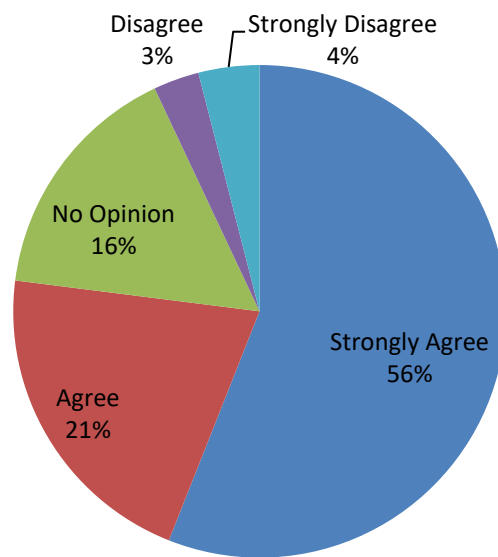
Value	Percent	Count
Strongly Agree	56.0%	42
Agree	21.3%	16
No Opinion	16.0%	12
Disagree	2.7%	2
Strongly Disagree	4.0%	3
Total		75

7. I was aware of the Client Assistance Program and that CAP could help me with disputes with DVR.
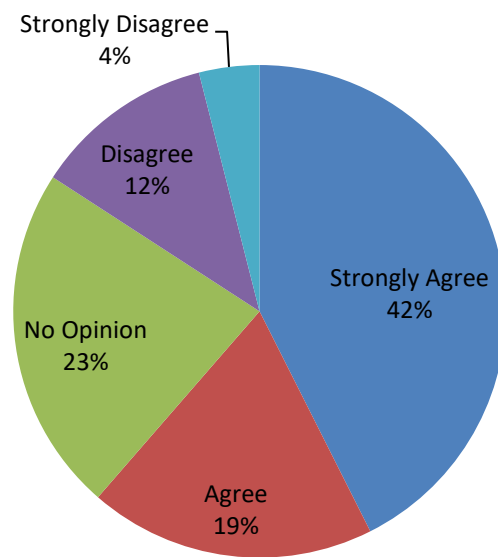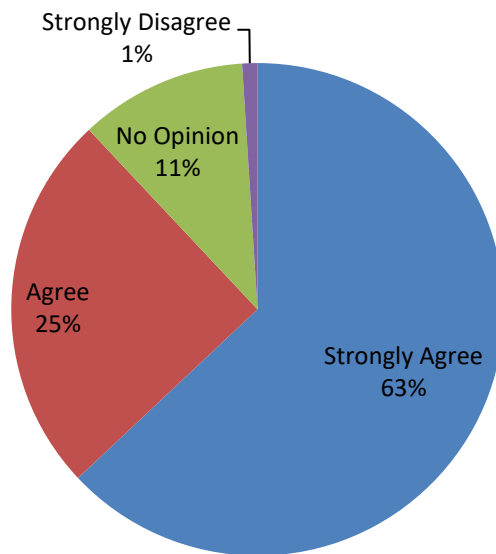

Value	Percent	Count
Strongly Agree	42.7%	32
Agree	18.7%	14
No Opinion	22.7%	17
Disagree	12.0%	9
Strongly Disagree	4.0%	3
Total		75

8. I knew the reason for DVR services was to help me find a job.
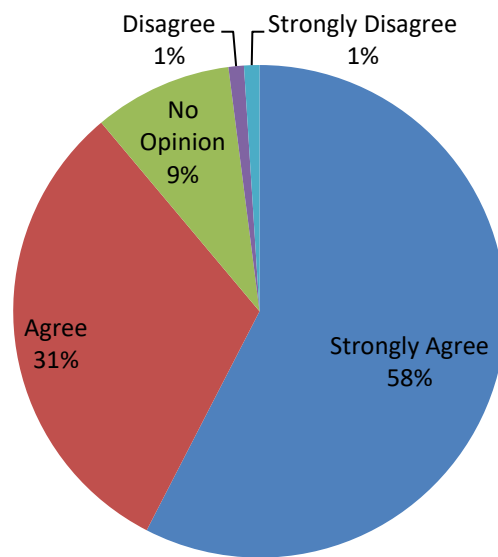
Value	Percent	Count
Strongly Agree	57.3%	43
Agree	30.7%	23
No Opinion	9.3%	7
Disagree	1.3%	1
Strongly Disagree	1.3%	1
Total		75

9. I was involved in choosing my vocational goal.

Value	Percent	Count
Strongly Agree	62.7%	47
Agree	25.3%	19
No Opinion	10.7%	8
Disagree	0.0%	0
Strongly Disagree	1.3%	1
Total		75

10. I helped plan the services I received.
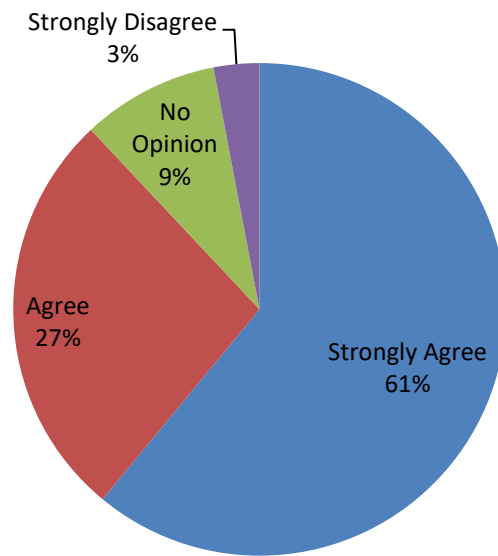
Value	Percent	Count
Strongly Agree	61.3%	46
Agree	26.7%	20
No Opinion	9.3%	7
Disagree	0.0%	0
Strongly Disagree	2.7%	2
Total		75

11. Services were provided to me in a reasonable amount of time.
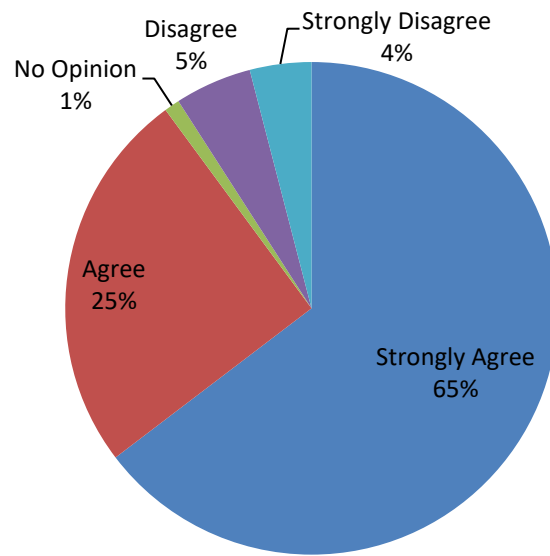
Value	Percent	Count
Strongly Agree	64.0%	48
Agree	25.3%	19
No Opinion	1.3%	1
Disagree	5.3%	4
Strongly Disagree	4.0%	3
Total		75

12. I feel my counselor clearly explained all services available to me.
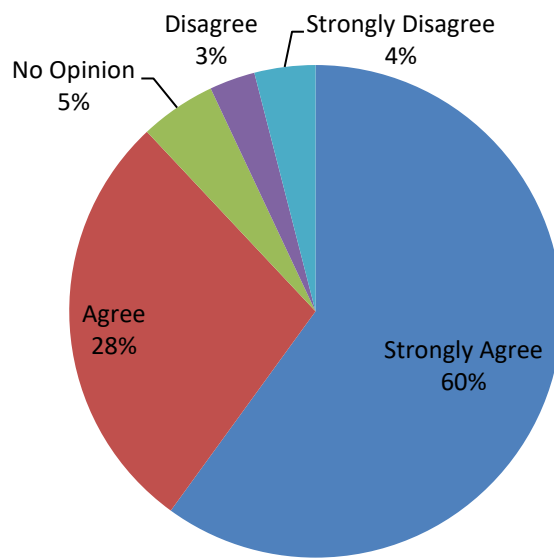
Value	Percent	Count
Strongly Agree	60.0%	45
Agree	28.0%	21
No Opinion	5.3%	4
Disagree	2.7%	2
Strongly Disagree	4.0%	3
Total		75

13. I received enough information to make good choices.
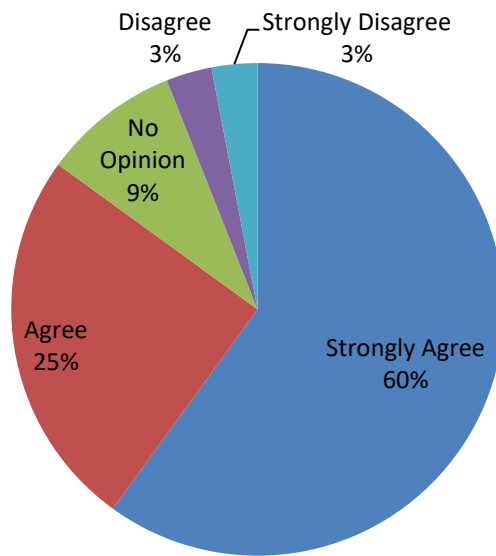
Value	Percent	Count
Strongly Agree	60.0%	45
Agree	25.3%	19
No Opinion	9.3%	7
Disagree	2.7%	2
Strongly Disagree	2.7%	2
Total		75

14. Overall, I am satisfied with the services I received from VR and their service providers.
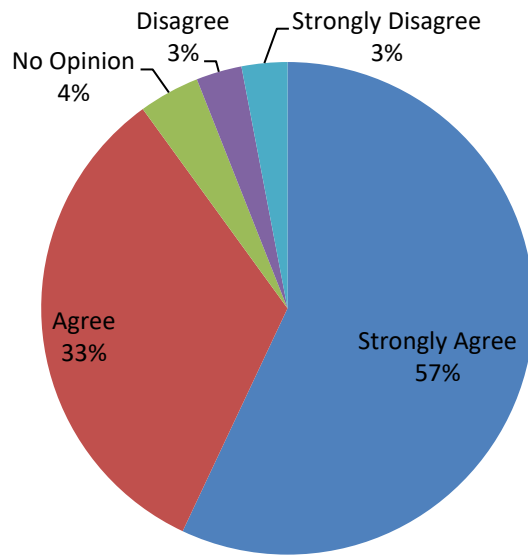
Value	Percent	Count
Strongly Agree	57.3%	43
Agree	33.3%	25
No Opinion	4.0%	3
Disagree	2.7%	2
Strongly Disagree	2.7%	2
Total		75

15. I am satisfied with my job.
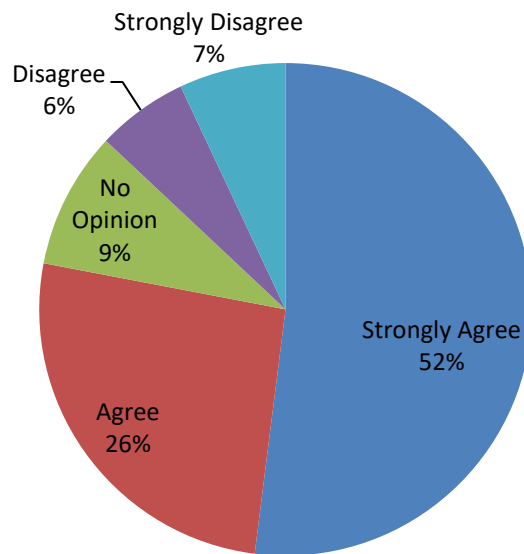
Value	Percent	Count
Strongly Agree	51.9%	28
Agree	25.9%	14
No Opinion	9.3%	5
Disagree	5.6%	3
Strongly Disagree	7.4%	4
Total		54

16. VR helped me reach my vocational goal.
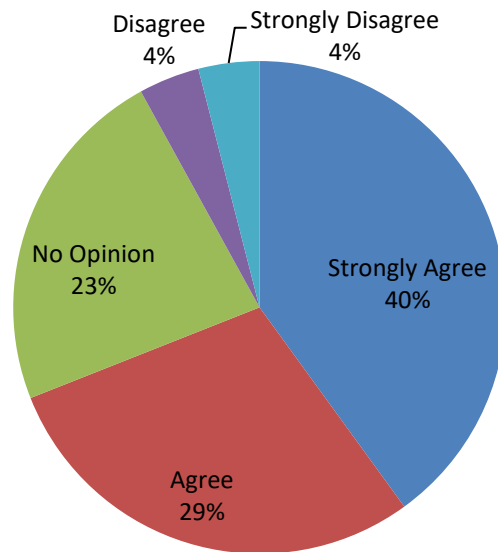
Value	Percent	Count
Strongly Agree	40.4%	21
Agree	28.9%	15
No Opinion	23.1%	12
Disagree	3.9%	2
Strongly Disagree	3.9%	2
Total		52

17. Would you recommend DVR to a friend or family member?

No
3%

Yes
97%
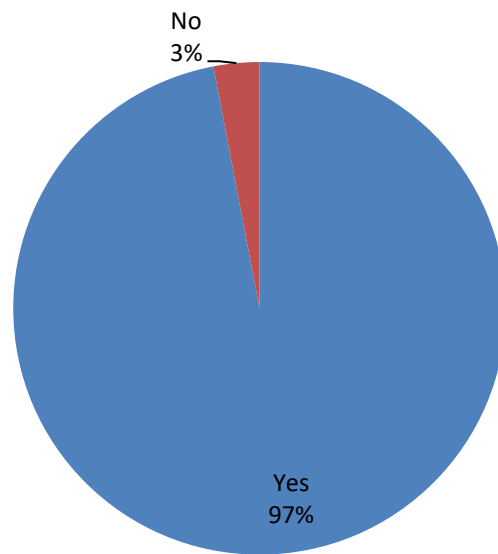
Value	Percent	Count
Yes	97.3%	72
No	2.7%	2
Total		74

20. In which county do you live?
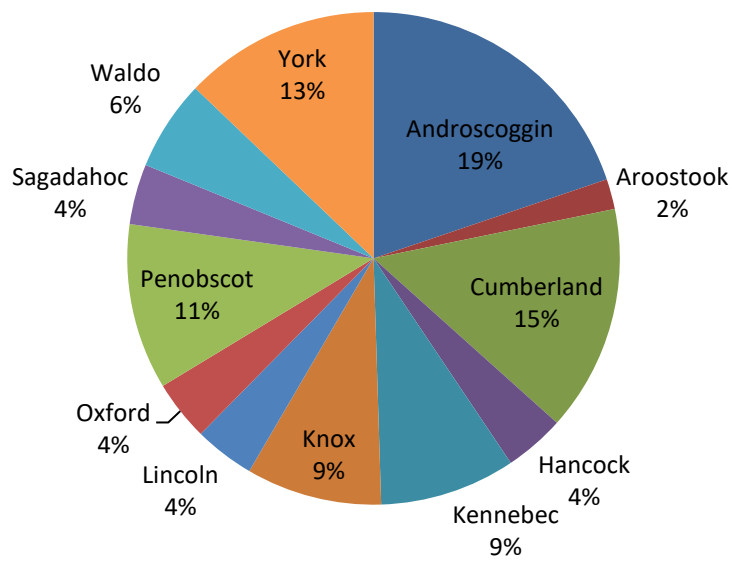
Value	Percent	Count
Androscoggin	20.4%	11
Aroostook	1.9%	1
Cumberland	14.8%	8
Franklin	0.0%	0
Hancock	3.7%	2
Kennebec	9.3%	5
Knox	9.3%	5
Lincoln	3.7%	2
Oxford	3.7%	2
Penobscot	11.1%	6
Piscataquis	0.0%	0
Sagadahoc	3.7%	2

Somerset	0.0%	0
Waldo	5.6%	3
Washington	0.0%	0
York	13.0%	7
Total		54

21. Which best describes your age?
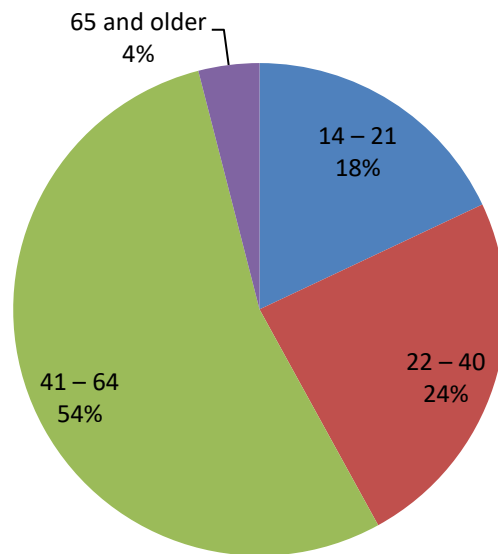
Value	Percent	Count
14 – 21	18.3%	13
22 – 40	23.9%	17
41 – 64	53.5%	38
65 and older	4.2%	3
Total		71

Statistics

Sum	2,309.0
Average	32.5
StdDev	13.1
Max	65.0

22. What is your highest level of education?
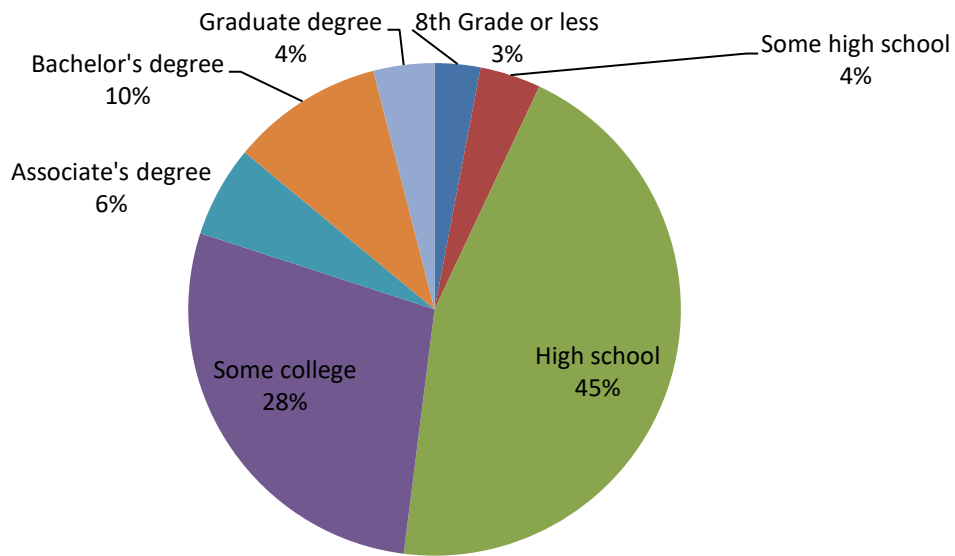
Value	Percent	Count
8th Grade or less	2.9%	2
Some high school	4.4%	3
High school	44.9%	31
Some college	27.5%	19
Associate's degree	5.8%	4
Bachelor's degree	10.1%	7
Graduate degree	4.4%	3
Total		69

Statistics

Sum	16.0
Average	8.0
Max	8.0

23. What disability or disabilities do you have? (check all that apply)
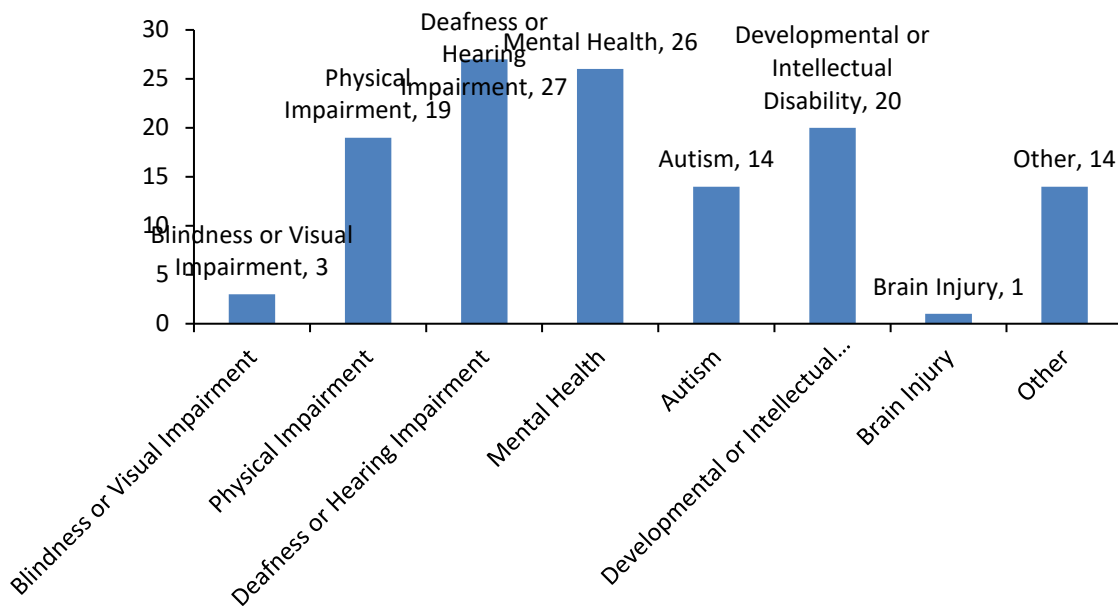
Value	Percent	Count
Blindness or Visual Impairment	2.9%	2
Physical Impairment	18.6%	13
Deafness or Hearing Impairment	27.1%	19
Mental Health	25.7%	18
Autism	14.3%	10
Developmental or Intellectual Disability	20.0%	14
Brain Injury	1.4%	1
Auto-immune disorder	0.0%	0
Other	14.3%	10
Total		70