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The University of Montana

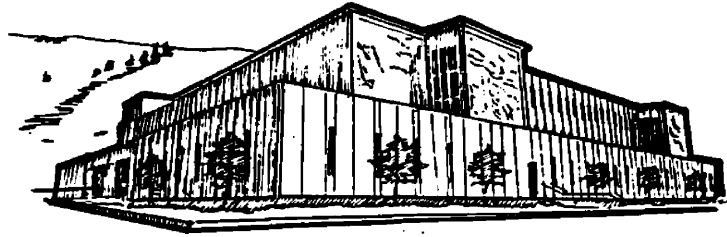
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University of
Montana

PROGRAM EVALUATION: CLIENT SATISFACTION REPORT
VOCATIONAL REHABILITATION CLIENTS
IN THE STATE OF MONTANA

By

Michelle M. Thibodeau

B.S., University of Wisconsin - LaCrosse, 1977

Presented in partial fulfillment of the requirements
for the degree of
Master of Public Administration
University of Montana
1991

Approved by

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May 31, 1991
Date

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INTRODUCTION

Program Evaluation is a positive and constructive means to determine an agency's past performance, and suggest ways to remedy weaknesses and emphasize strengths. Generally the value of these studies is to help the agency examine the way it forecasts needs, modifies policies, allocates resources and develops programs.

Vocational Rehabilitation (VR) is a federally mandated program by Section 504 of the Rehabilitation Act of 1973, as amended through 1986. The purpose of this act is to develop and implement, through research, training services, and the guarantee of equal opportunity, comprehensive and coordinated programs of vocational rehabilitation and independent living for individuals with disabilities so they are able to maximize their employability, independence and integration into the work place and the community.

Under Title I of the Act, the State of Montana is mandated to annually establish a system of evaluation of the Vocational Rehabilitation (VR) program for persons with disabilities. However, the VR agency has few resources to implement an extensive evaluation.

The intent of my paper is to demonstrate, given limited time, money and manpower, the implementation of a client satisfaction survey does provide comparative data to identify program effectiveness.

Specifically, the survey is designed to give former clients the opportunity to provide input on how well our services worked for them. Former clients are defined as those in the following closure statuses:

- "26" successful: clients who after receiving services were employed for at least sixty days at the time of closure
- "08" ineligible: case closed, clients were referred to VR but were found ineligible for the program
- "28" unsuccessful: clients were closed after the plans for services were developed
- "30" other: unsuccessful closure, clients were closed for other reasons before the service plan was initiated, cases closed in this category were accepted for rehabilitation services but did not progress to the point when services were rendered.

Results of the surveys are compiled and analyzed each quarter and at the end of the year. An annual report is given to the VR Administrator detailing data trends which identify areas of program strengths and weaknesses. Based on the report the Administrator may or may not implement policy change to improve services to people with disabilities in Montana.

CHAPTER 1

PROBLEM

The problem posed here is how Montana Vocational Rehabilitation can design an effective program evaluation with limited resources.

The Rehabilitation Act of 1973, as amended, requires each state agency comprehensively evaluate program and project effectiveness each year. Evaluation should become a principal management tool which state agency administrators use to forecast need, allocate resources, modify policies, further program development, and assess program effectiveness. Since the rehabilitation agencies have limited resources, they need to ensure the best possible services are provided to a maximum number of applicants.

Program evaluation should identify factors that positively or negatively influence program objectives. A statewide evaluation should include several components. These are:

1. studies that describe the operational characteristics of the programs or program components to be evaluated (target client populations, services, staff, costs).
2. efficiency evaluations and cost-benefit studies, and

3. analysis of the critical role of information and field reporting systems in the planning and implementing of efficiency and effectiveness studies.

The use of components is most important where staff and financial resources for conducting evaluations are in short supply. Ideally, an evaluation system should provide the following information:

1. the effectiveness of service delivery;
2. long-range impact of rehabilitation services on individuals with disabilities;
3. efficiency of program management;
4. future resource needs, and
5. future program objectives.

A thorough program evaluation requires adequate resources, which include qualified and appropriately trained evaluators, a systematic process for the collection, storage and retrieval of data, and a communications system within the organization through which agency staff can be informed of the results of evaluation activities. Given the limited manpower and funds to implement such a program, what options are available to Montana VR?

CHAPTER 2

BACKGROUND

From the year 1920 to the present, Vocational Rehabilitation has had a consistency of mission. "The primary purpose of vocational rehabilitation services remains to render persons with disabilities empowerment in securing and holding employment."¹ However, constant changes in the demands of government and society have continuously challenged vocational rehabilitation programs to respond to problems created by expansion of services, an ever-increasing number and variety of clientele, shifting priorities, and controversy over certain objectives.

The Montana VR program has grown substantially and the demands for services have increased, necessitating the development of complex and technical methods of planning, budgeting and evaluation. VR has the difficult task of synthesizing the diverse elements of the philosophy behind rehabilitation, the responsibilities of the VR Division under current legislation, the opinions of professionals concerning rehabilitation needs, and their recommendations for

¹. "The State Federal Vocational Rehabilitation Program Looks to the Future: A Statement of Mission and Goals." Council of State Administrators of Vocational Rehabilitation, Washington, D.C.

program developments. Most of the resulting objectives have been qualitative in nature or have contained recommendations related to cost-benefit objectives. In regard to the past practices of developing program evaluations by the U. S. Department of Education, a federal technical assistance team stated that there has been no substantial effort to convert general statements of good intention into evaluation to guide program development or the evaluation of program results and accomplishments. Data that have been collected for federal reporting purposes, although appropriate for program analysis on a national scale, are often inadequate for planning and analysis of programs at the state and local levels.

The most recent trends in management of state and federal VR programs have been to comprehensively study and analyze program efficiency and effectiveness. Evaluation and analysis should result in a constant updating of current programs to ensure that they have as powerful an impact as possible in meeting the needs of program clientele.

A new element in the evaluation process is to undertake statewide studies which are understood not only in terms of dollar costs and benefits of the program, but also in terms of other personal and social costs of the program.

The current mood of the taxpayer and the present federal administration is creating stiff demands that VR programs demonstrate clear justification of their efforts in terms of actually achieved benefits relative to defined needs. There is a growing skepticism regarding the benefits of most social service programs, especially those programs that serve the disadvantaged. In reference to the VR Program, the U.S. Department of Education has made it clear that increasing emphasis will be placed upon program evaluation: "If programs are to endure public and government scrutiny, they must stress the methods of evaluation and refrain from the use of expediency and crisis intervention when dealing with matters of program priority changes and expenditure of funds."²

Montana VR has developed cost analysis evaluations to respond to current political and social demands. Now the challenge is to develop, with no extra resources, a specific evaluation method to demonstrate VR's performance effectiveness.

There are a variety of evaluation methods that a VR state agency may use to fulfill the requirements of federal legislation. However, the ultimate goal is not just compliance with federal requirements, but the

² "Community Planning and Program Evaluation in Public Welfare U.S. Department of Health, Education and Welfare. 1986

expansion and improvement of VR services. Some of the available evaluation methods are:

1. Determining how VR spends its appropriations and to whom it delivers services. This may be advantageous given the present governmental emphasis at both the state and federal levels on accountability, but it is inadequate for responding to the skepticism of legislators and consumer groups;
2. Collecting empirical data identifying individual, community and state needs for VR services. This would be optimal but not feasible given the resources of the Montana VR agency.
3. Collecting and analyzing the opinions of professional staff at all levels within the divisions, relative to the development of local and area needs. A survey of professional staff may be biased, thus not representative of input that clients think is needed; and
4. Follow-up studies on clients to examine if their expectations and/or needs are being identified and met. While this is not a true scientific approach, it is cost effective and provides client input.

APPROACH

The intent of this research is to demonstrate a follow-up study of client satisfaction will identify means and methods to expand and improve VR services and will ensure its effectiveness. Essentially, this would be a means to evaluate whether VR services are effective in meeting the needs of persons with disabilities in Montana.

CHAPTER 3

METHODOLOGY

The purpose of the follow-up study is to evaluate the extent to which actual accomplishments exceed, meet, or fall short of stated program goals. As previously stated, an evaluation system should identify factors which positively or negatively affect the program. With a follow-up study, the agency can make judgements on the effectiveness of service delivery, the long-range effects on clients, and future resource needs.

Are clients of the Montana VR program satisfied with their services? Are they satisfied with the training, benefits, services they received? Was the training useful? Would clients recommend Montana VR to friends with disabilities? These and other questions form the basis of a client follow-up survey of all persons who have had their cases closed (have received services or been denied services) between January 1, 1990 and December 31, 1990, by Montana Vocational Rehabilitation.

The follow-up survey examines the client's perspective on the effectiveness of Montana VR in providing services. It will help document the satisfaction level of the clients who have been referred to the VR system.

The follow-up survey is mailed to all clients of the Montana VR program who have been placed in a closed status. Placement in a closed status means services were terminated or services were not allowed; that person's case was closed.

The list of clients is compiled from VR counselors' caseloads and entered into the VR mainframe. A mass mailing at the end of each month ensures all clients closed during the preceeding month will be surveyed.

The survey addresses and questions the client's perception of the VR services offered. The majority of the questions will be close-ended. A few open-ended questions will provide clients an opportunity to comment or suggest improvements in services. A rating scale is used on other questions, which allows the clients to indicate their satisfaction with services.

Brief instructions accompany each questionnaire. It contains directions for completing the survey and a telephone number to call for help if needed. A stamped, addressed envelope is supplied for the client's response. Each client is given one week to respond. It is believed honest answers are given if the responses remain anonymous; therefore, no follow-ups are conducted. Given the high number of closed cases, there is a high volume of responses,

even if the return percentage is low.

The data is compiled by survey item and is entered into a computer. The frequencies of answers are recorded and reflect the client's perception of VR's effectiveness in providing services. A careful study of all negative reports will document where the VR is ineffective. This data will enable VR to evaluate reported weaknesses.

The study will be longitudinal, occurring over a period of one to three years. While questionnaires will be mailed monthly, response data will be analyzed after each quarter and the end of the year. Feasible recommendations for change based on the results of the survey are made to the VR Administrator.

There are anticipated compromises to this approach. It is feasible and relatively cost-effective. It does not account for demographics, so the type of client responding is unknown. The evaluation does not contain a rigor of evaluation research, complete with control groups because of the human resource constraints. Yet, it does provide for an array of clients in all closed statuses, both successful and unsuccessful which does produce results for the agency. Data trends can be identified, and the agency is able to acquire an idea of what clients think of the effectiveness of the programs offered.

CHAPTER 4

RESULTS

Table I contains the return rates results of the client satisfaction surveys during fiscal year 1990. The evaluation data produced very stable results.

**TABLE I
Return Rates
Jan '90 through Dec '90**

Return Rates						
VR				VS		
status	mailed	ret'd	% ret.	mailed	ret'd	% ret.
08	1933	400	21%	305	119	39%
26	820	300	37%	142	63	44%
28	418	82	20%	29	5	17%
30	216	41	19%	10	4	40%
Total	3387	823	24%	486	191	39%
Mailed	3873					
Returned	1014					
% return	26%					

In the past year, questionnaires were mailed to all former Rehabilitative and Visual Services clients in closed statuses 26, 28, 30 and 08. 3,387 surveys were mailed to Rehabilitative Clients and 486 to Visual clients for a total of 3,873. Of this total, 1014 were returned for a 26% return rate. Rehabilitative Services alone had a return rate of 24% and Visual had a return rate of 39%.

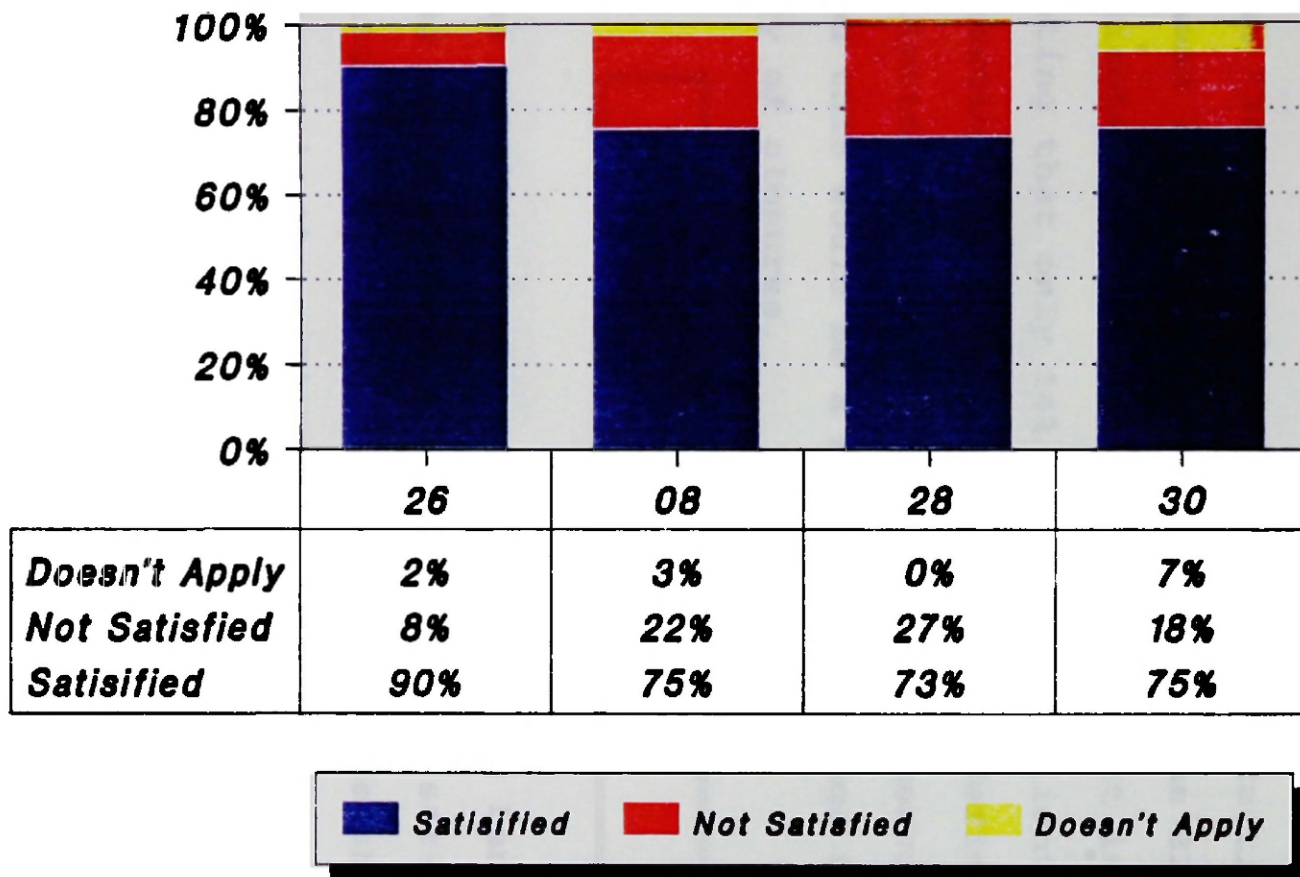
No follow up was conducted on the surveys to increase the response rate, yet the return rate has been quite consistent across all quarters. The return rate for three out of four quarters was 27%. The return rate for each status was also very consistent with ineligibles "08s" averaging 19%, successfuls "26s" averaging 35%, unsuccessfuls "28s": 24% and other "30s": 20%.

The Rehabilitation successful client closure group had the highest return rate for each quarter and for the year. The data shows the return rate for this groups was 6% higher. It is assumed those who are now employed because of VR services are the most happy and satisfied and therefore made time to return the survey.

<p style="text-align: center;">GRAPH I COUNSELOR'S WILLINGNESS TO LISTEN</p>
--

The highest satisfaction rating over all closure categories was for the counselor's willingness to listen to the client's ideas and suggestions for developing his\her plan for services. 90% of the successful "26" clients were satisfied with their counselor. While the ineligible clients were not given services, they still rated their satisfaction with the counselor as 75%. Comments from those clients not receiving services showed counselors were professional and displayed caring characteristics.

Client Satisfaction With Counselor's Willingness To Listen



26 = Successful closure, provided VR services and suitably employed for at least 60 days.

08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.

28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.

30 = Closed for other reasons before the service plan was initiated.

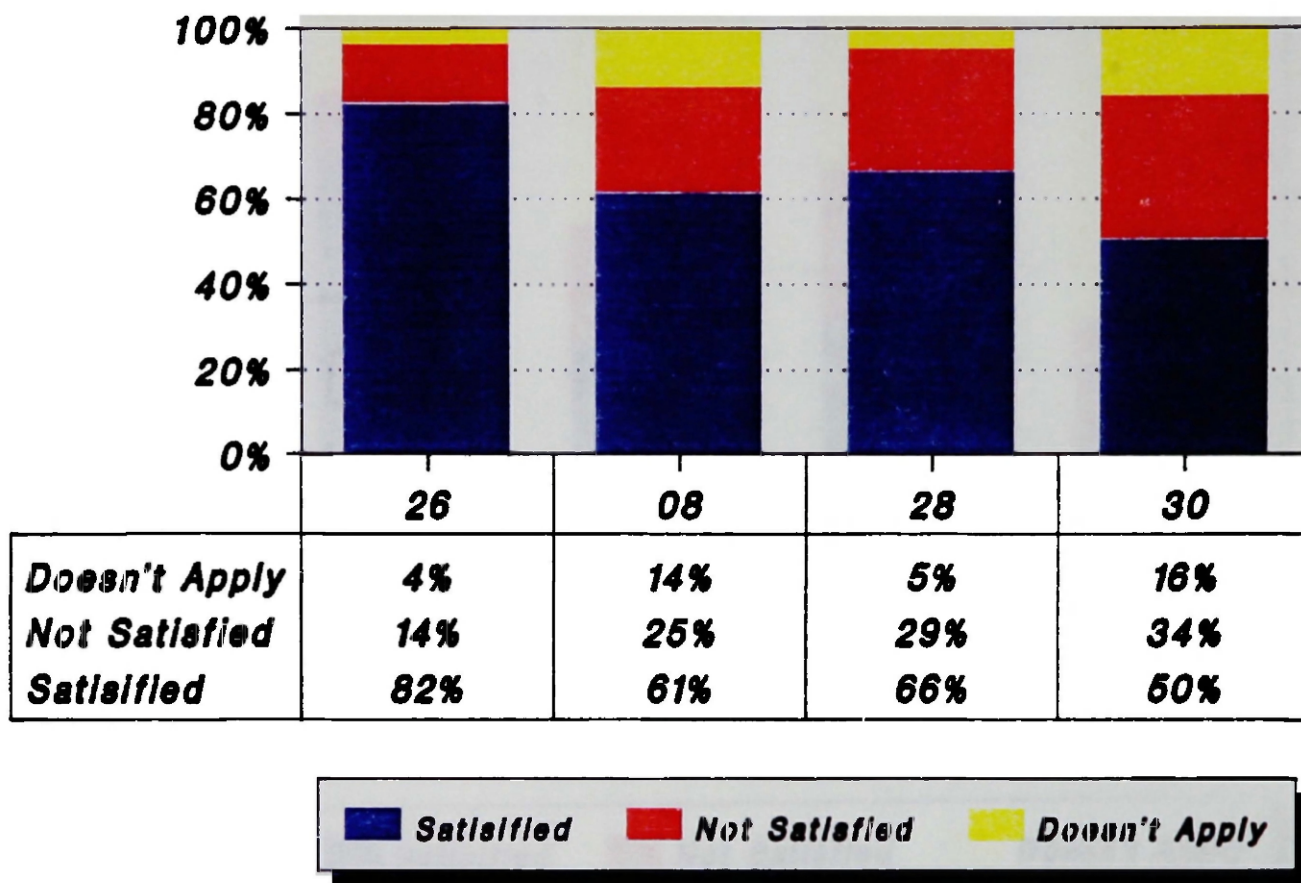
**GRAPH II
PROMPTNESS IN SERVICE DELIVERY**

The "26" clients rated their satisfaction with the promptness in the delivery of services as 82%. The "08" clients rated promptness as 61%. It is interesting that only 14% of the "08" clients claimed this question did not apply because by definition, the "08" clients were found ineligible for services. We expected this would be a higher percentage for this category of closures.

**GRAPH III
BENEFITS OF TRAINING**

The results of the survey regarding benefits of training reveal 62% of the "26" clients satisfied. Comparing this with the quarterly reports shows consistency in the ratings. Approximately 50% of the "08", "28" and "30" clients stated this category did not apply to them. Of the remaining 50%, half reported some benefits from training.

Promptness In The Delivery Of Services To The Client



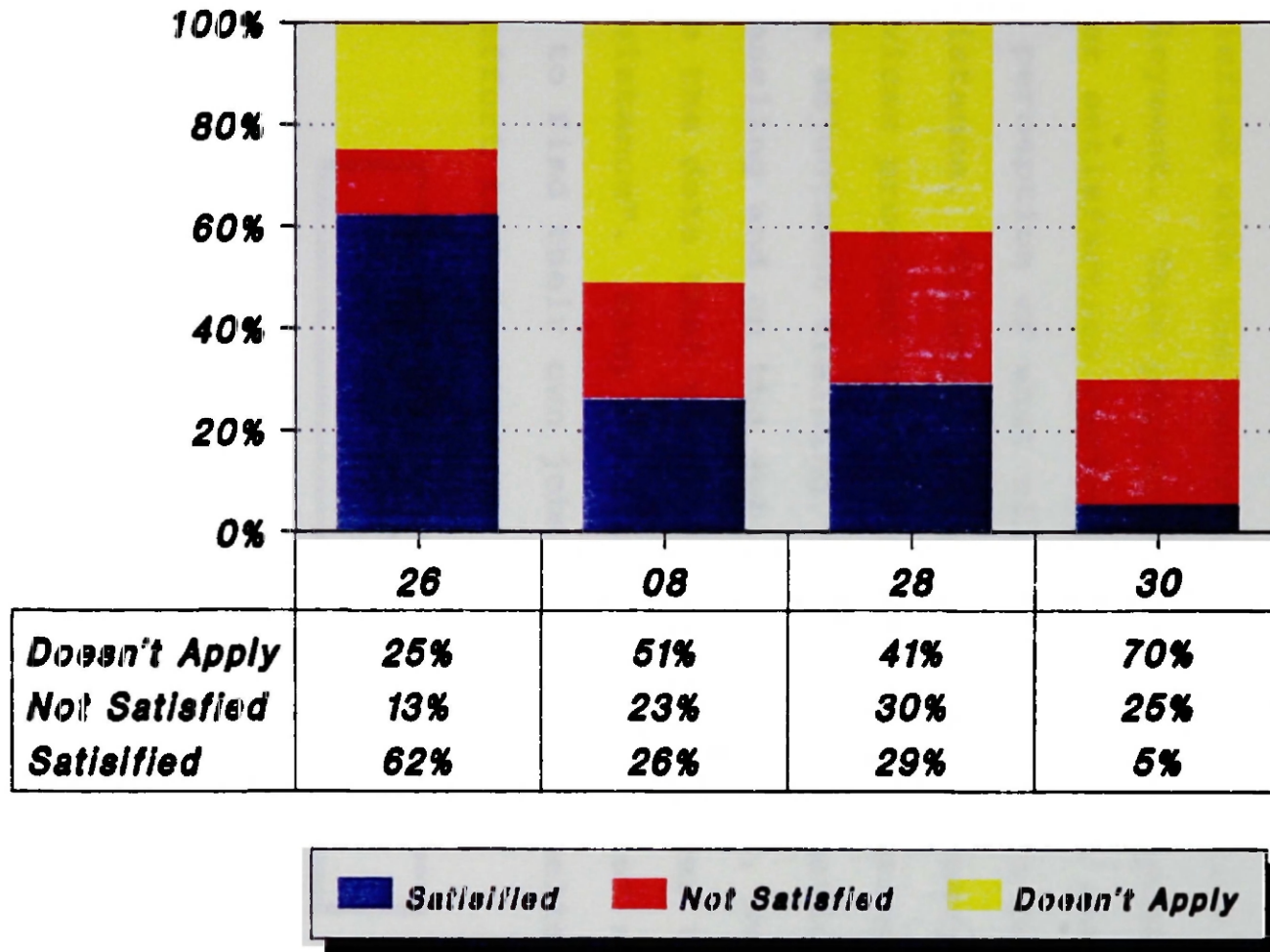
26 = Successful closure, provided VR services and suitably employed for at least 60 days.

08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.

28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.

30 = Closed for other reasons before the service plan was initiated.

Benefits of Training Received



26 = Successful closure, provided VR services and suitably employed for at least 60 days.

08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.

28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.

30 = Closed for other reasons before the service plan was initiated.

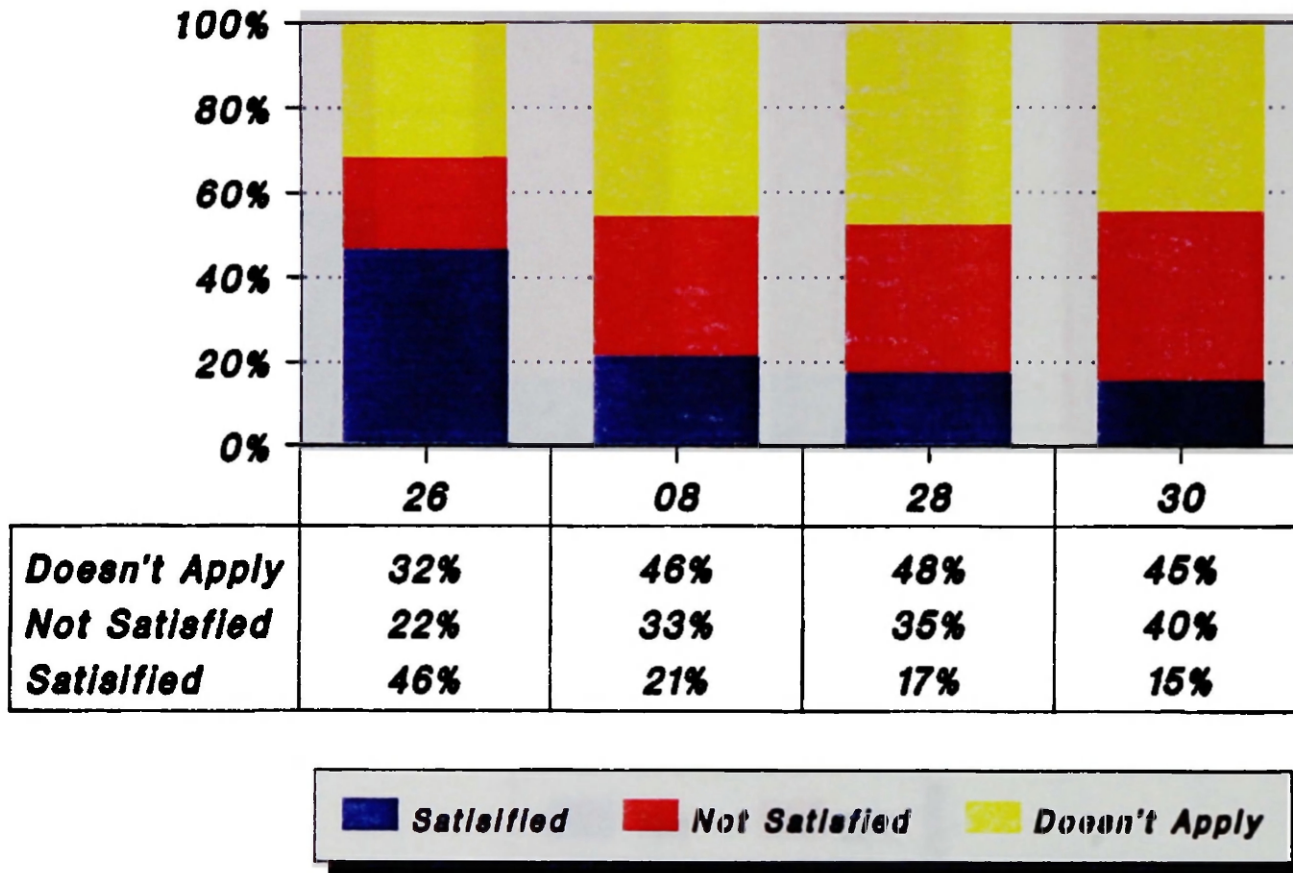
**GRAPH IV
ASSISTANCE IN SEEKING EMPLOYMENT**

46% of the successful clients stated they were satisfied with the assistance they received in finding employment. This percentage is low compared with the other satisfaction ratings. This may be attributed to the perception of what clients believe to be assistance. Clients' case files are documented with services provided by VR, such as job hunting skills, work adjustment training, medical examinations, counseling and on the job training. Yet, we assume from the data that clients do not consider this to be "assistance". Many clients in status "26" stated they had to find their own jobs and did not believe VR made an effort to help them.

**GRAPH V
DIFFERENCE IN JOB PLACEMENT**

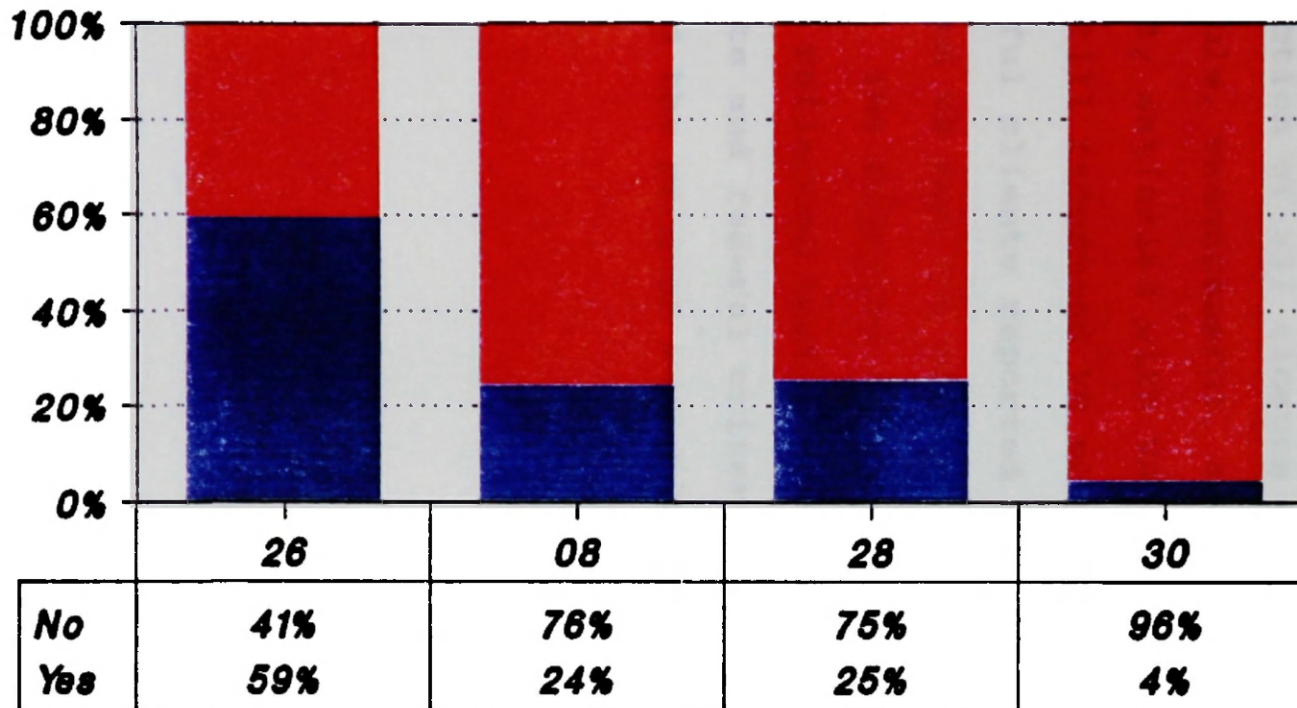
Graph V shows the results of asking clients if VR made a difference in their finding employment. 59% of the successfully closed clients responded yes, VR did make a difference in him/her finding a job. 41% responded no, they were not satisfied with the assistance they received in job placement. Again, counselors help with the skills necessary to find employment but do not find jobs for clients.

Assistance In Seeking A Job And Finding Employment



26 = Successful closure, provided VR services and suitably employed for at least 60 days.
08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.
28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.
30 = Closed for other reasons before the service plan was initiated.

Did VR Services Make A Difference In The Client Getting A Job?



26 = Successful closure, provided VR services and suitably employed for at least 60 days.

08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.

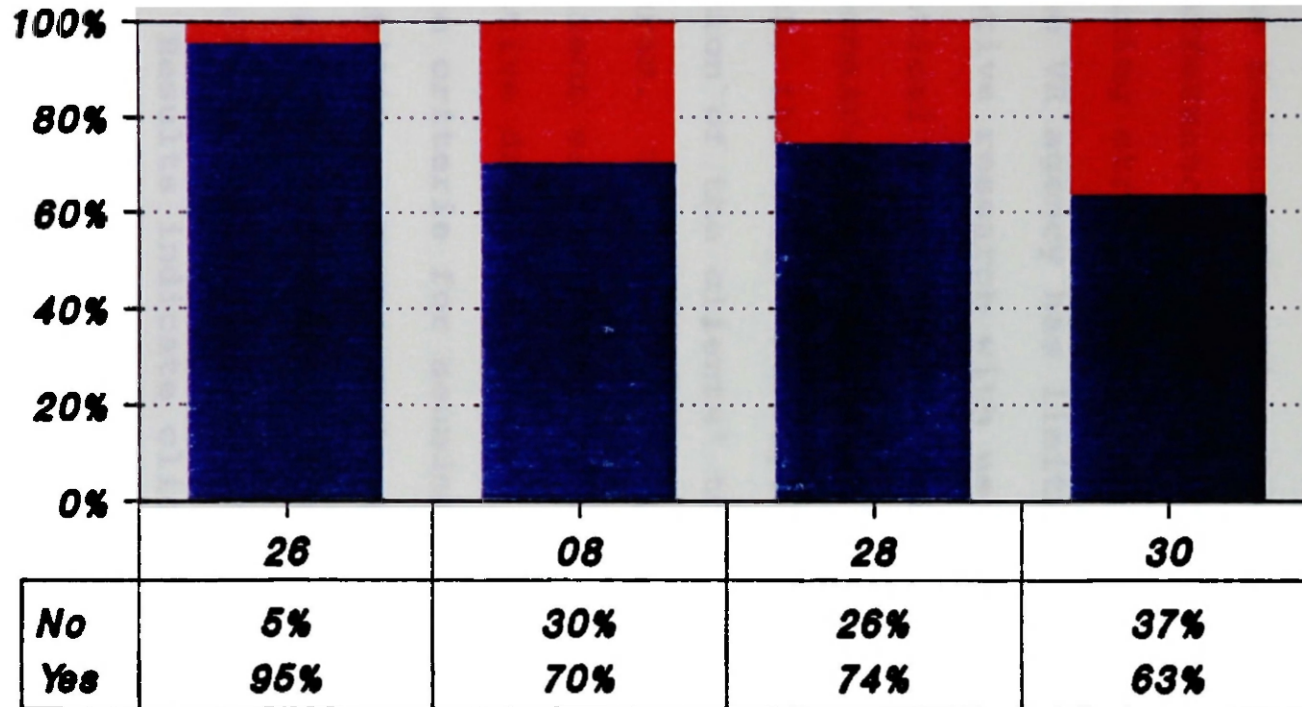
28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.

30 = Closed for other reasons before the service plan was initiated.

<p style="text-align: center;">GRAPH VI RECOMMEND VR TO A FRIEND</p>
--

This graph illustrates the highest level of satisfaction of all closure groups. While the ineligible, unsuccessful, and other clients were not generally satisfied with VR services they reported they would still recommend VR services. 95% of the successful clients reported yes, they too would recommend VR and 70% of the ineligible "08" clients agreed. The majority of the comments from the "08" clients reflected that they realized they did not meet the state and federal criteria for services, but believed the program was valuable.

Would The Client Recommend VR To A Friend With A Disability?



26 = Successful closure, provided VR services and suitably employed for at least 60 days.

08 = Clients closed, ineligible for the purpose of determining rehabilitation potential.

28 = Unsuccessful closure: client closed after determined eligible and/or a plan of services provided.

30 = Closed for other reasons before the service plan was initiated.

CHAPTER 5

CONCLUSIONS

The purpose of this project is to determine if using a client satisfaction survey , as a method to evaluate Montana Vocational Rehabilitation indicates past performance in identifying weaknesses and emphasizing strengths.

The VR agency has limited resources to conduct a qualitative research with use of control groups, mathematical manipulation, and repeated follow ups to questionnaires. This author chose a quantitative approach, the client survey, to obtain a broad based indication of the clients' thoughts and feelings of the VR program. The results do indicate the implementation of a client satisfaction survey does provide comparative data to identify program effectiveness.

One criteria for soundness of data is replicability. Four quarters of data, using the same process, produced similar results. Appendices B through E contain the year end results for each closure group. Results indicate clients from all status client groups are satisfied with most services provided, or experienced some benefit from their involvement with the VR agency. These findings form the basis for the conclusions and recommendations.

The analysis of the results from the successful clients identified substantial strengths and weaknesses of the agency. Specifically, the data reveals the status "26" clients, those who completed a plan for services and found employment, as expected were, the most satisfied with the program. The highest satisfaction rating, 95%, was given to recommendation of the VR program. 90% stated they were satisfied with the counselor's willingness to listen to them. Only 77% of the "26" clients reported VR made a difference in improving their situation, yet 91% reported they gained some to very much from services. Psychological and economic gains were the highest reported areas of gain.

The 300 "26" clients who responded account for 37% of the total responses. The majority of these clients rated their experiences as positive, but the data identified a significant weakness with the agency's placement role. The lowest rating, 46%, was in the counselor's assistance in helping the client find a job. Following are possible explanations for this outcome:

1. The client's perception and expectations are viewed very different from the agency. The agency contracts with the private sector for many types of client

services, i.e. vocational evaluation, job readiness skills, and on the job training. The client may not associate these types of services as part of the VR agency, although VR pays and recommends the services.

2. The clients who have found employment through VR are not satisfied with the placement because they are not happy with their job. Often times the jobs found are at a lower wage than expected.
3. The counselor does not explain what placement means and how he/she will assist in helping the client find employment.
4. The agency is not as effective as it should be in providing placement assistance.

All of the above explanations contribute to the reasons for a low satisfaction rating in the area of job placement. This is one area where an expanded survey would further the scope of the project and which needs further research.

Data analysis of the ineligible "08" clients, those who did not receive any services from VR, (in many cases, the client simply went through an interview) revealed a few unexpected results. The 400 "08" clients who responded accounted for 21% of the total responses. This was not foreseen, since generally the number of "08" cases are two and one half times greater than the number of successful "26" cases, but the response rate was 16% lower than from the "26" clients. The agency assumed a higher response rate from the "08" clients because of the numbers.

Another unanticipated result from the ineligible client data was the number of positive comments stated by this group. 40% of the comments given by this group were positive. The typical positive response was "I found VR beneficial, I was treated with respect and you gave me insight to my condition, even though I did not qualify for your program."

Clients in the unsuccessful statuses reported low levels of satisfaction with the training and employment services. This was predicted since for some reason, they did not find employment through VR services. Yet over 50% of these clients reported they gained something from VR. Generally, if a person is very dissatisfied with a service they received, they would not recommend the service, however, 70% of the

unsuccessful closure group reported they would recommend VR to a friend.

The data suggests the "28" and "30" closures groups were the most dissatisfied clients. It is difficult to determine why the dissatisfaction from this group is higher because the majority of them quit the program, moved, or did not follow through with their plans, and therefore closed. However, over 50% reported they would recommend the VR program. The data indicates these clients received personal attention, support and psychological benefits from their association with VR.

RECOMMENDATIONS

The major recommendation to the VR Administrator is to examine current practices on placement. Counselors should be explicit about explaining what placement is and is not to their clients. Also, Counselors should be required to increase their efforts and effectiveness in helping their clients find jobs.

While the survey results do provide trends, and documentation of program effectiveness, more data would help locate specific problem areas. It is suggested to include demographics in the second year of this project to obtain information on what "type" of client is responding, and broaden the scope of the project.

Another recommendation is to code and separate the data from the questionnaires by the field staff districts, thereby pinpointing problems in each of the field offices.

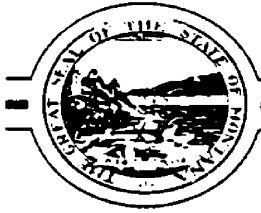
The client satisfaction survey is the best and most practical type of evaluation, available to Montana VR. It not only provides the agency with an evaluation component but it also:

1. expands awareness among management and staff in making program changes and modifications;
2. provides a better understanding of the needs and perceptions of individuals with disabilities;
3. illustrates the benefits of VR as perceived by clients and;
4. clarifies the functions of counselors as priorities change.

While time, money and staff, are limited to complete a more thorough study, the data extrapolated over one year's time is sufficient to determine the program's effectiveness.

APPENDIX A

DEPARTMENT OF
SOCIAL AND REHABILITATION SERVICES



STAN STEPHENS
GOVERNOR

JULIA E. ROBINSON
DIRECTOR

STATE OF MONTANA

P.O. BOX 4210
HELENA, MONTANA 59604-4210
(406) 444-5622

Dear Former Client:

In an effort to improve the overall quality of the Vocational Rehabilitation Program, I am conducting a follow-up survey of former clients. This includes you, since you were served through Rehabilitative Services. Although this questionnaire is brief, your responses will be very helpful. Please be assured that all your responses will be kept strictly confidential. If you wish further help from us please include your name and address.

Please take a few minutes to complete this survey and return it in the enclosed addressed and stamped envelope no later than one week from now.

Thank you for your help! *M. Thibodeau*

Michelle Thibodeau
Program Evaluation
Rehabilitative/Visual Services Divisions
(406) 444-2590

1. Please check one blank in each row that best explains how you feel about each of the following:

	SATISFIED	DIS- SATISFIED	DOESN'T APPLY
Counselor's willingness to listen to your ideas and suggestions for developing your plan for services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequacy of information provided to you by your counselor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness in the delivery of services to you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kind of training you received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits of training you received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance in seeking a job and finding employment for you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVER PLEASE

"Working Together To Empower Montanans"

APPENDIX B

**REHABILITATIVE SERVICES: 26 CLOSURES
FY 1990 SUMMARY**

	% SATISFIED	% DIS- SATISFIED	% DOESN'T APPLY
Counselor's willingness to listen to client's ideas and suggestions for developing client's plan for services.	90	08	02
Adequacy of information provided to the client by the counselor.	87	12	01
Promptness in the delivery of services to the client.	82	14	04
Kind of training received.	63	14	23
Benefits of training received.	62	13	25
Assistance in seeking a job and finding employment.	46	22	32

Overall, how much did the client gain from the services offered?

very much	some	none
66%	25%	09%

Did VR Services make a difference in the client getting a job, if she/he has one?	yes	no
	59%	41%

Did VR Services make a difference in improving the clients situation?	yes	no
	77%	23%

If the clients did not receive services, did she/he understand why?	yes	no
	70%	30%

Would the client recommend VR to a friend with a disability?	yes	no
	95%	05%

The client's current situation:

29% working part time	06% can't work (disability)
51% working full time	04% homemaker
23% looking for work	02% other (school, benefits)

Other ways VR services helped the client:

14% social	28% economic
25% psychological	07% other
15% emotional	11% none

APPENDIX C

REHABILITATIVE SERVICES: 08 CLOSURES
FY 1990 SUMMARY

	% SATISFIED	% DIS-SATISFIED	% DOESN'T APPLY
Counselor's willingness to listen to client's ideas and suggestions for developing client's plan for services.	75	22	03
Adequacy of information provided to the client by the counselor.	70	26	04
Promptness in the delivery of services to the client.	61	25	14
Kind of training received.	31	21	48
Benefits of training received.	26	23	51
Assistance in seeking a job and finding employment.	21	33	46

Overall, how much did the client gain from the services offered?

very much	some	none
30%	33%	37%

Did VR Services make a difference in the client getting a job, if she/he has one?	yes 24%	no 76%
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Did VR Services make a difference in improving the clients situation?	yes 37%	no 63%
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If the clients did not receive services, did she/he understand why?	yes 83%	no 17%
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Would the client recommend VR to a friend with a disability?	yes 70%	no 30%
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The client's current situation:

15% working part time	36% can't work (disability)
22% working full time	05% homemaker
18% looking for work	04% other (school, benefits)

Other ways VR services helped the client:

11% social	11% economic
11% psychological	05% other
22% emotional	36% none

APPENDIX D

REHABILITATIVE SERVICES: 28 CLOSURES
FY 1990 SUMMARY

Counselor's willingness to listen to client's ideas and suggestions for developing client's plan for services.	73	27	00
Adequacy of information provided to the client by the counselor.	74	23	02
Promptness in the delivery of services to the client.	66	29	05
Kind of training received.	40	28	32
Benefits of training received.	29	30	41
Assistance in seeking a job and finding employment.	17	35	48

Overall, how much did the client gain from the services offered?

very much	some	none
27%	46%	27%

Did VR Services make a difference in the client getting a job, if she/he has one?	yes	no
	25%	75%

Did VR Services make a difference in improving the clients situation?	yes	no
	40%	60%

If the clients did not receive services, did she/he understand why?	yes	no
	67%	33%

Would the client recommend VR to a friend with a disability?	yes	no
	74%	26%

The client's current situation:

04% working part time	39% can't work (disability)
12% working full time	06% homemaker
23% looking for work	16% other (school, benefits)

Other ways VR services helped the client:

15% social	09% economic
19% psychological	10% other
21% emotional	26% none

APPENDIX E

REHABILITATIVE SERVICES: 30 CLOSURES
FY 1990 SUMMARY

Counselor's willingness to listen to client's ideas and suggestions for developing client's plan for services.	75	18	07
Adequacy of information provided to the client by the counselor.	55	33	12
Promptness in the delivery of services to the client.	50	34	16
Kind of training received.	08	25	67
Benefits of training received.	05	25	70
Assistance in seeking a job and finding employment.	15	40	45

Overall, how much did the client gain from the services offered?

very much	some	none
08%	36%	56%

Did VR Services make a difference in the client getting a job, if she/he has one?	yes 04%	no 96%
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Did VR Services make a difference in improving the clients situation?	yes 18%	no 82%
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If the clients did not receive services, did she/he understand why?	yes 71%	no 29%
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Would the client recommend VR to a friend with a disability?	yes 63%	no 37%
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The client's current situation:

05% working part time	56% can't work (disability)
12% working full time	05% homemaker
15% looking for work	07% other (school, benefits)

Other ways VR services helped the client:

03% social	03% economic
10% psychological	08% other
20% emotional	56% none

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