

Consumer Experience Survey

Telephone/Online Survey Instrument

Prepared for: HireAbility Vermont

January 5, 2022
Mark Noyes
Research Director

Reading This Document

This document is a survey instrument and is written to shape questions and survey flow, as well as provide notes and documentation for MDR's staff to program the survey from. As such, there are several technical notes that will make this document easier to understand.

All questions are grouped together into sections- each section is set to a Heading 2 Style. Sections are broadly thematically similar questions. They are grouped together to make a survey easier for an individual to respond to. Grouping questions by topic allows an individual to think about a single subject longer, rather than jumping back and forth. This increases understanding and eases response.

Each question is given a question number- set to a Heading 3 style. These are short tags for the question and will be used to refer to the question in brief in many analytical documents and programs. Survey respondents never see the individual question names. As such, their numbering may come out of order in multiple drafts. They are used for documenting data, not tracking progress, so having them 'in order' is ultimately unimportant.

To re-order questions or sections use the Navigation Pane. Click and drag questions to the position you would suggest them.

Some questions have text in *[BRACKETED, CAPITALIZED ITALICS]*. These are programming instructions for MDR's staff. They are important to understand the context of how a question is being asked or for survey flow. Like question names, respondents will not see these instructions. If a question has no instructions, you can assume it is answered by a respondent selecting a single choice that best fits their view or experience. When a respondent finishes a question without instructions they move on to the next question in this document.

For telephone surveys, text written entirely in CAPITALIZED LETTERS is not read directly to survey respondents. These include things like instructions, or questions that may illicit open-ended responses that can be grouped under generalized categories.

Finally, most questions are answered using a group of responses authored by survey instrument creators. These are presented with one indent beneath the relevant question. Each response is numbered. Again, it is not necessary that these responses are numbered sequentially. The numbers are a programming shortcut for MDR's staff when creating analytical programs. They will never be seen by respondents.

If you have any questions about this document or how to read it, please reach out to Mark Noyes at Market Decisions Research (mnoyes@marketdecisions.com).

Reading This Document..... 2

A. General Vocational Rehabilitation Questions 4

B. Future Planning and Career Goals..... 21

C. Overall Satisfaction and Recommendations 23

D. VERMONT DVR Additional Questions..... 25

G. Multiple Counselors and Other Problems 29

H. Education and Employment 35

A. General Vocational Rehabilitation Questions

Overall1

Overall, how satisfied are you with HireAbility Vermont's program?
(READ RESPONSES)

IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK OVERALL1a*)
- 4 Dissatisfied, or (*ASK OVERALL1a*)
- 5 Very Dissatisfied (*ASK OVERALL1a*)

- 8 DK
- 9 REF

Overall1a

Please say more about why you chose that answer?

- 10 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 11 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 12 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 13 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 14 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 15 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 17 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 18 TIME LAG TO GET SERVICES, APPOINTMENTS
- 19 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 20 DIDN'T RECEIVE JOB SEARCH HELP
- 95 OTHER (SPECIFY)
- 98 DK-REF

Control1

Now I would like to ask you how satisfied or dissatisfied you were with your experience and the services provided by HireAbility Vermont.

How satisfied were you with your control and involvement in your HireAbility experience?

PROMPT: How satisfied were you with your level of choice over the services you received and your involvement in making decisions and choosing what felt right for you? Would say you were...

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK CONTROL1a*)
- 4 Dissatisfied, or (*ASK CONTROL1a*)
- 5 Very Dissatisfied (*ASK CONTROL1a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

ASK IF NOT SATISFIED TO CONTROL1

Control1a

Please say more about why you chose that answer?

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 TIME LAGS TO GET INTO THE PROGRAM
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 15 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 16 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 17 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 18 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 19 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 95 OTHER (SPECIFY)
- 98 DK-REF

Control2

How satisfied were you with your choice of a career goal?
(READ RESPONSES AS NEEDED)

PROMPT: Would you say you were...?

PROMPT: This would be the goal you and your vocational counselor set to get a job. How satisfied were you with that goal you chose?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK CONTROL2a*)
- 4 Dissatisfied, or (*ASK CONTROL2a*)
- 5 Very Dissatisfied (*ASK CONTROL2a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

ASK IF NOT SATISFIED TO CONTROL2

Control2a

Please say more about why you chose that answer?

- 10 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 11 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 12 DID NOT ACHIEVE GOAL, WORKING ON, NEED GUIDANCE
- 13 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 14 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 15 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 16 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 17 DIDN'T RECEIVE JOB SEARCH HELP
- 18 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 95 OTHER (SPECIFY)
- 98 DK-REF

SERVICE1

How satisfied were you with the choice of services that were available?
(READ RESPONSES AS NEEDED)

PROMPT: Would you say you were ...

PROMPT: When you first started working with HireAbility, you were given choices as to how they could support you in achieving your goal and the services they provide. How satisfied were you with those choices?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK SERVICE1a*)
- 4 Dissatisfied, or (*ASK SERVICE1a*)
- 5 Very Dissatisfied (*ASK SERVICE1a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

SERVICE1a

Please say more about why you chose that answer?

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 12 DIDN'T RECEIVE JOB SEARCH HELP
- 13 HELP CLIENT GET A JOB, PROVIDE MORE JOB OPTIONS
- 14 NEED MORE SERVICES, PROGRAMS, PROVIDERS
- 15 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 16 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 17 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 18 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 19 DID NOT ACHIEVE GOAL, WORKING ON, NEED GUIDANCE
- 95 OTHER (SPECIFY)
- 98 DK-REF

SERVICE2

How satisfied were you with the choice of service providers?
(READ RESPONSES AS NEEDED)

PROMPT: Examples would include a job coach, other agencies to which you were referred, or counseling staff.

PROMPT: WOULD YOU SAY YOU WERE...
IF NOT SATISFIED ASK: WHY IS THIS?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK SERVICE2a*)
- 4 Dissatisfied, or (*ASK SERVICE2a*)
- 5 Very Dissatisfied (*ASK SERVICE2a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

SERVICE2a

Please say more about why you chose that answer?

- 10 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 11 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 12 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 16 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 17 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 18 COUNSELOR RUDE, DISRESPECTFUL, UNPROFESSIONAL
- 19 DISSATISFIED WITH DOCTORS, SPECIALISTS, VENDORS
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM1

How satisfied were you with the kind and amount of information you were given about the choices you had?

(READ RESPONSES AS NEEDED)

PROMPT: Would you say you were...

IF NOT SATISFIED ASK: Why is this?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK COMM1a*)
- 4 Dissatisfied, or (*ASK COMM1a*)
- 5 Very Dissatisfied (*ASK COMM1a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

COMM1a

Please say more about why you chose that answer?

- 10 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 11 WAS NOT GIVEN INFORMATION ABOUT CHOICES
- 12 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 16 COUNSELOR NEEDS TO MAKE MORE EFFORT, CLIENT DOES ALL THE WORK
- 17 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 18 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 19 NOT AWARE OF AVAILABLE SERVICES DUE TO LACK OF INFORMATION
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM2

How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

(READ RESPONSES AS NEEDED)

PROMPT: Would you say you were...

IF NOT SATISFIED ASK: Why is this?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK COMM2a*)
- 4 Dissatisfied, or (*ASK COMM2a*)
- 5 Very Dissatisfied (*ASK COMM2a*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

COMM2a

Please say more about why you chose that answer?

- 10 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 13 STAFF DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 14 SHOULD BE ANSWERING PHONES, WANT TO SPEAK TO PERSON
- 15 TIME LAGS TO GET INTO THE PROGRAM
- 16 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 17 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 19 CHANGING COUNSELORS, SWITCHING TOO MUCH, CAUSES PROBLEMS
- 95 OTHER (SPECIFY)
- 98 DK-REF

APPLY

Now I would like to ask you some questions about your experiences with HireAbility Vermont.

How easy was it for you to complete an application for HireAbility Vermont services?

(READ RESPONSES)

PROMPT: This would have been the application you filled out to apply for HireAbility Vermont services. To apply for the program.

- 1 Very Easy
- 2 Somewhat Easy (*ASK APPLYa*)
- 3 Somewhat Difficult, or (*ASK APPLYa*)
- 4 Very Difficult? (*ASK APPLYa*)

- 8 DK
- 9 REF

APPLYa

Please say more about why you chose that answer?

- 10 NEEDED HELP IN FILLING OUT FORMS
- 11 POSITIVE OR SATISFIED (GENERAL)
- 12 LOTS OF PAPERWORK, TOO LONG, MAKE IT SHORTER
- 13 HARD, SOMEWHAT DIFFICULT, COMPLICATED
- 14 HAVING TO FIND INFO, TOO MUCH INFO
- 15 SLOW APPROVAL PROCESS, WAITING FOR HELP
- 16 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 17 VISUALLY IMPAIRED, DIFFICULT TO READ
- 18 TIME LAG TO GET SERVICES, APPOINTMENTS
- 95 OTHER (SPECIFY)
- 98 DK-REF

STAFF1

How helpful were the staff of HireAbility Vermont in helping you achieve your goals?

(READ RESPONSES)

- 1 Very helpful
- 2 Somewhat helpful (ASK STAFF1A)
- 3 Not very helpful, or (ASK STAFF1A)
- 4 Not at all helpful (ASK STAFF1A)

- 8 DK
- 9 REF

STAFF1a

Please say more about why you chose that answer?

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 12 BROKEN PROMISES, NO FOLLOW THROUGH
- 13 AGENCY CLOSED CASE OR STOPPED SERVICES
- 14 BETTER COMMUNICATION NEEDED (IN GENERAL)
- 15 NEED TO FOLLOW UP MORE OFTEN
- 16 HAD NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 17 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 18 NEED MORE INFORMATION ABOUT SERVICES OFFERED, NOT ENOUGH INFORMATION PROVIDED
- 19 PROGRAMS NOT BENEFICIAL DUE TO CIRCUMSTANCES
- 95 OTHER (SPECIFY)
- 98 DK-REF

ACCESS

How accessible was HireAbility Vermont for someone with your type of disability?

(READ RESPONSES)

PROMPT: By accessible I mean that it was easy for you to get in and out of the office, to easily move around while inside the office, that materials are available in alternative formats such as Braille, or that there are interpreters available?

- 1 Very accessible
- 2 Somewhat accessible (*ASK ACCESSa*)
- 3 Not very accessible, or (*ASK ACCESSa*)
- 4 Not at all accessible? (*ASK ACCESSa*)

- 8 DK
- 9 REF

ACCESSa

Please say more about why you chose that answer?

PROMPT: What could HireAbility Vermont have done to make the experience accessible?

- 10 ACCESS, AND EXIT WITH DOORS, DIFFICULTY
- 11 DISTANCE, TOO FAR AWAY
- 12 LOCATIONS CHANGED OR MOVED, OFFICE NOT EASILY ACCESSIBLE
- 13 LOTS OF WALKING TO GET TO OFFICE, DISTANCE FROM BUS OR TRAIN
- 14 MOBILITY IN BUILDING OR OFFICE, HARD GETTING AROUND
- 15 POSITIVE EXPERIENCE OR SATISFIED
- 16 PROVIDE MORE HANDICAPPED PARKING, BETTER PARKING
- 17 TRANSPORTATION IN GENERAL, DO NOT HAVE TRANSPORTATION, NEED TRANSPORTATION
- 95 OTHER (SPECIFY)
- 98 DK-REF

OUTCOMEINTO

Next I am going to read a list of statements and I would like to know how strongly you agree or disagree with each. Please tell me if you strongly agree, somewhat agree, NEITHER agree nor disagree, somewhat DISagree, or strongly DISagree with each statement. If it is not applicable to your case, just let me know.

OUTCOMES2

The services I received from HireAbility Vermont helped me become more financially independent.

PROMPT: By financially independent, we mean able to comfortably afford to live as you choose and have the resources needed for your life.

(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK OUTCOMES2a*)
- 4 Somewhat disagree (*ASK OUTCOMES2a*)
- 5 Strongly disagree (*ASK OUTCOMES2a*)

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

OUTCOMES2a

Please say more about why you chose that answer?

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 13 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 14 DIDN'T RECEIVE JOB SEARCH HELP
- 15 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 16 RECEIVED EMPLOYMENT BUT NOT ENOUGH HOURS OR PAY
- 17 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 18 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

STAFF2

The HireAbility Vermont staff treated me with dignity and respect.
(READ RESPONSES AS NEEDED)

PROMPT: Would you say you...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK STAFF2a*)
- 4 Somewhat disagree (*ASK STAFF2a*)
- 5 Strongly disagree (*ASK STAFF2a*)

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

STAFF2a

Please say more about why you chose that answer?

- 10 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 11 COUNSELOR RUDE, DISRESPECTFUL, UNPROFESSIONAL
- 12 COUNSELOR TOO BUSY, FELT PUSHED ASIDE
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 15 DID NOT ACHIEVE GOAL, WORKING ON, NEED GUIDANCE
- 16 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 17 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 STAFF HAS POOR ATTITUDE, DISRESPECTFUL, UNPROFESSIONAL
- 95 OTHER (SPECIFY)
- 98 DK-REF

OUTCOMES5

HireAbility Vermont helped me reach my job goals.
(READ RESPONSES AS NEEDED)

PROMPT: WOULD YOU SAY YOU...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK OUTCOMES5A*)
- 4 Somewhat disagree (*ASK OUTCOMES5A*)
- 5 Strongly disagree (*ASK OUTCOMES5A*)

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

OUTCOMES5a

Please say more about why you chose that answer?

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 HELP CUSTOMER GET A JOB, PROVIDE MORE JOB OPTIONS
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 17 NO JOB YET BUT STILL WORKING ON ACHIEVING GOALS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

COMM4

My role and responsibility in communicating with HireAbility Vermont were made clear to me by my counselor.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK COMM4a*)
- 4 Somewhat disagree (*ASK COMM4a*)
- 5 Strongly disagree (*ASK COMM4a*)

7 N/A TO ME/MY CASE

8 DK

9 REF

COMM4a

Please say more about why you chose that answer?

- 10 COUNSELOR NEEDS TO MAKE MORE EFFORT, CUSTOMER DOES ALL THE WORK
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 HELP CUSTOMER GET A JOB, PROVIDE MORE JOB OPTIONS
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 17 NO JOB YET BUT STILL WORKING ON ACHIEVING GOALS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

CONTROL3

HireAbility Vermont staff asked me for my opinions and ideas about the services I need.

PROMT: How strongly do you agree or disagree with the statement...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK CONTROL3a*)
- 4 Somewhat disagree (*ASK CONTROL3a*)
- 5 Strongly disagree (*ASK CONTROL3a*)

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

CONTROL3a

Please say more about why you chose that answer?

- 10 Counselor did not return calls, no follow up
- 11 Hard to reach staff
- 12 More info needed, need to broaden programs
- 13 Someone else helped, counselor did paperwork
- 14 Not enough, unaware of available services
- 15 Commendable efforts, services provided
- 16 Counselors left, switched
- 17 Needed more support, guidance, help
- 18 No services provided, not much help
- 19 Completed testing, training, but still no job
- 20 Did not receive employment, could not find me a job
- 30 No control over experience, told me what to do
- 31 Counselor would not listen, dismissed concerns
- 32 Lacks understanding of needs, wants, ability
- 33 Fight to get services, help is limited
- 34 Time lags to get services, appointments
- 35 Staff attitude, disrespect, unprofessional
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

CONTROL4

My opinions and ideas were important to shaping my career goals.

PROMT: How strongly do you agree or disagree with the statement...

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (*ASK CONTROL4a*)
- 4 Somewhat disagree (*ASK CONTROL4a*)
- 5 Strongly disagree (*ASK CONTROL4a*)

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

CONTROL4a

Please say more about why you chose that answer?

- 10 COUNSELOR DID NOT RETURN CALLS, NO FOLLOW UP
- 11 HARD TO REACH STAFF
- 12 MORE INFO NEEDED, NEED TO BROADEN PROGRAMS
- 13 SOMEONE ELSE HELPED, COUNSELOR DID PAPERWORK
- 14 NOT ENOUGH, UNAWARE OF AVAILABLE SERVICES
- 15 COMMENDABLE EFFORTS, SERVICES PROVIDED
- 16 COUNSELORS LEFT, SWITCHED
- 17 NEEDED MORE SUPPORT, GUIDANCE, HELP
- 18 NO SERVICES PROVIDED, NOT MUCH HELP
- 19 COMPLETED TESTING, TRAINING, BUT STILL NO JOB
- 20 DID NOT RECEIVE EMPLOYMENT, COULD NOT FIND ME A JOB
- 30 NO CONTROL OVER EXPERIENCE, TOLD ME WHAT TO DO
- 31 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 32 LACKS UNDERSTANDING OF NEEDS, WANTS, ABILITY
- 33 FIGHT TO GET SERVICES, HELP IS LIMITED
- 34 TIME LAGS TO GET SERVICES, APPOINTMENTS
- 35 STAFF ATTITUDE, DISRESPECT, UNPROFESSIONAL
- 95 OTHER (SPECIFY)
- 97 NONE
- 98 DK
- 99 REF

Staff7

VocRehab staff believes/believed in my abilities and partnered with me to achieve my career goal.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree (ASK STAFF7a)
- 4 Somewhat disagree (ASK STAFF7a)
- 5 Strongly disagree (ASK STAFF7a)

7 N/A TO ME/MY CASE

8 DK

9 REF

Staff7a

Please say more about why you chose that answer?

- 10 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 11 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 DIDN'T RECEIVE JOB SEARCH HELP
- 14 GET VOICEMAIL, NEVER ANSWERS THE PHONE
- 15 LISTEN TO CUSTOMER, UNDERSTAND NEEDS, WANTS, ABILITY
- 16 MEET CUSTOMER'S NEEDS, WORK CLOSELY WITH CUSTOMER
- 17 NEED MORE GUIDANCE, SUPPORT, EXPLANATION
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 SERVICES OFFERED BY VR WERE NOT EFFECTIVE
- 95 OTHER (SPECIFY)
- 98 DK-REF

B. Future Planning and Career Goals

FUTUREINTO

Next, I would like to ask a few questions about how well HireAbility Vermont helped you prepare and plan for the future. If you would, please tell me how strongly you agree or disagree with the following statements.

FUTURE01

To start, how strongly do you agree or disagree with this statement: My counselor asked me about my long term goals and helped me explore ways to pursue them.

PROMPT: How strongly do you agree or disagree with this statement...

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

7 N/A TO ME/MY CASE

8 DK

9 REF

FUTURE02

Based on my interests and abilities, my counselor helped me explore opportunities for higher wage jobs in my community.

PROMPT: How strongly do you agree or disagree with this statement...

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

7 N/A TO ME/MY CASE

8 DK

9 REF

FUTURE04

My counselor worked with me to complete an assessment to learn more about how my knowledge, skills and abilities apply to careers I am interested in.

PROMPT: How strongly do you agree or disagree with this statement...

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

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

FUTURE03

My Counselor explained the education or training I would need to pursue the careers I am interested in.

PROMPT: How strongly do you agree or disagree with this statement...

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

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

Future06

Did HireAbility Vermont help you enter any new education, training, certification, or other credential program that will help you pursue a career?

- 1 YES (FOLLOW UP: What was that? *[OPEN TEXT]*)
- 2 NO ADDITIONAL CERTIFICATION

C. Overall Satisfaction and Recommendations

OVERALL2

Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied would you say you are with the services provided by HireAbility Vermont?

01 – 05 ENTER NUMBER (*ASK OVERALL2a*)

06 – 10 ENTER NUMBER

98 DK

99 REF

OVERALL2a

Please say more about why you chose that answer?

10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE

11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB

12 DIDN'T RECEIVE JOB SEARCH HELP

13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE

14 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP

15 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK

16 RECEIVED NO HELP IN REACHING PLAN OR GOALS

17 GET VOICEMAIL, NEVER ANSWERS THE PHONE

18 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS

19 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY

95 OTHER (SPECIFY)

98 DK-REF

OVERALL3

Considering all of the expectations you may have had about the services provided by HireAbility Vermont, to what extent have these services met your expectations?

Please rate this on a scale from 1 to 10 where one means HireAbility Vermont met NONE of your expectations and ten means that HireAbility Vermont met your expectations COMPLETELY.

01 – 05 ENTER NUMBER (*ASK OVERALL3a*)

06 – 10 ENTER NUMBER

98 DK

99 REF

OVERALL3a

Please say more about why you chose that answer?

10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE

11 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB

12 DIDN'T RECEIVE JOB SEARCH HELP

13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE

14 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP

15 RECEIVED NO HELP IN REACHING PLAN OR GOALS

16 GET VOICEMAIL, NEVER ANSWERS THE PHONE

17 NEED MORE GUIDANCE, SUPPORT, EXPLANATION

18 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY

19 MEET CLIENT'S NEEDS, WORK CLOSELY WITH CLIENT

95 OTHER (SPECIFY)

98 DK-REF

RECOMMEND1

All things considered, would you tell your friends with disabilities to go to HireAbility Vermont program for help?

1 YES

2 NO

8 DK

9 REF

D. HireAbility Vermont Additional Questions

ASSISTANCE1

Were you able to receive needed services even when your vocational rehabilitation counselor was not available?

1 YES

2 NO

8 DK

9 REF

Please say more about why you chose that answer?

BENCOUNS1

Were you able to access benefits counseling through vocational rehabilitation's Work Incentives Counselors?

- 1 YES (*ASK BENEFITS COUNSELING SECTION*)
- 2 NO (*GO TO EMPSERVE2*)
- 3 DID NOT NEED BENEFITS COUNSELING (*GO TO EMPSERVE2*)

- 8 DK (*GO TO EMPSERVE2*)
- 9 REF (*GO TO EMPSERVE2*)

BENCOUNS3

Which of the following did your Work Incentives counselor help you with...

INTS: READ ALL; MARK OFF ALL 'YES'

- 10 Understanding the effects of paid employment on disability and state benefits programs
- 11 Identifying community agencies that were able to provide helpful services
- 12 Better understanding benefits you currently receive
- 13 Securing benefits you were not previously receiving
- 14 Finding easier ways to report your earnings
- 15 Filling out paperwork and forms
- 95 SOMETHING ELSE (SPECIFY)
- 97 NONE OF THESE
- 98 DK
- 99 REF

BENCOUNS2

How valuable did you find this counseling?
(READ RESPONSES)

- 1 Very valuable
- 2 Somewhat valuable
- 3 Not very valuable, or (*ASK BENCOUNS2a*)
- 4 Not at all valuable (*ASK BENCOUNS2a*)

- 8 DK
- 9 REF

BENCOUNS2a

Why wasn't the benefits counseling valuable to you?

- 1 SPECIFY
- 8 DK
- 9 REF

BENCOUNS4

How strongly do you agree or disagree with the following statement: After meeting with a Work Incentives counselor, I felt more confident that I could work and increase my wages.

PROMPT: Would you say you... (READ RESPONSES)

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

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

EMPSERVE2

How well did HireAbility Vermont coordinate job placement services with the VABIR representative?
(READ RESPONSES)

PROMPT: VABIR is the Vermont Association of Business, Industry and Rehabilitation. It's a non-profit that helps coordinate between HireAbility Vermont and businesses.

- 1 Very Well
- 2 Somewhat Well
- 3 Not Very Well
- 4 Not Well at All
- 5 DID NOT USE JOB PLACEMENT SERVICES
- 6 DID NOT USE SERVICES THROUGH VABIR

- 8 DK
- 9 REF

SUPPORT1

Do you feel that you are getting the support needed to be successful in the long term?

PROMPT: By support, I mean things like your counselor or VABIR rep contacting you after you started your job? Or calling to check in after you started your job?"

IF NO ASK: Why do you feel you are not getting the needed support to be successful in the long term?

1 YES

2 NO (SPECIFY)

8 DK

9 REF

G. Multiple Counselors and Other Problems

PROBLEMS

Finally, I am interested in any feedback you might have to help improve the services provided by HireAbility Vermont

Have you experienced any problems with HireAbility VERMONT or the services they have provided to you?

IF YES ASK: What were these problems?

1 YES (*ASK PROBLEMSa*)

2 NO (*ASK CADR01*)

8 DK (*ASK CADR01*)

9 REF (*ASK CADR01*)

ASK IF THEY EXPERIENCED PROBLEMS

PROBLEMSa

What problems did you experience?

- 10 AGENCY OR PROGRAM NO HELP, NOT EFFECTIVE
- 11 TIME LAGS TO GET INTO THE PROGRAM
- 12 DID NOT RECEIVE EMPLOYMENT, VR COULD NOT FIND ME A JOB
- 13 COUNSELOR WAS NOT HELPFUL OR SUPPORTIVE
- 14 HAD TO LEAVE MULTIPLE MESSAGES BEFORE GETTING A CALL BACK
- 15 DIDN'T RECEIVE JOB SEARCH HELP
- 16 COUNSELOR DID NOT RETURN CALLS, EMAILS OR FOLLOW UP
- 17 COUNSELOR WOULD NOT LISTEN, DISMISSED CONCERNS
- 18 RECEIVED NO HELP IN REACHING PLAN OR GOALS
- 19 LISTEN TO CLIENT, UNDERSTAND NEEDS, WANTS, ABILITY
- 95 OTHER (SPECIFY)
- 98 DK-REF

RESOLVE1

Did HireAbility Vermont work to resolve this problem?

- 1 YES
- 2 NO

- 8 DK
- 9 REF

CADR01

Were you informed that if you had a problem with HireAbility Vermont, you could address it with the Client Assistance Program?

PROMPT: These questions are asked to make sure you were explained that you have this option. We are NOT asking if you had to use them or not. So, you if did have a problem with HireAbility Vermont, you would know the avenues open to you.

- 1 YES
- 2 NO (ASK QI6)

- 8 DK (ASK QI6)
- 9 REF (ASK QI6)

CADR09

After being informed of the Client Assistance Program did you follow-up with them about any concerns or issues you may have had?

- 1 YES
- 2 NO

- 8 DK
- 9 REF

ASK IF NO TO CADR09 AND YES TO PROBLEMS

CADR10

What prevented you from contacting the Client Assistance Program?

- 1 NO NEED
- 2 SPECIFY

- 8 DK
- 9 REF

QI6

In thinking about your experience with HireAbility Vermont what worked well for you?

- 1 SPECIFY (SPECIFY)
- 2 NOTHING

- 8 DK
- 9 REF

Q11

What could HireAbility Vermont do to improve the services it offers to you and others?

1 SPECIFY (SPECIFY)

2 NOTHING

8 DK

9 REF

Covid-19 And Remote Services

COVID2

Has the COVID-19 pandemic effected your experience with HireAbility Vermont?

In what ways has the recent coronavirus pandemic effected your experience with HireAbility Vermont?

PROBE: Any other ways?

1 SPECIFY (SPECIFY)

2 NOTHING

8 DK

9 REF

REMOTE01

When you met remotely how easy was it for you to meet with your counselor?

PROMPT: By remotely, I mean meeting using the telephone or virtually over the internet.

READ RESPONSES

1 Very easy

2 Somewhat easy

3 Neither easy or difficult

4 Somewhat difficult

5 Very difficult

8 DON'T KNOW/REFUSE

REMOTE02

How strongly do you agree or disagree with this statement: I plan to continue having routine meetings with my counselor remotely, even when I have the option to meet in-person. Would you say you...

READ ALL RESPONSES

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree *[ASK REMOTE02a]*
- 4 Somewhat disagree *[ASK REMOTE02a]*
- 5 Strongly disagree *[ASK REMOTE02a]*

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

REMOT02a

Please say more about why you chose that answer?

PROMPT: Why do you do you not want to continue remote meetings with your counselor?

- 1 SPECIFY (SPECIFY)
- 2 NOTHING

- 8 DK
- 9 REF

H. Education and Employment

EDU01

Please tell me about your progress in your education.

What was the highest grade in school that you have completed?

IF DID NOT FINISH HS ASK: Are you still attending High School or working on your GED?

- 10 LEFT HIGH SCHOOL WITHOUT GETTING A DIPLOMA
- 11 CURRENTLY ATTENDING HIGH SCHOOL
- 12 CURRENTLY WORKING GED
- 13 COMPLETED HIGH SCHOOL/GED
- 14 ATTENDING A TRADE OR TECHNICAL SCHOOL
- 15 ATTENDING A COMMUNITY COLLEGE
- 16 COMPLETED AN ASSOCIATE'S OR TECHNICAL DEGREE
- 17 COMPLETED A 4 YEAR COLLEGE DEGREE (BACHELORS DEGREE)
- 18 COMPLETED A GRADUATE DEGREE (MASTERS/MA, MS)
- 19 GRADUATE DEGREE (PHD/MD/JD)
- 20 RECEIVING ON THE JOB TRAINING
- 21 PURSING A PROFESSIONAL CERTIFICATION
- 22 PURSING AN INDUSTRIAL CERTIFICATION
- 95 SOMETHING ELSE (SPECIFY)
- 98 DK
- 99 REF

EDU02

And what is the level of education you would like to complete?

- 1 COMPLETING HIGH SCHOOL OR GED
- 2 COMPLETING AN ASSOCIATE'S OR TECHNICAL DEGREE
- 3 COMPLETING A 4 YEAR COLLEGE DEGREE (BACHELORS DEGREE)
- 4 COMPLETING A GRADUATE DEGREE (MASTERS/MA, MS)
- 5 OBTAIN A PROFESSIONAL CERTIFICATION
- 6 OBTAIN AN INDUSTRIAL CERTIFICATION
- 7 SOMETHING ELSE (SPECIFY)
- 8 DK
- 9 REF

EMPSTATUS

These last few questions ask about what you are currently doing.

Are you currently...

(READ RESPONSES AND SELECT ALL MENTIONED)

- 10 Working full time, that is, more than 35 hours per week *[ASK JOBSAT]*
- 11 Working part time *[ASK JOBSAT]*
- 12 Currently looking for a job
- 13 In school or receiving job training
- 14 Keeping house
- 15 Currently unable to work, or
- 16 Volunteering your time
- 17 NO MORE
- 18 NONE OF THESE
- 98 DK
- 99 REF

JOBSAT1

Thinking about your current job, how satisfied are you with what you are doing?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied (*ASK JOBSATa*)
- 4 Dissatisfied, or (*ASK JOBSATa*)
- 5 Very Dissatisfied (*ASK JOBSATa*)

- 6 NOT APPLICABLE TO MY EXPERIENCE
- 8 DK
- 9 REF

ASK IF NOT SATISFIED TO JOBSAT

JOBSATa

Please say more about why you chose that answer?

- 10 DISSATISFIED WITH ASPECTS OR PARTS OF JOB
- 11 NOT A CAREER MOVE, ONLY TEMPORARY JOB
- 12 LOW PAY - DOES NOT MEET FINANCIAL NEED
- 13 TOO FEW HOURS
- 14 JOB IS PHYSICALLY DEMANDING
- 15 NEED A JOB ALIGNED WITH SKILLS, TRAINING
- 16 UNPLEASANT WORK ENVIRONMENT
- 17 BORED WITH JOB, BEEN AT JOB TOO LONG, BURNT OUT, NEED CHANGE
- 18 VARYING HOURS, UNRELIABLE HOURS, SCHEDULING PROBLEM
- 19 JOB DOES NOT PROVIDE BENEFITS, DOES NOT PROVIDE GOOD BENEFITS
- 95 OTHER (SPECIFY)
- 98 DK-REF

JOBSAT2

How strongly do you agree or disagree with these statements: I see a path to advance my career where I am currently working.

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

- 7 N/A TO ME/MY CASE
- 8 DK
- 9 REF

