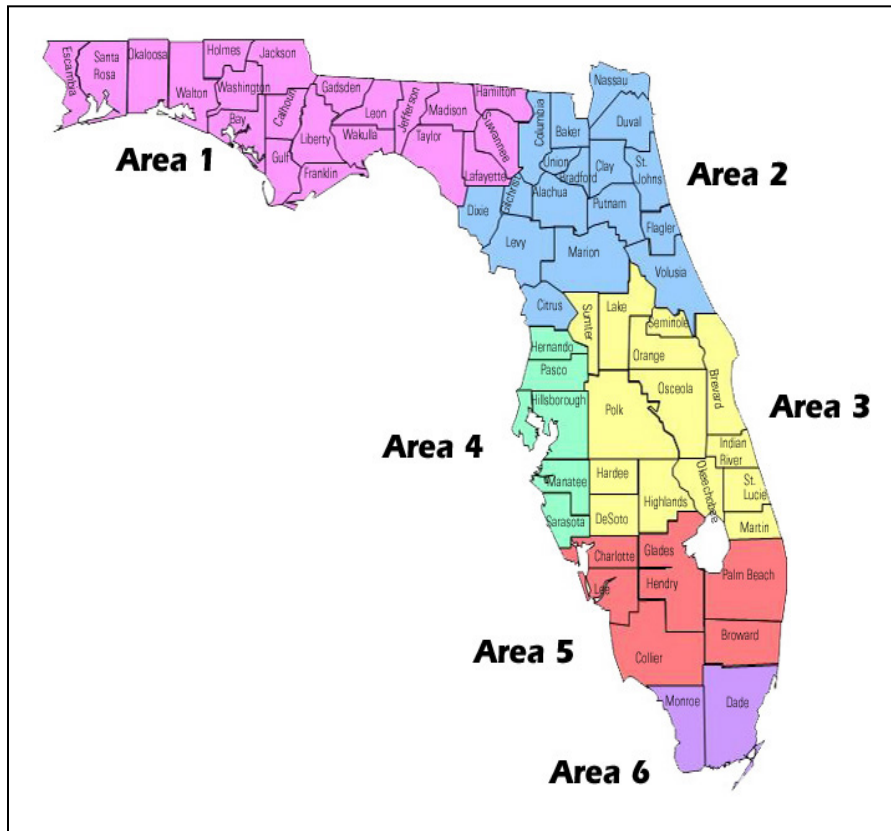


Florida Vocational Rehabilitation State Profile Fiscal Year 2016-2017



Prepared for:
Florida Rehabilitation Council
Florida Department of Education, Division of Vocational
Rehabilitation

Prepared By:



Florida General Population Data*

Population	20,612,439
Median Household Income	\$60,400
Service Age Residents w/ Disability	10.5%
Gender Breakdown:	Female: 51.1%, Male: 48.9%

**General population data is acquired from 2016 American Community Survey, released on July 2017.*

FL VR Population Data



Age	
18 – 24	42%
25 – 34	17%
35 – 44	11%
45 – 54	15%
55+	15%

FL VR’s customers are younger than the state as a whole. The population that VR serves has a higher rate of males than the general population and features slightly more racial diversity.



Gender	
Male	55%
Female	45%

Race & Ethnicity	
White	69%
African American	27%
American Indian	1%
Asian	1%
Race N/A	2%
Non-Hispanic	78%
Hispanic	22%

Disability Category	
Chronic Medical	10%
Developmental	19%
Mental Health	51%
Orthopedic	11%
Sensory	9%
Substance Abuse	1%
Learning	-



Case Status	
Open	71%
Closed Successful	12%
Closed Unsuccessful	17%



Job Status	
Currently working (Full or Part Time)	38%
% Satisfied with current job	76%

General satisfaction is high across FL VR.

Most customers feel that VR staff treats them with dignity and respect.

Nine in ten customers would tell their friends with disabilities to go to the VR program for help.



Overall Satisfaction Levels With...	
Florida's VR Program	82%
Services Provided	80%

The Services I received... (% agree)	
Helped me become more <u>financially</u> independent	80%
Helped me reach my job goal	82%
Helped me become more independent, in general	84%

Satisfaction with Services	
The choice of services	85%
Choice of service providers	81%
Information received about choices they had	84%

Satisfaction With...	
Involvement with their VR experience	83%
Choice of vocational goal	82%

Satisfaction with Staff	
Helping them achieve their VR goals	88%
Ease of contacting VR counselor	84%
Timeliness of counselor to answer questions or concerns	78%
Treating client with dignity and respect	95%

All Things Considered

90% of FL VR customers would tell their friends with disabilities to go to the VR program for help.

Almost a quarter of FL VR customers experienced problems or did not receive the services they expected.



23% of customers did not receive services that they expected.

These services were primarily job help (39%), training to improve skills (24%), and counseling and guidance (13%).

20% experienced problems with VR or with the services they were provided.

The most cited problems were the effectiveness of the agency and/or programs (27%), staff and/or counselors not helpful or supportive (22%), and counselors not returning calls, emails, or following up (20%).

32% said VR worked to resolve their problem.

Customers provided feedback to multiple questions in their own words; here are the primary themes for FL VR.



Feedback From Customers	
Agency or Program no help, not effective	19%
Needed help in filling out forms	18%
Counselor did not return calls, emails, or follow up	15%
Had to leave multiple messages before getting a call back	15%
Get voicemail, never answers the phone	14%
Did not receive employment, VR could not find me a job	13%
Better communication in general	11%
Did not receive employment, VR couldn't find me a job	10%
Access, distance, too far away	10%

FL VR Overall VR Consumer Experience Core Metrics

The following categories represent the key topic areas that analysis shows to be most important to the ways VR consumers assess and evaluate their experience with FL VR. These ratings are created by setting a group of questions, which statistical tests reveal to be thematically related, to a common 0 to 100 scale and averaging the results. A score of 100 on any of these measures would represent the most positive experience possible while a score of 0 would be the most negative.

Measures without a valid response (“Don’t Know,” “Refuse,” and “Not Applicable to My Experience”) are removed from these scores, whereas they are included when calculating other scores reported in this State Profile. This may lead to differences in values reported.

Measure	Score
Overall Satisfaction and Expectations	78
Experience with Services Provided by VR	80
Experience with VR Staff and Counselors	89
Communications with VR Staff	80
Customer Control and Involvement	80
Outcomes and Meeting Goals	81
Satisfaction with Current Employment	76
All things considered, would you tell your friends with disabilities to go to the VR program for help? (% Yes)	92
Have you experienced any problems with VR or the services they have provided to you? (% No)	80