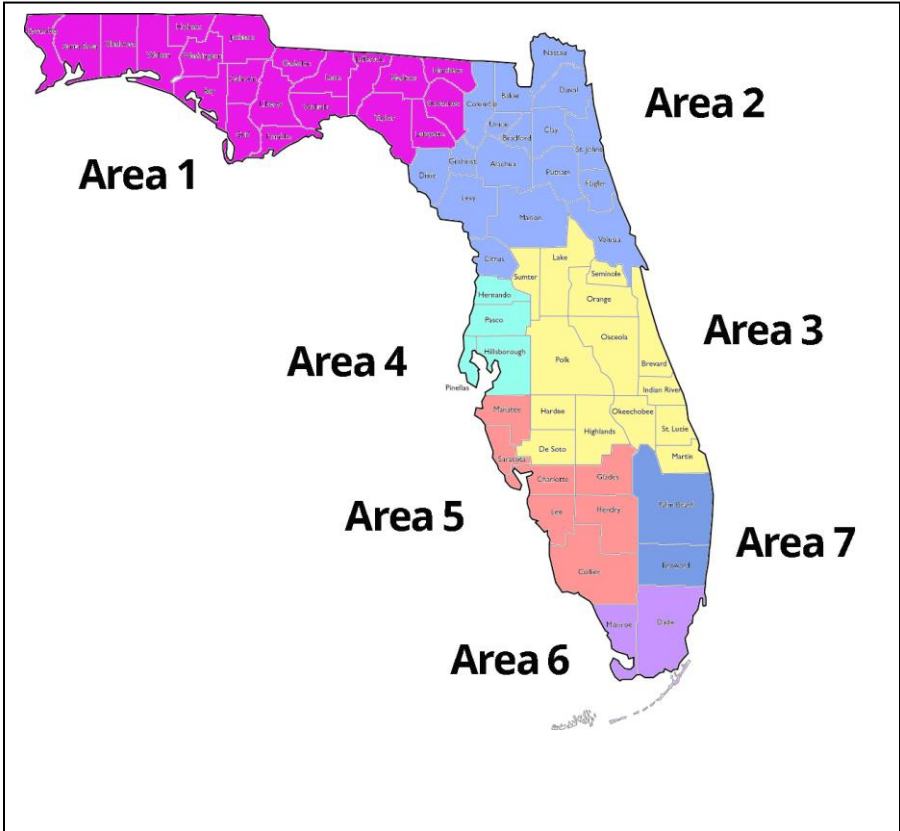


Florida Vocational Rehabilitation State Profile Fiscal Year 2017-2018



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

Prepared By:



State 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 October 19, 2017.

State Population Data



Age	
18 – 24	45%
25 – 34	17%
35 – 44	10%
45 – 54	13%
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 and features slightly more racial diversity than the general population.



Gender	
Male	56%
Female	44%

Race & Ethnicity	
White	69%
African American	26%
American Indian	1%
Asian	2%
Race N/A	1%
Non-Hispanic	76%
Hispanic	24%

Disability Category	
Chronic Medical	10%
Developmental	22%
Mental Health	50%
Orthopedic	10%
Sensory	8%
Substance Abuse	0%
Learning	0%



Case Status	
Open	69%
Closed Successful	11%
Closed Unsuccessful	20%



Job Status	
Currently working (Full or Part Time)	41%
% Satisfied with current job	80%

General satisfaction is high across FL VR.

Nearly all 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	84%
Services Provided	80%

The Services I received... (% agree)

Helped me become more <u>financially</u> independent	79%
Helped me reach my job goal	83%
Helped me become more independent, in general	85%

Satisfaction with Services

The choice of services	83%
Choice of service providers	81%
Information received about choices they had	84%

Satisfaction With...

Involvement with their VR experience	84%
Choice of vocational goal	80%

Satisfaction with Staff

Helping them achieve their VR goals	89%
Ease of contacting VR counselor	83%
Timeliness of counselor to answer questions or concerns	78%
Treating client with dignity and respect	96%

All Things Considered

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

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



18% of customers did not receive services that they expected.

The most commonly mentioned problems statewide was delays in services (6%) while the thing that worked well most often was communication with the counselor (7%).

17% experienced problems with VR or with the services they were provided.

The most cited problems were counselors not returning calls or emails (28%) and not receiving employment (27%).

21% said VR worked to resolve their problem.

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



Feedback From Customers

Better communication needed	29%
Counselor did not return calls, emails or follow up	25%
Had to leave multiple messages before getting a call back	23%
Counselor was not helpful or supportive	17%
Changing counselors, switching too much, causes problems	17%
Did not receive employment, VR could not find me a job	16%
Didn't receive job search help	16%
Needed help in filling out forms	14%
Services offered by VR were not effective	11%

State
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.

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 Area Profile. This may lead to differences in values reported.

Measure	Score
Overall Satisfaction and Expectations	79
Experience with Services Provided by VR	80
Experience with VR Staff and Counselors	90
Communications with VR Staff	79
Customer Control and Involvement	80
Outcomes and Meeting Goals	81
Satisfaction with Current Employment	78
All things considered, would you tell your friends with disabilities to go to the VR program for help? (% Yes)	93%
Have you experienced any problems with VR or the services they have provided to you? (% No)	83%