

VOCATIONAL REHABILITATION  
NEEDS ASSESSMENT

Opinions of Employers, Staff  
and Clients about How to  
Improve Vocational Support  
Services

**APPENDICES**

August 2009  
REPORT 2.21A







## APPENDICES

Appendices to this report include the survey instruments as administered by the DSHS Research and Data Analysis Division for the Division of Vocational Rehabilitation in January and February 2009.

Also included are the responses related to DVR clients (question 9) from the DSHS 2009 Client Survey, which is available at <http://publications.rda.dshs.wa.gov/1390/>.

### Appendix 1

Washington State Division of Vocational Rehabilitation Needs Your Ideas, Short Survey, **Survey 1**..... A-2

*“Employer Survey”— Designed for employers who currently have (or previously had) a DVR client as an employee.*

### Appendix 2

Washington State Division of Vocational Rehabilitation Needs Your Ideas, Short Survey, **Survey 2**..... A-4

*“Potential Employee Survey”— Designed for businesses that have not had a DVR client as an employee.*

### Appendix 3

Washington State Division of Vocational Rehabilitation Needs Survey for the Association of Washington Business, **Survey 3** ..... A-6

*“Employer Survey, Electronic Version”— Sample of online employer survey as administered to Association of Washington Business.*

### Appendix 4

Washington State Division of Vocational Rehabilitation Needs Survey for DVR Employees, **Survey 4** ..... A-9

*“Employee Survey, Electronic Version”— Sample of online employee survey as administered to DVR employees.*

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2009 Division of Vocational Rehabilitation Client Survey Satisfaction Rates, **Weighted Data** ..... A-11

# Washington State Division of Vocational Rehabilitation Needs Your Ideas, Short Survey

## Survey 1—"Employer Survey"

**Thank you for taking this survey**

Please mail your survey back to us in the enclosed postage-paid envelope to:

SURVEY SECTION  
Research and Data Analysis  
PO Box 43204  
Olympia, WA 98504-5204

For questions about this survey, please contact:

BARBARA WHITBECK  
360.902.0795  
[whitbb@dsrns.wa.gov](mailto:whitbb@dsrns.wa.gov)

**Want to know more about DVR?**

- ▶ Play the enclosed mini-CD
- ▶ Visit our website: <http://www.dshs.wa.gov/dvr/>
- ▶ Have DVR call you at:

WASHINGTON STATE  
**Division of Vocational Rehabilitation**  
needs your ideas

Please take this  
**Short Survey**  
Help us plan services that meet your business needs.



**DVR helps employers:**

- Save time and money on recruiting and training employees
- Profit from free DVR services and possible tax advantages
- Build a more committed and diverse workforce
- Benefit from the skills, experience, and enthusiasm of employees with disabilities

  
Division of Vocational Rehabilitation

**Tell us about your business...**

**HOW MANY INDIVIDUALS DOES YOUR BUSINESS EMPLOY?**

1-5     51-100

6-25     101-500

26-50     More than 500

**WHAT SECTOR?**

Building & Grounds Cleaning/Maintenance

Business & Financial

Child Care

Community & Social Services

Construction

Education/Training

Farming, Fishing & Forestry

Food Service

Government/Public Administration

Health Care

Manufacturing & Production

Office & Administrative Support

Personal Care & Service

Sales & Related

Technology

Transportation/Material Moving

Other \_\_\_\_\_

**HAS YOUR BUSINESS EVER EMPLOYED WORKERS OR INTERNS SERVED BY DVR?**

Yes

No

Don't know

**IF YES, DID YOUR BUSINESS HAVE AN OVERALL POSITIVE EXPERIENCE WITH DVR?**

Yes

No

Don't know

**YOUR BUSINESS NAME**

\_\_\_\_\_

**PERSON WE SHOULD CONTACT**

\_\_\_\_\_

**CONTACT PHONE NUMBER**

\_\_\_\_\_

**Give business name ONLY if you want to be contacted.**  
Your survey answers are confidential. Research and Data Analysis (RDA) gives DVR summaries of survey results. RDA will not tell DVR how any individual business answered the survey. A list of businesses who request contact will be sent to DVR separately from survey results.

Study-C-2021  
All photos courtesy of the Department of Social and Health Services  
Division of Vocational Rehabilitation with permission.  
RDA PHOTO (left to right): Diane King, Naimaisy Job Coach • Heather Walden, Manager of Supported Employment City of Seattle • Argen DeLis, Department of Personnel Employee City of Seattle

**Before you start, please read about some people successfully placed by DVR**



**Atlas API** hired Alexander "Gordon" Scott, who has quadriplegia resulting from a skiing accident, as a program manager. DVR helped Gordon modify his van, learn to drive again, repair his wheelchair, earn his MBA at the University of Washington, and obtain this job. His "never give up" attitude is an inspiration to his co-workers.

The **IKON/ Starbucks** corporate office in Seattle hired Michele Appell, who has cognitive impairments and epilepsy, to work in the mail room. A DVR job coach helped her find a position within the company that matched her skills, and to adjust to that position. She has thrived in her new job, and enjoys an excellent relationship with co-workers.



The **City of Seattle** Department of Personnel hired Bergen Dellisi, who is developmentally delayed, as an office maintenance aide. DVR supported Bergen through internships, an AA degree, and two business specialist certificates. They provided him with a job coach. Bergen's work tasks include developing spread sheets and entering data into data bases.



**Cinetopia**, a movie/dinner theater in Vancouver, hired Terence Bryant-White, who has Asperger's Syndrome, as a baker's assistant. DVR evaluated Terence's skills and strengths, helped him develop an employment plan, and provided him a job coach. He now excels at his job, creates 4-star desserts, and even has his own assistant.

**What services offered by Division of Vocational Rehabilitation would help you most to hire and retain a qualified applicant with a disability?**

	Very Helpful	Helpful	Neutral	Not Very Helpful	Not At All Helpful
Evaluate your workforce needs, and find workers that fit your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Place qualified individuals at your business for a three to six month internship to gain work experience, with full reimbursement for your costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give workers with disabilities the tools, technology, and supports they need to do your work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide an experienced job coach to help train new workers or interns at the job site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If issues arise, work together with management, the worker, and co-workers to resolve them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help your current employees with disabilities stay on the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train management and staff in "Disability Awareness."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide other "custom-designed" training programs, including technical assistance and resources for providing reasonable accommodations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with a firm active action planning and workforce diversity issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**In Your Words:**

**How can DVR best help you employ and keep workers with disabilities?**

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# Washington State Division of Vocational Rehabilitation Needs Your Ideas, Short Survey

## Survey 2—“Potential Employer Survey”

### Thank you for taking this survey

**Please mail your survey back to us in the enclosed postage-paid envelope to:**

SURVEY SECTION  
Research and Data Analysis  
PO Box 45204  
Olympia, WA 98504-3204

**For questions about this survey, please contact:**

BARBARA WHITBECK  
360.902.0759  
[whitbbat@dshs.wa.gov](mailto:whitbbat@dshs.wa.gov)

### Want to know more about DVR?

- ▶ **Play the enclosed mini-CD**
- ▶ **Visit our website:** <http://www.dshs.wa.gov/dvrz>
- ▶ **Have DVR call you at:**

**WASHINGTON STATE**  
**Division of Vocational Rehabilitation**  
**needs your ideas**

Please take this  
**Short Survey**  
Help us plan services that meet your business needs.



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- Profit from free DVR services and possible tax advantages
- Build a more committed and diverse workforce
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**Tell us about your business...**

**HOW MANY INDIVIDUALS DOES YOUR BUSINESS EMPLOY?**

1-5     51-100  
 6-25     101-500  
 26-50     More than 500

**WHAT SECTOR?**

Building & Grounds Cleaning/Maintenance  
 Business & Financial  
 Child Care  
 Community & Social Services  
 Construction  
 Education/Training  
 Farming, Fishing & Forestry  
 Food Service  
 Government/Public Administration  
 Health Care  
 Manufacturing & Production  
 Office & Administrative Support  
 Personal Care & Service  
 Sales & Related  
 Technology  
 Transportation/Material Moving  
 Other \_\_\_\_\_

**HAS YOUR BUSINESS EVER EMPLOYED WORKERS OR INTERNS SERVED BY DVR?**

Yes  
 No  
 Don't know

**IF YES, DID YOUR BUSINESS HAVE AN OVERALL POSITIVE EXPERIENCE WITH DVR?**

Yes  
 No  
 Don't know

**YOUR BUSINESS NAME** \_\_\_\_\_

**PERSON WE SHOULD CONTACT** \_\_\_\_\_

**CONTACT PHONE NUMBER** \_\_\_\_\_

**Give business name ONLY if you want to be contacted.**  
 Your survey answers are confidential. Research and Data Analysis (RDA) gives DVR summaries of survey results. RDA will not tell DVR how any individual business answered the survey. A list of businesses who request contact will be sent to DVR separately from survey results.

Study: 02.0021  
 All photos courtesy of the Department of Social and Health Services  
 Division of Vocational Rehabilitation, with permission  
 FROM PHOTO (left to right): Diane King, Ministry Job Coach •  
 Heather Nelson, Manager of Supported Employment, City of Seattle  
 • Bergen Dallas, Department of Personnel, Employee City of Seattle

**Before you start, please read about some people successfully placed by DVR**



**Atlas API** hired Alexander "Gordon" Scott, who has quadriplegia resulting from a skiing accident, as a program manager. DVR helped Gordon modify his van, learn to drive again, repair his wheelchair, earn his MBA at the University of Washington, and obtain this job. His "never give up" attitude is an inspiration to his coworkers.

The **IKON/Starbucks** corporate office in Seattle hired Michele Appell, who has cognitive impairments and epilepsy, to work in the mail room. A DVR job coach helped her find a position within the company that matched her skills, and to adjust to that position. She has thrived in her new job, and enjoys an excellent relationship with co-workers.



**Cinetopia**, a movie/dinner theater in Vancouver, hired Terence Bryant-White, who has Asperger's Syndrome, as a baker's assistant. DVR evaluated Terence's skills and strengths, helped him develop an employment plan, and provided him a job coach. He now excels at his job, creates 4-star desserts, and even has his own assistant.



The **City of Seattle** Department of Personnel hired Berge Delisi, who is developmentally delayed, as an office maintenance aide. DVR supported Berge through internships, an AA degree, and two business specialist certificates. They provided him with a job coach. Berge's work tasks include developing spread sheets and entering data into data bases.



**Do you think your business could benefit from an employee or intern from the Division of Vocational Rehabilitation?**

Yes	Maybe	No	Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What services offered by DVR would help you most to hire and retain a qualified applicant with a disability?**

	Very Helpful	Helpful	Neutral	Not Very Helpful	Not At All Helpful
Evaluate your workforce needs, and find workers that fit your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Place qualified individuals at your business for a three to six month internship to gain work experience, with full reimbursement for your costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give workers with disabilities the tools, technology, and supports they need to do your work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide an experienced job coach to help train new workers or interns at the job site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If issues arise, work together with management, the worker, and coworkers to resolve them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help your current employees with disabilities stay on the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train management and staff in "Disability Awareness."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide other "custom-designed" training programs, including technical assistance and resources for providing reasonable accommodations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with affirmative action planning and workforce diversity issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**In Your Words: How can DVR best help you employ and keep workers with disabilities?**

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# Washington State Division of Vocational Rehabilitation Needs Survey for the Association of Washington Business

## Survey 3—"Employer Survey"

### Electronic Version

**Before you answer the first survey question, please read these success stories below:**



**Atlas API** hired Alexander "Gordon" Scott, who has quadriplegia resulting from a skiing accident, as a program manager.

DVR helped Gordon modify his van, learn to drive again, repair his wheelchair, earn his MBA at the University of Washington and obtain this job.

His "never give up" attitude is an inspiration to his coworkers.



**The IKON/Starbucks** corporate office in Seattle hired Michele Appell, who has cognitive impairments and epilepsy, to work in the mail room.

A DVR job coach helped her find a position within the company that matched her skills, and to adjust to that position.

She has thrived in her new job, and enjoys and excellent relationship with coworkers.



The **City of Seattle** Department of Personnel hired Bergen Delsi, who is developmentally delayed, as an office maintenance aide.

DVR supported Bergen through internships, an AA degree, and two business specialist certificates. They provided him with a job coach.

Bergen's work tasks include developing spread sheets and entering data into data bases.



**Cinetopia**, a movie/dinner theater in Vancouver, hired Terence Bryant-White, who has Asperger's Syndrome, as a baker's assistant.

DVR evaluated Terence's skills and strengths, helped him develop an employment plan, and provided him a job coach.

He now excels at his job, creates 4 star desserts, and even has his own assistant.

**1. Do you think your business could benefit from an employee or intern from the Division of Vocational Rehabilitation?**

- YES!**   
  **yes** (probably)   
  **Not Sure**   
  **no** (probably not)   
  **No!**   
  **Not Applicable**

**2. What DVR services would most help you hire and retain a person with disabilities?**

	Very Helpful	Helpful	Neutral	Not Very Helpful	Not at all Helpful	Not Applicable
A. Evaluate your workforce needs, and find workers that fit your needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Place qualified individuals at your business for a three to six month internship to gain work experience, with full reimbursement for your costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Give workers with disabilities the tools, technology, and supports they need to do your work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Provide an experienced job coach to help train new workers or interns at the job site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. If issues arise, work together with management, the worker, and coworkers to resolve them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Help your current employees with disabilities stay on the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Train management and staff in "Disability Awareness."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. Provide other "custom-designed" training programs, including technical assistance and resources for providing reasonable accommodations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I. Help with affirmative action planning and workforce diversity issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. How can DVR best help you employ and keep workers with disabilities?**





## If previous DVR

### 9. When your business employed workers or interns served by DVR, did your business overall have a positive experience with DVR?

- Yes
- No
- Don't Know

Other (please specify)

### 10. Would you like to be contacted by DVR - or to receive more information? (Check all that apply)

- Yes - I'd like DVR to contact our business about the possibility of placing an employee or intern\*
- Yes - We'd like to receive more information about DVR in the mail\*
- No - Please don't contact my business

*\*Note: This survey is conducted by the Association of Washington Business. DVR will NOT be given the names of the businesses who completed the survey. If you ask for contact from DVR, AWB will send your business name on a list SEPARATE from the survey results.*

### 11. Tell us who to contact or send information to (only include information you want released to DVR\*):

Business Name:

Contact Person Name:

Street Address:

City:

State:

Phone:

E-mail address:

*\*Note: AWB does not release business names without your permission. Remember that any information you enter on THIS PAGE will be sent to DVR - separate from survey answers. No other information about the names of businesses completing the survey will be shared with DVR.*

Thanks for taking our survey. Press "Done" below to complete the survey. When the survey closes, you will be re-directed to the DVR web site.

## Washington State Division of Vocational Rehabilitation Needs Survey for DVR Employees

### Survey 4—“DVR Employee Survey”

#### Electronic Version

**DVR has implemented programs and supports to help individuals move through the VR process and achieve employment goals. In your opinion, how much do the following efforts contribute to successful outcomes for customers?**

	Very Much	Some	Not at All	Don't Know
1. WorkStrides including Dependable Strengths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Motivational interviewing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Benefits planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Contracted services with a CRP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Higher Ed classes or degree programs for customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Community-based assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Customer internships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. WorkSource partnership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Assistive Technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**For DVR, helping customers get and keep jobs with good wages, benefits, and promotional opportunities is an important goal. In your opinion, which of the following efforts would help the most to achieve this goal? (Please rank in the order you think is most important; you can only use each ranking once)**

	1st	2nd	3rd	4th	5th	6th	7th
1. Contract with job developers who can access higher wage jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Develop or hire staff to make placements in higher wage jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Diversify the population we serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Increase emphasis on training and post secondary education for customers, including professional technical certificates and apprenticeships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provide more support for people who attend training and post secondary education, including professional technical certificates and apprenticeships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Improve or build relationships with local employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Improve or build relationships with other agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**What do you think is most needed to help DVR customers get jobs with good wages and benefits?**

**Do you have other comments about DVR's priorities for the future?**

**My position:**

- |                           |   |
|---------------------------|---|
| <input type="radio"/> VRC | <input type="radio"/> Office Assistant (in Field) |
| <input type="radio"/> RT  | <input type="radio"/> Area Staff                  |
| <input type="radio"/> VRS | <input type="radio"/> State Office Staff          |

**My work location:**

- Area 1
- Area 2
- Area 3
- State Office



## 2009 Client Survey Satisfaction Rates

### Client Survey Satisfaction Rates—Detailed Breakdown

Division of Vocational Rehabilitation, Weighted Data

	Strong NO	no	neutral	yes	Strong YES
<b>QUALITY AND HELPFULNESS</b>					
<i>Overall, has DVR helped you?</i>	2%	17%	14%	48%	19%
<i>Does DVR do good work?</i>	0%	9%	13%	61%	17%
<i>Are you satisfied with DVR services?</i>	6%	19%	15%	44%	16%
<b>DSHS STAFF</b>					
<i>Did DVR staff who helped you treat you with courtesy and respect?</i>	2%	3%	4%	66%	24%
<i>Did DVR staff who helped you listen to what you had to say?</i>	0%	7%	6%	72%	16%
<i>Did DVR staff who helped you understand your needs?</i>	3%	11%	12%	62%	13%
<b>ACCESS AND PROCESSES</b>					
<i>Is the DVR office open at times that are good for you?</i>	1%	7%	5%	70%	16%
<i>Is it easy to get to the DVR office?</i>	1%	10%	4%	64%	20%
<i>Is it easy to get services from DVR?</i>	8%	15%	24%	45%	8%
<i>Did you get services as quickly as you needed?</i>	9%	27%	10%	49%	5%
<i>When you call DVR, is it easy to get to a live person when you need to?</i>	3%	13%	11%	62%	12%
<i>Did DVR staff return your calls within 24 hours?</i>	3%	11%	20%	58%	9%
<b>INFORMATION</b>					
<i>Do you know what DVR services there are for you?</i>	1%	25%	15%	58%	2%
<i>Did DVR staff explain things clearly?</i>	0%	12%	7%	69%	12%
<i>Was it easy to get the information you needed about services?</i>	2%	15%	11%	63%	9%
<b>CLIENT INVOLVEMENT</b>					
<i>Did you have a say in what kind of services you get?</i>	1%	14%	13%	57%	14%
<i>Did you help make plans and set goals about your training and employment?</i>	1%	12%	9%	69%	9%

**Data are weighted.** The DSHS client survey selects clients from each DSHS program, and then asks those clients about all services used in the past fiscal year. To ensure that groups using multiple programs are not over-represented, clients' responses are weighted according to each client's service profile (the specific combination of services that the client used). The final weighted sample reflects the service usage of all DSHS clients. For example, 0.17 percent of all DSHS clients get services from this combination of programs: Economic Services, Medical Assistance, and Division of Vocational Rehabilitation. For DSHS-wide analyses, the 15 responses from people who used this combination of programs were weighted so that they comprise 0.17 percent of the total survey responses. Detailed information about weighting methodology can be found in Appendices A and E of the 2009 DSHS Client Survey Report.







VOCATIONAL REHABILITATION  
NEEDS ASSESSMENT

## Opinions of Employers, Staff and Clients about How to Improve Vocational Support Services

### APPENDICES

Between 50 and 60 percent of employers who responded to a survey administered by DSHS said tools, technology, and supports for Division of Vocational Rehabilitation clients, support following job placement, and internships and job coaching opportunities would help them hire or retain an employee with a disability. DVR staff felt the services that contribute most to client success are Community Rehabilitation Program services and benefits planning. DVR staff also emphasized building and improving relationships with local employers, and developing staff and contracting with job developers to make placements in higher wage jobs. Clients suggested improvements in timeliness, training and assistance after job placement, and internship and other educational and training opportunities.

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