

2003/04 CY FY2004

The Cannon Center for Survey Research at the University of Nevada conducted the 2004 evaluation of the BVR/BSBVI Rehabilitation program by analyzing mailed questionnaires and conducting follow-up phone interviews.

Methodology

A total of 425 written questionnaires were sent to the Cannon Center starting in the fall of 2003 until June of 2004. All questionnaire information was entered in a SPSS (Statistical Package for the Social Sciences) database that was then used to conduct phone interviews. While CCSR achieved a cooperation rate of 83% in unfortunately only represents 71 realized phone interviews. While only 15 respondents refused there were many other factors for keeping the number of completed interviews low:

- A large number of phone numbers (115) were incorrect, or the client did not provide a phone number on the sheet (22)
- Another 45 phone numbers were disconnected, 10 would not accept outside calls
- Despite making 7 attempts on different days of the week (including Saturdays and Sundays) and different times of the day (including calls until 8 pm) 123 respondents were never reached. This includes a large number of cases where nobody was reached in the entire household.

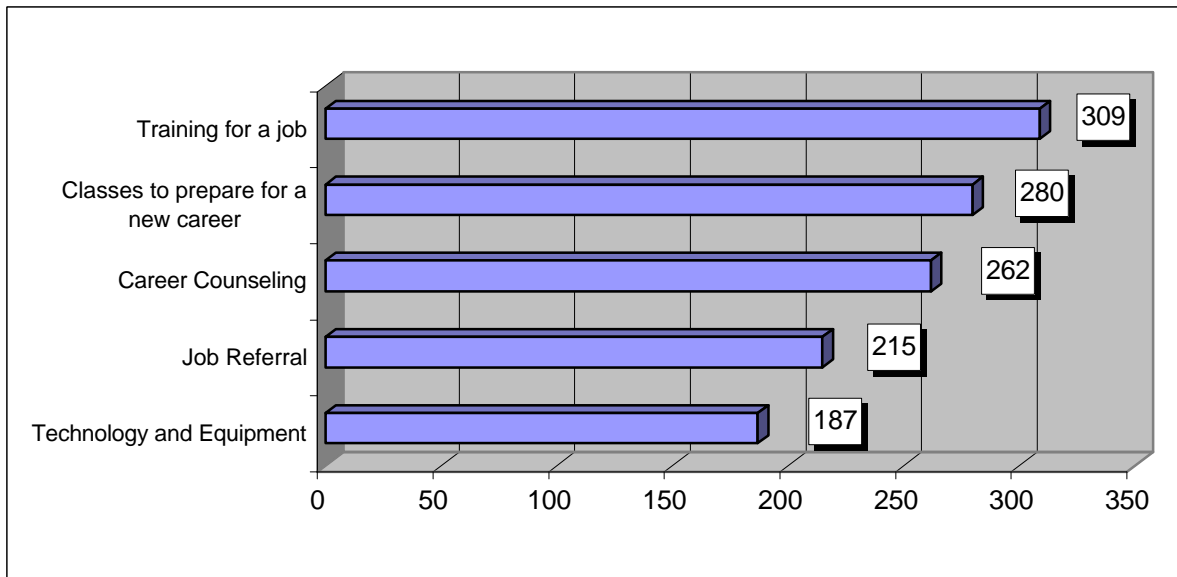
CCSR was therefore not able to verify if the number was correct and the person could simply not be reached or if there were more incorrect numbers hidden in "no response".

- Some households were reached but no interviews were conducted because the respondent is currently institutionalized (9) or too sick to take phone calls (these cases are included in the "no response" category above for further follow-up
- Finally several of the respondents that were actually reached had not had a chance to see a counselor and could therefore not be interviewed or they had been informed after sending in their written questionnaire that they are not eligible for various reasons.

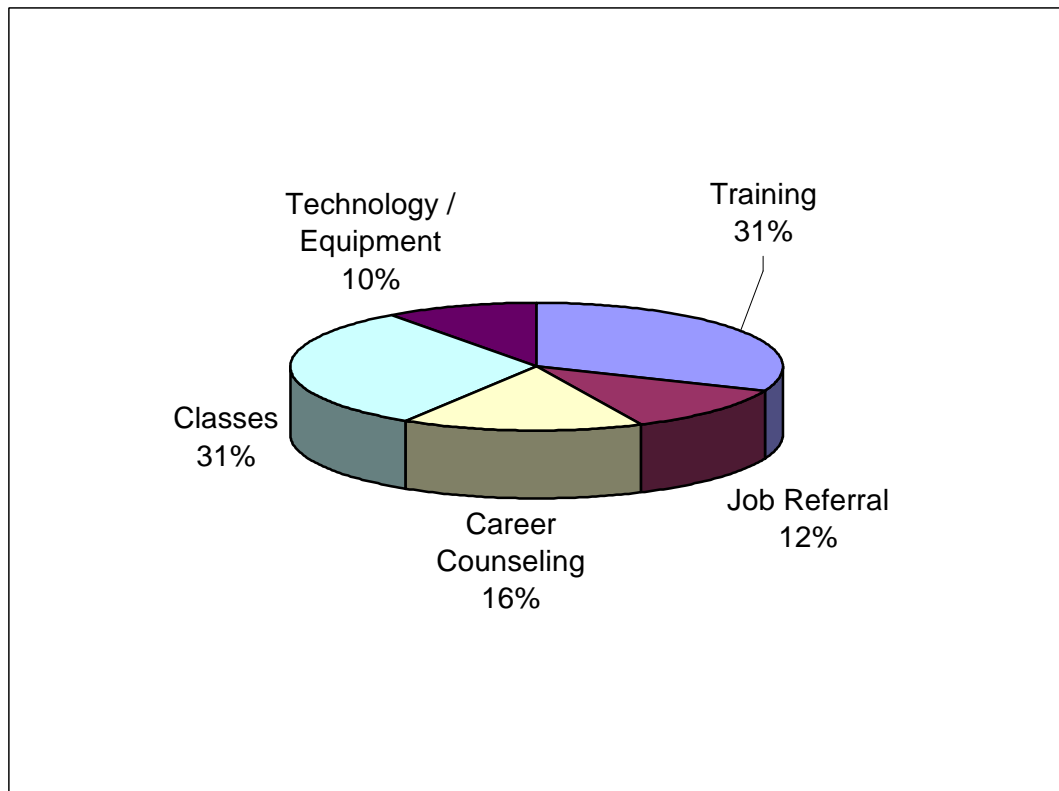
Since CCSR was not able to verify a very large number of phone numbers a cooperation rate is provided instead of the response rate.

Results

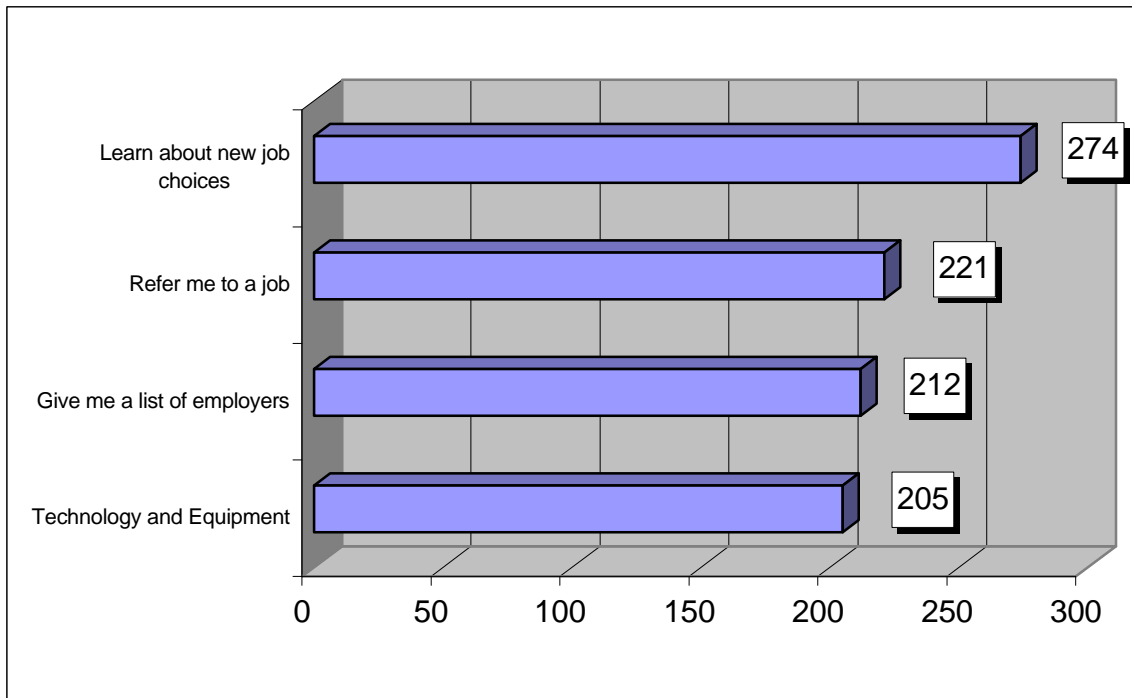
The positive news is that the vast majority of clients that were actually interviewed were very happy with the services they received from BVR/BSBVIK. They generally reported that their needs were met and that the counselor did everything he or she could to help. The only major complaint many respondents had was that it took too long to get the initial appointment with the counselor and that counselors seemed extremely overworked and therefore hard to reach. When asked which services the 425 respondents of the written survey expect we find that job training and career counseling is the most important part. Multiple responses were possible. The graph represents the actual number of respondents:



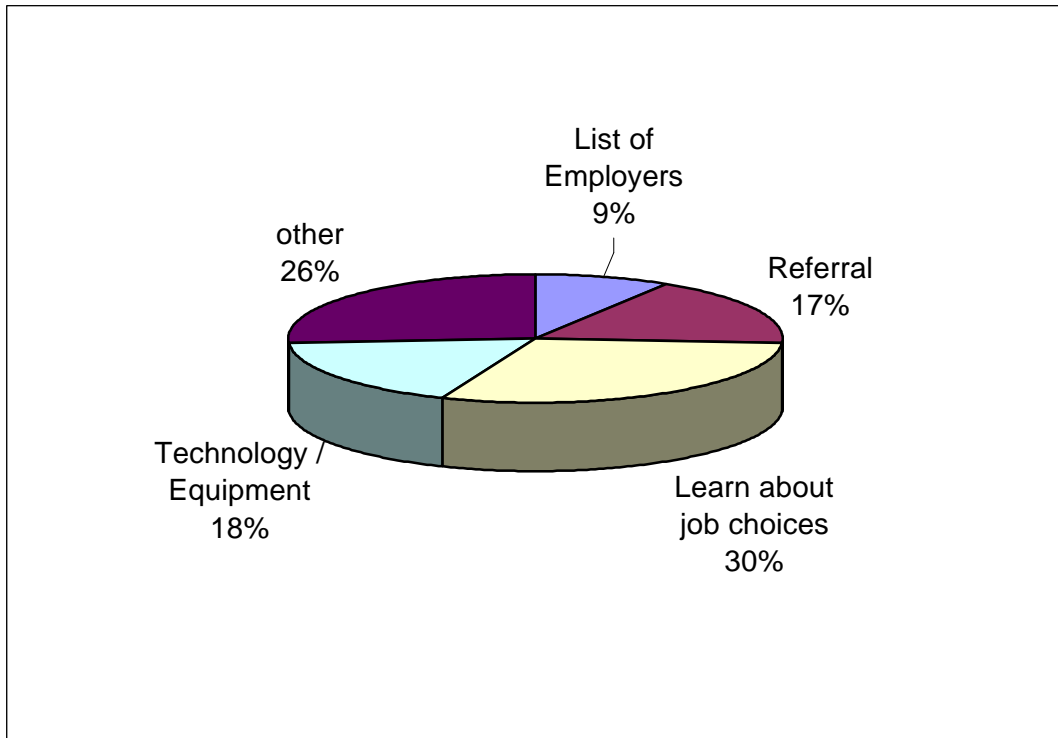
In a follow-up question all respondents that asked for a least one service were asked which one they think is the most important. Preparing for a job was clearly the most important part with 31 percent declaring that training is the most important service they expect and another 31 percent asking for classes.



We also asked respondents about their expectation when it comes to the meeting with the counselor. Again, the respondent was asked for multiple responses if applicable and the following chart represents the total number of respondents.



Respondents were again asked to pick the most important thing. Learning about new job choices is for more than 30 percent the most important thing followed by technology and equipment assistance (18%) and referrals (17%).



The following is a short summary of the phone interview responses. The questionnaire for this survey was different for each respondent depending on his or her answers to the written questionnaire. Each respondent was asked about the services he or she expected to receive according to the questionnaire. The answers below are based on a very small number of cases since 71 respondents could be reached and all those respondents who did not request a specific service then further reduce this number.

Service	Requested by ... respondent	... received service
Job Training	45	20
Job Referral	27	4
Vocational/Career Counseling	42	25
Classes for a new career	43	23
Technology/Equipment for classes	32	15

Respondent who did not receive the service where then asked why they did not receive the service they requested. The most frequent answers were that there was either not enough time since they had seen their counselor or that they did not need the service anymore by the time they got an appointment with their counselor.

Respondents were the asked about the meeting with the counselor and if their expectations were fulfilled in these meetings.

Service	Requested by ... respondent	... received service
List of Employers	34	6
Job Referral	30	10
Technology/Equipment	37	23
Exploring new job options	35	25
for classes	32	15

Despite the fact that many of their expectations were not fulfilled most respondents (45) gave their counselor a high rating, 9 used the middle category, and 13 were not satisfied. Only 16 of the respondents actually obtained a job. When asked about the overall services provided by BVR/BSBVI 49 of the respondents are satisfied, 13 are not and 5 are undecided; 56 of the respondents would recommend Nevada Rehabilitation program to someone with a disability.