

**2004 Department of Veterans Affairs  
Vocational Rehabilitation & Employment  
Satisfaction Survey**

**Final Report**

Prepared for the

**Surveys and Research Staff  
Office of Performance Analysis and Integrity  
Veterans Benefits Administration  
U. S. Department of Veterans Affairs**

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February 25, 2005



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## **OVERVIEW**

### **Background**

For the last several years, the Surveys and Research Staff, Veterans Benefits Administration (VBA), U.S. Department of Veterans Affairs (VA) has undertaken a long-range project to develop customer satisfaction survey instruments and methodologies to provide customer feedback on the processes associated with the various benefit programs VBA administers. This study focuses on the Vocational Rehabilitation and Employment (VR&E) program. VR&E provides vocational counseling and education services to service-connected disabled veterans who have recently separated from active duty as well as special rehabilitation services to dependents of veterans who meet certain program eligibility requirements.

The full range of VR&E services can take several years to complete. The long time span makes it difficult for a veteran at the end of the program to remember what took place within the initial phases of the program. For this reason, the VR&E program is divided into the following three phases for the purposes of this study:

- Evaluation and Planning;
- Rehabilitation; and
- Job Ready.

The three questionnaires are structured, for the most part, to ask respondents about their experience with only the phase they have just completed.

This report presents the results of the fifth administration of the Survey of Veterans Satisfaction with the Vocational Rehabilitation and Employment Program. The questionnaires used for this study changed only slightly from those used in previous administrations.

### **Questionnaire Content and Structure**

The initial questionnaire content and structure were based on the results of focus groups with veterans conducted by VBA's Surveys and Research Staff. They are also based on information learned on earlier customer satisfaction projects. Cognitive interviews were conducted with a small number of veterans who were receiving VR&E benefits to obtain their comments on the draft questionnaires and cover letters. The questionnaires and cover letters were revised as a result of these interviews. The questionnaire used in each subsequent study was an outgrowth of this initial work.

The current questionnaires were divided into distinct sections tracing the participants' experience with the VR&E process. These sections included in each questionnaire are

shown below.

**Evaluation and Planning:**

- Applying for VR&E Benefits;
- Evaluation and Testing;
- Developing a Plan;
- Access to the VR&E Program;
- Current Status in the VR&E Program; and
- Overall Impressions.

**Rehabilitation:**

- Background Information About Your Vocational Rehabilitation and Employment Program;
- Knowledge and Use of Vocational Rehabilitation Services;
- Relationship with Your Counselor;
- Contact with Your Counselor;
- Employment Services
- Access to the VR&E Program:
- Current Status in the VR&E Program; and
- Overall Impressions.

**Job Ready:**

- Background Information About Your Vocational Rehabilitation Program;
- Knowledge and Use of Employment Services;
- Contact with Your Counselor;
- Current Employment Status;
- Access to the VR&E Program:
- Current Status in the VR&E Program; and
- Overall Impressions.

The questionnaires were prepared in a machine-readable format. Each questionnaire was also prepared in Spanish for use in Puerto Rico, however, the Spanish versions of the questionnaire were not machine readable. Copies of the questionnaires used in the 2004 survey appear in Appendices D, E, and F.

## **Sampling**

The study design called for 1,000 completed questionnaires for each phase. Since the response rate was estimated to be 50 percent, a minimum of 2,000 cases were included in the mail-out for each phase. The sample for this study was drawn separately for each phase.

For the Evaluation and Planning phase, the sample consisted of 2,000 persons who were in

the application, evaluation or planning phases of the VR&E program, or who had just entered the rehabilitation phase within the previous four months. This included those who had interrupted or discontinued the program at any time between the period the sample was drawn and the data collection was completed. The sample was drawn to be proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO specifically. Of the original 2,000 cases, 135 had an inaccurate mail address or were otherwise ineligible. A total of 1,003 completed questionnaires were received from the 1,865 eligible cases for a response rate of 53.8 percent.

The sample for the Rehabilitation phase consisted of 2,000 individuals who were in the rehabilitation phase for longer than four months or who had just completed the rehabilitation phase in the previous four months. As in the sample for the evaluation and planning phase, this included those who had interrupted or discontinued the program at any time between the period the sample was drawn and the data collection was completed. The sample was drawn to be proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO specifically. Of the original 2,000 cases, 94 had an inaccurate mail address or were otherwise ineligible. A total of 1,147 completed questionnaires were received from the 1,906 eligible cases for a response rate of 60.2 percent.

The sample for the Job Ready phase consisted of 2,000 individuals who were in this phase or who were deemed rehabilitated within the previous four months. As in the other two samples drawn for this study, this included those who had interrupted or discontinued the program at any time between the period the sample was drawn and the data collection was completed. Again, the sample was drawn to be proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO specifically. Of the original 2,000 cases, 125 had an inaccurate mail address or were otherwise ineligible. A total of 1,107 completed questionnaires were received from the 1,875 eligible cases for a response rate of 59.0 percent.

The final disposition of each sample is shown in Appendix G, Table G-2.

## **APPENDIX A**

### **EVALUATION AND PLANNING PHASE DETAILED TABLES OF FINDINGS**

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**2004 VA Vocational Rehabilitation & Employment Program Satisfaction Survey**

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**Overall impressions**

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**2004 VA Vocational Rehabilitation & Employment Program Satisfaction Survey**

<b>Table #</b>	<b>Title</b>	<b>Page #</b>
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**TABLE A-1**  
**How did you FIRST learn about VA's Vocational Rehabilitation and Employment (VR&E) program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,844	2,749	978
Pre-discharge briefing (TAP/DTAP)	32	28	25
Pre-discharge physical	1	1	1
VA pamphlet/brochure	6	6	6
VA medical facility	7	6	8
Other VA facility/outbased program	2	2	3
Letter from VA awarding service connected disability	18	21	19
Veteran Service Organization (for example, the DAV or American Legion)	7	7	8
State Veterans Affairs Offices	5	6	4
Department of Labor	1	1	*
State or local vocational or employment offices	2	2	2
College or University	1	1	2
Friends or Family	4	4	4
Other veterans	12	14	16
Internet	1	1	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-2**  
**Looking back, how much of what you NEEDED TO KNOW did you get from this source?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,891	2,806	996
All	13	13	13
Most	37	35	38
Some	36	37	38
Little	12	13	11
None	1	2	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-3**  
**How accurate was the information you received?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,883	2,797	994
Very accurate	42	40	43
Somewhat accurate	43	44	44
Neither accurate nor inaccurate	9	9	9
Somewhat inaccurate	4	5	4
Very inaccurate	2	2	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-4**  
**What is the MOST IMPORTANT reason you applied for the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,807	2,736	968
To get a job	7	7	7
To get a better job	10	9	10
To further my education	22	21	20
To get training for a new job	16	16	15
To get a job that accommodated my disability	40	42	43
To improve my job-seeking skills	3	3	3
Career counseling	2	2	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-5**  
**Did you fill out the VR&E (Chapter 31) application form yourself?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,846	2,771	985
No, someone else filled it out for me	15	15	12
Yes, but someone helped me	27	24	27
Yes, filled it out myself	58	61	61
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-6**  
**What, if anything, did you find to be difficult about the application form?**

Base: Those who filled out the application form themselves.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,348	2,328	835
Print was hard to read	1	1	1
It was too long	6	7	6
Some questions were not clear	14	15	14
Some instructions were confusing	11	11	9
Asked for information VA should have already had	20	21	18
Asked for information that was difficult to supply	5	7	6
Nothing especially difficult	57	55	62

Multiple mention.

**TABLE A-7**  
**When you submitted your application, how completely did you understand the eligibility requirements for the program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,862	2,789	995
Completely	24	23	25
Mostly	40	38	36
Somewhat	24	26	27
Only a little	9	10	9
Not at all	2	3	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE A-8**

**When you submitted your application, how completely did VA explain the steps necessary to qualify for the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,880	2,805	992
Completely	40	38	40
Mostly	32	31	30
Somewhat	17	18	18
Only a little	7	8	8
Not at all	5	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-9**

**How completely did VA keep you informed of the status of your application?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,874	2,797	997
Completely	34	34	35
Mostly	25	25	26
Somewhat	18	18	16
Only a little	12	13	13
Not at all	11	10	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE A-10

**How well was the VR&E staff able to obtain information about your military service, medical records, or disability rating from other parts of VA or the military?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,877	2,783	980
Much better than expected	15	15	16
Better than expected	24	22	23
Just as expected	33	34	34
Worse than expected	6	5	6
Much worse than expected	3	3	2
Don't know	19	21	19
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-11

**After you applied, did you attend a group orientation meeting with Vocational Rehabilitation and Employment staff?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,874	2,773	997
Yes	47	50	58
No	53	50	43
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-12

**Did VA send a letter or call you to set up an individual appointment with a counselor?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,867	2,781	983
Yes	91	90	89
No	6	8	10
Don't know	2	2	1
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-13

**How long did it take from the time you applied to the time you were notified about this individual appointment?**

Base: Those who notified about an individual appointment.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,591	2,454	863
Less than 2 weeks	12	10	13
2 weeks	10	10	11
3 weeks	10	11	13
4 weeks	12	15	13
5 weeks	4	3	3
6 weeks	6	7	6
7 weeks	1	1	1
8 weeks	6	6	6
9 weeks	1	1	1
10 weeks	2	2	2
11 weeks	*	1	*
12 weeks	2	2	3
13 weeks or more	8	10	7
Don't recall	25	22	21
TOTAL	100	100	100

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-14

**How REASONABLE was the length of time it took VA to notify you about this individual appointment?**

Base: Those who notified about an individual appointment.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,592	2,463	865
Very reasonable	37	38	42
Somewhat reasonable	32	32	32
Neither reasonable nor unreasonable	16	14	12
Somewhat unreasonable	10	10	8
Very unreasonable	5	6	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.



TABLE A-15

**Have you had your first individual meeting with a counselor to evaluate whether you are entitled to VR&E services?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,871	2,764	978
Yes	93	89	89
No, but one is scheduled	2	4	3
No, not scheduled yet	4	6	7
Don't know	2	2	2
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-16

**How long did it take from the time VA notified you about the appointment until you had your initial meeting?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,651	2,431	864
Less than 1 week	6	6	6
1 week	10	10	12
2 weeks	26	26	26
3 weeks	11	12	12
4 weeks	12	13	11
5 weeks	2	2	2
6 weeks	3	4	3
7 weeks	*	*	1
8 weeks or more	4	5	5
Don't recall	26	21	22
TOTAL	100	100	100

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-17

**How REASONABLE was the length of time it took to have this initial meeting once VA notified you about the appointment?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,646	2,440	861
Very reasonable	43	45	46
Somewhat reasonable	33	32	35
Neither reasonable nor unreasonable	15	13	11
Somewhat unreasonable	6	6	5
Very unreasonable	3	3	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-18

**Who was your primary counselor during the initial evaluation?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,661	2,445	863
A VA staff counselor	54	61	65
A counselor under contract with VA	35	27	24
Don't know	11	12	10
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-19

**In general, how convenient was the LOCATION of this evaluation?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,666	2,452	867
Very convenient	38	38	40
Somewhat convenient	31	31	31
Neither convenient nor inconvenient	10	10	11
Somewhat inconvenient	14	14	13
Very inconvenient	7	7	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE A-20**  
**In general, how convenient was the TIME scheduled for this evaluation?**

Base: Those who had their first individual meeting with a counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,662	2,446	869
Very convenient	46	47	49
Somewhat convenient	33	33	33
Neither convenient nor inconvenient	12	11	12
Somewhat inconvenient	7	6	5
Very inconvenient	2	3	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-21**  
**Did you take any tests as part of your evaluation?**

Base: Those who had their first individual meeting with a counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,660	2,447	864
Yes	79	74	75
No	21	26	25
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-22**  
**Did the counselor explain the purpose of these tests?**

Base: Those who met with a counselor and took an evaluation test.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,074	1,779	634
Yes	94	94	94
No	6	6	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-23**

**Did the tests seem appropriate to you for your evaluation?**

Base: Those who met with a counselor and took an evaluation test.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,070	1,779	635
Yes	70	71	73
No	19	17	17
Don't know	11	12	10
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-24**

**Did the counselor explain the test results in a way you could understand?**

Base: Those who met with a counselor and took an evaluation test.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,067	1,779	636
Yes	86	86	84
No	11	10	11
No results yet	2	4	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-25**

**How completely did the results of the initial evaluation match your particular skills and abilities?**

Base: Those who had the results of the evaluation test explained by their counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,994	1,685	599
Completely	20	19	22
Mostly	42	44	42
Somewhat	26	26	22
Only a little	7	5	9
Not at all	5	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE A-26

**During the evaluation, how confident or sure were you that your counselor gave you good information and advice?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,659	2,438	866
Very confident	41	43	45
Somewhat confident	35	34	31
Neither	9	8	9
Somewhat unsure	7	7	6
Very unsure	6	6	6
Don't know	2	2	2
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-27

**During the evaluation, how well did you feel your counselor understood your feelings and concerns?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,663	2,445	863
Completely	34	35	38
Mostly	32	31	30
Somewhat	19	18	17
Only a little	8	8	9
Not at all	7	8	6
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-28

**Overall, did the EVALUATION process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,653	2,441	863
Yes	84	83	84
No	16	17	16
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-29

**Aside from scheduled visits, what is the PRIMARY method you use to contact your evaluation counselor?**

Base: Those who had their first individual meeting with a counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,629	2,395	850
Phone, 1-800 number	18	15	15
Phone, long-distance number	20	18	15
Phone, local number	45	45	46
Fax	*	*	*
E-mail (computer)	4	6	7
Letter	3	3	4
Unannounced visit	3	3	4
Did not need additional communication	7	9	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-30

**How responsive was the counselor to your contact through this method?**

Base: Those who needed to contact their counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,451	2,176	761
Very responsive	55	56	55
Somewhat responsive	29	28	30
Neither responsive nor unresponsive	6	7	5
Somewhat unresponsive	6	6	6
Very unresponsive	3	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE A-31

**Were you generally able to get the information you needed on the first call or contact?**

Base: Those who needed to contact their counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,449	2,171	760
Yes	70	71	76
No	30	29	31
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-32

**Did you have to repeat the same information to more than one person during the evaluation process?**

Base: Those who needed to contact their counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,449	2,167	759
Yes	33	32	31
No	67	68	69
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-33

**Were you able to access voice mail in order to leave your counselor a message?**

Base: Those who needed to contact their counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,435	2,169	758
Yes, counselor returned call	62	60	64
Yes, counselor did not return call	10	12	13
No, wasn't able to access voice mail	6	5	6
Never tried	22	23	18
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-34

**After the initial evaluation, did VA notify you that you were entitled to VR&E services?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,648	2,434	854
Yes, entitled	86	82	82
No, not entitled	7	9	8
Don't know yet	7	10	10
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-35

**Did VA explain why you were NOT entitled to VR&E services?**

Base: Those who were not entitled to VR&E services.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	186	211	68
Yes	75	72	84
No	25	28	16
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-36

**When you were found NOT ENTITLED, which (if any) of the following resources or programs did VA inform you of?**

Base: Those who were not entitled to VR&E services.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	174	200	65
Other VA educational assistance programs (such as the Montgomery GI Bill)	16	16	17
State tuition assistance programs	6	6	2
State rehabilitation programs	7	10	6
State employment programs (such as DVOP- Disabled Veterans Outreach Program)	9	8	6
On-the-job/apprenticeship programs	1	4	--
SBA (Small Business Administration) programs	2	4	2
Scholarships or grants (such as Pell Grant)	4	4	6
Other, please specify	8	12	9
None	68	58	65

-- None.

Multiple mention.



TABLE A-37

**Once you had your initial meeting with a counselor, how long did it take for VA to determine whether you were entitled to VR&E services?**

Base: Those who had their first individual meeting with a counselor.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,393	2,189	808
Less than 2 weeks	32	36	40
2 weeks	11	12	10
3 weeks	10	10	9
4 weeks	17	15	15
5 weeks	4	3	3
6 weeks	6	6	5
7 weeks	1	1	1
8 weeks	7	6	6
9 weeks	1	1	1
10 weeks	1	1	1
11 weeks	*	*	*
12 to 16 weeks	4	4	4
17 weeks or more	5	5	7
TOTAL	100	100	100

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-38

**How REASONABLE was the length of time it took VA to determine whether you were entitled to VR&E services, once you had your initial meeting with your counselor?**

Base: Those who had their first individual meeting with a counselor.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,456	2,189	842
Very reasonable	46	49	48
Somewhat reasonable	30	28	26
Neither reasonable nor unreasonable	11	9	11
Somewhat unreasonable	7	7	6
Very unreasonable	5	7	9
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-39

**Overall, how satisfied are you with the way the vocational rehabilitation EVALUATION process was handled?**

Base: Those who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,471	2,197	853
Very satisfied	48	48	47
Somewhat satisfied	27	27	24
Neither satisfied nor dissatisfied	9	8	9
Somewhat dissatisfied	9	8	10
Very dissatisfied	8	9	10
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-40

**Who was/is your primary counselor during the planning phase of your program?**

Base: Those entitled to VR&E services and who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,244	1,941	680
A VA staff counselor	67	73	71
A counselor under contract with VA	24	18	21
Don't know	9	10	8
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-41

**Is this the same counselor who conducted your initial evaluation?**

Base: Those entitled to VR&E services and who had their first individual meeting with a counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,235	2,003	678
Yes	53	61	63
No	47	39	37
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE A-42**

**Have you and your counselor developed a plan of services for your rehabilitation?**

Base: Those entitled to VR&E services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,238	1,957	687
Yes, includes an educational/training phase	78	74	69
Yes, but went directly into employment services	3	3	3
No, but in the process of developing a plan	9	13	14
No	9	11	13
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-43**

**You actively participated in developing the plan.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,807	1,475	495
Strongly agree	53	57	57
Agree	37	34	35
Neither agree nor disagree	7	5	5
Disagree	2	2	2
Strongly disagree	1	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-44**

**The plan reflects individualized services which meet your specific needs.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,812	1,476	492
Strongly agree	45	49	50
Agree	39	37	38
Neither agree nor disagree	10	8	7
Disagree	3	4	3
Strongly disagree	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-45**  
**Your counselor spent adequate time and resources in developing the plan.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,810	1,474	496
Strongly agree	42	47	49
Agree	36	33	33
Neither agree nor disagree	13	12	9
Disagree	5	4	6
Strongly disagree	4	3	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-46**  
**The plan reflects your intentions and expectations for rehabilitation .**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,809	1,477	493
Strongly agree	47	51	51
Agree	37	36	35
Neither agree nor disagree	9	7	7
Disagree	4	3	3
Strongly disagree	3	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-47**

**The plan is appropriate to achieve your vocational goals.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,812	1,477	491
Strongly agree	47	51	50
Agree	35	35	36
Neither agree nor disagree	9	8	7
Disagree	5	4	3
Strongly disagree	3	2	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-48**

**The plan was designed to minimize aggravation of your disability.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,797	1,457	487
Strongly agree	46	51	52
Agree	35	34	35
Neither agree nor disagree	13	10	8
Disagree	4	3	3
Strongly disagree	2	3	2
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-49**  
**The plan adequately reflects your interests, aptitudes, and abilities.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,817	1,471	492
Strongly agree	47	52	49
Agree	37	34	37
Neither agree nor disagree	9	9	7
Disagree	4	3	4
Strongly disagree	3	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-50**  
**The plan reflects current conditions and characteristics of the job market.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,788	1,455	483
Strongly agree	41	44	44
Agree	38	37	38
Neither agree nor disagree	15	14	12
Disagree	4	3	4
Strongly disagree	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-51**  
**The plan was designed with potential employment/employers in mind.**

Base: Those with a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,771	1,443	480
Strongly agree	41	47	45
Agree	37	36	37
Neither agree nor disagree	15	12	11
Disagree	4	3	4
Strongly disagree	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE A-52**  
**In general, how convenient was the LOCATION where this PLAN was developed or is being developed?**

Base: Those with or developing a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,616	1,720	592
Very convenient	38	41	42
Somewhat convenient	36	34	35
Neither convenient nor inconvenient	11	11	9
Somewhat inconvenient	12	11	9
Very inconvenient	4	3	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-53**  
**In general, how convenient was the TIME scheduled for developing this PLAN?**

Base: Those with or developing a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,096	1,715	592
Very convenient	41	45	45
Somewhat convenient	39	38	37
Neither convenient nor inconvenient	12	11	11
Somewhat inconvenient	5	5	5
Very inconvenient	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-54**  
**Aside from scheduled visits, what is the PRIMARY method you used to contact your planning counselor?**

Base: Those with or developing a plan for rehabilitation services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,930	1,665	584
Phone, 1-800 number	17	14	13
Phone, long-distance number	21	19	17
Phone, local number	48	50	52
Fax	*	*	1
E-mail (computer)	5	8	8
Letter	2	2	3
Unannounced visit	3	3	2
Did not need additional communication	4	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.



**TABLE A-55**  
**How responsive was the counselor to your contact through this method?**

Base: Those who had additional contact with their counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,906	1,574	545
Very responsive	61	63	61
Somewhat responsive	29	26	27
Neither responsive nor unresponsive	4	5	6
Somewhat unresponsive	3	4	4
Very unresponsive	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-56**  
**Were you generally able to get the information you needed on the first call or contact?**

Base: Those who had additional contact with their counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,902	1,568	543
Yes	76	77	76
No	24	23	24
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-57**  
**Did you have to repeat the same information to more than one person during the planning process?**

Base: Those who had additional contact with their counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,903	1,567	541
Yes	28	24	24
No	72	76	76
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE A-58

**Were you able to access voice mail in order to leave your counselor a message?**

Base: Those who had additional contact with their counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,897	1,565	541
Yes, counselor returned call	68	67	70
Yes, counselor did not return call	9	9	10
No, wasn't able to access voice mail	4	4	4
Never tried	19	20	16
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-59

**Overall, did the PLANNING process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?**

Base: Those with or developing a plan for rehabilitation services.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,005	1,711	585
Yes	90	90	91
No	10	10	9
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-60

**Overall, how satisfied are you with the way your vocational rehabilitation PLAN of services was developed or is being developed?**

Base: Those with or developing a plan for rehabilitation services.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,013	1,714	586
Very satisfied	53	54	57
Somewhat satisfied	30	29	26
Neither satisfied nor dissatisfied	6	7	6
Somewhat dissatisfied	6	6	5
Very dissatisfied	4	4	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE A-61**  
**Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,832	2,747	590
In-person visit	75	72	76
Phone, 1-800 number	35	31	31
Phone, long-distance number	28	24	23
Phone, local number	47	46	51
Fax	13	10	12
Internet, e-mail, or website	16	21	29
Letter	26	24	24

Multiple mention.

**TABLE A-62**  
**In general, how easy was it for you to obtain information from the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,839	2,749	966
Very easy	34	34	35
Somewhat easy	38	35	36
Neither easy nor difficult	14	15	15
Somewhat difficult	10	10	10
Very difficult	4	6	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-63

**Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,697	2,623	924
In-person visit	52	53	52
Phone, 1-800 number	16	14	14
Phone, long-distance number	2	1	1
Phone, local number	16	17	17
Fax	*	*	--
Internet, e-mail, or website	11	12	13
Letter	3	3	4
TOTAL	100	100	100

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-64

**How would you best describe your CURRENT status with regard to the VA VR&E program?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,713	2,614	920
VA requested I interrupt program	5	5	5
VA requested I withdraw from program	3	5	5
I voluntarily interrupted program	11	9	10
I voluntarily withdrew from program	6	6	6
I am currently pursuing program	75	76	74
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-65

**Did VA tell you the reasons why you were interrupted or withdrawn from the program?**

Base: Those who VA requested to interrupt or withdraw from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	217	251	92
Yes	79	77	75
No	12	15	12
Don't know	9	8	13
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-66

**Why did you interrupt or withdraw from the VR&E program?**

Base: Those who interrupted or withdrew from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	664	614	226
Medical problems	28	28	31
Disability	25	24	31
Found ineligible or non-entitled to program	10	13	12
VA requested that I interrupt or withdraw from program	10	13	11
VA took too long to determine eligibility or entitlement	5	9	7
Location of counselor's office	6	7	6
Financial difficulties	21	18	15
Took job	17	16	12
Too much red tape	9	12	8
Moved/planning to move	8	8	8
Used GI Bill (Chapter 30) benefits instead	3	6	4
Family responsibilities/difficulties	23	18	20
Program did not meet my needs	13	13	13
Problems with counselor	10	11	11

Multiple mention.

TABLE A-67

**Do you plan to complete your rehabilitation program now or at some later date?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,752	2,649	911
Yes, now	60	60	60
Yes, at a later date	26	23	22
No	3	4	4
Not sure	12	13	15
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-68

**Thus far, how well has the program met your expectations?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,839	2,749	964
Much better than expected	23	21	21
Better than expected	26	23	25
Just as expected	23	22	22
Worse than expected	11	13	12
Much worse than expected	9	9	8
Don't know	9	11	12
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE A-69

**During the Evaluation and Planning phase, do you feel that there was sufficient focus on your future employment?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,832	2,734	956
Yes	60	58	58
No	25	24	24
Don't know	15	18	18
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE A-70**  
**Have your EDUCATIONAL goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,829	2,732	961
Raised	50	45	44
Lowered	11	12	11
Unaffected	28	29	30
Don't know	11	14	15
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-71**  
**Are your educational goals more realistic as a result of the program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,832	2,725	958
Yes	60	55	55
No	21	22	22
Don't know	19	23	23
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-72**  
**Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,817	2,718	960
Raised	48	44	44
Lowered	12	13	11
Unaffected	27	28	29
Don't know	13	15	16
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-73**  
**Are your career goals more realistic as a result of the program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,817	2,710	956
Yes	59	54	54
No	21	23	23
Don't know	19	24	23
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE A-74**  
**Would you recommend this program to other disabled veterans?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	%	%	%
<i>Unweighted N</i>	2,831	2,742	966
Yes	83	80	80
No	6	7	7
Don't know	11	13	13
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.



## **APPENDIX B**

### **REHABILITATION PHASE DETAILED TABLES OF FINDINGS**

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**TABLE B-1**  
**How long has it been since you developed a vocational plan of services with your counselor?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,325	3,424	1,127
Less than 6 months	26	24	26
7 months to 1 year	24	26	27
More than 1 year to 2 years	28	28	28
More than 2 years to 3 years	11	11	11
More than 3 years to 4 years	4	4	4
More than 4 years	4	4	2
Not sure	2	2	2
Never developed a rehabilitation plan	1	*	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE B-2**  
**How satisfied are you with the occupational/vocational goal you and your counselor selected?**

Base: All participants who had a vocational plan.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,241	3,360	1,087
Very satisfied	61	62	64
Somewhat satisfied	25	25	24
Neither satisfied nor dissatisfied	5	6	7
Somewhat dissatisfied	5	5	5
Very dissatisfied	4	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-3**

**Do (Did) you have a vocational rehabilitation specialist or counselor assigned to you during the training or educational phase of your program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,315	3,418	1,131
Yes	96	96	97
No	2	2	1
Don't know	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-4**

**Who is (was) your primary specialist or counselor assigned during this rehabilitation phase?**

Base: Was assigned a vocational rehabilitation specialist.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,135	3,252	1,086
A VA staff counselor	67	75	80
A counselor under contract with VA	25	16	11
Don't know	7	9	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-5**

**Is this the same counselor who prepared your plan of services?**

Base: Was assigned a vocational rehabilitation specialist.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,174	3,281	1,092
Yes	43	43	49
No	52	54	48
Don't know	5	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-6**  
**How completely did your counselor explain all the benefits and services available to you during your rehabilitation program?**

Base: Was assigned a vocational rehabilitation specialist.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,170	3,277	1,087
Completely	47	48	51
Mostly	31	32	29
Somewhat	13	13	12
Only a little	7	5	6
Not at all	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-7**  
**Which of the following types of counseling or referrals has your counselor provided?**

Base: Was assigned a vocational rehabilitation specialist.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,170	3,275	1,088
Assistance in enrolling in an educational/training program	72	73	71
Career counseling	42	44	43
Personal counseling	20	20	19
Financial counseling	14	13	14
General support and encouragement	42	44	45
Problem solving techniques	10	9	9
Referral to medical services	33	31	28
Referral to dental services	29	29	30
Referral to optical (eye) services	23	22	22
Referral to other counseling program	8	7	7
Referral to Veteran Service Organization (for example the American Legion or DAV)	10	10	8
None	7	7	8

Multiple mention.

TABLE B-8

**Which of the following benefits have you received during your rehabilitation program?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,331	3,413	1,128
Tuition	91	95	95
Subsistence allowance	88	90	92
Books	91	95	96
Supplies	82	86	85
Computer equipment/software	30	38	47
Medical services	29	28	27
Dental services	26	25	26
Optical (eye) services	23	22	21
Tutoring	12	12	11
Loans	8	7	9
None	2	1	*

Multiple mention.

\* Less than 0.5%.

TABLE B-9

**Which of the following benefits would you have liked to receive during your rehabilitation program, but did not?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,101	3,173	1,072
Tuition	6	4	3
Subsistence allowance	7	6	6
Books	6	4	3
Supplies	8	7	6
Computer equipment/software	47	42	36
Medical services	10	10	10
Dental services	26	27	30
Optical (eye) services	19	18	21
Tutoring	19	17	20
Loans	20	18	20
None	23	28	28

Multiple mention.



**TABLE B-10**  
**Have you found anything to be difficult about obtaining any of these benefits?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,309	3,385	1,115
Yes	36	32	34
No	59	64	62
Don't know	5	4	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE B-11**  
**What specifically do you find to be difficult about obtaining any of these benefits?**

Base: Found something difficult in obtaining benefits.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,165	1,048	368
Don't know what benefits are available	46	41	43
Payments do not arrive when needed	22	18	23
Payments are incorrect	12	10	12
Counselor not responsive to needs	30	26	35
Supplies/services not available when needed	20	17	20
Too much red tape to obtain supplies/services	48	40	49
Supplies/services of poor quality	6	4	8
Supplies/services inadequate	16	12	17

Multiple mention.

**TABLE B-12**  
**Have you ever had to borrow or pay out-of-pocket expenses in order to ENROLL or stay enrolled in training or education BECAUSE VA DID NOT PROVIDE PAYMENTS ON TIME?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,291	3,384	1,114
Yes	16	14	15
No	84	86	85
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-13

**Have you ever had to borrow or pay out-of-pocket expenses in order to obtain needed SUPPLIES or benefits BECAUSE VA DID NOT PROVIDE THEM WHEN NEEDED?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,286	3,382	1,122
Yes	36	35	37
No	64	65	63
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-14

**Have you had the same counselor since you developed your vocational rehabilitation plan for services?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,321	3,409	1,128
Yes	47	42	46
No	51	56	52
Don't know	2	2	2
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-15

**Do you have a clear understanding of the respective responsibilities and obligations of yourself and your counselor?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,320	3,396	1,124
Yes	74	74	76
No	19	18	18
Don't know	7	8	6
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE B-16**  
**Your counselor gives you good information and advice.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,286	3,379	1,127
Strongly agree	35	36	39
Agree	36	38	33
Neither agree nor disagree	16	16	17
Disagree	6	6	7
Strongly disagree	5	4	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-17**  
**Your counselor is knowledgeable regarding VA's vocational rehabilitation program.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,292	3,383	1,117
Strongly agree	43	43	48
Agree	36	38	32
Neither agree nor disagree	14	15	14
Disagree	4	3	3
Strongly disagree	2	1	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-18**  
**Your counselor has provided assistance according to your individual needs.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,275	3,377	1,114
Strongly agree	38	37	42
Agree	34	37	32
Neither agree nor disagree	14	14	14
Disagree	8	8	7
Strongly disagree	6	4	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-19**  
**When your counselor makes a decision regarding your program, the reason for the decision is clearly explained.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,139	3,247	1,075
Strongly agree	36	37	40
Agree	34	33	33
Neither agree nor disagree	18	20	18
Disagree	7	7	6
Strongly disagree	4	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-20**  
**Your counselor shows a caring and compassionate attitude toward you.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,286	3,370	1,118
Strongly agree	40	40	43
Agree	30	31	27
Neither agree nor disagree	18	17	16
Disagree	6	6	7
Strongly disagree	6	6	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-21**  
**Your counselor shows genuine interest in your progress.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,284	3,378	118
Strongly agree	38	38	41
Agree	29	30	27
Neither agree nor disagree	19	20	17
Disagree	7	7	8
Strongly disagree	6	6	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-22**  
**Your counselor has a communication style that is easy to understand.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,288	3,377	1,119
Strongly agree	40	39	41
Agree	35	36	33
Neither agree nor disagree	14	15	13
Disagree	6	5	7
Strongly disagree	5	5	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-23**  
**Your counselor is responsive to your needs.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,277	3,383	1,120
Strongly agree	38	36	40
Agree	33	35	30
Neither agree nor disagree	16	16	16
Disagree	7	7	8
Strongly disagree	7	6	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-24**  
**Your counselor listens to your feelings and concerns.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,242	3,337	1,108
Strongly agree	36	36	39
Agree	34	34	31
Neither agree nor disagree	18	18	19
Disagree	6	6	5
Strongly disagree	6	5	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-25**  
**Your counselor is available when needed.**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,286	3,384	1,120
Strongly agree	27	29	30
Agree	34	34	33
Neither agree nor disagree	19	19	18
Disagree	11	11	11
Strongly disagree	8	8	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-26**  
**Do you have scheduled in-person meetings with your counselor?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,319	3,414	1,126
Yes	73	72	71
No	27	28	29
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-27**  
**Are the number and length of these sessions adequate to meet your counseling needs?**

Base: Had scheduled in-person meetings with counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,421	2,453	791
Yes	82	83	84
No, too little contact with counselor	17	16	16
No, too much contact with counselor	1	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-28**

**In general, how much of what you NEEDED TO KNOW did you get from these meetings?**

Base: Had scheduled in-person meetings with counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,421	2,457	798
All	31	31	34
Most	43	44	42
Some	18	17	15
Little	7	6	7
None	1	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-29**

**How convenient is the LOCATION where these meetings are held?**

Base: Had scheduled in-person meetings with counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,422	2,461	797
Very convenient	57	59	54
Somewhat convenient	27	25	27
Neither convenient nor inconvenient	6	6	8
Somewhat inconvenient	7	7	7
Very inconvenient	2	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-30**

**In general, how convenient is the TIME scheduled for these meetings?**

Base: Had scheduled in-person meetings with counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,423	2,459	797
Very convenient	52	54	52
Somewhat convenient	34	31	32
Neither convenient nor inconvenient	7	7	8
Somewhat inconvenient	6	6	6
Very inconvenient	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.



**TABLE B-31**  
**Aside from scheduled visits, what is the primary method you use to contact your counselor?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,012	3,073	1,029
Phone, 1-800 number	16	14	11
Phone, long-distance number	20	19	17
Phone, local number	43	43	44
Fax	*	1	*
E-mail (computer)	11	15	22
Letter	1	1	1
Unannounced visit	4	3	4
Did not need additional communication	4	3	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE B-32**  
**How responsive was your counselor to your contact through this method?**

Base: Contacted counselor other than scheduled visits.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,888	2,955	997
Very responsive	56	57	58
Somewhat responsive	29	29	26
Neither responsive nor unresponsive	6	5	5
Somewhat unresponsive	5	5	7
Very unresponsive	3	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE B-33

**In general, how much of what you NEEDED TO KNOW did you get from this method of contact?**

Base: Contacted counselor other than scheduled visits.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,887	2,956	995
All	30	32	33
Most	41	39	41
Some	18	18	15
Little	8	8	8
None	3	3	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-34

**Were you generally able to get the information you needed on the first call or contact?**

Base: Contacted counselor other than scheduled visits.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,884	2,445	998
Yes	64	66	68
No	36	34	32
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-35

**Were you able to access voice mail in order to leave your counselor a message?**

Base: Contacted counselor other than scheduled visits.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,881	1,945	997
Yes, counselor returned call	69	71	69
Yes, counselor did not return call	12	13	16
No, wasn't able to access voice mail	5	3	3
Never tried.	13	13	12
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE B-36**  
**Does your counselor fully address all your questions, concerns, or complaints?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,299	3,401	1,121
Yes	75	77	77
No	19	17	19
Did not have any	5	5	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE B-37**  
**Which of the following types of employment services did you need?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,159	3,236	1,087
Resume preparation or development	21	21	20
Interview skills	14	13	12
Help in obtaining licenses or certificates	18	17	19
Job hunting strategies	19	17	16
Grooming/personal appearance tips	3	3	4
Setting up informational interviews with prospective employers	17	15	16
Didn't need any of the above from counselor	63	64	67

Multiple mention.

**TABLE B-38**  
**Which of the following types of employment services have you been provided?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,208	3,285	1,095
Resume preparation or development	9	10	9
Interview skills	6	6	4
Help in obtaining licenses or certificates	8	8	9
Job hunting strategies	9	9	9
Grooming/personal appearance tips	3	2	2
Setting up informational interviews with prospective employers	4	5	4
None	80	80	80

Multiple mention.

**TABLE B-39**  
**From which, if any, of the following have you received employment services?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,197	3,280	1,102
Vocational rehabilitation counselor	21	22	24
Employment specialist	8	7	7
A Disabled Veterans Outreach Program (DVOP) counselor	5	5	5
Other, please specify	6	7	7
No employment services received	66	66	67

Multiple mention.

**TABLE B-40**  
**Your counselor/specialist(s) are knowledgeable regarding employment markets.**

Base: Received employment services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,253	1,053	327
Strongly agree	16	22	20
Agree	29	38	39
Neither agree nor disagree	43	32	32
Disagree	7	5	6
Strongly disagree	5	3	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

All respondents included for 2001.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-41**  
**Your counselor/specialist(s) understand your occupational/vocational goals.**

Base: Received employment services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,880	1,147	355
Strongly agree	27	32	33
Agree	42	44	42
Neither agree nor disagree	21	17	16
Disagree	6	5	6
Strongly disagree	5	2	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

All respondents included for 2001.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-42**  
**Your counselor/specialist(s) help you focus on your employment goal.**

Base: Received employment services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,553	1,101	349
Strongly agree	22	27	29
Agree	31	39	38
Neither agree nor disagree	33	26	23
Disagree	9	6	8
Strongly disagree	7	2	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

All respondents included for 2001.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-43**

**Your counselor/specialist(s) are concerned about the quality of your job placement.**

Base: Received employment services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,404	1,073	344
Strongly agree	23	28	31
Agree	28	34	36
Neither agree nor disagree	35	28	23
Disagree	8	7	7
Strongly disagree	6	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

All respondents included for 2001.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE B-44**

**How satisfied are you with the employment services you've received during your program?**

Base: Received employment services.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,955	1,136	362
Very satisfied	29	32	34
Somewhat satisfied	23	23	21
Neither satisfied nor dissatisfied	31	28	31
Somewhat dissatisfied	9	9	9
Very dissatisfied	7	8	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

All respondents included for 2001.

**TABLE B-45**  
**Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,242	3,346	1,114
In-person visit	80	82	82
Phone, 1-800 number	37	36	35
Phone, long-distance number	31	30	29
Phone, local number	45	48	53
Fax	16	18	20
Internet, e-mail, or website	25	32	42
Letter	29	28	29

Multiple mention.

**TABLE B-46**  
**In general, how easy was it for you to obtain information from the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,245	3,360	1,120
Very easy	32	34	38
Somewhat easy	36	36	34
Neither easy nor difficult	17	16	15
Somewhat difficult	11	11	11
Very difficult	4	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE B-47

**Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,845	2,954	1,002
In-person visit	49	47	42
Phone, 1-800 number	17	15	13
Phone, long-distance number	1	1	1
Phone, local number	14	17	18
Fax	*	*	--
Internet, e-mail, or website	17	19	25
Letter	1	1	2
TOTAL	100	100	100

\* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE B-48

**How would you best describe your CURRENT status with regard to the VA VR&E program?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	3,215	3,344	1,111
VA requested I interrupt program	2	2	1
VA requested I withdraw from program	1	1	*
I voluntarily interrupted program	7	7	6
I voluntarily withdrew from program	2	1	1
I am currently pursuing program, still in training/educational phase	73	76	82
I am currently pursuing program, completed training/educational phase	15	13	9
TOTAL	100	100	100

\* Less than 0.5%.

Sum may not add to 100% due to rounding.



TABLE B-49

**Did the VA tell you the reasons why you were interrupted or withdrawn from the program?**

Base: VA requested interruption or withdrawal from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	89	87	16
Yes	73	79	82
No	19	16	6
Don't know	8	5	13
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-50

**Why did you interrupt or withdraw from the training or education phase of your plan?**

Base: Interrupted or withdrew from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	386	381	97
Medical problems	38	32	40
Disability	21	18	28
Financial difficulties	26	20	30
Took a job	20	16	22
VA requested that I interrupt or withdraw from program	12	9	9
Lost interest	3	4	7
Transportation problems	11	5	9
Schools/classes were too far away	7	4	5
Program/classes were too difficult	10	6	12
Moved/planning to move	12	7	10
Family responsibilities/difficulties	29	25	41
Didn't think the training or education would meet my needs	7	4	6
Problems with counselor	10	6	16
Too much red tape with VR&E program	8	6	7
Could not see training or education leading to future employment	10	8	10
Summer/semester break	5	3	11

Multiple mention.

**TABLE B-51**

**Do you plan to complete your rehabilitation program now or at a later date?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,173	3,308	1,090
Yes, now	70	72	73
Yes, at a later date	23	22	21
No	1	1	1
Not sure	6	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-52**

**Do you feel that the VA Vocational Rehabilitation Program has treated you as an individual, not just a case to be managed?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,314	3,407	1,128
Yes, an individual	68	71	70
No	24	21	22
Don't know	8	8	8
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-53**

**Overall, has the REHABILITATION process reflected the courtesy, compassion, and respect you would expect as a veteran of the United States?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3294	3,396	1,128
Yes	78	81	80
No	22	19	20
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-54**  
**Thus far, how well has the program met your**  
**EXPECTATIONS?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,313	3,408	1,130
Much better than expected	25	25	27
Better than expected	32	34	34
Just as expected	26	27	27
Worse than expected	11	9	8
Much worse than expected	3	3	2
Don't know	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-55**  
**Thus far, how well has the program met your training or**  
**educational NEEDS?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,317	3,411	1,130
Much better than expected	25	27	29
Better than expected	33	33	34
Just as expected	28	30	27
Worse than expected	8	7	6
Much worse than expected	3	1	1
Don't know	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE B-56

**Have your EDUCATIONAL goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,311	3,412	1,129
Raised	59	60	64
Lowered	8	6	5
Unaffected	28	29	26
Don't know	5	5	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-57

**Are your educational goals more realistic as a result of the program?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,309	3,411	1,128
Yes	72	74	77
No	17	16	13
Don't know	11	9	10
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE B-58

**Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	3,312	3,416	1,130
Raised	60	60	62
Lowered	8	7	6
Unaffected	26	27	26
Don't know	7	6	7
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE B-59**  
**Are your career goals more realistic as a result of the program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,300	3,395	1,118
Yes	69	71	75
No	17	16	14
Don't know	13	13	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-60**  
**Overall, how satisfied are you with the TRAINING OR EDUCATION phase of your plan?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,300	3,406	1,118
Very satisfied	56	57	60
Somewhat satisfied	27	29	27
Neither satisfied nor dissatisfied	8	6	6
Somewhat dissatisfied	6	6	5
Very dissatisfied	3	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE B-61**  
**Would you recommend this program to other disabled veterans?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	3,282	3,389	1,116
Yes	95	97	97
No	5	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

## **APPENDIX C**

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**2004 VA Vocational Rehabilitation & Employment Program Satisfaction Survey**

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***Current status in the VR&E program***

C-51 How would you best describe your CURRENT status with regard to the VA VR&E program? C-25

C-52 Did the VA tell you the reasons why you were interrupted or withdrawn from the VR&E employment services program? C-26

C-53 Why did you interrupt or withdraw from the VR&E employment services program? C-26

C-54 Do you plan to complete your rehabilitation program now or at some later date? C-27

***Overall impressions***

C-55 Thus far, how well has the VA's VR&E program met your expectations? C-27

C-56 Overall, did the VR&E program meet your rehabilitation needs? C-27

C-57 Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program? C-28

C-58 Are your career goals more realistic as a result of the program? C-28

C-59 At this time, would you say that your career goals have been met? C-28

C-60 Overall, how satisfied are you with the VA's VR&E program? C-29

C-61 Which of the following VR&E services were the most helpful? C-29

C-62 Which of the following VR&E services did you need the most? C-30

C-63 Would you recommend this program to other disabled veterans? C-30

**TABLE C-1**  
**Did your vocational rehabilitation program include an educational/training phase?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,901	3,576	1,010
Yes	90	91	88
No	10	9	12
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-2**  
**What type of education/training was this?**

Base: Participants whose program included an educational/training phase.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,580	3,180	902
College or university classes	71	70	76
Technical or vocational training	27	28	23
On-the-job training	2	2	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-3**  
**Have you completed the educational/training phase of your program?**

Base: Participants whose program included an educational/training phase.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,627	3,258	934
Yes	91	94	92
No	9	6	8
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-4**  
**How long has it been since you completed the educational/training phase of your vocational rehabilitation program?**

Base: Participants who completed the educational/training phase.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,380	3,036	850
Less than 3 months	1	2	4
3 months to 6 months	24	22	29
More than 6 months to 1 year	45	44	32
More than 1 year to 18 months	19	19	17
More than 18 months to 2 years	6	6	9
More than 2 years to 3 years	3	4	6
More than 3 years	3	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-5**  
**How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,910	3,600	1,043
Very satisfied	54	53	54
Somewhat satisfied	23	23	22
Neither satisfied nor dissatisfied	8	8	9
Somewhat dissatisfied	8	9	9
Very dissatisfied	7	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE C-6

**Who is (was) your primary counselor or employment specialist assigned to you during the job ready phase of your program?**

Base: All participants.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,217	3,549	1,026
A VA staff counselor	NA	52	57
A VA staff employment specialist	49	8	10
A counselor under contract with VA	NA	15	8
An employment specialist under contract with VA	34	6	7
A Disabled Veterans Outreach Program (DVOP) counselor	7	3	4
Don't know	9	12	10
Don't have a counselor or specialist assigned	NA	3	3
TOTAL	100	100	100

Question was revised after 2001.

NA Not Asked.

Sum may not add to 100% due to rounding.

TABLE C-7

**Is this the same specialist/counselor who was assigned to you during the training or educational phase of your program?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,052	3,300	946
Yes	48	53	52
No	43	36	37
Don't know	4	6	4
Didn't have training/educational phase	5	5	6
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE C-8**

**How completely did your counselor explain all the benefits and services available to you during the job ready phase of your program?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,041	3,296	938
Completely	46	46	49
Mostly	26	23	25
Somewhat	16	17	15
Only a little	8	8	6
Not at all	4	6	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-9**

**Have you and your counselor developed a plan (Individualized Employment Assistance Plan) to guide you in your job search?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,028	3,285	931
Yes	57	54	58
No, but in the process of developing such a plan	4	4	5
No	33	37	31
Don't know	5	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-10**  
**Which of the following types of employment services did you need?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,028	3,260	936
Resume preparation or development	30	27	29
Interview skills	17	15	16
Help in obtaining licenses or certificates	18	19	20
Job hunting strategies	30	26	29
Grooming/personal appearance tips	5	3	4
Setting up informational interviews with prospective employers	20	18	19
Didn't need any of the above from counselor	45	47	47

Multiple mention.

**TABLE C-11**  
**Which of the following types of employment services has your counselor provided?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,018	3,257	934
Resume preparation or development	28	21	26
Interview skills	14	11	14
Help in obtaining licenses or certificates	14	13	14
Job hunting strategies	30	25	28
Grooming/personal appearance tips	5	4	5
Setting up informational interviews with prospective employers	NA	NA	10
None	49	55	49

Multiple mention.

NA Not Asked.

TABLE C-12

**Which of the following potential employment opportunities or referrals has your counselor provided?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,000	3,240	932
Referrals to state rehabilitation and employment agencies	29	25	24
Referrals to private employment specialists	12	10	10
Referrals to potential employers	22	16	18
Referrals to federal job market	19	17	19
References to an electronic job bank on the Internet	25	22	26
Referrals to other sources of assistance	15	13	15
Direct job placement	5	4	3
None	39	47	44

Multiple mention.

TABLE C-13

**Other than your counselor, which other sources of employment information have you used?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,025	3,264	937
VHA (Veterans Health Administration)	9	9	10
VET Center	8	7	8
DVOP (Disabled Vets Outreach Program)	7	7	7
DOD (Department of Defense)	13	13	16
SBA (Small Business Administration)	3	3	4
State rehabilitation agencies	7	5	5
State employment agencies	45	43	44
Private employment specialists	16	14	13
Internet job searches	57	58	61
Newspaper/help-wanted advertisements	55	52	53
Job fairs	45	43	42
College/university or school	38	34	36
Personal/professional contacts	48	45	47
Federal job listings	43	46	49
None	6	8	7

Multiple mention.

**TABLE C-14**

**Your counselor gives you good information and advice.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,012	3,226	930
Strongly agree	33	32	34
Agree	36	35	37
Neither agree nor disagree	17	17	17
Disagree	7	8	6
Strongly disagree	7	7	7
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-15**

**Your counselor is knowledgeable regarding job search methods and techniques.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,896	3,010	883
Strongly agree	30	27	30
Agree	35	32	34
Neither agree nor disagree	23	27	24
Disagree	7	8	8
Strongly disagree	6	6	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.



**TABLE C-16**  
**Your counselor is knowledgeable regarding employment markets.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,091	3,013	882
Strongly agree	25	22	26
Agree	32	30	32
Neither agree nor disagree	28	32	27
Disagree	8	9	9
Strongly disagree	6	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-17**  
**Your counselor has provided assistance according to your individual needs.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,988	3,209	911
Strongly agree	32	31	34
Agree	32	31	32
Neither agree nor disagree	17	17	16
Disagree	10	11	10
Strongly disagree	9	10	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-18**

**Your counselor understands your vocational goals.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,001	3,208	929
Strongly agree	33	33	34
Agree	37	36	37
Neither agree nor disagree	16	15	15
Disagree	7	9	7
Strongly disagree	6	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-19**

**Your counselor shows a caring and compassionate attitude toward you.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,005	3,240	931
Strongly agree	39	38	39
Agree	32	31	34
Neither agree nor disagree	17	17	15
Disagree	6	6	5
Strongly disagree	6	8	7
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-20**

**Your counselor listens to your needs and concerns.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,000	3,230	930
Strongly agree	37	36	37
Agree	38	34	37
Neither agree nor disagree	16	16	14
Disagree	6	7	6
Strongly disagree	6	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-21**  
**Your counselor has a communication style that is easy to understand.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,995	3,235	928
Strongly agree	37	36	37
Agree	38	36	40
Neither agree nor disagree	16	15	14
Disagree	5	6	5
Strongly disagree	5	6	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-22**  
**Your counselor is flexible.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,993	3,218	922
Strongly agree	33	31	34
Agree	33	33	34
Neither agree nor disagree	21	21	20
Disagree	7	8	7
Strongly disagree	6	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-23**  
**Your counselor is resourceful.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,982	3,185	919
Strongly agree	30	29	30
Agree	29	29	29
Neither agree nor disagree	27	27	27
Disagree	8	8	7
Strongly disagree	7	7	7
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-24**  
**Your counselor is available when needed.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,992	3,228	926
Strongly agree	26	26	28
Agree	36	34	35
Neither agree nor disagree	20	21	21
Disagree	10	11	9
Strongly disagree	8	8	8
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-25**  
**Your counselor is concerned about the quality of your job placement.**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,964	3,167	910
Strongly agree	31	29	30
Agree	28	29	31
Neither agree nor disagree	23	22	23
Disagree	10	10	7
Strongly disagree	9	11	9
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

Cases where respondents marked "Not applicable" are excluded from the calculations.

**TABLE C-26**  
**Do you have scheduled in-person meetings with your counselor?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,035	3,283	941
Yes	71	66	66
No	29	34	34
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-27

**Are the number and length of these sessions adequate to meet your counseling needs?**

Base: Had in-person meetings with VA staff or contract counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,439	2,155	618
Yes	79	79	80
No, too little contact with counselor	19	21	18
No, too much contact with counselor	1	1	1
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-28

**In general, how much of what you NEEDED TO KNOW did you get from these meetings?**

Base: Had in-person meetings with VA staff or contract counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,440	2,159	618
All	24	25	25
Most	38	38	42
Some	24	22	20
Little	10	11	10
None	4	3	3
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-29

**How convenient is the LOCATION where these meetings are held?**

Base: Had in-person meetings with VA staff or contract counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,441	2,158	618
Very convenient	51	49	46
Somewhat convenient	28	31	33
Neither convenient nor inconvenient	8	8	7
Somewhat inconvenient	9	8	9
Very inconvenient	4	4	5
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE C-30**  
**In general, how convenient is the TIME scheduled for these meetings?**

Base: Had in-person meetings with VA staff or contract counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
	1,440	2,161	619
Very convenient	50	49	51
Somewhat convenient	34	36	32
Neither convenient nor inconvenient	9	8	10
Somewhat inconvenient	6	5	7
Very inconvenient	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-31**  
**Aside from scheduled visits, what is the primary method you use to contact your counselor?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,691	2,385	732
Phone, 1-800 number	17	16	15
Phone, long-distance number	17	17	17
Phone, local number	44	42	41
Fax	*	*	*
E-mail (computer)	10	13	20
Letter	1	1	1
Unannounced visit	3	3	3
Did not need additional communication	8	7	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE C-32**

**How responsive was your counselor to your contact through this method?**

Base: Participants who contacted their VA or contract counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,547	2,562	773
Very responsive	58	56	58
Somewhat responsive	29	29	28
Neither responsive nor unresponsive	5	6	6
Somewhat unresponsive	4	5	4
Very unresponsive	3	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-33**

**In general, how much of what you NEEDED TO KNOW did you get from this method of contact?**

Base: Participants who contacted their VA or contract counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,545	2,580	771
All	23	25	21
Most	39	39	43
Some	23	21	20
Little	10	10	12
None	4	5	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-34**

**Were you generally able to get the information you needed on the first call or contact?**

Base: Participants who contacted their VA or contract counselor.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,542	2,559	773
Yes	69	65	66
No	31	35	34
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE C-35

**Were you able to access voice mail in order to leave your counselor a message?**

Base: Participants who contacted their VA or contract counselor.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,541	2,556	771
Yes, counselor returned call	76	75	75
Yes, counselor did not return call	9	11	11
No, wasn't able to access voice mail	4	3	3
Never tried	11	11	11
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-36

**Did your counselor fully address all your questions, concerns, or complaints?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	1,884	3,087	931
Yes	74	71	73
No	22	24	21
Did not have any	4	5	6
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-37

**Did your counselor provide assistance throughout your job search?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,024	3,281	936
Yes	48	41	44
No	27	30	29
Did not need job search assistance	24	29	26
TOTAL	100	100	100

Sum may not add to 100% due to rounding.



**TABLE C-38**  
**Did your counselor monitor your progress throughout your job search?**

Base: Counselor or employment specialist was VA staff or under contract to VA.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	1,991	3,215	924
Yes	65	58	62
No	35	42	38
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-39**  
**How satisfied are you with the employment services provided, once you began actively seeking employment?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,722	3,563	1,033
Very satisfied	31	27	23
Somewhat satisfied	19	17	17
Neither satisfied nor dissatisfied	23	13	13
Somewhat dissatisfied	12	11	14
Very dissatisfied	15	18	15
Didn't need services	NA	15	18
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

NA Not Asked.

Sum may not add to 100% due to rounding.

**TABLE C-40**  
**What is your current employment status?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,898	3,591	1,052
Currently employed <sup>+</sup> , not looking for a different job	47	45	42
Currently employed <sup>+</sup> , but looking for a different job	34	33	35
Not working but looking for work	16	19	19
Not working and not looking for work	3	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

<sup>+</sup> Includes full-time, part-time, or self-employed.

Sum may not add to 100% due to rounding.

**TABLE C-41**  
**Has the VA's Vocational Rehabilitation Program determined that you are suitably employed?**

Base: Currently employed.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,326	2,797	796
Yes	57	61	62
No	10	9	12
Don't know	33	30	26
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-42**  
**How long did it take from the time you completed the educational/training phase of your vocational rehabilitation program until you started your current job?**

Base: Currently employed.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,307	2,758	785
Less than 1 month	18	18	15
1 month to 2 months	11	11	10
More than 2 months to 3 months	7	8	7
More than 3 months to 4 months	6	5	4
More than 4 months to 5 months	3	3	3
More than 5 months to 6 months	5	4	4
More than 6 months to 1 year	9	10	10
More than 1 year to 18 months	4	4	7
More than 18 months to 2 years	2	2	2
More than 2 years to 3 years	2	2	2
More than 3 years	2	1	1
Started current job before completing educational/training phase	23	25	25
Never completed educational/training phase	3	3	3
Never had educational/training phase	5	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-43**  
**How REASONABLE was the length of time it took you to find a job?**

Base: Currently employed.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,285	2,738	780
Very reasonable	42	44	42
Somewhat reasonable	22	20	16
Neither reasonable nor unreasonable	19	19	21
Somewhat unreasonable	10	9	11
Very unreasonable	7	8	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-44**  
**Does this job meet your rehabilitation needs?**

Base: Currently employed.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,298	2,749	783
Yes	71	69	66
No	29	31	34
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-45**  
**Does this job suit your skills and abilities?**

Base: Currently employed.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,311	2,755	785
Yes	75	73	71
No	25	27	29
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE C-46

**Does this job match the occupational/vocational goal you and your counselor selected during the planning phase of your program?**

Base: Currently employed.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,297	2,753	783
Yes	60	59	56
No	40	41	44
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-47

**How helpful was your employment specialist/counselor in helping you find your current job?**

Base: Currently employed.

	2001 %	2002 %	2004 %
<i>Unweighted N</i>	2,295	2,767	788
Very helpful	12	12	12
Somewhat helpful	9	11	10
Neither helpful nor unhelpful	18	16	18
Somewhat unhelpful	1	1	2
Not at all helpful	21	20	19
Didn't need help	39	40	39
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE C-48**  
**Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,922	3,589	1,040
In-person visit	81	80	81
Phone, 1-800 number	37	35	31
Phone, long-distance number	29	30	29
Phone, local number	45	49	49
Fax	17	18	20
Internet, e-mail, or website	28	37	49
Letter	29	29	29
None	3	3	2

Multiple mention.

**TABLE C-49**  
**In general, how easy was it for you to obtain information from the VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,899	3,591	1,034
Very easy	33	35	38
Somewhat easy	35	32	34
Neither easy nor difficult	17	18	17
Somewhat difficult	11	11	8
Very difficult	5	4	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE C-50**  
**Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,594	3,207	945
In-person visit	56	54	50
Phone, 1-800 number	15	14	13
Phone, long-distance number	1	1	2
Phone, local number	12	12	13
Fax	*	*	*
Internet, e-mail, or website	15	17	20
Letter	1	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE C-51**  
**How would you best describe your CURRENT status with regard to the VA VR&E program?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,856	3,499	1,017
VA requested I interrupt program	3	2	2
VA requested I withdraw from program	2	2	3
I voluntarily interrupted program	5	4	4
I voluntarily withdrew from program	4	3	4
I am currently pursuing program	12	13	17
I have completed the program	74	76	70
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

TABLE C-52

**Did the VA tell you the reasons why you were interrupted or withdrawn from the VR&E employment services program?**

Base: VA requested participant interrupt or withdraw from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	141	152	53
Yes	65	71	77
No	18	19	11
Don't know	16	11	11
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-53

**Why did you interrupt or withdraw from the VR&E employment services program?**

Base: Interrupted or withdrew from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	391	382	134
Medical problems	17	19	24
Disability	16	12	18
Financial difficulties	16	19	21
VA requested that I interrupt or withdraw from program	14	21	16
Found job on my own	51	45	50
Too much red tape	8	8	10
Employment services were not helpful	19	19	18
Moved/planning to move	7	7	7
Family responsibilities/difficulties	17	17	19
Program did not meet my needs	14	16	8
Problems with counselor	10	11	6

Multiple mention.

TABLE C-54

**Do you plan to complete your rehabilitation program now or at some later date?**

Base: Interrupted or withdrew from program.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	399	372	135
Yes	50	48	45
No	12	12	13
Not sure	38	40	42
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-55

**Thus far, how well has the VA's VR&E program met your expectations?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,882	3,509	1,033
Much better than expected	24	22	23
Better than expected	26	25	25
Just as expected	28	28	27
Worse than expected	16	18	14
Much worse than expected	6	6	7
Don't know	NA	NA	4
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

NA Not Asked.

TABLE C-56

**Overall, did the VR&E program meet your rehabilitation needs?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,875	3,547	1,029
Yes	71	71	70
No	29	29	30
TOTAL	100	100	100

Sum may not add to 100% due to rounding.



TABLE C-57

**Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,907	3,577	1,037
Raised	55	56	58
Lowered	13	14	13
Unaffected	32	30	29
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-58

**Are your career goals more realistic as a result of the program?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,903	3,579	1,035
Yes	59	59	60
No	26	25	23
Don't know	15	15	17
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

TABLE C-59

**At this time, would you say that your career goals have been met?**

Base: All participants.

	2001	2002	2004
	%	%	%
<i>Unweighted N</i>	2,911	3,580	1,035
Yes	35	35	36
No	59	58	59
Don't know	6	7	6
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**TABLE C-60**

**Overall, how satisfied are you with VA's VR&E program?**

Base: Participants who had either completed or withdrew from the program.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,289	2,799	772
Very satisfied	50	51	53
Somewhat satisfied	27	26	26
Neither satisfied nor dissatisfied	8	8	8
Somewhat dissatisfied	10	9	10
Very dissatisfied	5	6	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

Sum may not add to 100% due to rounding.

**TABLE C-61**

**Which of the following VR&E services were the most helpful?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,916	3,579	1,032
Evaluation, testing, and planning your rehabilitation program	32	30	32
Payment of tuition, fees, books, supplies, and/or monthly subsistence	85	86	85
Personal contact with counselor(s)	41	39	42
Identification of medical and other rehabilitation issues	24	25	23
Education/training	59	55	56
Help in finding a job	11	11	12
None	5	5	6

Multiple mention.

**TABLE C-62**

**Which of the following VR&E services did you need the most?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,911	3,571	1,031
Evaluation, testing, and planning your rehabilitation program	21	20	22
Payment of tuition, fees, books, supplies, and/or monthly subsistence	82	82	83
Personal contact with counselor(s)	27	26	29
Identification of medical and other rehabilitation issues	23	22	21
Education/training	58	56	55
Help in finding a job	28	29	30
None	1	1	*

Multiple mention.

\* Less than 0.5%.

**TABLE C-63**

**Would you recommend this program to other disabled veterans?**

Base: All participants.

	<b>2001</b>	<b>2002</b>	<b>2004</b>
	<b>%</b>	<b>%</b>	<b>%</b>
<i>Unweighted N</i>	2,894	3,508	1,022
Yes	92	92	93
No	8	8	7
TOTAL	100	100	100

Sum may not add to 100% due to rounding.

**APPENDIX G**  
**METHODOLOGY**

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## METHODOLOGY

### **Questionnaire Mailing Protocol**

The mailing protocol, in accordance with the Dillman methodology, required that up to five mailings be made to every person in the sample. The entire sample was sent an advance, or pre-notification, letter informing the recipient that they had been selected for this study and would shortly be receiving the questionnaire. As shown in Table G-1, this letter was sent out in late October 2004.

Additionally, the purpose of the first letter was also to assure them this was a bona fide study sponsored by the Department of Veterans Affairs, to convey to them the importance VA placed on the study (it was hoped this would increase participation) and a postscript inviting the recipient to visit the VBA website dealing with benefits as well as an invitation to visit another website to learn about customer satisfaction surveys (see Figure G-1, page G-3).

Residents of Puerto Rico received individually addressed letters in both English and Spanish. The Spanish version of the advance letter can be seen in Figure G-2, page G-4.

TABLE G-1  
**Survey Mailing Schedule**

<b>Item Mailed</b>	<b>Audience</b>	<b>Date of Mailing</b>
Advance Letter	Total Sample	October 29, 2004
First Mailing of the Questionnaire	Total Sample	November 5, 2004
Reminder Post Card	Total Sample	November 17, 2004
Second Mailing of the Questionnaire	Remaining Sample	December 3, 2004
Final Reminder Post Card	Remaining Sample	December 13, 2004
End of Field Period		January 17, 2005

Letters addressed to individuals no longer living at the address on the sampling file were handled differently, depending on the situation.

- **Valid forwarding address on file with the post office:** letter forwarded by post office, SRBI informed of new address, and address file updated;

- **Forwarding order expired, new address known by post office:** letter returned as undeliverable, letter re-mailed to the corrected address, and address file updated; and
- **Forwarding order expired, new address not known by post office:** letter returned as undeliverable and name removed from the active sample file.

The advance letter was followed 7 days later with a large envelope containing a cover letter, the appropriate questionnaire for that segment of the sample, and a pre-addressed postage-paid return envelope. This package went to the entire sample. Returned mail was handled with the same procedure as described above. The names of respondents were removed from the active sample as questionnaires were returned. The cover letter included with the questionnaire, also signed by the Under Secretary for Benefits, reiterated the same points as the advance letter (see Figure G-3, page G-6).

Again, residents of Puerto Rico received copies of the cover letter and the questionnaire in both English and Spanish. The Spanish version of the cover letter for the first mailing can be seen in Figure G-4, page G-7.

A reminder card was sent to the entire sample 10 days after the questionnaire mailing which asked them to complete and return the questionnaire as soon as possible (both English and Spanish version shown in Figure G-5, page G-8). At this point there was not a large enough return to eliminate those that had returned their questionnaires.

In turn, this was followed by a second mailing of the questionnaire about three weeks after the follow-up card. The cover letter, in both English and Spanish, again stressed that completing and returning the questionnaire would not affect the respondent's current or future benefits (see Figures G-8 and 9, pages G-9 and 10).

Lastly, about 10 days after the second copy of the questionnaire was mailed, a final reminder card in both English and Spanish was sent to those who had not yet responded (see Figure G10, page G11).

**Response Rates**

The final disposition of the sample is shown in Table G-2. The final response rate for this study was 57.7 percent. The response rate by phase ranged from a low of 53.8 percent for the Evaluation and Planning to a high of 60.2 percent for Rehabilitation with Job Ready only slightly lower at 59.0 percent.

**TABLE G-4  
Final Sample Disposition by Phase**

Status	Evaluation & Planning		Rehabilitation		Job Ready		Total	
	#	%	#	%	#	%	#	%
<b>Mailed</b>	<b>2,000</b>	<b>100.0</b>	<b>2,000</b>	<b>100.0</b>	<b>2,000</b>	<b>100.0</b>	<b>6,000</b>	<b>100.0</b>
Ineligible	65	3.3	33	1.7	60	3.0	158	2.6
Bad Address	69	3.5	61	3.1	65	3.3	195	3.3
Deceased	1	0.1	--	0.0	--	0.0	1	0.0
<b>Eligible Sample</b>	<b>1,865</b>	<b>93.3</b>	<b>1,906</b>	<b>95.3</b>	<b>1,875</b>	<b>93.8</b>	<b>5,646</b>	<b>94.1</b>
	<b>1,865</b>	<b>100.0</b>	<b>1,906</b>	<b>100.0</b>	<b>1,875</b>	<b>100.0</b>	<b>5,646</b>	<b>100.0</b>
Refusal	4	0.2	2	0.1	3	0.2	9	0.2
Away	--	0.0	2	0.1	--	0.0	2	0.0
<b>Total Complete</b>	<b>1,003</b>	<b>53.8</b>	<b>1,147</b>	<b>60.2</b>	<b>1,107</b>	<b>59.0</b>	<b>3,257</b>	<b>57.7</b>

**Spanish Language Questionnaires**

Both questionnaires used for this project were translated into Spanish. These questionnaires were sent to respondents in Puerto Rico along with the English version. The respondents were able to select the questionnaire they felt most comfortable completing. As was discussed earlier, the cover letters and the reminder cards were also translated. Due to the small number of questionnaires being sent to Puerto Rico, it was not cost-effective to produce machine readable Spanish questionnaires. Responses received using the Spanish versions of the questionnaire were transferred to a machine readable version prior to scanning into the final data set.



Table G-3 shows the number of Spanish language questionnaires that were distributed and the number that were returned.

**TABLE G-3  
Disposition of Spanish Language Questionnaires Sent to  
Respondents in Puerto Rico**

<b>Phase</b>	<b>Total Sent</b>	<b>Total Returned</b>	<b>Spanish Returned</b>	<b>Percent Spanish</b>
Evaluation and Planning	14	8	4	50.0%
Rehabilitation	12	9	2	22.2%
Job Ready	14	8	6	75.0%
<b>TOTAL</b>	<b>40</b>	<b>25</b>	<b>12</b>	<b>48.0%</b>

Overall, the response rate from Puerto Rico was 62.5 percent. All most half of the respondents from Puerto Rico chose to respond using the Spanish questionnaire. There was a different usage rate of the three Spanish versions of the questionnaire. The numbers are too small to give an indication if there is an underlying reason for this or if it is just a statistical anomaly. With half the respondents completing the Spanish questionnaire, it is clear that the Spanish versions should continue to be used.