

Survey Purpose

Purpose of Survey

This survey is being conducted to help the Department of Veterans Affairs (VA) find out about your thoughts and experiences as a contract counselor for the VA's Vocational Rehabilitation and Employment Program (VR&E) program.

Use of Survey Results

The Department of Veterans Affairs will use your responses to improve the VR&E rehabilitation and employment services and plan for the future vocational rehabilitation needs of veterans.

Confidentiality of Data

Survey responses are kept strictly confidential and will only be used to report results for groups, not individuals. Completion of this survey is voluntary; if you complete the survey, you may skip any question that you do not want to answer.

Risk to Participants

There is no measurable risk to participants associated with completing the survey.

OMB Statement

OMB Control Number: 2900-xxxx

Respondent Burden: 20 Minutes

Respondent Reporting Burden Statement: The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. The public reporting burden of this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Your participation is voluntary. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. **This collection of information is intended to assist the Department of Veterans Affairs to assess future program and benefit needs.**

**Thank you for taking the time to complete this survey and
for helping VA's Vocational Rehabilitation and Employment (VR&E) Program.**

Contract Counselor Survey

1. What is your age?
2. What is your sex?
 - a. Male
 - b. Female
3. How long have you worked in your current position (Years/Months)? _____
4. How long have you worked as a contractor for the VR&E program (Years/Months)? _____
5. How long have you worked in your field? (Years/Months)? _____
6. On average, how many hours per week do you work on VR&E-related tasks? _____
7. Are you a veteran of the U.S. military?
 - a. Yes
 - b. No (*Skip to Question 9*)
8. Do you have a service-connected disability?
 - a. Yes
 - b. No
 - i. If yes, did you participate in a VA VR&E program of rehabilitation?
 1. Yes
 2. No
9. Do you have a non service-connected disability?
 - a. Yes
 - b. No
 - i. If yes, did you participate in a non-VA program of rehabilitation?
 1. Yes
 2. No

10. What is your highest level of educational attainment (highest degree achieved)?

- a. Master's degree
- b. Doctorate or M.D.

11. What is the discipline of your highest degree achieved? _____

12. How well did your education in each of these areas prepare you for your job as a counselor?

	Not Helpful	Somewhat Helpful	Very Helpful	No Opinion
Vocational Rehabilitation				
Transferable Skills				
Case Management				

13. Do you currently hold any of the certifications below? *(Check all that apply)*

- a. Certified Rehabilitation Counselor (CRC)
- b. Certified Case Manager (CCM)
- c. Other (relevant to your field) _____

14. How well do you feel your academic background prepared you to be effective in your job?

- a. Not well prepared
- b. Somewhat well prepared
- c. Moderately well prepared
- d. Well prepared
- e. Very well prepared

15. To what extent has VR&E-provided training that contributed to you being effective in your job?

- a. Not at all
- b. A little
- c. Somewhat
- d. Quite a bit
- e. Extremely

16. On average, how many face-to-face meetings do you hold on an annual basis with a VR&E participant in the Employment through Long-term Services track?

- a. None
- b. 1-3 meetings
- c. 4-6 meetings
- d. 7-10 meetings
- e. More than 10

17. In your experience, what are the two main factors that contribute to dropouts from VR&E? (*Please select **two** options*)

- a. Health issues
- b. Limited financial resources
- c. Family obligations
- d. Child care
- e. Disagreement with rehabilitation plan
- f. Lack of desire to attend school
- g. Inadequate transportation
- h. Lack of desire to return to work
- i. Employment gained before VR&E rehabilitation plan was signed/approved
- j. Paperwork/Tests too difficult for participant
- k. Could not accommodate participants' disabilities
- l. Participant could not work while in the VR&E program

18. For each of the statements below, please mark the level of agreement you have.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
The current VR&E process allows me to be successful at helping veterans obtain suitable employment.						
If asked to assist in the development of a rehabilitation plan for a veteran, I do a complete review of his/her transferable skills						
During rehabilitation planning, veterans are given sufficient occupational information to commit to a single occupation.						
I refer veterans to state programs for services not provided by VR&E.						
I refer veterans to other federal programs for services not provided by VR&E.						

19. In your experience, how knowledgeable are veterans about the VR&E program before you begin counseling?

- a. Not knowledgeable
- b. Somewhat knowledgeable
- c. Moderately knowledgeable
- d. Knowledgeable
- e. Very knowledgeable
- f. Don't Know

20. Estimate how many Self-Employment cases you have had during the last 12 months.

- a. None (*Skip to Question 23*)
- b. 1-3 cases
- c. 4-6 cases
- d. 7-10 cases
- e. More than 10 cases

21. Indicate the extent to which you use the resources listed below.

	Never	Seldom	Sometimes	Often	Always	N/A	Don't Know
Veteran Business Outreach Centers (VBO Centers)							
Veteran Business Development Officers (VBD Officers)							
Small Business Development Centers (SBDCs)							
Service Corps of Retired Executives (SCORE)							
Small Business Training Network (SBTN)							
Other (From Above)							

22. Rate the effectiveness of each of the resources that can be used to aid veterans in the Self-Employment track. (Note: Only the options selected in Q21 will appear for the respondent in this question)

	Not Effective	Somewhat Effective	Moderately Effective	Effective	Very Effective	N/A	Don't Know
Veteran Business Outreach Centers (VBO Centers)							
Veteran Business Development Officers (VBD Officers)							
Small Business Development Centers (SBDCs)							
Service Corps of Retired Executives (SCORE)							
Small Business Training Network (SBTN)							
Other (From Above)							

23. Estimate the number of Independent Living cases you have had during the last 12 months.

- a. None (*Skip to Question 26*)
- b. 1-3 cases
- c. 4-6 cases
- d. 7-10 cases
- e. More than 10 cases

24. In your experience, do any of the veterans you have worked with in the Independent Living track have future employment goals?

- a. No
- b. If yes, estimate what percentage. _____

25. In your experience, do veterans you have worked with in the Independent Living track have volunteer activity goals built into their rehabilitation plans?

- a. No
- b. If yes, estimate what percentage. _____

26. Regarding the following topics, how frequently do you provide the veteran advice/guidance?

	Few or no cases	Some cases	Most cases	N/A
Response to civilian authority				
Adapting to student responsibilities				
Adapting to a work environment				
Punctuality				
Hygiene/Grooming				
Use of military jargon				
Appropriate social norms (social behavior)				
Workplace communication skills				

27. Are transferable military skills emphasized?

- a. Yes
- b. No
 - i. If yes, how important are these transferable skills in gaining employment?
 - 1. Not important
 - 2. Somewhat important
 - 3. Very important

28. Estimate the percentage of your time spent, per week, working on each of the tasks below. (Use only time spent on VR&E work. Percentages should add to 100%)

- a. Evaluation and Testing _____
- b. Recommending a Rehabilitation Plan _____
- c. Job Placement _____
- d. Case Management Services _____ (If answer is > 0%, go to Q29)

29. Estimate the number of cases you currently manage for VA: _____

- a. Is this a typical number of cases?
 - Yes
 - No. If no, what is your typical number of cases? _____
- b. For the most effective case management, what would be the optimal number of cases for you? _____

30. Estimate what percentage of your current cases falls under each of the five tracks. (*Percentages should add to 100%*)

- a. Reemployment_____
- b. Rapid Access to Employment_____
- c. Self-Employment_____
- d. Employment through Long-term Services_____
- e. Independent Living_____

31. Please rate the amount of time spent on a typical case in each track.

	Very Little Time	Little Time	Some Time	Moderate Amount of Time	A Lot of Time	N/A
Reemployment						
Rapid Access to Employment						
Self-Employment						
Employment through Long-term Services						
Independent Living						