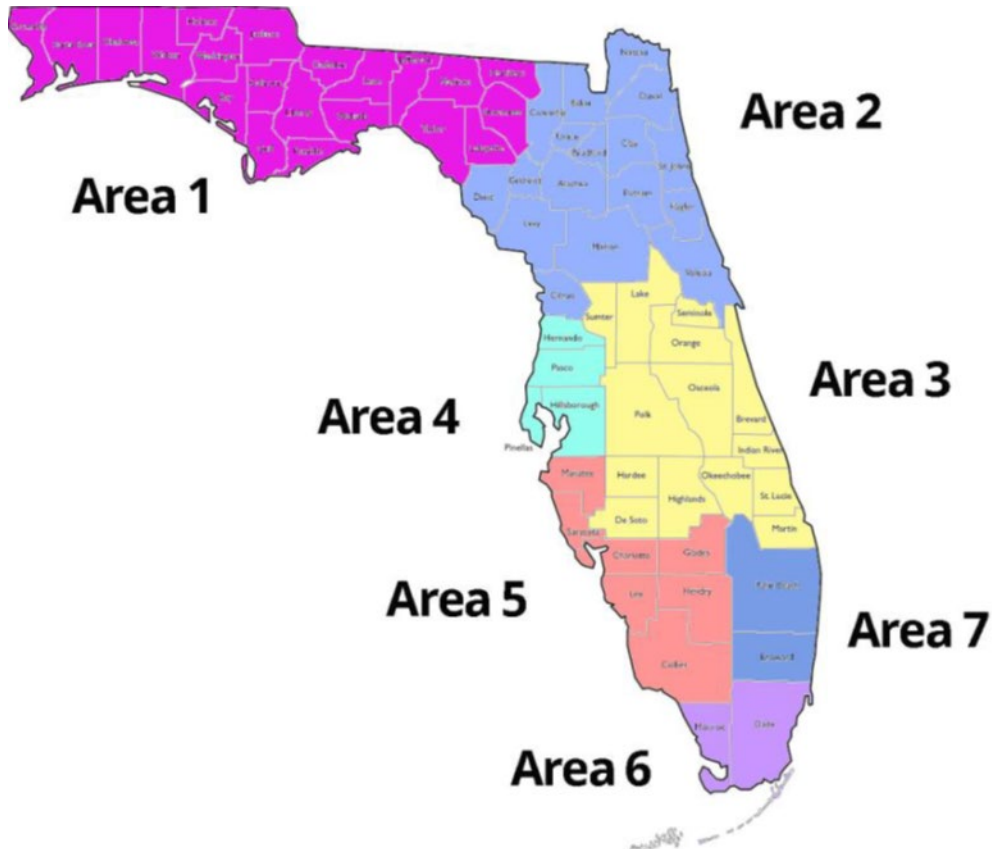


Florida Vocational Rehabilitation State Profile Fiscal Year 2019-2020



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

Prepared By:



Overall General Population Data*

Population	20,984,400
Service Age Residents w/ Disability	14.3%
Gender Breakdown	Female: 51.2%, Male: 48.8%

*General population data is acquired from 2019 American Community Survey.

Overall Population Data



Age	
18 – 24	58%
25 – 34	14%
35 – 44	8%
45 – 54	9%
55+	11%

FL VR’s customers are younger than the state as a whole. The population that VR serves has a higher rate of males than the general population and features slightly more racial diversity.



Gender	
Male	58%
Female	42%
Unsure	

Race & Ethnicity	
White	62%
African American	26%
American Indian	<1%
Asian	<1%
Race N/A	10%
Non-Hispanic	77%
Hispanic	23%

Disability Category	
Chronic Medical	8%
Developmental & Learning	20%
Mental Health & Substance Use	39%
Orthopedic	7%
Sensory	6%
Pre-ETS	20%



Case Status	
Open	65%
Closed Successful	6%
Closed Unsuccessful	12%
Pre-ETS	18%



Job Status	
Currently working (Full or Part Time)	37%
% Satisfied with current job	77%

General satisfaction is high across FL VR.

Most customers feel that VR staff treats them with dignity and respect.

Nine in ten customers would tell their friends with disabilities to go to the VR program for help.



Overall Satisfaction Levels With...	
Florida's VR Program	81%
Services Provided	81%

The Services I received... (% agree)	
Helped me become more <u>financially</u> independent	79%
Helped me reach my job goal	82%
Helped me become more independent, in general	84%

Satisfaction with Services	
The choice of services	84%
Choice of service providers	82%
Information received about choices they had	83%

Satisfaction With...	
Involvement with their VR experience	84%
Choice of vocational goal	84%

Satisfaction with Staff	
Helping them achieve their VR goals	90%
Ease of contacting VR counselor	83%
Timeliness of counselor to answer questions or concerns	78%
Treating client with dignity and respect	95%

All Things Considered

92% of Overall customers would tell their friends with disabilities to go to the VR program for help.

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



23% of customers did not receive services that they expected.

These services were primarily job help (39%), training to improve skills (24%), and counseling and guidance (13%).

22% experienced problems with VR or with the services they were provided.

The most cited problems were the effectiveness of the agency and/or programs (27%), staff and/or counselors not helpful or supportive (22%), and counselors not returning calls, emails, or following up (20%).

38% said VR worked to resolve their problem.

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



Feedback From Customers

Agency or Program no help, not effective	19%
Needed help in filling out forms	18%
Counselor did not return calls, emails, or follow up	15%
Had to leave multiple messages before getting a call back	15%
Get voicemail, never answers the phone	14%
Did not receive employment, VR could not find me a job	13%
Better communication in general	11%
Did not receive employment, VR couldn't find me a job	10%
Access, distance, too far away	10%