

VR&E Interrupted and Withdrawn Statuses

Findings from the 2002 Survey of Veterans Satisfaction with the VA Vocational Rehabilitation and Employment Program



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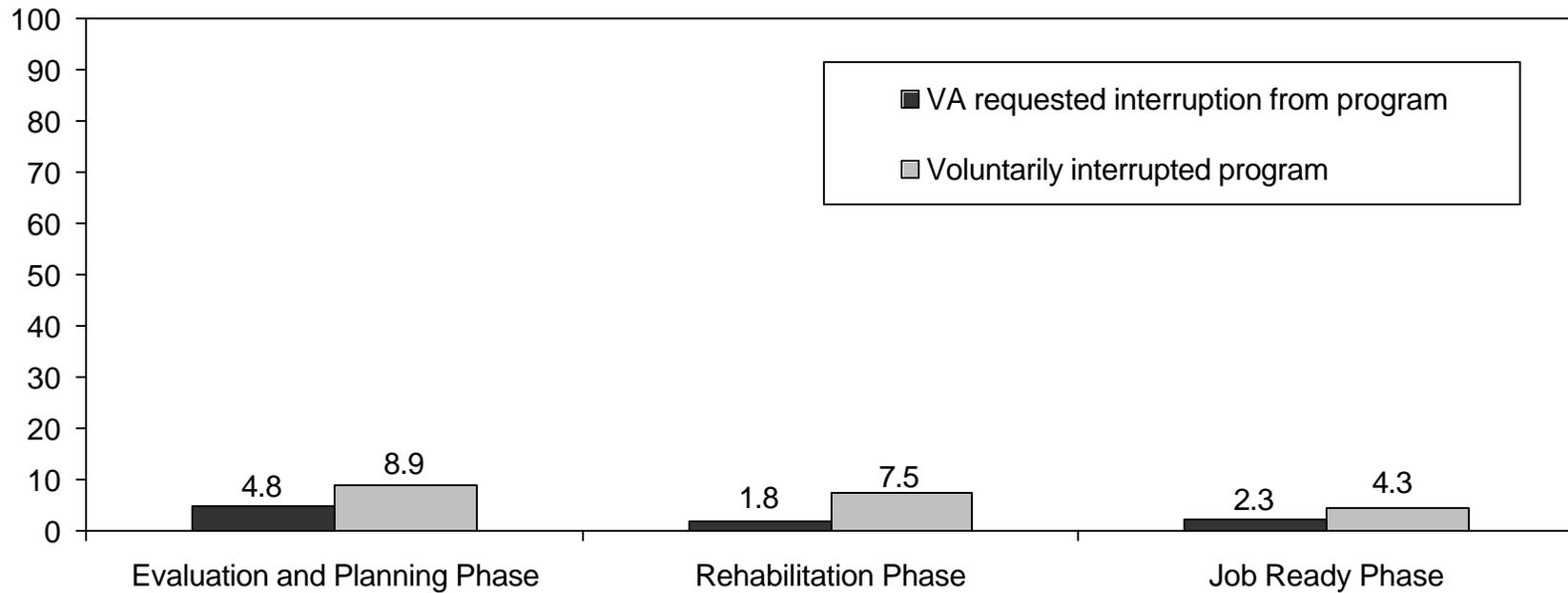
Introduction

The following charts present data from the 2002 “Survey of Veterans Satisfaction with the VA Vocational Rehabilitation and Employment Program.” Satisfaction data for the VR&E program come from three questionnaires, one for respondents in or just completing each of the three major phases of the program: Evaluation and Planning, Rehabilitation, and the Job Ready phase. Although the samples were drawn to exclude those in the interrupted* or withdrawn* statuses, a question is included on each questionnaire that asks the respondent’s current status in the program. This is due to the fact that respondents may have interrupted or withdrawn from the program during the four months between when the sample is drawn and the questionnaire mail out period is completed.

The first two charts show the percentage of survey respondents that had recently interrupted or withdrawn from each phase, as well as whether the interruption or withdrawal was voluntary or at VA’s request. The next two charts show, for those who were interrupted or withdrawn at VA’s request, whether or not they were given a reason for the request. The next few charts detail the reasons respondents interrupted or withdrew for each phase; and the final chart shows a comparison of overall satisfaction for those who had interrupted, withdrawn, or were still pursuing/had completed the program.

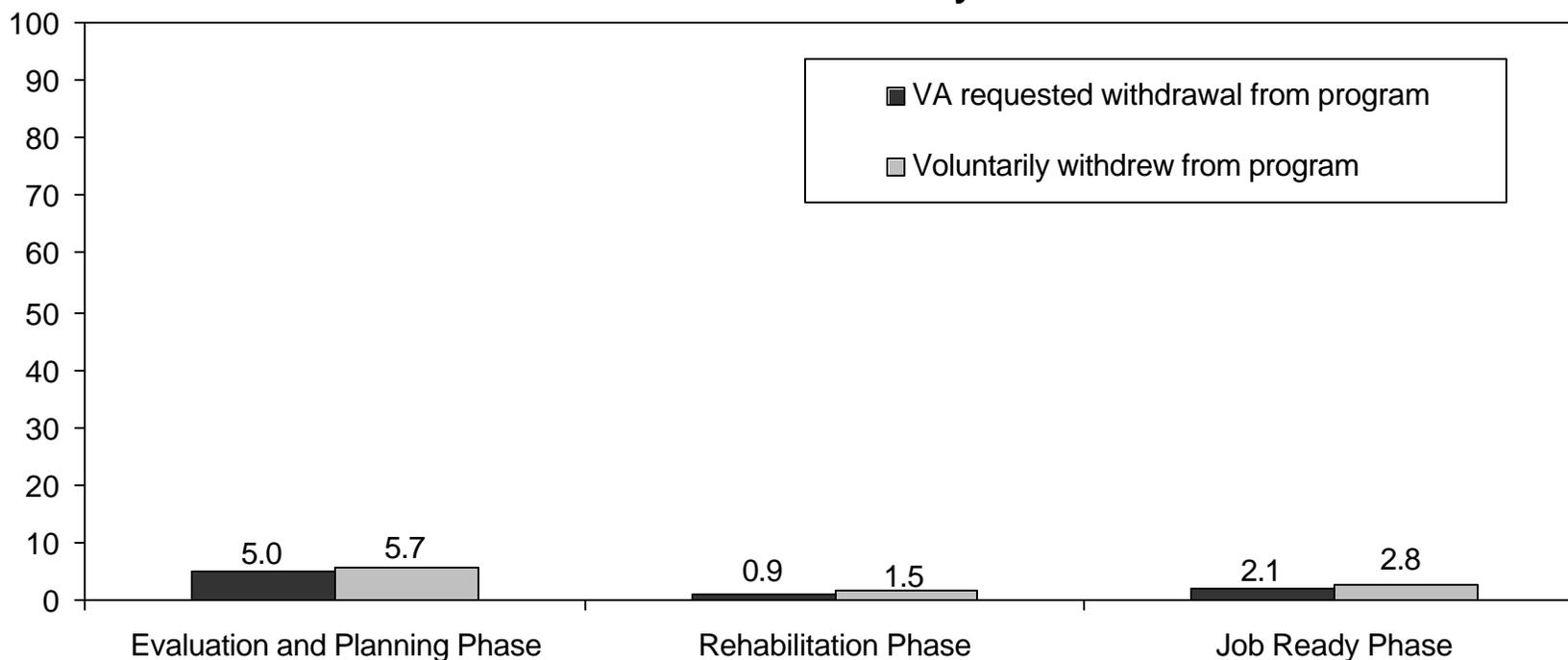
* Veterans are placed into the **interrupted** status when circumstances require them to put their program on hold temporarily; the **withdrawn** status consists of those who have permanently left the program.

Percent of Respondents Who Interrupted Program by Phase from October 2002 to February 2003



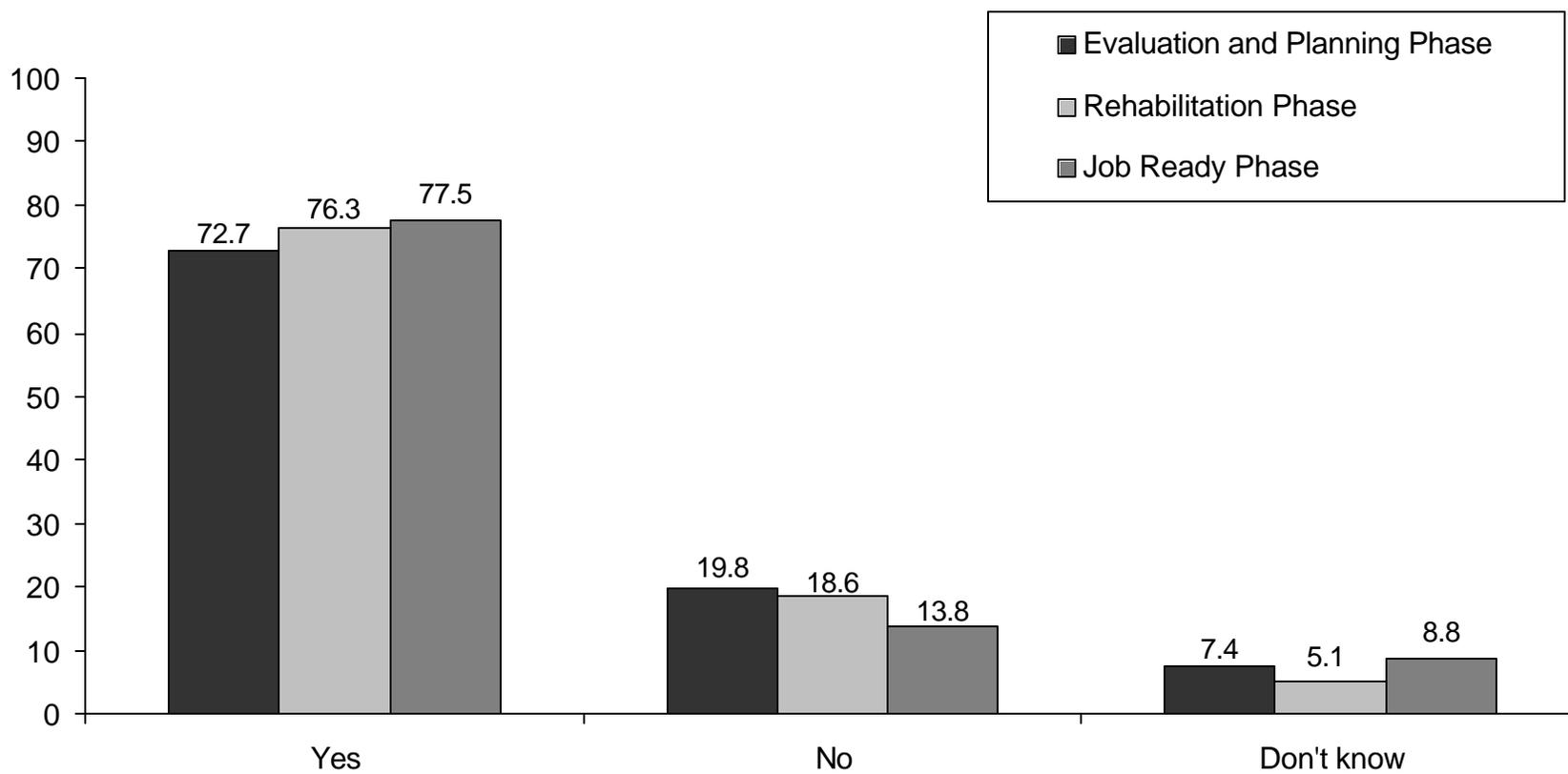
The percent of respondents stating that they had interrupted their program, either voluntarily or at VA's request, was highest at the beginning of the program (Evaluation and Planning phase). Of those who responded to the Evaluation and Planning phase questionnaire, 13.7 percent had left the program with an intent to return; 8.9 percent had voluntarily interrupted and 4.8 percent had interrupted the program at VA's request.

Percent of Respondents Who Withdrew from Program by Phase from October 2002 to February 2003



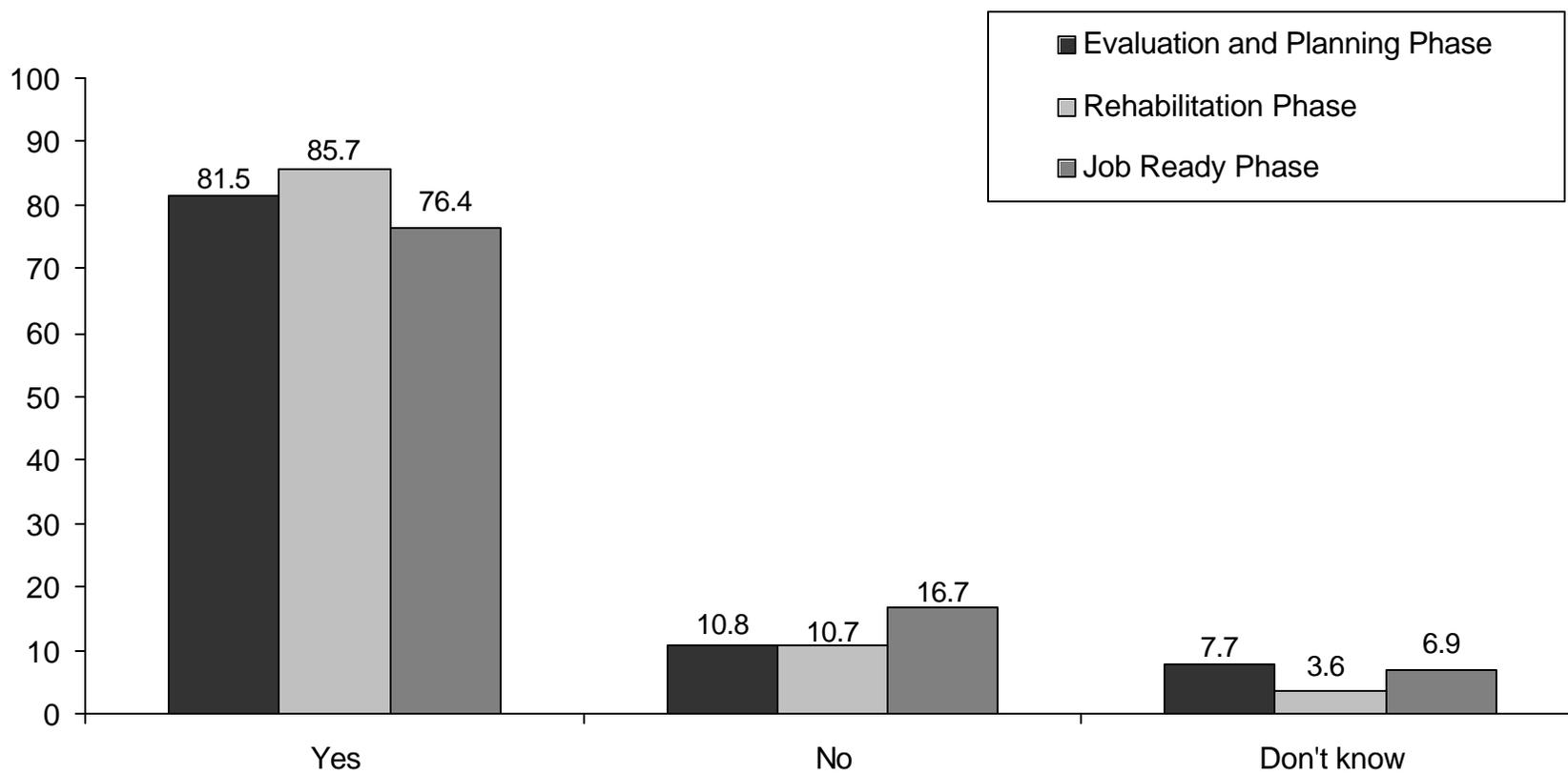
The percent of respondents stating that they had withdrawn from the program, either voluntarily or at VA's request, was also highest at the beginning of the program (Evaluation and Planning phase). Of those who responded to the Evaluation and Planning phase questionnaire, 10.7 percent had withdrawn from the program between October 2002 and February 2003.

Did VA Tell You the Reasons Why You Were Interrupted From the Program? (If Interrupted at VA's Request)



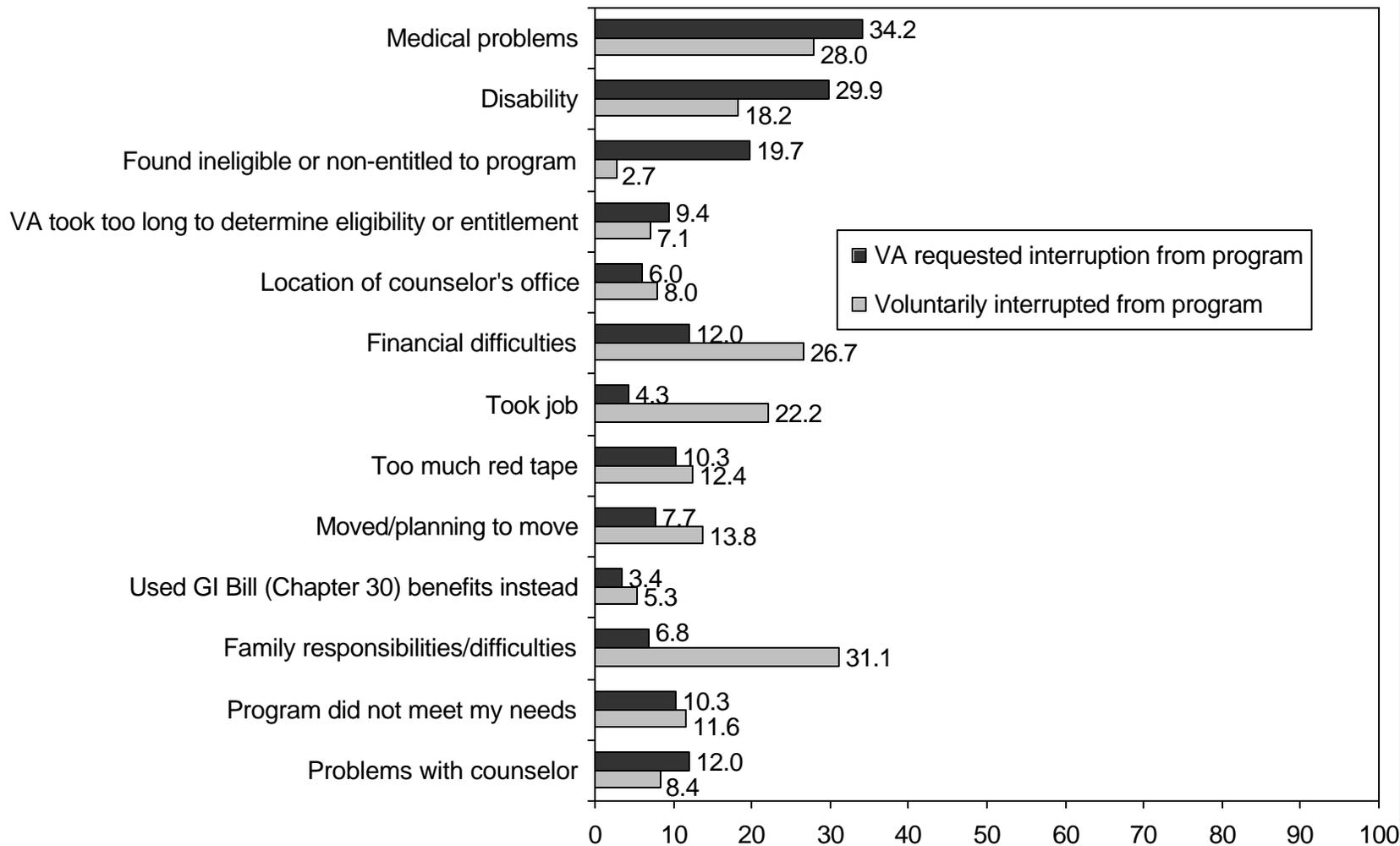
The percentage of those that were asked by VA to interrupt the program and were informed of the reasons for that request did not vary significantly by phase, roughly three-fourths of respondents from each phase were given a reason for their interruption.

Did VA Tell You the Reasons Why You Were Withdrawn From the Program? (If Withdrawn at VA's Request)



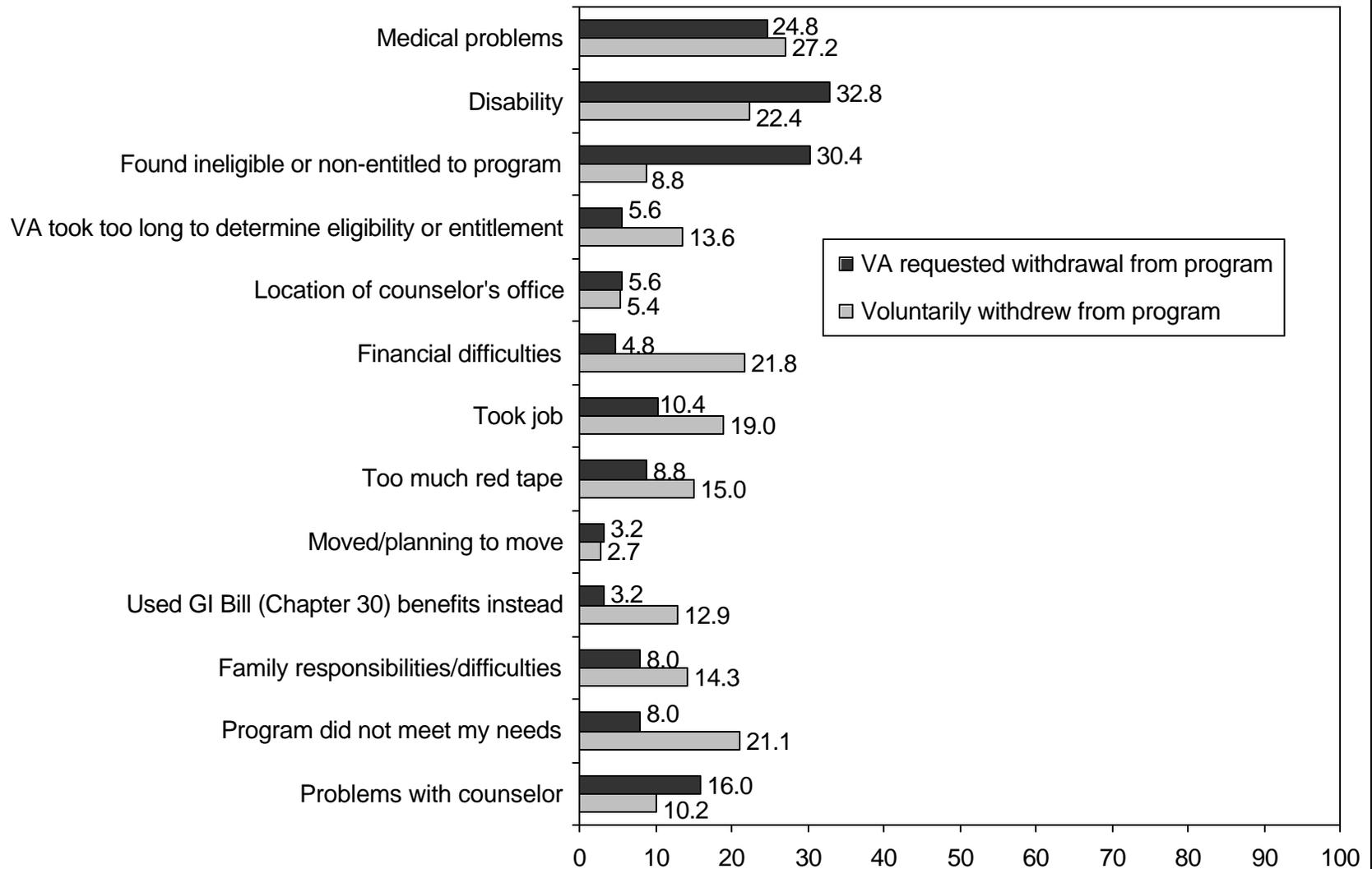
The percentages of those in the first two phases that were informed of the reasons for their requested withdrawal were slightly higher than for those who were interrupted during those phases. Those who were asked to withdraw during the Job Ready phase were the most likely to not know why (23.6 percent stated that VA had not informed them of the reason for their withdrawal or they did not remember a reason being given).

Reasons for Interrupting Program During Evaluation and Planning Phase (Respondents Could Mark All That Apply)



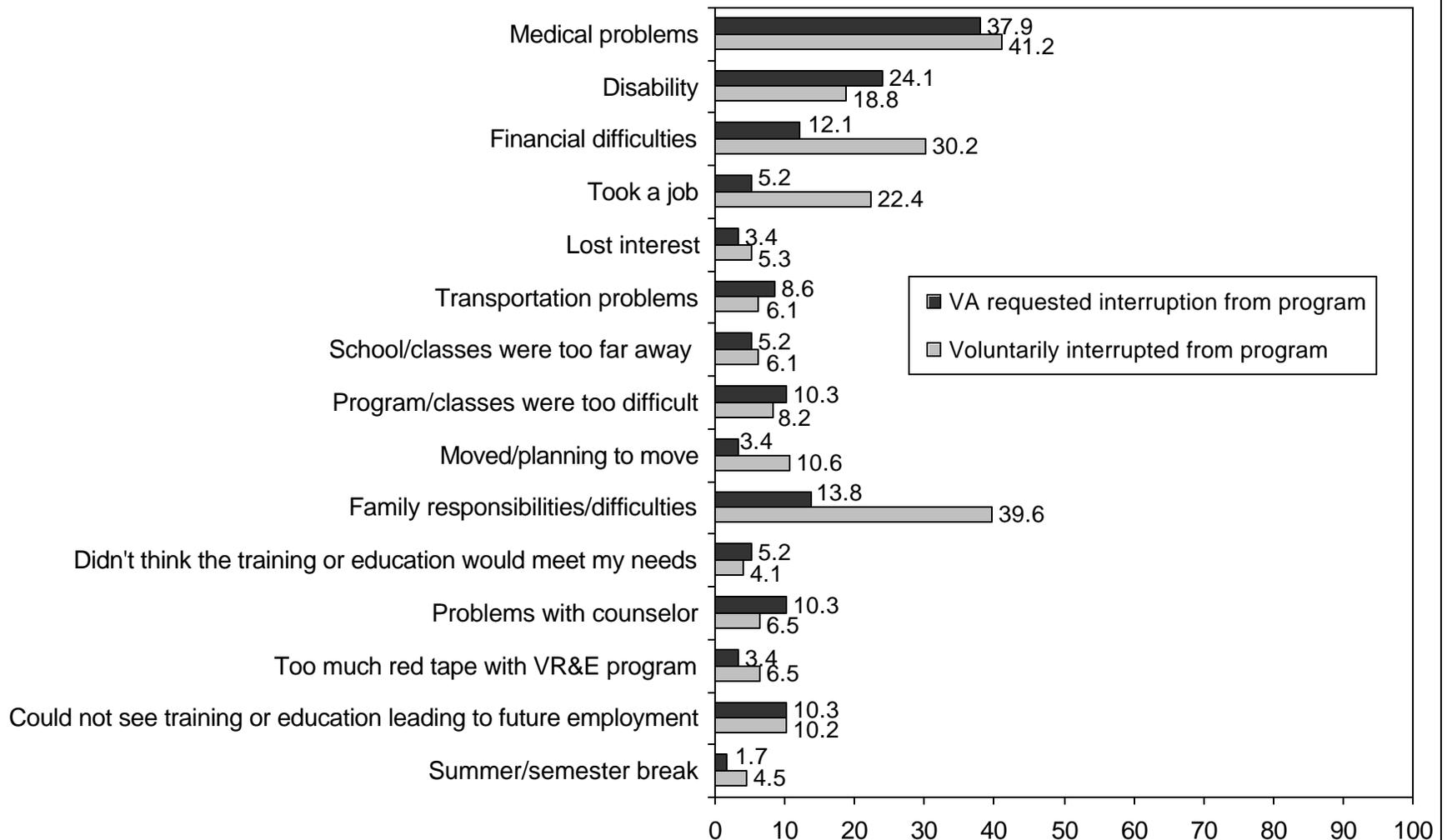
The most commonly reported reason for a VA-requested interruption was the respondent's medical problems: 34.2 percent of those who interrupted at VA's request stated that this was one of the reasons they had to interrupt. This was closely followed by disability, reported by 29.9 percent of respondents. The most common reason for voluntarily interrupting the program during the Evaluation and Planning phase was family responsibilities or difficulties (31.1 percent).

Reasons for Withdrawing from Program During Evaluation and Planning Phase (Respondents Could Mark All That Apply)



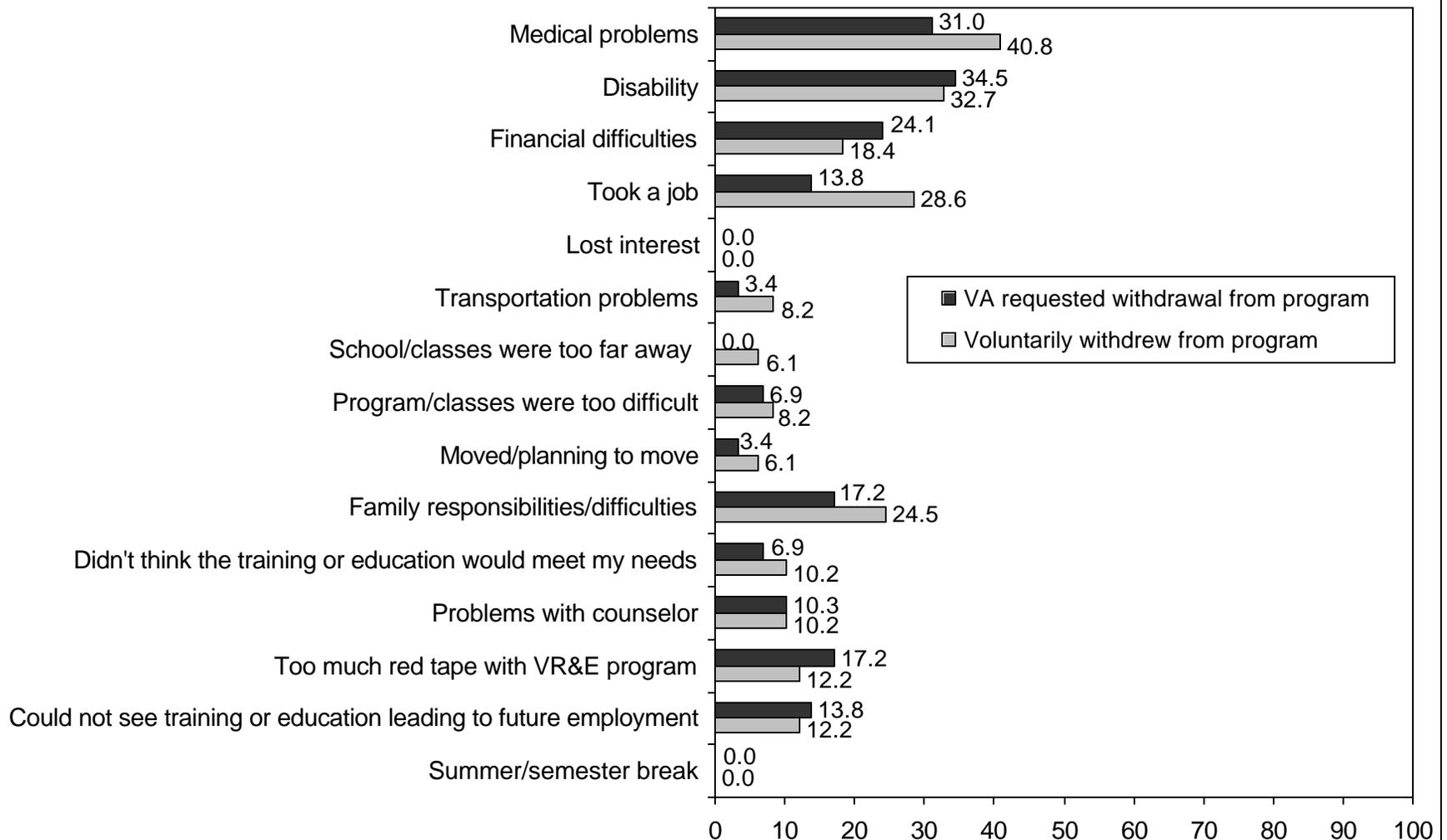
The most commonly reported reasons for a VA-requested withdrawal was the respondent's disability (32.8 percent) and being found not entitled or ineligible for the program (30.4 percent). The most common reason for voluntarily withdrawing from the program during the Evaluation and Planning phase was the respondent's medical problems (27.2 percent).

Reasons for Interrupting Program During Rehabilitation Phase (Respondents Could Mark All That Apply)



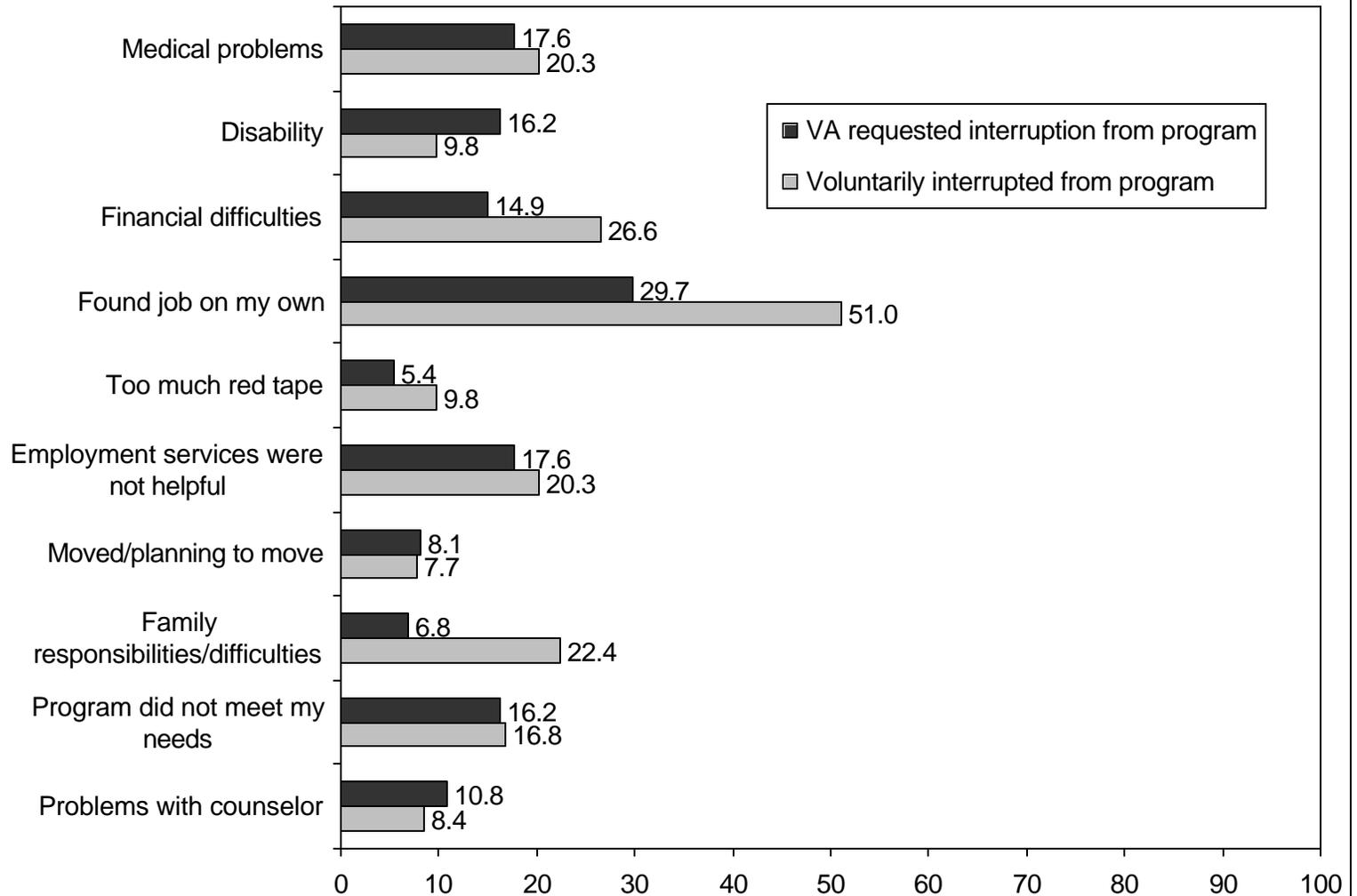
The most commonly reported reason for a VA-requested interruption during the Rehabilitation phase was the respondent's medical problems (37.9 percent). The most common reasons for voluntarily interrupting the program during this phase were medical problems (41.2 percent) and family responsibilities or difficulties (39.6 percent).

Reasons for Withdrawing from Program During Rehabilitation Phase (Respondents Could Mark All That Apply)



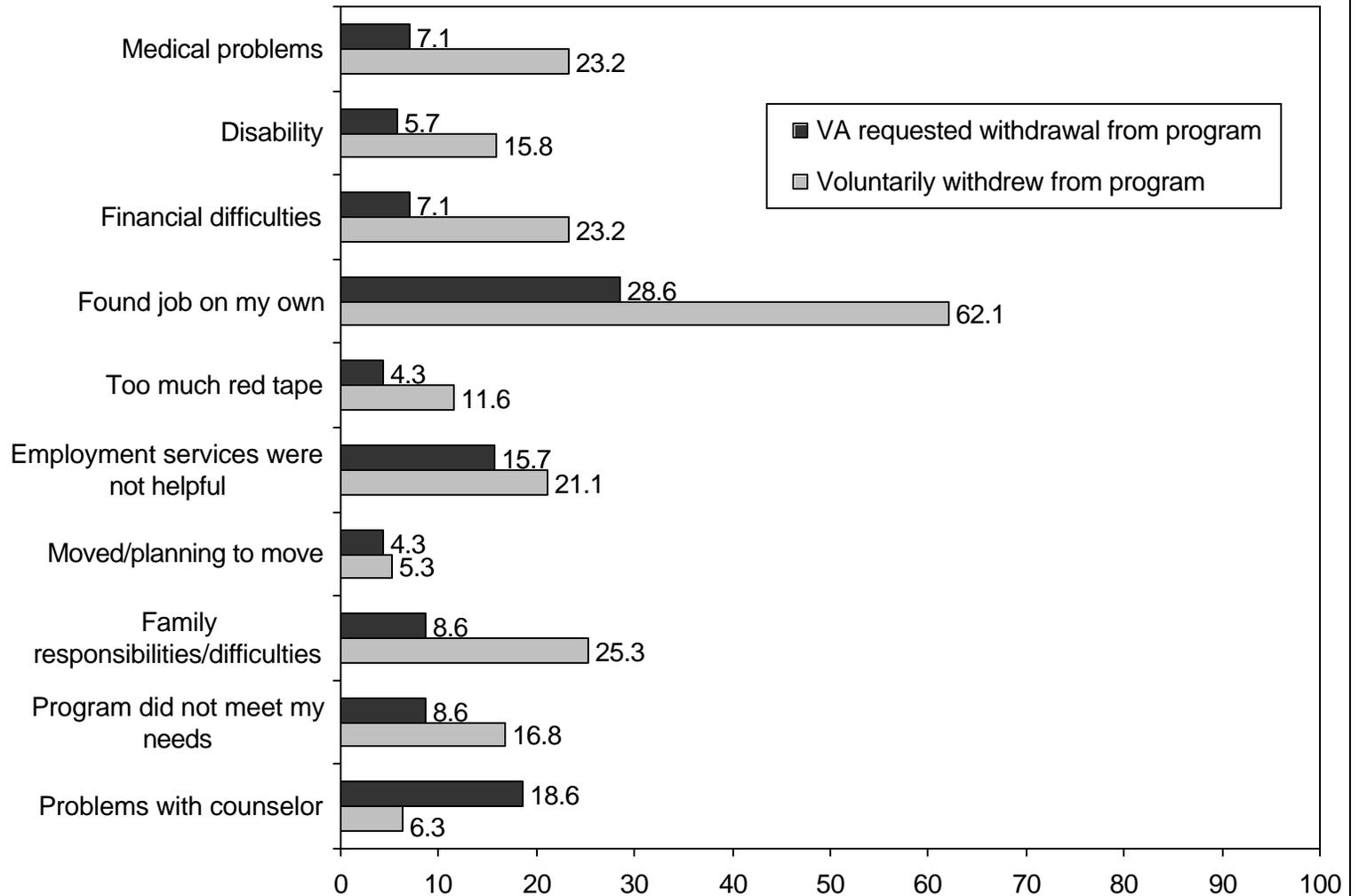
The most commonly reported reasons for a VA-requested withdrawal during the Rehabilitation phase was the respondent's disability (34.5 percent) or medical problems (31.0 percent). The most common reason for voluntarily withdrawing from the program during this phase was the respondent's medical problems (40.8 percent)

Reasons for Interrupting Program During Job Ready Phase (Respondents Could Mark All That Apply)



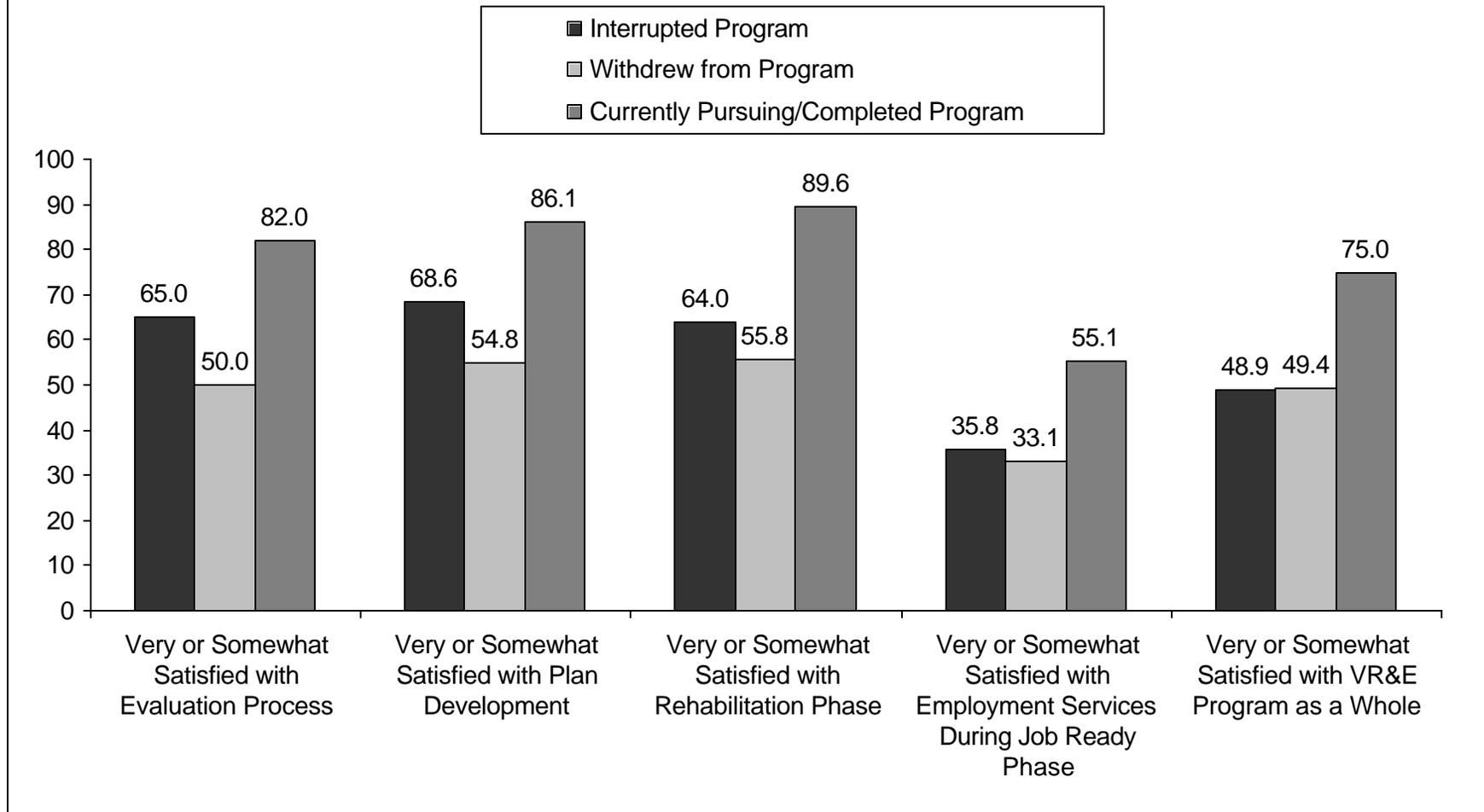
The most commonly reported reason for interrupting during the Job Ready phase, either at VA’s request or voluntarily, was the respondent finding a job on their own (29.7 percent and 51.0 percent respectively).

Reasons for Withdrawing from Program During Job Ready Phase (Respondents Could Mark All That Apply)



By far the most commonly reported reason for voluntarily withdrawing from during the Job Ready phase was the respondent finding a job on their own (62.1 percent).

Overall Satisfaction with Phases of Program by Current Status in Program



This final chart compares the overall satisfaction of those who had interrupted or withdrawn from the program and those who were either currently pursuing the program or had successfully completed it. Interrupted respondents were more satisfied with each phase than those who had withdrawn, but the satisfaction level of both the interrupted and withdrawn respondents was dramatically lower than that of respondents who were still pursuing the program.