

AN ANALYSIS OF SELECTED FACTORS RELATED TO
REHABILITATION OUTCOMES AND JOB SATIS-
FACTION OF DISABLED PERSONS SERVED
BY THE OKLAHOMA DIVISION OF
VOCATIONAL REHABILITATION

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PREFACE

The present investigation was concerned with rehabilitation outcomes and job satisfaction of disabled persons served by the Oklahoma Division of Vocational Rehabilitation. It is hoped that as a result of this investigation a better understanding of factors thought to influence rehabilitation outcomes will ensue. It is further hoped that the findings will initiate more investigations in this area.

The writer wishes to express sincere appreciation to all of those whose cooperation, participation and assistance have made the study possible.

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I wish to dedicate this dissertation to my family. To my sons Kevin Jamal and Keith Jason and to my loving and understanding wife Ruthie, who kept the faith for two long years and nursed me from rags to academic riches. Without her support and personal sacrifices, this work would not have been possible.

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CHAPTER I

THE NATURE OF THE PROBLEM

Introduction

The State-Federal Program of Vocational Rehabilitation has risen to a new challenge in the last several years: to bring into the mainstream of the American economy those disabled persons left behind in the onrush of general progress and prosperity. Involved has been the inauguration of new programs and the expansion and re-direction of existing programs to assist persons facing various disadvantages in competing for jobs. Mangum¹ has stated that few taxpayers would surmise that State Vocational Rehabilitation Agencies enroll and place in jobs each year more persons facing disadvantages in competing for jobs than any of the ongoing work and training programs.

Each disabled person restored to more productive living under the state-federal program of Vocational Rehabilitation has successfully progressed through an individualized plan of case services.

The Rehabilitation Service Administration² in Washington, D. C.

¹Garth L. Mangum and Lowell M. Glenn, Vocational Rehabilitation and Federal Manpower Policy, Policy Papers in Human Resources and Industrial Relations No. 2, the Institute of Labor and Industrial Relations, University of Michigan, Ann Arbor (November, 1967), p. 1.

²United States Department of Health, Education, and Welfare. "Caseload Statistics," State Vocational Rehabilitation Agencies, Washington: Government Printing Office (December, 1971).

estimates that approximately 291,272 disabled persons have received vocational rehabilitation services during Fiscal Year 1971. Of these 291,272, approximately 42 percent have received training ranging from a short course to an extended training program (up to five years) which prepares people for employment. However, occupational training is only one of a comprehensive array of services made available to clients of the program. In addition to skill training, clients receive training to develop desirable work habits.

An examination of research projects addressed to rehabilitation outcomes and job satisfaction of the physically disabled revealed that a number of factors may influence the subsequent vocational adjustment and job satisfaction of this segment of the labor force. Some factors, such as morale, amount of vocational preparation and motivation to work are presumably amenable to change. The rehabilitation counselor and the rehabilitation agency work with the disabled person is effecting desirable change in these factors.

Rehabilitation outcomes and job satisfaction of the physically disabled are also affected by some factors which cannot be changed by the counselor or agency. Such factors as sex, present age, age at disablement, and nature and origin of the disability are limitations which circumscribe the work of the counselor and the agency. Thus, it is felt that it is necessary to understand as thoroughly as possible those factors thought to impinge upon successful rehabilitation outcomes and subsequent job satisfaction among former clients in order to modify future programs for greater effectiveness. It is with this premise in mind that consideration is given to the possibility of investigating selected factors thought to influence

rehabilitation outcomes and job satisfaction of the physically disabled persons in the labor force.

General Background and Need for the Study

The State-Federal Program of Vocational Rehabilitation has managed to ride the crests of shifting national commitments to human welfare.³ It began as an adjunct to vocational education, sharing with the latter a common coauthor and a similar method of finance. The Smith-Fess Act of 1920 added monies for training of the industrially disabled to the matching grants for Vocational Education begun under the Smith-Hughes Act of 1917. However, the inauguration of rehabilitation services for disabled veterans at the end of the First World War was the immediate impetus for federal support to the rehabilitation efforts already underway in several states.

The program at first operated under the independent Vocational Education Board and later in the Education Division of the Department of Interior. It maintained a precarious existence during the 1920's,⁴ but during the 1930's, managed to shift its image to that of a relief program. When the Federal Security Agency was established in 1939, the Vocational Rehabilitation Program was transferred to it along with other major social service programs.

War production manpower shortages and disabled returning veterans focused new attention on Vocational Rehabilitation early in the Second

³Ibid., p. 4.

⁴Carl E. Obermann, A History of Vocational Rehabilitation in America, T. S. Denison and Company, Inc., Minneapolis, (Minnesota, 1965), pp. 240-242.

World War. Efforts to consolidate both veteran and civilian rehabilitation programs under a common jurisdiction were unsuccessful. However, out of these debates came the LaFollette-Barden Act of 1943, which established the current Vocational Rehabilitation Program. The federal tie to Vocational Education was severed and an independent Office of Vocational Rehabilitation (OVR) was organized in the Federal Security Agency. Client eligibility was expanded to include the blind and mentally handicapped. Rehabilitation services were defined to include medical restoration and all services necessary to return the disabled to remunerative employment.⁵

The general sympathy for the disabled and the bipartisan support for vocational rehabilitation was sufficient not only to protect it from the cutbacks in many social services activities in the 1950's, but to bring major expansion during that period as well.⁶

In 1954, Congress passed the second amendment to the Vocational Rehabilitation Act. This legislation sought to improve financing of the program in order to increase the number of disabled persons placed into remunerative employment. Under these amendments, provisions were made for federal grants to public and private organizations to support the development of improved rehabilitation techniques through research, and to state vocational rehabilitation agencies for training the additional professional rehabilitation personnel needed to attain the goal of more rehabilitations. Since 1954, several other enactments have added to the federal support of vocational rehabilitation;

⁵Ibid., p. 6.

⁶Ronald D. Conley, The Economics of Vocational Rehabilitation, The John Hopkins Press. (Baltimore, Maryland, 1965), p. 41.

notably the Amendments of 1965, 1967 and the Amendments of 1968, have been the most recent major amendments to the rehabilitation act.

Since its inception 52 years ago, the Federal-State Program of Vocational Rehabilitation has effected over 2.8 million rehabilitations of persons with employment problems attributable to physical or mental disabilities.⁷ Attesting to the rapid growth of the program in recent years is the fact that more than half of these rehabilitations were achieved during Fiscal Years 1960-71.

According to the Rehabilitation Services Administration in Washington, D. C., approximately 17 million individuals are classified as "Disabled" in the United States. Of these 17 million persons, the Rehabilitation Services Administration has stated:

...it is not possible to say with precision how many disabled persons are in need of rehabilitation services either to secure employment in the broadest term or to improve their earning power.⁸

Although many disabled persons have become self-supporting as a result of receiving occupational training provided under the provisions of the Rehabilitation Services Administrations, too little information is available to practitioners and planners of vocational rehabilitation with respect to factors thought to influence successful rehabilitation outcomes and job satisfaction of former clients in the labor force.

⁷U. S. Department of Health, Education, and Welfare, Statistical History: Federal-State Program of Vocational Rehabilitation 1920-1970, Washington: Government Printing Office (June, 1970), pp. 2-3.

⁸U. S. Department of Health, Education, and Welfare, A Profile of Clients Receiving Training Who Were Rehabilitated During Fiscal Year 1968, Statistical Notes, No. 19. Washington: Government Printing Office (March, 1970), p. 3.

An investigation of selected variables thought to influence rehabilitation outcomes and job satisfaction among rehabilitated and former clients who received occupational training sponsored by the Oklahoma Vocational Rehabilitation Division during the fiscal years 1971 and 1972 should be of significance to:

1. Policy Groups—with respect to adopting realistic policies for meeting the educational/training needs of the disabled.
2. Vocational Rehabilitation Administration—in their selection of individuals to work with the disabled.
3. Vocational Rehabilitation Counselors—to become better acquainted with the difficulties encountered by employed-disabled in seeking to improve their economic status.
4. Vocational Adjustment Evaluators—to aid in their assessment of career oriented occupations and the promotion of job development services for the eventual benefit of the disabled.

The preceding brief history of the development of the Vocational Rehabilitation program in the United States verifies the fact that federal support for this movement will be progressively increased to the point where it will be practical to insure that every disabled and handicapped person will receive the assistance he needs to make an optimum adjustment to his handicap. Thus, practitioners and planners of vocational rehabilitation must furnish the leadership, based on sound research study, which will direct the expansion and delivery of services toward accomplishment of desirable results.

Statement of the Problem

Unemployment and underemployment among disabled persons can be frustrating and ego destructive, as well as wasteful and costly to the society. Thus, it is necessary to understand as thoroughly as

possible the relationship of client characteristics with program characteristics and rehabilitation outcomes in order to modify future programs for greater effectiveness.

The problem of this study was to investigate selected factors thought to influence rehabilitation outcomes and job satisfaction of disabled persons served by the Oklahoma Division of Vocational Rehabilitation.

Purpose of the Study

The purpose of this study was to investigate an array of selected variables thought to influence rehabilitation outcomes and job satisfaction among rehabilitated and non-rehabilitated clients who terminated a prescribed occupational training program sponsored by the Oklahoma Vocational Rehabilitation Division during the Fiscal Years 1971 and 1972.

Research Questions

The two subsamples of clients who were served by the Vocational Rehabilitation Division in the study include: (1) Those rehabilitated clients who completed a prescribed occupational training program during the Fiscal Years 1971 and 1972, and (2) Those non-rehabilitated clients who started but failed to complete a prescribed occupational training program during the Fiscal Years 1971 and 1972.

This investigation was an attempt to find answers for the following questions:

1. To what extent will the clients of the two subsamples differ in terms of the following personal characteristics?

- (a) Age
 - (b) Sex
 - (c) Race
 - (d) Marital Status
 - (e) Dependents
 - (f) Educational Level
 - (g) Major Source of Income
 - (h) Additional Sources of Income
2. To what extent will the clients of the two subsamples differ in terms of the following factors related to rehabilitation outcome.
- (a) Availability of Transportation
 - (b) Employment Status
 - (c) Methods of Securing Employment
 - (d) Job Related to Training
 - (e) Number of Jobs Held (Job Stability)
 - (f) How Informed About Present Job
 - (g) Previous Work Experience
 - (h) Work Limitations
 - (i) Earnings
 - (j) Hours Worked Per Week
3. To what extent will the clients of the two subsamples differ in rated degree of job satisfaction?

Statement of Hypotheses

The general research hypothesis of the study is that selected factors related to rehabilitation outcomes and job satisfaction among

rehabilitated clients would differ significantly from rehabilitation outcomes and job satisfaction among non-rehabilitated clients.

The following null hypotheses were used to statistically test the degree of relationship between the variables:

HO₁: No significant differences exist between the clients of the two subsamples when the following personal characteristics are compared.

- (a) Age
- (b) Sex
- (c) Race
- (d) Marital Status
- (e) Dependents
- (f) Educational Level
- (g) Major Source of Income
- (h) Additional Sources of Income

HO₂: No significant difference exist between the clients of the two subsamples when the following factors related to rehabilitation outcomes are compared.

- (a) Availability of Transportation
- (b) Employment Status
- (c) How Informed About Present Job
- (d) Methods of Securing Employment
- (e) Job Related to Training
- (f) Number of Jobs Held (Job Stability)
- (g) Previous Work Experience
- (h) Work Limitations
- (i) Earnings
- (j) Hours worked Per Week

HO₃: No significant differences exist between the clients of the two subsamples in rated degree of job satisfaction.

Assumptions of the Study

Three basic assumptions were incorporated in the study. It was assumed: (1) That a questionnaire completed by rehabilitated and non-rehabilitated clients could provide an effective method of

obtaining valid and useful data for the study; (2) that rehabilitation outcomes and job satisfaction of rehabilitated and non-rehabilitated clients may be influenced by a combination of factors rather than by a single factor, and (3) that the Minnesota Satisfaction Questionnaire—short form is a valid and reliable measure of job satisfaction.

Limitations of the Study

The following limitations were established for the study:

1. This investigation was limited to rehabilitated and non-rehabilitated clients who initiated a prescribed program of occupational training sponsored by the Oklahoma Division of Vocational Rehabilitation.
2. The subjects of the study were limited to clients who initiated an occupational program at less than the baccalaureate level which prepares one for employment. This includes vocational or technical education.
3. The data reported on characteristics of rehabilitation outcomes and job satisfaction of clients were limited to those rehabilitated and non-rehabilitated clients whose cases were closed during the Fiscal Years 1971 and 1972.
4. The subjects of the study were limited to adults ages 17-64.
5. The study was limited by the population and the variables employed.

All findings and implications drawn from this study must be limited to these factors.

Definition of Terms

To facilitate understanding, several items which are basic to this study are defined in this section.

Disability - The inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment lasting 3 months or longer.

Disabled Person - An individual who is limited in the kind or amount of work resulting from a chronic health condition or impairment lasting 3 months or longer. The identification and classification of the disabled person is derived from the individual's evaluation of work limitations rather than from medical evaluations of impairment.

Handicapped Individual - Any individual who is under a physical or mental disability which constitutes a substantial handicap to employment, but which is of such a nature that vocational rehabilitation services may reasonably be expected to render him fit to engage in a gainful occupation.

Job Satisfaction - Is defined to include overall job satisfaction and satisfaction with various aspects of the individual's work environment (his supervisor, his co-workers, the company or institution for which he works, his working conditions, his hours of work, his pay, and the type of work in which he is engaged). It includes the satisfaction of his needs and the fulfillment of his aspirations and expectations.

Non-Rehabilitant - Is defined as a former client who failed to complete a prescribed occupational training program sponsored by the

Department of Vocational Rehabilitation because (a) he began but did not complete services, or (b) he was deemed eligible but did not begin services.

Occupational Education - A broad term used to include any type of educational program at less than the baccalaureate level which prepares one for employment. This includes vocational and technical education.

Rehabilitant - Is defined as a former client who successfully completed a prescribed occupational training program sponsored by the Department of Vocational Rehabilitation.

Rehabilitation Outcomes - Is defined as the following factors selected for observation in this study: employment status, job stability, vocational level, self-sufficiency, earnings, methods of securing employment, number of jobs held, previous work experience, reasoning for leaving employment, and availability of transportation.

Vocational Education - Vocational or technical training or re-training which is given in schools or classes (including field or laboratory work and remedial or related academic and technical instruction incident thereto) under public supervision and control or under contract with a state board or local educational agency, and is conducted as part of a program designed to prepare individuals for gainful employment as semiskilled or skilled workers or technicians or subprofessionals in recognized occupations and in new and emerging occupations, or to prepare individuals for enrollment in advanced technical education programs, but excluding any program to prepare individuals for employment in occupations generally considered professional or which require a baccalaureate or higher degree.

Vocational Rehabilitation Counselor - An individual that conducts vocational appraisals and initiates screening conferences with individual clients; develops vocational diagnoses and plans; determines eligibility of individual clients for vocational rehabilitation services; conducts placement and follow-up; prepares and maintains individual case records and reports; and assists in interpreting vocational aspects of individual client plans, as necessary.

Vocational Rehabilitation Evaluator - An individual who appraises assets and limitations for employability of individual clients, by using the work sample technique in the evaluation unit.

Vocational Rehabilitation Services - Diagnostic and related services (including transportation) incidental to the determination of eligibility for and the nature and scope of services to be provided, plus any other goods and services necessary to render such individual fit to engage in a gainful occupation.

Organization of the Study

The main concern of this chapter has been the nature and general background of the problem of factors thought to influence rehabilitation outcomes and job satisfaction of disabled persons. There was also an attempt to establish a rationale for the necessity of a study in this area. In the latter portion of the chapter, the research questions and hypotheses were presented. Then, there was a statement of assumptions, statement of specific limitations, and definition of terms necessary to carry out the study.

Chapter II is devoted to a review of related research and literature. This review was prompted by the need to determine selected

client characteristics thought to influence rehabilitation outcomes and job satisfaction of disabled persons. Moreover, it was believed that an extensive review of the literature would reveal certain problems encountered by former DVR clients who sought to enter the labor force.

A discussion of the method of investigation in the study constitutes Chapter III. Construction and selection of the instruments, the population, the sample, data collection, and analysis will be the major topics discussed. Chapter IV will be limited to an analysis and presentation of data. Chapter V presents the summary of findings, conclusions and recommendations.

CHAPTER II

REVIEW OF THE LITERATURE

Introduction

The objective of this study was to investigate an array of selected variables which are thought to influence rehabilitation outcomes and job satisfaction among former clients who terminated a prescribed program of Occupational Training sponsored by the Oklahoma Division of Vocational Rehabilitation during the Fiscal Years 1971 and 1972. To effectively accomplish this objective, it became necessary to dichotomize the population of the study into: (1) those clients classified as rehabilitated who completed a prescribed occupational training program, and (2) those clients classified as non-rehabilitated who failed to complete an initiated training program.

The intent of this chapter is to set the framework whereby valid analyses may be made. There are obviously dichotomous factors which may effect results, yet are not controlled by the investigator. For example, educational backgrounds, social status, values, and goals may differ among clients. Other differences between the two groups may be detected, many of which result directly from or correlate highly with the subject's past experiences.

Rehabilitation outcome research is becoming increasingly valued by practitioners and planners in vocational rehabilitation agencies.

As the eligibility base broadens, the traditional delivery of services and target populations are being questioned.¹

Many of the studies which shed light on successful vocational rehabilitation have involved the use of employment outcomes as a criterion factor. In these studies the usual first procedure has been to categorize clients as rehabilitated or non-rehabilitated closures. The resulting groups then have been compared on various demographic variables, usually restricted to items included on available State Department of Vocational Rehabilitation (DVR) Records. Any significant differences between the groups have served as the basis for the final step - the evaluation of rehabilitation outcomes of clients groups selected for validation purposes.

Utilizing this approach, DeMann² identified, on the basis of a single variable analysis, the following significant differences between rehabilitants and non-rehabilitants: (a) a greater proportion of rehabilitants owned their homes; (b) proportionately more non-rehabilitants reported relief payments as a primary income source; (c) more non-rehabilitants were deaf; (d) more rehabilitants were referred for services by educational facilities; (e) rehabilitants were younger; and (f) a greater proportion of rehabilitants were under 30 years of age at the time of disability onset. As a group, the rehabilitants were younger, better educated, and less likely to be welfare

¹William M. Holbert and Martha Walker, "A Comparison of the Effectiveness of Clinical Judgment with Objective Evaluation in Prognosing Rehabilitation Outcome," Rehabilitation Research and Practice Review, II (Winter, 1970), pp. 13-19.

²Michael M. DeMann, "A Predictive Study of Rehabilitation Counseling Outcomes," Journal of Counseling Psychology, X (1963), pp. 340-343.

recipients. Nondiscriminating items, discarded following the single variable analysis, included previous agency contact, number of dependents, sex, marital status, employment history, origin of disability, stability of disability, rehabilitation lag, monthly income, military status, ethnic group, union membership, and birthplace.

In regard to the single variable analysis, DeMann selected the following eight variables for multi-variate analysis with a validation group: previous contact with the agency, employment history, home ownership, source of support, source of referral, age at acceptance, educational level, and age of disablement. The results of the multi-variate analysis showed that the identity of rehabilitants and non-rehabilitants in the validation group could be predicted with 65 percent accuracy.

Ehrle³ devised an instrument based on demographical data to classify applicants for DVR services as potential successes or failures and constructed expectancy charts to indicate probability of employment success. In constructing the instrument, Ehrle used the case records of 200 Missouri DVR clients; half had been closed as employed and the remainder unemployed.

Two instruments for classification were developed, one with 86 variables and the second with 20 variables. When these instruments were used to predict the rehabilitation outcome of 200 clients in a cross-validation group, the instruments performed with 60 percent and 67.5 percent accuracy respectively.

³Raymond A. Ehrle, "The Predictive Value of Biographical Data in Vocational Rehabilitation" (Unpublished Doctoral dissertation, University of Missouri, 1961).

The weighting technique used in developing the instruments indicated that the following characteristics were among these predictive of rehabilitation success: (a) referral source (welfare, crippled children's service); (b) affiliation (Catholic Church member, multiple social group membership); (c) Social Security Disability Insurance (SSDI) Status (non-applicant); (d) age (35-39, 50-45); (e) residence (rural); (f) school grades completed (10); (g) best-liked subject (mathematics, commercial); (h) marital status (married); (i) dependents (2); (j) home status (buyer); (k) source of support (parents, aid to dependent children); (l) automobile and building ownership; and (m) over \$1,000 in earnings during past 12 months.

Conversely, characteristics predictive of rehabilitation failure were (a) referral source (hospital, medical center, physician); (b) age (45-49); (c) residence (urban); (d) disability cause (congenital); (e) school grades completed (5 or less); (f) best-liked school subject (vocational, technical, home economics); (g) least-liked school subject (mathematics); (h) dependents (0); (i) home status (family dependent, roomer); (j) source of support (family other than parents); (k) automobile or building ownership (none); (l) \$500 or less in earnings during past 12 months; and (m) vocational choice (unskilled, custodial).

McPhee and Magleby⁴ compared rehabilitation clients who were considered substantially employed with those considered unsubstantially or minimally employed. They found significant differences in

⁴William M. McPhee and Frank K. Magleby, "Success and Failure in Vocational Rehabilitation," Personnel Guidance Journal, XXXVIII (1960), pp. 497-499.

nine social areas. More of the substantially employed (a) were married; (b) had one or more children; (c) supported one or more dependents; (d) participated in social activities with the family; (e) lived with spouse and children; (f) had a healthy involvement in family relationships; (g) had great feelings of accomplishment related to the family; (h) reported no family or other problems as interfering with rehabilitation; and (i) attended church.

A study conducted by Neff⁵ at the Vocational Adjustment Center (VAC) of the Chicago Jewish Vocational Service was designed to obtain information concerning the long-term outcome of rehabilitation services. The subjects were 217 VAC graduates, of whom over 50 percent were diagnosed as emotionally handicapped, and many were multiply disabled. Categories of employment success were delineated and related to selected variables: sex, age, intelligence, education, and work experience. With the exception of sex (men were found to be better able to maintain employment), none of the variables related to post-VAC employment success. Also, the nature of the disability did not appear to influence rehabilitation outcome. An important factor relating to outcome was family attitude toward the client's rehabilitation. Clients whose families were rated, by trained interviewers, as providing them with good or moderate support, as opposed to fair or poor, tended to have higher employment success.

In a follow-up study on the work adjustment of vocational

⁵W. S. Neff, The Success of a Rehabilitation Program. A Follow-up Study of Clients of the Vocational Adjustment Center (Chicago, 1958), pp. 51-55.

rehabilitation clients, McPhee, Griffiths, and Magleby⁶ indicated that rehabilitants were more likely (a) to be male and under 30 years of age at the time of application for service; (b) to have had wages as their major source of income at the time of application; (c) to have been referred through public schools; (d) to have aspirations toward the professions; (e) to have close family relationships; (f) to have been fully employed, and (g) to have made good job adjustments. Non-rehabilitants were likely (a) to have been receiving public assistance at the time of application; (b) to have aspirations in unskilled areas; (c) to have completed less than 10 school grades; (d) not to have attended a college or university; (e) to be 40 years of age or older; and (f) to have had health problems at the time of application.

Eber's⁷ factor analysis of data from the Alabama State Rehabilitation Agency yielded 10 factors. Two factors appeared to represent the goals of vocational rehabilitation, namely vocational adequacy at closure and at follow-up. Items of the factors which correlated with the adequacy factors were described. Positively correlated were (a) earnings for the three months prior to acceptance; (b) marital status (married, as opposed to single, separated, or divorced); (c) work history (showing adequacy); (d) presence of dependents; (e) race

⁶W. M. McPhee, K. A. Griffiths and F. L. Magleby, Adjustment of Vocational Rehabilitation Clients, U. S. Department of Health, Education, and Welfare, Vocational Rehabilitation Administration (Washington, 1963).

⁷H. W. Eber, Multivariate Analysis of a Vocational Rehabilitation System, Multivariate Variate Behavioral Research Monographs (May, 1966), p. 66.

(white); (f) SSDI status (no contact to obtain benefits); and (g) age (younger). Negatively related to follow-up adequacy was the presence of psychiatric disability, as reflected by a history of hospitalization for mental illness, psychiatric contact, or the presence of psychological tests in the client's records. Negatively related to both adequacy factors was work status at acceptance. Welfare reciprocity showed a slightly negative, but not significant, relationship with the adequacy factors.

Ayer, Thoreson, and Butler⁸ investigated the value of selected demographic and personality variables in predicting the rehabilitation success of 79 persons who had been referred for psychological evaluation at the time of eligibility determination. Of the referrals, 45 were diagnosed cases of emotional illness, and 34 were classified as physically disabled. Demographic data (sex, marital status, age at disability onset, type of disability, referral source, educational level, source of employment, intelligence test score, age at application, and months on agency caseload) and Minnesota Multiphasic Personality Inventory (MMPI) scores were obtained from case history files and used as predictor variables in a multiple regression analysis. Three dependent variables were: (a) occupational level, i.e., professional-clerical occupations versus others; (b) upward mobility, as indicated by two of the following: salary increase, occupational level change, further schooling supported by DVR; and (c) closure status, i.e., employed and trained versus

⁸M. J. Ayer, R. W. Thoreson, and A. J. Butler, Predicting Rehabilitation Success with the MMPI and Demographic Data, Personnel and Guidance Journal, XXXIV (1966), pp. 631-637.

unemployed and/or unsuccessfully trained. Independent variables significantly correlated with the criteria were: (a) disability type (emotional versus physical) and education with occupational level; (b) age at application and age at disability onset with upward mobility (both negative); and (c) age at application with closure status. No MMPI scales correlated significantly with closure status.

Parsons, Thorne, Gronewald, and Fordyce⁹ related selected personal-social variables and test scores to rehabilitation outcome (rejection or failure versus employment or training). For 112 clients who had been referred to a DVR agency from a department of public assistance, no significant differences were found on the following variables: age, educational level, race, marital status, pre-referral occupation, and disability status. The Fordyce-Lamphere Dependency Array and the MMPI were administered and appeared to have some utility in predicting employment outcome.

McKinnon et al. conducted¹⁰ a follow-up study of graduates from a vocational rehabilitation program, in a residential training center for mentally handicapped clients. Characteristics of the student, economic benefits, changes in level of functioning, need for additional services, student attitudes toward the in-hospital program.

⁹J. R. Parsons et al., Studies of Public Assistance Referrals to Vocational Rehabilitation: I-Administrative Effectiveness; II-Predicting Outcomes, University of Washington (Seattle, 1959).

¹⁰Rachel McKinnon et al., A Follow-up Study of Graduates From A Vocational Rehabilitation Program in A Residential Training Center for the Mentally Retarded, California State Department of Rehabilitation (California, 1970), pp. 45-47.

and parental attitudes toward the rehabilitation program were reviewed. The study revealed that graduates of the training program exhibited a need for further services such as a resource person available to employers to enhance understanding, more training in utilization of leisure time and orientation to the community.

In 1968, Gogstad¹¹ conducted a study of factors thought to influence results in a permanent state of social insufficiency, especially when the disability is reinforced by individual or environmental factors. In the study of almost 700 persons treated at the Norwegian Rehabilitation Center, regression analysis was used to compare those who benefited from the program with those who did not. The hypothesis tested was basically that the population referred to the institute would differ significantly from the region's general population in several aspects. The investigation found complex relationships between variables, with the most significant failure characteristics being age and mental disturbance. The study stressed the need to counteract passive dependence, in order to strengthen self-confidence and motivation.

Some of the most relevant studies related to rehabilitation and employment outcomes are the Minnesota studies in Vocational Rehabilitation. Bulletin 26,¹² December, 1958, is a survey of the approximately 323,000 physically handicapped population in Minnesota. In

¹¹ Anders Gogstad, Evaluation of Factors Determining the Results of Vocational Rehabilitation, Norwegian State Rehabilitation Institute (Sweden, 1968), pp. 152-154.

¹² Minnesota Studies in Vocational Rehabilitation, A Survey of the Physically Handicapped in Minnesota, University of Minnesota, Bulletin 26 (Minneapolis, 1958).

this study, it was found that the three largest disability groups represented were orthopedic and cardiovascular. The need for rehabilitation services was shown by the fact that over half of those in the labor force aged 14-64 were not working, but 21 percent of them were actively looking for work. Approximately one-third of this group, who were not working at the time of the survey, had worked since the onset of their disability. A large percentage of the handicapped persons indicated that they had received no assistance from the vocational rehabilitation or employment agencies. It was felt that the State Department of Vocational Rehabilitation and Employment Service were not meeting the needs of the physically handicapped.

Bulletin 27,¹³ May, 1959, presents another study in which a statewide sample of 255 physically disabled individuals of labor force age (17-64) was analyzed for factors relating to employment success. Over 90 percent of those with orthopedic or respiratory disabilities, who had worked before their disability, were able to become employed again. Less than 68 percent of those with cardiovascular or neuro-psychiatric disabilities, however, were able to return to work. Of those who had worked before the onset of the disability and were able to return to work, 80 percent were able to maintain their occupational level.

Sex had an influence upon employment status. Only one-third of the women were employed as compared to two-thirds of the men who were employed.

¹³Minnesota Studies in Vocational Rehabilitation, Factors Related to Employment Success, University of Minnesota, Bulletin 27 (Minnesota, 1959).

Age at onset of disability was significantly related to employment success. A disability occurring before the age of thirty was the least handicapping, whereas disabilities that occurred after the age of forty-five were the most handicapping.

The nature of the disability was another factor related to successful employment. Eight major disability groups were compared. Of these, respiratory and orthopedic groups had the highest employment, while neurological and neuropsychiatric groups experienced the least employment success.

Education seemed to have had little effect on the employment status of those over age forty-five. Among the younger groups, however, employment rates increased with higher education.

This study also attempted to determine the work adjustment of handicapped individuals within the labor market. Three job positions were analyzed to determine the handicapped person's ability to maintain his occupational level. These were: job held prior to disability, first job after disability, and present job for those who were employed or last job of those who were not working at the time of the survey.

Bulletin 50,¹⁴ April, 1969, of the Minnesota Studies in Vocational Rehabilitation presents a follow-up survey of former clients of the Minnesota Department of Vocational Rehabilitation whose cases were closed in the Fiscal Years 1963-1967.

This study investigated the employment status of former

¹⁴Minnesota Studies in Vocational Rehabilitation, A Follow-up Survey of Former Clients of the Minnesota Division of Vocational Rehabilitation, University of Minnesota, Bulletin 50 (Minneapolis, 1969).

clients whose cases had been closed in the Fiscal Years 1963 through 1967; 86 percent of those surveyed had been considered rehabilitated, i.e. gainful employed, at the time of closure. Usable information was obtained by a mailed questionnaire from 3,977 of 6,435 former clients for whom correct addresses were available. It was found that rehabilitated clients: (1) showed an increase of 53 percent in their employment rate, (2) now held more professional, technical, managerial, clerical, and sales jobs than at closure, (3) in general, held no more than two jobs since closure on their cases, (4) were working full-time, that is, 35 hours or more, (5) had significantly fewer members on public assistance than before acceptance as clients, and (6) on the average, earned annual incomes that were only \$450 lower than their coworker counterparts.

Wasson¹⁵ conducted a project to aid the vocational and social rehabilitation of welfare recipients, the 82 participants completed training at one of two private business schools. The participants' average absences per month correlated positively with age, while grade average did not correlate with any variables. Typing speed correlated positively with years of education completed, reading comprehension, IQ on the Army classification test, and four on the scales of the Minnesota Multiphasic Personality Inventory (MMPI).

The participants' terminal employment status correlated positively with age, with three of the interest scales of the Kuder preference record, with the numbers subtest of the Minnesota Clerical Test, and with the K scale of the MMPI. Monthly salary correlated positively with two of the Kuder scales, with the numbers subtest of the Minnesota Clerical Test and with four MMPI scales. Participants

¹⁵ John B. Wasson, The Relationship Between Success in Business School, Employment Status and Demographic and Psychometric Variables for Ramsey County Welfare Department, Work, and Training Project Participants, (Minnesota, 1967).

exhibited a negative correlation between employment status and typing speed. There were few differences when trainees at one school were contrasted with trainees at the other, but there were several differences when trainees were contrasted by race.

Using data gathered from fifteen local agencies in the city of Chicago, Mall¹⁶ sought to identify the number of physically handicapped individuals who could benefit from educational experiences in existing technical and occupational programs in the city colleges of Chicago. Responses were sought to questions such as the following: (1) What are the categories of disabilities of the handicapped individuals of the metropolitan area of Chicago? (2) Which types of academic, technical and occupational training are appropriate to each category of handicapped individuals? (3) What areas and levels of employment are available for the handicapped individual and in what quantity? and (4) What are the cost factors involved in initiating and operating such programs?

A major finding of the study was handicapped students who are receiving educational opportunities at the 4-year universities are pursuing baccalaureate degrees, and many who could benefit from technical and occupational programs are not provided the opportunity. Thus, new programs are needed to provide vocational and technical education to this group of students.

A 4-year demonstration study conducted at the Indianapolis Goodwill Industries by Schmidt et al., investigated rehabilitation

¹⁶Mall, Paul C. Feasibility Study for the Physically Handicapped Illinois State Department of Vocational Rehabilitation. (Chicago, 1971), 65-67.

outcomes of applied work adjustment knowledge, methods, and techniques to assist 200 clients, ages 17 to 58 years, mean I.Q. of 90, who were severely disabled with handicaps including mental retardation, epilepsy, emotional disturbances, and/or physical handicaps. After a diagnostic evaluation clients were assigned to a job; supervisors, caseworkers, and psychologists provided support or criticism directed toward shaping work attitudes and helping the persons see himself realistically. Evaluation techniques considered interpersonal relations, utilization of ability, job satisfaction, adjustment to work pressure, and self concept as a worker. Supervisors and other staff members also rated workers for employability, placeability and conducted follow-up studies. Of the 159 clients who completed the program, 129 were placed on jobs.

Schmidt et al.,¹⁷ concluded that techniques used in the project were practical and effective for the majority of the clients and that clients tended to exhibit better work adjustment.

A project conducted by the secondary level special education classes of the Portland, Oregon, School District and the Department of Vocational Rehabilitation (DVR)¹⁸ was designed to provide vocational preparation, job placement and follow-up for 336 educable mentally retarded students. The students received instruction in work habits and attitudes, work experience both in and out of school,

¹⁷Paul Schmidt et al., Work Adjustment Program for Disabled Persons with Emotional Problems (Indiana, 1962), Final Report.

¹⁸Portland School District and the Department of Vocational Rehabilitation, Coordinated Program for Vocational Rehabilitation and Special Educational Services for the Mentally Retarded (Oregon, 1968), Final Report.

systematized work evaluations, wide diagnosis, and vocational counseling and placement. Of the 187 active clients, 52 remained open cases, 69 cases were closed as rehabilitated, and 66 cases were closed as not rehabilitated.

A ten month follow-up of the students revealed that 47 were on the same job or with the same employer, nine changed to more convenient jobs, five girls married and quit working, and eight were dismissed by their employers. Of the cases closed as rehabilitated, about 15 percent were sheltered workshop employable only.

Summary

Considered collectively the studies comprising this review of the literature indicate that many variables influence employment and other rehabilitation outcomes among former clients who received vocational rehabilitation services. One implication resulting from the identification of relevant specific variables, as yielded by these studies, is that subsequent and periodic follow-up efforts focusing on these variables has an empirical basis.

More specifically, the review of literature established that vocational rehabilitation works well for those who complete a prescribed training program; however, progress in improving programs and delivery services to rehabilitation clients will more likely result from understanding of what happens to the non-rehabilitants.

From the present review, it was possible to identify five pertinent categories of variables or characteristics which appeared to influence employment outcomes and which were confirmed by having been reported in more than one of the studies or by their general

agreement with currently accepted vocational rehabilitation policies. The variables identified were grouped into the following areas: personal characteristics, background information, welfare participation, program characteristics and employment outcomes. Thus, the primary objective of this review was to formulate a basis for hypotheses — which would also be the basis for conclusions after data were analyzed.

CHAPTER III

METHOD OF INVESTIGATION

Introduction

The central purpose of this study was to investigate an array of selected factors thought to influence rehabilitation outcomes and job satisfaction among former clients of the Oklahoma Department of Vocational Rehabilitation.

The Department of Institutions, Social and Rehabilitative Services is the most responsive organization for restoring those disabled persons facing various disadvantages to self-sufficiency; it offers a wide range of services which would provide an excellent study of disabled persons with different socio-economic characteristics and reasons for seeking rehabilitative services. Vocational Rehabilitated practitioners responsible for vocational rehabilitation in the state of Oklahoma were very interested in this investigation and extended a cordial invitation to the author. The DVR agency provided the initial survey materials of letters, envelopes, post cards and postage which otherwise would have had to be provided by the investigator. The agency also provided a computer listing of all fiscal years 1971 and 1972 former DVR clients who received occupational training.

Design

A 23 item structured interview schedule was constructed with the

assistance of the investigator's doctoral committee and Mr. James Thomas, Counselor Supervisor for the Department of Vocational Rehabilitation, using as a reference the Vocational Rehabilitation Administration Form R-300 which is routinely completed by all vocational rehabilitation counselors for their clients at the time of case closure. The questionnaire was structured to obtain the necessary information for this study from former DVR clients who initiated an occupational training program sponsored by the DVR.

This study did not attempt to predict successful work adjustment of former DVR clients on the basis of closure status. However, this study did seek to determine the relationship between selected characteristics of former DVR clients in relation to closure status.

The questionnaire was structured to obtain age, race, marital status, number of dependents, highest year of formal education completed, major source of income, additional sources of income, availability of transportation, present employment status, how he or she was informed about his present job, how he or she obtained his present job, is the present job held related to the training received from the Division of Vocational Rehabilitation, how many jobs have been held since closure from the DVR, reasons for job change, years of full-time and part-time work experience, work limitations, gross pay each week, hours worked per week, type of services received from the DVR, satisfaction with the services received from the DVR, and any general remarks about present employment status or the services received from the DVR.

The questionnaire was developed and pre-tested on a group of former DVR clients which were not involved in the study proper. Needed

changes were made and a revised questionnaire was developed. The questionnaire is reproduced in Appendix C, on page 114.

A second instrument used in this study was the self-administering Short-Form Minnesota Satisfaction Questionnaire (MSQ). The questionnaire is reproduced in Appendix C, on page 114. The Short-Form (MSQ), is a subset of the Long-Form Minnesota Satisfaction Questionnaire.

Job satisfaction scale scores are obtained by summing the score values corresponding to the responses circled by the client. All twenty items are used to obtain a general satisfaction score. An intrinsic satisfaction score is obtained from items 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 15, 16, and 20 and an extrinsic satisfaction score obtained from items 5, 6, 12, 13, 14, 17, 18, and 19.

Each item was selected as representative on one of the scales in the long-form MSQ (ability utilization, achievement, activity, advancement, authority, company policies and practices, compensation, co-workers, creativity, independence, moral values, recognition, responsibility, security, social service, social status, supervision human relations, supervision-technical, variety, and working conditions). Responses to each item are made by selecting one of the five possible choices to express the status of job satisfaction (very dissatisfied, dissatisfied, neither dissatisfied nor satisfied, satisfied, and very satisfied).

In 1966, Weiss, Davis, Lofquist, and England,¹ factor analyzed

¹D. J. Weiss, R. V. Davis, L. H. Lofquist, and G. W. England, "Instrumentation for the Theory of Work Adjustment." Minneapolis: Industrial Relations Center, 1966. Minnesota Studies in Vocational Rehabilitation, XXI.

the short-form MSQ. This factor analysis produced three satisfaction scales by the loadings from the twenty basic scales. These were:

- (a) an intrinsic factor, identified as response-specific reinforcers;
- (b) an extrinsic factor, related to work environment; and (c) a General Satisfaction Scale, determined for all twenty items.

The Intrinsic Satisfaction Scale coefficients ranged from +.84 to +.91; Extrinsic Satisfaction Scale coefficients varied from +.87 to +.92. No data were available relative to the stability of the scores; however, the test-retest correlations reported for the Long-Form MSQ for General Satisfaction were +.89 for a one week period, and +.70 for a one-year period.

Evidence for the validity of the short-form MSQ was largely inferred from the long-form MSQ. Evidence of the validity of the MSQ itself, particularly for the prediction of general job satisfaction, could be inferred from the results of studies which confirmed the theoretical expectations developed in the theory of work adjustment. Such evidence was reported by Weiss, et. al. indicating that the MSQ does, in fact, measure job satisfaction.

Description of the Population Groups

A total of 2,850 (Fiscal Years, 1971 and 1972) former DVR clients met the initial criteria for this study, and from this population the sample was ultimately selected. These clients were all classified as "rehabilitated" or "non-rehabilitated" at the time of their case closure. The application of population-screening criteria eliminated the following specific categories of clients: (a) all those out of state; and (b) all those former DVR clients with an

insufficient forwarding address.

Description of the Sample Groups

Although the group of former DVR clients originally selected for study was sufficiently large (2,850) to provide for adequate sampling, the selection criteria reduced this initial group from Fiscal years 1971 and 1972 to a population of 2,532. A total of 2,532 requests for participation letters were mailed to former DVR clients. The letter and enclosure is reproduced in Appendix B on page 110. The responses from former DVR clients in the population, to requests for participation, produced additional shrinkage. Of the 2,532 former DVR clients selected for investigation in this study 1275 (50.3 percent) could not be contacted through the mail; 80 (3.10 percent) returned the endorsed postcard indicating a desire not to participate in the study; 750 (20.8 percent) did not respond to the initial letter to participate in the study; and 427 subjects (16.7 percent) of the population consented to participate in the study. Once having consented to participate, further loss in potential subjects occurred through failure of the subjects to be contacted personally or via the telephone. The final sample (314) represented only 12.4 percent of the population. These former DVR clients thus represented a biased sample of the population.

Due to the large percentage of former DVR clients that were not able to be contacted through the mail, it became necessary for the investigator to identify some possible factors, which might have influenced participation or non-participation of former DVR clients in the study. Comparisons were made among a random sample of participants versus non-participants for former DVR clients in relation to

the following six variables: age, sex, race, marital status, educational level and major disability. The chi-square test outlined by Siegal² was used to test the null hypotheses that there were no significant differences between former DVR clients who participated in the study and those former DVR clients who were unable to be contacted through the mail. The data for these comparisons are revealed in Tables I and II. The participant and non-participant samples did not differ on the variable of age, marital status, educational level or major disability.

Data in Table I show that 59.5 percent of a random sample of former DVR clients who agreed to participate in the study were females. The results in Table I suggests that former female DVR clients were more agreeable to participate in this study.

It is also revealed in Table I that 58.5 percent of a random sample of former DVR clients that could not be contacted by mail (mail-not-deliverable, no-response) were males, whereas only 40.4 percent were females. From these results it appeared that former male DVR clients were more itinerant than former female DVR clients.

Data as presented in Table II revealed that over 40 percent of both participants and non-participants were white. This trend is replicated in the sample investigated in the study as shown in Table V. One explanation for these data might have been that the majority of persons served by the DVR are classified as Caucasian.

²Sidney Siegal, Nonparametric Statistics for the Behavioral Sciences. New York: McGraw-Hill Company, Inc., 1956, p. 104.

TABLE I
 A CHI-SQUARE ANALYSIS OF SEX IN RELATION
 TO PARTICIPATION IN THE STUDY OF
 FORMER DVR CLIENTS

Sex	DVR Former Clients					
	Male		Female		Totals	
	No.	%	No.	%	No.	%
Participants	44	41.5	56	59.6	100	50.0
Non-Participants	<u>62</u>	<u>58.5</u>	<u>38</u>	<u>40.4</u>	<u>100</u>	<u>50.0</u>
TOTALS	106	100.0	94	100.0	200	100.0

Chi-Square = 7.65
 Contingency Coefficient = 0.19

Significant

TABLE II

A CHI-SQUARE ANALYSIS OF RACE IN RELATION
TO PARTICIPATION IN THE STUDY OF
FORMER DVR CLIENTS

Race	DVR Former Clients							
	Negro		American-Indian		White		Totals	
	No.	%	No.	%	No.	%	No.	%
Participants	28	63.6	13	68.4	60	43.8	101	51.0
Non-Participants	<u>16</u>	<u>36.4</u>	<u>6</u>	<u>31.6</u>	<u>77</u>	<u>56.2</u>	<u>99</u>	<u>49.0</u>
TOTALS	44	100.0	19	100.0	137	100.0	200	100.0

Chi-Square = 11.72
Contingency Coefficient = 0.23

Significant

Administering the Questionnaire

When the former DVR clients were identified in accordance with the screening criteria, the following information was obtained: (a) name; (b) street address; (c) city; (d) major disability; and (e) closure status. This information was all obtainable from the computer listing provided by the DVR. The computer listing was used to prepare address labels to facilitate corresponding with the former DVR clients. The next step in the subject selection process involved the addressing of a form letter inquiry to the subjects (See Appendix A). This letter explained the nature of their participation, the purpose of the study, and requested the following information.

1. Would they be willing to participate in the study?
2. If they were willing, they were then asked to specify which method of participation was most agreeable to them.
3. All potential subjects for the study were asked to specify "yes" or "no" and return the stamped addressed post card with their current mailing address and home telephone number.

A total of 427 former DVR clients were thus obtained for the sample population.

During the month of August, 1972, telephone and personal interviews were conducted by five trained interviewers. With the assistance of Dr. Lloyd L. Wiggins, Director, EPDA, 552 Program, Oklahoma State University, the investigator was able to secure the use of two of the four Oklahoma State University Telephone Wide Area lines for nine days.

It was not possible to schedule or conduct interviews with an additional 113 clients because they were found to have moved out of the area, were deceased, were in or preparing to enter a hospital,

could not be reached by telephone or in some cases where field visits were made to their last known addresses they had moved and there was no information on their whereabouts. In 27 cases appointments were made but not kept and of these, some former DVR clients failed to keep appointments. Thus, the final sample (314) represented only 73.07 percent of the sample population.

Tabulation and Analysis

The data collected by the questionnaires administered to the former DVR clients were keypunched on cards and tabulated at Oklahoma State University Computer Center. The statistical analysis to determine if there were any significant relationships between selected characteristics of former DVR clients and closure status were programmed and processed at the Computer Center.

Statistical Analysis

The data collected by the questionnaires were analyzed with non-parametric statistics. The chi-square test outlined by Siegel was used to test the null hypotheses that there were no significant relationships between selected characteristics of former DVR clients and closure status. The contingency coefficient outlined by Siegel was used to measure the extent of association between the selected characteristics of former DVR clients and closure status.

CHAPTER IV

ANALYSIS AND PRESENTATION OF DATA

Introduction

The purpose of this study was to investigate selected factors thought to influence rehabilitation outcomes and job satisfaction of disabled persons served by the Oklahoma Division of Vocational Rehabilitation (DVR). To obtain the data for this study a structured interview was made of a 73.3 percent sample of 427 former DVR clients who initiated a prescribed occupational training program sponsored by the Oklahoma DVR during the fiscal years 1971 and 1972. All interviews for this study were conducted by five trained interviewers during July and August of 1972. Although participation in the study was completely voluntary on an individual basis, the major portion of those former DVR clients not included in this study expressed a desire not to participate in the study.

Characteristics of Former DVR Clients

Data were collected on 314 former DVR clients who were categorized in two groups by closure status. The two categories by closure status are: (1) Rehabilitated and (2) Non-rehabilitated. Of the 314 former DVR clients included in this study: 231 were classified as rehabilitated clients and 83 were classified as non-rehabilitated. Of the 231 former rehabilitated clients 156 were employed at the time

of follow-up and of the 83 former non-rehabilitated clients only 40 were employed. All employed former DVR clients were asked to complete the Minnesota Job Satisfaction Questionnaire.

Treatment of Data

To test the null hypotheses in this study the following non-parametric statistical tools were employed, the chi-square test of significance and the contingency coefficient.

Tables were constructed to show frequency counts and percentages for selected characteristics thought to influence rehabilitation outcomes and job satisfaction of former DVR clients. As a matter of choice, the investigator has included a graphical representation of rated job satisfaction mean scores of former DVR clients.

The total responses received from former DVR clients are presented in Tables III through XXXI. Former DVR clients were asked to record general remarks about their employment status or the services that they had received from the DVR. All of the remarks recorded by the former DVR clients are presented in Appendix C.

Selection Criteria of Former DVR Clients

Former DVR clients were selected for the sample population to meet three criteria: (1) they must have been in training in one of the four vocational training facilities: business colleges, medical training facility, vocational-technical school (private), and vocational-technical school (public); (2) they must have initiated a prescribed training program at less than the baccalaureate level which prepares one for employment; (3) they must have received a case

closure status of rehabilitated or non-rehabilitated during the fiscal years of 1971 and 1972. From the total original selection, former DVR clients who did not meet the previously listed criteria were eliminated.

Age of Former DVR Clients

Data indicating the relationship of age to closure status are presented in Table III. A total of 314 responses were obtained for the former DVR clients' age groups. This table revealed that 49.3 percent of the rehabilitated former DVR clients were under thirty-one years of age, while 55.4 percent of the non-rehabilitated former DVR clients were under age thirty-one. Of the 314 former DVR clients interviewed, 49.1 percent were over age thirty.

The chi-square test of significance was used to test the null hypothesis. The chi-square value of 6.94 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.14 indicated an insignificant relationship between the age of former DVR clients in relation to closure status.

Sex of Former DVR Clients

The analysis of the sex of former DVR clients is presented in Table IV. Data in Table IV show that 40.4 percent of the former DVR clients were males while 59.6 percent were females. It is shown in this table that there were appreciably more females that were closed as rehabilitated than males.

The chi-square value was calculated to test the null hypothesis. The chi-square value of 1.50 with 1 degree of freedom was found to be

TABLE III
 A CHI-SQUARE ANALYSIS OF AGE OF FORMER
 DVR CLIENTS IN RELATION
 TO CLOSURE STATUS

Age Group	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
17-21	30	12.9	21	25.3	51	16.2
22-30	84	36.4	25	30.1	109	34.7
31-40	57	24.7	17	20.5	74	23.6
41-50	35	15.2	12	14.5	47	15.0
51 & up	<u>25</u>	<u>10.8</u>	<u>8</u>	<u>9.6</u>	<u>33</u>	<u>10.5</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 6.94
 Contingency Coefficient = 0.14

Not Significant

TABLE IV

A CHI-SQUARE ANALYSIS OF SEX OF FORMER
DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Sex	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Male	88	38.5	42	48.8	130	40.4
Female	<u>140</u>	<u>61.5</u>	<u>44</u>	<u>51.2</u>	<u>184</u>	<u>59.6</u>
TOTALS	228	100.0	86	100.0	314	100.0

Chi-Square = 1.50
Contingency Coefficient = .07

Not Significant

insignificant at the .05 level. The contingency coefficient of 0.07 indicated an insignificant relationship between the sex of former DVR clients in relation to closure status.

Race of Former DVR Clients

The analysis of race of the former DVR clients is presented in Table V. Data in Table V revealed that 28.8 percent of the rehabilitated former DVR clients were non-white while 26.5 percent of the non-rehabilitated former DVR clients were non-white. It is shown in Table V that more than one half of the former DVR clients interviewed were white.

The chi-square value was calculated to test the null hypothesis. The chi-square value of 4.70 with 2 degrees of freedom was found insignificant at the .05 level. The contingency coefficient of 0.12 indicated an insignificant relationship between race of former DVR clients in relation to closure status.

Race of Former DVR Rehabilitated Clients in Relation to Employment Status

Data indicating the relationship of employment status to race of the former DVR rehabilitated clients is presented in Table VI. Data in Table VI revealed that 82.0 percent of the non-white rehabilitated former DVR clients were employed in competitive employment at follow-up whereas 86.1 percent of the white rehabilitated former DVR clients were participating in competitive employment at follow-up. Of the 231 former DVR clients interviewed 194 were found in competitive employment.

TABLE V

A CHI-SQUARE ANALYSIS OF RACE OF FORMER
DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Race	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Negro	48	20.9	25	29.4	73	23.4
White	163	71.2	54	63.5	217	69.0
Other Non-White	<u>18</u>	<u>7.9</u>	<u>6</u>	<u>7.1</u>	<u>24</u>	<u>7.6</u>
TOTALS	229	100.0	85	100.0	314	100.0

Chi-Square = 4.70
Contingency Coefficient = 0.12

Not Significant

TABLE VI

A CHI-SQUARE ANALYSIS OF RACE OF FORMER
DVR REHABILITATED CLIENTS IN RELATION
TO EMPLOYMENT STATUS

	DVR Former Clients					
	Non-White		White		Totals	
	No.	%	No.	%	No.	%
Employed Full-Time	39	62.0	100	60.2	139	61.5
Employed Part-Time	12	20.0	43	25.9	55	24.3
Not Employed	<u>19</u>	<u>18.0</u>	<u>23</u>	<u>13.9</u>	<u>37</u>	<u>14.2</u>
TOTALS	60	100.0	166	100.0	231	100.0

Chi-Square = 4.83
Contingency Coefficient = 0.14

Not Significant

The chi-square value was calculated to test the null hypothesis. The chi-square value of 4.83 with 2 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.14 indicated an insignificant relationship between employment status of former DVR clients in relation to race.

Race of Former DVR Non-Rehabilitated Clients
in Relation to Employment Status

The analysis of the race of the former DVR non-rehabilitated clients in relation to employment status is shown in Table VII. Data in Table VII revealed that 76.0 percent of the non-white, non-rehabilitated DVR former clients were employed in competitive employment at follow-up while 78.2 percent of the white rehabilitated former DVR clients were participating in competitive employment at follow-up. Of the 83 former DVR non-rehabilitated clients interviewed 65 were found in competitive employment.

The chi-square value was calculated to test the null hypothesis. The chi-square value of 0.28 with 2 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.05 indicated an insignificant relationship between employment status of DVR former non-rehabilitated clients in relation to race.

Marital Status of Former DVR Clients

The analysis of former DVR clients marital status is presented in Table VIII. It is shown from the Table that 46.1 percent of the former DVR clients were married, about 25.5 percent single, and 28.4 percent divorced, widowed, or separated.

TABLE VII

A CHI-SQUARE ANALYSIS OF RACE OF FORMER DVR
NON-REHABILITATED CLIENTS IN RELATION
TO EMPLOYMENT STATUS

DVR Former Non-Rehabilitated Clients						
Race	Non-White		White		Totals	
	No.	%	No.	%	No.	%
Employed Full-Time	10	34.0	23	41.8	33	39.0
Employed Part-Time	12	42.0	20	36.4	32	39.0
Not Employed	<u>6</u>	<u>24.0</u>	<u>12</u>	<u>21.8</u>	<u>18</u>	<u>22.0</u>
TOTALS	28	100.0	55	100.0	83	100.0

Chi-Square = 0.28
Contingency Coefficient = 0.05

Not Significant

TABLE VIII

A CHI-SQUARE ANALYSIS OF MARITAL STATUS OF
FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

DVR Former Clients						
Marital Status	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Married	115	49.7	30	36.1	145	46.1
Single	55	23.8	25	30.2	80	25.5
Divorced	46	19.4	17	20.5	63	20.1
Separated	5	2.2	5	6.0	10	3.2
Widowed	<u>10</u>	<u>4.9</u>	<u>6</u>	<u>7.2</u>	<u>16</u>	<u>5.1</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 2.74
Contingency Coefficient = 0.09

Not Significant

Data as presented in Table VIII revealed that the largest percentage (46.1) of the former DVR clients were married. Of the remaining former DVR clients 25.5 were single, 20.1 were divorced and 8.3 percent were separated and widowed.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 2.74 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.09 indicated an insignificant relationship between marital status of former DVR clients in relation to closure status.

Dependents of Former DVR Clients

Analysis of former DVR clients' dependents is presented in Table IX. One may observe from Table IX that 41.4 percent of the former DVR clients did not have any dependents. Approximately 76.4 percent had no more than two dependents, and only 9.5 percent had five or more dependents.

Data as presented in Table IX show that 39.8 percent of the former DVR rehabilitated clients did not have any dependents. About 45.8 percent of the non-rehabilitated clients were found to have no dependents.

A chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 6.92 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.14 indicated an insignificant relationship between former DVR clients' dependents in relation to closure status.

TABLE IX

A CHI-SQUARE ANALYSIS OF DEPENDENTS OF FORMER
DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Dependents	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
None	92	39.8	38	45.8	130	41.4
1	46	19.9	15	18.0	61	19.4
2	37	16.0	12	14.6	49	15.6
3	16	6.9	8	9.6	24	7.6
4	15	6.5	5	6.0	20	6.5
5 or more	<u>25</u>	<u>10.9</u>	<u>5</u>	<u>6.0</u>	<u>30</u>	<u>9.5</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 6.92
Contingency Coefficient = 0.14

Not Significant

Educational Level of Former DVR Clients

An analysis of former DVR clients' educational level is presented in Table X. Former DVR clients formal education was divided into six categories which are (1) sixth grade or less, (2) seventh to the eighth grade, (3) ninth grade, (4) tenth grade, (5) eleventh grade, and (6) twelfth grade.

It is shown in Table X that over 68.2 percent of the former DVR clients had completed twelve or more years of formal education. Less than 31 percent had completed eleven years or less of formal education. The mean education level of the 314 former DVR clients surveyed in this study was 11.61 years.

A chi-square value was calculated to test the null hypothesis. The chi-square value of 6.91 with 5 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.14 indicated an insignificant relationship between former DVR clients' educational level in relation to closure status.

Major Sources of Income of Former DVR Clients

The analysis of the major source of income of former DVR clients is given in Table XI. Major sources of income were divided into seven categories which are: (1) own earnings, (2) child support, (3) workmen's compensation, (4) veteran's benefits, (5) social security, (6) unemployment benefits and, (7) public assistance. A total of 314 interviewees responded to this question.

It is shown in Table XI that 59.9 percent of the subjects interviewed were receiving wages in competitive employment.

TABLE X
 A CHI-SQUARE ANALYSIS OF EDUCATIONAL LEVEL
 OF FORMER DVR CLIENTS IN RELATION
 TO CLOSURE STATUS

Educational Level	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
1 - 6	7	3.0	5	6.0	12	3.8
7 - 8	12	5.2	5	6.0	17	5.4
9	10	4.8	5	6.0	15	4.8
10	24	10.4	7	8.3	31	9.9
11	19	8.6	6	7.1	25	7.9
12 and over	<u>158</u>	<u>60.0</u>	<u>56</u>	<u>66.6</u>	<u>14</u>	<u>68.2</u>
TOTALS	230	100.0	84	100.0	314	100.0

Chi-Square = 6.91
 Contingency Coefficient = 0.14

Not Significant

TABLE XI

A CHI-SQUARE ANALYSIS OF MAJOR SOURCE OF INCOME
OF FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Major Source of Income	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Own Earnings	153	66.0	35	41.2	188	59.9
Child Support	7	3.0	5	6.0	12	3.8
Social Security	15	6.5	12	14.2	27	8.6
Public Assistance	18	7.7	16	19.3	34	10.0
Other	<u>39</u>	<u>16.8</u>	<u>16</u>	<u>19.3</u>	<u>55</u>	<u>17.7</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 19.77
Contingency Coefficient = 0.24

Significant

Considerable differences existed between those former DVR rehabilitated clients when compared to those former clients not rehabilitated. A majority of rehabilitated clients were receiving wages in competitive employment.

The chi-square value was calculated to test the null hypothesis. The chi-square value of 19.77 was found to be significant at the .05 level. The contingency coefficient of 0.24 revealed a significant relationship between major sources of income of former DVR clients in relation to closure status.

Additional Sources of Income of Former

DVR Clients

Analysis of additional sources of income of former DVR clients is presented in Table XII. Additional sources of income were divided into seven categories which are: (1) own earnings, (2) child support, (3) workmen's compensation, (4) veteran's benefits, (5) social security, (6) unemployment benefits and, (7) public assistance. A total of 109 interviewees responded to this question.

It is revealed in Table XII that 25.7 percent of the subjects interviewed were receiving wages as an additional source of income. About 14.6 percent of the former DVR rehabilitated clients were receiving child support as an additional source of income. Non-rehabilitated clients registered 18.5 percent in this category.

The null hypothesis was tested with the chi-square test of significance. The chi-square value of 2.14 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.13 indicated an insignificant relationship between

TABLE XII

A CHI-SQUARE ANALYSIS OF ADDITIONAL SOURCES OF INCOME
OF FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Additional Sources of Income	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Own Earnings	22	26.8	6	22.2	28	25.7
Child Support	12	14.6	5	18.5	17	15.6
Social Security	12	14.6	5	18.5	17	15.6
Public Assistance	5	6.2	5	18.5	10	9.2
Other	<u>31</u>	<u>37.8</u>	<u>6</u>	<u>22.3</u>	<u>37</u>	<u>33.9</u>
TOTALS	82	100.0	27	100.0	109	100.0

Chi-Square = 2.14
Contingency Coefficient = 0.13

Not Significant

additional sources of income of former DVR clients in relation to closure status.

Availability of Transportation of Former

DVR Clients

Analysis of the availability of transportation of former DVR clients is presented in Table XIII. Availability of transportation is divided into five categories which are: (1) public transportation, (2) personal car, (3) car of another, (4) walk, and (5) other. A total of 289 interviewees responded to this question.

Data as presented in Table XIII show that 82.6 percent of the DVR rehabilitated clients had the use of a personal car, while 58.5 percent of the DVR non-rehabilitated clients had the use of a personal car.

A chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 16.60 with 4 degrees of freedom was found to be significant at the .05 level. The contingency coefficient of 0.23 indicated a significant relationship between availability of transportation of former DVR clients in relation to closure status.

Employment Status of Former DVR Clients

Table XIV show the former DVR clients' employment status. Employment status was divided into five categories which are: (1) employed full-time, (2) employed part-time, (3) not employed (seeking work), (4) homemaker, and (5) not employed (not seeking work). This category includes housewives, retirees, and others not seeking

TABLE XIII

A CHI-SQUARE ANALYSIS OF AVAILABILITY OF
TRANSPORTATION OF FORMER DVR CLIENTS
IN RELATION TO CLOSURE STATUS

Availability of Transportation	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Public Transportation	11	5.3	14	17.0	25	8.7
Personal Car	171	82.6	48	58.5	219	75.7
Car of Another	14	6.7	9	10.9	23	7.9
Walk	6	2.8	6	7.3	12	4.2
Other	<u>5</u>	<u>2.6</u>	<u>5</u>	<u>6.3</u>	<u>10</u>	<u>3.5</u>
TOTALS	207	100.0	82	100.0	289	100.0

Chi-Square = 16.60
Contingency Coefficient = 0.23

Significant

TABLE XIV

A CHI-SQUARE ANALYSIS OF EMPLOYMENT STATUS
OF FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Employment Status	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Full-Time	141	62.0	32	37.2	173	55.7
Part-Time	17	7.5	10	11.6	27	8.7
Not Employed (seeking work)	38	16.6	22	25.7	60	19.4
Homemaker	12	5.3	8	9.3	20	5.2
Not Employed (not seeking work)	<u>20</u>	<u>8.7</u>	<u>14</u>	<u>16.2</u>	<u>34</u>	<u>11.0</u>
TOTALS	228	100.0	86	100.0	314	100.0

Chi-Square = 14.20
Contingency Coefficient = 0.20

Significant

employment.

As shown in Table XIV, 69.5 percent of the rehabilitated clients were engaged in competitive employment. Whereas, only 48.8 percent of the non-rehabilitated clients were engaged in competitive employment.

Considerable differences existed between the rehabilitated and non-rehabilitated DVR former clients with respect to full-time employment. A majority of rehabilitated clients were employed full-time.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 14.20 was found to be significant at the .05 level. The contingency coefficient of 0.20 revealed a significant relationship between employment status of former DVR clients in relation to closure status.

Employment Status of Rehabilitated Clients
in Relation to Marital Status

Shown in Table XV is an analysis of the former DVR rehabilitated clients' employment status in relation to marital status. A total of 231 responses were obtained for the rehabilitated clients marital status.

Data as presented in Table XV revealed that 62.8 percent of the married rehabilitated clients were employed full-time. About 77.4 percent of the single rehabilitated clients were employed part-time. Rehabilitated clients who were homemakers and not employed (not seeking work) had the smallest number of clients separated or widowed.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 35.12 was found to be significant at the .05 level. The contingency coefficient of 0.36 with

TABLE XV

A CHI-SQUARE ANALYSIS OF EMPLOYMENT STATUS
OF FORMER DVR REHABILITATED CLIENTS
IN RELATION TO MARITAL STATUS

Employment Status	DVR Former Rehabilitated Clients									
	Married		Single		Divorced		Widowed		Totals	
	No.	%	No.	%	No.	%	No.	%	No.	%
Employed Full-Time	71	62.8	43	77.4	34	73.9	5	33.3	158	67.4
Not Employed (seeking work)	32	28.4	7	14.5	7	15.2	5	33.3	52	22.5
Not Employed (not seeking work)	<u>10</u>	<u>8.8</u>	<u>5</u>	<u>8.1</u>	<u>5</u>	<u>10.9</u>	<u>5</u>	<u>33.3</u>	<u>25</u>	<u>10.1</u>
TOTALS	113	100.0	55	100.0	46	100.0	15	99.9	231	100.0

Chi-Square = 35.12
Contingency Coefficient = 0.36

Significant

6 degrees of freedom revealed a significant relationship between employment status of rehabilitated clients in relation to marital status,

Employment Status of DVR Non-Rehabilitated

Clients in Relation to Marital Status

An analysis of the former DVR non-rehabilitated clients' employment status in relation to marital status is shown in Table XVI. A total of 83 responses were obtained for the non-rehabilitated clients marital status.

Data as presented in Table XVI revealed that 44.4 percent of the married non-rehabilitated clients were employed full-time. About 50.0 percent of the single non-rehabilitated clients were employed part-time.

The null hypothesis was tested with the chi-square test of significance. The chi-square value of 15.11 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.39 indicated an insignificant relationship between employment status of non-rehabilitated clients in relation to marital status.

How Former DVR Clients Were Informed About

Their Present Job

Analysis of how former DVR clients were informed about their present job is presented in Table XVII. It is shown in this table that more rehabilitated clients were informed about their present job by a friend or the training facility than non-rehabilitated clients. Only 5.7 percent of the former DVR clients were informed about their job by

TABLE XVI

A CHI-SQUARE ANALYSIS OF EMPLOYMENT STATUS
OF FORMER DVR NON-REHABILITATED CLIENTS
IN RELATION TO MARITAL STATUS

Employment Status	DVR Former Non-Rehabilitated Clients							
	Married		Single		Divorced		Totals	
	No.	%	No.	%	No.	%	No.	%
Employed Full-Time	16	44.4	12	50.0	12	52.2	40	48.2
Not Employed (seeking work)	9	25.5	7	29.2	6	26.1	22	26.5
Not Employed (not seeking work)	<u>11</u>	<u>30.1</u>	<u>5</u>	<u>20.8</u>	<u>5</u>	<u>21.7</u>	<u>21</u>	<u>25.3</u>
TOTALS	36	100.0	24	100.0	23	100.0	83	100.0

Chi-Square = 2.95
Contingency Coefficient = 0.18

Not Significant

TABLE XVII

A CHI-SQUARE ANALYSIS OF HOW FORMER DVR
CLIENTS WERE INFORMED ABOUT PRESENT
JOB IN RELATION TO CLOSURE STATUS

How Informed About Present Job	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Newspaper	8	5.0	5	12.8	13	6.6
Friend	63	40.1	17	43.8	80	40.6
Training Facility	19	12.3	5	12.8	24	12.6
Rehabilitation Counselor	9	5.7	6	15.3	15	7.6
Other	<u>58</u>	<u>36.9</u>	<u>6</u>	<u>15.3</u>	<u>64</u>	<u>32.6</u>
TOTALS	157	100.0	39	100.0	196	100.0

Chi-Square = 8.13
Contingency Coefficient = 0.19

Not Significant

a rehabilitation counselor.

The null hypothesis was tested with the chi-square test of significance. The chi-square value of 8.13 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.19 indicated an insignificant relationship between how former DVR clients were informed about their present job in relation to closure status.

How Former DVR Clients Obtained Their Present Job

Data indicating the relationship of how former DVR clients obtained their present job to closure status are presented in Table XVIII. It is shown in this table that over 62.9 percent of the former DVR clients obtained their present job on their own initiative. Only 8.6 percent of the former DVR clients were placed on their present job by a rehabilitation counselor.

The null hypothesis was tested with the chi-square value of 3.66 with 4 degrees of freedom and was found to be insignificant at the .05 level. The contingency coefficient of 0.30 indicated an insignificant relationship between how former DVR clients obtained their present job in relation to closure status.

Job Related to Training of Former DVR Clients

Analysis of the extent the present job of the former DVR clients related to the training they received from the DVR is shown in Table XIX. It is shown in this table that over 75.0 percent of all the former DVR clients considered themselves to be on a job related to the

TABLE XVIII

A CHI-SQUARE ANALYSIS OF HOW FORMER DVR
CLIENTS OBTAINED THEIR PRESENT JOB IN
RELATION TO CLOSURE STATUS

How Former Clients Obtained Present Job	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Rehabilitation Counselor (DVR)	10	6.4	7	17.5	17	8.6
Self	107	68.5	16	40.0	123	62.9
State Employment Service	13	8.3	7	17.5	20	10.2
Employment Agency (Public or Private)	11	7.0	5	12.5	16	8.1
Other	<u>15</u>	<u>9.2</u>	<u>5</u>	<u>12.5</u>	<u>20</u>	<u>10.2</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 3.66
Contingency Coefficient = 0.4

Not Significant

TABLE XIX

A CHI-SQUARE ANALYSIS OF JOB RELATED
TO TRAINING IN RELATION TO CLOSURE
STATUS OF FORMER DVR CLIENTS

Job Related To Training	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Yes	115	89.1	41	61.2	156	79.6
No	<u>14</u>	<u>10.9</u>	<u>26</u>	<u>38.8</u>	<u>40</u>	<u>20.4</u>
TOTALS	129	100.0	67	100.0	196	100.0

Chi-Square = 22.49
Contingency Coefficient = 0.32

Significant

former training they had received.

The null hypothesis was tested with the chi-square value of 22.49 with 1 degree of freedom and was found to be significant at the .05 level. The contingency coefficient of 0.32 indicated a significant relationship between job related to training of former DVR clients in relation to closure status.

Number of Jobs held by Former DVR Clients

An analysis of the number of jobs held by former DVR clients in the interval between case closure and follow-up is presented in Table XX. Over 85 percent of the employed former DVR clients had held no more than two jobs from case closure to follow-up. Table XX shows the percentages separately for the rehabilitants and the non-rehabilitants. Non-rehabilitants showed slightly less job stability than rehabilitants.

The null hypothesis was tested with the chi-square value of 0.23 with 2 degrees of freedom and was found to be insignificant at the .05 level. The contingency coefficient of 0.03 indicated an insignificant relationship between the number of jobs held by former DVR clients in the interval between case closure and follow-up in relation to case closure.

Reasons for Job Change of the Former DVR Clients

Data indicating the relationship of reasons for job changes of former DVR clients in relation to closure status are presented in Table XXI. It is revealed by this table that 61.2 percent of the rehabilitated clients changed jobs to increase their wages while the

TABLE XX

A CHI-SQUARE ANALYSIS OF NUMBER OF JOBS
HELD BY FORMER DVR CLIENTS IN
RELATION TO CLOSURE STATUS

Number of Jobs	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
One Job	92	58.9	22	55.0	114	58.2
Two Jobs	44	28.3	12	30.0	56	28.6
Three or More	<u>20</u>	<u>12.8</u>	<u>6</u>	<u>15.0</u>	<u>26</u>	<u>13.2</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 0.23
Contingency Coefficient = 0.03

Not Significant

TABLE XXI

A CHI-SQUARE ANALYSIS OF REASONS FOR JOB
CHANGES OF FORMER DVR CLIENTS IN
RELATION TO CLOSURE STATUS

Reasons For Job Change	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Increase in Wages	22	32.8	5	26.3	27	31.4
Job Dissatisfaction	19	28.4	8	42.1	27	31.4
Other	<u>26</u>	<u>38.8</u>	<u>6</u>	<u>31.6</u>	<u>32</u>	<u>37.2</u>
TOTALS	67	100.0	19	100.0	86	100.0

Chi-Square = 2.41
Contingency Coefficient = 0.16

Not Significant

non-rehabilitated clients were more likely to change jobs because of job dissatisfaction.

The null hypothesis was tested with the chi-square value of 2.41 with 2 degrees of freedom and was found to be insignificant at the .05 level. The contingency coefficient of 0.16 indicated an insignificant relationship between reasons for job changes of the former DVR clients in relation to closure status.

Years of Full-Time Work Experience of Former DVR Clients

An analysis of the years of full-time work experience of former DVR clients is presented in Table XXII. It is shown that over 62.2 percent of the former DVR clients have had less than 5 years of full-time work experience. Over half of the former DVR clients interviewed had less than three years of work experience prior to receiving training from the DVR.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 4.48 with 4 degrees of freedom was found to be insignificant at the .05 level. The contingency coefficient of 0.11 indicated an insignificant relationship between years of full-time work experience of former DVR clients in relation to closure status.

Years of Part-Time Work Experience of Former DVR Clients

Analysis of part-time work experience of former DVR clients in relation to closure status is shown in Table XXIII. Data in the table

TABLE XXII

A CHI-SQUARE ANALYSIS OF YEARS OF FULL-TIME
 WORK EXPERIENCE OF FORMER DVR CLIENTS IN
 RELATION TO CLOSURE STATUS

Years of Full-Time Work Experience	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
0 to 2 years	103	66.9	19	47.5	122	62.2
3 to 5 years	11	7.0	5	12.5	16	8.3
6 to 8 years	10	6.0	5	12.5	15	7.6
9 to 11 years	13	8.0	6	12.5	19	9.7
12 or more years	<u>19</u>	<u>12.1</u>	<u>5</u>	<u>15.0</u>	<u>24</u>	<u>12.2</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 4.48
 Contingency Coefficient = 0.11

Not Significant

TABLE XXIII

A CHI-SQUARE ANALYSIS OF YEARS OF PART-TIME WORK
EXPERIENCE OF FORMER DVR CLIENTS IN
RELATION TO CLOSURE STATUS

Years of Part-Time Work Experience	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
0 to 2 years	86	55.1	25	62.5	111	56.6
3 to 5 years	44	28.2	9	22.5	53	27.0
6 or more years	<u>26</u>	<u>16.7</u>	<u>6</u>	<u>15.0</u>	<u>32</u>	<u>16.4</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 11.98
Contingency Coefficient = 0.19

Significant

revealed that over 83.3 percent of the rehabilitated clients had at least five years of part-time work experience while 95.0 percent of the non-rehabilitated clients had at least five years of part-time work experience. A comparison of years of work experience of former DVR clients revealed that DVR clients were most likely to have had more part-time work experience when compared to full-time work experience.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 11.98 with 2 degrees of freedom was found to be significant at the .05 level. The contingency coefficient of 0.19 indicated a significant relationship between part-time work experience of former DVR clients in relation to closure status.

Work Limitations of Former DVR Clients

Analysis of work limitations of former DVR clients is presented in Table XXIV. It is revealed in this table that 22.0 percent of the former DVR clients felt that their training and/or lack of education limited them the most in seeking employment. More rehabilitated than non-rehabilitated clients considered work experience as an important factor in seeking employment.

The null hypothesis was tested with the chi-square value of 6.69 with 4 degrees of freedom and was found to be insignificant at the .05 level. The contingency coefficient of 0.18 indicated an insignificant relationship between work limitations of former DVR clients in relation to closure status.

TABLE XXIV

A CHI-SQUARE ANALYSIS OF WORK LIMITATION OF
FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Work Limitations	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Training & Education	35	22.7	8	19.5	43	22.0
Few Jobs in Community	27	17.5	5	11.6	32	16.3
Handicap	22	14.3	8	19.5	30	15.3
Work Experience	34	22.0	9	21.4	43	22.0
Other	<u>36</u>	<u>23.5</u>	<u>12</u>	<u>28.0</u>	<u>48</u>	<u>24.4</u>
TOTALS	154	100.0	42	100.0	196	100.0

Chi-Square = 6.69
Contingency Coefficient = 0.18

Not Significant

Weekly Income of Former DVR Clients

Analysis of weekly income of former DVR clients is shown in Table XXV. Data as presented in this table revealed that 41.6 percent of the rehabilitated clients earned over \$100 per week. Considerably more of the rehabilitated clients earned between \$50 and \$70 per week than the non-rehabilitated clients.

The chi-square test of significance was calculated to test the null hypothesis. The chi-square value of 20.12 with 4 degrees of freedom was found to be significant at the .05 level. The contingency coefficient of 0.25 indicated a significant relationship between weekly income of former DVR clients in relation to closure status.

Hours Worked Per Week by Former DVR Clients

An analysis of hours worked per week by former DVR clients is presented in Table XXVI. Defining full-time employment as working 35 hours or more a week 60.7 percent of the employed DVR rehabilitants worked full-time at the time of the follow-up. Of the non-rehabilitants, 45.0 percent worked full-time at the time of the follow-up. It is shown that 37.5 percent of the non-rehabilitants worked 20 hours per week or less at the time of the follow-up.

The chi-square test of significance was used to test the null hypothesis. The chi-square value of 19.99 with 4 degrees of freedom was found to be significant at the .05 level. The contingency coefficient of 0.24 indicated a significant relationship between hours worked per week by former DVR clients in relation to closure status.

TABLE XXV

A CHI-SQUARE ANALYSIS OF WEEKLY INCOME
OF FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Weekly Income In Dollars	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
150 and above	50	32.0	15	37.5	65	33.1
100 - 150	15	9.6	5	12.5	20	11.2
70 - 100	32	20.5	5	12.5	37	18.0
50 - 70	41	26.2	5	12.5	46	23.4
50 and below	<u>18</u>	<u>11.7</u>	<u>10</u>	<u>25.0</u>	<u>28</u>	<u>14.3</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 20.12
Contingency Coefficient = 0.25

Significant

TABLE XXVI

A CHI-SQUARE ANALYSIS OF HOURS WORKED PER WEEK BY
FORMER DVR CLIENTS EMPLOYED AT FOLLOW-UP
IN RELATION TO CLOSURE STATUS

Hours Worked Per Week	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
20 or less	50	32.0	15	37.5	65	33.2
21 to 34	5	3.2	7	17.5	12	6.1
35 to 39	8	5.1	6	15.0	14	7.1
40	72	46.1	5	12.5	77	39.3
More than 40	<u>21</u>	<u>13.6</u>	<u>7</u>	<u>17.5</u>	<u>28</u>	<u>14.3</u>
TOTALS	156	100.0	40	100.0	196	100.0

Chi-Square = 19.99
Contingency Coefficient = 0.24

Significant

Client Services Which Helped Former DVR

Clients the Most

An analysis of clients' services which helped former DVR clients the most are presented in Table XXVII. Data as presented indicated that former DVR clients considered education and training provided by the DVR the most useful service that they had received.

The null hypothesis was tested with the chi-square value of 5.70 with 3 degrees of freedom and was found to be insignificant at the .05 level. The contingency coefficient of 0.16 indicated an insignificant relationship between clients services which helped former DVR clients the most in relation to closure status.

Satisfaction With Services Received by Former

DVR Clients

An analysis of satisfaction with services received by former DVR clients is presented in Table XXVIII. Data as presented indicated that over 86.5 percent of the former DVR clients were very satisfied with the services that they had received from the DVR.

The null hypothesis was tested with the chi-square value of 14.83 with 4 degrees of freedom and was found to be significant at the .05 level. The contingency coefficient of 0.21 indicated a significant relationship between satisfaction with services received by former DVR clients in relation to closure status.

Disability of Former DVR Clients

An analysis of major disability of former DVR clients is presented

TABLE XXVII

A CHI-SQUARE ANALYSIS OF CLIENT SERVICES WHICH HELPED
FORMER DVR CLIENTS THE MOST IN RELATION
TO CLOSURE STATUS

Client Services Which Helped the Most	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Medical Services	20	12.9	5	12.2	25	12.5
Counseling	12	7.7	7	17.0	19	9.7
Training	113	72.9	24	58.6	137	71.0
Other	<u>10</u>	<u>6.5</u>	<u>5</u>	<u>12.2</u>	<u>15</u>	<u>7.8</u>
TOTALS	155	100.0	41	100.0	196	100.0

Chi-Square = 5.70
Contingency Coefficient = 0.16

Not Significant

TABLE XXVIII

A CHI-SQUARE ANALYSIS OF SATISFACTION WITH SERVICES
RECEIVED BY FORMER DVR CLIENTS IN
RELATION TO CLOSURE STATUS

Satisfaction With Services Received By Former DVR Clients	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Very Satisfied	178	77.0	48	57.8	226	73.0
Somewhat Satisfied	25	10.8	18	21.7	43	13.8
Neutral	7	3.0	7	8.5	14	4.5
Somewhat Dissatisfied	13	5.6	5	6.0	18	5.5
Very Dissatisfied	<u>8</u>	<u>3.6</u>	<u>5</u>	<u>6.0</u>	<u>13</u>	<u>3.2</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 14.83
Contingency Coefficient = 0.21

Significant

in Table XXIX. It is revealed in this table that over 58 percent of the former DVR clients who participated in the study had a disability that was not psychological in nature.

The null hypothesis was tested with the chi-square value of 39.86 with 1 degree of freedom was found to be significant at the .05 level. The contingency coefficient of 0.31 indicated a significant relationship between major disability of former DVR clients in relation to closure status.

Job Satisfaction of Former DVR Clients

A comparison of the job satisfaction of former DVR rehabilitated clients with that of non-rehabilitated clients indicated that rehabilitated and non-rehabilitated clients were equally satisfied. Table XXX shows the average mean scores for rehabilitated and non-rehabilitated clients on three different scales measuring intrinsic satisfaction (satisfaction with the work itself), extrinsic satisfaction (satisfaction with the physical and social conditions of work, including supervision and management) and general or overall job satisfaction. The "±" figures give the error factors. The average difference between the rehabilitated and non-rehabilitated clients is less than two points in every case, well within range of the error factors. Table XXXI shows the percentages of former DVR rehabilitated and non-rehabilitated clients in each category of general job satisfaction. Figure 1 presents a graphic comparison of general job satisfaction for the rehabilitated and non-rehabilitated former DVR clients.

According to those findings presented in Table XXXI, only 4.10 percent of the former DVR clients were "not satisfied", and only 15.70

TABLE XXIX

A CHI-SQUARE ANALYSIS OF DISABILITY OF
FORMER DVR CLIENTS IN RELATION
TO CLOSURE STATUS

Disability Major	DVR Former Clients					
	Rehabilitated		Not-Rehabilitated		Totals	
	No.	%	No.	%	No.	%
Psychological Disabilities	93	40.2	38	45.7	131	41.3
Other Disabilities	<u>138</u>	<u>59.8</u>	<u>45</u>	<u>54.3</u>	<u>183</u>	<u>58.7</u>
TOTALS	231	100.0	83	100.0	314	100.0

Chi-Square = 39.86
Contingency Coefficient = 0.31

Significant

TABLE XXX

AN ANALYSIS OF AVERAGE JOB SATISFACTION
SCORES OF FORMER DVR CLIENTS

Scale	Former DVR Clients				
	Rehabilitated		Not-Rehabilitated		Difference in Averages
	No.	Average Score	No.	Average Score	
INTRINSIC SATISFACTION	156	47.9 ± 0.54 ^A	40	46.3 ± 1.48	1.6
EXTRINSIC SATISFACTION	156	29.0 ± 0.58	40	28.5 ± 1.14	.5
GENERAL SATISFACTION	156	77.0 ± 1.01	40	75.2 ± 2.40	1.8

^A Denotes the error Factor in the Average (standard error of the mean).

TABLE XXXI
 ANALYSIS OF GENERAL JOB SATISFACTION
 OF DVR FORMER CLIENTS BY GROUPS

Group	N	Raw Scores:	CATEGORY OF GENERAL JOB SATISFACTION				
			Not Satisfied (20-30)	Slightly Satisfied (31-50)	Satisfied (51-70)	Very Satisfied (71-90)	Extremely Satisfied (91-100)
Rehabilitated	156		2.9	3.2	24.1	55.1	14.7
Not Rehabilitated	40		1.2	12.5	17.5	53.8	15.0

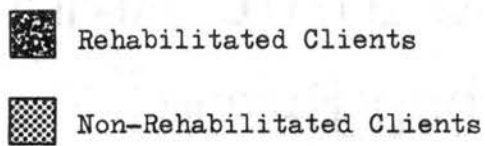
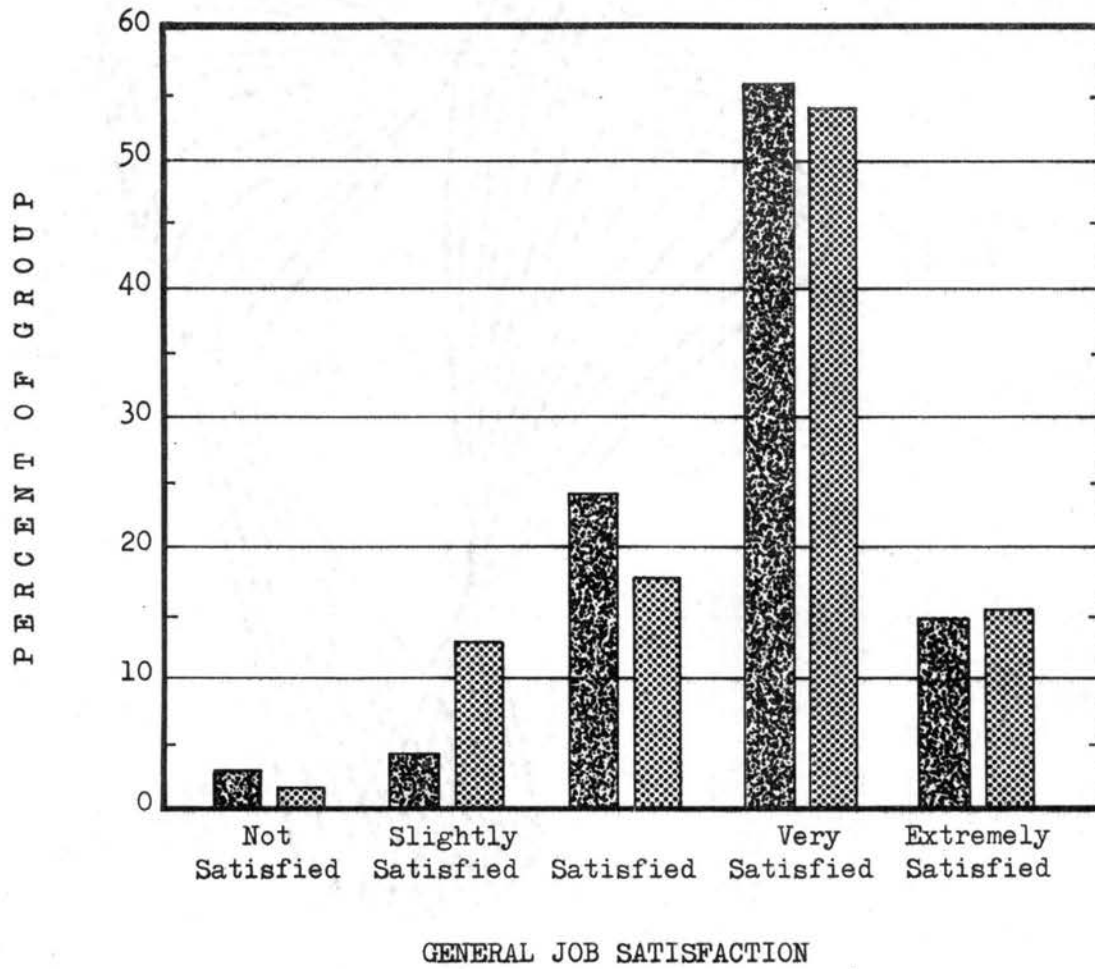


Figure 1. Reported General Job Satisfaction For Former
DVR Clients by Closure Status

percent of them were in the "slightly satisfied" category. About 93.90 percent of the rehabilitated clients were "satisfied", 24.1 percent "very satisfied", 55.1 percent, or "extremely satisfied", 14.7 percent. Of the remaining non-rehabilitated clients interviewed 86.3 percent were "satisfied"; 17.5 percent were "satisfied", 53.8 percent, "very satisfied", and 15.0 percent were "extremely satisfied". The findings were uniformly the same: Little difference between rehabilitated and non-rehabilitated clients in the level of their job satisfaction.

Summary

Of the 314 former DVR clients included in the study 231 were classified as rehabilitated and 83 were classified as non-rehabilitated. Participation in the study was completely voluntary on an individual basis. Thus, the major portion of those former DVR clients not included in this study expressed a desire not to participate in the study.

Of the 314 former DVR clients interviewed for this study, 156 rehabilitated clients were found to be in competitive employment, while 40 non-rehabilitated clients were found in competitive employment.

To assess job satisfaction of currently employed DVR clients the short form of the Minnesota Satisfaction Questionnaire was used.

Twenty-three selected characteristics of former DVR clients in relation to closure status were tested with the chi-square test of significance and the contingency coefficient to test the null hypotheses. Of the twenty-three null hypotheses tested nine were accepted and fourteen rejected at the .05 level. There was no significant

relationship between the selected characteristics of former DVR clients and closure status.

Two selected characteristics of former DVR clients in relation to race were tested with the chi-square test of significance and the contingency coefficient to test the null hypotheses. Of the two null hypotheses, that there are no significant relationships between the selected characteristics of former DVR clients and race, both were rejected at the .05 level.

Two selected characteristics of former DVR clients and marital status were tested with the chi-square test of significance and contingency coefficient to test the null hypotheses. Of the two null hypotheses, that there are no significant relationships between the selected characteristics of former DVR clients and marital status, one was accepted and one was rejected at the .05 level.

Former DVR clients ranged in age from late-teens to early sixties. The greatest number fell in the age 27-30 bracket; the median age was 35.

One-hundred eighty-four (59.6 percent) of the former DVR clients were female and one-hundred thirty (40.4 percent) were males. The sex ratio was a little less than 2.1 with more females.

About 69.0 percent of the former DVR clients were white and 31.0 percent were non-white.

One-hundred forty-five (46.1 percent) of the former DVR clients were married, eighty (25.5 percent) were single, and eighty-nine (28.4 percent) were either divorced, separated or widowed. The fact that this sample, as a whole, was relatively young adults would also seem to explain the high percentage of married clients.

Two-hundred fifty-two (76.4 percent) of the former DVR clients interviewed had two or less than two dependents. About 75 percent of the rehabilitated clients had two or less than two dependents.

Two-hundred fourteen former DVR clients (68.2 percent) had completed twelve or more years of formal education. The mean educational level for the rehabilitated clients was 11.7 years while the mean educational level of the non-rehabilitated clients was 11.4 years. The former DVR clients as a group surveyed in this study were not overtly handicapped educationally.

About 59.9 percent of the clients reported personal earnings as their major source of income. That 59.9 percent of the clients had reached a desirable level of self-sufficiency in a broad sense is indicative of an adequate rehabilitation output.

Over half of the former DVR clients who responded to the question received additional sources of income from the following sources: own earnings, child support, workmen's compensation, veteran's benefits, social security, unemployment benefits and public assistance.

Two-hundred nineteen former DVR clients (75.7 percent) were found to have the use of a personal car.

At the time of follow-up, two hundred former DVR clients (64.4 percent) were working at a full or part time job. A larger percentage of the former DVR clients employed were classified as rehabilitated. Only thirty-four (11.0 percent) of the former DVR clients were found to be unemployed (not seeking work).

Of those former DVR clients who are currently employed, friends were the most frequent (40.6 percent) source of references for locating job openings. Contrary to one of the major objectives of the DVR

only 7.6 percent of the clients reported that they had received job information from the rehabilitation counselor.

The individual himself appeared to be of primary importance in securing competitive jobs; in over 62.9 percent of the responses given, the clients stated that he was the initiator ("sent and applied"). However, this data is based on the client's self report as to how he secured his job, or jobs, and the findings must be tempered with possibility that the client reported securing jobs on his own when, in reality, the personnel of one of the agencies listed in Table XVIII had arranged for the employer to interview the client. However, the extent that the client's self reports are accurate. It is encouraging that over half of the former DVR clients found their own jobs.

About 79.6 percent of the former DVR clients found employment in areas related to the training that they had received.

Over 58 percent of all employed former DVR clients included in this study had held no more than one job in the interval between case closure and follow-up. About 28.6 percent of the clients had held two jobs since case closure. Both rehabilitated and non-rehabilitated showed a high degree of job stability.

Only 86 of the former DVR clients included in this study responded to reasons for job changes. About 31.4 percent reported wage increase as the reason for their last job change, while 31.4 percent of the clients reported job dissatisfaction as a major cause of job change.

A remarkably small percentage reported job changes because of personal health. However, considering the small number of responses for this question was applicable, these results should be considered as illustrative of this population and no conclusions may be drawn with

any certainty.

Over half of the former DVR clients were found to have both full-time as well as part-time work experience. One hundred forty-eight clients (70.5 percent) reported having at least five years of part-time work experience. The consideration of work experience in a clients' rehabilitation program may become an effective means of changing one's personal qualifications to increase his chances for future employment.

About 43 former DVR client (22.0 percent) included in this study reported the lack of training and education as their major limitation in securing employment. Other work limitations reported were few jobs in the community 16.3 percent, their handicap 15.3 percent and 22.0 percent reported work experience as major barriers in securing employment.

The average competitive wage reported in this study was \$125.00 per week for rehabilitated clients and \$85.00 per week for non-rehabilitated clients. About sixty-five clients, 33.1 percent, reported earnings of \$150.00 per week. These findings concerning wages are both encouraging and disheartening considering the findings that over 50 percent had annual income less than \$5,200.00.

Defining full-time employment as working 35 hours or more a week, 60.7 percent of the employed DVR rehabilitants worked full-time at the time of the follow-up. Thirty-nine percent worked forty hours per week and 14.3 percent were employed forty hours or more per week. Of the non-rehabilitants, only 45.0 percent worked full-time and 17.5 percent worked forty hours or more per week.

Former DVR clients included in the study were very productive in

reporting services they recalled as most helpful. Training was reported by over 58.6 percent of the non-rehabilitated clients. Only 17.0 percent reported counseling as helpful in obtaining a job.

About 86.8 percent of the former DVR clients reported satisfaction with services received from the DVR. About 79.5 percent of the non-rehabilitated clients reported themselves very satisfied with services received, while 87.8 percent of the rehabilitated clients reported themselves very satisfied with services received. This is of particular interest as the rehabilitated group has apparently progressed more than the non-rehabilitated group in terms of earnings and employment after rehabilitation. A comparison of the rated job satisfaction of former DVR clients indicated that the rehabilitated clients and non-rehabilitated clients were equally satisfied with their jobs.

Of the former DVR clients included in this study, 41.3 percent had a major disability of a psychological nature. Psychological disabilities may include one of the following impairments: psychotic psychoneurotic disorders and other mental disorders due to alcoholism. About 58.7 percent of the clients had a major disability characterized as a physical impairment.

The investigator ascertained all data pertaining to the major disabilities of clients from the confidential case records of all the clients included in the study. About one-third of the former DVR clients included in this study provided written comments to supplement their questionnaire form. The comments were quite diversified in nature, but about 85 percent were positive reactions to their services an employment status and about 15 percent negative. The written comments are reproduced in Appendix C.

CHAPTER V

SUMMARY, FINDINGS AND RECOMMENDATIONS

The traditional concern of Vocational Rehabilitation has been the rehabilitation of the physically and mentally handicapped, regardless of race, sex, education and family income. Current public concern is focused on the economically handicapped and particularly the minority group poor. Therefore, to view the Vocational Rehabilitation program in contemporary perspective it is desirable to know more about the clients than their disabilities.

The purpose of this study was to investigate selected factors thought to influence rehabilitation outcomes and job satisfaction of disabled persons served by the Oklahoma Division of Vocational Rehabilitation. More specifically, the study was an attempt to find answers to the following questions.

1. What is the relation between the following personal characteristics and closure status of former DVR clients:
 - a. Age
 - b. Sex
 - c. Race
 - d. Marital Status
 - e. Dependents
 - f. Educational Level
 - g. Major Source of Income

- h. Additional Sources of Income
2. What is the relation between the following factors thought to relate to rehabilitation outcome:
- a. Availability of Transportation
 - b. Employment Status
 - c. Methods of Securing Employment
 - d. Job Related to Training
 - e. Number of Jobs Held
 - f. Job Stability
 - g. Previous Work Experiences
 - h. Work Limitation
 - i. Earnings
 - j. Hours Worked Per Week
3. Does any difference exist between former DVR clients in the rated degree of job satisfaction in relation to closure status?

Data used in the study were obtained via a structured interview questionnaire and the short-form Minnesota Satisfaction Questionnaire (MSQ). The structured interview questionnaire was designed to provide biographical information concerning their own personal, educational, and experience backgrounds. Also, all former DVR clients who were employed at follow-up was asked to complete the MSQ.

Summary

The biographical data used in the study were provided by 314 former DVR clients who terminated or completed a prescribed occupational training program sponsored by the Oklahoma DVR during the fiscal years

1971 and 1972. Job satisfaction ratings of employed former DVR clients were obtained from 196 clients. Of the 196 employed former DVR clients 156 were classified as rehabilitated whereas, 40 were classified as non-rehabilitated.

1. Of the 314 former DVR clients interviewed for this study 59.9 reported personal earnings as their major source of income. Of the 59.9 percent 66.0 percent were classified as rehabilitated and 41.2 percent were classified as non-rehabilitated. Thus, the remaining 40.1 of former DVR clients reported major sources of income other than personal earnings.
2. More than half of the former DVR clients were found to have personal transportation.
3. Of the 314 former DVR clients interviewed for this study 63.4 percent were currently employed. Since clients enter a Vocational Rehabilitation Program because of lack of employability, a successful employment status for over half seems a reasonable achievement.
4. About 62.8 percent of the employed rehabilitated former DVR clients were found to be married. It would appear that rehabilitation or the lack of it has some impact on the life styles and life chances of former rehabilitated DVR clients.
5. More than half of the former DVR clients were found to be working on jobs related to the training that they received from the DVR.
6. About 33.1 percent of the former DVR clients were found to be

earning \$150.00 per week and above after receiving training sponsored by the DVR.

7. More than half of the former DVR clients were found to have at least two years of part-time work experience. As many as 16.4 percent of the former DVR clients had six years or more of part-time work experience.
8. Defining full-time employment as working 35 hours or more a week, more than half of the employed former DVR clients were found to be employed full-time.
9. More than half of the former DVR clients were found to be satisfied with services received from the DVR. It should be noted that more than half of the former DVR clients satisfied with service received were rehabilitated clients.
10. More than half of the former DVR clients were found to have other disabilities rather than psychological disabilities.

Findings

The primary objective of this study was to ascertain whether or not relationships exist between closure status of former DVR clients and selected personal, educational, and occupational factors. In order to identify those relationships which were outside the realm of chance factors, the chi-square test of significance and the contingency coefficient test were computed. The major findings of the study are as follows:

1. There is a positive relation between major sources of income of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant

- at the .05 level of confidence.
2. There is a positive relation between availability of transportation of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
 3. There is a high positive relation between employment status of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
 4. There is a high positive relation between employment status of rehabilitated clients and marital status. The chi-square test of significance for this relation proved to be significant at the .05 level of confidence.
 5. There is a high positive relation between job related to training of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
 6. There is a positive relation between weekly income of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
 7. There is a positive relation between years of part-time work experience of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
 8. There is a high positive relation between hours worked per week by former DVR clients and closure status. The chi-square

test of significance revealed this relation to be significant at the .05 level of confidence.

9. There is a positive relation between satisfaction with services received by former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
10. There is a positive relation between major disability of former DVR clients and closure status. The chi-square test of significance revealed this relation to be significant at the .05 level of confidence.
11. There is no statistically significant relationship between former DVR clients in relation to closure status. When compared on the following factors:
 - a. Age
 - b. Sex
 - c. Race
 - d. Race in relation to Employment Status
 - e. Marital Status
 - f. Dependents
 - g. Educational level
 - h. Additional sources of income
 - i. Employment status of DVR non-rehabilitated in relation to marital status
 - j. How former DVR clients were informed about their present job
 - k. How former DVR clients obtained their present job
 - l. Number of jobs held

- m. Reasons for job change
- n. Years of full-time work experience
- o. Work limitations
- p. Clients services which helped the most

Recommendations

On the basis of the findings and conclusions of the study, the following recommendations are made.

1. The significant factors, as identified by the study (major sources of income, availability of transportation, employment status, job related to training, weekly income, part-time, work experience, hours worked per week, satisfaction with services received, and major disability), should be subjected to more intensive study to ascertain why the relation is significant.
2. The rehabilitation process cannot be considered complete solely in terms of a successful closure status, but should include various procedures which will facilitate transition to the world of work.
3. The career interest and previous work experience of former DVR clients should be strongly considered by VR counselors in planning clients formalized training program.
4. The DVR should require all contracted training schools to periodically submit a report of job placements of DVR clients.
5. Periodic follow-up investigations should be conducted by the DVR to document the need for follow through counseling to

help former DVR clients in work adjustments.

Problems for Further Study

As an outgrowth of this study, the following problems for further study are suggested:

1. A study of characteristics similar to this study at three-year intervals.
2. A study of job satisfaction of former DVR clients who received college or professional training sponsored by the DVR.
3. A study of selected characteristics associated with work adjustment of VR counselors.
4. A cost effectiveness study of vocational rehabilitation in the state of Oklahoma to provide guidance for the expansion and growth of vocational rehabilitation.
5. A study of occupational mobility of former DVR clients.

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APPENDIX A

SOLICITING PERMISSION TO UTILIZE THE
MINNESOTA SATISFACTION QUESTIONNAIRE

**OKLAHOMA STATE UNIVERSITY • STILLWATER**

School of Occupational and Adult Education
Classroom Building 406
373-6211, Ext. 5287

74074

March 28, 1972

Work Adjustment Project
Industrial Relations Center
University of Minnesota
Minneapolis, Minnesota 55455

Attention Work Adjustment Project, Director

Gentlemen :

A recent review of literature revealed that the short-form Minnesota Satisfaction Questionnaire (MSQ) as a rating of job satisfaction of clients who received Vocational Rehabilitation Services has been developed, as a result of research conducted by the work adjustment project—a detailed presentation of the (MSQ) appears in a publication from your department titled, Manual for the Minnesota Satisfaction Questionnaire, Bulletin XXII. I feel that the short-form (MSQ) developed in the Work Adjustment Project may serve as a reliable assessment of job satisfaction for my doctoral research study.

In partial fulfillment of the requirements for the Doctor of Education degree at Oklahoma State University, Stillwater, Oklahoma, the proposed study has been designed to investigate selected variables related to successful rehabilitation of a client as measured by employment outcome among rehabilitated and non-rehabilitated clients who initiated a prescribed program of occupational training sponsored by the Oklahoma Department of Vocational Rehabilitation during the fiscal year 1970-1971. Employment outcomes of the subjects will be related to the following factors; they are, age, marital status, major disabling condition, education, race, job stability, avocational participation, job hunting methods, analysis of positions held, evaluation of rehabilitation services and job satisfaction.

To accomplish the total design of the proposed investigation, a rating scale to assess job satisfaction of respondents in the study is a necessary component. It is anticipated that the MSQ will be administered through the mail in conjunction with a follow-up questionnaire. The short-form MSQ developed in the previously mentioned

Work Adjustment Project
Page 2
March 28, 1972

publication should be of great assistance in implementing my study and it would also enhance its strength because it has been subjected to reliability tests and an item analysis. Therefore, if it is permissible for me to use the short-form Minnesota Satisfaction Questionnaire in this manner, I am requesting that you send one copy of the MSQ. If any data is available concerning test administration and scoring, reliability, validity or item analysis, please enclose it with the questionnaire. Naturally, I am willing to defray any costs incurred as a result of this request. At your request a brief description of the proposed study is enclosed. The proposed research study is to commence May 1, 1972 and end August 31, 1972. I shall appreciate very much your most immediate response and cooperation in this matter.

A stamped and self-addressed envelope is enclosed for your convenience in replying to this request.

Sincerely,

Charles H. Hebert, Jr.
EPDA 552 Awardee

CHH/jkl
Enclosures (2)

UNIVERSITY OF *Minnesota*

WORK ADJUSTMENT PROJECT • INDUSTRIAL RELATIONS CENTER
447 BUSINESS ADMINISTRATION BUILDING • MINNEAPOLIS, MINNESOTA 55485

April 6, 1972

Charles H. Hebert Jr.
Oklahoma State University
Stillwater, Oklahoma 74074

Dear Mr. Hebert:

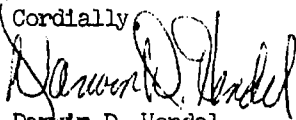
Permission is granted for you to use the short-form of the Minnesota Satisfaction Questionnaire for your dissertation as outlined in your letter of March 28, 1972.

The MSQ has been printed and is available for 10¢ per copy (less than 5000) and 9¢ per copy (more than 5000 copies). Please order your questionnaires from the following address:

Vocational Psychology Research
406 Elliott Hall
University of Minnesota
Minneapolis, Minnesota 55455

Upon completion of your dissertation, could you please send us a copy of the results for use in our project library.

Cordially


Darwin D. Hendel
Project Manager
Work Adjustment Project

DDH:dp

APPENDIX B

SOLICITING PERMISSION TO UTILIZE THE
CONFIDENTIAL FILES OF FORMER
DVR CLIENTS

**OKLAHOMA STATE UNIVERSITY • STILLWATER**

School of Occupational and Adult Education
Classroom Building 406
372-6211, Ext. 6287

74074

May 12, 1972

Mr. Lowell Green, Administrative Asst.
Department of Institutions, Social and
Rehabilitative Services
P.O. Box 25352
Oklahoma City, Oklahoma 73122

Dear Mr. Green:

I would like to ask for the assistance of the Division of Vocational Rehabilitation in conducting a research study.

In partial fulfillment of the requirements for the Doctor of Education Degree at Oklahoma State University, Stillwater, Oklahoma, the present study has been designed to investigate selected factors related to rehabilitation outcomes and job satisfaction of individuals who have been served by the Division of Vocational Rehabilitation. The focus of the present study is upon those clients who initiated a prescribed program of occupational training. Only clients whose cases were closed, rehabilitated and nonrehabilitated during the fiscal years 1971 and 1972 who received occupational training will be asked to participate in the study. The results of the investigation could be of significance to practitioners and planners in vocational rehabilitation.

The primary research objectives proposed in this study are: were the services provided by the agency effective in restoring clients to self-sufficiency; are former clients satisfied with their job; and, to what extent can the delivery of services be improved,

I solicit your assistance in this study by asking if the Division of Vocational Rehabilitation will allow me access to the confidential files of clients who terminated an occupational training program during fiscal years 1970 and 1971.

Mr. Lowell Green
Page 2
May 12, 1972

Dr. Harold J. Polk, Head of Industrial Arts Education at Oklahoma State University, is directing my study in connection with my dissertation research. He may be contacted for verification of this study.

Please consider that I am available, at your convenience, to further explain the details of the study. I would also be most appreciative if any financial assistance could be provided to aid me in conducting the proposed study.

Sincerely yours,

Charles H. Hebert, Jr.
EPDA 552 Awardee



STATE OF OKLAHOMA
 OKLAHOMA PUBLIC WELFARE COMMISSION
 DEPARTMENT OF INSTITUTIONS, SOCIAL AND REHABILITATIVE SERVICES
 (Department of Public Welfare)

L. E. Rader
 Director of Institutions,
 Social and Rehabilitative Services

Mailing Address: P.O. Box 25352

Sequoyah Memorial Office Building
 OKLAHOMA CITY, OKLAHOMA - 73125

May 22, 1972

In Reply - Address to Director
 Attention: **Lowell E. Green**
 Administrative Assistant


Mr. Charles H. Hebert, Jr.
 School of Occupational and Adult Education
 Classroom Building 406
 Oklahoma State University
 Stillwater, Oklahoma 74074

Dear Mr. Hebert:

We are writing in response to your letter of May 12, 1972, to Mr. Lowell E. Green, Administrative Assistant, requesting the assistance of the Division of Rehabilitative and Visual Services in conducting a research study in partial fulfillment of the Doctor of Education degree at Oklahoma State University. The Division will permit access to the information you will require.

We are not aware of any financial assistance that the Department of Institutions, Social and Rehabilitative Services could provide to aid you in the proposed study.

Very truly yours,


 L. E. Rader, Director of
 Institutions, Social and
 Rehabilitative Services

APPENDIX C

RESEARCH INSTRUMENTS



STATE OF OKLAHOMA
 OKLAHOMA PUBLIC WELFARE COMMISSION
 DEPARTMENT OF INSTITUTIONS, SOCIAL AND REHABILITATIVE SERVICES
 (Department of Public Welfare)

L. E. Rader
 Director of Institutions,
 Social and Rehabilitative Services

Mailing Address: P.O. Box 25352

Sequoyah Memorial Office Building
 OKLAHOMA CITY, OKLAHOMA - 73125

June 30, 1972

In Reply - Address to Director
 Attention: Oklahoma Survey of
 Employment Experience
 P. O. Box 1083
 Oklahoma State University
 Stillwater, Oklahoma 74074

**TO: Individuals who have been served by the Division
 of Rehabilitation and Visual Services**

Research is currently being conducted concerning the outcome of Vocational Rehabilitation Services by Mr. Charles H. Habert of Oklahoma State University. You are being asked to participate in the study because you have received services from the Division of Rehabilitative and Visual Services within the past three years.

We encourage your participation in this study as a means of helping us to evaluate the effectiveness of services. Your participation will involve only a few minutes of your time. You will have a choice of two methods of participation:

- A. Respond to the questionnaire by telephone
- B. Respond to questionnaire by personal interview

Although your response is purely voluntary and your individual response will be held in strictest confidence, won't you please assist us in making this a meaningful study. Please indicate on the enclosed self-addressed postcard your willingness to participate.

Your participation will be appreciated. The results of this study will be instrumental in planning future services.

Thank you very much for your help.

Very truly yours,

L. E. Rader, Director of Institutions,
 Social and Rehabilitative Services

Please complete the following:

YES I will participate
(If yes, please check method most agreeable to you:)

A. Complete questionnaire over telephone
Home telephone # _____

B. Personal interview at your convenience

NO I do not wish to participate


Please check either "yes" or "no" and return this post-card.

Current name and address _____

City State Zip

Side 2 of Post Card

Paul Revere Patriot



U.S. Postage 6¢

Oklahoma Survey of Employment Experience
Oklahoma State University
P.O. Box 1083
Stillwater, Oklahoma 74074

Side 1 of Post Card

INTERVIEW SCHEDULE FOR OKLAHOMA SURVEY
OF EMPLOYMENT EXPERIENCE AND
JOB SATISFACTION

Introduction: (Greeting) I am (interviewer's name) from the Oklahoma State University. We are contacting people who have received services from the Division of Vocational Rehabilitation at one time during the past three years (provide a form for respondent to examine). We would like to ask your assistance in determining if the services you received were effective, and how they may be improved. It will take only a few minutes of your time.

I wish to assure that your answers will be held strictly confidential. All answers that you give will be combined for all persons who have been served by the Division of Vocational Rehabilitation. No employers will be contacted.

OKLAHOMA SURVEY OF EMPLOYMENT EXPERIENCE

 Date

 Code Number
Personal Information

1. What is your age group: (Check one)

- (1) 17 to 21 years old
 (2) 22 to 30 years old
 (3) 31 to 40 years old
 (4) 41 to 50 years old
 (5) 51 to 60 years old
 (6) 61 years old or older

2. Sex:

- (1) Male
 (2) Female

3. Race:

- (1) Negro
 (2) American Indian
 (3) Mexican American
 (4) White
 (5) Oriental
 (6) Other, please specify _____

4. What is your present marital status?

- (1) Married
 (2) Single
 (3) Divorced
 (4) Separated
 (5) Widowed

5. How many individuals other than yourself, rely on you for support?
(Circle one)

0 1 2 3 4 5 6 7 or more

6. What is the highest year of education you have completed?
(Circle one)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

6A. Did you complete an initiated training program financed by the
Division of Vocational Rehabilitation? (Circle one)

Yes No

If No: Why did you quit the training program? (Check one)

- (1) To become employed full-time
 (2) To become employed part-time (less than 35 hours per week)

- (3) To become a homemaker
 (4) Because of my health
 (5) Other, please specify _____

7. What is your major source of income? (Check one)

- (1) Own earnings
 (2) Dividends, interest, rent, and savings
 (3) Workmen's compensation
 (4) Veteran's benefits
 (5) Social Security disability benefits
 (6) Unemployment benefits
 (7) Public assistance
 (8) Other, please specify _____

8. If you have additional sources of income, please check the appropriate sources in the following column.

- (1) Own earnings
 (2) Dividends, interest, rent, and savings
 (3) Workmen's compensation
 (4) Veteran's benefits
 (5) Social Security disability benefits
 (6) Unemployment benefits
 (7) Public assistance
 (8) Other, please specify _____

Availability of Transportation

9. Do you own or have the use of a car which is in operating condition?

- (1) Yes (2) No

10. How do (would) you get to work?

- (1) Public transportation
 (2) Personal car
 (3) Car of another
 (4) Walk
 (5) Other, please specify _____

Employment Information

11. What is your present employment status?

- (1) Employed full-time
 (2) Employed part-time (less than 35 hours per week)
 (3) Not employed. (I am) seeking employment.
 (4) A homemaker. (I am) not seeking employment.
 (5) Not employed. (I am) not seeking employment.

IF NOT EMPLOYED SKIP TO QUESTION 22.

12. How were you informed about your present job?

- (1) Newspaper
- (2) Radio
- (3) TV
- (4) A friend
- (5) A relative
- (6) Through training facility
- (7) Through rehabilitation counselor
- (8) Other, please specify _____

13. How did you get your present job?

- (1) Through a rehabilitation counselor
- (2) Self (obtained job on your own initiative)
- (3) Through state employment service
- (4) Through employment agency (public or private)
- (5) Other, please specify _____

14. Is your present job related to the training you received from the Division of Vocational Rehabilitation?

- (1) Yes (2) No

15. How many jobs, including your first and present jobs, have you had since completing your training? (Circle one)

1 2 3 4 5 6 or more

16. If you have held more than one job since leaving the training facility, what was the cause of your last job change? (Check one)

- (1) A promotion or increase in wages
- (2) Employer had to reduce work force
- (3) Job dissatisfaction
- (4) Employer went out of business
- (5) Health
- (6) Employer said he was dissatisfied with my work
- (7) Other, please specify _____

17. How many years of work experience did you have prior to receiving services sponsored by the Division of Vocational Rehabilitation?

Full-time 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14
15 or more

Part-time 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14
15 or more

18. In looking for work, which one of the following limits you most?
(Check only one)

(1) Training and education
 (2) Few jobs in my community
 (3) My handicap
 (4) My work experience
 (5) My race
 (6) My age
 (7) My sex
 (8) Transportation
 (9) Other, please specify _____

19. Approximately how much is your gross pay each week, on your present job (primary job).

(0) Unable or unwilling to answer
 (1) \$150.00 per week and above
 (2) \$100.00 per week to \$150.00
 (3) \$ 70.00 per week to \$100.00
 (4) \$ 50.00 per week to \$ 70.00
 (5) \$ 10.00 per week to \$ 50.00
 (6) \$ 10.00 per week and below

20. How many hours a week do you work?

Total weekly hours _____

21. What services did you receive from the Division of Vocational Rehabilitation which helped you most? (Check one)

(1) Medical services
 (2) Counseling
 (3) Help in obtaining a job
 (4) Education or training
 (5) Other, please specify _____

22. Were you generally satisfied with the services you received from the Division of Vocational Rehabilitation?

(1) Very satisfied
 (2) Somewhat satisfied
 (3) Neither satisfied or dissatisfied
 (4) Somewhat dissatisfied
 (5) Very dissatisfied

Would you like to make any general remarks about your employment status or the services you received from the Division of Vocational Rehabilitation?

Client Code No. _____

MINNESOTA SATISFACTION QUESTIONNAIRE

The purpose of this questionnaire is to give you a chance to tell how you feel about your present job, what things you are satisfied with and what things you are not satisfied with.

On the basis of your answers and those of people like you, we hope to get a better understanding of the things people like and dislike about their jobs.

On the next page you will find statements about your present job.

- . Read each statement carefully.
- . Decide how satisfied you feel about the aspect of your job described by the statement.

Keeping the statement in mind:

-if you feel that your job gives you more than you expected, check the box under "Very Sat." (Very Satisfied):

-if you feel that your job gives you what you expected, check the box under "Sat." (Satisfied);

-if you cannot make up your mind whether or not the job gives you what you expected, check the box under "N" (Neither Satisfied nor Dissatisfied):

-if you feel that your job gives you less than you expected, check the box under "Dissat." (Dissatisfied):

-if you feel that your job gives you much less than you expected, check the box under "Very Dissat." (Very Dissatisfied).

- . Remember: Keep the statement in mind when deciding how satisfied you feel about that aspect of your job.
- . Do this for all statements. Please answer every item.

Be frank and honest. Give a true picture of your feelings about your present job.

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Ask yourself: How satisfied am I with this aspect of my job?

Very Sat. means I am very satisfied with this aspect of my job.

Sat. means I am satisfied with this aspect of my job.

N means I can't decide whether I am satisfied or not with this aspect of my job.

Dissat. means I am dissatisfied with this aspect of my job.

Very Dissat. means I am very dissatisfied with this aspect of my job.

On my present job, this is how I feel about:	Very Dissat.	Dissat.	N.	Sat.	Very Sat.
1. Being able to keep busy all the time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The chance to work alone on the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The chance to do different things from time to time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The chance to be "somebody" in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The way my boss handles his men	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The competence of my supervisor in making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Being able to do things that don't go against my conscience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The way my job provides for steady employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The chance to do things for other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The chance to tell people what to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The chance to do something that makes use of my abilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The way company policies are put into practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. My pay and the amount of work I do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The chances for advancement on this job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The freedom to use my own judgment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Dissat.	Dissat.	N.	Sat.	Sat.
16. The chance to try my own methods of doing the job . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The working conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The way my co-workers get along with each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The praise I get for doing a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The feeling of accomplishment I get from the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX D

COMMENTS FROM FORMER DVR CLIENTS

COMMENTS FROM FORMER DVR CLIENTS

Reaction of Former DVR Clients to the question: Would you like to make any general remarks about your employment status or the services you received from the Division of Vocational Rehabilitation?

"I am very happy with the training received through Rehab. The counselors were very nice and understanding. It has made a new life for me. As soon as I completed training I was hired by the school as an instructor and at present I have just transferred with-in the corporation to take charge of the Data Processing Department."

* * * *

"I will be eternally grateful."

* * * *

"My training I received at O.S.T. has enabled me to have employment which I otherwise would never been able to get because I have a family to support. I support the program and would like to encourage you to continue it."

* * * *

"I would not have been able to pay for my teeth repair at the time on my own and I also probably never would have had the chance or money to take my LPN training."

* * * *

"I feel my training didn't go into enough detail. I did alright in school, but when I went on the job they would lay me off saying that they knew I tried, but I didn't have enough experience. Now it has been so long since I worked in my field of offset printing I'm afraid I would need more training."

* * * *

"Vocational Rehab is alright. I think I would have been better off if I went to a different school."

* * * *

"The DVR did all possible. I quit myself through my own fault. If I really had the desire to complete my schooling they would have paid all tuition. I just didn't feel like going to school. Too young and wild."

* * * *

"Too much time was spent in evaluation to justify the results."

"Vocational Tech truck driving course is very good in relation to driving its self but a great deal more class work is needed to prepare a man to cope with the many State & Federal regulations. Ignorance of these regulations can be very costly."

"More and better tractors are needed of the type a man will drive when employed."

"More work is needed to secure good jobs for the men who have graduated from a Vocational Tech course,"

* * * *

"They were very helpful I couldn't get a steady job on count of my handicap. Now I'm working steady doing very well. I'm asst. boss in my job."

* * * *

"The reason I'm not seeking employment is because my mother is blind and my step-dad is unable to do anything due to heart trouble, age, etc."

* * * *

"Training inadequate for job qualifications."

* * * *

"Felt satisfied with the Rehabilitation part, but educational part was insufficient in that the educational part didn't qualify me for job acceptance by meat cutting business."

* * * *

"The working conditions are very bad. The services I received from Rehab were good as to my training but that don't mean much to a employer all he wants is experiences."

* * * *

"I would like to say: The services I received from Vocational Rehabilitation was very helpful. Also the counseling help me very much. It made me feel that I was able to do things I though I couldn't do. Rehabilitation gave me a chance to overcome some of the fears of not being capable of doing a job satisfactively."

* * * *

"I appreciate the services I have received very much, I only wish I had known about the many fields of training to choose from. I wish I had gone into social sciences and worked toward a degree. My secretarial job is sufficient (barely) from month to month, but since I am the head of my household I feel I need a higher degree of training for a professional job. Secretarial jobs are not paid enough to run a family, they are more of a supplement to another income."

* * * *

"I meant to thank you very much for the services I have received in counseling at the Community Guidance and Counseling Center. It has been very helpful to me."

* * * *

"I have a saddlery shop in my home. Vocational Rehabilitation purchased some of the tools I needed. I appreciated their help in every way. The representatives that were sent were as far as I'm concerned overly satisfactory."

"I work at my leisure and my pace and I do not have a set hour or wage that I make."

* * * *

"The counselor at _____ is incompetent, rude, and a slob. If I ever saw him again I wouldn't give him the time of day."

* * * *

"I am very grateful to DVR because I was very sick and in poor health from bad teeth and I was told about DVR and I went to talk to a very nice man I really don't remember his name but he was sent to B'ville every Thursday. He is the first person and only person who ever showed me any kindness. At the time being I had just lost one child nine months old and another one whom had been sick five years and five kids to support without a husband. He helped me so the DVR paid for my dentures. I will always remember his kindness and am grateful for DVR."

* * * *

"I was very dissatisfied with the Vocational Rehabilitation, that I received. First they payed for my school which I was very very grateful. But I went to school up at the City and they wouldn't help me pay for my expenses. So my brother was out all that money for gas, food, and lodging. And then when I finished school, which I came out with a B they wouldn't help me find a job. So when I went back to talk to them about some medical services they had closed my case. So I feel like my time and training that I got was a waste of time and money. I never got a job yet, with the training that I got."

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"Did not help find a job, but was satisfied with medical services."

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"The Division of Rehabilitation has opened doors for me, since I received my divorce, I never needed to work, I had nurses aide training, but never put it to use. So I went to the Roger Mills Memorial Hospital and ask for a job, he later contact me having a counselor from operation mainstring. Mr. Sanders Mitchell which hired me. After my three months with the organization, the hospital hired me. In that length of time I went to night school in order to finish my high school to pass a GED test, which I have passed about a month ago. I have plans to futher my nursing profession. Because I know I found a worthwhile job, that is quite rewarding."

* * * *

"The Division of Vocational Rehabilitation has helped me receive the education and the training I need in handling my handicap I now have. Otherwise I haven't any idea how I would have managed if this division had not been available."

"Thank you for helping me over come my handicap and support myself and children now."

* * * *

"After completing the training program I passed the Oklahoma Merit Exam-Employment Aide with a score of 81.4. Any services for further training program or employment will be greatly appreciated."

* * * *

"Marvelous simply marvelous. It saved my life. I never would have known I had cancer. It was a re-birth for me."

* * * *

"I did enjoy my training or education through the Vocational Rehabilitation. They closed my file just after I had finished my education. I did want to learn to drive so that it would aid me in my work as I'm a bookkeeper and must pick up employer's invoices, checks, etc. to record in my home. I still have not learned to drive well enough to take the driving test. This right now-lack transportation that hinders my work increasing."

* * * *

"I have been able to support my family at a better level since my training and my training helped to get me to the top wage bracket at my place of employment. I want to thank you for my chance to better

myself and for the help you gave me to get started."

* * * *

"If it had not been for my training with and paid by for Voc-Rehab. I do not know what I would have done. I cannot praise them or the welfare Dept. for the help received. I am glad to be contributing my share to the working force of Oklahoma. I have a good job that is permanent and allows me time with my family. I am very happy and satisfied with my job."

VITA

Charles Henry Hebert, Jr.

Candidate for the Degree of

Doctor of Education

Thesis: AN ANALYSIS OF SELECTED FACTORS RELATED TO REHABILITATION
OUTCOMES AND JOB SATISFACTION OF DISABLED PERSONS SERVED BY
THE OKLAHOMA DIVISION OF VOCATIONAL REHABILITATION

Major Field: Vocational-Technical and Career Education

Biographical:

Personal Data: Born in Dallas, Texas, March 28, 1937, the son
of Mr. and Mrs. Charles Hebert, Sr.

Education: Graduated from Phillis Wheatley High School, Houston,
Texas, May, 1955; received the Bachelor of Science degree
from Texas Southern University, Houston, Texas, in 1963;
received the Master of Education degree in Industrial Educa-
tion from University of Missouri-Columbia in June, 1969;
Completed requirements for the Doctor of Education degree at
Oklahoma State University in May, 1973.

Professional Experience: Teacher at Booker Washington High
School, Houston, Texas, from 1963 through 1965; Drafting and
Design instructor at Texas Southern University, Houston,
Texas, from 1969 through 1970; Research Intern, Technical
Education Research Centers, Inc., Washington D.C., from
August, 1971 to February, 1972. Acting Director, Coopera-
tive Education Program, Texas Southern University,
Houston, Texas from September, 1972 to present.

Professional Organizations: Member of the American Vocational
Association, American Association of Junior Colleges, Kappa
Alpha Psi: Social Fraternity, American Institute for Design
Drafting, National Association of Industrial and Technical
Teacher Educators, Phi Delta Kappa Fraternity, and Epsilon
Pi Tau, Inc. Professional fraternity.

Awards: One of four Vocational-Technical Educators in Texas to
be awarded an EPDA Grant to pursue a doctoral degree at
Oklahoma State University in 1970.