

Nevada Vocational Rehabilitation

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Consumer Survey



Demographics-Trimester 2

Number of Consumers: 523

	Subtotal
General VR	420
Youth In Transition	70
Older Individuals who are Blind	33

Cases by Length of Time in Service

	VR	OIB
In Service IPE to 6 months	145	21
In Service 6 to 12 months	56	7
In Service 18+ months	184	2
Closed	106	3

Summary of Domain Scores- Trending

Domain	2021 T1	2021 T2	2021 T3	2022 T1	2022 T2
Overall Satisfaction and Expectations	73	74	75	72	75
Experience with Services Provided by VR	75	75	75	73	75
Experience with Staff and Counselors	86	86	87	84	86
Communications with Staff	72	74	75	74	74
Customer Control and Involvement	79	77	79	77	78
Outcomes and Meeting Goals	80	79	81	78	81
Ease of the application process for VR services	75	78	79	78	79
Accessibility of the VR office for someone with your type of disability	88	89	87	85	90
Satisfaction with current employment	71	79	76	80	73
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	90%	92%	84%	89%
Did you experience any problems with VR or the services they have provided to you? (% no)	74%	77%	75%	71%	75%

Summary of Domain Scores – Service Population

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	74	76	71
Experience with Services Provided by VR	75	76	70
Experience with Staff and Counselors	86	86	82
Communications with Staff	75	71	68
Customer Control and Involvement	78	80	74
Outcomes and Meeting Goals	81	83	77
Ease of the application process for VR services	79	79	69
Accessibility of the VR office for someone with your type of disability	92	85	51
Satisfaction with current employment	71	87	--
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	87%	84%
Did you experience any problems with VR or the services they have provided to you? (% no)	73%	82%	75%

Summary of Domain Scores- Trending

- Consumers of VR/OIB services continue to be positive about their experiences and are satisfied with the services provided to them.
- OIB consumers rated their experience lower across all core metrics.
- Positively trending metrics that increased 3+ points since 2022 T1 include:
 - Overall satisfaction and expectations (75)
 - Outcomes and meeting goals (81)
 - Accessibility of the VR office (90)
- The percentage of consumers who would tell their friends with disabilities to go to the VR program for help rose five percentage points since 2022 T1, from 84% to 89%.
- The percentage of consumers who reported experiencing no problems rose by four percentage points since 2022 T1, from 71% to 75%.
- Satisfaction with current employment is the only metric that decreased since 2022 T1 and is now at its lowest point since 2021 T1.

Summary

- Consumers remain largely positive about their experiences and are satisfied with services.
 - Satisfaction with current employment was the only metric that decreased since 2022 T1, with all other metrics either staying the same or increasing across the entire population.
 - Several metrics increased by 3+ points since 2022 T1, including overall satisfaction and expectations, outcomes and meeting goals, and accessibility of the VR office.
- OIB consumers had lower scores in almost all metrics, compared to general VR and YIT.
 - OIB consumers scored especially low in accessibility of the VR office (51).
 - OIB consumers in T2 were notably lower across all metrics compared to OIB consumers in 2022 T1 – though samples are very small.
- Consumers continue to indicate they want better and more responsive communication with their counselors.
 - Specific issues like changing/switching counselors may be contributing to this issue.
 - Overall, consumers enjoy their experiences but indicate they could be improved through better communication.



In Depth Interviews



Methodology

Background

- Market Decisions Research (MDR) was contracted by the State of Nevada. The goal of these interviews are to gather more detailed information about specific services, resources, or other help victims need that they may or may not have received after their crime experience.

Sample

- The primary target population for this study were individuals 18 and older who have received or are currently receiving services through VR. All participants completed the consumer satisfaction survey within the past year. A short follow-up survey was sent to a portion of the sample. Qualifying respondents were asked if they would be interested in participating in an in-depth interview.
- Participants were able to sign up for a time to speak to an interviewer and were offered a \$20 gift card as a thank you for their participation. As of October 13, 2022, eight interviews had been conducted with an additional three scheduled.

Interview Guide

- The interview guide was developed by MDR in collaboration with NV DETR. The guide consisted of topics such as communication with staff, services received, gaps in service, and the impact of Covid-19 on their services. A copy of the guide is available upon request.

Data Collection

- MDR completed 8 interviews as of October 13, 2022. Additional interviews are being scheduled with a plan to complete 10-15 interviews. Interviews began on September 6, 2022, and are expected to continue through the end of October. The interviews were facilitated using Microsoft Teams, and the recorded discussions were transcribed for analysis. Interviews ranged from 15-30 minutes.

Limitations

- As a qualitative method, in-depth interviews excel at uncovering the reasons why participants feel a certain way or have a specific opinion. However, the thoughts and beliefs expressed by participants are not necessarily representative of a larger population's disposition. Singular comments may only represent one individual's stance – unless it can be shown to be part of a general trend of beliefs or perceptions.

Initial Experience

Q2. Can you describe the initial application process?

What they are saying:

"I did mine online and it was rather tedious. There's a lot of things to do (...) There's a lot of forms to be filled out and I had to search for some of my documents."

"I contacted Department of Rehabilitation and they put me through to a case worker who then took my application over the phone, and it did take some months to start receiving services. Overall, the application process is easy. It's just the time management could be a little bit better when it comes to finishing the application to actually start receiving services (...) I know some people who are clients with Department of Rehabilitation, so I've had direction."

"We started at month of May. After that, when we see... actually, April, at the end of April. They scheduled us to meet him on May. Then after that, he's not longer there. Then they contacted us again in this month of August, at end of August. They told us just to wait until [redacted] contacted us."

Summary

Participants indicated the initial application process was easy, but there is frustration about the length of time it takes to begin services.

Services Received

Q3. What services, if any, did you receive through NV Vocational Rehabilitation?

What they are saying:

"A couple months went by and I called back and asked to talk to [redacted], and they set me up with my current counselor, which is [redacted], and she was very nice. She set me up, and she actually set me up with, I take the disability or the handicapped bus, a couple books of tickets and a voucher for new clothes for my interviews. I'm waiting to get started with my interviews."

"I think it's the Veteran's version of Voc Rehab (...) it's like they give you some sort of housing allowance while you're doing school and the benefits are good for a one unit course. So right now I'm currently in about month number six of a nine month course."

Q4. Tell me more about your experience with these services.

What they are saying:

"Everything helps but I want to say the assistive technology because it being so expensive, a lot of us, especially us who are disabled and don't really receive a lot of income, especially if we're not working or looking for employment, we're limited. And the assistive technology is costly, so the fact that Department of Rehab is able to provide us with these devices, because without the devices, it would be hard to find employment or to even navigate or do our everyday life."

"VR understands my disabilities. I use a walker, so I appreciate them finding me the jobs that work with my disabilities. I haven't interviewed with anybody yet, but I appreciate them working with me to try and find them."

Summary

Participants receive a myriad of services through VR ranging from transportation vouchers, housing assistance, clothing, and assistive devices.

Bottom Line

Those interviewed said how integral these services are to achieving their goals.

Services Not Received

Q6. What did you need from Nevada Vocational Rehabilitation but did not receive?

Q7. What prevented you from receiving these things?

What they are saying:

“I already did the New Horizons classes, and I'm looking to just be put into an office job. I have mobility issues and I'm really looking forward to vocational rehab, finding a job that works with my disabilities. I used to do answering services, but I just can't anymore since I stutter.”

“There's probably another piece of equipment that I can use being the job that I'm seeking is computer work, so I think of a laptop with screen reading software and stuff like that would help me right now.”

“It would be nice to have a reevaluation because in the beginning I wasn't even sure if I could follow through with school, if I was going to be able to pass the math class, for example. But now that a few years have passed and we have made some strides, I guess it would be helpful to know what's next. So maybe a meeting with the counselor where we review what's going on and then maybe reassess what the goals were because I don't know if they've changed it on the record.”

“It just takes a long time. When I said a few months, I should have probably specified. I signed up with Department of Rehab back in November of 2021, and I started receiving services in, I would say, April of 2022. So, five, six months. Anywhere from four to six months is how long it took for them to start providing services, and this is after I did the initial application, the intake and everything like that.”

Summary

Gaps in services exist in every program. Delays in accessing services was most commonly mentioned as a barrier to achieving their goals.

Communication

Q11. Did you feel comfortable working with your counselor?

Q12. Do you feel like you understand your counselor when you communicate?

What they are saying:

"She let me talk and express what my capabilities are and everything like that. I believe she was the best counselor I've had so far."

"Communication is key, at least with me, so he's always responding in a timely manner, like within the same day, within the same hour. He's always just making sure that everything is going smooth. Do I need anything else? Are you okay? What else can I do to assist you? The devices that were provided to you, how are they working for you? And he's always given me different resources for employment, sending me different things to sign up for that'll help me find employment, referring me to employment specialists that they work with just to actually help me find employment."

"I have a really good counselor and he's very good with communicating with me, so from here on out, I don't think communication is an issue. Everything seems to be going steady now. Once you get past that initial application intake, all that paperwork, going back and forth for a few months when they're trying to get you into their computer, once you get past that, then they focus on where you're headed and what services you actually need. And once you get to that part, everything seems to go a lot smoother and faster."

Summary

Participants spoke highly of the relationship they have cultivated with their counselor. Communication, help finding work, accessing resources and feeling like they were cared for were among the reasons participants feel comfortable with their counselor.

Communication

Q13. What additional tools or assistance would be helpful to communicate with NV VR/OIB?

What they are saying:

"Would've been nice if the initial response was through the email that way. 'Cause basically mail is kind of iffy. It's hit or miss, but email, it goes through your email account and you actually see it."

"I think if we had a system like that where there was an online hub we could sign into and see what benefits we still have. Or I did have an issue a few months back where I didn't see an email and I was supposed to send in my transcripts and I was late and they, I guess, like a fail safe, like I could go on the website and check and see what I'm supposed to be doing instead of going through my spam folders and making sure I didn't miss something. Because I know that the process is pretty abrupt when if you missed the deadline for a meeting, then they'll cycle you back to the beginning or... Yeah, you have to reapply."

Summary

Changing the way in which information is disseminated was mentioned by participants. Suggestions included relying more on electronic forms of communication, so that respondents could get faster, more reliable, and on-demand information about their case and status.

Covid-19

Q15. As a result of the pandemic, vocational rehabilitation changed the way they meet with clients. How do you feel about the way you worked with your counselor?

What they are saying:

"I had to wear a mask when I went in there, and it was very... I know the reason behind masks. I support mask-wearing 100%, but it just made me feel uncomfortable."

"I feel good about it. I mean, I prefer everything over the phone and email anyways. Being that I'm blind slash visually impaired, it's a lot easier for me to do things over the phone or email or online because I don't have to worry about transportation or how I'm going to get there, because obviously, being blind, I don't drive, so I don't have to depend on other people or leave my house. I'm actually okay with the new method."

"I just feel like I'm not going to let the pandemic stop me from what I want to do. So for me, if I have to work with people or be around people, I'm okay with that. I'll still be cautious, but I just been putting myself out there and looking for whatever I can get into when it comes to job searching."

Summary

NV VR pivoted to a hybrid model early in the Covid-19 pandemic. Participants did not struggle with this change, and many preferred it.

The pandemic opened up new methods of communication within many organizations that addresses some of the concerns raised by respondents.

Key Findings

- ❖ **Consumers appreciate the resources they are able to access through NV Vocational Rehabilitation.**
 - ❖ Access to clothing, transportation and assistive technology helps consumers feel more prepared and able to work toward their employment goals.

- ❖ **Consumers also identified gaps in resources.**
 - ❖ Consumers seeking office-based work identified resources that would make this work more accessible and easier to perform. These include adaptive equipment, additional skill building, and computer equipment.

- ❖ **The shift to a hybrid model of meeting consumers was a positive.**
 - ❖ The hybrid model made VR more accessible to those who had barriers, physical, monetary, time, that made going into the office or meeting in person difficult.

- ❖ **The length of time between the application and starting services is difficult for consumers.**
 - ❖ Consumers report they wait months between the initial application and the start of services. Several reasons were provided, including staff turnover, the need for more counselors, and consumers needing to be more proactive.

- ❖ **Counselor relationships are highly valued.**
 - ❖ As seen each trimester in the consumer survey, the relationship a consumer has with their counselor dictates their VR experience. Consumers feel heard and supported by their counselor.



Thank you!

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