



Consumer Experience Survey General VR Clients

Annual Report Covering Open and
Closed Cases January – December 2022

Prepared for:

Nevada Department of Employment,
Training and Rehabilitation

Mark Noyes Prepared by:

Mark Noyes, MPH, Research Director

Candace Walsh, MA, Project Manager

Anna Discroll, Research Analyst

Frances Tarbell, Research Assistant

Krista Wohl, MS, Research Assistant



511 Congress St Ste 801

Portland, ME 04101

www.marketdecisions.com

(207) 767-6440

Table of Contents

I.	EXECUTIVE SUMMARY	1
	KEY FINDINGS	1
	TRENDS TO MONITOR	1
	KEY DIFFERENCES	1
	AREAS OF FOCUS FOR QUALITY IMPROVEMENT.....	2
II.	SURVEY METHODOLOGY.....	3
	INTRODUCTION	3
	SURVEY INSTRUMENT	3
	SAMPLING	3
	DATA COLLECTION	3
	COMPLETES	3
	SURVEY RESPONSE RATES.....	4
	SURVEY WEIGHTING.....	5
	SAMPLING ERROR	5
	RECOMMENDED SURVEY CHANGES FOR 2021 EVALUATION CYCLE	6
III.	CORE METRICS.....	7
	ASSESSING THE VR CONSUMER EXPERIENCE.....	7
	UNDERSTANDING DOMAINS AND INDIVIDUAL QUESTIONS	7
	CORE METRICS – ANNUAL POPULATION RESULTS.....	9
	CORE METRICS – TRENDING RESULTS	10
	CORE METRICS – PERIOD OF SERVICE	11
IV.	DETAILED FINDINGS – GENERAL VR CONSUMERS.....	12
	A. Overall Satisfaction and Expectations	14
	B. Experiences with Services Provided by VR.....	19
	C. Experience with VR Staff and Counselors	24
	D. Communications with VR Staff.....	29
	E. Customer Control and Involvement.....	34
	F. Outcomes and Meeting Goals.....	39
	G. Ease of the Application Process for VR Services	44
	H. Accessibility of the VR Office	47
	I. Recommend VR.....	50
	J. Problems Experienced	51
	K. Multiple Counselors.....	55
	L. Consumer Feedback.....	58
	M. Improving Services.....	62
	N. Closed Unsuccessful Cases	64
	O. Additional Services.....	65
	P. Dispute Resolution Process	71
	Q. Satisfaction with Current Employment	72
V.	DEMOGRAPHICS	80

I. EXECUTIVE SUMMARY

Key Findings

General VR consumers are largely positive about their experience with Nevada VR and the services they receive, though not as positive as in prior years. This service population is most positive about working with VR staff and counselors, and they find VR facilities to be very accessible for their needs and types of disabilities. General consumers express lower overall satisfaction and are less likely to feel their expectations are met by VR and its services. Communications with VR staff and counselors is also a less positive domain among the general consumers. About a third (30%) of general consumers report having problems with VR or its services during 2022, the highest rate of problems among the Nevada VR service populations. While they experience more problems overall, 87% of general consumers would recommend VR services to their friends with disabilities, and nearly half (54%) are gainfully employed.

Trends to Monitor

Most domains and individual question items remained relatively stable throughout 2022. A few trends are worth noting:

- More consumers reported experiencing problems by the end of 2022 (32%) as compared to the end of 2021 (28%).
- Satisfaction with current employment has been unsteady and low throughout 2022, but appears to be rising in more recent measurements.
- Likelihood to recommend VR services was extremely high in 2021, but dipped in 2022 to more moderate— but still very high (87%)— levels.

Key Differences

Key differences among sub-populations of VR consumers are important indicators of both things that are working well and those that need improvement. Several sub-populations within the general VR consumer base appear to be having consistent and significantly more positive experiences with VR and its services.

Rural consumers remain far more positive about their experience than either the northern or southern regions, as in 2021. They are more satisfied with:

- Communication with their counselors and VR staff, and feel like their questions and concerns are addressed more promptly overall,
- Services they receive and how promptly they are provided,
- The helpfulness of VR staff and how much control and involvement they have over their experience, and,
- Experiencing fewer problems,
- Recommend VR services,
- All other core metrics.

Consumers in service more than 18 months tend to be more positive about the following aspects of their experience:

- Experience with Services
- Communication with VR Staff
- Outcomes and Meeting Goals

Areas of Focus for Quality Improvement

Consumers provide feedback about their experiences, including reasons they are dissatisfied with VR or its services, things that worked well and challenges they face, and areas for improvement.

Common reasons for dissatisfaction include:

- Consumers who are dissatisfied overall or feel they do not meet their goals regularly comment that VR could not find them a job and that services are ineffective.
- Communication with VR staff is a pain point for consumers, especially those who are dissatisfied with the promptness of services, how long counselors take to respond, and whether counselors reply at all to phone calls or emails.
- Consumers also reported receiving less help or support from staff than they needed to reach their goals.

Aspects that worked well include:

- Consumers receiving support and assistance from their counselor, including reliable accessibility and communication.

What consumers see as challenges are:

- The employment search process
- Communications with VR and VR staff
- The process of applying for services

Consumers suggested the following improvements to VR or its services:

- Communication with VR staff needs to be more open, consistent, and reliable.
- Increasing the number of staff available to assist consumers
- Encouraging staff to be more respectful and kinder toward consumers.

II. Survey Methodology

Introduction

Market Decisions Research conducted this project on behalf of the Nevada Department of Employment, Training and Rehabilitation, Division of Vocational Rehabilitation. The Nevada VR Consumer Experience Survey is designed to allow consumers the opportunity to provide feedback about the services they currently receive or received in the past.

Survey Instrument

The survey instrument for this research was developed jointly between the Nevada Department of Employment, Training and Rehabilitation, Division of Vocational Rehabilitation and Market Decisions Research. The instrument is based on question topics that Market Decisions Research has used in conducting satisfaction research among Vocational Rehabilitation consumers in six states.

Sampling

Data collection occurs during three trimester periods each year (January – April, May – August, and September – December). During each Trimester MDR completes approximately 475 Surveys.

Data Collection

Data for this survey is collected using telephone-based interviewing. Data collection begins within two to three days after the receipt of the sample file provided by VR. The first stage of data collection is a telephone survey among those with working telephone numbers. Telephone calls are made from Market Decisions Research's call center using interviewers trained in the administration of the survey instrument while under continual monitoring and supervision. Market Decisions Research's Computer Assisted Telephone Interviewing (CATI) software automatically queues telephone numbers where there is no answer to be called at a different time of day and different day of the week. To provide reliable data, Market Decisions Research calls each contact up to 10 times.

An online survey module was added in 2020. Email invitations were sent to consumers with valid emails. The email contained a brief introduction, a statement of informed consent and confidentiality, and the link to the online survey. Each respondent was provided with a unique ID passcode to access their survey.

Those consumers that indicate that they would prefer to or can only conduct the interview in Spanish are transferred to a bilingual Spanish language interviewer.

Completes

A summary of completed surveys by consumer type and case duration benchmarks is presented in the tables below. In all, 1,304 surveys were completed among:

	IPE	In Service 6 to 17 Months	In Service 18 Months	Closed	Total
General VR Consumers	284	143	287	313	1027
Youth In Transition	61	41	77	21	200
Older Individuals Who Are Blind	39	21	10	7	77
Total	384	205	374	341	1304

Survey Response Rates

	General VR	Youth In Transition	Older Individuals Who Are Blind
AAPOR Response Rate	25.1%	25.6%	29.8%
AAPOR Respondent Cooperation Rate	67.3%	74.3%	55.7%
AAPOR Respondent Refusal Rate	15.4%	17.1%	34.9%

AAPOR Standard Formulas - AAPOR Rates

AAPOR (the American Association for Public Opinion Research) has standardized formulas used by researchers for the calculation of response, cooperation, and refusal rates. The formulas allow researchers to compare this research to other research projects, since the formulas used in the calculation of the rates are the same. The formulas clearly identify what is used in deriving the response rates based on rules that identify cases as eligible and ineligible. The AAPOR rates provide a sense of how well the interviewing process works once a respondent is contacted.

Response Rate – The response rate is the number of completed interviews divided by the number of eligible reporting customers in the sample.

Cooperation Rate – This represents the proportion of all cases interviewed out of all eligible customers ever contacted. That is, the percent of identified consumers that ended up completing the interview. This includes cases where a respondent refused to do the survey, began but did not complete the survey, cases where a respondent wished to complete the survey at another time but did not end up completing the survey, and consumers who were infirm.

Refusal Rate – The refusal rate represents the proportion of all cases in which the respondent refused to be interviewed, or broke off an interview, out of all consumers that were contacted and spoken with.

Survey Weighting

Data are weighted to adjust for non-response and to match customer profiles based upon sex, age, area, impairment type, case status (open/closed), and race/ethnicity. All charts and tables in this report present weighted percentages. There are two types of weighting in this report:

Annual Weights *reflect the entire VR consumer population throughout the evaluation year.*

- Charts displaying the full range of possible answers (Very Satisfied, Satisfied, etc.), as well as domain and core metric scores, present data that are weighted using the annual weights.
- These results illustrate how the entire population has perceived its VR consumer experience throughout the evaluation year.

Trimester Weights *reflect the VR consumer population at the time of data collection during a given trimester:*

- Charts displaying trending results, typically just the positive responses (% Satisfied or % Agree), present data that are weighted using trimester weights.
- Each trimester result illustrates how the population perceived its experience at that time.

There are question results and domain scores where the annual result does not appear to be an average of the trending results. This occurs because the trimester weight and annual weight for each consumer are not equal due to the different sizes of trimester and annual VR consumer populations who are eligible for surveys.

Where open ended feedback from consumers is summarized in a table, the percentages and counts are weighted to reflect the expected number of consumers in the population who think a certain way. Because respondents can provide multiple responses to each question and provide answers for multiple questions, percentages and counts for the reported response categories may add up to more than 100% or more than the number of respondents. The unweighted number of survey respondents who provided feedback is presented in the footnote under each table. To simplify reporting, some tables have been shorted to present only the response categories mentioned by a certain percentage or more of respondents. Generally, 5% or more is the standard, but some tables may vary depending on the number of responses.

Sampling Error

The percentages reported for the Nevada VR Consumer Experience Survey are within plus or minus (+/-) 2.9% of the rate that would be found if all general VR consumers were interviewed. For example, if the survey shows that 50% of the consumers were satisfied with the services received, then the comparable figure for the population would be somewhere between 53% and 47% with a confidence level of 95%.

Recommended Survey Changes for 2023 Evaluation Cycle

Overall, the Nevada VR/OIB program survey is working well, and the questions are gathering useful data for quality improvement and assessment of the consumer experience. However, based on the results of the qualitative research performed by MDR, as well as changing real world conditions, MDR has several recommendations for improving the survey and survey process in the future.

We suggest removing the series of questions specifically related to COVID-19 and impacts on services due to COVID-19. While these were important questions when they were added, COVID-19 is impacting job markets and service receipt far less in 2022 than it was in 2020. This trend is only likely to continue into 2023.

MDR suggests using the survey time presented be that removal of questions to introduce several new items designed to take up a similar amount of time and maintain the overall level of response burden. According to the findings of our qualitative research with VR consumers, as well as our on-going conversations with VR staffers, we recommend introducing questions on two concepts: timeliness of services, and use of remote services.

Timeliness of services questions would measure both whether consumers felt that they received services and communication as quickly as they felt necessary, while also testing to make sure that a focus on improving timeliness was not negatively impacting consumer experience. While VR consumers and staffers experience time very differently, measuring the experiences of consumers may help better prepare staff for having conversations and helping form realistic expectations around the process.

Remote services, such as virtual check-ins or other out-of-the-office meeting locations, are more and more popular after the COVID-19 pandemic. Remote work is now fairly common, even amount VR staffers. Making sure these new work practices are designed in a way which VR consumers feel is beneficial to them is critical in maintaining the balance between service provision and employee morale. MDR suggests using a series of questions on the effectiveness and benefits of remote work to monitor and help NV DETR craft their emerging remote work policies.

The exact questions to be asked will be determined by MDR and VR staff and introduced into the survey early in 2023.

III. Core Metrics

Assessing the VR Consumer Experience

While the questions included in a survey may seem to offer a straightforward answer to a direct question, it is often the case that responses to individual questions are actually the result of some underlying concept; that is, responses to an individual question stem from the customer's views of this underlying concept. Further, the concept may be something that cannot be directly measured.

An *underlying construct* is something that cannot be directly measured but can be inferred from responses to survey questions. In survey research and other fields, constructs are used to explain behavior. These constructs represent the way people group information and thoughts used to evaluate their experiences. For example, consumers may think of their experiences as a set of discrete factors such as the staff they see, the services they receive, or the outcome of the services provided.

To identify important concepts that are being measured by the questions included in the surveys of VR/OIB program customers, MDR staff conducted analysis of response patterns to the survey questions. This included an analytical technique called factor analysis to examine the patterns of response to the survey questions to identify potential underlying concepts. In cases where a set of questions were identified as having similar patterns of response, the individual questions were reviewed to determine if they were assessing an important, underlying concept. To confirm this relationship, another statistical technique called reliability analysis was used to measure the strength of the relationship between the set of questions; a strong relationship between items is an indicator that the questions are, in fact, measuring a single underlying concept. Based on these analyses, MDR identified a series of concepts that are important to assessing the consumer experience.

Once identified and validated, these underlying concepts are called Domains.

Understanding Domains and Individual Questions

Domains provide an accurate and concise, high-level view of performance by creating valid metrics for assessing consumer experience. Simply, consumers are using a construct to answer a set of questions they see as conceptually similar or related; they are not answering each of these questions as a separate concept.

From a practical perspective, by grouping the survey items which contribute to a domain, a simpler, more easily read, and distributed measure can be created. Additionally, these factors can reveal themes and topics for additional in-depth study as they emerge. Domains provide an easy set of performance metrics to trend customer experience over time or to compare across groups. In addition, domains can reveal the interconnected ways customers understand their experiences. Using domains, we can better understand the ways individuals understand their experiences, rather than simply the responses to the questions posed to them.

This is not to say that the individual questions are unimportant. The domain scores provide a broad global perspective of how consumers rate VR/OIB program and the services provided. The individual questions within the domain provide key details and can be used as a focus of quality improvement.

Further, there are also individual questions or topics that are not domains but are still important in understanding the VR/OIB program consumer experience. Some represent unique aspects of their experience with VR/OIB program, or the services provided by VR/OIB program. Others represent questions focused on problems or concerns as well as quality improvement or experiences with outside organizations from which they receive services. Some provide useful performance measures that can be presented alongside the Domains.

The analysis identified six domains along with several individual items that measure important aspects of the consumer experience and are useful performance metrics.

Nevada VR/OIB Program Consumer Domains:

1. **Overall Satisfaction and Expectations** – A global measure of the consumer experience with VR/OIB program.
2. **Experience with Services Provided by VR/OIB Program** – This measure focuses on the services provided by the VR or OIB program and the range of services available in each program.
3. **Experience with Staff and Counselors** – Consumer's experience working and interacting with VR/OIB program staff and their counselors.
4. **Communications with VR/OIB Program Staff** – This measure also looks at consumer's interactions with staff but is focused specifically on communications between the consumer and staff. That this is separate from other experiences with staff underscores the importance of communications in the way that consumers rate their experience with VR/OIB program.
5. **Consumer Control and Involvement** – How consumers perceive their involvement in the process and control over the choices and goals.
6. **Outcomes and Meeting Goals** – How well consumers perceive the services provided by VR/OIB program help them meet their goals.

Nevada VR/OIB Program Consumer Individual Items:

- Ease of the Application Process for VR/OIB Program Services
- Accessibility of the VR/OIV Program Office
- Satisfaction with Current Employment
- Would you tell your friends with disabilities to go to the VR/OIB program for help? (% Yes)
- Did you experience any problems with VR/OIB program or the services they have provided to you? (% No)

Core Metrics – Annual Population Results

Core metric results for the 2022 evaluation cycle are presented in the table below along with results for each service population.

Overall, core metric scores for the general VR consumers are quite positive, and 87% would recommend VR to their friends. Compared to Youth in Transition (YIT) and Older Individuals Who are Blind (OIB), the general VR consumers are less positive about their experience. Over a quarter (30%) of general VR consumers experience problems with VR or its services, compared to 20% of YIT and OIB consumers experiencing problems.

	Overall	General VR	Youth In Transition	Older Individuals Who Are Blind
Overall Satisfaction and Expectations	72	71	76	77
Experience with Services Provided by VR/OIB Program	73	72	77	77
Experience with Staff and Counselors	85	85	87	87
Communications with Staff	74	73	77	77
Customer Control and Involvement	77	76	80	80
Outcomes and Meeting Goals	76	75	82	79
Ease of the Application Process for VR Services	77	77	78	70
Accessibility of the VR/OIB Program Office	87	87	88	62
Satisfaction with Current Employment	79	79	80	-
Would you tell your friends with disabilities to go to the VR/OIB program for help? (% Yes)	87%	87%	86%	85%
Did you experience any problems with VR/OIB program or the services they have provided to you? (% No)	72%	70%	80%	80%

Core Metrics – Trending Results

Below, core metric results are broken out by trimester to illustrate changes over time in how consumers perceive their VR experience.

Among general consumers, trimester three of 2022 has the lowest or least positive core metric scores for the 2022 evaluation year. Lower scores are most prominent in:

- Overall Satisfaction and Expectations
- Experience with Services
- Communications with Staff and,
- Ease of Application
- Accessibility of the VR Office
- Experiencing Problems with VR

Despite the lower core metric scores in trimester three, 89% of consumers would recommend VR services to a friend and their Satisfaction with Current Employment is trending upward.

	2019 T3	2020 T1	2020 T3	2021 T1	2021 T2	2021 T3	2022 T1	2022 T2	2022 T3
Overall Satisfaction and Expectations	77	75	72	73	73	74	70	72	71
Experience with Services Provided by VR	77	78	74	75	74	74	71	73	72
Experience with Staff and Counselors	88	87	85	86	85	86	83	85	86
Communications with Staff	75	75	73	72	73	75	73	74	72
Customer Control and Involvement	80	79	77	79	78	78	76	77	77
Outcomes and Meeting Goals	82	79	76	80	78	80	74	77	75
Ease of the Application Process for VR Services	74	77	77	75	78	79	77	79	76
Accessibility of the VR Office	90	90	89	88	90	88	86	91	86
Satisfaction with Current Employment	75	76	79	71	77	77	82	71	82
Would you tell your friends with disabilities to go to the VR program for help? (% Yes)	92	90	88	90	88	92	84	88	89
Did you experience any problems with VR or the services they have provided to you? (% No)	73	73	72	74	74	74	70	72	68

Core Metrics – Period of Service

Below, core metric results are broken out by service period milestones to illustrate how consumers at different points in the service continuum perceive their experience.

Consumers in the 18 months or more service period are generally more positive about their experience compared to other service periods. They are also most likely to recommend VR. Cases in service 6-12 months report less positively on most core metrics. They are in service are less likely to be satisfied with their current employment.

	In Service IPE to 6 months	In Service 6 to 12 Months	In Service 18 Months or More	Closed Cases
Overall Satisfaction and Expectations	70	69	72	72
Experience with Services Provided by VR	70	69	74	72
Experience with Staff and Counselors	83	83	85	85
Communications with Staff	71	71	75	73
Customer Control and Involvement	76	75	77	76
Outcomes and Meeting Goals	80	78	82	70
Ease of the Application Process for VR Services	79	78	77	76
Accessibility of the VR Office	85	87	87	88
Satisfaction with Current Employment	-	71	76	82
Would you tell your friends with disabilities to go to the VR program for help? (% Yes)	87%	86%	88%	86%
Did you experience any problems with VR or the services they have provided to you? (% No)	72%	74%	64%	72%

IV. Detailed Findings – General VR Consumers

The following sections are broken out by domain, core metric or relevant survey topics, and questions are presented with respect to the topic they belong to.

Section headers that present domain scores or key metrics should be interpreted as follows:

Domain Score – a domain score is a composite score from 0 to 100 that incorporates responses to questions included in the domain. These are computed by first assigning a numerical score to scaled question responses like Very Satisfied or Very Dissatisfied. More positive responses are assigned values closer to 100, while more negative responses are valued closer to 0. Intervening response categories are valued at evenly spaced intervals (see table below). Multiple questions in a domain are scored this way and the average score is computed from all valid responses. This produces a domain score from 0 to 100 that indicates how positively consumers view the domain based on how they responded to the included questions. Because the scale is transformed to numeric values, the domain score is not interpretable as a percentage of consumers or an indicator of satisfaction or agreement. Rather, it is like a test grade that indicates the positivity, or negativity, of the consumer experience within that domain.

Question Response Category	Corresponding Domain Score Value
Very Satisfied	100
Satisfied	75
Neither Satisfied nor Dissatisfied	50
Dissatisfied	25
Very Dissatisfied	0
Don't Know/Refuse	Not factored into domain scores

Key Questions – these are questions that are important to understanding the consumer experience. Some are presented as percentages while others are scored like the domains above. Where applicable, it is noted that the reported metric is a percentage of consumers. Where this is not noted, the metric is a computed score.

Results of individual questions in the topic area are presented using a bar chart showing the overall percentage responding positively and the percentages by service period benchmark. A trending chart will show the percent positive response by trimester from the evaluation year. Bar charts are weighted using the annual data while trimester trend charts are weighted to individual trimester data. Please see **Survey Weighting** on page six for more detail.

For each main topic area, consumer feedback is collected through a series of open-ended follow-up questions and presented at the end of each section. This feedback is aggregated to show the most frequently mentioned problems, suggested improvements, or positive aspects of the consumer experience for the entire topic area.

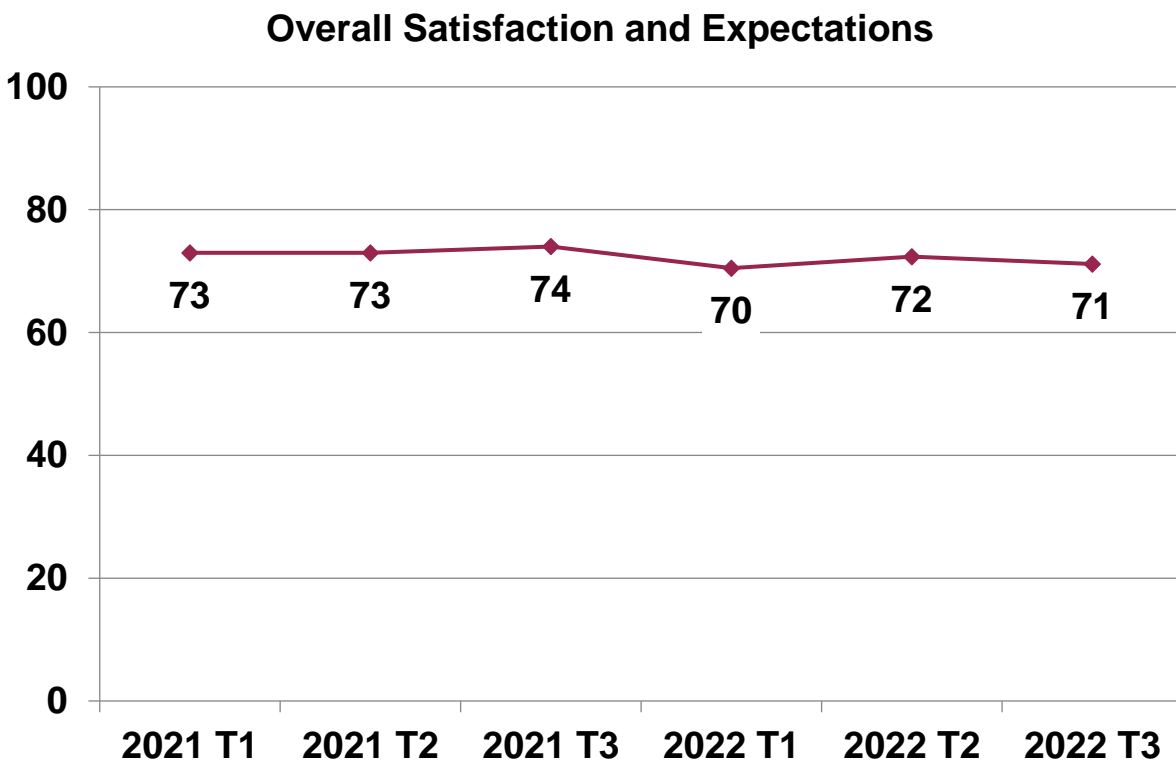
Summary text will describe the information included in the charts and tables, noting any key trending changes or differences by sub-populations. Where there are no significant differences or noteworthy trends, text will simply describe the overall results for the question.

A. Overall Satisfaction and Expectations

Overall Satisfaction and Expectations Domain Score

71

V. 2022 Overall Satisfaction and Expectations Chart

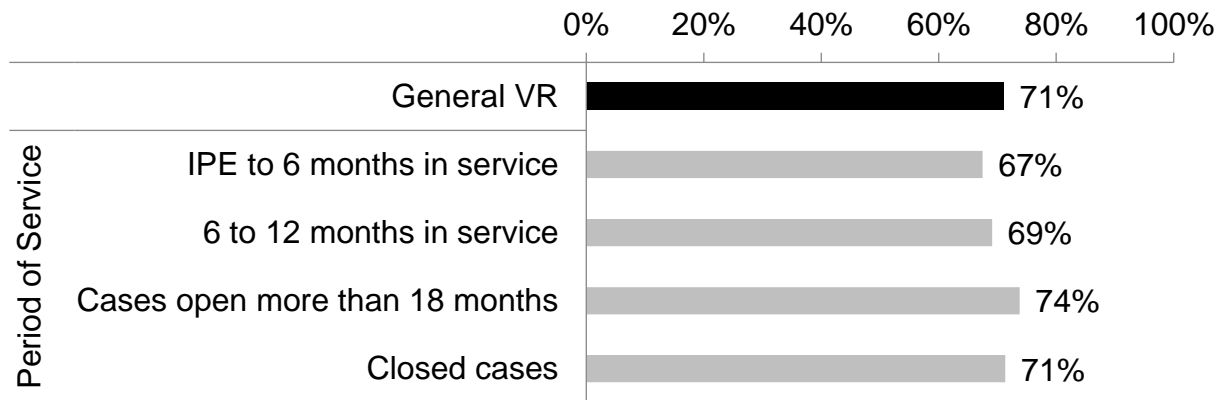


The 2022 domain score for Overall Satisfaction and Expectations is 71, with a high of 72 in trimerster two of 2022 and low of 70 in trimerster one. Most consumers are satisfied with VR’s program and its services, and many think that their expectations are being met. Dissatisfied consumers most frequently reported their services were ineffective and receiving no help reaching their goals.

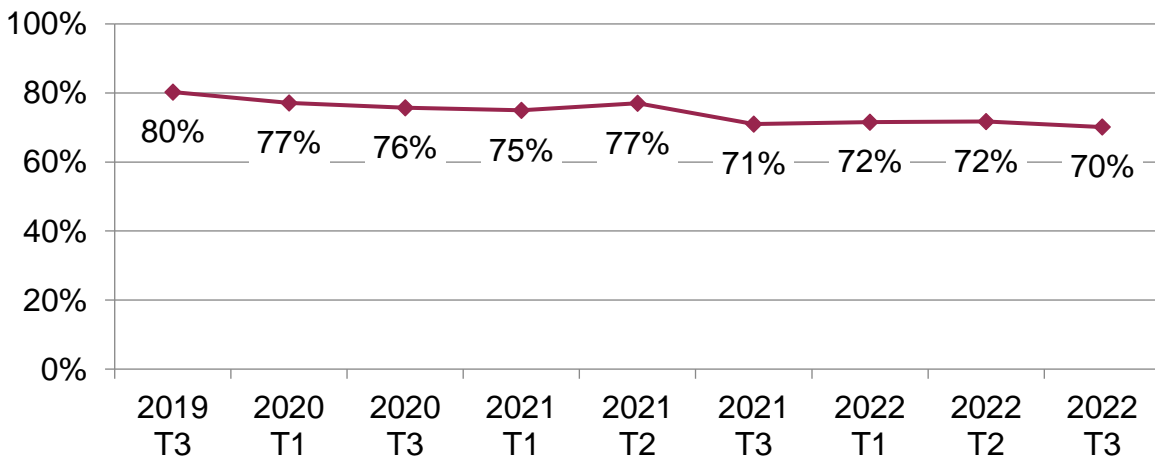
Q01. Overall, how satisfied were you with VR Nevada's program?

Overall, 71% of consumers are satisfied with the VR Nevada's program in 2022.

Overall, how satisfied were you with VR Nevada's program? (% Satisfied)



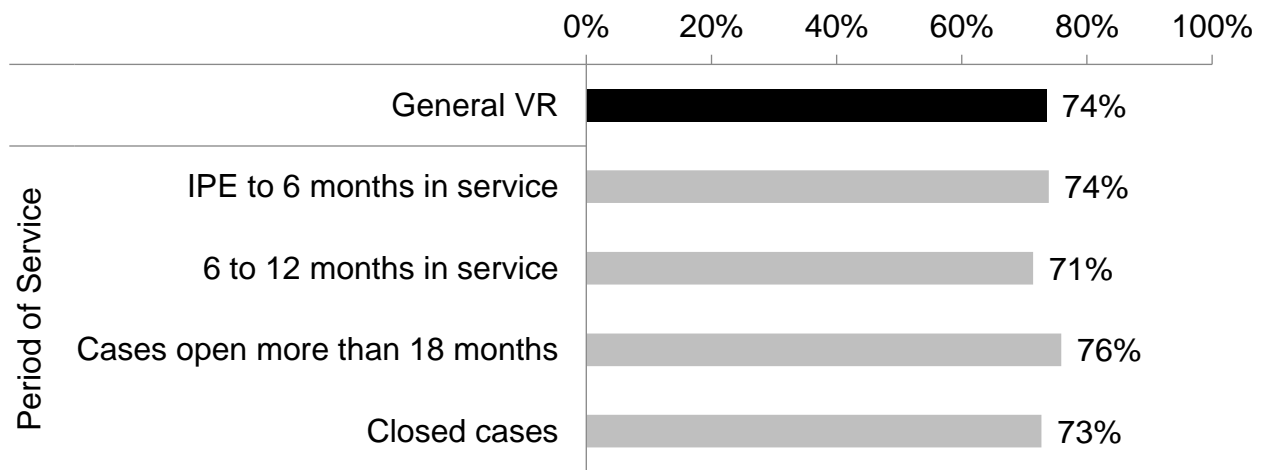
Overall, how satisfied were you with VR Nevada's program? (% Satisfied)



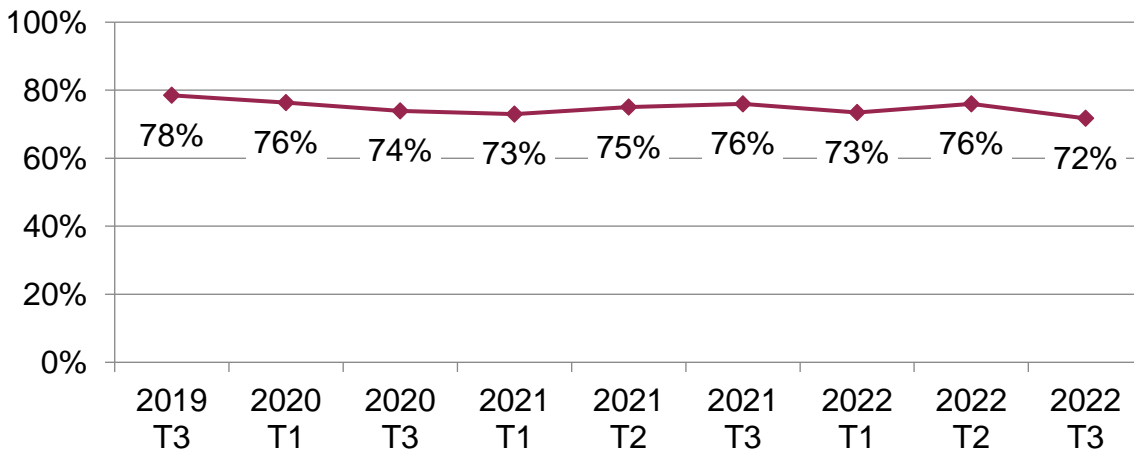
Q43. How satisfied would you say you are with the services provided by VR?

Nearly three quarters (74%) are satisfied with the services provided by VR in 2022. 12% indicated dissatisfaction with the services provided by VR. Satisfaction with VR services has ranged between 72-78%.

How satisfied would you say you were with the services provided by VR? (% Satisfied)



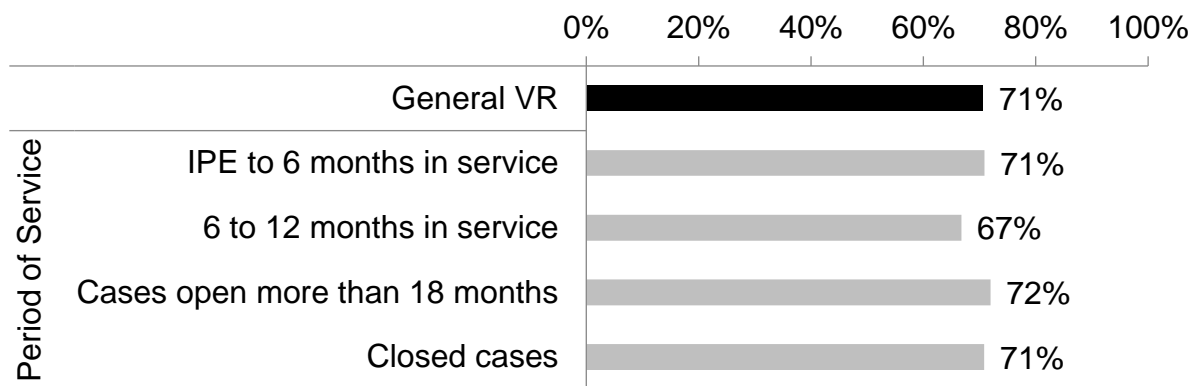
How satisfied would you say you were with the services provided by VR? (% Satisfied)



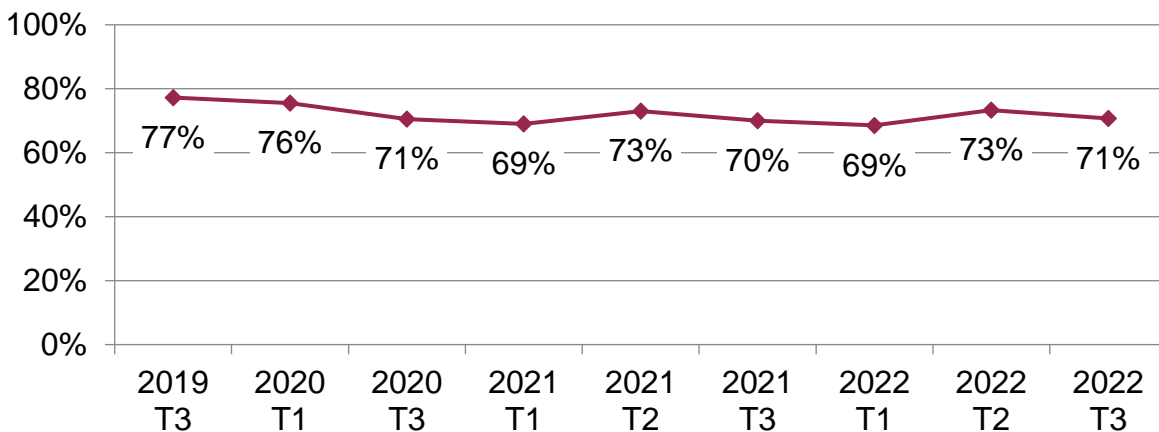
Q45. Considering all the expectations you may have had about the services provided by VR, to what extent have these services met your expectations?

71% of consumers indicate that VR services meet their expectations while 14% reported that their expectations were not met. Consumers aged 45-54 were less likely to feel that their expectations were met (21%).

Considering all of the expectations you may have had about the services provided by VR to what extent have these services met your expectations? (% Met Expectations)



Considering all of the expectations you may have had about the services provided by VR to what extent have these services met your expectations? (% Met Expectations)



Overall Satisfaction and Expectations Consumer Feedback

Among those dissatisfied with VR or its services, 25% indicate they received no help in reaching their plans or goals. This was tied with consumers saying the services they received were ineffective. One in six (17%) did not receive job search help while a similar number reported that their counselor was not helpful or supportive (18%).

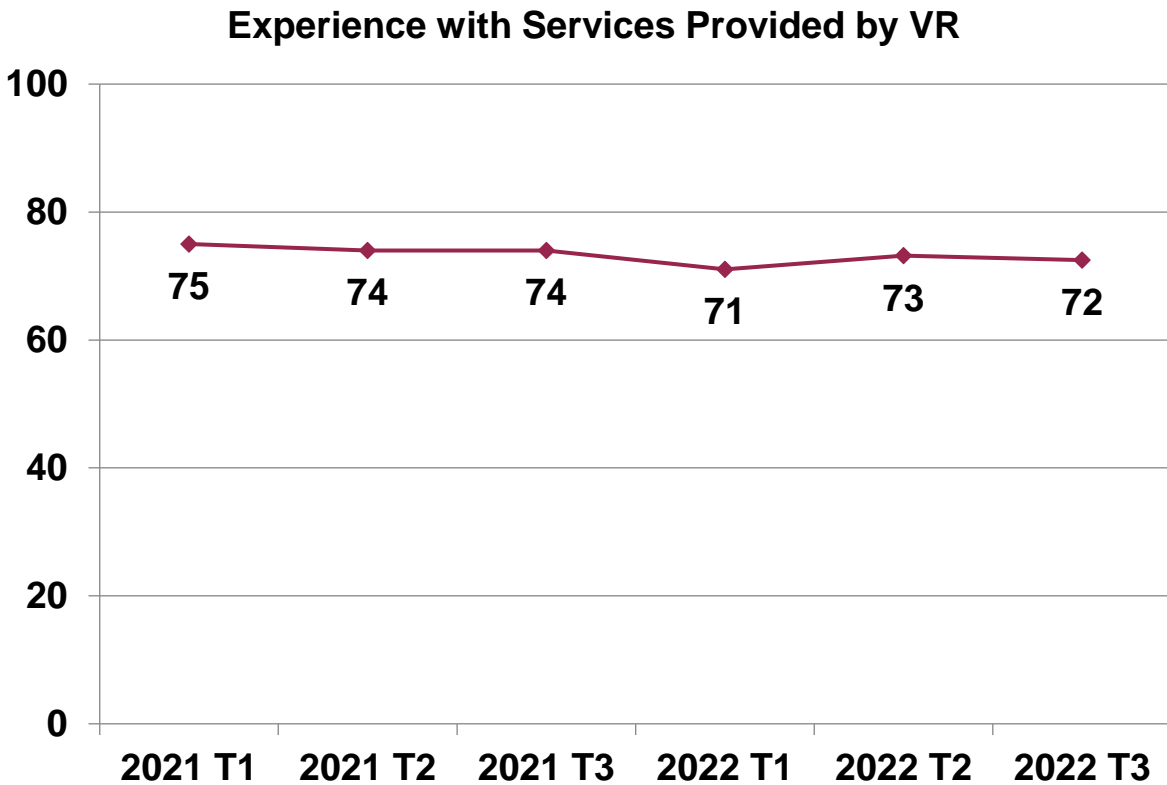
	%	Count
Received no help in reaching plan or goals	25%	57
Services offered by VR were not effective	25%	52
Did not receive employment, VR could not find me a job	24%	52
Counselor did not return calls, emails or follow up	21%	49
Counselor was not helpful or supportive	18%	39
Didn't receive job search help	17%	36
Listen to customer, understand needs, wants, ability	15%	38
Program did not meet expectations	11%	23
Meet customer's needs, work closely with customer	8%	17
Other	8%	24
Need more guidance, support, explanation	7%	17
Changing counselors, switching too much, causes problems	7%	18
Slow approval process, waiting for help	7%	14
Never received help, VR offered no help	6%	19
Don't know/Refused	20%	57

***266 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.

B. Experiences with Services Provided by VR

Experiences with Services Provided by VR Domain Score

72

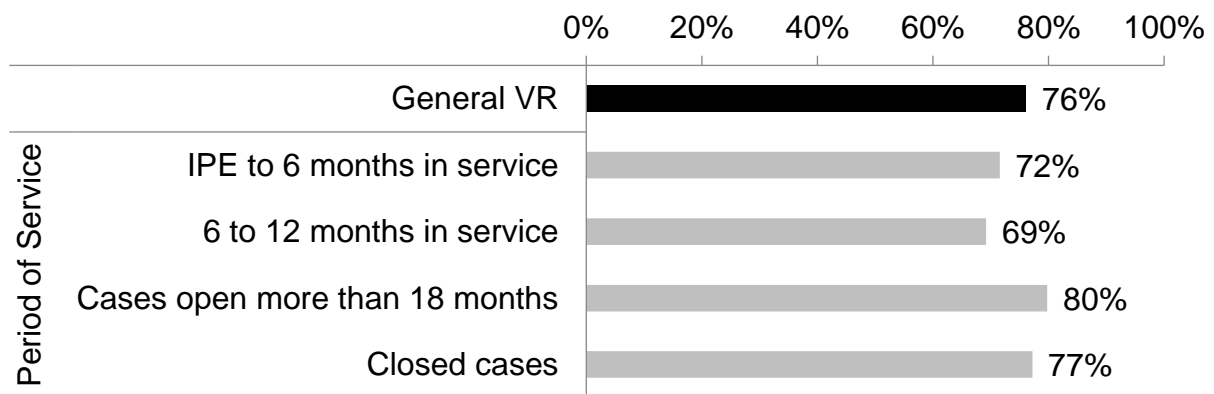


The Experience with Services Provided by VR domain score is positive. About three quarters of the general VR population is satisfied with their choice of services, providers, and how promptly services are provided. Those dissatisfied with their service experience cited disrespectful and unsupportive counselors.

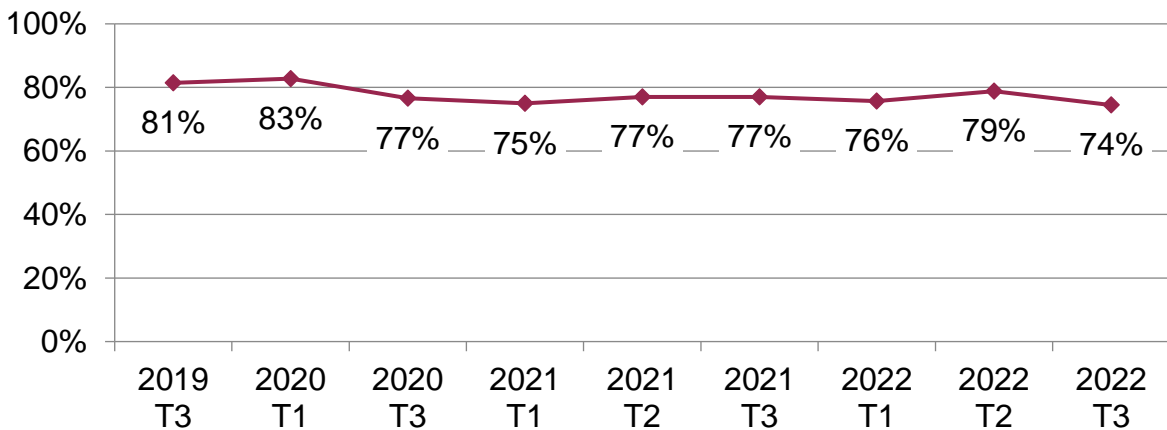
Q07. How satisfied were you with the choice of services that were available?

More than three quarters (76%) are satisfied with the available service choices. 12% indicated dissatisfaction with the available service choices. Consumers in trimester three were less satisfied with their choice of services (76% in T1 vs 74% in T3).

How satisfied were you with the choice of services? (% Satisfied)



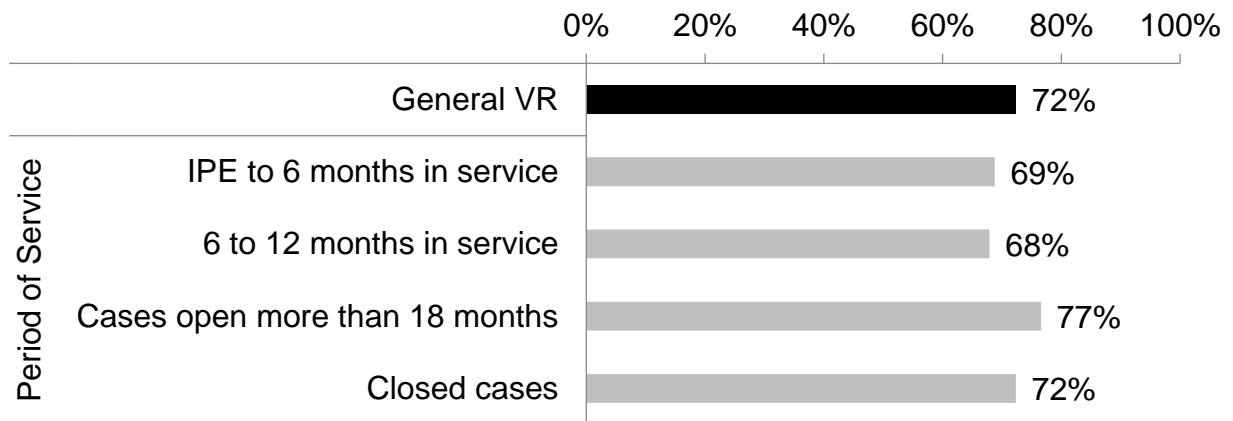
How satisfied were you with the choice of services? (% Satisfied)



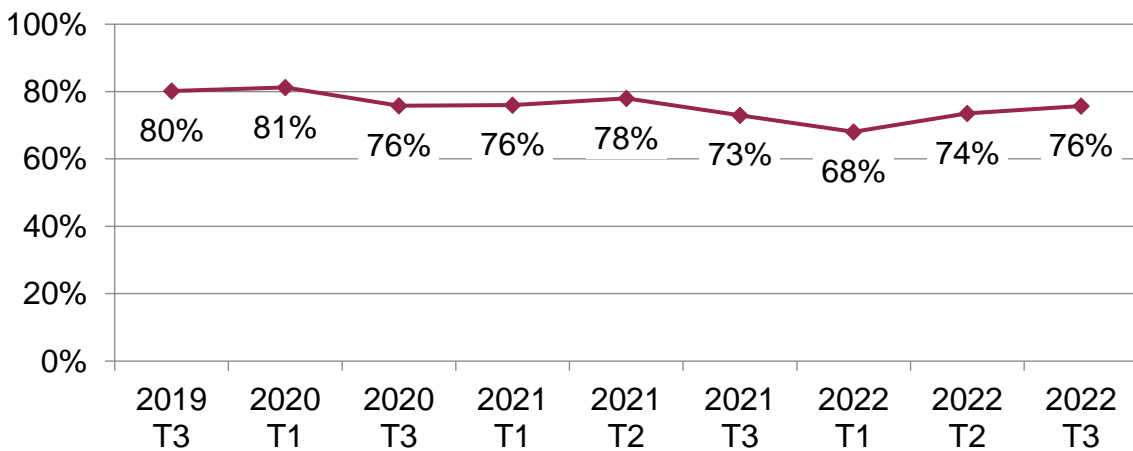
Q09. How satisfied were you with the choice of service providers?

72% of consumers are satisfied with their choice of service providers. 14% were dissatisfied. Satisfaction increased from 68% to 76% between trimester 1 and trimester 3 of 2022.

How satisfied were you with the choice of service providers? (% Satisfied)



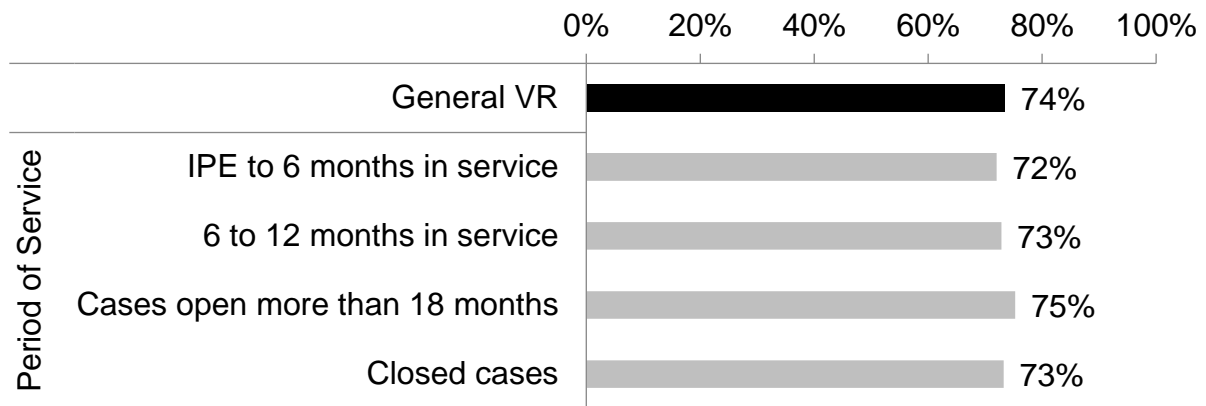
How satisfied were you with the choice of service providers? (% Satisfied)



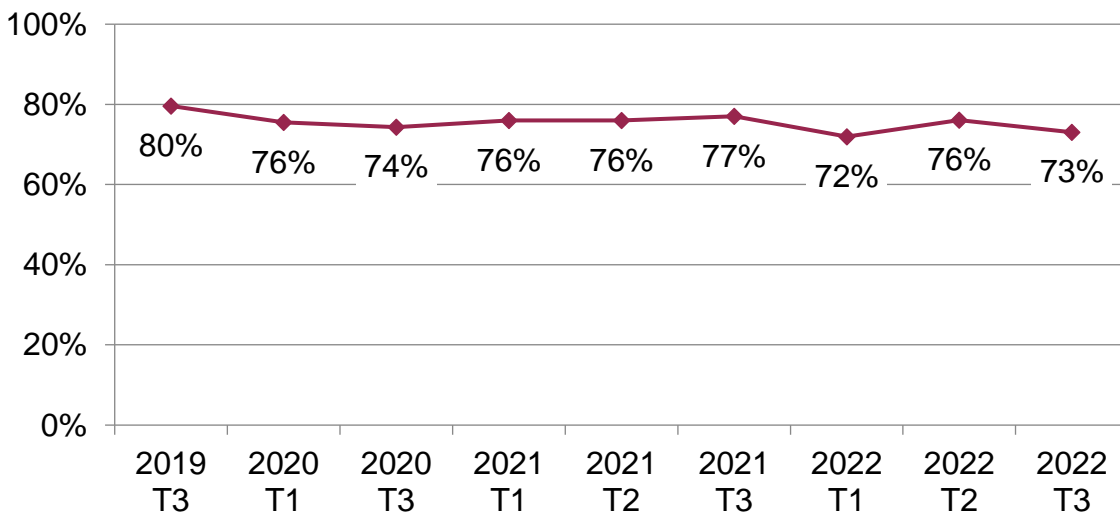
Q31. Services were provided as promptly as I felt necessary.

Overall, 74% of consumers agree that services are provided promptly. 21% disagreed with that statement. Rural consumers were significantly less likely to disagree (7% vs 19% overall).

Services were provided as promptly as I felt necessary.
(% Agree)



Services were provided as promptly as I felt necessary.
(% Agree)



Experience with Services Provided by VR Consumer Feedback

Among consumers dissatisfied with VR services, 15% reported that their counselor would not listen and they were not helpful or supportive. Slightly over one in ten (11%) say their counselor would not return calls, emails or follow up.

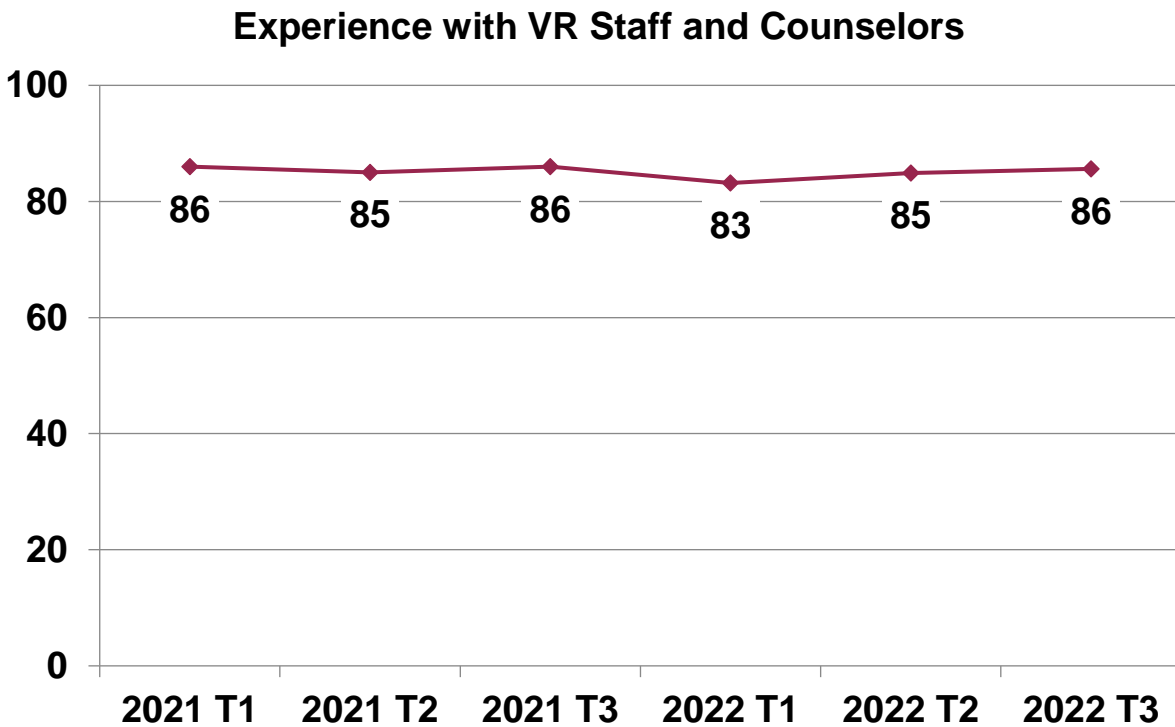
	%	Count
Counselor would not listen, dismissed concerns	15%	34
Counselor was not helpful or supportive	15%	31
Slow approval process, waiting for help	14%	24
Should be answering phones, want to speak to person	12%	31
Changing counselors, switching too much, causes problems	12%	17
Counselor did not return calls, emails or follow up	11%	24
Did not receive employment, VR could not find me a job	11%	18
Had to leave multiple messages before getting a call back	11%	28
Counselor rude, disrespectful, unprofessional	10%	18
Received no help in reaching plan or goals	8%	12
Counselor needs to make more effort, customer does all the work	8%	14
Didn't receive job search help	8%	13
Staff did not return calls, emails or follow up	7%	15
Services offered by VR were not effective	7%	14
Don't know/Refused	10%	31

***244 respondents provided feedback. Counts are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 7% or more of consumers who provide feedback are presented in this table.

C. Experience with VR Staff and Counselors

Experience with VR Staff and Counselors Domain Score

85

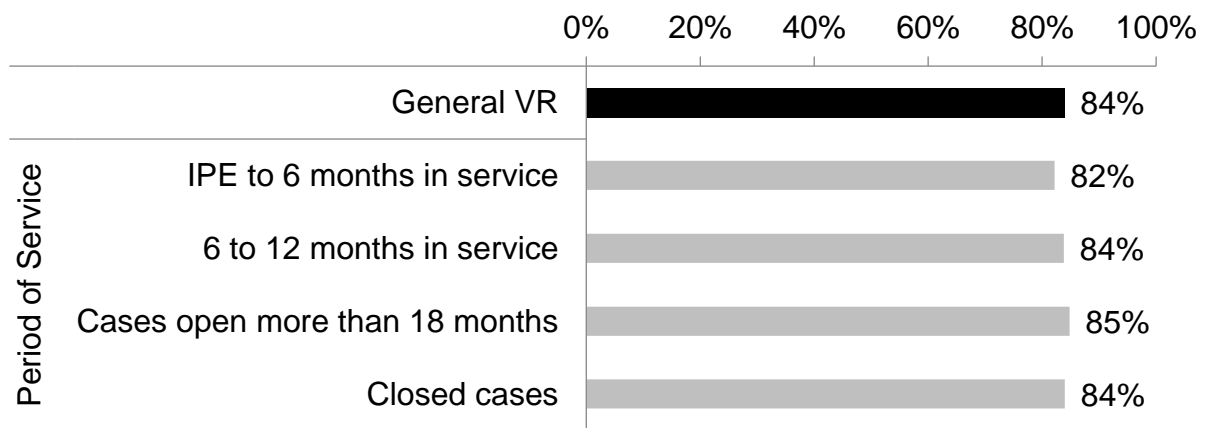


General VR consumers are mostly positive about their experience with VR staff and counselors. Most consumers think their counselor is helpful, respectful, and works to understand their individual needs and situation. Among those who are less satisfied with VR staff and counselors, feedback points to communication issues, a lack of information about VR and its programs, and a lack of follow-through from counselors.

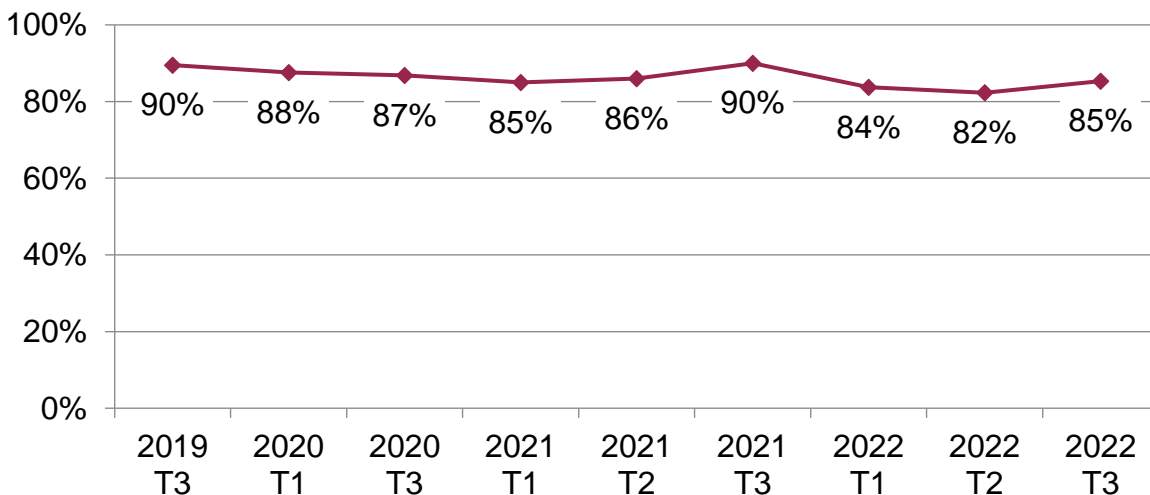
Q17. How helpful were the staff of VR in helping you achieve your vocational rehabilitation goals?

In 2022, 84% of general VR consumers think staff are helpful as they work to achieve their VR goals.

How helpful were the staff of VR in helping you achieve your VR goal? (% Helpful)



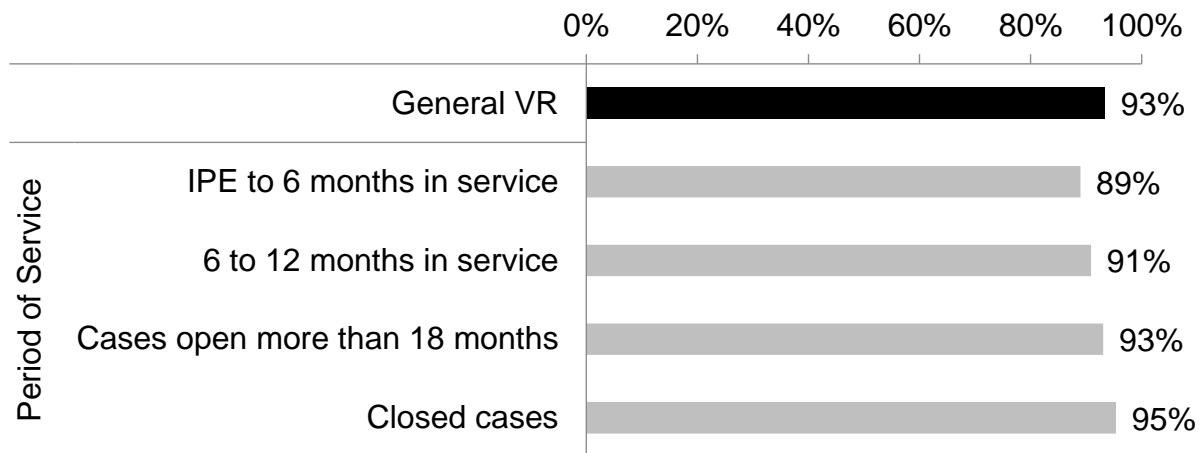
How helpful were the staff of VR in helping you achieve your VR goal? (% Helpful)



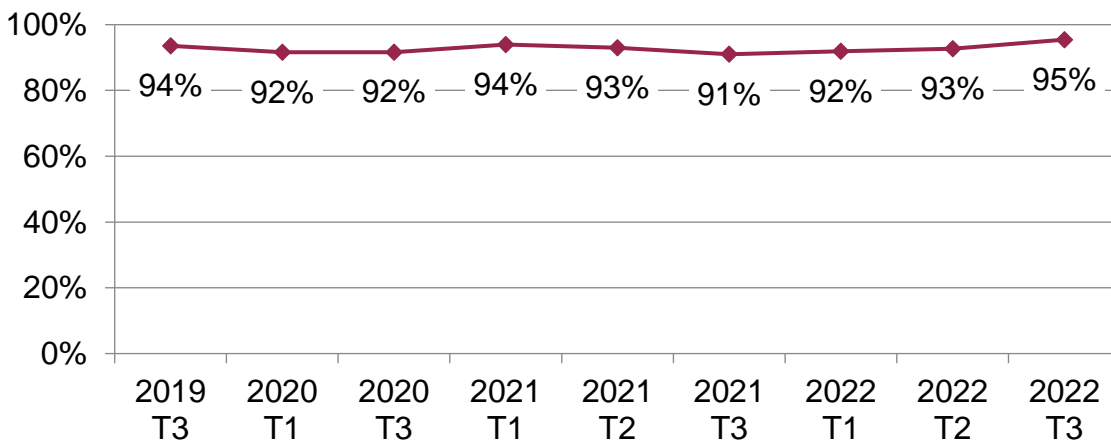
Q23. The VR staff treated me with dignity and respect.

93% of consumers agree that VR staff treated them with dignity and respect. Through 2022, consumers reported consistently high ratings that staff were respectful and treated them with dignity.

The VR staff treated me with dignity and respect. (% Agree)

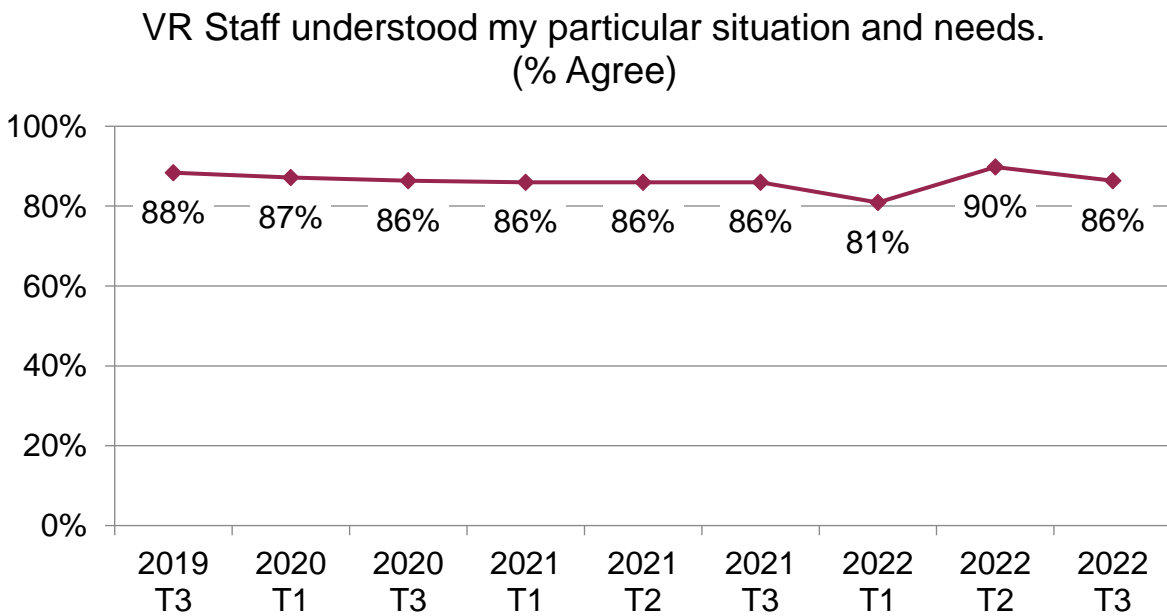
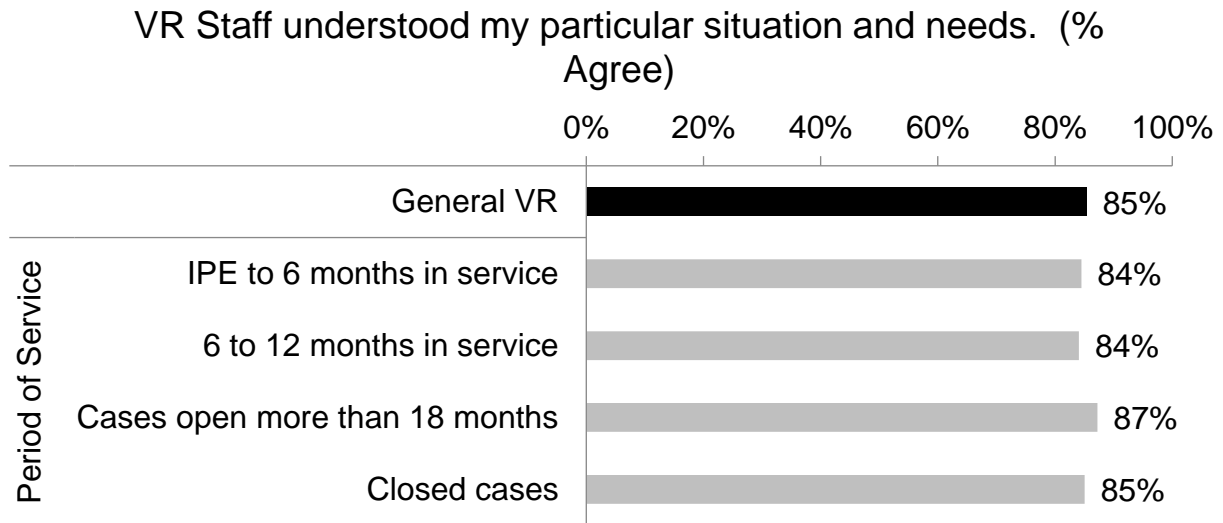


The VR staff treated me with dignity and respect. (% Agree)



Q25. VR staff understood my particular situation and needs.

85% agree that VR staff understood their situation and needs in 2022.
 Those in service during T2 were more likely feel understood by VR staff (90%).



Experience with VR Staff and Counselors Consumer Feedback

Among those who feel VR staff were not helpful, respectful, or understanding, 18% needing more information and broadened programs causes problems. 12% say better communication is needed.

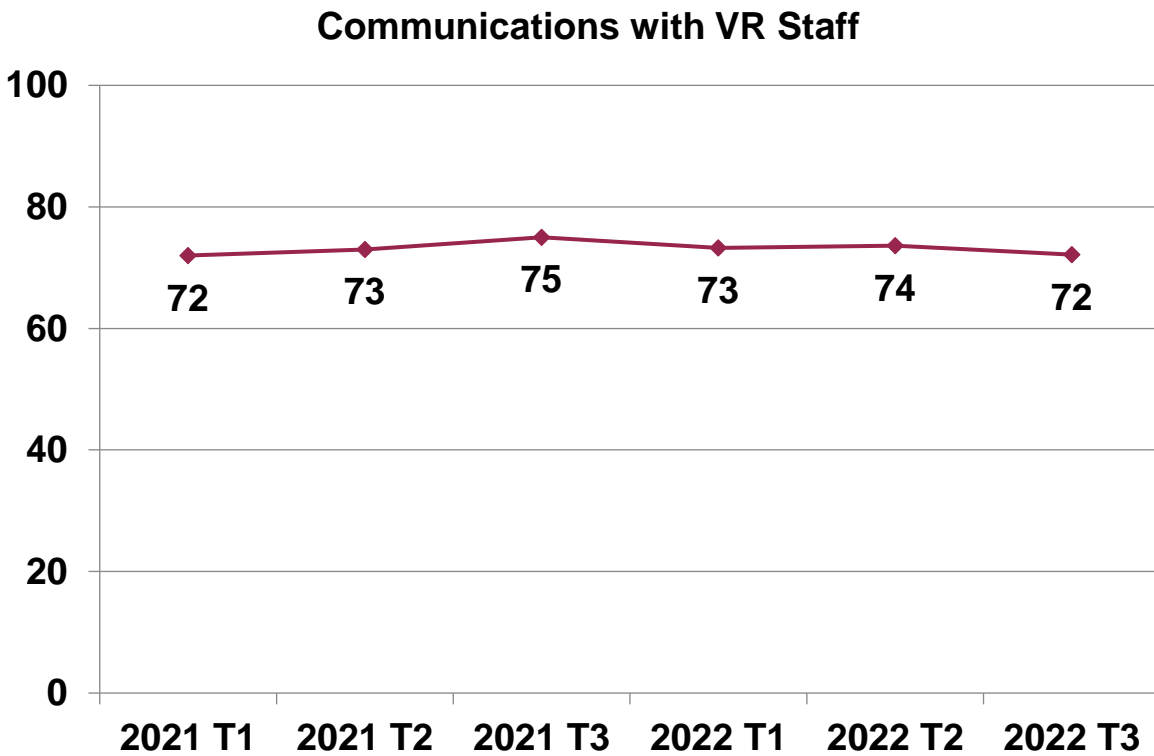
	%	Count
More information needed, need to broaden programs	18%	57
Better communication needed	12%	33
Broken promises, no follow through	11%	36
Services offered by VR were not effective	10%	28
Counselor did not return calls, emails or follow up	9%	29
Other	8%	30
Programs not beneficial due to circumstances	8%	20
VR closed case or stopped services	5%	14
More qualified staff, knowledge of disabilities, services	5%	13
Need to follow up more often	4%	11
Need more information about services offered, not enough information provided	4%	18
Received no help in reaching plan or goals	4%	14
Don't know/Refused	23%	99

****372 respondents provided feedback. Counts are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 4% or more of consumers who provide feedback are presented in this table.*

D. Communications with VR Staff

Communications with VR Staff Domain Score

73

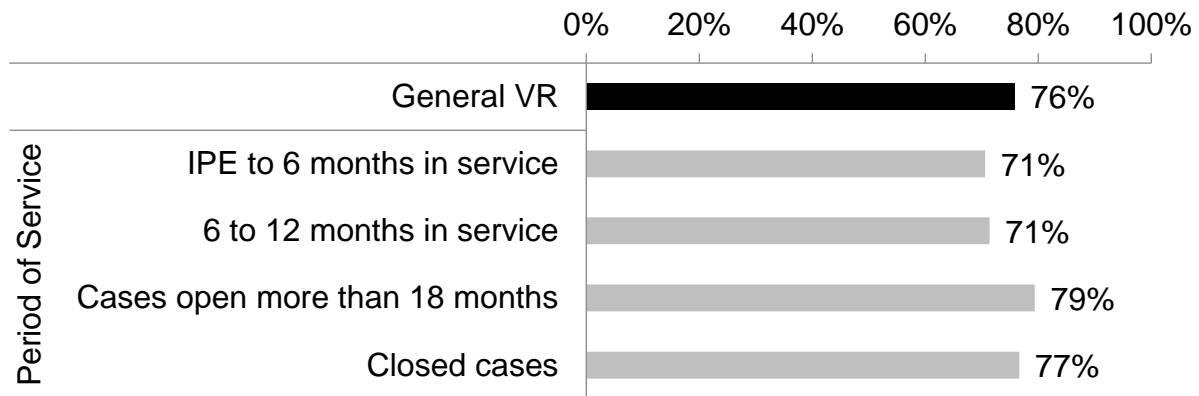


While the domain score is positive, communication issues are often noted as a challenge for consumers. Feedback indicates that counselors take too long to return calls, emails or follow up with consumers. Another commonly mentioned comments point to problems stemming from switching counselors.

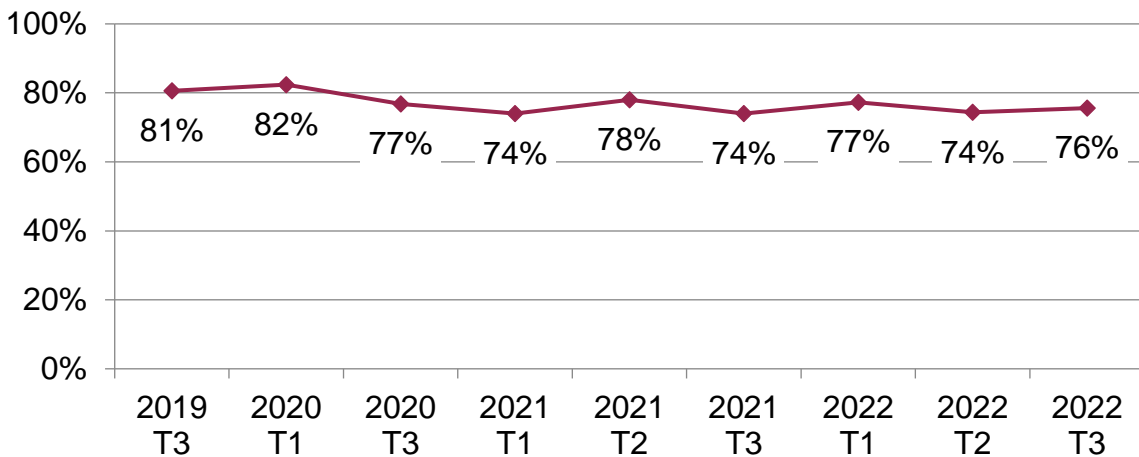
Q11. How satisfied are you with the information you were given about the choices you had?

76% of general VR consumers are satisfied with the information they received about the choices available to them. 14% reported being dissatisfied.

How satisfied were you with the information you were given about the choices you had? (% Satisfied)



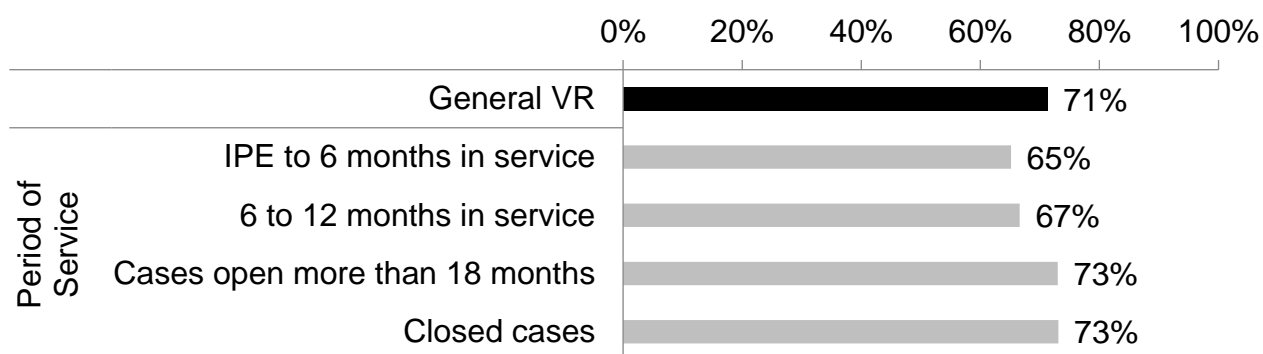
How satisfied were you with the information you were given about the choices you had? (% Satisfied)



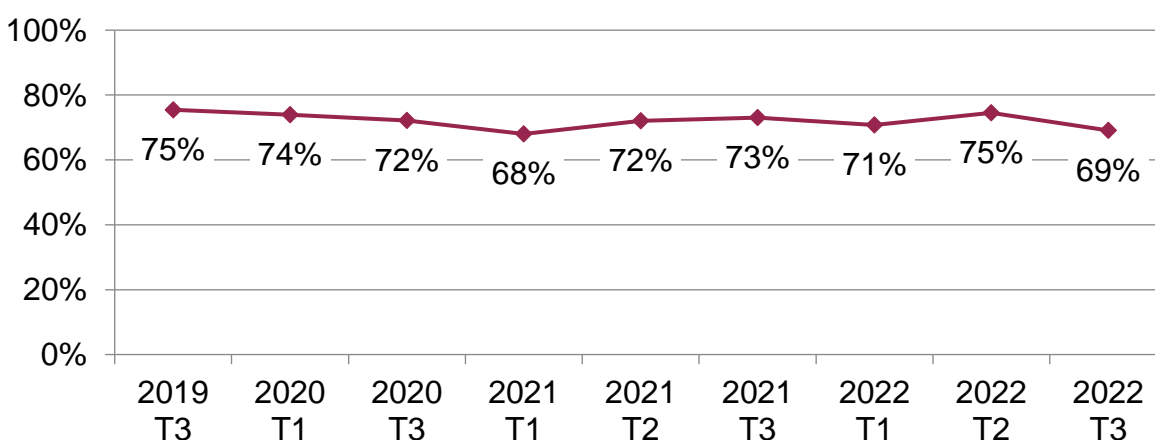
Q13. How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

Nearly three quarters (71%) of consumers are satisfied with how long it takes their counselor to answer questions and address concerns. Rural consumers were more likely to be satisfied (87%).

How satisfied were you with how long it takes your counselor to answer your questions or address your concerns? (% Satisfied)



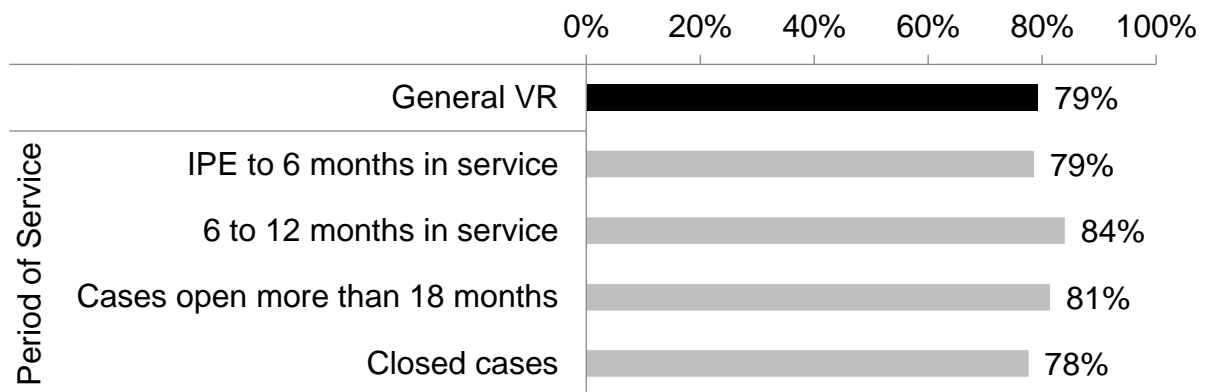
How satisfied were you with how long it takes your counselor to answer your questions or address your concerns? (% Satisfied)



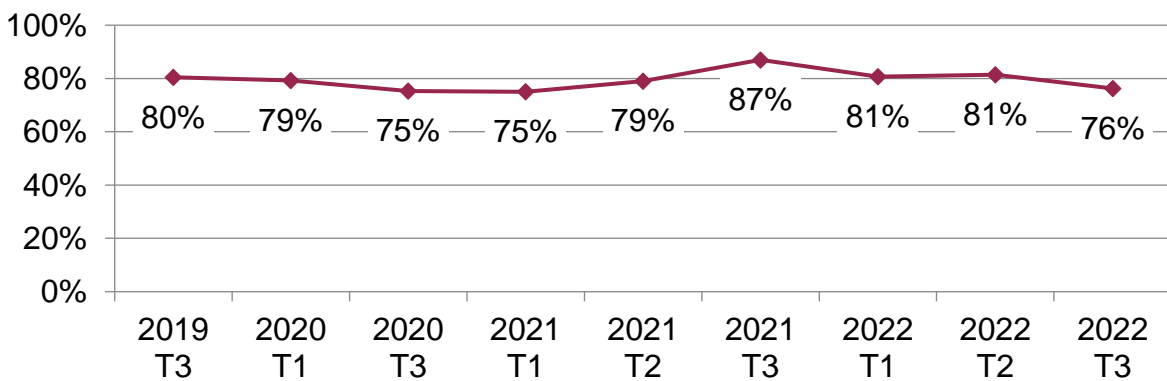
Q19. How easy was it for you to contact your vocational rehabilitation counselor?

Overall, 79% of general consumers find it easy to contact their VR counselor. There was a slight decrease between T2 and T3, falling from 81% to 76%.

How easy was it for you to contact your VR counselor?
(% Easy)



How easy was it for you to contact your VR counselor?
(% Easy)



Communications with VR Staff Consumer Feedback

23% of those dissatisfied with communications with VR staff indicate that counselors did not return calls, emails or follow up. A similar number say that changing counselors, switching too much, causes problems.

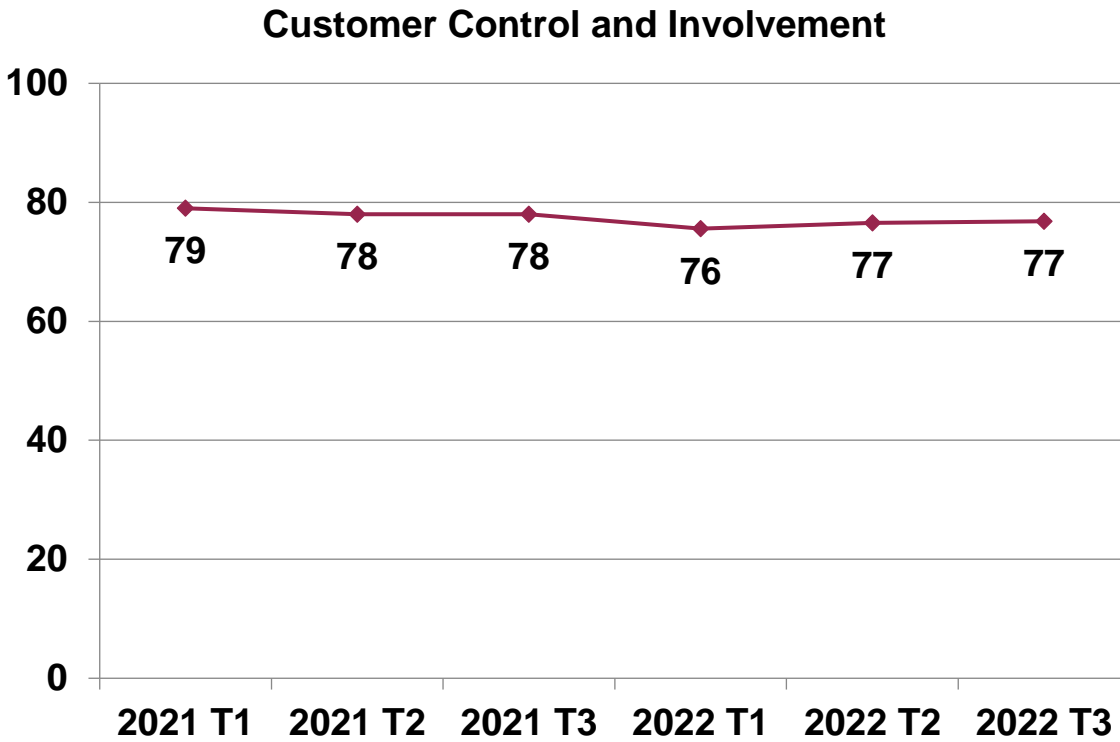
	%	Count
Counselor did not return calls, emails or follow up	23%	110
Changing counselors, switching too much, causes problems	22%	89
Staff did not return calls, emails or follow up	18%	68
Better communication needed	16%	73
Get voicemail, never answers the phone	16%	58
Calls, mail not returned for days, weeks, had to wait too long for return call	11%	50
Other	10%	36
Had to leave multiple messages before getting a call back	8%	35
Counselor would not listen, dismissed concerns	8%	34
Slow approval process, waiting for help	7%	27
Counselor was not helpful or supportive	6%	28
Should be answering phones, want to speak to person	6%	26
Time lag to get services, appointments	5%	13
Was not given information about choices	4%	25
Don't know/Refused	17%	73

***440 respondents provided feedback. Counts are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 4% or more of consumers who provide feedback are presented in this table.

E. Customer Control and Involvement

Customer Control and Involvement Domain Score

76

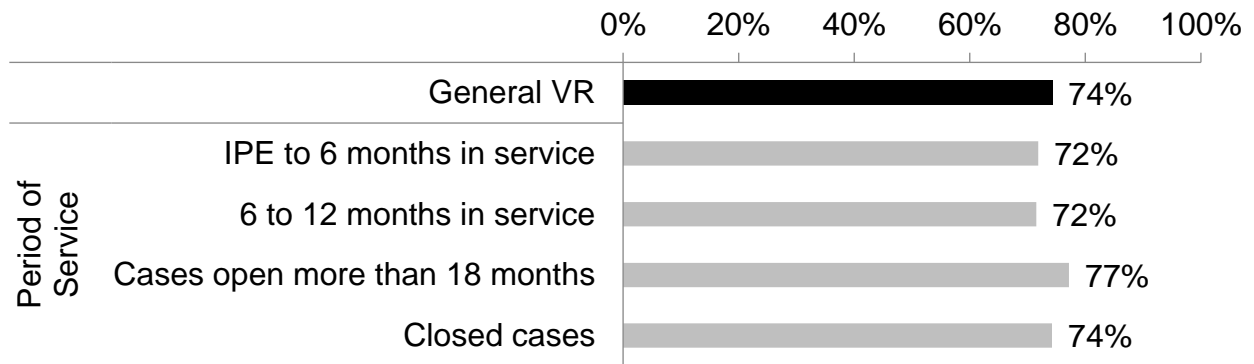


The domain score indicates that consumers are generally satisfied with their control and involvement in the VR experience. Among those who were dissatisfied, their feedback indicates their counselor does not listen, and that the VR program did not help them find a job.

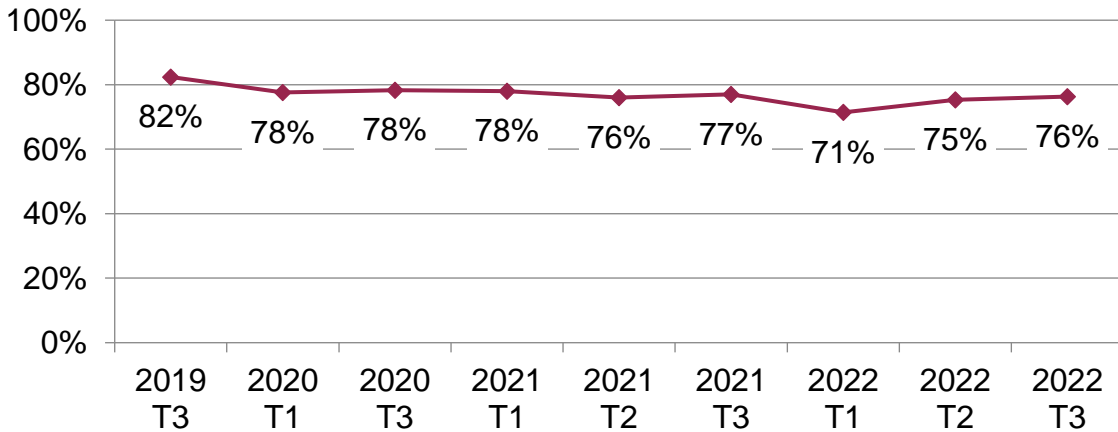
Q03. How satisfied were you with your involvement in your VR experience?

Nearly three quarters (74%) of consumers are satisfied with their level of involvement in the VR experience, while 12% are dissatisfied. Satisfaction with involvement has increased across 2022 trimesters.

How satisfied were you with your involvement in your VR experience? (% Satisfied)



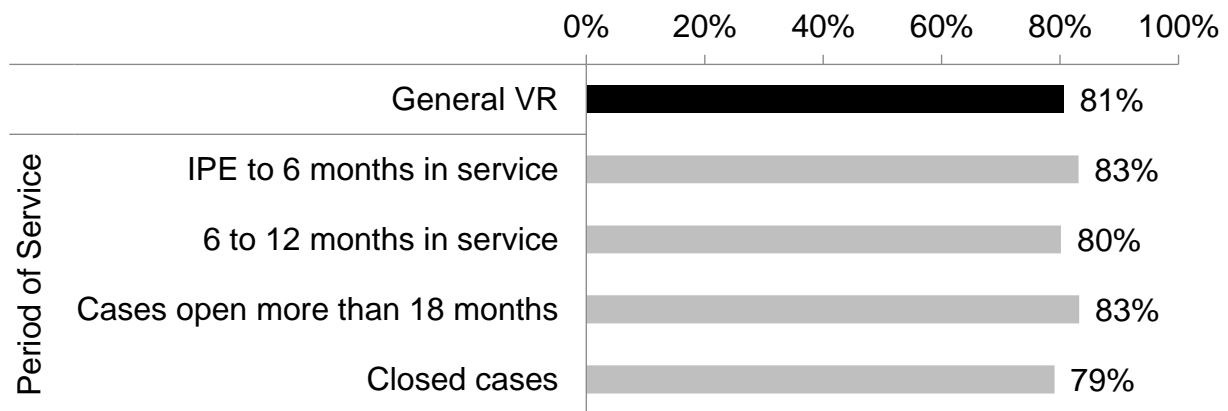
How satisfied were you with your involvement in your VR experience? (% Satisfied)



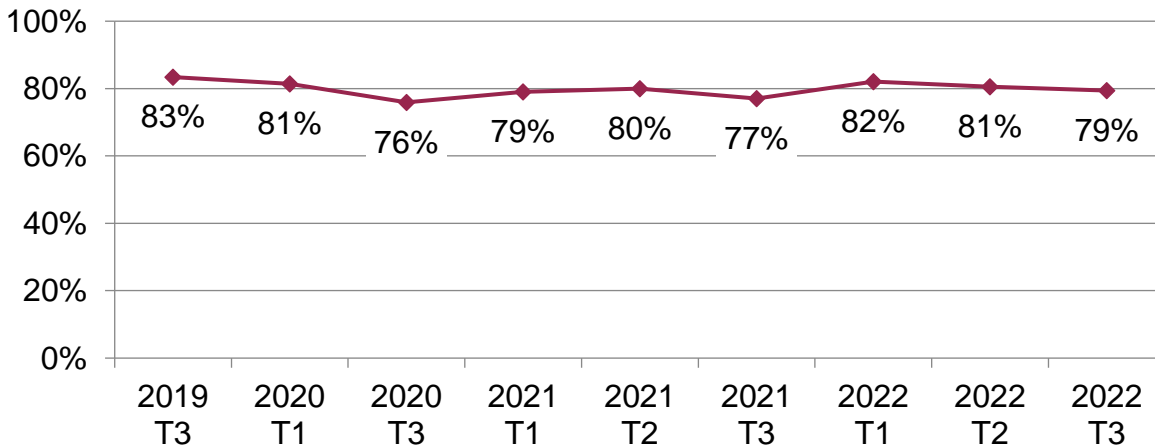
Q05. How satisfied were you with your choice of a vocational goal?

Overall, 81% of consumers are satisfied with their choice of vocational goal. There was a slight decrease from 82% to 79% between 2022 trimesters. Consumers age 22-23 were the most satisfied (94%).

How satisfied were you with your choice of a vocational goal? (% Satisfied)



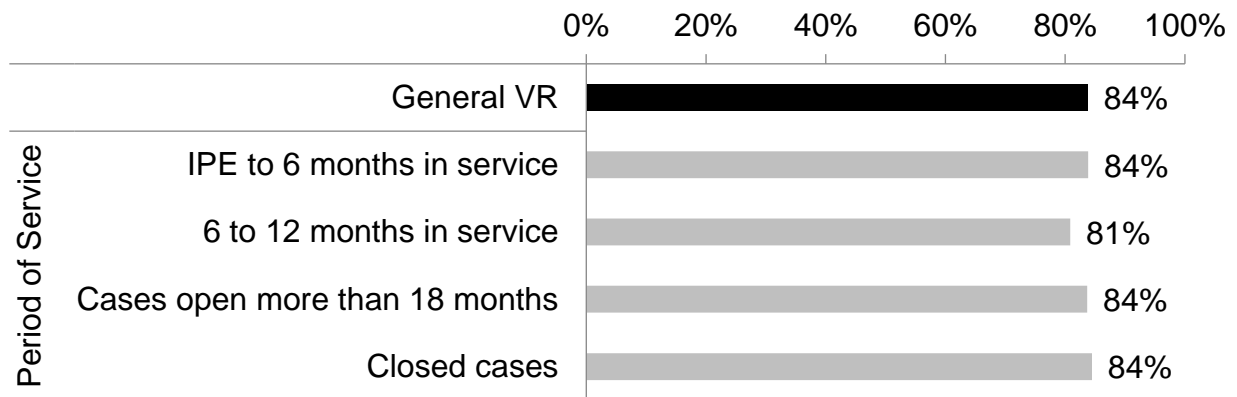
How satisfied were you with your choice of a vocational goal? (% Satisfied)



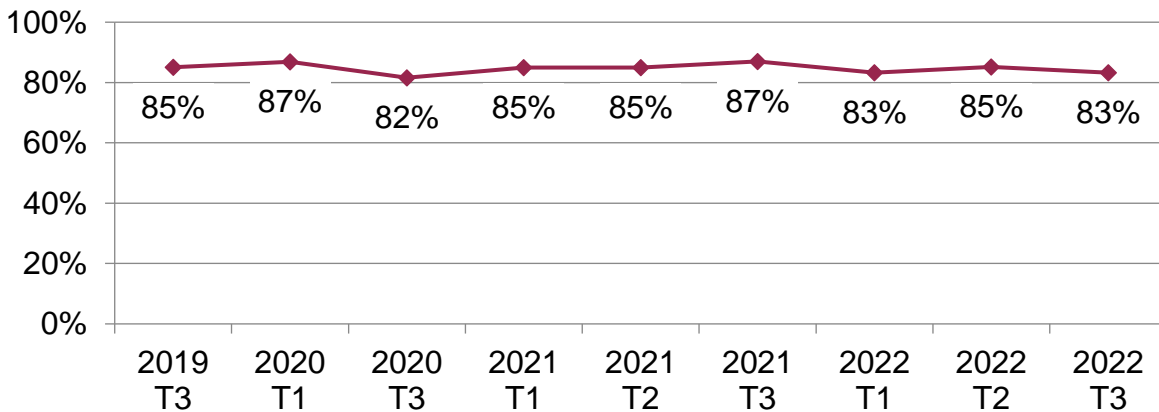
Q33. VR staff asked me for my opinions and ideas about the services I need.

Overall, 84% report that VR staff ask for their opinions and ideas about their service needs.

VR staff asked me for my opinions and ideas about the services I need. (% Agree)



VR staff asked me for my opinions and ideas about the services I need. (% Agree)



Customer Control and Involvement Consumer Feedback

Among those dissatisfied with their level of control and involvement, 13% felt their counselor would not listen and dismissed concerns. This was tied with reports they did not receive employment through VR.

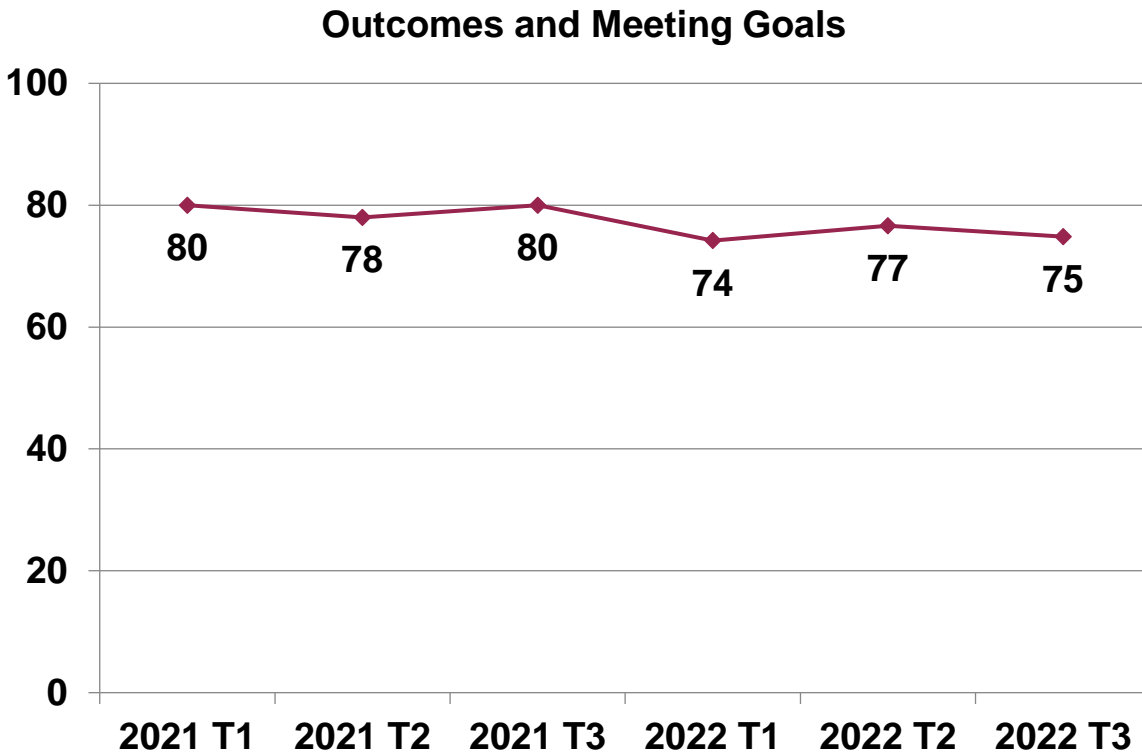
	%	Count
Counselor would not listen, dismissed concerns	13%	23
Did not receive employment, VR could not find me a job	13%	23
Didn't receive job search help	12%	18
Need more guidance, support, explanation	10%	20
Changing counselors, switching too much, causes problems	10%	18
Time lags to get into the program	9%	17
Services offered by VR were not effective	9%	15
Other	7%	13
Counselor was not helpful or supportive	7%	16
Listen to customer, understand needs, wants, ability	7%	19
Never received help, VR offered no help	6%	10
VR, counselor had different goals, direction in mind than me	6%	13
Don't know/Refused	29%	74

****241 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 6% or more of consumers who provide feedback are presented in this table.*

F. Outcomes and Meeting Goals

Outcomes and Meeting Goals Domain Score

75



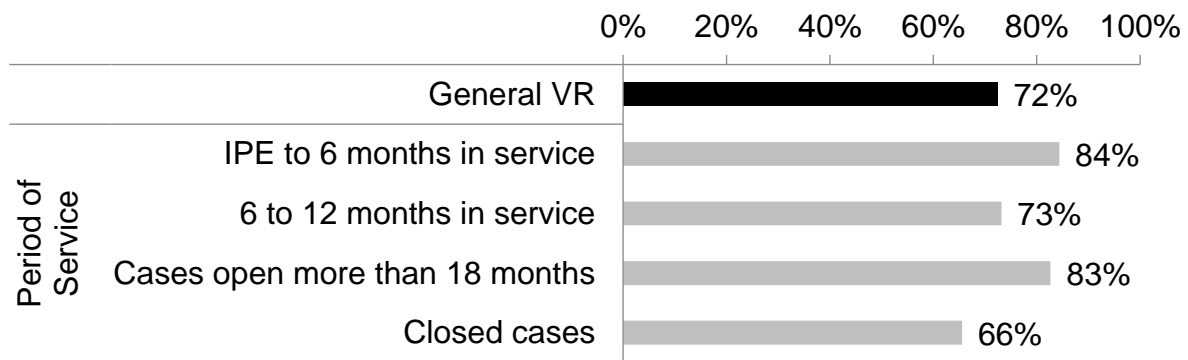
Three quarters of consumers agree that VR services help them become more independent in general. The most common theme reported by those who were dissatisfied was their VR services being ineffective at finding them a job.

Q35. The vocational rehabilitation services I received helped me become more financially independent.

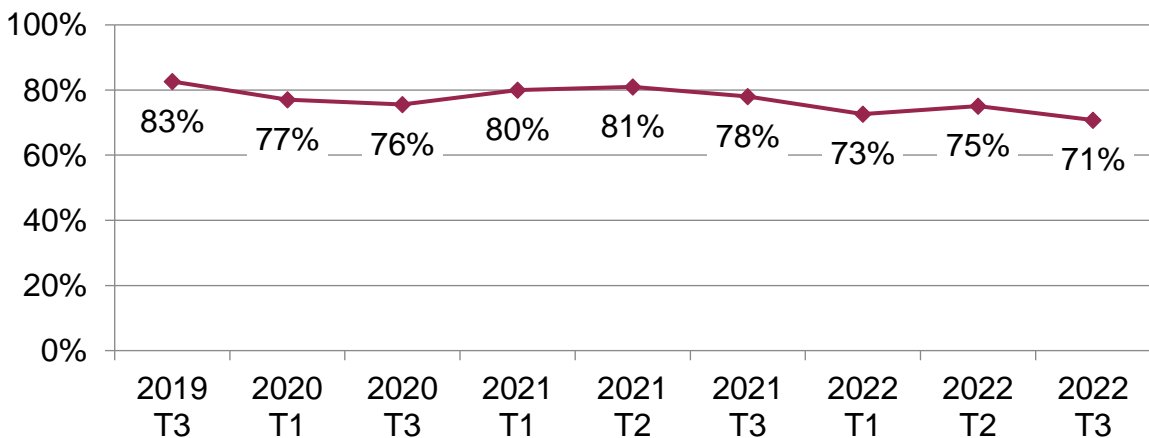
Nearly Three quarters of general VR consumers think services help them become more financially independent (72%). 20% disagree that services help them.

Consumers with closed cases are significantly less likely to feel helped (66%).

The VR services I received helped me or will help me become more financially independent. (% Agree)



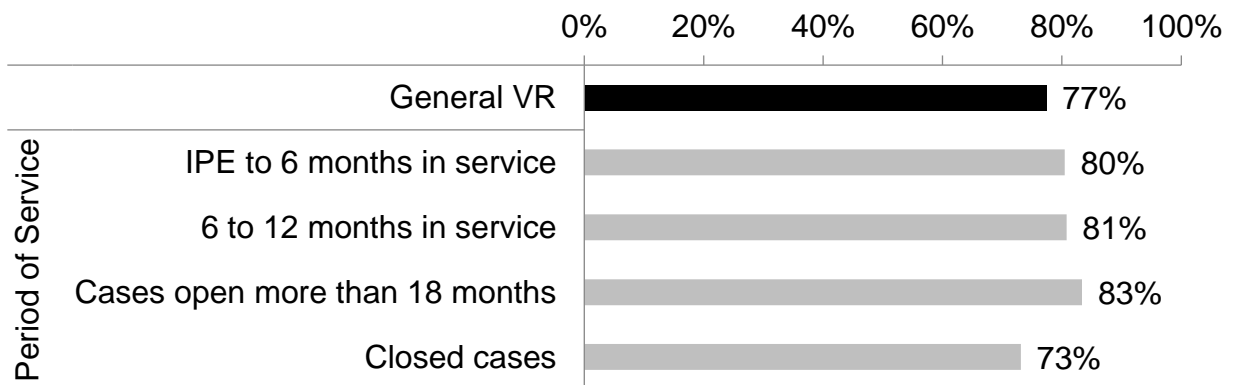
The VR services I received helped me or will help me become more financially independent. (% Agree)



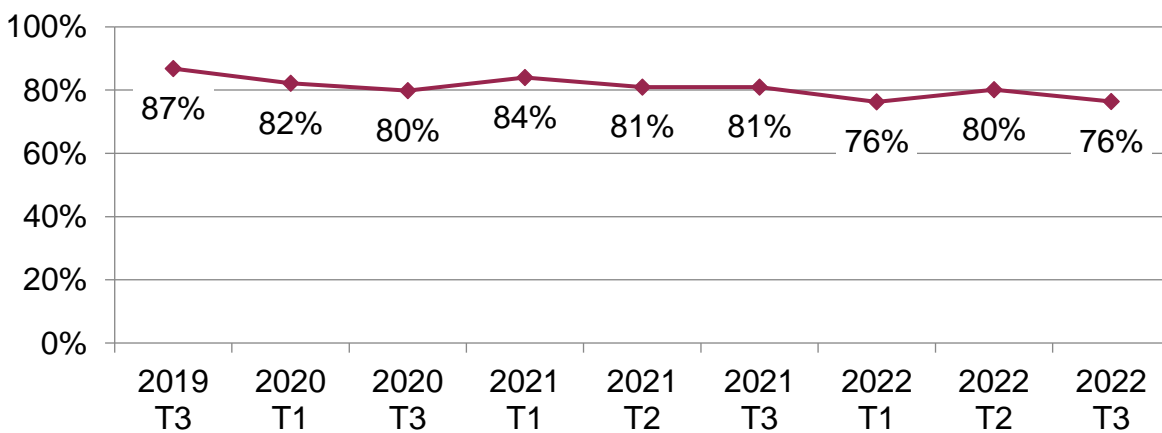
Q37. *The vocational rehabilitation services I received helped me become more independent in general.*

77% agree that VR services help or will help them become more independent.
 83% of those in service more than 18 months agree that services help them become more independent.

The VR services I received helped me or will help me become more independent, in general. (% Agree)



The VR services I received helped me or will help me become more independent, in general. (% Agree)

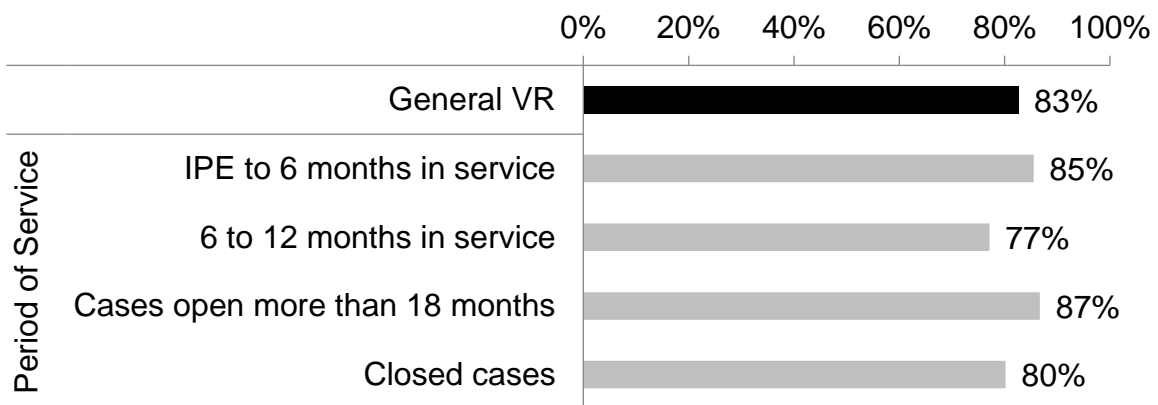


Q39. VR helped me reach my job goals.

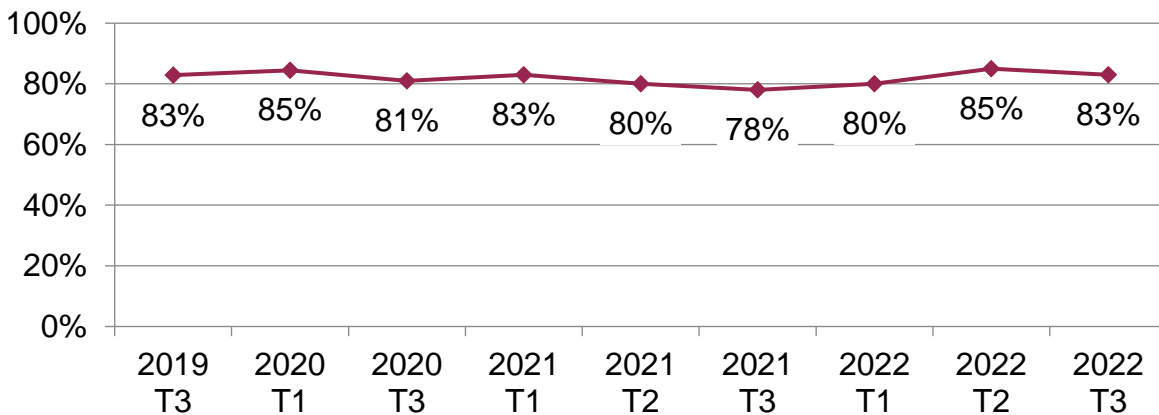
83% of consumers say VR services allow them to reach their job goal, however 11% disagree with this.

Those in service more than 18 months (87%) are most likely to agree that VR helped them reach their job goal.

The VR services helped me or will help me reach my job goal. (% Agree)



The VR services helped me or will help me reach my job goal. (% Agree)



Outcomes and Meeting Goals Consumer Feedback

Over a quarter (35%) of those who feel VR services do not help them achieve their goals say that VR did not find them a job. 22% think VR services are ineffective.

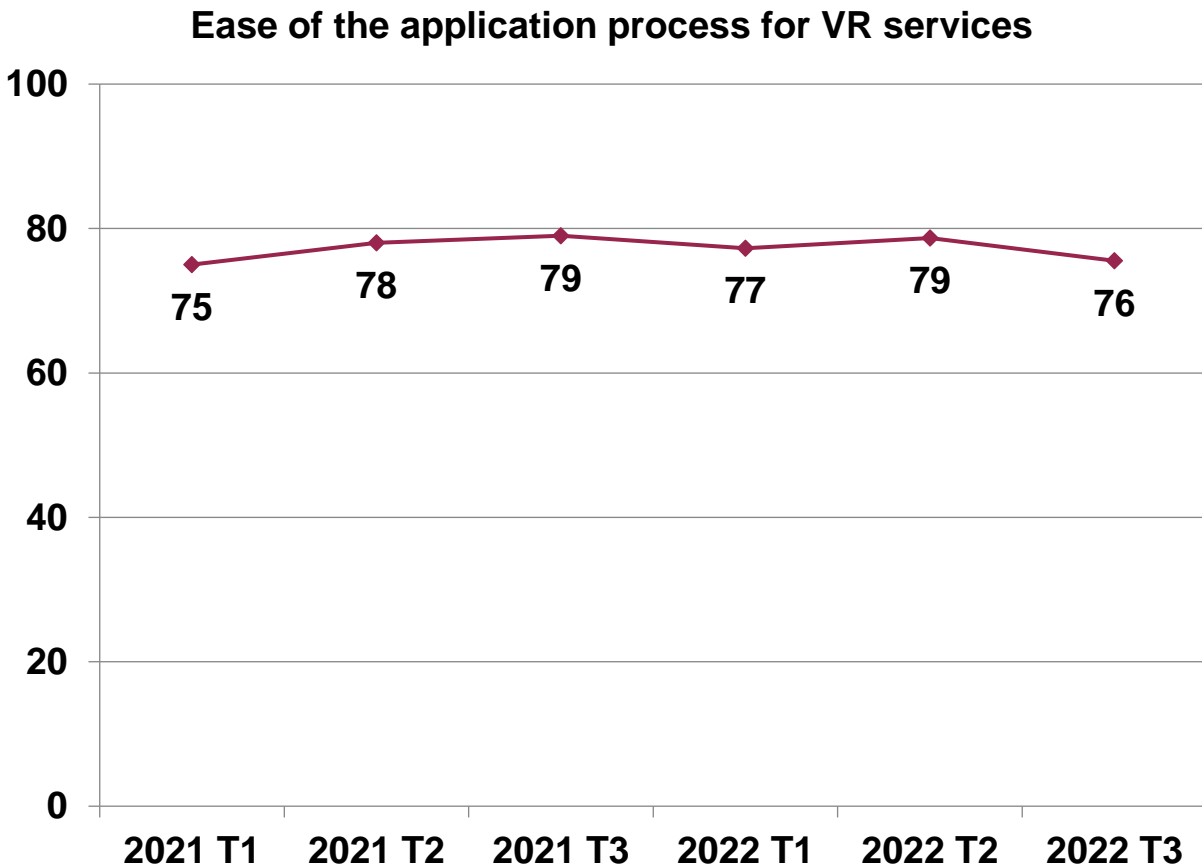
	%	Count
Did not receive employment, VR could not find me a job	35%	43
Received no help in reaching plan or goals	30%	40
Didn't receive job search help	26%	31
Services offered by VR were not effective	22%	31
Help customer get a job, provide more job options	16%	23
Need more guidance, support, explanation	15%	22
Counselor was not helpful or supportive	13%	21
Counselor needs to make more effort, customer does all the work	11%	17
Never received help, VR offered no help	10%	28
Other	10%	16
No job yet but still working on achieving goals	5%	10
Counselor would not listen, dismissed concerns	5%	6
Dissatisfied with VR services	4%	7
VR program hindered progress	4%	3
Customer did most of job hunting on own	4%	3
Don't know/Refused	13%	26

****167 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 4% or more of consumers who provide feedback are presented in this table.*

G. Ease of the Application Process for VR Services

Ease of the Application Process Domain Score

77

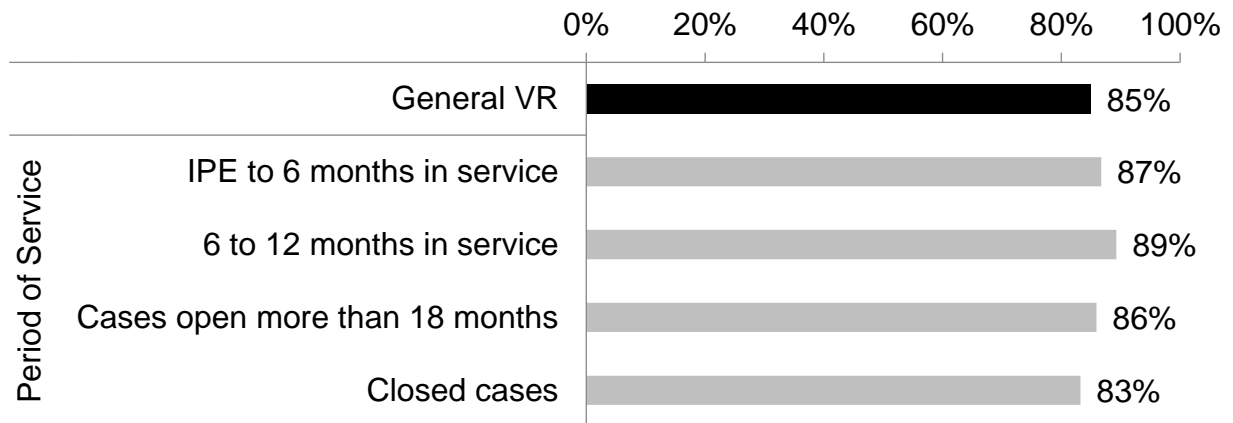


Among general consumers, the application process is viewed positively overall. Most consumers find the application process very or somewhat easy, but those who do not say they need more information about the services, less paperwork, and a less complicated process overall.

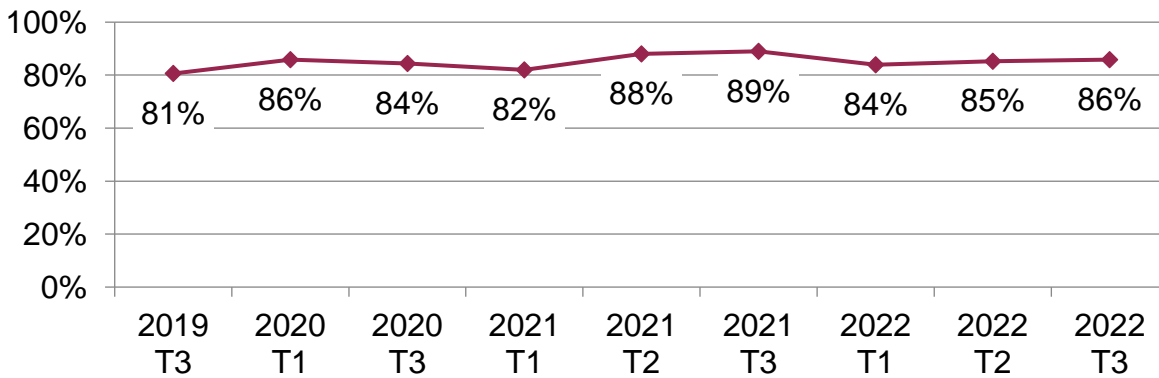
Q15. How easy was it for you to complete an application for vocational rehabilitation services?

Among general consumers in 2022, 85% think the VR application is very or somewhat easy. Those with closed cases were slightly more likely to think the application process was difficult (17%).

How easy was it for you to complete the application for VR services? (% Easy)



How easy was it for you to complete the application for VR services? (% Easy)



Ease of the Application Process Consumer Feedback

Among those who have difficulty with the application, one in five (20%) say they need more information about services offered. The second most common challenge was forms and paperwork being hard/complicated (15%)

	%	Count
Need more information about services offered, not enough information provided	20%	70
Forms and paperwork hard, complicated	15%	63
Lots of paperwork, too long, make it shorter	15%	55
Difficulty with paper work and forms	9%	36
Needed help in filling out forms	7%	25
Other	7%	24
Having to find information, too much information	4%	21
Received assistance with application, paperwork	4%	14
Need to simplify forms, offer in other formats	3%	17
Directions, questions of forms and paperwork	3%	16
Slow approval process, waiting for help	3%	12
Positive experience or satisfied	3%	13
Don't know/Refused	19%	106

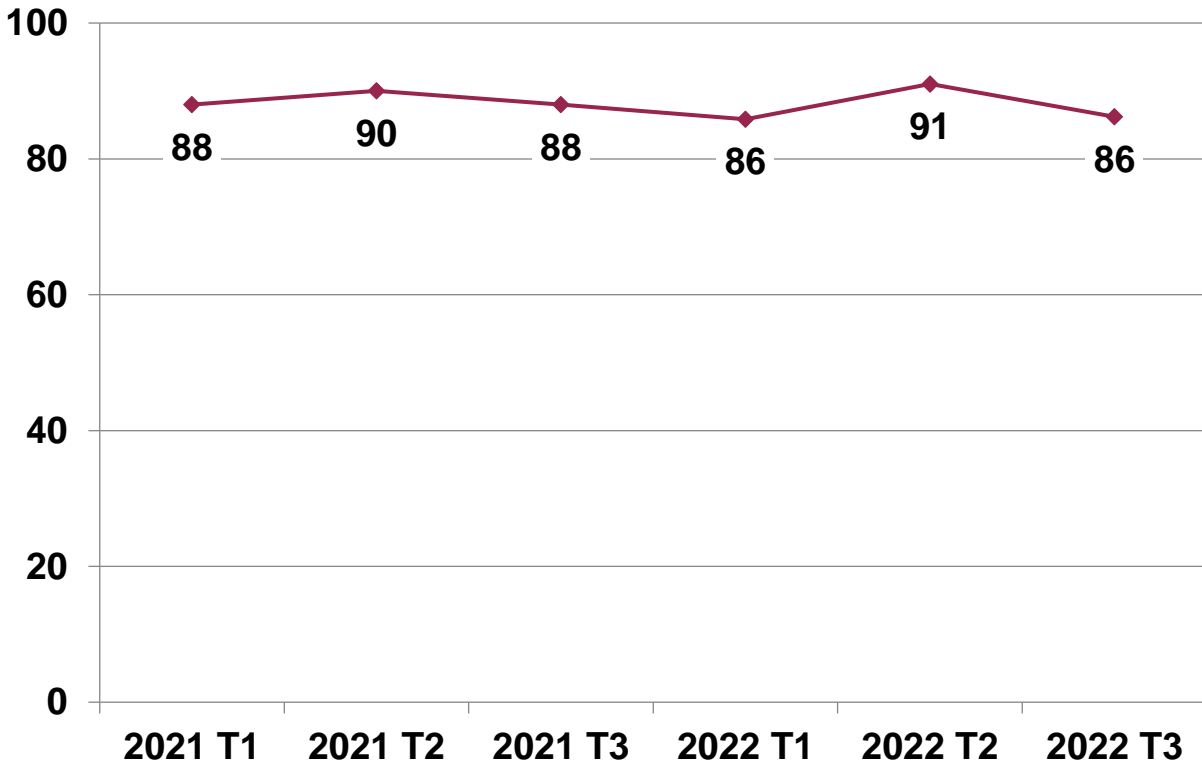
***439 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 3% or more of consumers who provide feedback are presented in this table.

H. Accessibility of the VR Office

Accessibility of the VR Office Domain Score

87

Accessibility of the VR office for someone with your type of disability

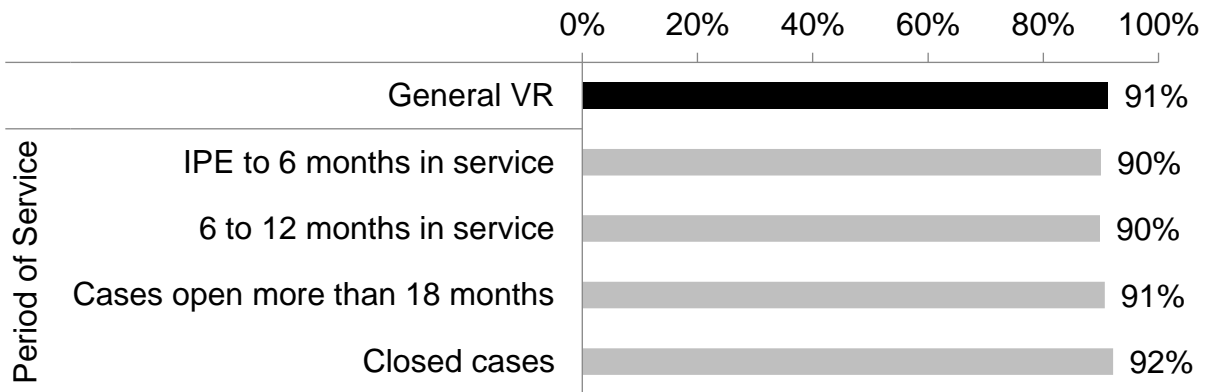


General VR consumers are very positive about the accessibility of their VR offices. Many consumers say their office is accessible for someone with their type of disability. The most commonly reported accessibility challenges were Covid-19-related.

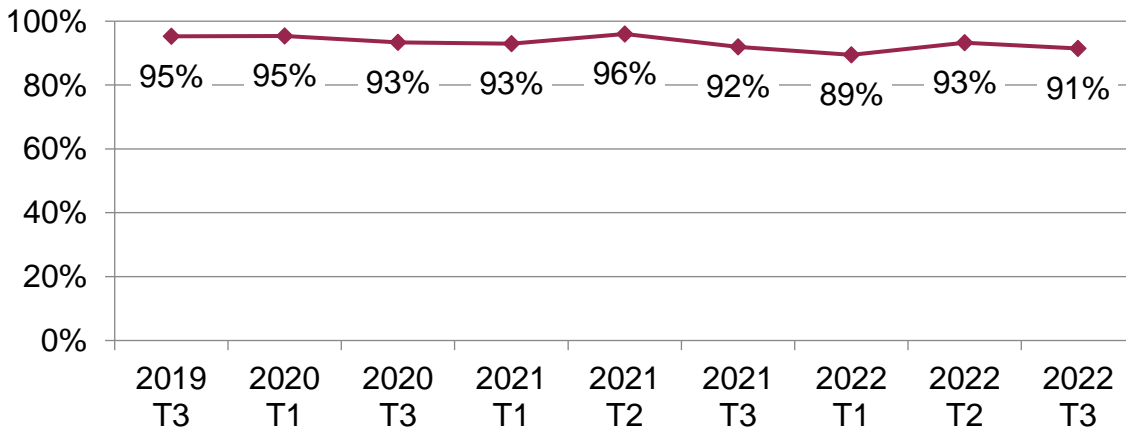
Q21. How accessible was the VR office for someone with your type of disability?

Most general consumers (91%) find their VR office accessible for their type of disability.

How accessible is the VR office for someone with your type of disability? (% Accessible)



How accessible is the VR office for someone with your type of disability? (% Accessible)



Accessibility of the VR Office Consumer Feedback

Among those who don't think the VR office is accessible, 14% cite problems related to Covid-19. 13% indicate the office is too far away, 8% have transportation issues, and have mobility issues in the office.

	%	Count
Covid-19 related problems	14%	22
Distance, too far away	13%	24
Transportation in general, do not have transportation, need transportation	8%	16
Mobility in building or office, hard getting around	8%	16
Greater accessibility of the VR office	7%	20
Other	5%	12
Locations changed or moved, office not easily accessible	5%	11
Did not receive needed transportation	2%	7
Closed, need special hours	2%	8
Location, directions to building or office	2%	3
Lots of walking to get to office, distance from bus or train	2%	2
Don't know/Refused	27%	64

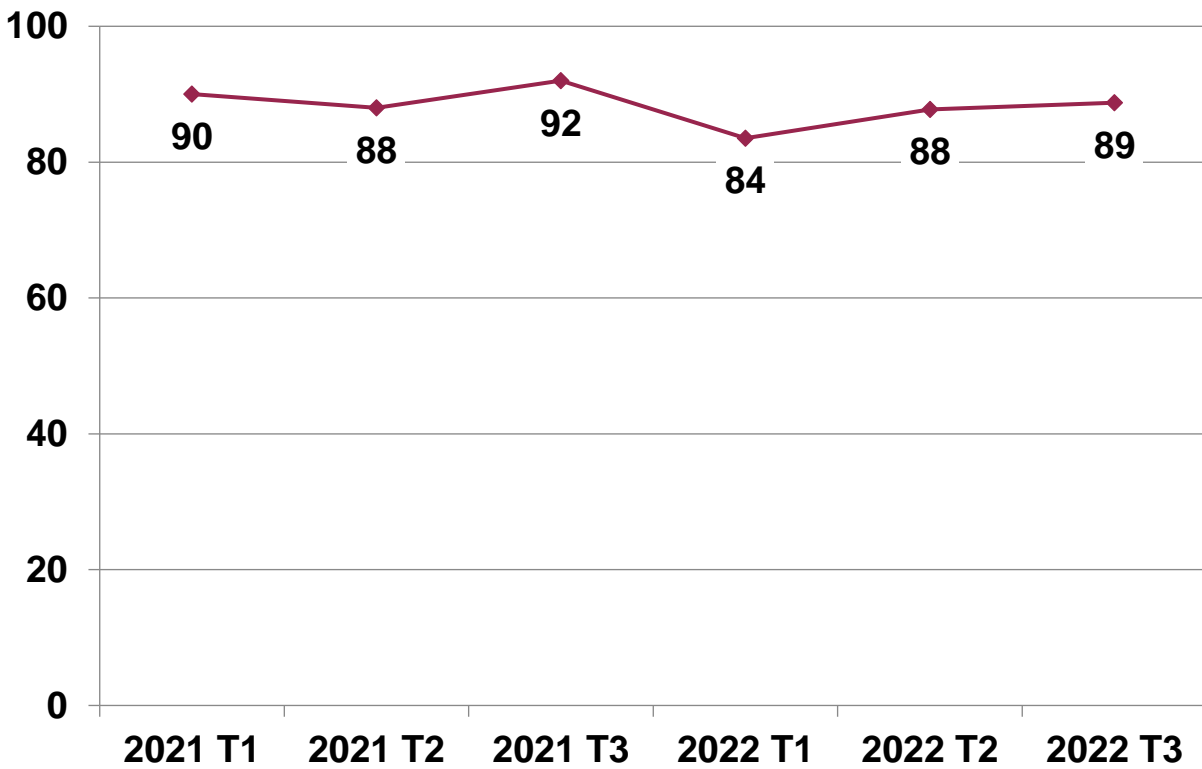
***220 respondents provided feedback. Counts are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.

I. Recommend VR

Recommend VR (% Yes)

87%

Would you tell your friends with disabilities to go to the VR program for help? (% Yes)



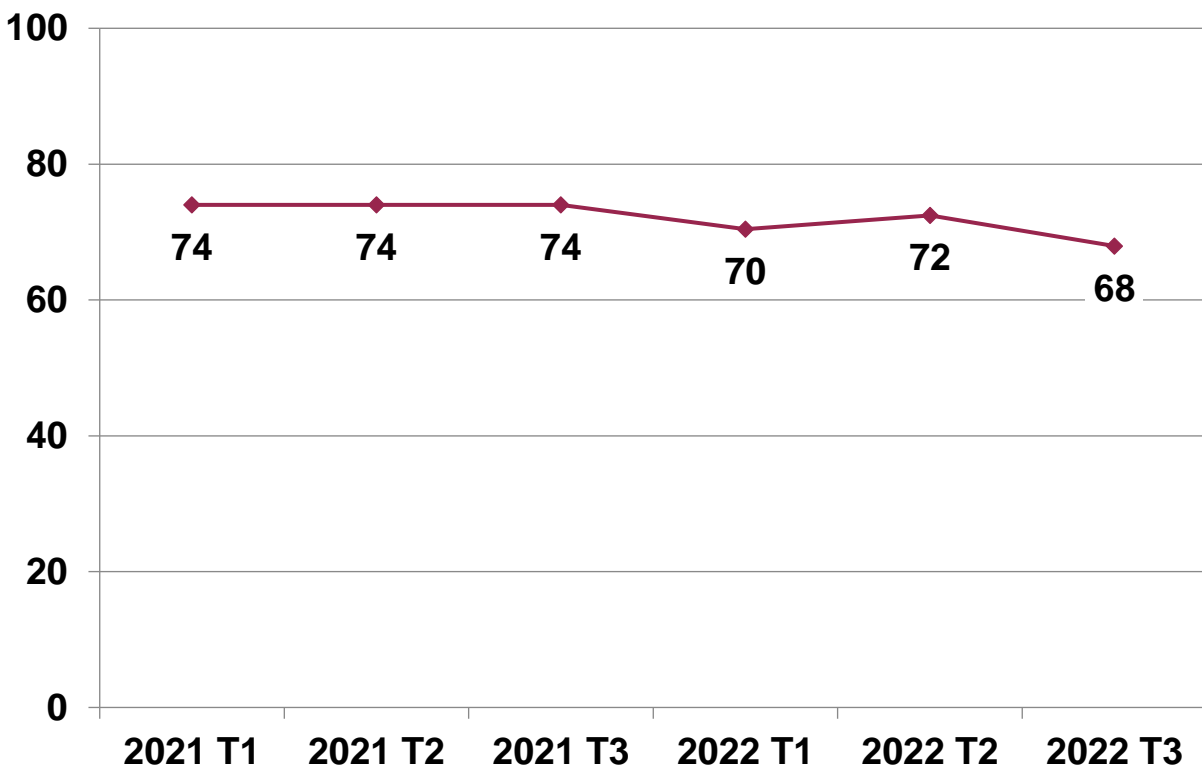
General VR consumers are very likely to recommend Nevada VR to their friends with disabilities. Across all of 2022, 87% of general VR consumers said they would recommend Nevada VR services.

J. Problems Experienced

Experienced Problems (% No)

70%

Did you experience any problems with VR or the services they have provided to you? (% No)

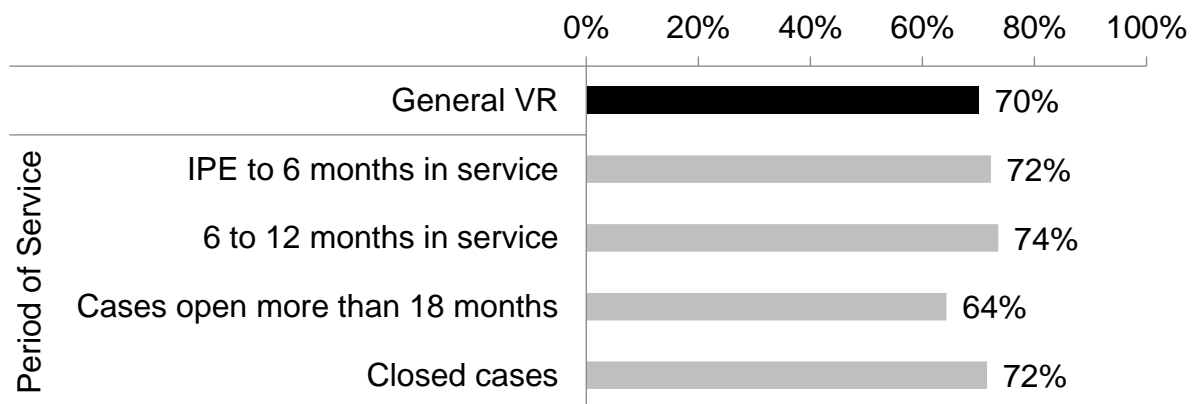


Over one quarter of general consumers experience problems with VR or their services. Problems are most often related to counselors not returning calls or emails, and VR not successfully helping them find employment. Of those who reported problems, only a little over a quarter reported that VR worked to resolve the problem.

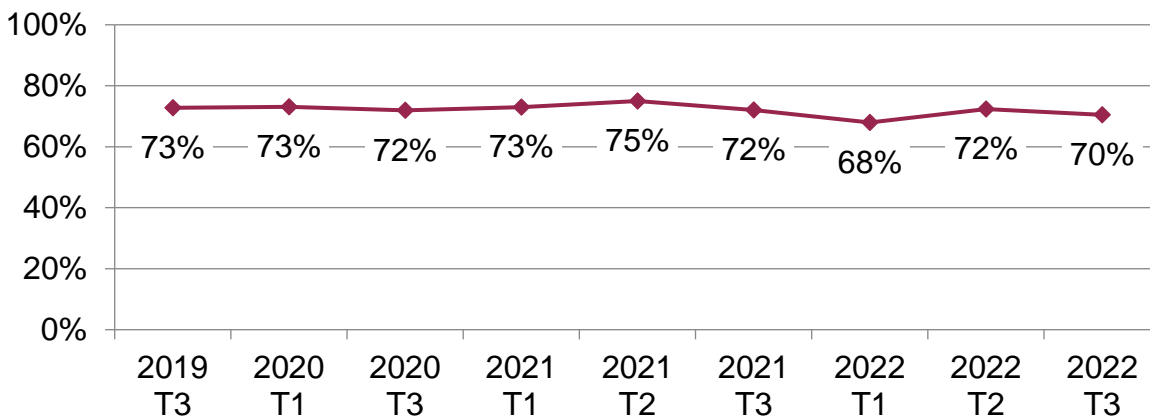
Q55. Have you experienced any problems with VR or the services they have provided to you?

Over one quarter (30%) of VR consumers experience problems with VR or the services they receive.

Have you experienced any problems with VR or the services they have provided to you? (% No)



Have you experienced any problems with VR or the services they have provided to you? (% No)



Q56. What problems have you experienced with VR or the services VR has provided to you?

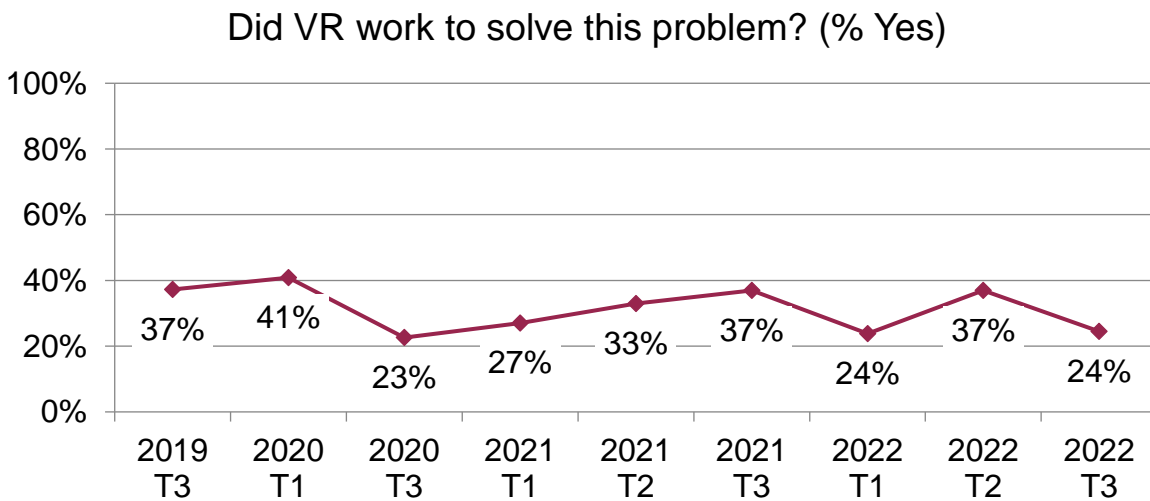
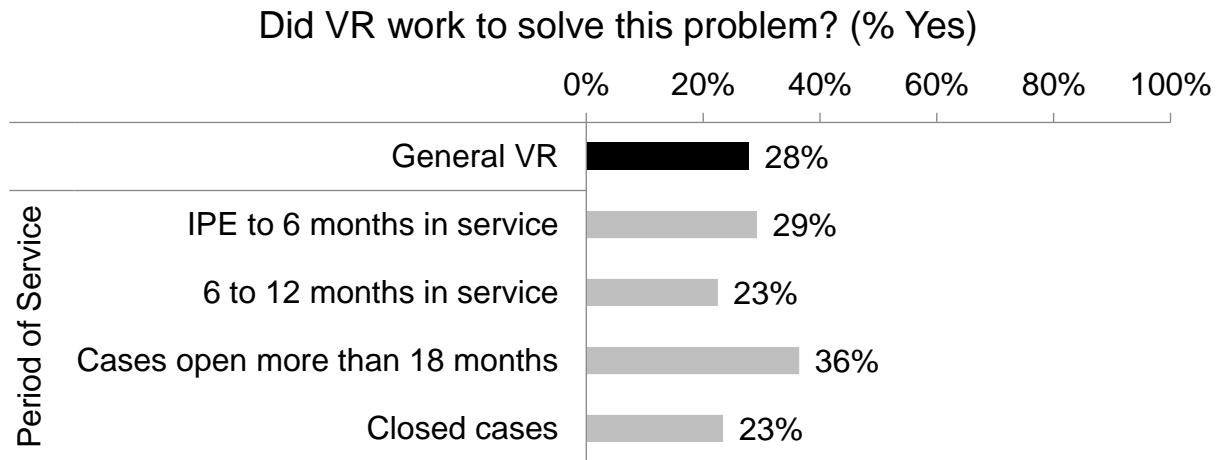
17% of those who experience problems say their counselor did not return their communications. 16% want to be heard and have their wants, needs, and abilities understood by VR.

	%	Count
Counselor did not return calls, emails or follow up	17%	39
Listen to customer, understand needs, wants, ability	16%	50
Did not receive employment, VR could not find me a job	14%	41
Services offered by VR were not effective	13%	28
Time lags to get into the program	13%	28
Better communication needed	12%	30
Counselor was not helpful or supportive	10%	23
Received no help in reaching plan or goals	8%	25
Counselor would not listen, dismissed concerns	7%	21
Had to leave multiple messages before getting a call back	7%	19
Other	5%	16
Didn't receive job search help	5%	15
Changing counselors, switching too much, causes problems	3%	6
Don't know/Refused	8%	24

****275 respondents provided feedback. Counts are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 5% or more of consumers who provide feedback are presented in this table.*

Q57. Did VR work to resolve this problem?

Among those who experience problems, 28% indicate that VR works to resolve the issue. Consumers in trimester one and three of 2022 (24%) were considerably less likely to report that VR worked to solve their issue compared to 37% of trimester two of 2022 consumers.

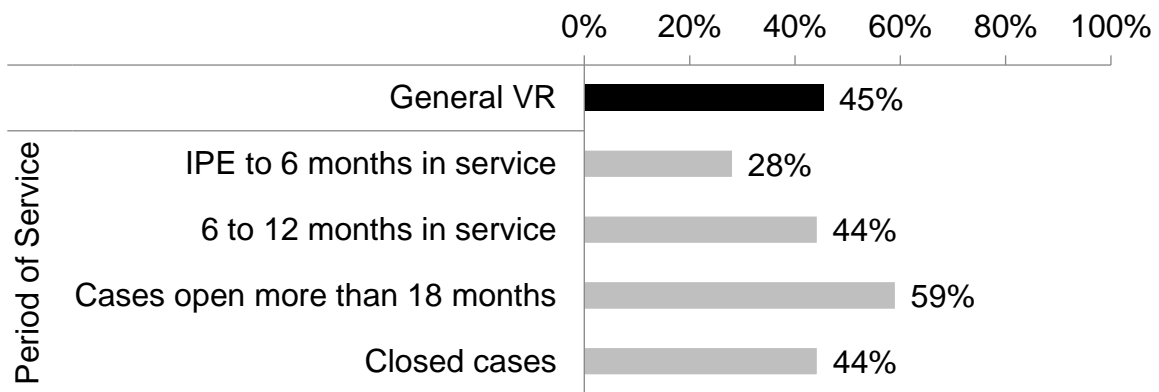


K. Multiple Counselors

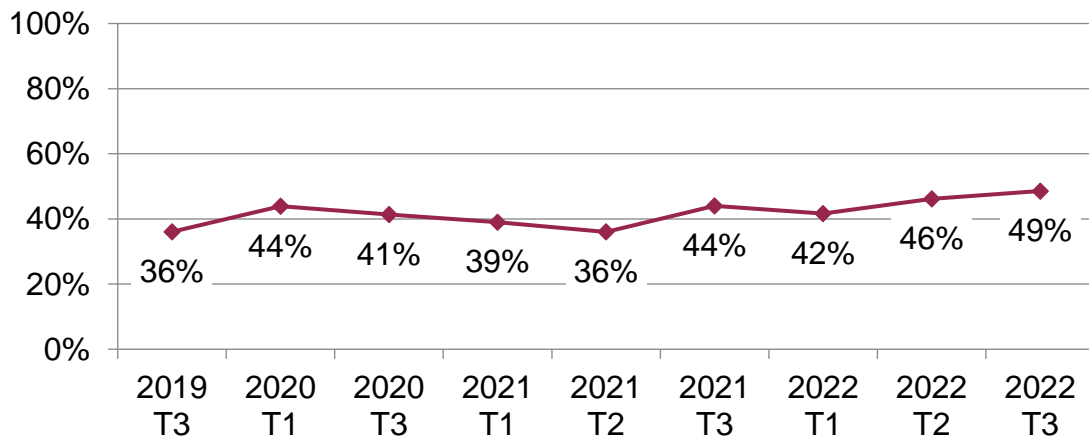
Q58. While a client of VR, did you have more than one vocational rehabilitation counselor?

Nearly half (45%) of consumers have more than one counselor while working with VR. Cases open longer than 18 months are significantly more like to have multiple counselors (59%).

While a client of VR, did you have more than one vocational rehabilitation counselor? (% Yes)



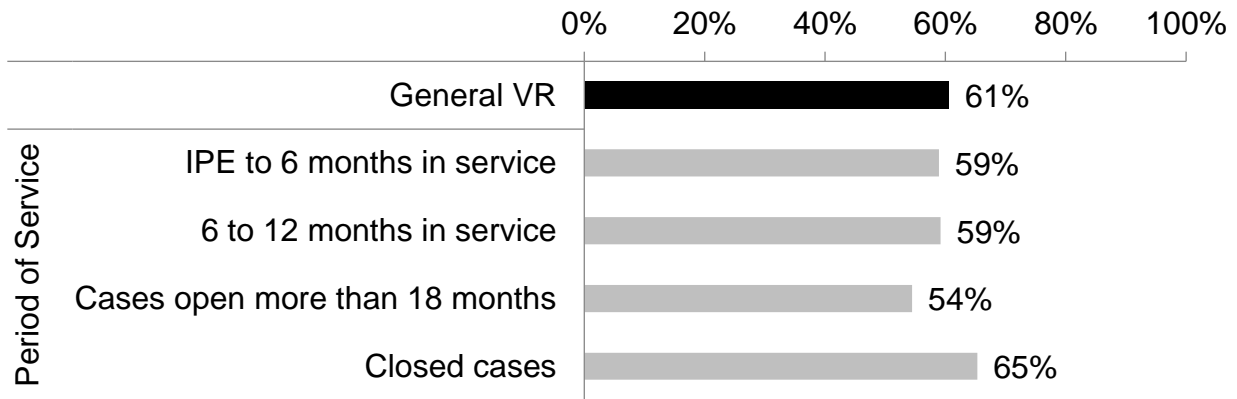
While a client of VR, did you have more than one vocational rehabilitation counselor? (% Yes)



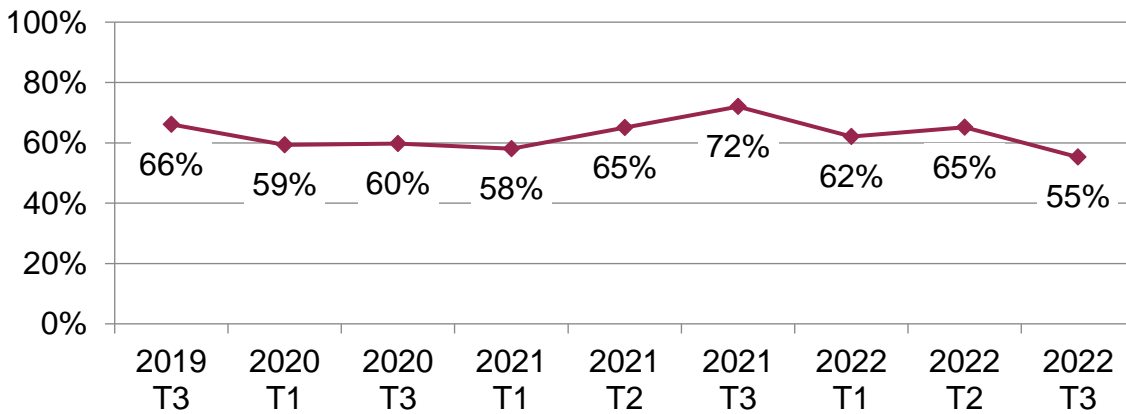
Q59. Did this in any way affect your ability to get services through VR?

40% of those who have multiple counselors say this affects their ability to get services through VR. 46% of consumers with cases open ore than 18 months indicated that multiple counselors affected their services.

Did this in any way affect your ability to get services through VR? (% No)



Did this in any way affect your ability to get services through VR? (% No)



Q59. How did having more than one VR counselor affect your ability to get services through VR?

33% of those affected by having multiple counselors say their services were delayed due to switching counselors. 14% haven't been contacted by their counselor, and that the change has been difficult.

	%	Count
Services delayed, started over with each switch	33%	44
Hasn't been contacted by new counselor	14%	21
Change is confusing, difficult	14%	26
New counselor is rude, disrespectful, doesn't care or help	9%	14
Counselors were inexperienced, not up-to-date on case	7%	13
Other	6%	14
Don't know	6%	9
None of these	6%	10
Wasn't notified of switch, don't know who counselor is	6%	8
Timely services, waiting too long for help	5%	9

****155 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.*

L. Consumer Feedback

Consumers were asked to provide additional feedback when they were not positive in their assessment. Those who said:

- They were not satisfied with VR,
- VR did not meet expectations, or
- Disagreed that VR helped or met their goals, they did not feel welcome, they found something difficult, they did not find VR accessible.

Feedback was collected throughout the survey in response to 21 questions.

Consumers could provide more than one response to a question and may have been asked to respond to more than one question.

The following page summarizes the most common responses from 850 consumers that provided additional feedback.

Consumer Feedback

The most common feedback from consumers fell outside of current answer categories (21%). 19% say that counselors do not return calls, emails or follow up.

	%	Count
Other	21%	157
Counselor did not return calls, emails or follow up	19%	157
Changing counselors, switching too much, causes problems	17%	126
Better communication needed	17%	133
Unable to meet with counselor, social distancing	16%	136
Did not receive employment, VR could not find me a job	15%	95
Services offered by VR were not effective	15%	92
Need more information about services offered, not enough information provided	14%	94
Received no help in reaching plan or goals	14%	92
Counselor was not helpful or supportive	12%	92
Difficulty communicating, hard to get in touch with counselor	12%	98
Staff did not return calls, emails or follow up	12%	89
Didn't receive job search help	11%	69
Counselor would not listen, dismissed concerns	11%	79
Slow approval process, waiting for help	11%	73
Process has slowed down, delays in achieving goals	10%	84
Get voicemail, never answers the phone	10%	70
More information needed, need to broaden programs	10%	66
Broken promises, no follow through	8%	67
Lots of paperwork, too long, make it shorter	8%	56
Forms and paperwork hard, complicated	8%	64
Covid-19 related problems	8%	48
VR is closed	8%	48
Need more guidance, support, explanation	8%	54
Don't know/Refused	30%	270

***850 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 8% or more of consumers who provide feedback are presented in this table.

Q60. In thinking about your experience with VR what worked well for you?

When asked about what worked well about their experience with VR, 15% of consumers said nothing in particular. 10% say everything about their experience worked well. A similar number appreciate having a support system with a counselor to determine goal and achieve their goal (8%)

	%	Count
Nothing in particular	15%	153
Communication and accessibility of counselor	14%	145
All, everything	10%	85
Having support system with a counselor to determine goal and achieve that goal	8%	71
Other	5%	51
Receiving help from a counselor in general	4%	58
Having help finding a job and with applications	3%	29
Talking with counselor, having a relationship	3%	32
General negative	3%	20
Helpfulness of staff	3%	25
Getting a job	3%	27
Don't know/Refused	17%	187

****1027 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 3% or more of consumers who provide feedback are presented in this table.*

Q61. What has been the most challenging part of your experience?

Many consumers reported no specific thing was more of a challenge than others (23%). Common challenges consumers face include the process of seeking employment (7%), communication (7%), and the application process (7%).

	%	Count
Nothing in particular	23%	227
Process of seeking employment	7%	74
Communication in general	7%	80
Application, acceptance, getting started, waiting	7%	64
Covid-19 related problems	4%	35
Other	3%	36
Barriers to service in general	3%	25
Finding desirable position or school	2%	25
Working with counselor	2%	23
Don't know/Refused	11%	119

****1,027 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.*

M. Improving Services

Q63. As a consumer, what needs are not being met?

8% want better communication from VR and their counselor. Another 8% say their need for employment services and a job are not being met.

	%	Count
None of these	50%	525
Don't know	18%	173
Communication with VR or counselor, keep client informed	8%	86
Employment services, getting a job	8%	86
Help from VR, follow-up on promises	5%	48
Timely services, waiting too long for help	3%	34
Achieving goals, VR not helping client reach goals	3%	23
Financial aid	3%	27
Other	3%	33
Education, training	2%	19
Disability needs, assistance with injury or illness	2%	15

1,027 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 2% or more of consumers who provide feedback are presented in this table.

Q64. What could VR do to improve the services it offers to you and others?

Suggestions to improve services include better communication in general (6%), and more open communication, more follow up (4%).

	%	Count
Nothing in particular	34%	357
Better communication in general	6%	57
More open communication with client, more follow-up	4%	52
Other	3%	43
Increase staff	3%	36
Follow through on promises	3%	30
More kindness and respect from staff	3%	28
Don't know/Refused	22%	224

****1,027 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 3% or more of consumers who provide feedback are presented in this table.*

N. Closed Unsuccessful Cases

Q65. Why did you choose to no longer receive services and leave the vocational rehabilitation program?

21% of consumer who choose to end their services say they moved out of state. Nearly one in six (16%) say they did not ask for their case to be closed. 13% leave due to their disability or health issues.

	%	Count
Moved out of state	21%	44
Customer didn't request case closure, VR closed case	16%	21
Left due to disability, health issues	13%	18
Have other priorities, needed a break	9%	14
Achieved vocational goals	9%	11
Don't know	7%	11
Other	7%	12
None of these	6%	14
Left to pursue education or job training	3%	6
VR services not successful, did not get a job	3%	5

***162 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 3% or more of consumers who provide feedback are presented in this table.

O. Additional Services

Q66. *Did you receive any job development services? If yes, where did you receive those services?*

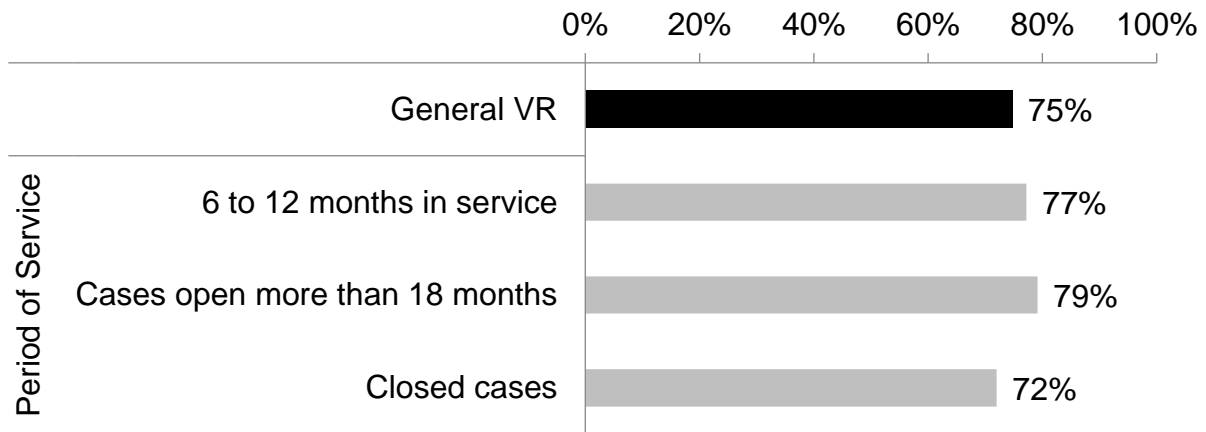
More than a quarter of general VR consumers (28%) say they do not receive job development services. 25% say their services are provided by VR staff at the VR office.

	%
Did not receive job development services	28%
VR office location through VR staff	25%
Somewhere else	51%

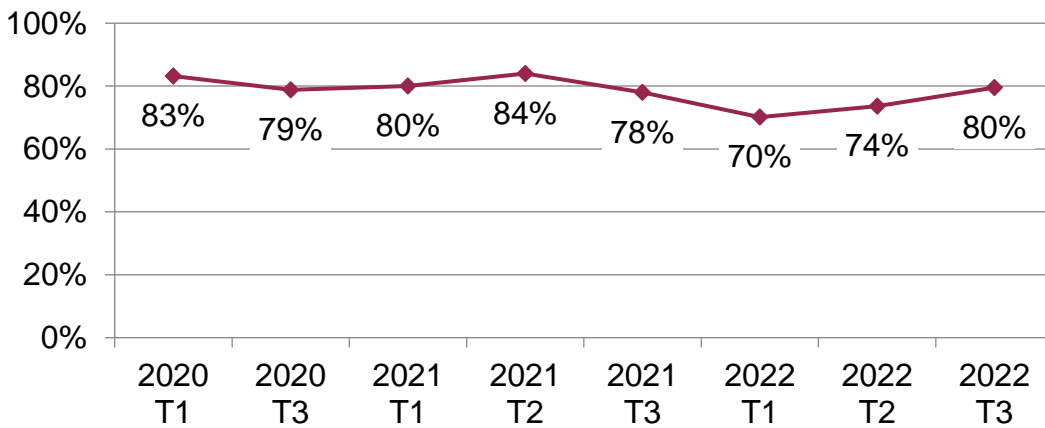
Q67. How satisfied were you with the job development services you received?

Three quarters 75% of consumers receiving job development services are satisfied with their services.

How satisfied were you with the job development services you received? (% Satisfied)



How satisfied were you with the job development services you received? (% Satisfied)



Q69. Did you receive any job placement services?

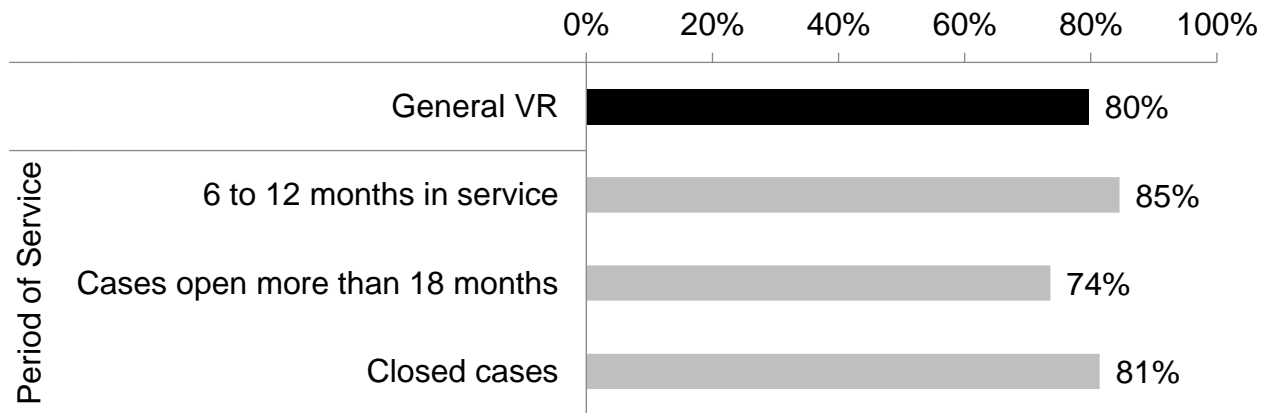
68% of general VR consumers say they did not receive job placement services. 19% say their services are provided by VR staff at the VR office.

	%
Did not receive job placement services	68%
VR office location through VR staff	19%
An outside vendor	12%
Received job placement services but not sure where	3%

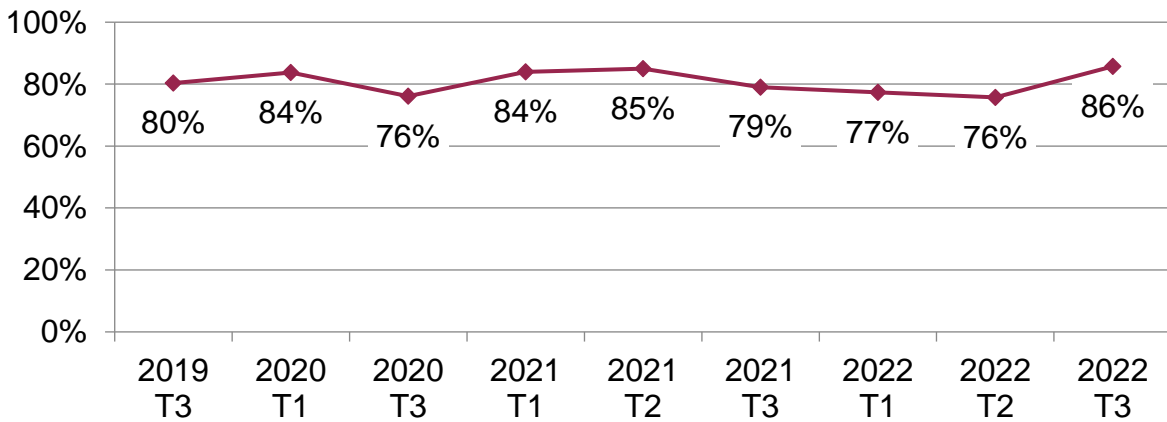
Q70. How satisfied were you with the job placement services you received?

80% of consumers receiving job placement services are satisfied with their services. T3 in 2022 saw a 10% increase in satisfaction rates from 2022 T2 (86%).

How satisfied were you with the job placement services you received? (% Satisfied)



How satisfied were you with the job placement services you received? (% Satisfied)



Q71. Why were you not satisfied with the job placement services you received?

Among those dissatisfied with their job placement services, 22% say their job coach is not helpful. 10% say they could not find a job. 17% say they were not matched with a job that fit their needs.

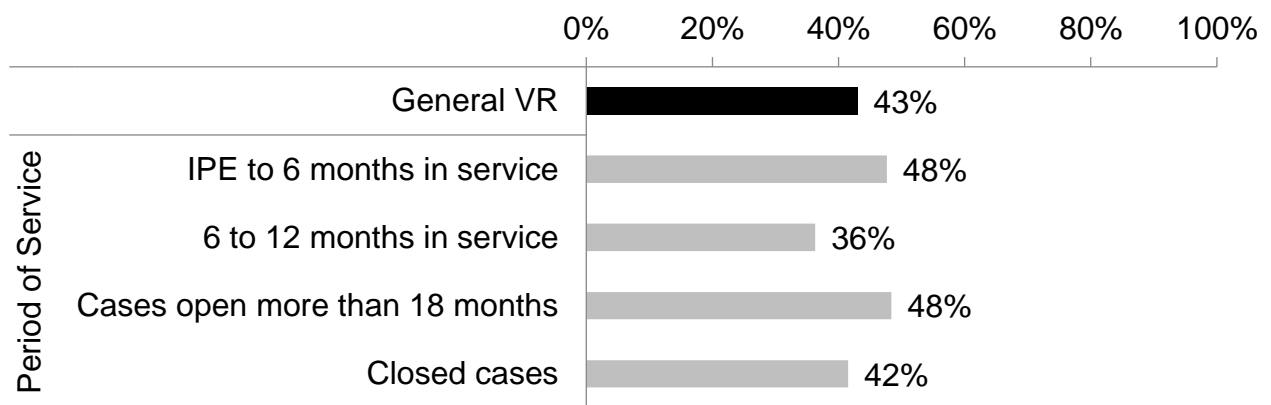
	%	Count
Job coach wasn't helpful, did not follow up	22%	4
Didn't match me with job that fit my limitations, interests	17%	3
Couldn't find me a job, did not make progress	10%	2
Other	24%	4
Don't know/Refused	32%	3

****15 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.*

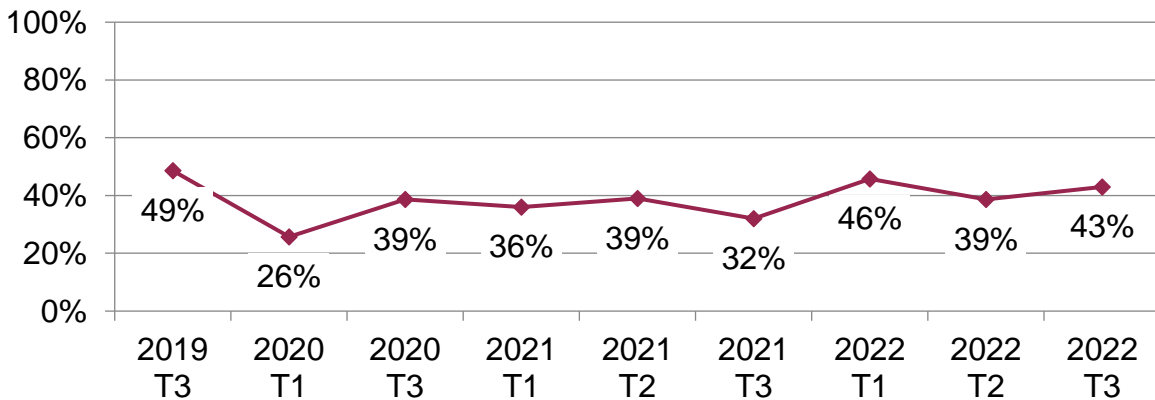
Q72. Were you able to access benefits counseling that you needed?

43% of consumers can access benefits counseling they need while 30% cannot. Consumers receiving services up to 6 months and over 18 months (48%) were more likely to be able to access benefits counseling compared to cases in service from 6-12 months (36%).

Were you able to access benefits counseling that you needed? (% Yes)



Were you able to access benefits counseling that you needed? (% Yes)

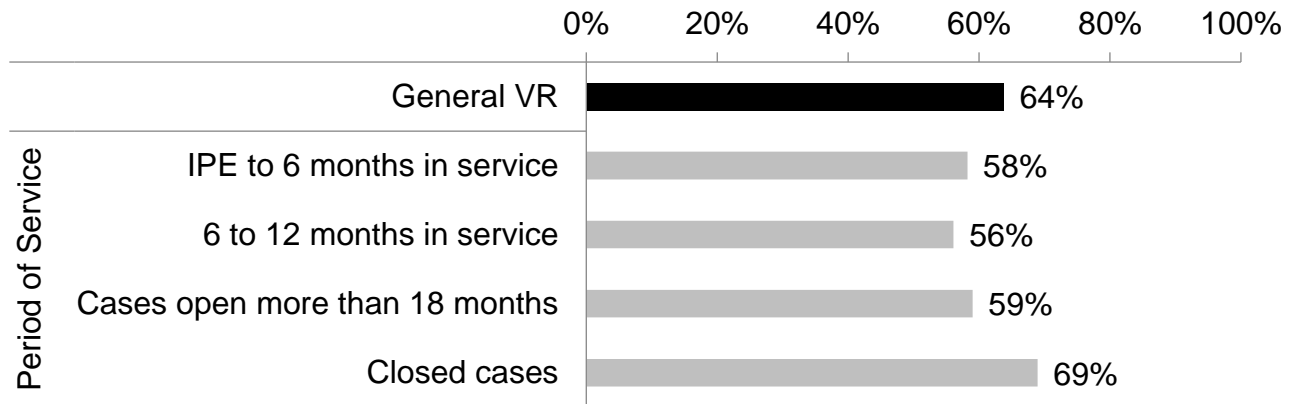


P. Dispute Resolution Process

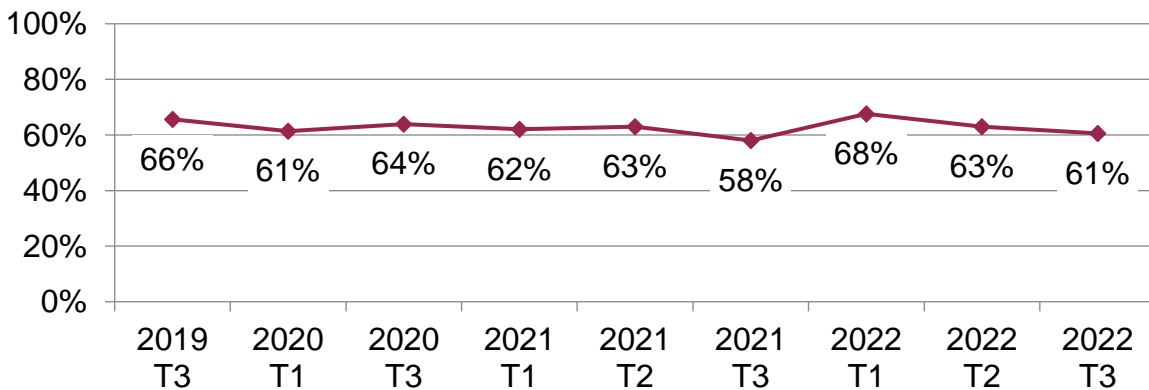
Q73. Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program?

64% were informed about their ability to address a disagreement with the Client Assistance program. 36% were not informed of this option.

Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program? (% Yes)



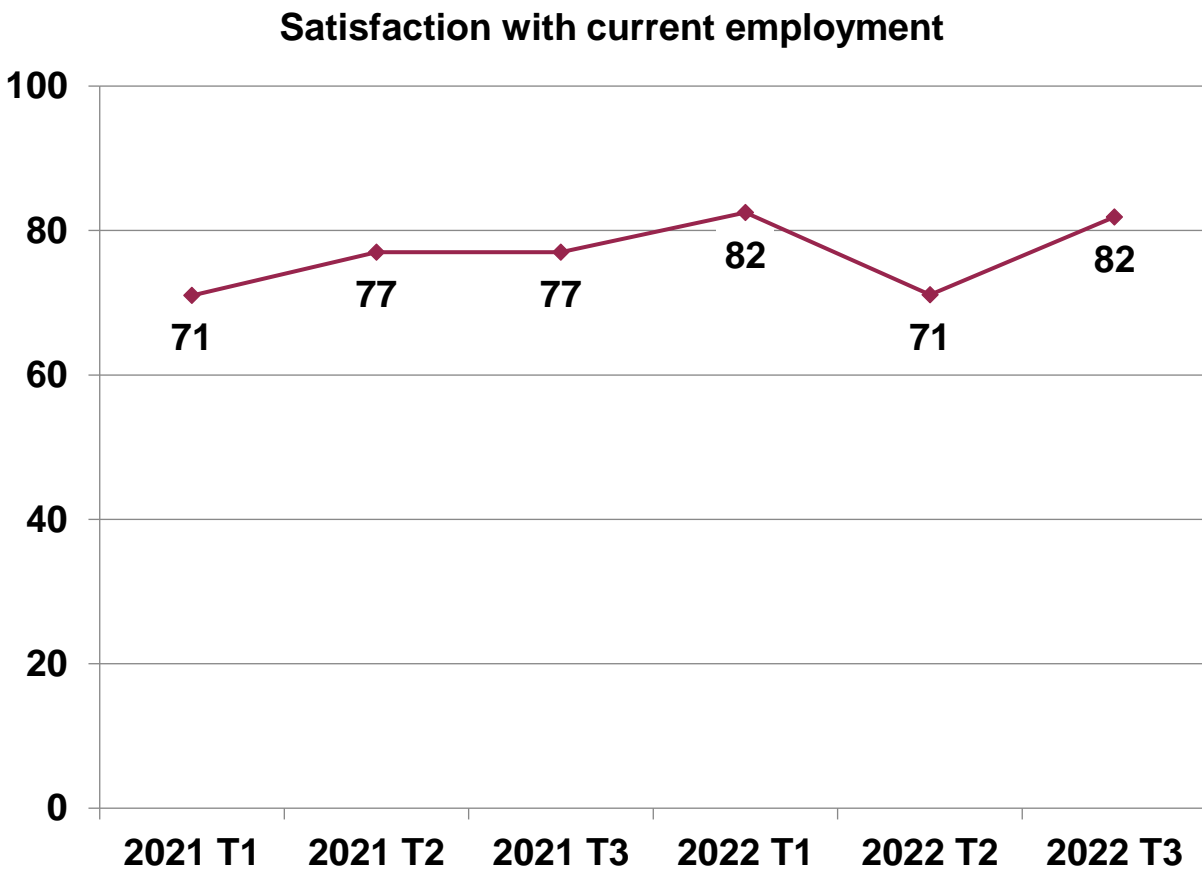
Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program? (% Yes)



Q. Satisfaction with Current Employment

Satisfaction with Current Employment

79



The domain score for 2022 Satisfaction with Employment is positive overall. Over half of consumers are working, and a nearly a third indicate they are looking for a job. Of those working, the majority are satisfied with their job. Those who are dissatisfied report feeling burnt out, saying their current job is not what they expected, or that it is not a career move.

Q76. Finally, these last few questions ask about what you are currently doing. Are you currently...?

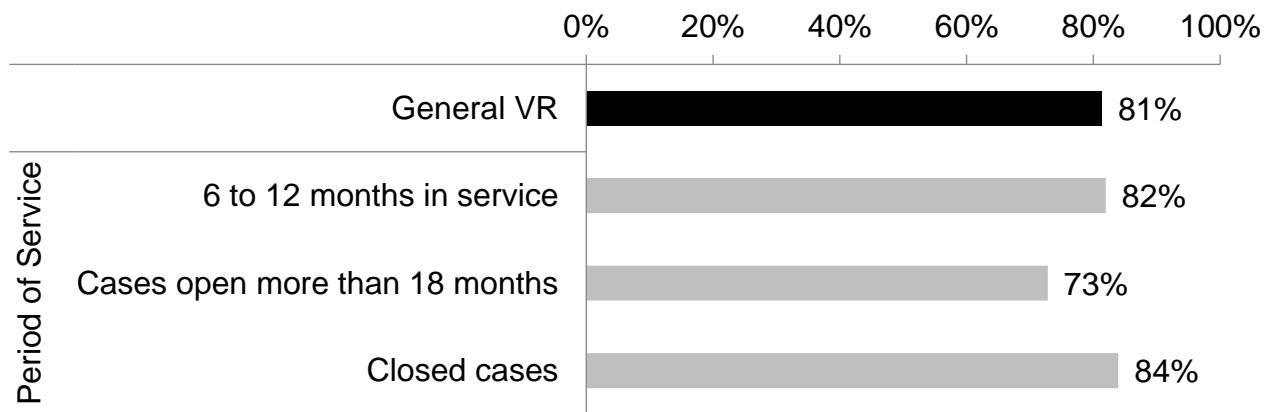
Over half (54%) are currently working full or part-time. 29% are currently looking for a job.

	%
Working full time, that is, more than 35 hours per week	30%
Working part time	24%
Currently looking for a job	29%
In school or receiving job training	17%
Keeping house	31%
Currently unable to work, or	13%
Volunteering your time	11%
Starting up own business	0%
Other	14%
None of these	3%

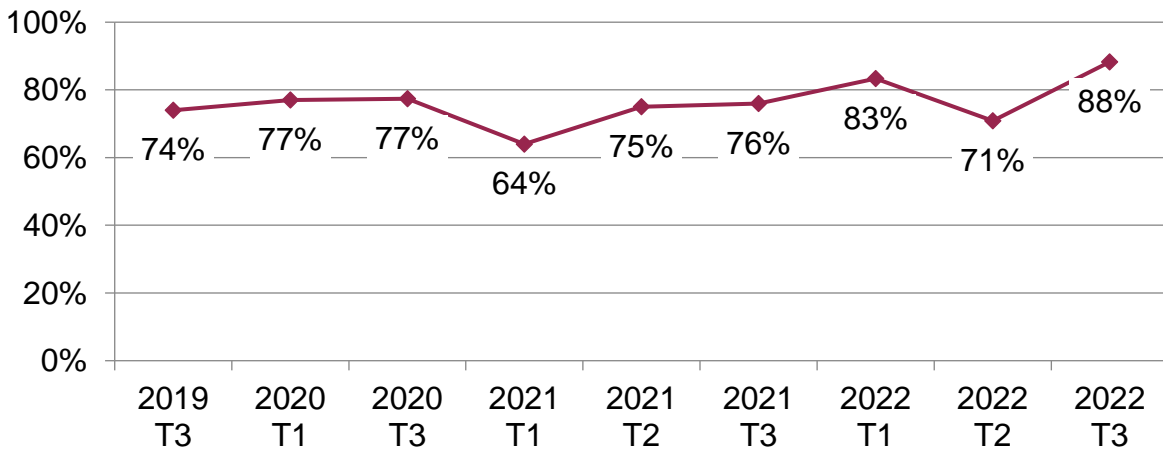
Q77. Thinking about your current job, how satisfied are you with what you are doing?

The majority (81%) of those currently working are satisfied with what they are doing. Closed cases have the highest rates of satisfaction (84%).

Thinking about your current job, how satisfied are you with what you are doing? (% Satisfied)



Thinking about your current job, how satisfied are you with what you are doing? (% Satisfied)



Q78. Why were you not satisfied with your current job?

Of those who are not satisfied with their job, 43% say they feel burnt out, or in need of change. 17% say it is only a temporary job while 16% feel their job is not what they expected.

	%	Count
Bored with job, been at job too long, burnt out, need change	43%	7
Not a career move, only temporary job	17%	3
Job is not what I expected	16%	1
Need a job aligned with skills, training	12%	3
Better communication needed	11%	1
Too few hours	9%	2
Unable or too difficult to work due to disability	8%	2
Dissatisfied with aspects or parts of job	7%	2
Other	6%	2
Job does not provide benefits, does not provide good benefits	6%	2
Had another job, career, training in mind	6%	2
Job is physically demanding	6%	2
Don't know/Refused	3%	1

****24 respondents provided feedback. Counts are weighted to unreflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 6% or more of consumers who provide feedback are presented in this table.*

R. COVID-19

COVID1. In what ways has the coronavirus pandemic affected your experience with VR/OIB?

When asked in what ways the coronavirus pandemic has affected their experience with VR, 26% say they faced challenges related to social distancing and being unable to meet their counselors. 20% say it was hard to communicate with their counselor.

	%	Count
Unable to meet with counselor, social distancing	26%	136
Difficulty communicating, hard to get in touch with counselor	20%	98
Process has slowed down, delays in achieving goals	16%	84
VR is closed	13%	48
Services stopped, waiting for services	10%	44
All of it, everything was affected	9%	44
Other	8%	43
Positive comment	4%	32
Isolated, can't leave home	4%	20
Don't know/Refused	0%	2

****507 respondents provided feedback. Counts are unweighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 4% or more of consumers who provide feedback are presented in this table.*

COVID2. Have you...?

23% of General VR consumers indicate that they put services on hold because of the coronavirus pandemic. 16% stopped looking for work because of the pandemic.

	%	Count
Put VR services on hold	23%	187
Stopped looking for work	16%	137
Neither	47%	507
Don't Know/Refused	20%	249

COVID3. Did you lose or leave a job due to the coronavirus pandemic? (Asked of those not currently employed)

Of those not currently employed, 26% reported losing or leaving a job due to the coronavirus pandemic.

	%	Count
Yes	26%	53
No	72%	151
Don't know/Refused	3%	4

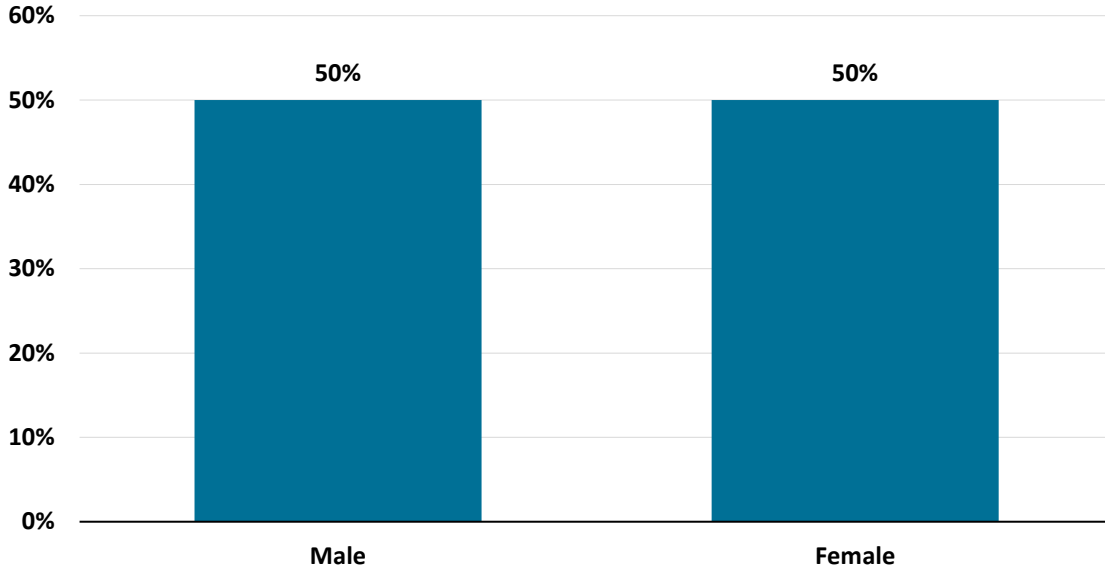
*COVID4. Did you lose or leave a job due to the coronavirus pandemic?
(Asked of those not employed due to COVID-19)*

Of those not employed due to Covid-19, 48% were laid off; 15% were furloughed while 13% left voluntarily due to safety concerns.

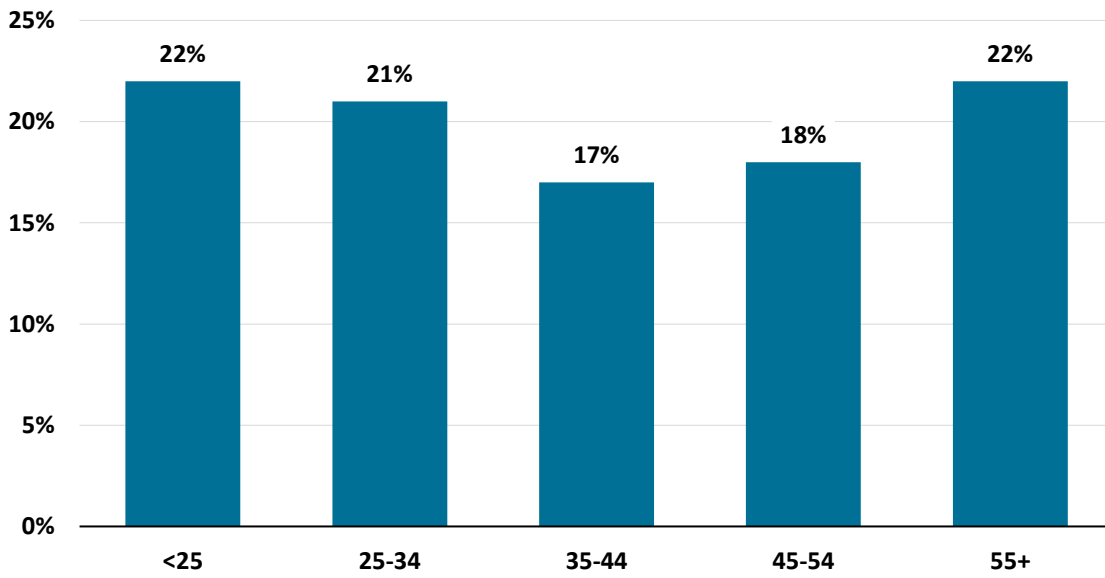
	%	Count
Laid off from your job	48%	27
Furloughed	15%	9
Concerned for your safety and left voluntarily	13%	8
Don't know/Refused	24%	10

VI. Demographics

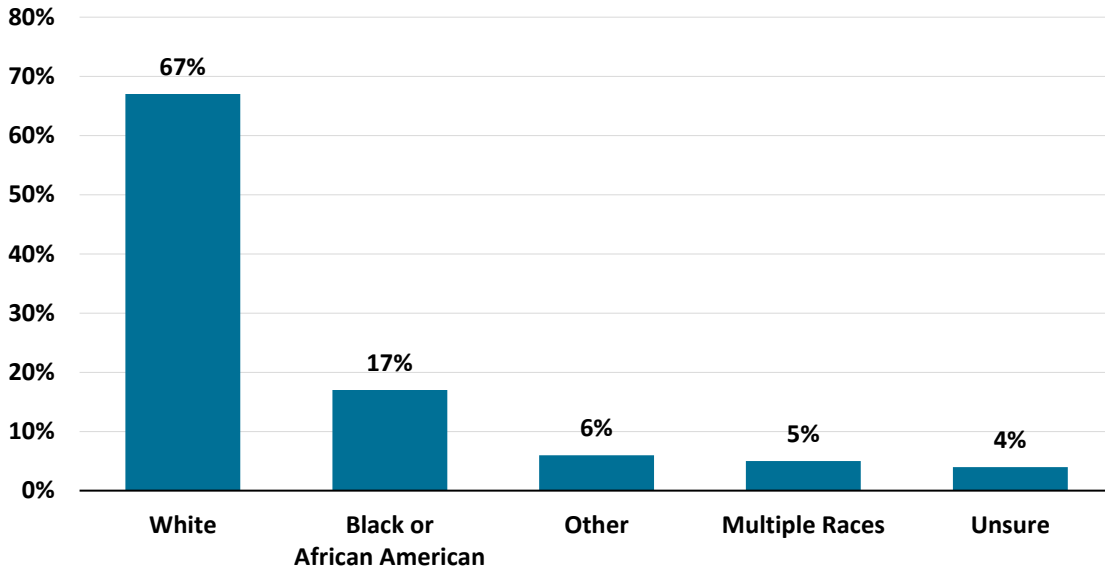
Gender



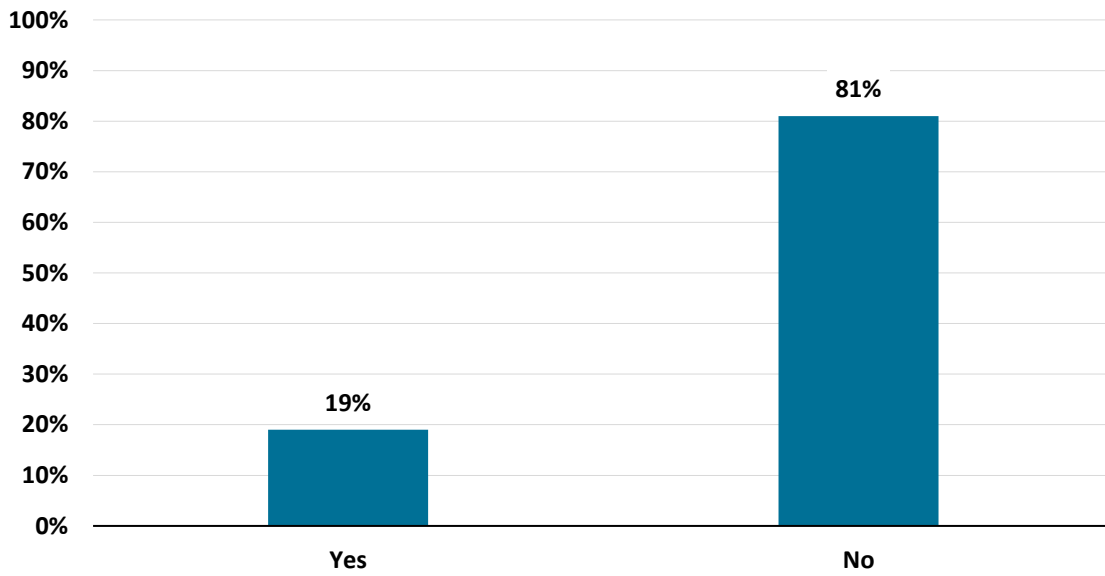
Age



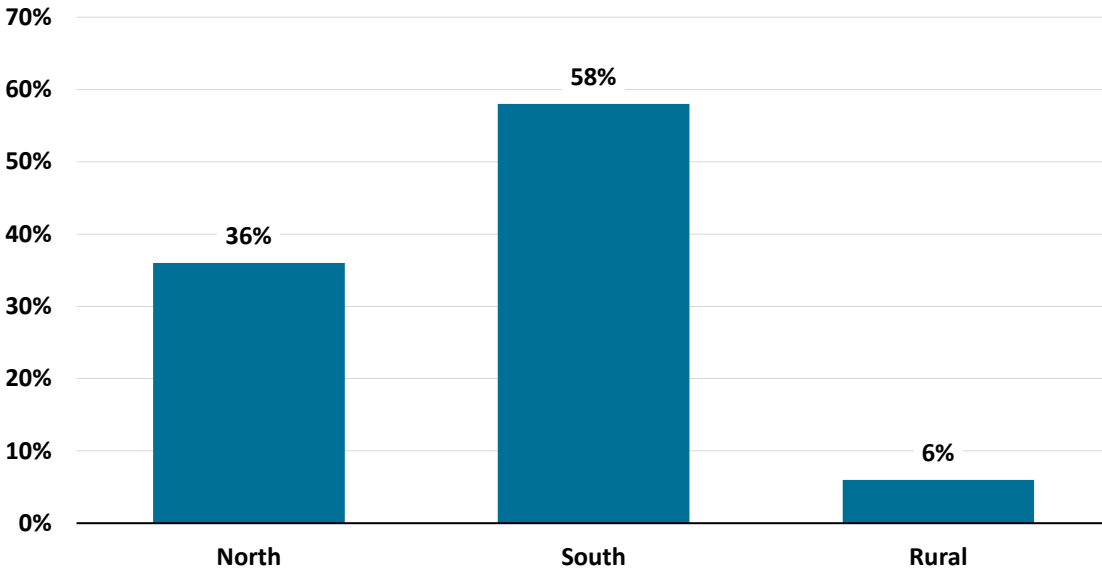
Race



Hispanic / Latino



Region



Period of Service

