

Consumer Experience Survey Older Individuals Who are Blind

Annual Report Covering Open and
Closed Cases January – December 2022

Prepared for:

Nevada Department of Employment,
Training and Rehabilitation

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I. EXECUTIVE SUMMARY

Key Findings

Overall consumers in the older individuals who are blind (OIB) population are very positive about their experience. Of any population, OIB consumers report the fewest problems, are most likely to recommend VR/OIB program to their friends and have the most positive experiences with staff and counselors, communicating with the OIB program, with their services and with the program overall. Their least positive experience domains are with the application for services and the accessibility of the OIB program office, two domains where they are less positive than both general VR and youth consumers.

Trends to Monitor

Most domains and individual question items remained relatively stable throughout 2022 though inter-trimester scores varied. A few trends are worth noting:

- Closed cases were reported worse experience across almost all core metrics:
 - Only about half (55%) of those with closed cases report that they would recommend OIB services to a friend or family member.
- The accessibility of the OIB office is the least positive aspect of the OIB program experience. This domain decreased throughout 2021 and averaged lower across 2022.
- Ease of application process also rated poorly across all of 2022 for OIB consumers, notably less than other core metrics.
- While most domain scores declined in trimester 2, all metrics rebounded toward more average scores in trimester 3.
- Most OIB consumers reported they experienced no problems with OIB staff or services.

Key Differences

Key differences among sub-populations of OIB program consumers are important indicators of both things that are working well and not so well. Although several sub-populations within the OIB consumer base appear to be having different experiences with the OIB program, no significant differences were found. This is most likely due to the smaller sample size of the OIB population. Smaller sample sizes reduce the ability to report differences between groups with a high level of statistical confidence. Where differences exist, they are noted in the detailed findings of this report.

Areas of Focus for Quality Improvement

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

Common reasons for dissatisfaction include:

- OIB consumers frequently mentioned difficulty with communication with staff, and the need for more thorough and timely communications.
- Delays in paperwork, time lags to receive services, and switching counselors were all cited as problems.
- The accessibility and condition of the OIB program facilities, particularly regarding covid-19 restrictions and transportation.

Aspects that worked well were a continuation of prior year trends, including:

- OIB consumers received needed equipment.
- Some thought the entire program worked well for them.
- Communication and accessibility of their counselor.

What consumers see as challenges are:

- Personal barriers like being independent and coping with disability are frequently mentioned challenges among OIB consumers.
- Physical disabilities and the associated challenges.
- Accessing transportation poses a challenge.

Consumers suggested the following improvements to OIB program or its services:

- More respect from staff
- Improved communications, generally
- More transportation assistance

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 will occur during three trimester periods each year (January – April, May – August, and September – December). During each Trimester MDR will complete 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 and retained through 2022. 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, 1304 surveys were completed among:

	IPE to 6 Months	6 to 12 Months	Open more than 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%

APOR Standard Formulas and 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 Rates – This represents the proportion of all cases interviewed out of all eligible customers ever contacted. That is, the percent of identified respondents 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 respondents who were infirm.

Refusal Rates – 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 respondents 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/OIB program 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 are weighted to reflect the expected number of consumers in the population who think a certain way, while the counts are unweighted to represent the actual number of consumers responding. Because respondents can provide multiple responses to each question and provide answers for multiple questions, percentages 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 be cut off higher or lower depending on the number of responses.

Suppressed Data

Data was suppressed if the count on a measure was less than 5. Since the OIB population is the smallest of the VR programs, data was suppressed in this report. Instances where data was suppressed will be reflected by a blank space next to the period of service.

Sampling Error

The percentages reported for the Nevada VR Consumer Experience Survey are within plus or minus (+/-) 11.2% of the rate that would be found if all OIB 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 60% and 40% with a confidence level of 95%.

Recommended Survey Changes for 2023 Evaluation Cycle

Overall, the Nevada VR/OIB program survey continues to work well, and the questions are gathering useful data for quality improvement and assessment of the consumer experience. Retaining the same core questions and measurement tools has allowed NR DETR to track changes as they have adapted services to meet the challenges presented by COVID-19. Maintaining these will allow for consistent information as new service models become set in place and turn into standard practice. Market Decisions Research (MDR) recommends retaining most of the existing survey questions and structure for the next evaluation cycle.

There are some areas for investigation that MDR would suggest NV DETR consider as we approach the 2023 survey evaluation cycle. Some of these involve specific items, while others are more methodologically oriented.

There are several questions on job development and job placement that provoke high levels of 'unsure' style responses- respondents either stating they do not know the answer or that they would prefer not to answer. These are most likely because the questions ask about the receipt of specific forms of service that respondents may not be able to identify by their technical name. Cognitive interviews could be a useful way of understanding respondent thought processes and recognition of these terms, as well as potentially more meaningful language to make these questions more useful.

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 are 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 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 actually 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. 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

The overall core metric results for the 2022 evaluation cycle are presented in the table below along with results for each service population for reference and comparison.

Compared to general and youth consumers, OIB consumers are less positive about some areas of experience. In particular, ease of the application process and accessibility of OIB offices are notably less positive than other programs. This has been consistent since COVID-19 mitigation plans were put into place in mid-2020. OIB consumers appear to have notable difficulty with these parts of the program that has been sustained across time. Action may need to be taken to

understand more deeply why the offices and application process among OIB consumers causes such high levels of poor consumer experience.

	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%

Trending Comparison – Core Metrics

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

The OIB consumer core metrics have remained stable throughout 2022, and measures are similar to 2021. Some fluctuations occurred between trimesters, but most scores neither consistently improved nor declined from year to year. Issues that appeared in 2021 related to office accessibility and applications averaged lower in 2022.

	2019 T3	2020 T1	2020 T3	2021 T1	2021 T2	2021 T3	2022 T1	2022 T2	2022 T3
Overall Satisfaction and Expectations	86	82	86	73	75	78	83	68	79
Experience with Services Provided by OIB Program	90	82	89	74	83	82	80	70	79
Experience with Staff and Counselors	94	84	92	85	85	87	92	81	86
Communications with Staff	85	83	84	76	78	71	77	66	83
Customer Control and Involvement	87	82	86	84	80	75	88	71	82
Outcomes and Meeting Goals	87	84	86	71	76	87	83	66	83
Ease of the Application Process for OIB Program Services	67	54	76	76	68	76	74	64	71
Accessibility of the OIB Program Office	86	77	83	76	70	56	68	56	62
Would you tell your friends with disabilities to go to the OIB program for help? (% Yes)	97	96	89	93	91	91	92	77	83
Did you experience any problems with the OIB program or the services they have provided to you? (% No)	89	84	90	86	83	87	85	71	83

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.

Overall, consumers in every period of service benchmark are generally positive about their experience. Those in service 18 months are most the positive overall. Each group is very positive with their experience with services, experience with staff and counselors, and customer control and involvement. However, all groups cited the ease of the application process and accessibility of the offices as a low point.

Additionally, those with closed cases were more negative in many areas of experience. This is particularly true for likelihood to recommend the OIB program. Just over half (55%) of those with closed cases would recommend OIB services, compared to about 9-of-10 of those at other case benchmarks.

NV DETR services experienced a significant shock in 2020 and 20221. The experiences of those with closed cases may be the lingering effects of the sudden, dramatic change of service models and service experience which are only in 2022 beginning to be normalized. Older individuals may have had more trouble adapting, and many of the changes in culture related to the COVID-19 pandemic were particularly ill-suited to those with visual disability, compounding this experience.

	In Service IPE to 6 months	In Service 6 to 12 Months	In Service 18 Months or More	Closed Cases
Overall Satisfaction and Expectations	75	78	85	72
Experience with Services Provided by OIB Program	77	74	83	77
Experience with Staff and Counselors	88	86	89	81
Communications with Staff	73	85	75	69
Customer Control and Involvement	81	81	82	79
Outcomes and Meeting Goals	83	79	86	61
Ease of the Application Process for OIB Program Services	70	69	75	68
Accessibility of the OIB Program Office	62	62	61	66
Would you tell your friends with disabilities to go to the OIB program for help? (% Yes)	95%	86%	91%	55%
Did you experience any problems with the OIB program or the services they have provided to you? (% No)	71%	86%	91%	79%

IV. DETAILED FINDINGS – OLDER INDIVIDUALS WHO ARE BLIND

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.

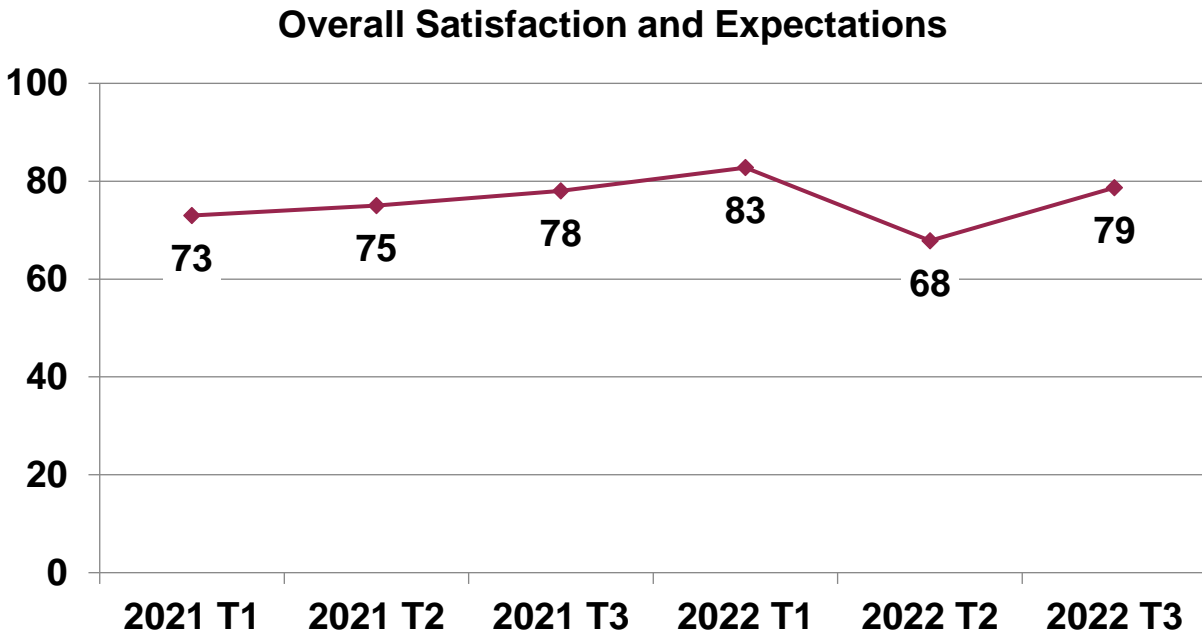
For each main topic area, consumer feedback is collected through a series of open-ended follow-up questions and presented at the end of each section. This feedback is aggregated to show the most frequently mentioned problems, suggested improvements, or positive aspects of the consumer experience for 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. For groups with fewer than 10 individual's respondent data has been suppressed in the interest of preserving privacy.

A. Overall Satisfaction and Expectations

Overall Satisfaction and Expectations Domain Score

77

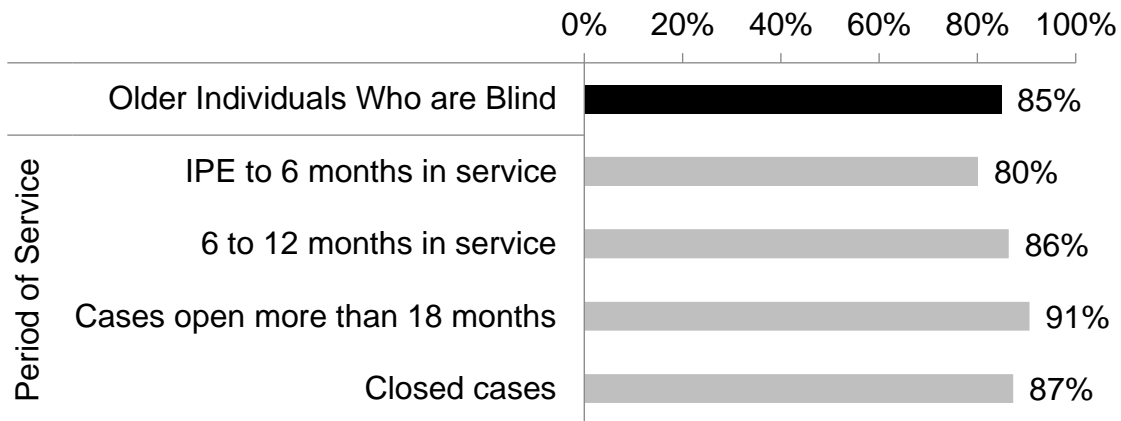


OIB consumers are positive about their experience and meeting expectations overall. Most are satisfied with the Nevada's OIB program. While few are dissatisfied or have unmet expectations, they mention issues such as not receiving or being offered enough help, and that their counselor was not supportive.

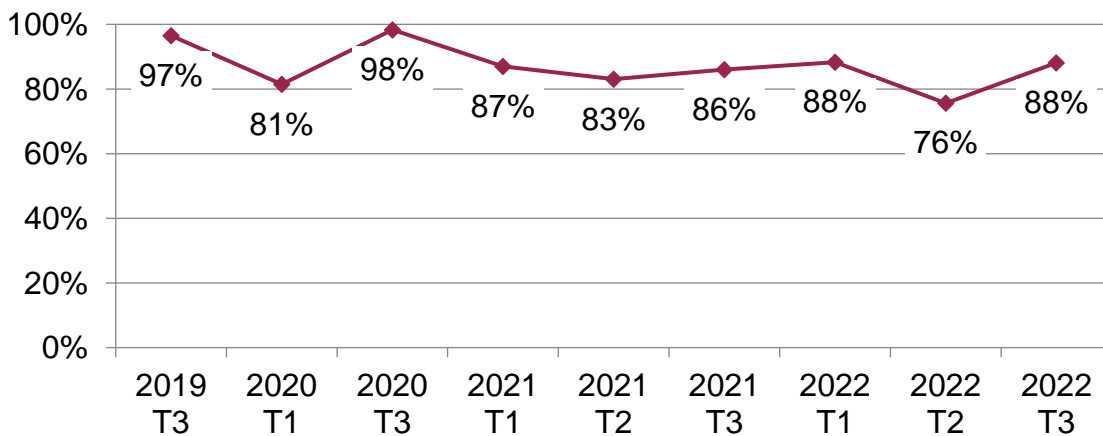
Q01. Overall, how satisfied were you with Nevada's OIB program?

Overall, 85% of consumers in 2022 are satisfied with Nevada's OIB program. Consumers receiving services more than 18 months (91%) were more likely to be satisfied with OIB services.

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



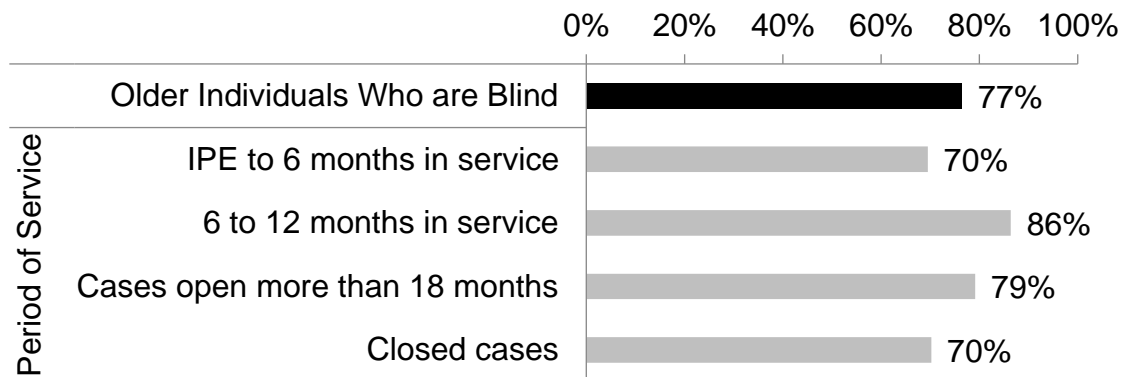
Overall, how satisfied were you with Nevada's OIB program? (% Satisfied)



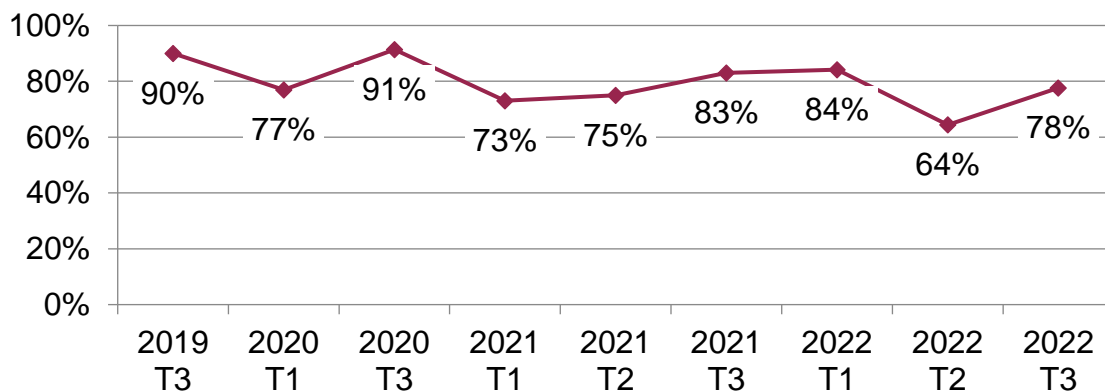
Q43. How satisfied would you say you are with the services provided by the OIB program?

Over three quarters (77%) OIB consumers are satisfied with the services provided through Nevada's OIB program overall. Trimester two showed a downward trend (64%) but has improved in trimester three (78%) of 2022.

How satisfied would you say you were with the services provided by Nevada's OIB program?
(% Satisfied)



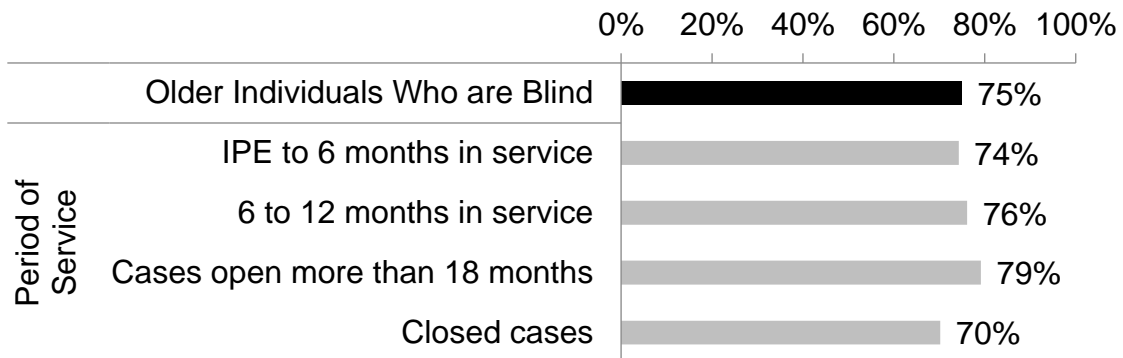
How satisfied would you say you were with the services provided by Nevada's OIB program?
(% Satisfied)



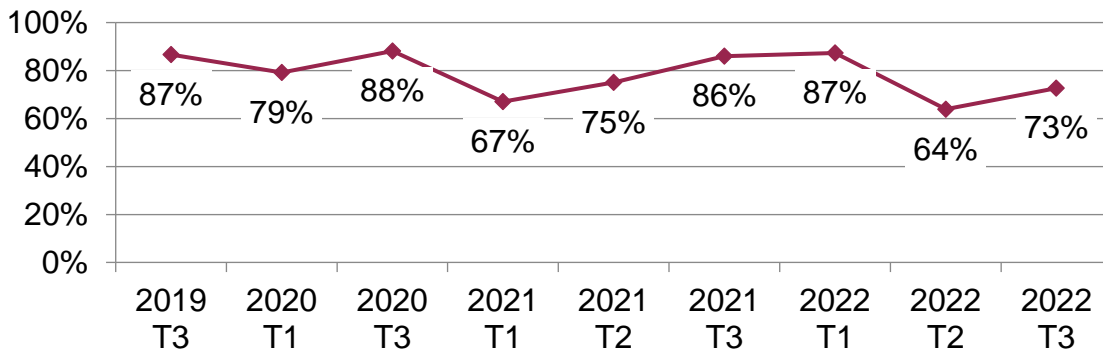
Q45. Considering all the expectations you may have had about the services provided by the OIB program, to what extent have these services met your expectations?

One quarter (75%) of respondents say their expectation of services have been met. Among those receiving services in the North County (90%) are most likely to report their expectations are met.

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



Overall Satisfaction and Expectations Consumer Feedback

Among those who are dissatisfied with OIB services, 44% say they received no help reaching plan or goals, 37% report services were not effective, and 20% say counselor did not return calls, emails or follow up.

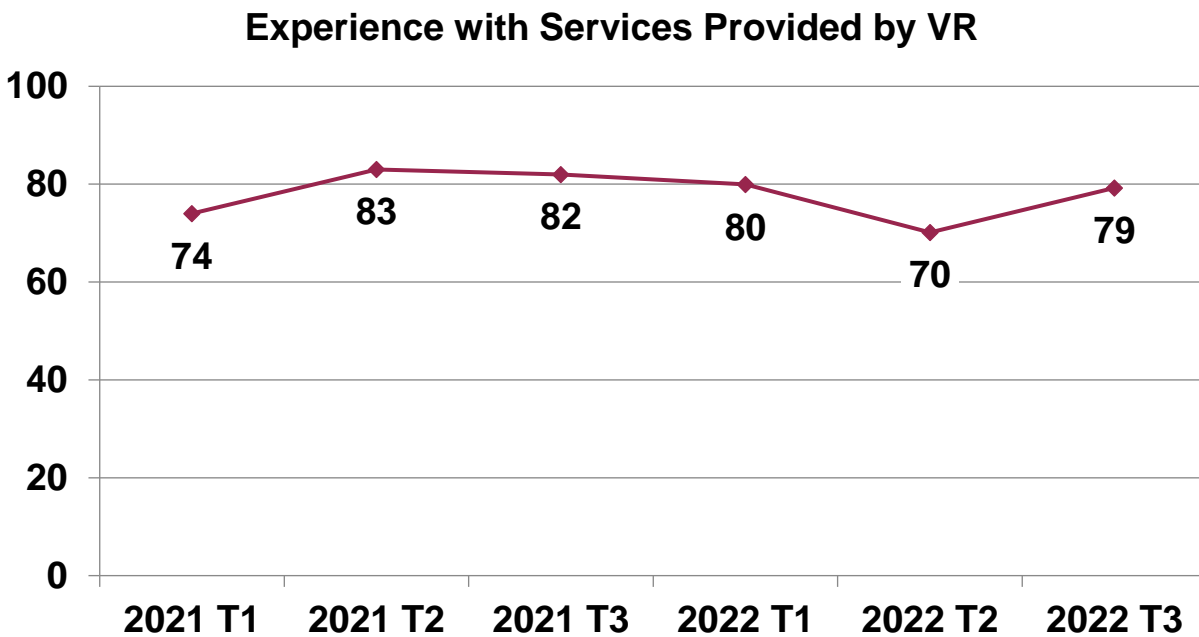
	%	Count
Received no help in reaching plan or goals	44%	8
Services offered by VR were not effective	37%	7
Counselor did not return calls, emails or follow up	20%	4
Calls, mail not returned for days, weeks, had to wait too long for return call	14%	2
Dissatisfied with VR services	11%	2
Listen to customer, understand needs, wants, ability	11%	2
Need more guidance, support, explanation	10%	1
Program did not meet expectations	9%	2
Counselor was not helpful or supportive	9%	2
Meet customer's needs, work closely with customer	9%	2
Services just stopped, don't know why	8%	1
Get voicemail, never answers the phone	7%	2
Changing counselors, switching too much, causes problems	7%	2
Covid-19 related problems	6%	1
Need to tailor program to individual needs and get to know each customer	6%	1
Did not receive needed Assistive technology	5%	1
Never received help, VR offered no help	5%	1
Did not take care of problem	5%	1
Counselor would not listen, dismissed concerns	5%	1
Have not received services yet	5%	1
Broken promises, no follow through	5%	1
Staff is great, very helpful	5%	1
Other	19%	3
Don't know/Refused	15%	4

21 respondents provided feedback. Percentages 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

B. Experiences with Services – OIB Program

Experiences with Services Provided by the OIB Program Domain Score

77

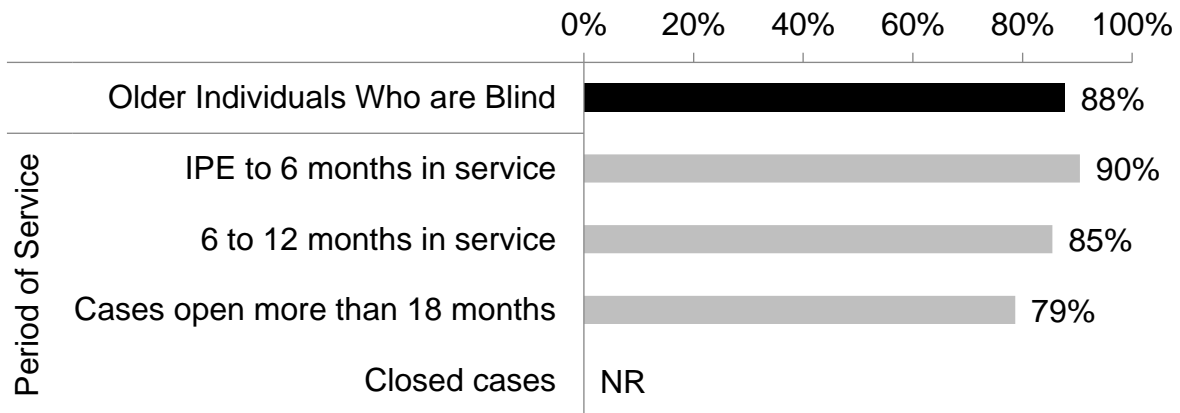


OIB consumers have a positive experience with OIB program services. Most are satisfied with their choices of services and providers. Although most are satisfied with the promptness of services, results have decreased. Feedback from those with less positive views suggests that their counselor would not listen, or dismiss concerns, lack of follow up and would like to speak to a person are lowering their satisfaction overall.

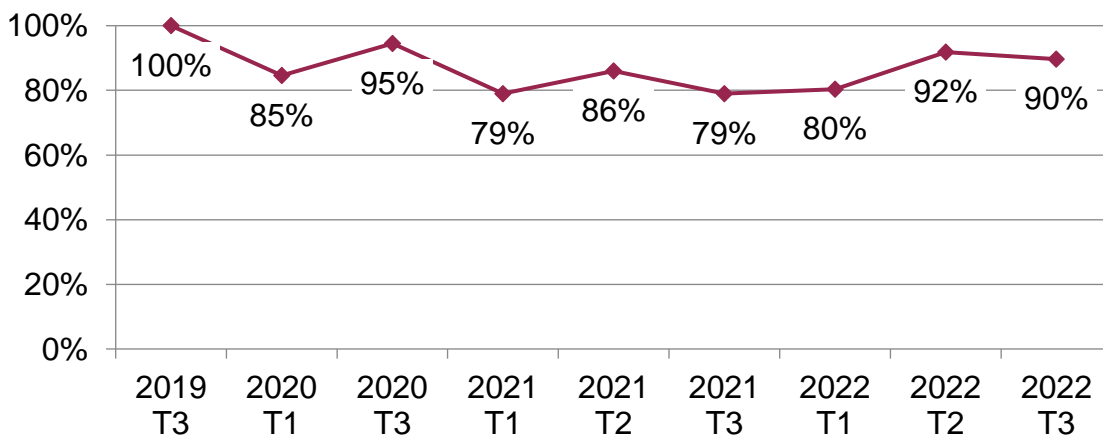
Q07. How satisfied were you with the choice of services that were available?

Overall, 88% of OIB consumers are satisfied with the choice of available services. An increase of twelve percentage points from 80% in trimester one to 92% in trimester two in 2022.

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



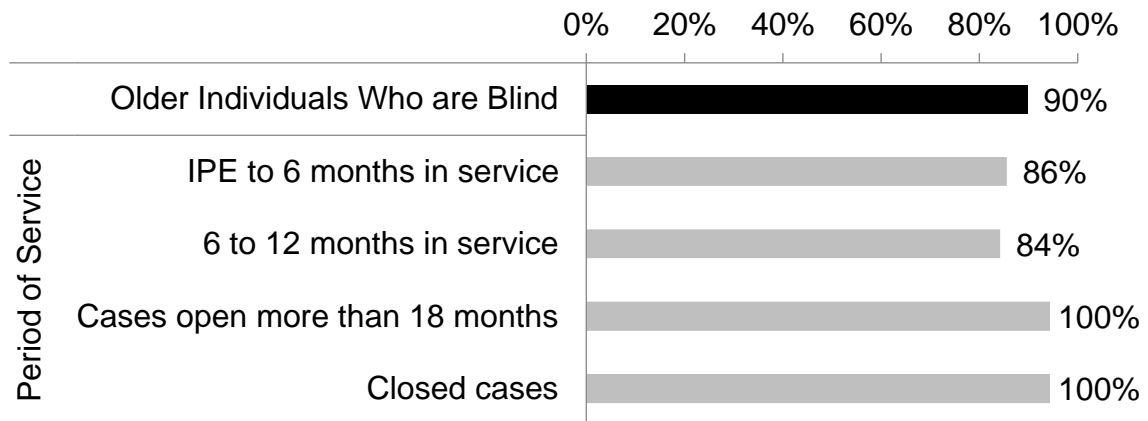
How satisfied were you with the choice of services? (% Satisfied)



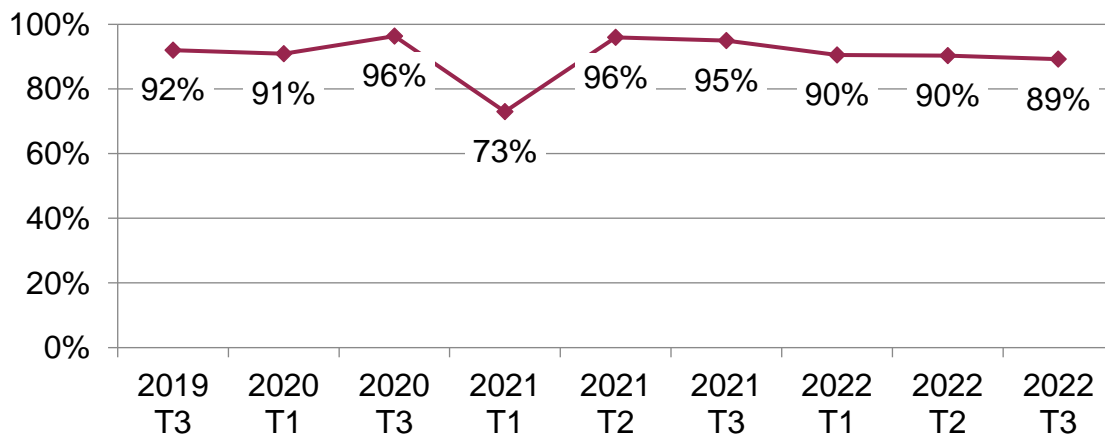
Q09. How satisfied were you with the choice of service providers?

Nine in ten (90%) survey respondents are satisfied with the choice of service providers. Those enrolled in the OIB program 6 to 12 months (84%) are the least satisfied overall.

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



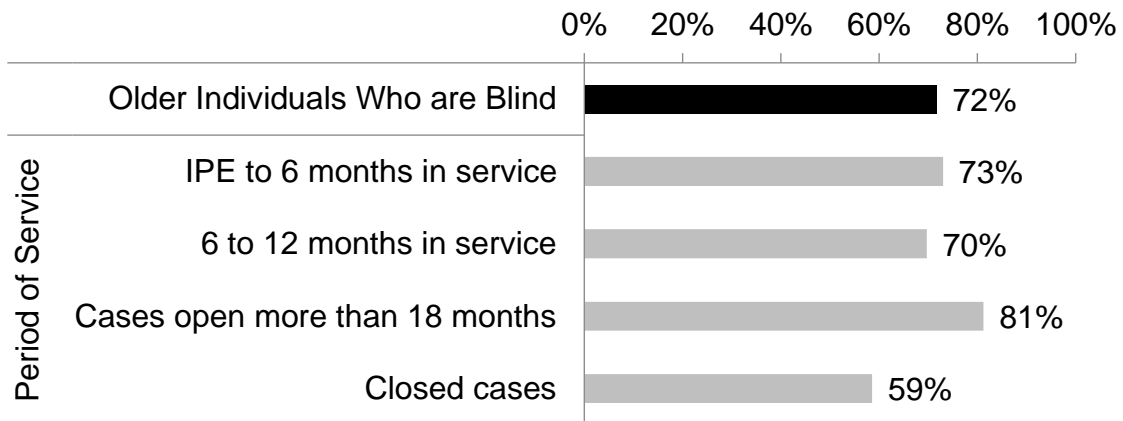
How satisfied were you with the choice of service providers? (% Satisfied)



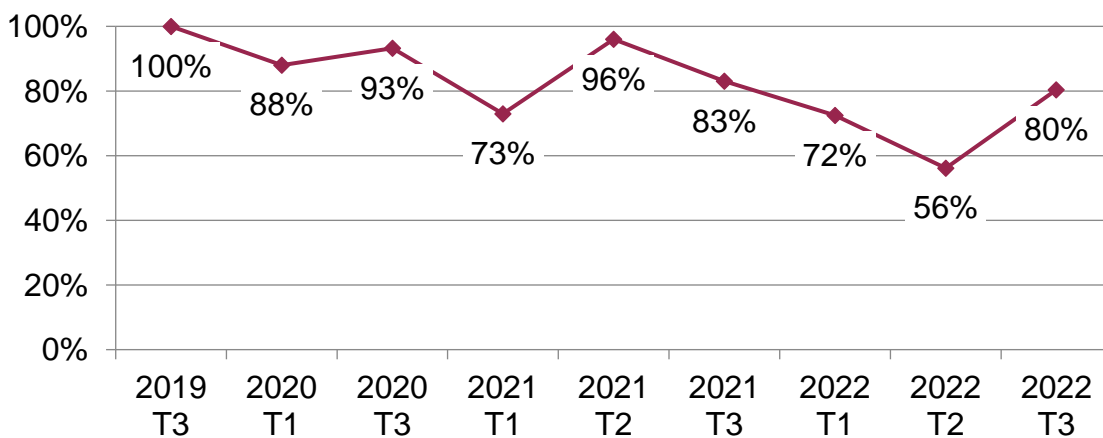
Q31. Services were provided as promptly as I felt necessary.

72% of consumers agree that services were provided as prompt as possible. Trimester two (56%) results of 2022 decreased considerably of sixteen percentage points from trimester one (72%), however this decrease is not considered significant.

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 the OIB Program Consumer Feedback

Nearly one quarter (24%) of consumers who are dissatisfied with their OIB services say their counselor would not listen and dismissed their concerns.

	%	Count
Counselor would not listen, dismissed concerns	24%	5
Counselor did not return calls, emails or follow up	17%	4
Should be answering phones, want to speak to person	17%	2
Long time to get things going, process slow	12%	2
Listen to customer, understand needs, wants, ability	12%	2
Received no help in reaching plan or goals	12%	2
Have not received services yet	11%	2
Better communication needed	10%	1
Changing counselors, switching too much, causes problems	10%	2
Counselor rude, disrespectful, unprofessional	9%	2
Counselor needs to make more effort, customer does all the work	9%	2
More offices or locations, expand hours of operation	8%	1
Increase awareness of technology	7%	1
Need more services, programs, providers	6%	1
Need more information about services offered, not enough information provided	6%	1
Help customer get a job, provide more job options	6%	1
Need more guidance, support, explanation	6%	1
Services offered by VR were not effective	6%	1
Never received help, VR offered no help	6%	1
Need to speed up process of obtaining services	6%	1
Other	11%	3
Don't know/Refused	4%	1

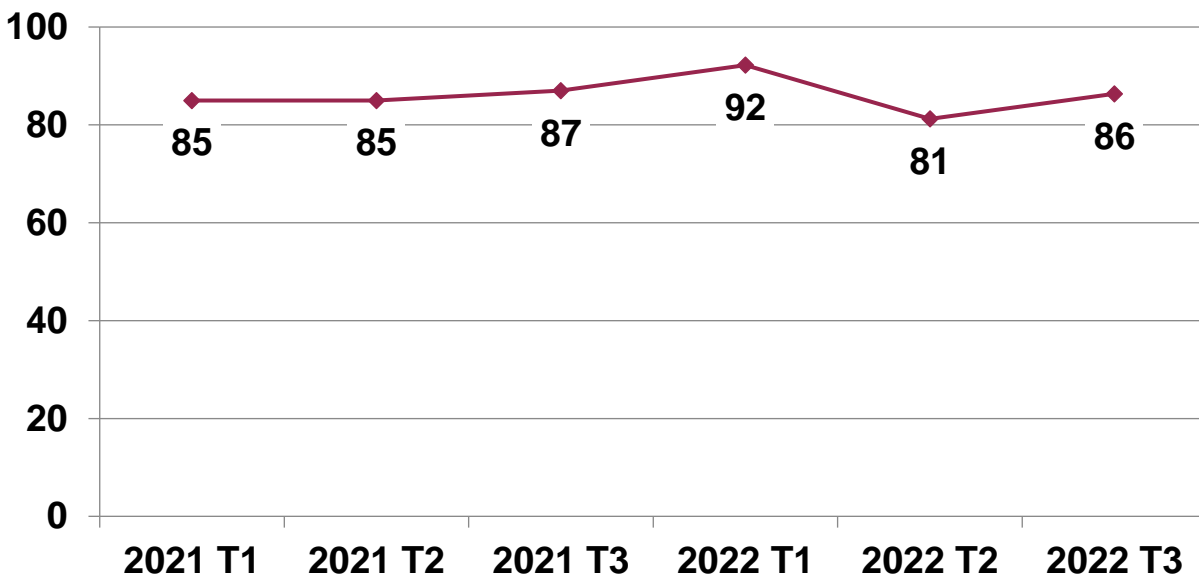
19 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 6% or more of consumers who provide feedback are presented in this table.

C. Experience with OIB Program Staff and Counselors

Experience with OIB Program Staff and Counselors Domain Score

87

Experience with VR Staff and Counselors

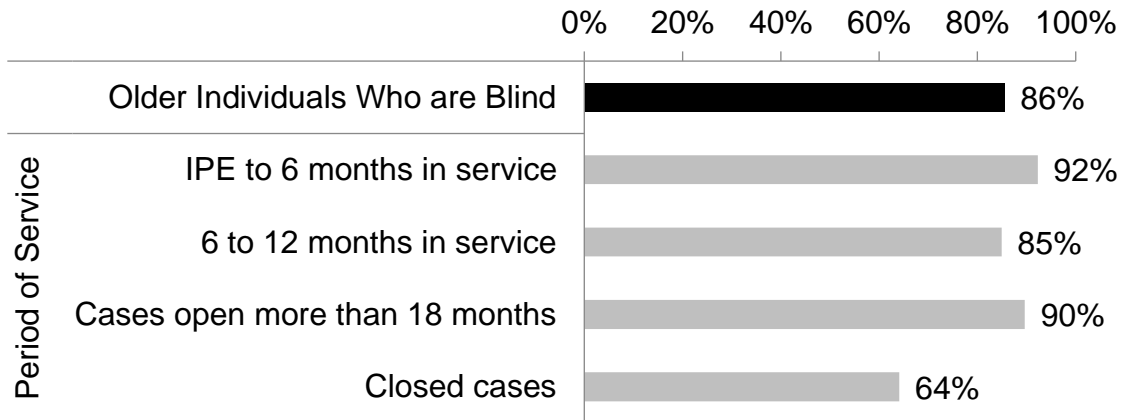


OIB consumers report a very positive experience with OIB program staff and counselors. Most say they have been helped in reaching their goals, and nearly all feel they are treated with dignity and respect. Although small in number, those reporting a negative experience say better communication and more information of available services they qualify for are needed.

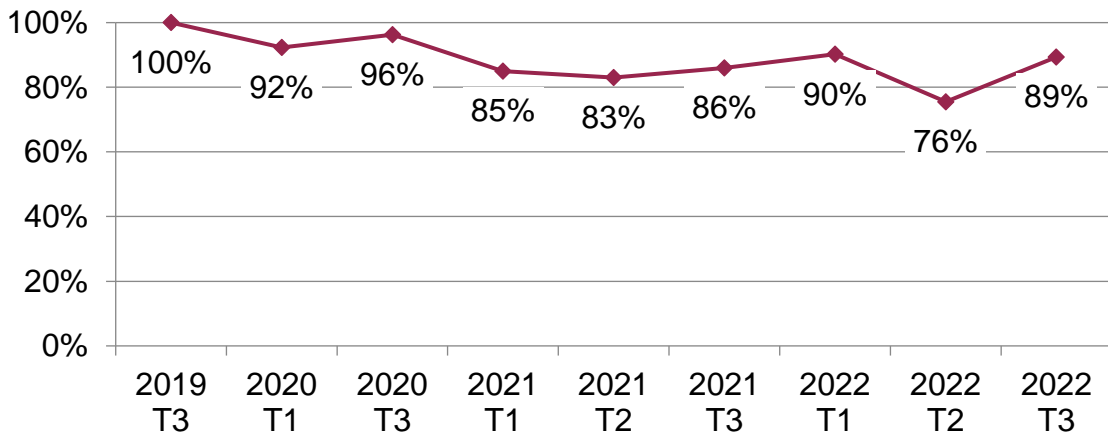
Q17. How helpful were the staff of the OIB program in helping you achieve your goals?

Overall, 86% of respondents agree that OIB program staff provide the help they need to reach their goals.

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



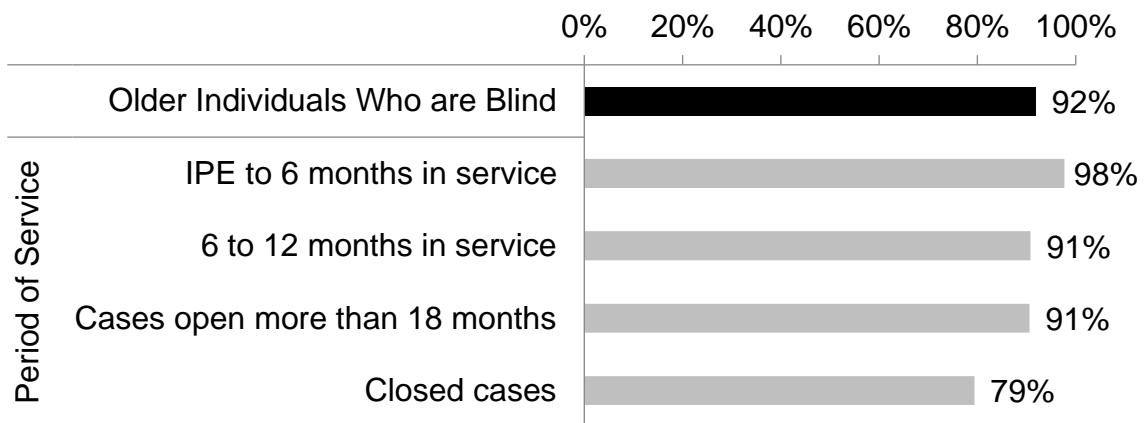
How helpful were the staff of Nevada OIB in helping you achieve your VR goal? (% Helpful)



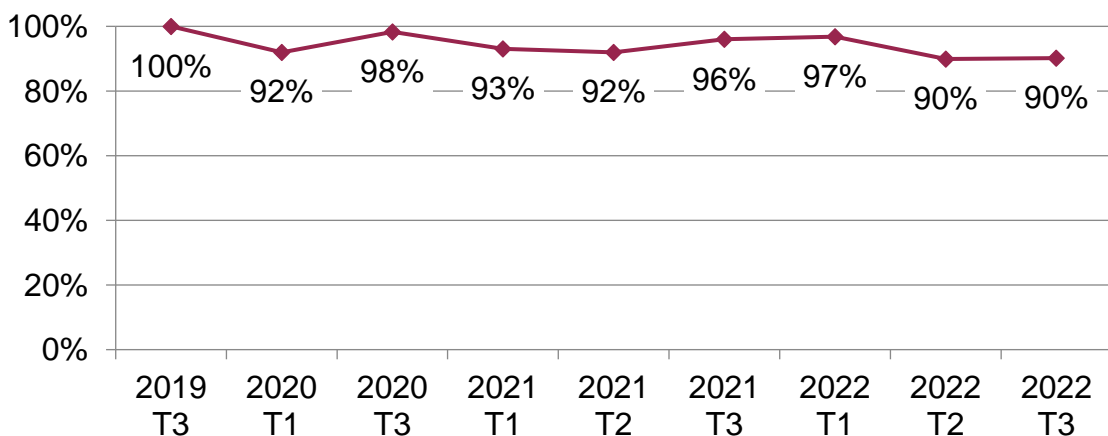
Q23. The OIB program staff treated me with dignity and respect.

Overall, most (92%) say that the OIB program staff treat them with dignity and respect. Those with closed cases (79%) were most likely to disagree.

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



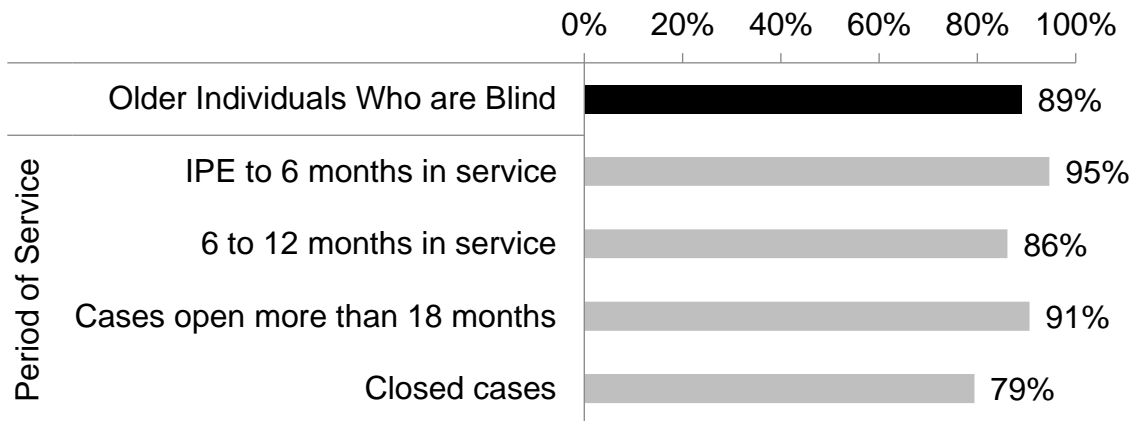
The OIB program staff treated me with dignity and respect. (% Agree)



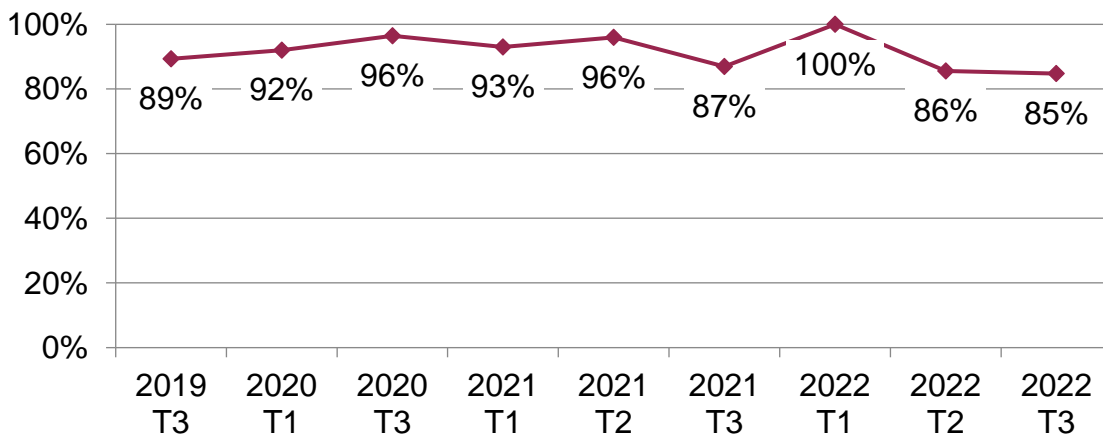
Q25. OIB program staff understood my particular situation and needs.

Nearly nine in ten customers (89%) feel staff understood their personal situation and needs. All (100%) agreed in trimester one, reaching its all-time high. Results decreased to 85% in trimester three of 2022.

OIB program staff understood my particular situation and needs. (% Agree)



OIB program staff understood my particular situation and needs. (% Agree)



Experience with OIB Program Staff and Counselors Consumer Feedback

Nearly one third of respondents who say they are dissatisfied OIB staff and counselors say they need better communication (32%). 27% report counselors not returning calls, emails or follow up, and 26% need more information about services

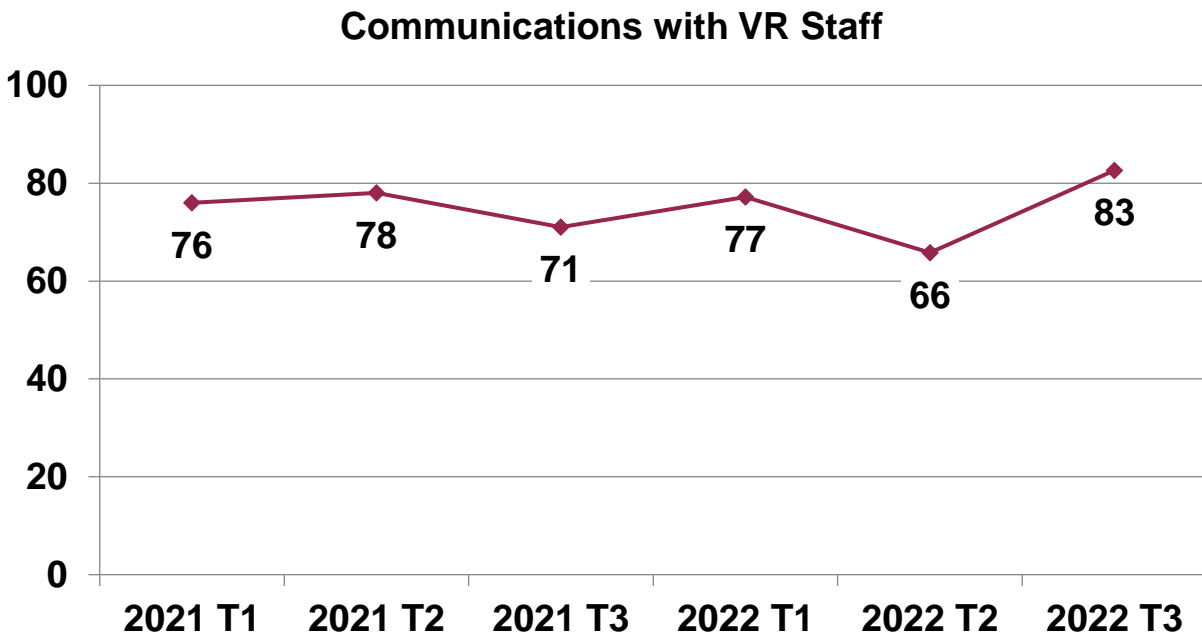
	%	Count
Better communication needed	32%	9
Counselor did not return calls, emails or follow up	27%	6
Need more information about services offered, not enough information provided	26%	6
More information needed, need to broaden programs	21%	5
Broken promises, no follow through	12%	3
Received no help in reaching plan or goals	9%	2
Improve communication	8%	1
Long time to get things going, process slow	8%	1
Need or use adaptive equipment	8%	2
Staff did not return calls, emails or follow up	5%	1
Need more caring, understanding and encouraging staff	5%	1
Did not take care of problem	5%	1
Did not receive needed transportation	5%	1
Had no control over experience, told me what to do	4%	1
Counselor too busy, felt pushed aside	4%	1
Counselor was not helpful or supportive	4%	1
Counselor would not listen, dismissed concerns	4%	1
Counselor rude, disrespectful, unprofessional	4%	1
Staff has poor attitude, disrespectful, unprofessional	4%	1
Other	3%	1
Don't know/Refused	14%	4

26 respondents provided feedback. Percentages 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 OIB Program Staff

Communications with OIB Program Staff Domain Score

77

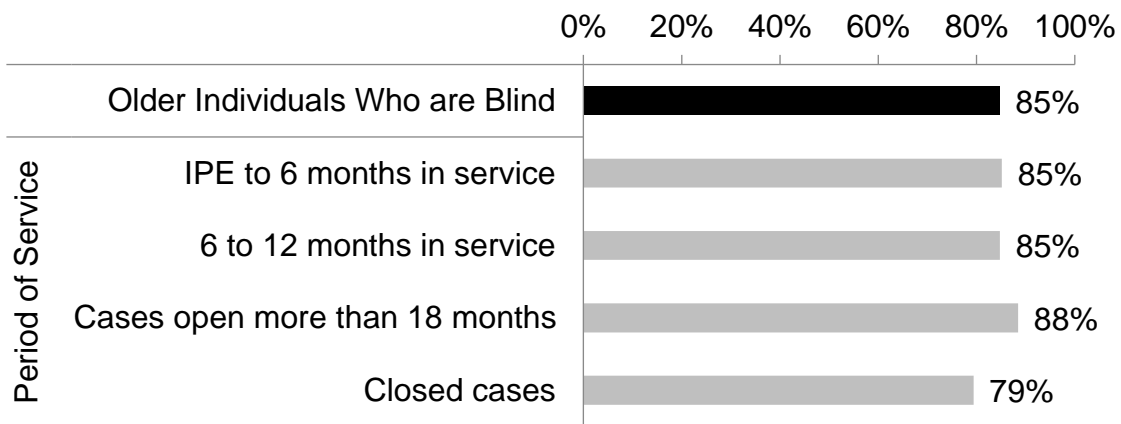


Overall, OIB consumers report a positive experience communicating with OIB program staff. Most are satisfied with the information they receive, how long counselors take to reply to them, and ease of contacting counselors. This domain's 2022 results are consistent with 2021. Of the problems mentioned, staff and counselors not returning calls, and always leaving voicemails, no one answering the phone.

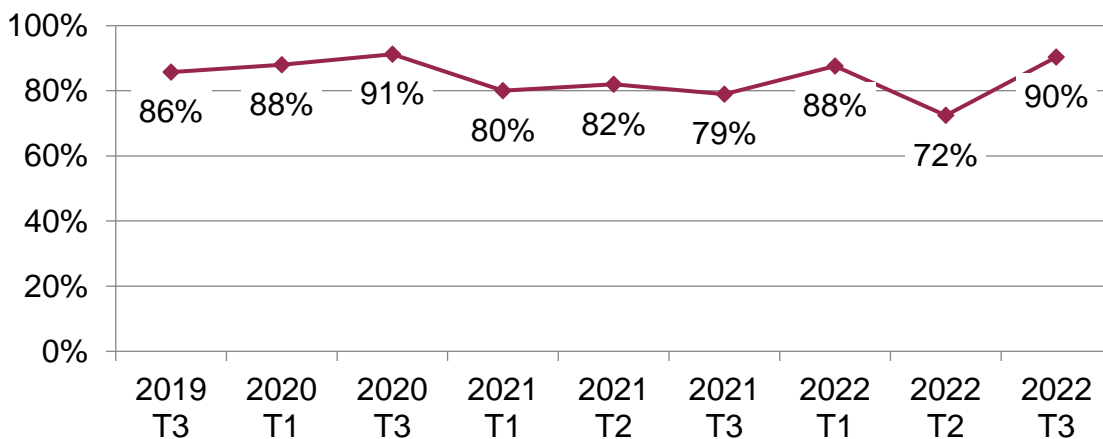
Q11. How satisfied are you with the information you were given about the choices you had?

85% are satisfied with the information they are given regarding their choices. This has been trending downward since a high of 91% in trimester three of 2020 but has since rebounded in trimester one (88%) and trimester three (90%) in 2022.

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



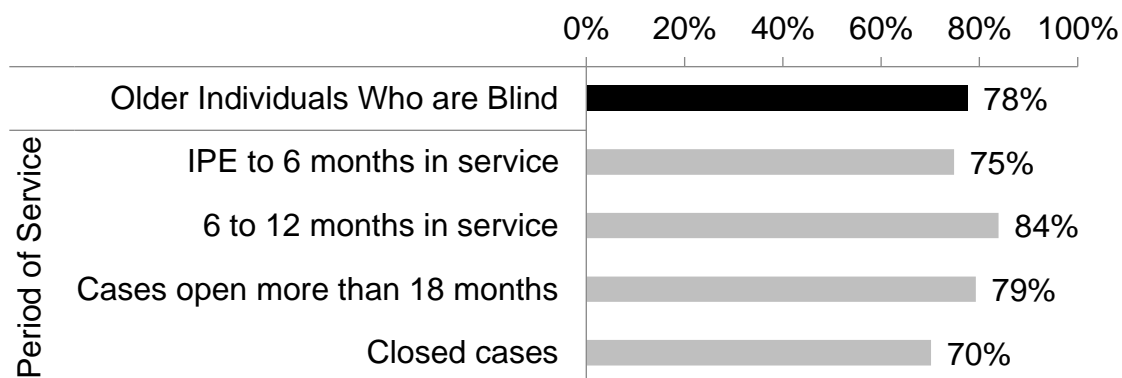
How satisfied were you with the information you were given about the choices you had? (% Satisfied)



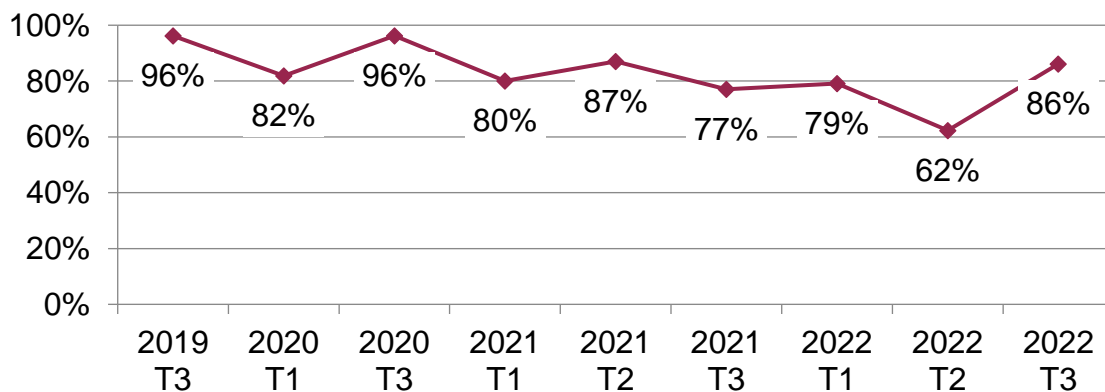
Q13. How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

Overall, 78% are satisfied with the timeliness it took for their OIB program counselor to answer questions or address concerns. Compared to previous years consumers in trimester two (62%) were least satisfied overall.

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



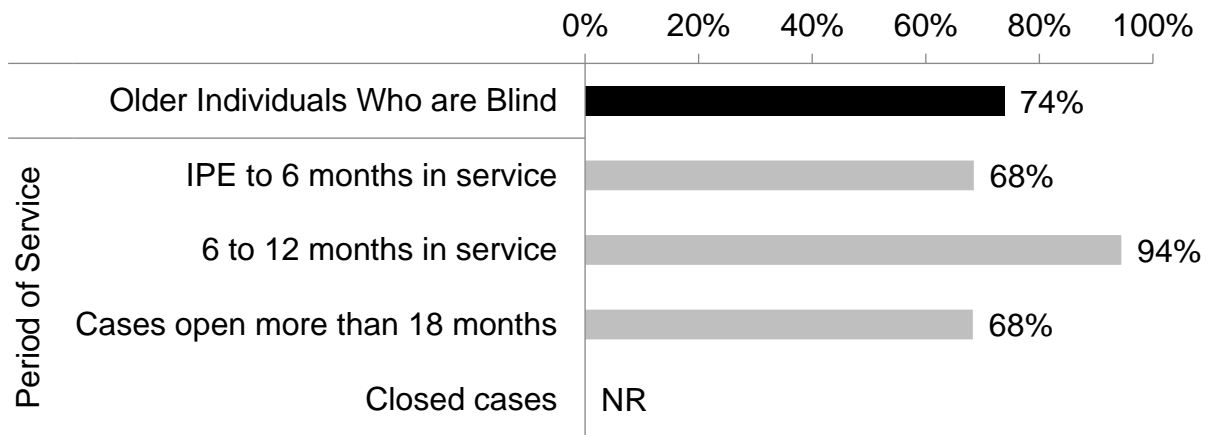
How satisfied were you with how long it takes your counselor to answer your questions or address your concerns? (% Satisfied)



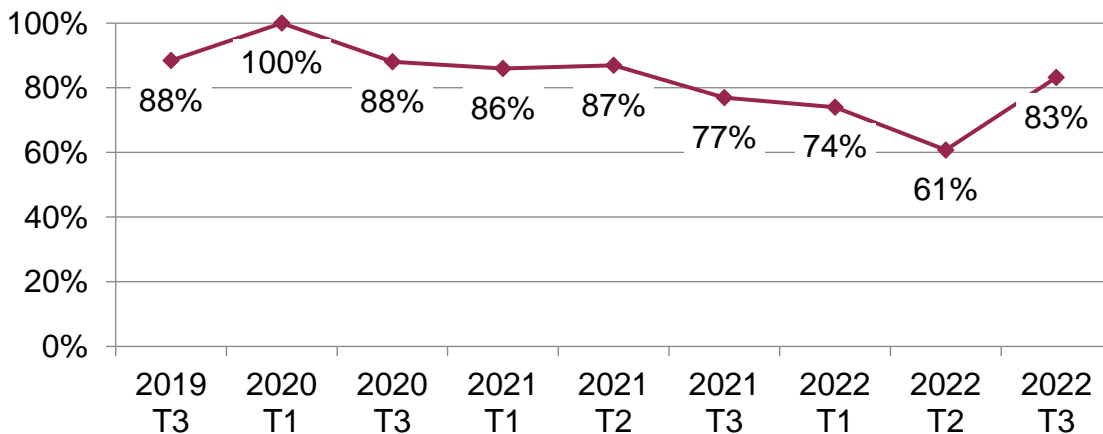
Q19. How easy was it for you to contact your OIB program counselor?

74% of survey respondents report that contacting their counselor is easy. This has been trending downward since trimester one of 2020 when 100% reported it was easy to contact their counselor. In trimester two of 2022 results dropped to 61%.

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



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



Communications with OIB Program Staff Consumer Feedback

30% of OIB consumers who are dissatisfied with program's communication report their counselor did not return calls, emails, or follow up.

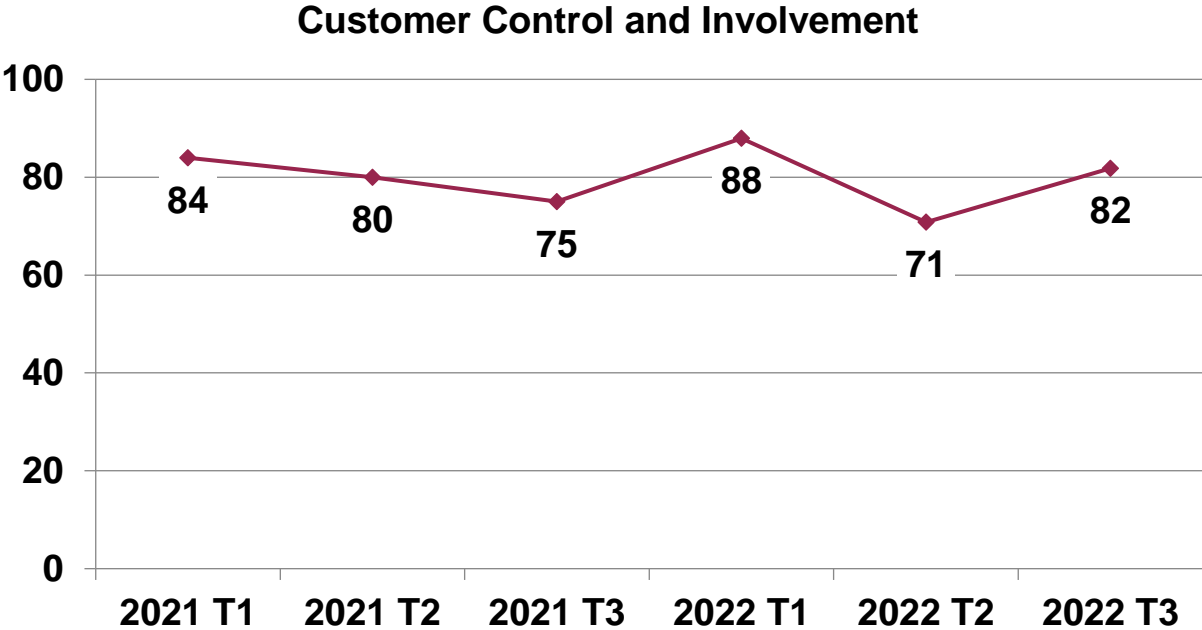
	%	Count
Counselor did not return calls, emails or follow up	30%	10
Get voicemail, never answers the phone	28%	9
Staff did not return calls, emails or follow up	19%	7
Changing counselors, switching too much, causes problems	18%	6
Better communication needed	15%	6
Should be answering phones, want to speak to person	14%	4
Calls, mail not returned for days, weeks, had to wait too long for return call	12%	5
Counselor was not helpful or supportive	7%	3
Was not given information about choices	5%	2
Counselor needs to make more effort, customer does all the work	5%	2
VR, Counselor was OK, helpful, positive	5%	1
Had to leave multiple messages before getting a call back	5%	2
Other	14%	3
Don't know/Refused	16%	6

34 respondents provided feedback. Percentages 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.

E. Customer Control and Involvement

Customer Control and Involvement Domain Score

80

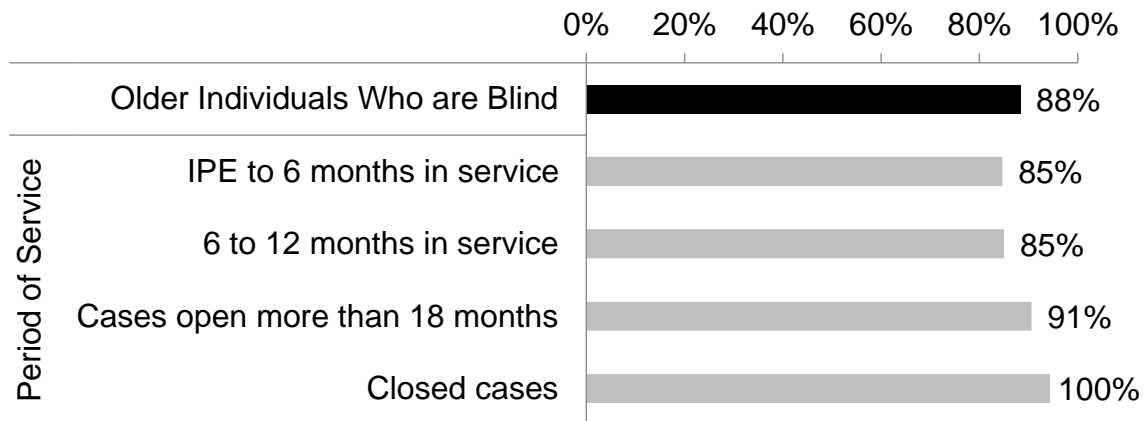


A positive aspect of their experience, OIB consumers feel like they have control over and involvement in their experience. Although positive, this trended downward throughout 2021, and reached an all-time low in 2022. Among consumers who are not satisfied, their feedback suggests that OIB program staff told them what to do instead of listening to their input.

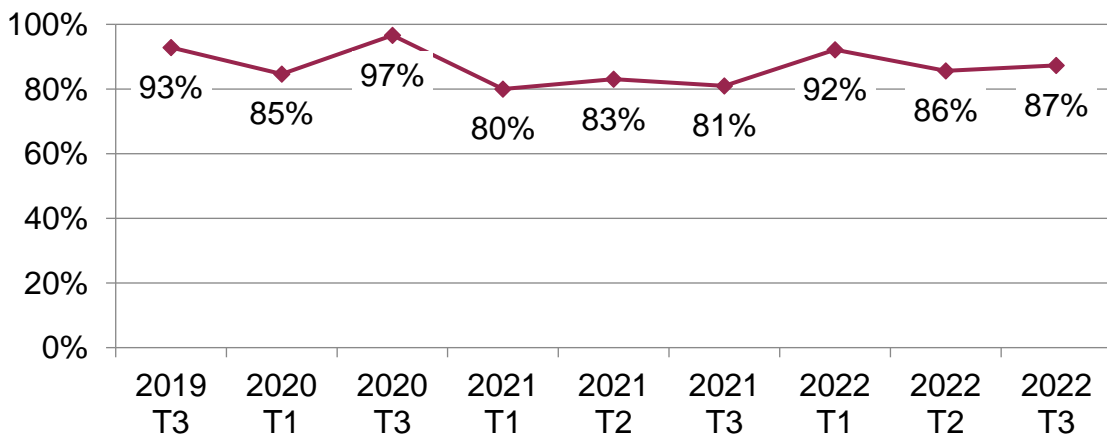
Q03. How satisfied were you with your involvement in your OIB program experience?

The majority (88%) of survey respondents are satisfied with their involvement in the OIB program experience. Satisfaction has remained relatively stable throughout 2022.

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



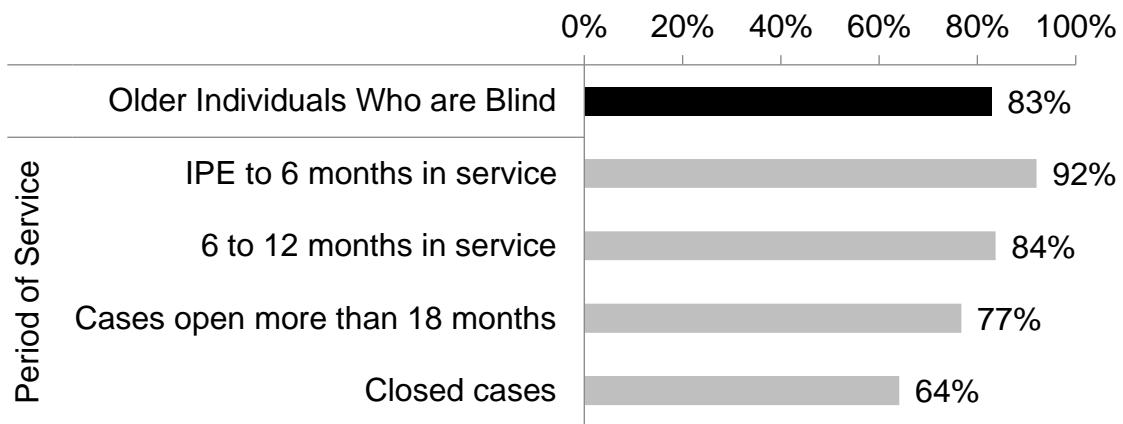
How satisfied were you with your involvement in your OIB program experience? (% Satisfied)



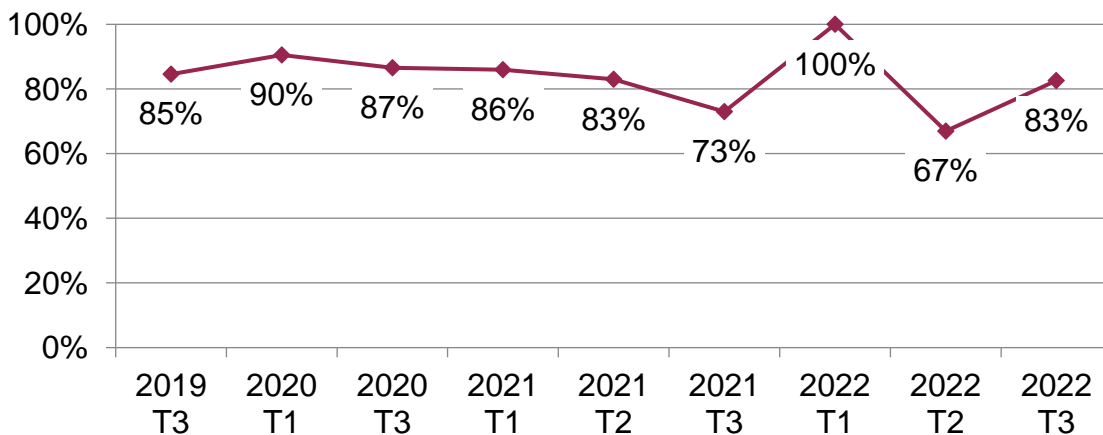
Q33. OIB program staff asked me for my opinions and ideas about the services I need.

Overall, 83% of OIB consumers report that staff asked them for their opinions and ideas about services. This reached an all time high of 100% in trimester one and decreased sharply in trimester two (67%). However, results rebounded in trimester three (83%), similar to previous years.

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



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



Customer Control and Involvement Consumer Feedback

26% of survey respondents who are dissatisfied their control or involvement indicate they had no control or were told what to do, 20% say changing counselors, switching too much causes problems, and 16% need better communication.

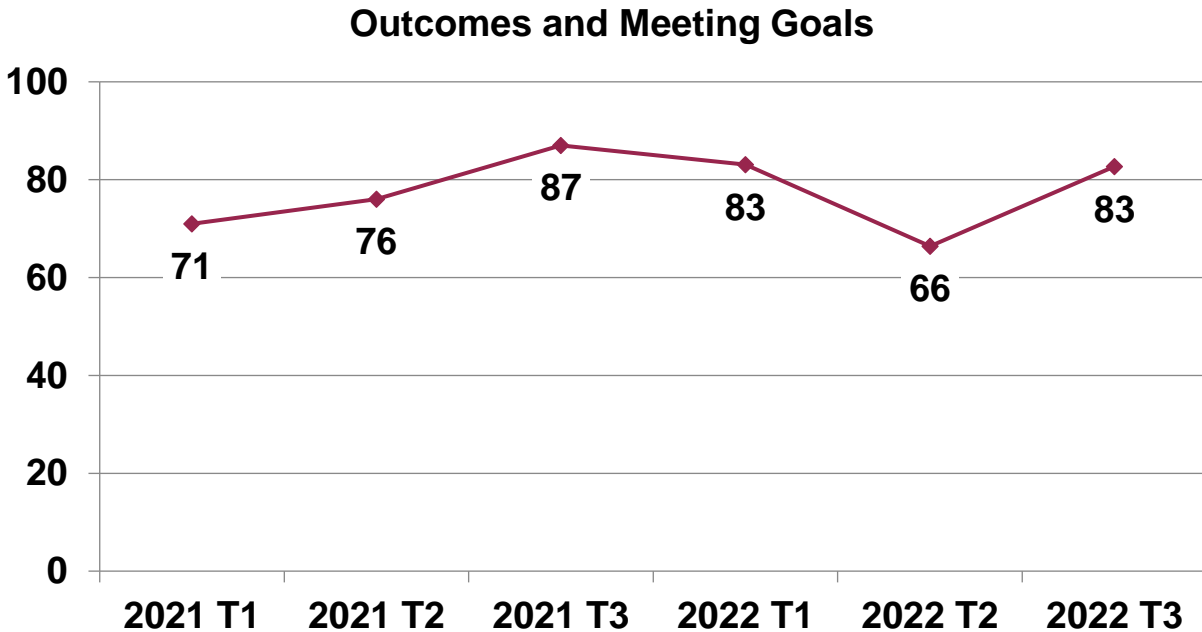
	%	Count
Had no control over experience, told me what to do	26%	3
Changing counselors, switching too much, causes problems	20%	3
Better communication needed	16%	2
Time lags to get into the program	12%	2
Counselor never answered my questions	10%	1
Need more guidance, support, explanation	9%	2
Covid-19 related problems	8%	1
Had to leave multiple messages before getting a call back	8%	1
Services offered by VR were not effective	7%	1
Never received help, VR offered no help	7%	1
Did not receive employment, VR could not find me a job	7%	1
Need to follow up more often	5%	1
Broken promises, no follow through	5%	1
Dissatisfied with VR services	5%	1
Need more effort allotted to follow-up by counselor	5%	1
Other	5%	1
Don't know/Refused	27%	4

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

F. Outcomes and Meeting Goals

Outcomes and Meeting Goals Domain Score

79

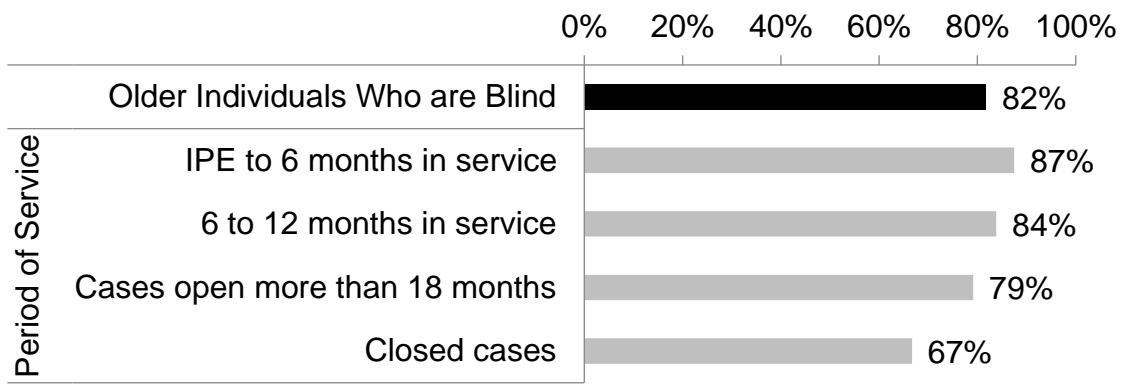


Most OIB consumers think OIB program services have helped or will help achieve their desired goals and outcomes. A positive domain overall, feedback from those with a less positive perspective points to problems such as not receiving help to plans or goals, never received help, and counselors need to make more of an effort to help customer meet their goals.

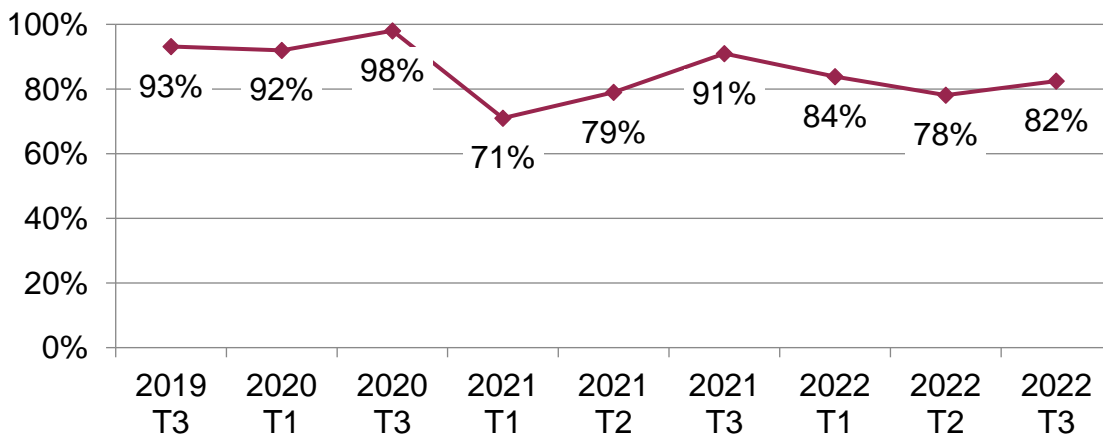
Q37. *The services I received helped me become more independent in general.*

Overall, 82% of OIB consumers believe services have or will help them become more independent. This metric dropped to a low of 78% in trimester two but has improved to 82% in trimester three.

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



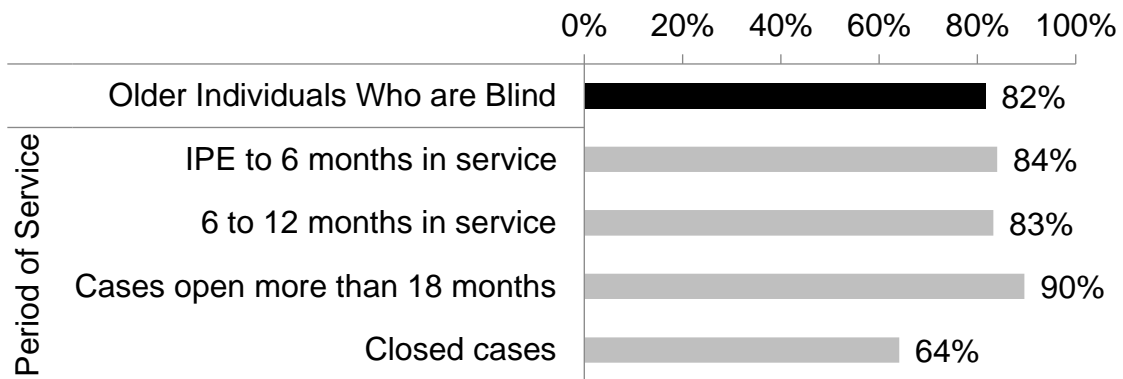
The services I received helped me or will help me become more independent, in general. (% Agree)



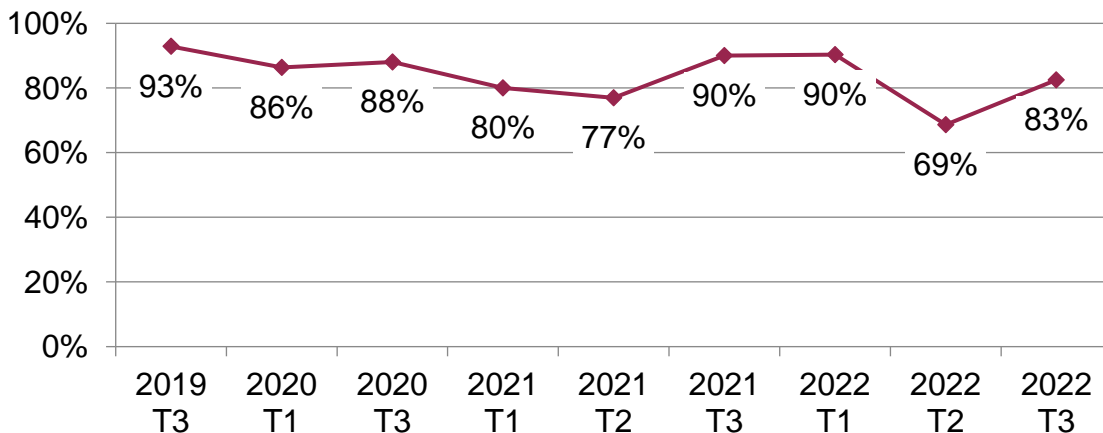
Q41. My services helped me or will help me to achieve my personal goals.

Eight in ten (82%) of OIB consumer respondents agree that their services will help them achieve their personal goals. Trimester two of this year was at an all-time low of 69%, but has since rebounded in trimester three (83%).

My services helped me or will help me to achieve my personal goals. (% Agree)



My services helped me or will help me to achieve my personal goals. (% Agree)



Outcomes and Meeting Goals Consumer Feedback

Among OIB consumers who are dissatisfied with their outcomes and goals say they received no help reaching plan or goals (42%), never received help or VR offered no help (32%), or counselor needs to make more of an effort (18%).

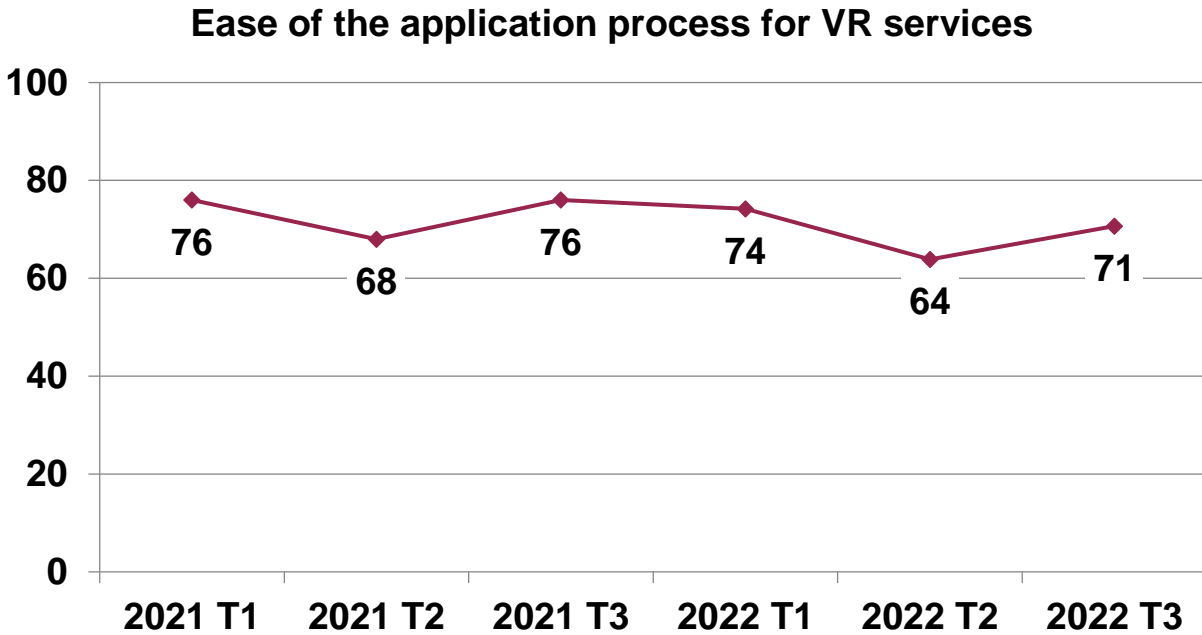
	%	Count
Received no help in reaching plan or goals	42%	4
Never received help, VR offered no help	32%	3
Counselor needs to make more effort, customer does all the work	18%	2
Covid-19 related problems	10%	1
Have not received services yet	10%	1
Didn't receive job search help	9%	1
Customer did most of job hunting on own	9%	1
Counselor was not helpful or supportive	9%	1
Listen to customer, understand needs, wants, ability	9%	1
Customers' needs were not met	8%	1
Need a job aligned with skills, training	8%	1
Program did not meet expectations	6%	1
Didn't establish any job goals	6%	1
Other	17%	1
Don't know/Refused	6%	1

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

G. Ease of the Application Process for OIB Program Services

Ease of the Application Process Domain Score

70

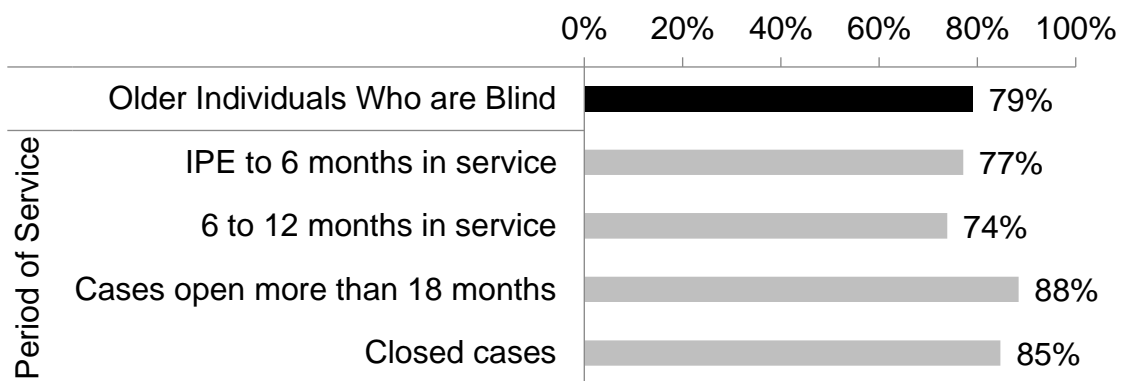


Remaining one of the least positive domains among OIB consumers, the application process score has maintained a more challenging aspect of their experience with the OIB program. Feedback points to problems include time lags during the process, paperwork is overall challenging, and need alternate materials to complete the application.

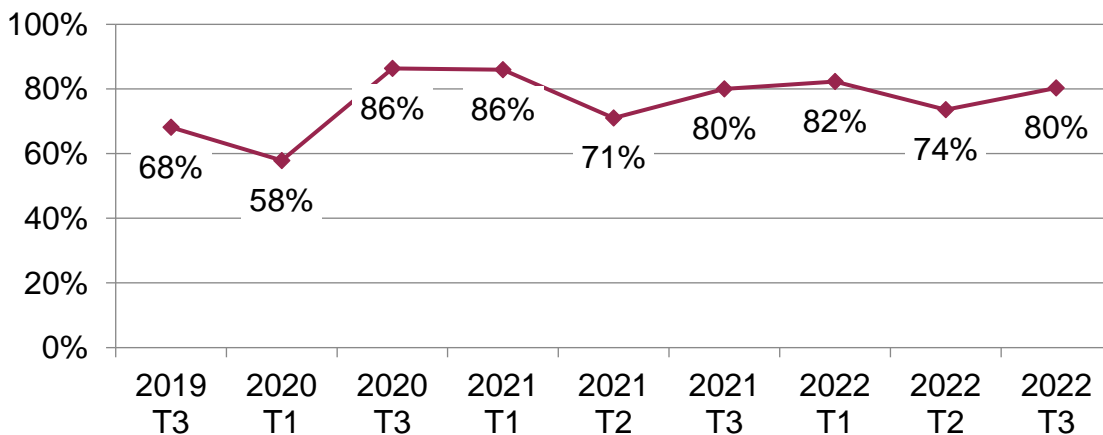
Q15. How easy was it for you to complete an application for OIB program services?

79% of OIB consumers believe the application process for OIB program services is easy. Consumers in trimester one had the least difficulty, with 82% reporting the application as easy.

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



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



Ease of the Application Process Consumer Feedback

Over one quarter (26%) of OIB consumers who say the application was difficult due to time lag to get services, appointments, paperwork was hard or complicated (23%), or no alternate materials, braille, interpreters, or large print (12%).

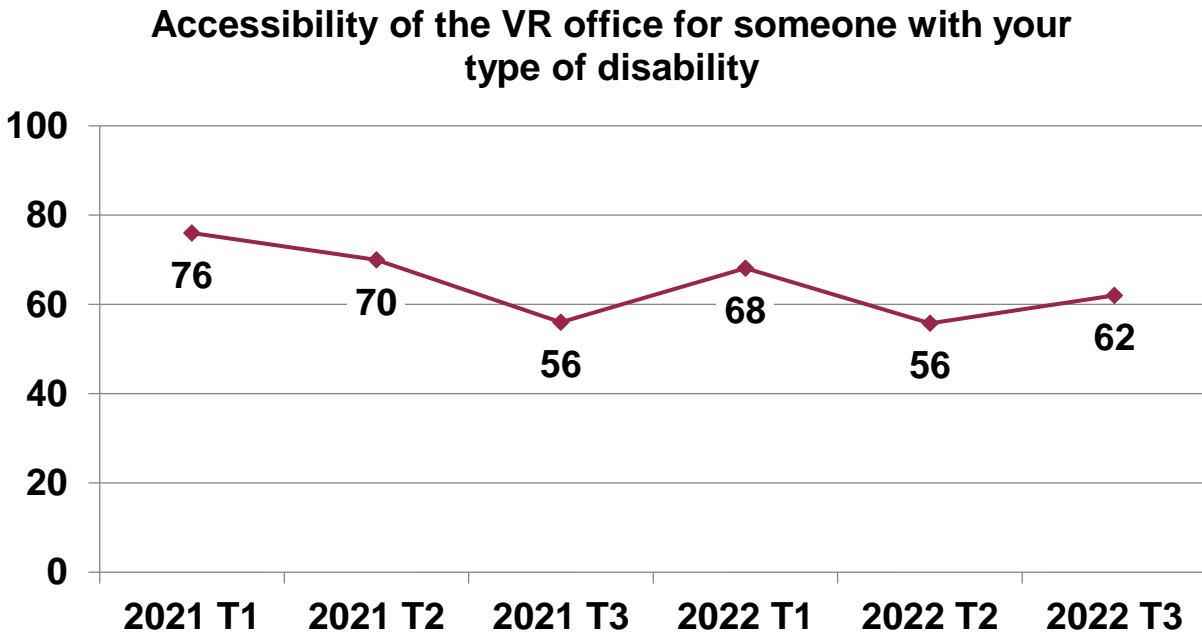
	%	Count
Time lag to get services, appointments	26%	10
Forms and paperwork hard, complicated	23%	7
No alternate materials, braille, interpreters, large print	12%	4
Visually impaired, forms difficult to read	10%	3
Need more information about services offered, not enough information provided	7%	3
Need larger print, print too small	6%	2
Program, information very clear, easy, no problems	5%	1
Need to simplify forms, offer in other formats	4%	1
Positive experience or satisfied	4%	1
Need services for visually impaired, low vision aids	3%	1
Eyesight	3%	1
Have vision problems which affects my work	3%	1
Better communication needed	2%	1
Broken promises, no follow through	2%	1
Staff lost paperwork	2%	1
Slow approval process, waiting for help	2%	1
Lots of paperwork, too long, make it shorter	2%	1
Received assistance with application, paperwork	2%	1
Other	13%	4
Don't know/Refused	13%	5

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

H. Accessibility of the OIB Program Office

Accessibility of the OIB Program Office Domain Score

62

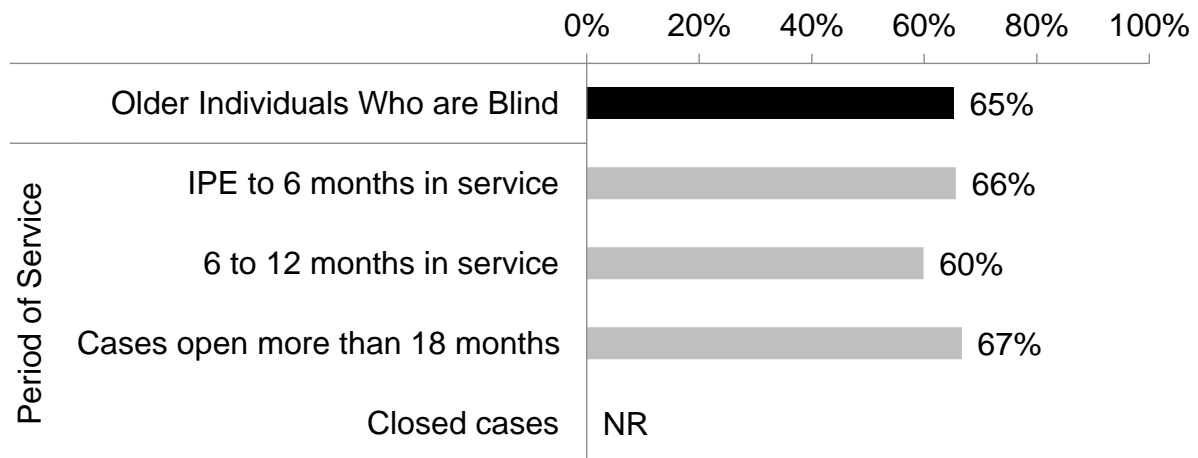


This is the lowest domain in the 2022 measurement cycle. The primary challenges faced by those with accessibility issues are distance to their office, transportation needs, and difficulty with mobility and getting around building or office.

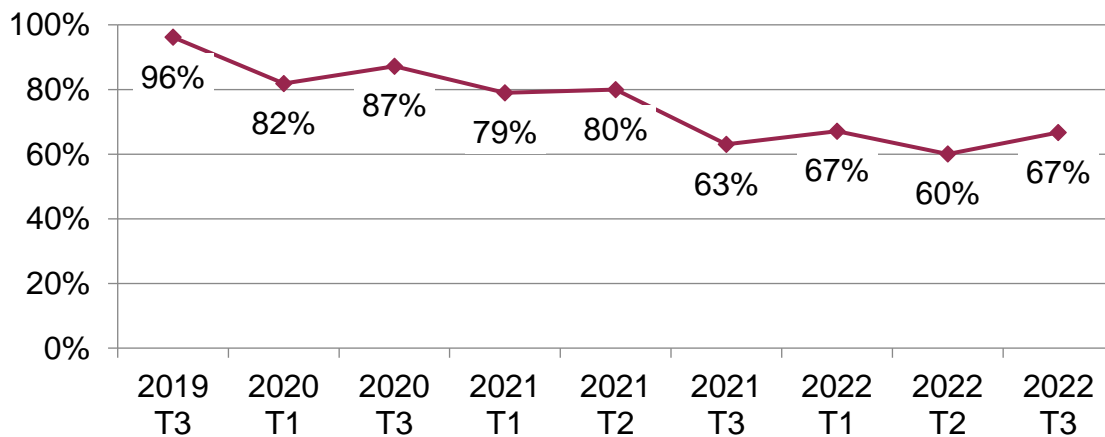
Q21. How accessible was the VR office for someone with your type of disability?

Nearly two thirds (65%) of survey respondents find the office accessible. There has been a steady trending decline among those who say office is accessible. Nearly all (96%) say their office was accessible in trimester three of 2019, compared to the most recent low of 60% of trimester two of 2022.

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



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



Accessibility of the OIB Program Office Consumer Feedback

Among OIB consumers who say the office is inaccessible, say distance, too far away (21%), transportation in general (15%), or difficulty getting around the building or office (12%).

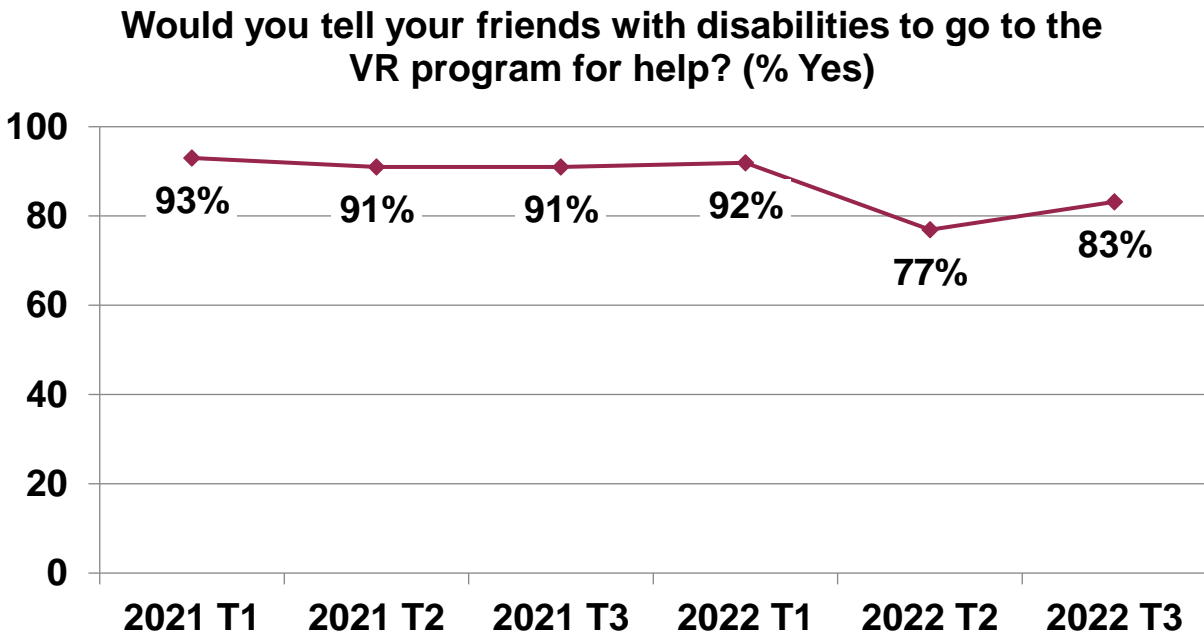
	%	Count
Distance, too far away	21%	6
Transportation in general, do not have transportation, need transportation	15%	5
Mobility in building or office, hard getting around	12%	3
Access, and exit with doors, difficulty	11%	3
Better communication needed	7%	2
Certain things don't apply	7%	2
Locations changed or moved, office not easily accessible	7%	2
Elevators and stairs	4%	1
Closed, need special hours	4%	1
Counselor could have done more to help me	4%	1
More offices or locations, expand hours of operation	3%	1
Lots of walking to get to office, distance from bus or train	3%	1
Services are not accessible, distance too far	3%	1
Location, directions to building or office	3%	1
VR program seems overloaded	3%	1
Other	7%	1
Don't know/Refused	10%	4

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

I. Recommend the OIB Program

Recommend the OIB Program (% Yes)

85%



Most OIB consumers recommend the program to their friends with disabilities. However, this measure has decreased notably since 2021.

J. Older Individuals Who are Blind

Q54. In working with the OIB program, what new skills have you learned to help with your vision loss?

Nearly one quarter (24%) of OIB consumers learned to use magnifying tools or special glasses to help with vision loss.

	%	Count
Learned to use magnifying tools, special glasses	24%	19
Learned to use a cane, mobility training	17%	14
Learned to use other assistive devices	17%	12
Independent living skills, cooking, housework	11%	9
Learned to read, read braille	5%	4
Other	7%	4
I did not learn any new skills	33%	23
Unsure	13%	11

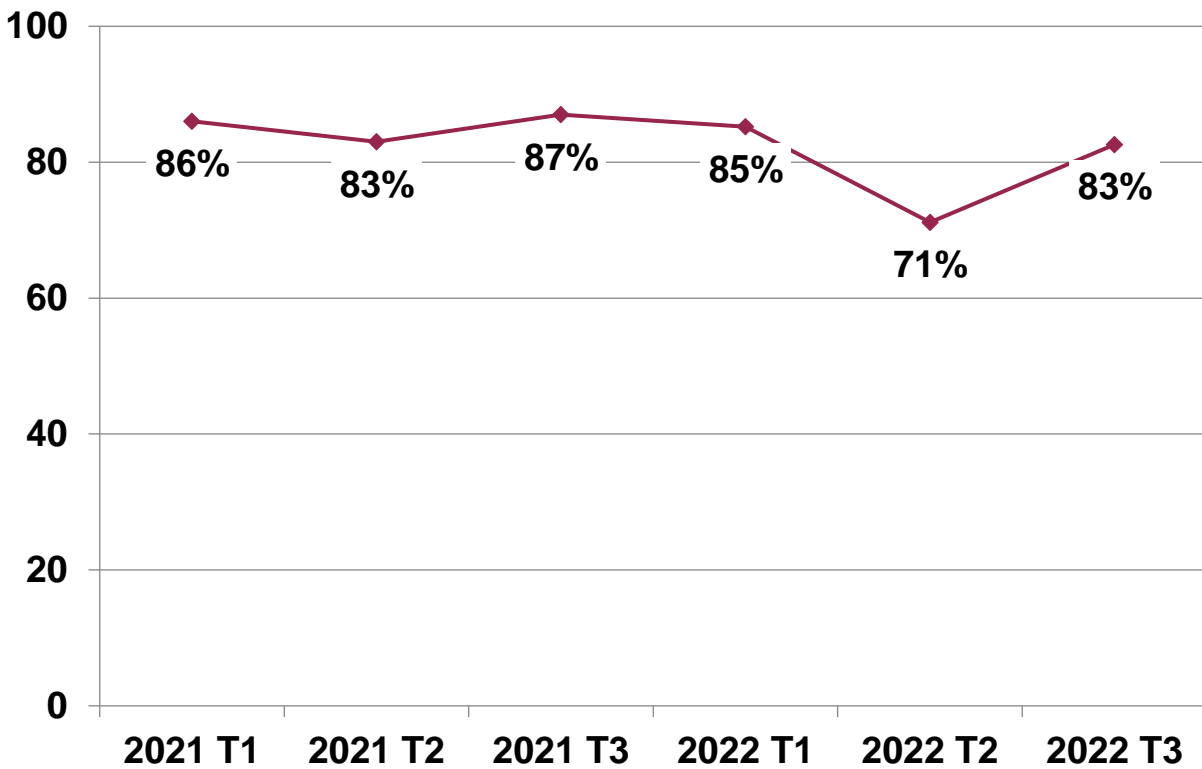
75 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.

K. Problems Experienced

Experienced Problems (% No)

80%

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

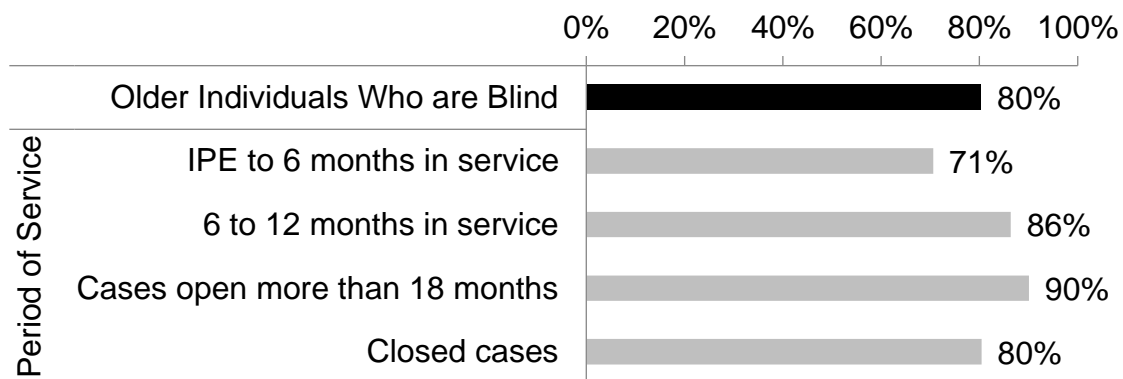


Few OIB consumer experience problems with the OIB program or services they receive. Counselor did not return calls, emails, or follow up, services offered were not effective, and listen to customer's wants, needs, and ability are the most common issues consumers experience.

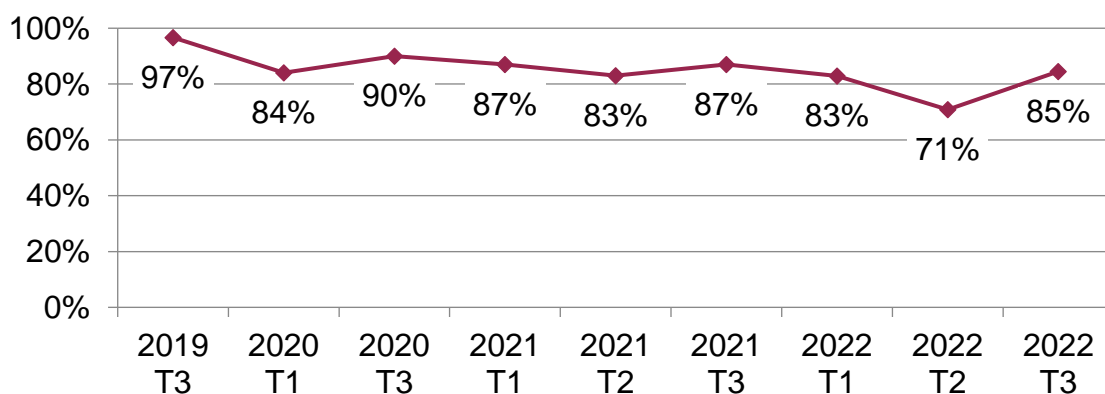
Q55. Have you experienced any problems with the OIB program or the services they have provided to you?

Eight in ten (80%) of OIB consumers say they have not had any problems with the OIB program or the services they receive. Those who have been in the program from IPE to 6 months were most likely to experience problems.

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



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



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

Among respondents who have experienced a problem with the OIB program, say counselor did not return calls, emails, or follow up (32%), services were not effective (26%), or listen to customer, understand needs, wants, ability (23%).

	%	Count
Counselor did not return calls, emails or follow up	32%	4
Services offered by VR were not effective	26%	3
Listen to customer, understand needs, wants, ability	23%	3
Better communication needed	9%	2
Did not receive needed transportation	9%	1
Hire more qualified job coaches, counselors	8%	1
Broken promises, no follow through	7%	1
Received no help in reaching plan or goals	7%	1
Time lags to get into the program	7%	1
Covid-19 related problems	7%	1
Calls, mail not returned for days, weeks, had to wait too long for return call	5%	1
Dissatisfied with services outside VR	5%	1
Counselor was not helpful or supportive	5%	1
Staff did not return calls, emails or follow up	5%	1
Other	9%	2
Don't know/Refused	5%	1

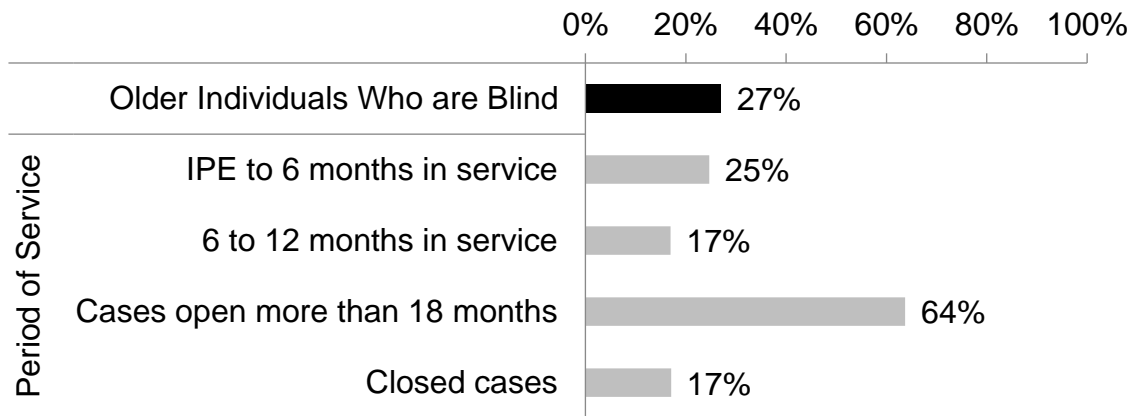
16 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%.

L. Multiple Counselors

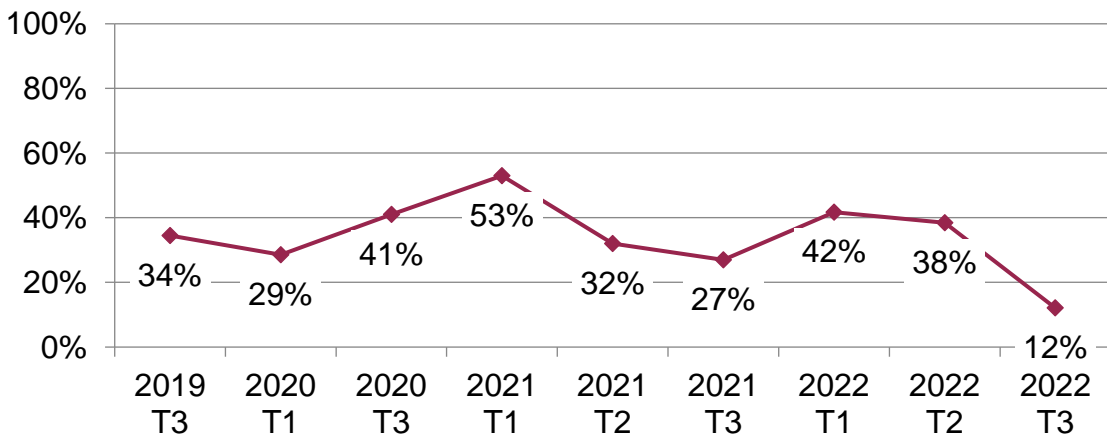
Q58. While a client of the OIB program, did you have more than one vocational rehabilitation counselor?

Over one quarter (27%) of OIB consumers say they had more than one counselor while receiving services from VR. Those in trimester three (12%) were the least likely to report having more than one counselor compared to previous trimesters.

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



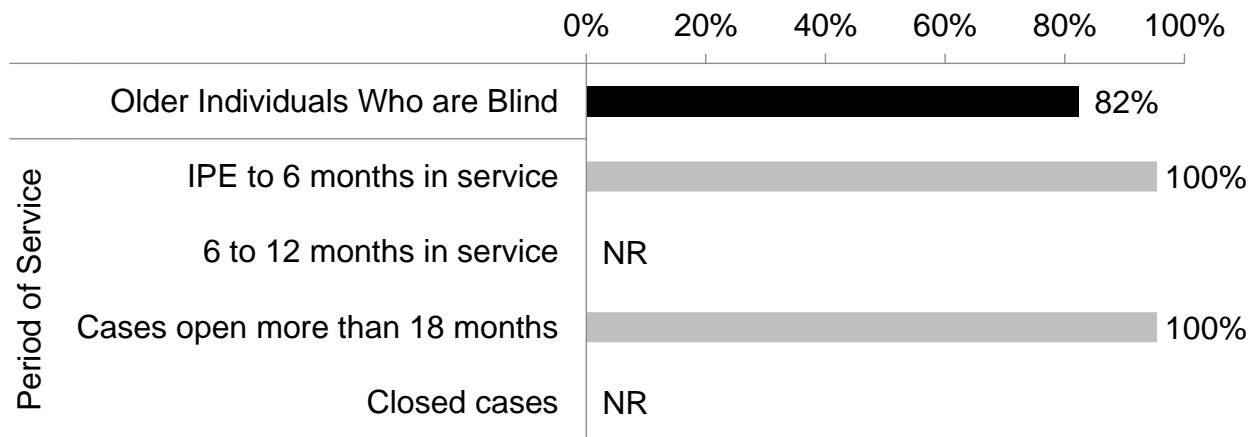
While a client of Nevada OIB, did you have more than one vocational rehabilitation counselor? (% Yes)



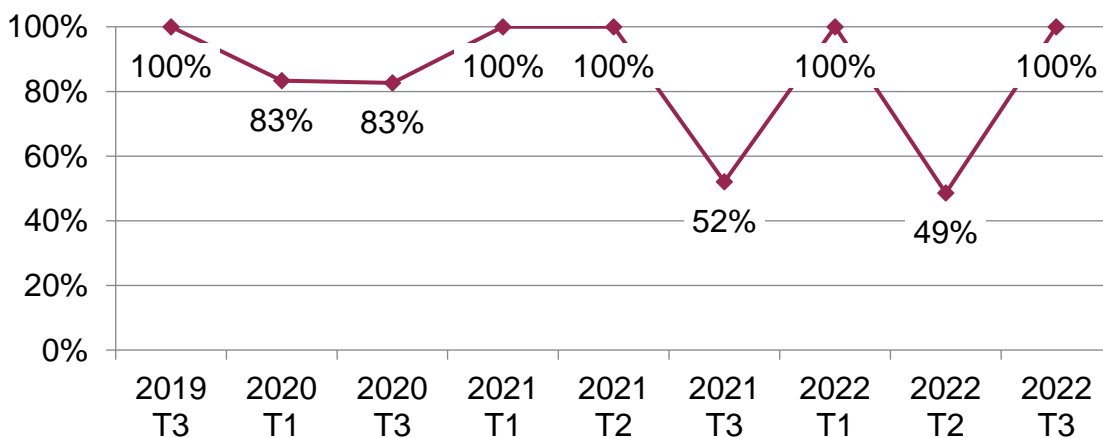
Q59. Did this in any way affect your ability to get services through the OIB program?

82% survey respondents say working with multiple counselors did not affect their OIB services. This measure dropped to 49% in trimester two compared to 100% in both trimester one and trimester three. Small samples may be resulting in these large, rapid changes in measurement.

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



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



M. 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 the OIB program,
- The OIB program did not meet expectations, or
- Disagreed that the OIB program helped or met their goals, they did not feel welcome, they found something difficult, they did not find the OIB program 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 the 69 consumers that provided additional feedback. This is 90% of OIB consumers.

Consumer Feedback

In general, 22% of survey respondents would like to see better communication throughout the OIB program.

	%	Count
Better communication needed	22%	16
Counselor did not return calls, emails or follow up	20%	14
Received no help in reaching plan or goals	17%	12
Changing counselors, switching too much, causes problems	16%	11
Time lag to get services, appointments	16%	11
Get voicemail, never answers the phone	15%	10
Need more information about services offered, not enough information provided	13%	9
Forms and paperwork hard, complicated	12%	8
Staff did not return calls, emails or follow up	11%	8
Process has slowed down, delays in achieving goals	11%	7
Services offered by VR were not effective	11%	7
Calls, mail not returned for days, weeks, had to wait too long for return call	10%	7
VR is closed	9%	6
Difficulty communicating, hard to get in touch with counselor	9%	6
Broken promises, no follow through	9%	6
Distance, too far away	9%	6
More information needed, need to broaden programs	9%	6
Other	25%	16
Don't know/Refused	20%	15

69 respondents provided feedback. Percentages 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 9% or more of consumers who provide feedback are presented in this table.

Q60. In thinking about your experience with the OIB program what worked well for you?

Nearly one quarter (23%) say providing equipment is the most met need among OIB consumers.

	%	Count
The needed equipment that was provided	23%	18
All, everything	18%	12
Communication and accessibility of counselor	6%	3
Receiving help from a counselor in general	6%	5
Knowledge obtained from further schooling or training	5%	4
Financial support for doctor's visits, medical services	3%	3
Having support system with a counselor to determine goal and achieve that goal	3%	3
Nothing in particular	18%	15
Other	3%	2
Don't know/Refused	11%	9

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

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

Personal barriers, being independent, and coping with their disability (9%), transportation (8%), and general barriers from their disability (8%) is the most challenging of their OIB program experience.

	%	Count
Personal barriers, being independent, coping with disability	9%	6
Transportation	8%	6
Barrier due to disability (general)	8%	6
Staff not following through on expected actions	6%	5
Communication with counselor	5%	3
Barrier due to physical disability	5%	2
Switching of counselors	5%	2
Application, acceptance, getting started, waiting	4%	4
Being more independent	3%	2
Covid-19 related problems	3%	2
Nothing in particular	23%	17
Other	3%	2
Don't know/Refused	7%	6

77 respondents provided feedback. Percentages 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 3% or more of consumers who provide feedback are presented in this table.

N. Improving Services

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

8% of survey respondents say technology, devices, and clothes are needs that are not being met.

	%	Count
Technology, devices, clothes	8%	7
Timely services, waiting too long for help	6%	4
Communication with VR or counselor, keep client informed	6%	5
Help from VR, follow-up on promises	5%	4
Financial aid	5%	3
Employment services, getting a job	3%	3
Access to services, kicked out of program	3%	2
Disability needs, assistance with injury or illness	3%	3
Other	2%	2
None of these	48%	36
I don't know/Refused	17%	14

77 respondents provided feedback. Percentages 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 3% or more of consumers who provide feedback are presented in this table.

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

More kindness and respect from staff (7%), transportation assistance (6%), and better communication in general (5%) were most mentioned by OIB consumers to improve services.

	%	Count
More kindness and respect from staff	7%	4
Provide more transportation assistance	6%	5
Better communication in general	5%	4
Increase staff	3%	3
More open communication with client, more follow-up	3%	3
Offer more resources	2%	2
Return calls answer the phone more	2%	2
Improve timeliness of funding for tuition, transportation etc.	2%	2
Follow through on promises	2%	1
Improve staff knowledge about the services they provide	2%	2
Provide information about services, let people know about services	2%	2
Broaden types of opportunities	2%	1
Other	6%	4
Nothing in particular	28%	22
Don't know/Refused	28%	20

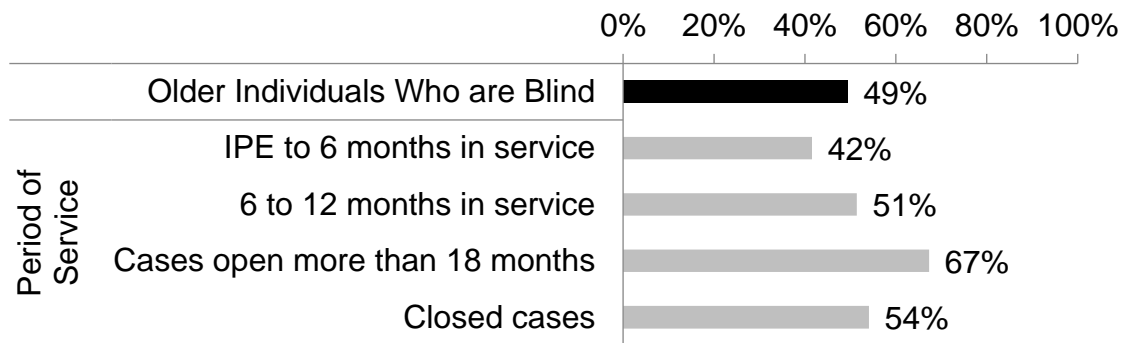
77 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 2% or more of consumers who provide feedback are presented in this table.

O. Dispute Resolution Process

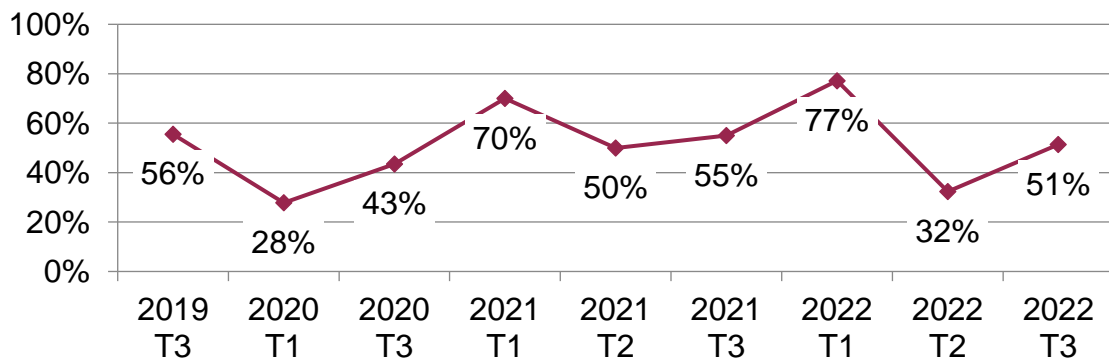
Q73. Were you informed that if you disagreed with a decision, you could address it with the Client Assistance Program?

Nearly half (49%) of OIB consumers were able to address disagreements with the Client Assistance Program.

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)



P. COVID-19

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

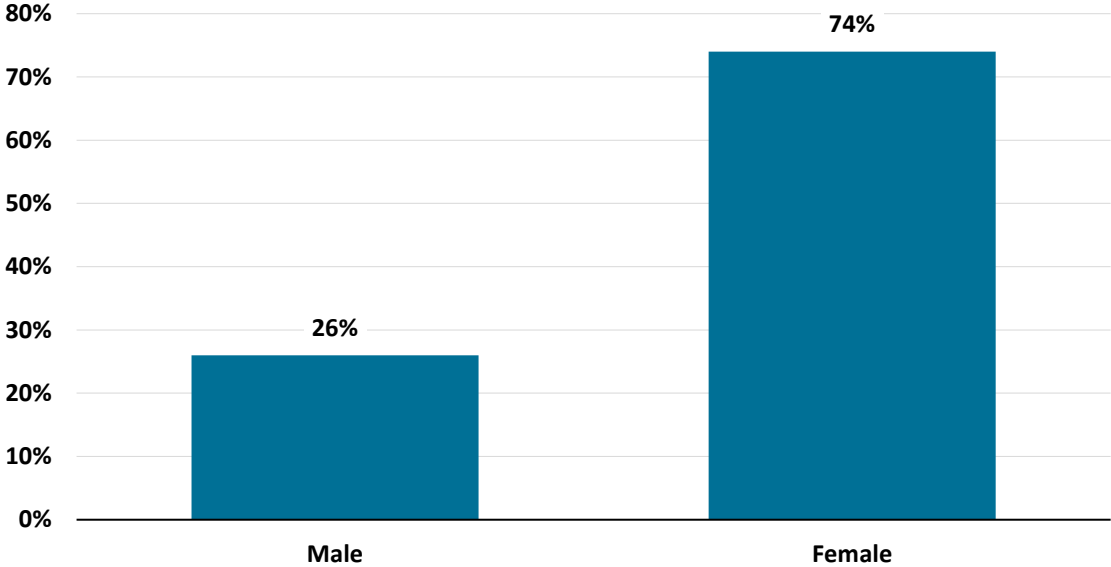
Process slowed down, delays in achieving goals (22%), VR office closed (19%), and difficulty in communicating, or hard to get in touch with counselor (19%) were the most mentioned among those say their OIB services were affected by COVID-19.

	%	Count
Process has slowed down, delays in achieving goals	22%	8
VR is closed	19%	6
Difficulty communicating, hard to get in touch with counselor	19%	5
All of it, everything was affected	13%	4
Isolated, can't leave home	13%	3
Positive comment	5%	1
No impact	3%	1
Services stopped, waiting for services	3%	1
Unable to meet with counselor, social distancing	2%	1
Other	10%	4

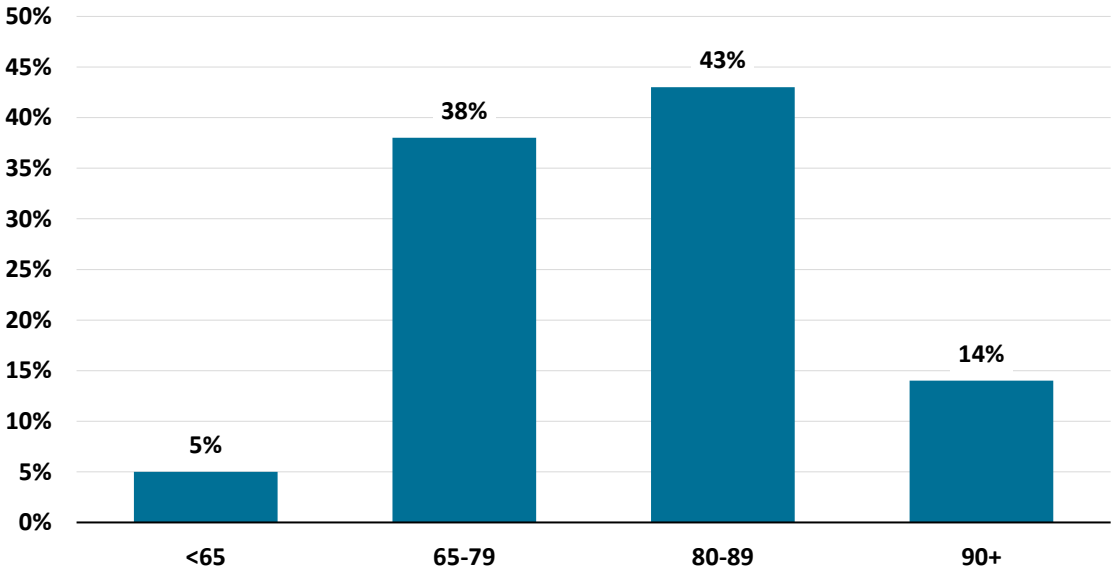
31 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than

V. DEMOGRAPHICS

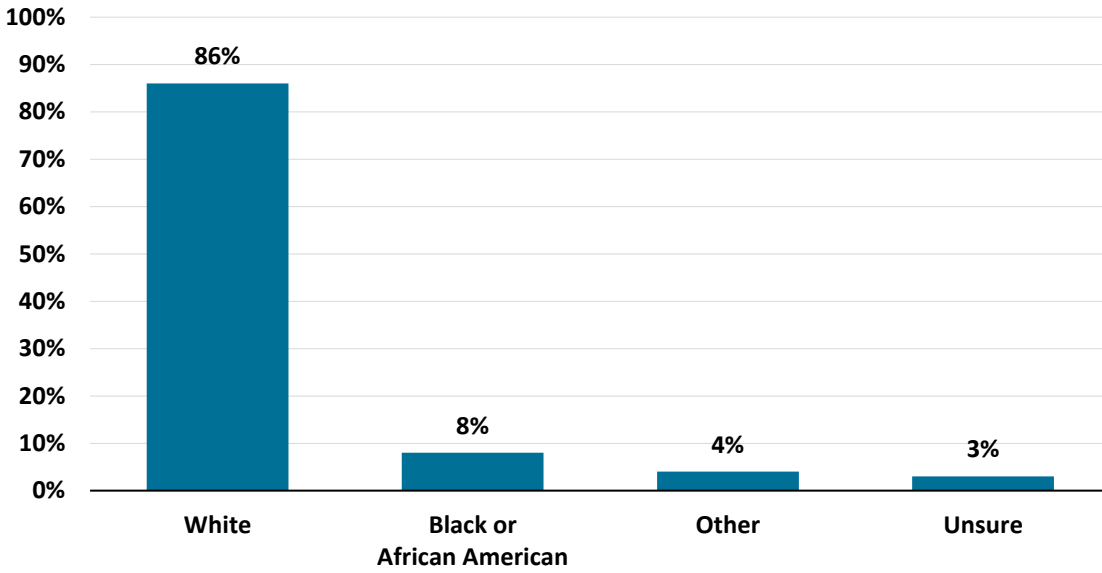
Gender



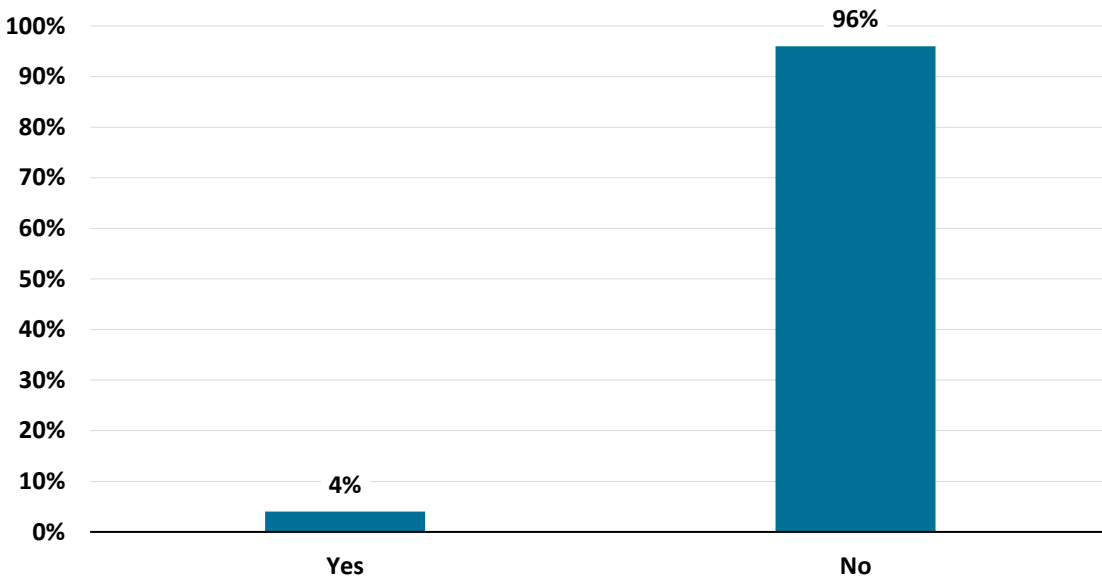
Age



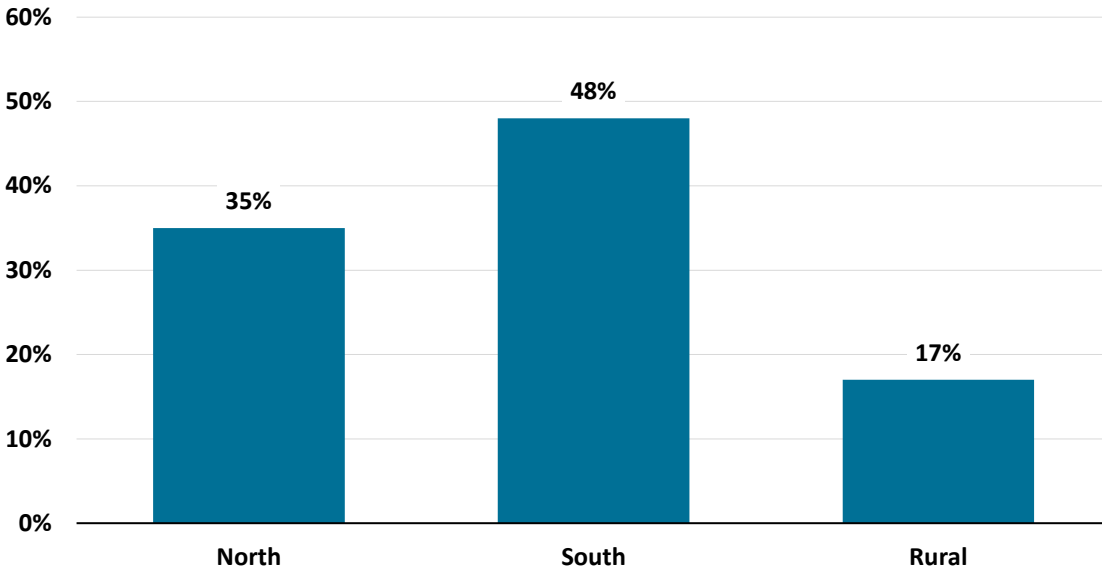
Race



Hispanic / Latino



Region



Period of Service

