



Consumer Experience Survey Youth in Transition

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, youth in transition (YIT) consumers report having a very positive experience with VR and the services they receive. This service population is most positive about their experiences with VR staff and counselors, outcomes and meeting goals, and the accessibility of VR services. The large majority of youth consumers would recommend the VR program to their friends with disabilities. The least positive experience domains are services provided by VR and communications with VR staff and counselors.

Trends to Monitor

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

- The ease of application process has been trending down throughout the year.
- Experience with VR staff and counselors was notable high in the first trimester of 2022 but decreased 9 points in the second trimester and rebounded only slightly in the third.
- The second trimester saw significant dips in most domain scores, but the most recent trimester made up most of these gains.

Key Differences

Key differences among sub-populations of VR consumers are important indicators of both things that are working well and not so well. Several sub-populations within the youth in transition consumer base appear to be having consistent and significantly different experiences with VR and its services compared to the total youth population.

Youth in service IPE to 6 months are more positive about the following aspects of their experience:

- Experience with staff and counselors,
- Communication with staff,
- Outcomes and goals,
- Likelihood to recommend VR to their friends,
- Problems experienced.

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:

- Difficulty meeting with counselors, social distancing and other COVID precautions.
- A need for better communication, generally.
- The difficulty of filling out forms and paperwork.

Aspects that worked well include:

- Communications with counselors, and the accessibility of those counselors.
- Having a support system to identify and achieve goals.
- Many YIT consumers identified the entire process of working with NV DETR as a benefit.

What consumers see as challenges are:

- Communication with VR staff is a challenge for some youth.
- Delays in service due to the COVID-19 pandemic has been a pain point for many YIT consumers.
- Applications and waiting to get services started.

Consumers suggested the following improvements to VR or its services:

- Youth consumers advocate for improved communication and more follow-up from counselors and VR staff.
- More knowledge of service options by staff and counselors.

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 and trained 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, 1,304 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 - 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 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 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.

Sampling Error

The percentages reported for the Nevada VR Consumer Experience Survey are within plus or minus (+/-) 6.6% of the rate that would be found if all YIT 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 57% and 43% with a confidence level of 95%.

Recommended Survey Changes for 2021 Evaluation Cycle

Overall, the Nevada VR/OIB survey is working well, and the questions are gathering useful data for quality improvement and assessment of the consumer experience. However, improvements can be made to collect more useful data and ease responses.

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 YIT consumers, as well as our on-going conversations with YIT 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 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 Consumer Domains:

1. **Overall Satisfaction and Expectations:** A global measure of the consumer experience with VR.
2. **Experience with Services Provided by VR/OIB:** This measure focuses on the services provided by the VR or OIB program and the range of services available in each program.
Experience with Staff and Counselors: Consumer's experience working and interacting with VR staff and their counselors.
3. **Communications with VR/OIB 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.
4. **Consumer Control and Involvement:** How consumers perceive their involvement in the process and control over the choices and goals.
5. **Outcomes and Meeting Goals:** How well consumers perceive the services provided by VR help them meet their goals.

Nevada VR Consumer Individual Items:

- Ease of the Application Process for VR Services
- Accessibility of the VR Office
- Satisfaction with Current Employment
- Would you tell your friends with disabilities to go to the VR program for help? (% Yes)
- Did you experience any problems with VR 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.

Overall, the core metric scores for Youth in Transition (YIT) are positive and 86% would recommend services to their friends. Compared to general VR and older individuals who are blind, the YIT consumers are more likely to report positive outcomes and meeting goals, as well as accessibility of VR services. They are least positive about the application process, although this is a low metric across all three populations.

	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

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

Among youth consumers, trimester three of 2022 presents the lowest or least positive core metric scores for the 2022 evaluation year. Lower scores, particularly in T2 are most prominent in:

- Communication with staff
- Overall Satisfaction and Expectations
- Services provided

Despite the lower core metric scores in trimester three, 90% of youth consumers would recommend VR services to a friend and their Experience with Staff and Counselors received the highest domain score in trimester three.

	2019 T3	2020 T1	2020 T3	2021 T1	2021 T2	2021 T3	2022 T1	2022 T2	2022 T3
Overall Satisfaction and Expectations	77	79	76	75	79	78	79	68	79
Experience with Services Provided by VR	84	82	76	78	81	78	81	67	79
Experience with Staff and Counselors	95	89	86	88	88	91	91	82	86
Communications with Staff	81	80	75	80	79	78	78	61	83
Customer Control and Involvement	82	82	78	79	75	80	81	76	81
Outcomes and Meeting Goals	88	86	82	78	86	83	81	80	84
Ease of the Application Process for VR Services	69	77	74	74	77	78	81	78	75
Accessibility of the VR Office	90	92	88	90	89	91	89	93	85
Satisfaction with Current Employment	68	80	76	82	86	70	78	81	86
Would you tell your friends with disabilities to go to the VR program for help? (% Yes)	100	96	93	91	98	92	90	73	90
Did you experience any problems with VR or the services they have provided to you? (% No)	77	88	77	86	87	80	82	77	80

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.

Youth consumers in service from IPE to 6 months are the most positive about their entire experience, and few report problems with VR or their services. Cases in service for 18 months or more have, on average, have the least positive domain scores and the greatest percentage of consumers reporting problems. These consumers also are the least positive about their communications with VR staff and counselors. However, most of these youth consumers would still recommend VR to their friends. Closed cases are generally positive about their experience, and they report the highest satisfaction with their current employment in addition to their experience with VR staff and counselors. Consumers in service 6 to 12 months and 18 months or more rated the ease of the application process lowest but are mostly positive about other domains of their 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	79	71	80	74
Experience with Services Provided by VR	81	73	78	74
Experience with Staff and Counselors	91	81	88	87
Communications with Staff	79	77	77	73
Customer Control and Involvement	82	75	82	79
Outcomes and Meeting Goals	90	75	83	79
Ease of the Application Process for VR Services	77	79	77	79
Accessibility of the VR Office	84	80	91	95
Satisfaction with Current Employment	78	86	78	80
Would you tell your friends with disabilities to go to the VR program for help? (% Yes)	93%	88%	87%	77%
Did you experience any problems with VR or the services they have provided to you? (% No)	90%	81%	79%	73%

IV. DETAILED FINDINGS – YOUTH IN TRANSITION

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.

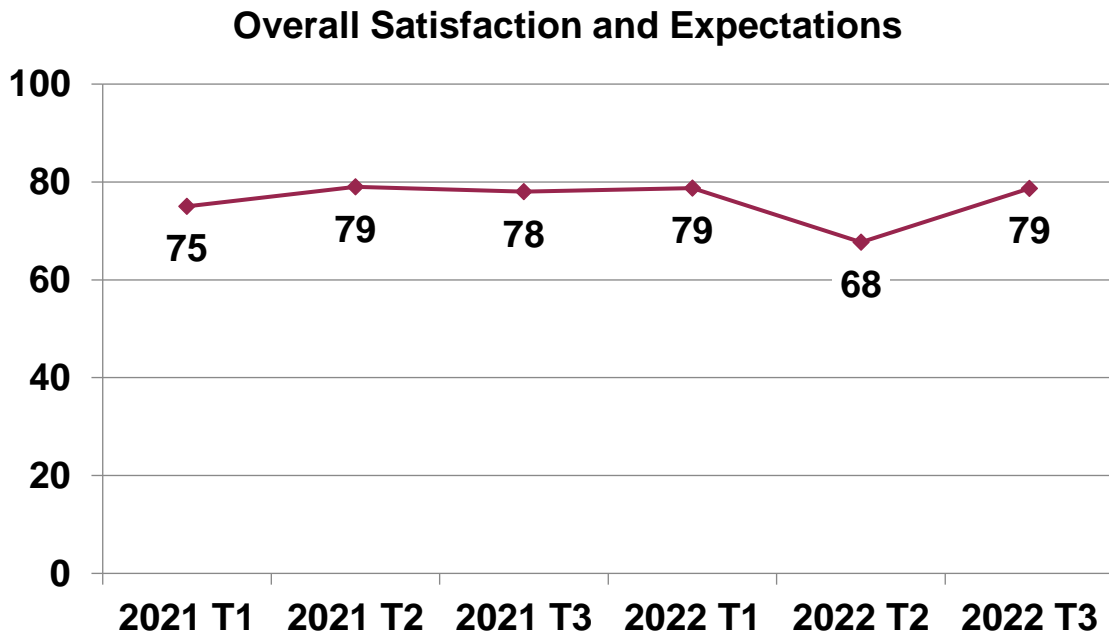
For each main topic area, consumer feedback is collected through a series of open-ended follow-up questions and presented at the end of each section. This feedback is aggregated to show the most frequently mentioned problems, suggested improvements, or positive aspects of the consumer experience for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

76



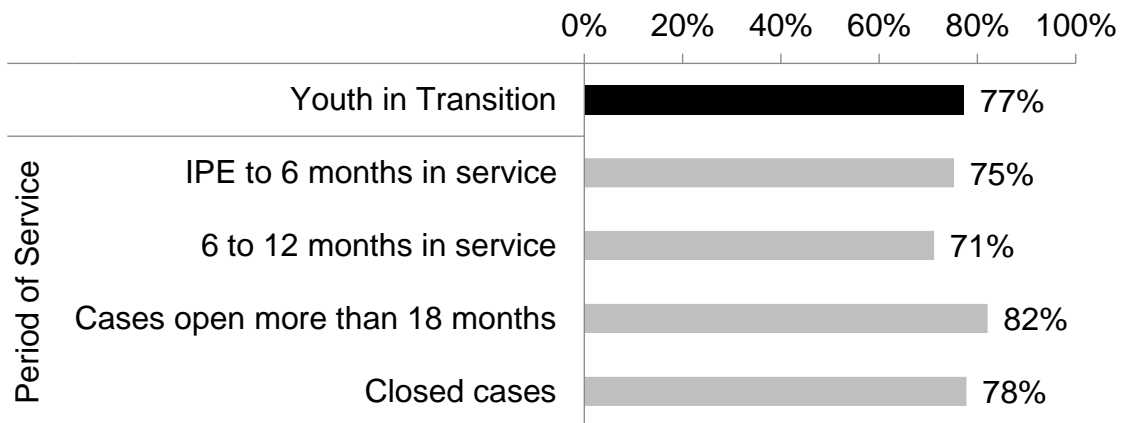
The 2022 domain score for Overall Satisfaction and Expectations is 76, with a high of 79 in trimester one and three of 2022 and low of 68 in trimester two. Most consumers are satisfied with VR's program and its services, and many think that their expectations are being met.

Feedback suggests that some YIT consumers experience problems with counselors who do not communicate or are not supportive. Others are dissatisfied with not receiving job search help and not gaining employment.

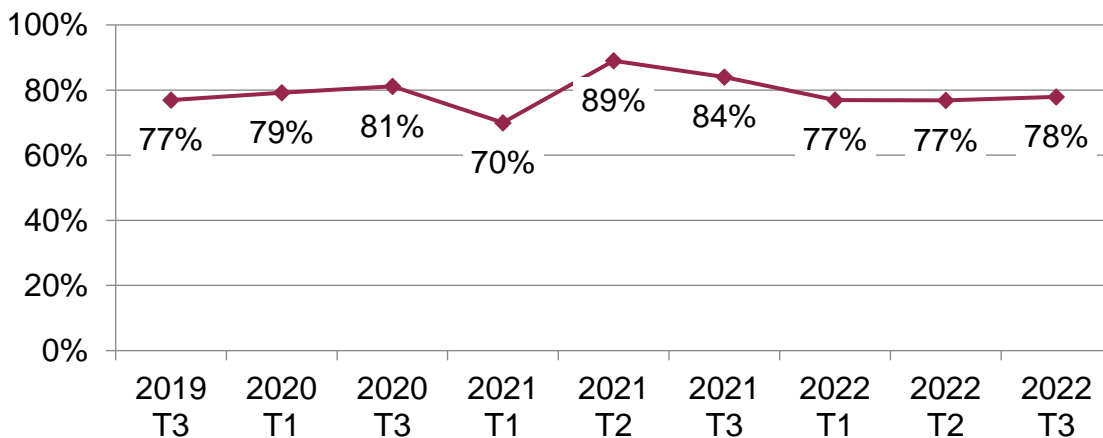
Q01. Overall, how satisfied were you with VR Nevada's program?

77% of YIT consumers are satisfied with the VR Nevada's program. During T3 2022, 78% of YIT consumers reported satisfaction with VR, the highest of the year.

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



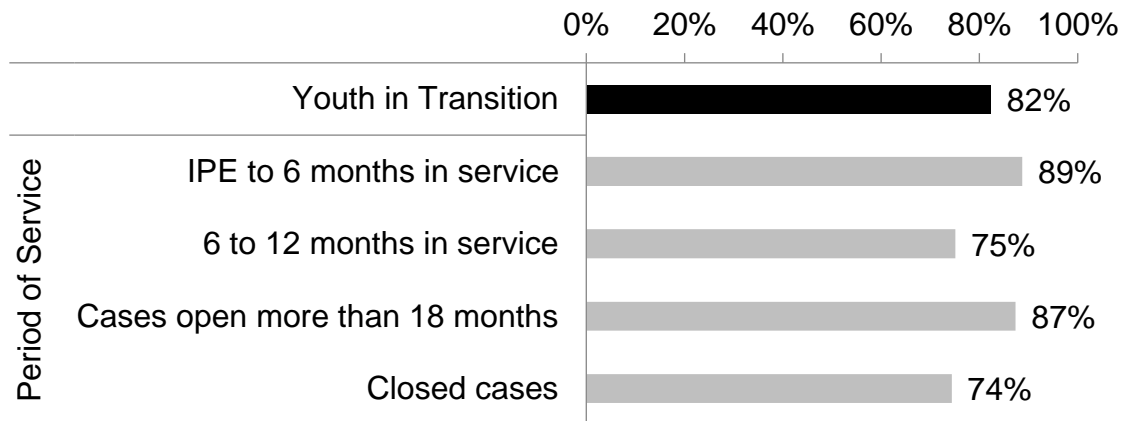
Overall, how satisfied were you with VR Nevada's program? (% Satisfied)



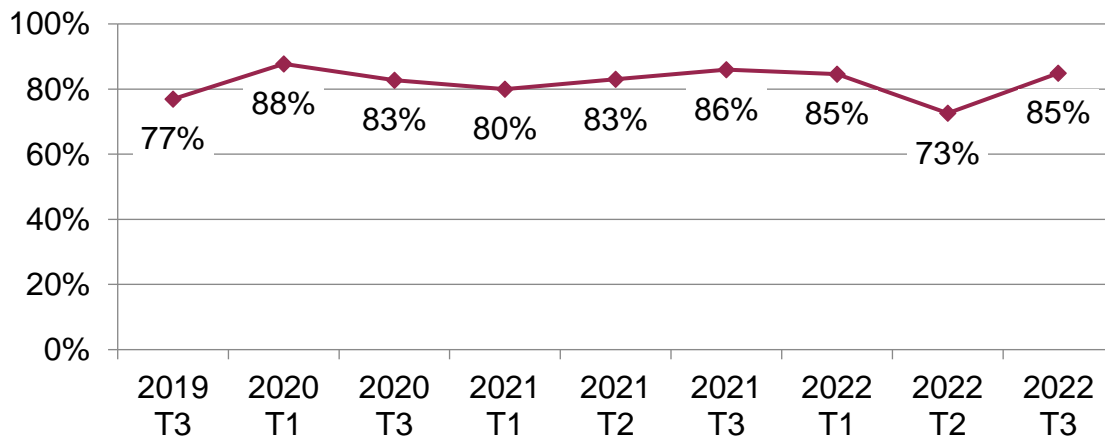
Q43. How satisfied would you say you are with the services provided by VR?

More than four in five (82%) consumers are satisfied with VR services. Satisfaction dipped in T2, but returned to 85% in T3.

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)

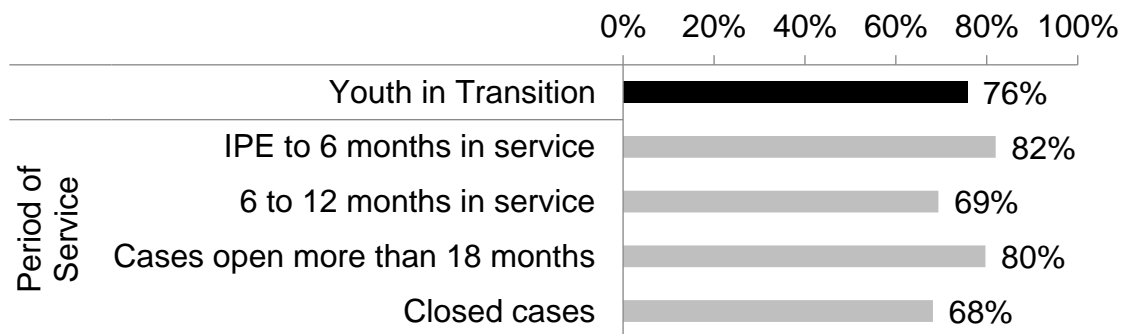


Q45. Considering all the expectations you may have had about the services provided by VR, to what extent have these services met your expectations?

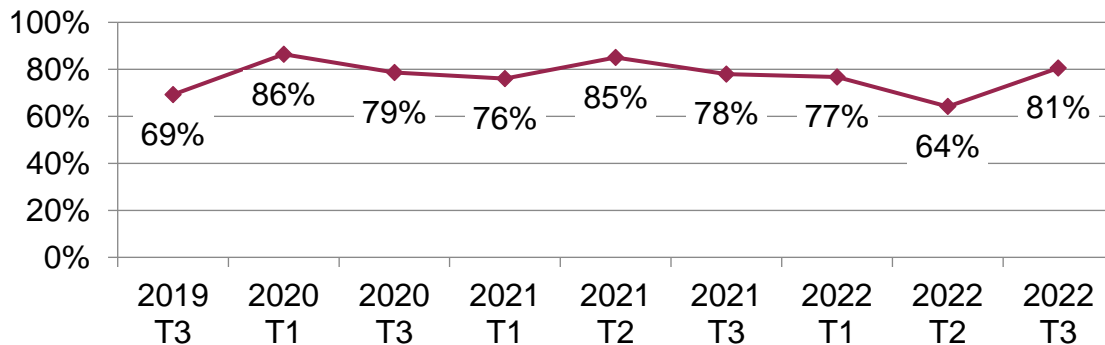
VR services meet the expectations of 76% of YIT consumers.

Compared to 76% overall, only 69% of those with cases open 6 to 12 months say their expectations have been met.

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, 20% say their counselor was not helpful or supportive. Nearly one-fifth (16%) say their counselor did not return calls, emails or follow up and 13% said the services offered by VR were not effective.

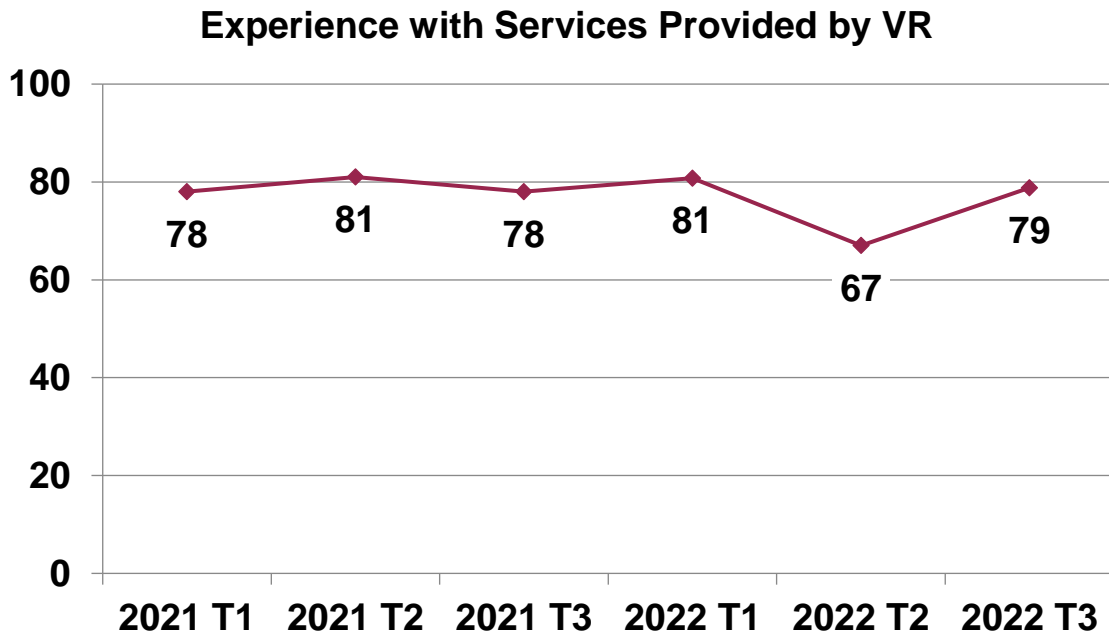
	%	Count
Counselor was not helpful or supportive	20%	8
Counselor did not return calls, emails or follow up	16%	7
Services offered by VR were not effective	13%	5
Received no help in reaching plan or goals	12%	5
Did not receive job search help	11%	5
Did not receive employment, VR could not find me a job	11%	5
Counselor would not listen, dismissed concerns	9%	3
Never received help, VR offered no help	9%	4
Need more guidance, support, explanation	8%	3
Dissatisfied with VR services	8%	3
Listen to customer, understand needs, wants, ability	6%	2
Changing counselors, switching too much, causes problems	5%	2
Counselor needs to make more effort; customer does all the work	5%	2
Get voicemail, never answers the phone	5%	3
Should be answering phones, want to speak to person	5%	2
Don't know/Refused	36%	13

40 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 Provided by VR

Experiences with Services Provided by VR Domain Score

77

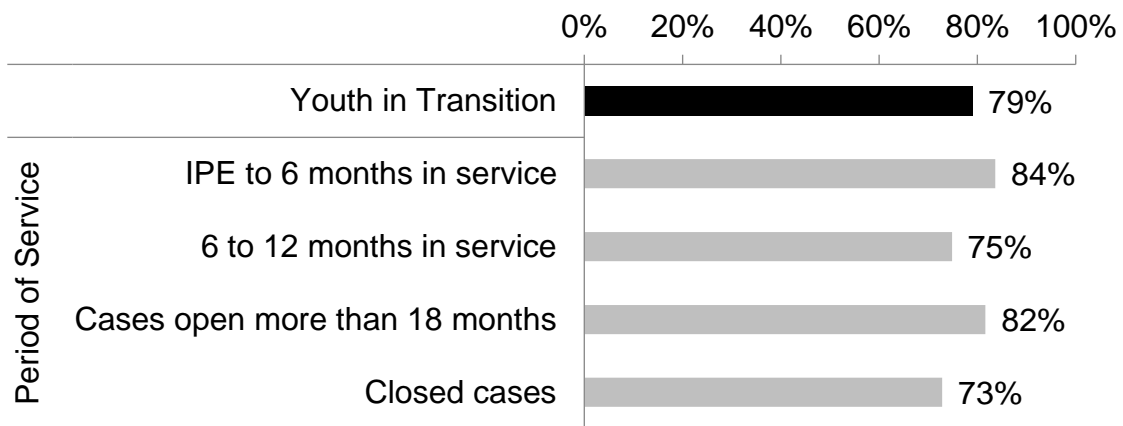


The 2022 Experience with Service domain score is positive, but trended downward in trimester two of 2022. Most youth consumers are satisfied with their choice of services and providers, and many think services are provided promptly. Among those with less positive experiences, the most common issue is counselors being dismissive of consumer's concerns or not being available when needed.

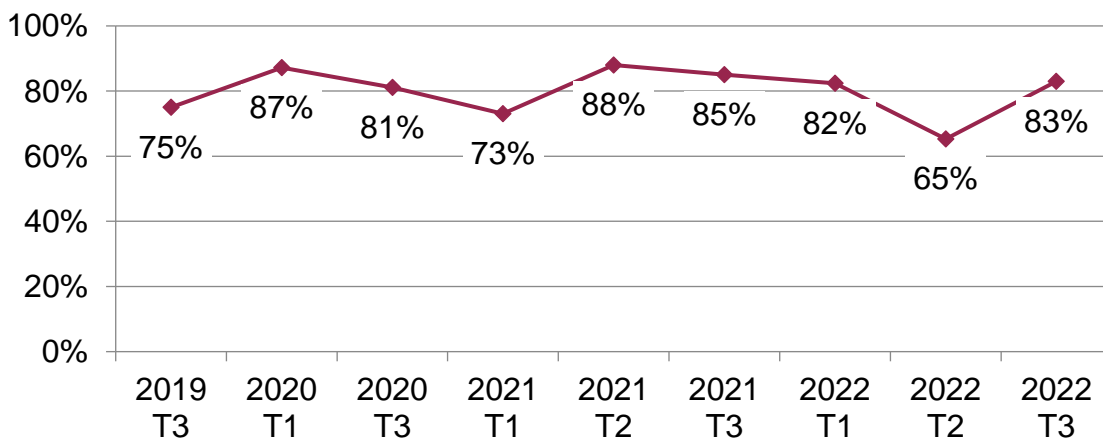
Q07. How satisfied were you with the choice of services that were available?

79% of consumers are satisfied with the choice of services available to them.
 Compared to the South (84%), Rural (77%) and Northern (72%) consumers are less satisfied with the choice of services.

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



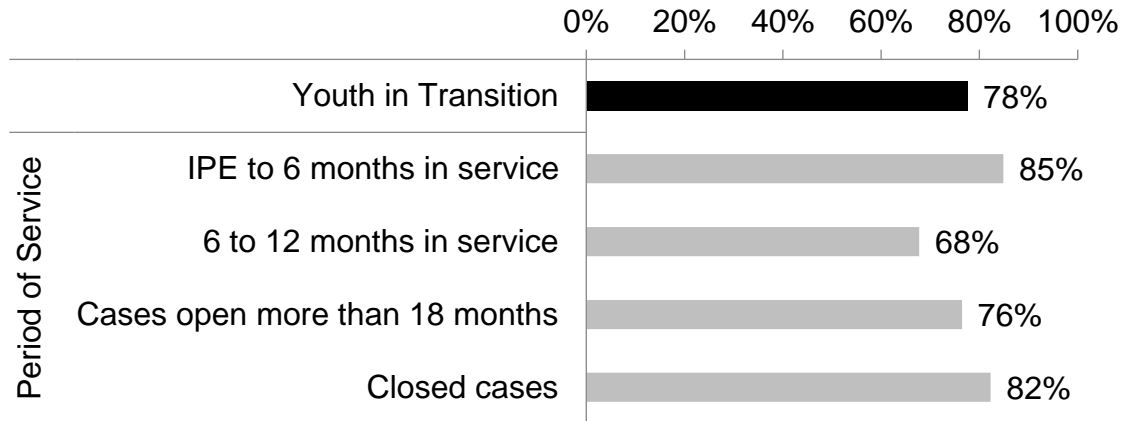
**How satisfied were you with the choice of services?
 (% Satisfied)**



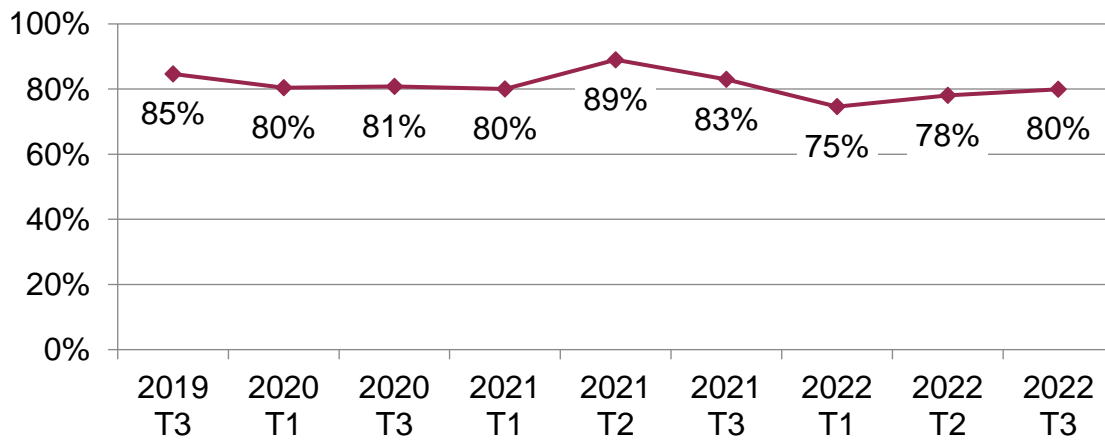
Q09. How satisfied were you with the choice of service providers?

Most YIT consumers (78%) are satisfied with their choice of service providers.

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



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

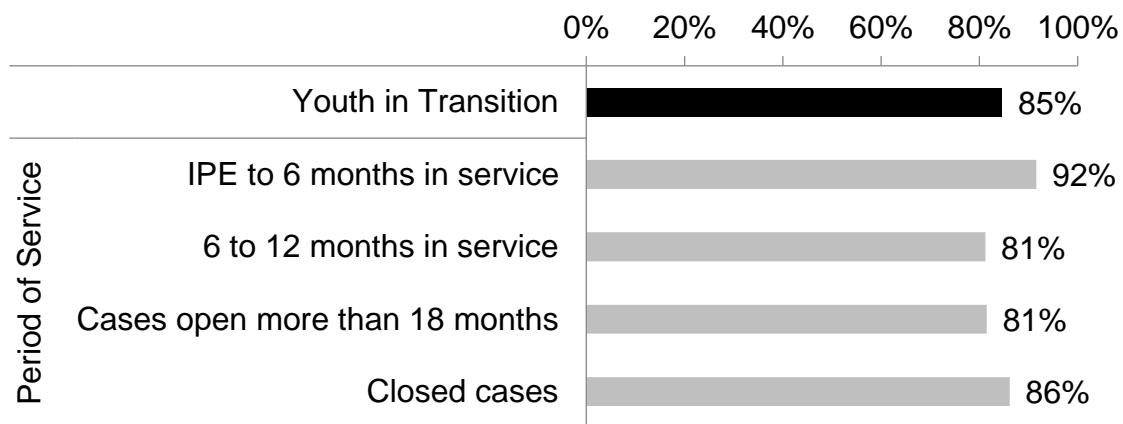


Q31. Services were provided as promptly as I felt necessary.

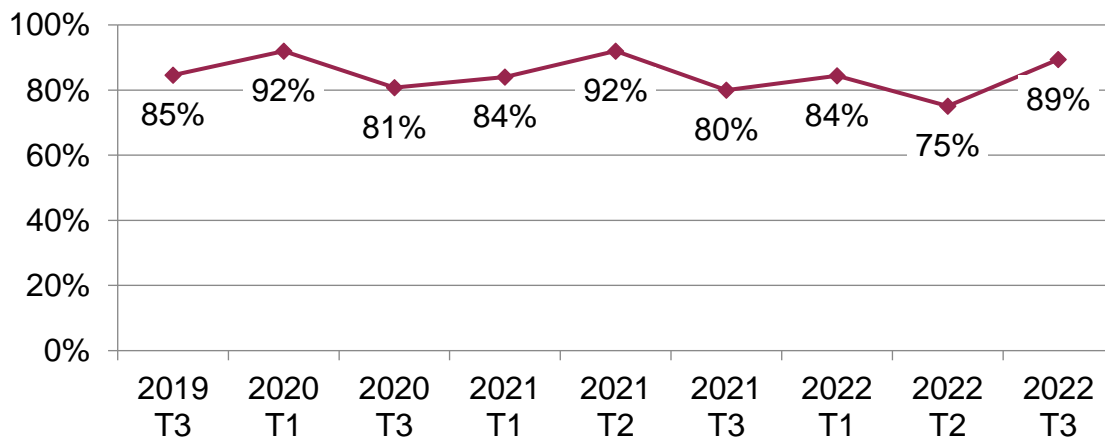
85% of YIT consumers in 2022 agree services were provided as promptly as they felt necessary. However, a decline occurred between trimester one and two of 2022.

Fewer consumers with cases open more 6 months think services are provided promptly then those new to 6 months in service.

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 those dissatisfied with their experience with VR services, 17% say their counselor would not listen and dismissed their concerns, while 16% say they never received help. Another 15% said VR needs to provide more job options.

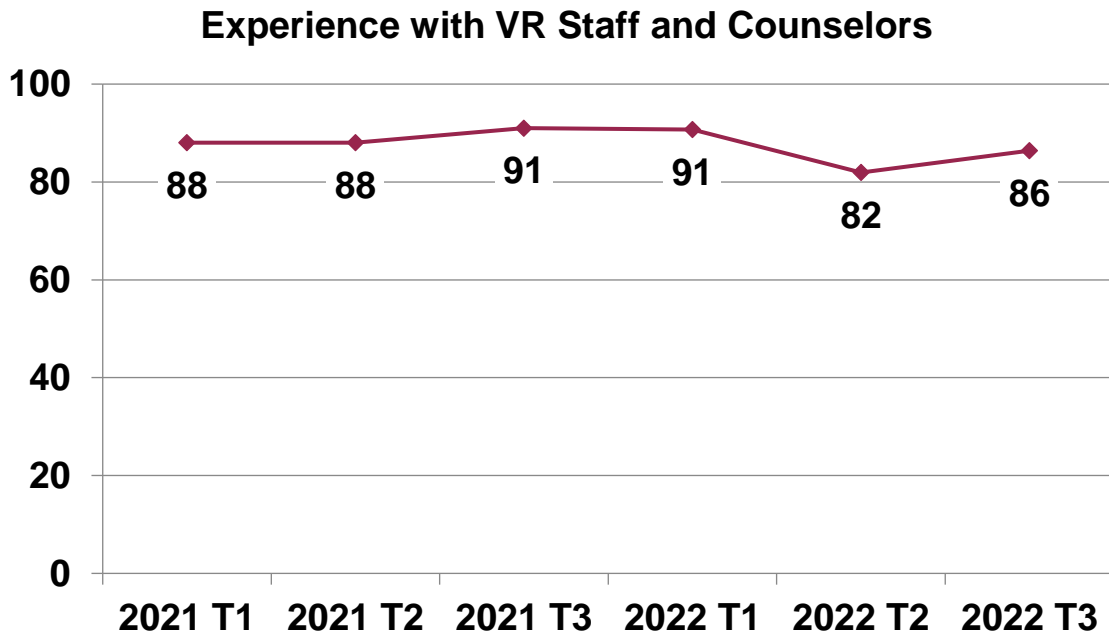
	%	Count
Counselor would not listen, dismissed concerns	17%	5
Never received help, VR offered no help	16%	5
Help customer get a job, provide more job options	15%	2
Counselor did not return calls, emails or follow up	14%	4
Changing counselors, switching too much, causes problems	12%	3
Did not receive job search help	10%	4
Should be answering the phones, want to speak to a person	9%	4
Slow approval process, waiting for help	8%	3
Broken promises, no follow through	8%	3
Counselor rude, disrespectful, unprofessional	7%	3
Counselor was not helpful or supportive	7%	2
Had to leave multiple messages before get a call back	7%	3
Staff did not return calls, emails or follow up	5%	2
Get voicemail, never answers the phone	5%	1
Counselor needs to make more effort, customer does all the work	5%	2
Limited career, job choices	5%	1
Other	2%	1
Don't know/Refused	15%	3

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 100%. Only responses mentioned by 5% 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

87

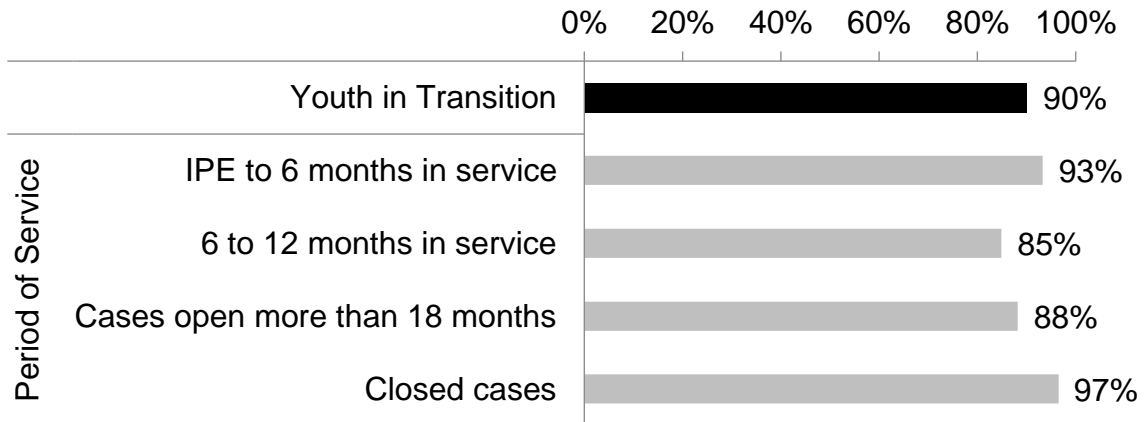


Although youth are positive overall about their experience with VR staff and counselors, the metric declined nine points between trimester one and two. Trimester 3 saw a rebound to 86, still below trimester 1. Nearly all feel like they are treated with dignity and respect. Among the few who have a less positive view, not having enough information, few program options or difficulty getting in touch with their counselor are common issues.

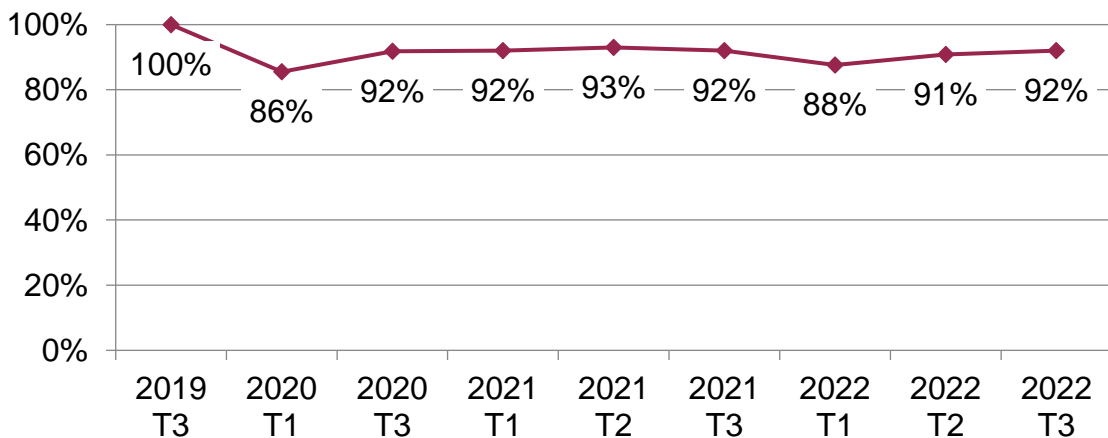
Q17. How helpful were the staff of VR in helping you achieve your vocational rehabilitation goals?

Overall, 90% of YIT consumers in 2022 say VR staff are helpful as they work to achieve their goals. There was a steady increase through 2022 from 88% in trimester one to 92% of YIT in trimester three who said staff were helpful.

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



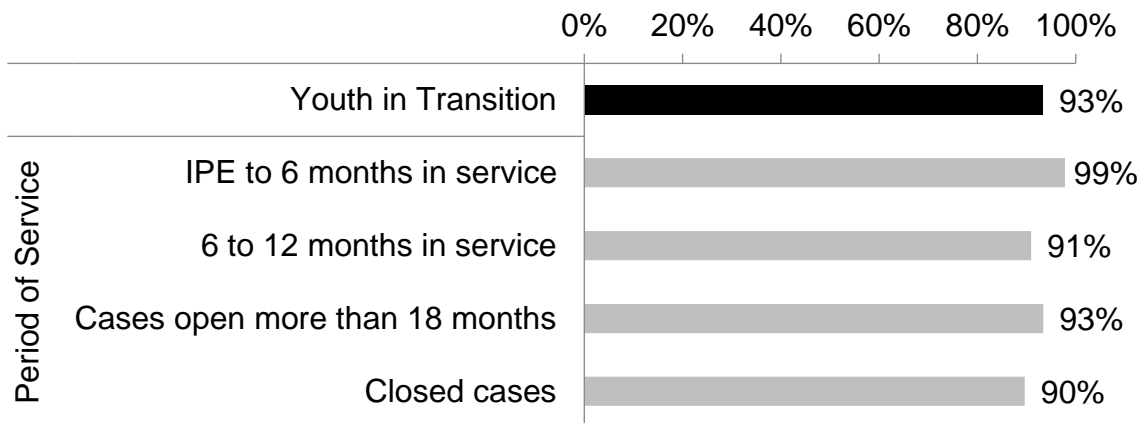
How helpful were the staff of VR in helping you achieve your VR goal? (% Helpful)



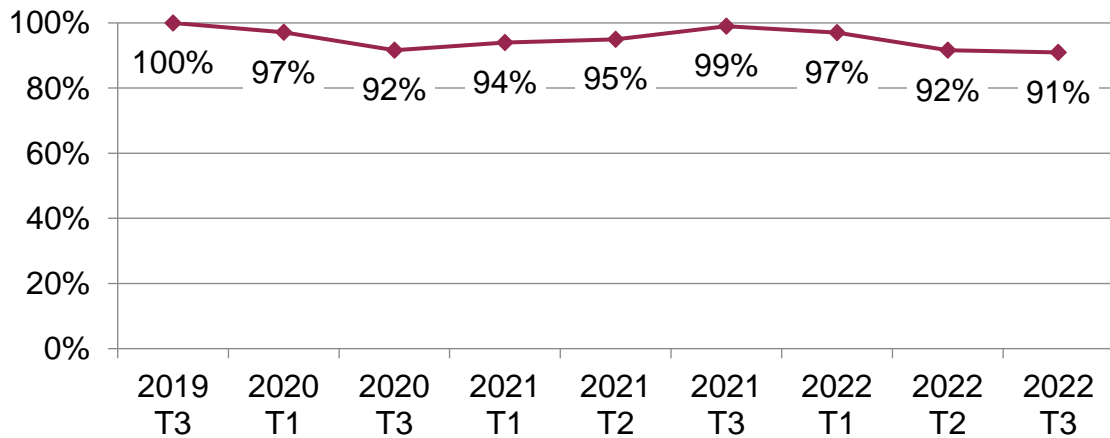
Q23. The VR staff treated me with dignity and respect.

Nearly all (93%) consumers say VR staff treats them with dignity and respect. Through 2022, YIT consumer ratings have trended downward.

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



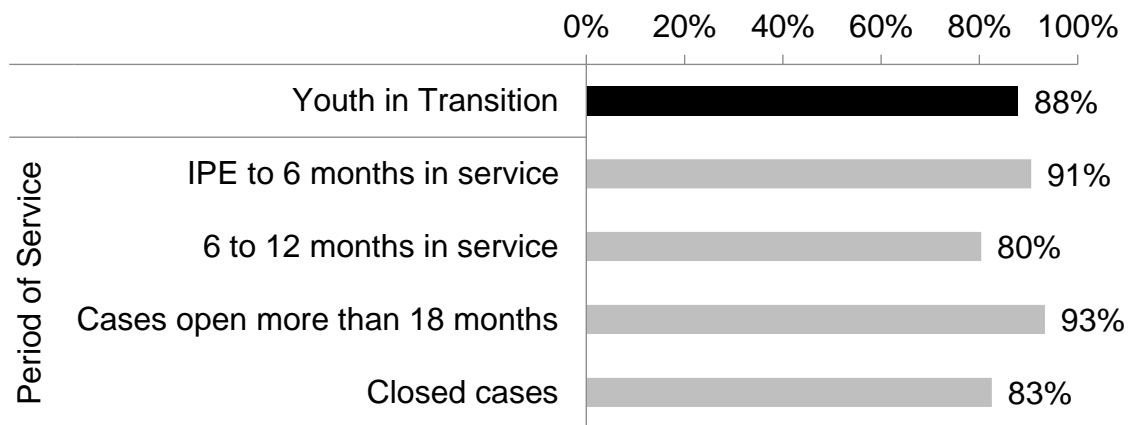
The VR staff treated me with dignity and respect. (% Agree)



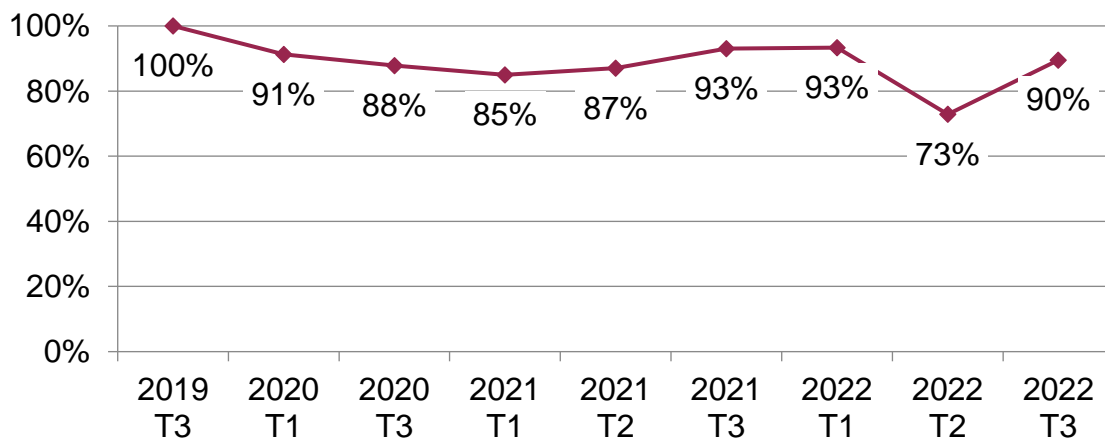
Q25. VR staff understood my particular situation and needs.

Nine in ten (88%) think VR staff understood their situation and needs. The percentage feel sharply in 2022 from 93% in trimester one to 73% in trimester two but increased by 17 percentage points in trimester three.

VR Staff understood my particular situation and needs.
(% Agree)



VR Staff understood my particular situation and needs.
(% Agree)



Experience with VR Staff and Counselors Consumer Feedback

Among those experiencing problems with VR staff, 15% think staff broke promises or didn't follow through. 12% need more information or that VR needs to broaden their programs and 7% would like better communication overall.

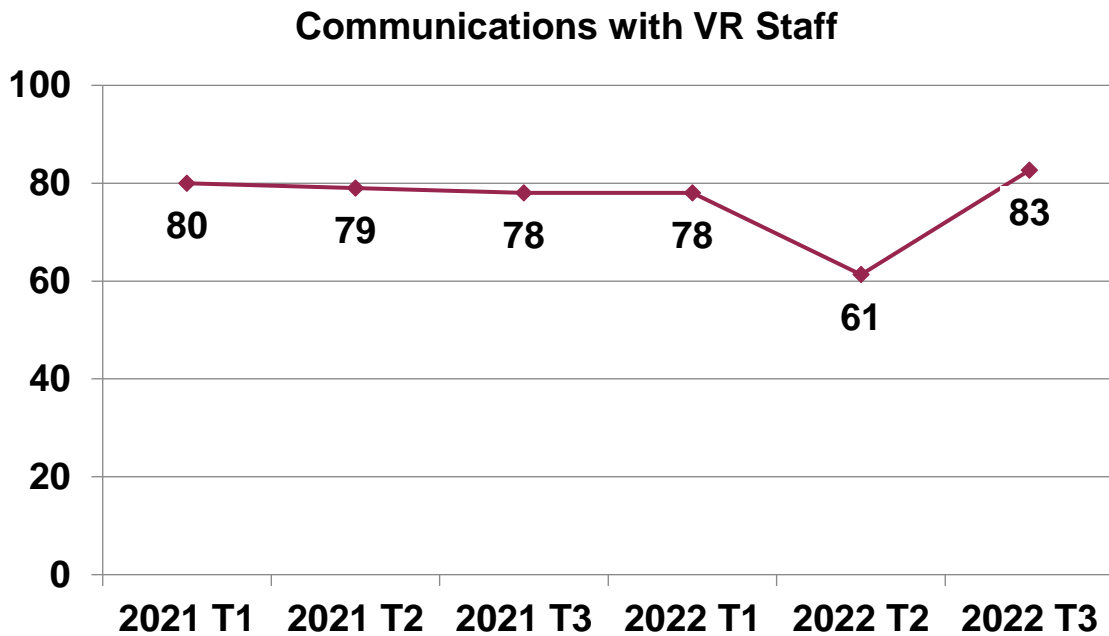
	%	Count
Broken promises, no follow through	15%	9
More information needed, need to broaden programs	12%	9
Better communication needed	7%	6
Having to find information, too much information	7%	2
Received no help in reaching plan or goal	6%	3
Need more information about services offered, not enough information provided	6%	4
Counselor did not return calls, emails or follow up	6%	4
Other	6%	5
Don't know/Refused	42%	25

62 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.

D. Communications with VR Staff

Communications with VR Staff Domain Score

77



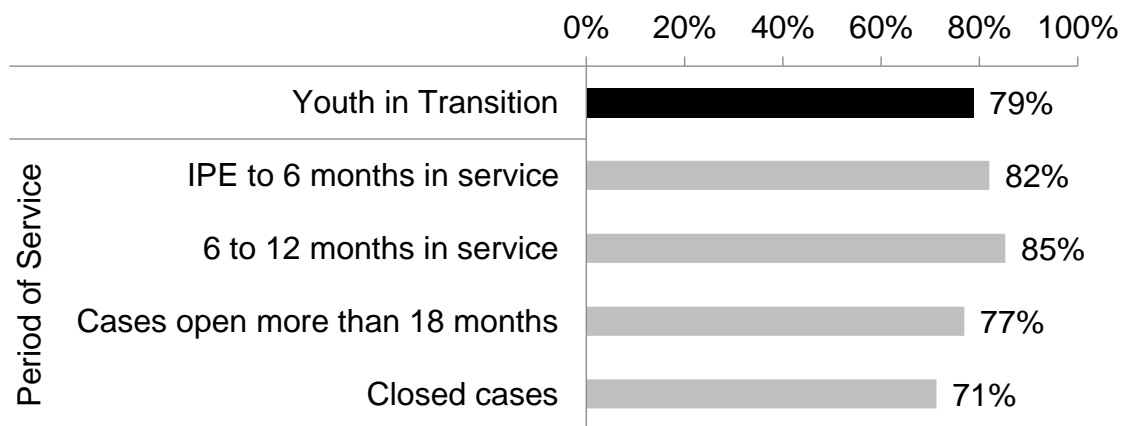
While a positive domain overall, the Communications with VR Staff and Counselors is less positive compared to other aspects of the youth experience with VR. The domain score dropped significantly in trimester two; however, it has increased to a new high of 83 in trimester three.

The most common issue noted by consumers who are not satisfied with VR's communication is that counselors are not returning calls, emails or following up. Others say they have to wait too long to have their calls returned, while some say that switching counselors negatively affects their communication with VR.

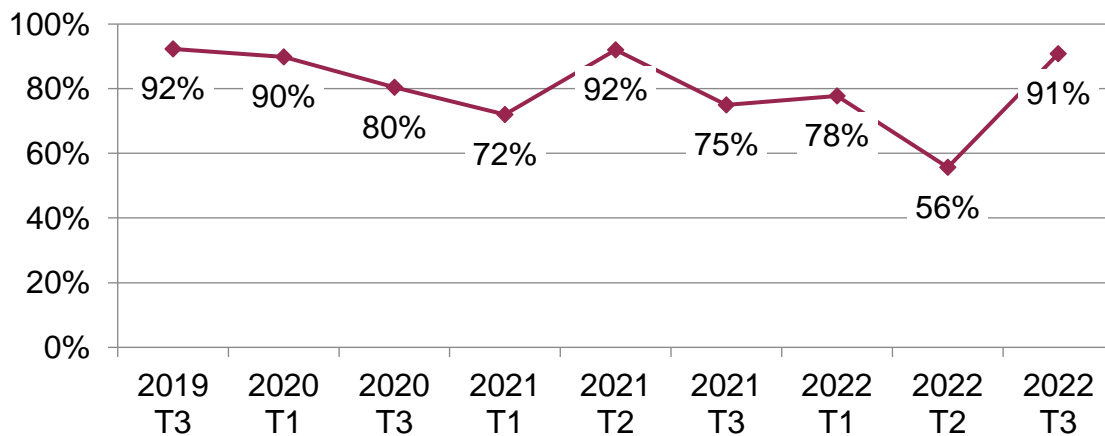
Q11. How satisfied are you with the information you were given about the choices you had?

Most youth consumers (79%) are satisfied with the information they receive about their choices. This percentage increased from an all-time low of 56% in trimester two to 91% in trimester three.

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



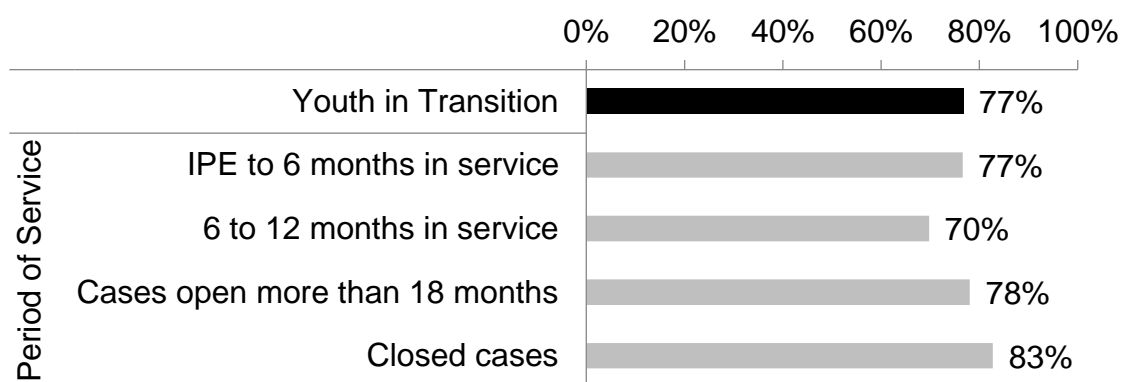
How satisfied were you with the information you were given about the choices you had? (% Satisfied)



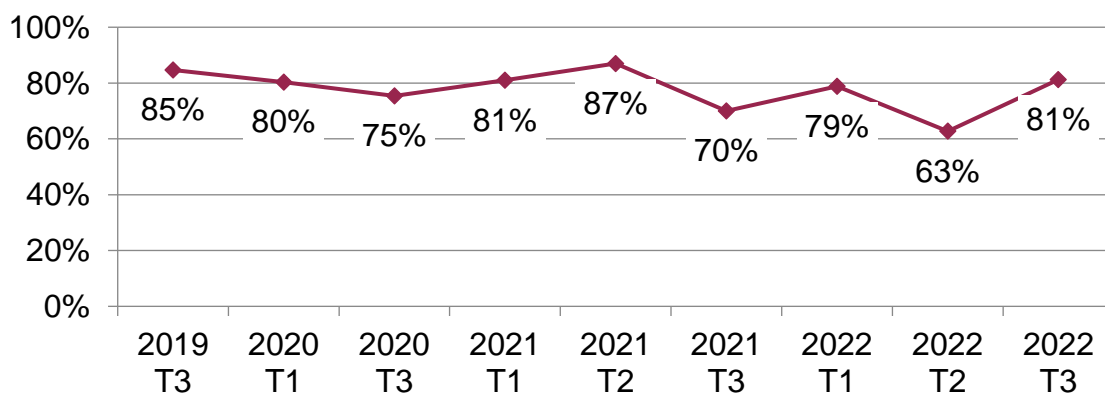
Q13. How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

Four in five (77%) are satisfied with how long their counselor takes to communicate with them. Satisfaction decreased in trimester two of 2022.

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



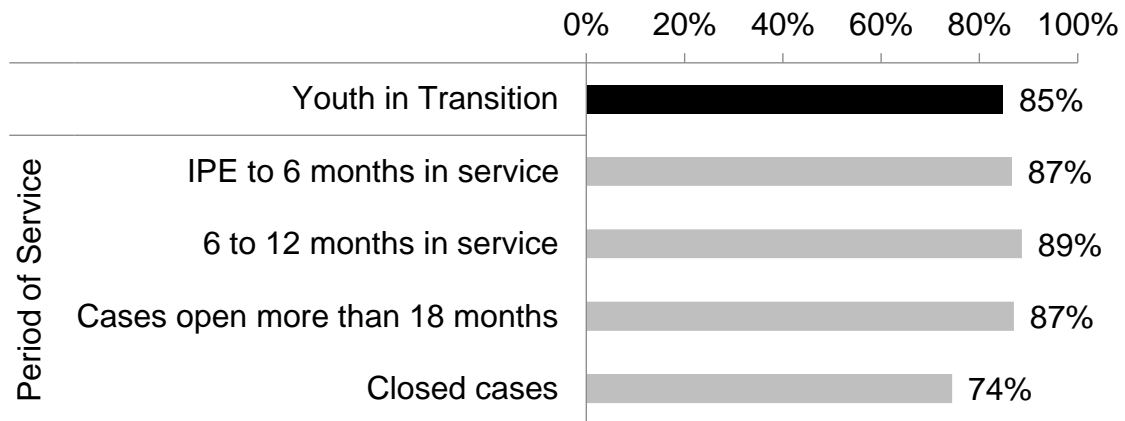
How satisfied were you with how long it takes your counselor to answer your questions or address your concerns? (% Satisfied)



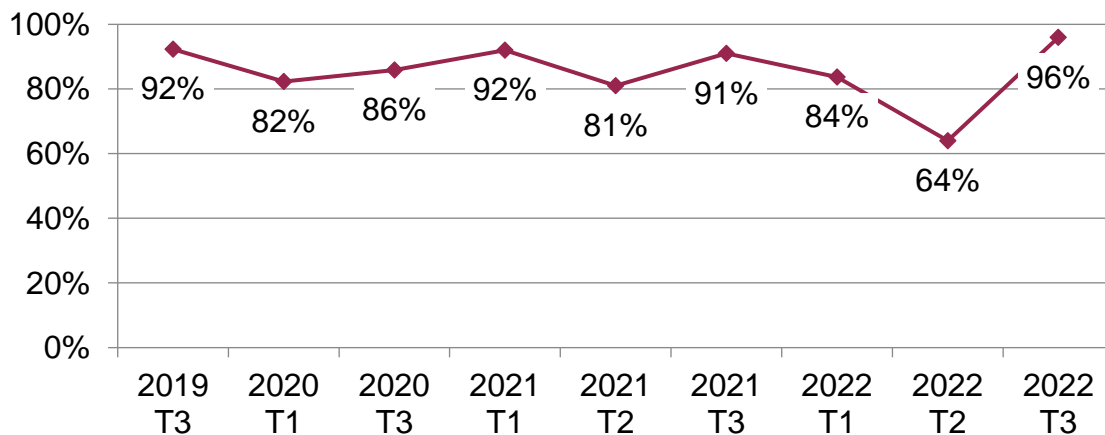
Q19. How easy was it for you to contact your vocational rehabilitation counselor?

Overall, 85% of YIT consumers find it easy to contact their VR counselor. From trimester one to three, the percentage finding it easy to contact their counselor increased from 84% to 96%.

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

Among those who had difficulty contacting their VR counselor, 18% report their counselor did not return calls, emails or follow up, while 15% would like better communication and 13% say their counselor does not answer the phone and they get voicemail.

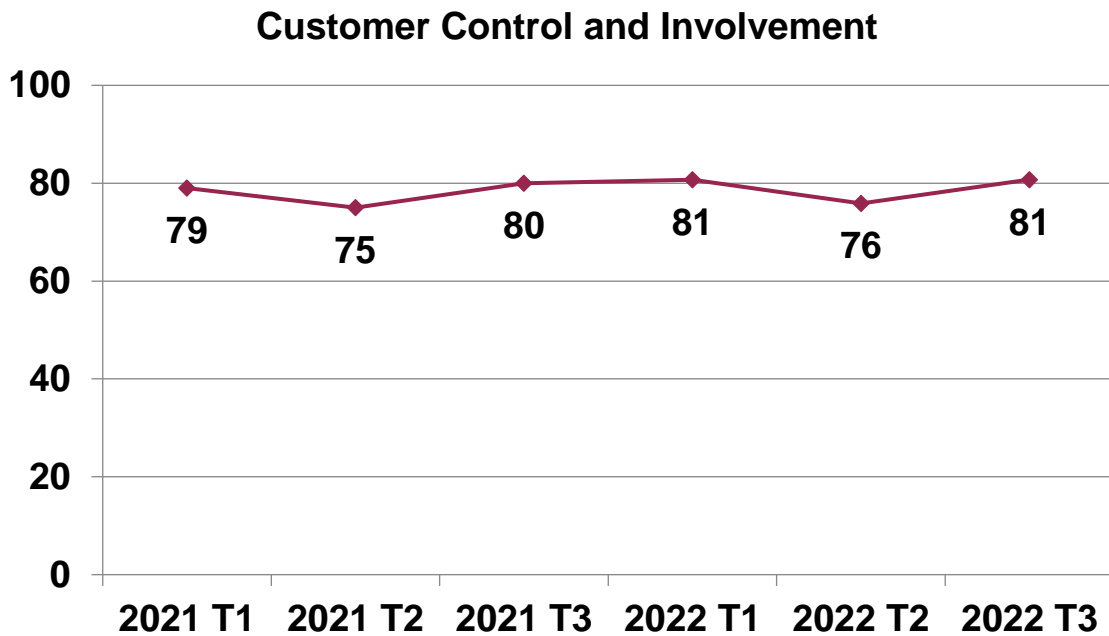
	%	Count
Counselor did not return calls, emails or follow up	18%	13
Better communication needed	15%	11
Get voicemail, never answers the phone	13%	11
Changing counselors, switching too much, causes problems	11%	10
Staff did not return calls, emails or follow up	8%	6
Calls, emails not returned for days, weeks, had to wait too long for return call	8%	7
Was not given information about choices	6%	4
Never received help, VR offered no help	5%	1
Return call or emails, follow up	5%	1
Had to leave multiple messages before getting a call back	4%	3
Counselor would not listen, dismissed concerns	4%	4
Other	12%	9
Don't know/Refused	25%	18

76 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.

E. Customer Control and Involvement

Customer Control and Involvement Domain Score

80

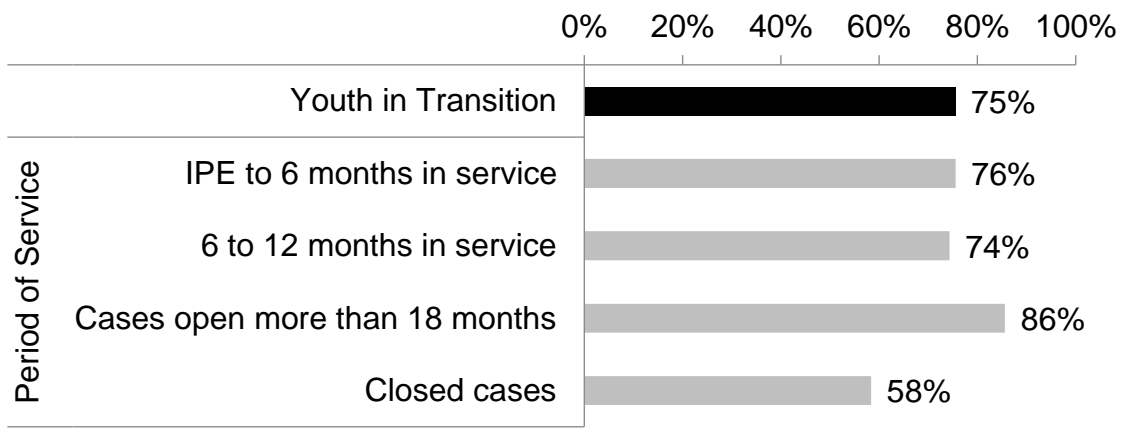


Youth consumers are positive about their level of control and involvement in their VR experience. Nearly all say that VR staff or their counselors ask for their opinions and input on their experience. Among those who are dissatisfied with their level of control, feedback suggests they have not set goals or haven't received the help they need in order to be successful.

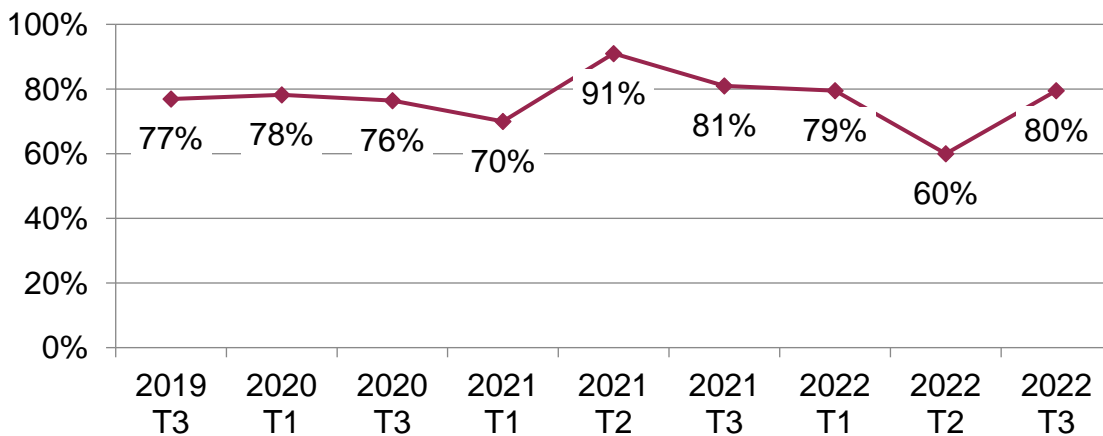
Q03. How satisfied were you with your involvement in your VR experience?

Overall, 75% are satisfied with their involvement in the VR experience. Those with closed cases (58%) were less likely to be satisfied with their level of involvement in the VR experience.

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



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

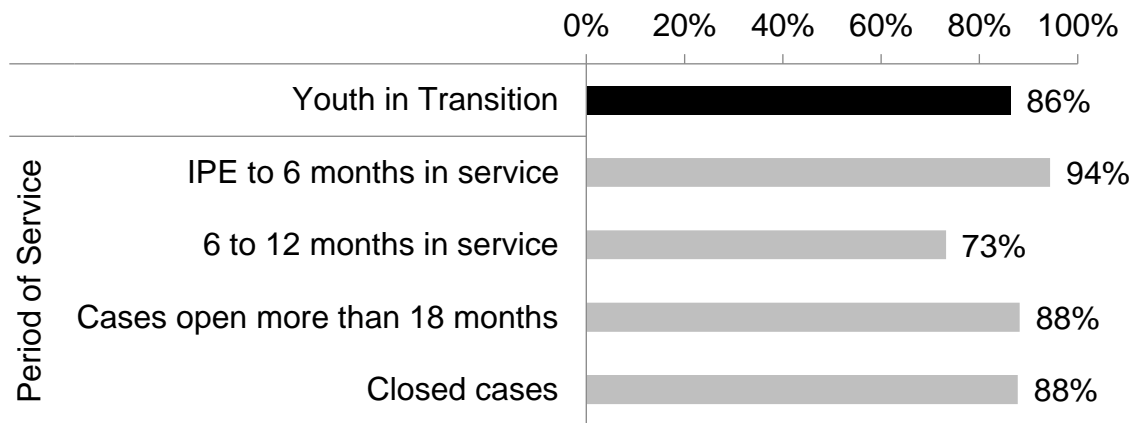


Q05. How satisfied were you with your choice of a vocational goal?

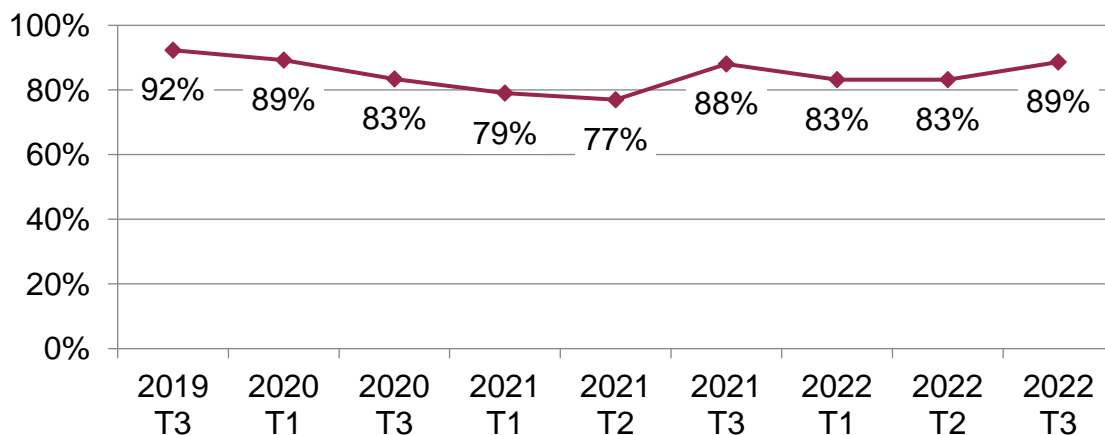
Nine in ten (86%) are satisfied with their choice of vocational goal.

Compared to the overall, only 73% of those with cases in service for 6 to 12 months are satisfied with their goal.

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



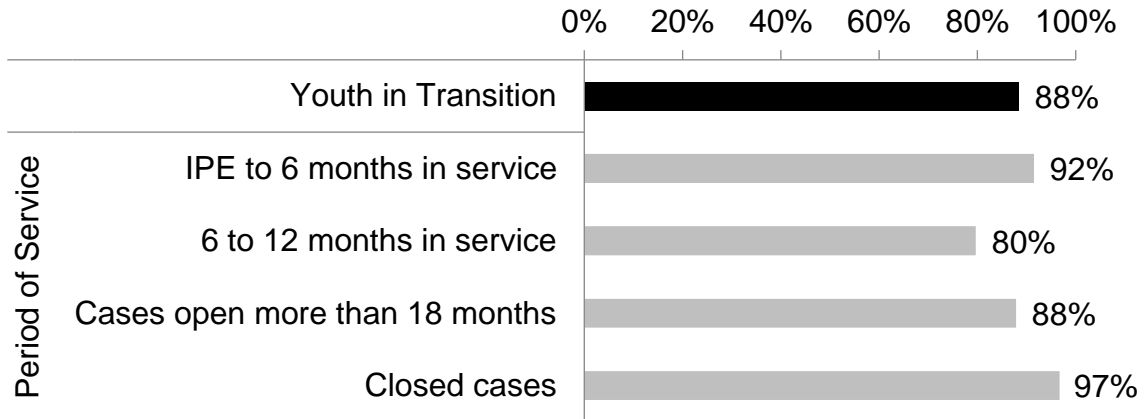
How satisfied were you with your choice of a vocational goal? (% Satisfied)



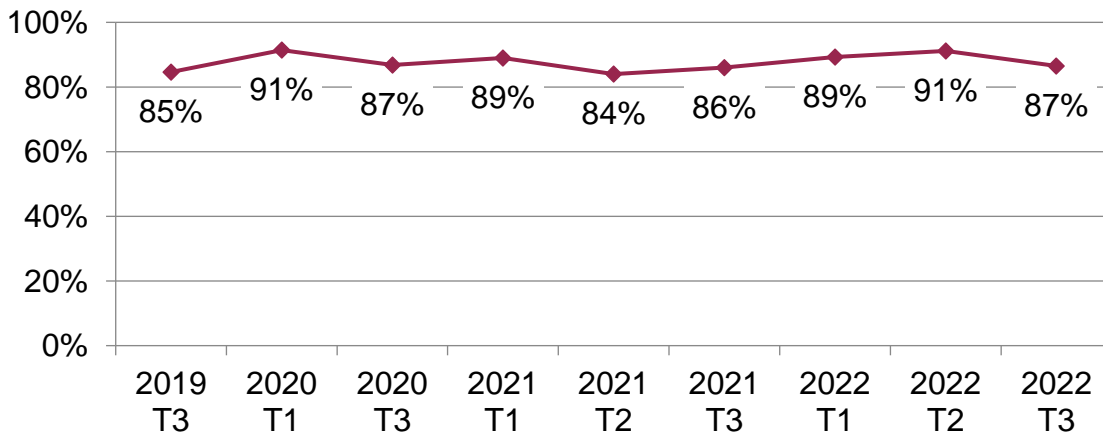
Q33. VR staff asked me for my opinions and ideas about the services I need.

88% of YIT consumers agree that staff ask for their opinions and ideas.

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 involvement, 10% feel they didn't have a set plan or goal, while 9% received no help. Another 9% said promises were broken or there was no follow through, and 8% said they receive no help in reaching their plan or goals.

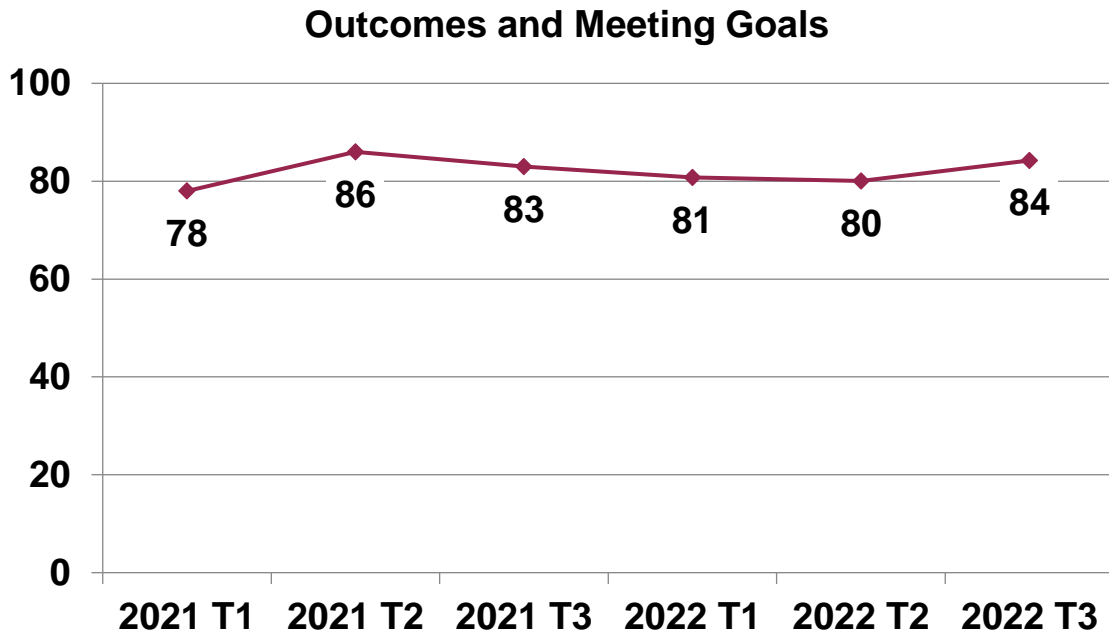
	%	Count
No plan goal set	10%	2
Never received help, VR offered no help	9%	2
Broken promises, no follow through	9%	2
Received no help in reaching plan or goals	8%	2
Better communication needed	8%	2
Counselor could have done more to help me	5%	1
Counselor disorganized	5%	1
Did not receive employment, VR could not find me a job	5%	1
Unclear of my responsibilities	4%	1
Didn't receive job search help	4%	1
Other	3%	1
Don't know/Refused	58%	18

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%. Only responses mentioned by 4% or more of consumers who provide feedback are presented in this table.

F. Outcomes and Meeting Goals

Outcomes and Meeting Goals Domain Score

82



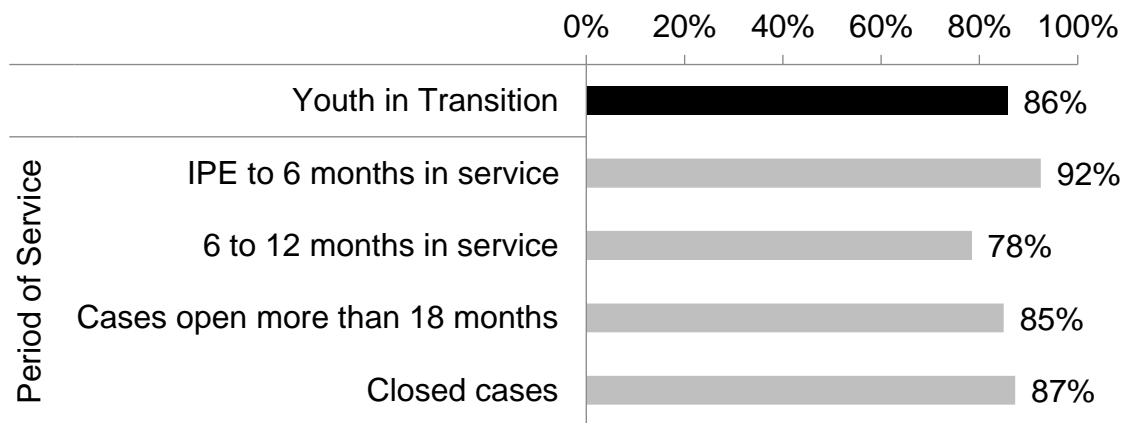
A positive domain, youth consumers consistently have a good experience and think VR is working to help them reach their goals. Among those who had a less positive experience, the most frequent comment is that VR did not provide the help they needed to reach their goals and they needed more guidance and support in order to achieve their goals.

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

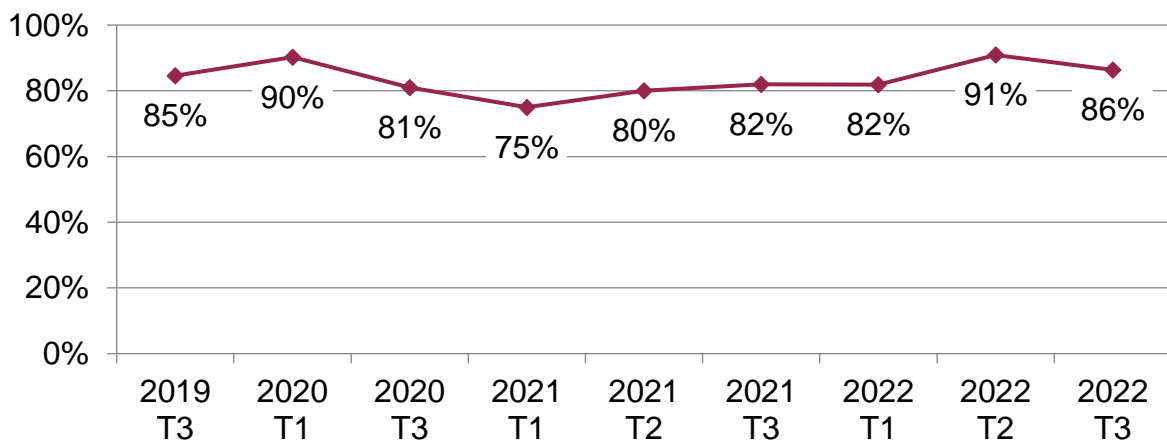
86% of YIT consumers think their VR services have helped them become more financially independent.

Compared to the overall, those in service between 6 and 12 months are less likely to think they are more financially independent (78% vs. 86%).

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



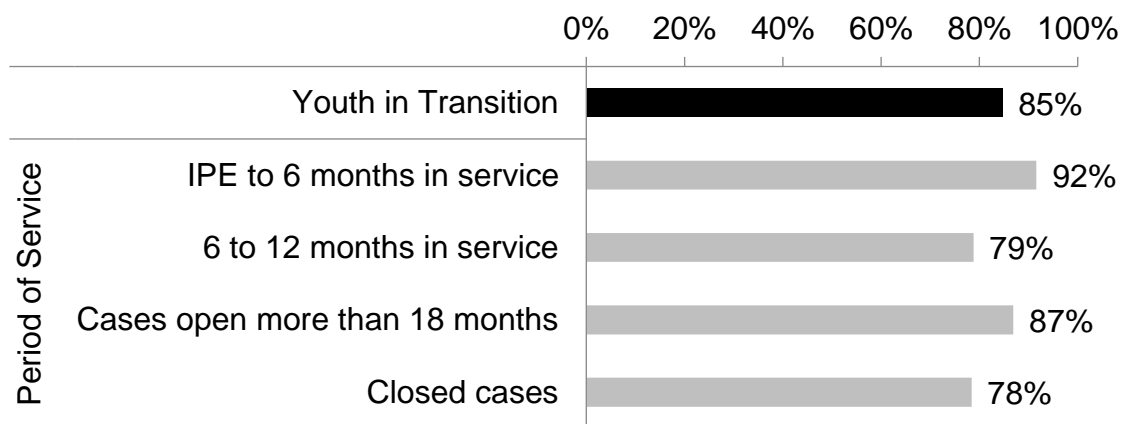
The VR services I received helped me or will help me become more financially independent. (% Agree)



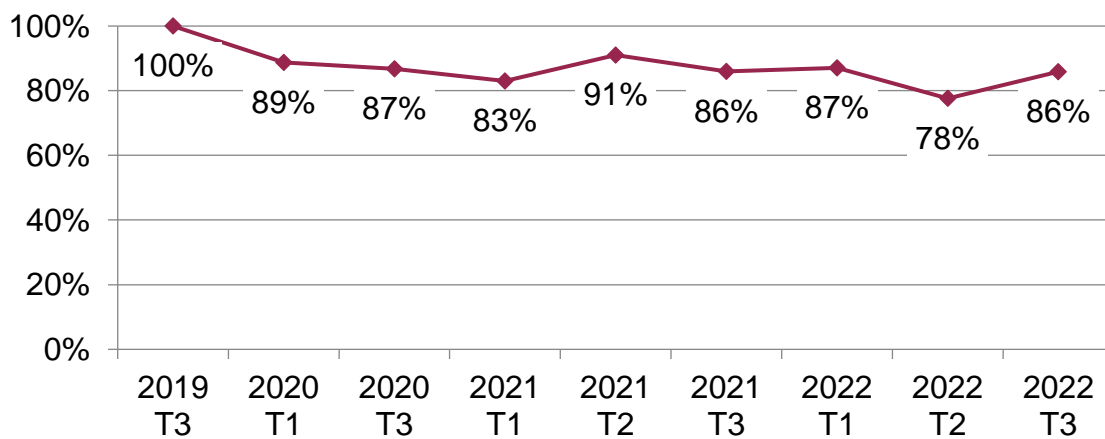
Q37. The vocational rehabilitation services I received helped me become more independent in general.

Nearly nine in ten (85%) think their services have made them more independent.
 92% of those in service less than 6 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)



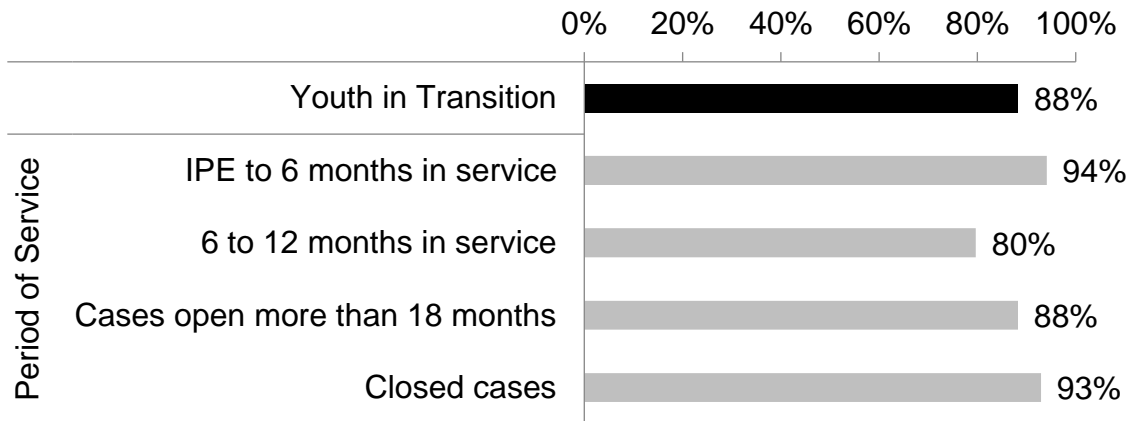
The VR services I received helped me or will help me become more independent, in general. (% Agree)



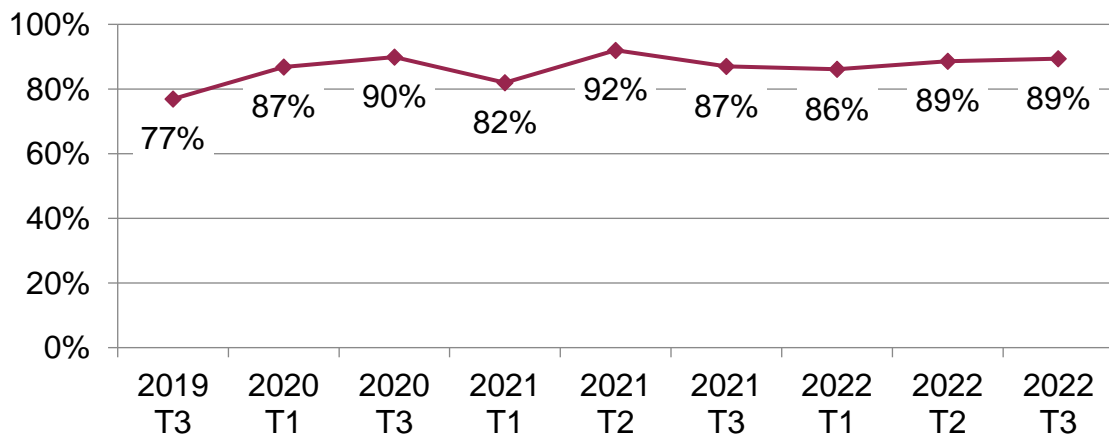
Q39. VR helped me reach my job goals.

Overall, 88% of YIT consumers in 2022 think VR helped them reach their job goals.

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



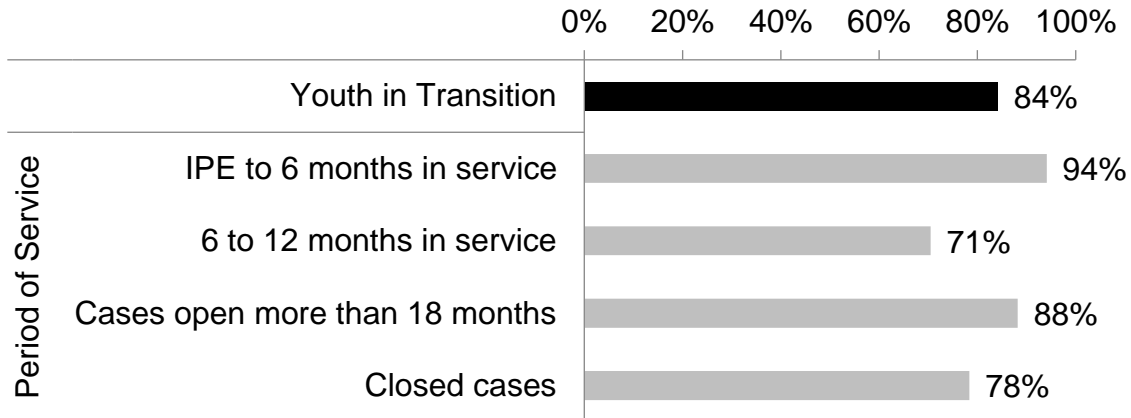
The VR services helped me or will help me reach my job goal. (% Agree)



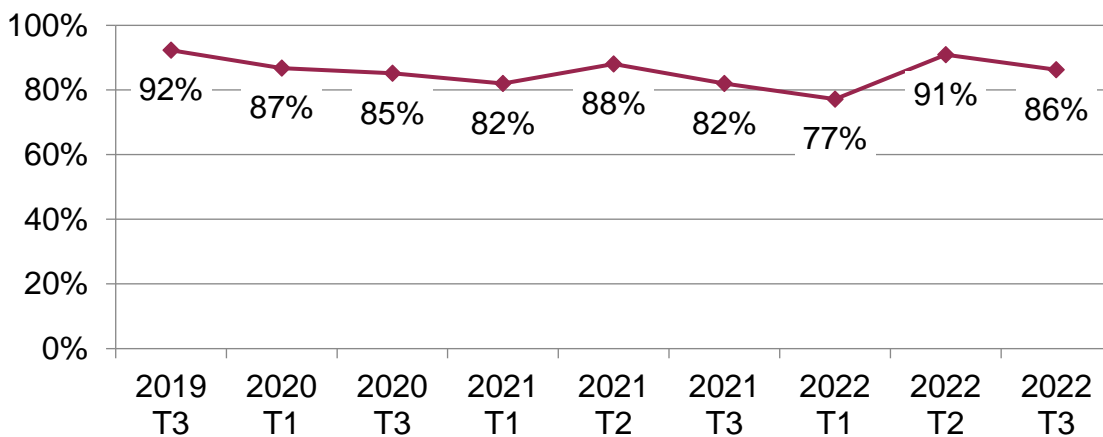
Q41. My services helped me or will help me to achieve my personal goals.

Four-fifths (84%) say their services helped them achieve their personal goals.

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 consumers who do not think VR helped them reach their goals, 47% say they never received help. 24% say they receive not help specific to their plan or goals.

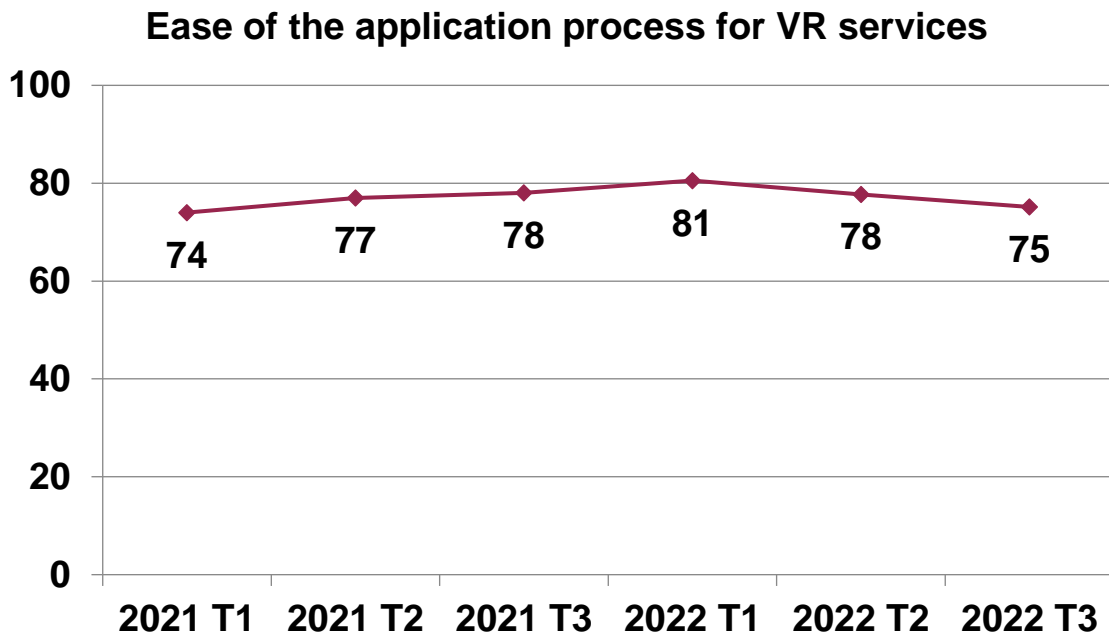
	%	Count
Never received help, VR offered no help	47%	9
Received no help in reaching plan or goals	24%	4
Needed more guidance, support, explanation	21%	3
Counselor was not helpful or supportive	21%	3
Services offered were not effective	19%	3
Did not receive employment, VR could not find me a job	16%	3
Counselor needs to make more effort, customer does all the work	14%	2
Staff did not return calls, emails or follow up	12%	2
No job yet but still working on achieving goals	11%	2
Better communication needed	8%	1
Listen to customer, understand needs, wants, ability	8%	1
Have not received services yet	8%	1
Other	6%	1
Don't know/Refused	5%	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 8% 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

78

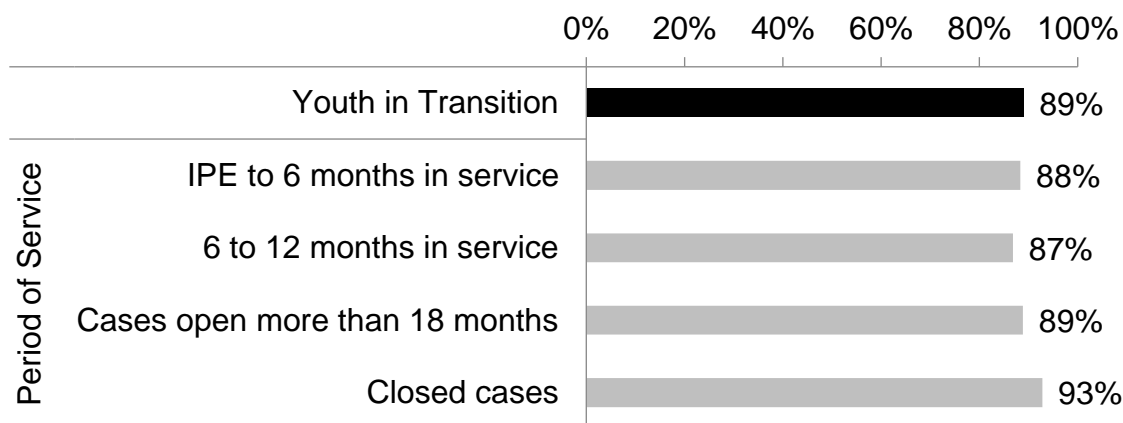


Youth view the application process as the least positive aspect of their VR experience, although all three populations perceive it less positively. Feedback suggests that the application process and its paperwork can be difficult, lengthy, and harder to complete unless the consumer has sufficient information about the services.

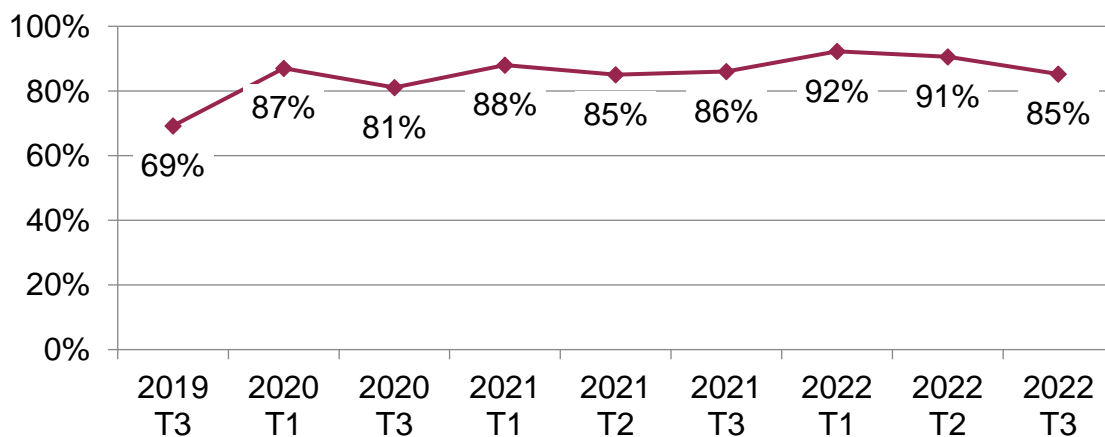
Q15. How easy was it for you to complete an application for vocational rehabilitation services?

89% find the application for VR services to be easy. Youth consumers in trimester three (85%) reported more difficulty than in trimester one (87%) or trimester two (91%).

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

18% of those who found the application difficult say it was hard or complicated, while 12% say they need more information about the services offered, and 10% said there was a lot of paperwork, and the application is too long and needs to be shortened.

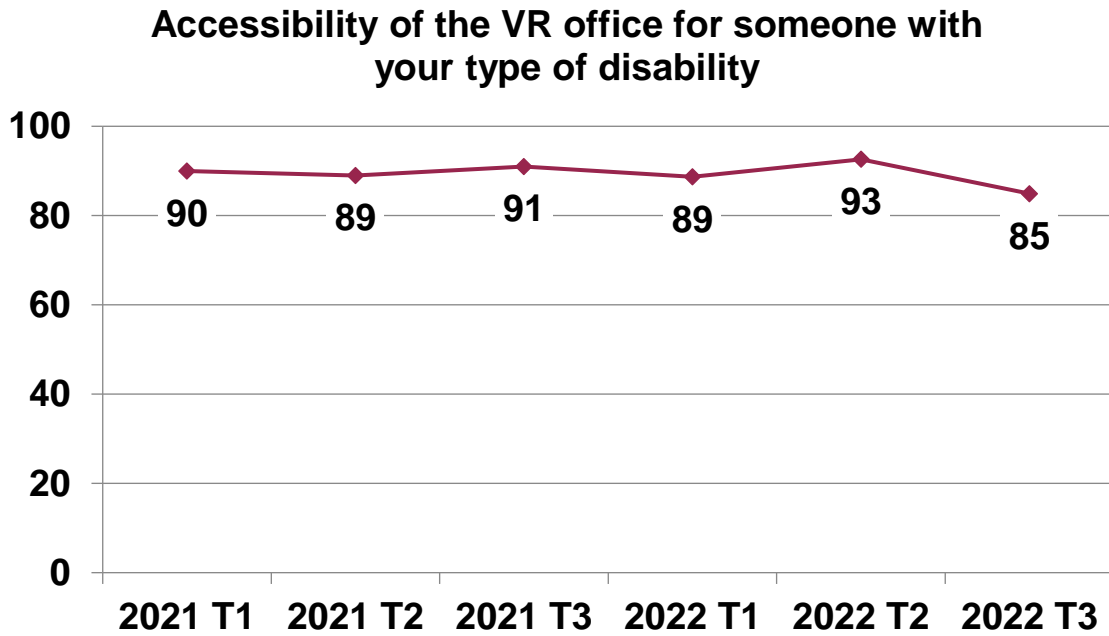
	%	Count
Forms and paperwork hard, complicated	18%	14
Need more information about services offered, not enough information provided	12%	9
Lots of paperwork, too long, make it shorter	10%	10
Received assistance with application, paperwork	8%	8
Directions, question on forms and paperwork	4%	4
Trouble understanding, terms, language, confused	4%	4
Other	6%	7
Don't know/Refused	32%	34

101 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.

H. Accessibility of the VR Office

Accessibility of the VR Office Domain Score

88

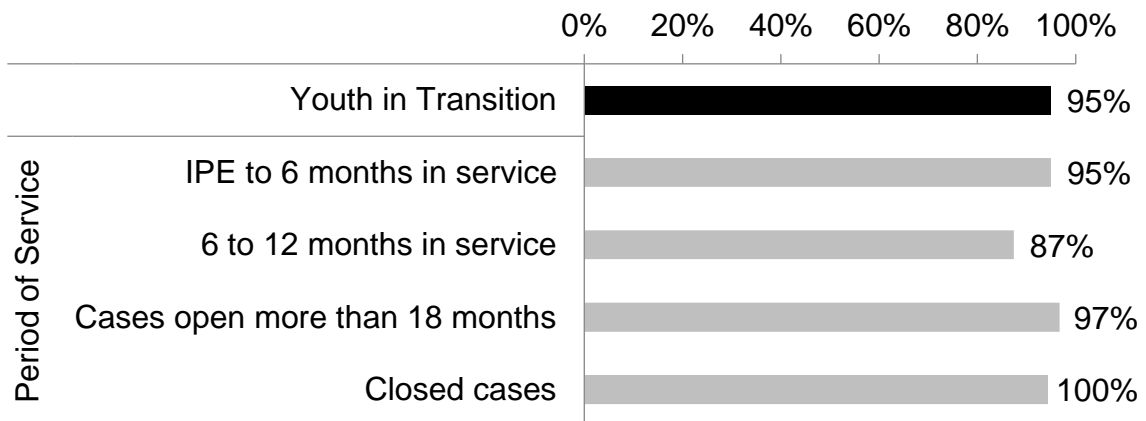


Youth are very positive about the accessibility of their VR office. While few have a negative experience, feedback from those consumers points to issues with transportation and the distance to the office.

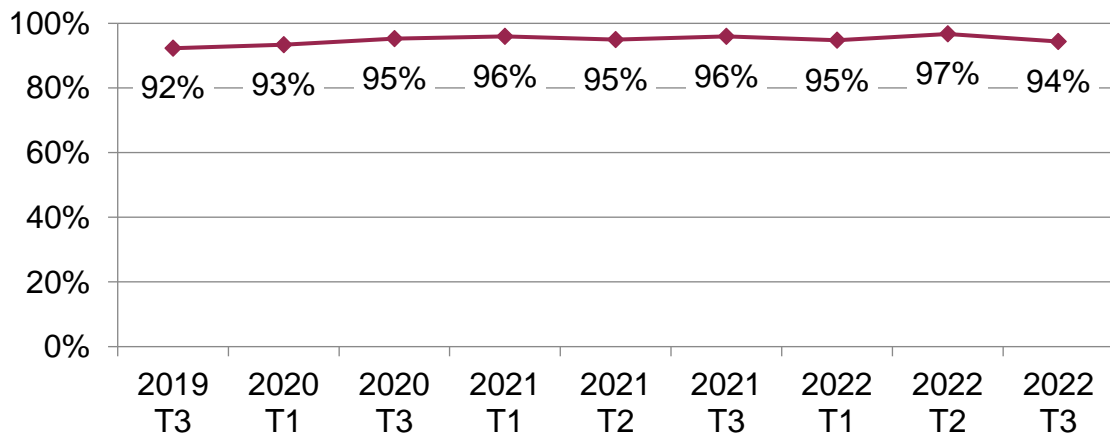
Q21. How accessible was the VR office for someone with your type of disability?

In 2022, 95% of YIT consumers found the VR office was accessible for someone with their type of disability. This measure has remained consistent since 2020.

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

While few found their VR office inaccessible, 14% of those who had difficulty mention difficulties with transportation, while 9% say the distance to the office was too far.

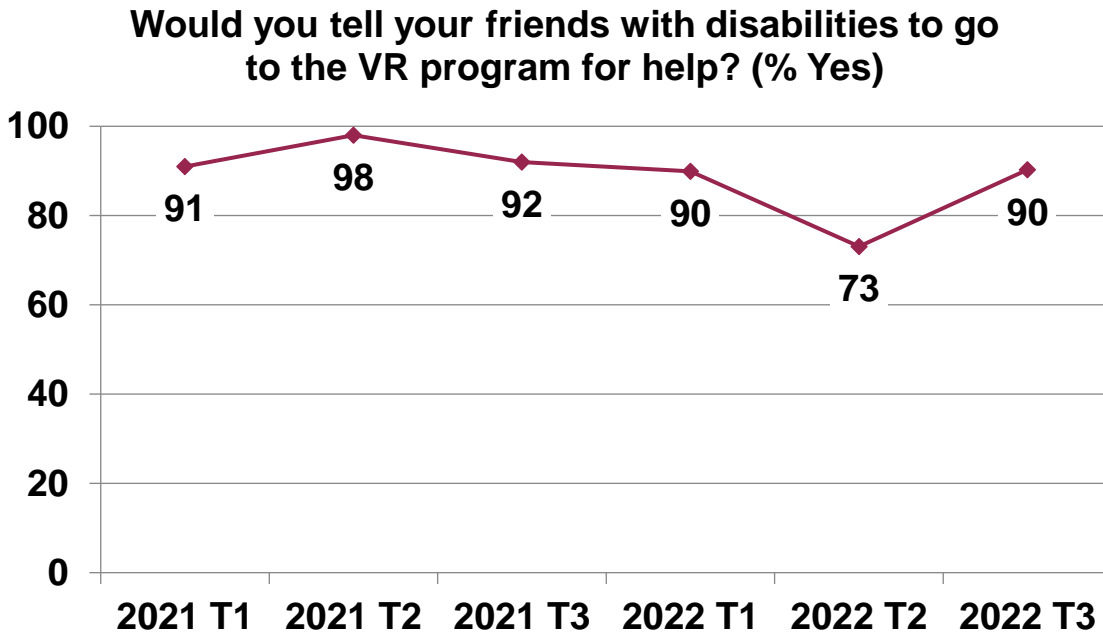
	%	Count
Transportation in general, do not have transportation, need transportation	14%	6
Distance, too far away	9%	5
More parent, family involvement	4%	1
Easy, able to reach counselor with no problems	4%	1
Uncertain about what is going on with their case	4%	1
Closed, need special hours	4%	2
Did not receive needed transportation	4%	1
Other	10%	4
Don't know/Refused	35%	17

46 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.

I. Recommend VR

Recommend VR (% Yes)

86%



Nearly all youth consumers would recommend Nevada VR to their friends with disabilities. However, it is important to note that this number trended down sharply to 73 in trimester two. The rate rebounded in trimester three.

J. Youth in Transition

Workplace readiness to prepare for the challenges of work (58%) is the most utilized service among youth consumers, while work-based learning experiences were the least

Q48. While a client of Vocational Rehabilitation, did you receive any of the following services?

	%
Workplace readiness to help get ready for the challenges of work	58%
Job exploration counseling or career counseling	51%
Counseling on opportunities to attend college, learn a trade, or get a professional certification after high school	46%
Instruction in self-advocacy to help you live the life you want including peer mentoring	45%
Work based learning experiences including a job, internship, or volunteering	43%

Q49. How valuable did you find this job exploration counseling or career counseling?

Nearly all youth consumers found their job exploration and career counseling services valuable.

	%
Workplace readiness to help get ready for the challenges of work	95%
Instruction in self-advocacy to help you live the life you want including peer mentoring	96%
Job exploration counseling or career counseling	94%
Counseling on opportunities to attend college, learn a trade, or get a professional certification after high school	96%
Work based learning experiences including a job, internship, or volunteering	97%

Q74. What was the highest grade in school that you have completed?

More than half (52%) of YIT consumers have completed high school, GED, or high school equivalency. 19% are currently attending high school and 9% are enrolled in a community college.

	%
Completed high school, GED or high school equivalency	52%
Currently attending high school	19%
Attending a community college	9%
Attending a trade or technical school	3%
Some college, did not graduate	3%
Something else	2%
Completed a 4-year college degree, bachelor's degree	2%
Completed an associate's or technical degree	1%
Completed a graduate degree	1%
Currently working on GED/high school equivalency	1%
Pursuing a professional certification	1%
Receiving on the job training	<1%
Left high school without getting a diploma	<1%

Q75. What is the level of education you would like to complete?

One quarter (24%) of YIT consumers want to complete a 4-year college degree, while 20% want to complete an associate's degree, and 16% want to complete high school.

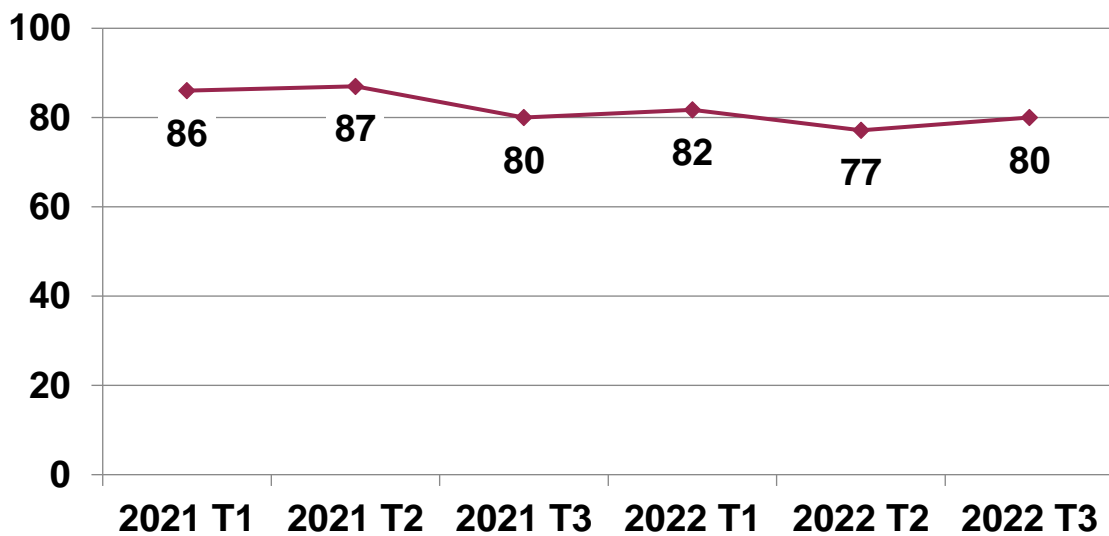
	%
Completing a 4-year college degree, bachelor's degree	24%
Completing an associate's or technical degree	20%
Completing high school, GED or high school equivalency	16%
Completing a graduate or professional degree (MA, MS, Ph.D., JD, MD)	8%
Additional classes for specific topics or skills	2%
No additional education	2%
Obtain a professional certification	1%
Obtain an industrial certification	1%
Complete a PhD	1%
Other	1%
Don't know	7%

K. Problems Experienced

Experienced Problems (% No)

80%

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

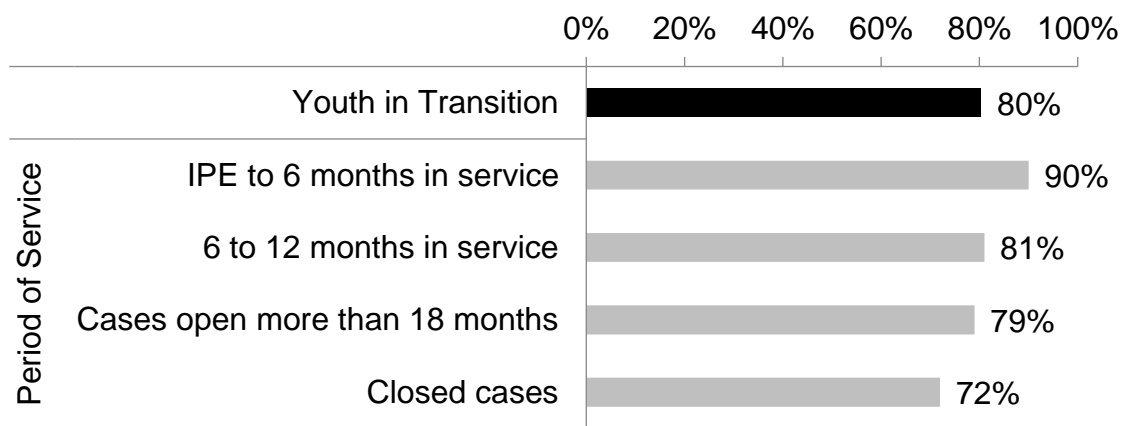


In 2022 overall, 80% of YIT consumers did not experience problems with their VR services. Consumers in trimester two were most likely to experience problems with VR or the services. Issues related to communication, not receiving employment, and communication with counselors are the most commonly reported problems. Nearly half of those experiencing problems think VR works to resolve the issue.

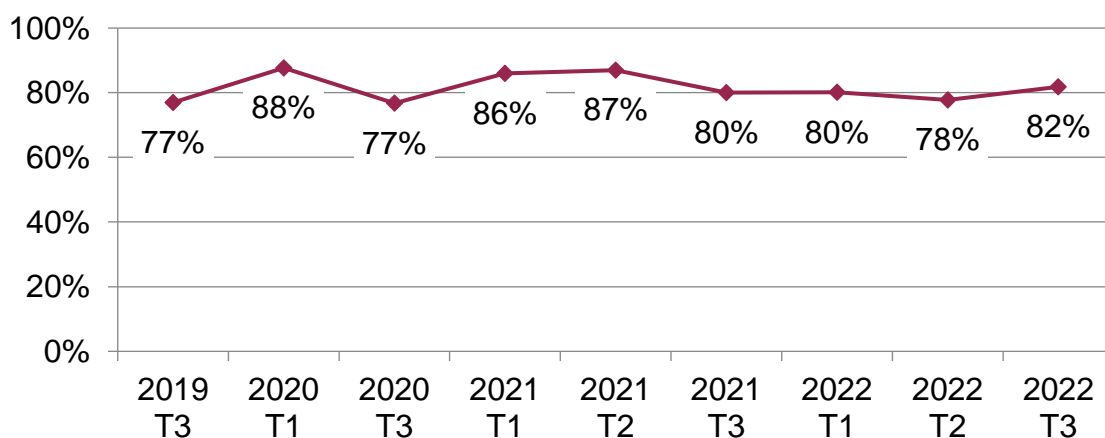
Q55. Have you experienced any problems with VR or the services they have provided to you?

Four-fifths (80%) of youth consumers do not experience problems with VR. Those in service for more than 18 months were most likely to report experiencing a problem.

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?

The most commonly reported problems consumers experience are not receiving employment (20%), counselor needs to listen to customer and understand their needs, wants, and abilities (15%), and counselor not returning calls or email (15%).

	Overall %	Count
Did not receive employment, VR could not find me a job	20%	7
Listen to customer, understand needs, wants, ability	15%	5
Counselor did not return calls, emails or follow up	15%	5
Broken promises, no follow through	11%	4
Follow through on promises made, what staff says they will do	11%	3
Received no help in reaching plan or goals	11%	4
Counselor did not listen, dismissed concerns	10%	4
Better communication needed	8%	3
Had to leave multiple messages before getting a callback	5%	2
Services offered by VR were not effective	5%	2
Don't know/Refused	20%	4

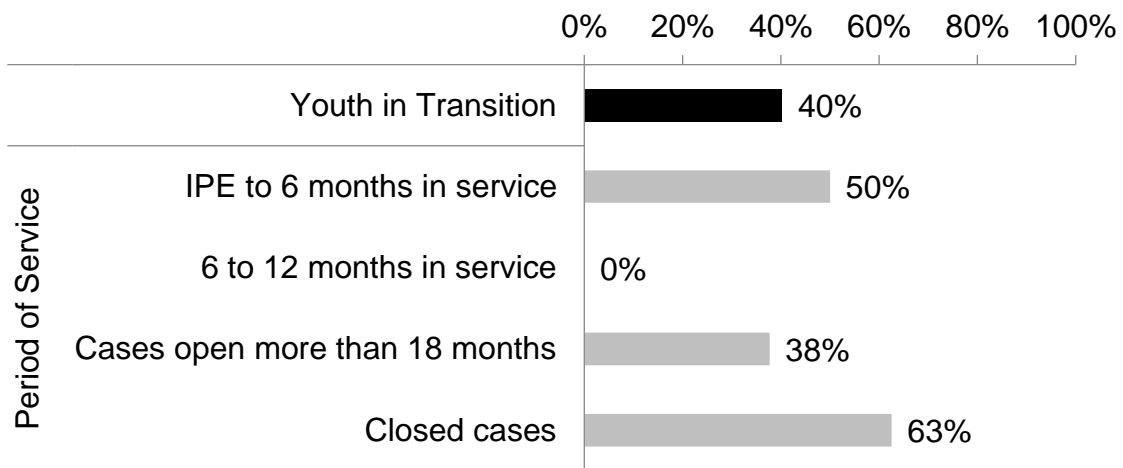
32 respondents provided feedback. Percentages are weighted to reflect the feedback from the consumer population. Multiple responses are accepted, and percentages may add to more than 100%. Only responses mentioned by 5% or more of consumers who provide feedback are presented in this table.

Q57. Did VR work to resolve this problem?

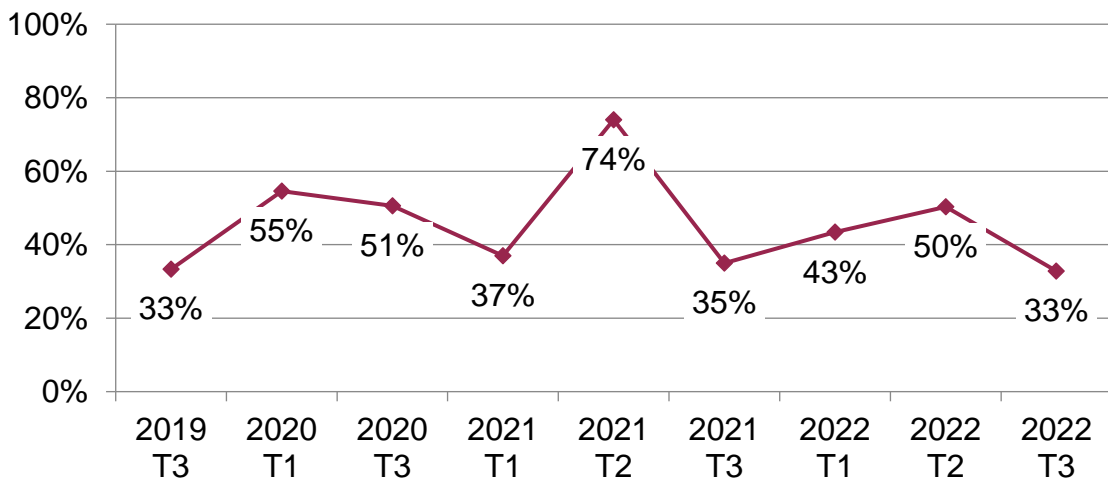
Among those who experienced a problem, nearly half (40%) say VR works to resolve their problem.

Compared to overall (40%), 63% with closed cases say VR works to resolve problems.

Did VR work to solve this problem? (% Yes)



Did VR work to solve this problem? (% Yes)

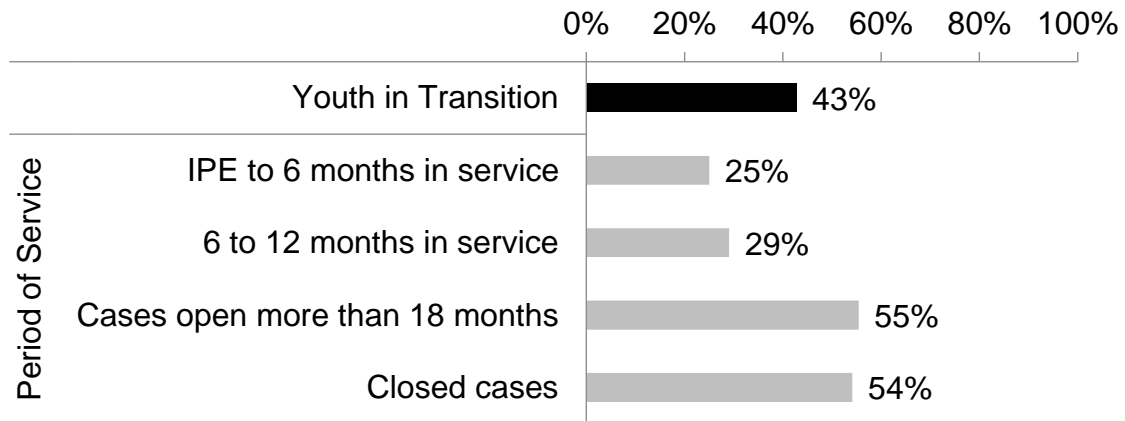


L. Multiple Counselors

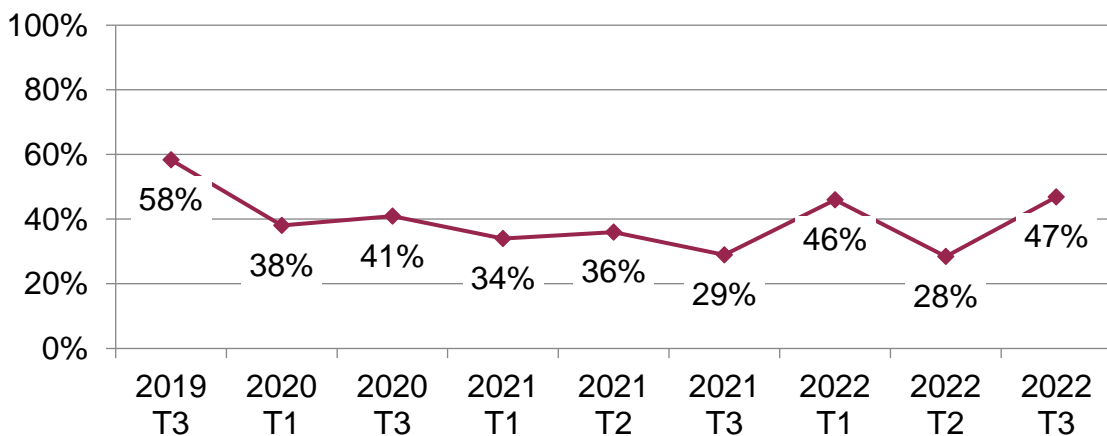
Q58. While a client of VR, did you have more than one vocational rehabilitation counselor?

Two-fifths (43%) of YIT consumers work with more than one VR counselor. The greatest percentage that reported working with multiple counselors are those with cases open more than 18 months (55%).

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



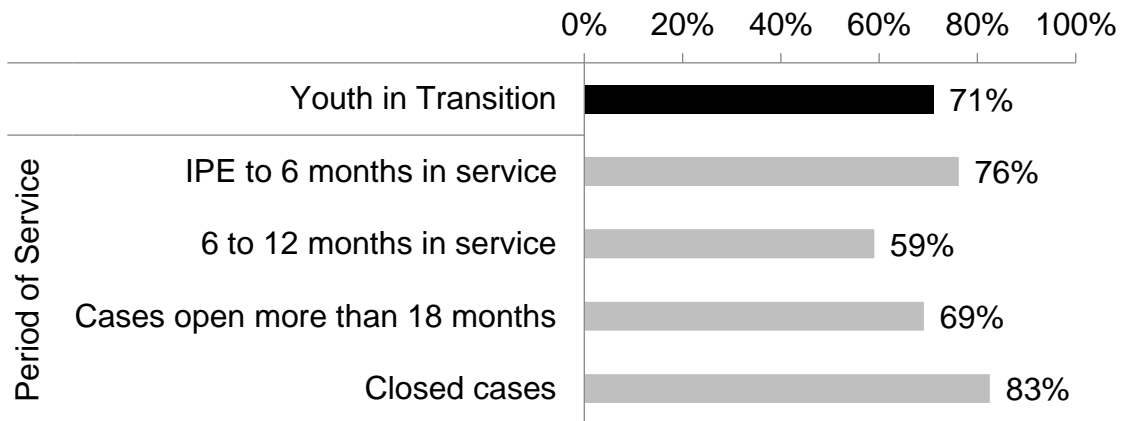
While a client of VR, did you have more than one vocational rehabilitation counselor? (% Yes)



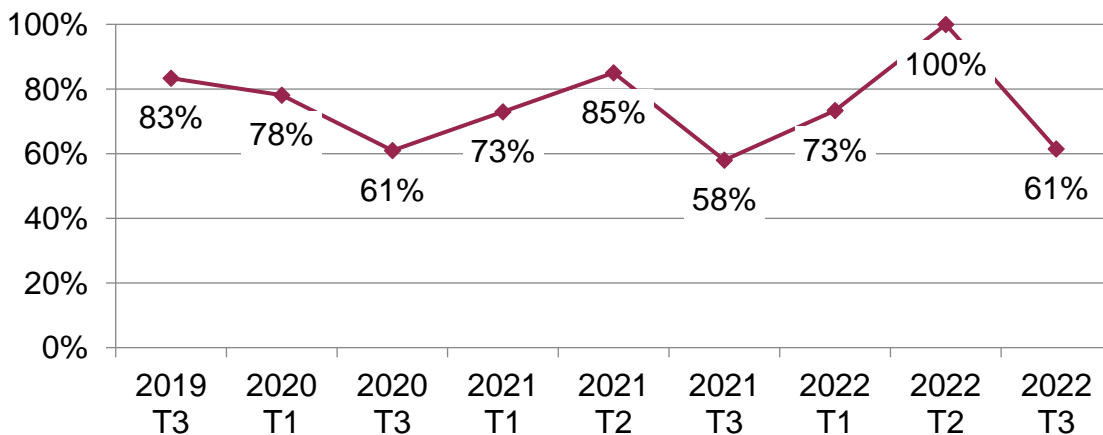
Q59. Did this in any way affect your ability to get services through VR?

Most YIT who worked with multiple counselors said it did not affect their ability to get services, however those in services for 6 to 12 months were more likely to say it did have an impact on 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)



oQ59. How did having more than one VR counselor affect your ability to get services through VR?

Among those who experienced problems, 37% say change is confusing and difficult, while 20% experienced a delay in services or they had to start over. 19% say the new counselor was inexperienced or not up to date on their case.

	%	Count
Change is confusing, difficult	37%	6
Services delayed, started over with each switch	20%	3
Counselors were inexperienced, not up to date on case	19%	3
Hasn't been contacted by new counselor	9%	2
Wasn't notified of switch, don't know who counselor is	3%	1
New counselor is rude, disrespectful, doesn't care or help	3%	1
Other	5%	1
None of these	14%	3
Don't know/Refused	10%	2

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%.

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 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 155 consumers that provided additional feedback. This is 75% of youth in transition consumers.

Consumer Feedback

Among youth, the most common feedback is that they were unable to meet with their counselor (28%), they need for better communication in general (14%), and forms and paperwork were complicated (12%). 10% mention their counselor did not return calls, emails, or follow up.

	%	Count
Unable to meet with counselor, social distancing	28%	36
Better communication needed	14%	24
Forms and paperwork hard, complicated	12%	14
Counselor did not return calls, emails or follow up	10%	15
Never received help, VR offered no help	10%	13
Need more information about services offered, not enough information provided	10%	14
Get voicemail, never answer the phone	8%	13
Counselor would not listen, dismissed concerns	8%	12
Staff did not return calls, emails or follow up	7%	9
Counselor was not helpful or supportive	7%	11
Changing counselors, switching too much, causes problems	7%	12
Broken promises, no follow through	7%	10
Did not receive employment, VR could not find me a job	6%	9
Lots of paperwork, too long, make it shorter	6%	10
Process has slowed down, delays in achieving goals	6%	10
Services offered by VR were not effective	6%	8
Received no help in reaching plan or goals	6%	9
Didn't receive job search help	6%	10
Other	13%	23
Don't know/Refused	44%	68

155 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.

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

12% of YIT consumers think the communication and accessibility of their counselor worked well. 7% benefited from having a support system with a counselor to determine their goal and work to achieve that goal, while 6% think everything worked well for them.

	%	Count
Communication and accessibility of counselor	12%	24
Having support system with a counselor to determine goal and achieve that goal	7%	15
All, everything	6%	12
Knowledge obtained from further schooling or training	5%	9
Receiving help from a counselor in general	5%	11
Getting a job	4%	7
Funding support for education purposes	4%	10
Being more independent, positive effect on life	4%	7
Having a job coach in general	4%	8
Other	4%	7
Nothing in particular	7%	16
Don't know/Refused	28%	53

200 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.

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

Youth consumers feel that communication through the VR program in general (5%) or communication with counselors (3%) has been the most challenging part of their experience.

	%	Count
Communication in general	5%	10
Finding desirable position or school	3%	8
Working with certain staff members in general	3%	4
Staff not following through on expected actions	3%	5
Communication with counselor	3%	7
Transportations	3%	8
Application, acceptance, getting started, waiting	3%	9
Other	4%	5
Nothing in particular	31%	59
Don't know/Refused	19%	38

200 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?

Communication with their VR counselor (5%) and problems with or lack of education and training opportunities (4%) are two unmet needs mentioned by youth consumers.

	%	Count
Communication with VR or counselor, keep client informed	5%	11
Education, training	4%	7
Help from VR, follow up on promises	4%	5
Timely services, waiting too long for help	4%	8
Employment services, getting a job	4%	9
Achieving goals, VR not helping client reach goals	2%	3
Access to services, kicked out of the program	2%	3
Financial aid	2%	6
Other	2%	5
None of these	50%	103
Don't know	26%	52

200 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.

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

More open communication (5%) and better communication in general (8%) are two ways VR could improve services for youth consumers.

	%	Count
Better communication in general	8%	16
More open communication with client, more follow-up	5%	10
Improve staff knowledge about the services they provide	4%	8
Return calls, answer the phone more	3%	6
Offer more resources	3%	6
Other	5%	9
Nothing in particular	36%	73
Don't know/Refused	28%	54

200 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.

O. Closed Unsuccessful Cases

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

21% of YIT consumers who choose to end their services said it was because they achieved their vocational goals. 13% moved out of state, and 13% reportedly had other priorities and/or needed a break from services.

	%	Count
Achieved vocational goals	21%	1
Moved out of state	13%	2
Have other priorities, needed a break	13%	2
Customer didn't request case closure, VR closed case	7%	1
Communication issues	7%	1
Other	20%	1
None of these	13%	2
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%.

P. Additional Services

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

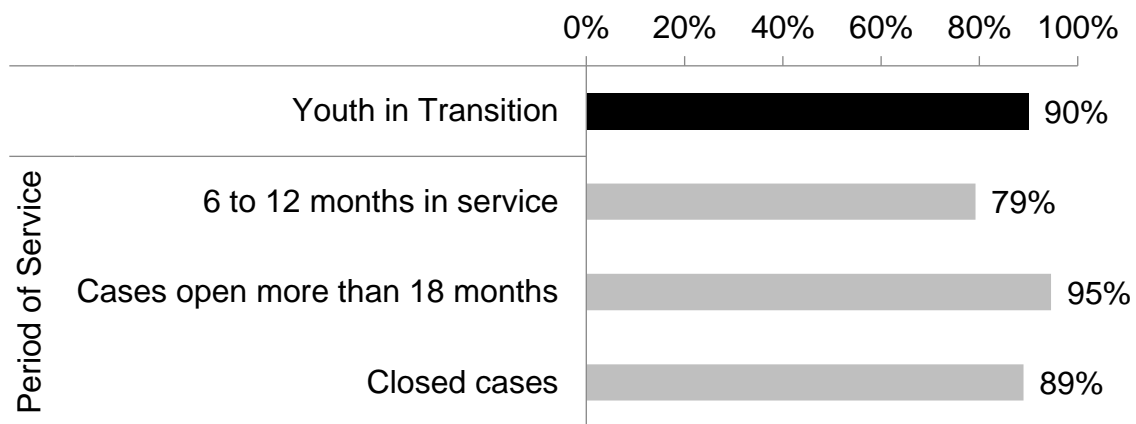
63% of youth consumers said they did not receive job development services. 15% say their services are provided by VR staff at the VR office, while 23% say they received these serviced elsewhere.

	%
VR office location through VR staff	15%
Somewhere else	23%
Did not receive job development services	63%

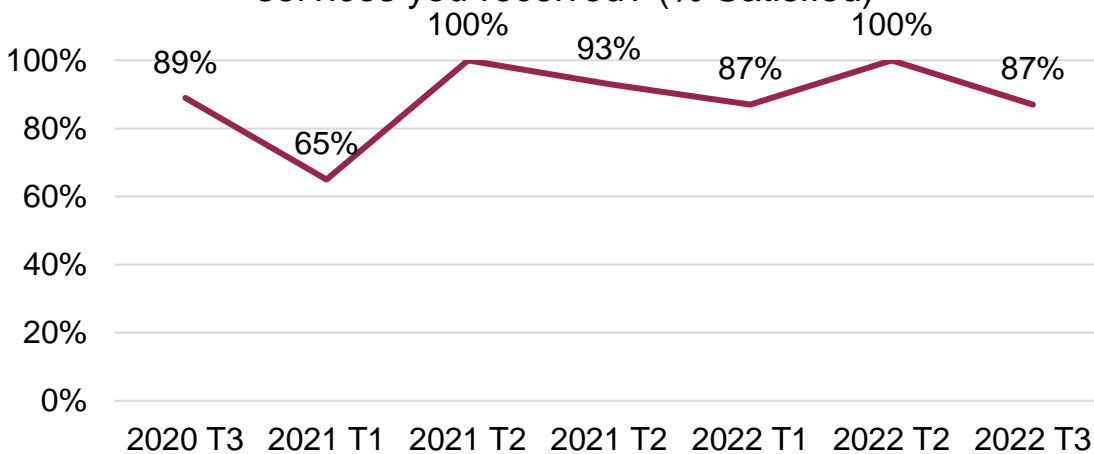
Q67. How satisfied were you with the job development services you received?

90% of consumers receiving job development services in 2022 are satisfied with their services. Satisfaction was lower in trimester one and three (87%) compared to consumers in trimester two (100%).

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



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



Q69. *Did you receive any job placement services?*

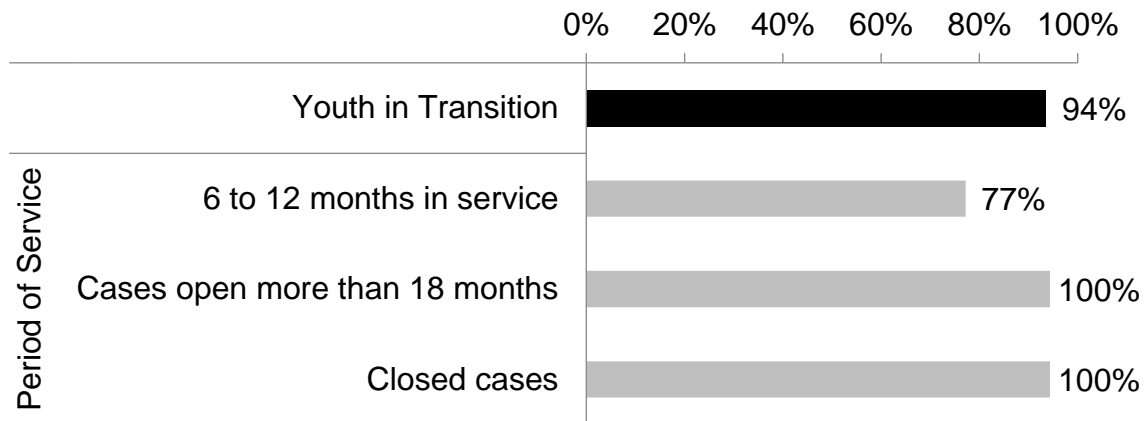
The majority of YIT consumers (75%) said they did not receive job placement services. 10% received services from VR staff at a VR office location, while 13% said they received these services from an outside vendor.

	%
Did not receive job placement services	75%
VR office location through VR staff	10%
An outside vendor	13%
Received job placement services but not sure where	3%

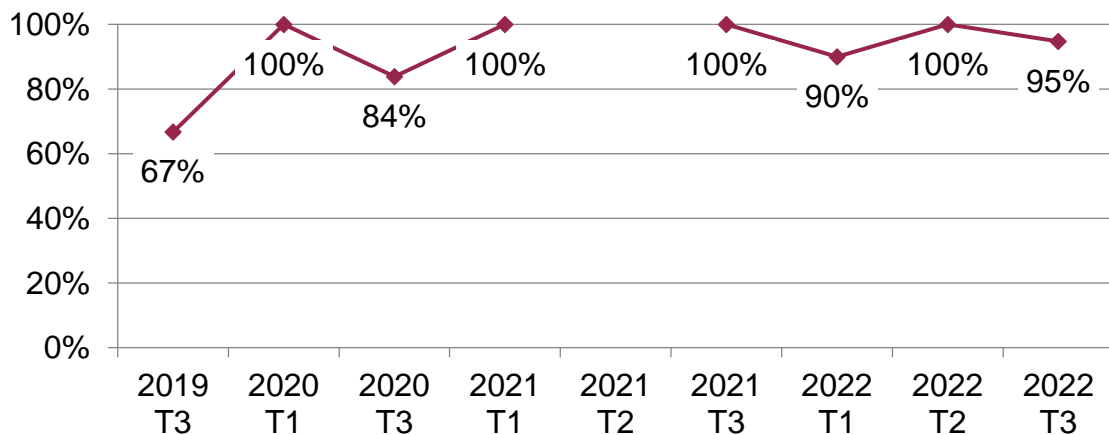
Q70. How satisfied were you with the job placement services you received?

Among YIT consumers who received job placement services in 2022, 95% were satisfied with the services they received.

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



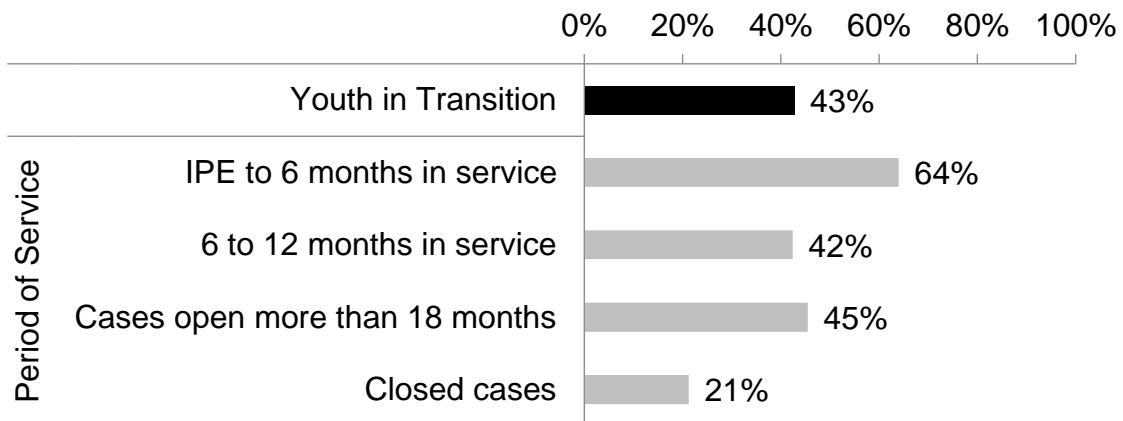
How satisfied were you with the job placement services you received? (% Satisfied)



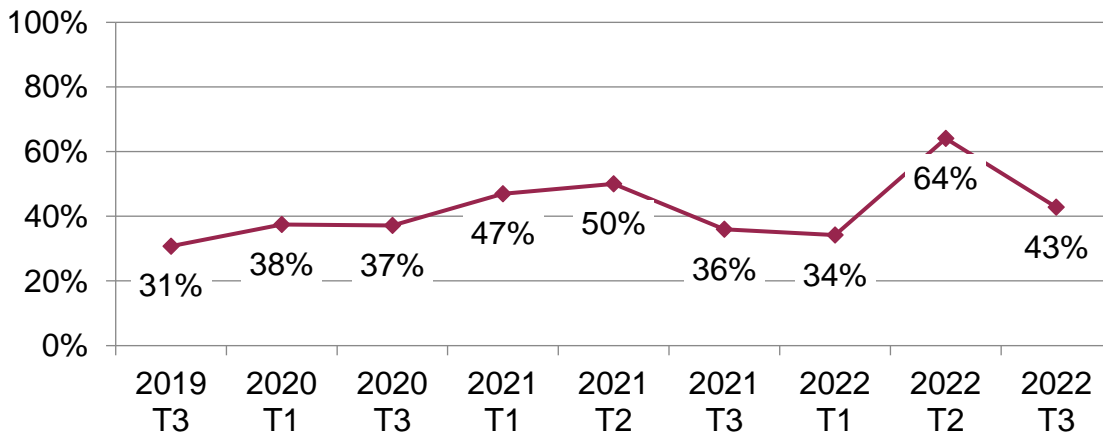
Q72. Were you able to access benefits counseling that you needed?

19% of YIT consumers reportedly did not need benefits counseling in 2022. 43% say they were able to access the counseling they needed, while 39% say they were not able to.

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



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

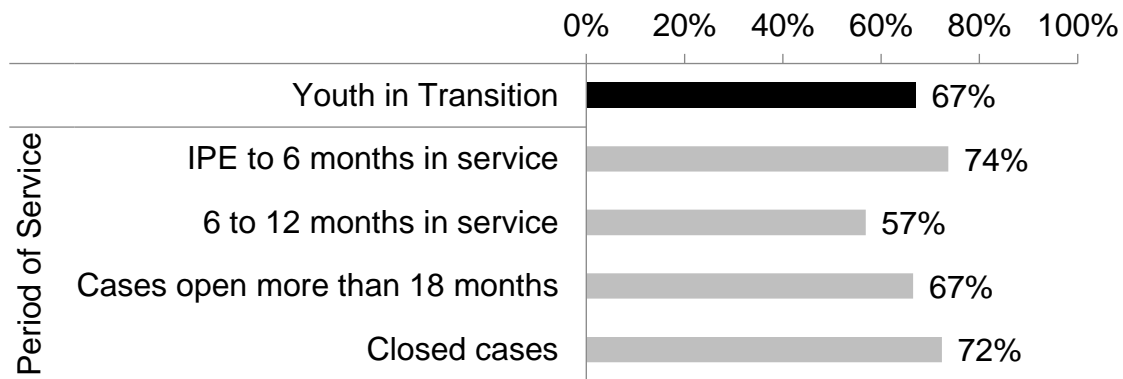


Q. Dispute Resolution Process

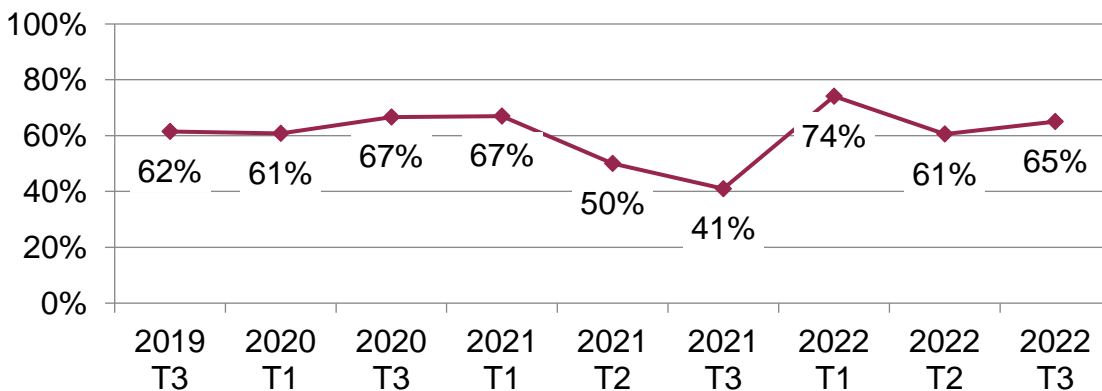
Q73. Were you informed that if you disagreed with a decision, you could address it with the Client Assistance Program?

67% were informed about their ability to address a disagreement 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)



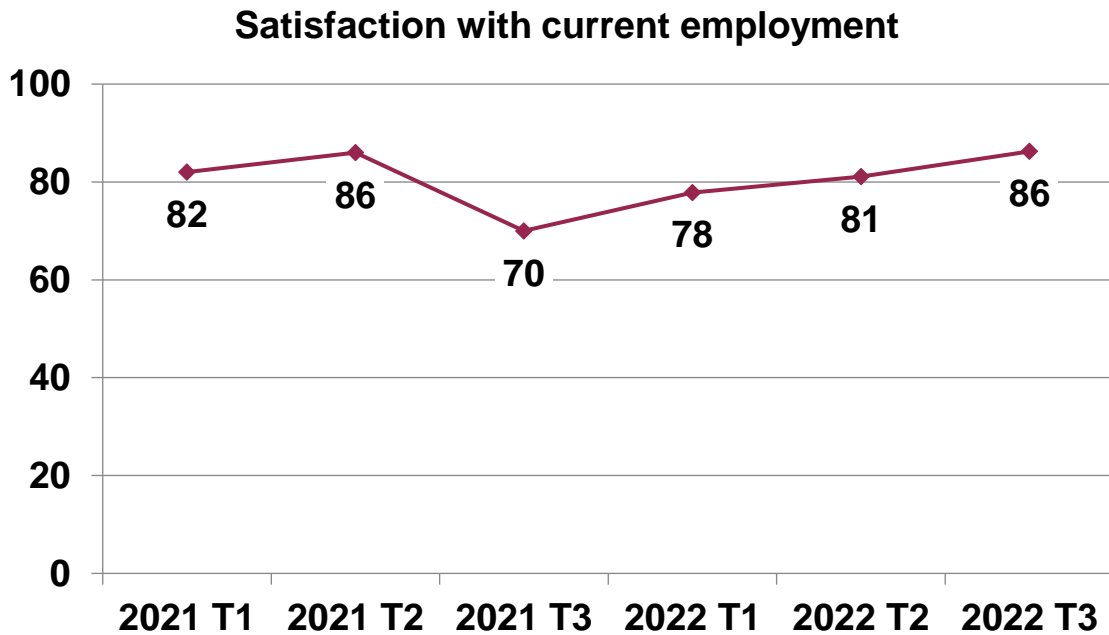
Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program? (% Yes)



R. Satisfaction with Current Employment

Satisfaction with Current Employment

80



Among the 51% of youth consumers working full or part-time, most are satisfied with their employment. The rate of satisfaction with employment has steadily increased since trimester 3 of 2021 through trimester 3 of 2022.

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

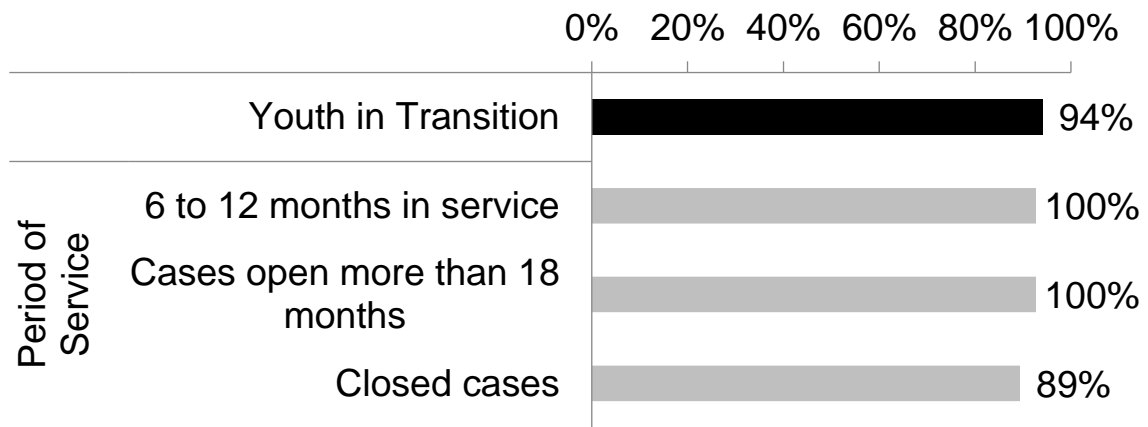
51% of YIT consumers are in school or receiving job training, 27% are working part time, 24% are working full time, and 19% are currently looking for a job.

	%
Working full time, that is, more than 35 hours per week	24%
Working part time	27%
In school or receiving job training	51%
Keeping house	39%
Volunteering your time	21%
Currently looking for a job	19%
Currently unable to work	5%
Other	10%
None of these	1%

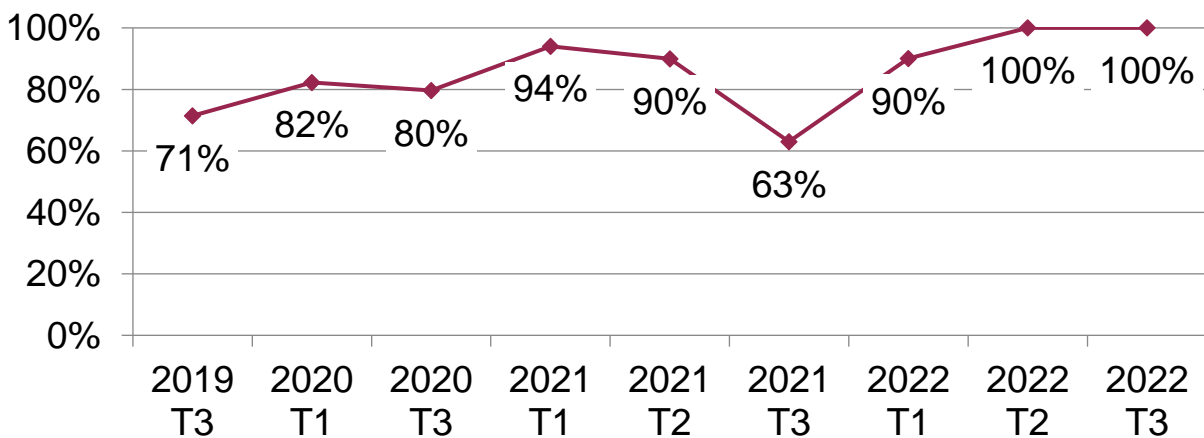
Q77. Thinking about your current job, how satisfied are you with what you are doing?

Overall, 94% of YIT consumers were satisfied with their current job in 2022. YIT consumers with closed cases were least satisfied with their current job (89%).

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)



S. 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, 58% say they have been unable to meet with their counselor, 12% say the process has slowed down and caused delays in achieving goals, and 10% have had difficulty communicating or getting in touch with their counselor.

	%	Count
Unable to meet with counselor, social distancing	58%	36
Process has slowed down, delays in achieving goals	12%	10
Difficulty communicating, hard to get in touch with counselor	10%	9
VR is closed	8%	6
Services have stopped, waiting for services	7%	6
Positive comment	7%	6
Other	4%	3

72 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 7% or more of consumers who provide feedback are presented in this table.

COVID2. Have you...?

14% of YIT consumers indicate they put VR services on hold in 2022 as a result of the coronavirus pandemic, while 9% stopped looking for work.

	%	Count
Put VR services on hold	14%	27
Stopped looking for work	9%	16
Neither	45%	94
Don't know/Refused	34%	67

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

Most YIT consumers in 2022 did not lost or left their job as a result of corona pandemic (92%), while just 4% have stopped working.

	%	Count
Yes	4%	2
No	92%	42
Don't know/Refused	5%	2

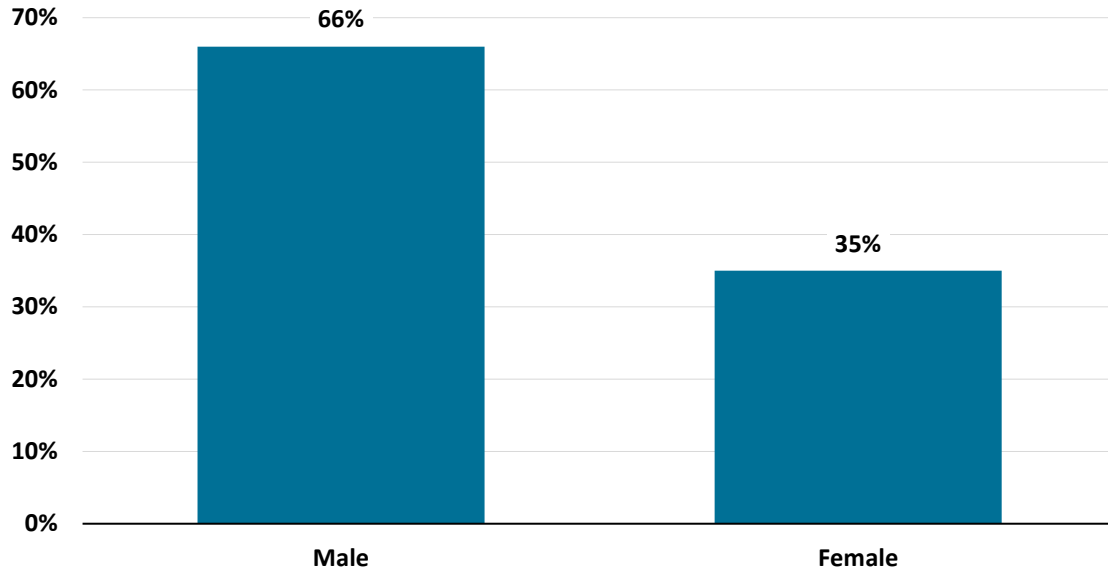
COVID4. Reason for losing or leaving job due to pandemic (Asked of those not employed due to COVID-19)

Of those not employed due to COVID-19, 48% were laid off, while 52% were furloughed and 8% were concerned for their safety and left their job voluntarily.

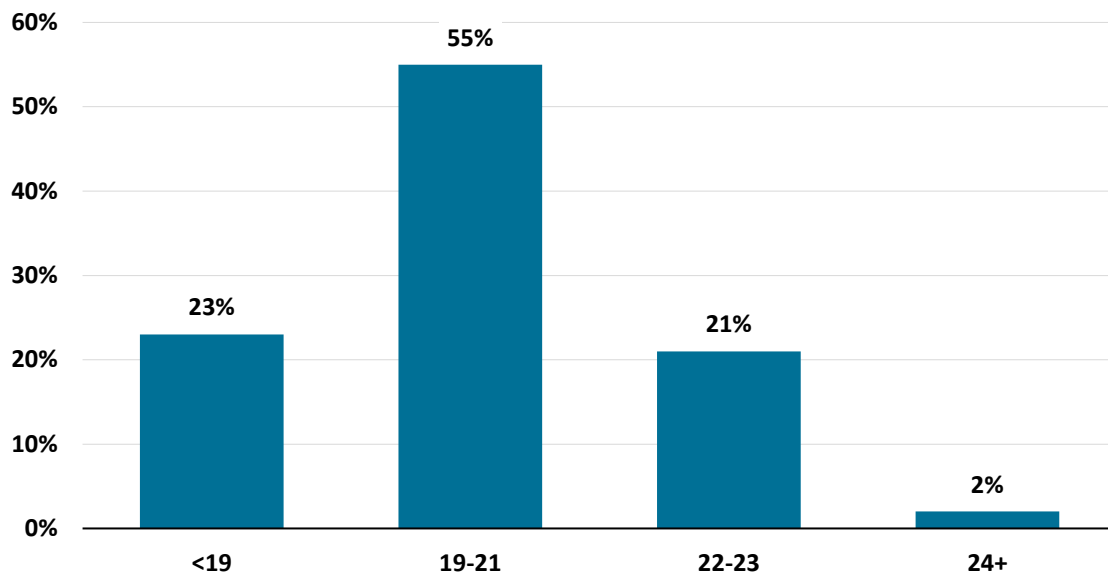
	%	Count
Laid off from your job	48%	1
Concerned for your safety and left voluntarily	52%	1

V. Demographics

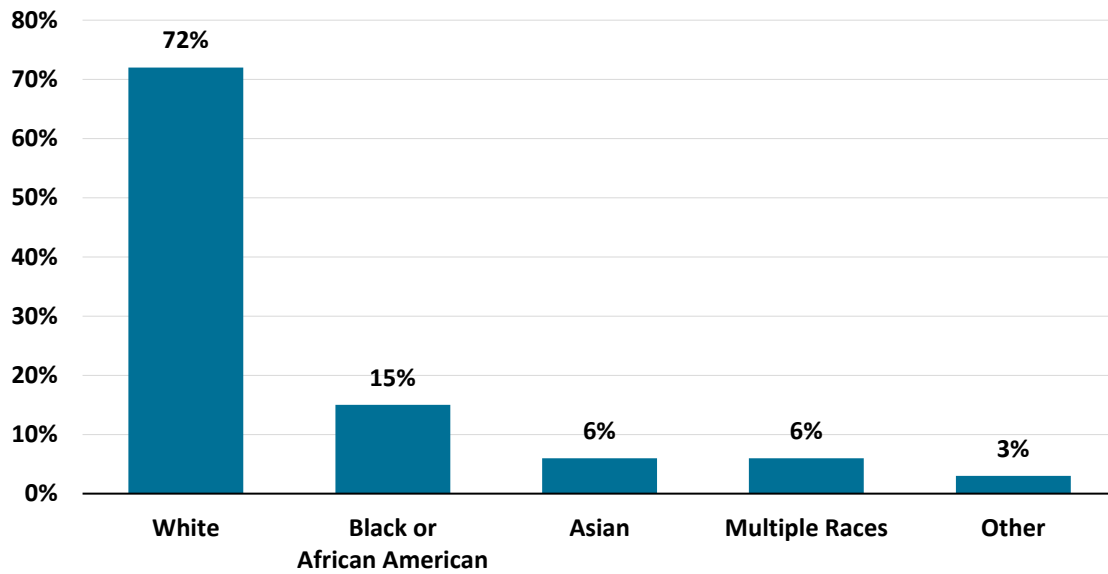
Gender



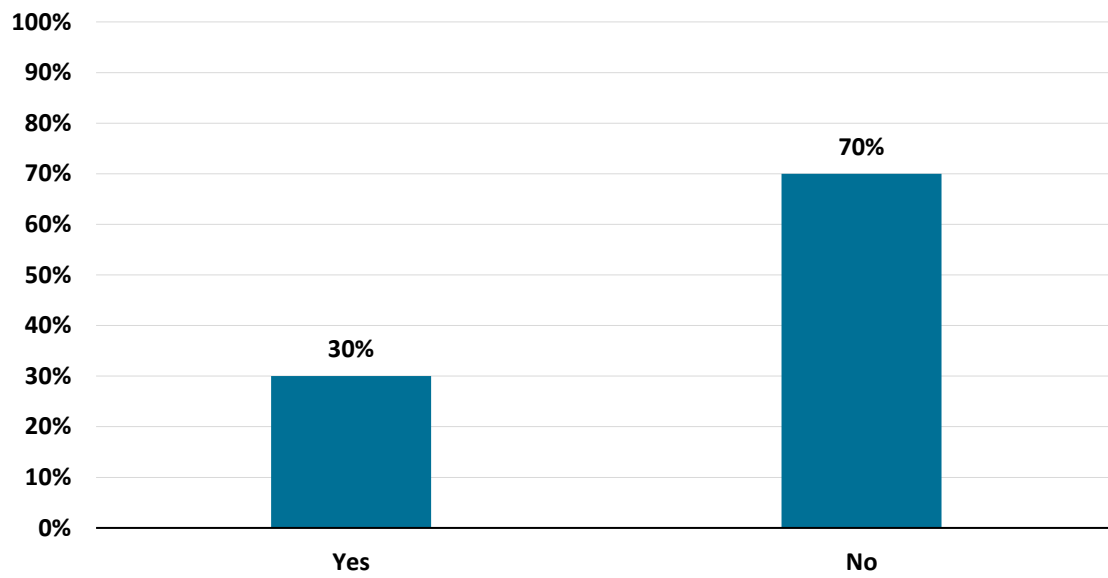
Age



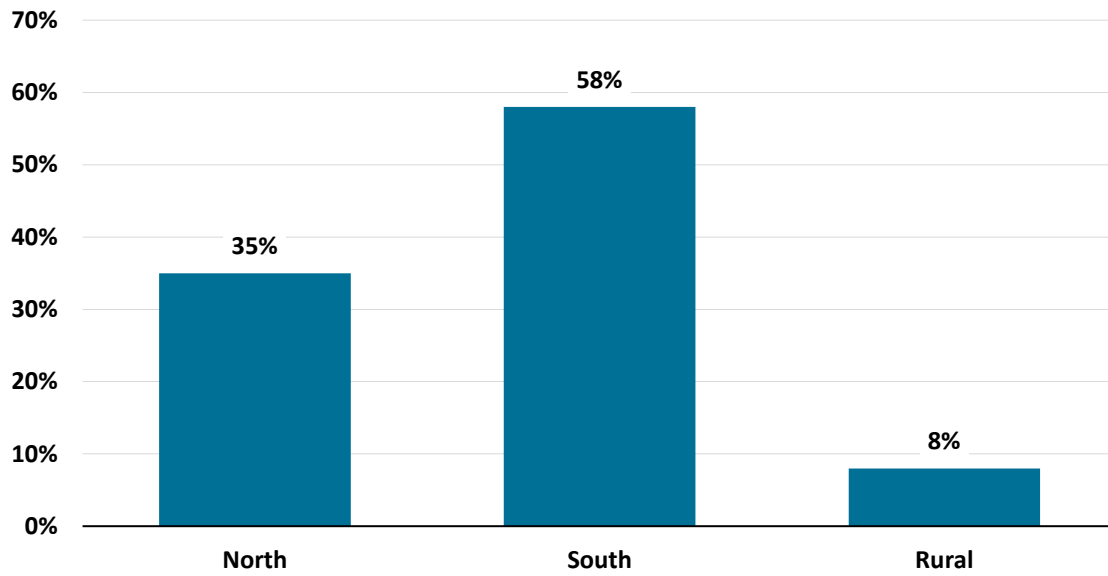
Race



Hispanic / Latino



Region



Period of Service

