

# Nevada Vocational Rehabilitation

September 2023



**Market Decisions Research**  
511 Congress St, Suite 801  
Portland, ME 04101  
[www.marketdecisions.com](http://www.marketdecisions.com)  
(207) 767-6440

**Prepared by:**  
Candace Walsh, MA  
Brian Robertson, PhD



# Consumer Survey



# Demographics - Trimester 1

**Number of Consumers: 500**

	<b>Subtotal</b>
General VR	427
Youth In Transition	55
Older Individuals who are Blind	18

## Cases by Length of Time in Service

	<b>VR</b>
In Service IPE to 6 months	191
In Service 6 to 12 months	81
In Service 18+ months	131
Closed	91

# What are the VR Consumer Experience Core Metrics?

**The core metrics are the broad measures of the VR consumer experience.**

- Key measures of the consumer experience that can be compared across concept, across groups, and trended year to year.
- Allow comparison of results across VR agencies using similar metrics.
- Some are domains, which are calculated by combining several questions.
- Others are individual questions.
- Nevada has 11 core metrics.
  - 6 Domains and 5 key questions.

# Calculation of the VR Consumer Experience Core Metrics

**The consumer experience core metrics all use a common 0 to 100 scale.**

- The most positive result is bound to 100.
- The least positive result is bound to 0.
- Each metric is the average of all scores.

**The higher the score the more satisfied the consumer or the more positively they view their experience.**

- A score of 100 would represent an extremely positive experience among VR consumers.
- A score of 0 would imply an extremely negative experience.

# What are the VR Consumer Experience Core Metrics?

- **Overall Satisfaction and Expectations:** A global measure of the consumer experience with Nevada VR/OIB Program.
- **Experience with Services Provided by VR:** 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 Nevada VR/OIB Program staff and their counselors.
- **Communications with VR 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 Nevada VR/OIB Program.
- **Consumer Control and Involvement:** How consumers perceive their involvement in the process and control over the choices and goals.
- **Outcomes and Meeting Goals:** How well consumers perceive the services provided by Nevada VR/OIB Program help them meet their goals.

## Summary of Domain Scores – Trending

Domain	2021 T1	2021 T2	2021 T3	2022 T1	2022 T2	2023 T1
Overall Satisfaction and Expectations	73	74	75	72	75	73
Experience with Services Provided by VR	75	75	75	73	75	73
Experience with Staff and Counselors	86	86	87	84	86	85
Communications with Staff	72	74	75	74	74	74
Customer Control and Involvement	79	77	79	77	78	77
Outcomes and Meeting Goals	80	79	81	78	81	80
Ease of the application process for VR services	75	78	79	78	79	78
Accessibility of the VR office for someone with your type of disability	88	89	87	85	90	88
Satisfaction with current employment	71	79	76	80	73	79
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	90%	92%	84%	89%	89%
Did you experience any problems with VR or the services they have provided to you? (% no)	74%	77%	75%	71%	75%	73%

## Summary of Domain Scores – Service Population

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	74	75	54
Experience with Services Provided by VR	75	74	50
Experience with Staff and Counselors	86	86	74
Communications with Staff	75	71	56
Customer Control and Involvement	78	77	63
Outcomes and Meeting Goals	80	87	70
Ease of the application process for VR services	80	72	61
Accessibility of the VR office for someone with your type of disability	88	85	73
Satisfaction with current employment	80	66*	
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	89%	91%	83%
Did you experience any problems with VR or the services they have provided to you? (% no)	74%	75%	63%



## Summary of Domain Scores – Trending

- Consumers of VR/OIB services continue to be positive about their experiences and are generally satisfied with the services provided to them.
- OIB consumers rated their experience lower across all core metrics when compared to VR and YIT consumers.
  - \*There were 18 OIB respondents in T1
- Positively trending metrics that increased 2+ points since 2022 T3 include:
  - Ease of application process
  - Accessibility of VR office
- The percentage of consumers who would recommend the VR program remains high (89%), continuing a positive trend on this score
- Experience with Services Provided by VR, Customer Control and Involvement, and Experience with Staff and Counselors all fell 2-3 points from the previous trimester but are consistent with scores seen in the first trimester of 2022.



# Consumer Feedback



# Consumer Feedback

	Overall*
<b>Counselor did not return calls, emails or follow up</b>	25%
<b>Unable to meet with counselor, I prefer face-to-face</b>	18%
<b>Staff did not return calls, emails or follow up</b>	16%
<b>Better communication needed with staff</b>	15%
<b>Counselor was not helpful or supportive in reaching goals</b>	12%
<b>Customer had to wait too long for a call or email to be returned</b>	11%
<b>Customer received little or no help in reaching plan or goals</b>	10%
<b>Counselor broke promises or there was no follow through</b>	10%
<b>Customer feels they did not receive any help through VR</b>	10%
<b>Difficulty communicating with counselor, hard to reach</b>	9%

## Summary

Issues with communication, especially with counselors, made up 5 of the top 10 feedback categories reported by consumers.

18% of consumers reported the pandemic negatively affected their ability to meet with their counselor and/or they prefer face-to-face interactions. It should be noted, however, that most consumers surveyed in trimester one of this year say the pandemic had no impact on their services (59%).

*\*Top 10 responses among consumers expressing a negative view at any point..*

# Problems Experienced

	Overall*
<b>Counselor did not return calls, emails or follow up</b>	15%
<b>Counselor broke promises or there was no follow through</b>	12%
<b>Better communication needed with staff</b>	12%
<b>Time lags to get into the program after completing application</b>	10%
<b>Counselor would not listen to customer or dismissed their concerns</b>	8%
<b>Counselor was not helpful or supportive</b>	7%
<b>There are delays in receiving services and accessing appointments</b>	6%
<b>Customer feels they did not receive any help through VR</b>	5%
<b>Changing counselors, switching too much, causes problems for customer</b>	5%
<b>Listen to customer, understand their needs, wants, and abilities</b>	5%

*\*Top 10 responses among customers reporting they experienced a problem with VR or the services provided*

## Summary

27% of consumers experienced a problem with VR/OIB or with provided services.

Problems surrounding communication; lack of follow-ups and calls, emails or other correspondence, continues to be a top problem among consumers experiencing problems in T1.

Other problems experienced include delays in receiving services, and consumers feeling that their wants or concerns were dismissed.



# Summary



# In Summary

- Overall, VR consumers remain positive about their experience in the new year.
  - Most metrics are within 1-2 points of scores of the prior trimester.
- OIB consumers reported an uncharacteristically negative experience in trimester one, especially relating to services received, communications with staff, and the application process. OIB consumers rating of office accessibility, however, was much more positive than recent trimesters.
  - Despite significant declines in several core areas, the vast majority of OIB consumers report they would recommend the program to others with disabilities (83%, down only one percentage point from 2022 T3).
- YIT consumers are consistently positive in their rating of Outcomes and Meeting Goals, indicating a successful program experience for many. Similar to OIB consumers, YIT saw dips in many core metrics in the T1 of this year, but still 91% say they would recommend the program to others.
- Consumer feedback and problems mentioned continue to highlight communication challenges with VR staff.
  - Switching counselors and challenges arising from COVID-19 are likely influencing communication to some degree.
  - Consumers express a desire for counselors to be more attentive, taking the time to listen to and recognize their input.
  - Implementing more regular and consistent follow-up communication could better serve and support consumers.



# Thank you!

For more information and details, please contact:

Brian Robertson, PhD [brianr@marketdecisions.com](mailto:brianr@marketdecisions.com)

Candace Walsh, MA [cwalsh@marketdecisions.com](mailto:cwalsh@marketdecisions.com)

