

Nevada Vocational Rehabilitation

September 2024



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Consumer Survey



Demographics - Trimester 1 and 2

Number of Consumers

General VR	366	269
Youth In Transition	99	100
Older Individuals who are Blind	6	15

Cases by Length of Time in Service

In Service IPE to 6 months	178	171
In Service 6 to 12 months	43	38
In Service 18+ months	172	97
Closed	78	78



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	2022 T1	2022 T2	2022 T3	2023 T1	2023 T2	2024 T1	2024 T2
Overall Satisfaction and Expectations	72	75	71	73	73	73	70
Experience with Services Provided by VR	73	75	72	73	73	74	70
Experience with Staff and Counselors	84	86	86	85	84	86	84
Communications with Staff	74	74	72	74	74	73	70
Customer Control and Involvement	77	78	77	77	75	77	75
Outcomes and Meeting Goals	78	81	75	80	79	80	80
Ease of the application process for VR services	78	79	76	78	74	73	75
Accessibility of the VR office for someone with your type of disability	85	90	86	88	85	89	86
Satisfaction with current employment	80	73	82	79	72	68	70
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	84%	89%	89%	89%	89%	90%	86%
Did you experience any problems with VR or the services they have provided to you? (% no)	71%	75%	68%	73%	70%	70%	61%

Summary of Domain Scores – Service Population

Domain	General VR T1	General VR T2	Youth in Transition T1	Youth in Transition T2	*OIB T1	OIB T2
Overall Satisfaction and Expectations	72	68	77	75	-	68
Experience with Services Provided by VR	73	68	78	76	-	75
Experience with Staff and Counselors	84	81	92	89	-	90
Communications with Staff	74	68	76	76	-	69
Customer Control and Involvement	76	72	80	80	-	77
Outcomes and Meeting Goals	78	77	85	84	-	81
Ease of the application process for VR services	77	75	70	77	-	75
Accessibility of the VR office for someone with your type of disability	87	85	95	89	-	69
Satisfaction with current employment	65	68	77	75	-	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	89%	84%	95%	90%	-	90%
Did you experience any problems with VR or the services they have provided to you? (% no)	66%	59%	84%	68%	-	66%

Summary of Domain Scores – Trending

- Consumers continue to be positive about their experiences and are generally satisfied with the services provided to them.
- VR consumers rated their experience lower across all core metrics when compared to YIT and OIB consumers.
- Positively trending metrics that increased 1+ points since 2023 T2 include:
 - Ease of the application process for VR services
 - Accessibility of the VR office for someone with your type of disability
- Satisfaction with employment has been decreasing steadily since 2022 T2.
- The percentage of consumers who would recommend the VR program remains high (86%), continuing a positive trend on this score.



Consumer Feedback



Consumer Problems

	T1	T2
Issues communicating with staff or counselors, difficulty reaching staff	51%	41%
Needed more support or services, had to fight to obtain services, needed more services	15%	31%
VR counselors or staff was unprofessional, rude, did not care	16%	24%
VR Counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	6%	24%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	10%	23%
Waiting to receive services, have not received services	22%	21%
VR program was not effective in helping customer or helping customer meet goals	9%	13%
Not assigned a counselor, switched counselors, counselors need to spend more time with customers	6%	8%

Summary

Communication and the need for additional support are the source of the majority of consumer problems.

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

Consumer Feedback

	T1	T2
Issues communicating with staff or counselors, difficulty reaching staff or counselors	67%	60%
Needed more support or services, had to fight to obtain services, needed more guidance	40%	45%
Waiting to receive services, have not received services	38%	40%
Needed more information about programs and services, did not provide enough information	34%	30%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	21%	27%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	18%	20%
VR counselors or staff was unprofessional, rude, did not care	16%	17%
VR Counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	7%	16%
VR program was not effective in helping customer or helping customer meet goals	11%	14%

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

Summary

Communication issues with counselors and staff remain the primary feedback from consumers, with 60% reporting this in T2.

Over two-fifths (45%) of consumers report needing more support and guidance in obtaining services, while 40% report having not received services and wanting to.

Other top concerns include the amount of information provided (30%) and needing more assistance in finding a job (27%).



Summary



In Summary

While most metrics declined compared to T1, consumers remain positive about their VR/OIB program experience and are generally satisfied with the services provided to them.

- The **most positive** aspects of the consumer experience is working with staff and counselors and accessibility of the program office.
- **The YIT population** report a more positive experience than other populations.
- Those **in service IPE to 6 months** among General VR and Youth are more positive than other service phases.
- By region, **rural consumers and those in the North** are more positive about their experience than the South.
- Although the percentage of consumers who would tell their friends with disabilities to go to the VR program is slightly lower compared to T1, it remains high (86%).
 - Similarly, the accessibility domain score is lower compared to T1 but remains high as well (86 out of 100), suggesting respondents this trimester feel that VR offices are accessible for someone with their disability type.

Satisfaction with current employment continues to be the lowest domain.

- Feedback around employment indicates low wages, difficulty with the work environment and lack of understanding of the individual's disability.

In Summary

While no longer the least positive domain, communication is the primary subject of quality improvement feedback.

- True of all three service populations
- There has been in an increase of those reporting problems in all service populations.
- Consumer feedback focuses on staying connected and the time it takes to contact their counselor:
 - Issues communicating with staff or counselors, difficulty reaching staff or counselors
 - Changing counselors, switching too much, causes problems
 - VR counselors or staff did not provide the help needed
 - Waiting to receive services

Consumer Comments

- “Goal kept changing when new counselor was set up or changed based on the available vendors”
- “It wasn't as hands on as I thought it would be. General questions were answered, but I wasn't satisfied with the curriculum. We never accomplished the things she said we'd accomplish.”
- “Does not pay enough and company does not understand my disabilities.”
- “I have been registered with Voc Rehab again for over a year and I still have not been placed in a job. The last time I used Voc Rehab it took less than three months to place me in a job I had for over 10 years. That was when my councilor was in the town.”
- “Verrrrrrrrrrry hard to get ahold of. She emails me and expects me to call in but the number on her email isn't even a working number and she knows this so I have to google and get the number and then call and get transferred.”



Trend to Watch: Closed Cases

Declining Satisfaction Among Closed Cases:

- Overall satisfaction, experience with services and communication with staff dropped notably between T1 and T2.
 - Overall satisfaction: 68 to 59
 - Experience with services: 74 to 59
 - Communication with staff: 74 to 58
- Satisfaction was also lower across these domains among respondents whose cases were closed unsuccessfully.
- There were no significant demographic changes among respondents that could explain the drop in domain scores for those with closed cases. Historically, older respondents and those with shorter service durations are the most positive, while those with longer service periods and middle-aged respondents are less positive.
- One-third (37%) of closed cases experienced a problem with services, which is similar to the overall (39%). However, among those who encountered a problem, 95% reported that VR did not work to resolve the issue.



Thank you!

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