

# **Nevada Vocational Rehabilitation Consumer Experience Survey**

**February 2026**

**MARKET  
DECISIONS  
RESEARCH**

**Better Data  
Better Insights  
Better Outcomes**

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# Summary

- Methods
- Demographics
- Core Metrics
- General VR
- Youth in Training
- Older Individuals who are Blind
- Conclusions

# Methods

## Sampling - Who We Talked To

Market Decisions Research (MDR) completed a total of 1,441 surveys in 2025.

General VR Consumers: 991

Youth in Transition Consumers: 413

Older Individuals who are Blind Consumers: 37

These surveys were done with consumers with cases open during January 2025 to September 2025, or with cases closed within that time frame.

Cases were further stratified by case benchmarks indicated by NV VR/OIB Program.

In service IPE to 6 Months: 552

In Service 6 to 12 Months: 121

In Service 18+ Months: 529

Closed Cases: 239

# Demographics

## Number of Consumers

	2025
General VR	991
Youth In Transition	413
Older Individuals who are Blind	37

## Cases by Length of Time in Service

	2025
In Service IPE to 6 months	552
In Service 6 to 12 months	121
In Service 18+ months	529
Closed	239

# 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.

# Core Metrics

## Program Consumer Domains

- **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.

# Core Metrics

## Program Consumer Key Questions

- Ease of the application process for VR program services.
- The accessibility of the Nevada VR/OIB Program office for someone with your type of disability.
- Satisfaction with current employment.
- Would you tell your friends with disabilities to go to the Nevada VR/OIB Program for help? (recommendation)
- Did you experience any problems with Nevada VR/OIB Program or the services provided to you?

# Summary of Core Metrics by Program - 2025

Metric	Overall	General VR	Youth in Transition	OIB
Overall Satisfaction and Expectations	72	72	73	65
Experience with Services Provided by VR	73	73	74	70
Experience with Staff and Counselors	85	84	87	83
Communications with Staff	73	73	72	67
Customer Control and Involvement	76	76	77	71
Outcomes and Meeting Goals	81	80	83	80
Ease of the application process for VR services	78	80	73	68
Accessibility of the VR office for someone with your type of disability	89	88	90	77
Satisfaction with current employment	76	75	78	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	88	88	90	82
Did you experience any problems with VR or the services they have provided to you? (% no)	68	67	71	64

# Summary of Core Metrics

- Consumers continue to be positive about their experiences and are generally satisfied with the services provided to them.
- Highest core metrics across all consumers are...
  - Accessibility of the VR office
  - Recommending the VR program
  - Experience with Staff and Counselors
- YIT consumers rated most core metrics higher than General VR and OIB consumers.
- Lowest core metrics across all consumers are...
  - % of consumers experiencing problems
  - Overall Satisfaction and Expectations
  - Experience with Services Provided by VR
  - Communications with Staff



# General VR

# General VR- Trends to Watch

## Positive Aspects of the Consumer Experience

Overall, Nevada VR consumers report a positive experience with the program, particularly in their interactions with staff and counselors.

- Scores are highest in Accessibility of the VR Office (88), Recommending the Program (88), and Experience with Staff and Counselors (84).
- Accessibility of the VR office declined to a low point of 85 in late 2024 before rebounding in 2025 to 91.

Consumers in service for six to 12 months report the most positive experiences about the following aspects of their experience:

- Experience with Staff and Counselors (88%)
- Outcomes and Meeting Goals (98%)

# General VR- Trends to Watch

## Less Positive Aspects of the Consumer Experience

Overall Satisfaction (72), Experience with Services (73), and Communication with Staff (73) remain among the lower-scoring domains. Although the domain scores are in the 'satisfied' range, this does indicate opportunities for improvement.

- Consumers with closed cases report notably lower satisfaction, with only 34% satisfied overall and just 30% indicating they did not experience problems.
- Consumers who experienced multiple counselors—over half of respondents (52%)—were more likely to report communication issues and service delays.
- Consumer perceptions of outcomes and services experience vary by length of time in services, with satisfaction generally declining among consumers who remain in the program for longer periods.

# Core Metrics for General VR - Trends

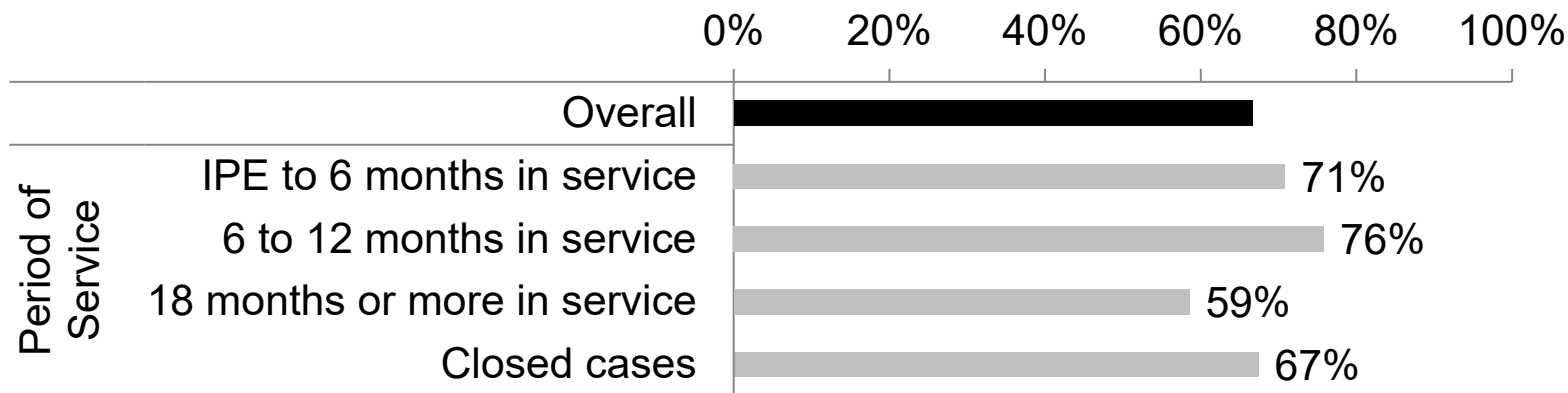
Metric	2025 Annual
Overall Satisfaction and Expectations	72
Experience with Services Provided by VR	73
Experience with Staff and Counselors	84
Communications with Staff	73
Customer Control and Involvement	76
Outcomes and Meeting Goals	80
Ease of the application process for VR services	80
Accessibility of the VR office for someone with your type of disability	88
Satisfaction with current employment	75
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	88
Did you experience any problems with VR or the services they have provided to you? (% no)	67

# General VR Consumer Feedback- Problems

67% of consumers have not experienced a problem with VR or the services they were provided.

- Of those experiencing a problem, 39% indicate that Nevada VR worked to resolve the problem.
- Problems center around communication with counselors, counselors not providing help or support, and perceived time lags to get into the program.

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



# General VR – Problems Experienced

	2025
Counselor did not return calls, emails or follow up	17%
Counselor was not helpful or supportive	12%
Time lags to get into the program	10%
Better communication needed	9%
Counselor would not listen, dismissed concerns	8%
Did not receive employment, VR could not find me a job	7%
Nothing achieved, VR not effective	7%

*\*Top responses among consumers who indicated they experienced problems with VR. N=306*

# General VR Consumer Feedback

Consumers were asked to provide additional feedback when they were not positive in their assessment. This included those who said

- They were not satisfied with VR,
- VR did not meet expectations, or
- They 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 23 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 table summarizes the most common responses from 636 consumers that provided additional feedback.

# General VR Consumer Feedback

	2025
Issues communicating with staff or counselors, difficulty reaching staff or counselors	53%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	36%
Waiting to receive services, have not received services	30%
VR program was not effective in helping customer or helping customer meet goals	24%
Needed more support or services, had to fight to obtain services, needed more guidance	22%
Difficulties in finding employment, few job options	19%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	19%
VR Counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	19%

*\*Top responses among consumers expressing a negative view at any point. N=636*

# Employment

46% of General VR consumers are working. 76% of employed consumers are satisfied with their job.

- Among the 24% dissatisfied with their job, 22% feel they receive low pay, 10% seek higher pay and 15% say they face no challenges and there are few opportunities for growth.

	2025
<b>Working full time, that is, more than 35 hours per week</b>	<b>22%</b>
<b>Working part time</b>	<b>24%</b>
Currently looking for a job	34%
Keeping house	27%
In school or receiving job training	22%
Currently unable to work	12%
Volunteering your time	9%
Unemployed	2%
Disabled, on Disability	1%
Other	1%
None of these	3%



# Youth in Transition

# Youth in Transition Trends to Watch

## Positive Aspects of the Consumer Experience

Youth in Transition (YIT) consumers report generally positive experiences with Nevada VR services in 2025, with domain scores ranging from 72 to 90.

- The highest ratings were for Accessibility of the VR Office (90) and Experience with Staff and Counselors (87).
- Youth in transition consumers rated nine of the eleven core metrics higher than General VR consumers.

YIT consumers had a positive 2025 T1, with core metrics up an average of more than 3 points from 2024 T3.

- The biggest jumps were seen in accessibility (up 8 points) and experiencing problems (up 9 percentage points).

# Youth in Transition Trends to Watch

## Less Positive Aspects of the Consumer Experience

The **least positive** domain for Youth in Transition was Communication with Staff (72).

29% reported they experienced problems, an increase of 13-percentage points compared to 2024.

Trends to watch include...

- **Communication and responsiveness issues persist**, with satisfaction in communication dropping to a low of 70 in 2025 T2 before rebounding slightly.
- **Problem resolution rates remain low**, declining from 56% in early 2025 to 27% by T3.
- **Ease of application dipped mid-year**, hitting 68 in T2 before recovering to 77 in T3.
- **Outcomes and meeting goals weakened slightly**, with financial independence agreement falling from 87% in T1 to 75% in T3.

# Core Metrics for YIT - Trends

Metric	2025 Annual
Overall Satisfaction and Expectations	73
Experience with Services Provided by VR	74
Experience with Staff and Counselors	87
Communications with Staff	72
Customer Control and Involvement	77
Outcomes and Meeting Goals	83
Ease of the application process for VR services	73
Accessibility of the VR office for someone with your type of disability	90
Satisfaction with current employment	78
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90
Did you experience any problems with VR or the services they have provided to you? (% no)	71

# YIT Services

**A series of questions was asked to assess the use of special services targeted toward youth in transition.**

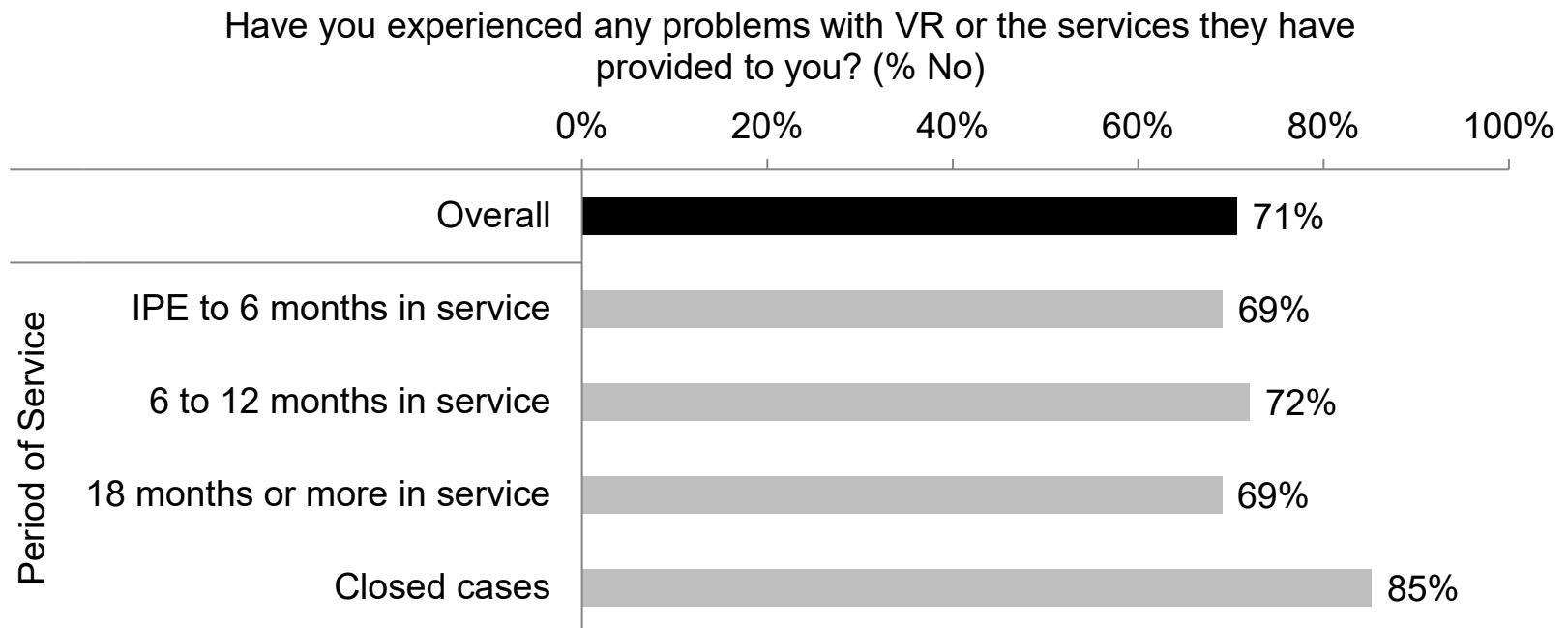
Almost all of those receiving these services found them valuable.

	<b>% Receiving Service</b>	<b>% Service Valuable</b>
Job exploration counseling or career counseling	64%	95%
Workplace readiness to help get ready for the challenges of work	63%	98%
Work-based learning experiences including a job, internship, or volunteering	59%	98%
Instruction in self-advocacy to help you live the life you want including peer mentoring	52%	99%
Counseling on opportunities to attend college, learn a trade, or get a professional certification after high school	48%	96%

# YIT Feedback- Problems

71% of youth consumers have not experienced a problem with VR or the services they were provided.

- Of those experiencing a problem, 39% indicate that Nevada VR worked to resolve the problem.



# YIT – Problems Experienced

	2025
Counselor did not return calls, emails or follow up	22%
Better communication needed	14%
Time lags to get into the program	11%
Had to leave multiple messages before getting a call back	10%
Received no help in reaching plan or goals	7%
Did not receive employment, VR could not find me a job	7%

*\*Top responses among consumers who indicated they experienced problems with VR. N=104*

# YIT Feedback

Consumers were asked to provide additional feedback when they were not positive in their assessment. This included those who said

- They were not satisfied with VR,
- VR did not meet expectations, or
- They 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 23 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 table summarizes the most common responses from 278 consumers that provided additional feedback.

# YIT Feedback

	2025
Issues communicating with staff or counselors, difficulty reaching staff or counselors	52%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	45%
Waiting to receive services, have not received services	21%
Needed more support or services, had to fight to obtain services, needed more guidance	16%
VR Counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	14%
VR program was not effective in helping customer or helping customer meet goals	13%
Needed more information about programs and services, did not provide enough information	13%
Not assigned a counselor, switched counselors, counselors need to spend more time with customers	11%

*\*Top responses among consumers expressing a negative view at any point. N=278*



# Older Individuals who are Blind

# Older Individuals who are Blind – Trends to Watch

## Positive Aspects of the Consumer Experience

Older Individuals Who Are Blind (OIB) program consumers report overall positive experiences, but not as positive when compared to other groups.

The **most positive** part of their experience is working with OIB program staff and counselors (83).

Other positive areas include:

- Outcomes and Meeting Goals
- Recommendation of VR program to friends

Consumers in services for 18 months or longer report more positive experiences.

# Older Individuals who are Blind – Trends to Watch

## Less Positive Aspects of the Consumer Experience

- Accessibility of the NV VR/OIB Program Office
- Communications with Staff
- Service timeliness

Common reasons for dissatisfaction include:

- Difficulty completing paperwork and needing assistance or easier forms
- Accessibility of OIB offices, including distance and transportation issues
- Challenges in relationships with staff and a need for more thorough and timely communication
- Having to wait for services to start, or not receiving services at all yet

Consumers with closed cases consistently report lower satisfaction.

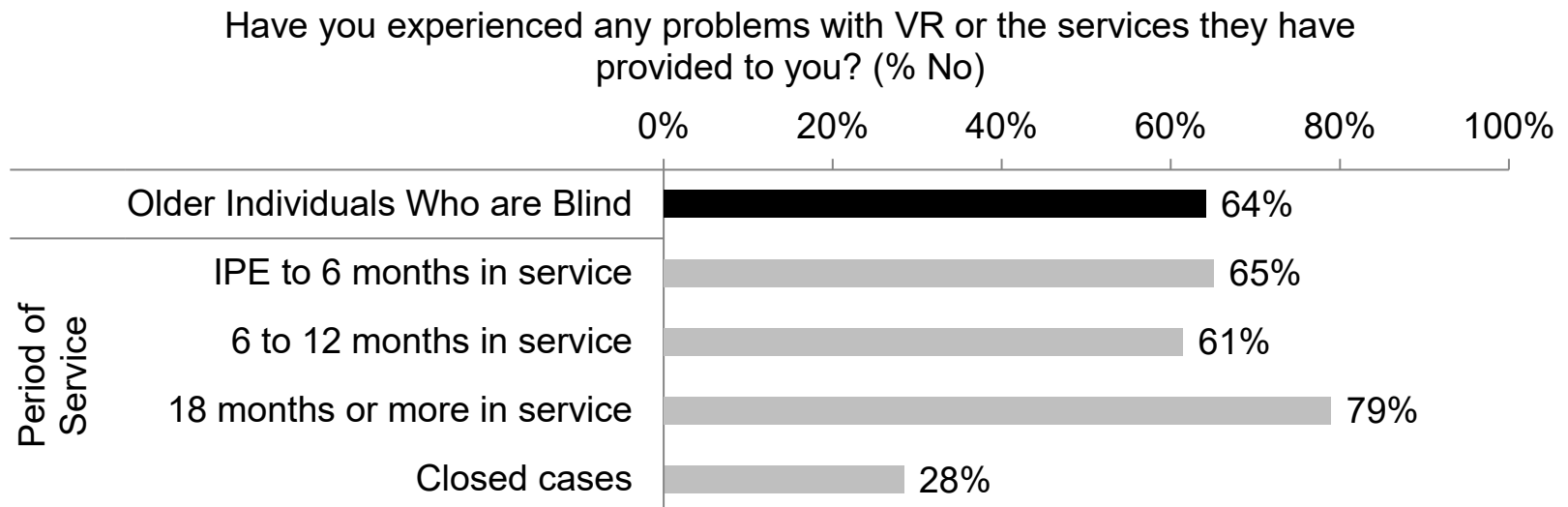
# Core Metrics for OIB - Trends

Metric	2025 Annual
Overall Satisfaction and Expectations	65
Experience with Services Provided by VR	70
Experience with Staff and Counselors	83
Communications with Staff	67
Customer Control and Involvement	71
Outcomes and Meeting Goals	80
Ease of the application process for VR services	68
Accessibility of the VR office for someone with your type of disability	77
Satisfaction with current employment	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	82
Did you experience any problems with VR or the services they have provided to you? (% no)	64

# OIB Feedback - Problems

64% of OIB consumers report they have not had any problems with the OIB program or the services they receive.

- Of the 36% of those experiencing a problem, 19% indicate that Nevada VR worked to resolve the problem.



# OIB – Problems Experienced

	2025
Counselor did not return calls, emails or follow up	31%
Better communication needed	24%
Time lags to get into the program	18%
Time lag to get services, appointments	13%
Calls, mail not returned for days, weeks, had to wait too long for return call	11%
Did not receive needed Assistive technology	11%
Provide more services, providers, resources	10%
Staff disorganized, inconsistent	10%

*\*Top responses among consumers who indicated they experienced problems with VR. N=12*

# OIB Feedback

Consumers were asked to provide additional feedback when they were not positive in their assessment. This included those who said

- They were not satisfied with VR,
- VR did not meet expectations, or
- They 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 22 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 table summarizes the most common responses from 29 consumers that provided additional feedback.

# OIB Feedback

	2025
Issues communicating with staff or counselors, difficulty reaching staff or counselors	50%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	50%
VR program was not effective in helping customer or helping customer meet goals	30%
Waiting to receive services, have not received services	28%
Not assigned a counselor, switched counselors, counselors need to spend more time with customers	23%
Needed specific equipment or adaptations	17%
VR counselors or staff was unprofessional, rude, did not care	16%
Location of VR facilities, need additional offices, expanded operating hours	15%

*\*Top responses among consumers expressing a negative view at any point. N=29*



# Conclusions

# Trends to Watch

## Consumer Experiences

- The **most positive** aspects of the consumer experience are **experience with staff and counselors** and **outcomes and meeting goals**.
- **The YIT population continue** to report a more positive experience than other populations.
- **Overall Satisfaction and Expectations** decreased across trimesters in the General VR population.

## Accessibility of the VR Office

- **Accessibility scores** decreased across all trimesters in YIT and OIB populations.

# Areas of Focus for Quality Improvement

**Consumer feedback highlights the need for better communication, more support with paperwork and forms, and shorter wait times for services.**

- Issues communicating with staff or counselors, reaching staff or counselors.
- Need more contact, more frequent contact, more support.
- Difficulties with paperwork and forms, help in completing forms, alternate formats.
- Long time to get things going, slow process.

## **Suggested Improvements:**

- Improve communication and timely follow up and provide clear expectations.
- Offer clearer guidance, transparent timelines and more information on services.
- Simplify forms and support the application process.

# Areas of Focus for Quality Improvement

## **Additional challenges faced include:**

- Limited support in reaching plans or goals (e.g., guidance, explanation, or assistance).
- Insufficient help from counselors (e.g., not helpful or supportive).
- Lag times in processes and delays in services.
- Delays in receiving assistive technology or necessary resources.

## **Core areas to monitor and improve:**

- Communications with Staff
- Overall Satisfaction and Expectations
- Experiences with Services Provided by VR

# Moving Forward

Data collection will continue in three trimester data collection periods.

- January – April
- May – August
- September – December

Data collection will still be primarily handled by telephone.

- Consumers will be invited to complete the survey online.
- We predict telephone survey will continue to be the primary format for data collection.
  - This population has consistently had a higher telephone response rate.

The OIB population will be oversampled.

Initial efforts to complete the survey will be done by telephone, followed by:

- Email reminders to those with available and valid emails
- Consumers may request an email invitation to the online survey.



# Any Questions?

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