

# Nevada Vocational Rehabilitation Consumer Experience Survey

2024 Annual Results

General VR, Youth in Transition and Older Individual who are Blind



Better Data  
Better Insights  
Better Outcomes

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## Summary

- Methodology
- Demographics
- Core Metrics
- Domain Scores
- Consumer Feedback
- Summary

# Methods

## Sampling - Who We Talked To

Market Decisions Research (MDR) completed a total of 1,478 surveys in 2024.

General VR Consumers: 1,069

Youth in Transition Consumers: 359

Older Individuals who are Blind Consumers: 50

These surveys were done with consumers with cases open during January 2024 to September 2024, 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

In Service 6 to 12 Months

In Service 18+ Months

Closed Cases

# Demographics

## Number of Consumers

	2024 (1,478)
General VR	1,069
Youth In Transition	359
Older Individuals who are Blind	50

## Cases by Length of Time in Service

	2024 (1,478)
In Service IPE to 6 months	553
In Service 6 to 12 months	115
In Service 18+ months	520
Closed	290

# 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

- **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.

# Core Metrics

- **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.

## 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 Domain Scores- 2024

Domain	Overall	General VR	YIT	OIB
Overall Satisfaction and Expectations	74	74	76	73
Experience with Services Provided by VR	74	73	76	73
Experience with Staff and Counselors	85	84	88	89
Communications with Staff	75	75	76	71
Customer Control and Involvement	77	77	79	78
Outcomes and Meeting Goals	81	80	83	88
Ease of the application process for VR services	78	79	76	60
Accessibility of the VR office for someone with your type of disability	87	87	89	68
Satisfaction with current employment	71	70	78	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	90%	93%	95%
Did you experience any problems with VR or the services they have provided to you? (% no)	70%	68%	76%	59%

# Summary of Domain Scores

- 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 core metrics when compared to YIT and OIB consumers.
- Positively trending metrics that increased 4+ points since 2024 T2 include:
  - Overall Satisfaction and Expectations
  - Experience with Services Provided by VR
  - Communications with Staff
  - Customer Control and Involvement
  - Ease of the Application Process for VR Services
- Satisfaction with employment has been decreasing steadily since 2022 T2.
- The percentage of consumers who would recommend the VR program remains high (91%), continuing a positive trend on this score.

# General VR- Trends to Watch

## Positive Aspects of the Consumer Experience

Most domains and individual question items remained relatively stable throughout 2024. A few trends are worth noting:

- Consumers reported experiencing problems with VR services (% "No") improving from 66% in 2024 T1 to 69% in 2024 T3, after a dip in 2024 T2 (59%).
- Satisfaction with current employment has been inconsistent throughout 2024 but shows improvement from 65% in T1 to 70% in T3.
- The likelihood of recommending VR services remains strong, stabilizing at a high level of 90% in 2024 T3, after slight dips earlier in the year.

Consumers in service for 18 months or more tend to be more positive about the following aspects of their experience:

- Accessibility of the VR Office
- Ease of the Application Process for VR Services
- Experience with Staff and Counselors
- Customer Control and Involvement

# General VR- Trends to Watch

## Less Positive Aspects of the Consumer Experience

The **least positive** general VR domains are Satisfaction with Current Employment (70) and Did you experience any problems with VR or the services they have provided to you? (% No) (69).

Other less positive domains include:

- Experience with Services Provided by VR (73)
- Overall Satisfaction and Expectations (74)
- Communications with Staff (74)

Those in-service for **18 months or more** are less positive about several domains and key outcomes. While their overall experience remains positive, this group reported feeling more challenged by services than any other group, indicating areas where additional support may be needed.

# Core Metrics for General VR - Trends

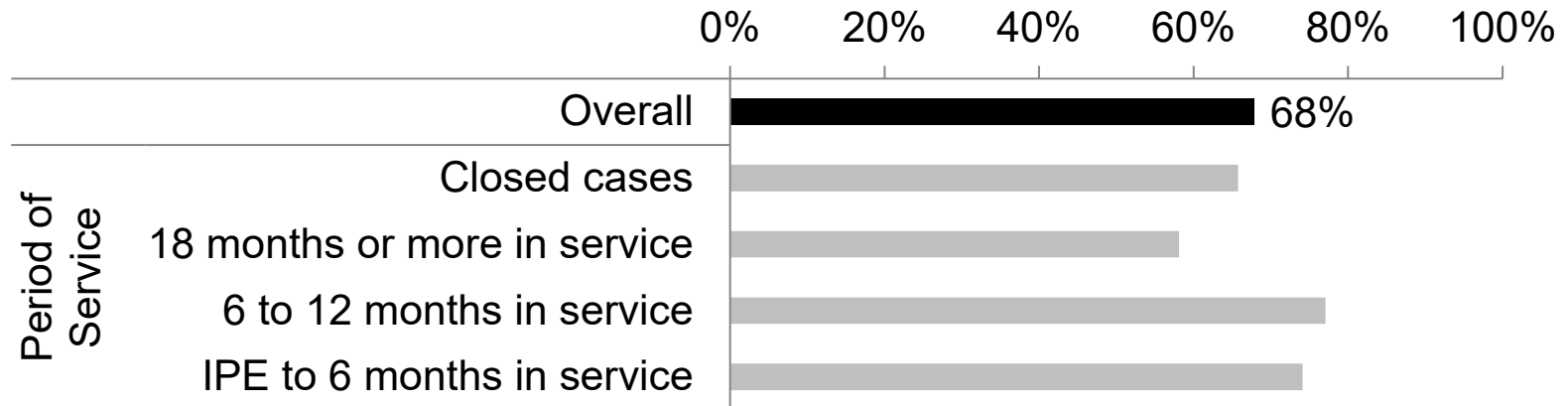
Domain	2024 T1	2024 T2	2024 T3	Overall
Overall Satisfaction and Expectations	72	68	74	74
Experience with Services Provided by VR	73	68	73	73
Experience with Staff and Counselors	84	81	84	84
Communications with Staff	74	68	74	75
Customer Control and Involvement	76	72	76	77
Outcomes and Meeting Goals	78	77	79	80
Ease of the application process for VR services	77	75	81	79
Accessibility of the VR office for someone with your type of disability	87	85	86	87
Satisfaction with current employment	65	68	70	70
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	89	84	90	90%
Did you experience any problems with VR or the services they have provided to you? (% no)	66	59	69	68%

# Consumer Feedback- Problems

68% of consumers reported experiencing a problem with VR or the services they were provided.

- Of those experiencing a problem, 41% indicate that Nevada VR worked to resolve the problem.
- Problems center around communication with counselors 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)



# Types of Problems Experienced by General VR Consumers

	%
Counselor did not return calls, emails or follow up	15%
Received no help in reaching plan or goals	14%
Counselor was not helpful or supportive	13%
Long time to get things going, process slow	11%
Need more contact, more frequent contact, more support	11%
Nothing achieved, VR not effective	11%

*\*Top responses among consumers expressing a negative view at any point. N=293*

# 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 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 table summarizes the most common responses from 628 consumers that provided additional feedback.



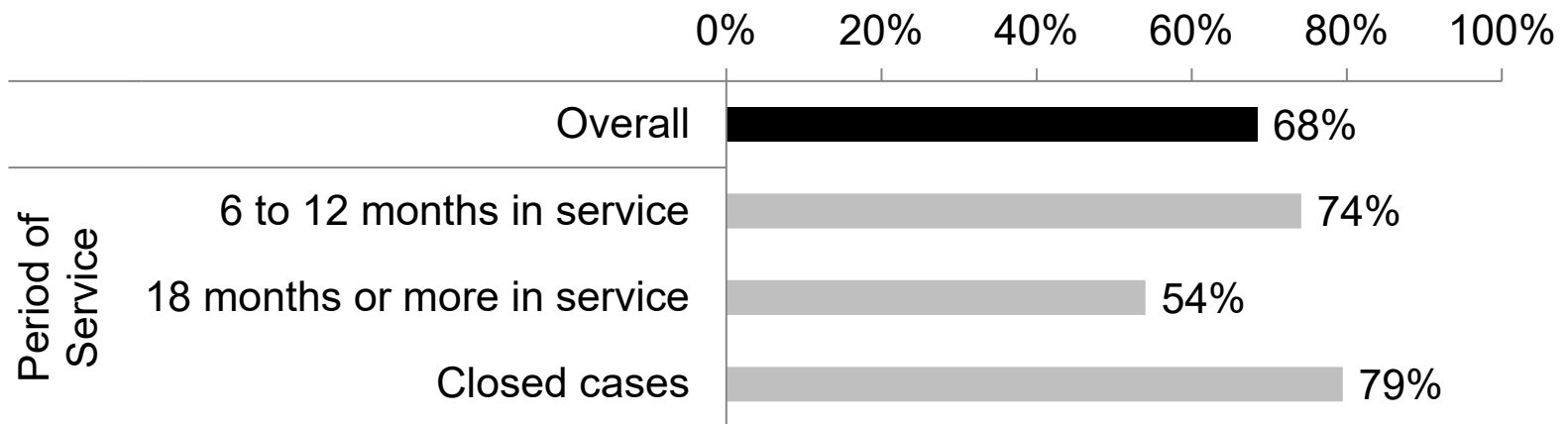
# Consumer Feedback

	%
Better communication needed	31%
Long time to get things going, process slow	25%
Need more contact, more frequent contact, more support	24%
Need more information about services offered, not enough information provided	19%
Counselor did not return calls, emails or follow up	19%
Received no help in reaching plan or goals	18%
Help customer get a job, provide more job options	17%

# Employment and Job Satisfaction

68% of employed consumers are satisfied with their job.

Thinking about your current job, how satisfied are you with what you are doing? (% Satisfied)



# Employment

52% of General VR consumers are working.

- Among those dissatisfied with their job, 13% want more job options, 10% seek higher pay, 10% dislike certain aspects, and 10% see it as a temporary role.

	%
Currently looking for a job	32%
<b>Working full time, that is, more than 35 hours per week</b>	<b>28%</b>
<b>Working part time</b>	<b>24%</b>
In school or receiving job training	22%
Keeping house	20%
Currently unable to work	11%
Volunteering your time	10%
Disabled, on Disability	1%
Starting up own business	1%
In therapy, rehab	0%
Unemployed	0%
Other	2%
None of these	4%

# Youth in Transition- Trends to Watch

## Positive Aspects of the Consumer Experience

Younger consumers, typically those who are 25 years old or younger, tend to be far more positive about their experience with VR services compared to other groups.

They express higher satisfaction in the following areas:

- Overall Satisfaction and Expectations
- Experience with Services Provided by the Nevada VR Program
- Communications with Staff
- Customer Control and Involvement
- Accessibility of the Nevada VR Program Office
- Satisfaction with Current Employment
- Problems experienced (% No)

The ease of the application process for VR services and satisfaction with current employment domains have been trending up throughout the year.

# Youth in Transition- Trends to Watch

## Less Positive Aspects of the Consumer Experience

The **least positive** domains for Youth in Transition are all at 76:

- Overall Satisfaction and Expectations
- Experience with Services Provided by the Nevada VR Program
- Communications with Staff
- Ease of the Application Process for Nevada VR Services
- Problems experienced (% No)

Declining Domains (two or more consecutive trimesters)

- Overall Satisfaction and Expectations
- Experience with Services Provided by VR
- Experience with Staff and Counselors: A drop from 92 (2024 T1) to 85 (2024 T3).
- Communications with Staff
- Customer Control and Involvement
- Outcomes and Meeting Goals
- Problems Experienced (% No): A decrease from 84% (2024 T1) to 68% (2024 T2).

# Core Metrics for YIT - Trends

Domain	2024 T1	2024 T2	2024 T3	Overall
Overall Satisfaction and Expectations	77	75	74	76
Experience with Services Provided by VR	78	76	74	76
Experience with Staff and Counselors	92	89	85	88
Communications with Staff	76	76	74	76
Customer Control and Involvement	80	80	78	79
Outcomes and Meeting Goals	85	84	81	83
Ease of the application process for VR services	70	77	79	76
Accessibility of the VR office for someone with your type of disability	95	89	85	89
Satisfaction with current employment	77	75	78	78
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	95%	90%	90%	93%
Did you experience any problems with VR or the services they have provided to you? (% no)	84%	68%	70%	76%

# Youth in Transition 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.

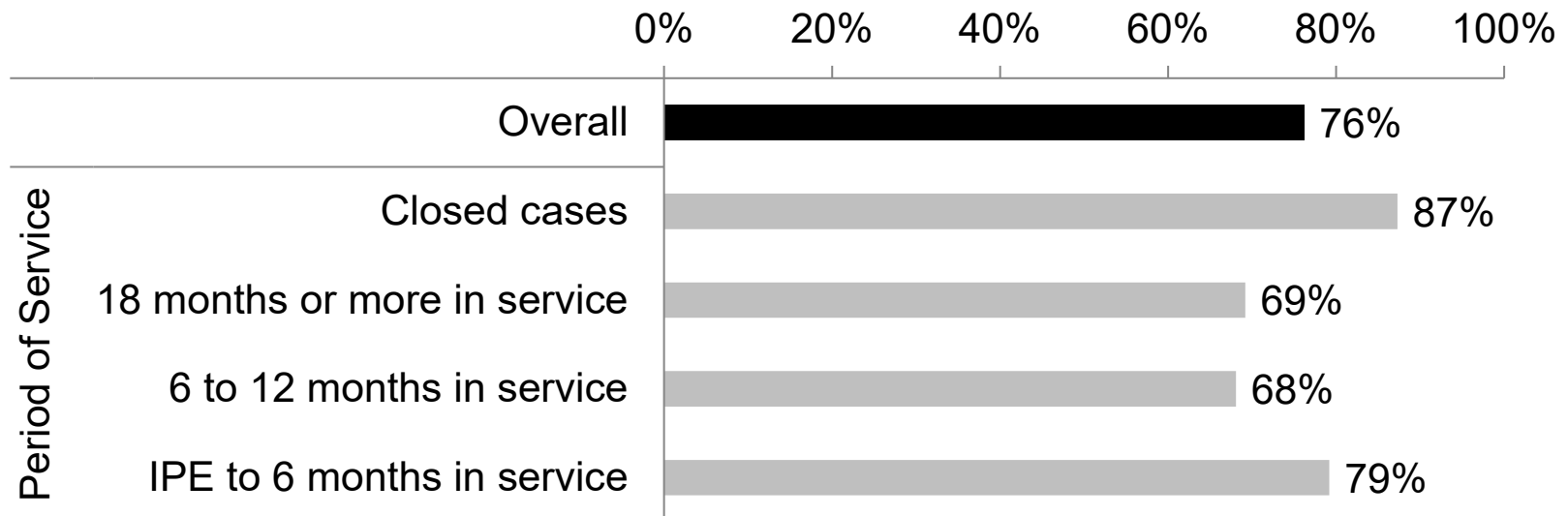
	<b>% Receiving Service</b>	<b>% Service Valuable</b>
Job exploration counseling or career counseling	61%	94%
Work-based learning experiences including a job, internship, or volunteering	57%	96%
Workplace readiness to help get ready for the challenges of work	56%	97%
Counseling on opportunities to attend college, learn a trade, or get a professional certification after high school	52%	95%
Instruction in self-advocacy to help you live the life you want including peer mentoring	50%	99%

# YIT Feedback- Problems

76% of youth consumers reported experiencing a problem with VR or the services they were provided.

- Of those experiencing a problem, 33% indicate that Nevada VR worked to resolve the problem.

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





# Types of Problems Experienced by YIT Consumers

	%
Counselor did not return calls, emails or follow up	21%
Counselor was not helpful or supportive	15%
Received no help in reaching plan or goals	14%
Better communication needed	14%
Counselor would not listen, dismissed concerns	12%
Had to leave multiple messages before getting a call back	11%
Staff did not return calls, emails or follow up	9%
Listen to customer, understand needs, wants, ability	9%

*\*Top responses among consumers expressing a negative view at any point. N= 78*

# 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 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 table summarizes the most common responses from 198 consumers that provided additional feedback.

# YIT Feedback

	%
Issues communicating with staff or counselors, difficulty reaching staff or counselors	58%
Needed more support or services, had to fight to obtain services, needed more guidance	27%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	26%
Waiting to receive services, have not received services	25%
Needed more information about programs and services, did not provide enough information	20%
Nevada VR program was not effective in helping customer or helping customer meet goals	17%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	15%

# Older Individuals who are Blind – Trends to Watch

## Positive Aspects of the Consumer Experience

OIB program consumers report overall positive experiences, more positive than in the past, but not as positive when compared to other groups.

The **most positive** part of their experience is working with OIB program staff and counselors (89), similar to 2023.

Other positive areas include:

- Outcomes and Meeting Goals
- Recommendation (% Yes): Increased from 84% in 2023 to 95% in 2024.

Aspects that worked well include:

- VR providing OIB consumers with needed equipment.
- OIB consumers gaining independence, positively impacting their quality of life.
- Having a support system with a counselor to determine a goal and achieve that goal.

# OIB Trends to Watch

## Less Positive Aspects of the Consumer Experience

- Ease of the Application Process
- Accessibility of the NV VR/OIB Program Office
- Communications with Staff
- Problems Experienced (% No)

Common reasons for dissatisfaction include:

- Difficulty completing paperwork and needing assistance or alternate formats.
- Accessibility of OIB offices, including distance, location, and transportation issues.
- Challenges in relationships with staff and a need for more thorough and timely communication.

What consumers see as challenges:

- Accessibility of OIB offices and the need for flexible meeting location options.
- Transportation barriers that limit access to services.
- Communication challenges throughout the OIB experience.

# Core Metrics for OIB - Trends

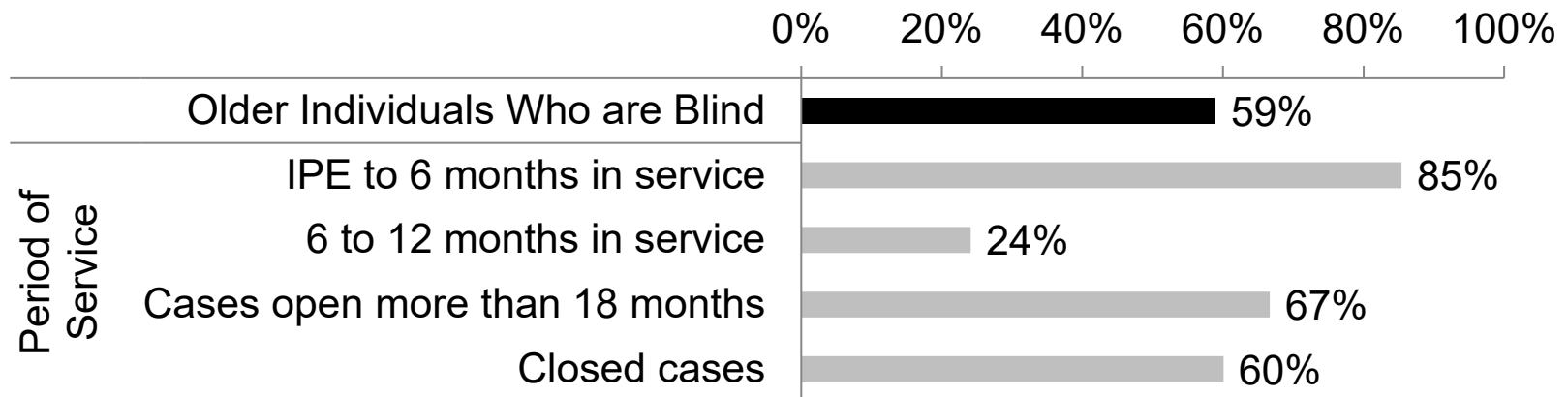
Domain	2024 T1	2024 T2	2024 T3	Overall
Overall Satisfaction and Expectations	51	68	76	73
Experience with Services Provided by VR	53	75	72	73
Experience with Staff and Counselors	72	90	89	89
Communications with Staff	46	69	70	71
Customer Control and Involvement	74	77	76	78
Outcomes and Meeting Goals	69	81	91	88
Ease of the application process for VR services	15	75	62	60
Accessibility of the VR office for someone with your type of disability	76	69	58	68
Satisfaction with current employment	75	90	100	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	40	34	63	95%
Did you experience any problems with VR or the services they have provided to you? (% no)	51	68	76	59%

# OIB Feedback - Problems

59% of OIB consumers report they have not had any problems with the OIB program or the services they receive.

- Of those experiencing a problem, 9% indicate that Nevada VR worked to resolve the problem.

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



# Types of Problems Experienced by OIB Consumers

	%
Did not receive needed assistive technology	20%
Counselor did not return calls, emails or follow up	16%
Provide more guidance, support, explanation	14%
Calls, mail not returned for days, weeks, had to wait too long for return call	14%
Long time to get things going, process slow	10%
Need more contact, more frequent contact, more support	10%
Nothing achieved, VR not effective	8%

*\*Top responses among consumers expressing a negative view at any point. N=18*



# 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 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 table summarizes the most common responses from 40 consumers that provided additional feedback.

# OIB Feedback

	%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	59%
Issues communicating with staff or counselors, difficulty reaching staff or counselors	51%
Needed more support or services, had to fight to obtain services, needed more guidance	33%
Location of VR facilities, need additional offices, expanded operating hours	20%
Accessibility and condition of VR facilities	19%
Customer involvement in and or control over his or her VR experience	19%
VR program was not effective in helping customer or helping customer meet goals	13%
VR counselors or staff was unprofessional, rude, did not care	13%



# Conclusions

# Trends to Watch

## Positive Consumer Experiences

- The **most positive** aspects of the consumer experience are **experience with staff and counselors** and **outcomes and meeting goals**.
- **The YIT population** report a more positive experience than other populations, similar to prior years.
- Those **in service IPE to 6 months** among General VR and Youth are more positive than other service phases.

# Areas of Focus for Quality Improvement

**Consumer feedback highlights the need for better communication, faster processes, and more support with staff access and paperwork:**

- Better communication needed
- Long time to get things going, slow process
- Need more contact, more frequent contact, more support
- Issues communicating with staff or counselors, reaching staff or counselors
- More support or services, had to fight to obtain services, needed more guidance
- Difficulties with paperwork and forms, help in completing forms, alternate formats.

## **Suggested Improvements:**

- Improve communication and timely follow-ups.
- Offer clearer guidance and more information on services.
- Simplify and support the application process.

# Areas of Focus for Quality Improvement

**In addition to basic communication issues, customers highlighted specific challenges they faced, including:**

- Lack of timely follow-up from counselors (e.g., calls or emails not returned promptly, delays of days or weeks).
- Limited support in reaching plans or goals (e.g., guidance, explanation, or assistance).
- Insufficient help from counselors (e.g., not helpful or supportive).Delays in receiving assistive technology or necessary resources.
- Barriers related to personal independence, coping with disabilities, and navigating the process of seeking employment.
- Issues with transportation and accessing services.
- Delays in service delivery, application processing, and starting plans.

# Areas of Focus for Quality Improvement

## Core areas to monitor and improve

- **Staff and Counselors:** Slight dips in satisfaction in T2 and T3 highlight the need for consistent service quality.
- **Application Process:** Continues to be one of the lowest-rated areas, with no significant improvements across groups.
- **Problem Reporting:** OIB consumers report the most issues, with a decline in satisfaction in T2 and T3.
- **Accessibility:** Slight decreases in ratings, particularly in T2 and T3, suggest room for improvement.
- **Recommendations:** Youth and General VR willingness to recommend remained consistent in T2 and T3, signaling a need to sustain positive sentiment.

# 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.

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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