



Nevada Vocational Rehabilitation Consumer Experience Survey

September 2026

**MARKET
DECISIONS
RESEARCH**

**Better Data
Better Insights
Better Outcomes**

**Brian Robertson, PhD
Vice President of Research
Candace Walsh, MA
Research Director
Alison Cyr, MBA
Project Manager
Davis Thorton, MPPM
Research Analyst**

Summary

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

Demographics

Number of Consumers

	2026 (T1)
General VR	367
Youth In Transition	101
Older Individuals who are Blind	8

Cases by Length of Time in Service

	2026 (T1)
In Service IPE to 6 months	163
In Service 6 to 12 months	35
In Service 18+ months	211
Closed	67

Demographics

District		Subtotal
	North	114
	South	323
	Rural	39

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.
- **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.

Survey Summary

- Metric scores are stable or show slight improvement from the previous trimester, with Overall Satisfaction and Expectations and Experience with Services each up 3 points.
- Satisfaction with current employment has decreased 3 points, from 75 in T3 2025 to 72 in T1 2026.
- Satisfaction with current employment was the lowest scoring area (72), followed by Overall Satisfaction and Expectations (73) and Experience with Services (74). The highest scores are Recommending the VR program to a friend (90%), Accessibility of the VR office (87) and Experience with Staff and Counselors (85).
- OIB consumers score well below overall on Ease of the Application Process (47) and Accessibility of the VR office (54) and are most likely to report problems (52%), though the OIB sample is small (n=8). Rural consumers report the highest scores across most metrics and are least likely to report problems (26%).
- Consumer feedback focused on staff responsiveness and communication, slow processes, and the need for more guidance.

Summary of Domain Scores

- Consumers continue to be positive about their experiences and are generally satisfied with the services provided to them.
- Accessibility of the VR office remains the highest reported metric (87), followed by Experience with Staff and Counselors (85) and Outcomes and Meeting Goals (81).
- Youth in Transition report higher scores than General VR and OIB consumers, notably Experience with Staff and Counselors (86).
- OIB consumers report lower scores than overall, notably Ease of the Application Process (47) and Accessibility (54), and are most likely to report problems (52%). The small sample (8 respondents) should be considered when interpreting these results.
- Consumers in service 18+ months score highest across most domains; closed cases report the lowest Overall Satisfaction (69).

Trends to Watch

- Satisfaction with current employment has decreased from 77 in T2 2025 to 72 in T1 2026, the lowest point in the trend.
- Accessibility of the VR office remains high at 87, up one point from T3 2025. However, OIB consumers continue to be the lowest reporting group (54), compared to General VR (87) and Youth in Transition (86).
- Ease of the application process remains at 78, while the share of consumers reporting problems has increased to 37%, the highest across the trend.

Overall Domain Scores- 2026 T1

Domain	2026 T1
Overall Satisfaction and Expectations	73
Experience with Services Provided by VR	74
Experience with Staff and Counselors	85
Communications with Staff	74
Customer Control and Involvement	76
Outcomes and Meeting Goals	81
Ease of the application process for VR services	78
Accessibility of the VR office for someone with your type of disability	87
Satisfaction with current employment	72
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? (% yes)	37%

Domain Scores by Program- 2026 T1

Domain	Overall	General VR	Youth in Transition	Older Individuals Who Are Blind
Overall Satisfaction and Expectations	73	73	73	71
Experience with Services Provided by VR	74	74	75	67
Experience with Staff and Counselors	85	85	86	75
Communications with Staff	74	75	71	69
Customer Control and Involvement	76	78	73	70
Outcomes and Meeting Goals	81	80	83	80
Ease of the application process for VR services	78	80	78	47
Accessibility of the VR office for someone with your type of disability	87	87	86	54
Satisfaction with current employment	72	71	77	n/a
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	89%	94%	76%
Did you experience any problems with VR or the services they have provided to you? (% yes)	37%	37%	35%	52%

Domain Scores by District- 2026 T1

Domain	Overall	North	South	Rural
Overall Satisfaction and Expectations	73	75	72	77
Experience with Services Provided by VR	74	77	72	82
Experience with Staff and Counselors	85	86	84	92
Communications with Staff	74	76	73	79
Customer Control and Involvement	76	77	76	80
Outcomes and Meeting Goals	81	81	81	82
Ease of the application process for VR services	78	80	77	82
Accessibility of the VR office for someone with your type of disability	87	88	85	92
Satisfaction with current employment	72	72	72	78
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	91%	90%	91%
Did you experience any problems with VR or the services they have provided to you? (% yes)	37%	38%	37%	26%

Consumer Feedback*

	Overall
Staff or counselor did not return calls or emails, no follow up	28%
Long time to get things going, process slow	26%
Better communication needed	23%
Calls or mail not returned for days or weeks, waited too long for a return call	19%
Need more guidance, support, explanation	17%

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

Quotes from Consumer Comments (Positive and Negative)

- Carson City BVR office consumer: *“I enjoyed the planning phase because they allowed me to express what jobs I could go into, and they listened, they did not impose on me and also the communication was good. Any time I emailed them, I heard from them within a day, they are very responsive.”*
- Northern office consumer: *“really individualized and customized to meet my needs and help achieve career goals and not assume to know [how to] help reach goals”*
- West Charleston office consumer: *“took almost a year to get a counselor. wants to move with the customized employment program, the trainers are gone. pursuing certifications has been taking months.”*
- Las Vegas office consumer: *“I had to talk to her big boss in Reno and then she finally got back to me. They need to get more people because they have too many case loads and they can't get things done”*



Any Questions?

CONTACT INFORMATION

Candace Walsh

Research Director

cwalsh@marketdecisions.com

207-767-6440 extension 1115