



Consumer Experience Survey Results

Presentation, Covering Open & Closed Cases January - April 2020

April 2020

Prepared for: Nevada Department of Employment, Training and Rehabilitation

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Methods



Sampling – Who We Talked To

- A total of 413 surveys during the current survey period
 - General VR Consumers: 310
 - Youth in Transition Consumers: 76
 - Older Individuals who are Blind Consumers: 27
- These surveys were done with consumers with open cases as of January 1, 2020, or with cases closed within the previous four months (August to December, 2019).
- Cases were further stratified by case benchmarks indicated by NV VR/OIB
 - In Service IPE to 6 Months: 83
 - In Service 6 to 12 Months: 97
 - In Service 18 Months or More: 78
 - Closed: 155

Data Collection

- Interviewing began January 27, 2020 and ran until April 7, 2020.
 - All data was collected by telephone from MDR's data collection facility.
- The overall response rate was 19.8%.
- Due to the impact of COVID-19 on VR/OIB services, data collection was stopped early during the height of the pandemic while services could not be provided.



Trends to Watch



Trends to watch

- Most consumers of VR/OIB services are positive about their experience and satisfied with the services provided to them.
 - Youth in transition are most positive overall.
- Positive trending metrics:
 - Fewer consumers reporting problems
 - Communications with Staff
 - Experience with VR Services
- Negative population trends:
 - **OIB consumers are increasingly less positive about their experience as all metrics declined in trimester 1 of 2020 and most having declined for two consecutive trimesters.**
 - Ease of the application process and Accessibility of the VR Office declined significantly
 - **Consumer satisfaction and positivity trends downward the longer they remain in service.**
 - Consumers in service longer than 18 months are least positive overall.



Core Metrics Summary



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.
- **The PowerPoint VR Consumer Experience Core Metrics Description provides a detailed description of how the core metrics were determined and calculated.**

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 experience working and interacting with Nevada VR/OIB Program staff and their counselors.
- **Communications with VR Staff:** This measure also looks at the 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.

What are the VR Consumer Experience Core Metrics?

- 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?
- The ease of the application process.
- The accessibility of the Nevada VR/OIB Program office for someone with your type of disability.

Summary of Domain Scores - Service Population - First Trimester 2020

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	75	79	82
Experience with Services Provided by VR	78	82	82
Experience with Staff and Counselors	87	89	84
Communications with Staff	75	80	83
Customer Control and Involvement	79	82	82
Outcomes and Meeting Goals	79	86	84
Ease of the application process for VR services	77	77	54
Accessibility of the VR office for someone with your type of disability	90	92	77
Satisfaction with current employment	76	80	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	96%	96%
Did you experience any problems with VR or the services they have provided to you? (% no)	73%	88%	84%

Summary of Domain Scores - Period of Service - First Trimester 2020

Domain	Overall	In service IPE to 6 months	In service 6 to 12 months	In service 18 months or more	Closed cases
Overall Satisfaction and Expectations	77	85	74	74	74
Experience with Services Provided by VR	79	86	77	75	77
Experience with Staff and Counselors	87	92	88	85	85
Communications with Staff	77	84	76	74	74
Customer Control and Involvement	80	87	78	77	79
Outcomes and Meeting Goals	80	87	82	81	73
Ease of the application process for VR services	76	76	74	78	76
Accessibility of the VR office for someone with your type of disability	90	92	87	92	88
Satisfaction with current employment	76	-	79	66	81
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	96%	91%	93%	86%
Did you experience any problems with VR or the services they have provided to you? (% no)	76%	83%	77%	73%	73%

Summary of Domain Scores - Trending

Domain	2018 T3	2019 T1	2019 T2	2019 T3	2020 T1
Overall Satisfaction and Expectations	75	75	67	77	77
Experience with Services Provided by VR	77	77	70	77	79
Experience with Staff and Counselors	87	87	83	88	87
Communications with Staff	75	75	70	75	77
Customer Control and Involvement	79	79	78	80	80
Outcomes and Meeting Goals	81	80	76	82	80
Ease of the application process for VR services	77	77	77	74	76
Accessibility of the VR office for someone with your type of disability	92	91	89	90	90
Satisfaction with current employment	79	81	79	75	76
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	94%	92%	92%	91%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	71%	63%	73%	76%

Summary of Domain Scores – Trending – OIB Consumers

- OIB core metrics declined in trimester 1, with most continuing a downward trend.

Domain	2018 T3	2019 T1	2019 T2	2019 T3	2020 T1
Overall Satisfaction and Expectations	87	85	88	86*	82**
Experience with Services Provided by VR	88	90	91	90*	82**
Experience with Staff and Counselors	95	96	97	94*	84**
Communications with Staff	87	89	88	85*	83**
Customer Control and Involvement	86	88	89	87*	82**
Outcomes and Meeting Goals	85	85	91	87*	84**
Ease of the application process for VR services	83	67	77	67*	54**
Accessibility of the VR office for someone with your type of disability	90	86	84	86	77*
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	99%	100%	97%	97%	96%*
Did you experience any problems with VR or the services they have provided to you? (% no)	96%	75%	88%	89%	84%*

*First Decline

**Second Decline

Core Metrics in Summary

- All OIB core metric scores declined in trimester 1 of 2020, with most in their second consecutive trimester of decline since trimester 2 of 2019.
- OIB consumers rated their experience much lower in two key areas:
 - Ease of Application Process (54 for OIB vs. 77 for both General and YIT)
 - Accessibility of VR Office (77 for OIB vs. 90 for General and 92 for YIT)
- Those in the IPE to 6-month period of service are more positive than consumers in service longer than 6 months.
 - Those in service longer than 18 months generally express the lowest scores of any service period.
 - Closed cases are most satisfied with their employment but experienced more problems and are less satisfied with their outcomes and meeting goals.
- Overall positively trending metrics (2 consecutive trimesters of positive gain):
 - Fewer consumers reporting problems
 - Communications with Staff
 - Experience with VR Services



Other Items



Consumer Feedback

- Among consumers expressing a negative view at any point, the most common feedback is that changing counselors too often causes problems with their services.
- Others mentioned problems with forms and paperwork they found hard or complicated.
- Communication is frequently identified as a pain point and area for improvement.

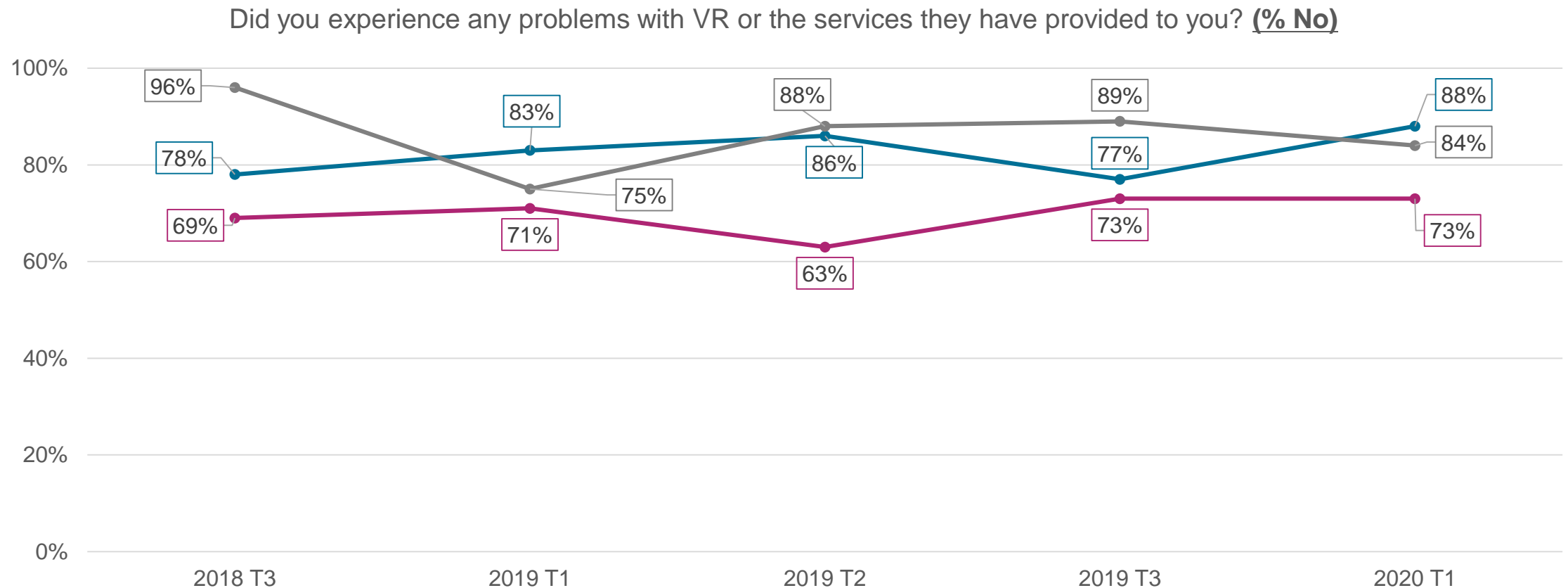
	Overall (n=318)
Changing counselors, switching too much, causes problems	27%
Forms and paperwork hard, complicated	24%
Better communication needed	22%
Counselor did not return calls, emails or follow up	20%
Calls, mail not returned for days, weeks, had to wait too long for return call	19%
Need more information about services offered, not enough information provided	18%
Services offered by VR were not effective	17%
Did not receive employment, VR could not find me a job	17%
Counselor was not helpful or supportive	15%
Lots of paperwork, too long, make it shorter	14%

Feedback by Service Population

- General VR (n=244)
 - Changing counselors, switching too much, causes problems (31%)
 - Better communication needed (26%)
 - Forms and paperwork hard, complicated (24%)
- Youth in Transition (n=53)
 - Changing counselors, switching too much, causes problems (22%)
 - Forms and paperwork hard, complicated (20%)
 - Need more information about services offered, not enough information provided (17%)
- Older Individuals who are Blind (n=21)
 - Forms and paperwork hard, complicated (38%)
 - Slow approval process, waiting for help (14%)
 - Better communication needed (15%)

Percentage Experiencing Problems – Trending

- 12% of youth experienced a problem in trimester 1, compared to 16% of OIB and 27% of general VR consumers.
- Over time youth and OIB consumers are less likely to report problems than general VR.



Problems Experienced

- Poor communication with counselors continues to be the primary problem mentioned by consumers.
- Consumers also mentioned that counselors are not helpful or supportive, and that VR could not find them a job.

What problems have you experienced with VR or the services VR has provided to you?	Overall (n=96)
Listen to customer, understand needs, wants, ability	23%
Counselor did not return calls, emails or follow up	23%
Counselor was not helpful or supportive	19%
Counselor would not listen, dismissed concerns	17%
Did not receive employment, VR could not find me a job	17%
Services offered by VR were not effective	15%
Had to leave multiple messages before getting a call back	15%
Didn't receive job search help	15%
Time lags to get into the program	13%
Received no help in reaching plan or goals	11%
Changing counselors, switching too much, causes problems	11%

Problems by Service Population

- General VR (n=86)
 - Counselor did not return calls, emails or follow up (24%)
 - Counselor was not helpful or supportive (22%)
 - Listen to customer, understand needs, wants, ability (21%)
- Youth in Transition (n=8)
 - Listen to customer, understand needs, wants, ability (51%)
 - Changing counselors, switching too much, causes problems (21%)
 - Counselor did not return calls, emails or follow up (14%)
- Older Individuals who are Blind (n=4)
 - Did not receive employment, VR could not find me a job (25%)
 - Counselor did not return calls, emails or follow up (25%)

Employment

- 50% of consumers are working full or part-time, no significant change from trimester 3 of 2019.

	%*
Working full time, that is, more than 35 hours per week	19%
Working part time	31%
Currently looking for a job	31%
In school or receiving job training	29%
Keeping house	45%
Currently unable to work, or	11%
Volunteering your time	23%
Disabled, on Disability	2%
Other	2%

*% among General VR and YIT (n=386)



Conclusions



In Summary

- Overall, consumers are largely positive about their experience and are satisfied with services.
 - Improvements in communication, satisfaction with services, and fewer problems reported
- OIB core metrics trended downward and consumers identified concerning issues with significantly lower scores in:
 - Ease of the application process
 - Accessibility of the VR office
 - Negative accessibility ratings are isolated to the Las Vegas office
- In general, consumers in service for longer than 6 months are less positive about their experience.
- Communication with counselors is a consistent pain point, and consumers want more effort and support from their counselors.
 - Specific issues like changing or switching counselors may be contributing to communication troubles.
 - Consumers want to be listened to and have their input acknowledged by counselors.

Moving Forward

- [FEEDBACK FROM NV DVR HERE]
- Data collection is currently paused but will be resumed as soon as possible
- When data collection resumes, consider adding COVID-19 specific questions to assess how pandemic has affected consumers.
 - “In what ways has the recent coronavirus pandemic affected your experience with Vocational Rehabilitation?”
 - “Have you stopped looking for work or put VR services on hold due to the coronavirus pandemic?”
 - “Did you lose your job due to the coronavirus pandemic?”



Thank you!

If you have any questions, feel free to contact:

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