

Vocational Rehabilitation

Consumer Satisfaction Survey Results, Covering Open & Closed Cases September-December 2018

February, 2019

Nevada Department of Employment, Training and
Rehabilitation



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How to Read This Report

To simplify reporting, certain phrases or standard responses are abbreviated in reports as follows:

Abbreviation	Meaning
DK	Respondent says, “I don’t know” or similar
REF	Respondent refuses to answer
NA	Question is not applicable
Other	Infrequent responses combined
MDR	Market Decisions Research
NV VR	Nevada VR
OIB	Older Individuals Who Are Blind

Methodology

Sample

MDR completed surveys among current and former NV VR and OIB consumers. A total of 3,696 sample records were transmitted to MDR.

- General VR Consumers: 2,337
- Youth in Transition: 1,134
- Older Individuals who are Blind: 224

Sample for this administration includes all cases open as of September 1, 2018, and all cases closed within the prior four months (May to August, 2018).

Data Collection

Data was collected from November 12, 2018 to December 20, 2018

Completed Surveys

MDR completed 551 total surveys. They were distributed across the population.

- General VR Consumers: 406
- Youth in Transition: 92
- Older Individuals who are Blind: 53

Weighting

All data presented is weighted to represent all consumers represented in the sample file transmitted to MDR by important demographic characteristics and case status. These include service population, geographic region, age by gender, race, ethnicity and disability type.

Response Rates and Sampling Error

AAPOR RR3: 27%

Total Sampling Error: 4.2%



Core Metrics Summary



Explaining Core Metrics

- Consumer core metrics are the high-level items which MDR has found in its research apply to VR/OIB agencies nation-wide.
- They are created by doing analysis in order to understand the way consumers understand and think about their experience with the services they receive.
 - This allows us to create metrics which better reflect the consumer experience
 - We also better craft questions to help understand more of the consumer experience.
- There are two primary types of core metrics
 - Domains
 - Individual items

Understanding Domains

Domains are comprised of several different, related questions.

- These are set to a single scale and combined to report a single metric.
- Thus, domains cover broad conceptual areas rather than singular, specific questions.
- This makes them useful for providing a broad understanding of performance.

Domains are formed post-hoc, using data to understand how individuals organize their thoughts and experiences with an agency.

- We analyze the data to determine how consumers think
- This means consumers ultimately form the domains, not analysts or VR/OIB staff.

Important domains

Domains are made up of multiple questions measuring facets of the same element of consumer experience.

- **Overall Satisfaction and Expectations:** A global measure of the consumer experience with VR.
- **Experience with Services Provided by VR/OIB:** This measure focuses on the services provided by VR and the range of services available.
- **Experience with Staff and Counselors:** Consumer's experience working and interacting with VR staff and their counselors.
- **Communications with VR/OIB 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 VR.
- **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 VR help them meet their goals.

Calculation of the VR Consumer Experience Core Metrics

- The consumer experience core metrics all use a common 0 to 100 scale:
 - Most positive result bound to 100
 - Least positive result bound to 0
 - Even intervals for all responses between
 - The mean average of scores is then calculated
- The higher the score the more the more positively consumers view their experience.
 - A score of 100 would represent an extremely positive experience among VR/OIB consumers
 - A score of zero would imply an extremely negative experience
- Responses such as 'Don't Know' and 'N/A' are not factored into the results.
- For domains, respondents answering less than 50% of the questions included are not factored into the results.

Domain Scores

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	75	81	87
Experience with Services Provided by VR	77	80	88
Experience with Staff and Counselors	87	94	95
Communications with Staff	75	77	87
Customer Control and Involvement	79	84	86
Outcomes and Meeting Goals	81	88	85
Ease of the application process for VR services	77	78	83
Accessibility of the VR office for someone with your type of disability	92	88	90
Satisfaction with current employment	79	75	NA
Would you tell your friends with disabilities to go to the VR program for help? (% Yes)	91%	98%	99%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	78%	96%



General VR Results





VR – Executive Summary



VR Overall Results

- Across most core metrics, general VR consumers tend to rate services lower than other consumer populations.
- They are more likely to report problems with the services received, and slightly less likely (though still extremely likely) to recommend VR services
 - General VR consumers reported the most problems with their counselors, not reaching their goals, or VR services being ineffective
- General VR consumers are most likely to find the offices accessible and be satisfied with their current employment

Domain Scores by Benchmark (General VR)

Domain	General VR	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	75	78	78	74	71
Experience with Services Provided by VR	77	79	78	74	77
Experience with Staff and Counselors	87	89	87	86	87
Communications with Staff	75	80	76	71	73
Customer Control and Involvement	79	82	80	78	77
Outcomes and Meeting Goals	81	83	83	84	70
Ease of the application process for VR services	77	79	79	74	78
Accessibility of the VR office for someone with your type of disability	92	92	91	92	93
Satisfaction with current employment	79	78	72	81	82
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	92%	90%	91%	90%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	73%	78%	62%	64%

Domain VR Feedback

Domain	Comment	%
Overall Satisfaction and Expectations	Did not receive employment, VR could not find me a job	45%
	Services offered by VR were not effective	42%
Experience with Services Provided by VR	Should be answering phones, want to speak to person	34%
	Had to leave multiple messages before getting a call back	33%
Experience with Staff and Counselors	More information needed, need to broaden programs	23%
	Counselor did not return calls, emails or follow up	20%
Communications with Staff	Counselor did not return calls, emails or follow up	47%
	Changing counselors, switching too much, causes problems	39%
Customer Control and Involvement	Counselor didn't ask my opinion, no opportunity for input	27%
	Counselor would not listen, dismissed concerns	20%

Summary

General VR feedback across the domains focused on problems like not meeting VR goals, lack of communication, and consumers feels left out of the process by the counselor.

Domain VR Feedback

Domain	Comment	%
Outcomes and Meeting Goals	Received no help in reaching plan or goals	40%
	Did not receive employment, VR could not find me a job	40%
Ease of the application process for VR services	Need more information about services offered, not enough information provided	30%
	Hard, somewhat difficult, complicated	25%
Accessibility of the VR office for someone with your type of disability	Distance, too far away	43%
	Lots of walking to get to office, distance from bus or train	17%
Satisfaction with current employment	Bored with job, been at job too long, burnt out, need change	43%
	Unpleasant work environment	28%
Did you experience any problems with VR or the services they have provided to you? (% no)	Counselor was not helpful or supportive	24%
	Counselor would not listen, dismissed concerns	19%

Summary

Consumers frequently feel let down by their counselors who often don't communicate enough, provide help to, or support the consumer. This leads consumers to feel like they don't reach their goals and VR wasn't helpful.

Summarized VR Feedback

Comment	%
Counselor did not return calls, emails or follow up	36%
Changing counselors, switching too much, causes problems	28%
Services offered by VR were not effective	25%
Counselor was not helpful or supportive	25%
Better communication needed	24%
Need more information about services offered, not enough information provided	22%
Did not receive employment, VR could not find me a job	20%
Calls, mail not returned for days, weeks, had to wait too long for return call	19%
Had to leave multiple messages before getting a call back	18%
Didn't receive job search help	18%
Received no help in reaching plan or goals	17%
Time lag to get services, appointments	16%
Staff did not return calls, emails or follow up	16%
Hard, somewhat difficult, complicated	15%
Should be answering phones, want to speak to person	15%
Listen to customer, understand needs, wants, ability	15%
Get voicemail, never answers the phone	15%
Slow approval process, waiting for help	14%
DK-REF	23%

Summary

The most common feedback from general VR consumers related to communications not being followed up (36%) and changing counselors causing problems (28%).

Problems and Feedback

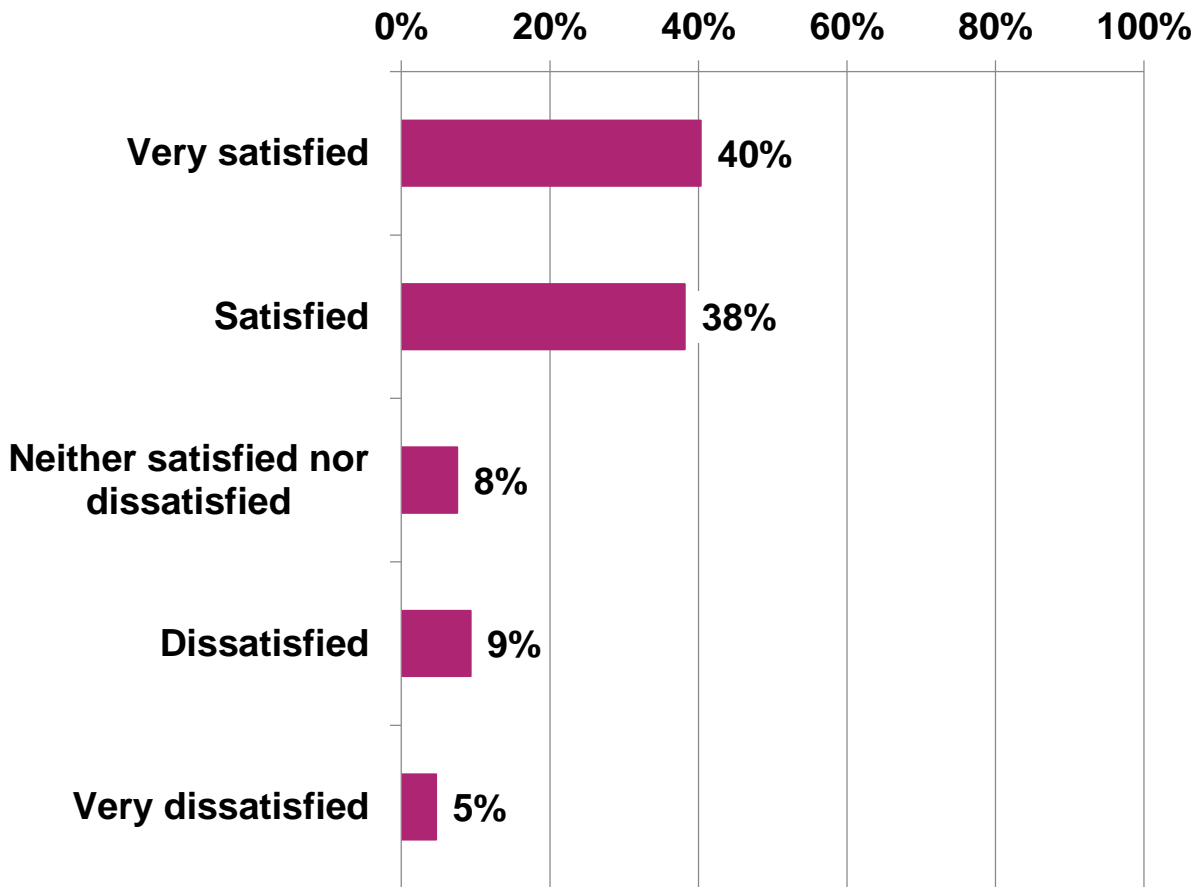
- General VR consumers frequently reported problems with unhelpful counselors or counselors who wouldn't listen and dismissed the consumer's concerns
- Others said that VR services were ineffective and that VR could not find the consumer a job
- Some consumers felt that VR staff and counselors did not communicate as well as they should



VR - Overall Satisfaction and Expectations



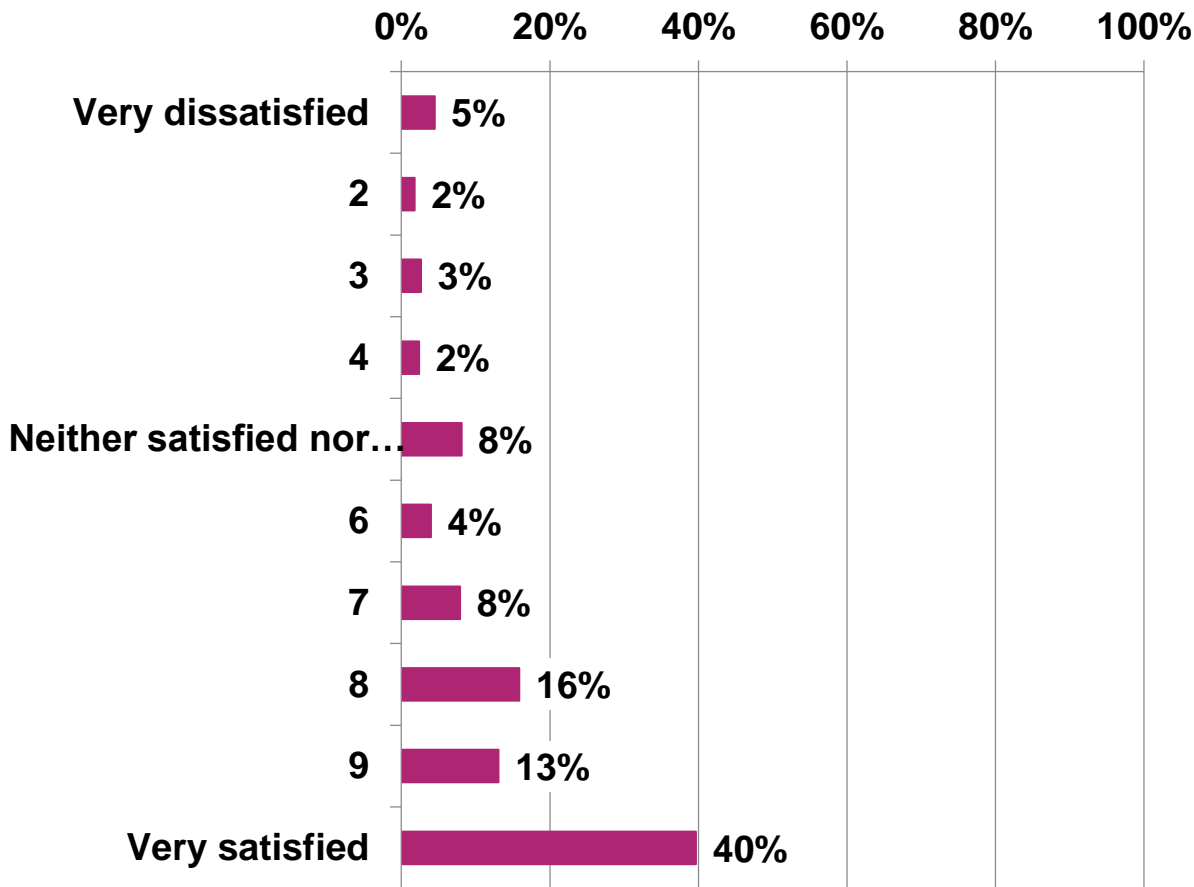
Q01: Overall, how satisfied were you with VR Nevada's program?



Summary

More than three quarters (78%) of customers were satisfied with Nevada's VR program.

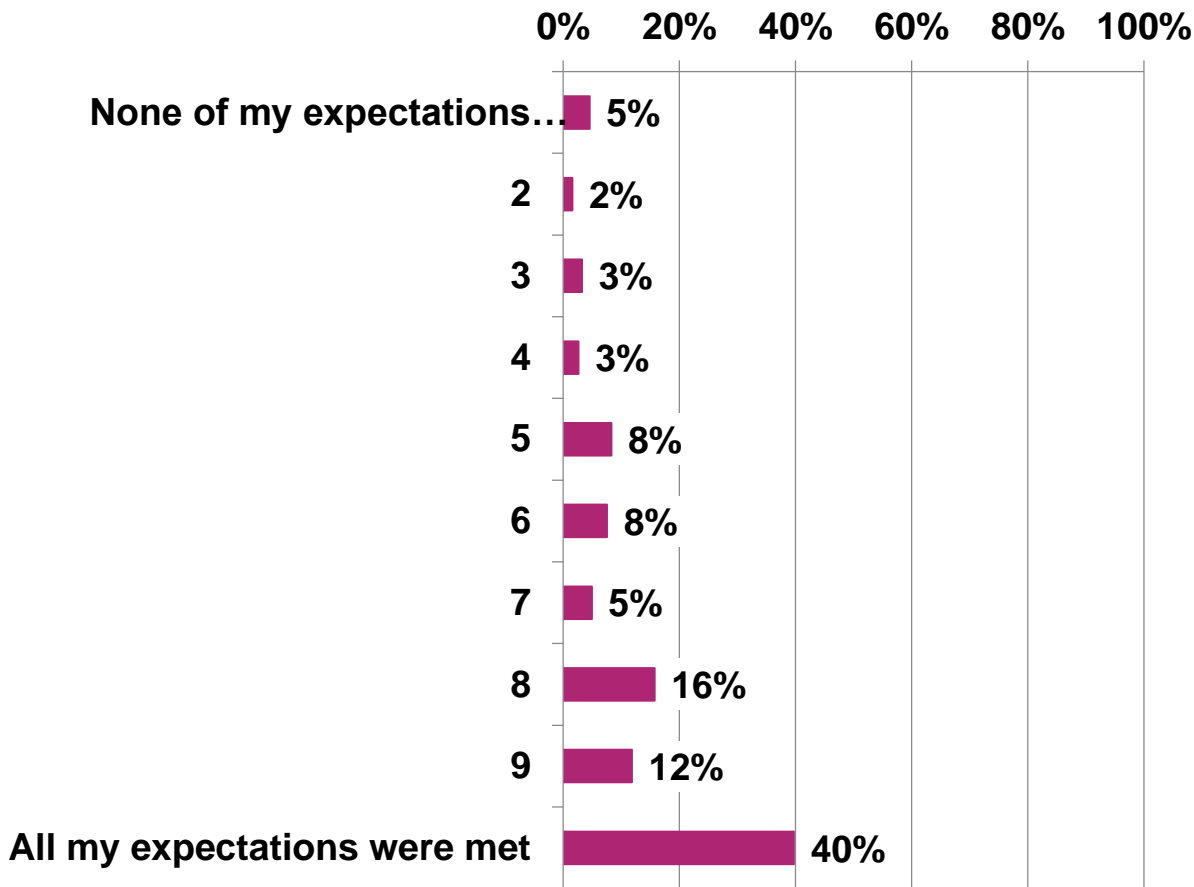
Q43: How satisfied would you say you were with the services provided by VR?



Summary

Most (80%) customers were satisfied with the services provided to them by Nevada VR.

Q45: Considering all of the expectations you may have had about the services provided by VR to what extent have these services met your expectations?



Summary

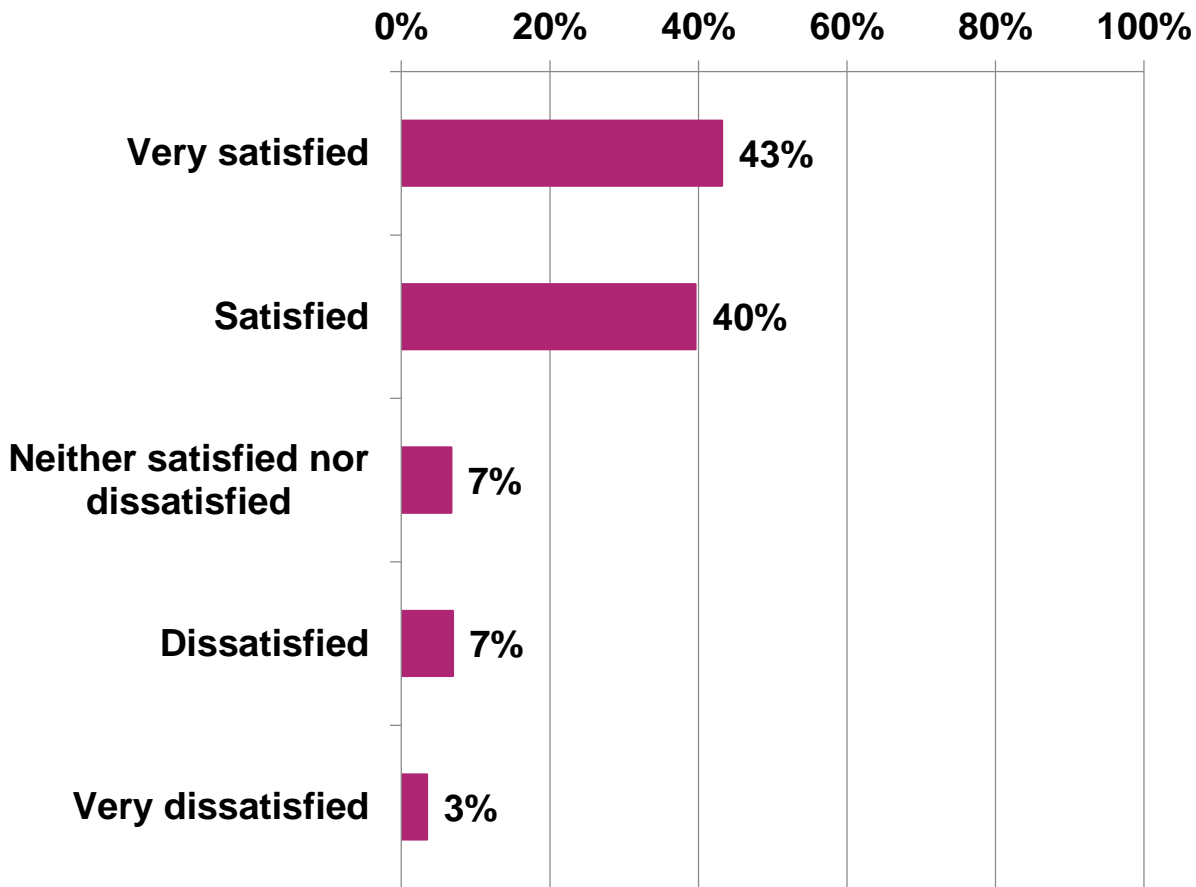
Nearly all (95%) customers felt that VR services met at least some of their expectation. 40% said that all of their expectations were met.



VR – Experience with Services



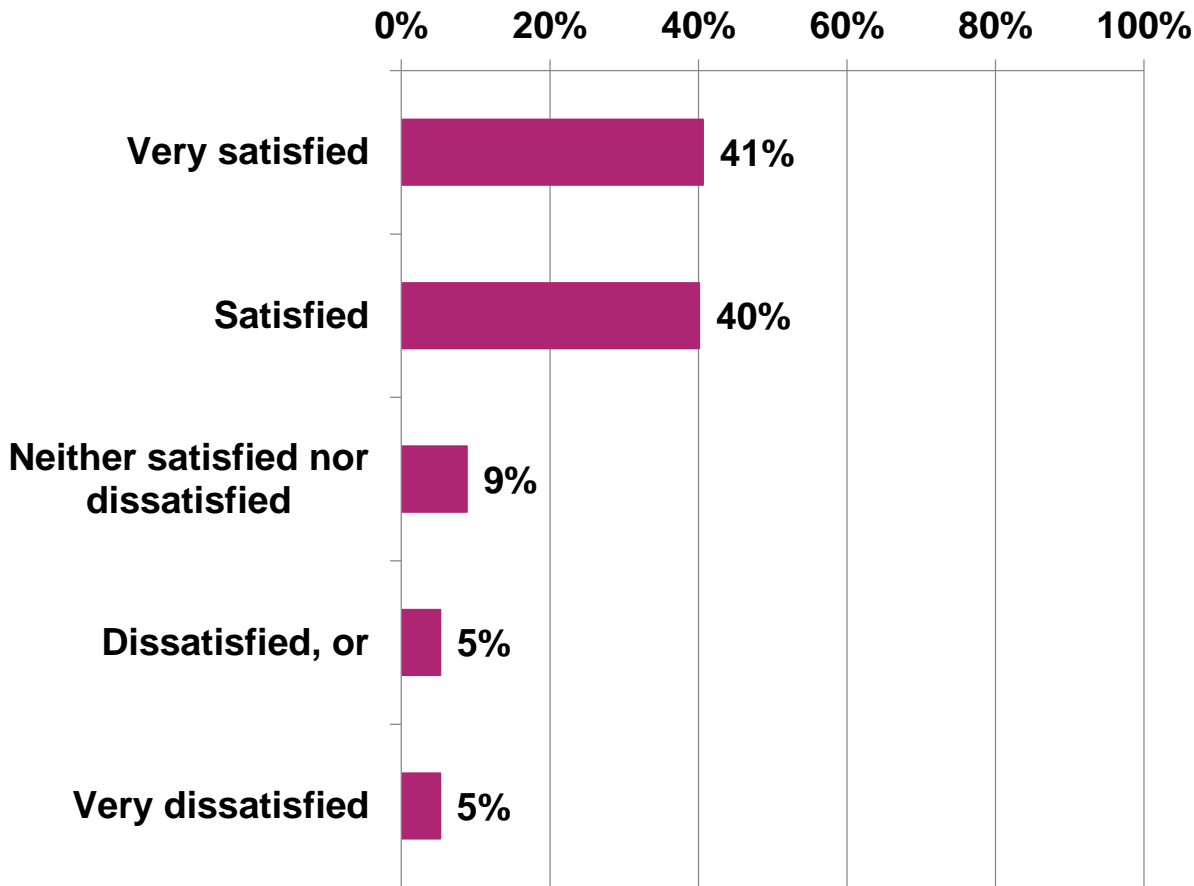
Q07: How satisfied were you with the choice of services?



Summary

Most (83%) customers were satisfied with the choice of services provided by Nevada's VR program.

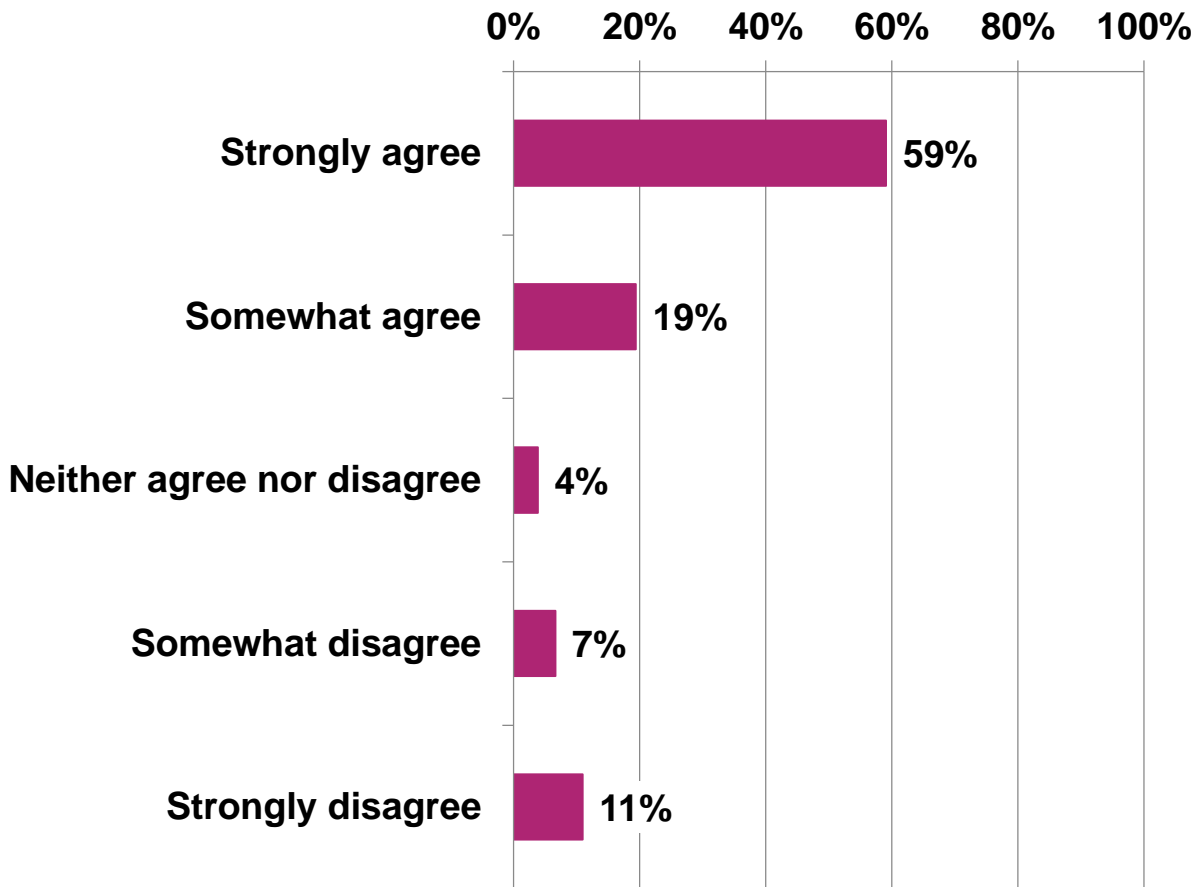
Q09: How satisfied were you with the choice of service providers?



Summary

81% of customers were satisfied with the choice of service providers through Nevada's VR program.

Q31: Services were provided as promptly as I felt necessary.



Summary

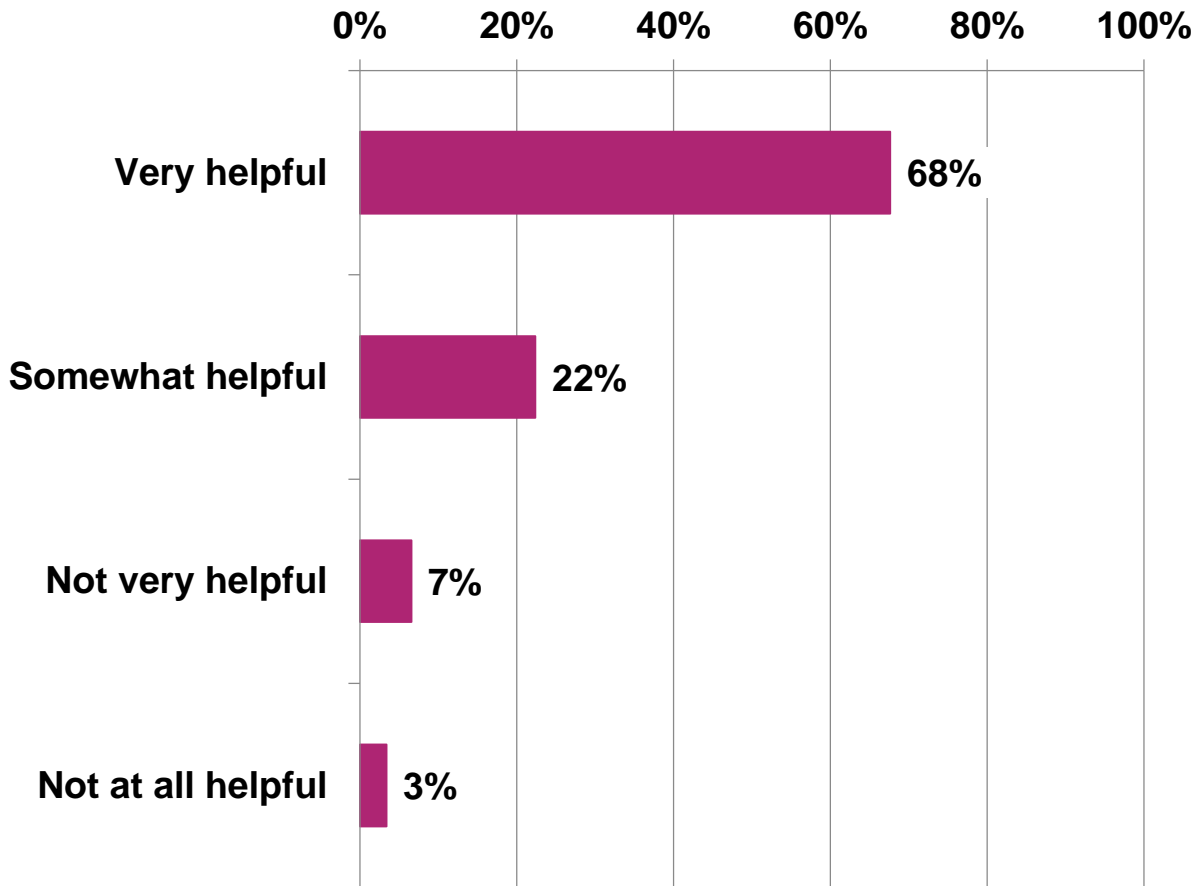
Over three quarters (78%) of customers said that services were provided as promptly as they felt was necessary.



VR – Experience with Staff and Counselors



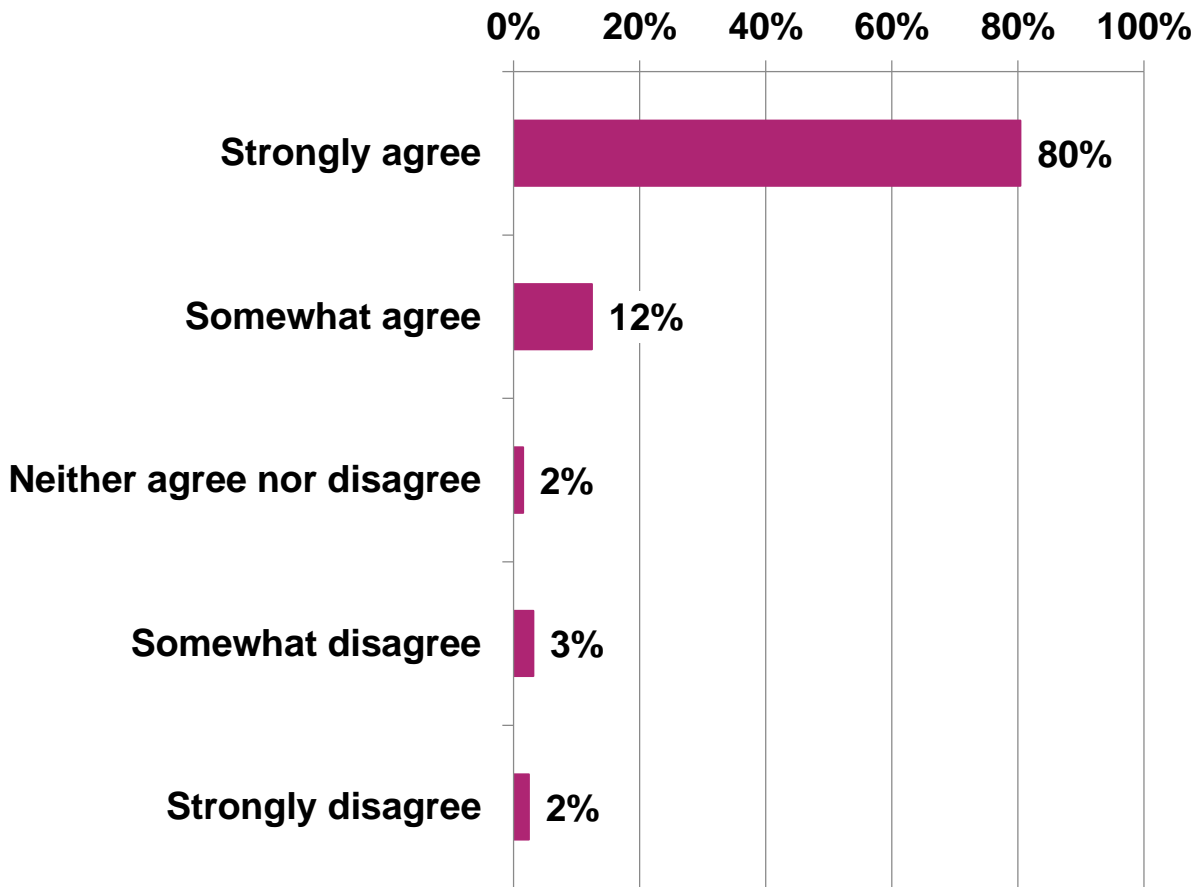
Q17: How helpful were the staff of VR in helping you achieve your VR goal?



Summary

Nearly all (90%) customers said that VR staff were helpful as they worked to achieve their VR goals.

Q23: The VR staff treated me with dignity and respect.



Summary

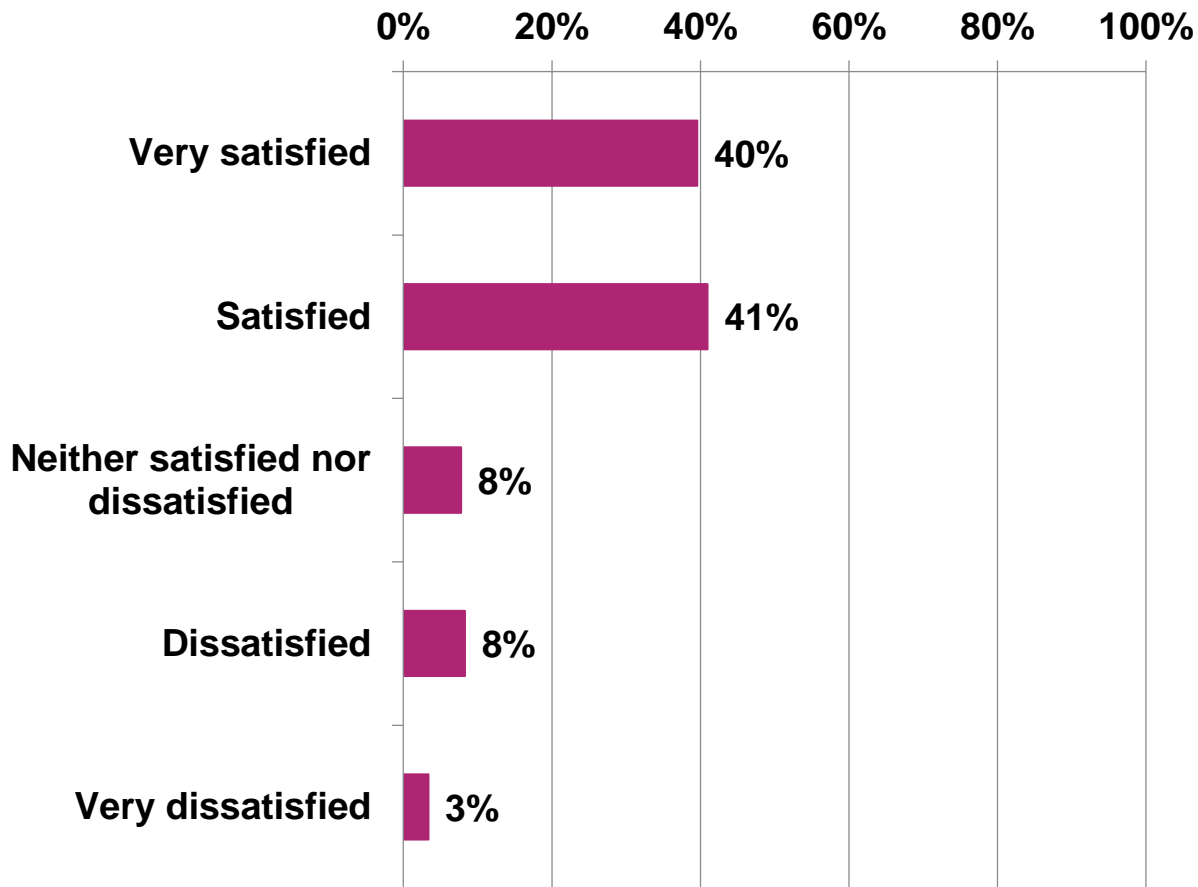
Almost all (92%) customers said that VR staff treated them with dignity and respect.



VR – Communications with Staff



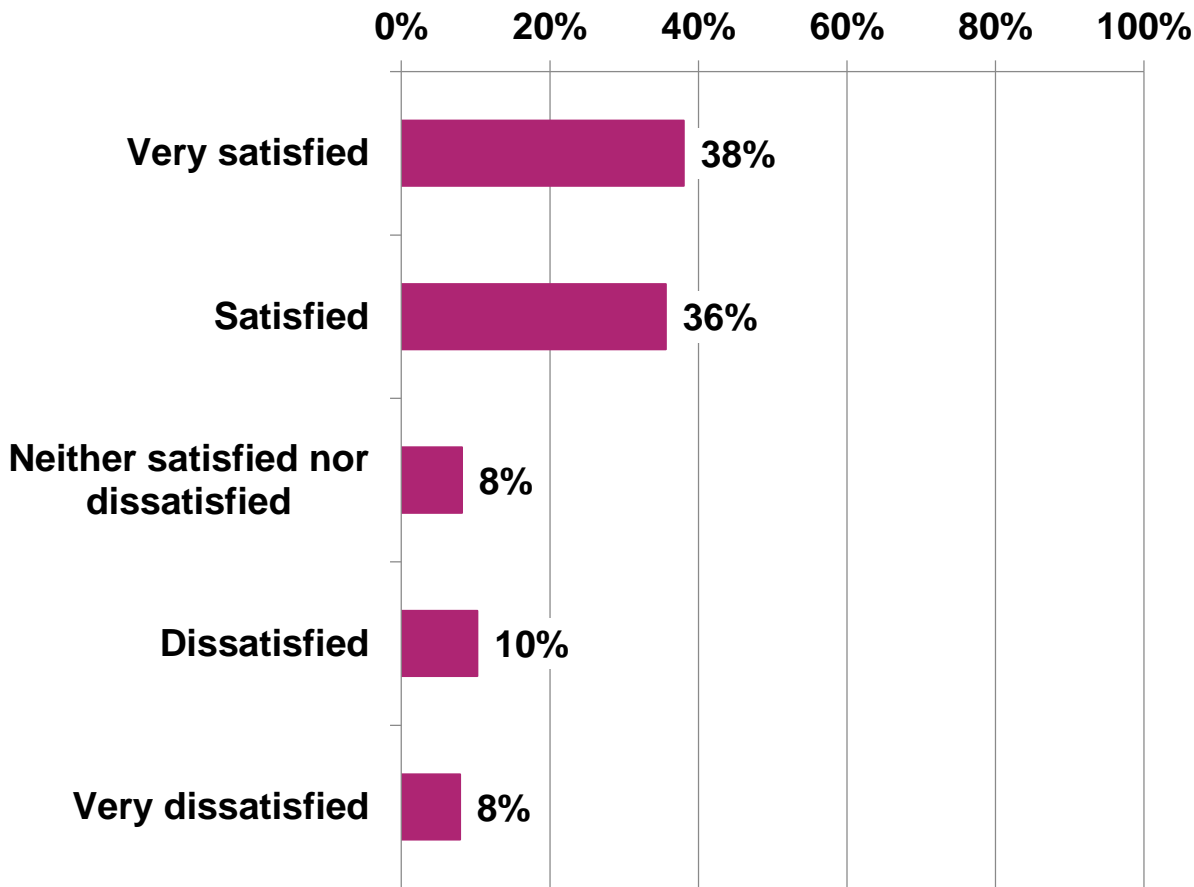
Q11: How satisfied were you with the information you were given about the choices you had?



Summary

Most (81%) customers were satisfied with the information VR provided them about the choice of services.

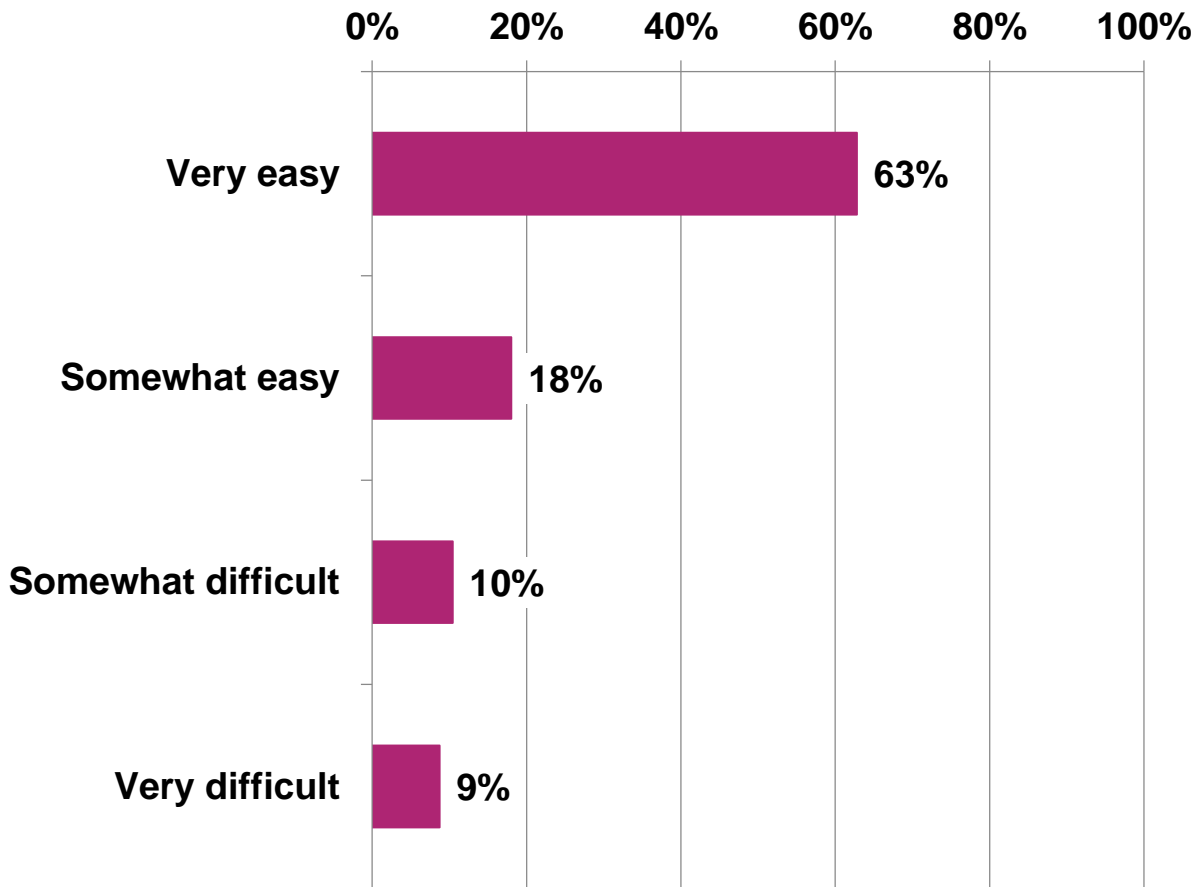
Q13: How satisfied were you with how long it takes your counselor to answer your questions or address your concerns?



Summary

Nearly three quarters (74%) of customers were satisfied with the length of time counselors take to address their questions and concerns.

Q19: How easy was it for you to contact your VR counselor?



Summary

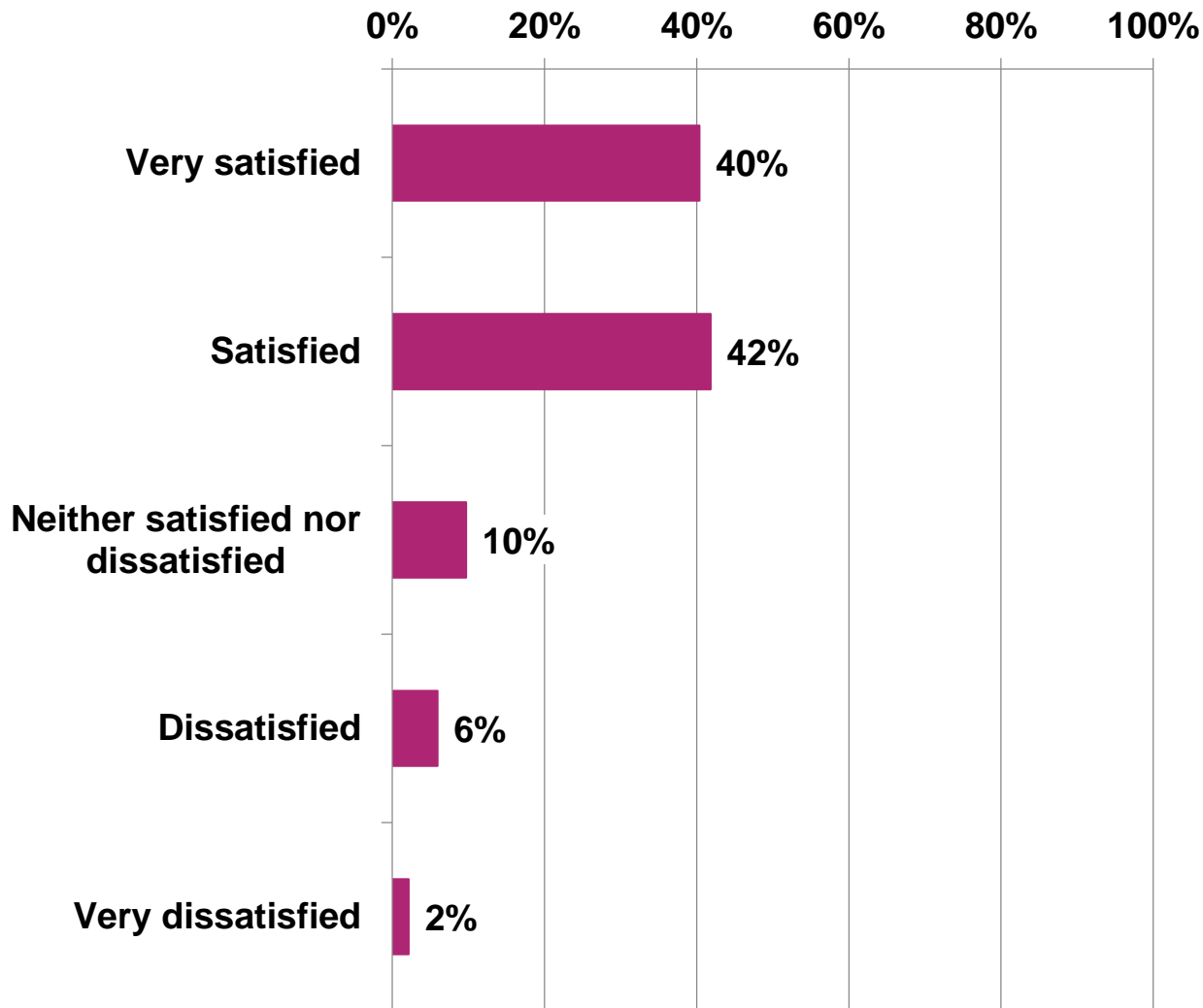
Most (81%) customers found it easy to contact their VR counselor, but nearly one fifth experienced some difficulty getting in touch with a counselor.



VR – Customer Control and Involvement



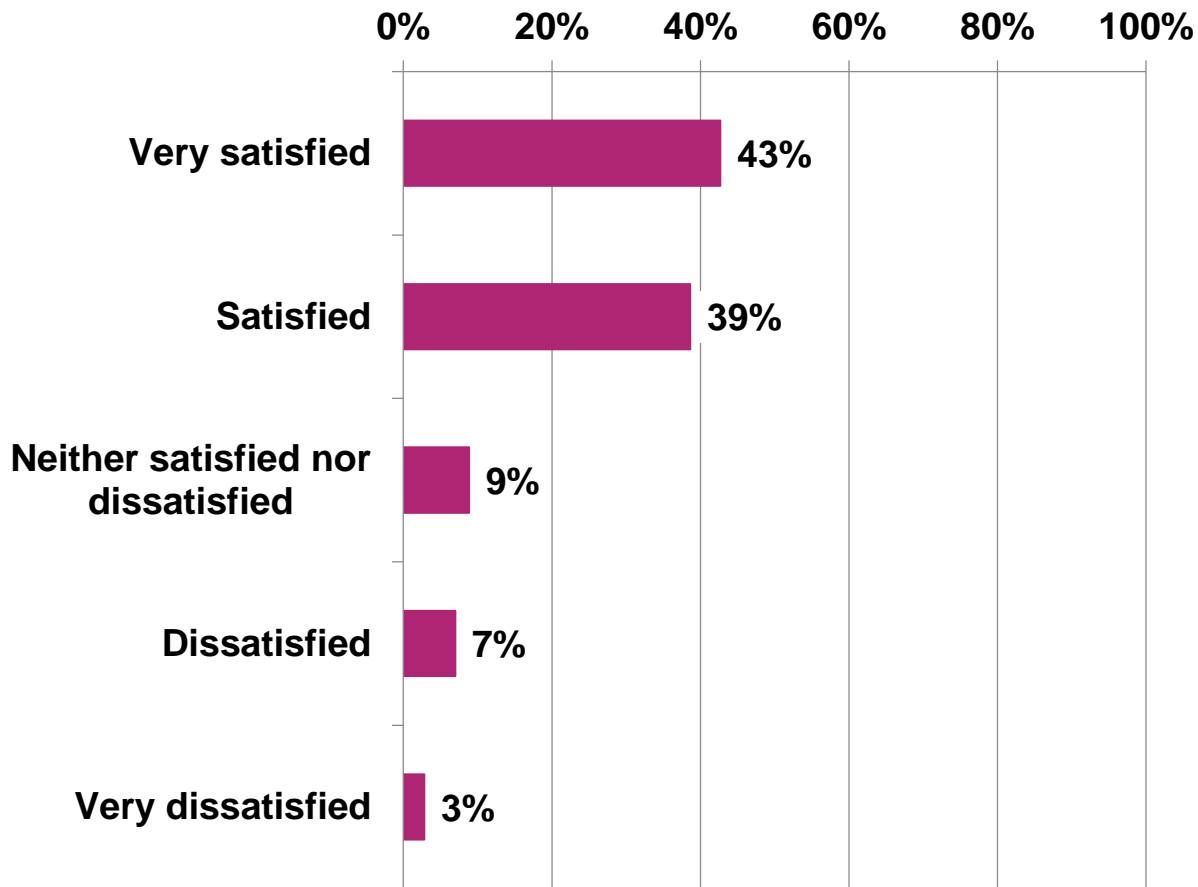
Q03: How satisfied were you with your involvement in your VR experience?



Summary

Most (82%) customers were satisfied with their involvement in the VR experience.

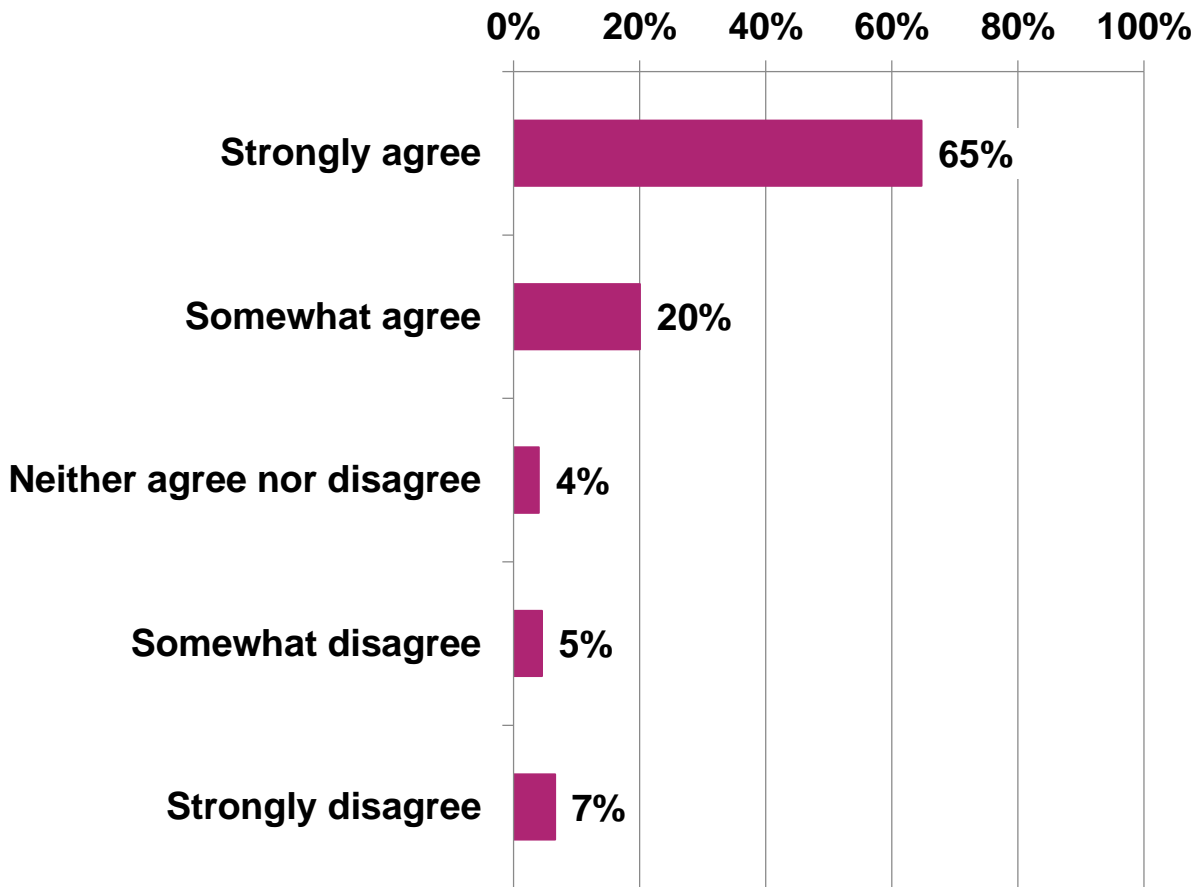
Q05: How satisfied were you with your choice of a vocational goal?



Summary

Most (82%) customers were satisfied their choice of vocational goal.

Q33: VR staff asked me for my opinions and ideas about the services I need.



Summary

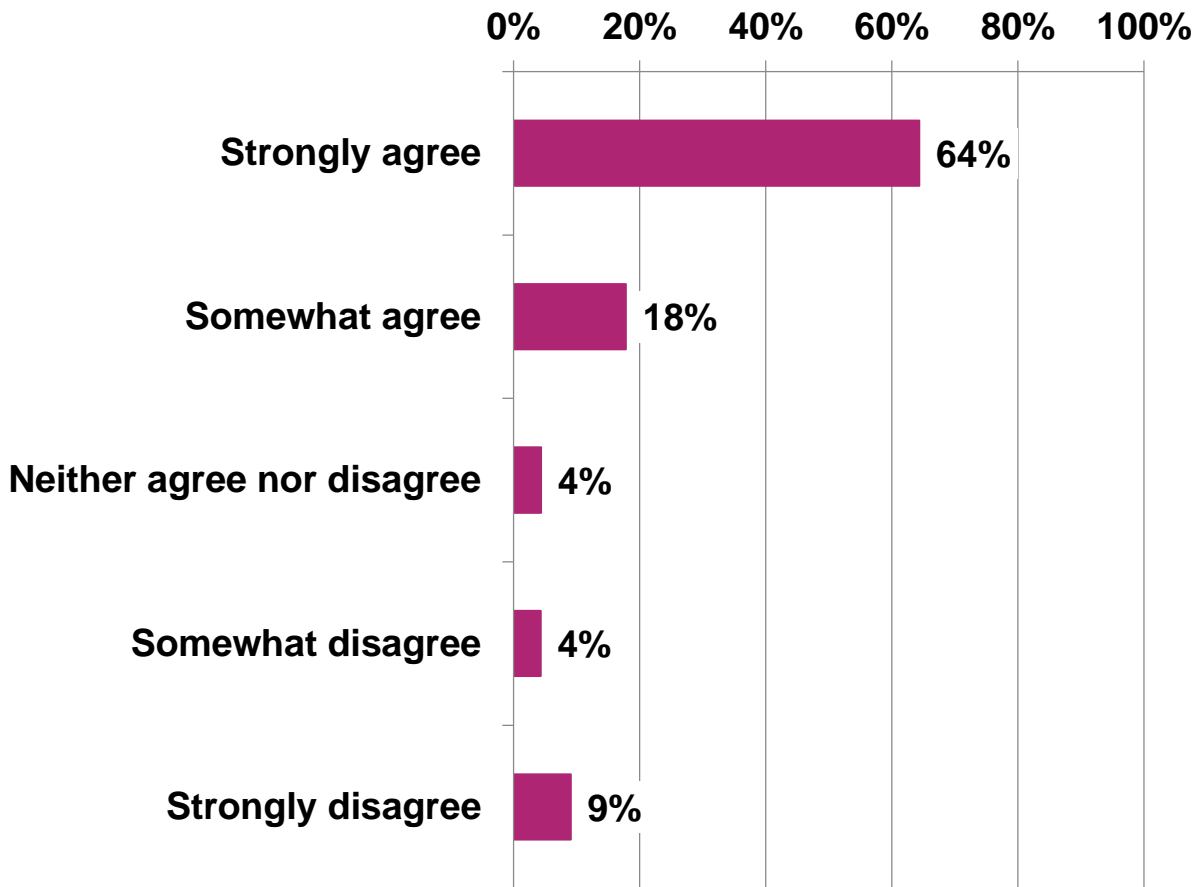
Most (85%) customers felt that VR staff sought their input about services they needed.



VR – Outcomes and Meeting Goals



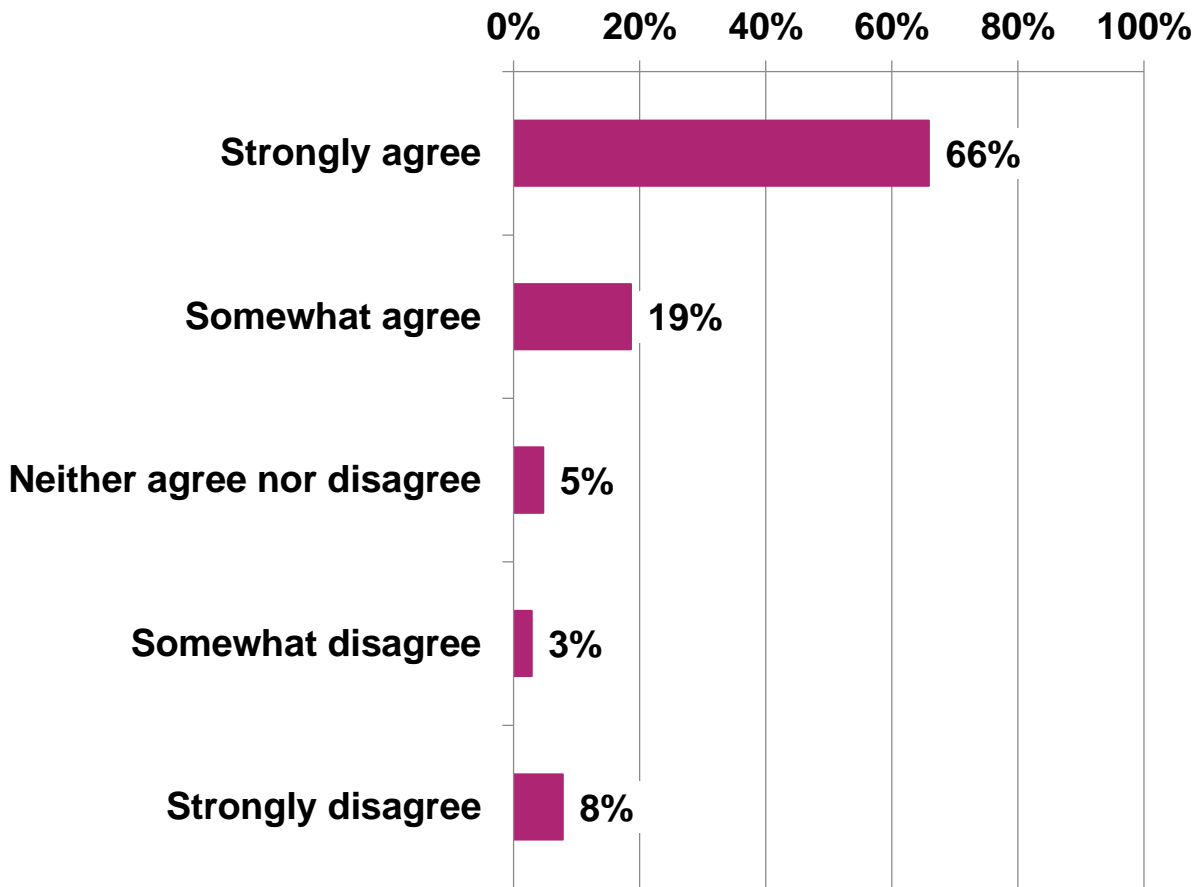
Q35: The VR services I received helped me or will help me become more financially independent.



Summary

Most (82%) customers think VR services helped or will help them become more financially independent.

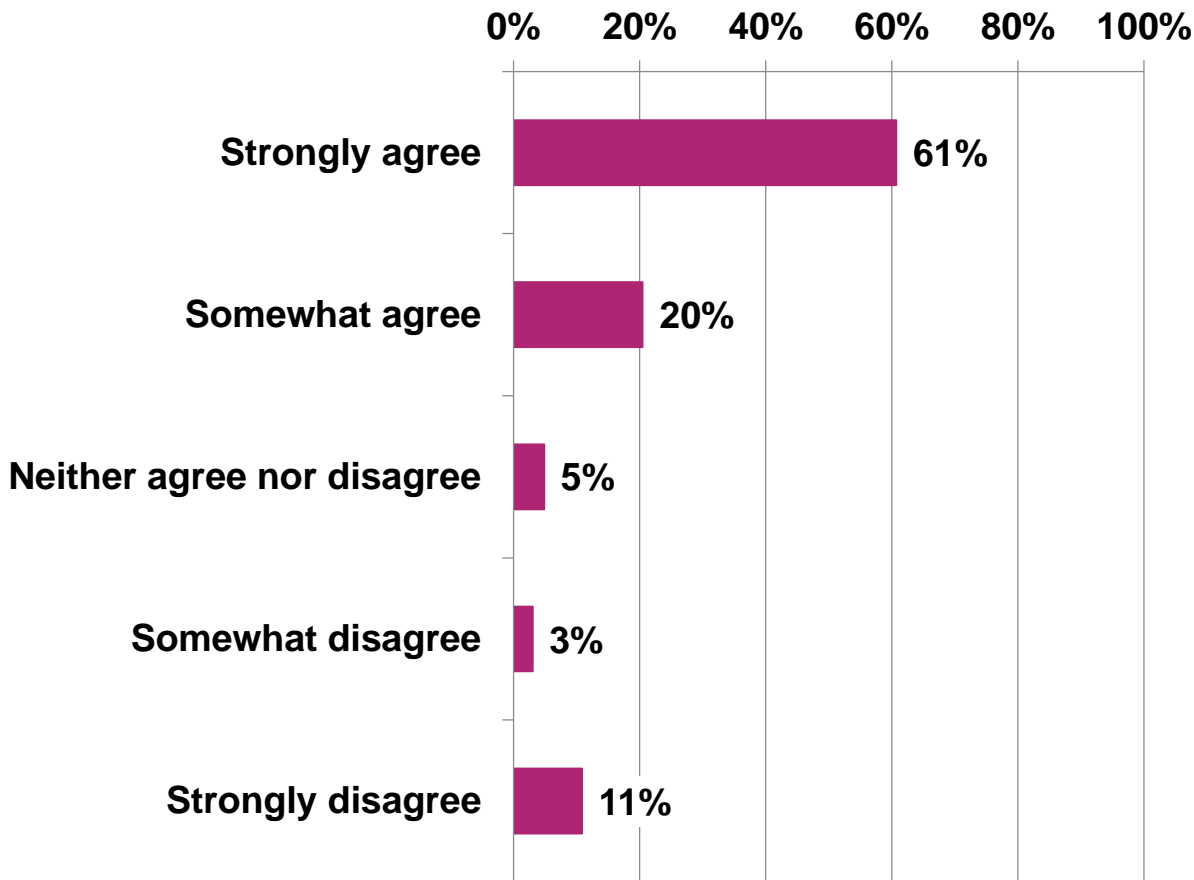
Q37: The VR services I received helped me or will help me become more independent, in general.



Summary

Most (85%) customers said that VR services helped or will help them become more independent in general.

Q39: The VR services helped me or will help me reach my job goal.



Summary

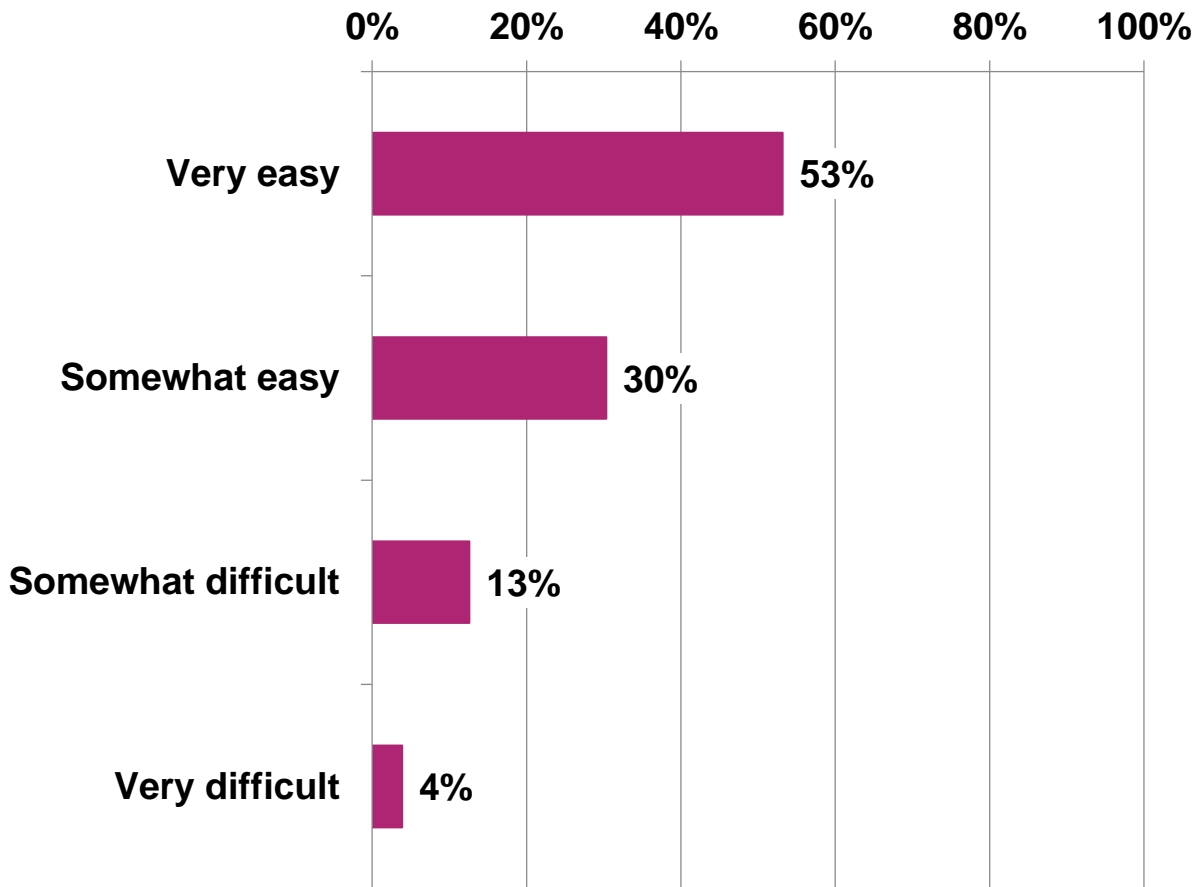
Most (81%) customers said that VR services helped or will help them reach their job goals.



VR – Other Measures



Q15: How easy was it for you to complete the application for VR services?



Summary

Most (83%) customers found the application for VR services easy to complete while less than one fifth (17%) reported having difficulty.

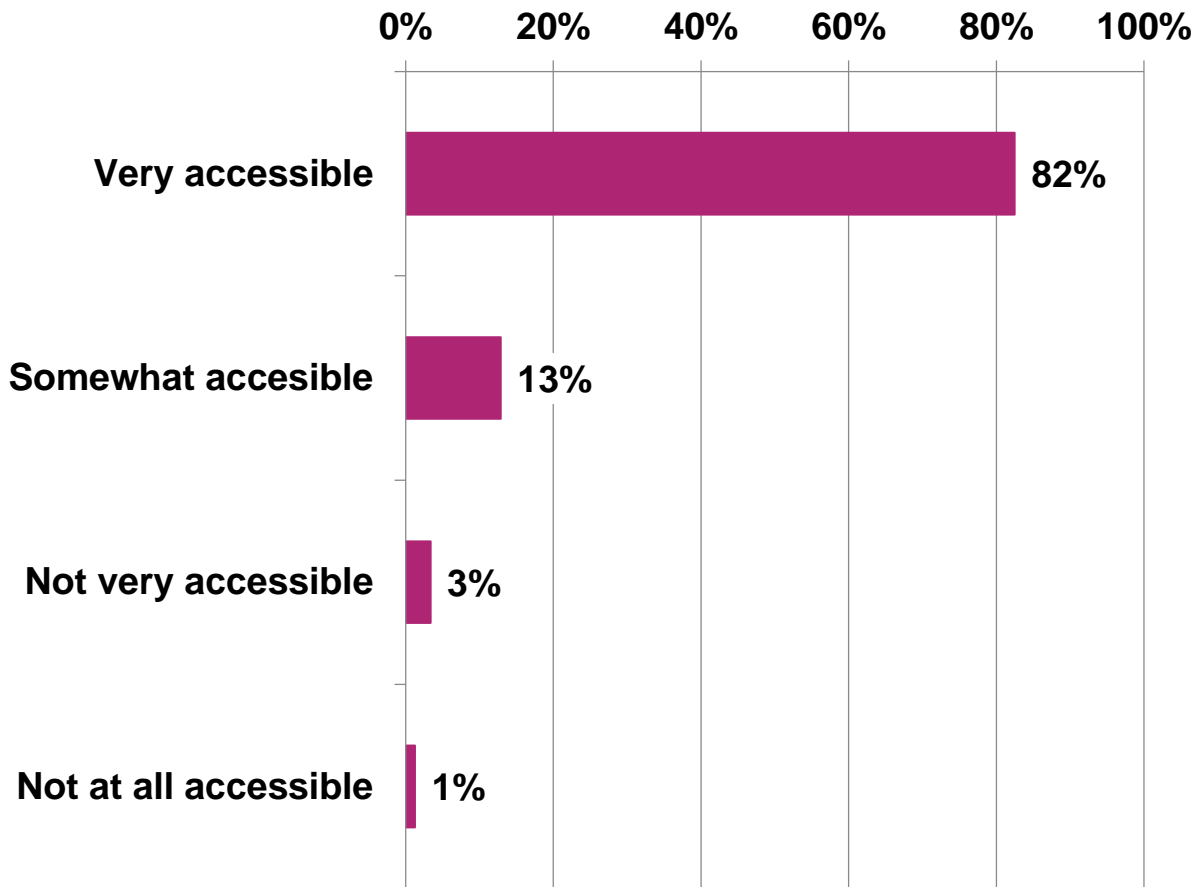
Q16: Why do you say that? What could the VR have done to make the application process easier?

Comment	%
Need more information about services offered, not enough information provided	30%
Hard, somewhat difficult, complicated	25%
Lots of paperwork, too long, make it shorter	20%
Having to find information, too much information	13%
Time lag to get services, appointments	11%
Needed help in filling out forms	8%
Visually impaired, forms difficult to read	6%
Positive experience or satisfied	5%
Slow approval process, waiting for help	3%
Need to simplify forms, offer in other formats	1%
Certain things don't apply	1%
Distance, too far away	1%
Difficulty with paper work and forms	1%
Other	2%
DK-REF	8%

Summary

Among those who had difficulty with the application process, complicated (25%) and lengthy paperwork (20%) are the most common complaints. Customers would benefit from having more information about services (30%) as they complete the application.

Q21: How accessible is the VR office for someone with your type of disability?



Summary

Nearly all (95%) customers found their VR office accessible for their type of disability.

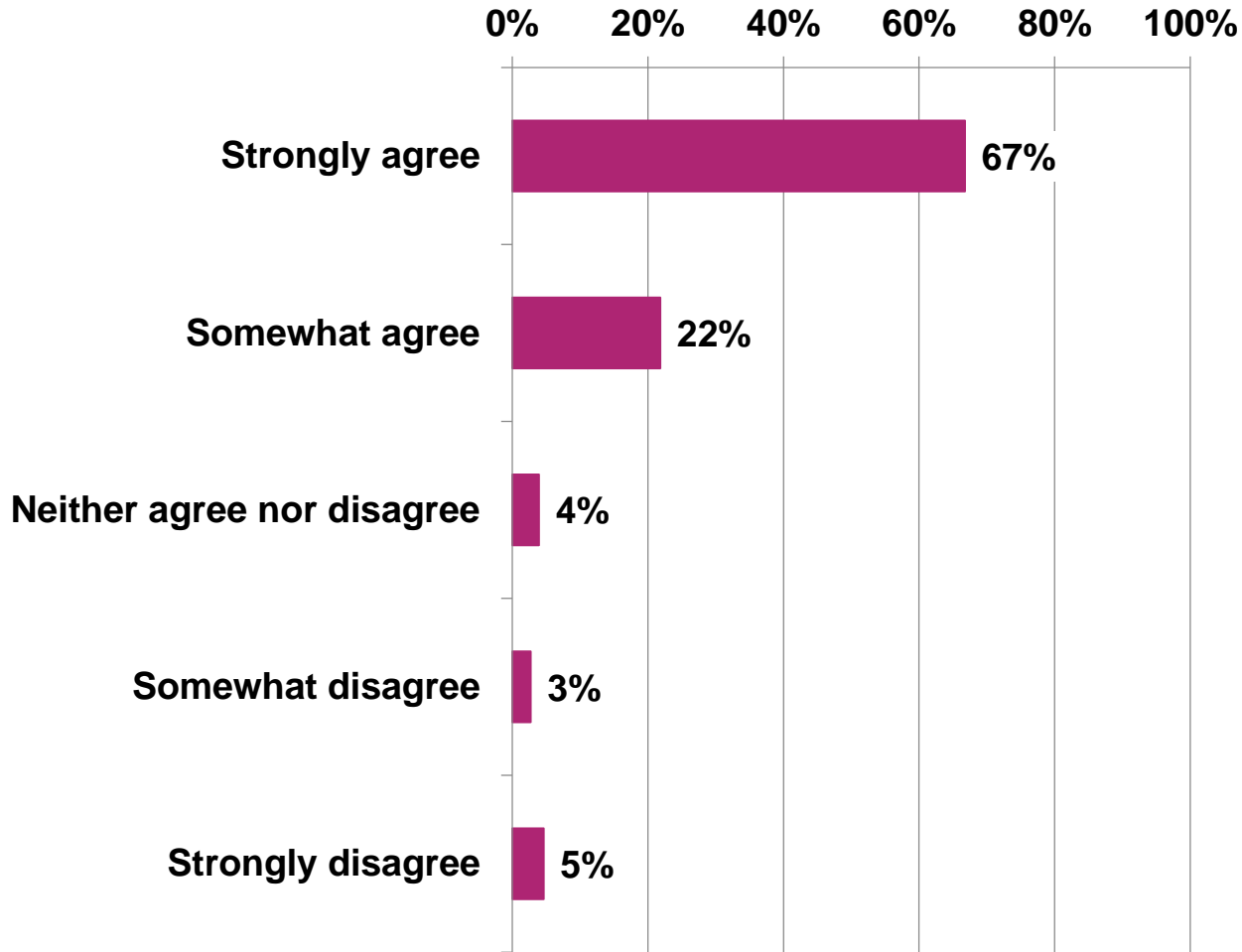
Q22: Why do you say that? What could the VR have done to make the office more accessible?

Comment	%
Distance, too far away	43%
Lots of walking to get to office, distance from bus or train	17%
Transportation in general, do not have transportation, need transportation	14%
Mobility in building or office, hard getting around	12%
Access, and exit with doors, difficulty	11%
Locations changed or moved, office not easily accessible	7%
Trouble because of disability	5%
Calls, mail not returned for days, weeks, had to wait too long for return call	5%
Positive experience or satisfied	4%
Need signs	3%
Elevators and stairs	3%
More qualified staff, knowledge of disabilities, services	2%
Concerned with safety, dark and dingy	2%
Never received help, VR offered no help	2%
Provide more handicapped parking, better parking	1%
Need interpreters	1%
Not accessible at all	1%
Other	2%
DK-REF	4%

Summary

Distance (43%) was cited as the most common concern among those who thought VR offices were not accessible.

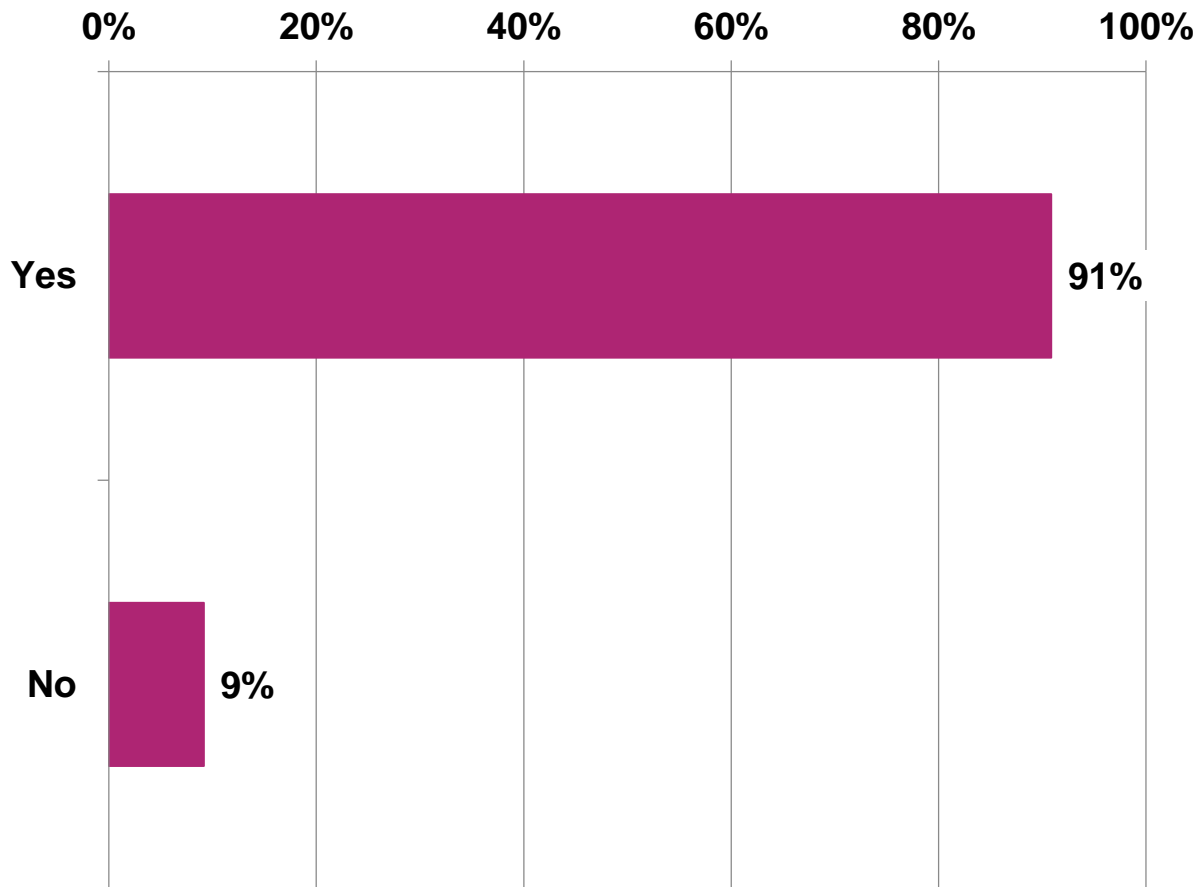
Q25: VR Staff understood my particular situation and needs.



Summary

Nearly 9 in 10 (89%) customers felt that VR staff understood their particular situation and needs.

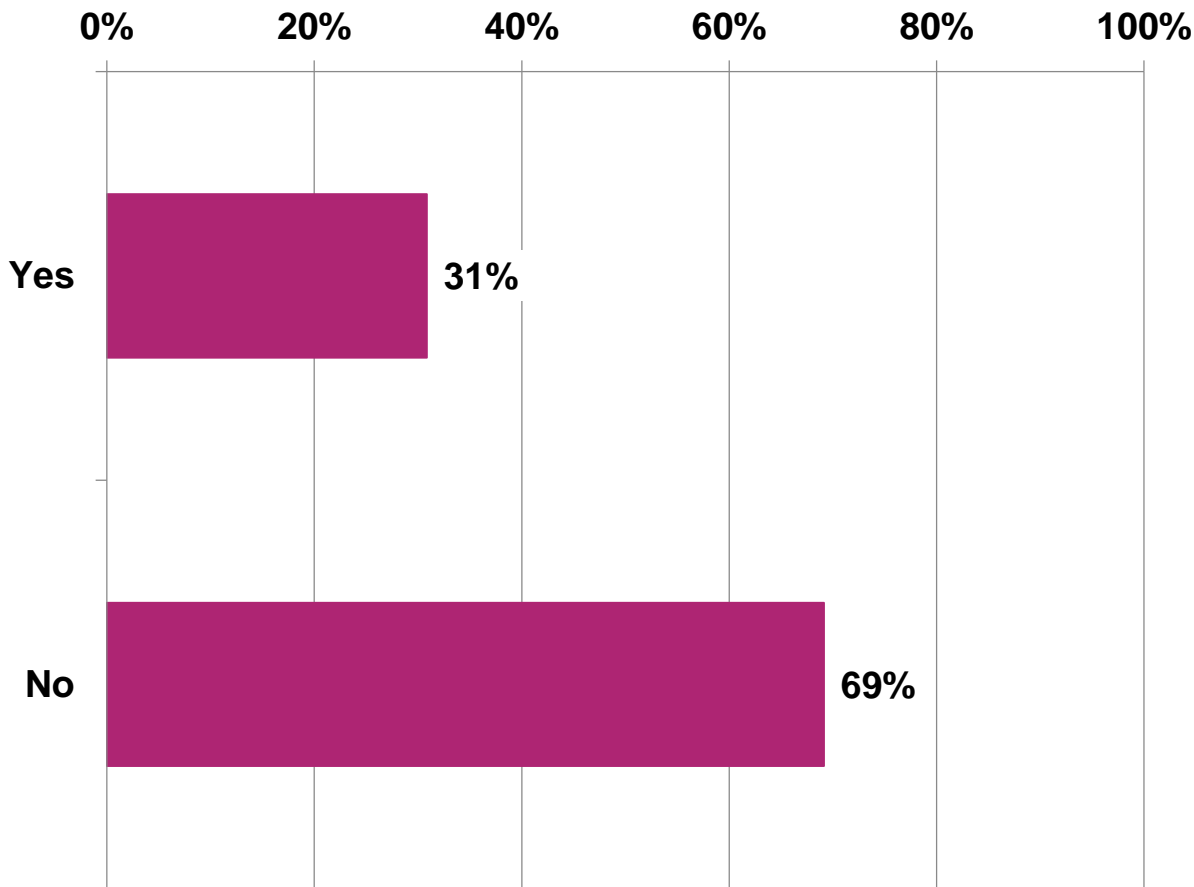
Q47: All things considered, would you tell your friends with disabilities to go to the VR program for help?



Summary

Nearly all (91%) customers would recommend Nevada VR services to their friends with disabilities.

Q55: Have you experienced any problems with VR or the services they have provided to you?



Summary

While many (69%) customers have never experienced problems with VR or its services, 31% said they have experienced some problem with VR.

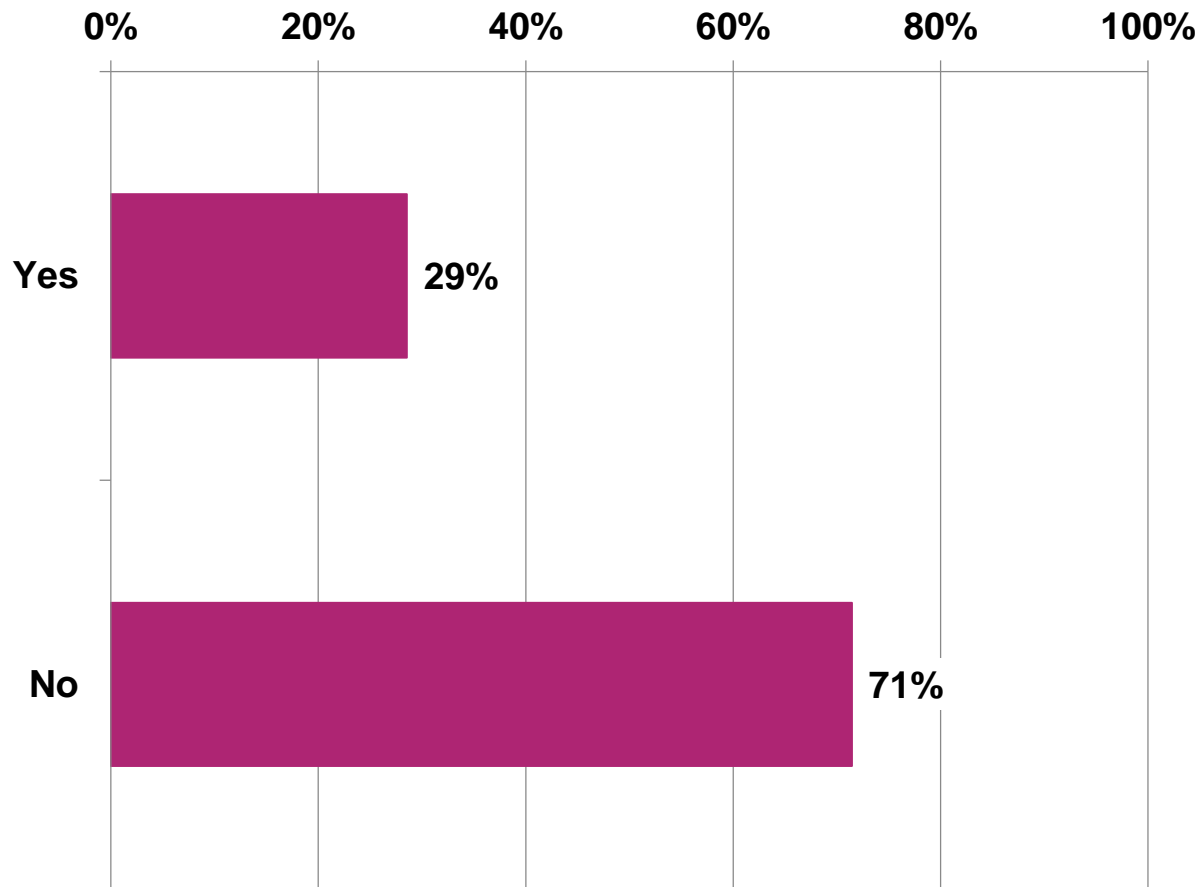
Q56: What problems have you experienced with VR or the services VR has provided to you?

Comment	%
Counselor was not helpful or supportive	24%
Counselor would not listen, dismissed concerns	19%
Did not receive employment, VR could not find me a job	17%
Services offered by VR were not effective	16%
Counselor did not return calls, emails or follow up	16%
Listen to customer, understand needs, wants, ability	14%
Received no help in reaching plan or goals	14%
Had to leave multiple messages before getting a call back	13%
Time lags to get into the program	11%
Didn't receive job search help	7%
Changing counselors, switching too much, causes problems	3%
Calls, mail not returned for days, weeks, had to wait too long for return call	3%
Need financial help, have financial hardships	3%
Repetitive questions	2%
Other	2%
DK-REF	2%

Summary

The most frequent problems with VR or its services involve counselors who are unhelpful and unsupportive (24%) or counselors who do not listen (19%). Other frustrations include VR being unsuccessful at finding the customer a job (17%).

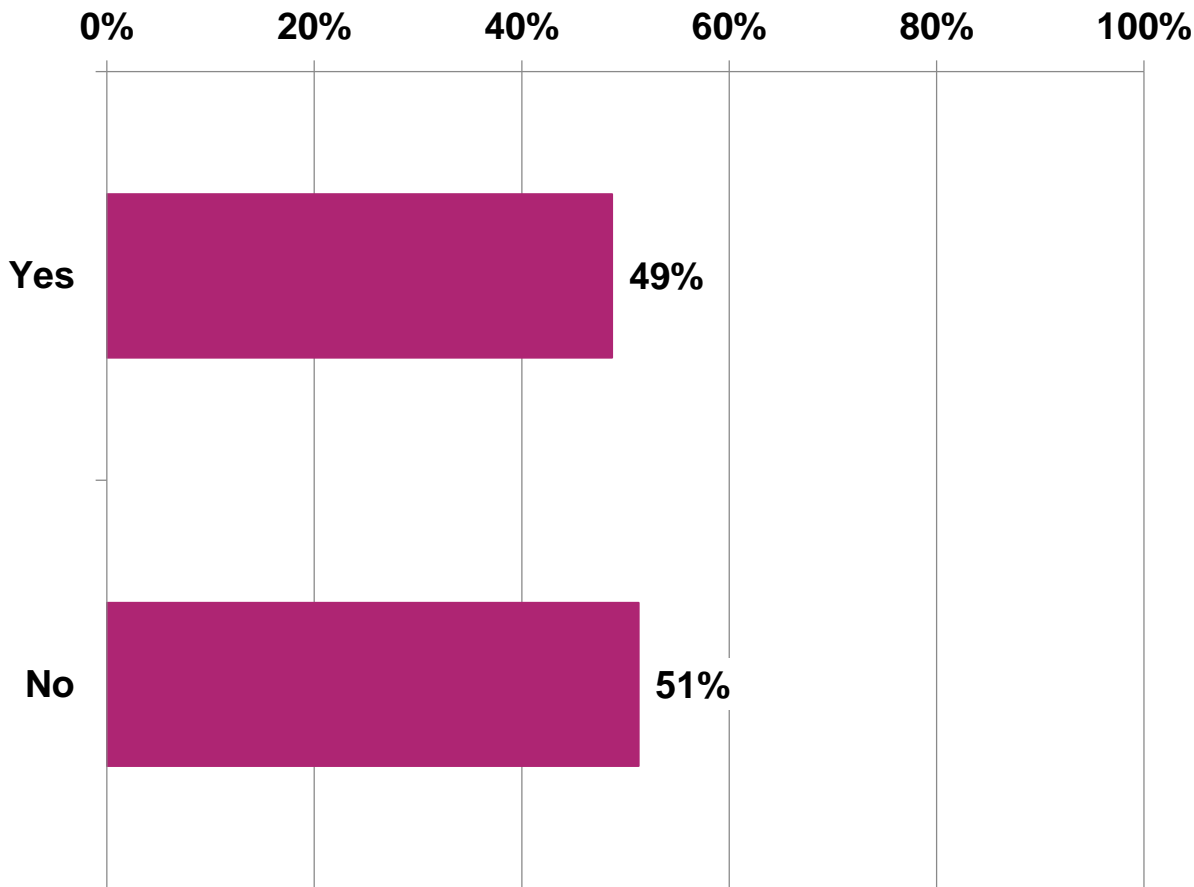
Q57: Did VR work to resolve this problem?



Summary

Among those experiencing problems, very few (29%) felt that VR worked to resolve the issue.

Q58: While a client of VR, did you have more than one vocational rehabilitation counselor?



Summary

Nearly half (49%) of customers worked with more than one VR counselor.

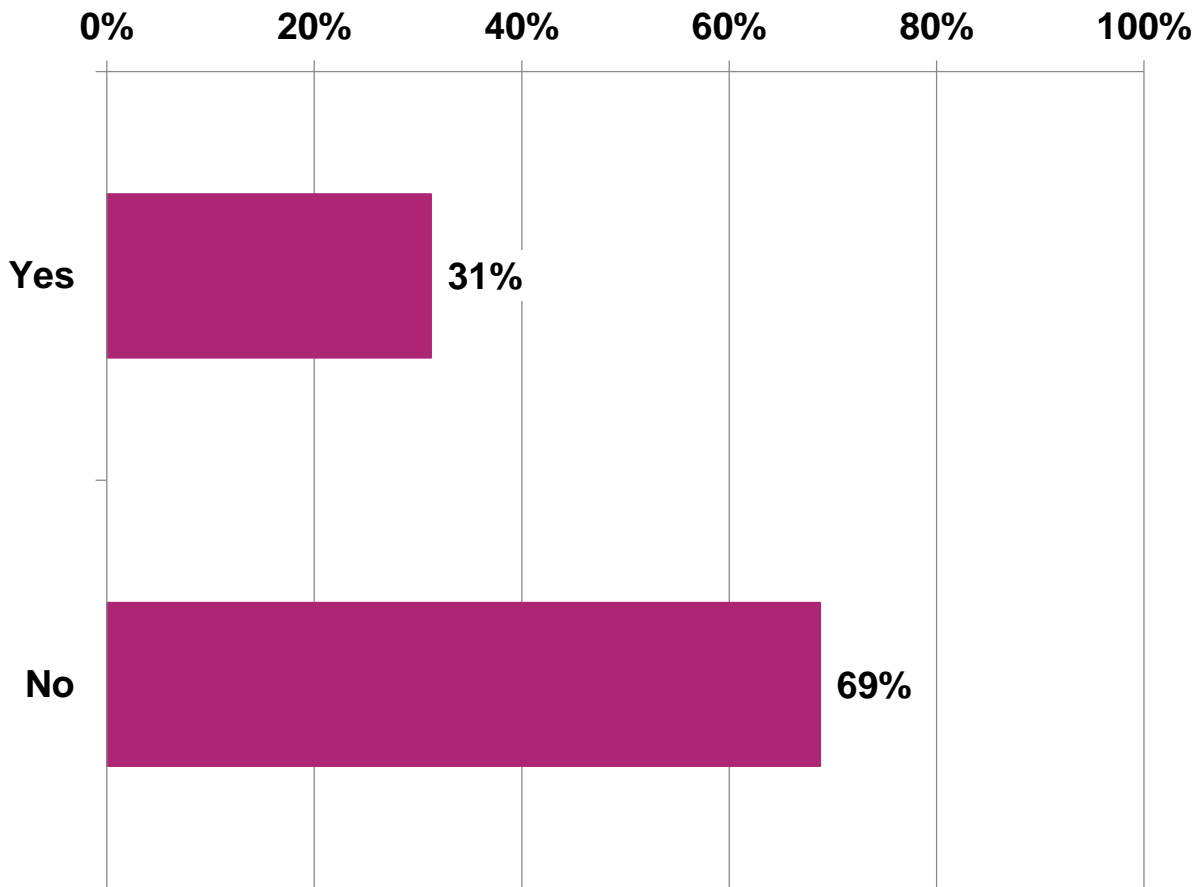
Q59: How did having more than one VR counselor affect your ability to get services through VR?

Comment	%
Services delayed, started over with each switch	44%
Counselors were inexperienced, not up-to-date on case	18%
Hasn't been contacted by new counselor	13%
New counselor is rude, disrespectful, doesn't care or help	9%
Change is confusing, difficult	8%
Wasn't notified of switch, don't know who counselor is	8%
New counselor better than previous	5%

Summary

Customers with more than one counselor often experienced delays in services due to starting over with each new counselor (44%). With each new counselor, the lack of experience and working relationship (18%) frustrated many customers.

Q59: Did this in any way affect your ability to get services through VR?



Summary

Among those who worked with multiple counselors, many (69%) said this had no effect on their ability to obtain services. A sizeable minority (31%) felt that having multiple counselors impacted their experience.

Q60: In thinking about your experience with VR what worked well for you?

Comment	%
All, everything	9%
Having support system with a counselor to determine goal and achieve that goal	8%
Communication and accessibility of counselor	7%
Knowledge obtained from further schooling or training	7%
Helpfulness of staff	6%
Getting a job	6%
Receiving help from a counselor in general	5%
Having help finding a job and with applications	4%
Other	3%
DK-REF	8%
Nothing in particular	12%

Summary

Supportive (8%) and communicative or accessible (7%) counselors had very positive impacts on the consumer VR experience. Customers also felt satisfied with the knowledge and skills obtained from additional education (7%).

Q61: What has been the most challenging part of your experience?

Comment	%
Delays in services in general	10%
Personal barriers, being independent, coping with disability	10%
Job or school is challenging	6%
Process of seeking employment	5%
Finding desirable position or school	5%
Transportation	4%
Other	3%
DK-REF	4%
Nothing in particular	19%

Summary

Customers of VR thought delays in receiving services (10%) and coping with personal barriers (10%) were the most challenging aspects of the experiences. Others experienced difficulty with seeking employment (5%).

Q63: As a consumer, what needs are not being met?

Comment	%
Employment services, getting a job	8%
Communication with VR or counselor, keep client informed	5%
Help from VR, follow-up on promises	4%
Education, training	3%
Technology, devices, clothes	3%
Other	3%
Don't know	8%
Nothing in particular	60%

Summary

Among customers whose needs are not being met, securing employment and receiving services (8%) are most commonly the issue.

Q64: What could VR do to improve the services it offers to you and others?

Comment	%
Be more effective in finding jobs for clients	5%
More kindness and respect from staff	5%
More open communication with client, more follow-up	5%
Increase staff	4%
Offer more resources	4%
Return calls answer the phone more	3%
Improve, shorten the application, approval process	3%
Improve staff knowledge about the services they provide	3%
Other	5%
DK-REF	11%
Nothing in particular	38%

Summary

VR customers want the program to be more effective at finding them jobs (5%). Others want more kindness and respect (5%) or open communication (5%) from VR staff.

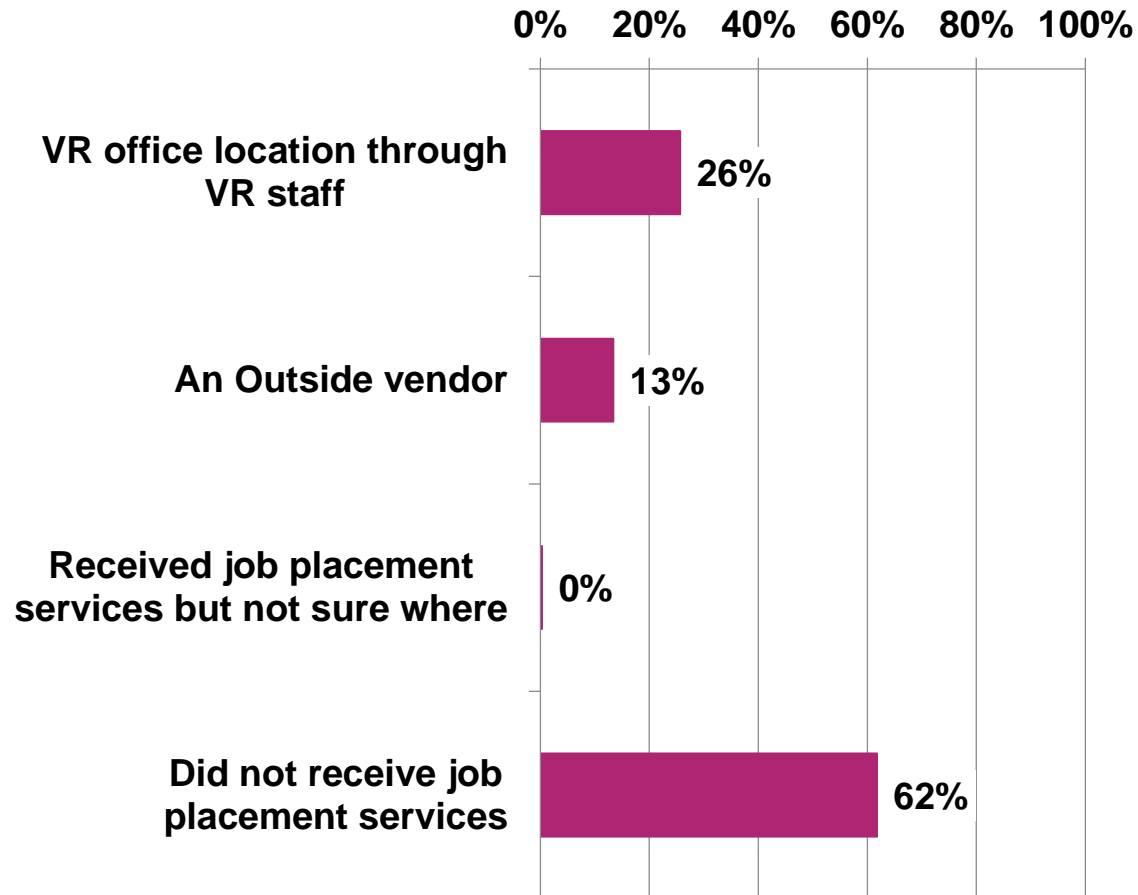
Q65: Why did you choose to no longer receive services and leave the vocational rehabilitation program?

Comment	%
VR services not successful, did not get a job	20%
Left due to disability, health issues	14%
Didn't leave the program	12%
Moved out of state	11%
Left to pursue education or job training	10%
Communication issues	3%
Achieved vocational goals	3%
Other	17%
Don't know	11%

Summary

VR not succeeding at finding the customer a job (20%) is the primary reason customers leave the program or stop services. Others frequently left due to disability or health issues (14%).

Q69: Did you receive any job placement services?

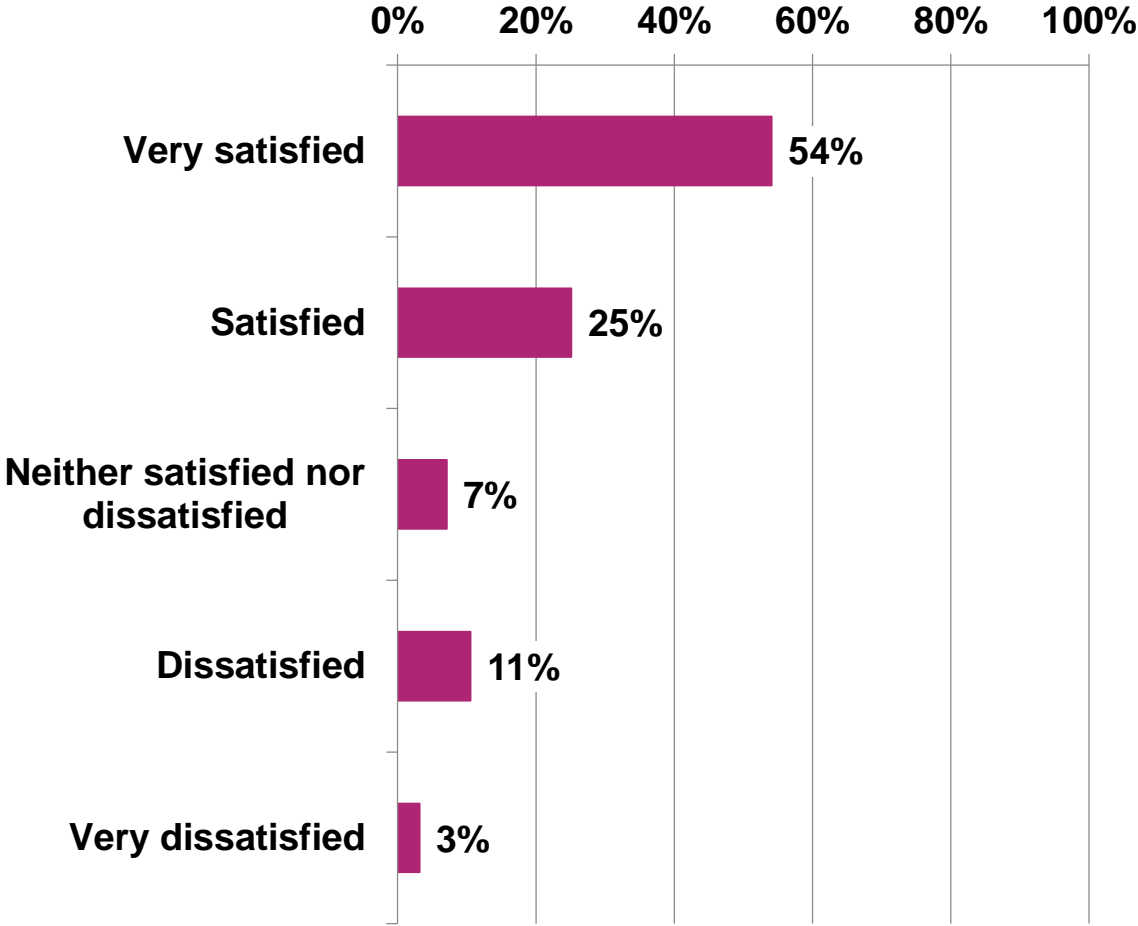


Summary

The majority (62%) of customers said they did not receive any job placement services.

Among those who did receive services, they were most commonly received at the VR office from VR staff.

Q70: How satisfied were you with the job placement services you received?



Summary

Over three quarters (79%) of customers were satisfied with the job placement services they received.

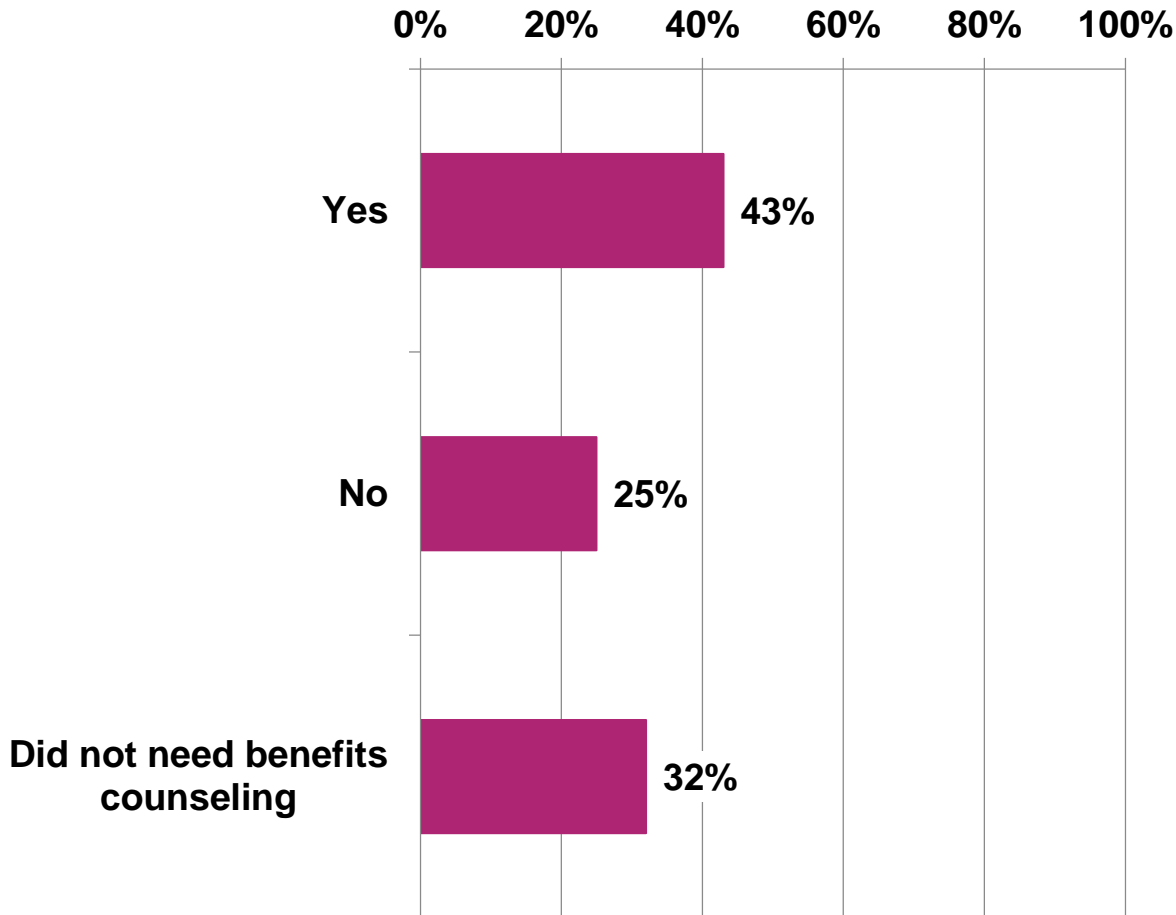
Q71: Why were you not satisfied with the job coaching you received?

Comment	%
Job coach wasn't helpful	49%
Couldn't find me a job	18%
Didn't match me with job that fit my limitations	14%
Other	12%
Don't know	7%
No reason in particular	0%

Summary

Unhelpful job coaches (49%) caused the most dissatisfaction among VR customers receiving job services.

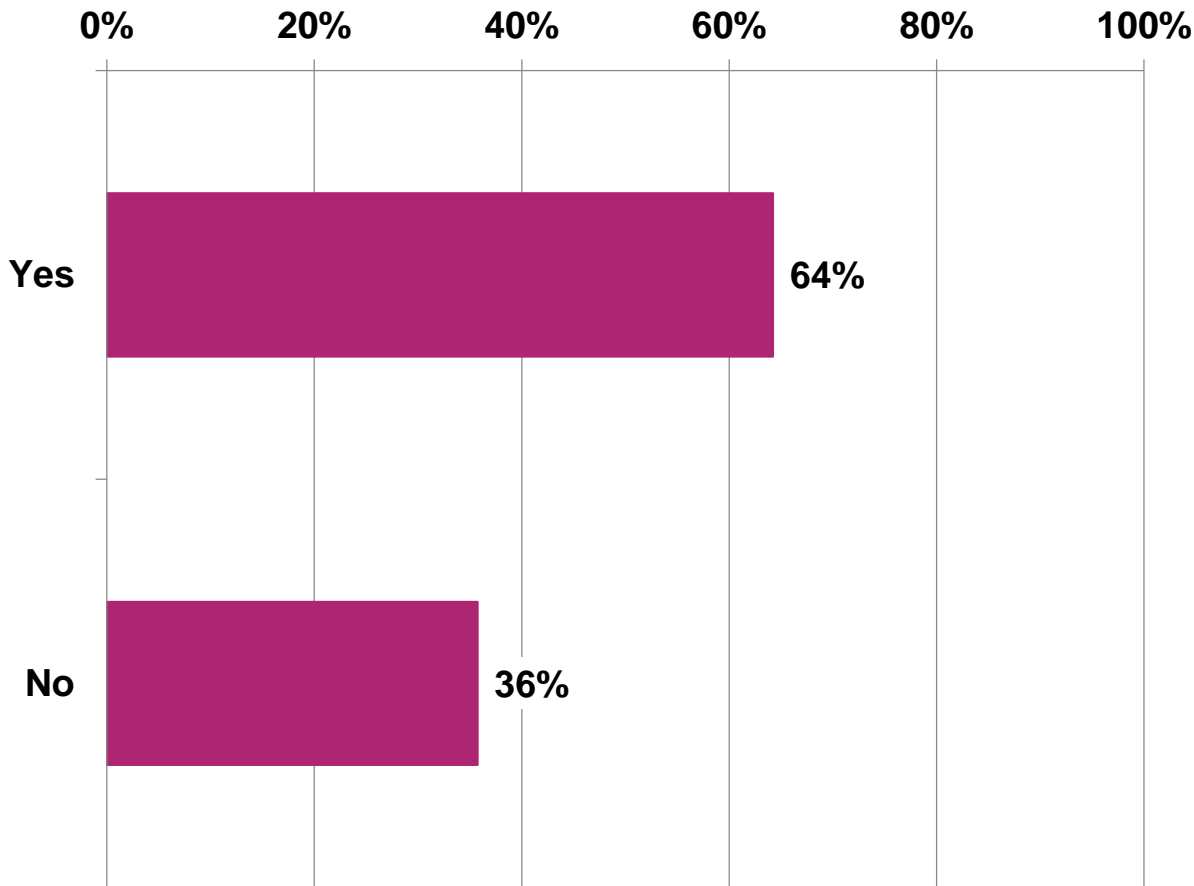
Q72: Were you able to access benefits counseling that you needed?



Summary

Less than half (43%) of customers were able to access the benefits counseling they needed. One quarter (25%) could not access any counseling while nearly one third (32%) did not need counseling.

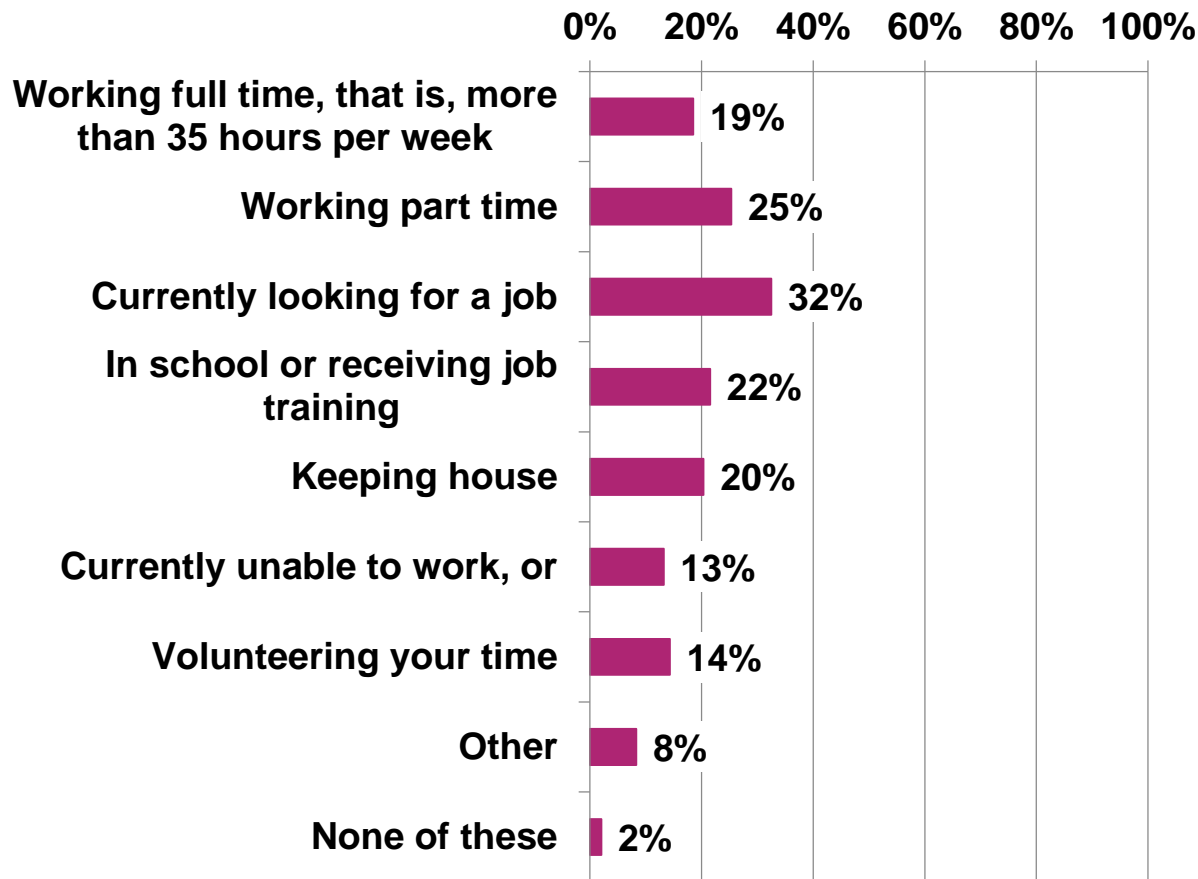
Q73: Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program?



Summary

Many (64%) customers were aware of their ability to address decisions with the Client Assistance Program, but more than a third (36%) were not informed of their recourse options.

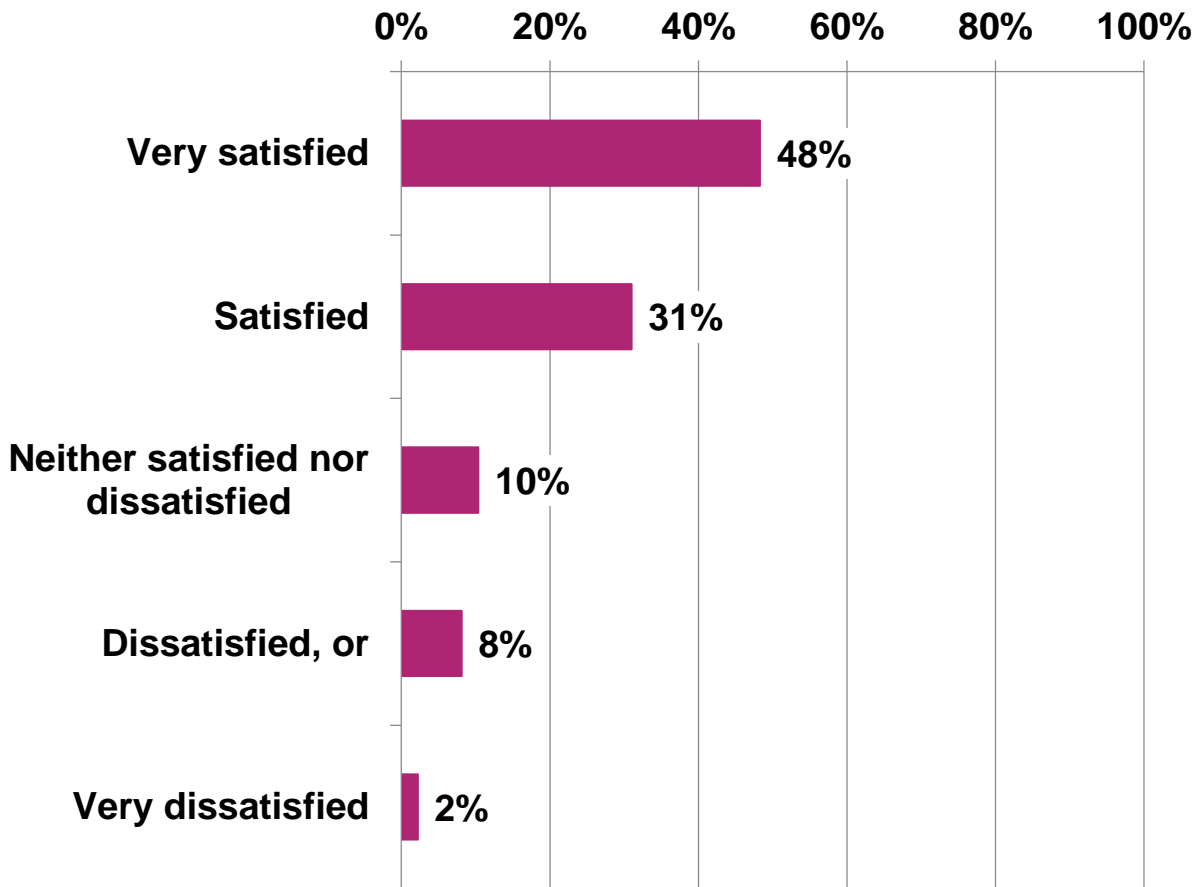
Q76: Finally, these last few questions ask about what you are currently doing. Are you currently...?



Summary

More than 4 in 10 (44%) customers are currently working while nearly a third (32%) are actively seeking employment. One fifth (22%) are pursuing additional education or job training.

Q77: Thinking about your current job, how satisfied are you with what you are doing?



Summary

Among those currently working, more than three quarters (79%) are satisfied with their jobs.

Q78: Why are you dissatisfied with your current job?

Comment	%
Bored with job, been at job too long, burnt out, need change	43%
Unpleasant work environment	28%
Low pay, does not meet financial need	21%
Too few hours	17%
Dissatisfied with aspects or parts of job	15%
Job does not provide benefits, does not provide good benefits	14%
Not a career move, only temporary job	14%
Need a job aligned with skills, training	12%
Job is physically demanding	11%
Dissatisfied with job, not what customer wanted	6%
Other	11%
DK-REF	7%

Summary

Boredom and burnout (43%) cause the most dissatisfaction among those who aren't happy with their jobs. Others were unhappy with unpleasant work environments (28%) or low pay (21%).

Summarized VR Feedback

Comment	%
Counselor did not return calls, emails or follow up	36%
Changing counselors, switching too much, causes problems	28%
Services offered by VR were not effective	25%
Counselor was not helpful or supportive	25%
Better communication needed	24%
Need more information about services offered, not enough information provided	22%
Did not receive employment, VR could not find me a job	20%
Calls, mail not returned for days, weeks, had to wait too long for return call	19%
Had to leave multiple messages before getting a call back	18%
Didn't receive job search help	18%
Received no help in reaching plan or goals	17%
Time lag to get services, appointments	16%
Staff did not return calls, emails or follow up	16%
Hard, somewhat difficult, complicated	15%
Should be answering phones, want to speak to person	15%
Listen to customer, understand needs, wants, ability	15%
Get voicemail, never answers the phone	15%
Slow approval process, waiting for help	14%
DK-REF	23%

Summary

The most common feedback from general VR consumers related to communications not being followed up (36%) and changing counselors causing problems (28%).



Youth in Transition Results





Youth in Transition – Executive Summary



Youth in Transition Results

- Youth rated most VR services higher than general consumers but slightly lower than older individuals that are blind
- While less likely to report problems with services, almost a quarter of youth consumers said they had problems with VR
 - As with general VR, youth felt their counselors were unsupportive and didn't listen or try to understand their needs
- Despite problems with staff, youth rated their experience with staff and counselors highly and were most pleased with outcomes and meeting goals

Domain Scores by Benchmark (Youth in Transition)

Domain	Youth in Transition	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	81	85	81	78	79
Experience with Services Provided by VR	80	84	79	76	81
Experience with Staff and Counselors	94	97	92	90	96
Communications with Staff	77	83	77	67	82
Customer Control and Involvement	84	90	87	73	87
Outcomes and Meeting Goals	88	96	88	84	83
Ease of the application process for VR services	78	76	74	79	87
Accessibility of the VR office for someone with your type of disability	88	81	92	90	89
Satisfaction with current employment	75	92	75	76	67
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	98%	97%	99%	98%	100%
Did you experience any problems with VR or the services they have provided to you? (% no)	78%	73%	84%	64%	91%

Domain YT Feedback

Domain	Comment	%
Overall Satisfaction and Expectations	Listen to customer, understand needs, wants, ability	52%
	Counselor did not return calls, emails or follow up	45%
Experience with Services Provided by VR	Counselor needs to make more effort, customer does all the work	45%
	Help customer get a job, provide more job options	35%
Experience with Staff and Counselors	More information needed, need to broaden programs	24%
	Need more information about services offered, not enough information provided	21%
Communications with Staff	Changing counselors, switching too much, causes problems	30%
	Counselor did not return calls, emails or follow up	28%
Customer Control and Involvement	Services offered by VR were not effective	24%
	Counselor didn't ask my opinion, no opportunity for input	19%

Summary

YT consumers felt their counselors often did not listen enough or make a satisfactory effort to achieve the VR goal.

Domain YT Feedback

Domain	Comment	%
Outcomes and Meeting Goals	Did not receive employment, VR could not find me a job	63%
	Services offered by VR were not effective	51%
Ease of the application process for VR services	Need more information about services offered, not enough information provided	37%
	Hard, somewhat difficult, complicated	30%
Accessibility of the VR office for someone with your type of disability	Distance, too far away	28%
	Transportation in general, do not have transportation, need transportation	15%
Satisfaction with current employment	Job does not provide benefits, does not provide good benefits	42%
	Bored with job, been at job too long, burnt out, need change	34%
Did you experience any problems with VR or the services they have provided to you? (% no)	Listen to customer, understand needs, wants, ability	24%
	Counselor was not helpful or supportive	22%

Summary

YT consumers most commonly mentioned VR not finding them a job or feeling like the services were ineffective. Those dissatisfied with their jobs want better benefits or a more engaging experience.

Summarized YT Feedback

Comment	%
Need more information about services offered, not enough information provided	30%
Hard, somewhat difficult, complicated	20%
Counselor did not return calls, emails or follow up	20%
Changing counselors, switching too much, causes problems	17%
Better communication needed	16%
Having to find information, too much information	13%
Get voicemail, never answers the phone	11%
Services offered by VR were not effective	11%
Listen to customer, understand needs, wants, ability	11%
Counselor needs to make more effort, customer does all the work	10%
Counselor would not listen, dismissed concerns	10%
Did not receive employment, VR could not find me a job	10%
Distance, too far away	10%
Staff did not return calls, emails or follow up	10%
DK-REF	22%

Summary

The most common feedback from YT consumers was about a need for more information (30%) and a general sense of the process being difficult or complex (20%).

Problems and Feedback

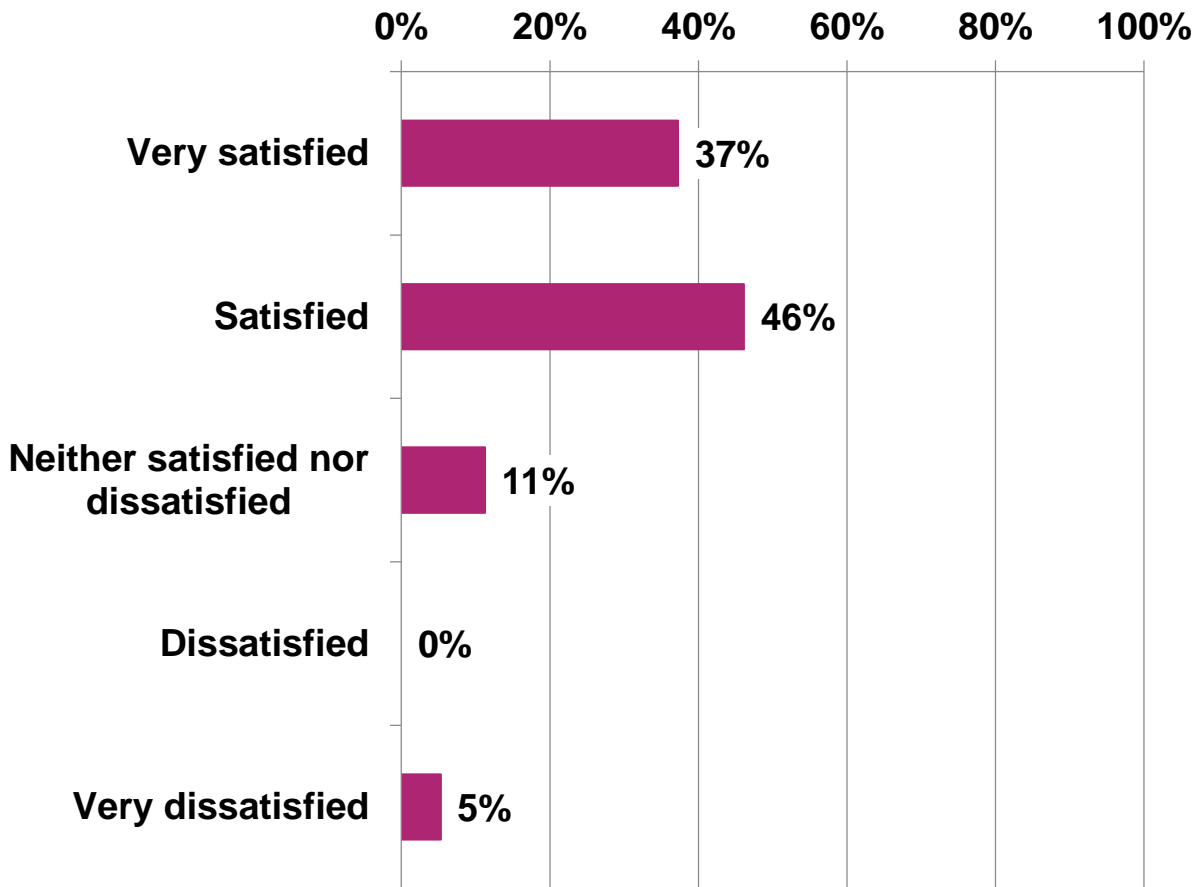
- Like general VR, YT consumers with problems reported unhelpful counselors or counselors who wouldn't listen and dismissed their concerns
- YT consumers identified time lags to enter the program or receive services as common issues
- YT consumers did not think counselors communicated frequently enough for their needs, and switching counselors caused issues with services and applications



YT - Overall Satisfaction and Expectations



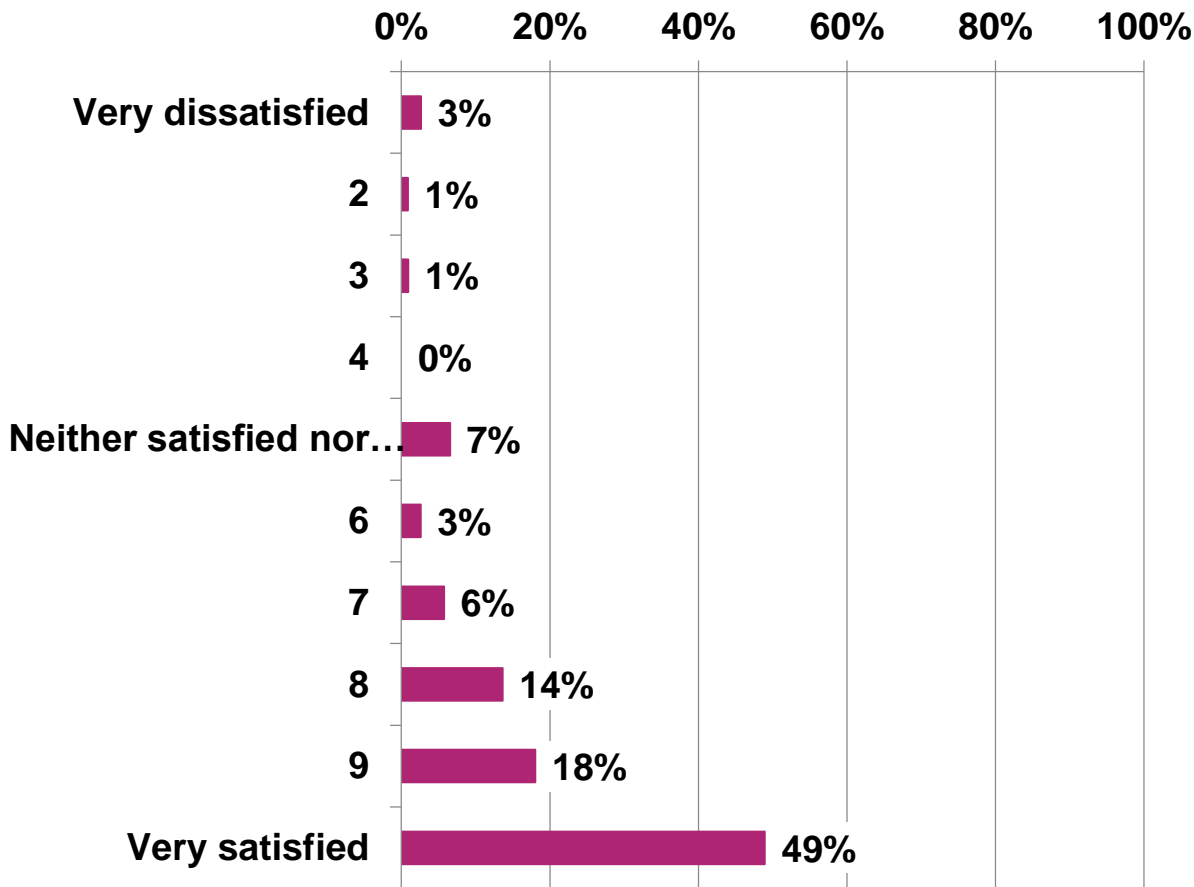
Q01: Overall, how satisfied were you with VR Nevada's program?



Summary

Most (83%) youth were satisfied with Nevada's VR program. Almost none (5%) reported being dissatisfied.

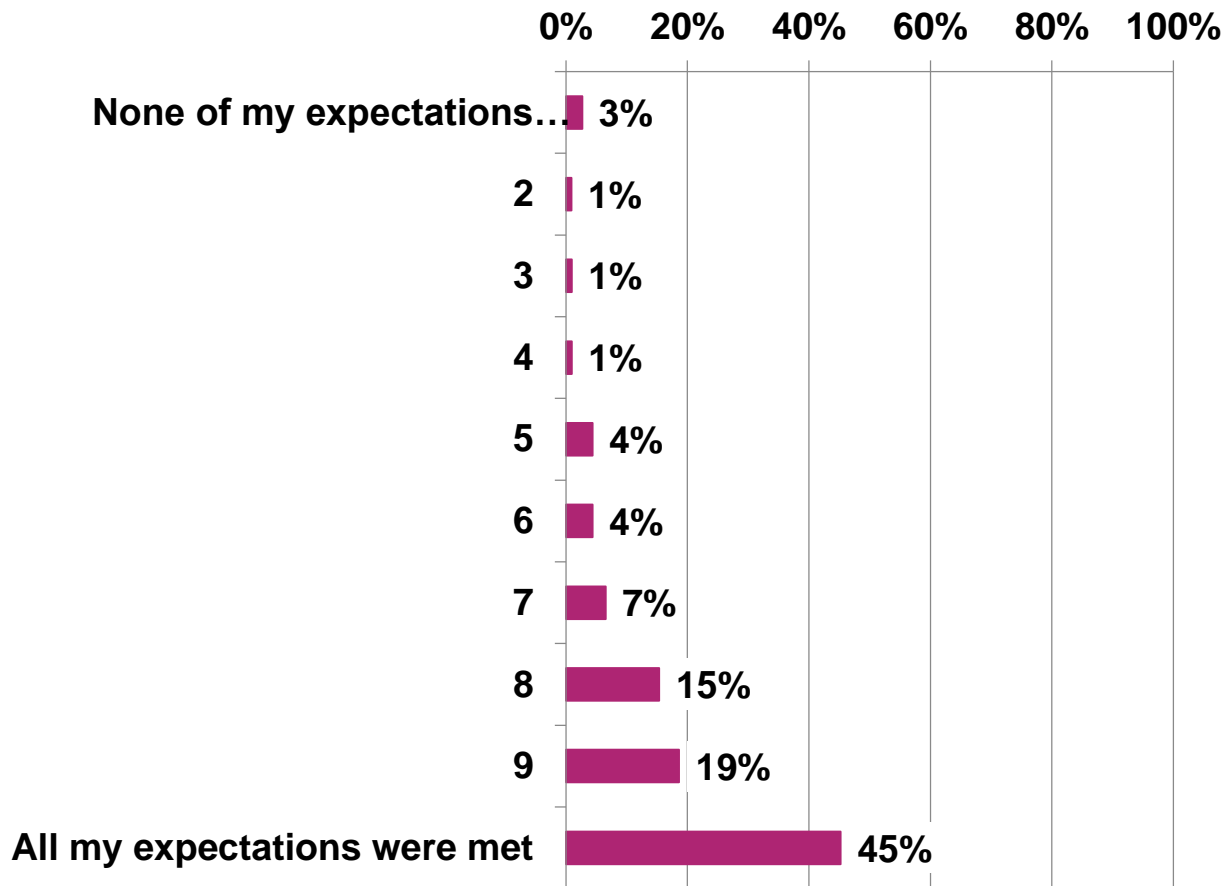
Q43: How satisfied would you say you were with the services provided by VR?



Summary

Most (88%) youth were satisfied with the services they received from VR.

Q45: Considering all of the expectations you may have had about the services provided by VR to what extent have these services met your expectations?



Summary

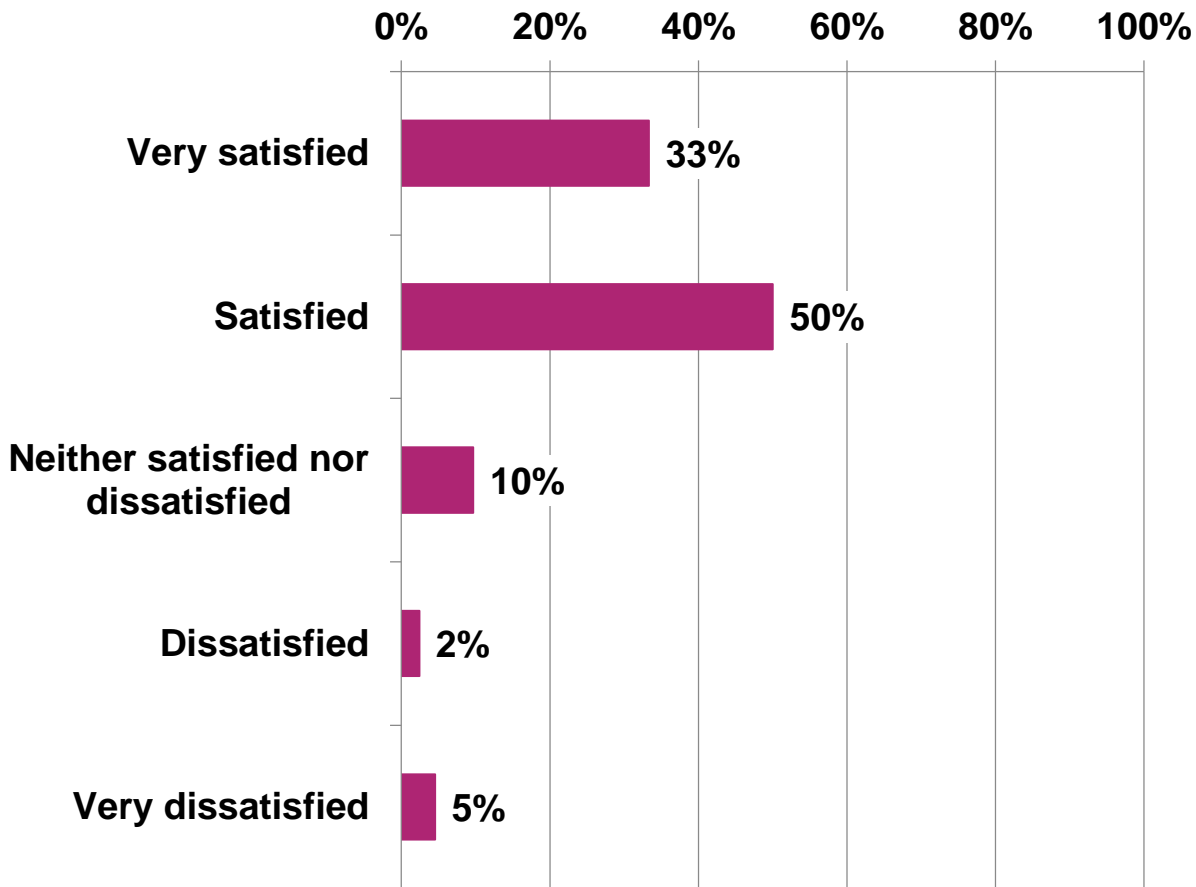
Nearly all (97%) youth said that VR services met at least some of their expectations. 45% said that all of their expectations were met.



YT – Experience with Services



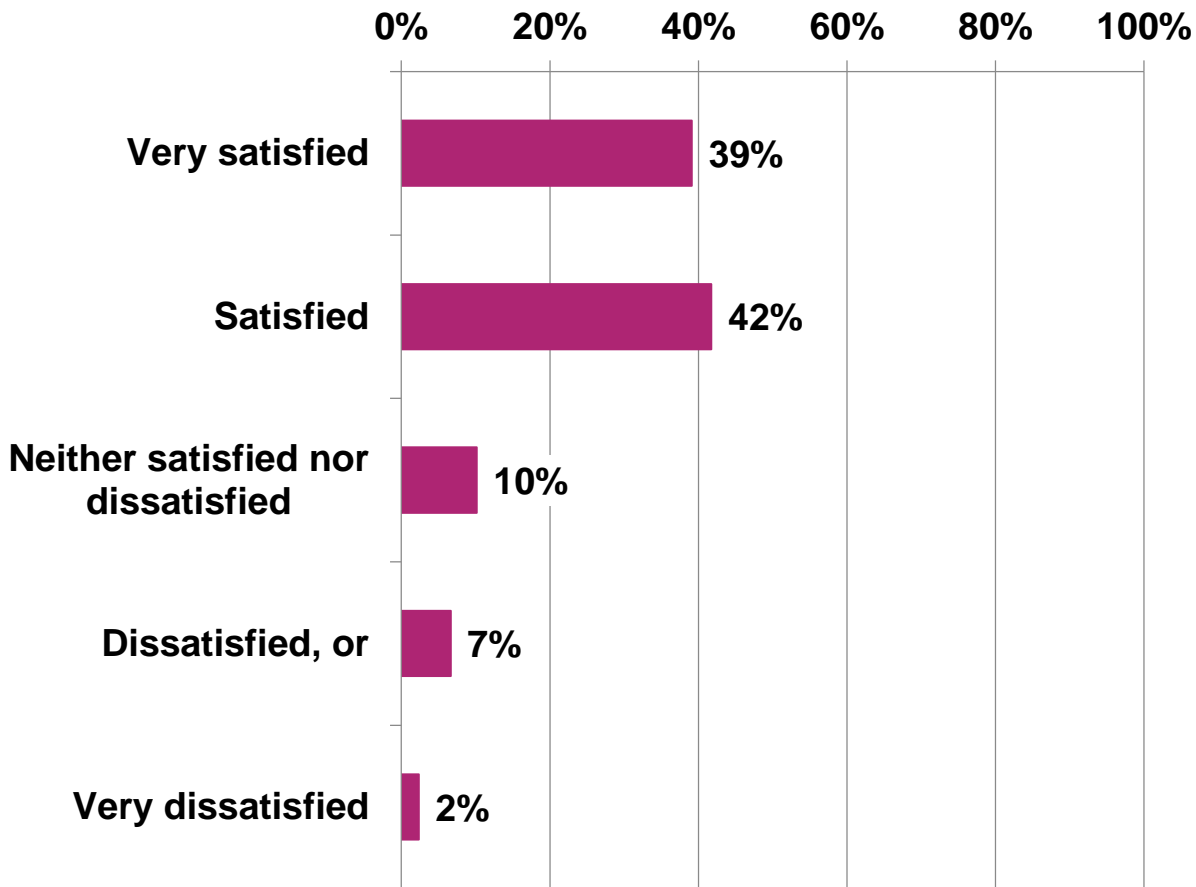
Q07: How satisfied were you with the choice of services?



Summary

Most (88%) youth were satisfied with the choice of services available through VR.

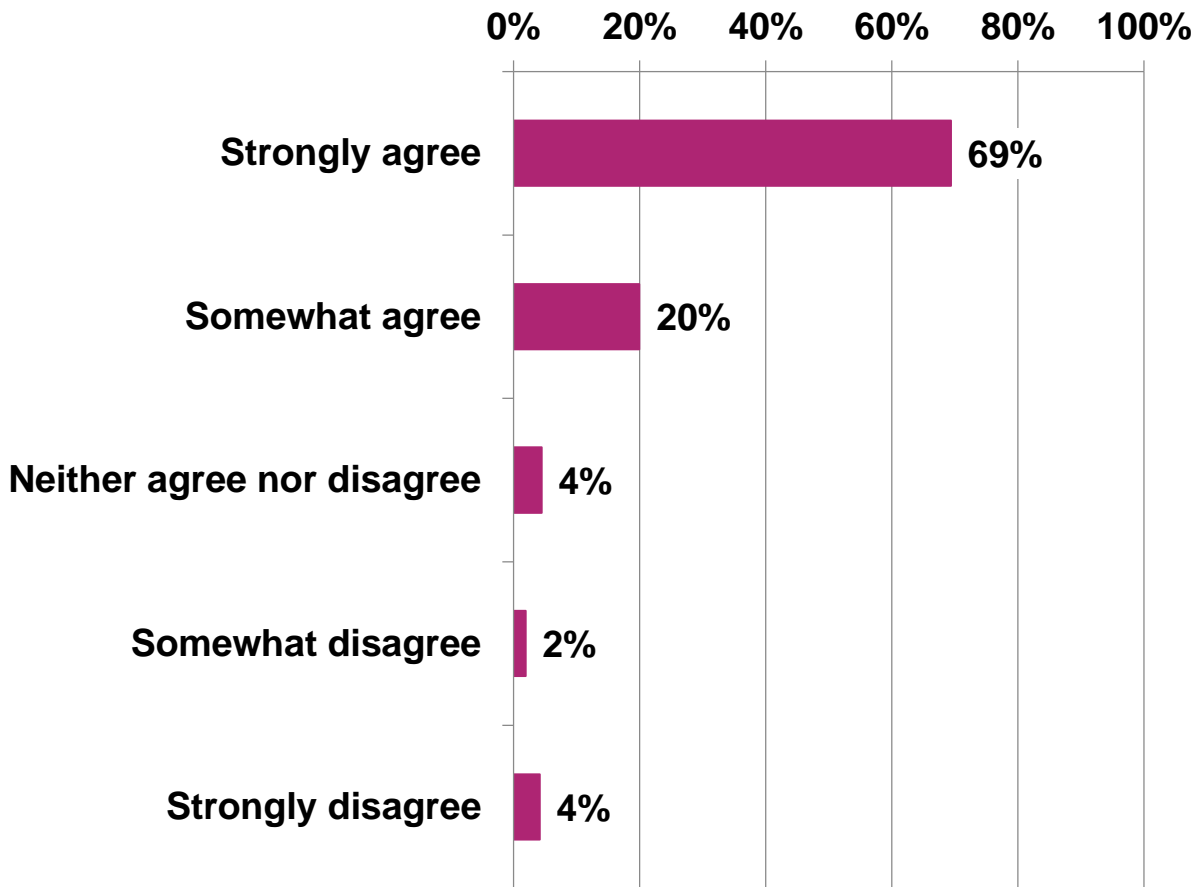
Q09: How satisfied were you with the choice of service providers?



Summary

4 in 5 (81%) youth were satisfied with the choice of service providers offered by VR.

Q31: Services were provided as promptly as I felt necessary.



Summary

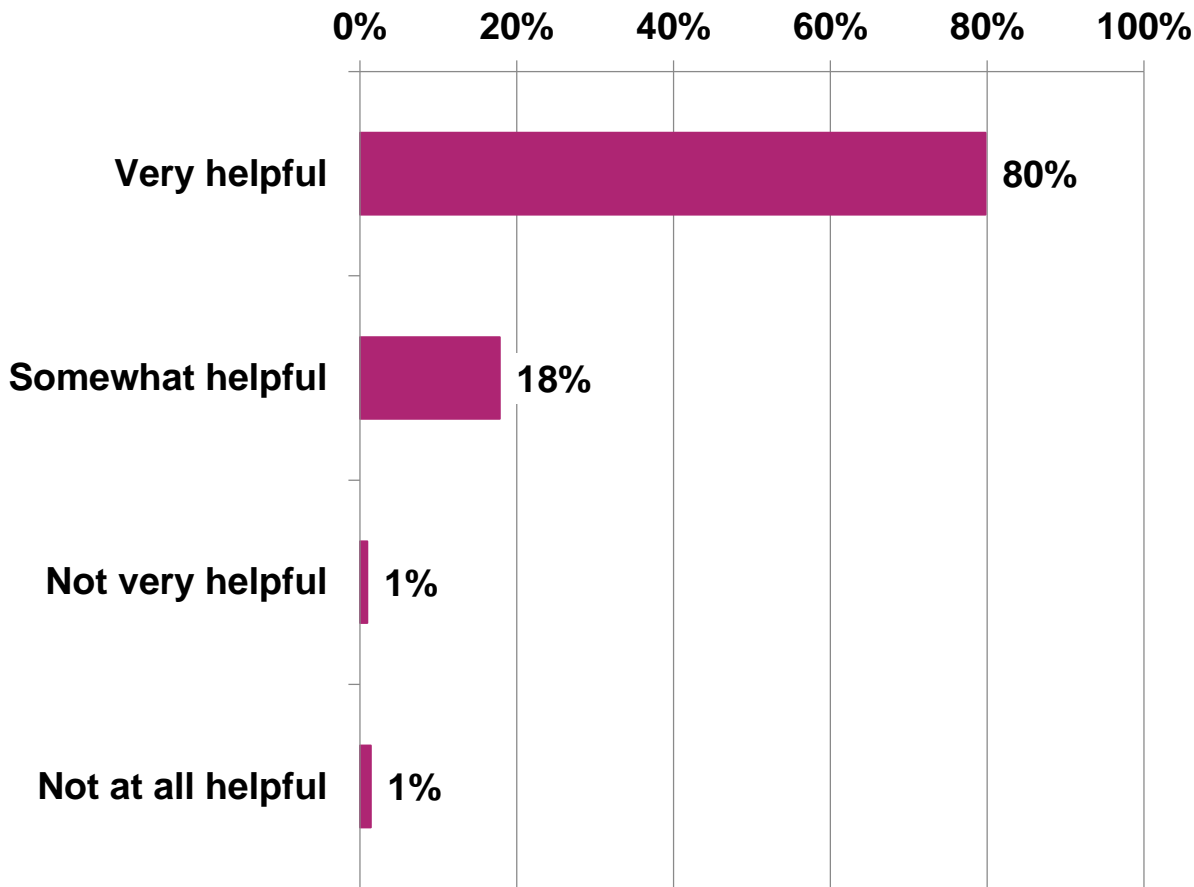
Most (89%) youth said they received services as promptly as they felt was necessary.



YT – Experience with Staff and Counselors



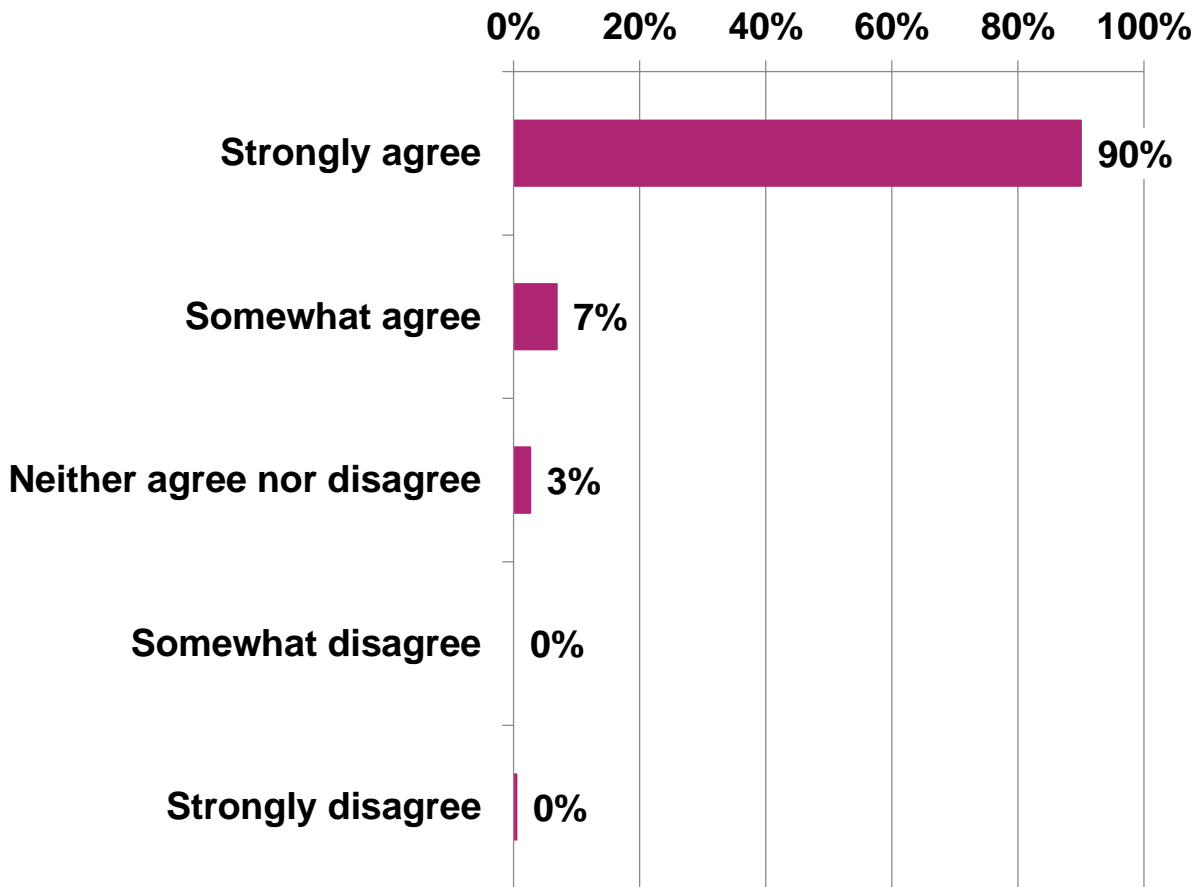
Q17: How helpful were the staff of VR in helping you achieve your VR goal?



Summary

Nearly all (98%) youth felt that VR staff were helpful as they worked to achieve their vocational goals.

Q23: The VR staff treated me with dignity and respect.



Summary

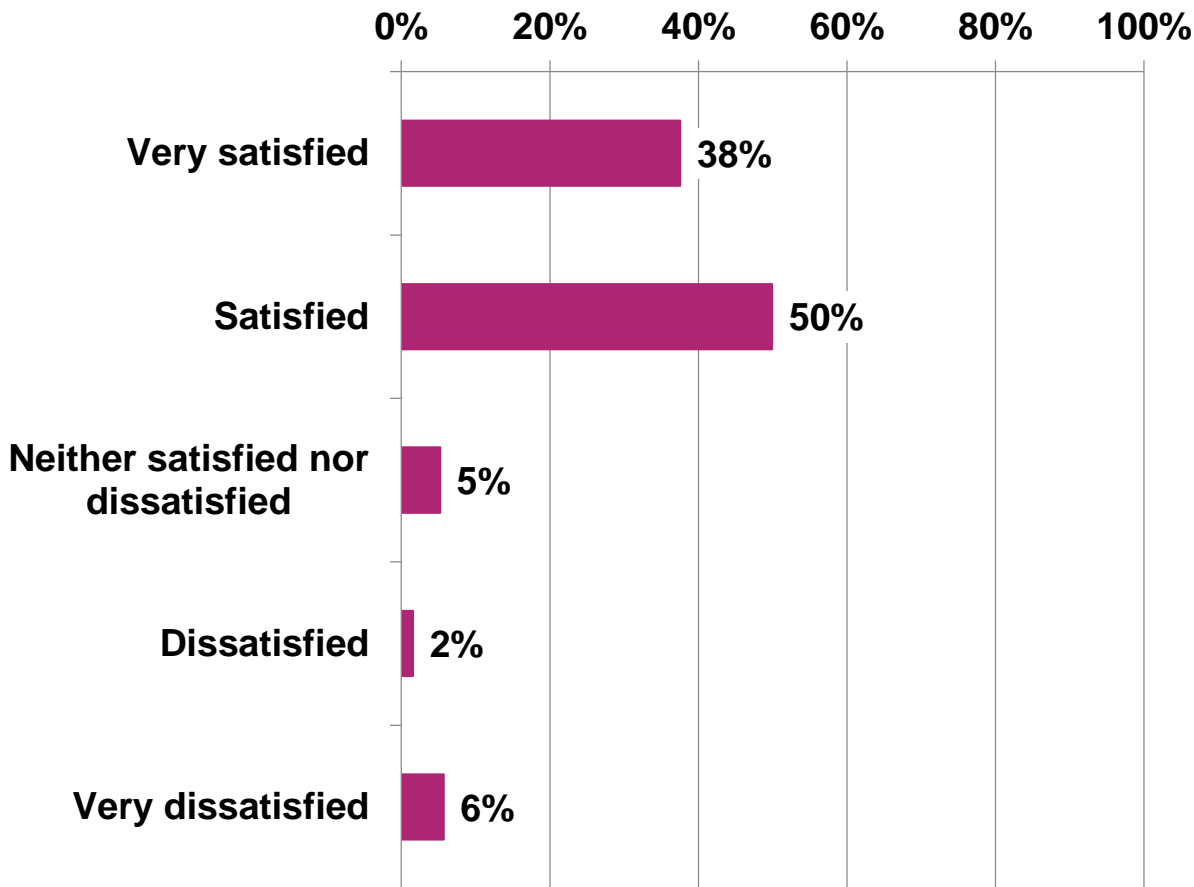
Nearly all (97%) youth felt they were treated with dignity and respect by VR staff.



YT – Communications with Staff



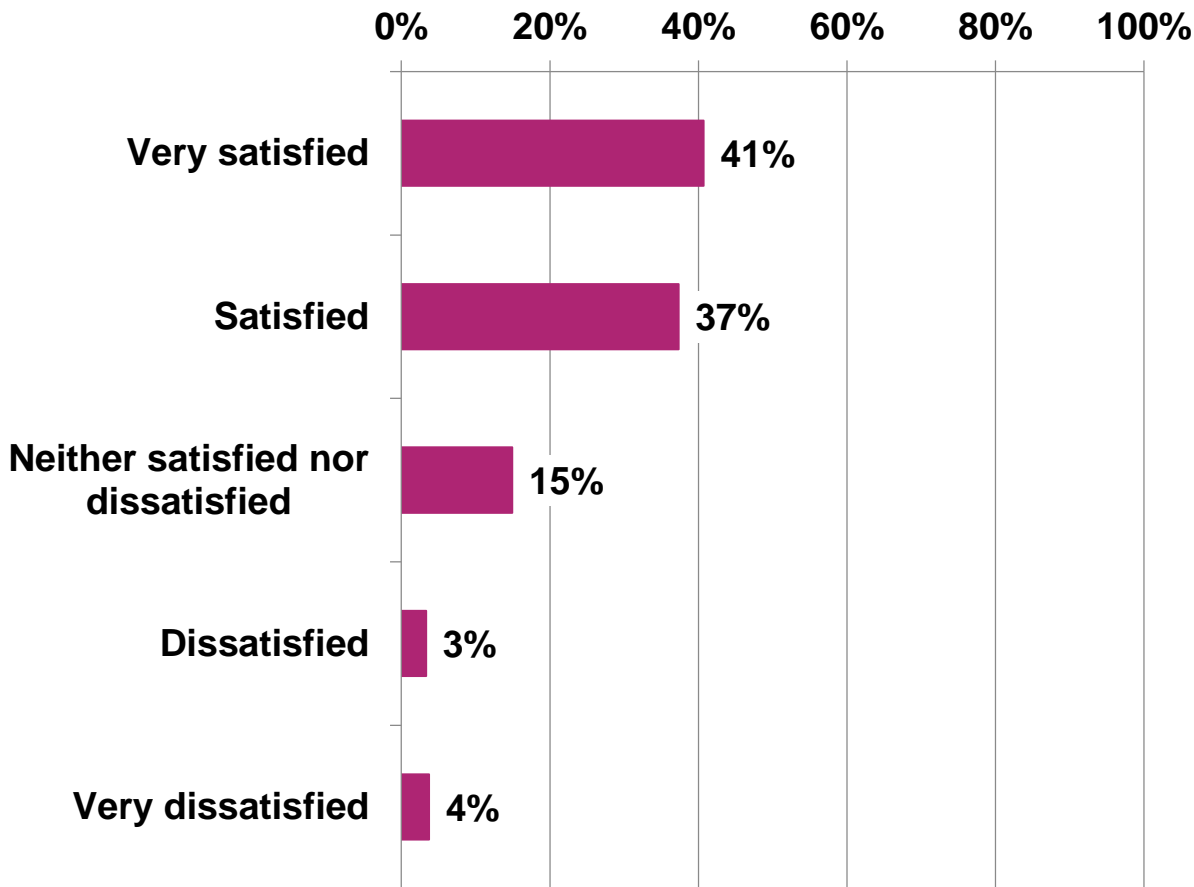
Q11: How satisfied were you with the information you were given about the choices you had?



Summary

Most (88%) youth were satisfied with the information provided to them about the choices available through VR.

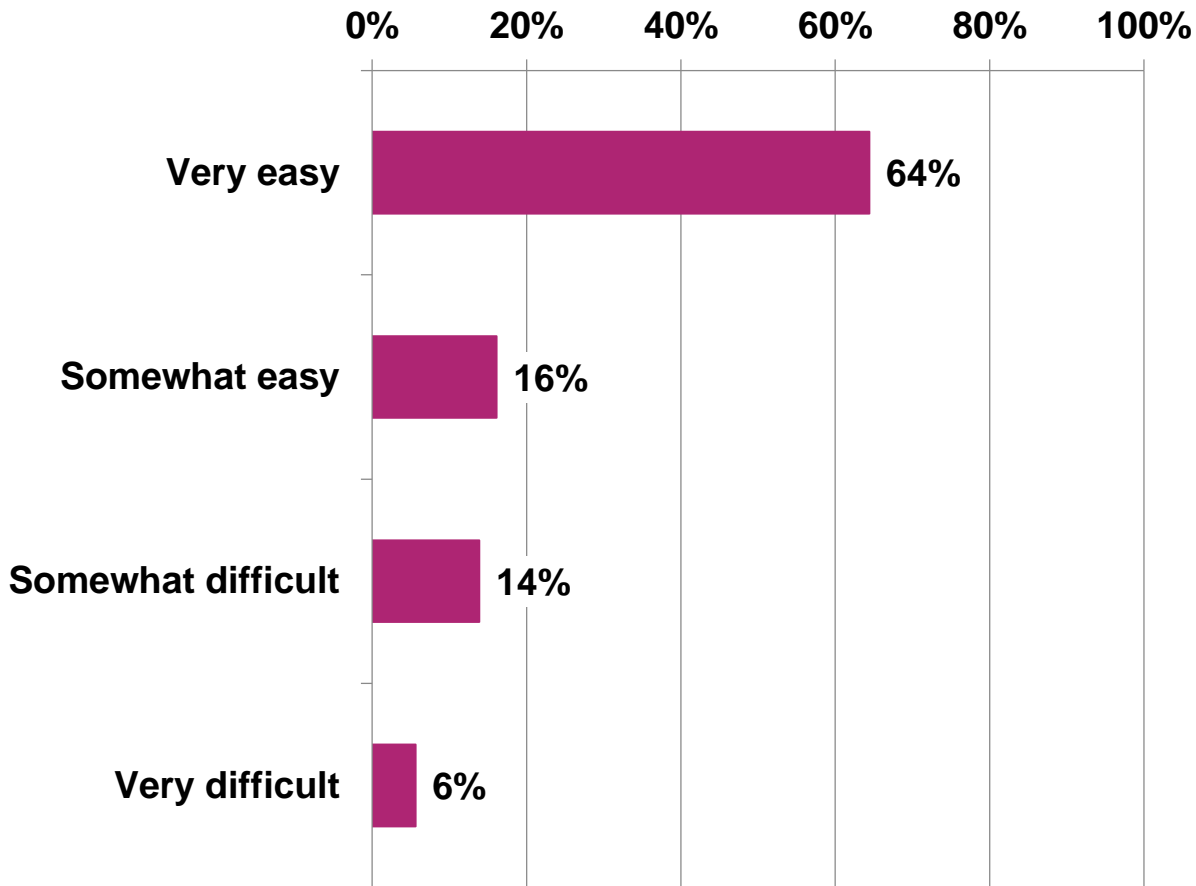
Q13: How satisfied were you with how long it takes your counselor to answer your questions or address your concerns?



Summary

Over three quarters (78%) of youth were satisfied with how long it takes their counselor to address their questions and concerns.

Q19: How easy was it for you to contact your VR counselor?



Summary

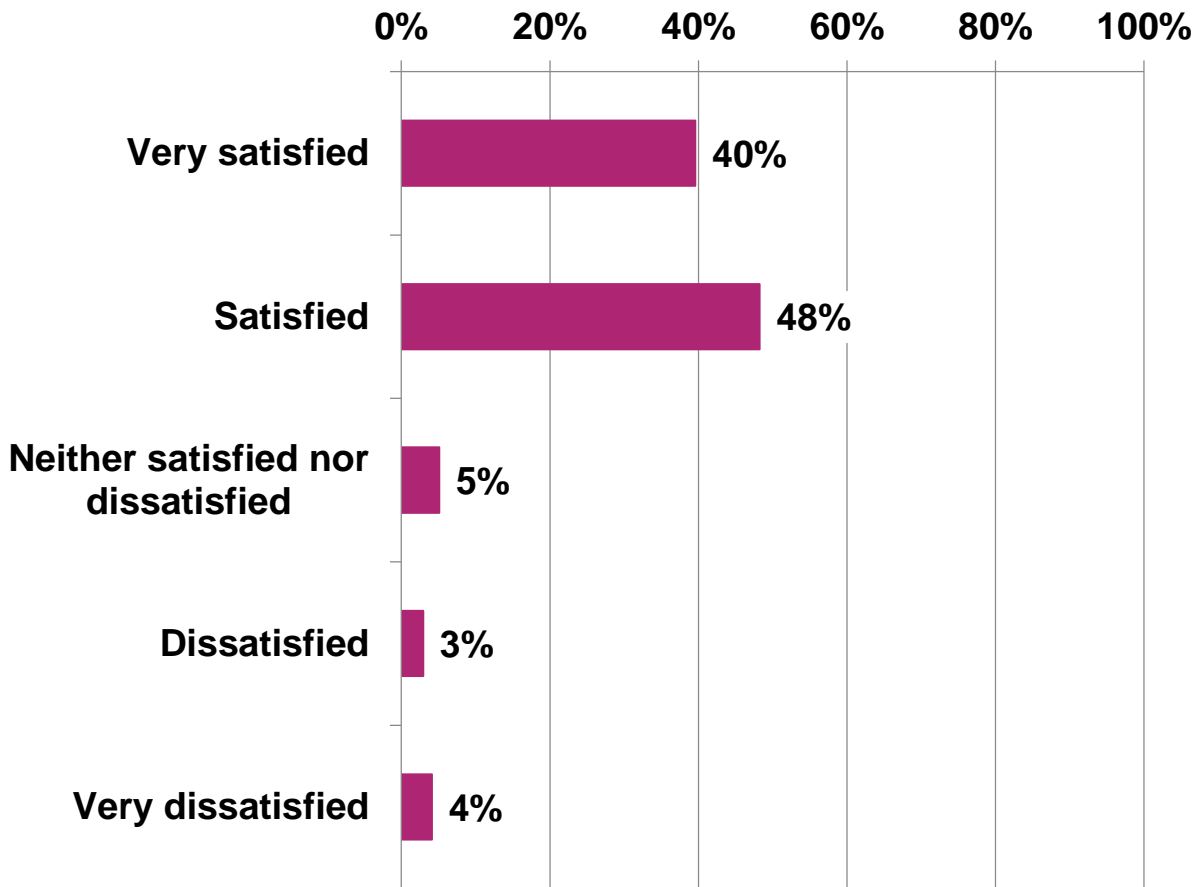
4 in 5 (80%) youth found it easy to contact their VR counselor.



YT – Customer Control and Involvement



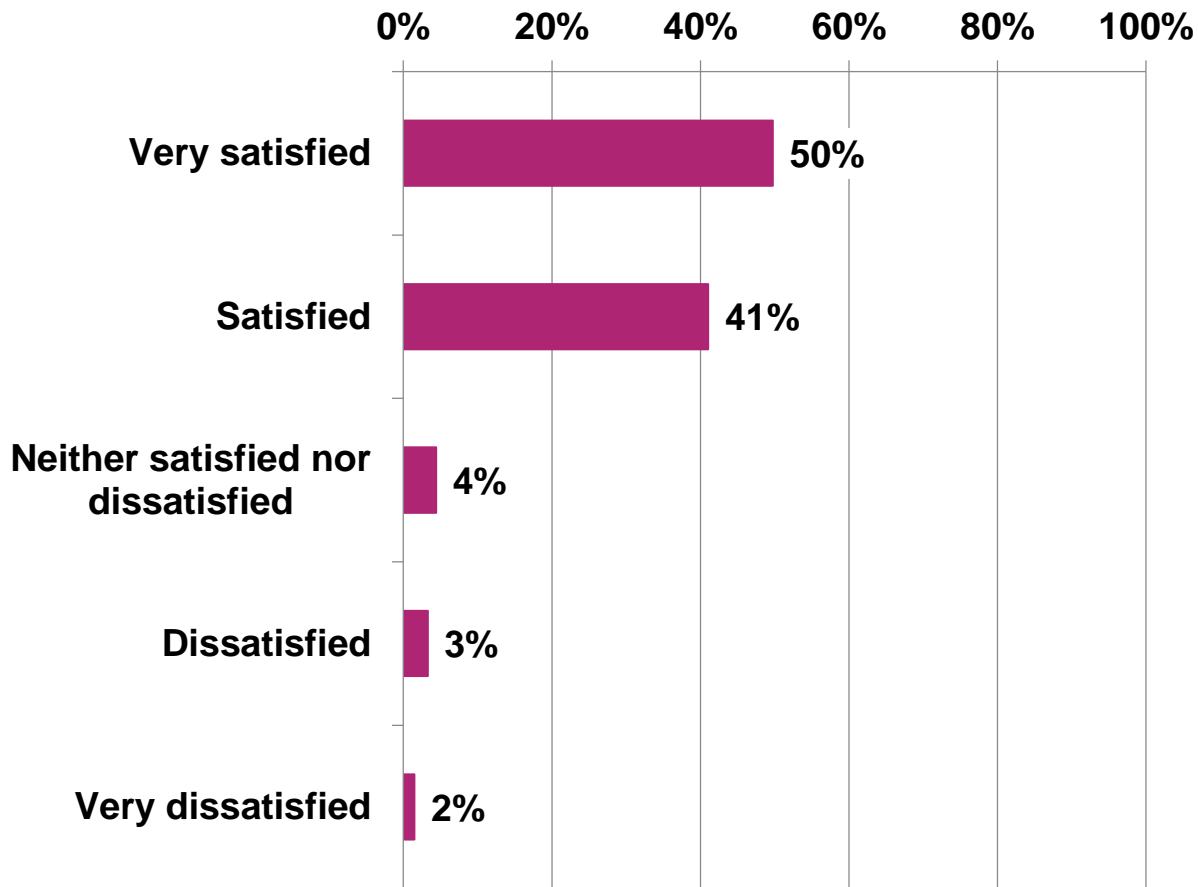
Q03: How satisfied were you with your involvement in your VR experience?



Summary

Most (88%) youth were satisfied with their involvement in the VR experience.

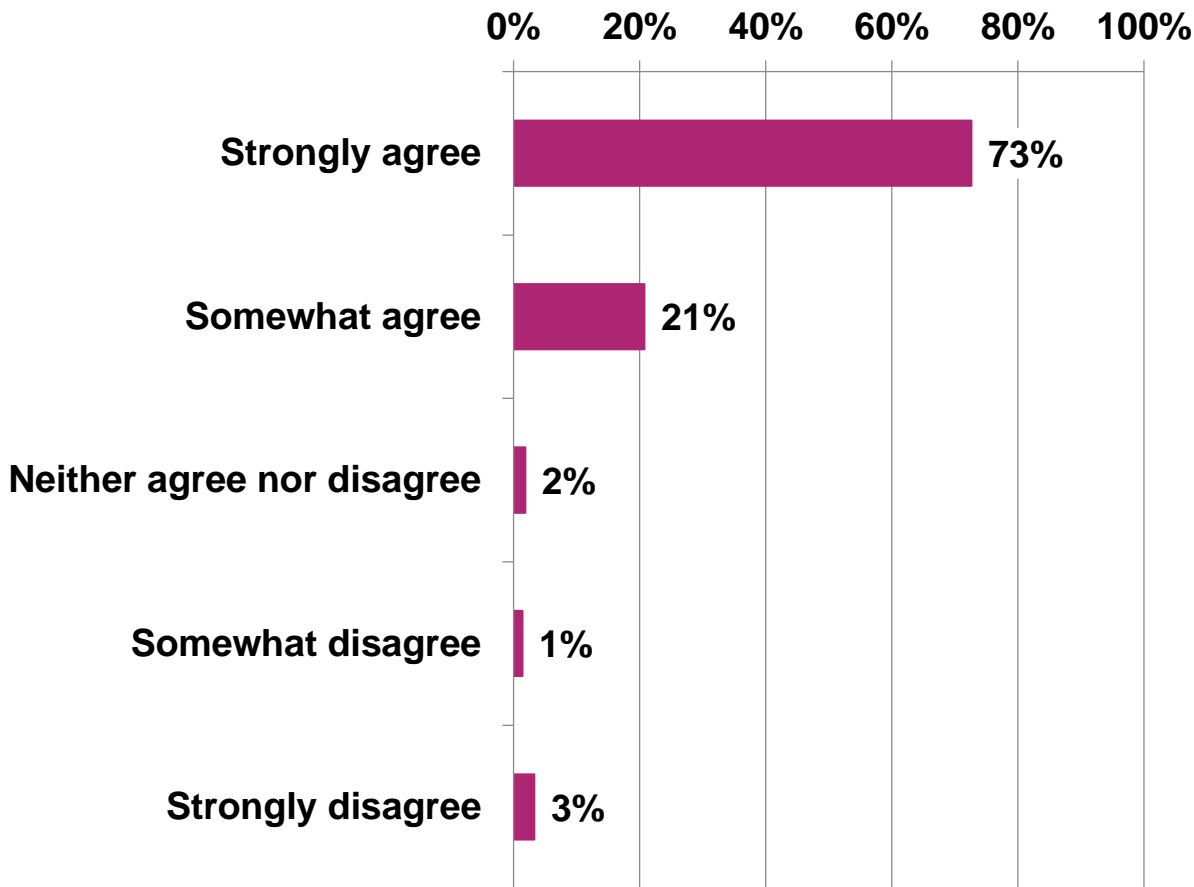
Q05: How satisfied were you with your choice of a vocational goal?



Summary

9 in 10 (91%) youth were satisfied with their choice of vocational goal.

Q33: VR staff asked me for my opinions and ideas about the services I need.



Summary

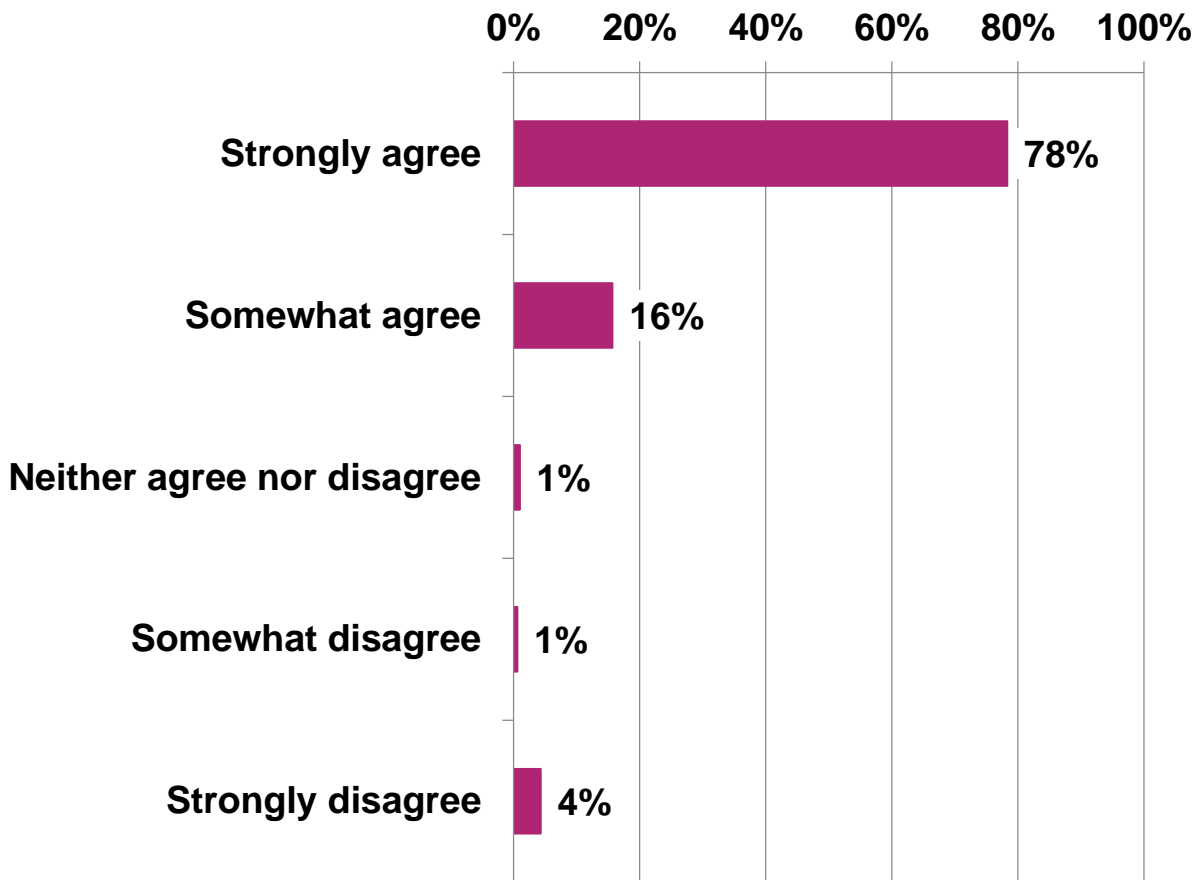
Almost all (94%) youth thought VR staff asked for their input about the services they needed.



YT – Outcomes and Meeting Goals



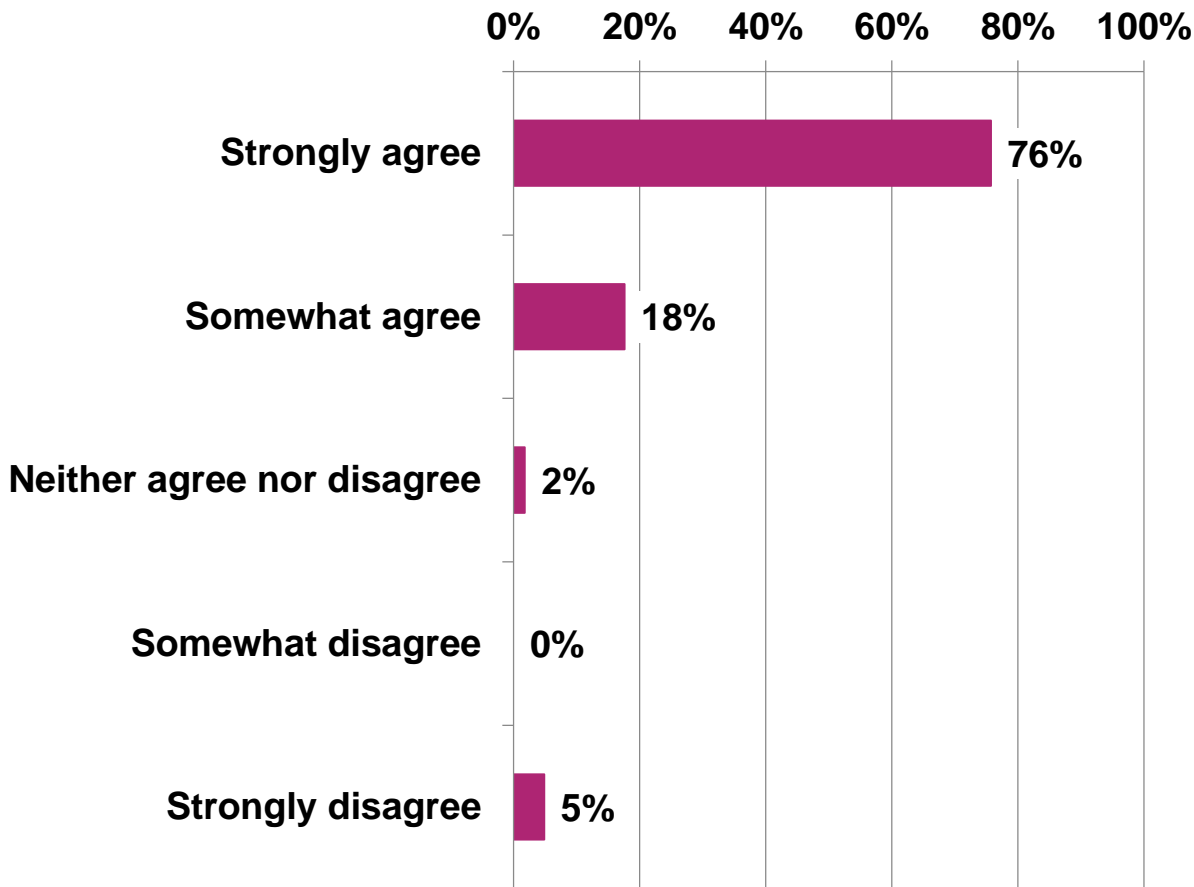
Q35: The VR services I received helped me or will help me become more financially independent.



Summary

Almost all (94%) youth think VR services helped or will help them become more financially independent.

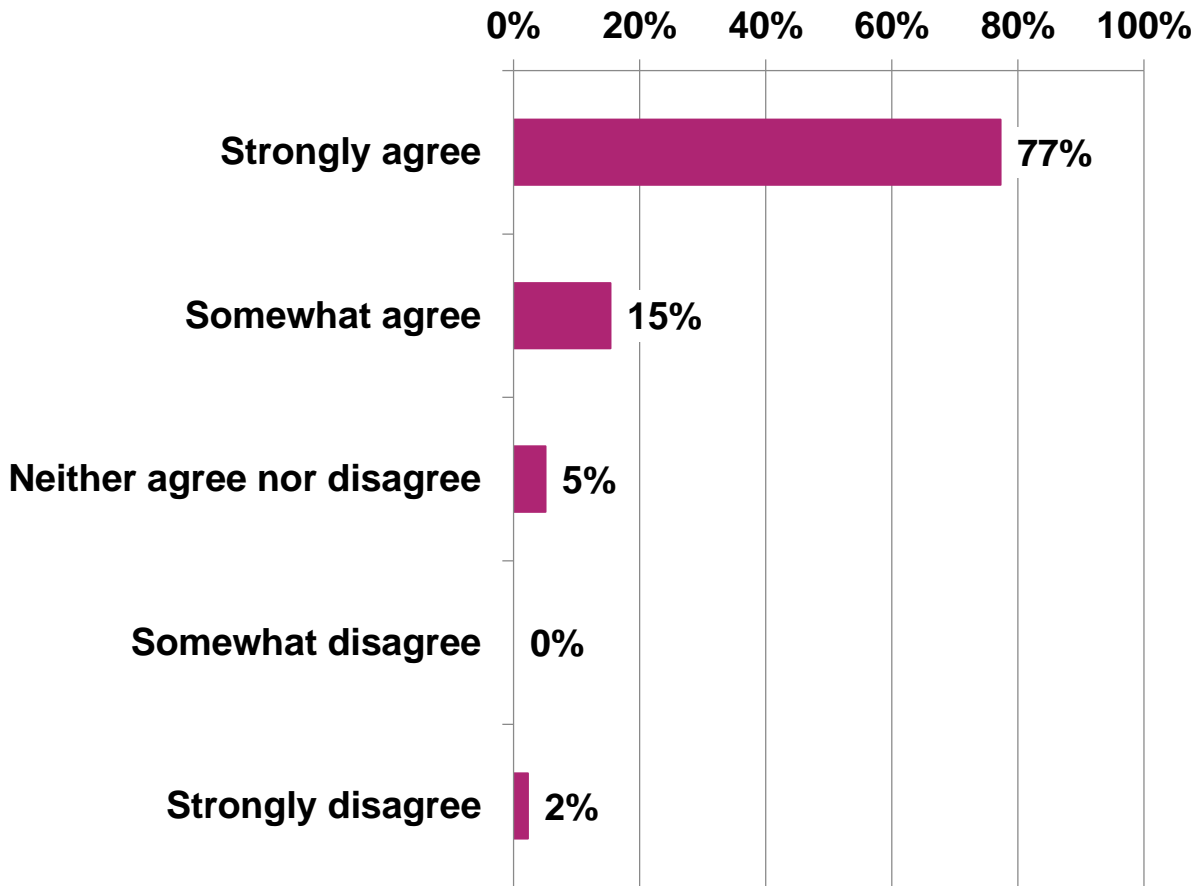
Q37: The VR services I received helped me or will help me become more independent, in general.



Summary

Almost all (94%) youth think VR services helped or will help them become more independent in general.

Q39: The VR services helped me or will help me reach my job goal.



Summary

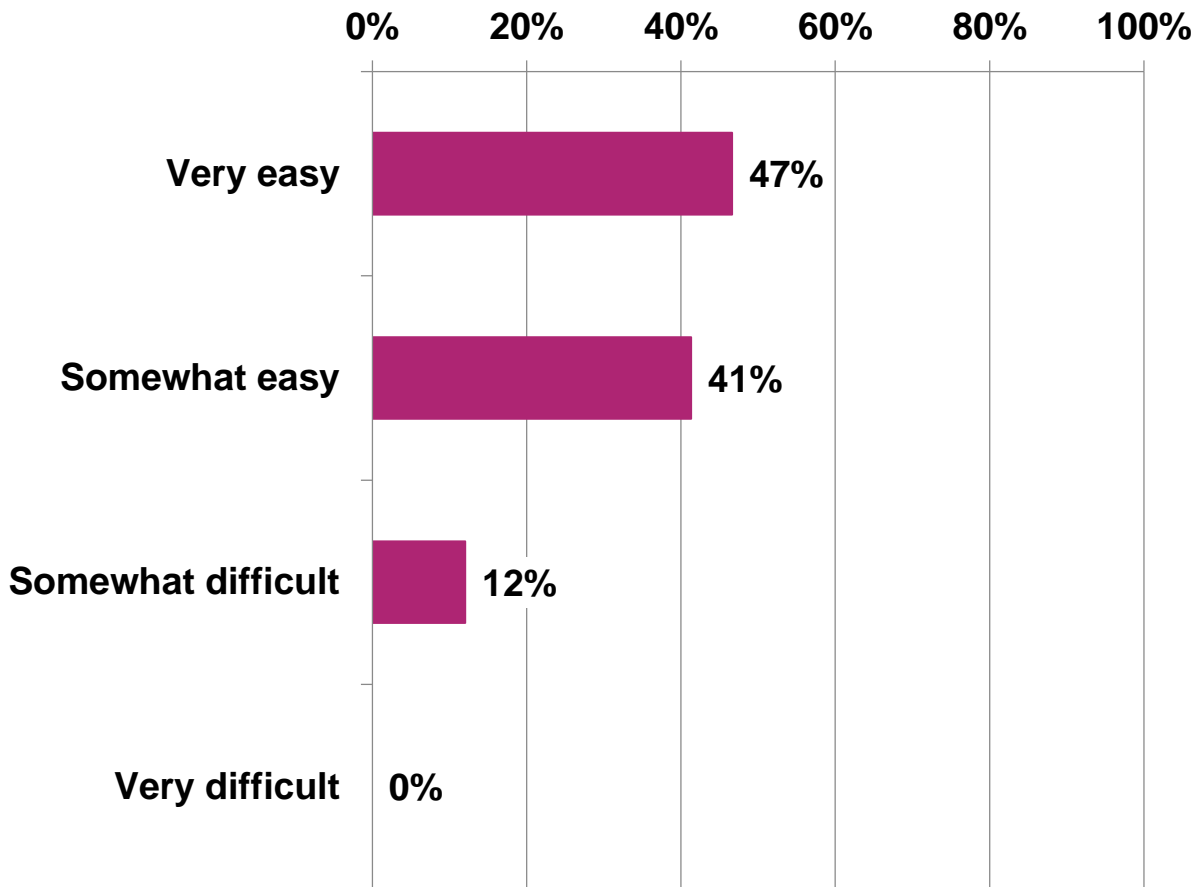
9 in 10 (92%) youth think VR services helped or will help them reach their job goals.



YT – Other Measures



Q15: How easy was it for you to complete the application for VR services?



Summary

Most (88%) youth found the VR application easy to complete while only 12% said it was somewhat difficult.

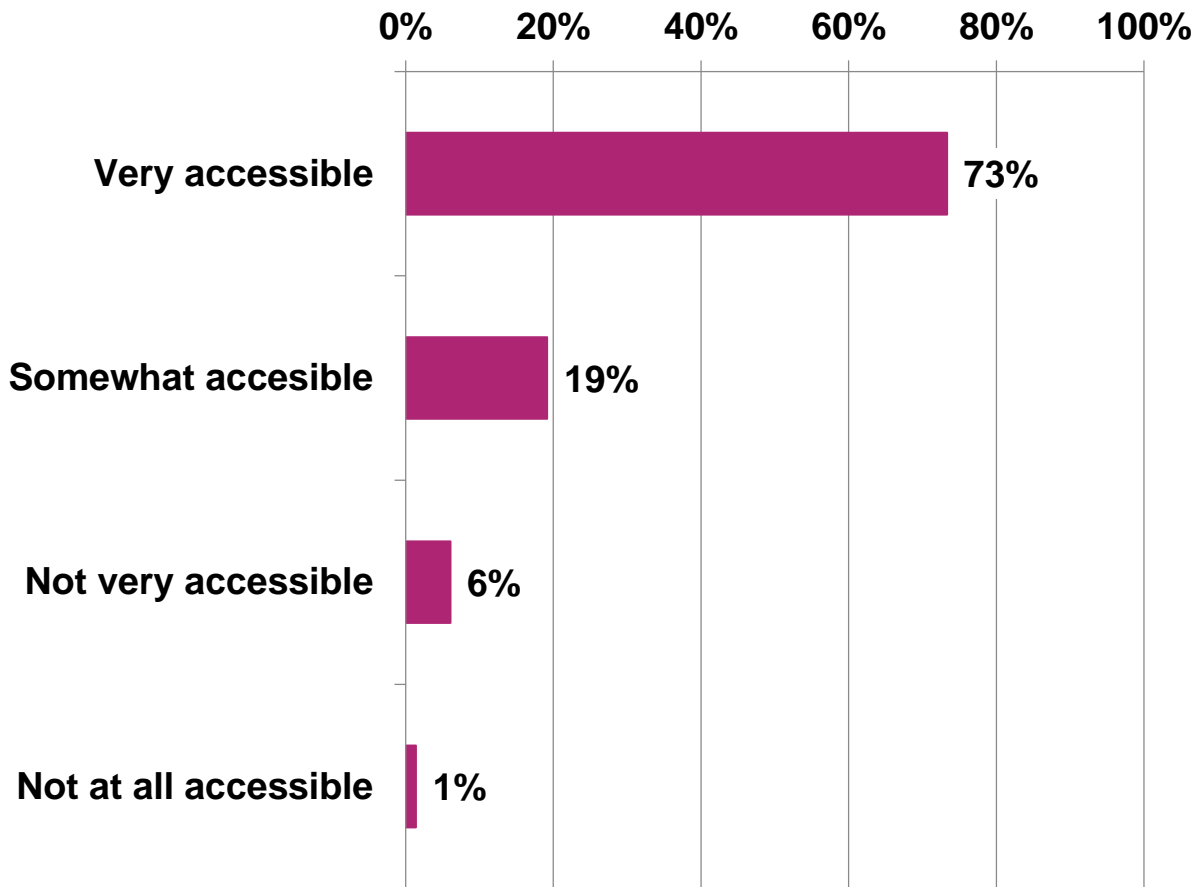
Q16: Why do you say that? What could the VR have done to make the application process easier?

Comment	%
Need more information about services offered, not enough information provided	37%
Hard, somewhat difficult, complicated	30%
Having to find information, too much information	19%
Lots of paperwork, too long, make it shorter	11%
Time lag to get services, appointments	11%
Long period of waiting, remember filling it out	3%
Needed help in filling out forms	1%
Trouble reading and writing, skipping words, education	1%
DK-REF	8%

Summary

Those who had difficulty with the VR application process said that complicated forms (30%) and having to supply too much information (19%) caused the most challenges. VR could offer more information about services (37%) in an effort to assist applicants.

Q21: How accessible is the VR office for someone with your type of disability?



Summary

9 in 10 (93%) youth found their VR office accessible for their type of disability.

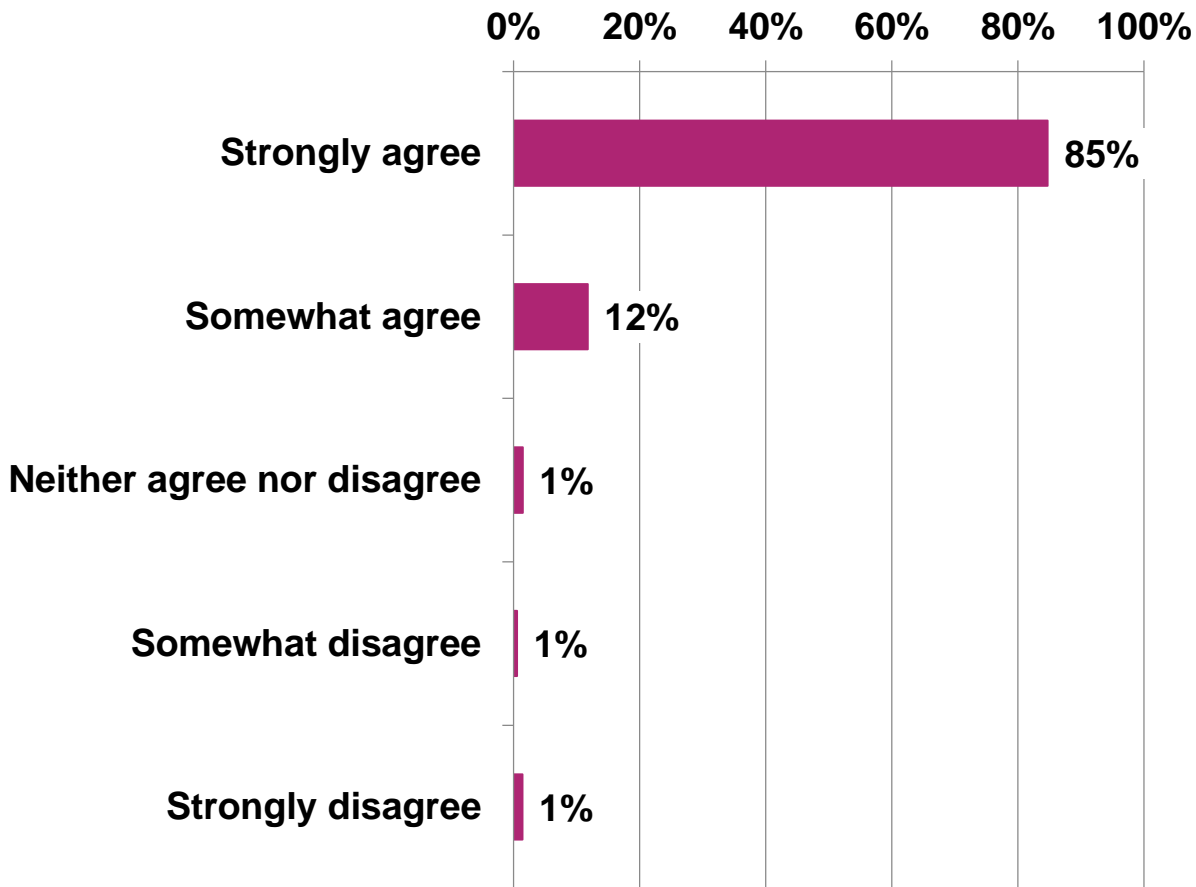
Q22: Why do you say that? What could the VR have done to make the office more accessible?

Comment	%
Distance, too far away	28%
Transportation in general, do not have transportation, need transportation	15%
Trouble because of disability	13%
Locations changed or moved, office not easily accessible	9%
Need signs	8%
Mobility in building or office, hard getting around	7%
Lots of walking to get to office, distance from bus or train	7%
Elevators and stairs	5%
Experienced discrimination by VR	4%
Positive experience or satisfied	3%
Some good, some bad offices	3%
Other	4%
DK-REF	22%

Summary

Customers thought offices were too far away (28%), and those who lack reliable transportation (15%) tend to perceive VR as less accessible.

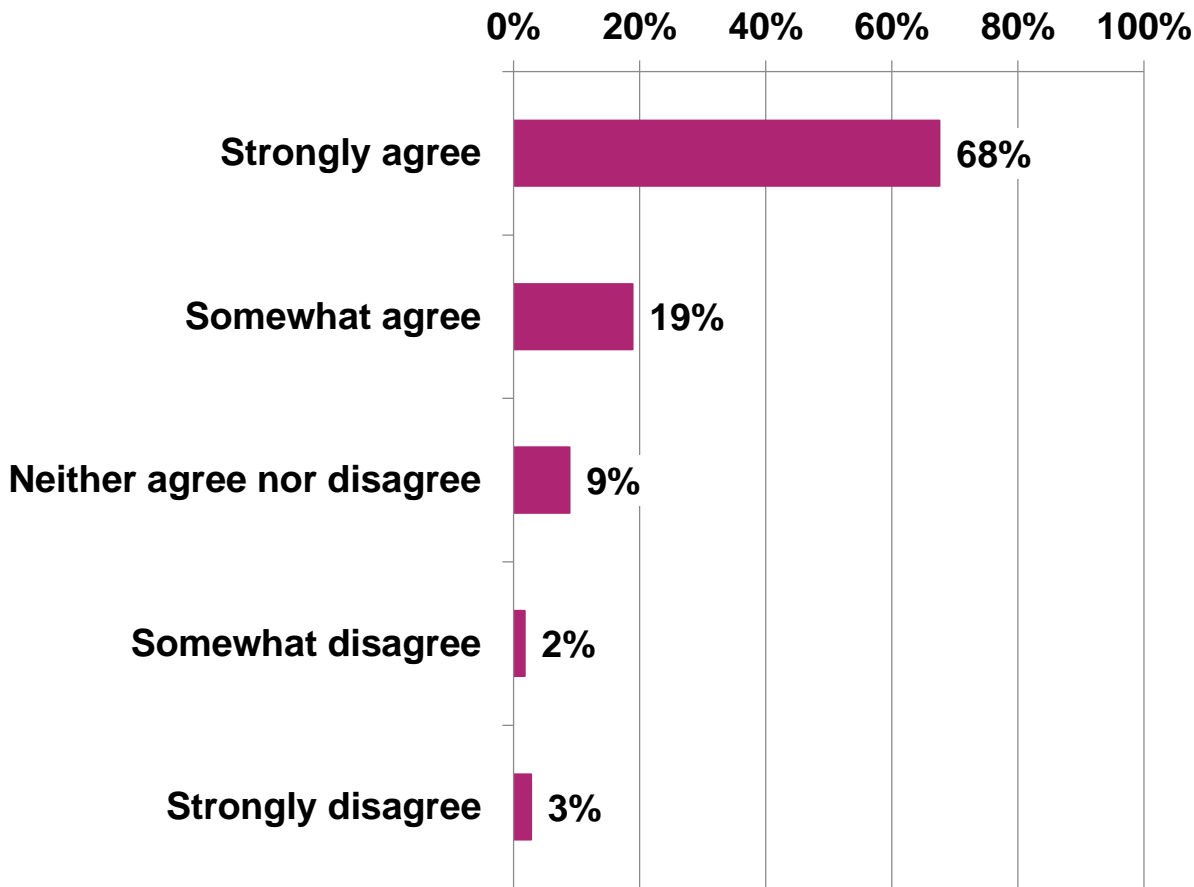
Q25: VR Staff understood my particular situation and needs.



Summary

Nearly all (97%) youth felt that VR staff understood their particular situation and needs.

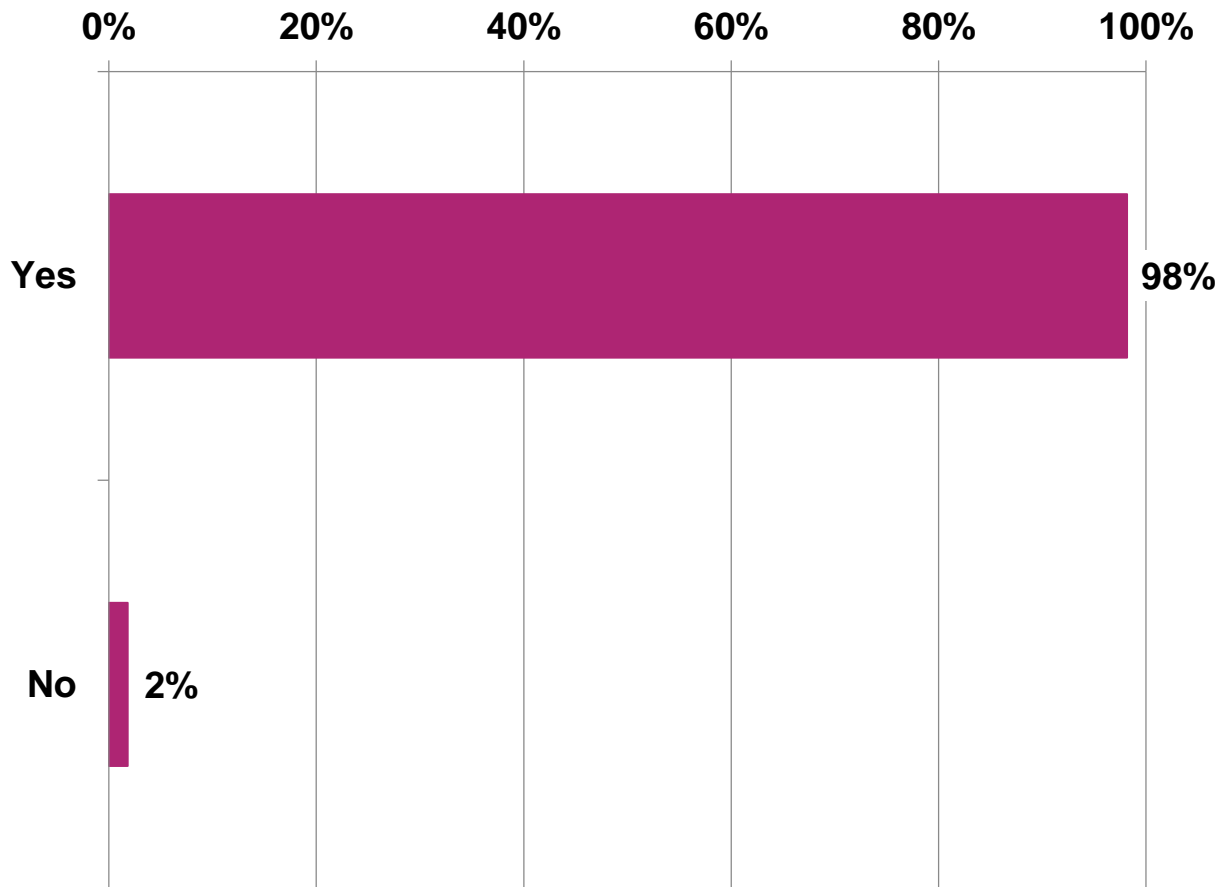
Q41: My services helped me or will help me to achieve my personal goals.



Summary

Most (87%) youth think their services helped or will help them achieve their personal goals.

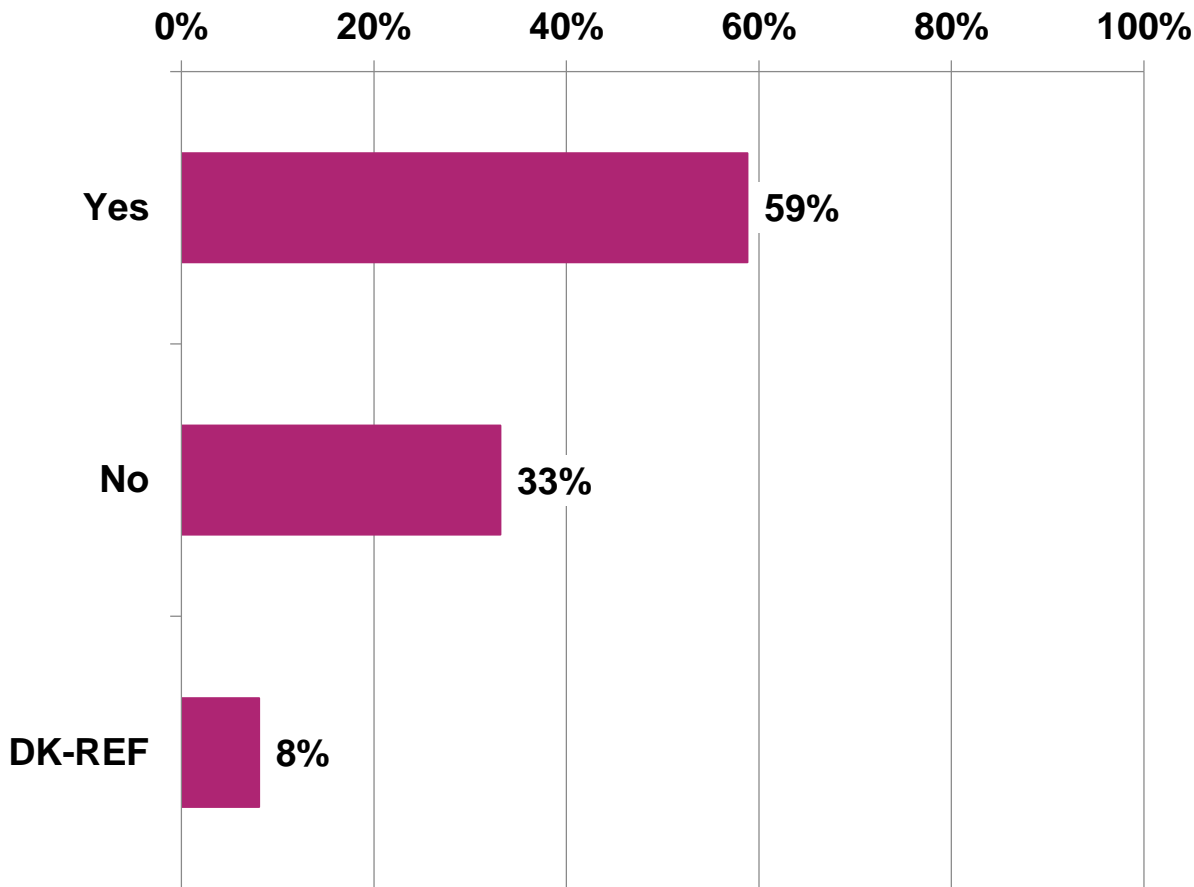
Q47: All things considered, would you tell your friends with disabilities to go to the VR program for help?



Summary

Nearly all (98%) youth would tell their friends with disabilities to seek help from the VR program.

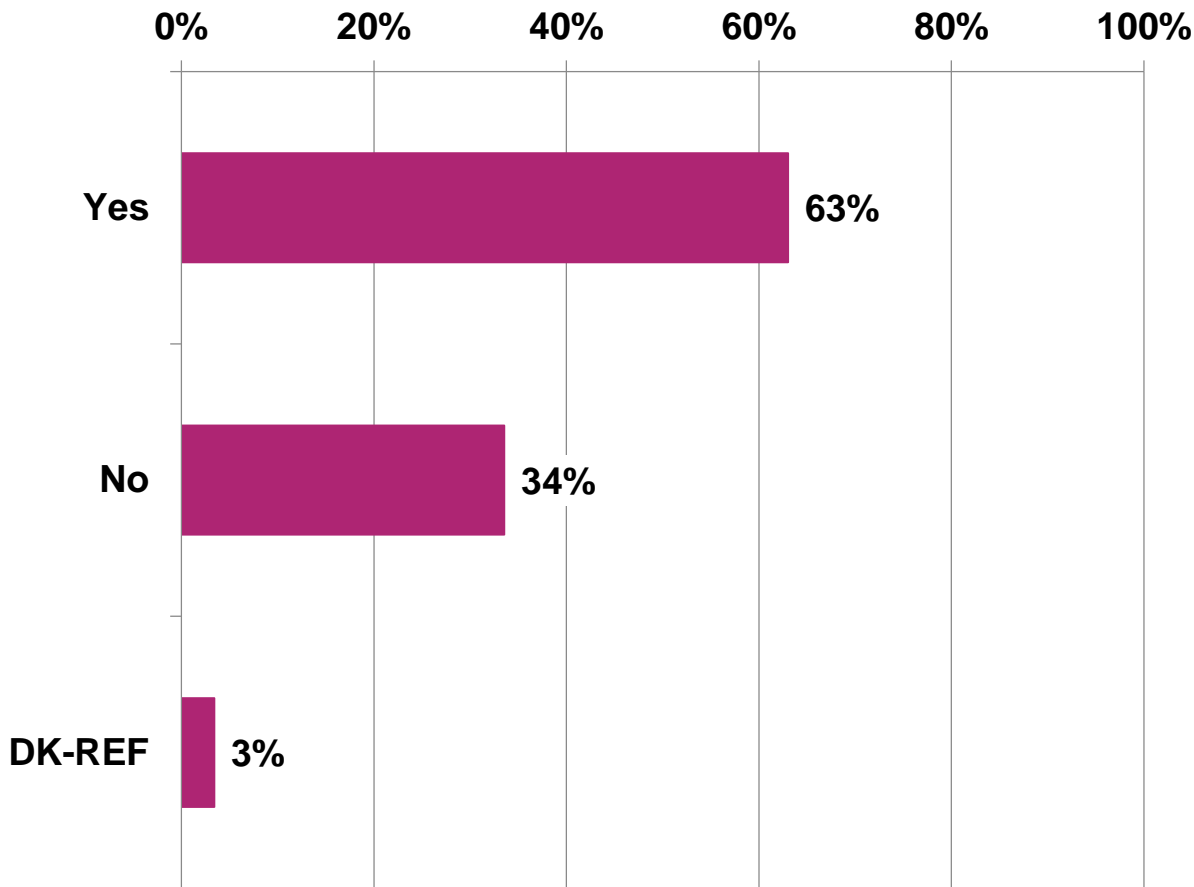
Q48A: While a client of Vocational Rehabilitation, did you receive job exploration counseling or career counseling?



Summary

More than half (59%) of youth received job exploration or career counseling while one third (33%) did not.

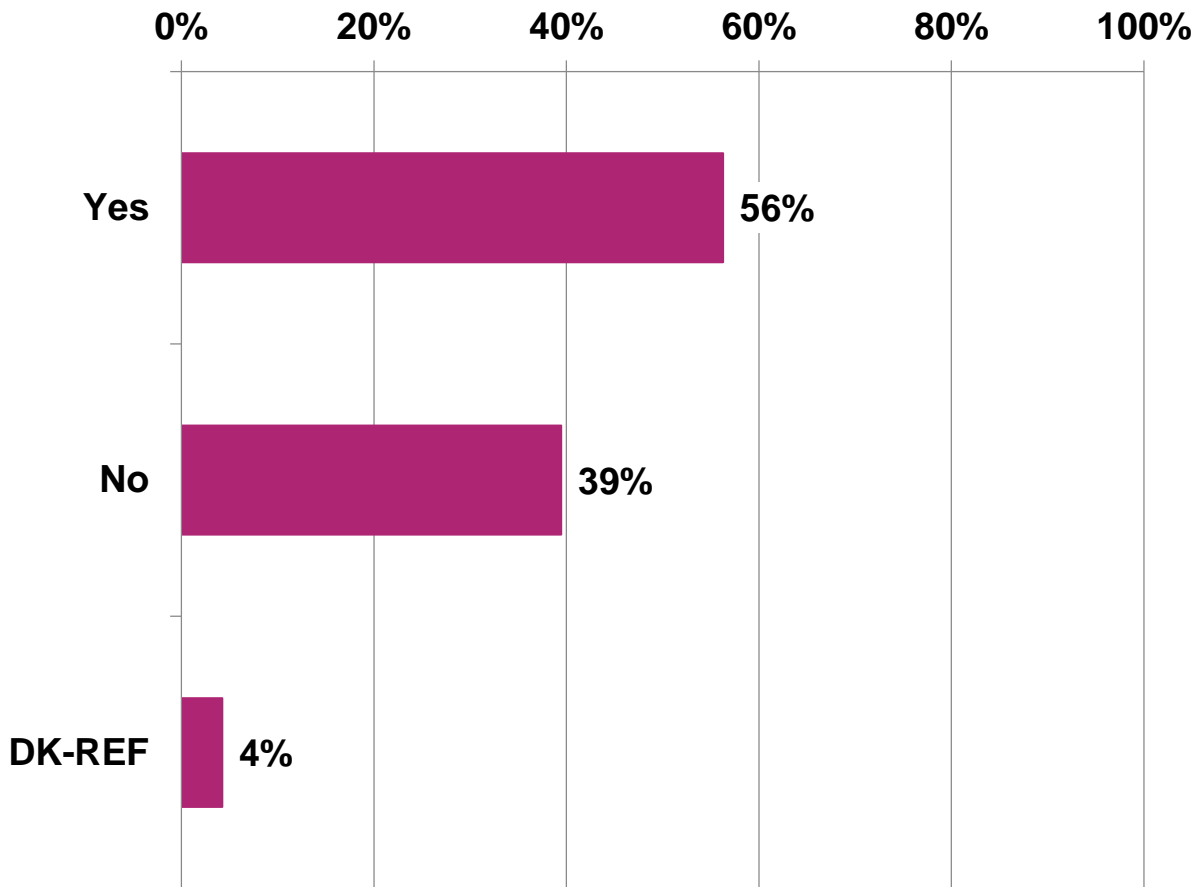
Q48B: While a client of Vocational Rehabilitation, did you receive work based learning experiences including a job, internship, or volunteering?



Summary

Almost two thirds (63%) of youth received work-based learning experiences while one third (34%) did not.

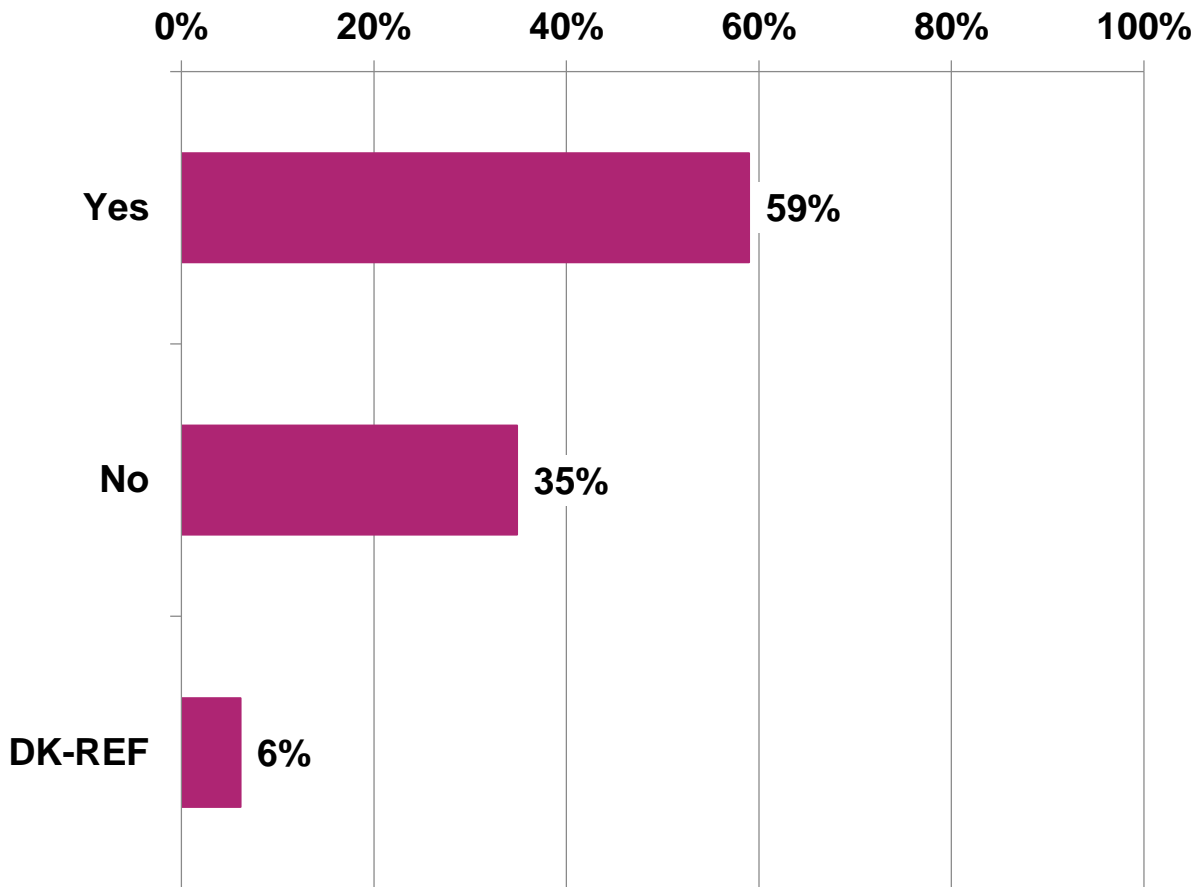
Q48C: While a client of Vocational Rehabilitation, did you receive counseling on opportunities to attend college, learn a trade, or get a professional certification after high school?



Summary

More than half (56%) of youth received counseling on post-high school education opportunities, but 39% said they did not receive such counseling.

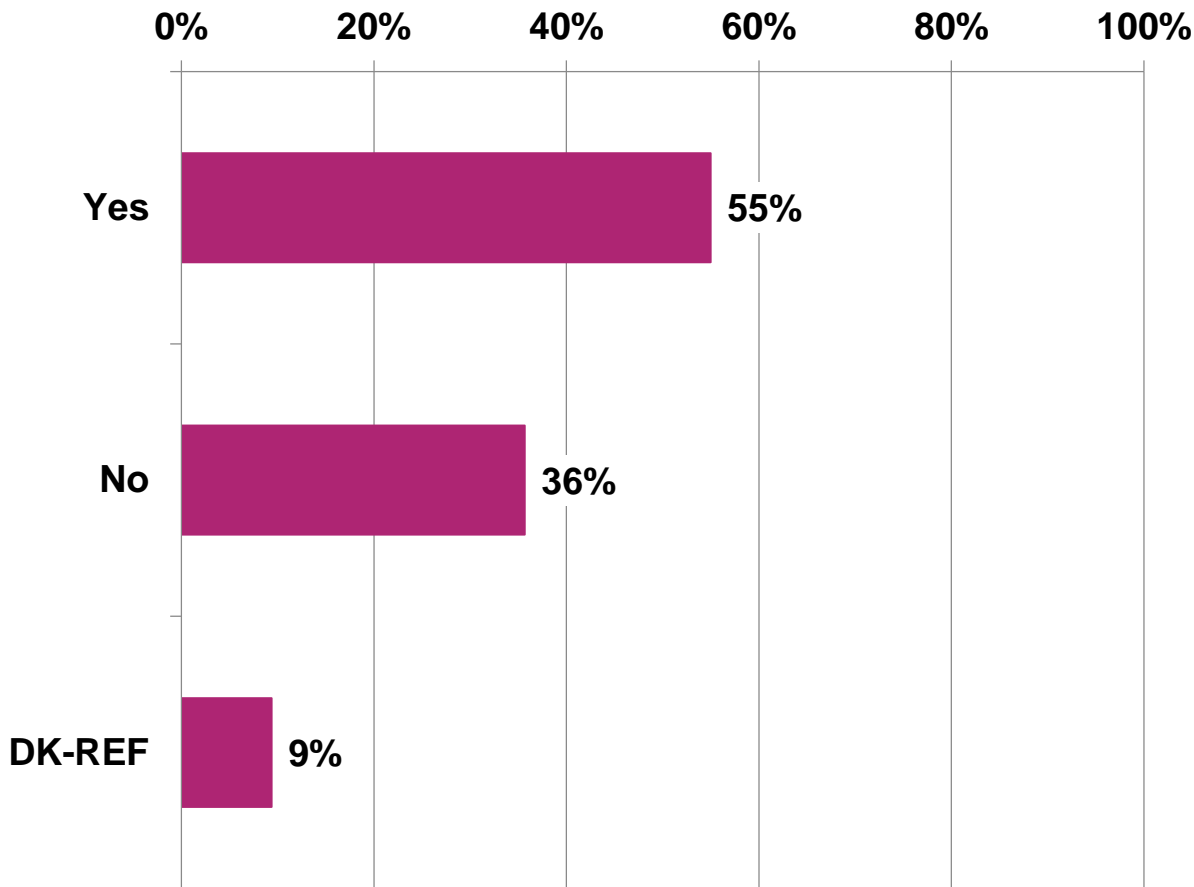
Q48D: While a client of Vocational Rehabilitation, did you receive work place readiness to help get ready for the challenges of work?



Summary

Over half (59%) of youth received work place readiness help from VR, but just more than one third (35%) did not.

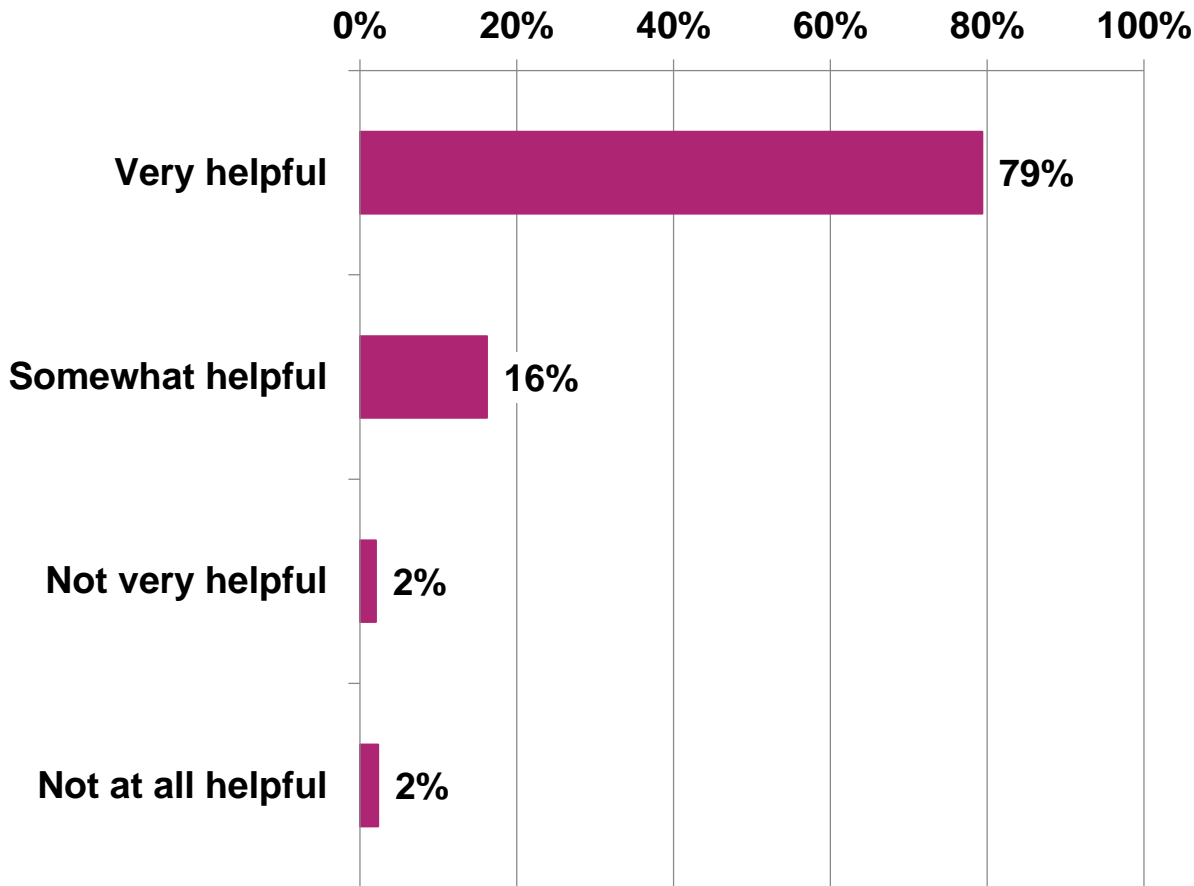
Q48E: While a client of Vocational Rehabilitation, did you receive instruction in self-advocacy to help you live the life you want including peer mentoring?



Summary

Over half (55%) of youth received self-advocacy instruction for independent living skills, but more than one third (35%) did not.

Q49: How valuable did you find this job exploration counseling or career counseling?



Summary

Nearly all (96%) youth found job and career counseling helpful.

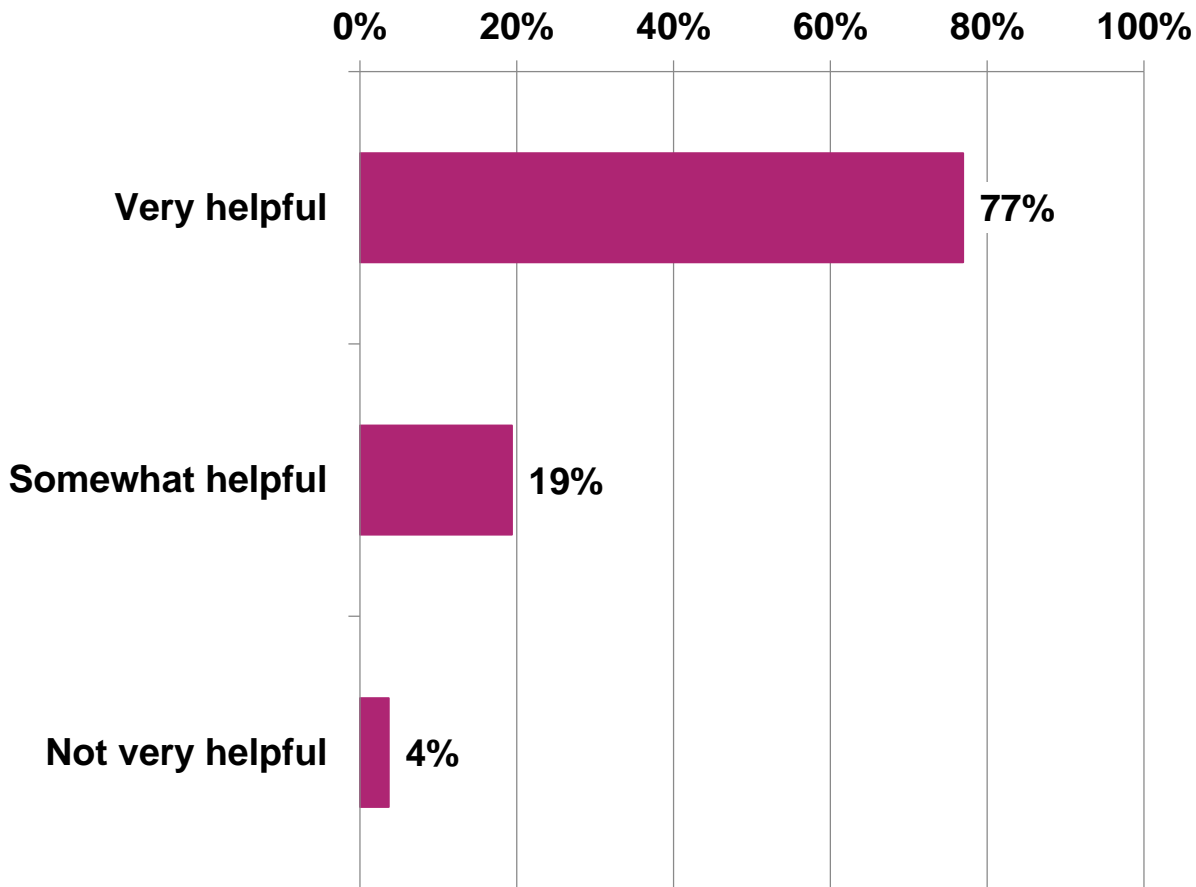
Q49: Why didn't you find the job exploration counseling or career counseling valuable?

Comment	%
Counselor was ineffective, not client focused	19%
Other	5%
Don't know	76%

Summary

Ineffective job coaches (19%) left youth feeling dissatisfied with career and job exploration services.

Q50: How valuable did you find the work-based learning experiences?



Summary

Three quarters (77%) of youth found VR's work-based learning experienced very helpful.

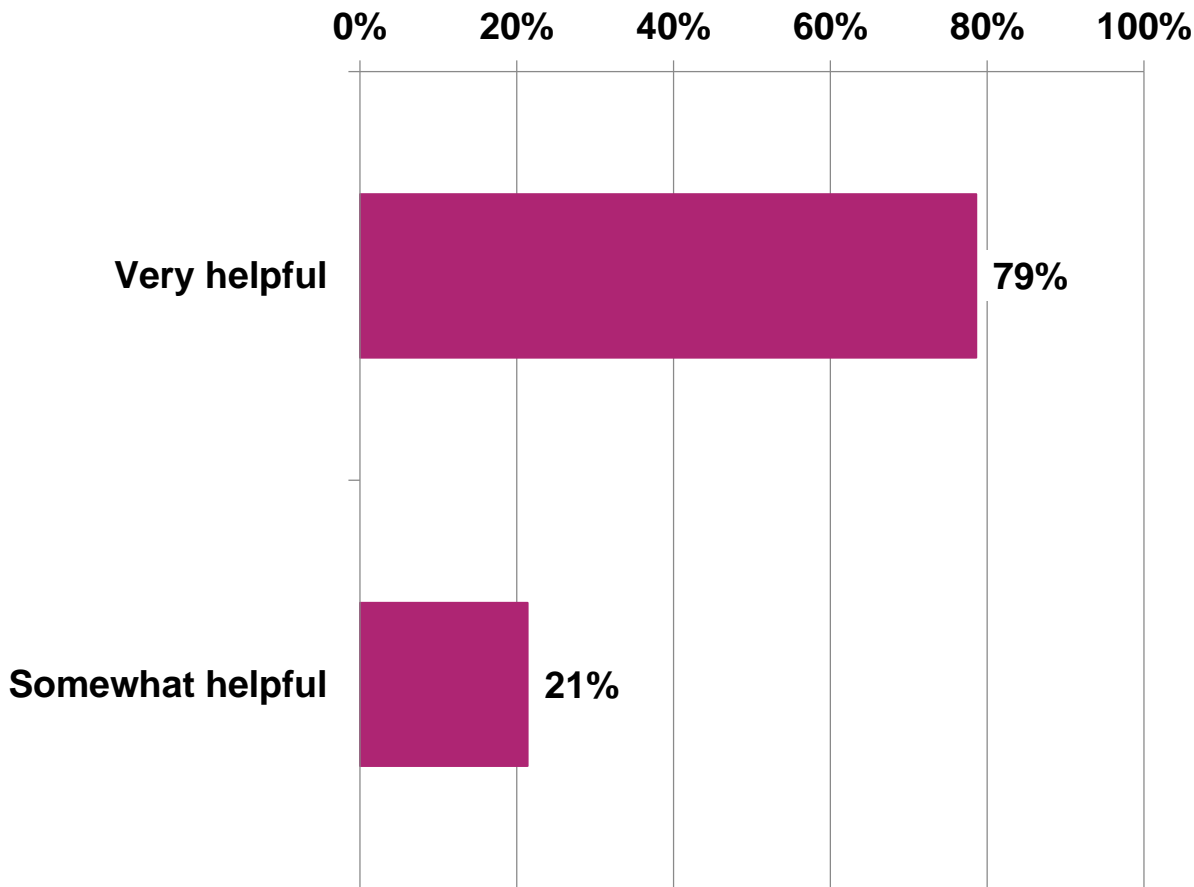
Q50: Why didn't you find the work-based learning experiences valuable?

Comment	%
Job coach not effective	58%
Job coach too critical, rude, unsupportive	58%
Some good, some bad experiences	42%

Summary

Ineffective job coaches (58%) and rude or disrespectful (58%) staff were most commonly mentioned by those who didn't find work-based learning valuable.

Q51: How valuable did you find the counseling on opportunities to attend college, learn a trade, or get a professional certification after high school?



Summary

More than three quarters (79%) of youth found VR's post-high school education counseling very helpful.

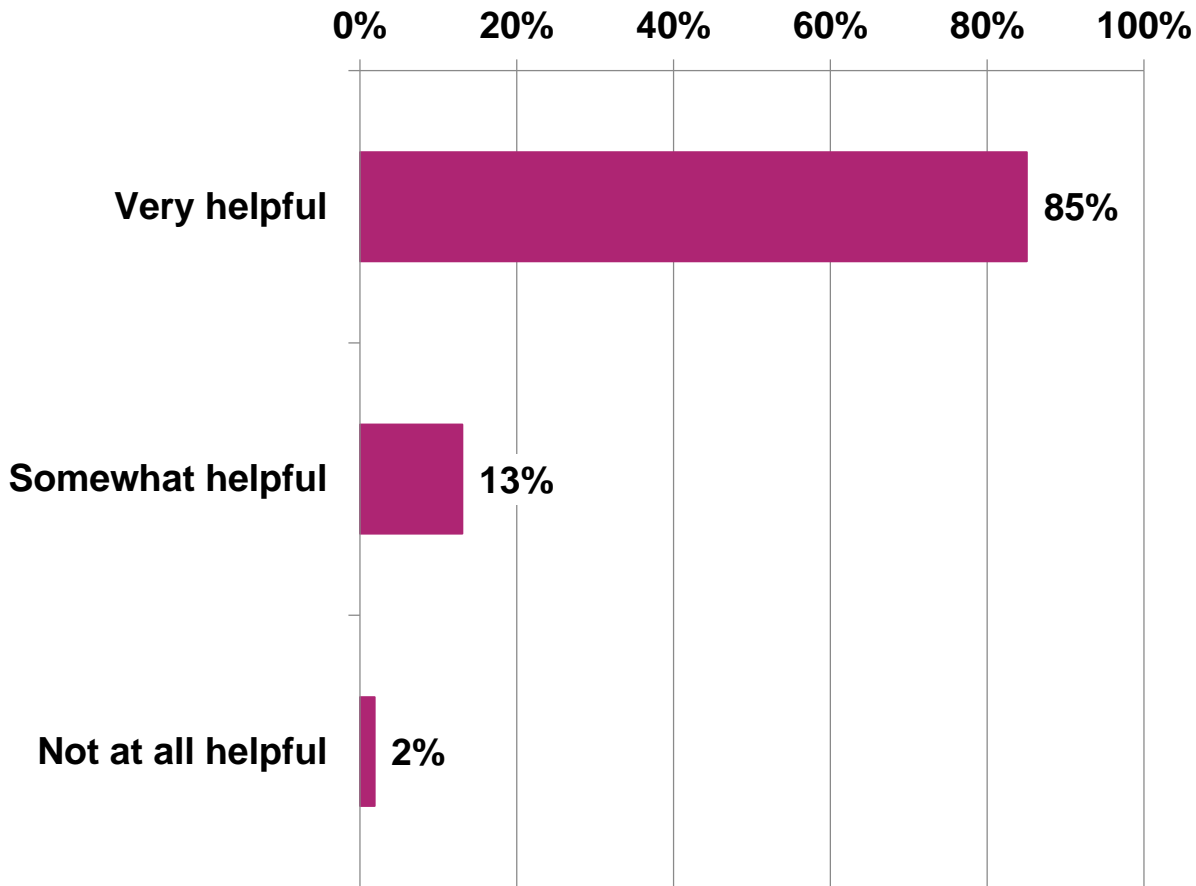
Q52: Why didn't you find the work place readiness services valuable?

Comment	%
Services weren't suited to client needs	100%

Summary

Work place readiness services were less valuable to those who felt the services weren't suited to their needs (100%).

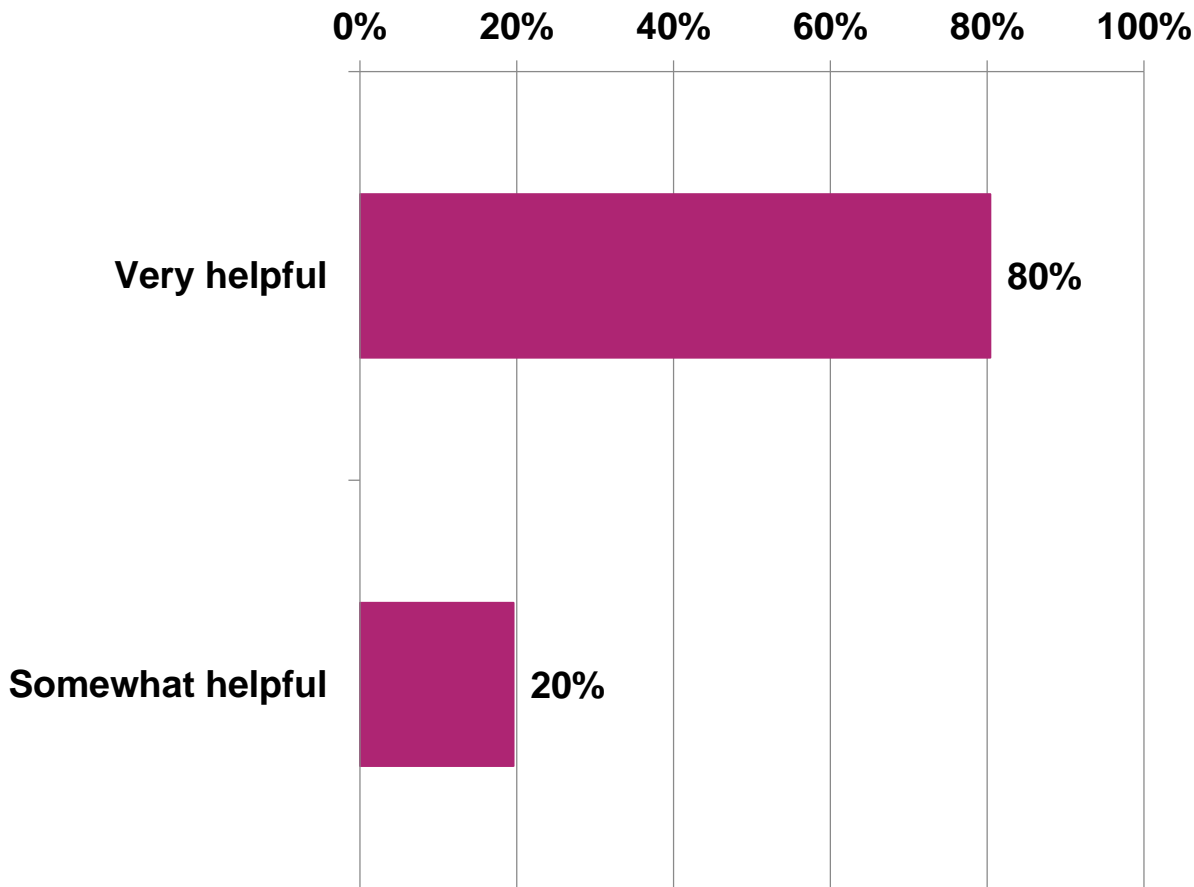
Q52: How valuable did you find the work place readiness services?



Summary

Most (85%) youth found VR's work place readiness services very helpful.

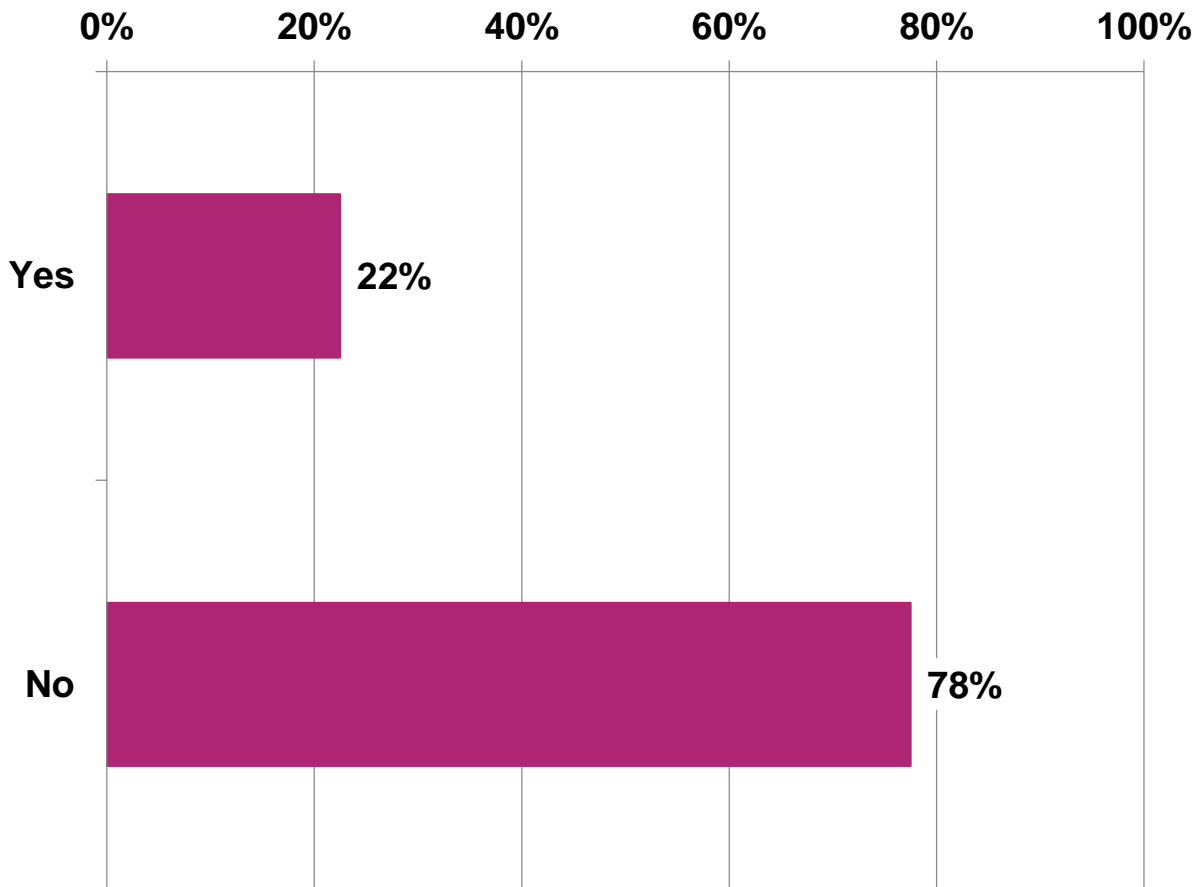
Q53: How valuable did you find the instruction in self advocacy?



Summary

4 in 5 (80%) youth found self advocacy instruction very helpful.

Q55: Have you experienced any problems with VR or the services they have provided to you?



Summary

Less than one quarter (22%) of youth experienced problems with VR or the services they received.

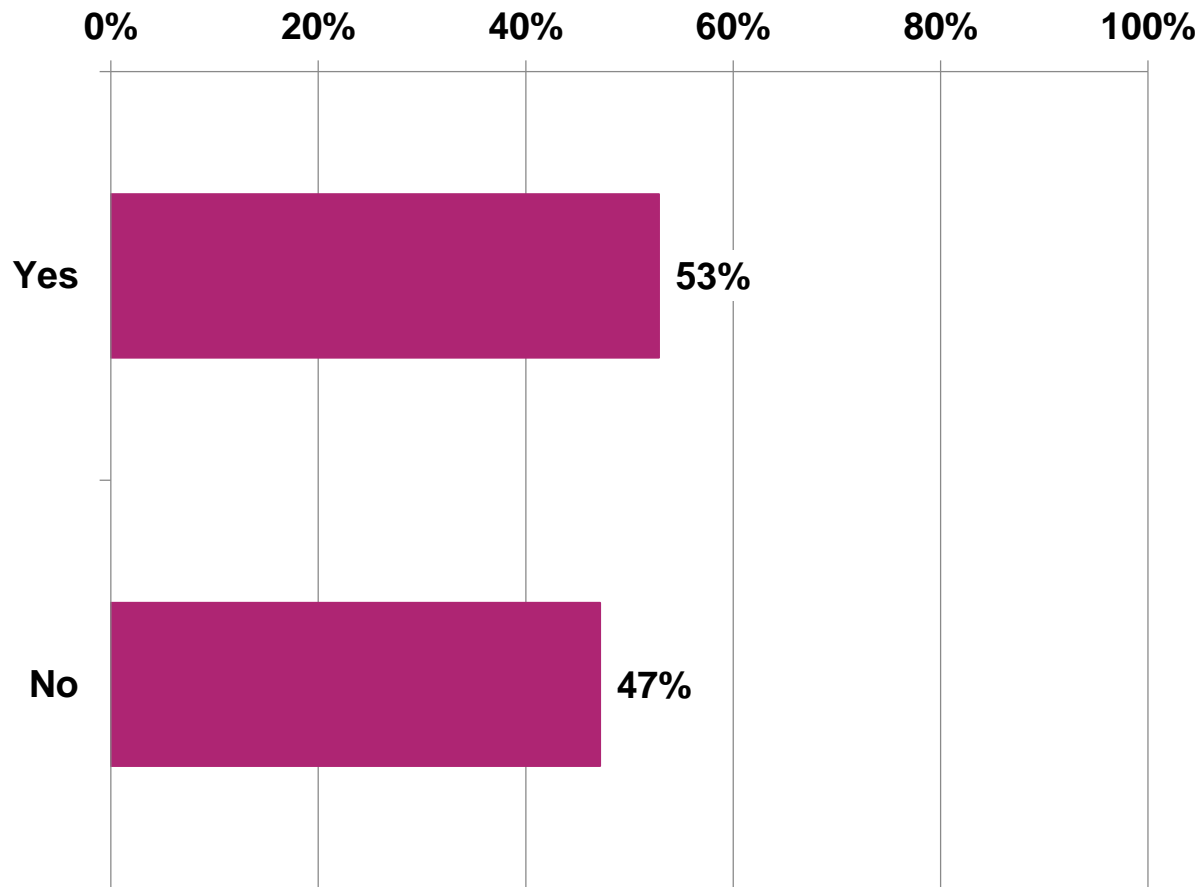
Q56: What problems have you experienced with VR or the services VR has provided to you?

Comment	%
Listen to customer, understand needs, wants, ability	24%
Counselor was not helpful or supportive	22%
Time lags to get into the program	16%
Counselor did not return calls, emails or follow up	12%
Changing counselors, switching too much, causes problems	12%
Didn't receive job search help	10%
Received no help in reaching plan or goals	10%
Calls, mail not returned for days, weeks, had to wait too long for return call	8%
Customer accepts responsibility for not reaching goals	7%
Services offered by VR were not effective	6%
Help customer find a job, provide more job opportunities	6%
Better communication needed	6%
Have to wait to get into program, to qualify for services	6%
Did not receive needed Assistive technology	5%
Nothing achieved, VR not effective	5%
Counselor would not listen, dismissed concerns	5%
Time lag to get services, appointments	4%
Had to leave multiple messages before getting a call back	4%
Counselor too busy, felt pushed aside	4%
No follow through, get run around, nothing done	4%
Vendor disorganized, inconsistent	4%

Summary

Customers experienced problems when counselors weren't helpful or supportive (22%) or when time lags prevented them from getting services (16%). Customers want VR staff to listen and understand their wants and needs (24%).

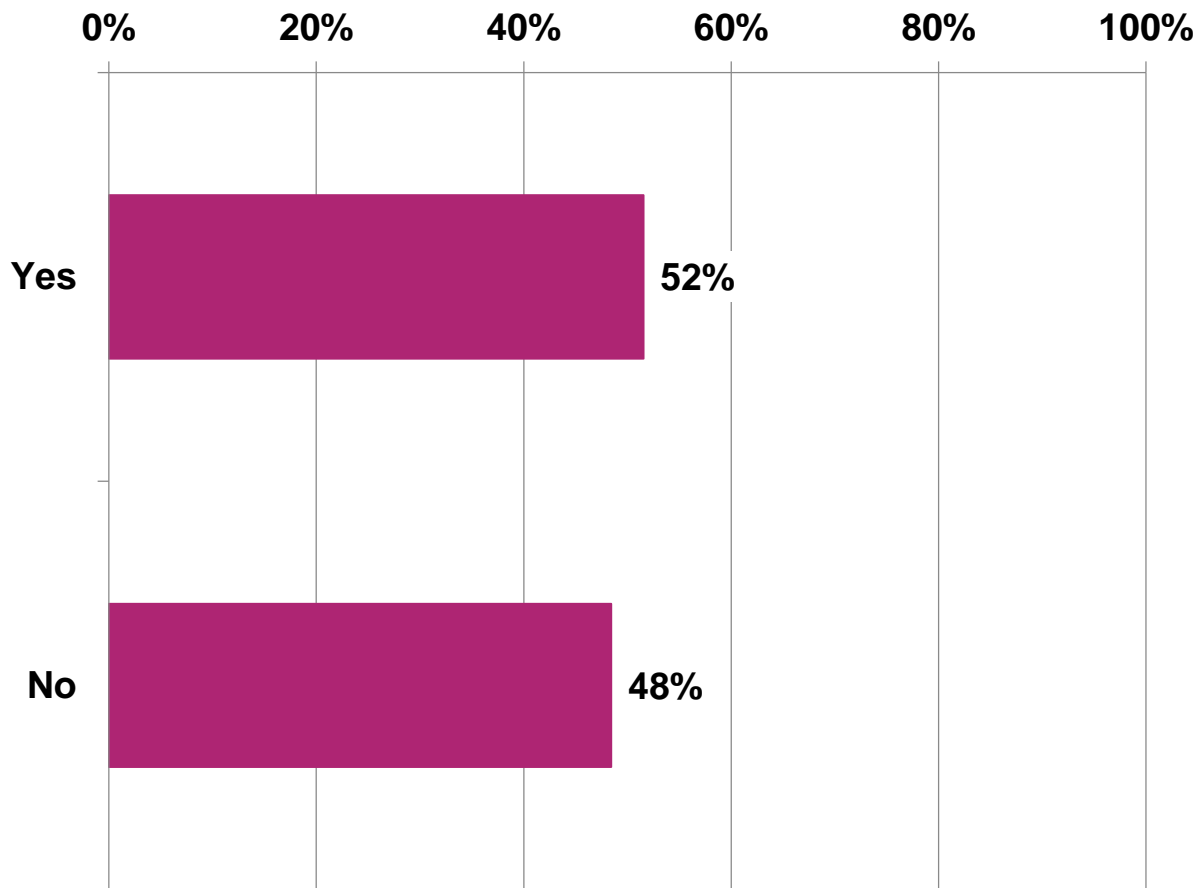
Q57: Did VR work to resolve this problem?



Summary

Among youth who experienced problems, half (53%) said that VR worked to resolve the issue. However, 47% felt that VR did not adequately address the problem.

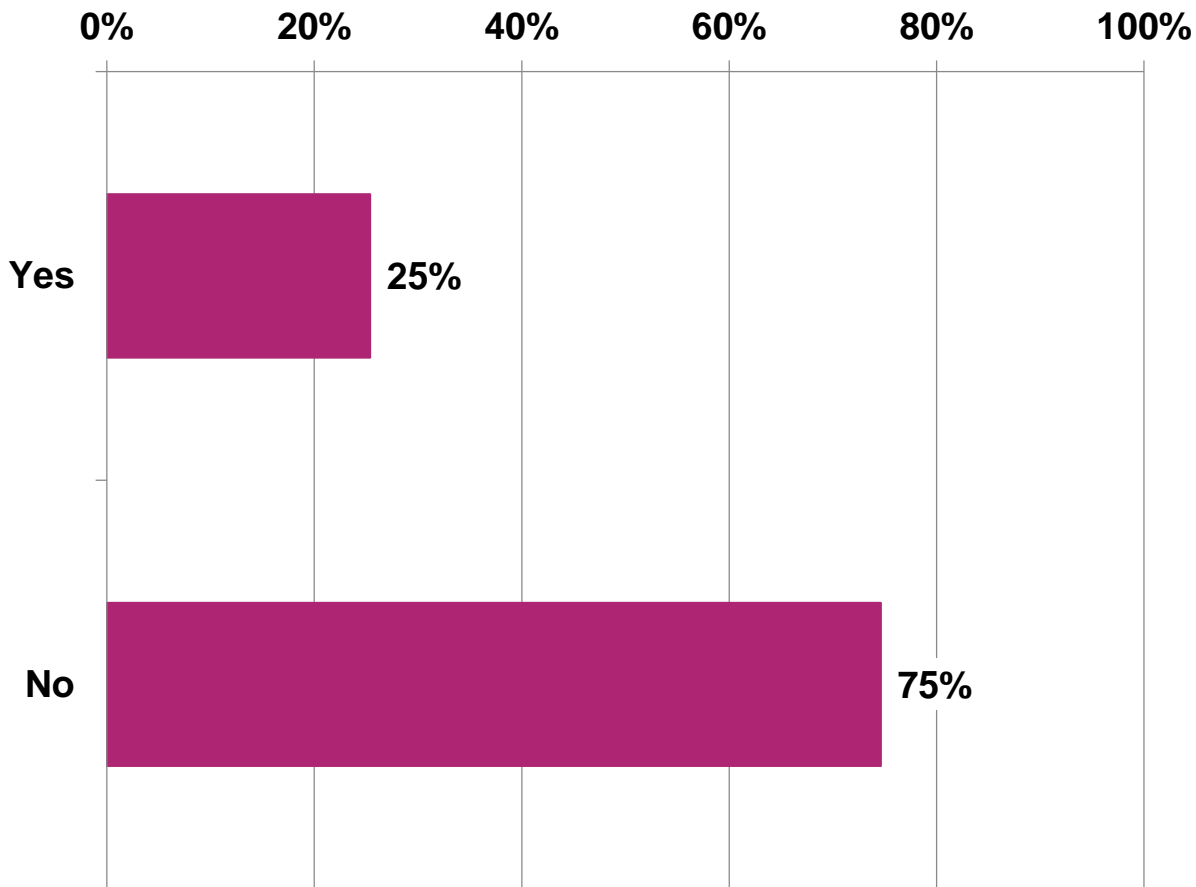
Q58: While a client of VR, did you more than one vocational rehabilitation counselor?



Summary

Half (52%) of youth worked with more than one counselor while they were a client of VR.

Q59: Did this in any way affect your ability to get services through VR?



Summary

Among youth who worked with more than one counselor, one quarter (25%) felt this had an effect on their ability to obtain VR services.

Q59: How did having more than one VR counselor affect your ability to get services through VR?

Comment	%
Services delayed, started over with each switch	31%
New counselor better than previous	30%
Hasn't been contacted by new counselor	24%
Change is confusing, difficult	15%

Summary

Multiple counselors caused delays in services (31%) or lapses in communication (24%), but some customers found their new counselors were more effective than the previous ones (30%).

Q60: In thinking about your experience with VR what worked well for you?

Comment	%
Knowledge obtained from further schooling or training	13%
Getting a job	10%
All, everything	9%
Having support system with a counselor to determine goal and achieve that goal	7%
Helpfulness of staff	6%
Receiving help from a counselor in general	5%
Communication and accessibility of counselor	4%
Outside vendor programs, support	4%
Funding support for transportation	4%
DK-REF	14%
Nothing in particular	8%

Summary

Customers value the knowledge gained from school and training (13%) and are very satisfied when VR is able to find them a job (10%). Others appreciate the supportive relationship with their counselor (7%).

Q61: What has been the most challenging part of your experience?

Comment	%
Personal barriers, being independent, coping with disability	11%
Job or school is challenging	9%
Communication in general	7%
Switching of counselors	7%
Accessibility of VR	5%
Finding desirable position or school	4%
Process of seeking employment	4%
Delays in services in general	4%
Transportation	4%
Other	3%
DK-REF	5%
Nothing in particular	21%

Summary

Personal barriers (11%) and school/work (9%) tended to be the most challenging aspects of the customer experience.

Q63: As a consumer, what needs are not being met?

Comment	%
Education, training	3%
Employment services, getting a job	3%
Disability needs, assistance with injury or illness	2%
Transportation	2%
Timely services, waiting too long for help	1%
Help from VR, follow-up on promises	1%
Don't know	10%
Nothing in particular	77%

Summary

Education (3%) and employment (3%) are the most frequently unmet needs among youth.

Q64: What could VR do to improve the services it offers to you and others?

Comment	%
More open communication with client, more follow-up	5%
Better communication in general	4%
Offer more resources	4%
Improve, shorten the application, approval process	3%
More locations	3%
Improve staff knowledge about the services they provide	2%
More options in general	2%
Return calls answer the phone more	2%
Be more effective in finding jobs for clients	2%
Provide more interview and job preparation	2%
Provide information about services, let people know about services	2%
Increase staff	1%
Facility accessibility	1%
Follow through on promises	1%
More kindness and respect from staff	1%
Monitor vendors more closely	1%
Other	1%
DK-REF	12%
Nothing in particular	51%

Summary

VR could improve its services among youth by communicating more openly (5%) or offering more resources in general (4%).

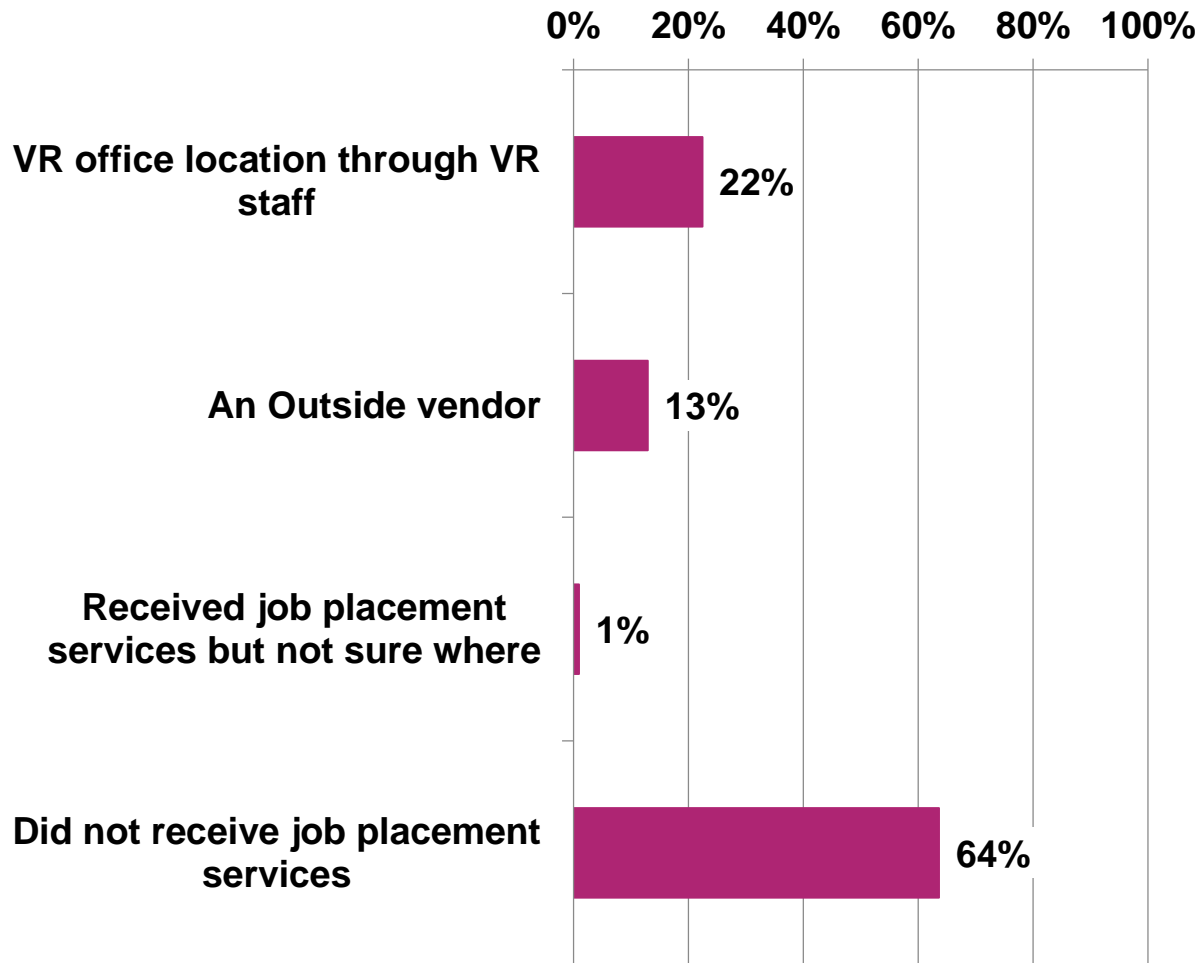
Q65: What could VR do to improve the services it offers to you and others?

Comment	%
VR services not successful, did not get a job	22%
Didn't leave the program	19%
Moved out of state	14%
Left due to disability, health issues	7%
Communication issues	6%
Other	9%
Don't know	22%

Summary

Youth are most likely to discontinue services when VR cannot find them a job (22%) or when the customer moves out of the state (14%).

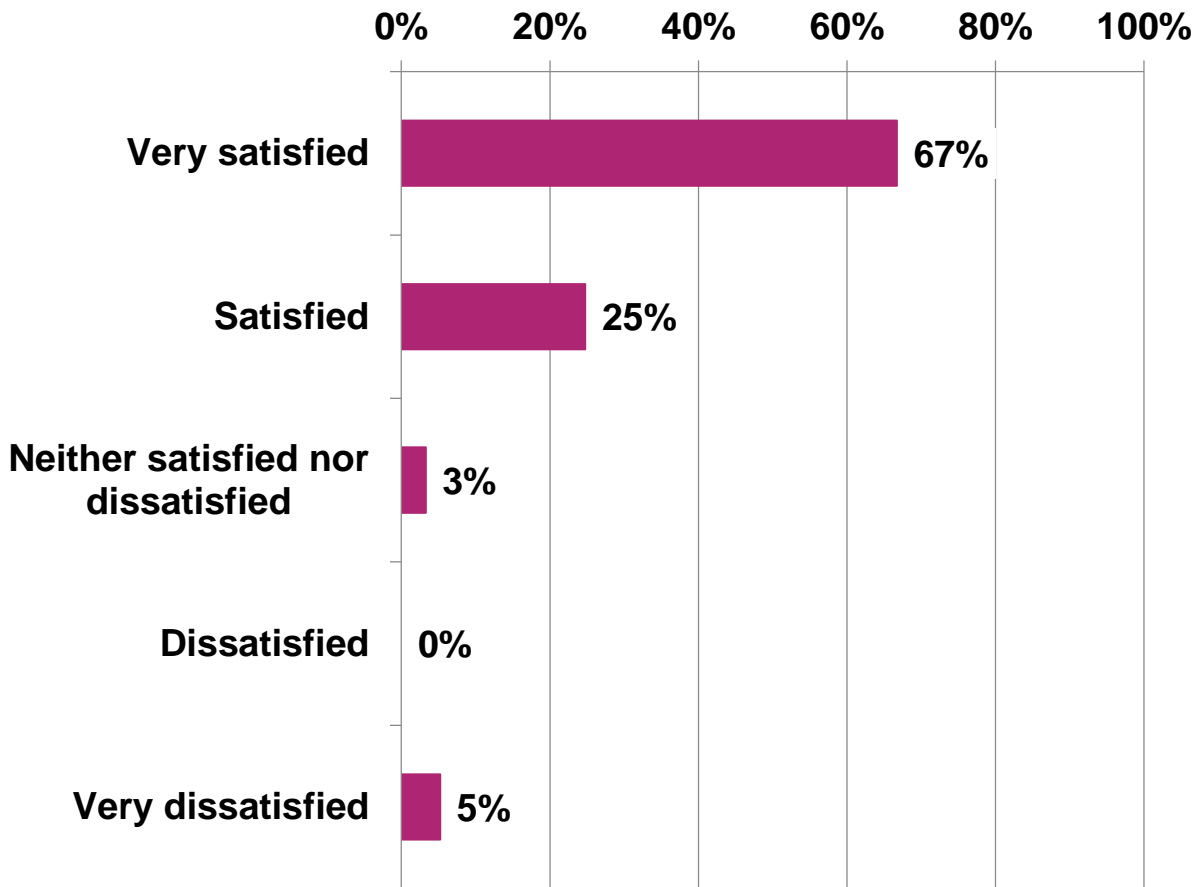
Q69: Did you receive any job placement services?



Summary

Many (64%) youth did not receive job placement services from VR, but among those who did, the VR office (22%) was the most common location to receive them.

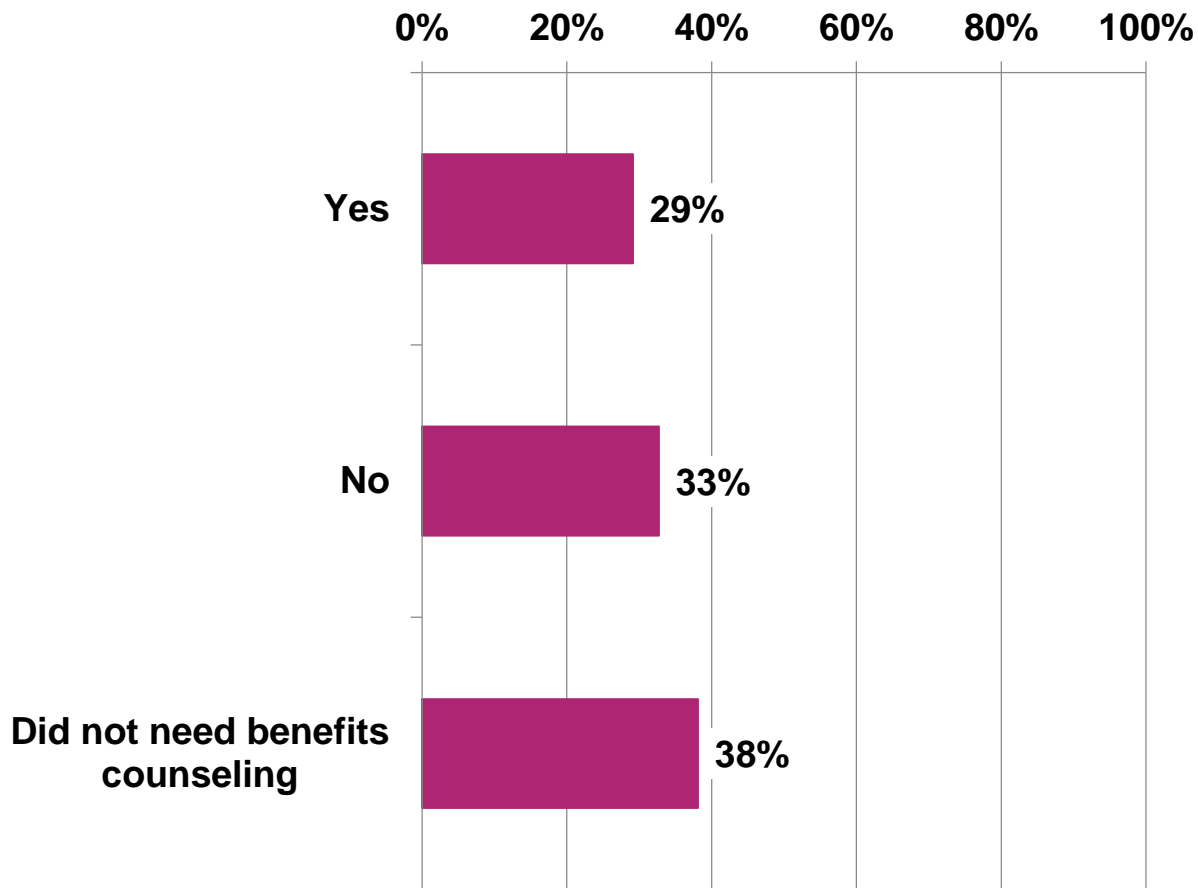
Q70: How satisfied were you with the job placement services you received?



Summary

Among youth who received job placement services, nearly all (92%) were satisfied with the experience.

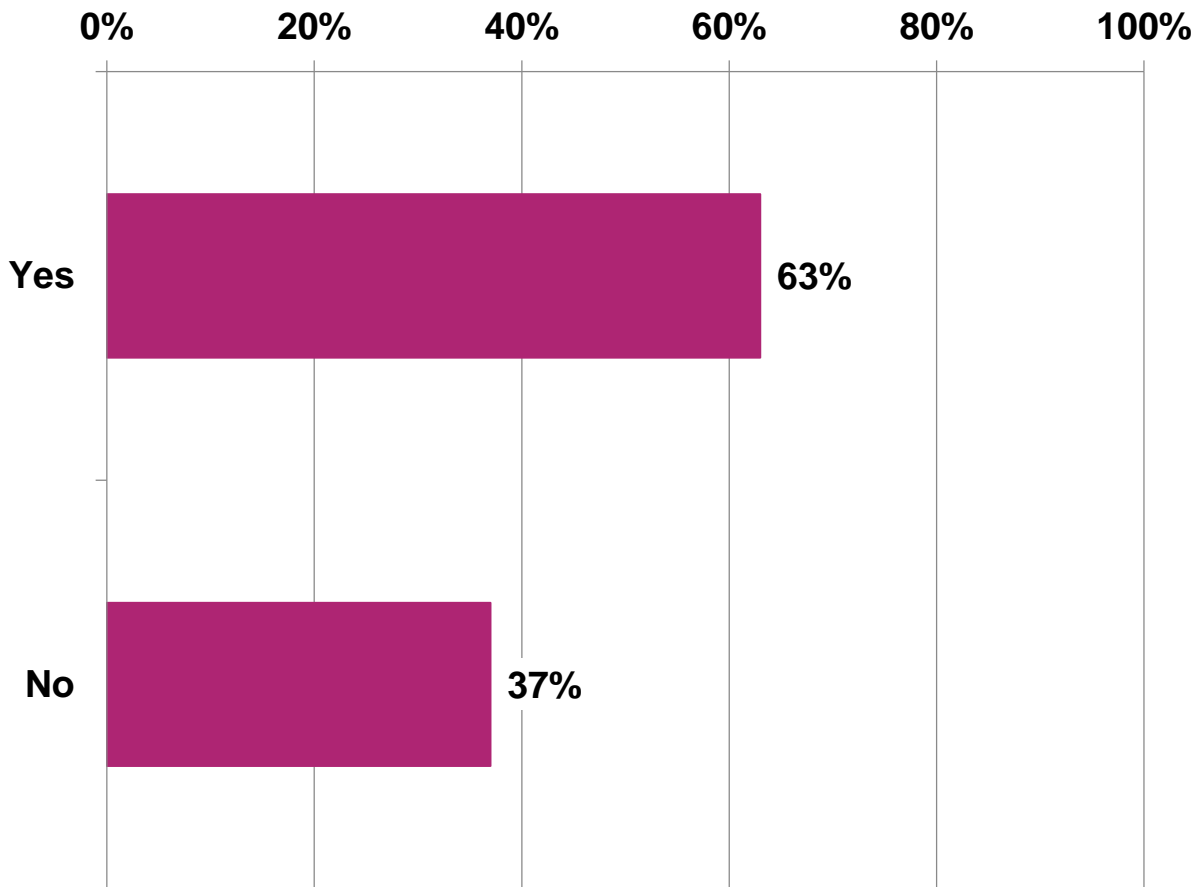
Q72: Were you able to access benefits counseling that you needed?



Summary

One third (33%) of youth were not able to access the benefits counseling they needed while fewer (29%) gained access to these services. 38% did not need counseling.

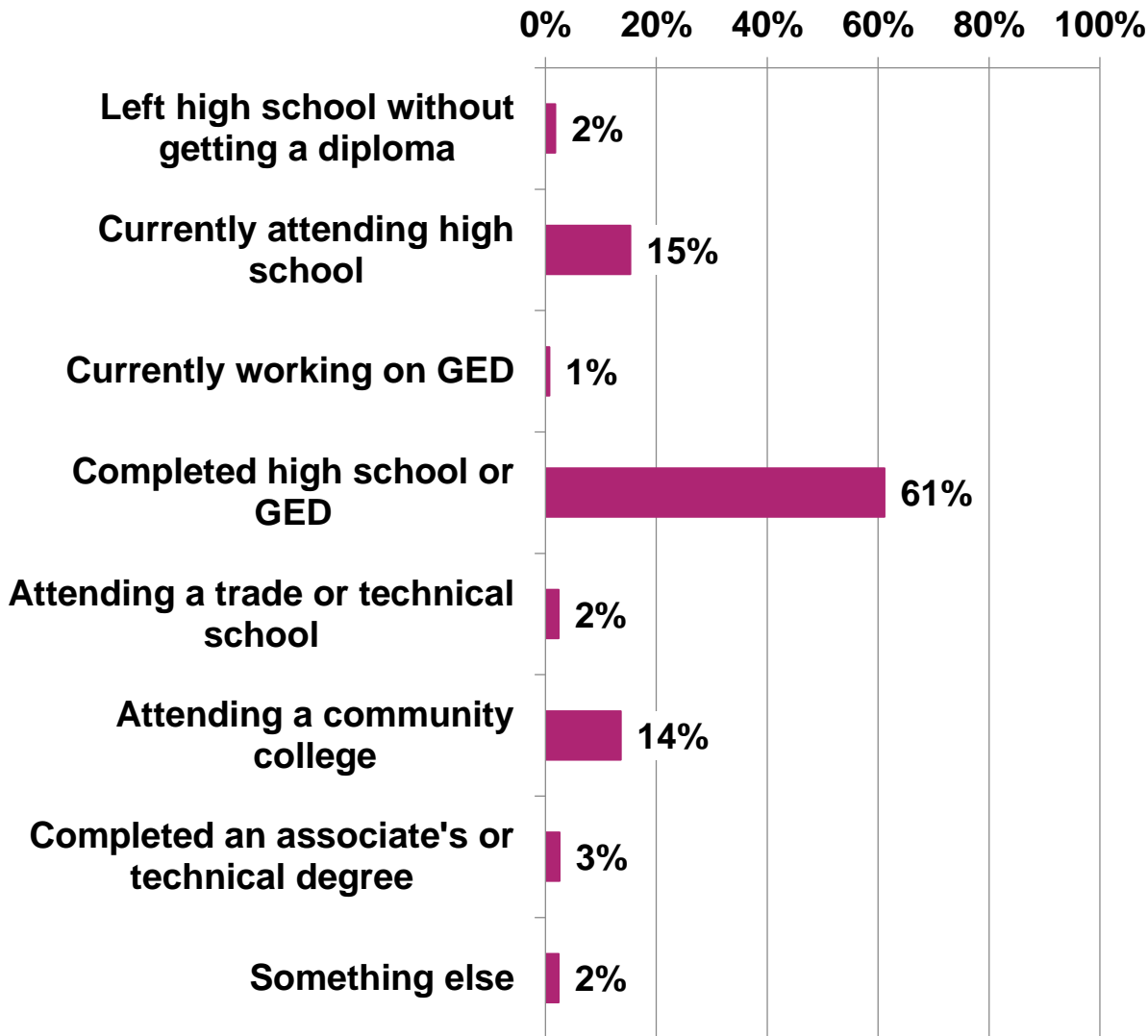
Q73: Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program?



Summary

Nearly two thirds (63%) of youth were informed that they could address an unfavorable decision with the Client Assistance Program.

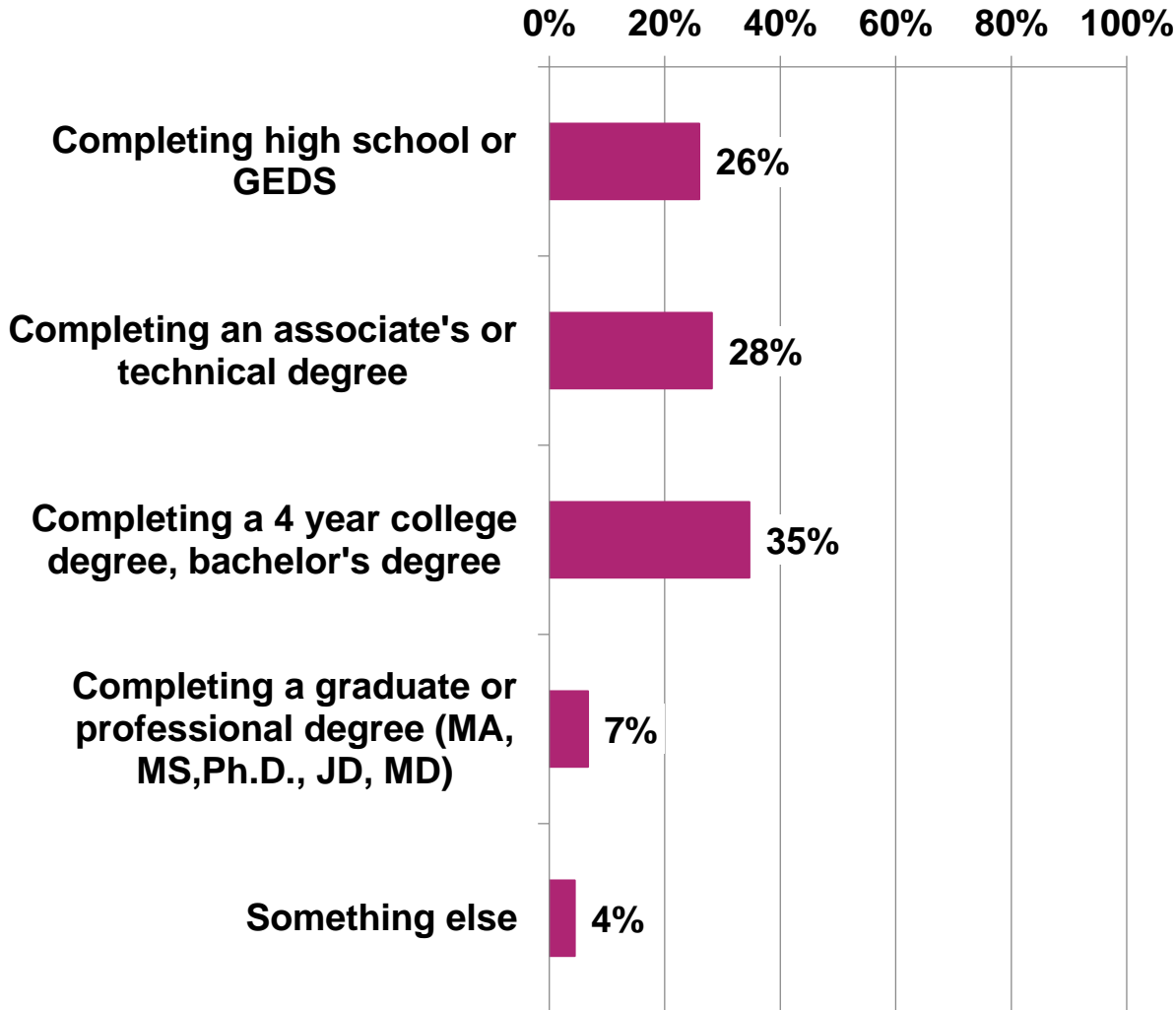
Q74: What was the highest grade in school that you have completed?



Summary

The majority (61%) of youth have completed high school or their GED. Only one fifth (21%) have completed some form of post-high school education.

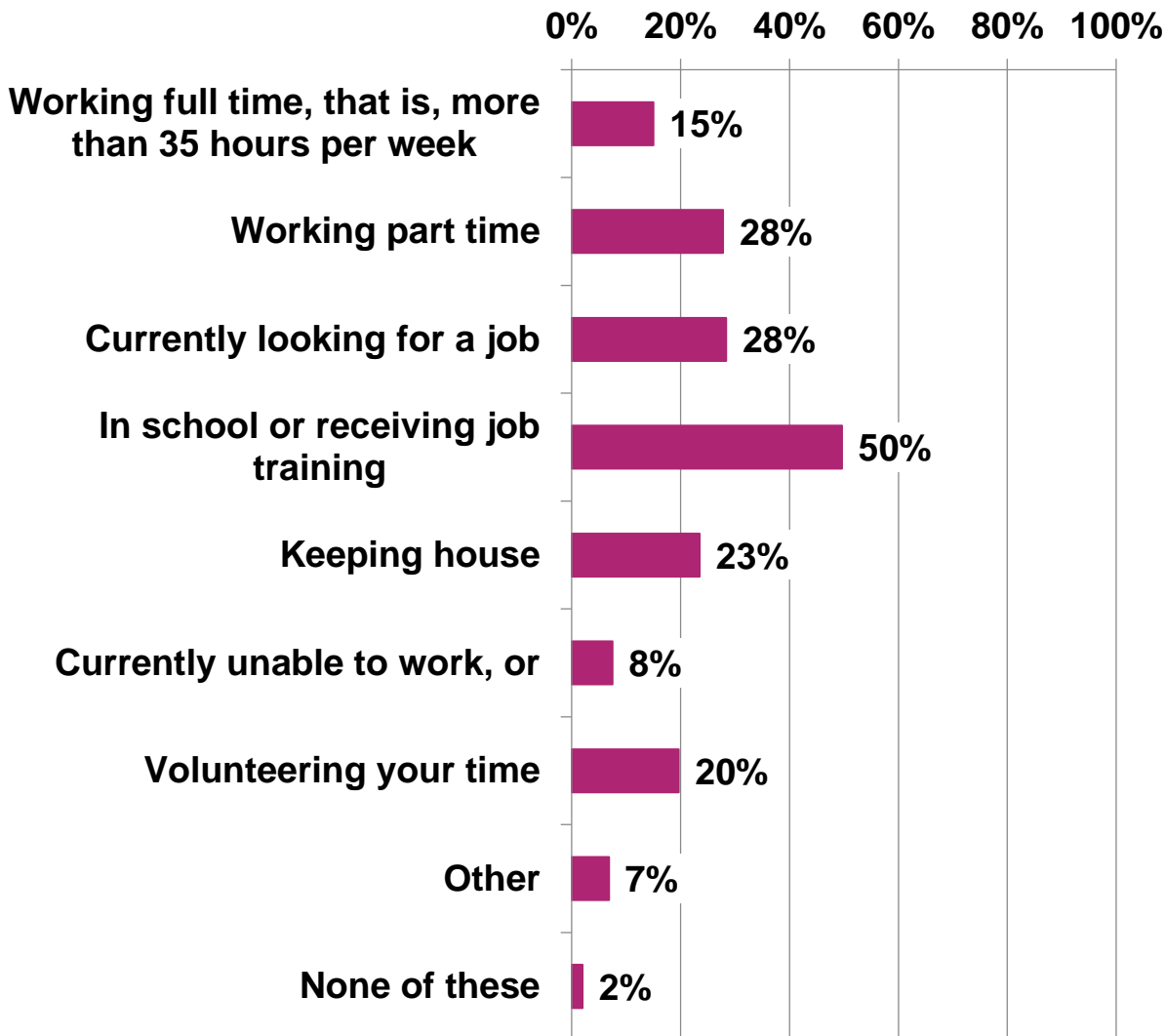
Q75: What is the level of education you would like to complete?



Summary

Over two thirds (70%) of youth would like to complete some form of post-high school education. Among them, most (63%) would like to complete a bachelor's, associate's or technical degree.

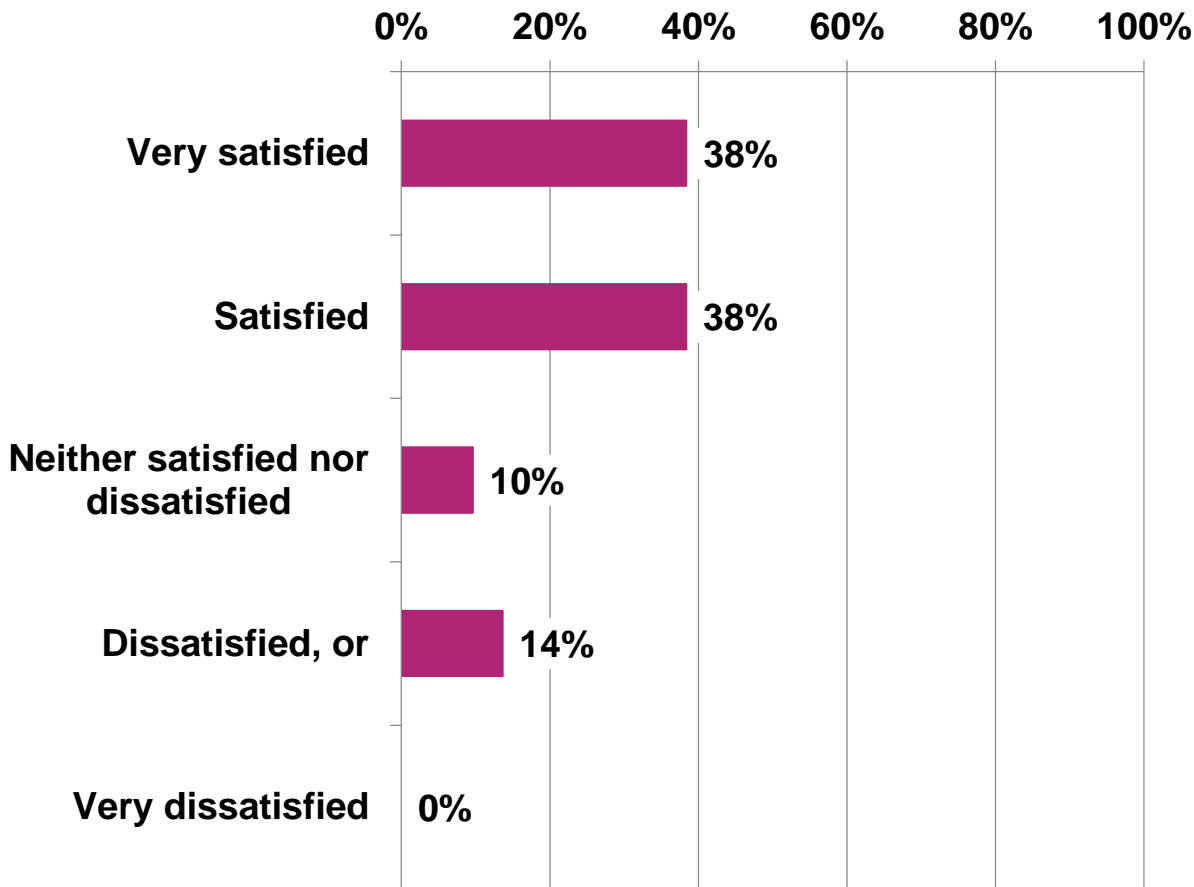
Q76: Finally, these last few questions ask about what you are currently doing. Are you currently...?



Summary

43% of youth are currently working while half (50%) are in school or receiving job training.

Q77: Thinking about your current job, how satisfied are you with what you are doing?



Summary

Among working youth, three quarters (76%) are satisfied with their occupation.

Q78: Why were you not satisfied with your current job?

Comment	%
Job does not provide benefits, does not provide good benefits	42%
Bored with job, been at job too long, burnt out, need change	34%
Dissatisfied with aspects or parts of job	23%
Varying hours, unreliable hours, scheduling problem	17%
Not a career move, only temporary job	10%
Need a job aligned with skills, training	10%
Other	25%
DK-REF	25%

Summary

Youth who do not receive satisfactory benefits (42%) or are bored with work (34%) are most likely to be dissatisfied with their current jobs.

Summarized YT Feedback

Comment	%
Need more information about services offered, not enough information provided	30%
Hard, somewhat difficult, complicated	20%
Counselor did not return calls, emails or follow up	20%
Changing counselors, switching too much, causes problems	17%
Better communication needed	16%
Having to find information, too much information	13%
Get voicemail, never answers the phone	11%
Services offered by VR were not effective	11%
Listen to customer, understand needs, wants, ability	11%
Counselor needs to make more effort, customer does all the work	10%
Counselor would not listen, dismissed concerns	10%
Did not receive employment, VR could not find me a job	10%
Distance, too far away	10%
Staff did not return calls, emails or follow up	10%
DK-REF	22%

Summary

The most common feedback from YT consumers was about a need for more information (30%) and a general sense of the process being difficult or complex (20%).



Older Individuals who are Blind Results





Older Individuals who are Blind – Executive Summary



Older Individuals who are Blind Results

- Across nearly all metrics, OIB consumers rated VR most highly compared to other groups
- OIB consumers were least likely to report problems and most likely to recommend services to their friends
 - Problems reported included lack of follow through, not receiving assistive technology, and accessibility issues
- OIB consumers rated their experiences and communications with VR staff most positively
- Of all consumer groups, OIB consumers had the easiest time with the VR application process

Domain Scores by Benchmark (Older Individuals who are Blind)

Domain	OIB	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	86.82	89.85	88.33	79.22	90.52
Experience with Services Provided by VR	88.12	91.25	83.33	81.94	87.22
Experience with Staff and Counselors	94.70	97.70	91.67	86.73	92.53
Communications with Staff	87.02	90.57	83.33	77.80	84.39
Customer Control and Involvement	85.91	91.79	87.50	74.56	87.61
Outcomes and Meeting Goals	84.61	90.68	50.00	78.79	96.95
Ease of the application process for VR services	82.53	83.11	100.00	93.94	81.69
Accessibility of the VR office for someone with your type of disability	89.79	88.68	66.00	92.38	94.92
Satisfaction with current employment	99.1%	100.0%	100.0%	94.9%	100.0%
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	96.0%	95.7%	100.0%	100.0%	87.5%
Did you experience any problems with VR or the services they have provided to you? (% no)	86.82	89.85	88.33	79.22	90.52

Summarized OIB Feedback

Comment	%
Time lag to get services, appointments	26%
Distance, too far away	22%
Hard, somewhat difficult, complicated	18%
Transportation in general, do not have transportation, need transportation	12%
Counselor didn't ask my opinion, no opportunity for input	12%
Counselor was not helpful or supportive	10%
DK-REF	28%

Summary

The most common feedback from OIB consumers were related to time lags to get services and appointments (26%) and the distance required to get services being too far (22%).

Domain OIB Feedback

Domain	Comment	%
Overall Satisfaction and Expectations	Services offered by VR were not effective	50%
	Listen to customer, understand needs, wants, ability	50%
Experience with Services Provided by VR	Received no help in reaching plan or goals	67%
	Staff did not return calls, emails or follow up	33%
Experience with Staff and Counselors	Felt Staff could have done more to help me	14%
	Program did not meet expectations	11%
Communications with Staff	Counselor needs to make more effort, customer does all the work	24%
	Counselor did not return calls, emails or follow up	20%
Customer Control and Involvement	Counselor didn't ask my opinion, no opportunity for input	64%
	Counselor never answered my questions	9%

Summary

Like YT and general VR, OIB consumers reported ineffective services and feeling like their counselors didn't listen or ask for their opinion.

VR staff can make better efforts to listen to consumers and include the consumer in decisions around services and VR goals.

Domain OIB Feedback

Domain	Comment	%
Outcomes and Meeting Goals	Counselor was not helpful or supportive	31%
	Did not receive needed Assistive technology	23%
Ease of the application process for VR services	Time lag to get services, appointments	62%
	Hard, somewhat difficult, complicated	42%
Accessibility of the VR office for someone with your type of disability	Distance, too far away	65%
	Transportation in general, do not have transportation, need transportation	37%
Did you experience any problems with VR or the services they have provided to you? (% no)	Did not receive needed Assistive technology	44%
	Broken promises, no follow through	29%

Summary

OIB consumers deal with accessibility issues when applying for VR services, reaching the VR offices, and not receiving assistive technology they depend on.

Customers with accessibility or disability needs may depend on VR supplied technology or services such as transportation to have successful VR experiences and feel supported by the program.

Problems and Feedback

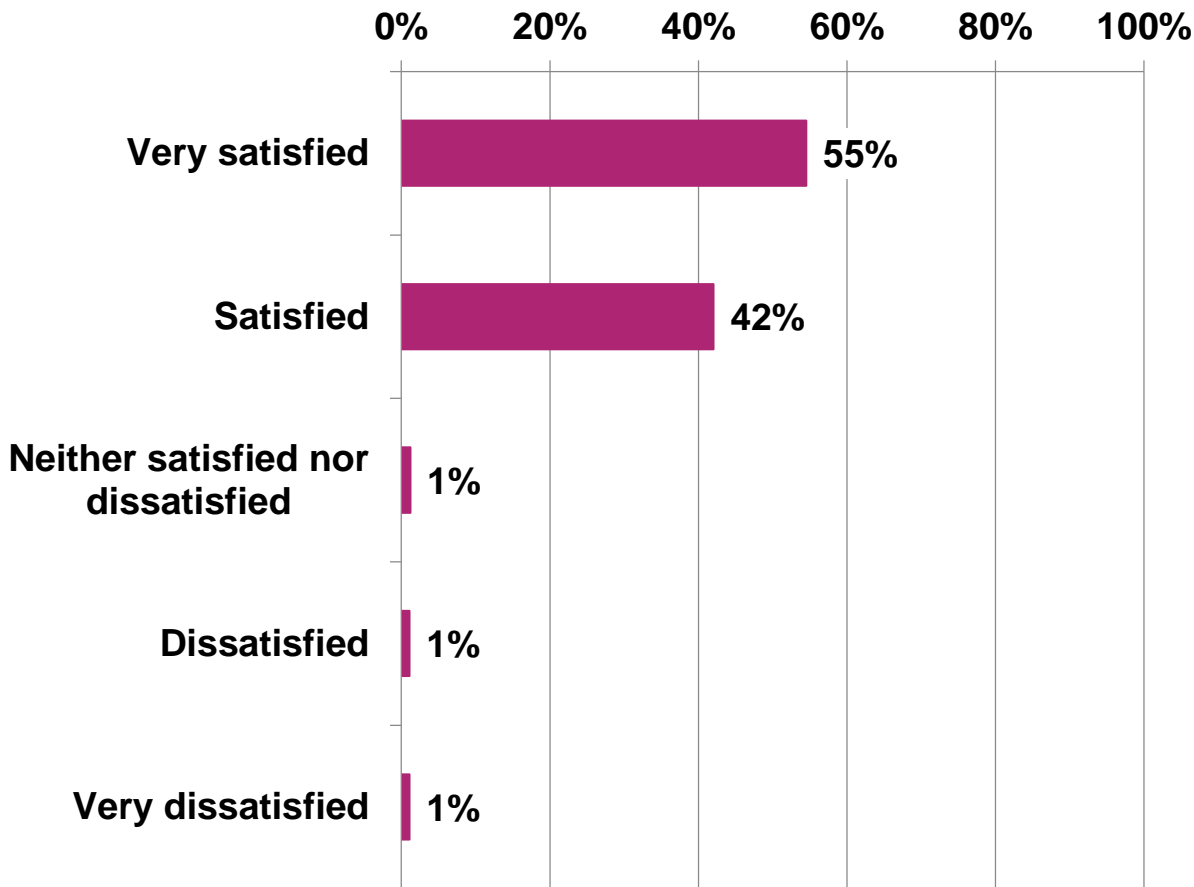
- OIB consumers mentioned that VR broke promises or did not follow through on things like providing necessary assistive technology
- Others said that facility accessibility, particularly doorways in the VR offices, was relatively common problem
- While these were some of the most commonly reported problems, OIB customers rarely reported negative experiences or problems of any sort.



OIB - Overall Satisfaction and Expectations



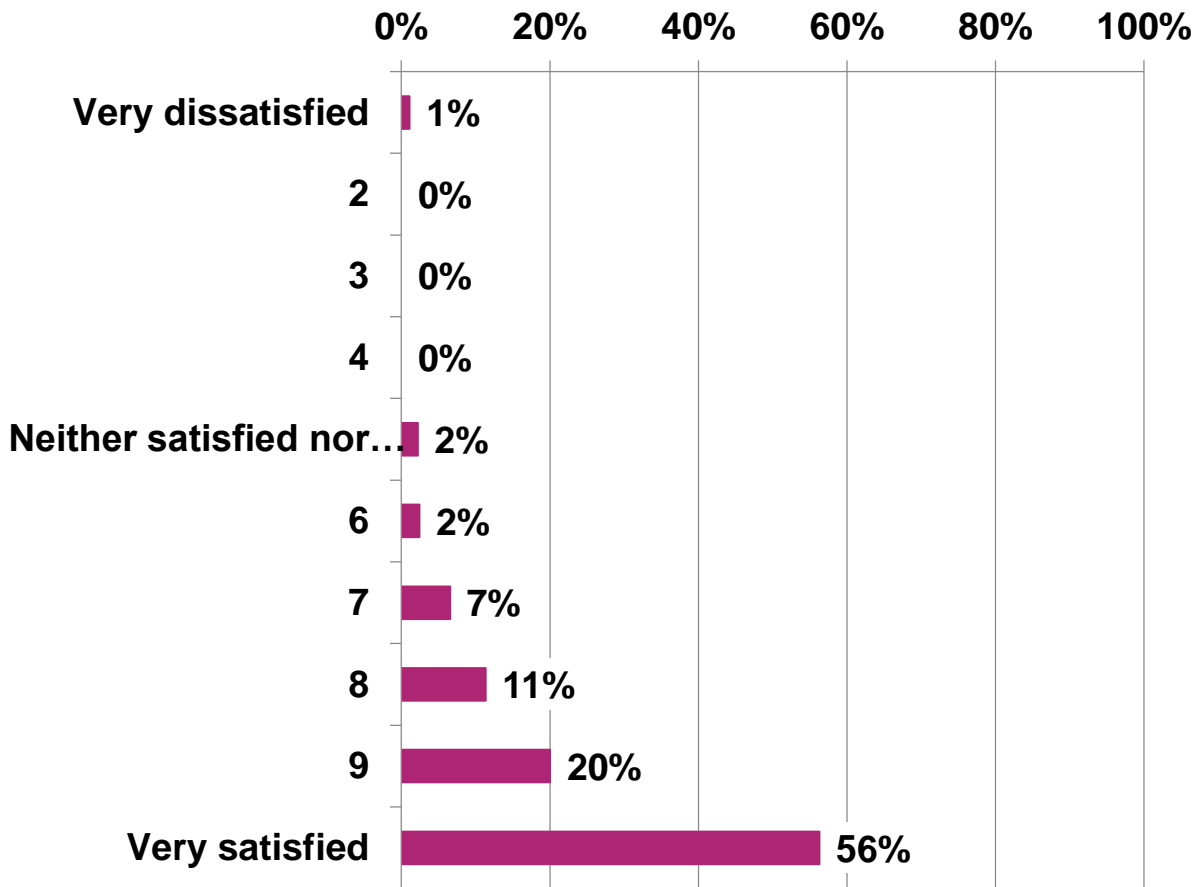
Q01: Overall, how satisfied were you with OIB Nevada's program?



Summary

Nearly all (97%) visually impaired customers were satisfied with Nevada's VR program.

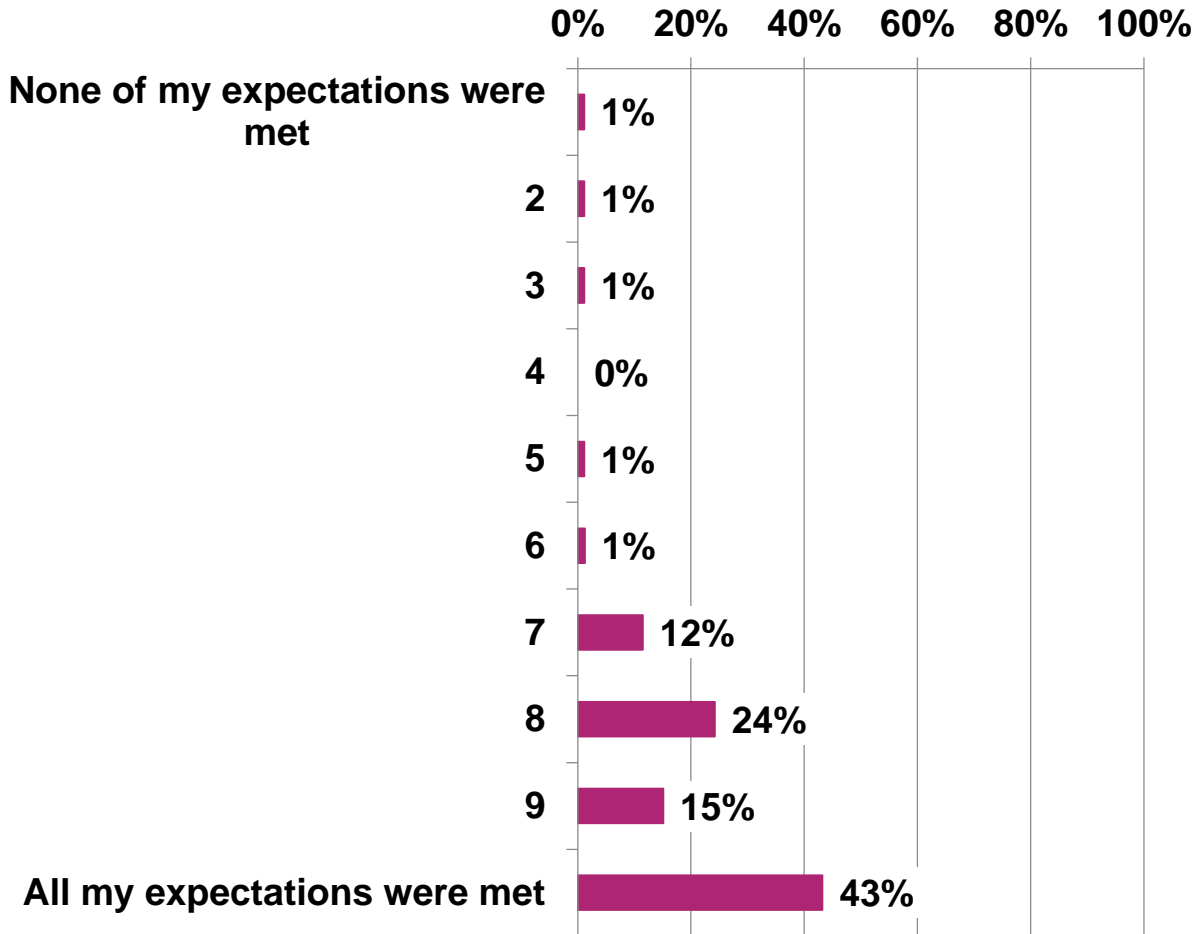
Q43: How satisfied would you say you were with the services provided by OIB?



Summary

Nearly all (97%) visually impaired customers are satisfied with the services VR provided them.

Q45: Considering all of the expectations you may have had about the services provided by OIB to what extent have these services met your expectations?



Summary

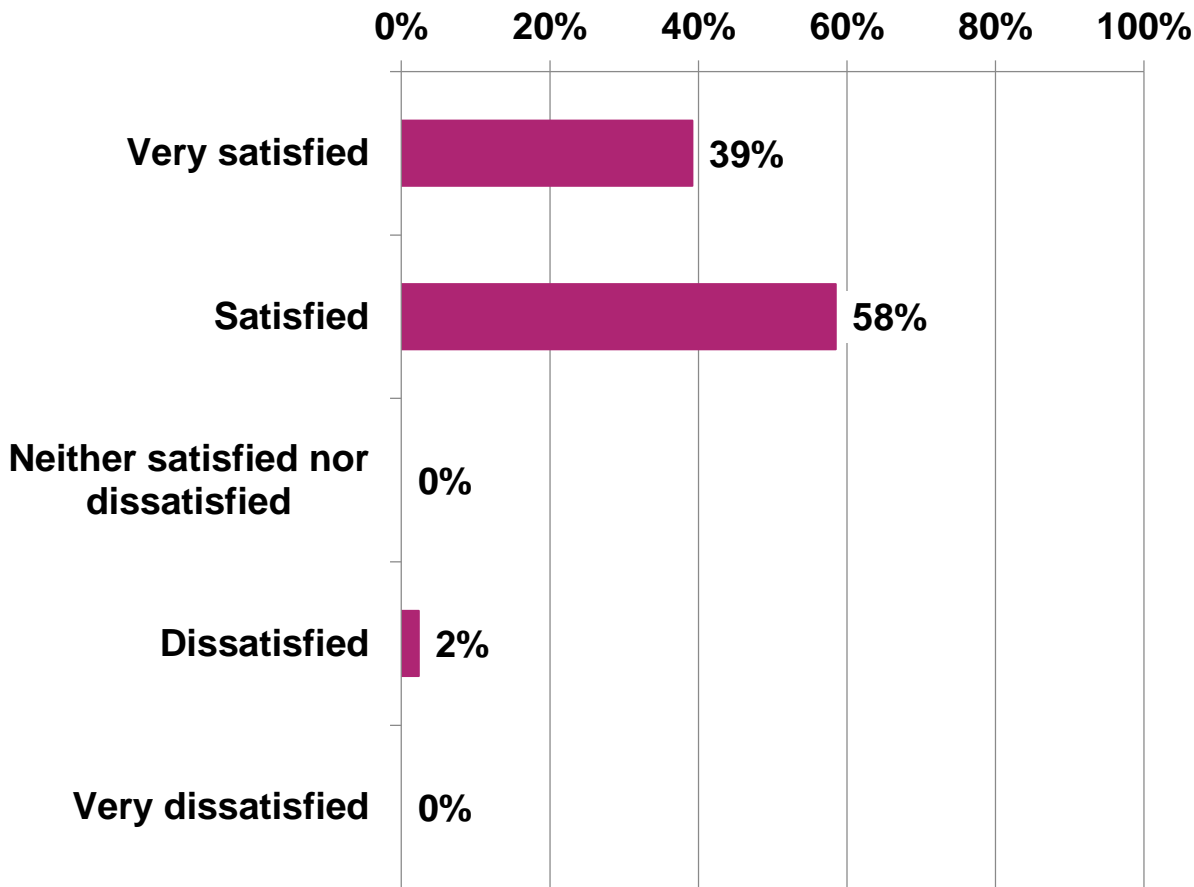
Nearly all (99%) visually impaired customers feel their expectations were met by the VR services they received.



OIB – Experience with Services



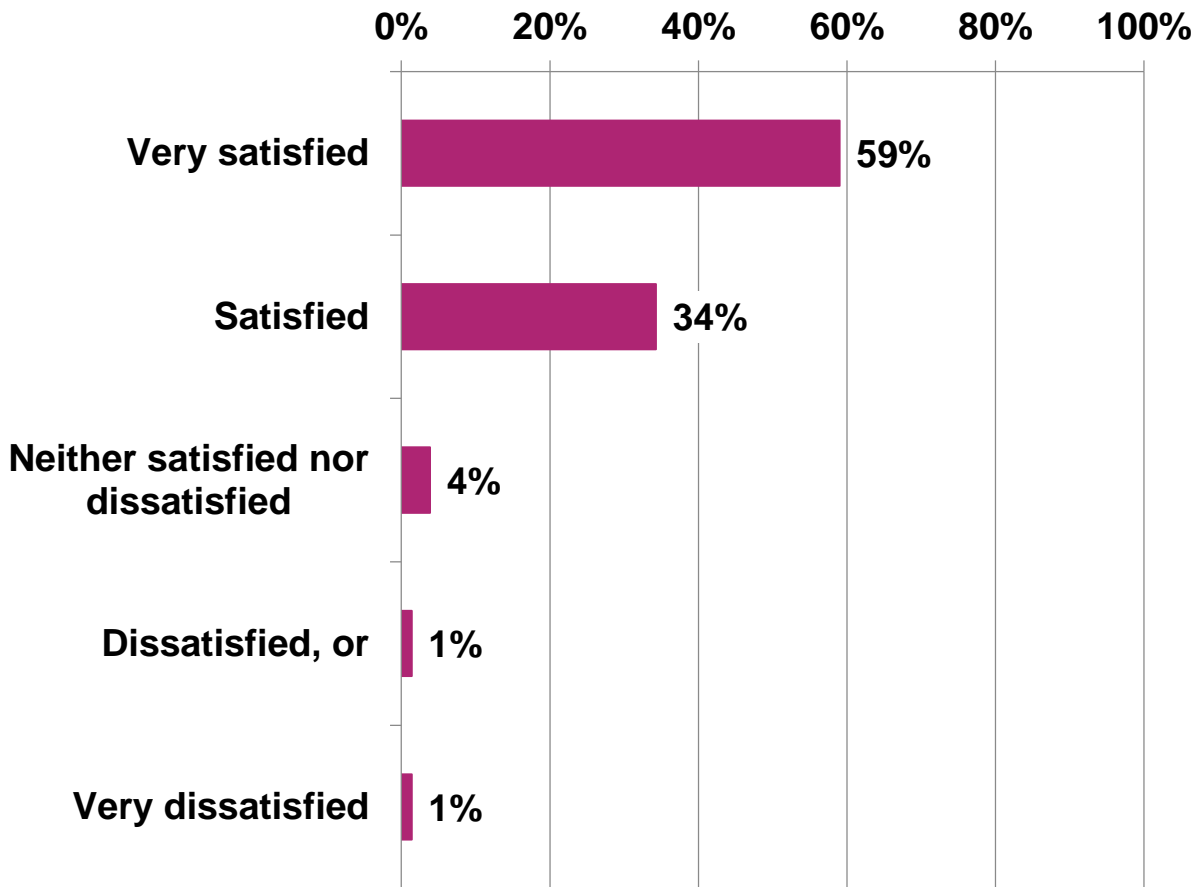
Q07: How satisfied were you with the choice of services?



Summary

Nearly all (97%) visually impaired customers were satisfied with the choice of VR services.

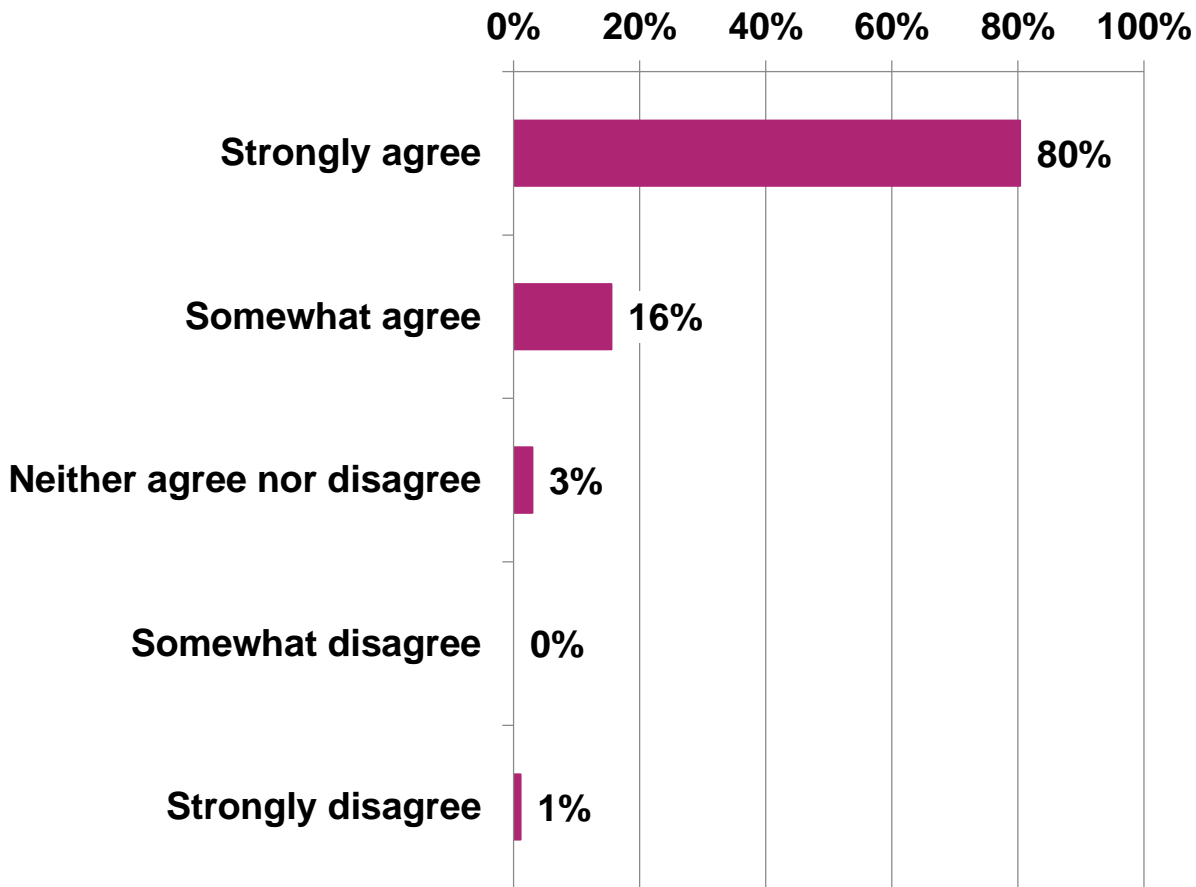
Q09: How satisfied were you with the choice of service providers?



Summary

Almost all (93%) visually impaired customers were satisfied with the choice of service providers available through VR.

Q31: Services were provided as promptly as I felt necessary.



Summary

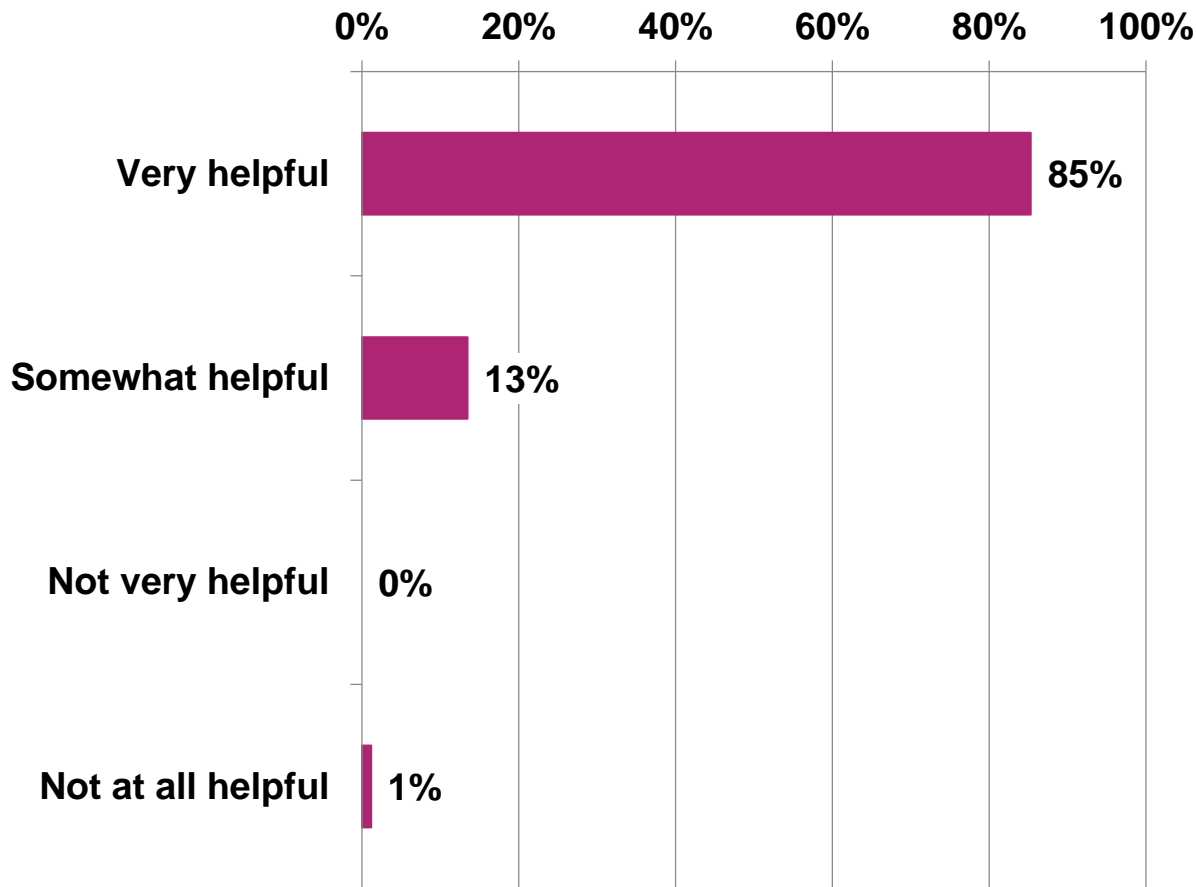
Nearly all (97%) visually impaired customers said that VR services were provided as promptly as necessary.



OIB – Experience with Staff and Counselors



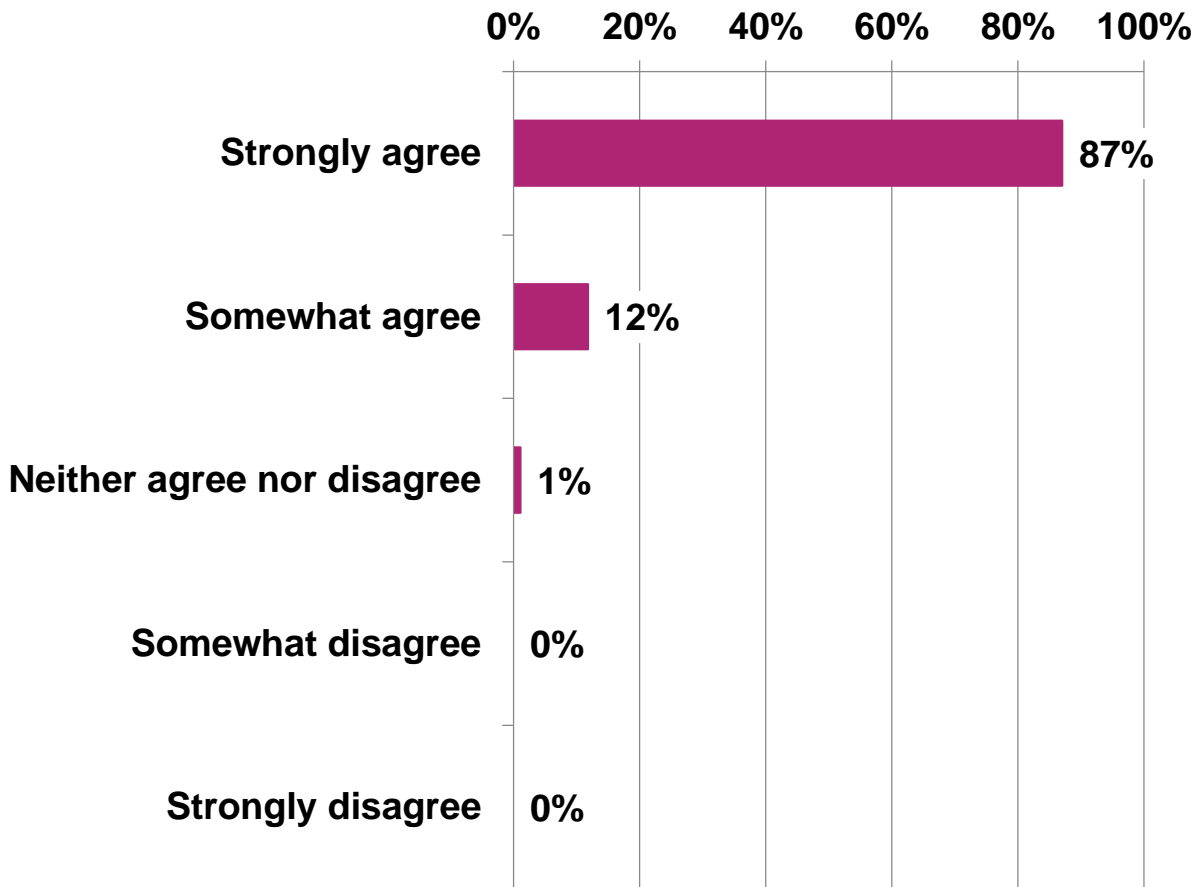
Q17: How helpful were the staff of VR in helping you achieve your VR goal?



Summary

Nearly all (99%) visually impaired customers found VR staff helpful as they worked to achieve their goals.

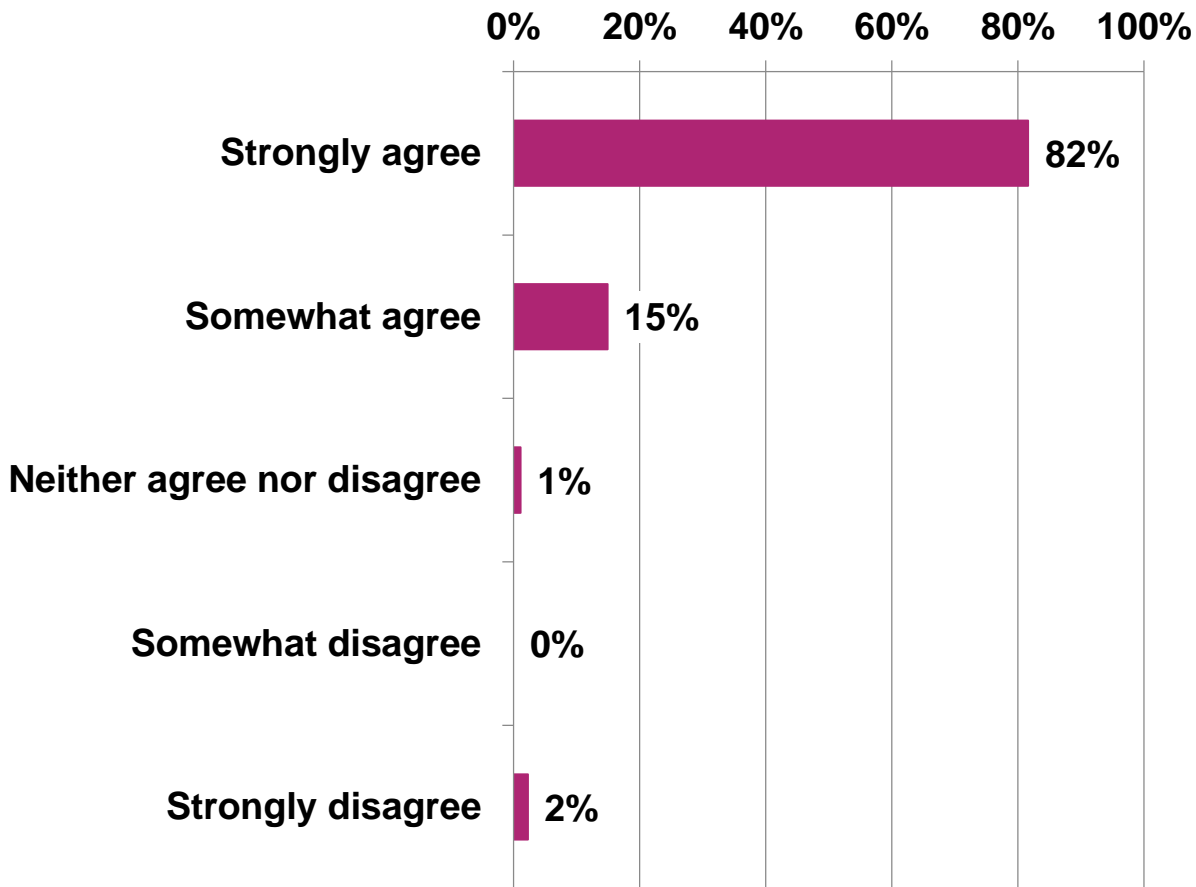
Q23: The staff of OIB treated me with dignity and respect.



Summary

Nearly all (99%) visually impaired customers thought VR staff treated them with dignity and respect.

Q25: Staff understood my particular situation and needs.



Summary

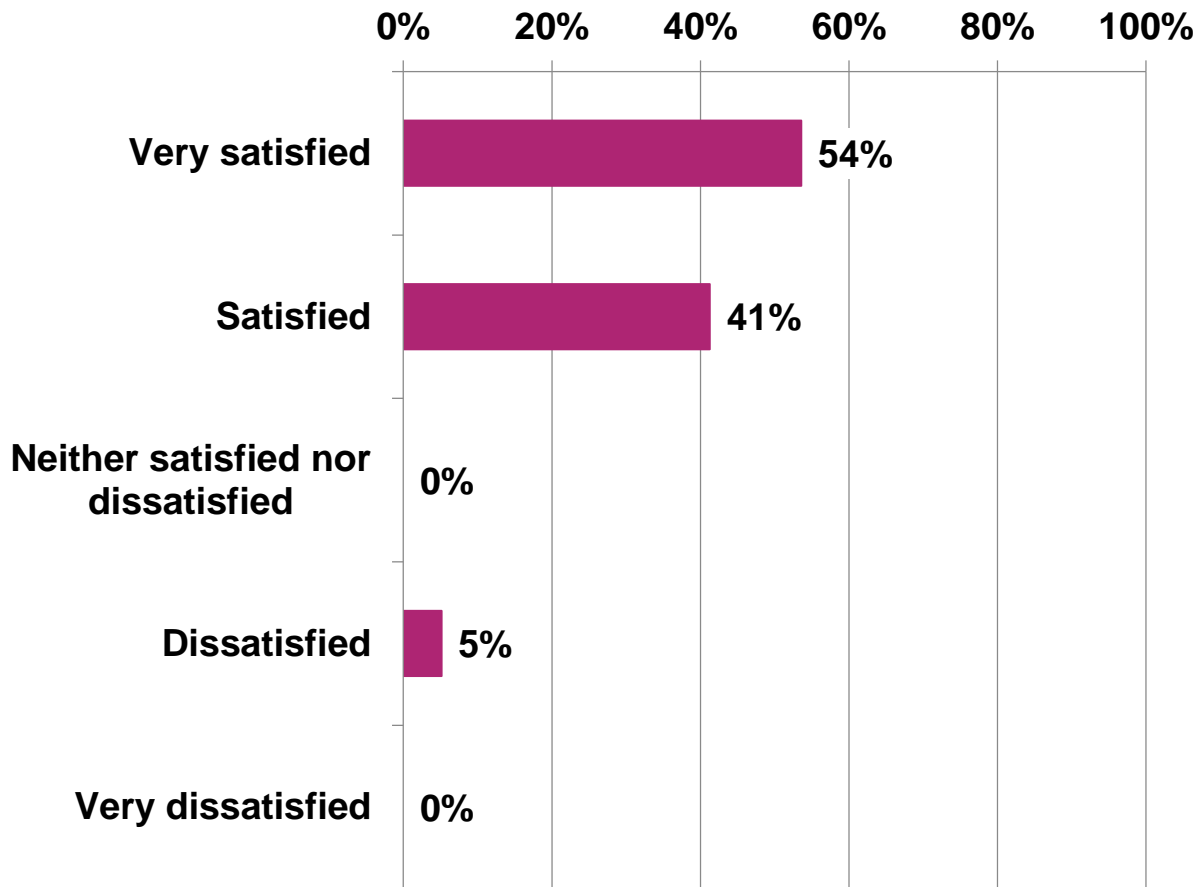
97% of visually impaired customers felt that VR staff understood their situation and needs.



OIB – Communications with Staff



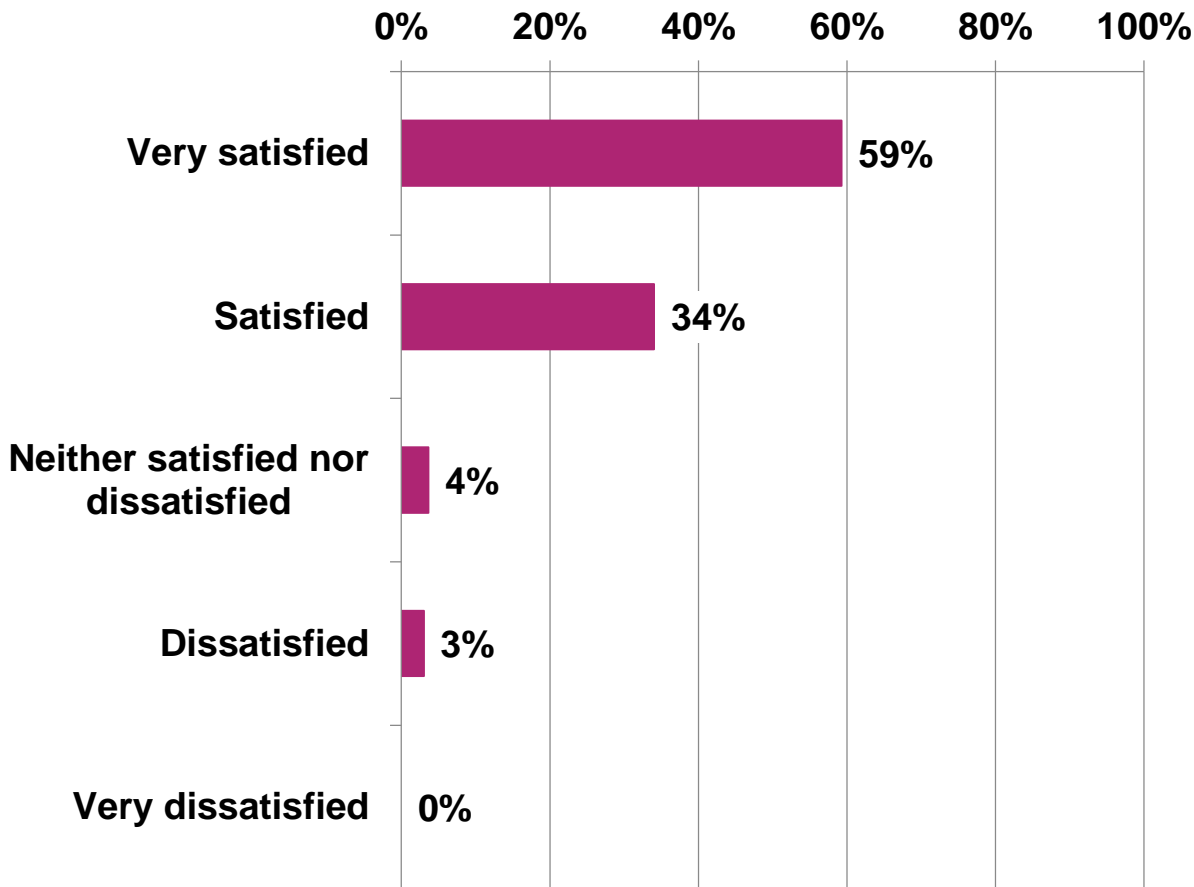
Q11: How satisfied were you with the information you were given about the choices you had?



Summary

Nearly all (95%) of visually impaired customers were satisfied with the information they received about choices available to them through VR.

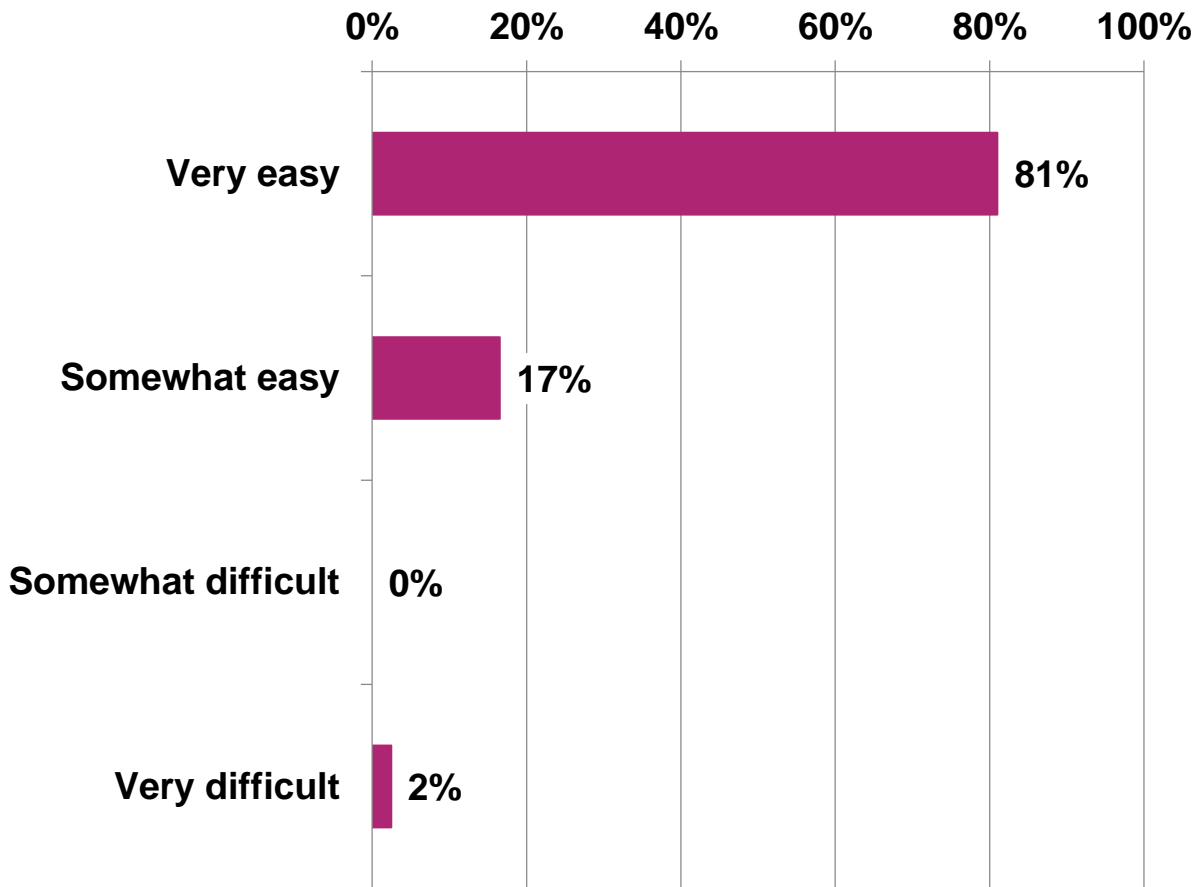
Q13: How satisfied were you with how long it takes your counselor to answer your questions or address your concerns?



Summary

Almost all (93%) visually impaired customers were satisfied with the length of time it took their counselor to respond to questions or address concerns.

Q19: How easy was it for you to contact your VR counselor?



Summary

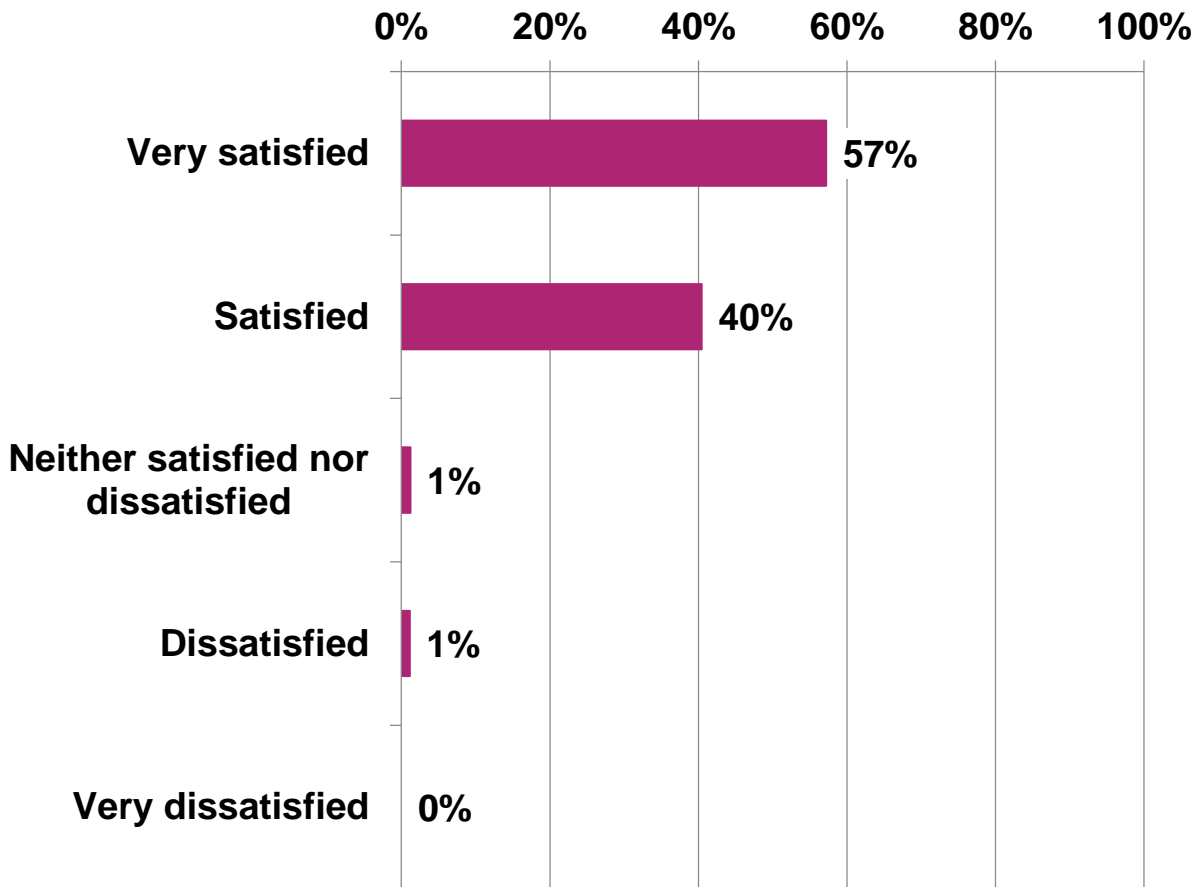
Nearly all (98%) visually impaired customers think their counselor was easy to contact.



OIB – Customer Control and Involvement



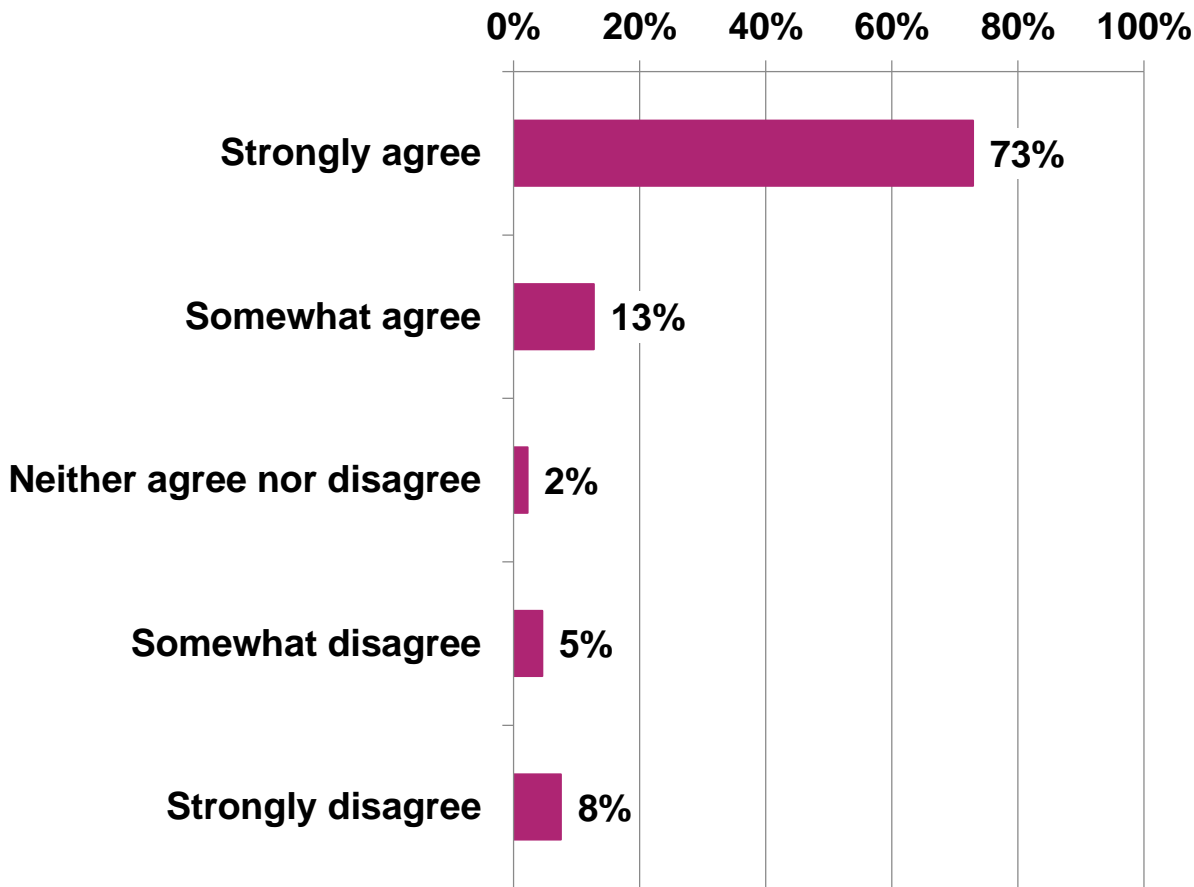
Q03: How satisfied were you with your involvement in your experience?



Summary

Nearly all (97%) visually impaired customers were satisfied with their VR experience.

Q33: OIB staff asked me for my opinions and ideas about the services I need.



Summary

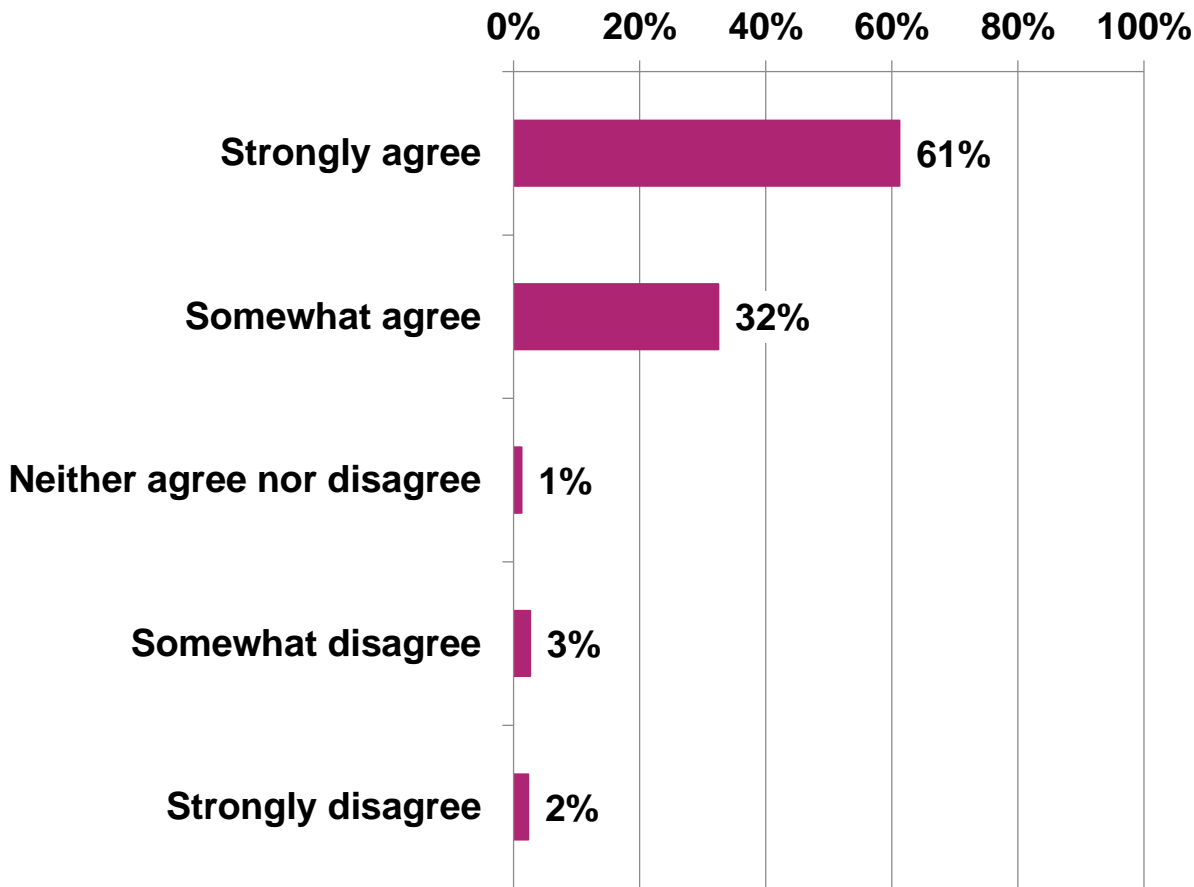
Most (86%) visually impaired customers think VR staff were receptive to their opinions and ideas about the services they needed.



OIB – Outcomes and Meeting Goals



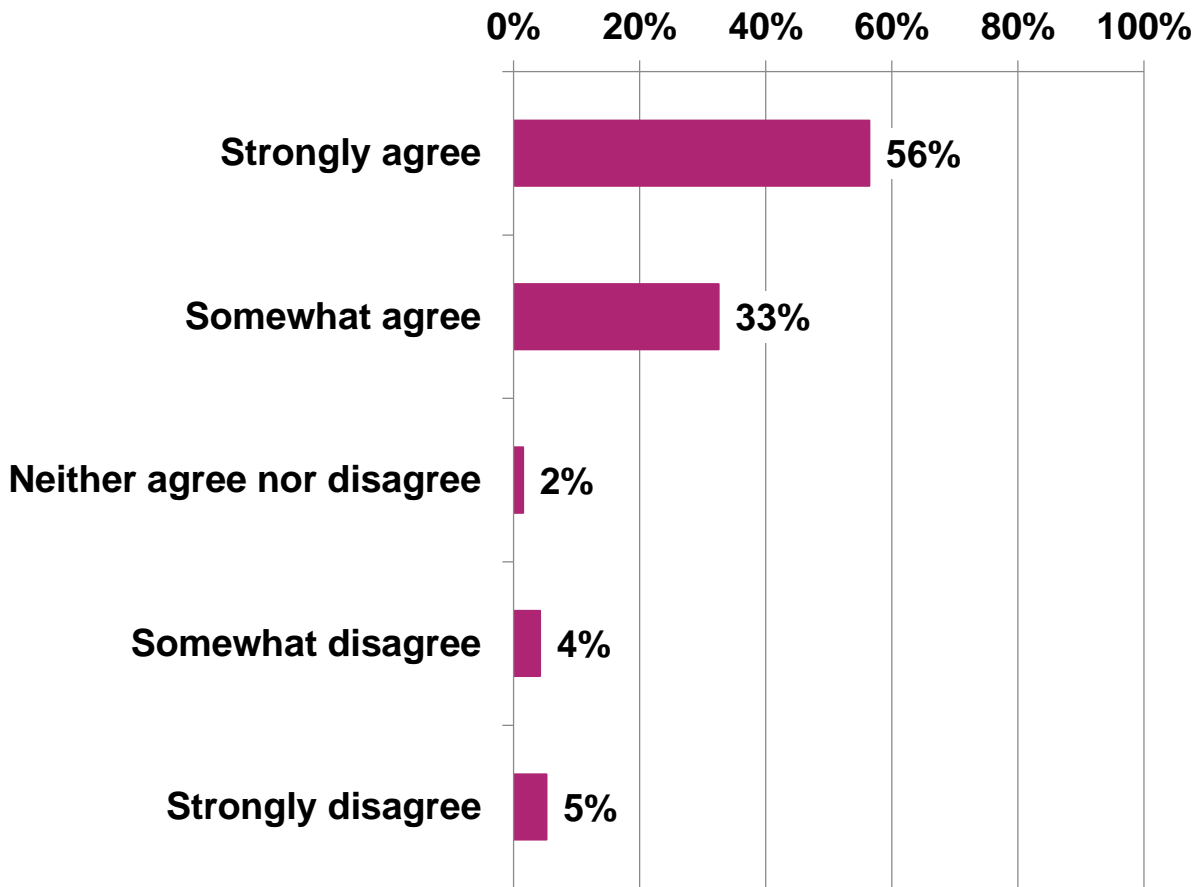
Q37: The services I received helped me or will help me become more independent, in general.



Summary

Almost all (93%) visually impaired customers think VR services helped or will help them become more independent.

Q41: My services helped me or will help me to achieve my personal goals.



Summary

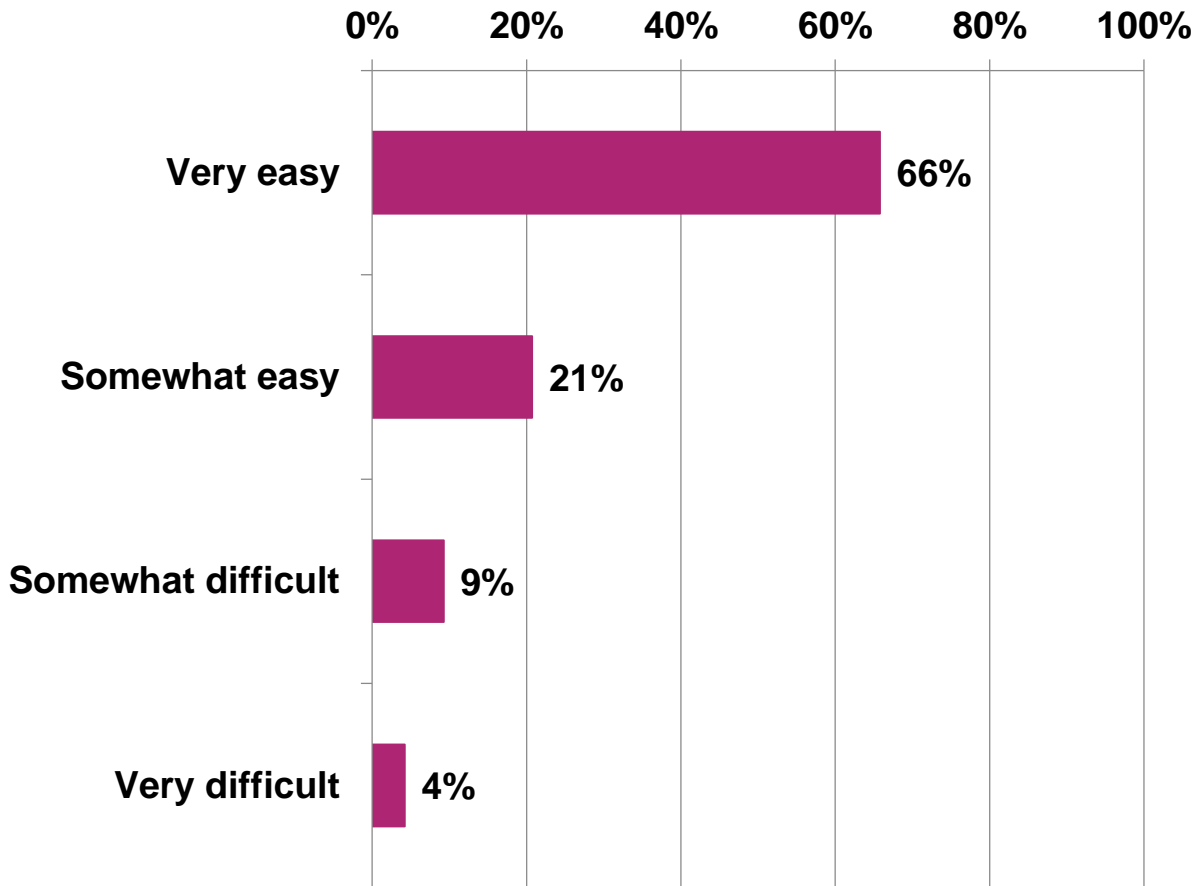
Most (89%) visually impaired customers think VR services will help or have helped them achieve their personal goals.



OIB – Other Measures



Q15: How easy was it for you to complete the application for OIB services?



Summary

Most (87%) visually impaired customers said the VR application was easy to complete.

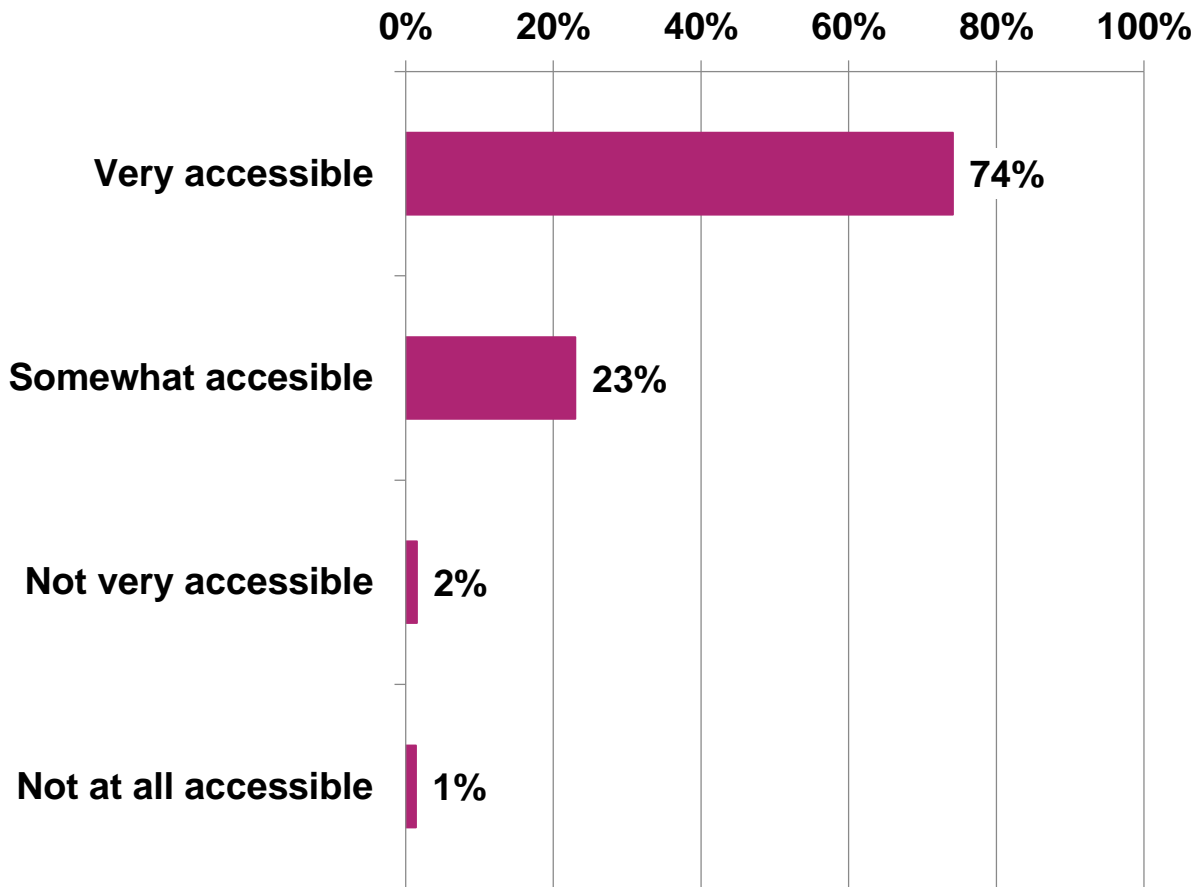
Q16: Why do you say that? What could OIB have done to make the application process easier?

Comment	%
Time lag to get services, appointments	62%
Hard, somewhat difficult, complicated	42%
Having to find information, too much information	14%
Need more information about services offered, not enough information provided	7%
Certain things don't apply	4%
DK-REF	5%

Summary

Individuals with visual impairments found time lags (62%) during the application process most frustrating. Difficult and complicated applications (42%) also reduced the ease of accessing VR.

Q21: How accessible is the OIB office for someone with your type of disability?



Summary

Nearly all (97%) of visually impaired customers found their VR office accessible for their type of disability.

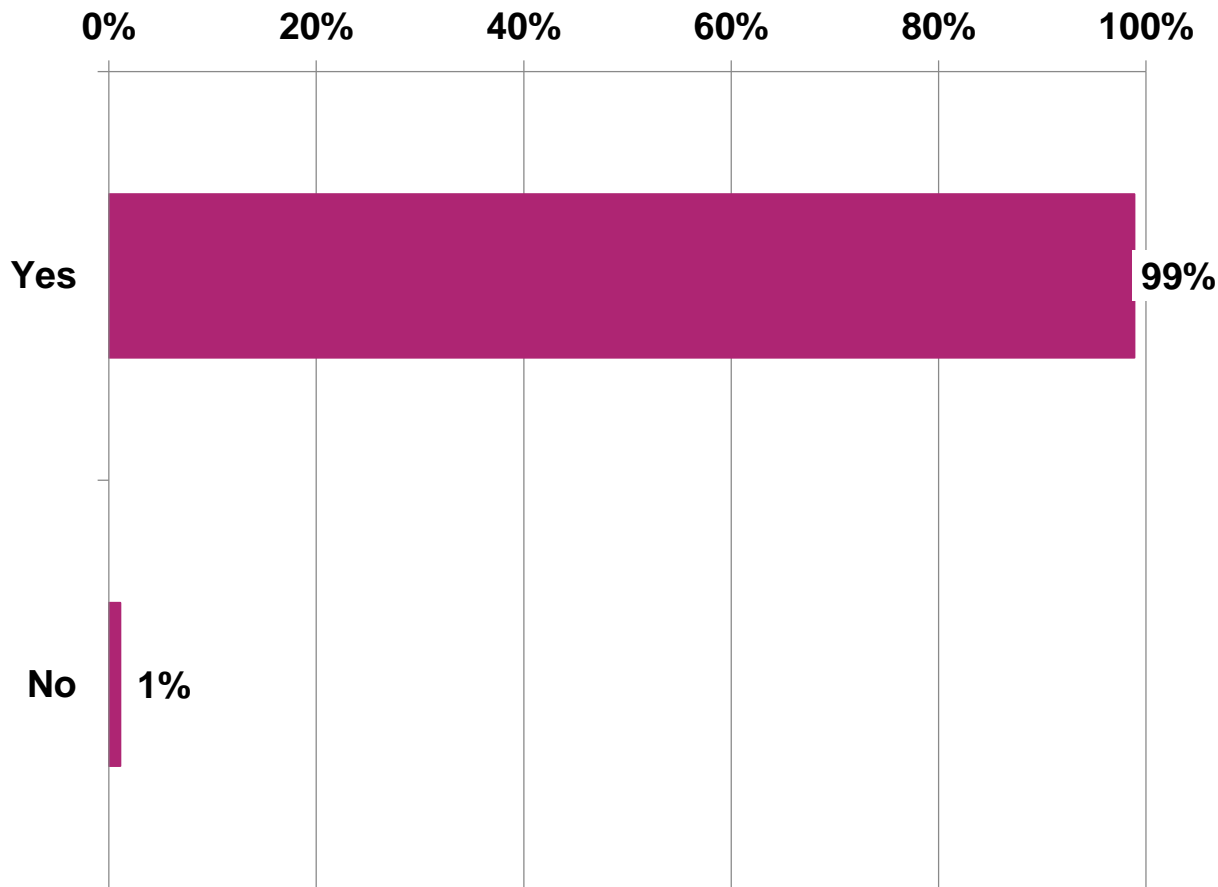
Q22: Why do you say that? What could the OIB have done to make the office more accessible?

Comment	%
Distance, too far away	65%
Transportation in general, do not have transportation, need transportation	37%
Access, and exit with doors, difficulty	9%
Mobility in building or office, hard getting around	9%
Lots of walking to get to office, distance from bus or train	9%
Elevators and stairs	6%
Need someone with me	5%

Summary

VR offices that are further away (65%) from visually impaired customers are perceived as less accessible. Transportation barriers (37%) are also significant detractors from VR office accessibility.

Q47: All things considered, would you tell your friends with disabilities to go to the OIB program for help?



Summary

99% of visually impaired customers would recommend Nevada's VR program to their friends with disabilities.

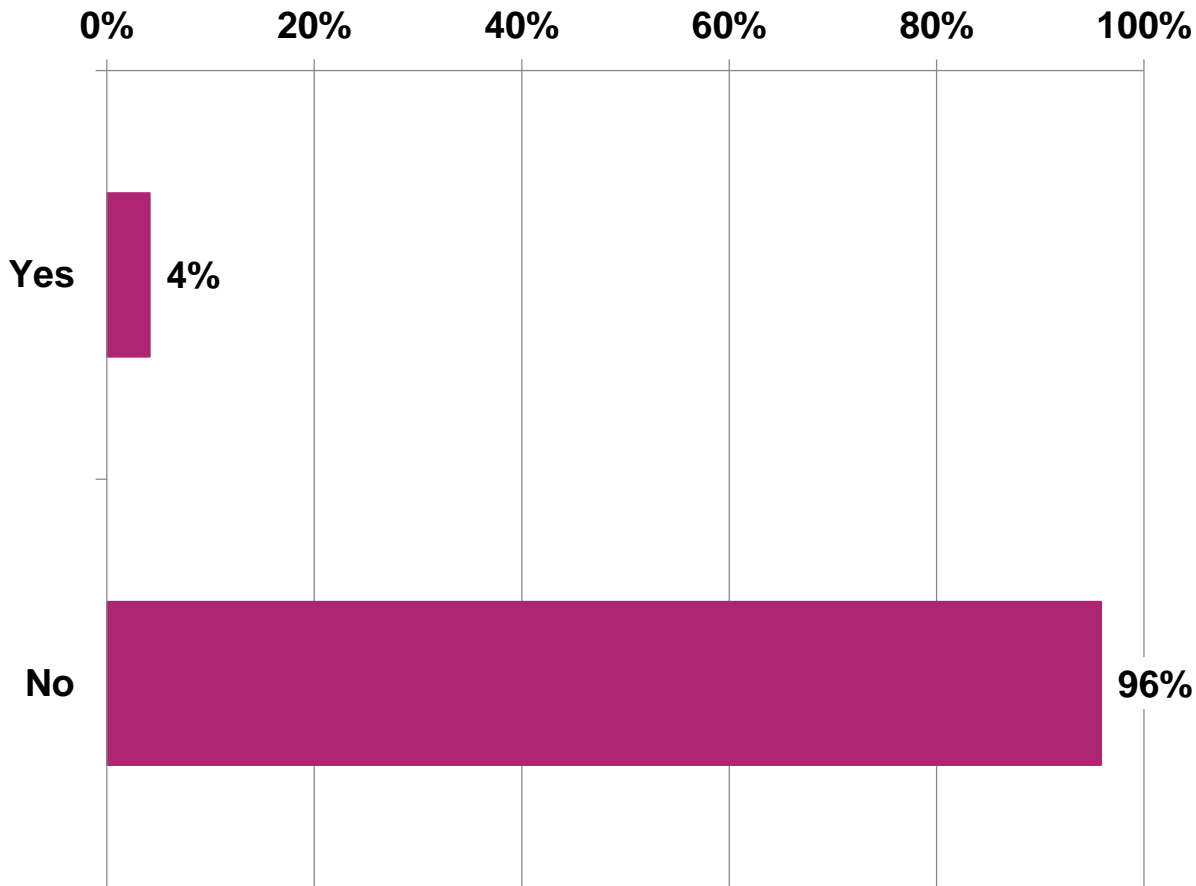
Q54: In working with OIB, what new skills have you learned to help with your vision loss?

Comment	%
Learned to use magnifying tools, special glasses	22%
Learned to use a cane, mobility training	14%
Learned to use other assistive devices	13%
Independent living skills, cooking, house work	10%
Learned to read, read braille	6%
Other	5%
Don't know	9%
None of these	36%

Summary

Blind individuals frequently learned to use visual assistive tools (22%), mobility tools (14%) and other assistive devices (13%) as they worked with VR.

Q55: Have you experienced any problems with OIB or the services they have provided to you?



Summary

Just 4% of visually impaired customers have experienced problems with VR or the services they received.

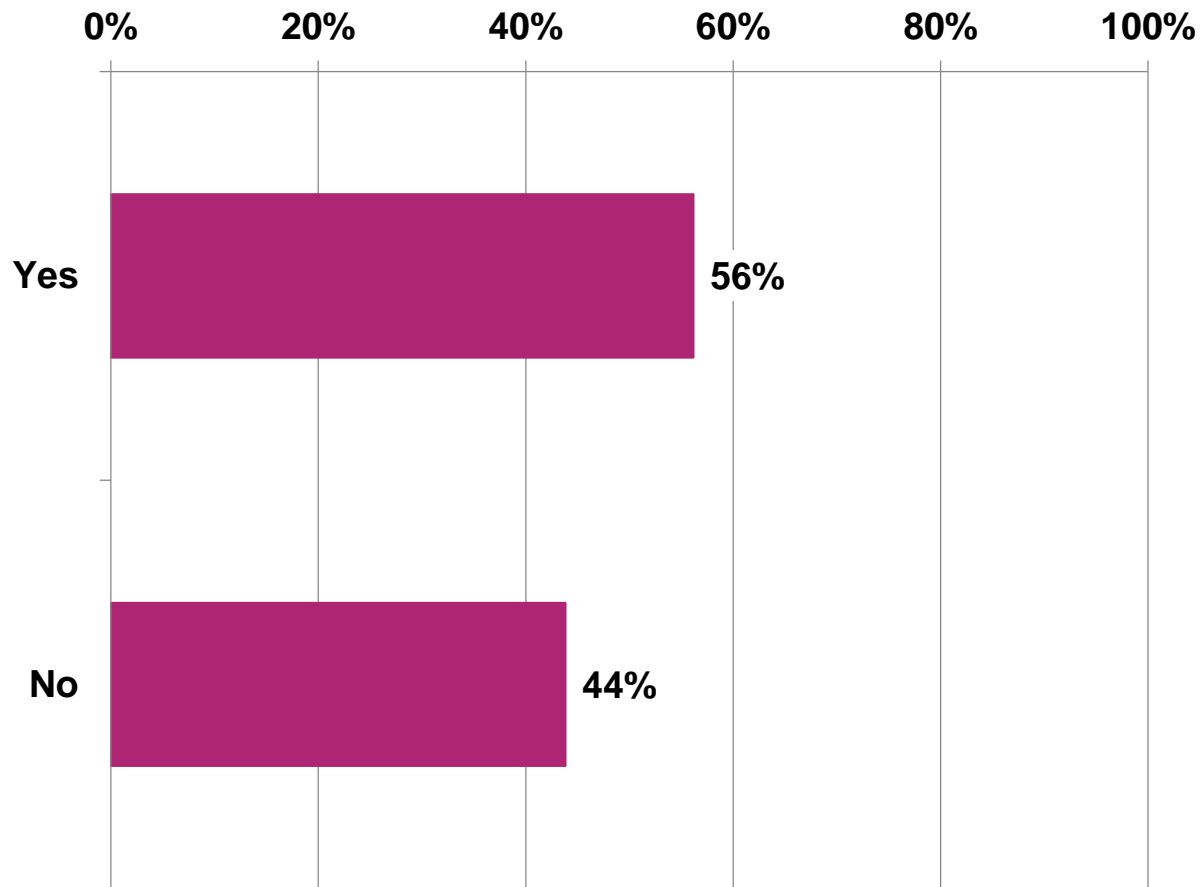
Q56: What problems have you experienced with OIB or the services provided to you?

Comment	%
Did not receive needed Assistive technology	44%
Broken promises, no follow through	29%
Access, and exit with doors, difficulty	27%

Summary

Among those who experienced problems, not receiving needed assistive technology (44%) and broken promises by VR (29%) were the greatest issues.

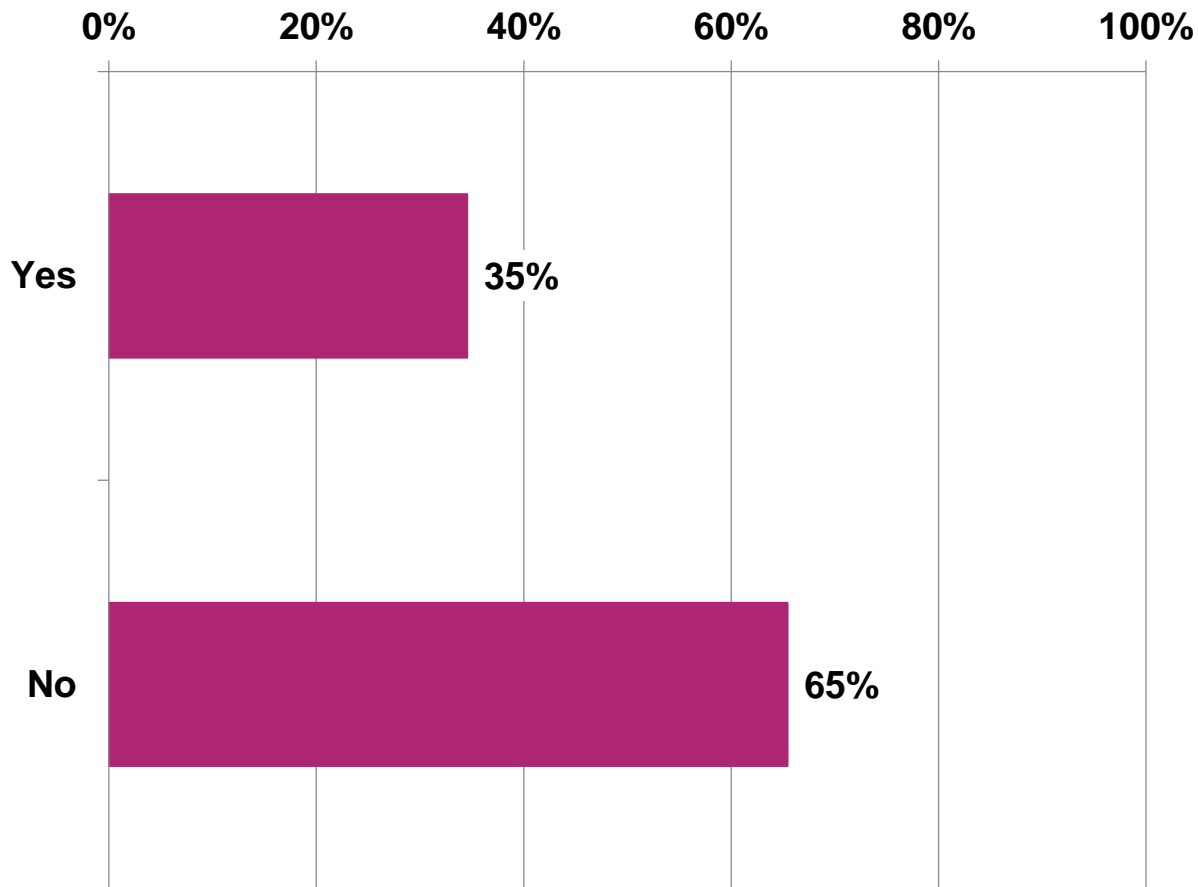
Q57: Did OIB work to resolve this problem?



Summary

Among those who experienced problems, more than half (56%) felt that VR worked to resolve the issue.

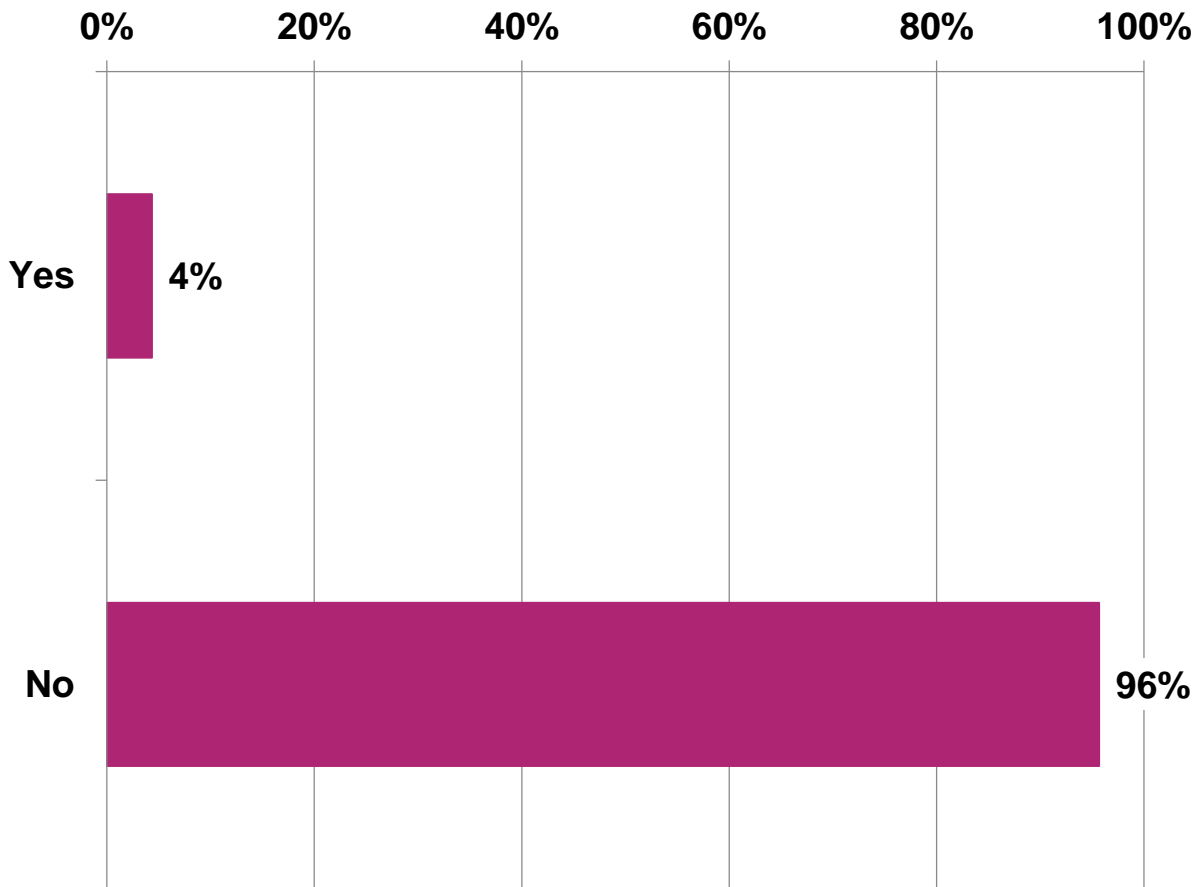
Q58: While a client, did you have more than one vocational rehabilitation counselor?



Summary

One third (35%) of visually impaired customers had more than one counselor while working with VR.

Q59: Did this in any way affect your ability to get services through OIB?



Summary

Among those with more than one counselor, nearly all (96%) said it had no effect on the services they received.

Q59: How did having more than one VR counselor affect your ability to get services through VR?

Comment	%
New counselor better than previous	100%

Summary

Among visually impaired customers who had more than one counselor, new counselors were commonly perceived as improvements (100%).

Q60: In thinking about your experience with VR what worked well for you?

Comment	%
The needed equipment that was provided	19%
All, everything	13%
Helpfulness of staff	12%
Outside vendor programs, support	5%
Communication and accessibility of counselor	4%
Having support system with a counselor to determine goal and achieve that goal	3%
Getting a job	3%
Having help finding a job and with applications	3%
Understanding staff	2%
Evaluations, Testing	2%
Being more independent, positive effect on life	2%
Discussing wants and needs with staff	2%
Talking with counselor, having a relationship	2%
Commendable efforts	1%
Other	5%
DK-REF	11%
Nothing in particular	14%

Summary

Helpful staff (12%) and the provision of needed equipment (19%) were commonly associated with a positive VR experience among visually impaired persons.

Q61: What has been the most challenging part of your experience?

Comment	%
Personal barriers, being independent, coping with disability	20%
Barrier due to disability (general)	10%
Barrier due to physical disability	9%
Transportation	5%
Delays in services in general	2%
Financial struggle with transportation	2%
Health problems, removing from injury	2%
General financial struggle	2%
Barriers due to communication difficulty	1%
Working with counselor	1%
Accessibility of VR	1%
Other	9%
DK-REF	3%
Nothing in particular	32%

Summary

Among visually impaired customers, personal barriers like coping with a disability (20%) presented the greatest challenge during the VR experience.

Q63: As a consumer, what needs are not being met?

Comment	%
Technology, devices, clothes	9%
Help from VR, follow-up on promises	3%
Disability needs, assistance with injury or illness	3%
Transportation	2%
Education, training	2%
Financial aid	2%
Facility not accessible, not clean	1%
Other	1%
Don't know	5%
Nothing in particular	75%

Summary

Commonly unmet needs of the visually impaired include technology and clothing (9%), VR follow-through on promises (3%), and assistance with disability needs and health issues (3%).

Q64: What could VR do to improve the services it offers to you and others?

Comment	%
Offer more resources	9%
Provide information about services, let people know about services	5%
Provide more transportation assistance	5%
Increase staff	4%
Improve timeliness of funding for tuition, transportation etc.	2%
More kindness and respect from staff	2%
Improve staff knowledge about the services they provide	1%
Take expressed interest into consideration when finding jobs	1%
Facility accessibility	1%
Return calls answer the phone more	1%
Other	3%
DK-REF	17%
Nothing in particular	50%

Summary

To improve its services for the visually impaired, VR should offer more resources (9%), provide more information about its services (5%), and offer more transportation assistance (5%).

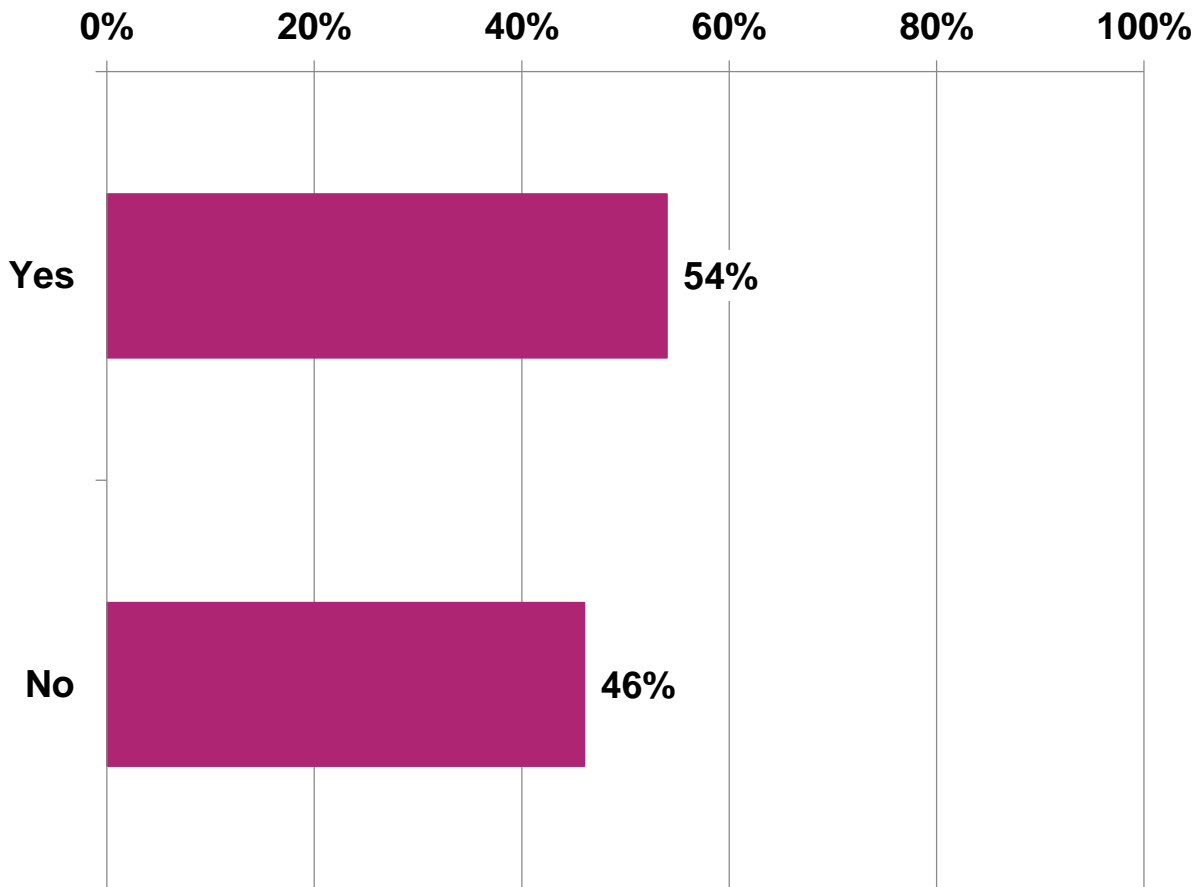
Q65: Why did you choose to no longer receive services and leave the vocational rehabilitation program?

Comment	%
Left due to disability, health issues	50%
Don't know	50%

Summary

Disability and health issues (50%) are the most common reasons visually impaired customers leave the VR program or stop services.

Q73: Were you informed that if you disagreed with a decision you could address it with the Client Assistance Program?



Summary

Over half (54%) of visually impaired customers were aware that they could address unfavorable decisions using the Client Assistance Program.

Summarized OIB Feedback

Comment	%
Time lag to get services, appointments	26%
Distance, too far away	22%
Hard, somewhat difficult, complicated	18%
Transportation in general, do not have transportation, need transportation	12%
Counselor didn't ask my opinion, no opportunity for input	12%
Counselor was not helpful or supportive	10%
DK-REF	28%

Summary

The most common feedback from OIB consumers were related to time lags to get services and appointments (26%) and the distance required to get services being too far (22%).



Conclusions



Survey Results

- Across all metrics, NV VR/OIB performs well.
 - A majority of consumers are satisfied with the services they receive.
 - A minority of individuals report experiencing problems or dissatisfaction with any metric.
- Communications issues were the primary type of problem experienced and communications measures were generally the lowest rated among all populations.

Problems reported

- The most commonly reported types of problems in general VR and Transition Youth services related to communication between consumers and counselors
 - Not offering help and support, needing to better understand consumer desires, and the need to follow-up with communications were all among the most common problems for both groups.
- Among OIB consumers the most common problem was not receiving assistive technology seen as necessary.
 - Problems were rarely reported among this group.

Multiple counselors

- Overall, 49% of consumers reported working with multiple VR counselors during their time with VR.

While a client of VR, did you more than one vocational rehabilitation counselor?

	IPE	In service 6 months	In service 7 to 17 months	In service 18+ months	Closed	Total
Yes	38.0%	62.5%	43.2%	62.3%	48.1%	48.8%
No	62.0%	37.5%	56.8%	37.7%	51.9%	51.2%

- This reportedly resulted in program delays and the feeling of ‘starting over’ when a new counselor came on.

Comparison to Other States

- Compared to other states in which MDR measures similar metrics for VR/OIB agencies, NV ranks in the middle of the pack.
 - These differences don't rise to the level of significance.
 - Looking at individual items this is likely caused more by marginal levels of satisfaction than by outright dissatisfaction.
- Overall, General VR consumers are more likely to experience problems and report lower overall satisfaction than other groups.

Future administrations

- In the future, MDR will begin trending measurements across time to provide comparisons and monitor changes.
 - This will allow NV VR to track changes each trimester and implement new policies or changes each trimester.
- Change of survey mix
 - We will target more youth in transition populations in future survey administrations.