

## Consumer Experience Survey Results

### Presentation, Covering Open & Closed Cases January - April 2021

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## Sampling – Who We Talked To

- A total of 475 surveys during the current survey period
  - General VR Consumers: 387
  - Youth in Transition Consumers: 73
  - Older Individuals who are Blind Consumers: 15
- These surveys were done with consumers with open cases as of January 1, 2021, or with cases closed within the previous four months (August to December 2020).
- Cases were further stratified by case benchmarks indicated by NV VR/OIB
  - In Service IPE to 6 Months: 107
  - In Service 6 to 12 Months: 152
  - In Service 18 Months or More: 81
  - Closed: 135

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## Data Collection

- Data collection began on January 31, 2021 and ran until March 3, 2021.
  - Telephone interviewing was conducted throughout this period.
  - An email invitation to the online survey was distributed on February 23, 2021 to those with a valid email who had not completed the survey over the phone.
- The overall response rate was 32.5%.



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### Summary of Domain Scores – Service Population

Domain	Overall	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	73	73	75	73
Experience with Services Provided by VR	75	75	78	74
Experience with Staff and Counselors	86	85	88	85
Communications with Staff	72	71	80	76
Customer Control and Involvement	79	79	79	84
Outcomes and Meeting Goals	80	81	78	71
Ease of the application process for VR services	75	75	74	76
Accessibility of the VR office for someone with your type of disability	88	89	90	76
Satisfaction with current employment	71	69	82	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	90%	91%	93%
Did you experience any problems with VR or the services they have provided to you? (% no)	77%	74%	86%	86%

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### Summary of Domain Scores – Period of Service

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	73	76	64	72	82
Experience with Services Provided by VR	75	75	69	75	83
Experience with Staff and Counselors	86	88	82	85	92
Communications with Staff	72	75	69	71	77
Customer Control and Involvement	79	81	74	80	82
Outcomes and Meeting Goals	80	85	78	79	81
Ease of the application process for VR services	75	78	74	72	81
Accessibility of the VR office for someone with your type of disability	88	81	87	89	93
Satisfaction with current employment	71	66	64	62	85
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	90%	95%	83%	90%	97%
Did you experience any problems with VR or the services they have provided to you? (% no)	77%	85%	66%	74%	88%

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### Summary of Domain Scores - Trending

Domain	2018 T3	2019 T1	2019 T2	2019 T3	2020 T1	2020 T3	2021 T1
Overall Satisfaction and Expectations	75	75	67	77	77	74	73
Experience with Services Provided by VR	77	77	70	77	79	75	75
Experience with Staff and Counselors	87	87	83	88	87	85	86
Communications with Staff	75	75	70	75	77	73	72
Customer Control and Involvement	79	79	78	80	80	78	79
Outcomes and Meeting Goals	81	80	76	82	80	78	80
Ease of the application process for VR services	77	77	77	74	76	76	75
Accessibility of the VR office for someone with your type of disability	92	91	89	90	90	89	88
Satisfaction with current employment	79	81	79	75	76	77	71
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	94%	92%	92%	91%	89%	90%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	71%	63%	73%	76%	74%	74%

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### Summary of Domain Scores – OIB Trending

Multiple OIB core metrics declined in trimester 1 of 2021, several declining to historic lows.

(\*) Indicates a historic low score in 2021 Trimester 1 for OIB.

Domain	2018 T3	2019 T1	2019 T2	2019 T3	2020 T1	2020 T3	2021 T1
Overall Satisfaction and Expectations	87	85	88	86	82	86	73*
Experience with Services Provided by VR	88	90	91	90	82	89	74*
Experience with Staff and Counselors	95	96	97	94	84	92	85
Communications with Staff	87	89	88	85	83	84	76*
Customer Control and Involvement	86	88	89	87	82	86	84
Outcomes and Meeting Goals	85	85	91	87	84	86	71*
Ease of the application process for VR services	83	67	77	67	54	76	76
Accessibility of the VR office for someone with your type of disability	90	86	84	86	77	83	76*
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	99%	100%	97%	97%	96%	89%	93%
Did you experience any problems with VR or the services they have provided to you? (% no)	96%	75%	88%	89%	84%	90%	86%

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## Core Metrics in Summary

- VR/OIB consumers are generally positive about their experience and are satisfied with their services,
  - Youth in Transition and Closed Cases are most positive overall of any demographic group.
- General VR consumers (26%) and those in service 6 to 12 months (34%) report problems with VR/OIB most often.
  - Those in service 6 to 12 months are also the least positive (lowest scores in 7 of 11 metrics among period groups).
- Those in the IPE to 6-month period of service are more positive than those 6 months or longer into the process.
- Several metrics improved slightly from trimester three of 2020 (1 – 2-point increases)
  - Experience with Staff and Counselors
  - Customer Control and Involvement
  - Outcomes and Meeting Goals
  - Recommend VR
- Satisfaction with employment declined significantly from 77 in trimester three of 2020 to 71 in trimester one of 2021.



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## Trends to Watch

- OIB consumers are considerably less positive in trimester one of 2021 compared to prior trimesters.
- 8 of the 10 OIB core metrics declined in trimester one with 5 of those metrics hitting all-time lows (denoted by \*).
  - Overall Satisfaction and Expectations\*
  - Experience with Services Provided by VR\*
  - Experience with Staff and Counselors
  - Communications with Staff\*
  - Customer Control and Involvement
  - Outcomes and Meeting Goals\*
  - Accessibility of the VR office for someone with your type of disability\*
  - Did you experience any problems with VR or the services they have provided to you? (% no)
- Nevada's OIB population has historically been consistently positive about their experience.
  - Decline may indicate some issues, particularly around the application and office accessibility
- While results are based on a small sample (n=15), the scores are uncharacteristically low.



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## Consumer Feedback

- Among customers expressing a negative view at any point, the most common feedback is that counselors did not return calls, emails, or follow up.
- Others mentioned COVID-19 related problems.
- Communication is frequently identified as a pain point and area for improvement.

	Overall (n=364)
Counselor did not return calls, emails or follow up	24%
Covid-19 related problems	18%
Forms and paperwork hard, complicated	16%
Changing counselors, switching too much, causes problems	14%
Lots of paperwork, too long, make it shorter	12%
Counselor was not helpful or supportive	11%
Time lag to get services, appointments	8%
Services offered by VR were not effective	7%
Did not receive employment, VR could not find me a job	7%
Calls, mail not returned for days, weeks, had to wait too long for return call	7%

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## Problems Experienced

- Poor communication with counselors continues to be the primary problem mentioned by consumers.
- Consumers continue to mention COVID-19 related problems.
- Consumers expect more job search help and want to obtain employment through VR.

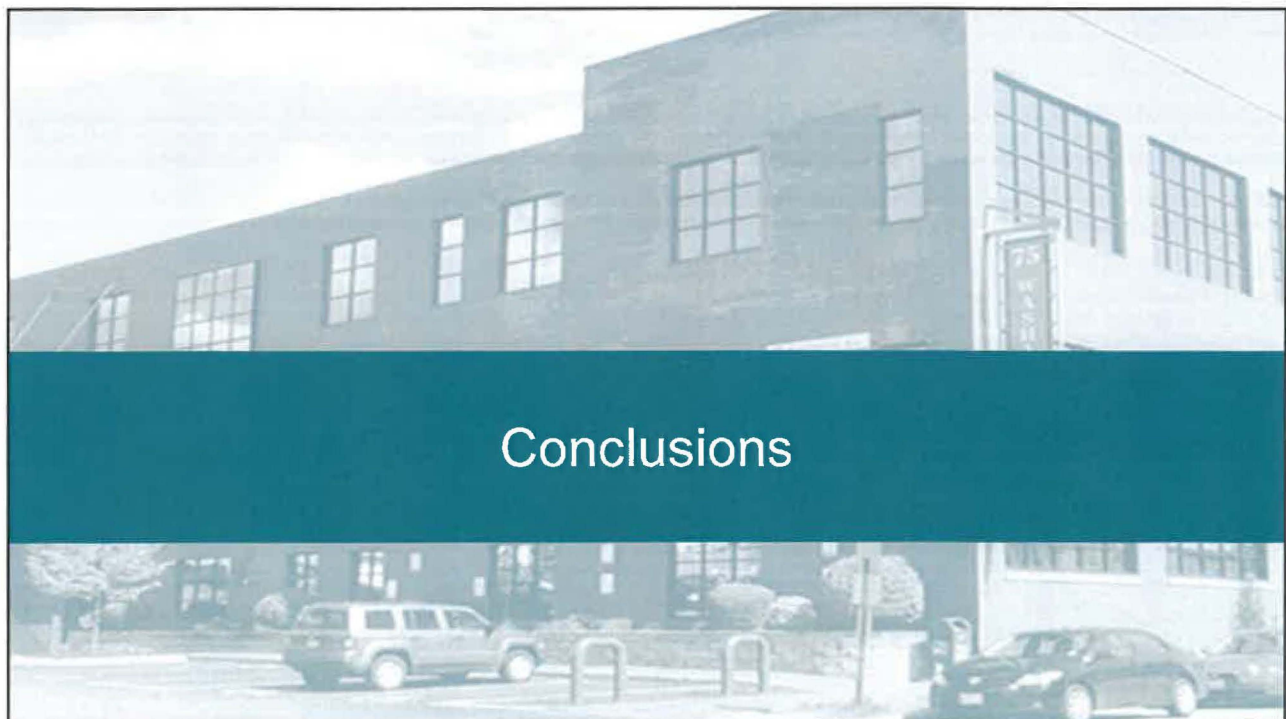
**What problems have you experienced with VR or the services VR has provided to you?**

	Overall (n=100)
Listen to customer, understand needs, wants, ability	17%
Counselor did not return calls, emails or follow up	13%
Covid-19 related problems	7%
Didn't receive job search help	7%
Did not receive employment, VR could not find me a job	6%
Counselor would not listen, dismissed concerns	5%
Time lags to get into the program	5%
Counselor rude, disrespectful, unprofessional	4%
Transportation in general, do not have transportation, need transportation	4%
Need life skills services	4%



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## In Summary

- Overall, VR/OIB consumers remain positive about their experience in the new year.
  - Most metrics are within 1-2 points of scores of the prior trimester.
  - Only employment satisfaction declined significantly (77 down to 71).
- OIB consumers reported an uncharacteristically negative experience in trimester one but are still generally positive.
  - Specific difficulty with office accessibility and the application process, historically challenging aspects for OIB
- YIT are consistently more satisfied than General VR with employment (82 vs. 69) and communication with VR staff (80 vs. 71) and are less likely to experience problems (14% vs. 23%).
- Consumers in service for 6 to 12 months are consistently less positive than the IPE to 6 months and 12 months or more groups.
  - Hope or motivation may decline near the 6-month mark and could be an opportunity to address with communication or encouragement.
- Consumer feedback and problems mentioned continue to highlight poor communication with VR staff.
  - Switching counselors and COVID-19 challenges are likely influencing communication to some extent.
  - Consumers want counselors to listen to and acknowledge their input.
  - Better follow-up communication could help.



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Thank you!

If you have any questions, feel free to contact:

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