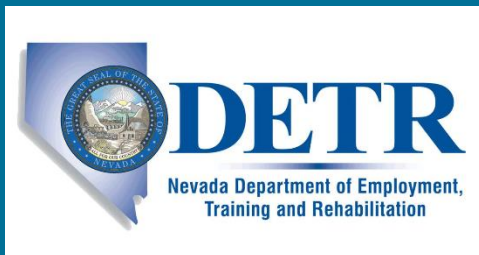




Consumer Experience Survey Results

Presentation Covering Open & Closed Cases
2023 Trimester 2

Prepared For: Nevada Department of Employment, Training, and Rehabilitation



Market Decisions Research

511 Congress St, Suite 801
Portland, ME 04101
www.marketdecisions.com
(207) 767-6440

Prepared By:

Brian Robertson, PhD
Candace Walsh, MA
Anna Driscoll

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Methodology



Sampling and Data Collection

- Surveys were conducted with consumers with:
 - Open cases as of May 2023 or
 - Cases closed within the previous four months (January 2023 to April 2023).
- Interviewing began May 23, 2023 and ran until July 17, 2023.
 - Data was collected by telephone from MDR's data collection facility and online through Voxco.
- The overall response rate was 40%.

Total Number of Consumers: 478

	Subtotal
General VR	377
Youth In Transition	79
Older Individuals who are Blind	22

Cases by Length of Time in Service

	Subtotal
In Service IPE to 6 months	169
In Service 6 to 12 months	56
In Service 18+ months	148
Closed	105



Core Metrics Summary



Summary of Domain Scores – Service Population

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	72	74	71
Experience with Services Provided by VR	72	77	70
Experience with Staff and Counselors	84	85	84
Communications with Staff	74	76	70
Customer Control and Involvement	75	78	72
Outcomes and Meeting Goals	78	83	82
Ease of the application process for VR services	75	77	62
Accessibility of the VR office for someone with your type of disability	86	87	70
Satisfaction with current employment	71	78	-
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	89%	87%	87%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	72%	74%

Summary of Domain Scores – Period of Service

Domain	Overall	Length of Time in Service			Closed
		IPE - 6 months	6 - 12 months	18+ months	
Overall Satisfaction and Expectations	73	79	65	70	75
Experience with Services Provided by VR	73	77	68	71	75
Experience with Staff and Counselors	84	89	80	82	86
Communications with Staff	74	79	72	72	75
Customer Control and Involvement	75	80	69	73	78
Outcomes and Meeting Goals	79	89	76	78	73
Ease of the application process	74	76	70	74	76
Accessibility of the VR office for someone with your type of disability	85	87	83	84	86
Satisfaction with current employment	72	-	72	64	78
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	87%	93%	83%	86%	92%
Did you experience any problems with VR or the services they have provided to you? (% no)	70%	76%	70%	65%	74%

Summary of Domain Scores - Trending

Domain	2022 T1	2022 T2	2022 T3	2023 T1	2023 T2
Overall Satisfaction and Expectations	72	75	74	73	73
Experience with Services Provided by VR	73	75	76	73	73
Experience with Staff and Counselors	84	86	87	85	84
Communications with Staff	74	74	75	74	74
Customer Control and Involvement	77	78	79	77	75
Outcomes and Meeting Goals	78	81	80	80	79
Ease of the application process for VR services	78	79	76	78	74
Accessibility of the VR office for someone with your type of disability	85	90	85	88	85
Satisfaction with current employment	80	73	81	79	72
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	84%	89%	90%	89%	87%
Did you experience any problems with VR or the services they have provided to you? (% no)	71%	75%	72%	73%	70%

Core Metrics – In Summary

- Consumers of VR/OIB services continue to be positive about their experiences and are generally satisfied with the services provided to them, however there has been a decrease across several metrics compared to 2023 T1.
- OIB consumers rated their experience lower across all core metrics.
- Negatively trending metrics that decreased 2+ points since 2023 T1 include:
 - Ease of application process
 - Accessibility of VR office
 - Customer control and involvement
- The percentage of consumers who would tell their friends with disabilities to go to the VR program remains high (87%), continuing a positive trend on this score
- Job satisfaction dropped seven points from 2023 T1 and nine points from 2022 T3 to 72 this trimester. This is more consistent with results that were seen during the pandemic through 2022 T1.



Other Items



Consumer Feedback*

	Overall
Better communication needed	33%
Easy to reach counselor with no problems	20%
Counselor did not return calls, emails or follow up	19%
Was not given information about choices	15%
Forms and paperwork were hard, complicated	14%
Staff did not return calls, emails or follow up	13%
Listen to customer, understand needs, wants, and abilities	13%
Needed help in filling out forms	11%
Get voicemail, never answer the phone	11%
Counselor was not helpful or supportive	11%

Summary

Issues related to communication with counselors and staff made up the majority of feedback categories reported by consumers. Feedback was split with one-third (33%) said better communication is needed, while one-fifth (20%) said it was easy to reach their counselor.

*Among customers expressing a negative view at any point.

Problems Experienced*

	Overall
Counselor did not return calls, emails or follow up	14%
Counselor was not helpful or supportive	13%
Time lags to get into the program	11%
Better communication needed	11%
Counselor would not listen, dismissed concerns	10%
Listen to customer, understand needs, wants, and abilities	7%
Nothing achieved, VR not effective	7%
Negative experience or dissatisfied	6%
Didn't receive job search help	6%
Had to leave multiple messages before getting a call back	6%

Summary

28% of consumers experienced a problem with VR/OIB or with the services provided.

Problems surrounding the relationship with their counselor- not returning calls or emails, not being helpful or supportive- continue to be top concerns for consumers.

Other problems experienced include delays in receiving services, and consumers feeling their wants or concerns were dismissed.

*Top 10 responses among customers reporting they experienced a problem with VR or the services provided

N = 126



Conclusions



In Summary

- Despite a drop across most metrics, VR consumers remain positive about their experience in the new year.
 - Most metrics are within 1-2 points of scores of the prior trimester.
- OIB consumers reported an uncharacteristically negative experience in trimester one that has continued into trimester two especially relating to services received, communications with staff, and the application process.
 - OIB consumers rating of their overall satisfaction and expectations and experience with services provided by VR was more positive in trimester two after a significant decrease in trimester one.
- YIT consumers are consistently positive in their ratings, indicating a successful program experience for many. Similar to OIB consumers, YIT saw dips in many core metrics in the trimester one of this year, but scores increased in trimester two with the exception of Outcomes and Meeting Goals and Experience with Staff and Counselors.
- Consumer feedback and problems mentioned continue to highlight communication challenges with VR staff.
 - Consumers want counselors to listen to and acknowledge their input.
 - More consistent follow-up communication could help the consumer.
- Trend to watch: Consumers in services 6-12 months were more negative about their experience than other groups across all metrics.

Thank you!

For more information and details, please contact:

Brian Robertson, PhD
brianr@marketdecisions.com