



Nevada Vocational Rehabilitation Consumer Experience Survey

August 2025

**MARKET
DECISIONS
RESEARCH**

**Better Data
Better Insights
Better Outcomes**

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Summary

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

Demographics

Number of Consumers

	2025 (T1)
General VR	363
Youth In Transition	111
Older Individuals who are Blind	13

Cases by Length of Time in Service

	2025 (T1)
In Service IPE to 6 months	165
In Service 6 to 12 months	52
In Service 18+ months	156
Closed	114

Consumer Experience Core Metrics

The core metrics are the broad measures of the VR consumer experience.

- Key measures of the consumer experience that can be compared across concept, across groups, and trended year to year.
- Allow comparison of results across VR agencies using similar metrics.
- Some are domains, which are calculated by combining several questions.
- Others are individual questions.
- Nevada has 11 core metrics.
 - 6 Domains and 5 key questions.

Calculation of the VR Consumer Experience Core Metrics

The consumer experience core metrics all use a common 0 to 100 scale.

- The most positive result is bound to 100.
- The least positive result is bound to 0.
- Each metric is the average of all scores.

The higher the score the more satisfied the consumer or the more positively they view their experience.

- A score of 100 would represent an extremely positive experience among VR consumers.
- A score of 0 would imply an extremely negative experience.

Core Metrics

- **Overall Satisfaction and Expectations:** A global measure of the consumer experience with Nevada VR/OIB Program.
- **Experience with Services Provided by VR:** This measure focuses on the services provided by the VR or OIB program and the range of services available in each program.
- **Experience with Staff and Counselors:** Consumer's experience working and interacting with Nevada VR/OIB Program staff and their counselors.
- **Communications with VR Staff:** This measure also looks at consumer's interactions with staff but is focused specifically on communications between the consumer and staff. That this is separate from other experiences with staff underscores the importance of communications in the way that consumers rate their experience with Nevada VR/OIB Program.
- **Consumer Control and Involvement:** How consumers perceive their involvement in the process and control over the choices and goals.
- **Outcomes and Meeting Goals:** How well consumers perceive the services provided by Nevada VR/OIB Program help them meet their goals.

Survey Summary

Metric scores remained relatively consistent from the previous quarter, with an increase in Accessibility to VR offices as well as satisfaction with current employment.

There was a decrease reported related to the Ease of the Application process.

Overall Satisfaction was the lowest scoring area (72), followed by Communications with Staff and Experience with Services (both 73): These areas have also experienced notably declining scores since 2023 T3 (76 to 72 for Overall Satisfaction; 77 to 73 for Experience with Services; 78 to 73 for Communications with Staff).

Half of consumers in rural districts reported experiencing problems; which is higher than overall population and other consumers not in rural areas. The North reported highest for overall satisfaction.

Consumer feedback focuses on communication, services, as well as paperwork/applications.

Summary of Domain Scores- 2025

Domain	2025 T1
Overall Satisfaction and Expectations	72
Experience with Services Provided by VR	73
Experience with Staff and Counselors	85
Communications with Staff	73
Customer Control and Involvement	77
Outcomes and Meeting Goals	83
Ease of the application process for VR services	74
Accessibility of the VR office for someone with your type of disability	91
Satisfaction with current employment	75
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	89%
Did you experience any problems with VR or the services they have provided to you? (% no)	30%

Summary of Domain Scores

- Consumers continue to be positive about their experiences and are generally satisfied with the services provided to them.
- Accessibility to VR office remains the highest reported metric, followed by Experience with Staff and Counselors, and Outcomes and Meeting Goals.
- Youth in Transition reported higher satisfaction across metrics compared to General VR and OIB consumers.
- OIB consumers reported lower than overall, as well as VR and YIT consumers across multiple areas (notably Overall Satisfaction, Communications with Staff, and Ease of the Application Process). However, the small sample size (13 OIB respondents this trimester) should be considered. when interpreting these results.
- Closed case consumers report the lowest overall satisfaction, compared to 6 months, 6-12, and 18+ consumers.

Consumer Feedback

	Overall
Issues communicating with staff or counselors, difficulty reaching staff or counselors	49%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	42%
Waiting to receive services, have not received services	26%
Needed more support or services, had to fight to obtain services, needed more guidance	23%
VR program was not effective in helping customer or helping customer meet goals	20%

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

Consumer Comments

- "Having a consistent counselor the past year, has helped the counselor in getting to know my daughter. Seeing her strengths and weaknesses"
- "Helped start new job, provided with work shoes and clothes and gas card to get to and from work".
- "Counselor change without being notified; current one is not engaged with us at all"
- "We do not get callbacks and every meeting gets canceled via email"
- "I have no control over what they're doing or when they're going to do anything"
- "When one didn't work, he was bounced between services even when sent back to some people who already failed to help".
- *"A lot of it was repetitive. There should be a side text to sums up what the disclaimers say".

** Referring to application/forms*

Trends to Watch-

- Satisfaction with current employment increased from 68 in T1 2024 to 75 in T1 2025.
- Overall satisfaction with accessibility to the VR office has increased since T3 2024, (85 to 91 T1 2025). However, OIB consumers continue to be the lowest reporting group (82), compared to General (90) and Youth (93).
- Ease of application increased to 80 in T3 2024 but has decreased down to 74 in T1 2025.



Any Questions?

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