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Summary of the NV DVR 2024 Annual Report – General Vocational Rehabilitation (VR) Consumers:

Purpose

THIS REPORT ANALYZES FEEDBACK FROM NEVADA’S GENERAL VR CONSUMERS (OPEN AND CLOSED CASES) THROUGHOUT 2024 TO EVALUATE SATISFACTION, SERVICE QUALITY, AND AREAS FOR IMPROVEMENT.

Key Strengths

- **High Recommendation Rate:** 90% would recommend VR services.
- **Positive Staff Interaction:** 87% found staff helpful; 91% said staff treated them with dignity and respect.
- **Accessibility:** 92% said offices are accessible for their disability.
- **Application Process:** 88% found it easy to apply for services.

Key Challenges

- **Communication Issues:**
 - 31% of feedback cited poor communication.
 - Consumers reported long response times and lack of follow-up from counselors.



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- **Service Delays:**
 - 25% said the process is slow or takes too long to get started.
 - Nearly one-third (32%) experienced problems with VR services in 2024.
 - **Staff Turnover:**
 - 45% had more than one counselor; 44% said this caused delays or confusion.
 - **Employment Outcomes:**
 - Only 70% were satisfied with current employment.
 - Many dissatisfied consumers cited lack of help reaching job goals.
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Satisfaction Trends

- Scores dipped in **Trimester 2**, but rebounded in **Trimester 3**.
 - Consumers in service for **6–12 months** were the most satisfied overall.
 - **Closed cases and those in service 18+ months** reported lower satisfaction.
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Consumer Feedback Themes

- **What Worked:**
 - Staff accessibility and support (23%)
 - Help with job applications (10%)
- **Top Challenges:**
 - Long wait times, unclear communication, frequent counselor changes.
 - Difficulty reaching counselors or getting consistent updates.
- **Suggestions for Improvement:**
 - Better communication and follow-up (21%)

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- More guidance and respect from staff
- Quicker service delivery

Conclusions

While most General VR consumers express satisfaction with core aspects like application ease and respectful treatment, persistent communication issues, counselor turnover, and delayed service delivery remain areas needing improvement. Enhancing staff consistency and consumer engagement may significantly boost outcomes and trust.



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