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Summary of the "NV DVR 2024 Annual Report – Older Individuals Who are Blind (OIB):

Summary: NV DVR 2024 Annual Report – OIB Consumer Experience

Overview

THIS REPORT EVALUATES THE EXPERIENCE OF **OLDER INDIVIDUALS WHO ARE BLIND (OIB)** RECEIVING SERVICES THROUGH THE NEVADA DEPARTMENT OF EMPLOYMENT, TRAINING, AND REHABILITATION (DETR) FROM **JANUARY–DECEMBER 2024**. DESPITE GENERALLY POSITIVE FEEDBACK, THE YEAR SAW A DECLINE IN SATISFACTION ACROSS MULTIPLE DOMAINS.

Key Strengths

- **High Satisfaction with Staff:** 93% feel treated with dignity and respect; 94% say staff helped them reach goals.
- **Positive Outcomes:** 91% believe services helped them achieve personal goals; 88% say they gained independence.
- **Recommendation Rate:** 95% would recommend OIB services to others.
- **Skills Gained:** Many learned independent living skills, assistive technology use, and mobility tools.



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Key Challenges

- **Communication Issues:** 51% reported difficulty reaching staff or counselors.
 - **Application Process:** Scored lowest (60); only 61% said it was easy—visual impairment and complex paperwork were key barriers.
 - **Accessibility of Offices:** Declined to a domain score of 68; distance and transportation were major concerns.
 - **Problems with Services:** 41% experienced problems—up from previous years.
 - **Staff Turnover:** 46% had multiple counselors; continuity and communication were affected.
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Survey Insights

- **Trimester Trends:** T1 showed the lowest scores across all metrics, with T2 and T3 showing partial recovery.
 - **Service Duration Effect:** Consumers in service 18+ months reported the most dissatisfaction and problems.
 - **Communication & Support:** Major themes in feedback include the need for better follow-up, more information, and consistent counselor contact.
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Consumer Feedback Highlights

- **Top Complaints:**
 - Paperwork difficulties (59%)
 - Communication issues (51%)
 - Lack of guidance and support (33%)
- **What Worked Well:**
 - Equipment provided (36%)
 - Increased independence (21%)

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- Positive counselor relationships (19%)
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Recommendations

- Improve communication, including follow-up and timely responses.
- Simplify applications and offer alternate formats for visually impaired individuals.
- Provide more staff, support, and resources.
- Expand meeting options (virtual, in-community).

Increase awareness of the **Client Assistance Program (CAP)** (currently only 65% were informed of it).



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