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Summary of the content from the NV DVR 2024 Annual Report – Youth in Transition (YIT):

Purpose of the Report

THIS REPORT EVALUATES THE EXPERIENCES OF YOUTH IN TRANSITION (YIT) CONSUMERS—YOUNG INDIVIDUALS WITH DISABILITIES—WHO RECEIVED SERVICES FROM **NEVADA’S VOCATIONAL REHABILITATION (VR)** PROGRAM IN 2024. IT INCLUDES FEEDBACK FROM BOTH OPEN AND CLOSED CASES.

Survey Scope and Methodology

- **Total Surveys Completed:** 359 youth consumers.
 - **Data Collection:** Phone and online, across three trimesters (January–December 2024).
 - **Core Evaluation Areas (Domains):**
 - Overall satisfaction
 - Services and outcomes
 - Staff and communication
 - Accessibility and application process
 - Consumer involvement
 - Virtual and remote services
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✓ Major Findings

- **Overall Satisfaction:**
 - 76/100 domain score.
 - 93% would recommend VR to peers with disabilities.
- **Experience with Staff:**
 - Highly rated (88/100); most feel respected and supported.
- **Goal Achievement:**
 - 83% felt services helped them meet personal/job goals.
- **Accessibility:**
 - 89/100 score for VR office accessibility.
- **Ease of Application:**
 - 86% found it easy, though some struggled with paperwork.

⚠ Common Issues Reported

- **Communication:**
 - Frequent complaints about staff/counselors not returning calls or emails.
 - Decline in satisfaction with communication in later trimesters.
- **Delays and Confusion:**
 - Long service delays and process inefficiencies.
 - Youth working with multiple counselors often experienced disruptions.
- **Involvement:**
 - Some youth felt excluded from decision-making or not supported in achieving goals.



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Consumer Feedback Themes

- **Positive:**
 - Helpful, accessible staff.
 - Goal-setting support and employment assistance.
 - **Negative:**
 - Poor communication and follow-up.
 - Paperwork difficulties and slow processes.
 - Lack of consistent counselor assignments.
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Trends

- Satisfaction declined from Trimester 1 to Trimester 3.
- Consumers in services **less than 6 months** reported the most positive experiences.
- Longer-term and closed cases reported more problems.



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