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Triennial Needs Assessment Survey 2009

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Executive Summary

The Triennial Needs Assessment Survey (TNAS) is a collaborative appraisal conducted by the North Dakota Vocational Rehabilitation (NDVR) and North Dakota State Rehabilitation Council (NDSRC), once every three years. The 2009 survey was part of a statewide effort to identify the employment-related needs of people with disabilities (consumers). The study also sought to identify challenges encountered by providers in delivering services to people with disabilities and to pinpoint potential solutions.

The information generated from this survey will be used by NDVR and NDSRC to improve delivery of employment-related, and other vocational rehabilitation (VR) services to the consumers. The findings will also contribute to shaping NDVR program policy and priorities over the next three years.

The 2009 TNAS was divided into two portions: the consumer part (consumer survey), and the service provider part (provider survey). Data collection occurred in January and February. A total of 246 consumer surveys and an equal number of provider survey questionnaires were sent to individuals and directors of institutions chosen because of their likelihood to have connection with or interest in individuals with disabilities including community rehabilitation providers, advocacy groups, educational institutions, VR staff, and other stakeholders.

A paper-based and online version of the survey was provided to give respondents flexibility in completing the survey. A total of 93 consumer surveys and 95 provider surveys were turned in. Both surveys had respondents from every region of the state with higher populated regions taking a greater share. Descriptive statistics and qualitative methods were applied for data analysis.

The main disability conditions encountered by (provider and consumer) respondents (among individuals with unmet needs) were mental illness /emotional disturbance, developmental disabilities, and substance abuse. But providers seemed to encounter substance abuse more than consumers. It may be important to further explore the reasons for this difference.

A clear majority of provider survey respondents felt that employment needs of individuals with disabilities were frequently or always met. For consumer respondents the results were inconclusive because there were very few respondents to this question.

Overall, irrespective of disability status, the most important unmet employment related needs were identified as workplace relationship training, supported employment, and transportation. But, less than 65% of the agencies provided supported employment and work place relationship training. Vocational guidance was also important to consumers and non-CRPs. It is possible that CRPs do not envision significant demand for these services, do not have the capacity to provide the services or there is insufficient funding for the same. These areas of need may require greater emphasis in the future.

As an unmet need, vocational guidance featured more prominently among consumer survey respondents (69%) and non-CRPs (51%) than among CRPs (42%). This may be an anomaly considering that 90% of consumers indicated they knew VR provided this service. Traditionally vocational guidance has been the role of VR counselors; this finding may also indicate a higher demand for this service than VR counselors are able to meet or a lack of awareness of this demand on the part of VR counselors and CRPs. This is an issue worth examining further.

Most respondents were of the opinion that CRPs encountered barriers in their delivery of employment related services to individuals with disabilities. But whereas CRPs felt funding was the most important barrier, non-CRP respondents thought that insufficient community services, geographical location of, or, distance to services, and community perception of people with disabilities were more important. This difference of opinion underscores the need for greater interaction among the two groups to better serve the needs of individuals with disabilities.

The most prominent suggestions for meeting employment related needs focused on improving youth to adult transition employment services; enhancing increasing and/or

improving job opportunities for persons with disabilities; providing job coaching, workplace relationship training, job development, job placement, and follow-up.

Only a simple majority of consumers was aware that NDVR provided opportunities for self employment and less than a half knew that the agency provided workplace relationship training. Yet, these two services were considered areas of unmet employment related need by the majority of consumers with disabilities. It seems that there is still room for creating more awareness about these two services.

Almost all respondents knew how to contact VR; respondents used more than one medium to get information about VR. Thus a multi-media approach to marketing VR services is preferred to one that focuses entirely on one medium. Nevertheless, if one were to select a single way of getting information about VR out to the public, the TV would likely be the best mode.

Individuals with disabilities preferred the internet as a means of getting information about VR at about twice the same rate as the people without disabilities. This may be an issue for further research, but it points to the need to provide better access to the internet for people with disabilities.

Generally with regard to unmet employment related needs, there seems to be an awareness gap between community rehabilitation providers (CRPs) on one hand and non community rehabilitation providers (non-CRPs) and consumers on the other about services that are offered by the former. This could be solved by greater publicity and information sharing between the various stakeholders.

The rest of the report is presented as follows. The next two sections include a description of the methods and procedures used in the survey and a summary of the research findings. Analytics of the consumer and provider surveys are then presented in turn. A number of tables and maps are provided in the appendix.

Methods and Procedures

A total of 246 Consumer survey and an equal number of provider survey questionnaires were sent to individuals and directors of institutions chosen because of their likelihood to have connection with or interest in individuals with disabilities including community rehabilitation providers, advocacy groups, educational institutions, VR staff, and other stakeholders.

Of the total number of questionnaires, 38 went to advocacy groups and organizations that speak out for individuals with disabilities, 53 to county social services, 12 to disability service units at colleges and universities, 33 to special education programs, 8 to Workforce Investment Act Agencies (WIA) and 121 Programs (tribal VR agencies), 8 to Human Service Center directors, 10 to the Statewide Independent Living Council, 23 to mental health council, 11 to hospital occupational therapy departments, 15 to the state rehabilitation council, 35 to community rehabilitation providers.

The surveys included cover letters explaining the purpose of the survey and urging individuals and agencies to respond. An addressed postage paid return envelope and referral postcard were enclosed with the survey. Respondents were asked to give the referral postcard to anyone who would like information about VR services. It was hoped that this would help with outreach to people with unmet VR needs. In addition to the paper based survey, an online survey was provided so that respondents had a choice of completing either survey.

A press release was issued on February 7, 2009, informing the public of the survey and inviting interested persons to participate. In addition, an email explaining the survey and including a web-link to the same was sent to all DHS staff.

The surveys were sent out on January 23, 2009 and were due back three weeks later, on February 13, 2009. On February 4, 2009 a reminder was sent out to those who had not returned the survey urging them to do so. Surveys were however accepted until February 23, 2009.

In the end, a total of 93 consumer surveys and 95 provider surveys were turned in. Of these, there were 29 online and 56 paper based provider surveys. On the other hand,

there were 42 online and 51 paper based consumer surveys. Data were analyzed using SPSS and Excel packages. Descriptive statistics and qualitative techniques were used in the analytics.

Summary of Findings

Highlights from Consumer Survey

Twenty four of the 93 consumer survey respondents were people with disabilities. For about 90% of these respondents with disabilities, the most important unmet employment related need was workplace relationship training. Other highlighted needs were supported employment, opportunities for self-employment, job coaching, youth to adult transition services.

Slightly less than half of the respondents with disabilities felt that their needs were frequently met, compared to about one tenth who felt their needs were never met. About two thirds of the respondents knew of an individual (other than themselves) whose employment related needs were not met. Although every region was represented (among other individuals with unmet needs), the distribution of these individuals was skewed in favor of highly populated urban counties. The most often identified types of disability for individuals (self or other) with unmet needs were mental illness/emotional disturbance, and developmental disability.

Among consumers, the most prominent suggestions for meeting employment related needs had to do with improving youth to adult transition employment services and increasing and/or improving job opportunities for persons with disabilities.

Almost all respondents knew how to contact VR. Irrespective of their disability status, respondents used more than one medium to get information about VR. The most important means being the TV (54%), mail (50%), and flyers and brochures (47%).

These findings reinforce the notion that a multi-media approach to marketing VR services is preferred to one that focuses entirely on one medium.

Respondents without disabilities indicated newspapers (59%) as the second best means of getting information, while those with disabilities and family members of the later ranked this method eighth (31%). With regard to the internet, the former group ranked it twelfth (18%) while the later ranked it sixth (34%). This may point to the need to provide better access to the internet for people with disabilities, and may be a good area of future research.

An overwhelming majority of respondents (at least 90%) were aware that NDVR provided supported employment, vocational rehabilitation, and assistive technology. Only a simple majority (51%) was aware that NDVR provided opportunities for self-employment and less than a half (44%) knew that the agency provided workplace relationship training. Yet, workplace relationship training and opportunities for self-employment were considered areas of unmet employment related need by at least 80% of consumer survey respondents with disabilities. It seems that there is still room for creating more awareness about these two services.

Highlights of Provider Survey

About 45 %(43) of the 95 producer survey respondents were direct service staff. It appears that most agencies had reasonable degree of experience providing employment related services in terms of years of experience, number of direct service staff and number of customers served in a typical month.

Whereas 90% of CRPs thought the services they provided frequently or always met consumer needs, only 59% of non-CRP respondents, and 45% of consumers, felt the same.

Only 35% of the CRP respondents, 43% of non-CRP respondents felt that there were additional services CRPs could provide to better serve their clients, compared to 62% of consumers.

A number of suggestions about services that CRPs should provide towards meeting needs of individuals with disabilities were given including, job coaching, workplace relationship training, and job development placement and follow-up. But 75% of CRPs indicated they offered job development, and job coaching and follow-up. It may be that non-CRPs are not aware that these services are being offered, which would place emphasis on publicity as a first step towards bridging this gap.

Less than 65% of the agencies provided supported employment, work place relationship training, and vocational guidance. Yet, these services featured prominently among the areas of unmet need as indicated by consumers. The NDVR and CRPs may want to consider putting more emphasis on these needs.

At least 75% of all providers thought CRPs encountered barriers in their delivery of employment related services to individuals with disabilities

Whereas CRP respondents thought that funding was the most important barrier, non-CRP respondents thought that insufficient community services, geographical location of, or, distance to services, and community perception of people with disabilities were more important. This difference of opinion may underscore the need for greater interaction among the two groups.

About two thirds of all providers and consumers knew of an individual with disability whose employment related needs were not being met. Individuals with such needs came from every region of the state.

The main disability conditions encountered by providers and consumers (among individuals with unmet needs) were mental illness /emotional disturbance, developmental disabilities, substance abuse, and learning disabilities. Respondents to the provider survey seemed to encounter substance abuse more frequently or at least consider it more important. It may be that providers have more experience in diagnosing conditions related to substance abuse than the average consumer, or that substance abuse is indeed a greater problem in ND than the average person perceives it. This may be important issue for further research.

Supported employment and transportation were the most commonly identified unmet needs. Consumer survey respondents also indicated vocational guidance, and on-going training/support on the job, as most important unmet employment needs. Vocational guidance was identified as an important area of unmet need by consumers and non-CRPs, but not CRPs.

This may be because; traditionally vocational guidance has been the role of VR counselors. It is possible that may also be that there is a high demand for this service but VR counselors are unable to meet this demand. The vocational rehabilitation community might want to examine this area of need.

Consumer Survey Analysis

The consumer survey was completed by people with disabilities, family members of people with disabilities, and other people interacting with and interested in individuals with disabilities including but not limited to advocacy groups, service providers, institutional leaders and VR staff. The survey asked about the respondent's "experience and perspective of employment services offered to individuals with disabilities with emphasis on unmet needs". The survey was divided into three sections:

- Background Information and Unmet Needs of Self
- Background Information and Unmet Needs of Others
- Contacting Vocational Rehabilitation

This report follows the same breakdown and discusses the results of each section in turn. A total of 93 consumer surveys were returned. Descriptive statistics (graphs, charts and cross tabulations) were used to analyze the data. As may be expected with surveys, some respondents may fail to answer a question for diverse reasons.

Therefore, the number of respondents answering various questions differs.

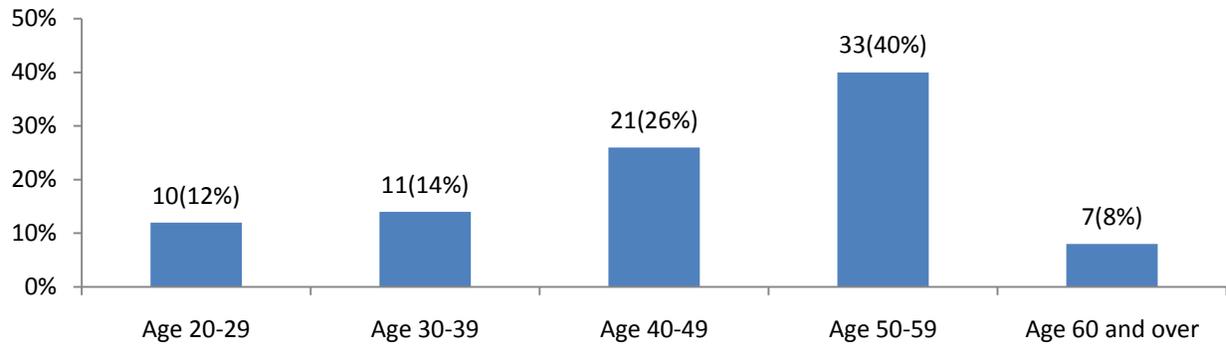
I. Background Information and Unmet Needs of Self

This section was meant to elicit information about the respondent and his/her own unmet needs. The respondent was asked to provide information on city and county of residence, age, gender, race and ethnicity, education and recent immigrant status. Survey questions also sought to know about disability status, employment needs (being provided, met and unmet), employment services being received and respondent's perspective of the quality of such services.

Q1.1. Complete the following personal [age] information (N=82)

Of the 82 responses to the question on age, 11 respondents (12%) were under the age of 30, 11(14%) were between the age of 30 and 39, 21(26%) between 40 and 49, 33(40%) were between 50 and 59, and 7(8%) were 60 years old and above. This

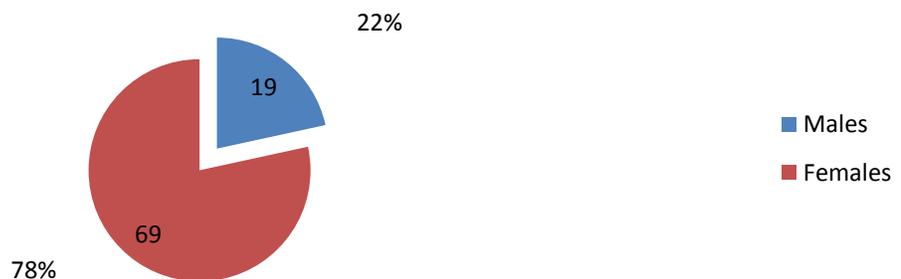
distribution may not be representative of the state; it may be more characteristic of the workforce as those interviewed were mainly employees of relevant agencies.



Q1.1. Complete the following personal [county] information (N=82)

The survey had at least one respondent from every county (figure 1) and region (figure 2) in the state, with a fairly good representation proportional to population.

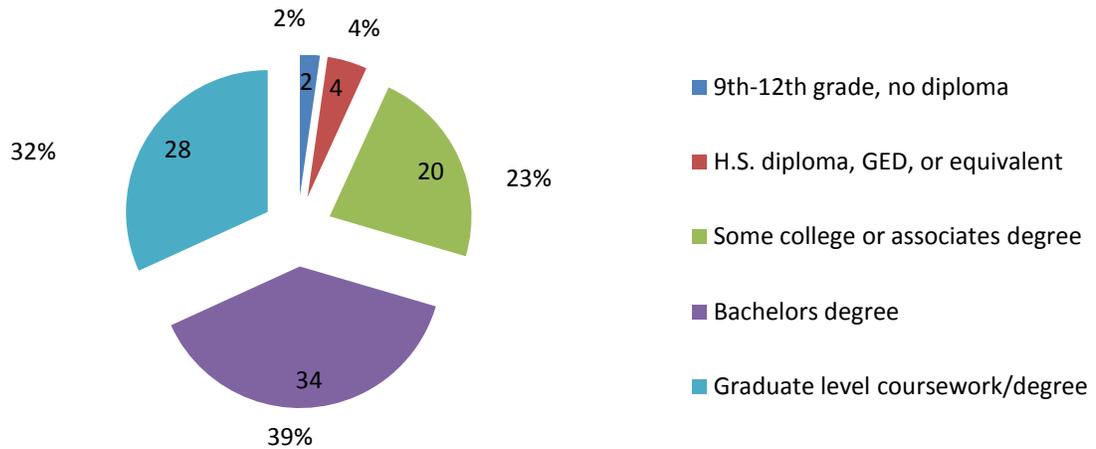
Q1.1. Complete the following [gender] information (N=88)



An overwhelming proportion (78%) of the respondents were female. About 99% of the respondents identified themselves as White, while 1% identified themselves as Asian.

Q1.2. Indicate the highest level of education you have completed (N=88)

A significant majority (71%) of the respondents had at least a bachelor’s degree, 23% had some college education, and 4% had a high school diploma or GED. Only 2% had no high school diploma or GED. Again like age, this distribution may reflect the educational levels of the workforce more than that of the state population.

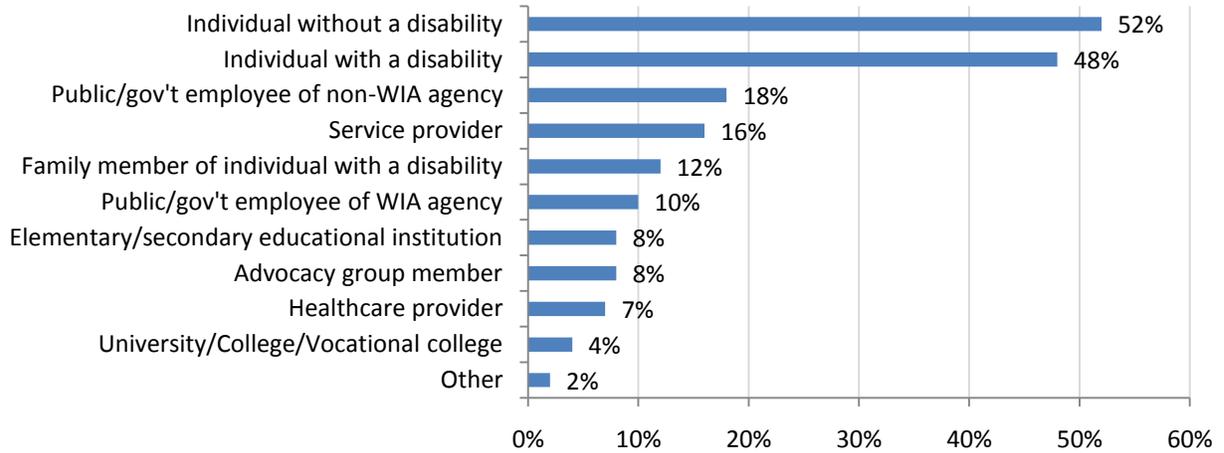


Q 1.3 *Have you immigrated to the United States within the past 5 years?*

All repondents had lived in the US for more than five years – none had immigrated within the last five years.

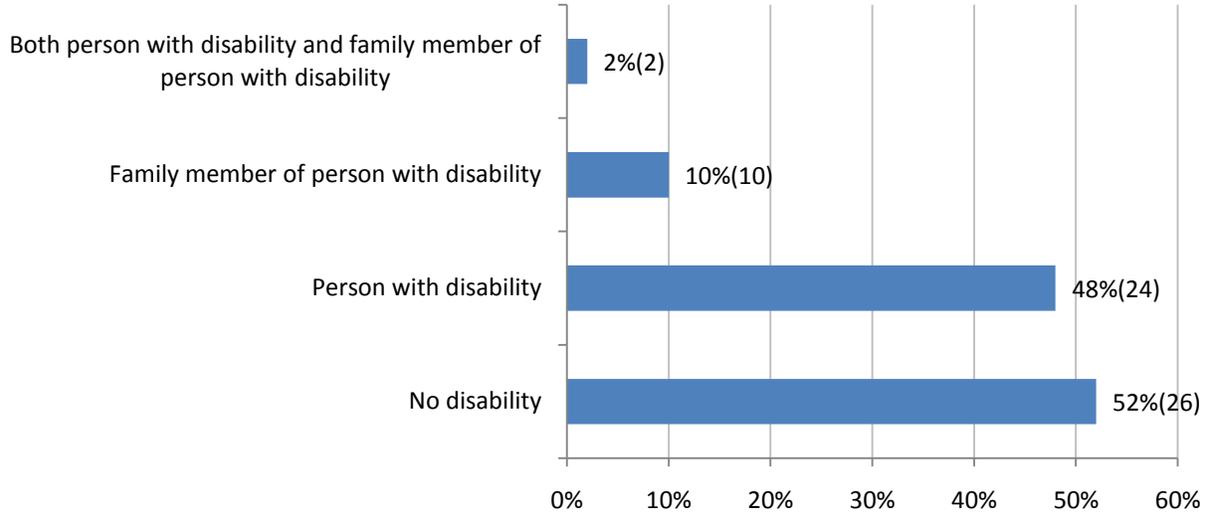
Q1.4.(a). *Which best describes you (select all that apply): (N=68)*

Of the 50 respondents who (best) described themselves as either “an individual with a disability” or “an individual without a disability”, 48% (24) indicated they had a disability, while 52% (26) indicated they did not have a disability. Of all the respondents who responded to this question, the other common self-descriptions were: public/government employee of non-WIA agency (18%), service providers (16%), family member of individual with a disability (12%), and public/government employee of non-WIA agency (10%). Other included county guardian of persons with disabilities and [VR] Council Member.



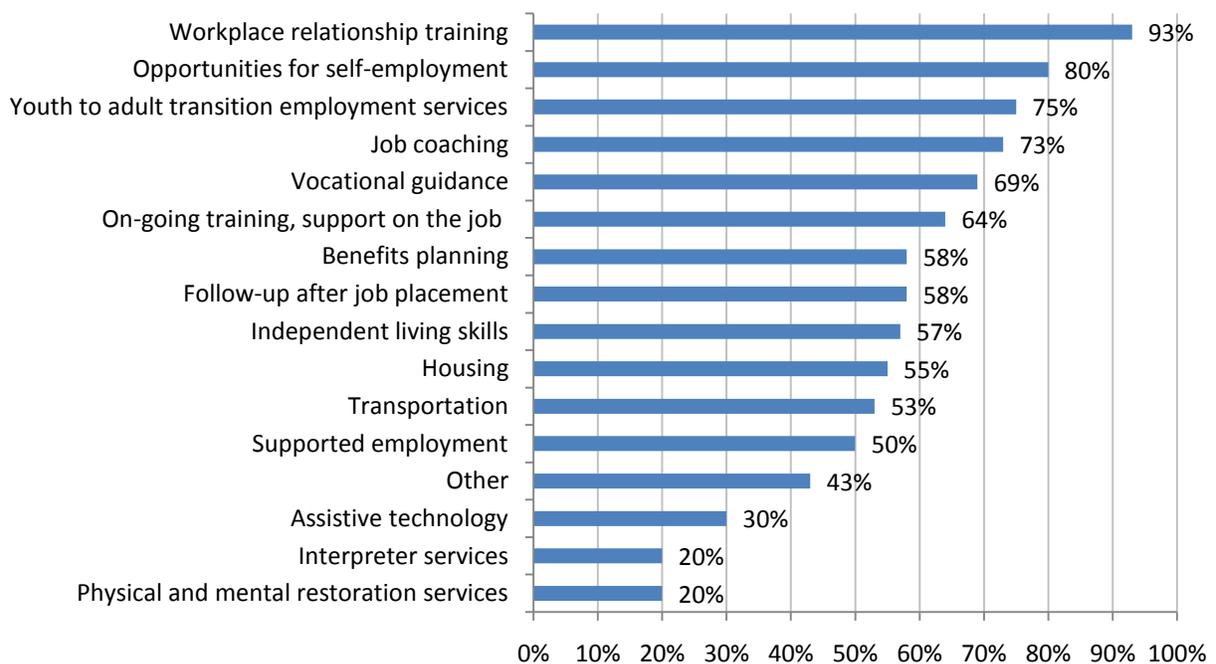
Q1.4.(b) Which best describes you (select all that apply)

About 2% (2) of respondents were both people with disabilities and family members of people with disabilities.



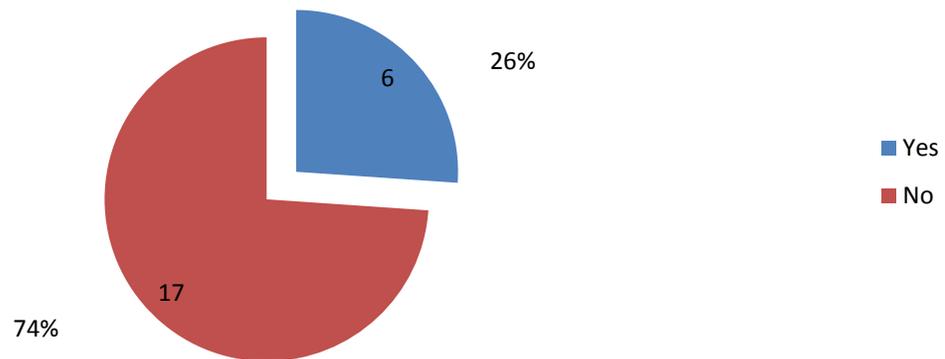
Q 1.5. *Of the employment needs listed below, please mark what best describes your situation [needs are not being met] (select all that apply) (N=116)*

With regard to unmet employment related needs of people with disabilities, no single overriding unmet need was identified. However, workplace relationship training seemed to be the most important for 93% of these respondents. Of the remaining needs at least 70% indicated opportunities for self-employment, vocational guidance, and job coaching to be unmet. About 20% of the respondents had unmet needs in every other category. Other needs not being met included training for a better job (2).



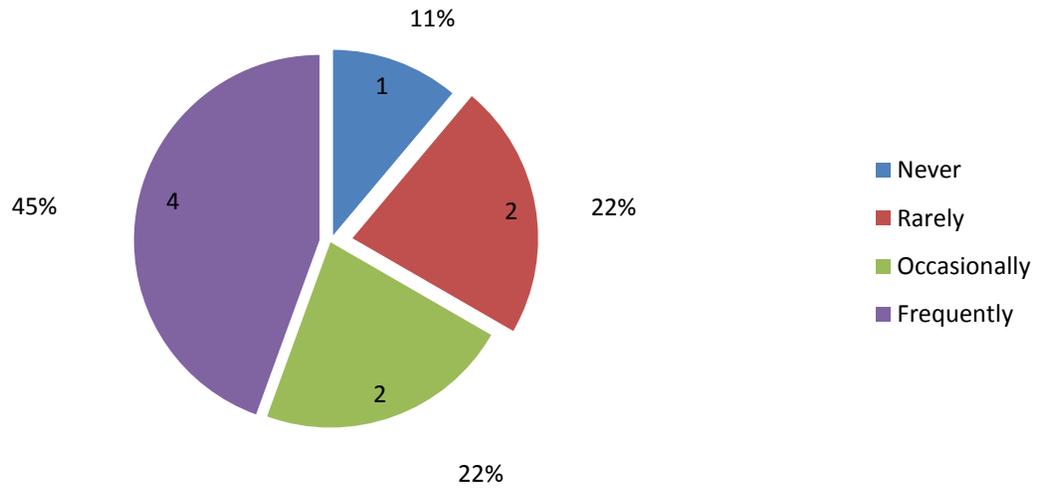
Q1.6. *Are you currently receiving employment services from a provider agency (such as Community Options, PRIDE, HIT, MVAW, Success Unlimited, VTC, Friendship, Progress, Rehab Services Inc., etc.)? (N=23)*

About 26 %(6) of people with disabilities were receiving employment services from a provider agency at the time of the survey.



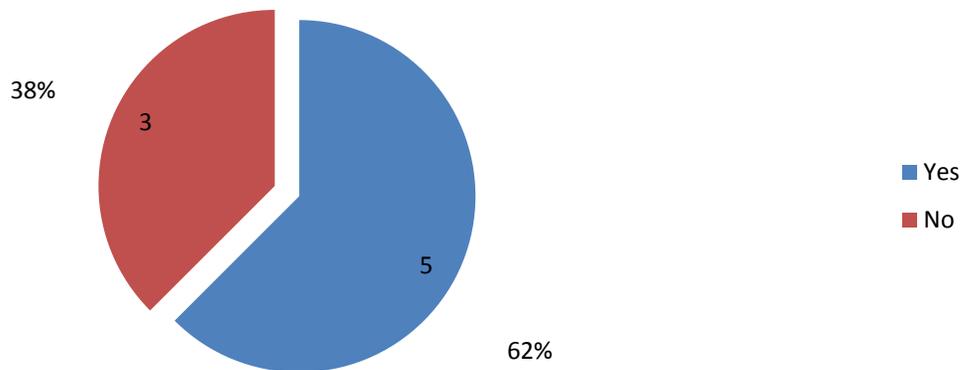
Q1.7. *Do you feel the employment services you are receiving meet your employment needs? (N=9)*

Of the nine people with disabilities who responded to this question, none indicated their employment related needs were always met. About 45% indicated their needs were frequently met, another 45% felt their needs were either rarely or only occasionally met, and 11% felt their needs were never met. Because of the small number of respondents who answered this question, these numbers may at best be a provisional indicator of the perception of people with disabilities about the extent to which their employment related needs are being met.



Q1.8. *Are there additional employment services that you feel would better meet your needs? (N=8)*

Only 8 people with disabilities responded to this question; about 62 % (5) felt there were additional employment services that would better meet their needs. Only one respondent specified the kind of services: “funding for extended services so I can start working. I have a job waiting but can’t get job”.

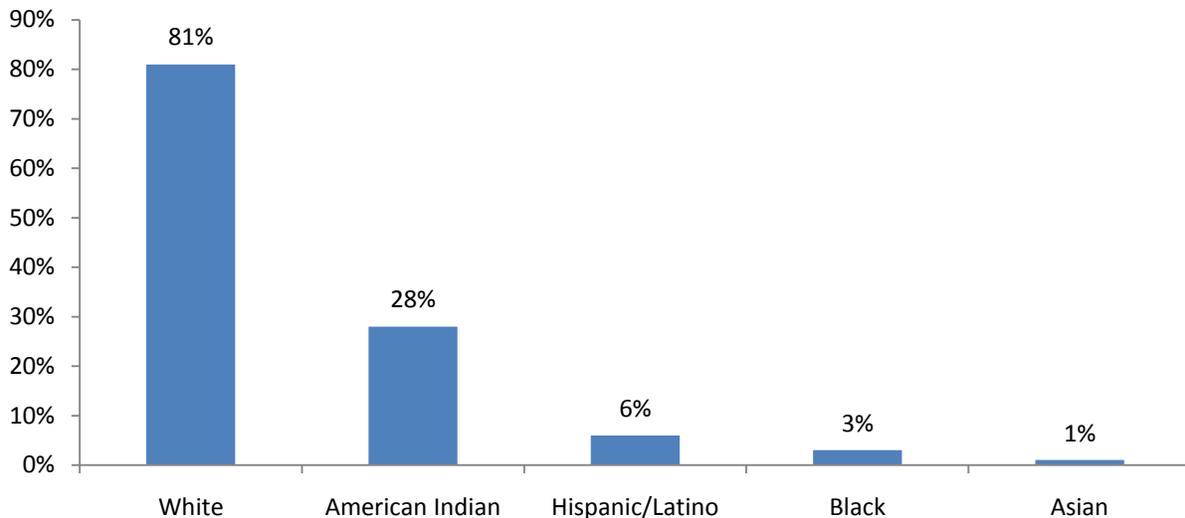


II. Background Information and Unmet Needs of Others

In this section we sought information about other individuals, known to the respondent, and having unmet employment needs. Survey question asked about race and ethnicity, county of residence, type of disability, and employment needs of such other individuals. The survey also asked for suggestions for meeting employment needs of people with disabilities.

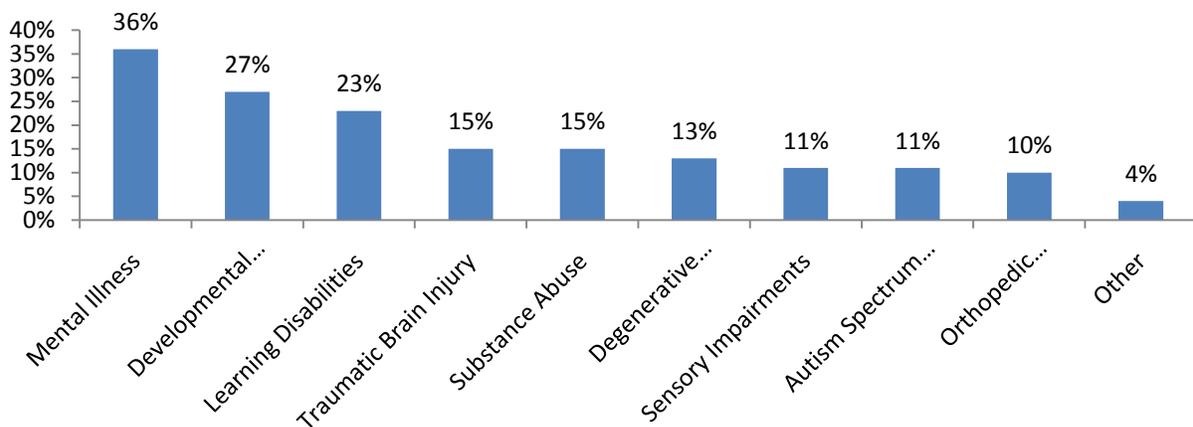
Q2.1. *If you know of individuals whose employment needs are not being met, please mark below options that best describe their race/ethnicity (select all that apply) (N=106)*

About 61% (57) of the respondents knew of an individual with a disability whose employment related needs were not being met. About 81% of respondents knew of a White people with disabilities, 28% a Native American, 6% a Hispanic, 4% an African American, 1% an Asia whose employments needs were not being met.



Q2.2. For the individuals(s) whose employment needs are not being met, please mark below the options that best describe the type of disability (select all that apply). (N=176)

Of the individuals with unmet employment needs, the main disability conditions were: mental illness or emotional disturbance, 36%; developmental disabilities, 26%; learning disabilities, 23%. Every other listed condition was identified by at least 10% of the respondents who knew someone with unmet needs. For this question, “Other” included, back injury and multiple physical limitations.

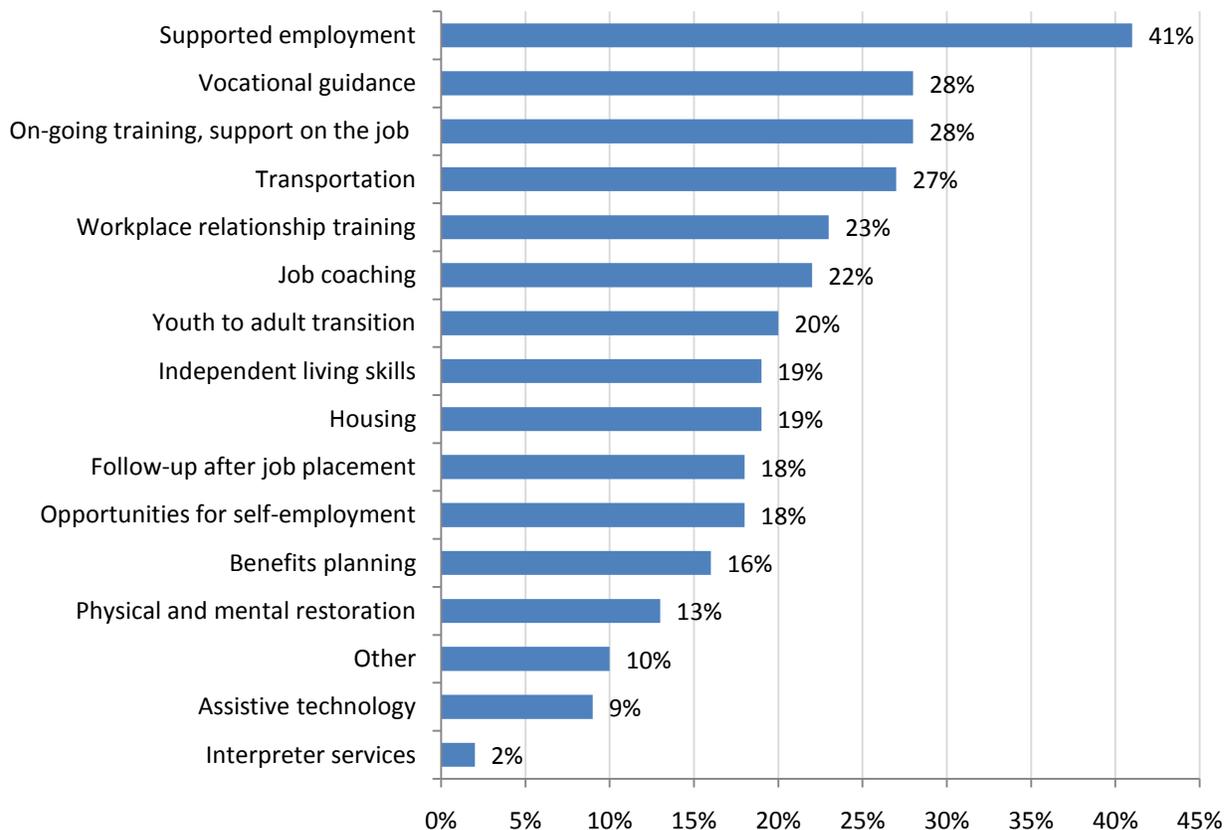


Q2.3 Please mark the counties in which the individuals referenced above reside (select all that apply).

The distribution of persons with unmet employment needs who were known to the respondents was skewed towards certain urban counties particularly Burleigh, Williams and Grand Forks (figure 3). This is understandable considering that some counties had very few respondents (say 1 to 3). These fewer respondents may in turn know even fewer people with disabilities whose needs were not met. Nevertheless, every region was represented with regard to persons with unmet employment needs (figure 4), although regions with higher populations featured more.

Q2.4. Please consider the employment related needs listed in the table below and mark that are not being met.

Supported employment was the most commonly identified unmet needs (41%). Vocational guidance, transportation and on-going training/support on the job, were identified by at least 25% of the respondents. As can be seen in table 5 (appendix), supported employment and transportation were identified as the most important unmet needs for us irrespective of disability type.

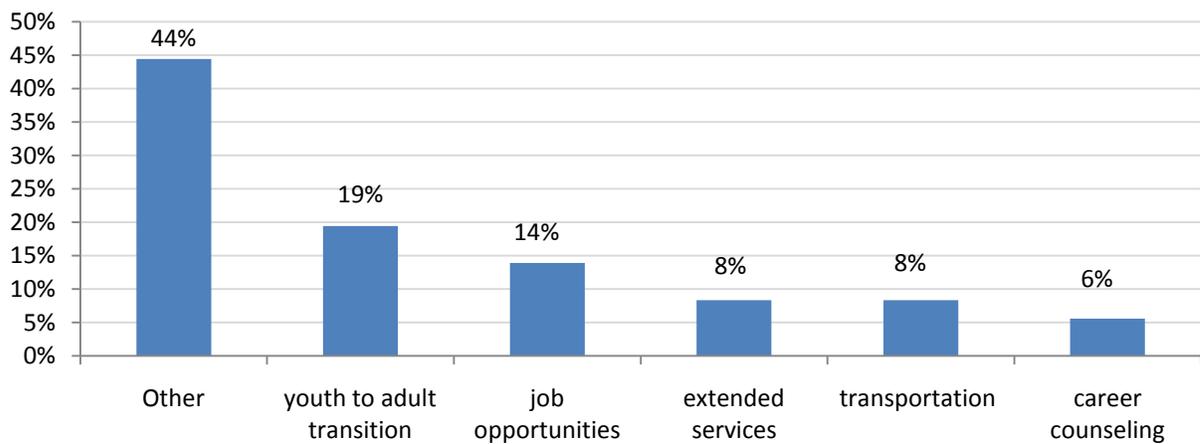


For the “other”, category respondents specified:

- It seems we need more for higher functioning individuals with disabilities (2);
- Extended services – not enough funding;
- Education so I can get a better job with benefits and at a rate I could live independently (2);
- Maybe this falls under benefits, but understanding SSA, SSD, SSI, Medicaid, and Medicare.

Q2.5. If you have identified any unmet needs either for yourself or someone you know, what suggestions do you have to best meet those needs? (N=36)

Respondents gave varied suggestions as listed in table 3 (appendix). Suggestions were grouped into five categories including career counseling, youth to adult transition (including services to persons with learning disabilities), job opportunities, extended services, transportation. The rest could not fit in any of the above categories and were lumped together under an “other”, category (table 3, appendix). A significant proportion of the comments (44%) fit the other category. Among the rest of the comments, 19% of the respondents felt youth and transition to adult services should be improved; 14% of suggestions related to providing, improving or opening up job opportunities for people with disabilities.



III. Contacting Vocational Rehabilitation

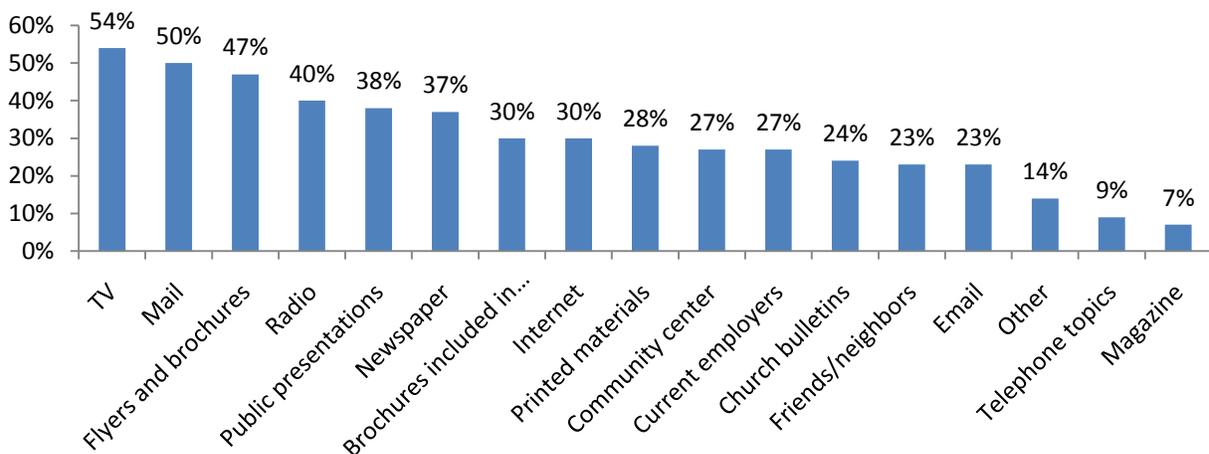
In this section we sought information about the respondent’s knowledge of NDVR services, the best means of getting information to them, and awareness of services offered by NDVR.

Q3.1 *Do you know how to contact the nearest Vocational Rehabilitation (VR) regional Office?(N=80)*

About 94% (75) of the respondents gave a positive answer to this question. This is not surprising considering most of the respondents were in contact with VR in one way or another.

Q3.2. *What is the best way to get information about VR to you or your consumers? (Select all that apply).*

With regard to the best way to get information about VR, there was no overriding response; instead, respondents gave multiple varied responses – this was not surprising considering that respondents were asked to “select all [options] that apply”. Every option provided by the survey was selected by at least one respondent. About 54% of the respondents indicated the TV as the best medium for getting information about VR. The other major mediums were mail (50%), and flyers or brochures (47%).



Disaggregating the “best way to get information about VR” by disability status, it appears that people with disabilities and family members of people with disabilities selected TV (54%) the most. The other major mediums were mail (51%), and flyers/brochures (50%). For people with no disabilities (and not family members of people with disabilities), about 64% indicated the TV as the best medium for getting information about VR. The other major mediums were newspapers (59%), with mail and flyers and brochures being equally preferred (50%). This information is summarized on table 1.

Q3.2. *What is the best way to get information about VR to you or your consumers? (Select all that apply).*

The figure below compares people with disabilities (and members of their families) against people with no disabilities.

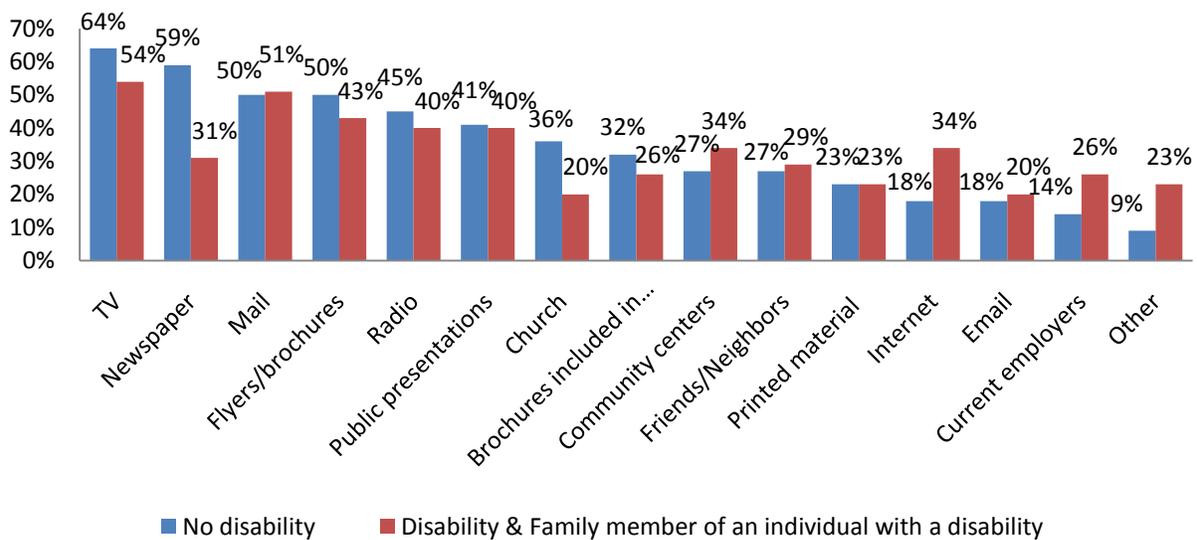


Table 1. *Top Three best ways to get information about VR by disability status*

Medium / Disability status	All respondents	No disability	People with disabilities and family members of people with disabilities
TV	✓	✓	✓
Mail	✓	✓	✓
Newspaper		✓	
Flyers and Brochures	✓	✓	✓

The major preferred media for accessing information about VR did not differ much by disability status. One notable difference though is with regard to newspapers. This medium ranked among the top three for respondents with no disabilities but ranks eighth behind TV, mail, flyers/brochure, radio, public presentations, community centers, and internet. This may suggest that a significant number of people with disabilities and family members of people with disabilities have a problem reading newspapers, which may make sense considering that vision loss is a prevalent disability.

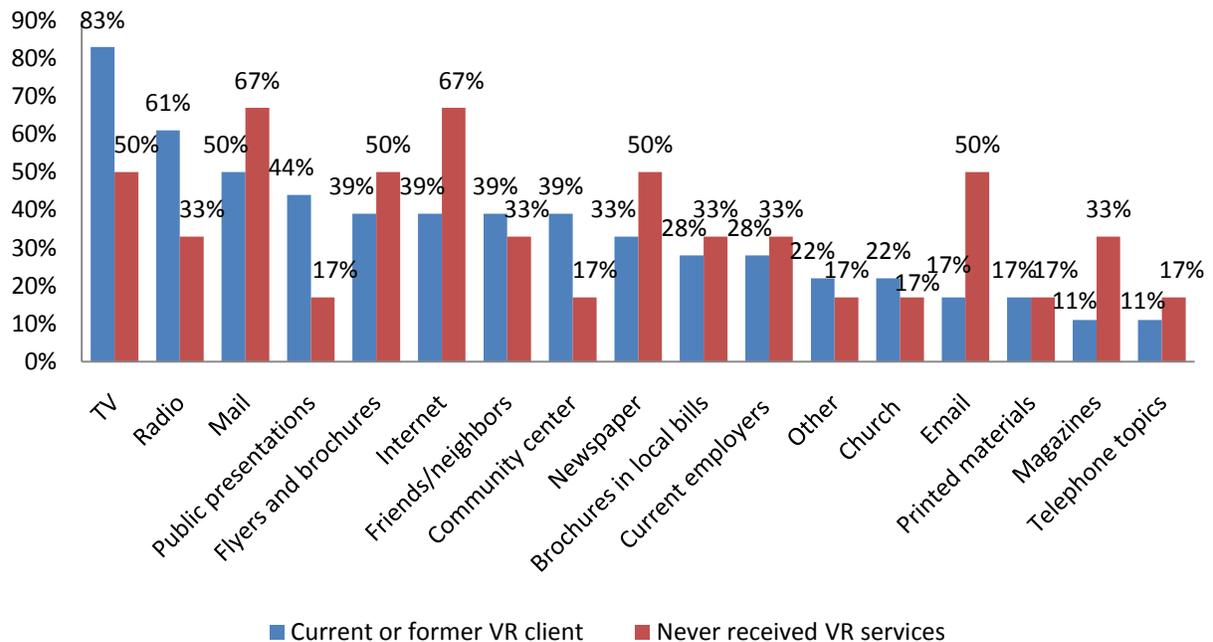
An interesting observation is that people with disabilities and family members of people with disabilities were more likely to consider the internet as the best medium (34%) compared to people without disabilities (18%). This may suggest that the problem for people with disabilities and family members of people with disabilities may not be reading per se but the fine print in which newspapers are printed. With the internet, one can always adjust the font size and special technology allows for font sizes that are more readable for people with vision related disabilities. Other differences were with regard to current employees (26% for people with disabilities and family members of people with disabilities versus 14% for others), church (20% for people with disabilities and family members of people with disabilities versus 36% for others).

Table 2 shows disaggregation of information on the “best way to get information about VR” by VR status (current or former VR clients versus those who never received VR services), for people with disabilities, it appears that for VR clients, the TV is a

significantly important medium of information (83%). Other quite important media were radio (61%) and mail (50%). Conversely, people with disabilities who were had never received VR services preferred, the mail (67%) and internet (67%) equally. The TV, newspapers, flyers and brochures, and email were preferred equally by 50% of these respondents.

Q3.2. *What is the best way to get information about VR to you or your consumers [VR clients versus others]? (Select all that apply).*

The figure below compares VR clients (current and former) against non-VR clients.



The two groups have TV and mail as common preferred means of getting information about VR services. There seems to be significant differences between the two groups with regard to preference for other media. This may be misleading and should not be taken at face value because of the small numbers of respondents selected for this particular analysis. Only 24 respondents fit the category of people with disabilities. Of these, only 6 had “never received VR services”, while 18 were “current or former VR

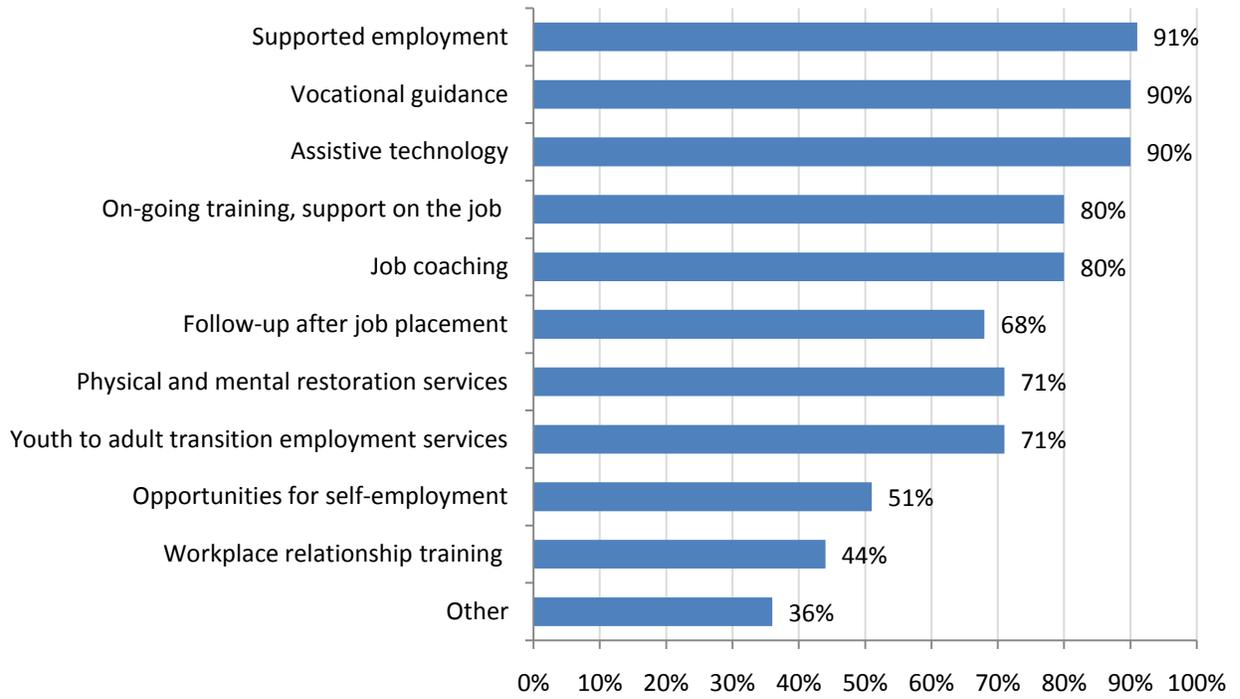
clients”. Although the general information (common and most preferred media) provided by this particular analysis may be useful, comparing such small numbers may not provide results that are representative of people with disabilities.

Table 2. *Top Three best ways to get information about VR by VR status*

Medium / Disability status	All respondents	Current or former VR clients	Never received VR services
TV	✓	✓	✓
Mail	✓	✓	✓
Flyers and Brochures	✓		
Radio		✓	
Internet			✓

Q3.3. *Please read the list of potential services offered by VR to qualified individuals with disabilities. For each service, please mark if you were aware that VR offered the service prior to taking this survey.*

An overwhelming majority of respondents were aware of most of the services provided by NDVR. In particular at least 90% knew that NDVR provided supported employment, vocational rehabilitation, and assistive technology. A smaller but still significantly large proportion (68% to 80%) knew that VR provided on-going training and support on the job, job coaching, follow-up after job placement, youth to adult transition, and physical and mental restoration service. About half of the respondents (51%) were aware that NDVR provided opportunities for self employment. About 44% knew that NDVR supported workplace relationship training. Although 36% indicated they were aware of other services provided by NDVR, only one such “other service” was specified: day care.



Provider Survey Analysis

The provider survey was to be completed by anyone who provides, or has an interest in the provision of, employment services to individuals with disabilities. This includes community rehabilitation providers, advocacy groups, centers for independent living, human service centers and other state agencies and interested parties. Community Providers include organizations such as Community Options, Pride, HIT, MVAW, Rehabilitation Services, Success Unlimited, VTC, Friendship, Progress and others.

The survey asked about the respondent's "experience and perspective of provider services and needs as they relate to employment services offered to individuals with disabilities". The survey was divided into three sections:

- Organization Profile
- Community Rehabilitation Provider Experience
- Non-Community Rehabilitation Provider Experience
- Further Needs and Assessment

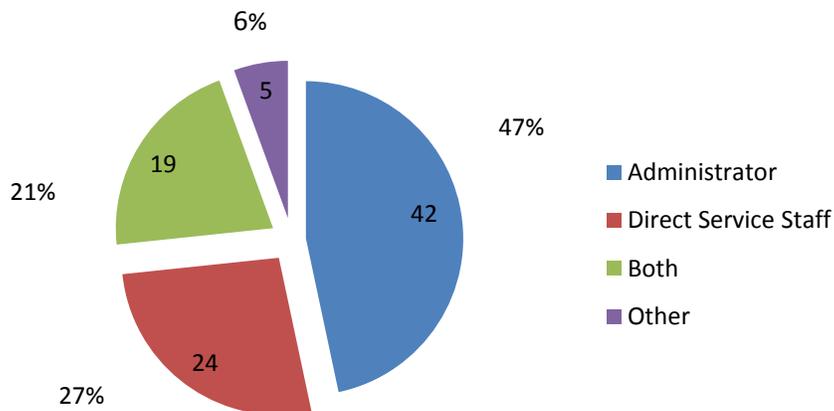
This report follows the same breakdown and discusses the results of each section in turn. A total of 95 provider surveys were returned. As with the consumer survey, descriptive statistics (graphs, charts and cross tabulations) were used to analyze the data.

I. Organization Profile

The first section of the survey focused on the organization that the respondent worked for. Information was sought about regions and cities in which the organization provided services, its size, and the scope of services it provided.

Q1.1. How would you describe your current position with the organization you work for (select one)? (N=90)

About 47% of the respondents were administrators, 27% direct service staff, 21% both administrators and direct service staff, 6% were “other” including, advocate, counselor, North Dakota Mental Health Planning Council chair & consumer, and NDVR Council member.

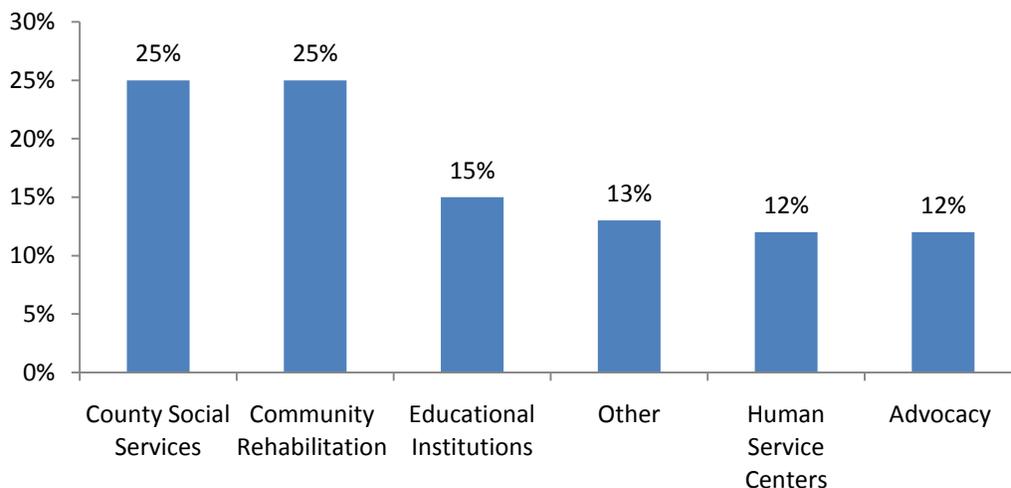


Q 1.2 Complete the following service area information: Regions in which you provide employment services.

Respondents (organizations) served various regions (appendix, figure 1). About 27% (26) served West Central region, and South Central was served by 21 (22%) of the respondents. The Lake region was served by the least number of respondents: 12% (11).

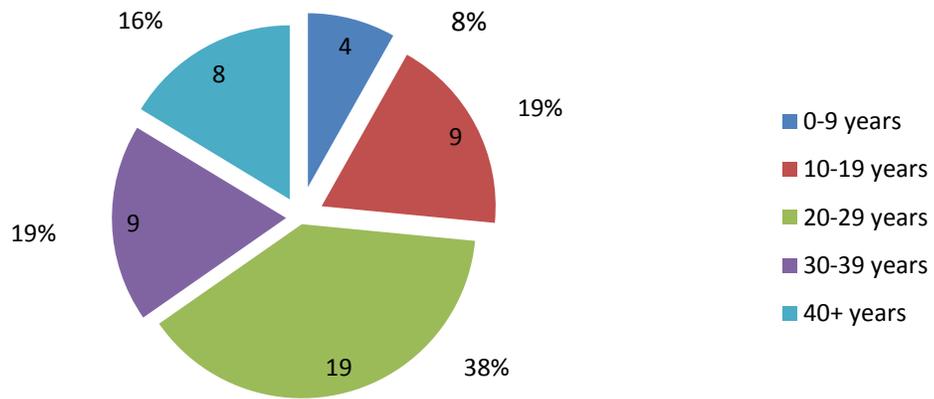
Q1.3. Which phrase below best describes your organization (select only one)? (N=94)

About 25% of the respondents were from county social services and an equal proportion was from CRPs. Another 15% were from educational Institutions. Human Service Centers and advocacy groups were each represented by 12%. The remaining 13% were from other organizations including, TANF, non-profit social services agencies (2), advocate, Dacotah Foundation, DDS, hospital, non-profit healthcare organization, North Dakota Department of Human Services, sheltered/supported work program for NDSH, summer camp, VR Council, and ND Vocational Rehabilitation.



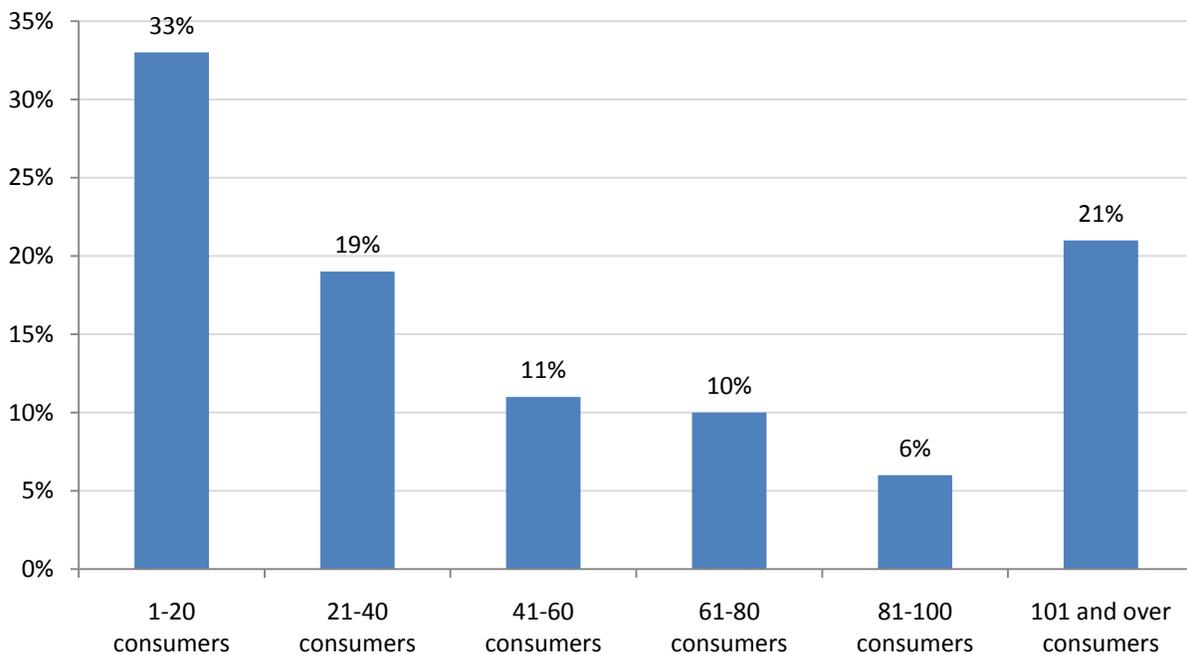
Q1.4. How many years has your organization been providing employment related services? (N=49)

An overwhelming majority of the agencies (73%) had been providing services for at least twenty years, while about 19% had done so for ten to nineteen years. Only 8% of the agencies had been providing services for less than 10 years. Among CRPs about 52% had been providing services for at least 20 years; 38% for between ten and nineteen years. Only about 10% had done so for less than 10 years.



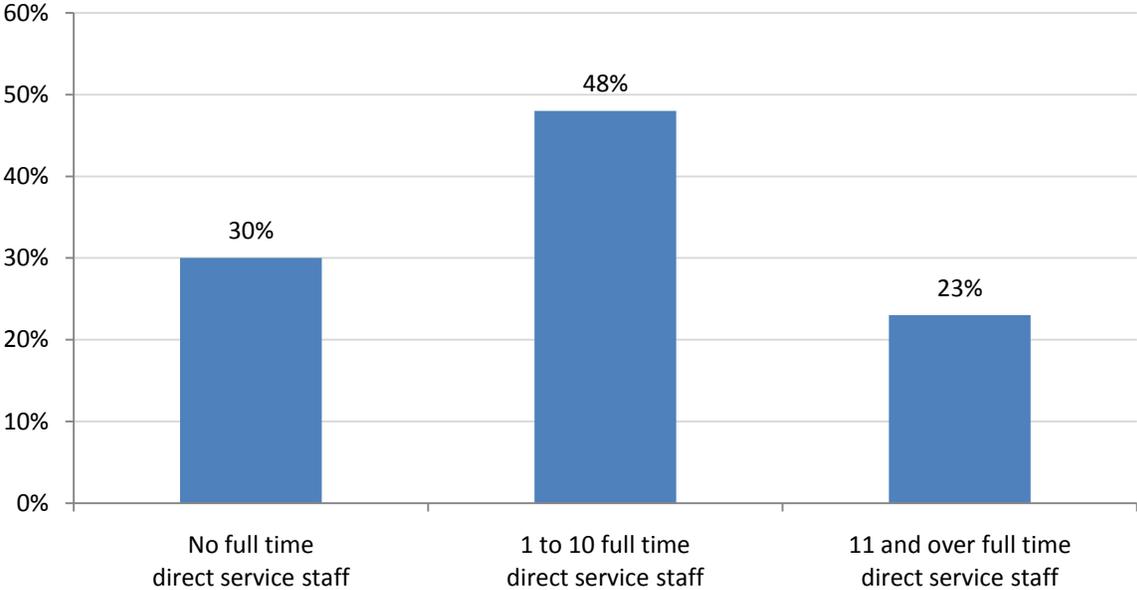
Q1.5. On average how many consumers receive employment related services from your agency per month? (N=52)

About a fifth of the agencies (21%) served more than 100 consumers a month, 47% served at least 40 consumers, 19% served between 21 and 40 consumers, while about a third served no more than 20 consumers per month.



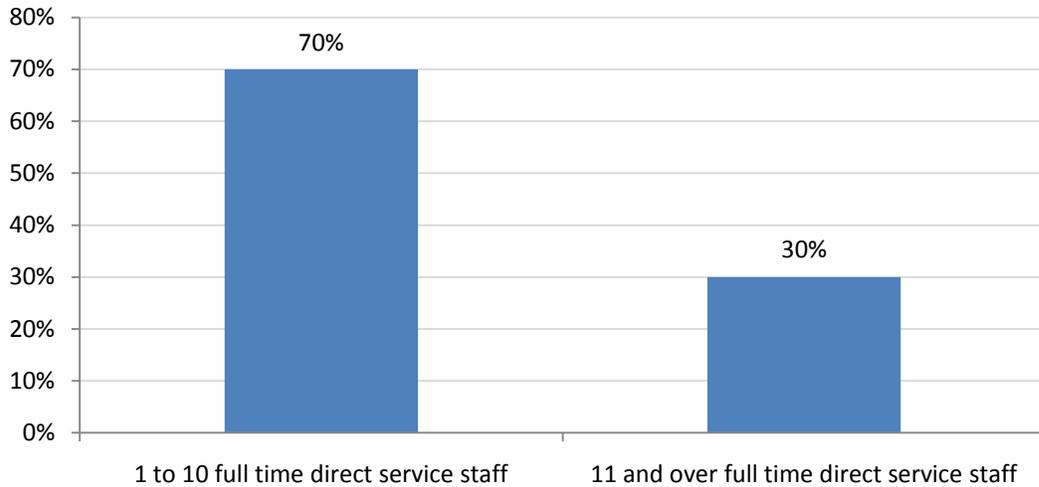
Q1.6.a. *How many full-time direct service staff do you have who provide employment services? (N=74)*

About 30% of the respondents were from agencies with no full time direct service staff, 48% from agencies with between one and ten staff, and 23% from agencies with at least eleven such staff.



Q1.6.b. *[Among community rehabilitation providers] How many full time direct service staff do you have who provide employment services? (N =20)*

About 70% of CRPs had between one and ten direct service staff, while the rest had more than ten such staff.



Q1.7.a. Of the total number of direct service staff indicated in the above question [Q1.6.a], indicate the length of time they have been in that position based on the following categories.

Of the agencies with one or more (full time direct service) staff, about 55% (of agencies) had staff with had two or more years of experience; over 30% had staff with five or more years. Thirty eight agencies had 1 to 10 full time direct service staff with 5 or more years of experience. Fifteen, fourteen and twenty two agencies had 1 to 10 direct service staff with 6 months to one year, 1 to 2 years and 2 to five years of experience respectively.

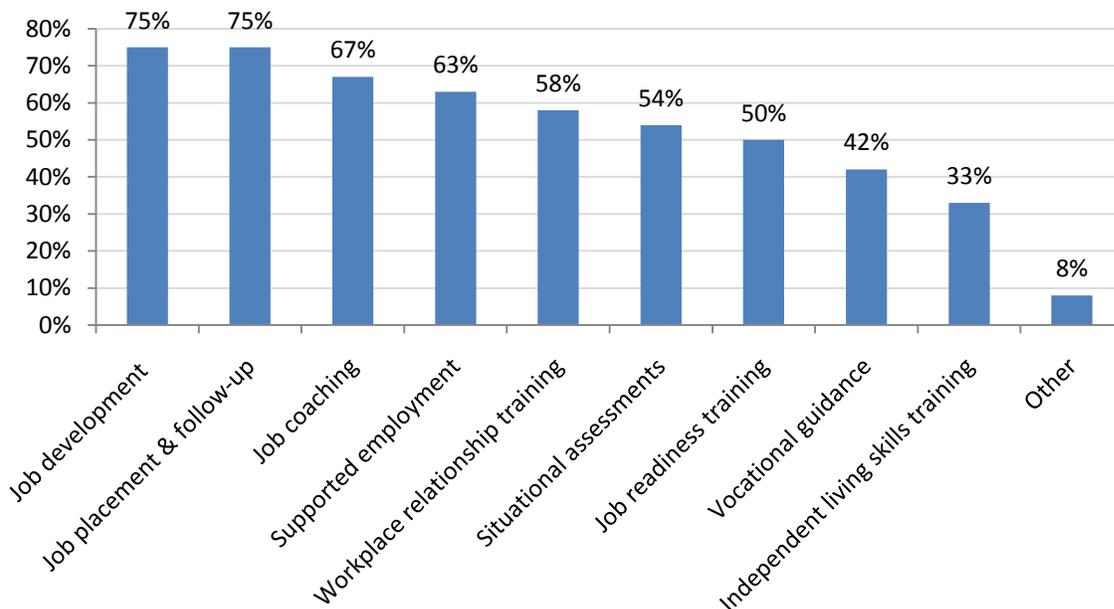


II. Community Rehabilitation Provider Experience

This section of the survey addressed Community Rehabilitation (Service) Providers' (CRPs), focusing on the services they provided, their assessment of the quality of these services, and challenges they encountered in the course of providing the services.

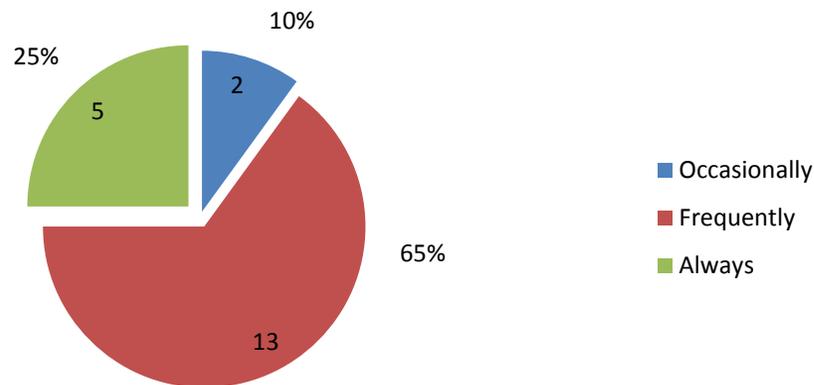
Q2.1. Which of the employment services listed below do you provide (select all that apply)? (N=24).

Most CRPs provided more than one service to individuals with disabilities. Two services: job development, and job placement and follow-up, were provided by most (75%) of the agencies that respondents worked with. Job coaching, supported employment, workplace relationship training situational assessment, and job readiness training were provided by at least 50% of the agencies. At least 33% of the agencies provided vocational guidance and independent living skills training, while 8% provided other services. These (other) services included on the job training, and support with employment focus.



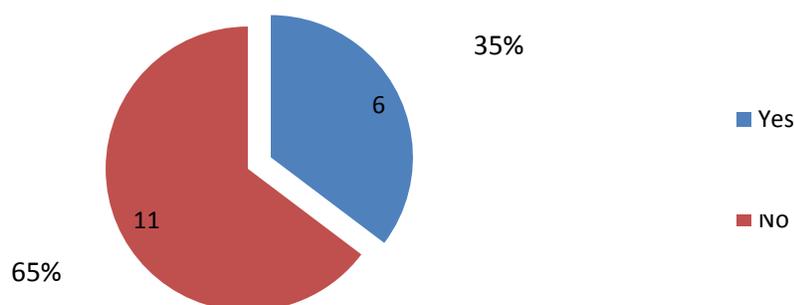
Q2.2. Do you feel that the employment services you are providing meet the employment needs of your consumers? (N = 20).

A clear majority (65%) of respondents felt that the services they provided frequently met the needs of their consumers. About 25% felt consumer needs were always met and about 10% felt the needs were met occasionally.



Q2.3. Are there additional employment services that you feel your agency could be providing to better meet your consumers employment needs?(N =17)

A clear majority (65%) of the respondents did not think there were additional services the agencies could provide to better serve their clients. Only 35% thought there was need for additional services.



Q2.4. Please specify the services if answered yes in 2.3 (N=6)

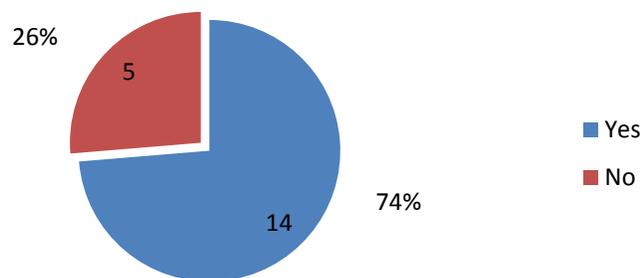
Of the six respondents that thought additional services could be provided, the services they suggested are as follows:

- Better use of technology; better range of opportunity (not just cleaning, etc.)
- Job readiness training
- [Lack of] funding for residential support
- More time needed to be spent on services
- Program to support those placed with summer program
- We provide extended and day support services, would be great to do more

Considering that less than 60% of the agencies provided work place relationship training, situational assessment, job readiness training, vocational guidance and independent living skills training, one would have expected them to consider these as services they could provide. The cause of this disconnect is not clear. We can only imagine that either the agencies do not envision significant demand for these services, there is insufficient funding allocated to these services, or the agencies are not aware that these services were funded by NDVR.

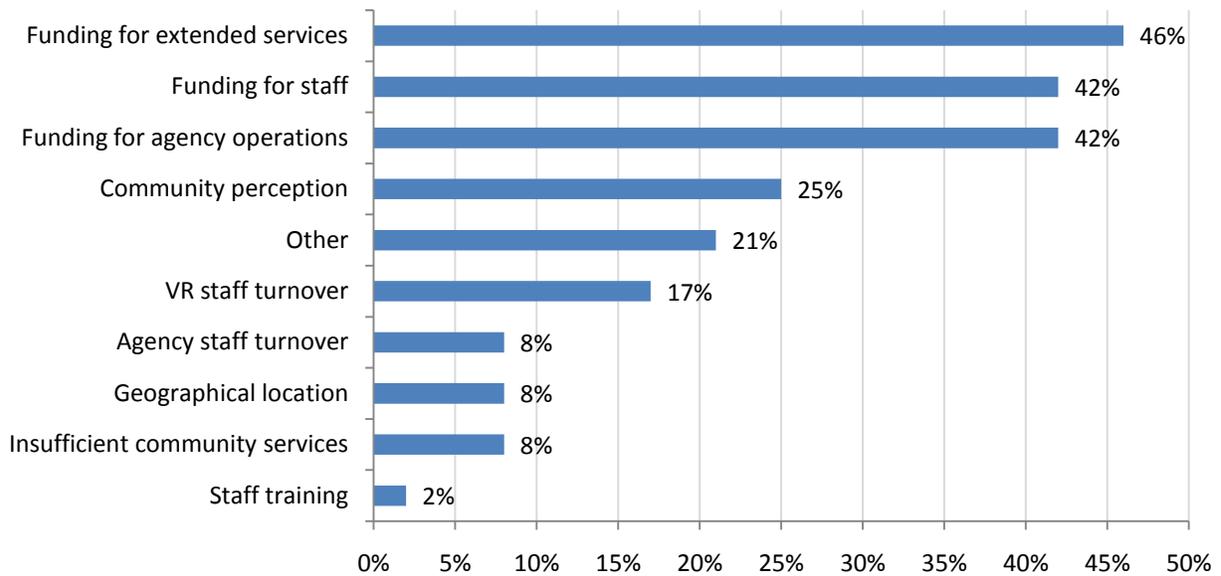
Q2.5. Are you encountering any barriers that impede your ability to provide employment services to your consumers? (N=19)

An overwhelming majority of the respondents (75%) indicated they encountered barriers in their delivery of employment related services to individuals with disabilities.



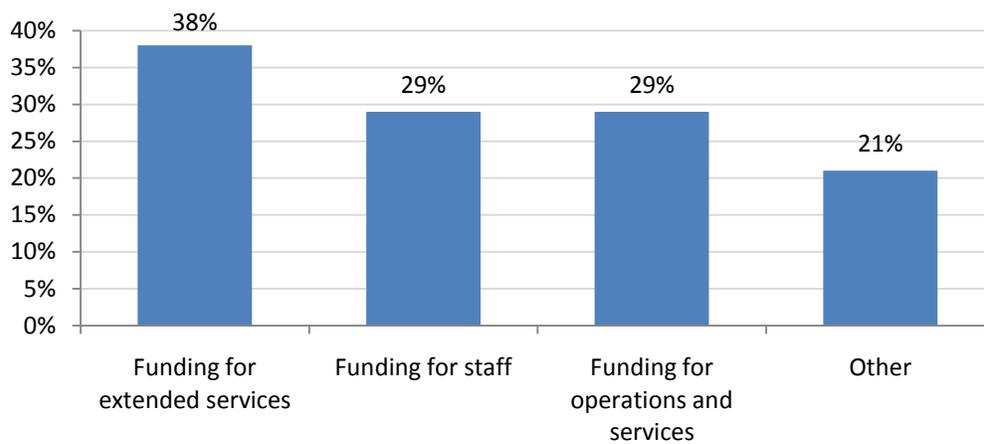
Q2.6. If answered yes to the question above, please identify any such barriers from the list below (select all that apply) (N =24)

The most commonly cited barrier to provision of services by CRPs was “funding for extended services” (46% of respondents). Funding for agency operations and funding for staff were other important barriers (42% of respondents). Other barriers included community perception, VR staff turnover, insufficient community services, geographical location, and agency staff turnover (between 8% and 25% of respondents). About 8% of respondents cited other barriers including, inconsistency between consultants, instability/[low]motivation of clients, [lack of] jobs that people can perform with competence with the staffing levels, SSI/SSDI income and home employment and the effect on income, and unrealistic employment goals of consumers.



Q2.7. Of the barriers identified above(Q 2.6), please mark no more than **three top barriers** (N=14).

Respondents selected the same barriers that had been selected earlier and in the same order of importance. Thus funding for extended services ranked highest (38%), funding for agency operations and funding for staff came in second with 29% of respondents. This may suggest that respondents have a clear picture of what they need for better delivery of services.



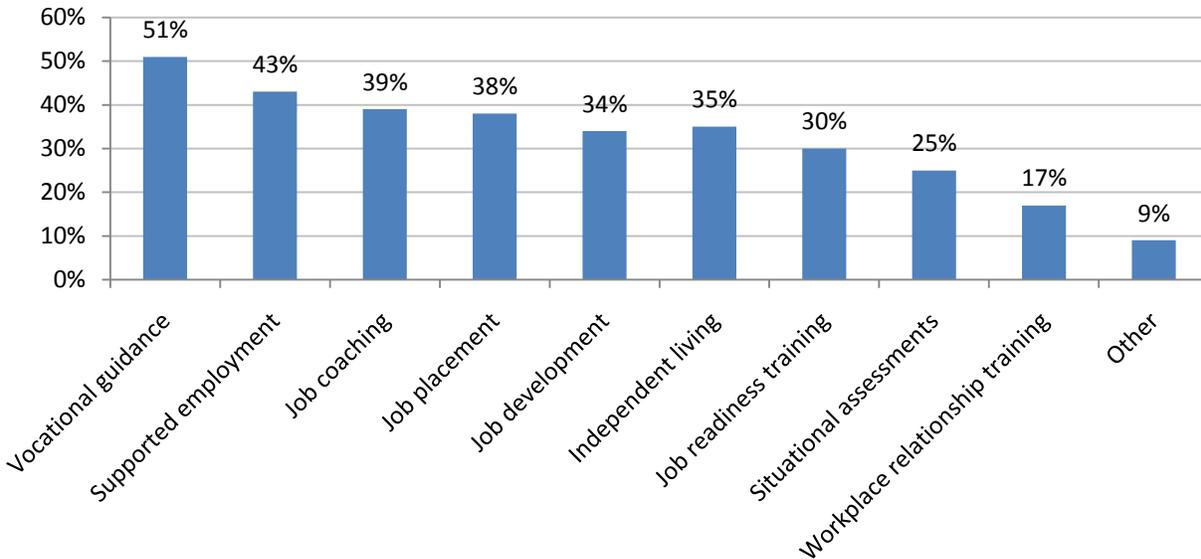
III. Non-Community Rehabilitation Provider Experience

This section gathered information from non-community rehabilitation providers (non-CRPs) regarding their experience with and perception of CRPs. Questions covered the types of services provided by CRPs, assessment of quality of these services, and perception of barriers that CRPs encountered in the course of delivering services.

Q3.1. Which of the employment services listed below are provided by any Community Rehabilitation Providers that you work with or make referrals to? (Mark all that apply)

The majority of non-CRPs collaborated (made referrals to or worked) with CRPs. The top areas (services) of collaboration were vocational guidance (51%), supported employment (43%), job coaching (39%) and job placement (39%). There was also a degree of collaboration in all other areas. It seems that there is some degree of collaboration with regard to all services provided by CRPs. Nevertheless CRPs do not seem to attach the same level of importance to vocational guidance as non-CRPs. This service ranks eighth among areas of VR needs addressed by CRPs, but ranks first among areas on which non-CRPs seek collaboration with the former.

Traditionally, vocational guidance has been the role of VR counselors. It may be that CRPs understand this and do not see it as their domain, while non-CRPs are not aware of this delineation of duties. It may also be that there is a high demand for this service but VR counselors are for one reason or another unable to meet this demand. This seems to be an area that the vocational rehabilitation community in general, but NDVR in particular, should examine.

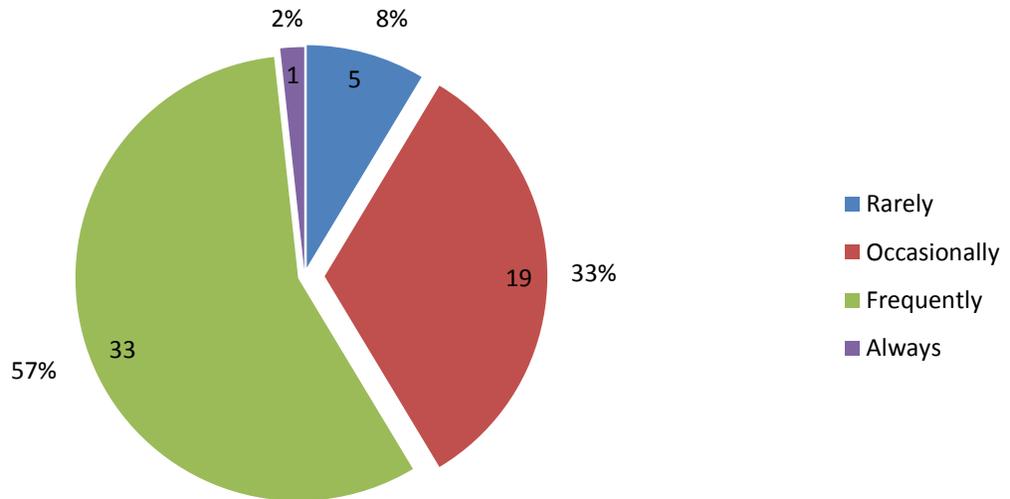


The category “Other” includes, client support, disability accommodations, and Job Corps.

Q3.2. Do you feel that the employment services provided by Community Rehabilitation Providers meet the employment needs of consumers with disabilities? (N =59)

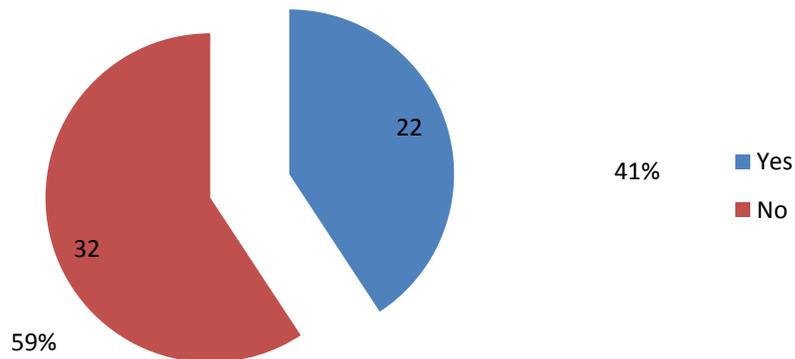
A clear majority (57%) of respondents felt that the services provided by CRPs frequently met the needs of their consumers. Only 2% felt consumer needs were always met, 41% thought that consumer needs were only occasionally or rarely met.

It appears that non-CRPs were more conservative with their assessment of the quality of services provided by CRPs. Whereas 90% of CRPs thought the services they provided frequently or always met consumer needs, only 59% of non-CRP respondents felt the same. Moreover, where 41% of non-CRPs felt consumer needs were only occasionally or rarely met, only a small proportion (10%) of CRP respondents felt the same. There should be consideration for creating more forums for interaction between the two groups to brainstorm on how to bridge the gap.



Q3.3. *Are there additional employment services that you feel Community Rehabilitation Providers should be providing to better meet the employment needs of consumers with disabilities? (N=54).*

The majority (57%) of the respondents did not think there were additional services that CRPs could provide to better service their clients. Only 41% thought there was need for additional services. There doesn't seem to be remarkable difference between the perceptions of CRPs and non-CRPs on this matter.



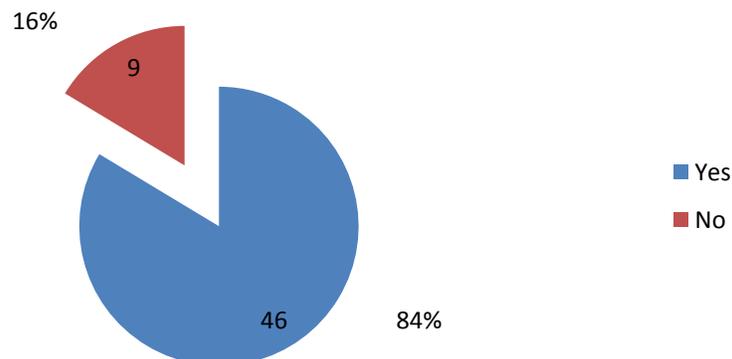
Q3.4. If yes, please specify the services (N=19)

As can be provided on table 4(appendix), non-CRPs had quite a number of suggestions about services they thought CRPs should provide. Most important were, Job coaching and soft skills (workplace relationships); and job development, placement and follow-up. A number also indicated supported employment and other services.

Considering that 75% of CRPs indicated they offered job development, job coaching and follow-up, it may be that some of the non-CRP agents were not aware of this fact. Although about 58%, 67% and 63% of CRPs offered soft skills, job coaching, and supported employment, respectively. One would envisage that more emphasis should be placed on these services given the number of suggestions that related to the same. Nevertheless, it is imaginable that the services are being offered but the public is not aware so that placing emphasis on publicity would be the better option – this is a matter that would benefit from further research. See consumer

Q3.5. Do you feel that Community Rehabilitation Providers are encountering barriers that impede their ability to provide employment services to consumers? (N=55)

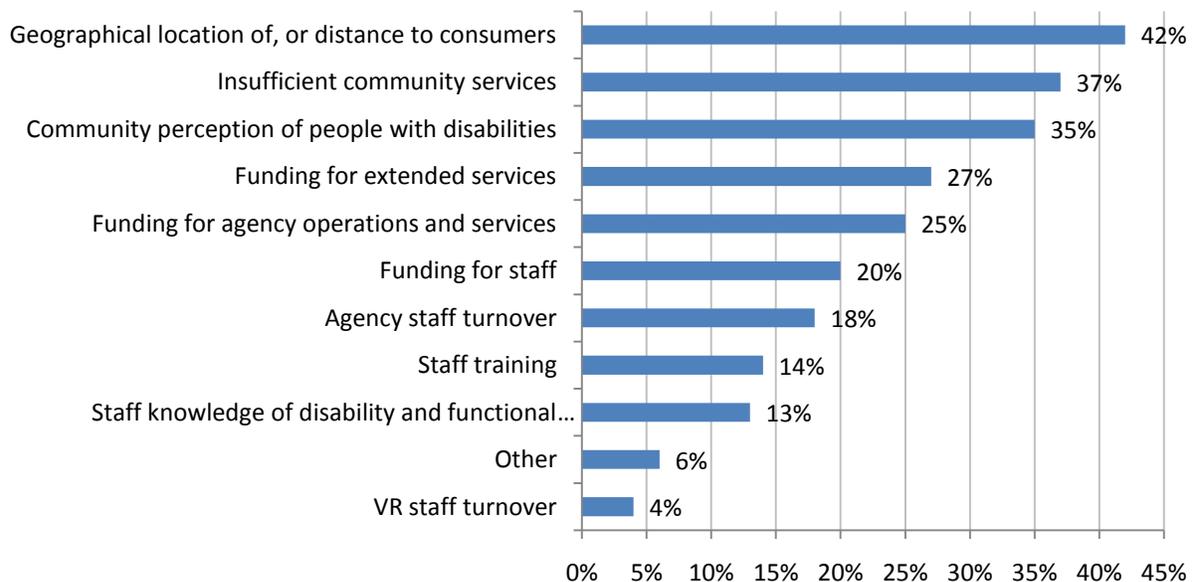
An overwhelming majority of the respondents (84%) indicated they thought CRPs encountered barriers in their delivery of employment related services to individuals with disabilities. This is somewhat close to the proportion of CRPs that felt the same (74%).



Q3.6. If you answered yes to the question above, please identify any such barriers from the list below (mark all that apply).

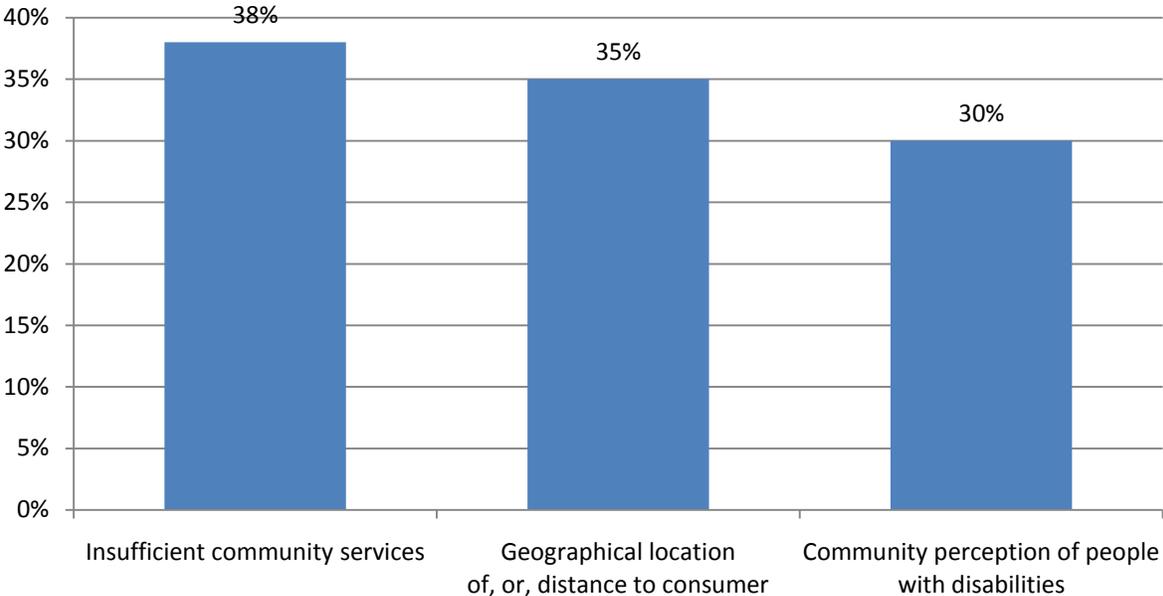
Among non-CRPs the perception was that the most commonly cited barrier to provision of services by CRPs was geographical location of, or, distance to services (42% of respondents). Insufficient community services and community perception of people with disabilities were thought to be important barriers by 37% and 35% respectively. Funding for extended services, for agency operations and staff, seemed important barriers to between 20% and 27% of non-CRP respondents. Additional barriers including, VR staff turnover, staff training, and staff knowledge of disability, were cited by between 4% and 18% of non-CRP respondents.

About 4% of respondents cited barriers in the “other” category including, labor market issues; lack of employers; lack of transportation; lack of experience, felony and addition.



Q3.7. Of the barriers identified above, please mark no more than **three top** barriers from your perspective.

According to non-CRPs the three most important barriers to provision of services by CRPs are insufficient community services (38%), geographical location or distance to services (35%), and community perception of people with disabilities (30%). Although geographical location and insufficiency of services swapped places when non-CRPs were asked to select the three most important barriers, it would appear that the two carry about equal weight, in the minds of non-CRP respondents.



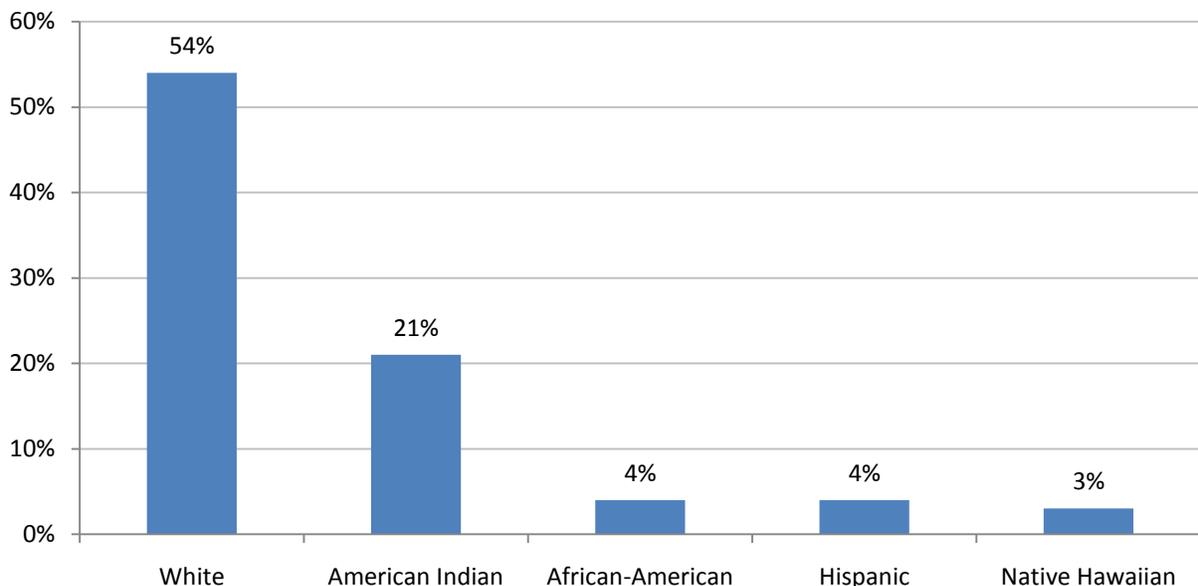
Whereas CRP respondents thought that funding (funding for extended services, funding for agency operations, and funding for staff) was the most important barrier, non-CRP respondents thought that insufficient community services, geographical location of, or, distance to services, and community perception of people with disabilities were more important. This disconnect may point to differences in orientation between CRPs and non-CRPs, or even differences in perception between the two groups with respect to what the consumer needs. It underscores the need for the two groups to get together more often, and exchange ideas and experiences so that both groups can serve individuals with disabilities.

IV. Further Needs and Assessment

In this section information was sought on the respondent's awareness of unmet employment needs of individuals with disabilities. Survey questions asked about race and ethnicity, county of residence, type of disability, and the specific employment needs of such individuals. The survey also sought suggestions for meeting employment needs of people with disabilities.

Q4.1. If you know of individuals whose employment needs are not being met, please mark below options that best describe their race/ethnicity (select all that apply).

About 67% (58) of the respondents knew of an individual with disability whose employment related needs were not being met. About 58% of respondents knew of a White individuals with disabilities, 21% a Native American, 4% a Hispanic, 4% an African American, 3% a Native Hawaiian/Pacific Islander whose employments needs were not being met. Considering that less than 10% of the population of North Dakota is made up of minority groups, the aforesaid demographic distribution of persons with disabilities whose employment needs were not met, seems skewed towards minorities. Whether this is indeed the case and the reason for the same, are questions that call for further research.

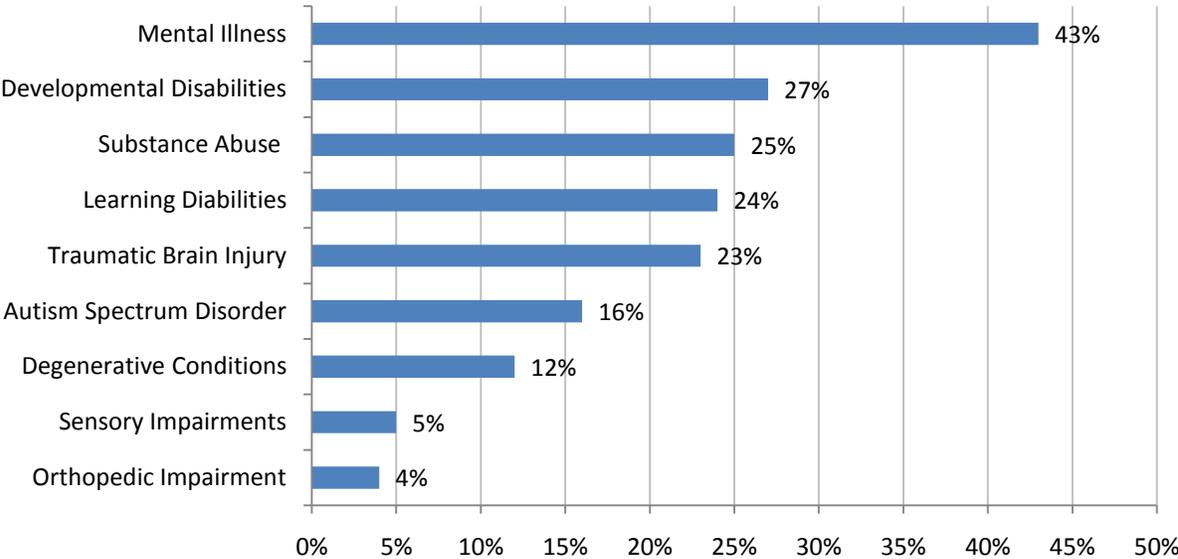


Q4.2. Please mark the counties in which the individuals referenced above [individuals with unmet employment needs] reside (mark all that apply).

The distribution of persons with unmet employment needs who were known to the respondents was skewed towards urban counties particularly Burleigh, Cass and Grand Forks (appendix, figure 2). Again, this is understandable considering that some counties had very few respondents. Although about one third of the counties had no known individual with unmet needs, every region was represented; regions with higher populations featured more prominently.

Q4.3. For the individuals whose employment needs are not being met, please mark below options that best describe their disability (Mark all that apply).

The main disability conditions encountered by respondents (among individuals with unmet needs) were: mental illness or emotional disturbance, 43%; developmental disabilities, 27%; substance abuse, 25%; traumatic brain injury, 23%, learning disabilities, 22%. Other conditions were also identified.

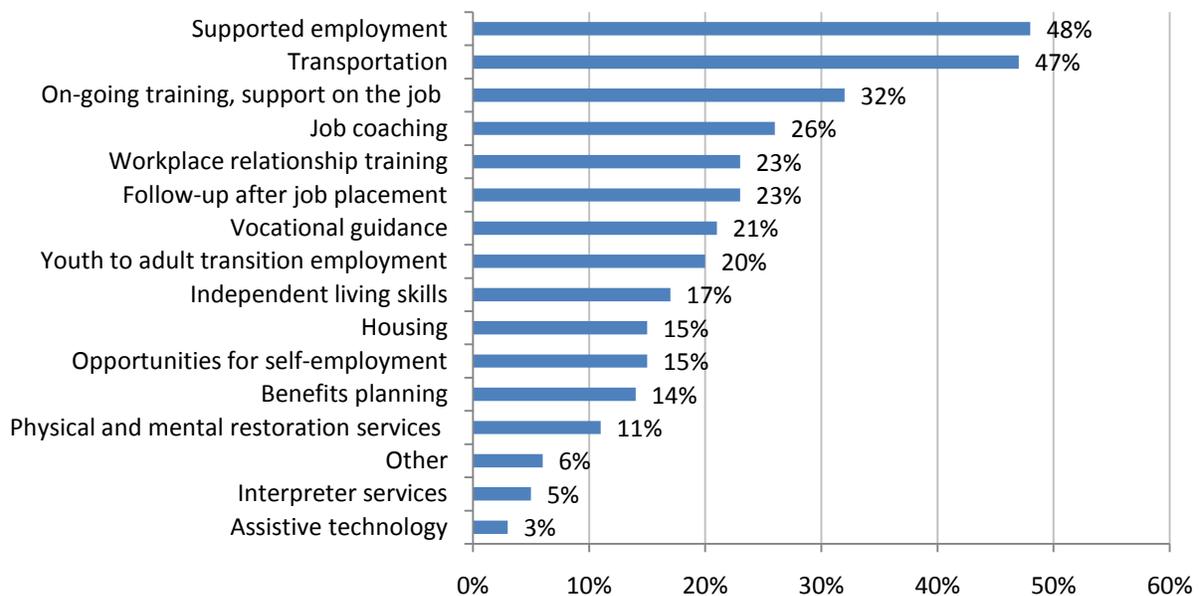


Respondents to both consumer and provider surveys identified the same conditions as being encountered the most. Mental illness ranked at the top followed by developmental disabilities; learning disabilities, traumatic brain injury and substance abuse featured among the top five for both groups. But respondents to the provider survey seemed to

encounter substance abuse more frequently or at least consider it more important. Whereas respondents to the consumer survey ranked it fifth, respondents to the provider survey ranked it third. It is possible that providers would have more experience diagnosing conditions related to substance abuse which may appear, to the average consumers, as normal behavior. It may be important to further explore the reasons for this difference.

Q4.4. Please consider the employment needs listed in the table below [table had list of employment needs] and mark all that are not being met.

Supported employment and transportation were the most commonly identified unmet needs (selected by 48% and 47% of respondents respectively), on-going training/support on the job, was identified by 32%, and job coaching was identified by 26% of the respondents. Other important services were workplace relationships, follow-up after job placement, vocational guidance, and youth to adult transition were selected by between 20% and 23% of the respondents.



The “other” category included assistance finding jobs that are not below the consumers ability level; budgeting, case managers aren’t encouraging consumers to work; funding issues caused suspension of services; job placement assistance after being fired from

another job; and TANF individuals living on the reservation present the most need of these services.

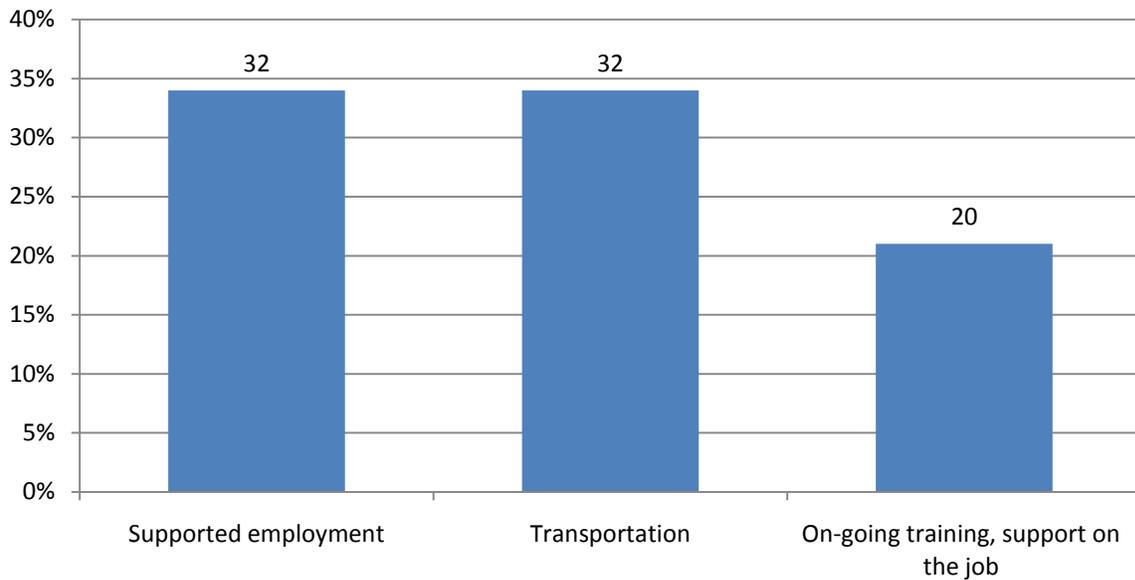
When respondents to the consumer survey were asked these same questions (Q4.4), they indicated supported employment (41%), vocational guidance (28%), on-going training/support on the job (28%) and transportation (27%) as the most important unmet employment needs.

Table 6 (appendix) is a cross-tabulation of unmet employment needs by type of disability. The percentages are computed down the column so that the figures are read as percentage of respondents who identified the (column) disability type and the corresponding (row) unmet need. Thus the figure on the first row and first column (17(14%)) would read as: 14% of the respondents who indicated they knew individuals with learning disabilities also indicated that supported employment was an unmet need.

Choosing a cut-off of 10% to signify important disability-unmet needs combinations, it can be observed that supported employment and transportation are the most prominent unmet needs irrespective of the type of disability. Nevertheless, on-going training features quite frequently as an unmet need.

*Q4.5. Of the needs identified above [Q 4.4], please mark no more than the **top three** needs.*

Respondents marked the same needs identified earlier albeit with different weights: supported employment (32%), transportation (32%), and on-going training/support on the job (20%).



Vocational guidance featured more prominently among consumer survey respondents than among provider survey respondents. As seen earlier, there is a significant difference between the proportion of CRPs providing vocational guidance (42%, eighth position), and the proportion of non-CRPs collaborating with CRPs on vocational guidance (51%, first position). This difference can be examined side by side with the proportion of consumer survey respondents that felt it was an unmet need (28%, second place ranking) and that of provider survey respondents that felt the same (21%, seventh place ranking).

It seems that CRPs may not be placing as much emphasis on vocational guidance as non-CRPs think they should, and, as consumers may want them to. Vocational guidance may be an important area of unmet need for the consumers that is well known to non-CRPs, and identified by consumers, but unknown to service providers.

APPENDIX

Table 3: Suggestions on How Best to Meet Employment Related Needs (consumer survey, N=36)

Suggestions/Comments	Number
<p>Career counseling</p> <ul style="list-style-type: none"> • Career counseling would be good and then follow-up with assistance for education to include technology training like computer skills • Need more career counseling. Seems like some people are taking interest inventory tests, but no follow-up and brainstorming on what career path to choose and how to get there. 	2
<p>Youth to adult transition including assistance for those with developmental disabilities</p> <ul style="list-style-type: none"> • Change the law so Voc Rehab and DD could serve disabled students who have graduated from high school by parental request but are not 21 years old • I have several students on my caseload that are enrolled in school and could like to obtain an after school or summer job. I realize the school has an obligation; however, theirs is only within the school day and not during the summer session. • Increased funding for transitional services for youth to adult population • Job coaching for more disabilities than just DD. It's very hard to obtain job coaches for other disabilities • Job coaching for students age 18 transitioning into the workforce • Our region would benefit if there was a jobs club for youth with DD (intellectual) in which VR participated. Many have volunteer placements through SPED but few have paid employment in high school. This is not similar to the experiences of peers • Work with students before age 21. Work with students while still in high school. Schools in this region are told by VR that VR cannot work with or financially support employment for students in high school or graduate before age 21 	7

Suggestions/Comments	Number
<p data-bbox="180 226 1230 283">Extended Services</p> <ul data-bbox="285 289 1230 737" style="list-style-type: none"> <li data-bbox="285 289 850 321">• Additional funding for extended services <li data-bbox="285 342 1230 422">• Availability of employment opportunity that an individual with seizures can <li data-bbox="285 443 1170 474">• Handle. Availability of funding for ongoing one-on-one job coach. <li data-bbox="285 495 1162 575">• Treat each consumer as an individual not everyone can work 20 hours or <li data-bbox="285 596 1133 676">• More per week with short term job coaching. Funding must be provided for <li data-bbox="285 697 1170 728">• People to have the support they need for as long as they need it. 	3
<p data-bbox="180 793 1230 850">Transportation</p> <ul data-bbox="285 856 1230 1297" style="list-style-type: none"> <li data-bbox="285 856 1198 936">• Transportation costs are high [Anamoose, ND]. Client is concerned about loss of food stamp benefits/SSI <li data-bbox="285 957 1230 1142">• Right now there is very limited public transportation in our city and so to get to our son to and from work it is our responsibility even though he is living in his own setting. He is clueless on the importance of keeping his medical assistance <li data-bbox="285 1163 1230 1297">• Transportation and housing are and will continue to be a problem that many individuals identify as being unmet employment need. Offering so many tickets every month for transportation needs. 	3
<p data-bbox="180 1360 1230 1417">Job Opportunities</p> <ul data-bbox="285 1423 1230 1818" style="list-style-type: none"> <li data-bbox="285 1423 846 1455">• Jobs in Anamoose, ND are very limited. <li data-bbox="285 1476 1000 1507">• Few and low paying entry level minimum wage jobs <li data-bbox="285 1528 1190 1608">• More opportunities in rural communities with transportation to/from employment, if needed. <li data-bbox="285 1629 781 1661">• Need more jobs with flexible hours <li data-bbox="285 1682 1230 1818">• Need opportunities to work very part time (i.e. 10 hrs or less due to physical limitations but is enough to maintain some county benefits as disabilities with employment program). 	5

Suggestions/Comments	Number
Other	16

- Early intervention with those with physical impairments after surgery or brain injury. Ease of access or ability for those people to contact VR
- Follow-up with clients-phone calls, maybe summaries from employers, etc.
- Educating the public on the benefits of hiring someone with a disability
- For Voc Rehab to contact us, so that we can start getting some help in the future
- Go to Voc Rehab
- Honestly, VR has done very little for me. Most of my help has come through Community Options
- I worked with VR and couldn't keep a job because of my medical needs. I'm satisfied with how things are going but may look into working in the future if I feel I can handle it.
- Increase funding to ND Job Service and VR so more people may receive services
- More information out to the public
- More housing options, especially for those with physical disabilities
- Services to assist people with finding job placement after being fired. This is after they have already access VR and are no longer able to use this service. There are no services in our community to assist people with finding jobs once VR is closed
- Supervisors/co-workers need to be more informed about disabled individuals' rights. There needs to be more understanding by them when it comes to needing to take time off due to illness or appointments. This is crucial for keeping employment
- To have VR counselors who put the needs of their clients first and not always say there are no funds available
- As for housing assistance with paperwork to receive housing

Suggestions/Comments	Number
<ul style="list-style-type: none"><li data-bbox="285 239 1230 365">• Vocational Rehab representative [need to visit] [?] County more frequently. The clients have had concerns on the current representation because they indicate the representative belittles them<li data-bbox="285 390 1175 422">• increase funding for residential support for individuals with autism	

Table 4. Services that non-CRPs thought should be provided by community rehabilitation providers (provider survey Q3.4, N=19)

Comments	Number of respondents
Job Coaching/Soft Skills	3
<ul style="list-style-type: none"> • Additional job coaching hours • Job coach/placement • We need job coaching for 18-21 year olds • Soft skills training-how to approach employers about disability needs (i.e. getting along with co-worker) 	
Job development, placement and/or follow-up	4
<ul style="list-style-type: none"> • Job coach/placement • More follow-up with the consumer and more job placements • More of supported employment, job placement and follow-up • Job development 	
Supported Employment	2
<ul style="list-style-type: none"> • More of supported employment, job placement and follow-up • Supported employment opportunities 	
Others	11
<ul style="list-style-type: none"> • More services, period • More providers in rural areas • Less entry low level minimum wage jobs • Full vocational rehab eligibility at age 18 • Funding and regulations are a barrier • Training dollars for employers • Offering free rides to and from work • More collaboration with community 	

Comments	Number of respondents
<ul style="list-style-type: none">• More community-based, supported work sites• Transitional jobs program• Work more closely with other employment agencies- have specific workshops/meetings with Chamber of Commerce	

Table 5. Disability Type by Needs Not Being Met (consumer survey, Q 2.5)

	Learning Disabilities	Developmental Disabilities	Mental Illness	Sensory Impairments	Autism Spectrum Disorder	Orthopedic Impairment	Traumatic Brain Injury	Degenerative Conditions	Substance Abuse	Other	Total
Supported employment	15 (13%)	20 (14%)	26 (14%)	7 (13%)	4 (10%)	7 (12%)	8 (9%)	5 (8%)	9 (11%)	3 (12%)	104 (12%)
Vocational guidance	7 (6%)	10 (7%)	13 (7%)	4 (7%)	3 (7.5%)	7 (12%)	8 (9%)	5 (8%)	6 (7%)	2 (8%)	65 (8%)
On-going training	10 (8%)	15 (11%)	15 (8%)	3 (6%)	5 (12.5%)	4 (7%)	7 (8%)	5 (8%)	6 (7%)	2 (8%)	72 (8%)
Opportunities	7 (6%)	8 (6%)	12 (6%)	3 (6%)	3 (7.5%)	4 (7%)	6 (7%)	5 (8%)	6 (7%)	1 (4%)	55 (6%)
Job coaching	10 (8%)	12 (9%)	15 (8%)	4 (7%)	4 (10%)	3 (5%)	6 (7%)	3 (5%)	7 (8%)	2 (8%)	66 (8%)
Follow-up	8 (7%)	8 (6%)	13 (7%)	3 (6%)	1 (2.5%)	4 (7%)	5 (6%)	4 (7%)	3 (3%)	2 (8%)	51 (6%)
Benefits planning	2 (2%)	6 (4%)	7 (4%)	2 (4%)	2 (5%)	2 (3%)	2 (2%)	2 (4%)	3 (3%)	1 (4%)	29 (3%)
Workplace relationship	10 (8%)	9 (7%)	16 (8%)	4 (7%)	1 (2.5%)	5 (8%)	6 (7%)	5 (9%)	4 (5%)	1 (4%)	61 (7%)
Youth to adult	7 (6%)	10 (7%)	13 (7%)	3 (6%)	5 (12.5%)	3 (5%)	6 (7%)	4 (7%)	6 (7%)	2 (8%)	59 (7%)
Transportation	12 (10%)	12 (9%)	19 (10%)	7 (13%)	2 (5%)	4 (7%)	9 (11%)	4 (7%)	11 (13%)	1 (4%)	81 (10%)
Assistive technology	4 (3%)	3 (2%)	4 (2%)	4 (7%)	1 (2.5%)	2 (3%)	4 (5%)	2 (4%)	2 (2%)	1 (4%)	27 (3%)
Interpreter services	1 (1%)	0 (0%)	2 (1%)	1 (1.5%)	1 (2.5%)	0 (0%)	1 (1%)	1 (2%)	2 (2%)	0 (0%)	9 (1%)
Physical & mental	7 (6%)	5 (4%)	9 (4%)	2 (4%)	1 (2.5%)	4 (7%)	6 (7%)	3 (5%)	7 (8%)	1 (4%)	45 (5%)
Housing	11 (9%)	9 (7%)	15 (8%)	1 (1.5%)	3 (7.5%)	4 (7%)	7 (8%)	5 (8%)	8 (10%)	4 (16%)	67 (8%)
IL services	6 (5%)	9 (7%)	11 (6%)	4 (7%)	2 (5%)	4 (7%)	3 (4%)	2 (4%)	5 (6%)	2 (8%)	48 (6%)
Other	2 (2%)	0 (0%)	0 (0%)	2 (4%)	2 (5%)	2 (3%)	2 (2%)	3 (5%)	1 (1%)	0 (0%)	14 (2%)
Total	119 (100%)	136 (100%)	190 (100%)	54 (100%)	40 (100%)	59 (100%)	86 (100%)	58 (100%)	86 (100%)	25 (100%)	853 (100%)

Figures in parenthesis are column percentages. 10% is used as an arbitrary cut off for important disability-unmet needs combinations. Important combinations are in bold.

Table 6. Unmet Employment Needs by Disability Type (provider survey Q 4.4, Q 4.3)

	Learning Disabilities	Developmental Disabilities	Mental Illness	Sensory Impairments	Autism Spectrum Disorder	Orthopedic Impairment	Traumatic Brain Injury	Degenerative Conditions	Substance Abuse	Other	Total
Supported employment	17 (14%)	17 (13%)	30 (14%)	4 (14%)	7 (11%)	4 (11%)	14 (15%)	7 (13%)	16 (12%)	4 (19%)	120 (14%)
Vocational guidance	6 (5%)	7 (6%)	15 (7%)	2 (7%)	3 (5%)	3 (8%)	6 (7%)	3 (5%)	7 (5%)	1 (5%)	53 (6%)
On-going training	12 (10%)	14 (11%)	21 (10%)	1 (4%)	8 (13%)	3 (8%)	12 (13%)	5 (9%)	10 (8%)	1 (5%)	87 (10%)
Opportunities	6 (5%)	4 (3%)	10 (5%)	1 (4%)	3 (5%)	3 (8%)	2 (2%)	3 (5%)	7 (5%)	1 (5%)	40 (5%)
Job coaching	7 (6%)	14 (11%)	16 (8%)	2 (7%)	6 (9%)	3 (8%)	4 (4%)	5 (9%)	9 (7%)	2 (9%)	68 (8%)
Follow-up	9 (8%)	9 (7%)	13 (6%)	3 (10%)	5 (8%)	2 (6%)	7 (8%)	2 (3%)	9 (7%)	1 (5%)	60 (5%)
Benefits planning	4 (3%)	5 (4%)	8 (4%)	1 (4%)	4 (6%)	2 (6%)	3 (3%)	2 (3%)	5 (4%)	1 (5%)	35 (4%)
Workplace relationship	8 (7%)	7 (5%)	14 (7%)	2 (7%)	5 (8%)	3 (8%)	7 (8%)	6 (11%)	10 (8%)	2 (9%)	64 (7%)
Youth to adult	6 (5%)	9 (7%)	10 (5%)	1 (4%)	6 (9%)	2 (6%)	5 (6%)	1 (2%)	7 (5%)	1 (5%)	48 (6%)
Transportation	15 (13%)	19 (15%)	26 (13%)	2 (7%)	9 (14%)	3 (8%)	14 (15%)	7 (13%)	18 (14%)	2 (9%)	115 (13%)
Assistive technology	1 (1%)	2 (2%)	0 (0%)	3 (10%)	0 (0%)	1 (3%)	0 (0%)	1 (2%)	1 (1%)	0 (0%)	9 (1%)
Interpreter services	4 (3%)	3 (2%)	4 (2%)	1 (4%)	0 (0%)	1 (3%)	1 (1%)	1 (2%)	2 (2%)	1 (5%)	18 (2%)
Physical & mental	6 (5%)	4 (3%)	8 (4%)	2 (7%)	3 (5%)	3 (8%)	2 (2%)	3 (5%)	7 (5%)	1 (5%)	39 (5%)
Housing	8 (7%)	5 (4%)	11 (5%)	2 (7%)	3 (5%)	1 (3%)	7 (8%)	3 (5%)	8 (6%)	1 (5%)	49 (6%)
IL services	7 (6%)	7 (6%)	14 (7%)	1 (4%)	1 (2%)	2 (6%)	5 (6%)	6 (11%)	9 (7%)	2 (9%)	54 (6%)
Other	3 (2%)	1 (1%)	7 (3%)	0 (0%)	0 (0%)	0 (0%)	2 (2%)	1 (2%)	5 (4%)	0 (0%)	19 (2%)
Total	119 (100%)	127 (100%)	207 (100%)	28 (100%)	63 (100%)	36 (100%)	91 (100%)	56 (100%)	130 (100%)	21 (100%)	878 (100%)

Figures in parenthesis are column percentages. 10% is used as an arbitrary cut off for important disability-unmet needs combinations. Important combinations are in bold..

Figure III. Number and proportion of agencies providing services by region (provider survey)

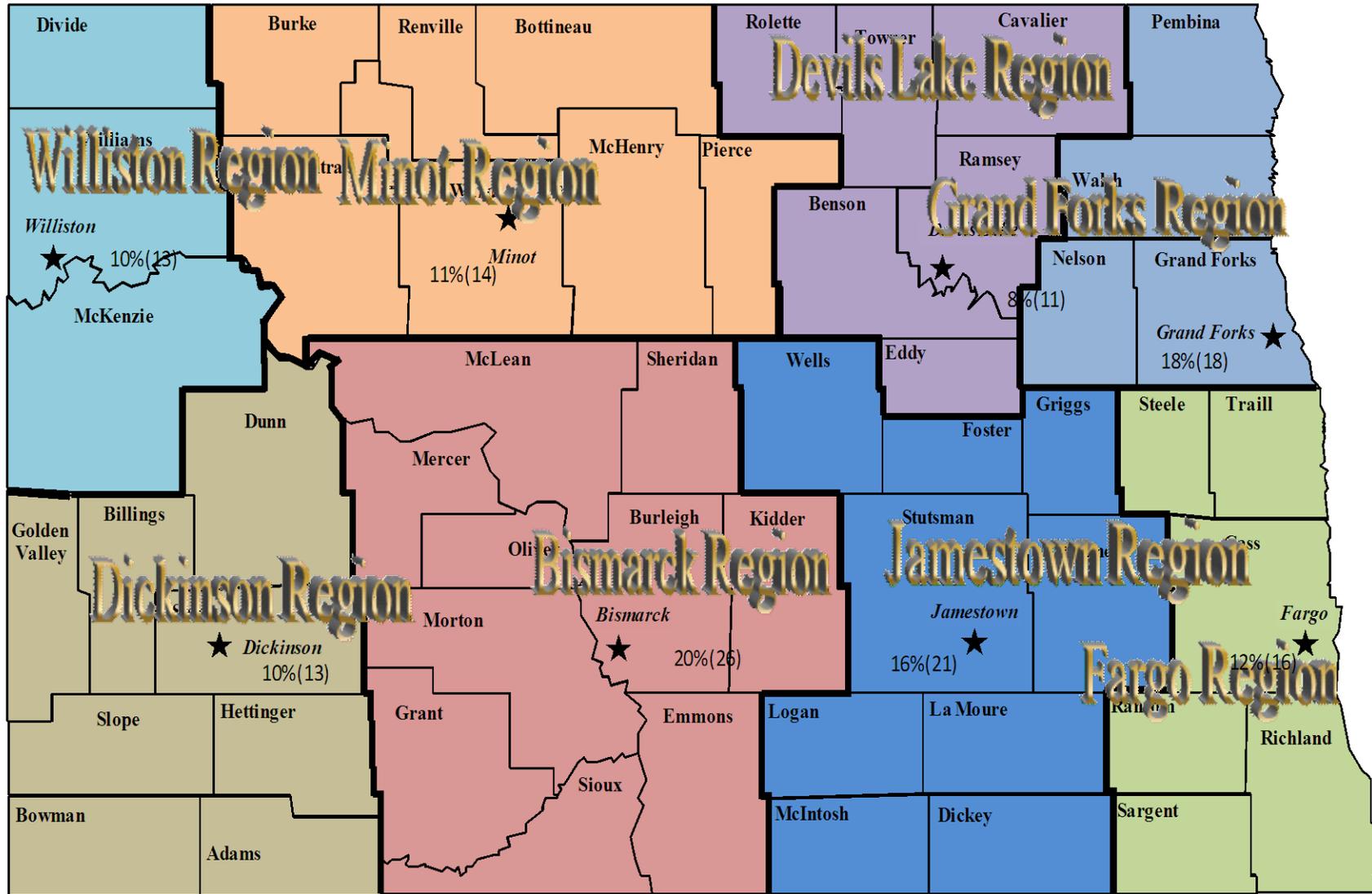
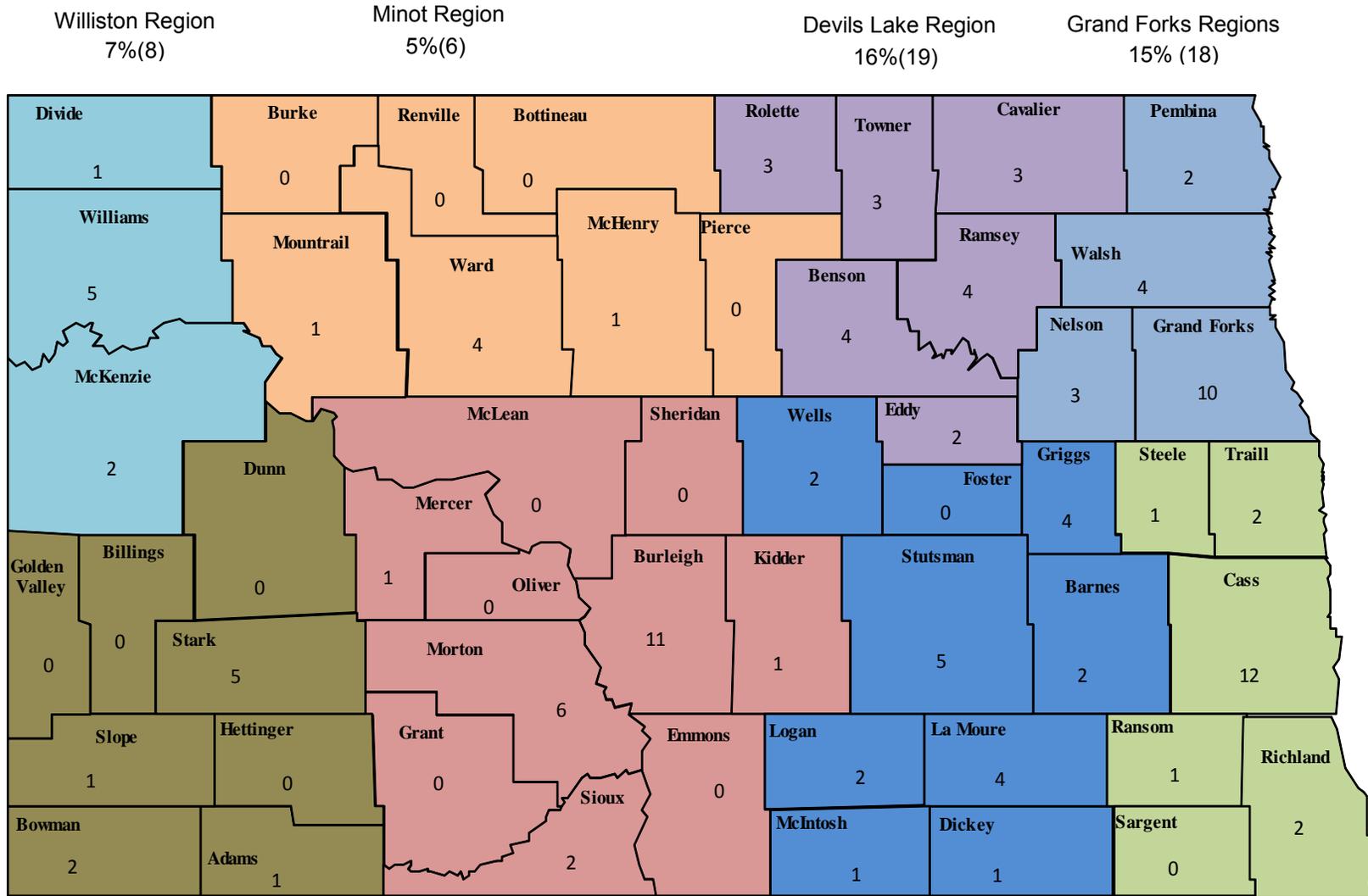


Figure IV. County and region of residence of consumers with unmet needs (provider survey)



!! MULTIPLE ENCLOSURES -- PLEASE NOTE !!

Provider Survey - Ivory

Consumer Needs Survey - Yellow

Two Return Envelopes - Postage Paid

Two Referral/Information Post Cards - Postage Paid



Vocational Rehabilitation Division
1237 W Divide Ave, Ste 1B, Bismarck, ND 58501-1208
(701) 328-8950
Toll Free 1-800-755-2745
Fax (701) 328-8969
TTY (701) 328-8968

John Hoeven, Governor
Carol K. Olson, Executive Director

January 23, 2009

«Name»
«Company»
«Address Line 1»
«Address Line 2»
«City»

Dear «Name2»

North Dakota Vocational Rehabilitation and the State Rehabilitation Council are seeking your help in our efforts to improve employment services for people with disabilities. As a part of our statewide triennial assessment of employment-related needs, we are distributing the enclosed **Consumer Needs** survey to individuals and agencies throughout the state.

All responses are confidential and anonymous. Please take time to complete the survey and return it by **February 13, 2009** in the enclosed self-addressed envelope. All responses will be routed to and analyzed by:

*Dr. Daniel Ngugi, Research Analyst
North Dakota Department of Human Services
600 East Boulevard Avenue
Bismarck, ND 58505*

Receiving a broad response to the survey will greatly assist us in improving services. **Please feel free to make additional copies to distribute to any interested parties**, or call 701-328-8950 or 1-800-755-2745 to request additional envelopes or surveys. You may also complete the survey on line at: <https://eforms.nd.gov/lfserver/ConsumerFocus>

Your response is very valuable. The State Rehabilitation Council will make program and policy recommendations to Vocational Rehabilitation based on the results of the survey, which will affect the services provided in the future. We will also share the survey results with other interested parties to assist them in their planning efforts.

Thank you for your time and effort in assisting us in this important project.

Sincerely,

A handwritten signature in black ink that reads "Nancy McKenzie". The signature is written in a cursive style.

Nancy McKenzie
Director, Vocational Rehabilitation

A handwritten signature in black ink that reads "Jeff Davis". The signature is written in a cursive style.

Jeff Davis
Chair, State Rehabilitation Council

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Enclosures

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CONSUMER NEEDS SURVEY

North Dakota Vocational Rehabilitation (VR) and the State Rehabilitation Council (SRC) Are Asking for Your Help

Please Complete the Survey and Return by February 13, 2009

A postage paid envelope is enclosed for your convenience. Or, you may complete the survey online by connecting to:

<https://eforms.nd.gov/lfsrver/ConsumerFocus>

If you have any questions, or if you would like assistance in completing the survey, please call 701-328-8950 or toll free 800-755-2745.

What is the Purpose of the Survey?

This survey is part of a statewide Triennial Needs Assessment to identify the employment-related needs of people with disabilities. The information will be used by VR and the SRC to improve employment services to consumers.

Who Should Complete this Survey?

The survey should be completed by people with disabilities, family members of people with disabilities, and all interested others who work with people with disabilities.

What Does the Survey Ask About?

In general this survey asks about your experience and perspective of employment services offered to individuals with disabilities with emphasis on unmet needs. The survey is divided into the following sections:

- **Section I Background Information and Unmet Needs of Self**
- **Section II Background Information and Unmet Needs of Others**
- **Section III Contacting Vocational Rehabilitation**

Who Will Compile the Information?

All responses are anonymous and completely confidential. Responses will go to Dr. Daniel Ngugi, Research Analyst, Department of Human Services. Dr. Ngugi will provide data and reports to the State Rehabilitation Council and Vocational Rehabilitation.

Available in Alternate Format Upon Request

5. Of the employment needs listed in below, please mark what best describes your situation. (select all that apply)

	Need Being Met	Not Being Met	Not Applicable
a. Assistance with Finding and/or Keeping a Job (Supported Employment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Vocational Guidance and Career Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. On-going Training, Support on the Job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Increased Opportunities for Self Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. One-on-one Job Training (Job Coaching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Follow-up After Job Placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Benefits Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Workplace Relationship Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Youth to Adult Transition Employment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Assistive Technology (such as alternative keyboards, specialized chairs, devises. etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Interpreter Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Physical and Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Independent Living Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Other (such as daycare, apprenticeships, etc.) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Are you currently receiving employment services from a provider agency (such as Community Options, PRIDE, HIT, MVAW, Success Unlimited, VTC, Friendship, Progress, Rehab Services Inc., etc.)? Yes No

If you answered YES to Question 6 above, please proceed to the next question. If you answered NO to Question 6, go to Section II.

7. Do you feel the employment services you are receiving meet your employment needs?

- Never Rarely Occasionally Frequently Always

8. Are there additional employment services that you feel would better meet your needs? Yes No

9. If you answered YES to the question above, please specify the services:

SECTION II: Background Information and Unmet Needs of Others

1. If you know of individuals whose employment needs are not being met, please mark below options that best describe their race/ethnicity? (select all that apply)

- | | |
|---|--|
| <input type="radio"/> a. I don't know anyone | <input type="radio"/> e. Native Hawaiian or Other Pacific Islander |
| <input type="radio"/> b. American Indian or Alaska Native | <input type="radio"/> f. White |
| <input type="radio"/> c. Asian | <input type="radio"/> g. Hispanic or Latino (of any race) |
| <input type="radio"/> d. Black or African American | |



2. For the individual(s) whose employment needs are not being met, please mark below the options that best describe the type of disability (select all that apply).

- a. I don't know anyone
- b. Learning Disabilities
- c. Developmental Disabilities/Mental Retardation
- d. Mental Illness/Emotional Disturbance
- e. Sensory Impairments (vision, hearing, etc.)
- f. Autism Spectrum Disorder (Autism, Asperger's)
- g. Orthopedic Impairment
- h. Traumatic Brain Injury
- i. Degenerative conditions (such as Multiple Sclerosis, Parkinson's, degenerative disc disease, carpal tunnel, etc)
- j. Substance Abuse
- k. Other (Specify) _____

3. Please mark the counties in which the individuals referenced above reside (select all that apply).

- | | | | | | |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| <input type="radio"/> 01 Adams | <input type="radio"/> 10 Cavalier | <input type="radio"/> 19 Grant | <input type="radio"/> 28 McLean | <input type="radio"/> 37 Ransom | <input type="radio"/> 46 Steele |
| <input type="radio"/> 02 Barnes | <input type="radio"/> 11 Dickey | <input type="radio"/> 20 Griggs | <input type="radio"/> 29 Mercer | <input type="radio"/> 38 Renville | <input type="radio"/> 47 Stutsman |
| <input type="radio"/> 03 Benson | <input type="radio"/> 12 Divide | <input type="radio"/> 21 Hettinger | <input type="radio"/> 30 Morton | <input type="radio"/> 39 Richland | <input type="radio"/> 48 Towner |
| <input type="radio"/> 04 Billings | <input type="radio"/> 13 Dunn | <input type="radio"/> 22 Kidder | <input type="radio"/> 31 Mountrail | <input type="radio"/> 40 Rolette | <input type="radio"/> 49 Trail |
| <input type="radio"/> 05 Bottineau | <input type="radio"/> 14 Eddy | <input type="radio"/> 23 LaMoure | <input type="radio"/> 32 Nelson | <input type="radio"/> 41 Sargent | <input type="radio"/> 50 Walsh |
| <input type="radio"/> 06 Bowman | <input type="radio"/> 15 Emmons | <input type="radio"/> 24 Logan | <input type="radio"/> 33 Oliver | <input type="radio"/> 42 Sheridan | <input type="radio"/> 51 Ward |
| <input type="radio"/> 07 Burke | <input type="radio"/> 16 Foster | <input type="radio"/> 25 McHenry | <input type="radio"/> 34 Pembina | <input type="radio"/> 43 Sioux | <input type="radio"/> 52 Wells |
| <input type="radio"/> 08 Burleigh | <input type="radio"/> 17 G. Valley | <input type="radio"/> 26 McIntosh | <input type="radio"/> 35 Pierce | <input type="radio"/> 44 Slope | <input type="radio"/> 53 Williams |
| <input type="radio"/> 09 Cass | <input type="radio"/> 18 G. Forks | <input type="radio"/> 27 McKenzie | <input type="radio"/> 36 Ramsey | <input type="radio"/> 45 Stark | |

4. Please consider the employment related needs listed in the table below and mark all that are NOT BEING MET.

- a. I don't know anyone
- b. Assistance with Finding and/or Keeping a Job (Supported Employment)
- c. Vocational Guidance and Career Counseling
- d. On-going Training, Support on the Job
- e. Increased Opportunities for Self Employment
- f. One-on-one Job Training (Job Coaching)
- g. Follow-up After Job Placement
- h. Benefits Planning
- i. Workplace relationship Training
- j. Youth to Adult Transition Employment Services
- k. Transportation
- l. Assistive Technology (such as alternative keyboards, specialized chairs, devises, etc)
- m. Interpreter Services
- n. Physical and Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment, etc.)
- o. Housing
- p. Independent Living Skills
- q. Other (Specify): _____



5. If you have identified any unmet employment needs either for yourself or someone you know, what suggestions do you have to best meet those needs?

Section III: Contacting Vocational Rehabilitation

1. Do you know how to contact the nearest Vocational Rehabilitation (VR) regional office? Yes No

2. What is the best way to get information about VR to you or your consumers? (Select all that apply)

- | | |
|--|---|
| <input type="radio"/> a. TV | <input type="radio"/> j. Community Centers |
| <input type="radio"/> b. Radio | <input type="radio"/> k. Printed Materials |
| <input type="radio"/> c. Internet | <input type="radio"/> l. Telephone Topics (211) |
| <input type="radio"/> d. Mail | <input type="radio"/> m. Flyers and Brochures |
| <input type="radio"/> e. Email | <input type="radio"/> n. Friends/Neighbors |
| <input type="radio"/> f. Church Bulletins | <input type="radio"/> o. Current Employers |
| <input type="radio"/> g. Magazines | <input type="radio"/> p. Public Presentations |
| <input type="radio"/> h. Brochures Included in Local Bills (electric, water, etc.) | <input type="radio"/> q. Other (Specify): _____ |
| <input type="radio"/> i. Newspaper Advertisement | |

3. Please read the list of potential services offered by VR to qualified individuals with disabilities. For each service, please mark if you were aware that VR offered the service prior to taking this survey

a. Assistance with Finding and/or Keeping a Job (Supported Employment)	<input type="radio"/> Yes <input type="radio"/> No
b. On-going Training, Support on the Job	<input type="radio"/> Yes <input type="radio"/> No
c. Vocational Guidance and Career Counseling	<input type="radio"/> Yes <input type="radio"/> No
d. Increased Opportunities for Self Employment	<input type="radio"/> Yes <input type="radio"/> No
e. One-on-one Job Training (Job Coaching)	<input type="radio"/> Yes <input type="radio"/> No
f. Follow-up After Job Placement	<input type="radio"/> Yes <input type="radio"/> No
g. Workplace Relationship Training	<input type="radio"/> Yes <input type="radio"/> No
h. Youth to Adult Transition Employment Services	<input type="radio"/> Yes <input type="radio"/> No
i. Assistive Technology (such as alternative keyboards, specialized chairs, devises. etc)	<input type="radio"/> Yes <input type="radio"/> No
j. Physical and Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment, etc.)	<input type="radio"/> Yes <input type="radio"/> No
k. Other (such as daycare, apprenticeships, etc.) _____	<input type="radio"/> Yes <input type="radio"/> No

If you know of any individual interested in learning more about VR services, please provide them with the enclosed postcard.





Vocational Rehabilitation Division
1237 W Divide Ave, Ste 1B, Bismarck, ND 58501-1208
(701) 328-8950
Toll Free 1-800-755-2745
Fax (701) 328-8969
TTY (701) 328-8968

John Hoeven, Governor
Carol K. Olson, Executive Director

January 23, 2009

«Name»
«Company»
«Address Line 1»
«Address Line 2»
«City»

Dear «Name2»

North Dakota Vocational Rehabilitation and the State Rehabilitation Council are seeking your help. As a part of our statewide triennial assessment of needs, we are distributing the enclosed **Provider** survey throughout the state. The purpose is to identify issues encountered in the provision of employment services to individuals with disabilities, and to identify potential solutions.

All responses are confidential and anonymous. Please take time to complete the survey and return it by **February 13, 2009** in the enclosed self-addressed envelope. All responses will be routed to and analyzed by:

*Dr. Daniel Ngugi, Research Analyst
North Dakota Department of Human Services
600 East Boulevard Avenue
Bismarck, ND 58505*

Receiving a broad response to the survey will greatly assist us in improving services. **Please feel free to make additional copies to distribute to any interested parties**, or call 701-328-8950 or 1-800-755-2745 to request additional envelopes or surveys. You may also complete the survey on line at: <https://eforms.nd.gov/lfserver/ProviderFocus>

Your response is very valuable. The State Rehabilitation Council will make program and policy recommendations to Vocational Rehabilitation based on the results of the survey, which will affect the services provided in the future. We will also share the survey results with other interested parties to assist them in their planning efforts.

Thank you for your time and effort in assisting us in this important project.

Sincerely,

Nancy McKenzie
Director, Vocational Rehabilitation

Jeff Davis
Chair, State Rehabilitation Council

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Enclosures

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PROVIDER SURVEY

North Dakota Vocational Rehabilitation (VR) and the State Rehabilitation Council (SRC) Are Asking for Your Help

Please Complete the Survey and Return by February 13, 2009

A postage paid envelope is enclosed for your convenience. Or, you may complete the survey online by connecting to: <https://eforms.nd.gov/lfserver/ProviderFocus>

If you have any questions, or if you would like assistance in completing the survey, please call 701-328-8950 or toll free 800-755-2745.

What is the Purpose of the Survey?

The survey is part of a statewide Triennial Needs Assessment being conducted by the State Rehabilitation Council and Vocational Rehabilitation. It is designed to identify issues faced by community providers in their provision of employment services to people with disabilities and to identify potential solutions. The information will be used by VR and the SRC for planning and program development.

Who Should Complete this Survey?

The survey should be completed by anyone who provides, or has an interest in the provision of, employment services to individuals with disabilities. This includes community providers, advocacy groups, centers for independent living, human service centers and other state agencies and interested parties. Community Providers include organizations such as Community Options, Pride, HIT, MVAW, Rehab Services, Success Unlimited, VTC, Friendship, Progress and others.

What Does the Survey Ask About?

In general this survey asks about your experience and perspective of provider services and needs as they relate to employment services offered to individuals with disabilities. The survey is divided into the following sections:

- **Section I** **Organization Profile**
- **Section II** **Community Rehabilitation Provider Experience**
- **Section III** **Non-Community Rehabilitation Provider Experience**
- **Section IV** **Further Needs and Assessment**

Who Will Compile the Information?

All responses are anonymous and completely confidential. Responses will go to Dr. Daniel Ngugi, Research Analyst, Department of Human Services. Dr. Ngugi will provide data and reports to the State Rehabilitation Council and Vocational Rehabilitation.

Available in Alternate Format Upon Request

2009 TRIENNIAL NEEDS ASSESSMENT - PROVIDER FOCUS

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
VOCATIONAL REHABILITATION
SFN 59013 (12-2008)

Shade Ovals Like This -- ● Not Like This --

SECTION I: Organization Profile

1. How would you describe your current position with the organization you work for (select one)

- a. Administrator c. Both Administrator and Direct Service Staff
 b. Direct Service Staff d. Other (Specify): _____

2. Complete the following service area information:

a. Regions in which you provide employment services (select all that apply)

- Region I, Williston: Counties including Divide, Williams, Mckenzie
 Region II, Minot: Counties including Burke, Renville, Mountrail, Ward, McHenry, Bottineau, Pierce
 Region III, Devil's Lake: Counties including Rolette, Towner, Cavalier, Ramsey, Benson, Eddy
 Region IV, Grand Forks: Counties including Pembina, Walsh, Nelson, Grand Forks
 Region V, Fargo: Counties including Steele, Traill, Cass, Ramson, Richland, Sargent
 Region VI, Jamestown: Counties including Wells, Foster, Stutsman, Barnes, Logan, LaMoure, McIntosh, Dickey
 Region VII, Bismarck: Counties including Mercer, Mclean, Sheridan, Oliver, Burleigh, Kidder, Morton, Emmons, Grant, Sioux
 Region VIII, Dickinson: Counties including Golden Valley, Billings, Dunn, Stark, Slope, Hettinger, Bowman, Adams

b. Cities in which you provide employment services

City 1	<input type="text"/>	City 2	<input type="text"/>	City 3	<input type="text"/>
City 4	<input type="text"/>	City 5	<input type="text"/>	City 6	<input type="text"/>
City 7	<input type="text"/>	City 8	<input type="text"/>	City 9	<input type="text"/>
City 10	<input type="text"/>	City 11	<input type="text"/>	City 12	<input type="text"/>
City 13	<input type="text"/>	City 14	<input type="text"/>	City 15	<input type="text"/>

3. Which phrase below best describes your organization: (select only one)

- a. Community Rehabilitation Provider (such as Community Options, PRIDE, HIT, MVAW, Success Unlimited, VTC, Friendship, Progress, Rehab Services Inc., etc.)
 b. Advocacy Group
 c. Job Service North Dakota
 d. TANF
 e. 121 Program
 f. Human Service Centers
 g. County Social Services
 h. Other (Specify): _____

4. How many years has your organization been providing employment related services? Not Applicable

5. On average how many consumers receive employment related services from your agency per month?

Not Applicable

46576



6. How many full time direct service staff do you have who provide employment services (estimate for part time staff, e.g. 2 people working 4 hours per day would be equivalent to one full-time staff)?

--	--	--	--

7. Of the total number of direct service staff (job coaches/developers/etc.) indicated in question 6 above; indicate the length of time they have been in that position based on the following categories. If you don't have staff in a category, write 0.

Time in Position	Number of Staff	Time in Position	Number of Staff
a. Less than 6 months	<input type="text"/> <input type="text"/> <input type="text"/>	d. Two to five years	<input type="text"/> <input type="text"/> <input type="text"/>
b. 6 months to a year	<input type="text"/> <input type="text"/> <input type="text"/>	e. Five years or more	<input type="text"/> <input type="text"/> <input type="text"/>
c. One to two years	<input type="text"/> <input type="text"/> <input type="text"/>		

If you are a Community Rehabilitation Provider (CRP) complete section II below, if you are NOT a Community Rehabilitation Provider (CRP) , please skip to section III.

SECTION II: Community Rehabilitation Providers Experience

1. Which of the employment services listed below do you provide? (select all that apply)

- a. Supported Employment
- b. Vocational Guidance and Career Counseling
- c. Situational Assessments
- d. Job Readiness Training
- e. Job Development / Search
- f. Job Placement and Follow-up
- g. Job Coaching
- h. Workplace Relationship Training (Soft Skills)
- i. Independent Living skills Training
- j. Other (Specify): _____

2. Do you feel that the employment services you are providing meet the employment needs of your consumers?

- Never Rarely Occasionally Frequently Always

3. Are there additional employment services that you feel your agency could be providing to better meet your consumers employment needs? Yes No

4. If yes, please specify the services: _____

5. Are you currently encountering any barriers that impede your ability to provide employment services to your consumers? Yes No

6. If you answered YES to the question above, please identify any such barriers from the list below (select all that apply), otherwise skip to Section IV.

- a. Staff Knowledge of Disability and Functional Limitations
- b. Staff Training
- c. Community Perception of People with Disabilities
- d. Geographical Location of, or, Distance To Consumers
- e. Insufficient Community Services
- f. Funding for Staff
- g. Funding for Agency Operations and Services
- h. Funding for Extended Services
- i. Agency Staff Turnover
- j. VR Staff Turnover
- k. Other (Specify): _____



7. Of the barriers identified in question 6, please mark NO MORE THAN THREE TOP barriers.

- a. Staff Knowledge of Disability and Functional Limitations
- b. Staff Training
- c. Community Perception of People with Disabilities
- d. Geographical Location of, or, Distance To Consumers
- e. Insufficient Community Services
- f. Funding for Staff
- g. Funding for Agency Operations and Services
- h. Funding for Extended Services
- i. Agency Staff Turnover
- j. VR Staff Turnover
- k. Other (Specify): _____

Please complete the next section if you are NOT a Community Rehabilitation Provider (CRP). If you are a Community Rehabilitation Provider, please go to Section IV.

SECTION III: Non-Community Rehabilitation Providers Experience

1. Which of the employment services listed below are provided by any Community Rehabilitation Providers you work with or make referrals to? (select all that apply)

- | | |
|--|--|
| <input type="radio"/> a. Supported Employment | <input type="radio"/> f. Job Placement and Follow-up |
| <input type="radio"/> b. Vocational /Career Counseling/ Career Development | <input type="radio"/> g. Job Coaching |
| <input type="radio"/> c. Situational Assessments | <input type="radio"/> h. Workplace Relationship Training (Soft Skills) |
| <input type="radio"/> d. Job Readiness Training | <input type="radio"/> i. Independent Living skills Training |
| <input type="radio"/> e. Job Development / Search | <input type="radio"/> j. Other (Specify): _____ |

2. Do you feel that the employment services provided by Community Rehabilitation Providers meet the needs of consumers with disabilities?

- Never Rarely Occasionally Frequently Always

3. Are there additional employment services that you feel Community Rehabilitation Providers should be providing to better meet the employment needs of consumers with disabilities? Yes No

4. If yes, please specify the services: _____

5. Do you feel that Community Rehabilitation Providers are encountering barriers that impede their ability to provide employment services to consumers? Yes No

6. If you answered YES to the question above, please identify any such barriers from the list below (select all that apply), otherwise skip to Section IV.

- a. Staff Knowledge of Disability and Functional Limitations
- b. Staff Training
- c. Community Perception of People with Disabilities
- d. Geographical Location of, or, Distance To Consumers
- e. Insufficient Community Services
- f. Funding for Staff
- g. Funding for Agency Operations and Services
- h. Funding for Extended Services
- i. Agency Staff Turnover
- j. VR Staff Turnover
- k. Other (Specify): _____



7. Of the barriers identified above, please mark NO MORE THAN THREE TOP barriers from your perspective.

- a. Staff Knowledge of Disability and Functional Limitations
- b. Staff Training
- c. Community Perception of People with Disabilities
- d. Geographical Location of, or, Distance To Consumers
- e. Insufficient Community Services
- f. Funding for Staff
- g. Funding for Agency Operations and Services
- h. Funding for Extended Services
- i. Agency Staff Turnover
- j. VR Staff Turnover
- k. Other (Specify): _____

All Respondents Please Continue To Section IV below.

SECTION IV: Further Needs and Assessment

1. If you know of individuals whose employment needs are not being met, please mark below options that best describe their race/ethnicity. (select all that apply)

- a. I don't know anyone
- b. American Indian or Alaska native
- c. Asian
- d. Black or African American
- e. Native Hawaiian or Other Pacific Islander
- f. White
- g. Hispanic or Latino (of any race)

2. Please mark the counties in which the individuals referenced above reside (select all that apply).

- | | | | | | |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| <input type="radio"/> 01 Adams | <input type="radio"/> 10 Cavalier | <input type="radio"/> 19 Grant | <input type="radio"/> 28 McLean | <input type="radio"/> 37 Ransom | <input type="radio"/> 46 Steele |
| <input type="radio"/> 02 Barnes | <input type="radio"/> 11 Dickey | <input type="radio"/> 20 Griggs | <input type="radio"/> 29 Mercer | <input type="radio"/> 38 Renville | <input type="radio"/> 47 Stutsman |
| <input type="radio"/> 03 Benson | <input type="radio"/> 12 Divide | <input type="radio"/> 21 Hettinger | <input type="radio"/> 30 Morton | <input type="radio"/> 39 Richland | <input type="radio"/> 48 Towner |
| <input type="radio"/> 04 Billings | <input type="radio"/> 13 Dunn | <input type="radio"/> 22 Kidder | <input type="radio"/> 31 Mountrail | <input type="radio"/> 40 Rolette | <input type="radio"/> 49 Traill |
| <input type="radio"/> 05 Bottineau | <input type="radio"/> 14 Eddy | <input type="radio"/> 23 LaMoure | <input type="radio"/> 32 Nelson | <input type="radio"/> 41 Sargent | <input type="radio"/> 50 Walsh |
| <input type="radio"/> 06 Bowman | <input type="radio"/> 15 Emmons | <input type="radio"/> 24 Logan | <input type="radio"/> 33 Oliver | <input type="radio"/> 42 Sheridan | <input type="radio"/> 51 Ward |
| <input type="radio"/> 07 Burke | <input type="radio"/> 16 Foster | <input type="radio"/> 25 McHenry | <input type="radio"/> 34 Pembina | <input type="radio"/> 43 Sioux | <input type="radio"/> 52 Wells |
| <input type="radio"/> 08 Burleigh | <input type="radio"/> 17 G. Valley | <input type="radio"/> 26 McIntosh | <input type="radio"/> 35 Pierce | <input type="radio"/> 44 Slope | <input type="radio"/> 53 Williams |
| <input type="radio"/> 09 Cass | <input type="radio"/> 18 G. Forks | <input type="radio"/> 27 McKenzie | <input type="radio"/> 36 Ramsey | <input type="radio"/> 45 Stark | |

3. For the individuals whose employment needs are not being met, please mark below options that best describe their disability. (select all that apply)

- a. I don't know anyone
- b. Learning Disabilities
- c. Developmental Disabilities/Mental Retardation
- d. Severe Mental Illness/Emotional Disturbance
- e. Sensory Impairments (vision, hearing, etc.)
- f. Autism/ Asperger's Spectrum
- g. Orthopedic Impairment
- h. Traumatic Brain Injury
- i. Substance Abuse
- j. Degenerative conditions (such as Multiple Sclerosis, Degenerative Disc Disease, Carpal Tunnel, etc)
- k. Other (Specify): _____



4. Please consider the employment needs listed in the table below and select all that are NOT BEING MET.

- a. I don't know anyone
- b. Assistance with Finding and/or Keeping a Job (Supported Employment)
- c. Vocational Guidance and Career Counseling
- d. On-going Training, Support on the Job
- e. Increased Opportunities for Self Employment
- f. One-on-One Job Training
- g. Follow-up After Job Placement
- h. Benefits Planning
- i. Workplace Relationship Training
- j. Youth to Adult Transition Employment Services
- k. Transportation
- l. Assistive Technology (such as alternative keyboards, specialized chairs, devises, etc)
- m. Interpreter Services
- n. Physical and Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment etc.)
- o. Housing
- p. Independent Living Skills
- q. Other (Specify): _____

5. Of the needs identified above, please mark NO MORE THAN TOP THREE needs.

- a. I don't know anyone
- b. Assistance with Finding and/or Keeping a Job (Supported Employment)
- c. Vocational Guidance and Career Counseling
- d. On-going Training, Support on the Job
- e. Increased Opportunities for Self Employment
- f. One-on-One Job Training
- g. Follow-up After Job Placement
- h. Benefits Planning
- i. Workplace Relationship Training
- j. Youth to Adult Transition Employment Services
- k. Transportation
- l. Assistive Technology (such as alternative keyboards, specialized chairs, devises, etc)
- m. Interpreter Services
- n. Physical and Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment etc.)
- o. Housing
- p. Independent Living Skills
- q. Other (Specify): _____



5. If you have identified any unmet employment needs, what suggestions do you have to best meet those needs?

If you know of any individual interested in learning more about VR services, please provide them with the enclosed postcard.

THANK YOU FOR YOUR ASSISTANCE BY COMPLETING THIS SURVEY.



WOULD YOU, OR SOMEONE YOU KNOW, LIKE INFORMATION ABOUT OUR SERVICES?

Contact us toll free 800-755-2745 or via email at chaag@nd.gov. Or, if you prefer we make the contact, please complete relevant sections below & drop in the mail.

Name _____
Address _____
City _____ State _____ Zip _____
Phone _____ E-Mail _____

Preferred Contact Method (circle):

Mail Phone E-mail In-person

I would like information on (circle):

Employment Services
Business Services



REHABILITATION
CONSULTING
& SERVICES

North Dakota Vocational Rehabilitation

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Works...
for You!*



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ND VOCATIONAL REHABILITATION
1237 W DIVIDE AVE STE 1B
BISMARCK ND 58501-9907



Wescott Wetsch, Cheryl A.

From: McKenzie, Nancy J.
Sent: Wednesday, January 28, 2009 2:00 PM
To: -Grp-DHS All Staff; -Grp-DHS County All Staff
Subject: Vocational Rehabilitation Triennial Needs Assessment

Good afternoon,

ND VR is conducting two surveys: one, to identify employment needs of individuals with disabilities; and the second, to identify any issues encountered by providers in delivering services to these individuals. If you work with individuals with a disability or aware of existing needs/gaps in service, please help us.

We would appreciate your completing the attached survey(s). Links to both surveys are attached; you may complete one or both depending on applicability to your role. This information will be used by VR and the State Rehabilitation Council for planning and program development. *We are asking that the surveys be completed by February 13, 2009.* The links below direct you to the survey(s), which can be completed and submitted online.

<https://eforms.nd.gov/lfserver/ProviderFocus>

<https://eforms.nd.gov/lfserver/ConsumerFocus>

If you have questions about completing the survey, or need alternate formats, please contact Cheryl Wescott at (701) 328-8959.

Thank you for your assistance with this important project.

Nancy McKenzie, Director
Human Service Centers/VR
ND Department of Human Services
(701) 328-8926

NEWS from the North Dakota Department of Human Services
600 East Boulevard Avenue – Department 325, Bismarck ND 58505-0250

FOR IMMEDIATE RELEASE
February 7, 2006

Contacts: Cheryl Wescott, Vocational Rehabilitation Program Administrator, 701-328-8959, or Heather Steffl, Public Information Officer, 701-328-4933.

Vocational Rehabilitation Needs Assessment Underway

BISMARCK, ND – The North Dakota Department of Human Services is partnering with several organizations to conduct a survey and focus groups across North Dakota to determine vocational rehabilitation needs in the state. Findings will shape service delivery and program priorities for the next three years.

The State Rehabilitation Council, which includes consumers and representatives from agencies and businesses, is working with the department in partnership with the North Dakota Center for Persons with Disabilities at Minot State University and the Consensus Council. Together they are actively seeking information from advocacy and provider organizations, people with disabilities, agencies, business organizations, special education units, centers for independent living, and the general public.

The survey is underway. Individuals who did not receive a survey and who are interested in participating may contact the state Vocational Rehabilitation Unit at 701-328-8950, toll free 1-800-755-2745, TTY 701-328-8968, dhsds@state.nd.us, or fax 701-328-8969. Surveys are due February 24.

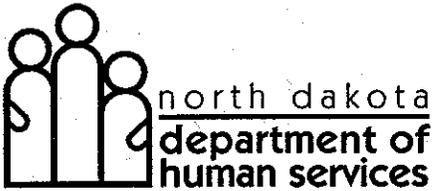
Focus groups were conducted in Minot, Bismarck, Devils Lake, Jamestown, Fargo, and Williston and concentrated on populations that may be underserved including Native Americans, people with mental illness, and refugees.

“Our goal is to identify the needs in our state, so that we can plan for and deliver employment services and other vocational rehabilitation services appropriately,” said Yvonne M. Smith, director of the department’s Disability Services Division.

In recent years, North Dakota’s Vocational Rehabilitation Program has been recognized nationally for its business services and for its rural outreach efforts.

Vocational rehabilitation services include training and employment services that help people with disabilities to become and remain employed. The Department of Human Services also provides older blind services, business consultation services, and services that help people live independently in their homes.

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Vocational Rehabilitation Division
1237 W Divide Ave, Ste 1B, Bismarck, ND 58501-1208
(701) 328-8950
Toll Free 1-800-755-2745
Fax (701) 328-8969
TTY (701) 328-8968

John Hoeven, Governor
Carol K. Olson, Executive Director

Vocational Rehabilitation and the State Rehabilitation Council

THANK YOU!!

If you have already completed the ***Consumer Needs Assessment*** Survey and/or the ***Provider Focus*** Survey you recently received.

VR and the SRC ask you

PLEASE!!

If you have not yet had a chance to complete the survey(s), we hope you will have time to do so by ***Friday, February 13th, 2009.***

Your input on this triennial assessment is vital!

THANK YOU

We Appreciate Your Time and Your Thoughts

Surveys can be accessed on line at the following sites:

[https://eforms.nd.gov/lfserver/ConsumerFocus.](https://eforms.nd.gov/lfserver/ConsumerFocus)

<https://eforms.nd.gov/lfserver/ProviderFocus>

Call 1-800-755-2745 if you have questions or need assistance