

# Triennial Needs Assessment

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## Executive Summary

The North Dakota State Rehabilitation Council along with the Division of Vocational Rehabilitation (DVR) of the North Dakota Department of Human Services conducted an assessment of the vocational rehabilitation needs of persons with disabilities residing in the state of North Dakota. The purpose of the assessment was to provide planners with information pertinent to the allocation of resources, to provide a rationale for the development of the DVR's State Plan, and to comply with the needs assessment mandate in the Rehabilitation Act of 1973. Five research questions guided the study:

1. What are the population estimates and characteristics of people with disabilities in North Dakota?
2. What do clients/potential clients of VR perceive as their unmet needs and barriers to successful outcomes?
3. What do advocates for people with disabilities perceive as unmet needs and barriers to successful outcomes?
4. What do providers of rehabilitation services perceive as unmet needs and barriers to successful outcomes?
5. How do providers' perceptions of needs and barriers differ from clients' and advocates' perceptions of needs and barriers?

The process that was developed for conducting the needs assessment involved two primary data-gathering approaches:

1. Obtain background information about individuals with disabilities from secondary data sources (e.g. American Community Survey, Centers for Disease Control, etc.)
2. Obtain information through ongoing telephone surveys from people with disabilities, and electronic surveys from representatives of employment services providers for people with disabilities, advocates of people with disabilities, and educators of transition-aged youth with disabilities.

## **Population Estimates**

Analysis of U.S. Census data shows that North Dakota has a slightly lower prevalence (11.4%) than the U.S. as a whole (12.7%) of non-institutionalized people who state they have a disability according to the 2016 American Community Survey (ACS). According to ACS data, the employment rate of individuals with disabilities in North Dakota (57.3%) is significantly higher than in the U.S. (37.8%). This may be due to the fact that North Dakota's economy has been performing better than the U.S. as a whole. The employment rate of individuals without a disability in North Dakota is 82.7%.

According to the ACS data, in North Dakota a higher percentage of individuals with a disability (16.0%) live below the poverty rate than individuals without a disability (8.9%). In the United States, 26% of individuals with a disability live below the poverty rate compared to 10% of individuals without a disability. In North Dakota, 15.9% of individuals with a disability are receiving Supplemental Security Income (SSI), compared with 19% of individuals with a disability in the United States.

## **Surveys**

Researchers solicited information from four primary stakeholder groups: (a) people being served by DVR through the Market Decisions Survey results captured through their Consumer Satisfaction Survey; (b) representatives of organizations that provide employment services to individuals with disabilities; (c) people advocating for people with disabilities; and (d) people with disabilities that could benefit from employment-related services. The approach was designed to capture input from a variety of perspectives in order to understand the multi-faceted needs of persons with disabilities in the state. Responses to the consumer survey reflect the opinions of current and former clients of DVR. Efforts were made to gather information pertinent to unserved and underserved populations through inquiries of people with disabilities that are not receiving services through DVR.

## **Consumer Surveys**

The consumer survey asked for demographic information including gender, age, race, education level, county of residence, and type of disability. The survey then asked the type of

organization providing their employment-related services and whether their employment needs were being met. The survey also asked about employment improvements to services.

Seven hundred fifty-five surveys were analyzed from the Market Decisions data extract. Respondents were both current and former consumers of VR services. Female and male respondents were split at 43%, and 57%, respectively. The highest number of individuals surveyed were individuals under the age of 25 (46.2%). The highest percentage of respondents was from the Bismarck region (19.9%). When asked which disability types best described their disability, the highest percentage of respondents identified Mental Health (34.4%) followed by Cognitive Disability (33.1%).

Seventy-eight percent of respondents indicated that they received the services that were expected. The most commonly identified employment improvement in services was "COMMUNICATION – Need more information about services offered, not enough information provided" at 2.3%. Other expressed improvements included, "COMMUNICATION – Better communication needed (in general)" (1.9%); and "INFORMATION – Advertise services, explain available services" (1.2%).

Transition-age respondents indicated that "COMMUNICATION—Need more contact, more frequent contact, more support" was a needed improvement in service (3.0%). The second highest rated at 1.9% was, "COMMUNICATION – Better communication needed (in general)"; and the third highest rated was, "STAFF--Changing counselors, switching too much, causes problems" (1%).

Respondents with an "other" impairment reported the highest expectation of services not provided (12%); with individuals reporting a mental health impairment indicating the next highest expectation of a service (11%)

### **Consumer Survey to Assess Unmet Needs**

Consumer surveys were available for individuals who may not be receiving services. Due to the small number returned, no meaningful conclusions could be drawn.

### **Provider and Advocate Surveys**

Eleven provider surveys and twenty-eight advocate surveys were returned by January 21, 2021. The response rate for providers was significantly lower this survey period, compared with the survey conducted in 2017, likely due to the Coronavirus pandemic.

Fewer advocate respondents said agency/service providers were meeting the employment needs of individuals with disabilities than provider respondents. Approximately 30% of advocates said agencies always or frequently met the needs of individuals compared to 78% of providers.

Providers were asked to identify from a list of employment services, which services their agency currently provides and which additional services it could be providing to better meet their customers' needs. Seventy-three percent of agencies provided supported employment, job development training, job placement and follow-up, and job coaching. Approximately 64% of agencies provided job readiness training. Providers identified independent living skills and workplace relationships training (25%) as services they could provide to better meet their customer's needs.

Provider respondents were asked to identify the top three barriers that impeded their ability to provide services from a list of ten services. The following are the top barriers that impeded providers' ability to deliver services:

- Community perception of people with disabilities
- Funding for agency operations and services
- Insufficient community services
- Agency staff turnover

Both providers and advocates were asked to select the top three employment needs that are not being met. The highest percent of provider respondents (37.5%) identified: increased opportunities for self-employment, benefits planning, transportation, assistive technology, and independent living skills as an employment needs not being met. The least selected employment needs were follow-up after job placement, interpreter services, and housing.

In comparison, the highest number of advocate respondents (44%) identified assistance finding and keeping a job as the most common unmet employment need. The second most

selected employment need identified by advocates was independent living skills (36%). The third most selected employment need was transportation (32%). The least selected employment need identified by advocates was assistive technology and interpreter services.

### **Vocational Rehabilitation Staff Survey and School District Survey**

A Vocational Rehabilitation (VR) Staff survey was distributed VR staff via a link sent in an e-mail to assess the availability of Pre-Employment Transition Services (Pre-ETS) to all students with disabilities in grade nine through age 21. A total of 33 responses were received.

All school district surveys were submitted online. Thirty-seven responses were received. Because only a small percentage of districts participated, no meaningful conclusions can be drawn state-wide. However, responses are presented for informational purposes.

### **Conclusion**

The needs assessment is the result of a cooperative effort between the North Dakota Division of Vocational Rehabilitation and the State Rehabilitation Council. This report was prepared by the North Dakota Department of Human Services' Division of Decision Support Services. These efforts solicited information about the perceptions and concerns of individuals with disabilities, advocates for individuals with disabilities and providers of employment services. This report should be used in a strategic manner that results in provision of vocational rehabilitation services designed to address needs and concerns of individuals with disabilities who seek employment.



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## Introduction

The Rehabilitation Act of 1973, as amended, mandates the Division of Vocational Rehabilitation (DVR) of the North Dakota Department of Human Services, along with the North Dakota State Rehabilitation Council (SRC), to complete a statewide needs assessment every three years to determine the employment service needs of people with disabilities in North Dakota, particularly the vocational rehabilitation service needs of:

1. Individuals with the most significant disabilities;
2. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and
3. Individuals with disabilities served through other components of the statewide workforce investment system.

The purpose of the statewide needs assessment project is to identify needs of persons with disabilities related to desired employment outcomes. Data collection efforts solicited input from a broad spectrum of persons with disabilities, service providers and others interested in employment-related services for people with disabilities. The data from the needs assessment effort will provide DVR with a direction for current planning and allocation concerns, and guidance in planning for future services.

The information and data from the needs assessment project will provide a source of information for the strategic development of the state plan. The data that appear in this report are relevant to the following activities:

1. Providing data and a direction for the development of the North Dakota State Plan,
2. Determining needed services and redeployment of services,
3. Assessing the vocational rehabilitation needs of unserved/underserved populations including individuals with the most significant disabilities and minorities, and
4. Identifying perceived gaps in vocational rehabilitation services.

In 2020 DVR completed a series of assessment activities to determine the employment services needs of individuals with disabilities. These activities included: telephone surveys to current and former DVR consumers, electronic surveys to representatives of organizations that

provide employment services to individuals with disabilities; people advocating for individuals with disabilities; and educators providing pre-employment related services to transition aged individuals with disabilities. Activities also included an environmental scan of data from sources such as the American Community Survey, the Bureau of Labor and Statistics, and the Current Population Survey.

The process that was developed for conducting the needs assessment involved two primary data-gathering approaches:

1. Obtain background information about individuals with disabilities from secondary data sources (e.g. American Community Survey, Current Population Survey, etc.)
2. Administration of ongoing telephone surveys to people with disabilities, and electronic surveys from representatives of employment services providers for people with disabilities, advocates of people with disabilities; and educators of transition-aged people with disabilities.

## **Population Estimates**

This section examines the population estimates and demographic characteristics for individuals with disabilities in North Dakota and provides a comparison to national estimates. The research team reviewed a variety of data sources for the purpose of identifying DVR's target population. Data relevant to the population of the state, the population of persons with disabilities in the state, and other demographic characteristics of residents of the state of North Dakota were utilized in this analysis. Sources analyzed include the following:

- 2019 American Community Survey
- 2018 Disability Status Report North Dakota
- 2018 Disability Status Report United States

At the time the comprehensive statewide needs assessment report was prepared, the 2019 data were the most recent American Community Survey (ACS) data available for North Dakota in the Disability Status Reports.

Caution should be used when analyzing and drawing conclusions from the existing demographic data in this report. Most of the existing demographic data was not originally collected to identify the needs of North Dakotans with disabilities. The existing data usually contain estimates and have substantial margins of error and/or small sample sizes. Some areas of North Dakota’s population change rapidly, and these changes may not be represented in the U.S. Census Bureau estimates. Different data sources have differing definitions for disabilities. The ACS defines disability as “those who report difficulty with specific functions, and may, in the absence of accommodation, have a disability.” ACS asks respondents questions regarding six areas to define this population:

1. Hearing impairment
2. Vision impairment
3. Cognitive impairment
4. Ambulatory impairment
5. Difficulty bathing and dressing (capturing self-care disability)
6. Difficulty performing areas such as shopping (capturing independent living disability)

This definition is different from other official definitions of disability based on medical diagnosis, and, as it is survey-based, responses are self-report. However challenging, methodology aiming to fully capture disability in the general population is important for ensuring populations are properly served, which is why the ACS aims to quantify this complex concept.

**Individuals with Disabilities in North Dakota and the United States**

According to the 2019 American Community Survey, there were 93,426 persons with a disability in North Dakota (Table 1.1). This is 12.3% of the state population. The national average indicates 13.2% of the population having a disability.

**Table 1.1: Individuals with Disabilities for North Dakota and the United States**

North Dakota		United States	
Total Disabled Population	Percent of ND population	Total Disabled Population	Percent of US population
93,426	12.3%	43,281,066	13.2%

The following tables provide greater detail by age, sex, and race of those in North Dakota and the United States with a disability. Table 1.2 illustrates the number and percent of individuals with a disability in North Dakota and the United States by age and gender. In ND, the percentage of males with a disability was 12.3% and the percentage of females with a disability was 12.2%. The percentage of males and females with a disability nationwide was 12.6% and 12.8%, respectively. Approximately 9.8% of working age adults, ages 21 to 64 years, in North Dakota had a disability.

**Table 1.2: Individuals with Disabilities in North Dakota and the United States, by Sex and Age**

	North Dakota		United States	
	Total	Percent of ND Population	Total	Percent of U.S. Population
<b>MALE</b>	<b>47,812</b>	<b>12.3%</b>	<b>19,901,988</b>	<b>12.6%</b>
4 years and younger*	0	0.0%	77,240	0.8%
5 to 15 years	1,910	3.7%	1,610,559	6.9%
16 to 20 years	1,811	7.7%	955,677	7.2%
21 to 64 years	23,313	10.3%	10,321,588	11.1%
65 to 74 years	10,593	31.1%	3,885,761	26.4%
75 years and older	10,185	47.1%	4,406,006	47.3%
<b>FEMALE</b>	<b>45,614</b>	<b>12.2%</b>	<b>21,187,970</b>	<b>12.8%</b>
4 years and younger*	0	0.0%	59,895	0.6%
5 to 15 years	1,731	3.2%	925,065	4.2%
16 to 20 years	925	3.8%	751,360	6.0%
21 to 64 years	19,298	9.3%	9,931,919	10.5%
65 to 74 years	8,271	24.7%	3,980,667	23.6%
Female 75 years and older	15,389	49.4%	6,640,617	50.5%
*Only two sensory disability questions were asked of this population.				
Source: U.S. Census Bureau, 2019, American Community Survey				

Table 1.3 illustrates the percentage of working age people (age 21-64) by race or ethnicity that have a disability for North Dakota and the United States. In North Dakota, 20.4% of working age people that identified themselves as Native American also had a disability. North Dakota has a smaller percentage of each race that has a disability compared to the United States except for the Native American/Alaska Native, other, and Hispanic/Latino categories.

**Table 1.3: Working Age Individuals with a Disability in North Dakota and the United States, by Race and Ethnicity**

	North Dakota		United States	
	Total	Percent*	Total	Percent*
White	31,686	8.5%	14,438,421	10.7%
Native American or Alaskan Native	5,216	24.0%	291,530	17.7%
Black/African American	1,704	12.5%	3,465,014	14.0%
Asian*	219	2.5%	532,753	4.5%
Other	3,786	23.2%	1,525,789	10.0%
Hispanic or Latino	3,966	21.8%	2,923,846	8.6%
*The percentage of the race with a disability				
Source: U.S. Census Bureau, 2019, American Community Survey				

Table 1.4 illustrates the prevalence rate of the six types of disabilities identified in the ACS. Among the six types of disabilities identified in the ACS, the highest prevalence rate in North Dakota was for ambulatory disability, at 4.9%. The smallest percentage of individuals (1.4%) had a self-care disability.

**Table 1.4: Individuals with a Disability in North Dakota and the United States, by Disability Type**

	North Dakota		United States	
	Total	Percent	Total	Percent
<b>Total Population with a Disability</b>	<b>81,700</b>	<b>10.9%</b>	<b>40,585,700</b>	<b>12.7%</b>
Ambulatory	34,400	4.9%	20,596,100	6.8%
Cognitive	32,000	4.6%	15,383,900	5.1%
Independent Living	20,800	3.5%	14,697,200	5.6%
Hearing	30,100	4.0%	11,527,300	3.6%
Self-Care	9,500	1.4%	7,956,400	2.6%
Visual	15,100	2.0%	7,575,100	2.3%
Source: U.S. Census Bureau, 2018, Disability Status Report				

North Dakota, as of 18, has a civilian labor population of 430,800 people. North Dakota has an unemployment rate of 2.6%, the lowest in the United States. In 2018, 8.5% of North Dakotans between 21 and 64 years of age reported a work limitation. A work limitation is defined as a “health problem or disability which prevents them from working or which limits the kind or amount of work they can do.”

Table 1.5 illustrates the employment rates for individuals with disabilities compared to individuals without disabilities. The employment rate for working-age people with disabilities was 57.3% compared to 85.8% for working-age people without a disability. In North Dakota, individuals with a self-care disability had the lowest employment rate (29.2%).

**Table 1.5: Employment Rate of Individuals with a Disability, by Disability Type**

	North Dakota	United States
<b>WITH A DISABILITY</b>	<b>57.3%</b>	<b>37.8%</b>
Hearing	69.6%	53.6%
Visual	64.1%	45.4%
Ambulatory	33.2%	25.6%
Cognitive	46.7%	28.6%
Independent Living	40.5%	18.1%
Self-Care	29.2%	16.2%
<b>WITHOUT A DISABILITY</b>	<b>85.8%</b>	<b>80.0%</b>
<b>Source: U.S. Census Bureau, 2018, Disability Status Report</b>		

Table 1.6 shows the percentage of people who are actively looking for work by disability type. The percentage of working-age people *with* disabilities who were not working but actively looking for work was 4.5%, compared to 12.2% for working-age people *without* disabilities who were not working but looking for work. Of people with a disability among the six types identified in the ACS, the highest percentage of individuals not working but actively looking for work was for people with a cognitive disability (7.3%).

**Table 1.6: Individuals Actively Looking for Work, by Disability Type**

	North Dakota	United States
<b>WITH A DISABILITY</b>	<b>4.5%</b>	<b>7.3%</b>
Cognitive	7.3%	8.0%
Visual	0.0%	8.0%
Hearing	0.0%	8.2%
Ambulatory	1.7%	4.4%
Independent Living	1.8%	4.4%
Self-Care	3.7%	3.1%
<b>WITHOUT A DISABILITY</b>	<b>12.2%</b>	<b>16.6%</b>
<b>Source: U.S. Census Bureau, 2018, Disability Status Report</b>		

Table 1.7 illustrates the poverty rate of working-age people with and without disabilities in ND and the United States. The poverty rate of individuals in North Dakota with a disability is 16.0%, compared to 8.9% for individuals without a disability. The poverty rate of individuals in

the United States with a disability is 26.0%, compared to 10.0% for individuals without a disability.

**Table 1.7: Poverty Rate of Individuals with and without a Disability**

	North Dakota	United States
<b>Total Population</b>	<b>10.5%</b>	<b>11.6%</b>
<b>With a Disability</b>	<b>16.0%</b>	<b>26.0%</b>
<b>Without a Disability</b>	<b>8.9%</b>	<b>10.0%</b>
<b>Source: U.S. Census Bureau, 2018, Disability Status Report</b>		

Table 1.8 shows the percentage of individuals receiving Supplemental Security Income (SSI) by disability type in North Dakota and the United States. In North Dakota, 15.9% of individuals with a disability received SSI, compared to 19.0% in the United States. In North Dakota, the highest percentage of individuals receiving SSI had an independent living disability (28.2%).

**Table 1.8 Individuals with a Disability Receiving Supplemental Security Income, by Disability Type**

	North Dakota		United States	
	Total	Percent	Total	Percent
<b>Total Population with a Disability</b>	<b>5,800</b>	<b>15.9%</b>	<b>3,665,300</b>	<b>19.0%</b>
<b>Independent Living</b>	<b>2,900</b>	<b>28.2%</b>	<b>2,053,700</b>	<b>29.5%</b>
<b>Cognitive</b>	<b>3,700</b>	<b>22.4%</b>	<b>2,117,800</b>	<b>25.7%</b>
<b>Self-Care</b>	<b>600</b>	<b>16.4%</b>	<b>1,016,300</b>	<b>30.0%</b>
<b>Ambulatory</b>	<b>3,000</b>	<b>24.0%</b>	<b>2,091,400</b>	<b>22.5%</b>
<b>Hearing</b>	<b>800</b>	<b>8.3%</b>	<b>466,500</b>	<b>12.3%</b>
<b>Visual</b>	<b>400</b>	<b>6.8%</b>	<b>624,200</b>	<b>16.9%</b>
<b>Source: U.S. Census Bureau, 2018, Disability Status Report</b>				

Table 1.9 illustrates the percentage of individuals in North Dakota and the United States by education level and disability type. In North Dakota, 12.3% of individuals with a disability had a bachelor's degree, compared to 31.6% of individuals without a disability. Self-care had the lowest percentage of people with a bachelor's degree. Approximately 42.0% individuals with a disability had at least some college, compared to 40.5% of individuals without a disability. Of individuals with a disability, those with an ambulatory disability had the highest percentage of individuals with at least some college (41.1%). The disability type with the lowest percentage of individuals with at least some college was those with a self-care disability (30.2%).

**Table 1.9: Individuals with Disabilities in North Dakota and the United States, by Disability Type and Education Level**

	North Dakota		United States	
	Total	Percent	Total	Percent
<b>High School Diploma – With Disability</b>	<b>11,700</b>	<b>32.0%</b>	<b>6,612,900</b>	<b>34.2%</b>
Independent Living	3,200	31.6%	2,600,300	37.3%
Visual	1,900	31.8%	1,183,100	32.0%
Self-Care	1,200	33.8%	1,190,700	35.2%
Cognitive	5,700	34.2%	2,969,400	36.0%
Ambulatory	3,800	30.9%	3,228,700	34.8%
Hearing	4,100	41.8%	1,197,100	31.5%
<b>Some College/Associate’s Degree – With Disability</b>	<b>15,300</b>	<b>42.0%</b>	<b>6,180,100</b>	<b>32.0%</b>
Hearing	3,700	37.2%	1,283,300	33.8%
Cognitive	6,700	39.9%	2,462,000	29.9%
Ambulatory	5,100	41.1%	2,979,800	32.1%
Visual	2,000	33.5%	1,136,700	30.7%
Self-Care	1,100	30.2%	1,006,800	29.8%
Independent Living	3,300	32.1%	2,016,500	28.9%
<b>Bachelor’s Degree or More – With Disability</b>	<b>4,500</b>	<b>12.3%</b>	<b>2,931,300</b>	<b>15.2%</b>
Hearing	900	8.6%	718,200	18.9%
Ambulatory	600	5.2%	1,174,700	12.7%
Independent Living	1,100	10.6%	748,000	10.7%
Self-Care	200	4.4%	384,500	11.4%
Visual	1,500	25.2%	598,700	16.2%
Cognitive	1,700	10.2%	993,300	12.1%
<b>Source: U.S. Census Bureau, 2018, Disability Status Report</b>				

## Methods

The original study was designed to gather input from various stakeholders. Three stakeholder groups were identified:

former and potential clients of vocational rehabilitation;

1. advocates for people with disabilities; and
2. providers of rehabilitation services.

Three survey instruments were developed through the collaboration of two divisions of the North Dakota Department of Human Services, DVR and Decision Support Services (DSS), to collect data from all stakeholder groups. This current study includes the addition of a "Pre-ETS Survey of Educators" to identify the availability and access of pre-employment transition services to all students with disabilities.

Survey questions were developed by modifying the 2007 North Dakota Triennial Needs Assessment Survey through consultation with stakeholders in DVR. All three surveys were designed to have some parallel questions in order to permit comparisons across groups.

The following research questions guided the development of survey questions for the comprehensive needs assessment:

1. What do *clients/potential clients* of Vocational Rehabilitation perceive as their unmet needs and barriers to successful outcomes?
2. What do *advocates* for people with disabilities perceive as unmet needs and barriers to successful outcomes?
3. What do *providers* of rehabilitation services perceive as unmet needs and barriers to successful outcomes?
4. How do providers' perceptions of needs and barriers differ from clients' and advocates' perceptions of needs and barriers?

The original consumer survey was designed to elicit consumers' perspectives in four main areas. First, the survey asked background demographic information including age, county of residence, race, and type of disability. Second, respondents were asked about whether their

employment service needs were being met. Next, respondents were given a list of specific employment service needs and asked whether each need was being met. Finally, respondents could provide open-ended suggestions regarding how to better meet the employment needs of individuals with disabilities. This survey was available online to individuals who may not be receiving any type of VR services.

The advocate and provider surveys were designed in the same structure as the consumer survey with the same four main areas. The demographic questions of each of these surveys were changed to account for the different information needs about each of these groups. Both the advocate and the provider surveys were also asked to rank the top barriers to employment-related services and to rank the top employment needs that were not being met. In addition to these questions, respondents of the provider survey were also asked their training needs and how best to deliver training.

### **Secondary Data Analysis of Market Decision Research Data**

The secondary data analysis was conducted using data from 2020 ND VR Client Satisfaction survey. This survey is conducted quarterly in order to gather information about client experience with services provided by ND DHS Vocational Rehabilitation Program. A subset of questions from the 2020 surveys were used in the creation of this report.

Market Decision Research is contracted to conduct the survey. Data collection took place during 2020: (Q1) January 7, 2020 to February 21, 2020; (Q2) April 1, 2020 to May 14, 2020; (Q3) June 12, 2020 to August 14, 2020; and (Q4) October 15, 2020 to November 30, 2020. On first day of each quarter the records were selected from AWARE ND system and were sent to Market Decisions Research. These files contained all open cases in process with NDVR and all cases closed (successfully or unsuccessfully) within the previous quarter. Clients received an invitation letter with detailed instructions on how to participate in the survey by mail and were also contacted by telephone. The vast majority of the surveys were completed by telephone. The number of eligible customers was 3,099 and a total of 755 unique clients completed the survey (response rate=24.4%). Selected questions from the Client Satisfaction Survey were only included in this analysis in order to answer the statewide assessment.

### **Data quality and data management:**

A total of 755 clients participated in 804 interviews. These included 411 customers with open cases, 181 customers with successfully closed cases, and 163 customers with unsuccessfully closed cases. Using the Market Decision Assigned ID (MDAID) and Quarter information 49 duplicate clients were identified in the dataset and removed for analysis. Responses for the latest quarter were retained. For example, if same client participated in the survey in Q1 and Q2, responses for Q2 were only included.

#### Re-coding Likert scale variables:

For those analyses stratified by age, disability type, race and Hispanic/Latino origin, the responses were recoded. The categories don't know and refused were excluded from the analysis.

For *satisfaction* questions the categories were combined as follow:

**Very satisfied + satisfied**

**Neither satisfied nor dissatisfied**

**Dissatisfied + Very dissatisfied**

For *how helpful* questions the categories were combined as follow:

**Very helpful + somewhat helpful**

**Not Very helpful+Not at all helpful**

For *degree of agreement* questions the categories were combined as follow:

**Strongly agree + somewhat agree**

**Neither agrees nor disagrees**

**Somewhat disagree + strongly disagree**

#### Re-coding Multiple-response questions

For question Q48: If experienced problems: What problems did you experience?

The answers were grouped into the following categories: (1) Access, (2) Communication (3), Confidentiality, (4) Effective, (5) Expand services, (6) Financial assistance, (7) Staff, (8) Support, (9) Waiting time, and (10) Work.

For question 50: What could VR do to improve the services it offers to you and others?

The answers were grouped into the following categories: (1) Access, (2) Communication, (3) Control, (4) Expand Services, (5) Financial Assistance, (6) Forms, (7) Information, (8) Services, (9) Staff, (10) Support, and (11) Work.

### **Data analysis plan:**

Descriptive analysis was conducted for age (Less than 25 y/o: youth and 25y/o and older: adult) disability category, race and Hispanic or Latino origin using frequencies distributions (n and percentage). Statistical analysis was carried out using IBM SPSS statistics v.26. To answer the statewide assessment, bivariate analysis stratified by age (Less than 25 y/o vs. 25 y/o and older) was conducted by Race and Hispanic Latino Origin and selected questions from the Client Satisfaction Survey.

### **Multiple response questions analysis**

Sets were defined for questions Q45, Q48, Q50, Q58 and Q59. Since these questions have several categories or responses, the multiple responses variables were added to the categories "variables in set". After that, the multiple response frequencies and crosstabs were obtained. Percentages were based on number of responses.

For the consumer stakeholder group, data from the Market Decisions consumer surveys of open and closed clients of the North Dakota Vocational Rehabilitation was chosen as the most effective method of accessing a large pool of individuals with disabilities in the state.

The advocate and provider survey mailing lists were generated from a list maintained by DVR. The DVR state office administrators reviewed the mailing lists to make additions and corrections as necessary.

The VR staff survey was e-mailed to DVR staff who provide pre-employment transition services (Pre-ETS). An invitation to complete the Pre-ETS school staff survey was

disseminated by the North Dakota Department of Public Instruction via e-mail to staff who provide pre-employment transition services.

Online surveys were conducted through Survey Monkey®.

Survey Monkey® data for the provider, advocate, and online consumer survey were analyzed using SAS Version 9.4. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options.

### **Limitations:**

People who respond to surveys may be different than that people do who not respond. The findings that are reported reflect only the responses of those who could be reached and who were willing to participate. Additionally, information gathered from respondents may not accurately represent the broader concerns of all potential consumers and stakeholders. The online surveys distributed to stakeholders were distributed widely, but nonetheless, responses represent a convenience sample, not a systematic collection of data. Finally, data gathered from consumers and providers of employment services, for example, may reflect only the needs of individuals who are already receiving employment-related services, but may not represent the needs of individuals not utilizing employment-related services. Although efforts were made to gather information from a variety of stakeholders, it is not possible to assume with certainty that those who participated represent a fully representative sample.

Care should be taken when interpreting respondents' comments. First, responses to open-ended questions reflect the respondent's opinions and knowledge about the topic, but do not necessarily reflect facts about the program or topic. Second, the needs assessment is specific to Vocational Rehabilitation (VR). However, some respondents are unable to differentiate VR from other programs and services provided to individuals with disabilities. As a result, some issues identified by respondents might not be directly related to VR.

# Results

## Consumer Surveys

Seven hundred fifty-five surveys were analyzed from the Market Decisions data extract from Q1 – Q4. Respondents were both current and former consumers of VR services. Of the 755 respondents, 325 (43%) were female and 430 (57%) were male (Table 2.1). The highest number of individuals surveyed were individuals under the age of 25 (46%).

**Table 2.1: Demographic Characteristics of Consumer Survey Respondents**

Demographics	Consumer Respondents	
	N	Percent
<b>Gender</b>		
Male	430	57.0%
Female	325	43.0%
Total	755	100.0%
<b>Age Grouping</b>		
18 – 24 Years of Age	349	46.2%
25 – 34 Years of Age	112	14.8%
35 - 44 Years of Age	98	13.0%
45 – 54 Years of Age	82	10.9%
55 Years and Older	114	15.5%
Total	755	100.0%

Consumer survey respondents lived in every region of North Dakota. The highest percentage of respondents lived in the Bismarck region (20%), followed by Fargo (14%). The fewest number of respondents indicated they lived in the Williston region (5.4%). (Table 2.2).

**Table 2.2: Consumer, Advocate, Provider Respondents, by Region**

	Consumers		Advocates		Providers	
	N	Percent	N	Percent*	N	Percent*
<b>I. Williston</b>	<b>41</b>	<b>5.4%</b>	<b>5</b>	<b>17.9%</b>	<b>1</b>	<b>9.1%</b>
<b>II. Minot</b>	<b>116</b>	<b>15.4%</b>	<b>12</b>	<b>42.9%</b>	<b>3</b>	<b>27.3%</b>
<b>III. Devils Lake</b>	<b>56</b>	<b>7.4%</b>	<b>6</b>	<b>21.4%</b>	<b>0</b>	<b>0.0%</b>
<b>IV. Grand Forks</b>	<b>109</b>	<b>14.4%</b>	<b>6</b>	<b>21.4%</b>	<b>2</b>	<b>18.2%</b>
<b>V. Fargo</b>	<b>122</b>	<b>16.2%</b>	<b>6</b>	<b>21.4%</b>	<b>2</b>	<b>18.2%</b>
<b>VI. Jamestown</b>	<b>99</b>	<b>13.1%</b>	<b>6</b>	<b>21.4%</b>	<b>3</b>	<b>27.3%</b>
<b>VII. Bismarck</b>	<b>150</b>	<b>19.9%</b>	<b>17</b>	<b>60.7%</b>	<b>2</b>	<b>18.2%</b>
<b>VIII. Dickinson</b>	<b>62</b>	<b>8.2%</b>	<b>7</b>	<b>25.0%</b>	<b>1</b>	<b>9.1%</b>
<b>Did Not Respond</b>	<b>--</b>		<b>0</b>		<b>0</b>	
*Advocate and provider region percentages total more than 100% as some practitioners work in multiple regions						

Approximately 83% of respondents indicated they were white, while other race/ethnic groups were represented in percentages ranging from 11% (American Indian / Alaskan Native) to 1% (Asian). Twenty-one respondents (3%) identified themselves as of Hispanic origin. (Table 2.3).

**Table 2.3: Demographic Characteristics of Consumer Survey Respondents, by Race and Ethnicity**

Demographics	Consumer Respondents	
	N	Percent
<b>Race</b>		
<b>White</b>	<b>630</b>	<b>83.4%</b>
<b>American Indian or Alaskan Native</b>	<b>84</b>	<b>11.1%</b>
<b>Asian</b>	<b>10</b>	<b>1.3%</b>
<b>Black or African American</b>	<b>31</b>	<b>4.1%</b>
<b>Native Hawaiian or Other Pacific Islander</b>	<b>0</b>	<b>0%</b>
<b>Total</b>	<b>755</b>	<b>100.0%</b>
<b>Hispanic Ethnicity</b>		
<b>Yes</b>	<b>21</b>	<b>2.8%</b>
<b>No</b>	<b>734</b>	<b>97.2%</b>
<b>Total</b>	<b>755</b>	<b>100.0%</b>

Survey respondents were provided a list of five disability types to select from and asked to check all that applied. Respondents could also select an “other” disability type. Table 2.4 indicates the disability types selected by the survey respondents. When asked which disability types best described their disability, the highest percentage of

respondents identified themselves as having a mental health disability (34%), followed by cognitive disability (33%). The lowest percentage (10%) of respondents identified "other impairments." (Table 2.4).

**Table 2.4: Consumer Survey Respondents, by Disability Type (check all that apply)**

	Total	
	N	%
<b>Cognitive</b>	<b>250</b>	<b>33.1%</b>
<b>Mental Health</b>	<b>260</b>	<b>34.4%</b>
<b>Orthopedic Impairment</b>	<b>82</b>	<b>10.9%</b>
<b>Sensory Impairments</b>	<b>88</b>	<b>11.7%</b>
<b>Other Impairments</b>	<b>75</b>	<b>9.9%</b>
<b>Did Not Respond</b>	<b>--</b>	

Clients can receive rehabilitation services from different types of providers:

- 1) Community Rehabilitation Providers (CRPs);
- 2) TANF/Job Services/Community Options;
- 3) Vocational Rehabilitation; or
- 4) Other.

The data of 755 former or current recipients of employment-related services through Vocational Rehabilitation were analyzed. Five hundred five (67%) indicated they did not receive additional employment-related services. Seventy-six (10%) did not answer whether they were receiving employment-related services. Of respondents that were receiving employment-related services, 66 (9%) received services through "Other" services; eight (1 %) received services through Job Services; and 13 (2%) received services through Government Services (other). The remaining 87 (12%) individuals received services through Community Rehabilitation Providers (Table 2.5).

**Table 2.5: Agencies Providing Employment-Related Services to Respondents**

	N	Percent
Other	66	8.7%
Community Rehabilitation Providers	87	11.5%
Job Services	8	1.1%
Government Services (Other)	13	1.7%
Did not respond	76	10.1%

Consumer respondents were asked, "Were there VR services that you expected to receive that were not provided to you?" Seventy-seven percent (587) responded "no" (Table 2.6). No respondents refused to answer the question.

**Table 2.6: Services Expected to Receive that Were Not Provided, by Consumer Respondent**

	Consumers	
	N	Percent
Yes	77	10.2%
No	587	77.7%
Don't Know	91	12.1%
Total	755	100%

**Table 2.7: Extent to which Employment Service Needs Are Being Met by Agency/Service Providers, by Respondent Type**

	Advocates		Providers	
	N	Percent	N	Percent
Always	1	3.9%	3	33.3%
Frequently	7	26.9%	4	44.4%
Occasionally	14	53.9%	2	22.2%
Rarely	3	11.5%	0	0.0%
Never	1	3.9%	0	0.0%
Total	26	92.9%	9	81.8%
Did Not Respond	2		2	

Respondents were asked, "What could be done to improve the services offered to you and others?" Table 2.8 shows the percentages for the most common responses (top five slots). The categories are based on Market Decision designations. The complete table can be found in Appendix Eight.

**Table 2.8: Improvement of Services Offered, All Respondents**

	<b>N</b>	<b>Percent</b>
<b>None, Nothing</b>	<b>374</b>	<b>49.5%</b>
<b>Unsure</b>	<b>170</b>	<b>22.5%</b>
<b>TOP RESPONSES:</b>		
<b>COMMUNICATION – Need more information about services offered, not enough information provided</b>	<b>17</b>	<b>2.3%</b>
<b>COMMUNICATION – Better communication needed (in general)</b>	<b>14</b>	<b>1.9%</b>
<b>INFORMATION – Advertise services, explain available services</b>	<b>9</b>	<b>1.2%</b>
<b>FINANCIAL ASSISTANCE—Provide financial support</b>	<b>8</b>	<b>1.1%</b>
<b>WORK – Help customer find a job, provide more job opportunities</b>	<b>8</b>	<b>1.1%</b>
<b>EXPAND SERVICES – Need more services, programs, providers</b>	<b>7</b>	<b>1.0%</b>
<b>COMMUNICATION – Return calls or emails, follow up</b>	<b>7</b>	<b>&lt;1.0%</b>
<b>STAFF – Need to tailor program to individual needs and get to know each customer</b>	<b>7</b>	<b>&lt;1.0%</b>

The most commonly identified employment improvement in services being offered after "None, Nothing" (50%), and "Unsure" at 23%, was " COMMUNICATION – Need more information about services offered, not enough information provided " at 2.3%. Other expressed improvements included, "COMMUNICATION – Better communication needed (in general)" (1.9%); and " INFORMATION – Advertise services, explain available services " (1.2%).

Transition-age respondents (18-24 years old) accounted for 46% of the respondents that provided an age. Transition-age respondents indicated that "COMMUNICATION— Need more contact, more frequent contact, more support " was an improvement in service (3 %). The second highest rated at 3% was, "COMMUNICATION – Better communication needed (in general)"; and the third highest rated was, "STAFF-- Changing counselors, switching too much, causes problems" (1%). (Table 2.9).

**Table 2.9: Improvement of Services Offered, Transition Aged Youth**

	<b>N</b>	<b>Percent</b>
<b>COMMUNICATION—Need more contact, more frequent contact, more support</b>	<b>11</b>	<b>3.2%</b>
<b>COMMUNICATION – Better communication needed (in general)</b>	<b>9</b>	<b>2.6%</b>
<b>STAFF--Changing counselors, switching too much, causes problems</b>	<b>4</b>	<b>1.1%</b>
<b>STAFF—Help customer meet goal, work with customer</b>	<b>3</b>	<b>&lt;1.0%</b>
<b>OTHER</b>	<b>3</b>	<b>&lt;1.0%</b>
<b>WORK—Help customer find a job, provide more job opportunities</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>FINANCIAL SERVICE—Provide financial support</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>EXPAND SERVICES—Need more services, programs, providers</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>STAFF – Need to tailor program to individual needs and get to know each customer</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>ACCESS – Expand program to other locations, re-open office nearby</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>STAFF – Listen to customer, understand needs, wants, ability</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>SERVICES – More frequent or productive appointments</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>WORK – Help customer get a job, provide more job options</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>STAFF - Need more counselors or staff, understaffed, counselors are overworked, overwhelmed</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>EXPAND SERVICES - More services needed to help with plan or career goals</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>STAFF - More qualified staff, knowledge of disabilities, services</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>SUPPORT - Need more guidance, support, explanation</b>	<b>2</b>	<b>&lt;1.0%</b>
<b>INFORMATION - Need more information about services offered, not enough information provided</b>	<b>2</b>	<b>&lt;1.0%</b>

Respondents with an “other” impairment reported the highest expectation of services not provided (12%); with individuals reporting a mental health impairment indicating the next highest expectation of a service (11%) (Table 2.10).

**Table 2.10: Services Expected to Receive but Were Not Provided by Disability Type**

	Mental Health		Orthopedic		Sensory		Cognitive		Other	
	n	%	n	%	n	%	n	%	n	%
<b>Yes</b>	29	11.2%	5	6.1%	9	10.2%	25	10.0%	9	12.0%
<b>No</b>	197	75.8%	71	86.6%	68	77.3%	194	77.6%	57	76.0%
<b>Don't Know</b>	34	13.1%	6	7.3%	11	12.5%	31	12.4%	9	12.0%
<b>Refused</b>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	260	100%	82	100%	88	100%	250	100%	75	100%

### **Consumer Survey to Assess Unmet Needs**

Consumer surveys were available for individuals who may not be receiving services. These surveys were available online. Recipients of the Advocate and Provider surveys were asked to share this survey link with individuals they may be aware of. Due to the small number returned, no meaningful conclusions could be drawn. Comments can be found in Appendix Four.

## Provider Demographics

Eleven provider surveys were returned by January 21, 2021. All surveys were submitted online. The number of responses decreased substantially this study period, likely because of the ongoing pandemic. We were not able to capture how the pandemic may have affected the response rate or the services provided, but the events taking place over the time the survey was distributed should be considered when interpreting these data.

Of respondents, 72.7% worked for Community Rehabilitation Providers (CRPs) and 18.2% worked for some other type of organization (Table 2.11). Of the other type of organizations included:

- Not-for-profit for adults with intellectual and developmental disabilities

**Table 2.11: Type of Organization for Which Respondents Worked**

	N	Percent
Community Rehabilitation Provider	9	81.8%
Other	2	18.2%
Did Not Respond	0	

Of the 11 respondents, 7 (63.6%) described themselves as a director of their organization, 27.3% described themselves as a supervisor, and one selected their position as “Other” (Table 2.12).

**Table 2.12: Position within the Organization for Which Respondents Worked**

	N	Percent
Supervisor	3	27.3%
Director	7	63.6%
Other	1	9.0%
Did Not Respond	0	

Respondents provided employment-related services in seven of eight regions in North Dakota (Table 2.2 p. 13). The highest percentage of respondents provided employment-related services in the Minot and Jamestown regions (27.3%), followed by the Grand Forks, Fargo, and Bismarck regions (18.2%). No respondents indicated they provided services in the Devil’s Lake region.

Of respondents providing information on that their organization’s years of experience providing employment-related services, the organizations averaged 26 years of experience, with 33.3% having between 1-9 years of experience (Table 2.13).

**Table 2.13: Number of Years Organization Has Been Providing Employment-Related Services**

	N	Percent
0	0	0.0%
1 – 9 Years	2	33.3%
10 – 19 Years	1	16.7%
20 – 29 Years	0	0.0%
30 – 39 Years	1	16.7%
40 – 49 Years	1	16.7%
50 or more years	1	16.7%
Did Not Respond	5	

Respondents reporting the number of consumers receiving employment-related services reported a median of 20 clients served by their agency per month. Over 55% of respondents reported their agency served less than 50 clients. No respondents reported their agency served more than 300 clients per month (Table 2.14).

**Table 2.14: Average Number of Consumers Receiving Employment-Related Services Per Month**

	N	Percent
0 Consumers	0	0.0%
< 50 Consumers	5	55.6%
50 – 99 Consumers	2	22.2%
100 – 300 Consumers	2	22.2%
> 300 Consumers	0	0.0%
Did Not Respond	2	

Respondents were asked how many direct-service staff were employed either full- or part-time by their agency. Six respondents provided this information. These respondents’ agencies had a total of 59 direct-service staff, and a median of 11.0 full-time employees and 2.0 part-time employees. The highest percentage of direct service staff had two to five years of experience and was employed full time. Full-time employees with five or more years of experience made up 28.8% of the total number of direct service staff (Table 2.15).

**Table 2.15: Of Respondents, the Number of Full- and Part-Time Direct Service Staff**

	Total Number of Direct Service Staff	Percent of Total
<b>FULL-TIME</b>		
Less than Six Months	2	3.4%
Six months to One Year	3	5.1%
One Year to Two Years	6	10.2%
Two Years to Five Years	25	42.4%
Five or More Years	17	28.8%
<b>PART-TIME</b>		
Less than Six Months	4	6.8%
Six months to One Year	1	1.7%
One Year to Two Years	0	0.0%
Two Years to Five Years	1	1.7%
Five or More Years	0	0.0%

### **Advocate Demographics**

Twenty-eight advocate surveys were returned by January 21, 2021. All responses were submitted online.

Advocate respondents were asked the nature of their advocacy focus. Thirteen percent identified themselves as an individual advocate, not associated with any formal group or organization. The largest group identified as “Board/council member for organization that advocates for individuals with disabilities” at 50%. Table 2.16 includes the full breakdown. Responses to the “other” category included:

- Professional Employee who works with individuals with disabilities
- Director of Special Education Unit

**Table 2.16: Identified Nature of Advocacy Focus**

	N	Percent
Individual advocate, not associated with any formal group or organization	3	13.7%
Family member of individual with disabilities	8	36.4%
Board/Council member for a provider of services to individuals with disabilities	4	18.2%
Friend of individual with disabilities	3	13.6%
Board/Council member for organization that advocates for individuals with disabilities	11	50.0%
Other	6	27.3%
Did not respond	6	

Advocates were asked on which disabilities their advocacy efforts were focused. Approximately 65% of respondents identified developmental disability as a focus of their advocacy efforts. The fewest respondents (15.4%) identified degenerative conditions as focus of their efforts (Table 2.17).

**Table 2.17: Disabilities Around Which Advocacy Efforts are Focused**

	N	Percent
Developmental Disability	17	65.4%
Mental Illness / Emotional Disturbance	15	57.7%
Autism Spectrum Disorder	15	15.7%
Learning Disability	13	50.0%
Traumatic Brain Injury	9	34.6%
Sensory Impairments	11	42.3%
Abuse of Drugs or Alcohol	10	38.5%
Orthopedic Impairment	8	30.8%
Degenerative Conditions	4	15.4%
Other	2	7.14%
Did not respond	2	

### **Provider and Advocate Survey Questions**

Providers were asked to identify from a list of employment services, which services their agency currently provides and which additional services it could be providing to better meet their customers' needs. Seventy-two percent of agencies provided supported employment, job placement & follow up, job coaching, and job development training. Approximately 64% of agencies provided situational assessments and job readiness training. Providers identified independent living skills (18%) and workplace relationship

training as services they could provide to better meet their customer’s needs (Table 2.18).

**Table 2.18: Respondents that Selected Employment Services Their Agency Provides or Could Be Providing**

	Currently Provide		Additional Services We Could Be Providing to Better Meet the Needs of Our Customers	
	N	Percent	N	Percent
<b>Situational Assessments</b>	7	63.6%	1	9.1%
<b>Supported Employment</b>	8	72.7%	0	0.0%
<b>Job Placement and Follow-Up</b>	8	72.7%	0	0.0%
<b>Job Coaching</b>	8	72.7%	0	0.0%
<b>Job Development Training</b>	8	72.7%	0	0.0%
<b>Workplace Relationship Training (Soft Skills)</b>	6	54.5%	2	18.2%
<b>Job Readiness Training</b>	7	63.6%	1	9.1%
<b>Independent Living Skills</b>	6	54.5%	2	18.2%

Due to the decrease in responses, organizations could not be subcategorized by size for additional analysis. Typical to previous assessment findings, larger organizations provided more types of employment services, but the difference could between organization size and service offerings could not be compared in any meaningful way at this time.

Provider respondents were asked to identify the top three barriers that impeded their ability to provide services from a list of ten barriers. The number one barrier was tied between two concerns: community perception of people with disabilities and funding for agency operations and services (40%). The second most common barriers identified at 30% each are agency staff turnover, funding for extended services, and insufficient community services. The third most common barrier is funding for staff (20%). (Table 2.20). Additional barriers which provider respondents shared can be found in Appendix Five.

The top barrier to providing services for advocates was insufficient community services (58%), followed by funding for agency operations and services (39%). Funding for

extended services and agency staff turnover tied for the third most commonly cited barrier (31% each). Additional barriers which advocate respondents shared can be found in Appendix Six.

**Table 2.20: Barriers that Impede Ability to Provide Services**

	Provider		Advocate	
	N	Percent	N	Percent
Funding For Agency Operations And Services	4	40.0%	10	38.5%
Funding For Staff	2	20.0%	6	23.10%
Funding For Extended Services	3	30.0%	8	30.8%
Community Perception Of People With Disabilities	4	40.0%	7	26.9%
Geographic Location Of, Or Distance To, Consumers	1	10.0%	7	26.9%
Insufficient Community Services	3	30.0%	15	57.7%
Agency Staff Turnover	3	30.0%	8	30.8%
Staff Knowledge Of Disability And Functional Limitations	0	0.0%	4	15.4%
VR Staff Turnover	0	0.0%	6	23.1%
VR Staff Training	2	20.0%	3	11.5%
Other	2	20.0%	5	19.2%
Did not respond	1		2	

Providers were asked to select the top three employment needs that are not being met. The six areas identified by the highest percentage of providers (33%) are: transportation, increased opportunities of self-employment, benefits planning, assistance with finding and/or keeping a job, independent living skills, and assistive technology. The least selected employment needs were follow-up after job placement and interpreter (0%) (Table 2.21). One respondent indicated, "Job coaching strategies" as an unmet need.

In comparison, the highest number of advocate respondents also identified assistance with finding and/or keeping a job (44%) as the top barrier. The second most selected employment need identified by advocates independent living skills (36%). The third most selected employment need was a tie between transportation and housing (32%).

The least selected employment need identified by advocates was a tie between interpreter and assistive technology (0%) (Table 2.21).

**Table 2.21: Top Employment Needs Not Being Met**

	Provider		Advocate	
	N	Percent	N	Percent
Transportation	3	33.3%	8	32.0%
Youth To Adult Transition Employment Services	2	22.2%	6	24.0%
On-Going Training, Support On The Job	1	11.1%	7	28.0%
Physical and Mental Restoration Services	1	11.1%	4	16.0%
Increased Opportunities For Self-Employment	3	33.3%	1	4.0%
Benefits Planning	3	33.3%	4	16.0%
Assistance With Finding and/or Keeping A Job	3	33.3%	11	44.0%
Vocational Guidance and Career Options	2	22.2%	6	24.0%
Workplace Relationship Training	1	11.1%	7	28.0%
Independent Living Skills	3	33.3%	9	36.0%
One-On-One Job Training	2	22.2%	7	28.0%
Assistive Technology	3	33.3%	0	0.0%
Housing	0	0.0%	8	32.0%
Other	1	11.1%	2	8.0%
Follow-Up After Job Placement	0	0.0%	4	16.0%
Interpreter	0	0.0%	0	0.0%
Did not respond	2		3	

As table 2.7 on page 17 illustrates, fewer advocates said agency/service providers were meeting the employment needs of individuals with disabilities than providers. Thirty-one percent of advocates said agencies always or frequently met the needs of individuals, compared to 67% of providers. Consumers were asked a slightly different question, whether their needs had been met, and as a result are not directly comparable.

Providers were asked to identify their top three training needs. The training needs most often selected by providers were marketing (63%) and reasonable accommodations (50%), followed by job development (37%). The least selected training need was job readiness training/soft skills (0.0%) (Table 2.22).

**Table 2.22: Top Training Needs**

	<b>N</b>	<b>Percent</b>
<b>Disclosure</b>	<b>1</b>	<b>12.5%</b>
<b>Functional Limitations As They Relate To Work</b>	<b>2</b>	<b>25.0%</b>
<b>Working With Employers</b>	<b>1</b>	<b>12.5%</b>
<b>VR Process</b>	<b>2</b>	<b>25.0%</b>
<b>Marketing</b>	<b>5</b>	<b>62.5%</b>
<b>Job Coaching Strategies</b>	<b>1</b>	<b>12.5%</b>
<b>Job Development</b>	<b>3</b>	<b>37.5%</b>
<b>Reasonable Accommodations</b>	<b>4</b>	<b>50.0%</b>
<b>Writing Progress Notes</b>	<b>1</b>	<b>12.5%</b>
<b>Disabilities</b>	<b>1</b>	<b>12.5%</b>
<b>Supported Employment</b>	<b>1</b>	<b>12.5%</b>
<b>Job Readiness Training/Soft Skills</b>	<b>0</b>	<b>0.0%</b>
<b>No Response</b>	<b>3</b>	<b>--</b>

Providers were asked to identify what resources they used for training beyond their internal trainers. Beyond their in-house trainers, 100% of respondents' organizations used training from Minot State University, and 75.0% used training from Vocational Rehabilitation. (Table 2.23).

**Table 2.23: Resources Used for Training Beyond Internal Trainers**

	<b>N</b>	<b>Percent</b>
<b>Minot State University</b>	<b>8</b>	<b>100.0%</b>
<b>Vocational Rehabilitation (VR)</b>	<b>6</b>	<b>75.0%</b>
<b>North Dakota Association Of Community Providers (NDACP)</b>	<b>4</b>	<b>50.0%</b>
<b>Technical Assistance And Continuing Education (TACE)</b>	<b>0</b>	<b>0.0%</b>
<b>Other</b>	<b>1</b>	<b>12.5%</b>
<b>Did Not Respond</b>	<b>3</b>	

When providers were asked the best way for their staff to access training, 88% identified webinars an video conference. The least selected training method was a tie between Skype and written materials at 25% (Table 2.24).

**Table 2.24: Best Way for Staff to Access Training**

	<b>N</b>	<b>Percent</b>
<b>In Person</b>	<b>6</b>	<b>75.0%</b>
<b>Webinars</b>	<b>7</b>	<b>87.5%</b>
<b>Video conference</b>	<b>7</b>	<b>84.5%</b>
<b>Written Materials</b>	<b>2</b>	<b>25.0%</b>
<b>Skype</b>	<b>2</b>	<b>25.0%</b>
<b>Other</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>3</b>	

## Vocational Rehabilitation Staff Survey

A Vocational Rehabilitation (VR) Staff survey was distributed VR staff via a link sent in an e-mail to assess the availability of Pre-Employment Transition Services (Pre-ETS) to all students with disabilities in grade nine through age 21. Surveys were due by March 20, 2020. All responses were submitted online, with a total of 33 respondents.

**Table 2.25: VR Staff Respondents by VR Region**

	VR Staff	
	N	Percent of total
I. Williston	3	9.1%
II. Minot	8	24.4%
III. Devils Lake	3	3.0%
IV. Grand Forks	5	15.2%
V. Fargo	4	12.1%
VI. Jamestown	4	12.1%
VII. Bismarck	4	12.1%
VIII. Dickinson	4	12.1%
Total	33	100.0%

The complete listing of school districts which VR staff indicated they served are in Table 2.26. "Other" reported school districts were those in Fairview and Westby, Montana (providing services to ND residents attending Montana schools).

**Table 2.26: School District(s) Served by VR Staff Respondents**

School District	N	Percent	School District	N	Percent
Fargo 1	3	10.3%	Maple Valley 4	2	6.9%
Minot 1	6	20.7%	Mapleton 7	2	6.9%
Alexander 2	3	10.3%	Max 50	2	6.9%
Barnes County North 7	2	6.9%	May-Port CG 14	2	6.9%
Beach 3	3	10.3%	McClusky 19	1	3.5%
Bellfield 13	4	13.8%	McKenzie Co 1	2	6.9%
Beulah 27	1	3.5%	Medina 3	2	6.9%
Bottineau 1	2	6.9%	Midkota 7	1	3.5%
Bowbells 14	2	6.9%	Midway 128	2	6.9%
Bowman Co 1	3	10.3%	Minot AFB 160	1	3.5%
Burke Central 36	2	6.9%	Mohall-Lansford-Sherwood 1	2	6.9%
Cavalier 6	3	10.3%	Montpelier 14	2	6.9%
Central Cass 17	2	6.9%	Mott-Regent 1	1	3.5%
Dickinson 1	4	13.8%	Napoleon 2	1	3.5%
Divide County 1	3	10.3%	Nedrose 4	1	3.5%
Ellendale 40	1	3.5%	Nesson 2	2	6.9%
Drayton 19	3	10.3%	New England 9	1	3.5%
Edgeley 3	1	3.5%	New Town 1	2	6.9%
Eight Mile 6	3	10.3%	Newburg-United 54	2	6.9%

Ellendale 40	1	3.5%	Northern Cass 97	2	6.9%
Emerado 127	2	6.9%	Northwood 129	3	10.3%
Fessenden-Bowdon 25	1	3.5%	Oakes 41	2	6.9%
Finley-Sharon 19	1	3.5%	Page 80	1	3.5%
Fordville-Lankin 5	2	6.9%	Park River Area 8	3	10.3%
Ft Yates 4	1	3.5%	Parshall 3	2	6.9%
Gackle-Streeter 56	1	3.5%	Pingree-Buchanan 10	1	3.5%
Garrison 51	2	6.9%	Powers Lake 27	2	6.9%
Glenburn 26	2	6.9%	Richardton-Taylor 34	2	6.9%
Goodrich 16	1	3.5%	Richland 44	1	3.5%
Grand Forks 1	4	13.8%	Rolette 29	1	3.5%
Grand Forks AFB	1	3.5%	Rugby 5	1	3.5%
Grenora 99	2	6.9%	Sawyer	1	3.5%
Griggs County Central 18	3	10.3%	Scranton 33	3	10.3%
Hankinson 8	1	3.5%	Selfridge 8	1	3.5%
Harvey 38	3	6.9%	Solen 3	1	3.5%
Hatton Eielson 7	3	10.3%	South Heart 9	3	10.3%
Hazelton-Moffit-Braddock 6	1	3.5%	South Prairie 70	2	6.9%
Hebron 13	1	3.5%	St Thomas	2	6.9%
Hettinger 13	3	10.3%	Stanley 2	1	3.5%
Hillsboro 9	2	6.9%	Sterling 35	1	3.5%
Hope 10	1	3.5%	Stratsburg 15	1	3.5%
Jamestown 1	2	6.9%	Surrey 41	1	3.5%
Kidder County 1	1	3.5%	TGU 60	1	3.5%
Killdeer 16	2	6.9%	Thompson 61	2	6.9%
Kenmare 28	2	6.9%	Tioga 15	3	10.3%
Kindred 2	1	3.5%	Valley City 2	2	6.9%
Lakota 66	1	3.5%	Valley-Endinburg 118	2	6.9%
LaMoure 8	1	3.5%	Velva 1	1	3.5%
Langdon Area 23	2	6.9%	Wahpeton 37	2	6.9%
Larimore 44	4	13.8%	West Fargo 6	2	6.9%
Lidgerwood 28	1	3.5%	Westhope 17	1	3.5%
Lisbon 19	1	3.5%	White Shield 85	1	3.5%
Litchville-Marion 46	1	3.5%	Williston 1	3	10.3%
Lone Tree 6	1	3.5%	Wishek 19	1	3.5%
Mandaree 36	2	6.9%	Wyndmere 42	1	3.5%
Manvel 124	1	3.5%	Zeeland 4	1	3.5%
			Other	3	10.3%

For job exploration counseling services to children with disabilities, 95% of VR staff respondents indicated this was a service provided by District Staff. These services here also frequently provided by VR staff (86%) and occasionally accessed electronically (9%) (Table 2.27). It was estimated by VR respondents that around 77% of transition aged students usually received Job Exploration Counseling (Table 2.28).

**Table 2.27: Job Exploration Counseling, (check all that apply)**

	<b>N</b>	<b>Percent</b>
<b>Yes, provided by District Staff</b>	<b>21</b>	<b>95.5%</b>
<b>Yes, provided online/electronic application</b>	<b>2</b>	<b>9.1%</b>
<b>Yes, provided by VR Staff</b>	<b>19</b>	<b>86.4%</b>
<b>No this is not offered</b>	<b>0</b>	<b>0.0%</b>
<b>Other</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>11</b>	

**Table 2.28: Percent of Transition Students Receiving Job Exploration Counseling**

	<b>N</b>	<b>Percent</b>
<b>75% - 100%</b>	<b>9</b>	<b>42.9%</b>
<b>50% - 74%</b>	<b>8</b>	<b>38.1%</b>
<b>25% - 49%</b>	<b>2</b>	<b>9.5%</b>
<b>24% or Less</b>	<b>2</b>	<b>9.5%</b>
<b>We Do Not Provide this Service</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>12</b>	

Ninety-five percent of respondents indicated District Staff and/or VR Staff provided Work Based Learning Experiences to transition aged students (Table 2.29). However, it was estimated that only 65% of transition aged students were likely to receive Work Based Learning Experiences (35.7%), Table 2.30.

**Table 2.29: Work Based Learning Experiences, (check all that apply)**

	<b>N</b>	<b>Percent</b>
<b>Yes, provided by District Staff</b>	<b>17</b>	<b>85.0%</b>
<b>Yes, provided online/electronic application</b>	<b>0</b>	<b>0.0%</b>
<b>Yes, provided by VR Staff</b>	<b>12</b>	<b>60.0%</b>
<b>No this is not offered</b>	<b>0</b>	<b>0.0%</b>
<b>Other</b>	<b>1</b>	<b>5.0%</b>
<b>Did Not Respond</b>	<b>13</b>	

**Table 2.30: Percent of Transition Students Receiving Work Based Learning Experiences**

	N	Percent
75% - 100%	6	30.0%
50% - 74%	7	35.0%
25% - 49%	3	15.0%
24% or Less	4	20.0%
We Do Not Provide this Service	0	0.0%
Did Not Respond	13	

Eighty percent of VR staff respondents indicated Workplace Readiness Training is provided by VR Staff and/or District Staff (Table 2.31). It was estimated that 50% - 100% of students received Workplace Readiness Training seventy percent of the time (Table 2.32). Additional comments are in Appendix Seven.

**Table 2.31: Workplace Readiness Training, (check all that apply)**

	N	Percent
Yes, provided by District Staff	14	70.0%
Yes, provided online/electronic application	2	10.0%
Yes, provided by VR Staff	15	75.0%
No this is not offered	0	0.0%
Other	3	15.0%
Did Not Respond	13	

**Table 2.32: Percent of Transition Students Receiving Workplace Readiness Training**

	N	Percent
75% - 100%	6	30.0%
50% - 74%	8	40.0%
25% - 49%	2	10.0%
24% or Less	4	20.0%
We Do Not Provide this Service	0	0.0%
Did Not Respond	13	

One hundred percent of VR staff respondents indicated counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs is provided by VR Staff and/or District Staff (Table 2.33). It was estimated that 50% - 100% of students received this type of counseling seventy percent of the time (Table 2.34).

**Table 2.33: Counseling on Enrollment in Comprehensive Transition or Postsecondary Educational Programs, (check all that apply)**

	N	Percent
Yes, provided by District Staff	15	75.0%
Yes, provided online/electronic application	2	10.0%
Yes, provided by VR Staff	19	95.0%
No this is not offered	0	0.0%
Other	0	0.0%
Did Not Respond	13	

**Table 2.34: Percent of Transition Students Receiving Counseling on Enrollment in Comprehensive Transition or Postsecondary Educational Programs**

	N	Percent
75% - 100%	8	40.0%
50% - 74%	7	35.0%
25% - 49%	4	20.0%
24% or Less	1	5.0%
We Do Not Provide this Service	0	0.0%
Did Not Respond	13	

Eighty-five percent of respondents indicated that District Staff and VR staff provided transition students with instruction in Self-Advocacy (Table 2.35). Respondents reported that about 50% - 100% of transition aged students were likely to receive this service 65 percent of the time (Table 2.36). No additional comments were available from those who selected “other.”

**Table 2.35: Instruction in Self-Advocacy (check all that apply)**

	N	Percent
Yes, provided by District Staff	14	70.0%
Yes, provided online/electronic application	1	5.0%
Yes, provided by VR Staff	16	80.0%
No this is not offered	1	5.0%
Other	3	15.0%
Did Not Respond	13	

**Table 2.36: Percent of Transition Students Receiving Instruction in Self-Advocacy**

	<b>N</b>	<b>Percent</b>
<b>75% - 100%</b>	<b>7</b>	<b>35.0%</b>
<b>50% - 74%</b>	<b>6</b>	<b>30.0%</b>
<b>25% - 49%</b>	<b>2</b>	<b>10.0%</b>
<b>24% or Less</b>	<b>5</b>	<b>25.0%</b>
<b>We Do Not Provide this Service</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>13</b>	

### **School District Staff Survey**

School District Staff surveys were distributed via a link sent in an e-mail through the North Dakota Department of Public Instruction to assess the availability of Pre-Employment Transition Services (Pre-ETS) to all students with disabilities in grade nine through age 21. Thirty-seven surveys were returned by March 11, 2020. All responses were submitted online. Because a small percent of districts responded, it is difficult to draw meaningful conclusions state-wide, but highlights are presented below for informational purposes. It is possible the districts that responded to the survey are different from the districts that did not respond.

**Table 2.37 Percent of districts offering job exploration counseling to students with disabilities.**

	<b>N</b>	<b>Percent</b>
<b>Yes, provided by District Staff</b>	<b>22</b>	<b>73.3%</b>
<b>Yes, provided online/electronic application</b>	<b>7</b>	<b>23.3%</b>
<b>Yes, provided by VR Staff</b>	<b>16</b>	<b>53.3%</b>
<b>No this is not offered</b>	<b>0</b>	<b>0.0%</b>
<b>Other</b>	<b>3</b>	<b>10.0%</b>
<b>Did Not Respond</b>	<b>7</b>	

**Table 2.38 Percent of eligible students receiving job exploration counseling.**

	<b>N</b>	<b>Percent</b>
<b>75% - 100%</b>	<b>22</b>	<b>73.3%</b>
<b>50% - 74%</b>	<b>2</b>	<b>6.67%</b>
<b>25% - 49%</b>	<b>3</b>	<b>10.0%</b>
<b>24% or Less</b>	<b>3</b>	<b>10.0%</b>
<b>We Do Not Provide this Service</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>7</b>	

**Table 2.39 Percent of districts offering work-based learning experiences to students with disabilities.**

	<b>N</b>	<b>Percent</b>
<b>Yes, provided by District Staff</b>	<b>27</b>	<b>90.0%</b>
<b>Yes, provided online/electronic application</b>	<b>1</b>	<b>3.3%</b>
<b>Yes, provided by VR Staff</b>	<b>12</b>	<b>40.0%</b>
<b>No this is not offered</b>	<b>0</b>	<b>0.0%</b>
<b>Other</b>	<b>2</b>	<b>6.67%</b>
<b>Did Not Respond</b>	<b>7</b>	

**Table 2.40 Percent of eligible students receiving work-based learning experiences.**

	<b>N</b>	<b>Percent</b>
<b>75% - 100%</b>	<b>12</b>	<b>40.0%</b>
<b>50% - 74%</b>	<b>6</b>	<b>20.0%</b>
<b>25% - 49%</b>	<b>5</b>	<b>16.7%</b>
<b>24% or Less</b>	<b>7</b>	<b>23.3%</b>
<b>We Do Not Provide this Service</b>	<b>0</b>	<b>0.0%</b>
<b>Did Not Respond</b>	<b>7</b>	

**Table 2.41 Percent of districts offering workplace readiness training to students with disabilities.**

	<b>N</b>	<b>Percent</b>
<b>Yes, provided by District Staff</b>	<b>21</b>	<b>72.4%</b>
<b>Yes, provided online/electronic application</b>	<b>5</b>	<b>17.2%</b>
<b>Yes, provided by VR Staff</b>	<b>10</b>	<b>34.5%</b>
<b>No this is not offered</b>	<b>2</b>	<b>6.9%</b>
<b>Other</b>	<b>3</b>	<b>10.3%</b>
<b>Did Not Respond</b>	<b>8</b>	

**Table 2.42 Percent of eligible students receiving work-based learning experiences.**

	<b>N</b>	<b>Percent</b>
<b>75% - 100%</b>	<b>17</b>	<b>58.6%</b>
<b>50% - 74%</b>	<b>4</b>	<b>13.8%</b>
<b>25% - 49%</b>	<b>3</b>	<b>10.3%</b>
<b>24% or Less</b>	<b>3</b>	<b>10.3%</b>
<b>We Do Not Provide this Service</b>	<b>2</b>	<b>6.9%</b>
<b>Did Not Respond</b>	<b>8</b>	

## **Conclusion**

This report details the results of multiple methods in assessing rehabilitation needs of individuals with disabilities in North Dakota. The needs assessment in North Dakota is the result of a cooperative effort between the Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC). The report was prepared by North Dakota Information Technology (NDIT)—Data Science and Analytics. These efforts solicited information concerning the needs of persons with disabilities from individuals with disabilities, service providers, advocates for individuals with disabilities, as well as VR staff and school district staff for the purpose of providing DVR and the SRC with direction for addressing structure and resource demands.

It is not the purpose of this assessment to recommend actions that should be taken in response to these identified needs. Rather, the purpose is to call attention to concerns and perceptions of individuals who are receiving or could potentially receive employment-related services. Also included in this report are the concerns and perceptions of people advocating for individuals with disabilities and providers of employment-related services for individuals with disabilities. It is anticipated that DVR and the SRC will use this information in a strategic manner that can be directed toward remediation of concerns.

## References

Erickson, W. Lee, C., & von Schrader, S. (2020). 2018 Disability Status Report: North Dakota. Ithaca, NY: Cornell University Yang-Tan Institute on Employment and Disability (YTI).

Erickson, W. Lee, C., & von Schrader, S. (2020). 2019 Disability Status Report: United States. Ithaca, NY: Cornell University Yang-Tan Institute on Employment and Disability (YTI).

## Appendix One: Respond Rate Tables

Table A.1: Response Rate of surveys and questions

Question	N	Percent
<b>Consumer</b>		
Consumer Survey Responses Analyzed	755	
What is your county of residence?	755	100.0%
What is your age?	755	100.0%
Gender	755	100.0%
Are you of Hispanic origin?	755	100.0%
Please mark below options that best describe your race.	755	100.0%
Disability Category	755	100.0%
What could be done to improve the services offered to you and others?	755	100.0%
Were there VR services that you expected to receive that were not provided to you	755	100.0%
Which other organizations or resources did you find helpful?	755	100.0%
<b>Provider</b>		
Provider Survey Returned	11	
What is the type of organization that you work for?	9	81.8%
How would you describe your current position with the organization for which you work?	10	90.9%
In what region/counties do you provide employment-related services?	11	100.0%
How many years has your organization been providing employment-related services?	9	81.8%
On average, how many consumers receive employment-related services from your agency per month?	9	81.8%
To what extent are the employment services needed by individuals with disabilities being met by your agency?	9	81.8%
How many direct service staff do you have working either full or part-time?	6	54.5%
Please check all of the employment services your agency currently provides and any additional services you could be providing to better meet the needs of your customers.	8	72.27%
From your experience with individuals with significant disabilities, please select the top three barriers that impede your ability to provide services.	8	72.7%
Please consider the employment needs listed below and mark the top three that are not being met.	8	72.7%
What are your top three training needs?	8	72.7%
What resources do you use for training beyond your internal trainers?	8	72.7%
What would be the best way for your staff to access training?	8	72.7%

<b>Question</b>	<b>N</b>	<b>Percent</b>
<b>Advocate</b>		
<b>Advocate Survey Returned</b>	<b>28</b>	
<b>Please identify the nature of your advocacy focus?</b>	<b>22</b>	<b>78.6%</b>
<b>In what Region/counties do your advocacy efforts focus?</b>	<b>28</b>	<b>100.0%</b>
<b>To what extent are the employment services needed by individuals with disabilities being met by agency/service providers?</b>	<b>26</b>	<b>92.9%</b>
<b>Please mark below all options that best describe the disabilities around which your advocacy efforts are focused?</b>	<b>26</b>	<b>92.9%</b>
<b>From your knowledge of individuals' disabilities and providers' abilities to offer services, please select what you believe are the top three barriers that hinder providers' ability to deliver services.</b>	<b>26</b>	<b>92.9%</b>
<b>Please consider the employment needs of people for whom you advocate listed below and mark the top three that are not being met.</b>	<b>25</b>	<b>89.3%</b>
<b>Vocational Rehabilitation Staff</b>		
<b>VR Staff Survey Returned</b>	<b>33</b>	
<b>What VR Team are you on?</b>	<b>33</b>	<b>100.0%</b>
<b>What district(s) do you serve? Check all that apply.</b>	<b>29</b>	<b>87.9%</b>
<b>In your opinion, does the school district(s) you serve offer Job Exploration Counseling to students with disabilities?</b>	<b>22</b>	<b>66.7%</b>
<b>What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?</b>	<b>21</b>	<b>63.6%</b>
<b>In your opinion, does the school district(s) you serve offer Work Based Learning Experiences?</b>	<b>20</b>	<b>60.6%</b>
<b>What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?</b>	<b>20</b>	<b>60.6%</b>
<b>In your opinion, does the school district(s) you serve offer Workplace Readiness Training?</b>	<b>20</b>	<b>60.6%</b>
<b>What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?</b>	<b>20</b>	<b>60.6%</b>
<b>In your opinion, does the school district(s) you serve offer Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs?</b>	<b>20</b>	<b>60.6%</b>
<b>What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?</b>	<b>20</b>	<b>60.6%</b>
<b>In your opinion, does the school district(s) you serve offer instruction in self-advocacy?</b>	<b>20</b>	<b>60.6%</b>
<b>What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?</b>	<b>20</b>	<b>60.6%</b>

<b>Question</b>	<b>N</b>	<b>Percent</b>
<b>School</b>		
<b>School Survey Returned</b>	<b>37</b>	
<b>What school district do you represent</b>	<b>37</b>	<b>100.0%</b>
<b>Does your district offer job exploration counseling to students with disabilities?</b>	<b>30</b>	<b>81.1%</b>
<b>What is the approximate percentage of transition students with a disability that receive this service in your district?</b>	<b>30</b>	<b>81.8%</b>
<b>Does your district provide work-based learning experiences?</b>	<b>30</b>	<b>81.8%</b>
<b>What is the approximate percentage of transition students with a disability that receive this service in your district?</b>	<b>30</b>	<b>81.8%</b>
<b>Does your district provide workplace readiness training?</b>	<b>29</b>	<b>78.4%</b>
<b>What is the approximate percentage of transition students with a disability that receive this service in your district?</b>	<b>29</b>	<b>78.4%</b>
<b>Does your district provide counseling on opportunities for enrollment in comprehensive transition or postsecondary educational training programs?</b>	<b>28</b>	<b>75.7%</b>
<b>What is the approximate percentage of transition students with a disability that receive this service in your district?</b>	<b>28</b>	<b>75.7%</b>
<b>Does your district provide instruction in self-advocacy?</b>	<b>27</b>	<b>73.0%</b>
<b>What is the approximate percentage of transition students with a disability that receive this service in your district?</b>	<b>27</b>	<b>73.0%</b>
<b>Does your district use an “online career information system” with students?</b>	<b>26</b>	<b>70.3%</b>

## Appendix Two: Survey Letters

### Advocate E-mail



January 11, 2021

Greetings:

The ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) are seeking your help in our efforts to improve employment services for people with disabilities. As part of this effort, every three years a survey of unmet needs and barriers to employment is conducted. As someone interested in persons with disabilities and employment, you provide an important perspective. Please feel free to share with others.

All responses are confidential and anonymous. Please complete the survey by Friday, January 22, 2021. This can be done either by completing the survey online at: <https://www.surveymonkey.com/r/3Y25G9S> If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

Your response is very valuable. The SRC will make program and policy recommendations to DVR based on the results of the survey, which will affect the services provided in the future.

If you have any questions or concerns about completing the survey, please contact Jill Baber, Research Analyst, at (701) 328-8946 or at [jkbaber@nd.gov](mailto:jkbaber@nd.gov).

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

Sincerely,

Damian Schlinger  
Director

## Provider E-mail



January 12, 2021

Greetings:

The ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) are seeking your help in our efforts to improve employment services for people with disabilities. As part of this effort, every three years a survey of unmet needs and barriers to employment is conducted. As someone interested in persons with disabilities and employment, you provide an important perspective. Please feel free to share with others with in your agency.

All responses are confidential and anonymous. Please complete the survey by Friday, January 22, 2021. This can be done either by completing the survey online at: <https://www.surveymonkey.com/r/FCB9MSW> If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

Your response is very valuable. The SRC will make program and policy recommendations to DVR based on the results of the survey, which will affect the services provided in the future.

If you have any questions or concerns about completing the survey, please contact Jill Baber, Research Analyst, at (701) 328-8946 or at [jkbaber@nd.gov](mailto:jkbaber@nd.gov) .

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

Sincerely,

A handwritten signature in blue ink that reads "Damian Schlinger".

Damian Schlinger  
Director

## Vocational Rehabilitation Staff Survey E-Mail

Greetings:

The Workforce Innovation and Opportunity Act (WIOA) requires the North Dakota Division of Vocational Rehabilitation (DVR) to collaborate with state and local education agencies to ensure that Pre-Employment Transition Services (Pre-ETS) are available statewide to all students with disabilities in grade nine through age 21. To be eligible students must:

- receive IDEA special education service, or
- have a disability as defined in Section 504.

The ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) are seeking your help to determine if we are meeting this goal.

All responses are confidential and anonymous. Please complete the survey by Friday, March 20, 2020. This can be done by completing the survey online at <https://www.surveymonkey.com/r/GJR3KLO>. If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

Your response is very valuable. The SRC will make program and policy recommendations to DVR based on the results of the survey, which will affect the services provided in the future.

If you have any questions or concerns about completing the survey, please contact Jill Baber, Research Analyst, at (701) 328-8946 or at [jbaber@nd.gov](mailto:jbaber@nd.gov).

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

Sincerely,

Russell Cusack  
Director

Darcy Severson, Chairman  
State Rehabilitation Council

## School District E-Mail



Greetings:

The Workforce Innovation and Opportunity Act (WIOA) requires the North Dakota Division of Vocational Rehabilitation (DVR) to collaborate with state and local education agencies to ensure that Pre-Employment Transition Services (Pre-ETS) are available statewide to all students with disabilities in grade nine through age 21. To be eligible, students must:

- receive IDEA special education service, or
- have a disability as defined in Section 504.

The ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) are seeking your help to determine if we are meeting this goal.

All responses are confidential and anonymous. Please complete the survey by Friday, March 20, 2020. This can be done by completing the survey online at <https://www.surveymonkey.com/r/2CTRDV>. If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

Your response is very valuable. The SRC will make program and policy recommendations to DVR based on the results of the survey, which will affect the services provided in the future.

If you have any questions or concerns about completing the survey, please contact Jill Baber, Research Analyst, at (701) 328-8946 or at [jkbaber@nd.gov](mailto:jkbaber@nd.gov).

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

Sincerely,

A handwritten signature in black ink, appearing to read "Robyn Throlson".

Robyn Throlson, Acting Director  
DVR

A handwritten signature in black ink, appearing to read "Joe Hall".

Joe Hall, Chairman  
State Rehabilitation Council

1000 E Divide Ave | Bismarck ND 58501-1926

701.328.8950 | Fax 701.328.1884 | 800.755.2745 | 711 (TTY) | [dhsvr@nd.gov](mailto:dhsvr@nd.gov) | [www.nd.gov/dhs/dvr](http://www.nd.gov/dhs/dvr)

## Appendix Three: Surveys

### Market Decisions Survey Questions

Question
Q01: Overall, how satisfied are you with the North Dakota's VR program?
nQ01: Overall, how satisfied are you with the North Dakota's VR program?
Q05: How satisfied were/are you with your involvement in your VR experience?
nQ05: How satisfied were/are you with your involvement in your VR experience?
Q07: How satisfied were/are you with your choice of a vocational goal?
nQ07: How satisfied were/are you with your choice of a vocational goal?
Q09: How satisfied were/are you with the choice of services?
nQ09: How satisfied were/are you with the choice of services?
Q11: How satisfied were/are you with the choice of service providers?
nQ11: How satisfied were/are you with the choice of service providers?
Q13: How satisfied were/are you with the information you were given about the choices you had?
nQ13: How satisfied were/are you with the information you were given about the choices you had?
Q15: How satisfied were/are you with how long it took your counselor to answer your questions or address your concerns?
nQ15: How satisfied were/are you with how long it took your counselor to answer your questions or address your concerns?
Q17: How easy was it for you to complete the application for VR services?
nQ17: How easy was it for you to complete the application for VR services?
Q19: How helpful was/is the staff of VR in helping you achieve your VR goal?
nQ19: How helpful was/is the staff of VR in helping you achieve your VR goal?
Q21: How easy was/is it for you to contact your VR counselor?
nQ21: How easy was/is it for you to contact your VR counselor?
Q23: How accessible was/is the VR office for someone with your type of disability?
nQ23: How accessible was/is the VR office for someone with your type of disability?
Q25: Did/Does your counselor follow through on actions, tasks, and commitments in a timely manner?
Q28: My services helped me/will help me achieve my vocational goals.
nQ28: My services helped me/will help me achieve my vocational goals.
Q30: The VR services I received helped me become more financially independent / The VR services I am receiving will help me become more financially independent.
nQ30: The VR services I received helped me become more financially independent / The VR services I am receiving will help me become more financially independent.
Q32: The VR services I received helped me become more independent, in general / The VR services I am receiving will help me become more independent, in general.
nQ32: The VR services I received helped me become more independent, in general / The VR services I am receiving will help me become more independent, in general.

---

Question

---

Q34: The VR staff treated me with dignity and respect / The VR staff treats me with dignity and respect.

---

nQ34: The VR staff treated me with dignity and respect / The VR staff treats me with dignity and respect.

---

Q36: VR helped me reach my job goal / VR will help me reach my job goal.

---

nQ36: VR helped me reach my job goal / VR will help me reach my job goal.

---

Q38: My counselor helped/helps me gain a better understanding of my vocational skills and abilities.

---

nQ38: My counselor helped/helps me gain a better understanding of my vocational skills and abilities.

---

Q40: How satisfied would you say you are with the services provided by VR?

---

nQ40: How satisfied would you say you are with the services provided by VR?

---

Q42: Please rate how well VR services met your expectations.

---

nQ42: Please rate how well VR services met your expectations

---

Q44: Were there VR services that you expected to receive that were not provided to you?

---

Q45: Were there VR services that you expected to receive that were not provided to you?

---

Q46: All things considered, would you tell your friends with disabilities to go to the VR program for help?

---

Q47: Have you experienced any problems with VR or the services they have provided to you?

---

Q48: If Experienced Problems: What problems did you experience?

---

Q49: If Experienced Problems: Did VR work to resolve this problem?

---

Q50: What could VR do to improve the services it offers to you and others?

---

Q52: Were you informed of your rights and the steps that you could take if you had a problem with VR?

---

Q53: Were you informed that if you had a problem with VR you could address it with the Client Assistance Program?

---

Q54: Were you able to access Social Security benefits counseling through vocational rehabilitation?

---

Q55: How valuable did you find this Social Security benefits counseling?

---

nQ55 How valuable did you find this Social Security benefits counseling?

---

Q57: Were you connected to other organizations and resources that were helpful?

---

Q58: Which other organizations or resources did you find helpful?

---

Q59: Finally, these last few questions ask about what you are currently doing. Are you currently...

---

Q60: If Working: thinking about your current job, how satisfied are you with what you are doing? Would you say you are...?

---

nQ60: If Working: thinking about your current job, how satisfied are you with what you are doing? Would you say you are...?

---

Feedback From Dissatisfied Customers - Specific Categories.

---

Feedback From Dissatisfied Customers - Main Categories

---

Q61: If Dissatisfied: Why do you say that?

---

COVID1: Have you stopped looking for work or put VR services on hold due to the coronavirus pandemic?

---

COVID2: In what ways has the recent coronavirus pandemic affected your experience with Vocational Rehabilitation?

---

---

Question

---

COVID3: Did you lose or leave a job due to the coronavirus pandemic?

---

COVID4: If you lost or left your job due to the coronavirus pandemic, were you...?

---

Region

---

Gender of Customer

---

Case Status

---

Race

---

Is person of Hispanic or Latino Origin?

---

Age of Customer

---

Disability Category

---

## Advocate Survey



### 1. Please identify the nature of your advocacy focus?

- Individual advocate, not associated with any formal group or organization
- Board/Council member for organization that advocates for individuals with disabilities
- Board/Council member for a provider of services to individuals with disabilities
- Family member of individual with disabilities
- Friend of individual with disabilities

Other (please specify)

### 2. In what Region/Counties do your advocacy efforts focus? (select all that apply)

- I, WILLISTON (Divide, Williams, McKenzie)
- II, MINOT (Burke, Renville, Mountrail, Ward, McHenry, Bottineau, Pierce)
- III, DEVILS LAKE (Rolette, Towner, Cavalier, Ramsey, Benson, Eddy)
- IV, GRAND FORKS (Pembina, Walsh, Nelson, Grand Forks)
- V, FARGO (Sargent, Steele, Traill, Cass, Ransom, Richland)
- VI, JAMESTOWN (Griggs, Wells, Foster, Stutsman, Barnes, Logan, LaMoure, McIntosh, Dickey)
- VII, BISMARCK (Mercer, McLean, Sheridan, Oliver, Burleigh, Kidder, Morton, Emmons, Grant, Sioux)
- VIII, DICKINSON (Slope, Golden Valley, Billings, Dunn, Stark, Hettinger, Bowman, Adams)



3. To what extent are the employment services needed by individuals with disabilities being met by agency/service providers?

- Never
- Rarely
- Occasionally
- Frequently
- Always

4. Please mark below ALL options that best describe the disabilities around which your advocacy efforts are focused?

- Learning Disability
- Developmental Disability
- Mental Illness / Emotional Disturbance (includes depression, anxiety, etc.)
- Sensory Impairments (vision, hearing, etc.)
- Autism Spectrum Disorder (autism, Asperger's)
- Orthopedic Impairment (joint replacement, back or joint injury, paralysis, etc.)
- Traumatic Brain Injury
- Degenerative Conditions (multiple sclerosis, Parkinson's, degenerative disc disease, carpal tunnel, etc.)
- Abuse Of Drugs Or Alcohol

Other (please specify)

5. From your knowledge of individuals' disabilities and providers' abilities to offer services, please select what you believe are the top three barriers that hinder providers' ability to deliver services.

- Agency Staff Turnover
- Community Perception of People with Disabilities
- Funding For Agency Operations and Services
- Funding For Extended Services
- Funding For Staff
- Geographical Location of, or Distance To, Consumers
- Insufficient Community Services
- Staff Knowledge of Disability and Functional Limitations
- Staff Training
- VR Staff Turnover

Other (please specify)

6. Please consider the employment needs of people for whom you advocate listed below and mark the top three that are not being met.

- Assistance with Finding and/or Keeping a Job
- Vocational Guidance and Career Options
- On-Going Training, Support on the Job
- Increased Opportunities for Self-Employment
- One-On-One Job Training (Job Coaching)
- Follow-Up after Job Placement
- Benefits Planning
- Workplace Relationship Training
- Youth to Adult Transition Employment Services
- Transportation
- Assistive Technology (Such As Alternative Keyboards, Specialized Chairs, Devices, Etc.)
- Interpreter Services
- Physical and Mental Restoration Services (Such As Prosthetics, Therapy, Mental Health Counseling, Drug/Alcohol Treatment, Etc.)
- Housing
- Independent Living Skills

Other (please specify)

7. Please provide any suggestions you may have to best meet the unmet employment needs of individuals with disabilities.

The Division of Vocational Rehabilitation of the ND Department of Human Services is interested in any additional comments, questions, or suggestions. By adding comments below, you are given the same opportunity everyone else has to add valuable information that can help improve vocational rehabilitation services that you or other people receive in the future. Please take some additional time to let us know what you think.

All comments will be included in a report to state and regional staff as well as the members of the State Rehabilitation Council. There will be no way to identify you unless you share revealing information in your comments. In some cases, individuals will choose to include contact information so that feedback can be provided to their concerns on an individual basis.

# Provider Survey



1. What is the type of organization that you work for?

- Community Rehabilitation Provider (CRP)
- Triumph

Other (please specify)

2. How would you describe your current position with the organization for which you work?

- Director
- Supervisor

Other (please specify)

3. In what Region/Countries do you provide employment related services? (select all that apply)

- I, WILLISTON (Divide, Williams, McKenzie)
- II, MINOT (Burke, Renville, Mountrail, Ward, McHenry, Bottineau, Pierce)
- III, DEVILS LAKE (Rolette, Towner, Cavalier, Ramsey, Benson, Eddy)
- IV, GRAND FORKS (Pembina, Walsh, Nelson, Grand Forks)
- V, FARGO (Sargent, Steele, Traill, Cass, Ransom, Richland)
- VI, JAMESTOWN (Griggs, Wells, Foster, Stutsman, Barnes, Logan, LaMoure, McIntosh, Dickey)
- VII, BISMARCK (Mercer, McLean, Sheridan, Oliver, Burleigh, Kidder, Morton, Emmons, Grant, Sioux)
- VIII, DICKINSON (Slope, Golden Valley, Billings, Dunn, Stark, Hettinger, Bowman, Adams)



4. How many years has your organization been providing employment related services?

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

6. To what extent are the employment services needed by individuals with disabilities being met by your agency?

- Never
- Rarely
- Occasionally
- Frequently
- Always



7. How many direct service staff do you have working either full or part time?

	# Full Time	# Part Time
Less Than Six Months	<input type="text"/>	<input type="text"/>
Six Months to One Year	<input type="text"/>	<input type="text"/>
One Year to Two Years	<input type="text"/>	<input type="text"/>
Two Years to Five Years	<input type="text"/>	<input type="text"/>
Five or More Years	<input type="text"/>	<input type="text"/>

8. Please check all of the employment services your agency currently provide and any additional services you could be providing to better meet the needs of you customers.

	Currently Providing	Additional Services We Could Be Providing To Better Meet the Needs of Our Customers
Supported Employment	<input type="checkbox"/>	<input type="checkbox"/>
Situational Assessments	<input type="checkbox"/>	<input type="checkbox"/>
Job Readiness Training	<input type="checkbox"/>	<input type="checkbox"/>
Job Development Training	<input type="checkbox"/>	<input type="checkbox"/>
Job Placement and Follow-Up	<input type="checkbox"/>	<input type="checkbox"/>
Job Coaching	<input type="checkbox"/>	<input type="checkbox"/>
Workplace Relationship Training (Soft Skills)	<input type="checkbox"/>	<input type="checkbox"/>
Independent Living Skills Training	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

9. From your experience with individuals with significant disabilities, please select the top three barriers that impede your ability to provide services.

- Agency Staff Turnover
- Community Perception of People with Disabilities
- Funding For Agency Operations and Services
- Funding For Extended Services
- Funding For Staff
- Geographic Location Of, or Distance to, Consumers
- Insufficient Community Services
- Staff Knowledge of Disabilities and Functional Limitations
- Staff Training
- VR Staff Turnover

Other (please specify)

10. Please consider the employment needs listed in the table below and mark the top three that are not being met.

- Assistance with Finding and/or Keeping a Job (Supported Employment)
- Vocational Guidance and Career Options
- On-Going Training, Support on the Job
- Increased Opportunities for Self Employment
- One-On-One Job Training
- Follow-Up after Job Placement
- Benefits Planning
- Workplace Relationship Training
- Youth to Adult Transition Employment Services
- Transportation
- Assistive Technology (such as alternative keyboards, specialized chairs, devices, etc.)
- Interpreter Services
- Physical And Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment, etc.)
- Housing
- Independent Living Skills

Other (please specify)

11. What are your top three training needs?

- Job Coaching Strategies
- Marketing
- Job Readiness Training/Soft Skills
- Writing Progress Notes
- VR Process
- Working with Employers
- Reasonable Accommodation
- Disclosure
- Disabilities
- Functional Limitations As They Relate To Work
- Job Development
- Supported Employment

Other (please specify)

12. What resources do you use for training beyond your internal trainers? (check all that apply)

- Technical Assistance and Continuing Education (TACE)
- Vocational Rehabilitation (VR)
- North Dakota Association of Community Providers (NDACP)
- Minot State University

Other (please specify)

13. What would be the best way for your staff to access training? (check all that apply)

- In Person
- Webinars
- Video Conference
- Skype
- Written Materials

Other (please specify)



14. Please provide any suggestions you may have to best meet the unmet employment needs of individuals with disabilities.

The Division of Vocational Rehabilitation of the ND Department of Human Services is interested in any additional comments, questions, or suggestions. By adding comments below, you are given the same opportunity everyone else has to add valuable information that can help improve vocational rehabilitation services that you or other people receive in the future. Please take some additional time to let us know what you think.

All comments will be included in a report to state and regional staff as well as the members of the State Rehabilitation Council. There will be no way to identify you unless you share revealing information in your comments. In some cases, individuals will choose to include contact information so that feedback can be provided to their concerns on an individual basis.

# Vocational Rehabilitation Staff Survey



The Workforce Innovation and Opportunity Act (WIOA) requires the North Dakota Division of Vocational Rehabilitation (DVR) to collaborate with state and local education agencies to ensure that Pre-Employment Transition Services (Pre-ETS) are available statewide to all students with disabilities who need them. They are to be available to students in grade nine through age 21 who receive IDEA special education services or who are individuals with disabilities as defined in Section 504 of the Rehabilitation Act of 1973, as amended.

The five Pre-ETS required activities are:

- Job exploration counseling
- Work-based learning experiences
- Workplace readiness training
- Postsecondary education counseling
- Instruction in self-advocacy

The purpose of this survey is to learn which of these Pre-ETS students with disabilities are currently receiving and to identify those that are in need of development or expansion. We appreciate you taking the time to complete this survey.

## 1. What VR Team are you on?



## 2. What district(s) do you serve? (select all that apply)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Alexander 2           | <input type="checkbox"/> Hazelton-Moffit-Braddock 6 | <input type="checkbox"/> New Town 1        |
| <input type="checkbox"/> Anamoose 14           | <input type="checkbox"/> Hazen 3                    | <input type="checkbox"/> Newburg-United 54 |
| <input type="checkbox"/> Apple Creek 39        | <input type="checkbox"/> Hebron 13                  | <input type="checkbox"/> North Border 100  |
| <input type="checkbox"/> Ashley 9              | <input type="checkbox"/> Hettinger 13               | <input type="checkbox"/> North Sargent 3   |
| <input type="checkbox"/> Bakker 10             | <input type="checkbox"/> Hillsboro 9                | <input type="checkbox"/> North Star 10     |
| <input type="checkbox"/> Barnes County North 7 | <input type="checkbox"/> Hope 10                    | <input type="checkbox"/> Northern Cass 97  |
| <input type="checkbox"/> Beach 3               | <input type="checkbox"/> Horse Creek 32             | <input type="checkbox"/> Northwood 129     |
| <input type="checkbox"/> Belcourt 7            | <input type="checkbox"/> Jamestown 1                | <input type="checkbox"/> Oakes 41          |
| <input type="checkbox"/> Belfield 13           | <input type="checkbox"/> Kenmare 28                 | <input type="checkbox"/> Oberon 16         |

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Beulah 27            | <input type="checkbox"/> Kensal 19            | <input type="checkbox"/> Page 80               |
| <input type="checkbox"/> Billings Co 1        | <input type="checkbox"/> Kidder County 1      | <input type="checkbox"/> Park River Area 8     |
| <input type="checkbox"/> Bismarck 1           | <input type="checkbox"/> Killdeer 16          | <input type="checkbox"/> Parshall 3            |
| <input type="checkbox"/> Bottineau 1          | <input type="checkbox"/> Kindred 2            | <input type="checkbox"/> Pingree-Buchanan 10   |
| <input type="checkbox"/> Bowbells 14          | <input type="checkbox"/> Kulm 7               | <input type="checkbox"/> Powers Lake 27        |
| <input type="checkbox"/> Bowman Co 1          | <input type="checkbox"/> Lakota 66            | <input type="checkbox"/> Richardton-Taylor 34  |
| <input type="checkbox"/> Burke Central 36     | <input type="checkbox"/> LaMoure 8            | <input type="checkbox"/> Richland 44           |
| <input type="checkbox"/> Carrington 49        | <input type="checkbox"/> Landgon Area 23      | <input type="checkbox"/> Rolette 29            |
| <input type="checkbox"/> Cavalier 6           | <input type="checkbox"/> Larimore 44          | <input type="checkbox"/> Roosevelt 18          |
| <input type="checkbox"/> Center-Stanton 1     | <input type="checkbox"/> Leeds 6              | <input type="checkbox"/> Rugby 5               |
| <input type="checkbox"/> Central Cass 17      | <input type="checkbox"/> Lewis and Clark 161  | <input type="checkbox"/> Sargent Central 6     |
| <input type="checkbox"/> Central Elem 32      | <input type="checkbox"/> Lidgerwood 28        | <input type="checkbox"/> Sawyer 16             |
| <input type="checkbox"/> Central Valley 3     | <input type="checkbox"/> Linton 36            | <input type="checkbox"/> Scranton 33           |
| <input type="checkbox"/> Dakota Prairie 1     | <input type="checkbox"/> Lisbon 19            | <input type="checkbox"/> Selfridge 8           |
| <input type="checkbox"/> Devils Lake 1        | <input type="checkbox"/> Litchville-Marion 46 | <input type="checkbox"/> Solen 3               |
| <input type="checkbox"/> Dickinson 1          | <input type="checkbox"/> Little Heart 4       | <input type="checkbox"/> South Heart 9         |
| <input type="checkbox"/> Divide County 1      | <input type="checkbox"/> Lone Tree 6          | <input type="checkbox"/> South Prairie 70      |
| <input type="checkbox"/> Drake 57             | <input type="checkbox"/> Maddock 9            | <input type="checkbox"/> St John 3             |
| <input type="checkbox"/> Drayton 19           | <input type="checkbox"/> Mandan 1             | <input type="checkbox"/> St Thomas 43          |
| <input type="checkbox"/> Dunseith 1           | <input type="checkbox"/> Mandaree 36          | <input type="checkbox"/> Stanley 2             |
| <input type="checkbox"/> Earl 18              | <input type="checkbox"/> Manning 45           | <input type="checkbox"/> Starkweather 44       |
| <input type="checkbox"/> Edgeley 3            | <input type="checkbox"/> Marvel 125           | <input type="checkbox"/> Sterling 35           |
| <input type="checkbox"/> Edmore 2             | <input type="checkbox"/> Maple Valley 4       | <input type="checkbox"/> Strasburg 15          |
| <input type="checkbox"/> Eight Mile 6         | <input type="checkbox"/> Mapleton 7           | <input type="checkbox"/> Surrey 41             |
| <input type="checkbox"/> Elgin-New Leipzig 49 | <input type="checkbox"/> Marmarth 12          | <input type="checkbox"/> Sweet Briar 17        |
| <input type="checkbox"/> Ellendale 40         | <input type="checkbox"/> Max 50               | <input type="checkbox"/> TGU 60                |
| <input type="checkbox"/> Emerado 127          | <input type="checkbox"/> May-Port CG 14       | <input type="checkbox"/> Thompson 61           |
| <input type="checkbox"/> Enderlin Area 24     | <input type="checkbox"/> McClusky 19          | <input type="checkbox"/> Tioga 15              |
| <input type="checkbox"/> Fairmount 18         | <input type="checkbox"/> McKenzie Co 1        | <input type="checkbox"/> Turtle Lake-Mercer 72 |
| <input type="checkbox"/> Fargo 1              | <input type="checkbox"/> Medina 3             | <input type="checkbox"/> Twin Buttes 37        |
| <input type="checkbox"/> Fessenden-Bowdon 25  | <input type="checkbox"/> Menoken 33           | <input type="checkbox"/> Underwood 8           |
| <input type="checkbox"/> Finley-Sharon 19     | <input type="checkbox"/> Midkota 7            | <input type="checkbox"/> United 7              |

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Flasher 39               | <input type="checkbox"/> Midway 128                 | <input type="checkbox"/> Valley City 2       |
| <input type="checkbox"/> Fordville-Lankin 5       | <input type="checkbox"/> Milnor 2                   | <input type="checkbox"/> Valley-Edinburg 118 |
| <input type="checkbox"/> Ft Ransom 6              | <input type="checkbox"/> Minnewaukan 5              | <input type="checkbox"/> Velva 1             |
| <input type="checkbox"/> Ft Totten 30             | <input type="checkbox"/> Minot 1                    | <input type="checkbox"/> Wahpeton 37         |
| <input type="checkbox"/> Ft Yates 4               | <input type="checkbox"/> Minot AFB 160              | <input type="checkbox"/> Warwick 29          |
| <input type="checkbox"/> Gackle-Streeter 56       | <input type="checkbox"/> Minto 20                   | <input type="checkbox"/> Washburn 4          |
| <input type="checkbox"/> Garrison 51              | <input type="checkbox"/> Mohall-Lansford-Sherwood 1 | <input type="checkbox"/> West Fargo 6        |
| <input type="checkbox"/> Glen Ullin 48            | <input type="checkbox"/> Montpelier 14              | <input type="checkbox"/> Westhope 17         |
| <input type="checkbox"/> Glenburn 26              | <input type="checkbox"/> Mott-Regent 1              | <input type="checkbox"/> White Shield 85     |
| <input type="checkbox"/> Goodrich 16              | <input type="checkbox"/> Mt Pleasant 4              | <input type="checkbox"/> Williston 1         |
| <input type="checkbox"/> Grafton 3                | <input type="checkbox"/> Munich 19                  | <input type="checkbox"/> Wilton 1            |
| <input type="checkbox"/> Grand Forks 1            | <input type="checkbox"/> Napoleon 2                 | <input type="checkbox"/> Wing 28             |
| <input type="checkbox"/> Grand Forks AFB 140      | <input type="checkbox"/> Naughton 25                | <input type="checkbox"/> Wishek 19           |
| <input type="checkbox"/> Grenora 99               | <input type="checkbox"/> Nedrose 4                  | <input type="checkbox"/> Wolford 1           |
| <input type="checkbox"/> Griggs County Central 18 | <input type="checkbox"/> Nesson 2                   | <input type="checkbox"/> Wyndmere 42         |
| <input type="checkbox"/> Halliday 19              | <input type="checkbox"/> New 8                      | <input type="checkbox"/> Yellowstone 14      |
| <input type="checkbox"/> Hankinson 8              | <input type="checkbox"/> New England 9              | <input type="checkbox"/> Zeeland 4           |
| <input type="checkbox"/> Harvey 38                | <input type="checkbox"/> New Rockford-Sheyenne 2    |  |
| <input type="checkbox"/> Hatton Eielson 7         | <input type="checkbox"/> New Salem-Almont 49        |  |
| <input type="checkbox"/> Other (please specify)   |   |  |

3. In your opinion, does the school district(s) you serve offer **Job Exploration Counseling** to students with disabilities? Examples of Job Exploration Counseling may include information regarding: a) in-demand industries and occupations; b) labor market information; c) careers of interest; and d) interest inventories. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by a VR staff
- No this is not offered
- Other - Write In (Required)

4. What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service



5. In your opinion, does the school district(s) you serve offer **Work Based Learning Experiences**? Examples of Work Based Learning include opportunities in-school, after school, or outside the school setting. They may include: a) coordinated informational interviews; b) work-site tours; c) job shadowing; d) mentoring; e) internships. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by a VR staff
- No this is not offered
- Other - Write In (Required)

6. What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service



7. In your opinion, does the school district(s) you serve offer **Workplace Readiness Training**? Workplace Readiness Training aims to develop social and independent living skills necessary to prepare for employment and may include: a) communication and interpersonal skills; b) financial literacy; c) job seeking skills; and d) soft skills training. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

8. What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service

9. In your opinion, does the school district(s) you serve offer **Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs**? Examples may include providing information on: a) career options; b) types of academic and occupational training needed to succeed in the workplace; and c) postsecondary opportunities associated with career fields. Additional examples include: a) providing information about college application and admission processes; and b) completing the FAFSA. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

10. What is your best estimate of the percentage of transition students with a disability that receive this service in the district(s) you serve?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service

11. In your opinion, does the school district(s) you serve offer **instruction in self-advocacy**? Examples may include: a) learning about rights and responsibilities; b) learning how to request accommodations or services and supports; c) mentoring opportunities; and d) participation in leadership activities. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

12. What is your best estimate of the percentage of transition students with a disability receive this service in the district(s) you serve?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service

# School District Survey



The Workforce Innovation and Opportunity Act (WIOA) requires the North Dakota Division of Vocational Rehabilitation (DVR) to collaborate with state and local education agencies to ensure that Pre-Employment Transition Services (Pre-ETS) are available statewide to all students with disabilities who need them. They are to be available to students in grade nine through age 21 who receive IDEA special education services or who are individuals with disabilities as defined in Section 504 of the Rehabilitation Act of 1973, as amended.

The five Pre-ETS required activities are:

- Job exploration counseling
- Work-based learning experiences
- Workplace readiness training
- Postsecondary education counseling
- Instruction in self-advocacy

The purpose of this survey is to learn which of these Pre-ETS students with disabilities are currently receiving and to identify those that are in need of development or expansion. We appreciate you taking the time to complete this survey.

1. What School District do you represent?



2. Does your District offer **Job Exploration Counseling** to students with disabilities? Examples of Job Exploration Counseling may include information regarding: a) in-demand industries and occupations; b) labor market information; c) careers of interest; and d) interest inventories. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by a VR staff
- No this is not offered
- Other - Write In (Required)

3. What is the approximate percentage of transition students with a disability that receive this service in your district?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service



4. Does your District provide **Work Based Learning Experiences**? Examples of Work Based Learning include opportunities in-school, after school, or outside the school setting. This may include: a) coordinated informational interviews; b) work-site tours; c) job shadowing; d) mentoring; e) internships. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by a VR staff
- No this is not offered
- Other - Write In (Required)

5. What is the approximate percentage of transition students with a disability that receive this service in your district?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service

6. Does your District provide **Workplace Readiness Training**? Workplace Readiness Training aims to develop social and independent living skills necessary to prepare for employment and may include: a) communication and interpersonal skills; b) financial literacy; c) job seeking skills; and d) soft skills training. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

7. What is the approximate percentage of transition students with a disability that receive this service in your district?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service

8. Does your District provide **Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs**? Examples may include providing information on: a) career options; b) types of academic and occupational training needed to succeed in the workplace; and c) postsecondary opportunities associated with career fields. Additional examples include: a) providing information about college application and admission processes; and b) completing the FAFSA. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

9. What is the approximate percentage of transition students with a disability that receive this service in your district?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service



10. Does your District provide **instruction in self-advocacy**? Examples may include: a) learning about rights and responsibilities; b) learning how to request accommodations or services and supports; c) mentoring opportunities; and d) participation in leadership activities. (select all that apply)

- Yes this is provided by District staff
- Yes this is provided through an online or electronic application
- Yes this is provided by VR staff
- No this is not offered
- Other - Write In (Required)

11. What is the approximate percentage of transition students with a disability that receive this service in your district?

- 75% - 100%
- 50% - 74%
- 25% - 49%
- 24% or less
- We do not provide this service



12. Does your District use an "online career information system" with students? (Definition of "online career information system": An internet-based exploration tool that combines career, educational and labor market information and allows students to develop a personal portfolio.)

- Yes
- No

## Appendix Four: Consumer Responses to Assess Unmet Need

Responses (verbatim) to Question 12, "Please provide any suggestions you may have to best meet the unmet employment needs of individuals with disabilities."

\*All surveys are Survey Monkey surveys.

### 2017 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
1	don't have VR case managers - - - - about caseloads as soon as try to sign up. Pre-employment is a contract is limited to what the contract is and that gets cut. Your survey does not include any option for students that should be served under IDEA.
2	Stop offering only volunteer unpaid jobs for disabled kids. They are not free labor. They need to learn about hard work earns money and then how to apply that money in life. Plus offer job coaching to kids under 21.
3	My needs are not being met. I have been working with Fargo VR for two years and all they do is give me the run around. They will not provide any equipment to keep me employed. They do nothing in the way of service. They make you jump through a lot of hoops so they look like they are doing something. Terrible funding for VR should be shut down.

## Appendix Five: Provider Responses

Responses (verbatim) to Question 9, "From your experience with individuals with significant disabilities, please select the top three barriers that impeded your ability to provide services."

\*All surveys are Survey Monkey surveys.

### 2020 PROVIDER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
1	Lack of Jobs that the individuals are interested in
2	Transportation

Responses (verbatim) to Question 14, "Please provide any suggestions you may have to best meet the unmet employment needs of individuals with disabilities."

\*All surveys are Survey Monkey surveys.

**2020 PROVIDER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS**

ID	Comments
1	We believe that there are some gaps in services that affect people who do not qualify for Residential and Rep Payee services.
2	Funding for extended services is limited and can be complicated, especially when other service sectors are in play. Overhead costs for providing VR funded services do not account for the full operating costs for providers: transportation, report writing time, report processing time, time spent working on behalf of an individual (such as meetings with program coordinators and other professional staff, emails, phone calls, texts, team meetings) these "added times" are not accounted for and add up to increased expenses.
3	The High School Transition programs need to focus on transferable skills and hours outside of the normal school day as employment isn't only from an 8-4 day.

## Appendix Six: Advocate Responses

Responses (verbatim) to Question 5, “From your knowledge of individuals' disabilities and providers' abilities to offer services, please select what you believe are the top three barriers that hinder providers' ability to deliver services.”

\*All surveys are Survey Monkey surveys.

### 2020 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
1	rural communities struggle with opportunities
2	Inability to recruit personnel
3	MH/SU symptoms are not stable and yet employment is part of recovery
4	bureaucratic barriers/paperwork
5	Businesses willing to hire those with disabilities - a community training program for businesses dealing with the above challenges

Responses (verbatim) to Question 7, "Please provide any suggestions you may have to best meet the unmet employment needs of individuals with disabilities."

\*All surveys are Survey Monkey surveys.

**2020 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS**

ID	Comments
1	Thank you for your tireless work!
2	I think more outreach is needed so people know about Vocational Rehab programs and what they do to help. Perhaps using technology to reach rural settings when adding new clients would help. Since we are so spread out in ND. Many people I know don't know about Voc Rehab so get yourselves out there on Twitter and Facebook more as well. It's cheap and free advertising and you will be reaching out to people.
3	So many of the people I work with struggle with their finances and getting back on track. They have limited means of transportation and it's a barrier for them when their level of motivation is low due to their brain disease. Having access to supports would be beneficial.
4	For those that are not in recovery or stable in their symptoms, is it possible to still serve them through VR as employment is apart of recovery. Often times, employment is not addressed until there is stability which then puts up some barriers for support for employment; when employment can play a vital role in gaining more stability through meaningful activity.
5	There needs to be more money available for provision of services to support those individuals that are following through the cracks. Many people with Autism Spectrum Disorders do not qualify for DD services and thus do not qualify for supported employment. They do not have Medicaid waived services and thus do not have a funding source available to pay for the supports needed to obtain and maintain employment. For individuals that may have significant mental and behavioral health problems, there is not enough money allocated to support the individual in a working environment.
6	The need for more job Coaches
7	The need for more job Coaches
8	In smaller communities, job options can be much more limited. It would be great to have training for businesses regarding employing people with disabilities to address their questions and concerns. I feel that addressing some of their hesitations would ultimately increase the number of people with disabilities that they would hire. Also, if support staff were more consistent instead of having such high turnover (VR, job coaches, other support staff), I feel that job seekers would find jobs more quickly, and be more successful with keeping their jobs.

<p>9</p>	<p>I believe Voc Rehab is an excellent resource for individuals with disabilities. The population I work with are folks with Drug and Alcohol addictions, mental illness and I also do contract work, one day per week, through my employer, that has folks who have those same disabilities, as well as TBI. I just want to give a shout out to Dickinson Voc Rehab, who helped me, four years ago, to achieve my goals. I am a recovering drug addicted alcohol (8 1/2 years clean, now), who also has diagnosis of anxiety and depression. My Voc Rehab Counselor (Becki Hoff), worked with me to establish my career goals, get back into college (I had a 4 year B.S in Psych from 20 years ago), and provided me with resources to do this. Dickinson VR assisted me in funding for tuition, books, transportation and housing, while I drove back and forth from my home 90 miles from here, to school and to assist me in obtaining my training hours. I am happy to say, I was able to become a Licensed Addiction Counselor, at this agency, have been here almost 2 years, and I believe I am doing a pretty good job. Voc Rehab changes lives. What I like about Voc Rehab, is they offered guidance and support, and believed in me. However, I had to do my part, by going to school, completing the training and following through with what I needed to do and most importantly stay sober</p>
<p>10</p>	<p>The clientele I work with struggle with transportation to find/sustain employment. They may need additional emotional support and training while on the job just to make sure they are okay. Training on interviewing skills and knowing how to stand up for themselves on the job would be helpful. They need a coach to encourage them they can strive for more than minimum wage.</p>

## Appendix Seven: Vocational Rehabilitation Staff Responses

Responses (verbatim) to Question 7, “In your opinion, does the school district(s) you serve offer Workplace Readiness Training?”

\*All surveys are Survey Monkey surveys.

### 2020 VR STAFF SURVEY COMMENTS

ID	Comments
1	I am not sure.
2	Independence Inc. provides through VR paid contracts
3	Pre-ets-Independence Inc.

Responses (verbatim) to Question 11, “In your opinion, does the school district(s) you serve offer instruction in self-advocacy?”

\*All surveys are Survey Monkey surveys.

### 2020 VR STAFF SURVEY COMMENTS

ID	Comments
1	I am not sure.
2	Independent Living Center Provides at the School

## Appendix Eight: Response Tables of Secondary Analysis of Market Decisions Data

Question : "What could be done to improve the services offered to you and others?"

\*Market Decisions Data

Category-Detail	N	Per cent	Category-Detail	N	Per cent
None, Nothing	374	49.5 %			
Unsure	170	22.5 %	STAFF--Help customer meet goal, work with customer	6	0.8%
COMMUNICATION--Need more contact, more frequent contact, more support	17	2.3 %	ACCESS--Expand program to other locations, re-open office nearby	5	0.7%
COMMUNICATION - Better communication needed (in general)	14	1.9 %	STAFF—Listen to customer, understand needs, wants, ability	5	0.7%
INFORMATION--Advertise services, explain available services	9	1.2 %	SERVICES—Speed up process, provide services quicker	5	0.7%
WORK—Help customer find a job, provide more job opportunities	8	1.1 %	WORK - Help client get a job, provide more job options	4	0.5%
FINANCIAL SUPPORT – Provide Financial Support	8	1.1 %	STAFF—Need more counselors or staff, understaffed, counselors are overworked, overwhelmed	4	0.5%
EXPAND SERVICES—Need more services, programs, providers	7	1.0 %	STAFF—Counselor was not helpful or supportive	4	0.5%
STAFF—Need to tailor program to individual needs and get to know each customer	7	1.0 %	COMMUNICATION - Need to follow up more often	4	0.5%
COMMUNICATION—Return calls or emails, follow up	7	1.0 %	OTHER	3	0.4%

<b>Category-Detail</b>	<b>N</b>	<b>Per cent</b>	<b>Category-Detail</b>	<b>N</b>	<b>Percent</b>
STAFF—Changing counselors, switching too much, causes problems	6	0.8 %	EXPAND SERVICES—More services needed to help with plan or career goals	3	0.4%
COMMUNICATION—Follow through on promises made, what staff says they will do	3	0.4 %	STAFF—Need ongoing training for staff	2	0.3%
COMMUNICATION – Improve Communication	3	0.4 %	STAFF—They are too busy, they have large caseloads	2	0.3%
INFORMATION – Increase awareness of program to help more people	3	0.4 %	SERVICES—Time lag to get services, appointments	2	0.3%
STAFF - More qualified staff, knowledge of disabilities, services	2	0.3 %	COMMUNICATION—Answer the phone	1	0.1%
SUPPORT—Need more guidance, support, explanation	2	0.3 %	SUPPORT—Counselor needs to make more effort, customer does all the work	1	0.1%
Information—Need more information about services offered, not enough information provided	2	0.3 %	EXPAND SERVICES—Do not qualify for services	1	0.1%
COMMUNICATION—Broken promises, no follow through	2	0.3 %	ACCESS—Greater accessibility of the VR office	1	0.1%
SERVICES—Didn't receive needed job shadowing	2	0.3 %	SERVICES—Have no counselor, not assigned counselor	1	0.1%
ACCESS—More offices or locations, expand hours of operation	2	0.3 %	SERVICES—Integrate all state services	1	0.1%
STAFF—Need additional training for staff	2	0.3 %	WORK—J Jobs not accessible, available in area	1	0.1%
COMMUNICATION—Need more effort allotted to follow-up by counselor	2	0.3 %	FORMS—Lots of paperwork, too long, make it shorter	1	0.1%
SUPPORT—Did not achieve goal, working on, need guidance	2	0.3 %	SUPPORT—Meet customer's needs, work closely with customer	1	0.1%

<b>Category-Detail</b>	<b>N</b>	<b>Per cent</b>	<b>Category-Detail</b>	<b>N</b>	<b>Per cent</b>
COMMUNICATION— Easy able to reach counselor with no problems	2	0.3 %	ACCESS—Need new location that meets customers' needs	1	0.1%
EXPAND SERVICES— More job training, more options for job training	2	0.3 %	COMMUNICATION— Need to schedule alternative dates for meetings	1	0.1%
POSITIVE—Program, information very clear, easy, no problems	1	0.1 %	STAFF— More thorough supervision of staff, management of services	1	0.1%
EXPAND SERVICES— Provide more services, providers, resources	1	0.1 %	SERVICES— Need major changes in VR program, revamp VR program	1	0.1%
SERVICES—Services offered by VR were not effective	1	0.1 %	WORK—Need or use adaptive equipment	1	0.1%
COMMUNICATION-- Should be answering phones, want to speak to person	1	0.1 %	EXPAND SERVICES— Need stronger network of outside service providers, other agencies, businesses, doctors	1	0.1%
COMMUNICATION— Better communication with employers, observe at work	1	0.1 %	FORMS— Needed help in filling out forms	1	0.1%
COMMUNICATION— Calls, mail not returned for days, weeks, had to wait too long for return call	1	0.1 %	ACCESS—Online services, computer	1	0.1%
COMMUNICATION— Counselor broke promises	1	0.1 %	POSITIVE—Positive experience or satisfied	1	0.1%
SUPPORT—Counselor could have done more to help me	1	0.1 %	EXPAND SERVICES— Reduce counselor to customer ratio, hire more staff	1	0.1%
STAFF—Counselor is not reliable, late for appointments, no shows	1	0.1 %	SERVICES—Slow approval process, waiting for help	1	0.1%
CONTROL—Had no control over experience, told me what to do	1	0.1 %	ACCESS—Transportation in general, do not have transportation, need transportation	1	0.1%

Category-Detail	N	Per cent	Category-Detail	N	Per cent
STAFF—Issues with job coach	1	0.1 %	COMMUNICATION—VR did not follow through on original plan	1	0.1%
ACCESS--Make transportation more available	1	0.1 %	EXPAND SERVICES— More funding needed to expand and improve program, services	1	0.1%
EXPAND SERVICES— More testing, assessment to determine ability, interest	1	.01 %			
<b>Total</b>				755	100%