

VOCATIONAL REHABILITATION

Triennial Needs Assessment

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DHS Decision Support Services

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 paper-based and electronic surveys from the main stakeholder groups (people with disabilities, representatives of employment services providers for people with disabilities, and advocates of people with disabilities.)

Population Estimates

Analysis of U.S. Census data shows that North Dakota has a slightly lower prevalence (10.5%) to the U.S. as a whole (12.1%) of non-institutionalized people who state they have a disability according to the

2012 American Community Survey (ACS). According to ACS data, the employment rate of individuals with disabilities in ND (53.0%) is significantly higher than in the U.S. (33.5%). This may be due to the fact that ND'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 85.9%.

According to the ACS data, in North Dakota a higher percentage of individuals with a disability (21.4%) live below the poverty rate than individuals without a disability (7.3%). In the U.S. 28.4% of individuals with a disability live below the poverty rate compared to 12.4% of individuals without a disability. In North Dakota, 13.5% of individuals with a disability are receiving Supplemental Security Income (SSI) compared to 19.9% of individuals with a disability in the U.S.

Surveys

Researchers solicited information from four primary stakeholder groups: (a) people being served by DVR; (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 fifteen specific employment needs and whether those needs were being met. Finally the survey asked respondents to provide any suggestions they have to best meet the employment needs of individuals with disabilities through an open-ended question.

Two hundred and sixty-six consumer surveys were received. Male and female respondents were equally split at 48.5%, and 46.7% were between 18 and 24 years of age. The highest percentage of respondents was from the Bismarck region and 43.2% has at least some college education. When asked which

disability types best described their disability, the highest percentage of respondents identified themselves as having a Learning Disability (44.1%) followed by Mental Illness / Emotional Disturbance (28.7%).

When asked if their employment needs were being met, a higher percentage of respondents said that their needs have always or frequently been met by providers (49.6%) compared to those that said their needs were occasionally met (21.4%) and rarely or never met (19.5%).

The most commonly identified employment needs not being met were workplace relationship training (15.5%), assistance with finding and/or keeping a job (13.4%), and on-going training/support on the job (13.1%). Approximately 52.4% of respondents said all their needs were being met. An additional 27 people selected “Other” and added an open-ended response. The most common employment needs identified in the open ended responses included:

- Funding for education
- Education support (e.g. tutoring)

The average respondent identified 1.2 employment needs that were not being met. Of the respondents that had at least one employment need not being met, the average respondent had 4.1 employment needs that were unmet. A majority (52.4%) of consumer respondents did not identify any unmet employment needs, but the respondents that had unmet employment needs had multiple unmet needs.

Transition-age respondents (18-24 years old) did not have strongly ranked employment needs; with none of the employment needs above twenty percent. This population of respondents also had a lower average number of employment service needs not being met than respondents 25 years of age and older (0.9 compared to 1.5). A lower percentage of transition-age respondents (9.1%) say their employment needs are never met than respondents 25 years of age and older (17.4%).

After categorizing the types of disabilities into subgroups, respondents with a disability type in the subgroup “Mental Health Impairments” had the highest average number of unmet employment needs (2.0). When only respondents with at least one unmet employment need were included in the analysis “Mental Health Impairment” still had the highest number of unmet needs (4.9) and sensory impairments had the lowest number of unmet employment needs (0.2).

Across every disability subgroup, the following employment needs were identified by every disability subgroup:

- Assistance with Finding and/or Keeping a Job
- On-Going Training, Support on the Job

Provider and Advocate Surveys

Sixty-seven provider surveys and three hundred forty-eight advocate surveys were returned by November 14, 2014.

Fewer advocate respondents said agency/service providers were meeting the employment needs of individuals with disabilities than provider respondents. Forty-seven percent of advocates said agencies always or frequently met the needs of individuals compared to 61.6% of providers.

Providers were asked from a list of employment services, which their agency currently provides and which additional services it could be providing to better meet their customers' needs. Approximately 60% of agencies provided situational assessments and workplace relationship training (Soft Skills). Approximately 57% of agencies provided job readiness training, and job placement and follow up. Providers identified job readiness training and independent living skills (15.0%), and support employment (12.5%) 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:

- Funding for Agency Operations and Services
- Funding for Staff
- Funding for Extended Services

Both providers and advocates were asked to select the top three employment needs that are not being met. The highest percent of provider respondents (48.6%) identified transportation as an employment need not being met. On-going training and support on the job was the second need (28.6%). The third most selected employment need not being met was tied at 22.9% between assistance with finding and/or

keeping a job, and workplace relationship training. The least selected employment needs were increased opportunities for self-employment, and benefits planning.

In comparison, the highest number of advocate respondents also identified transportation (41.4%) as a top barrier, followed by assistance with finding and/or keeping a job (38.4%). The third most selected employment need identified by advocates was housing (34.7%). The least selected employment need identified by advocates was interpreter.

Employer Survey

All employer surveys were submitted online. However, due to a small sample size no meaningful conclusions could be drawn.

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 2014 DVR completed a series of assessment activities to determine the employment services needs of individuals with disabilities. These activities included: surveys to DVR consumers, representatives of organizations that provide employment services to individuals with disabilities; people advocating for individuals with disabilities; and individuals with disabilities that could benefit from employment-

related services. 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. Administer paper-based and electronic surveys to the main stakeholder groups (people with disabilities, representatives of employment services for people with disabilities, and advocates of 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:

- 2012 American Community Survey
- 2012 Disability Status Report North Dakota
- 2012 Disability Status Report United States
- Current Population Survey
- Bureau of Labor Statistics Data

At the time the comprehensive statewide needs assessment report was prepared, the 2012 data were the most recent ACS data available for North Dakota in the Disability Status Reports. The Current Population Survey was also used as a primary source of population data. The Bureau of Labor Statistics Data was used as a primary source for unemployment rates.

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. Different data sources have differing definitions for disabilities. Some areas of North Dakota’s population are changing rapidly and the changes may not be represented in the U.S. Census Bureau estimates.

Individuals with Disabilities in North Dakota and the United States

According to the 2012 American Community Survey, there were 72,700 persons with a disability in North Dakota (Table 1.1). This is 10.5% of the state population. The national average indicates 12.1% 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
72,702	10.5%	37,627,800	12.1%

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 11.0% and the percentage of females with a disability was 10.0%. The percentage of males and females with a disability nationwide was 12.0% and 12.3%, respectively. Approximately 53.0% 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
MALE	39,000	11.0%	18,138,200	12.0%
4 years and younger*	100	0.4%	89,800	0.9%
5 to 15 years	2,200	4.6%	1,531,200	6.6%
16 to 20 years	1,600	6.0%	695,000	6.2%
21 to 64 years	20,600	9.6%	9,463,600	10.7%
65 to 74 years	5,900	24.7%	2,888,700	26.8%
75 years and older	8,600	46.7%	3,499,900	47.5%
FEMALE	33,700	10.0%	19,489,600	12.3%
4 years and younger*	100	0.5%	73,100	0.8%
5 to 15 years	200	4.5%	862,100	3.9%
16 to 20 years	1,100	4.4%	520,200	4.8%
21 to 64 years	14,200	7.4%	9,426,500	10.2%
65 to 74 years	4,900	19.0%	3,070,600	25.2%
Female 75 years and older	11,200	42.7%	5,537,200	51.3%
*Only two sensory disability questions were asked of this population.				
Source: U.S. Census Bureau, 2012, American Community Survey				

Table 1.3 illustrates the percentage of working age people by race or ethnicity that have a disability for North Dakota and the United States. In North Dakota, 7.7% 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 the “other” category.

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

	North Dakota		United States	
	Total	Percent*	Total	Percent*
White	31,200	8.5%	13,792,400	10.2%
Native American or Alaskan Native	1,500	7.7%	257,500	17.6%
Black/African American**	700	10.1%	3,177,500	14.2%
Asian**	0	0.0%	431,200	4.3%
Other	14,000	17.8%	1,231,600	9.9%
Hispanic or Latino	400	5.7%	2,401,000	8.3%
*The percentage of the race with a disability				
**Estimate based on small sample size				
Source: U.S. Census Bureau, 2012, 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 5.2%. The smallest percentage of individuals (1.6%) had a self-care or visual 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
Total Population with a Disability	72,700	10.5%	37,627,800	12.1%
Ambulatory	33,700	5.2%	20,008,400	6.9%
Independent Living	24,200	4.3%	13,877,000	5.6%
Cognitive	24,800	3.8%	14,315,000	4.9%
Hearing	26,000	3.8%	10,511,400	3.4%
Visual	10,800	1.6%	6,670,300	2.2%
Self-Care	10,000	1.6%	7,711,400	2.7%
Source: U.S. Census Bureau, 2012, American Community Survey				

North Dakota, as of December 2013, has a civilian labor population of 396,905 people. North Dakota has an unemployment rate of 2.7%, the lowest in the United States. In 2012, 6.0% of North Dakotans between 21 and 64 years of age reported a work limitation and 9.6% reported having a disability. 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 53.0% compared to 85.9% for working-age people without a disability. In North Dakota, individuals with a self-care disability had the lowest employment rate (21.1%).

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

	North Dakota	United States
WITH A DISABILITY	53.0%	33.5%
Hearing	69.9%	50.2%
Visual	67.2%	37.7%
Ambulatory	49.8%	24.1%
Cognitive	44.9%	23.2%
Independent Living	28.5%	15.7%
Self-Care	21.1%	16.2%
WITHOUT A DISABILITY	85.9%	76.3%
Source: U.S. Census Bureau, 2012, American Community Survey		

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 10.1%, compared to 17.9% 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 visual disability (20.3%).

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

	North Dakota	United States
WITH A DISABILITY	10.1%	10.8%
Visual	20.3%	12.3%
Hearing	13.4%	13.4%
Independent Living	7.2%	5.6%
Cognitive	6.3%	10.5%
Ambulatory	1.1%	7.1%
Self-Care	0.0%	4.7%
WITHOUT A DISABILITY	17.9%	27.5%
Source: U.S. Census Bureau, 2012, American Community Survey		

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 21.4%, compared to 7.3% for individuals without a disability. The poverty rate of individuals in the United States with a disability is 28.4%, compared to 12.4% for individuals without a disability.

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

	North Dakota	United States
Total Population	11.9%	15.4%
With a Disability	21.4%	28.4%
Without a Disability	7.3%	12.4%
Source: U.S. Census Bureau, 2012, American Community Survey		

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, 13.5% of individuals with a disability received SSI, compared to 19.9% in the United States. In North Dakota, the highest percentage of individuals receiving SSI had a self-care disability (36.5%).

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

	North Dakota		United States	
	Total	Percent	Total	Percent
Total Population with a Disability	4,700	13.7%	3,767,200	19.9%
Self-Care	1,500	36.5%	1,005,700	28.8%
Independent Living	3,200	30.3%	2,058,200	30.6%
Cognitive	2,800	19.9%	2,167,000	28.0
Ambulatory	2,100	13.4%	2,181,600	22.1%
Visual	900	13.2%	609,100	18.5%
Hearing	400	4.1%	469,800	12.2%
Source: U.S. Census Bureau, 2012, American Community Survey				

Table 1.9 illustrates the percentage of individuals in North Dakota and the United States by education level and disability type. In North Dakota, 14.5% of individuals with a disability had a bachelor’s degree, compared to 31.1% of individuals without a disability. Cognitive disability had the lowest percentage of people with a bachelor’s degree. Approximately 38.7% individuals with a disability had at least some college, compared to 41.2% of individuals without a disability. Of individuals with a disability, those with a hearing disability had the highest percentage of individuals with at least some college (48.3%). The disability type with the lowest percentage of individuals with at least some college was those with an independent living disability (29.3%).

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
High School Diploma – With Disability	12,000	34.3%	6,501,300	34.4%
Independent Living	4,700	45.0%	2,443,300	36.4%
Visual	2,800	42.2%	1,060,500	32.3%
Self-Care	1,400	34.2%	1,193,500	34.2%
Cognitive	4,700	34.1%	2,762,700	35.7%
Ambulatory	5,300	34.3%	3,427,000	34.7%
Hearing	2,800	28.3%	1,284,800	33.3%
Some College/Associate’s Degree – With Disability	13,500	38.7%	5,854,900	31.0%
Hearing	4,900	48.3%	1,250,300	32.4%
Cognitive	6,400	46.5%	2,177,500	28.1%
Ambulatory	6,300	41.3%	3,108,800	31.4%
Visual	2,600	38.9%	955,000	29.1%
Self-Care	1,300	30.7%	1,010,100	28.9%
Independent Living	3,100	29.3%	1,846,600	27.5%
Bachelor’s Degree or More – With Disability	5,100	14.5%	2,346,100	12.4%
Hearing	1,800	18.0%	610,300	15.8%
Ambulatory	2,000	13.3%	1,083,200	11.0%
Independent Living	1,000	9.6%	640,400	9.5%
Self-Care	300	7.3%	368,300	10.5%
Visual	400	6.5%	391,700	11.9%
Cognitive	800	6.1%	708,800	9.1%

Source: U.S. Census Bureau, 2012, American Community Survey

Methods

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

- 1) former and potential clients of vocational rehabilitation;
- 2) advocates for people with disabilities; and
- 3) 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 an “Employer Survey,” to identify the knowledge and perception of vocational rehabilitation services.

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 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.

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.

For the consumer stakeholder group, a survey of 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. To supplement client feedback, additional surveys were sought from the general public asking for responses from individuals with disabilities and their families. To create the consumer survey list, a random sample of 1,000 open cases that were currently in a service status or had completed the program and were employed prior to closure was obtained. A paper-based survey was mailed to the entire list. In addition to the mailing list, NDDHS developed a news release inviting people with disabilities and their families to complete the consumer survey online.

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 invitation to complete the employer survey was disseminated through the Greater North Dakota Chamber's, "Dakota Digest" which is sent out via e-mail to Chamber members.

All paper-based surveys were scanned into Microsoft® Access 2010. A data quality review was conducted to ensure accuracy and high data quality during data entry. Online surveys were conducted through Survey Monkey® and combined with the manually entered data for data analysis.

Quantitative data from the surveys were analyzed using IBM SPSS ® Statistics Version 22. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options.

Some survey questions were recoded to create new variables. In the consumer survey, Question 2 was recoded for some analysis. In Question 2, respondents between 18 and 24 years were considered transition-age respondents, due to their transition from school to the workforce. In Question 10 of the consumer survey, disability type was recoded for some analysis. Consumer respondents were asked which best described their disability from a list of nine choices. For analysis, the list was categorized into four subgroups: Mental (Mental Illness / Emotional Disturbance, Abuse of Drugs or Alcohol); Cognitive (Learning Disability, Development Disability, Autism Spectrum Disorder, and Traumatic Brain Injury); Physical (Orthopedic Impairment); Sensory (Sensory Impairments). Not all choices could be subcategorized. The choice Degenerative Conditions could not be subcategorized and was left out of the groupings. Some respondents selected more than one choice and as a result a single survey may be represented in more than one category.

To determine the average number of employment service needs that are not being met, all employment service needs that were equal to, “not being met”, were summed by client. The sum of all clients’ unmet needs was totaled and divided by the total number of clients to produce the average number of employment service needs that are not being met.

Limitations:

Inherent in any type of research effort are limitations that may constrain the utility of the data that is generated. Therefore, it is important to highlight some of the most significant issues that may limit the ability to generalize the needs assessment findings to larger populations. Inherent in the methods used to collect data is the potential for bias in the selection of participants. The findings that are reported reflect only the responses of those who could be reached and who were willing to participate. A second significant concern is that the information gathered from respondents may not accurately represent the broader concerns of all potential consumers and stakeholders. 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

Two hundred sixty-six consumer surveys were returned by November 14, 2014. Of those, 68 were submitted online and 198 were submitted through paper-based surveys. Respondents ranged in age from 18 to over 75 years of age. Of the 266 respondents, 254 indicated they had some form of disability. Of the 266 respondents, 128 (48.5%) were female and 136 (51.5%) were male (Table 2.1).

Table 2.1: Demographic Characteristics of Consumer Survey Respondents

Demographics	Consumer Respondents	
	N	Percent
Gender		
Male	136	48.5%
Female	128	48.5%
Did not respond	2	
Total	266	100.0%
Age Grouping		
18 - 24 Years of Age	121	46.7%
25 - 34 Years of Age	28	10.8%
35 - 44 Years of Age	24	9.3%
45 - 54 Years of Age	43	16.6%
55 - 64 Years of Age	33	12.7%
65 - 74 Years of Age	9	3.5
75 Years and Older	1	0.4
Did not respond	7	
Total	266	100.0%

Consumer survey respondents lived in every region of North Dakota. Respondents lived in 52 of the 53 North Dakota counties. The highest percentage of respondents lived in the Bismarck region (24.1%), followed by Fargo (21.3%). The fewest number of respondents indicated they lived in the Williston region (2.8%). Seventeen consumers did not indicate their county of residence (Table 2.2).

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

	Consumers		Advocates		Providers	
	N	Percent	N	Percent	N	Percent
I. Williston	7	2.8%	23	6.7%	6	9.1%
II. Minot	25	10.0%	48	13.9%	16	24.2%
III. Devils Lake	13	5.2%	31	9.0%	9	13.6%
IV. Grand Forks	40	16.1%	40	11.6%	13	19.7%
V. Fargo	53	21.3%	46	13.3%	12	18.2%
VI. Jamestown	38	15.2%	50	14.5%	12	18.2%
VII. Bismarck	60	24.1%	77	22.3%	22	33.3%
VIII. Dickinson	13	5.2%	41	11.9%	7	10.6%
Statewide			11	3.2%	3	4.5%
Did Not Respond	17		3		1	

Approximately 91% of respondents indicated they were white, while other race/ethnic groups were represented in percentages ranging from 3.8% (American Indian / Alaskan Native) to 0.8% (for Black or African American). Of the respondents, 3.0% selected multiple races. Five respondents (1.9%) identified themselves as of Hispanic origin. Four survey respondents (1.5%) indicated they had immigrated to the U.S. in the last five years (Table 2.3).

Approximately 43% of respondents indicated that the highest education level they achieved was some college or an associate’s degree. Another 40.5% of respondents had a high school diploma or less and 9.3% of respondents had at least a bachelor’s degree (Table 2.3).

Table 2.3: Demographic Characteristics of Consumer Survey Respondents, by Race, Ethnicity, Education Level, and Recent Immigration

Demographics	Consumer Respondents	
	N	Percent
Race		
White	240	90.9%
American Indian or Alaskan Native	10	3.8%
Multiple Races	8	3.0%
Asian	4	1.5%
Black or African American	2	0.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Total	264	100.0%
Hispanic Ethnicity		
Yes	5	1.9%
No	259	98.1%
Total	264	100.0%
Education Level		
Below 9 th grade	3	1.2%
9 th to 12 th Grade, No Diploma	10	3.9%
High School Diploma, GED or Equivalent	91	35.4%
Some College or Associate Degree	111	43.2%
Bachelor’s Degree	24	9.3%
Graduate-Level coursework/Degree	18	7.0%
Total	257	100.0%
Immigrated to U.S. in last five years		
Yes	4	1.5%
No	257	98.5%
Total	261	100.0%

Survey respondents were given a list of nine 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 Learning Disability (44.1%), followed by Mental Illness/Emotional Disturbance (28.7%). The lowest percentage (2.8%) of respondents identified Abuse of Drugs or Alcohol. People that identified themselves as having a Developmental Disability reported the lowest education levels, followed by respondents that selected Autism Spectrum Disorder. Respondents with a Degenerative Condition reported the highest education levels (Table 2.4).

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

	Total		Of Respondents that Selected Specific Disability Type											
			Below 9 th grade		9 th to 12 th Grade, No Diploma		High School Diploma, GED or Equivalent		Some College or Associate Degree		Bachelor's Degree		Graduate-Level Coursework / Degree	
			N	%	N	%	N	%	N	%	N	%	N	%
Learning Disability	112	44.1%	2	1.9%	6	5.6%	52	48.1%	41	38.0%	5	4.6%	2	1.9%
Mental Illness / Emotional Disturbance	73	28.7%	2	2.8%	1	1.4%	26	36.6%	25	35.2%	12	16.9%	5	7.0%
Sensory Impairments	44	17.3%	0	0.0%	4	9.5%	15	35.7%	17	40.5%	3	7.1%	3	7.1%
Orthopedic Impairment	40	11.2%	0	0.0%	0	0.0%	11	28.2%	20	51.3%	5	12.8%	3	7.7%
Degenerative Conditions	23	9.1%	0	0.0%	0	0.0%	3	14.3%	13	61.9%	3	14.3%	2	9.5%
Autism Spectrum Disorder	21	8.3%	0	0.0%	0	0.0%	9	45.0%	9	45.0%	2	10.0%	0	0.0%
Traumatic Brain Injury	19	7.5%	0	0.0%	0	0.0%	4	23.5%	6	35.3%	3	17.6%	4	23.5%
Developmental Disability	18	7.1%	0	0.0%	1	6.3%	11	68.8%	3	18.8%	0	0.0%	1	6.3%
Abuse of Drugs or Alcohol	7	2.8%	0	0.0%	0	0.0%	1	16.7%	3	50.0%	2	33.3%	0	0.0%
Other	48	18.9%	0	0.0%	2	4.3%	10	21.7%	25	54.3%	4	8.7%	5	10.9%
Did Not Respond	12													

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.

Former or current recipients of employment-related services either through Vocational Rehabilitation or another agency comprised 84.2% of the survey respondents (n = 224). Twenty-four respondents (9.0%) indicated they did not receive employment-related services. Sixteen respondents (6.0%) did not answer whether they were receiving employment-related services. Of

respondents that were receiving employment-related services, 217 (74.1%) received services through Vocational Rehabilitation (Table 2.5).

Table 2.5: Agencies Providing Employment-Related Services to Respondents

	N	Percent
Vocational Rehabilitation	217	74.1%
TANF / Job Services / Community Options	26	8.9%
Community Rehabilitation Provider	7	2.4%
Other	43	14.7%
Did not respond	16	

Clients were asked the extent to which their employment service needs had been met by agency and/or service providers with choices ranging from “Always” to “Never”. A higher percentage of respondents said that their needs have always or frequently been met by providers (49.6%), compared to those that said their needs were occasionally met (21.4%) or rarely/never met (19.5%) (Table 2.6).

Table 2.6: Extent to which Employment Service Needs Are Being Met by Agency/Service Providers, by Respondent Type

	Consumers		Advocates		Providers	
	N	Percent	N	Percent	N	Percent
Always	73	27.4%	20	6.8%	8	15.4%
Frequently	59	22.2%	120	40.8%	24	46.2%
Occasionally	57	21.4%	115	39.1%	16	30.8%
Rarely	19	7.1%	38	12.9%	2	3.8%
Never	33	12.4%	1	<1%	2	3.8%
Total	241	100%	294	100%	52	100%
Did Not Respond	25		54		15	

Respondents were asked a series of 16 closed-ended (“Need is being met”, “Need is not being met”, “Does not apply”) questions about employment-related needs. Table 2.7 shows the percentages for each employment need.

The most commonly identified employment needs not being met were workplace relationship training (15.5%), assistance with finding and/or keeping a job (13.4%), and on-going training/support on the job (13.1%). Approximately 52.4% of respondents said all their needs

were being met. An additional 27 people selected “Other” and added an open-ended response. The most common employment needs identified in the open-ended responses include:

- Funding for education
- Education support (e.g. tutoring)

Of the consumer respondents, the average respondent identified 1.2 employment needs that were not being met. Of the 79 respondents that had at least one employment need not being met, the average respondent had 4.1 employment needs that were unmet. A majority (52.4%) of consumer respondents did not identify any unmet employment needs, but the respondents that had unmet employment needs had multiple unmet needs (Table 2.7).

Table 2.7: Employment Needs of Consumer Respondents

	Need Is Being Met		Not Being Met		Does Not Apply	
	N	Percent	N	Percent	N	Percent
Workplace Relationship Training	31	13.4%	36	15.5%	165	71.1%
Assistance with Finding and/or Keeping a Job	94	39.3%	32	13.4%	113	47.3%
On-Going Training, Support on the Job	63	26.7%	31	13.1%	142	60.2%
Vocational Guidance and Career Options	141	58.8%	28	11.6%	72	29.9%
Benefits Planning	46	19.8%	27	11.6%	159	68.5%
One-on-One Job Training	45	19.0%	26	11.0%	166	70.0%
Increased Opportunities for Self-Employment	32	13.6%	22	9.4%	181	77.0%
Follow-up After Job Placement	53	22.6%	22	9.4%	160	68.1%
Transportation	44	19.3%	21	7.9%	163	61.3%
Assistive Technology	56	23.5%	18	7.6%	164	68.9%
Independent Living Skills	30	13.0%	17	7.4%	184	79.7%
Housing	42	17.9%	15	6.4%	177	75.6%
Physical and Mental Restoration Services	41	17.4%	14	5.9%	181	76.7%
Youth to Adult Transition Employment Services	23	9.9%	9	3.9%	200	86.2%
Interpreter Services	11	4.1%	3	1.3%	215	93.9%

Transition-age respondents (18-24 years old) accounted for 46.7% of the respondents that provided an age. Transition-age respondents did not have strongly ranked employment needs; with none of the employment needs above twenty percent. Respondents 25 years of age and older also did not identify strong employment needs, all below twenty percent, though on-going training/support on the job was ranked number one (15.9%). Both age groups listed workplace

relationship training and assistance with finding and/or keeping a job in their top three employment needs (Table 2.8).

Transition-age respondents had a lower average number of employment service needs not being met than respondents 25 years of age and older (0.9 compared to 1.5). A lower percentage of transition-age respondents (9.1%) say their employment needs are never met than respondents 25 years of age and older (17.4%).

Table 2.8: Employment Needs of Consumer Respondents, by Age Group

	Need is Not Being Met					
	18 – 24 Years (n = 121)			25 and Older (n = 138)		
	N	Percent	Rank	N	Percent	Rank
On-Going Training, Support on the Job	9	7.4%	4	22	15.9%	1
Workplace Relationship Training	14	11.6%	1	21	15.2%	2
Assistance with Finding and/or Keeping a Job	12	9.9%	2	20	14.5%	3
Increased Opportunities for Self-Employment	4	3.3%	13	18	13.0%	4
One-on-One Job Training	8	6.6%	7	18	13.0%	4
Vocational Guidance and Career Options	10	8.3%	3	17	12.3%	6
Benefits Planning	9	7.4%	4	17	12.3%	6
Follow-up After Job Placement	7	5.8%	8	15	10.9%	9
Transportation	6	5.0%	9	15	10.9%	9
Assistive Technology	5	4.1%	11	13	9.4%	10
Physical and Mental Restoration Services	3	2.5%	14	11	8.0%	11
Housing	5	4.1%	11	10	7.2%	12
Independent Living Skills	9	7.4%	4	8	5.8%	13
Youth to Adult Transition Employment Services	6	5.0%	9	3	2.2%	14
Interpreter Services	2	1.7%	15	1	0.7%	15

Respondents with a disability type in the subgroup mental health impairments had the highest average number of unmet employment needs (2.0). Cognitive and physical disabilities averaged 1.5 and 1.7 respectively. Individuals with a sensory disability averaged 0.5 unmet needs. When only respondents with at least one unmet employment need were included in the analysis mental health impairment had the highest average number of unmet needs (4.9), followed by cognitive (4.6), and physical disabilities (4.0) (Table 2.9).

Table 2.9: Average Number of Unmet Employment Needs by All Clients and only Clients with Unmet Needs

	Total Number of Unmet Needs	N	Average Number of Unmet Needs
Total			
All Clients	321	266	1.2
Clients with Unmet Needs	321	79	4.1
Sensory			
All Clients	23	49	0.5
Clients with Unmet Needs	23	7	0.2
Cognitive			
All Clients	226	149	1.5
Clients with Unmet Needs	226	49	4.6
Physical			
All Clients	69	40	1.7
Clients with Unmet Needs	69	17	4.0
Mental			
All Clients	152	75	2.0
Clients with Unmet Needs	152	31	4.9

Ranking employment needs that are not being met by the percentage of respondents that selected the employment need shows two consistent needs across disability types. When ranked, assistance with finding and/or keeping a job, and on-going training, were identified. (Table 2.10).

Table 2.10: Employment Needs of Consumer Respondents by Disability Type

	Need is Not Being Met											
	Cognitive (n = 221)			Physical (n = 67)			Mental (n = 150)			Sensory (n = 21)		
	N	Percent	Rank	N	Percent	Rank	N	Percent	Rank	N	Percent	Rank
Workplace Relationship Training	27	12.2	1	6	9.0	4	16	10.7	2	1	4.8	8
Assistance with Finding and/or Keeping a Job	23	10.4	2	7	10.4	2	17	11.3	1	2	9.5	1
On-Going Training, Support on the Job	21	9.5	3	9	13.4	1	14	9.3	5	2	9.5	1
Vocational Guidance and Career Options	20	9.0	4	4	6.0	9	16	10.7	2	1	4.8	8
Benefits Planning	20	9.0	4	5	7.5	7	15	10.0	4	1	4.8	8
One-on-One Job Training	19	7.2	6	5	7.5	7	14	9.3	5	1	4.8	8
Follow-up After Job Placement	16	5.9	7	6	9.0	4	11	7.3	7	0	0.0	15
Increased Opportunities for Self-Employment	13	5.9	8	3	4.5	12	9	6.0	9	1	4.8	8
Assistive Technology	13	5.9	8	7	10.4	2	5	3.3	13	1	4.8	8
Independent Living Skills	13	5.9	8	0	0.0	14	6	4.0	11	2	9.5	1
Transportation	10	4.5	11	4	6.0	9	10	6.7	8	2	9.5	1
Physical and Mental Restoration Services	9	4.1	12	6	9.0	4	7	4.7	10	2	9.5	1
Housing	9	4.1	12	4	6.0	9	6	4.0	11	2	9.5	1
Youth to Adult Transition Employment Services	6	2.7	14	1	1.5	13	4	2.7	14	2	9.5	1
Interpreter Services	2	0.9	15	0	0.0	14	0	0.0	15	1	4.8	8

Consumers were asked to provide any suggestions to best meet the unmet employment needs of individuals with disabilities. This was an open-ended question where respondents could write in a response. Additionally, the final response in question 11 allowed respondents to enter other employment needs that had not already been noted. All these responses, as well as the responses to the open-ended questions from sixty-three consumers, may be found in Appendix 6.

Provider Demographics

Sixty-seven provider surveys were returned by November 14, 2014. All surveys were submitted online.

Of respondents, 30.8% worked for Community Rehabilitation Providers (CRPs) and 69.2% worked for some other type of organization (Table 2.11). Of the other type of organizations the most common included:

- The education system and special education
- Other Employment Agencies including Job Service ND
- Other disability provider

Table 2.11: Type of Organization for Which Respondents Worked

	N	Percent
Community Rehabilitation Provider	20	30.8%
Other	45	69.2%
Did Not Respond	2	

Of the 67 respondents, 29 (45.3%) described themselves as a supervisor, 34.4% described themselves as the director of their organization, and 20.3% selected their position as “Other” (Table 2.12).

Table 2.12: Position within the Organization for Which Respondents Worked

	N	Percent
Supervisor	29	45.3%
Director	22	34.4%
Other	13	20.3%
Did Not Respond	3	

Respondents provided employment-related services in every region in North Dakota (Table 2.2 p. 13). The highest percentage of respondents provided employment-related services in the Bismarck region (33.3%), followed by the Minot (24.2%) and Grand Forks regions (19.7%). The fewest number of respondents indicated they provided services in the Williston region (9.1%). 4.5% of respondents indicated they provided services statewide.

Of respondents whose organizations had at least one year of experience providing employment-related services, the organizations averaged 27 years of experience, with 16.3% having between 20 – 29 years of experience (Table 2.13).

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

	N	Percent
0	3	6.1%
1 – 9 Years	6	12.2%
10 – 19 Years	4	8.2%
20 – 29 Years	8	16.3%
30 – 39 Years	9	18.4%
40 – 49 Years	6	12.2%
50 or more years	13	26.5%
Did Not Respond	18	

Respondents reported a median of 70 clients served by their agency per month. Almost 39% of respondents reported their agency served less than 50 clients. Two 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	3	7.3%
< 50 Consumers	16	38.9%
50 – 99 Consumers	6	14.6%
100 – 300 Consumers	8	19.5%
> 300 Consumers	11	26.6%
Did Not Respond	26	

Respondents were asked how many direct-service staff were employed either full- or part-time by their agency. Respondents' agencies had a total of 671 direct-service staff, and a median of 8.0 full-time employees and 4.0 part-time employees. The highest percentage of direct service staff had more than five years of experience and was employed full time. Full-time employees with five or more years of experience made up 40.5% 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
FULL-TIME		
Less than Six Months	43	6.4%
Six months to One Year	47	7.0%
One Year to Two Years	47	7.0%
Two Years to Five Years	98	14.6%
Five or More Years	272	40.5%
PART-TIME		
Less than Six Months	41	6.1%
Six months to One Year	10	1.5%
One Year to Two Years	25	3.7%
Two Years to Five Years	39	5.8%
Five or More Years	49	7.3%

Advocate Demographics

348 advocate surveys were returned by November 14, 2014. All responses were submitted online.

Advocate respondents were asked the nature of their advocacy focus. Twenty-nine percent identified themselves as an individual advocate, not associated with any formal group or organization. Thirty-one percent of respondents selected “other” (Table 2.16). Common responses from advocates that selected “other” included:

- County Social Services
- Eligibility Worker
- State Employee

Table 2.16: Identified Nature of Advocacy Focus

	N	Percent
Individual advocate, not associated with any formal group or organization	101	29.0%
Family member of individual with disabilities	62	17.8%
Board/Council member for a provider of services to individuals with disabilities	39	11.2%
Friend of individual with disabilities	33	9.5%
Board/Council member for organization that advocates for individuals with disabilities	32	9.2%
Other	107	31.0%
Did not respond	54	

Advocates were asked on which disabilities their advocacy efforts were focused. Approximately 75% of respondents identified mental illness/emotional disturbance as a focus of their advocacy efforts. The fewest respondents (28.9%) identified degenerative conditions as the focus of their efforts (Table 2.17).

Table 2.17: Disabilities Around Which Advocacy Efforts are Focused

	N	Percent
Mental Illness / Emotional Disturbance	220	74.8%
Developmental Disability	186	63.3%
Learning Disability	180	61.2%
Autism Spectrum Disorder	141	48.0%
Abuse of Drugs or Alcohol	137	46.6%
Traumatic Brain Injury	125	42.5%
Sensory Impairments	118	40.1%
Orthopedic Impairment	86	29.3%
Degenerative Conditions	85	28.9%
Other	10	3.4%
Did not respond	54	

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. Sixty percent of agencies provided situational assessments and workplace relationship training (Soft Skills). Approximately 57% of agencies provided job readiness training, and job placement and follow-up. Providers identified job readiness training and

independent living skills (15.0%), and supported employment (12.5%) 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
Situational Assessments	24	60.0%	3	7.5%
Workplace Relationship Training (Soft Skills)	24	60.0%	4	10.0%
Job Readiness Training	23	57.5%	6	15.0%
Job Placement and Follow-Up	23	57.5%	4	10.0%
Supported Employment	21	52.5%	5	12.5%
Job Development Training	21	52.5%	3	7.5%
Job Coaching	21	52.5%	3	7.5%
Independent Living Skills	12	30.0%	6	15.0%

Organizations were subcategorized by size for further analysis. Organizations that provided employment-related services to more than thirty clients per month were categorized as large organizations. Organizations that provided employment-related services to thirty or fewer clients per month were categorized as small organizations. On average, larger organizations provide more types of employment services than small organizations. Large organizations provide an average of 2.4 employment-related services from the list of eight. Small organizations averaged 1.4 employment-related services. Every employment-related service was offered by more than forty-two percent of small organizations, while large organizations offered more than 40% with the exception of Independent Living Skills Training (11.1%). (Table 2.19).

Table 2.19: Employment Services Provided by Large and Small Agencies

Employment Services	Currently Provide			
	≤ 30 Clients		> 30 Clients	
	N	Percent	N	Percent
Job Placement and Follow-up	8	57.1%	12	44.4%
Job Coaching	8	57.1%	11	40.7%
Situational Assessments	7	50.0%	12	44.4%
Job Readiness Training	7	50.0%	12	44.4%
Job Development Training	7	50.0%	11	40.7%
Workplace Relationship Training (Soft Skills)	7	50.0%	14	51.9%
Supported Employment	6	42.9%	12	44.4%
Independent Living Skills Training	6	42.9%	3	11.1%

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 respondents identified as impeding their ability to provide services was funding for agency operations and services (61.8%). The second and third barriers were tied, with 44.1% of providers selecting funding for staff, and funding for extended services. (Table 2.20).

Table 2.20: Barriers that Impede Ability to Provide Services

	Provider		Advocate	
	N	Percent	N	Percent
Funding For Agency Operations And Services	21	61.8%	98	33.5%
Funding For Staff	15	44.1%	70	25.4%
Funding For Extended Services	15	44.1%	115	41.7%
Community Perception Of People With Disabilities	9	26.5%	91	33.0%
Geographic Location Of, Or Distance To, Consumers	8	23.5%	90	32.6%
Insufficient Community Services	8	23.5%	120	43.5%
Agency Staff Turnover	4	11.8%	76	27.5%
Staff Knowledge Of Disability And Functional Limitations	4	11.8%	56	20.3%
VR Staff Turnover	3	8.8%	29	10.5%
VR Staff Training	3	8.8%	34	12.3%
Other	8	23.5%	20	7.2%
Did not respond	33		72	

Providers were asked to select the top three employment needs that are not being met. The highest percentage of providers (48.6%) identified transportation as a top employment need not being met. On-going training and support on the job was the second need (28.6%). The third need was tied at 22.9% between assistance with finding and/or keeping a job, and workplace relationship training. The least selected employment needs were increased opportunities for self-employment, and benefits planning (5.7%) (Table 2.21).

In comparison, the highest number of advocate respondents also identified transportation (41.4%) as a top barrier, followed by assistance with finding and/or keeping a job (38.4%). The third most selected employment need identified by advocates was housing (34.7%). The least selected employment need identified by advocates was interpreter (Table 2.21).

Table 2.21: Top Employment Needs Not Being Met

	Provider		Advocate	
	N	Percent	N	Percent
Transportation	17	48.6%	111	41.4%
On-Going Training, Support On The Job	10	28.6%	88	32.8%
Assistance With Finding and/or Keeping A Job	8	22.9%	103	38.4%
Workplace Relationship Training	8	22.9%	54	20.1%
One-On-One Job Training	7	20.0%	66	24.6%
Youth To Adult Transition Employment Services	7	20.0%	50	18.7%
Physical and Mental Restoration Services	7	20.0%	41	15.3%
Follow-Up After Job Placement	6	17.1%	53	19.8%
Independent Living Skills	6	17.1%	50	18.7%
Interpreter	5	14.3%	15	5.6%
Housing	4	11.4%	93	34.7%
Vocational Guidance and Career Options	3	8.6%	55	20.5%
Assistive Technology	3	8.6%	27	10.1%
Increased Opportunities For Self-Employment	2	5.7%	28	10.4%
Benefits Planning	2	5.7%	28	10.4%
Other	0	0.0%	15	5.6%
Did not respond	32		80	

As table 2.6 on page 16 illustrates, fewer advocates said agency/service providers were meeting the employment needs of individuals with disabilities than providers. Forty-seven percent of advocates said agencies always or frequently met the needs of individuals, compared to 61.6% 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 supported employment and/or working with employers (30.3%), followed by job development (27.3%). Job coaching strategies, job readiness training/soft skills, and marketing (24.2%) were also identified. The least selected training need was writing progress notes (3.0%) (Table 2.22).

Table 2.22: Top Training Needs

	N	Percent
Supported Employment	10	30.3%
Working With Employers	10	30.3%
Job Development	9	27.3%
Job Coaching Strategies	8	24.2%
Job Readiness Training/Soft Skills	8	24.2%
Marketing	8	24.2%
Reasonable Accommodations	6	18.2%
Functional Limitations As They Relate To Work	6	18.2%
VR Process	6	18.2%
Disabilities	5	15.2%
Disclosure	4	12.1%
Writing Progress Notes	1	3.0%

Providers were asked to identify what resources they used for training beyond their internal trainers. Beyond their in-house trainers, 64.5% of respondents' organizations used training from Vocational Rehabilitation, and 45.2% used training from the North Dakota Association of Community Providers (NDACP). Four respondents included other resources including trainings through local, state, and national resources (i.e., Workforce Innovation and Opportunity Act), community services, and internet searches, (Table 2.23).

Table 2.23: Resources Used for Training Beyond Internal Trainers

	N	Percent
Vocational Rehabilitation (VR)	20	64.5%
North Dakota Association Of Community Providers (NDACP)	14	45.2%
Minot State University	12	38.7%
Technical Assistance And Continuing Education (TACE)	10	32.3%
Other	4	12.9%
Did Not Respond	36	

When providers were asked the best way for their staff to access training, 83.3% identified in person. The least selected training method was Skype at 8.3% (Table 2.24).

Table 2.24: Best Way for Staff to Access Training

	N	Percent
In Person	30	83.3%
Webinars	22	61.1%
Video conference	18	50.0%
Written Materials	6	16.7%
Skype	3	8.3%
Other	1	2.8%
Did Not Respond	31	

Employer Survey

Employer surveys were due by November 14, 2014. All responses were submitted online. Due to the small number returned, no meaningful conclusions could be drawn.

The two industries reported by the respondents were construction and contractors, and computer electronics; and were from across the state (Dickinson, Bismarck, Jamestown, and Grand Forks).

Three respondents were familiar with DVR and the assistance that could be provided when addressing disability related issues. However, it was indicated that additional information regarding Americans with Disabilities Act (ADA) information and assessments; ergonomic assessments, and technical assistance and consultation would be useful.

Two respondents were aware of the new regulations around hiring individuals with disabilities for businesses with Federal Contracts over \$50,000. Three respondents have not been able to

recruit individuals with disabilities. One comment was provided which stated, “Any information would be appreciated. I didn’t know your agency existed.”

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 Decision Support Services. These efforts solicited information concerning the needs of persons with disabilities from individuals with disabilities, service providers, and advocates for individuals with disabilities 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. (2014). 2012 Disability Status Report: North Dakota. Ithaca, NY: Cornell University Employment and Disability Institute (EDI).

Erickson, W. Lee, C., & von Schrader, S. (2014). 2012 Disability Status Report: United States. Ithaca, NY: Cornell University Employment and Disability Institute (EDI).

Nazarov, Z, Lee, C. G. (2012). *Disability Statistics from the Current Population Survey (CPS)*. Ithaca, NY: Cornell University Rehabilitation Research and Training Center on Disability Demographics and Statistics (StatsRRTC). Retrieved January 29, 2015 and February 19, 2015 from www.disabilitystatistics.org.

U.S. Department of Labor, Bureau of Labor Statistics. (2015, January 29). Local Area Unemployment Statistics. Retrieved from <http://www.bls.gov>.

Appendix One: Respond Rate Tables

Table A.1: Response Rate of surveys and questions

Question	N	Percent
Consumer		
Consumer Survey Returned	266	
What is your county of residence?	249	93.61%
What is your age?	259	97.37%
Gender	264	99.25%
Are you of Hispanic origin?	264	99.25%
Please mark below options that best describe your race.	264	99.25%
Please indicate the highest level of education you have completed.	257	96.62%
Have you immigrated to the United States within the past 5 years?	261	98.12%
Who is providing your employment-related services?	250	93.98%
To what extent are the employment services that you need, or have needed, been met by agency/service providers?	241	90.60%
What options below best describe your disability?	254	95.49%
For each of the employment needs listed below, please mark what best describes your situation.	250	93.98%
Provider		
Provider Survey Returned	67	
What is the type of organization that you work for?	65	97.01%
How would you describe your current position with the organization for which you work?	64	95.52%
In what region/counties do you provide employment-related services?	66	98.51%
How many years has your organization been providing employment-related services?	49	73.13%
On average, how many consumers receive employment-related services from your agency per month?	41	61.19%
To what extent are the employment services needed by individuals with disabilities being met by your agency?	52	77.61%
How many direct service staff do you have working either full or part-time?	34	50.75%
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.	40	59.70%
From your experience with individuals with significant disabilities, please select the top three barriers that impede your ability to provide services.	34	50.75%
Please consider the employment needs listed below and mark the top three that are not being met.	35	52.24%
What are your top three training needs?	34	50.75%
What resources do you use for training beyond your internal trainers?	31	46.27%
What would be the best way for your staff to access training?	36	53.73%

Question	N	Percent
Advocate		
Advocate Survey Returned	348	97.99%
Please identify the nature of your advocacy focus?	341	99.14%
In what Region/counties do your advocacy efforts focus?	345	84.48%
To what extent are the employment services needed by individuals with disabilities being met by agency/service providers?	294	84.48%
Please mark below all options that best describe the disabilities around which your advocacy efforts are focused?	294	79.31%
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.	276	77.01%
Please consider the employment needs of people for whom you advocate listed below and mark the top three that are not being met.	268	97.99%

Appendix Two: News Releases

NEWS from the North Dakota Department of Human Services

600 East Boulevard Avenue, Bismarck ND 58505

FOR IMMEDIATE RELEASE

October 17, 2014

For more information, please contact: LuWanna Lawrence at 701-328-1892

Agency to survey employers and others about services to help people with disabilities enter or remain in the workforce

BISMARCK, N.D. – North Dakota needs workers. The signs for help wanted are everywhere. The State Rehabilitation Council and North Dakota Department of Human Services are conducting a statewide online survey from Oct. 20 through Nov. 14, 2014, to gather feedback on vocational rehabilitation services that connect people with disabilities with training and employment and help employers retain or hire workers with disabilities.

“North Dakota’s employment rate for working-age individuals with disabilities is among the best in the nation at 53 percent,” said Vocational Rehabilitation Division Director Russ Cusack. “However, we know there are still many North Dakotans with talents and abilities who could join the workforce with the right training, adaptive equipment, or supports. We want to make that connection happen.”

Cusack encourages employers, people with disabilities, vocational service providers, and advocates to participate in the online survey. Survey responses will help the division identify the greatest needs and barriers to employment, set program priorities, and allocate resources for the next three years to increase the employment of people who experience a disability.

Surveys for key stakeholder groups are online at the following direct links and can be completed between Oct. 20 and Nov. 14.

- Employer Survey - <https://www.surveymonkey.com/s/3P3BRN8>
- Consumer Survey - <https://www.surveymonkey.com/s/RZPKWWJ>
- Advocate Survey - <https://www.surveymonkey.com/s/TKKWCBV>
- Provider Survey - <https://www.surveymonkey.com/s/TKT22KN>

Surveys take 5-10 minutes to complete and ask about awareness of existing services, gaps in services including vocational guidance and career options, one-on-one job training, self-employment opportunities, workplace relationship training, employment services for youth after high school, as well as other topics. All responses will remain anonymous.

Individuals may contact the Division of Vocational Rehabilitation at 701-328-8950, toll-free 1-800-755-2745, 711 TTY/Voice, or dhsvr@nd.gov to complete the survey in an alternative format such as by phone or to request a paper copy of the survey through the mail.

Paper surveys are also available at the department's eight regional Vocational Rehabilitation offices in North Dakota. Location information is available online at www.nd.gov/dhs/dvr/about/regional-contact.html or by calling 800-755-2745.

The North Dakota Division of Vocational Rehabilitation provides training and employment services that assist individuals with disabilities to be successfully employed. Division vocational rehabilitation counselors work with people entering or re-entering the workforce and people already in the workforce who are experiencing a disability such as significant hearing or vision loss or other disability that is affecting their employment. Staff members also work with employers to assist them with disability-related issues.

More information about services is online at www.nd.gov/dhs/dvr/index.html.

###

Notice in Greater North Dakota Chamber Dakota Digest

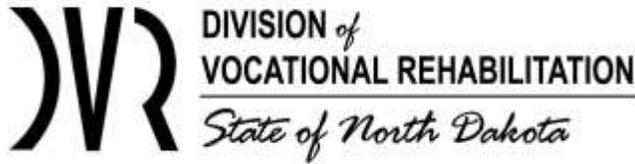
The ND Division of Vocational Rehabilitation is seeking your input.

How can we help meet your needs for a skilled workforce while providing opportunities to individuals with disabilities? Your voice counts! Please complete the anonymous survey by November 14, 2014.

<https://www.surveymonkey.com/s/3P3BRN8>

Appendix Three: Survey Letters

Consumer Letter



Division of Vocational Rehabilitation

1237 West Divide Avenue, Suite 1B
Bismarck, ND 58501-1208
(701) 328-8950
Toll Free 1-800-755-2745
Fax (701) 328-8969
TTY (701) 328-8968
www.nd.gov/dhs/dvr

N.D. Department of Human Services

October 8, 2014

«FIRST_NAME» «LAST_NAME»
«ADDRESS_LINE_1»
«ADDRESS_LINE_2»
«CITY» «STATE» «ZIP_CODE»

Dear «First_Name»,

Every three years the ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) conducts surveys of people who are being served by DVR.

All responses are confidential and anonymous. Please take a few minutes to complete this survey and return by **November 14, 2014**. You may complete the survey in one of four ways:

1. Complete the enclosed survey and return it in the envelope provided
2. Complete the survey online at <https://www.surveymonkey.com/s/RZPKWWJ>
3. Call DVR at 701-328-8950 or 1-800-755-2745 to complete the survey by phone
4. Call DVR at 701-328-8950 or 1-800-755-2745 to ask for alternative formats (i.e., larger print)

Your response is very valuable. It will help us to identify unmet needs and barriers relating to employment so that we can develop possible solutions.

If you have any questions or concerns about completing the survey, please contact Maria Gokim, Research Analyst, at (701) 328-8946 or at mgokim@nd.gov.

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

Sincerely,

Russell Cusack
Director

Scott Burlingame, Chairman
State Rehabilitation Council

Advocate E-mail

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.

All responses are confidential and anonymous. Please complete the online survey at <https://www.surveymonkey.com/s/TKKWCBV> by **November 14, 2014**. If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

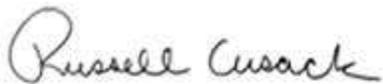
It is also important to have a broad response from people throughout North Dakota. If you know of people who are encountering barriers to employment or have unmet needs and would be willing to share their experiences, please send them the following survey link <https://www.surveymonkey.com/s/RZPKWWJ> or have them call (800) 755-2745 to receive a paper copy.

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 Maria Gokim, Research Analyst, at (701) 328-8946 or at mgokim@nd.gov.

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

Sincerely,



Russell Cusack
Director



Scott Burlingame, Chairman
State Rehabilitation Council



Provider E-mail

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.

All responses are confidential and anonymous. Please complete the survey by **November 14, 2014**. This can be either done by completing the survey online at <https://www.surveymonkey.com/s/TKT22KN>. If you would like an alternate format or wish to answer by phone, please call DVR at 1-800-755-2745.

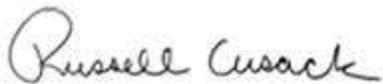
It is also important to have a broad response from people throughout North Dakota. If you know of people who are encountering barriers to employment or have unmet needs and would be willing to share their experiences, please send them the following survey link <https://www.surveymonkey.com/s/RZPKWWJ> or have them call (800) 755-2745 to receive a paper copy.

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 Maria Gokim, Research Analyst, at (701) 328-8946 or at mgokim@nd.gov.

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

Sincerely,



Russell Cusack
Director



Scott Burlingame, Chairman
State Rehabilitation Council



10. Which options below best describe your disability? (check all that apply)

- 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 (specify): _____

11. For each of the employment needs listed below, mark what best describes your situation.

	Need is being met	Not being met	Does not apply
Assistance with Finding and/or Keeping a Job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vocational Guidance and Career Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-Going Training, Support on the Job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Opportunities for Self-Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-On-One Job Training (Job Coaching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-Up After Job Placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace Relationship Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth to Adult Transition Employment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistive Technology (such as alternative keyboards, specialized chairs, devices, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpreter Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical And Mental Restoration Services (such as prosthetics, therapy, mental health counseling, drug/alcohol treatment, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent Living Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All My Employment Needs are Being Met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



12. 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.

List of CRP's (for reference in answering question #8)

4th Corporation	Enable, Inc.	Tri-City Cares, Inc.
ABLE, Inc.	HAV-IT Services	Open Door Center
Agassiz Enterprises	Evaluation & Training Center	Opportunity, Inc.
Alpha Opportunities, Inc.	Fraser, Ltd.	Pride, Inc.
Community Living Services, Inc.	Friendship, Inc.	Progress Enterprises, Inc.
Development Homes, Inc.	H.I.T., Inc.	Rehab Services, Inc.
Dakota Center for Independent Living	Knife River Group Homes, Inc.	REM North Dakota, Inc.
Minot Vocational Adjustment Workshop	Lake Region Corporation	Success Unlimited
Red River Human Services Foundation	Listen, Inc.	SUPPORT SYSTEMS, INC.
Community Options for Residential and Employment Services, Inc.		



Advocate Survey

Advocate Survey of Current Employment Services and Unmet Employment

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?

- 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, Sloux)
- 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

Advocate Survey of Current Employment Services and Unmet Employment

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)

Advocate Survey of Current Employment Services and Unmet Employment

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)

Advocate Survey of Current Employment Services and Unmet Employment

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

Provider Survey of Current Employment Services and Unmet Employment

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

Community Rehabilitation Provider (CRP)

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/Counties do you provide employment related services?

I, WILLISTON (Divide, Williams, McKenzie)

II, MINOT (Burke, Renville, Mountrail, Ward, McHenry, Bottineau, Pierce)

III, DEVILS LAKE (Rouleau, 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?

Provider Survey of Current Employment Services and Unmet Employment

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"/>

Provider Survey of Current Employment Services and Unmet Employment

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)	<input type="text"/>	

Provider Survey of Current Employment Services and Unmet Employment

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)

Provider Survey of Current Employment Services and Unmet Employment

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)

Provider Survey of Current Employment Services and Unmet Employment

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)

Provider Survey of Current Employment Services and Unmet Employment

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.



Employer Survey

Employer Survey of Current Employment Services and Unmet Employment

The ND Division of Vocational Rehabilitation (DVR) and the State Rehabilitation Council (SRC) are seeking your help in our efforts to improve the rate of employment of people with disabilities. As an employer, you provide an important perspective. 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 Maria Gokim, Research Analyst, at (701) 328-8946 or at mgokim@nd.gov.

1. What type of Business do you represent?

- | | |
|---|---|
| <input type="checkbox"/> Arts & Entertainment | <input type="checkbox"/> Home & Garden |
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Industry & Agriculture |
| <input type="checkbox"/> Business & Professional Services | <input type="checkbox"/> Legal & Financial |
| <input type="checkbox"/> Clothing & Accessories | <input type="checkbox"/> Media & Communications |
| <input type="checkbox"/> Community & Government | <input type="checkbox"/> Personal Care & Services |
| <input type="checkbox"/> Computers & Electronics | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Construction & Contractors | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Education | <input type="checkbox"/> Sports & Recreation |
| <input type="checkbox"/> Food & Dining | <input type="checkbox"/> Travel & Transportation |
| <input type="checkbox"/> Health & Medicine | |

Other:

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

- | | |
|----------------------------------|--|
| <input type="checkbox"/> CEO | <input type="checkbox"/> Owner |
| <input type="checkbox"/> Manager | <input type="checkbox"/> Assistant Manager |

Other:

Employer Survey of Current Employment Services and Unmet Employment

3. In what Region/Counties is your Business located?

- 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, Trill, 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, Sloux)
- VIII, DICKINSON (Slope, Golden Valley, Billings, Dunn, Stark, Hettinger, Bowman, Adams)

4. Are you familiar with the Division of Vocational Rehabilitation?

- Yes
- No

5. Are you aware of the type of assistance we could provide when addressing disability related issues?

- Yes
- No

6. What type of assistance could we provide to help maintain your workforce?

- ADA Information & Assessments
- Ergonomic Assessments
- Technical Assistance & Consultation

Other:

Employer Survey of Current Employment Services and Unmet Employment

There are new regulations around hiring individuals with disabilities for businesses with Federal Contracts over \$50,000.

7a. Are you aware of these regulations?

Yes

No

7b. Have you been able to recruit qualified individuals with disabilities?

Yes

No

8. 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.

Appendix Five: Reminder Postcard

Consumer Postcard

Your Voice Counts

You recently received a survey from the Division of Vocational Rehabilitation with the Department of Human Services.

If you have yet to respond, please do so by completing the mailed survey or online at

<https://www.surveymonkey.com/s/RZPKWWJ>

Thank You!



Appendix Six: Consumer Responses

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

*ID Numbers beginning with 200 are Survey Monkey surveys. The remaining surveys are Teleform results.

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
54	My hands hurt, call me
55	(Name) is a very nice person.
56	I don't have any at time
57	I am currently in school at a four year university so I don't know what needs I will need yet
58	The only time services seem to be given is when the Gaurdian calls to inquire about the lack of services or to get status updates.
59	I wish I had more contact with my vocational rehab. worker!
60	(Name) did her best - Thanks for the help. Voc Rehab never really did anything for me.
61	Make sure transportation needs are met. Housing needs are met. Assitive technology is met.
62	I would like some assistantce on benefits planning and work place relationships training as well as some mental health counseling. (Name, Address, City, State, Zip Code)
63	I went tho 3 workers and haven't worked with any yet. I don't want to loose my VR.
64	Housing for individuals with poor credit. More on-the-job training sites that are compatible with career goals.
65	No suggestion. I have very few assistance needs, and the ones I have are taken care of on a regular basis, mostly by help outside of these employment Service agencies.
66	They do not give enough money for things needed for school. And some of the answers are hard to know what to mark. Needs to be more straight forward.
67	More help with education for displaced workers. More encouragement to go to a 4 yr college
68	I am presently attending UND full time & have been very pleased with the guidance & assistance I've received from (Name), Grand Forks, ND.
69	I only had services provided by Vocational Rehabilitation and the Job Service for college at NDSCS in Wahpeton and they were very helpful in helping to fund my 2 year program

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
70	I am (Name) until being immigrated to US. I am hearing impaired from my childhood. ND Medicaid provided me one hearing aid which is helping somewhat in the course of running my employment. I am a employee at (Place of Employment). Hopeless while remaining long in the waiting list. But now hopefully my turn came to get what DVR served for.
71	Maybe you can start a program were when individual lands a job there could be a package surprise for there transportation, a tne-up package to asure that there vehicle will get them back & forth to work, or maybe new tires. Theres nothing like a nice reward to make them feel good about themselves and getting back in the work force. I know I could sure us that kind of help, it sure would be nice. Thank You KI
72	In my case where I'm dealing with depresssion, anxiety, (and sometimes panic attacks) I feel that I've gotten very little help in finding another job. I have gotten some counseling and encouragement from my Voc Rehab counselor, but have been on my own as far as looking for, and applying for jobs. I thought that Voc Rehab would have connections with state offices, or local businesses, in helping with placing clients in jobs - but I found that is not the case.
99	Voc Rehab was able to get me hearing aids that really helped me do a better job. It is <u>so</u> much easier to work when you can hear everyone!
100	There has been a turn over in employees. Not even sure who is there to help. Not sure what VR is doing for us at this time.
101	More money for college so I could get a good job only got \$500.00 toward college.
102	I was not given the help that I was told I would get, which is costily for me there is way to much time wasted doing nothing on V.R. part. A lot of talk but no action. I think a lot of the public percention of government works comes from the V.R. as far as Incompent in there job.
103	Attending grad. School at this time so Voc-Rehab unable to assist at this time
104	Constently being told they don't help with housing needs, when I put in a request for medical transportation, they have argued with me about it not being in IPE Vehicle repairs are not met They don't want to help me at all. The SRST Voc Rehab (Name) told (Name 2) at Voc. Rehab, he was and my Voc. Rehab was closed in (Date) ASLC Cap program for help, they attended once.
105	I am finding difficulty accessing DVR for expenses associated with relocation and start-up costs. I received good service for job retraining and educational expenses as well as guidance and counseling services. But when it came time for me to exit the system and return to self sufficiency I could not get help with transitional costs. No follow-through received.

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
106	Did not follow thru after job applications were turned in No job coaching No follow up on anything
109	I have been very pleased with (Name) help with finding a job and possibly going to school. She gave me new prespectives on what to prepare for ahead of time.
110	hang out sessions for each group of disabilities. Mentors for students who struggle with social cues
114	(Name) helps me whenever I need, answers my questions and checks up on me frequently.
115	I'm working on a career in taxidermy, I am good at it and Voc Rehab put me through school. My new counselor (Name) won't look at any work and said I'm a failure and her services can't help me she also said with this economy there is no way this could happen. (Signed - Unable to read handwriting)
116	Help discovering what I want as a long-term goal in life for job!
118	Did not receive employment assistance.
122	It's a very good thing and helpful nice if they could help more with tect stuff for Handicap Stuff with hand problems.
128	I wish that my VR Counselor and I would communicate more. In the past I didn't appear to be interested in my new VR Counselor, But now I realize that I need help in deciding my future. I feel like I need to work more on my weaknesses but I need the hlep. I hope taht she can contact me back.
130	Case load is heavy for councelors - Maybe need to hire more as services are so slow - years pass hess cases would allow councelors to provide more assistance to individuals and maybe speed up process
131	Would be nice if there was more to her services than look on computer, these are places hiring go get app.
132	When I was living in (City) my VR Counselor was never available and do not return my calls, emails or voice mail. I think she should be available for others in the future. Her name was (Name).
133	My parents & I were told by Voc Rehab my college tuition would be covered. However, Voc Rehab never pd a semester. A disability should not be based on the financial income. My parents have <u>large</u> medical bills due to my mothers disability & now I have a large college loans. Frustrating!
138	I have none at this time. All my needs have been met.
139	Cell #
140	1. One on one job search/computer assisted application appointments to make sure any noticable defeciency in process are addressed. 2. Transportation assistance is maintaining reliable vehicle upkeep. 3. Referrals to other Vocational Resources/Workforce Centers.

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
142	More info on work related benefits
144	One on one training for computer
150	I don't like the math formula used to determine how much financial aid, VR can help me with. Before, VR. Paid-tuition, books, fees. Now, and for the last few semesters VR. Paid - tuition, 2/3ds. of fees, and no books. I have maxed out on my Fed loan at (amount). I have no money for my last semester at (Name). This is my 16th sem. in a <u>row</u> I'm almost done. VR and I use to fight, not anymore ... (Name) is awesome. (Name 2) from C.A.P. Protection & Advocacy joins us each meeting. I'm very thankful for V.R. 😊 Contact info: (Name, Address, City, State, Zip Code)
155	(Name) was great & very proactive. She was very thorough in making sure all my issues were adressed & brainstorming about ones that I didn't know existed. 😊 Thank you very much for your services.
158	My Case worker, (Name), does an excellent job. (Name of Respondent)
162	I have none at this time I am going to college and working part time for (Name of Employer). The Vocational gal's I have has helped me greatly and I get call from them monthly to see how things are going
163	Continue to work on knowing the individual with disability and understand their abilities an their limitations so an appropriate job can be found and individual can be successful.
166	I have a really easy, stressless, comforting time with Vocational Rehabilitation. I think the way my services work along with the way they are distributed work great. To me nothing will need to be changed. Thank You for all you do.
170	Would like help with filling out applicatin, due to my hand writing, spelling, comprehension, + grammer. PS Family member has to help me out now
175	We are currently using (Name of Provider) - and only meet once every 2 weeks to find a job. Not enough help finding a job
178	I do not have any suggestions. I think Vocational Rehabilitation is doing a great job. I am very thankful for the assistance I am receiving.
180	Relax specifications for State jobs to include substitutions of education/ degrees for work experience or allow more substitution/combinations. Educate Sate job personnel to decrease stigmatization/nonhiring of those with disabilities or older workers (research shows older workers more loyal and same attendance as younger groups). There should be preferential hiring of people with disabilities, as they can then be productive citizens and increase their self-esteem, and decrease the drain on social services. Increase opportunities for those with higher functioning levels, as well, as they also face employment barriers and discrimination. Create more permanent, as opposed to temp. jobs, (State and County), so those on expanded medicaid won't be worse off when they become employed.

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
182	Assistance with a new hearing aid Very helpful
183	I believe that I am receiving all the help and services that Vocational Rehabilitation is providing.
184	Help in all areas, Please
185	We1st met (Name), But she quit She was excellent - Knew her job. I would give her A+++ . Then came (Name 2) Something from another World. She didn't have a clue what her <u>Job</u> was. She was just there. I gave her F--- grade. You shouldn't hire people that Don't know there Job.
190	I am extremely pleased with you. Voc. Rehabs support that have given in my first semester of college
191	Most of these questions were about a Job. I am in college right now and need some assistance. Thank You.
192	I think there should be services and Job Coaching Assistance for Individulas between 18 and 21 years of age. I fall into this Gap in services, as I graduated with my class. Voc Rehab helped me get a job but they could not provide a job coach to help me retain this job. I was fired after 5 days at this job. I found a job on my own & was able to work there for four months this summer. I was able to retain this job because they provided job coaching & other assistance.
194	I needed Hearing Aides and they were bought last summer. It was greatly appreciated. At this time, I am paying for rent. There is a waiting list for this area for housing. I was told it was almost impossible to get in as the oil people have taken and used the allotted money. I cannot get assistance unless "someone moves or dies". It doesn't seem right that people from the State have to wait. Just saying.
200	I have nothing to say.
201	Please call her as she would like to discuss things further, particularly from TBI perspective. (name and phone # already provided to Barb B., she and Robyn will call her back.)
202	People need reliable transportation

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
203	<p>There is an ongoing struggle with getting the necessary recognition for the need of ongoing support for cognitive impairments. As a high functioning TBI individual with no outward signs of disability, it is easy to dismiss or gloss over the impact of cognitive disabilities. Despite wonderful natural supports and her high functioning, my daughter's deficits will still need support related to processing new information, changes in routine and so on. For brain injury survivors, there needs to be more support and for cognitive impairments of all kinds. We need to keep training and educating the VR counselors in how to work with brain injury survivors. TBI survivors do not fit into the current mold of VR services and can be quite challenging to work with. As there are more and more survivors we need to continually be training the counselors on how to work with this challenging group of people. We appreciate all the wonderful assistance our daughter has gotten at the Lake Region VR. Keep the TBI education coming and let's see how we CAN work with brain injury survivors rather than put up road blocks that prohibit them from getting services.</p>
204	<p>The assistance that I received from Vocational Rehabilitation and Job Service was adequate to meet my needs to obtain the educational training that I will use to become gamefully employed in the future.</p>
205	<p>Make sure that there is follow-up after each meeting. I have placed several phone calls since September and October and have not heard from anybody. There has been no follow-up since my meeting in August/September. I have asked to have someone make changes to my laptop that Voc. Rehab. has supplied. I have called to ask a question about a suggestion I had from the Home Nurse from Altru. I have asked questions here at college to see if they can help. I need answers from Voc. Rehab. before the college can do anything. I have only talked to my new consultant from Voc. Rehab. once and there has been no follow-up. There also has been no follow-up about the ergonomic changes that were done for me at the college. So, my number one concern for anyone, is that there be a follow-up after any meetings or changes.</p>
206	<p>All needs are being met at this time. Thank you.</p>

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
209	<p>To Whom It May Concern, I (Name) from (City), ND have been working with (VR Counselor) for about 2 1/2 years now (also (VR Counselor Name 2), great to work with) and it is always difficult to with in so many different areas. It seems like he has no idea what he is doing at his job or have no answers how to help me per say, or is it with everyone as well. Maybe it could be the Director of the (City), ND office. When I go to (VR Counselor) with a issues, his favorite thing to tell me is, oh I don't know if we can do that (Name). I have to check on it, then I have fright for my rights as a person with individuals with disabilities and call (Name 2) (attorney) that has help me in the past few months. Just an idea, it would help me plus other people to have a computer to help to put in applications for jobs or help to keep up with applications you put in for a Federal job like a TSA job. The Federal Government only works through e-mail, it sure would be helpful to have a laptop computer to keep up-to-date about the job or jobs you apply for with the Government. (VR Counselor) and the Director always have decided its not important enough to have one; however, in the DVR's handbook it reads it will assist you to find a job and keep it in anyway if it is benfits the person (its on page 8 in the handbook) . Thank you taking the time to read my survey and if you like to contact me my number is (Phone #, E-mail) and by the way I have try to reach (VR Counselor) 3 times last week November 5 and 7 left voice mails but no returned calls from (VR Counselor). Yours Truly, (Name)</p>
214	UNABLE TO FIND AFFORDABLE HOUSING
216	VERY helpful and great communciations!
219	<p>My suggestion is that people who are disabled should be provided with free education so that they can increase their knowledge and skills so that they would be able to find a good job that does not require heavylifting. Also people with disability would be given assistance on finding a fair job opportunity that has a fair pay so they can be able to take care of their families. More so, people who were active workers in a job market and became disabled due to injury that they got from the company that they worked for. I suggest that the company they worked for should continue assisting their families.</p>
223	<p>Better knowledge or follow up with careers specific to individual's disability (i.e if short retention memory is part of one's disability, surgical tech may not be a good match, since memorizing of instruments in a key factor in this career. The individual may need either a tutor early in program or encourage to select a career better suited for the disability vs start, struggle and then have to drop program or left hanging to research a program better for disability). Also assistance with the accommodations process/procedures when applying or stay current with career's certifications or registrations required for career's licenses.</p>

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
224	The Staff at Vocational Rehab have been instrumental in assisting me. I've taken a temporary position to make sure I'm able to pay all my bills. I'm still looking for a driving position that allows me the freedom I had at PTI and the wages. Because of my degenerative joint disorder, and the fact that I fell and broke my right wrist, I'm not able to work the way I use to before having this debilitating disorder. I'm trying to work as much as I can but find that between my broken wrist and the joint disorder I spend a lot of time recuperating. I appreciate the input I have received from Vocational Rehab and look forward to continuing my rehabilitation process.
225	I am (Name), immigrated to the United States in 2011 from (Location). I have hearing problem with both ears from my childhood. ND Medicaid provided one hearing aid for my left ear and I am in need of other for right ear. I work at (Place of Employment) as a Environmental Service worker since November 2011. I have been silent at ND Vocational Rehabilitation since 2012. I hope that Vocational Rehabilitation will fulfill my needs soon in the future.
229	Been treated very well. They have gone above and beyond for me.
236	STATE TO STATE, THE SERVICES ARE NOT THE SAME. IT WOULD BE NICE IF ALL STATES AID IN THE SAME FASHION. I KNOW IF I LIVED IN ND I WOULD BE GETTING HELP WITH JOB PLACEMENT AFTER GRADUATION. WHILE LIVING IN ND MY VR COUNCILOR WAS AMAZING. SHE KEPT ME GOING, AND I ALWAYS LEFT KNOWING THAT SHE WAS THERE FOR ME, HER NAME IS (Name) AT (City) OFFICE. I AM VERY GRATEFUL FOR ALL OF THE ASSISTANCE, FINANCIAL HELP COVERING SCHOOL COST, AND EMOTIONAL SUPPORT RECEIVED. I WOULD NOT BE GRADUATING IF IT WERE NOT FOR VR! THANK YOU.
238	If a person is denied services, they should be provided with a detailed explanation as to why. Perhaps that person could make an effort to make a change that would help them qualify, then appeal the decision. It seems mental health problems are not as well understood. How do you qualify for assistance with a mental health issue? No wheelchair, no white cane no hearing aids, no learning disability noted on a piece of paper. Anxiety, depression, whose word? Mine is not enough.
244	I do not have any recommendations as I feel that my needs were met while attending college. I had trouble with depression while attending on campus studies that were distracting me from my coursework. Financial burdens added to my depression and anxiety, but after receiving some help from Voc Rehab it helped ease my mind.
254	I am very satisfied with all the help that I have received
255	Voc Rehab has met all my needs whenever possible. I can't thank you all enough for the assistance you have given me! It has changed my life for the better!

2014 CONSUMER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
258	N/A
259	If DVR could help me get a car through a loan, etc, it would help me get to (City) so I could get to training for a job. There is no help for people in rural communities. I would like to know if there are any prosthetics for someone like me. I have been on many interviews and am not being hired, I would like to know if there is help for self-employment since I have so many skills.
260	Communication as to what a "reasonable accommodation" means for the individual in the work place.
262	Employment options explored when attending high school at Anne Carlsen Center but no follow thru once back in home community.....provided day services with limited opportunities to explore volunteer experience
263	Recently, a county official stated the following to me when I asked for better road repair so that my husband who is disabled could travel without such pain and with better access off our farm in the winter. My husband was and is self-employed. The official told me that "When things happen in life, you should just accept them and move closer to the hospital. (My husband is not in any acute need of hospital or medical care other than his regular needs). I told him the issue was repairing the roads not for us to leave our residence and business. He again disagreed and repeated the previous statement. I have been upset over this since. What my husband needs is better acceptance of his professional abilities and not the automatic assumption that his only future is watching television and/or entering a nursing home. I am his caregiver and also still work full time. (Name, Phone #)
266	been very helpful in my situation.

Appendix Seven: Provider Responses

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.

2014 PROVIDER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
1	We are by no means experts in the field of disabilities so working with people that cannot benefit from our services without assistance makes it very difficult. Often individuals with disabilities come in and cannot complete applications or use computers. Staff time does not allow for much individual one on one services
5	An ongoing barrier for schools is young adults are prohibited from obtaining supports prior to age 21 regardless of their readiness.
6	Currently staffing is the biggest concern.
13	VR is a great service for people who are motivated, mentally healthy, and need new job skills or adaptive equipment because of a change in physical condition. I believe this is VR's specialty, greatest area of success and probably the programs original intent. I don't believe the current VR model is designed to meet the employment needs of people who have developmental or intellectual disabilities or severe mental health issues. Thankfully, DD/ID providers do have a successful system of support. However, new proposed rules and regulations could have an untoward effect of throwing people with ID and DD into the same work world as people with severe mental health issues; i.e. reduced or no employment. Wouldn't it make better sense to focus energy on those who are severely underserved or have no services before potentially destabilizing an employment support system that works? Therefore, I propose that VR does a demonstration project for people who have severe mental health issues and severe/profound MR. Currently I know of three, unemployed people with autism (no MR diagnosis) and I know of many people with severe or profound intellectual disabilities who would be good candidates for a demonstration model. So VR lead the way...We would love to replicate your success with.... 1. Community jobs 2. at minimum wage 3. at 20 to 40 hours 4. at people's preferred work places (Name, Agency Name)
16	We are a special education unit so we don't directly work with the employment of students or persons with disabilities. However, more training and collaboration would always be welcome from and with VR

2014 PROVIDER SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
19	It feels like there is a disconnect between the guidance that comes from the state VR office and local VR counselors, and DD case managers in terms of what services and supports can and should be offered to students prior to age 21. We are longing for a partnership that would truly help students be ready for life beyond graduation by having supports in place prior to graduation.
21	Marketing services to those with disabilities. Teaching individuals with disabilities to ask for accommodations that would allow for successful employment. Sometimes they drop out of the workforce because they perceive themselves as unable to do the job, when all they would need are simple accommodations.
24	None
40	Needed change to ease transition should someone need to re-enter the system (example- having minor issues with work that the job coach can easily be re-assigned to work with the individual). The set up is there, but don't feel it is being used.
44	Clarify the process for the VR counselors when to meet with the students and how often to meet. There is inconsistency from region to region regarding the VR counselors' role with transition students. Some counselors go over and above working with the students and other counselors appear not to want to "leave their office" to travel and work with the students.
47	More employment funding!
49	The current system of grants through DD has not been effective in getting services out to rural settings. The current VR system of regional projects seems to be much more efficient in meeting needs.
51	Assist people to become more independent in areas of employment, without losing all benefits. There are people who want to work more, but cannot because financially they would not be able to make it. If people could work more, without losing so much - it would be a win/win for everyone.
54	A significant deficiency exists in North Dakota for providing long term employment support for persons with disabilities. The "other" category for extended services that prevents individuals that will need long term support in order to be successfully working in the community. If North Dakota would eliminate the IQ score as a qualification for DD services to allow other disabling conditions to be able to be served under the DD system, a number of individuals that currently fall through the cracks would be able to be served in long term extended services and successfully work in the community with ongoing support from providers.

Appendix Eight: Advocate Responses

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.

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
2	Is there transportation services available for those who live outside of Jamestown to utilize Voc Rehab?
6	More availability/time for a mentor to work with individuals with disabilities on a one on one basis.
8	Begin VR process earlier to assist transition age students. More can be accomplished with less money for people with disabilities when efforts can begin while still living with parents and in school.
9	<p>Unmet needs for individuals with significant developmental disabilities Competitive employment might not be the best option but segregated day programs do not provide any interaction with the broader community. Volunteer opportunities are seldom looked at and there must be something more than riding around town while others deliver meals on wheels....seriously this does not make an individual feel like they are helping a neighbor, just going for a van ride. Service providers must become more creative and think of any way individuals can be a part of the larger community. Sheltered workshops must be closed and segregated day programs should take a hard look at services - babysitting my 30 plus year old by playing board games & watching tv to spend her day....no wonder she falls asleep. I ask for anything that stimulates her. I am so concerned that she is demonstrating the institutional behavior of de-sensitivity. If there is no stimuli... some folks resort to self injury and some to just blank out and stare at the wall that they have been positioned to look at. North Dakota is not doing a very good job at person centered planning for any person with any kind of disability. My family members include an older adult with a traumatic brain injury (had to go to a nursing home for lack of support services) our child who has a significant developmental disability, an aging parent with dementia (again nursing home the only option) a long time friend with unmet mental illness support. We are not doing so well. I know this survey was to pertain employment barriers within the DD system but we must look at the big picture....what is good one of us with a disability crosses over to all individuals in ND</p>

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
16	<p>It seems as though there is a lack of willingness to work with individuals with some disabilities, particularly those with serious mental illness and co-occurring substance abuse. Oftentimes, there is little to no understanding of mental illness and addiction; inconsistency from one regional VR office to the next in regards to the guidelines but more importantly, the attitude and relationship with individuals and the willingness to work with them. I'm also concerned about the work with individuals with TBI, mostly because some individuals appear "normal" and its easy to expect they can do things that very often they cannot do. I am aware of two specific cases in which this occurred; one individual continues to do ok after much advocacy and persistence on the part of a number of other professionals and family members but the other lost a job within two weeks as a result of no ongoing employment support. I hear comments on occasion from other colleagues that VR says "don't bring clients like that to me, they will never work". I appreciate the importance of guidelines and the value of closures for VR, but what about the value of people?</p>
20	<p>In my experience I was educated to hold two different professions. In one profession I was repeatedly rejected by committee without being told. In the other, I qualified with the preliminary paperwork for the positions. Yet when I appeared before the hiring committees those individuals--for the most part--greeted me with dismay. I sensed that they would not hire me for reasons other than my qualifications and ability to communicate. In one case I was Number Two choice of four--Number One took the job--my closest call achieving a full-time job. Perhaps prejudice has lessened in this new century.</p>
25	<p>People need real help filling out applications, getting applications, figuring out which applications to get. They have no idea how to go about getting hired. Online applications are even harder , they can't make their way through them don't have computers to do them on. At most people can barely get a minimum wage job with no benefits this is not fair to the disabled community not to have health and medical benefits like the rest of the workforce. They need career planning and education.</p>
27	<p>none</p>
32	<p>It has been my experience that most businesses/agencies hesitate/refuse to hire qualified applicants who are deaf/hard of hearing as the greatest fear appears to be "how are we going to communicate with this person?" Fortunately, technology is available that makes communication not only possible, but accessible for all - and most of the time access to this technology can be provided at no cost.</p>
41	<p>My contact with VR has always been very positive</p>

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
49	High staff turnover has lead to burnout with the staff who has remained at our VR branch. This burnout is affecting the overall welfare of staff as well as the services that are being provided. Soft skills training is severely lacking for many of our clients. Many clients struggle to maintain transportation through Souris Basin due to previously scheduling pick up and drop off times and due to struggling with independent living skills that require added responsibility to manage work schedules and tranportation schedules. Many of our clients hold employment for a period of two weeks and then get fired for missing work due to lack of independent skills, soft skills, or transportation issues.
54	We need to keep funding in place to provide services for all that need it. Also work to keep VR staff turnover down.
56	Employers need training and assistance to identify jobs that can be done by employees with disabilities and/or how to modify jobs. The State needs to encourage employers to seek out disabled workers and offer jobs that provide a living wage...not minimum wage. VR workers need better training to help workers identify jobs and how to place workers in those jobs and support the workers to keep the jobs
58	The goal needs to be finding career jobs. Too often VR loses track of its mission. VR needs to be more creative in finding solutions to problems that arise. VR needs to keep in mind that VR is a partner to a client who should share the same goal.
60	on-going training in Motivational Interviewing and recovery based interventions; stages of change, update process/policy to be able to meet client's needs when they have the needs (have received an email from VR counselor asking us to "please plan for the emergency."); why does it take so long to get help to find work?? A person can lose their apartment in the 60 days it takes to determine eligibility. My client frequently tell me that VR is not worth their time because VR is too slow and not helpful.
66	There needs to be improved communication between agencies about the expectations of employmnt relatead services.
80	I know of several individuals who are barely surviving on disability who have above average education and experience to put to use in the job field, but the lack of opportunities for them to actually connect with a job without paying an agency are pretty slim. One of those persons has amazing computer programming skills. However, because she is independent and not working with a service agency, her exposure to opportunities for her to put her skills to use has been minimal. I would like to see more outreach via the internet/websites to assist people like her to use their experience and knowledge to further improve their lives as well as the lives of others.
102	Our office refer alot of clients to Voc Rehab but very few hear back or get help from them.

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
103	VR staff are too concerned about getting high marks and receiving awards instead of assisting the SMI population with gaining employment. They would rather tell them to just 'retire' instead of assisting our clientel. VR staff want case managers to do their work for them. Example...fill out the application... call the client regarding their appointments... Referring a client for VR services is a waste of time in my opinion.
111	None at this time
117	Need for more community services in closer to where the disabled reside.
118	We need more options for public transportation - some that our families and individuals that are needing services can afford. We also need safer streets - I have clients that are terrified to cross the streets because they have almost been struck by vehicles or those that have seen or know someone that has been struck by a vehicle while crossing the street. We need more cross walks, traffic signals and stop signs. The police force is doing all that they can to enforce traffic laws - but are also limited due to a greater need than their available resources to monitor all of the population/traffic in the area. Many of my clients resort to staying home and only venturing out when it is absolutely necessary to go grocery shopping. They have opted to stop working due to the difficulty getting to and from work as well as the fear of "not making it" TO work due to being hit by a car/truck.
121	I think the process takes too long from VR referral to the provider intake, to getting services started. This includes situational assessments, job development or SEP. I see a tendency of providers to start to work within their established networks and struggle to develop new contacts and avenues.
135	Employer training on DAD and their role in abiding by the law.
141	northwest human service center needs to figure out housing and living situations for individuals who are attempting to stay and work here, and assist them with these needs Community Options are accessible, and follow through with clients referred to them, really appreciate their assistance and willingness to meet clients "where they are at"
148	Because I work behind-the-scenes I am unable to answer this question.
151	I have been very pleased with the Williston VR Services for my nephew. (Name) is an asset to the VR unit. She encourages independence in the client and she has a great rapport with the employers in the community.
161	We have a huge issue with Drug and Alcohol abuse in Region 8 (Badlands) region. Persons with disabilities who have addiction issues will not be served or cannot be servied due to the lack of addiction counselors in the area. Badlands Human Service Center only has one addiction counselor and evaluations are 2-3 months back scheduled.

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
166	The only service provided to my daughter was a voucher to purchase clothing for her interview and potential job which was greatly appreciated. No connections to employment opportunities were provided even though she has a degree as an executive administrative assistant with legal emphasis. Job Service, VR, and NDAD really need to coordinate services and meet regularly to form a support group/task force to advocate for their clients.
167	More Supported Employment/Extended Services dollars for persons ineligible for DD Services.
168	More funding, less rules and stipulations, more employees
170	My major concern is that my daughter works 20 hours/week and is in danger of losing her social security disability benefits due to her income. She cannot live on her part time income. We are concerned about her ability to continue to work at this job that she loves and has been at for 6 years as she continues to get raises and will shortly get to the max income which isn't enough to survive on.
176	Some of the regions that one person is assigned to cover are way too big for them to be effective. I think smaller service areas or more staff to cover areas would help people get the help that they need.
182	work with your local domestic violence crisis center to provide ongoing support and direction for people with mental illness, addiction, domestic abuse effects, etc... sometimes it is hard for them to just go out and get a job after they get out of abuse--and often they get penalized for not working, etc. Childcare is a big issue too, housing, transportation, often they become a single-parent after leaving the abuse, topped with the addiction/abuse effects. thank you
191	There is evidence that now shows that time unlimited services for people who have a mental illness, substance abuse, or dual disorder that giving them a meaningful activity such as a job will speed up the process of recovery. with the need to fill vacant spots in north Dakota VR should look at switching up the way they do business by helping those individuals that are still symptomatic of these illnesses. I think this would be an overall win for everybody to include these people. Why exclude some of the most vulnerable population out there? Let's start thinking about the possibilities of opening up your approach of how to do provide services to people that needs and wants these services.
192	Funding for providers to provide services is an issue which needs to be addressed.
197	We have no Voc Rehab services in our area.
201	Decrease of job opportunities in rural ND

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
210	I see a variety of factors that is limiting opportunities for people with disabilities gain community integrated employment. First, the number of providers not willing to change there business model to make community integrated employment the number one priority in there organization. Second, the lack of funding to assist providers to move to an employment first base concept which is two fold actually, funding for staff/services and on-going technical assistance for providers/staff.
211	VR needs to help better on getting a job that pays minimum wages and not under minimum wages because people can't live on under minimum wages
213	The reality is A lot of individuals will always need job coaching and this then makes VR and employment, sadly, not an option for them. Also if they could benefit from a day program to gain social skills and social capital they are so limited when they receive VR due to the 50% rule.
218	VR often seems behind the 8 ball. By this I mean not ready to serve clients and sometimes staff who are not really prepared to work with the client on services that person needs. There is a lack of coordination services for those disabled person I need.
221	We were told Voc Rehab didn't have any available "slots" and we needed to be put on a waiting list, but to try Community Options. Community Options was an absolute waste of our time and in my opinion I am not sure what they actually offer - made several phone calls and their staff didn't even know what they offered for TBI. I think Community Options funding could be cut and given to Voc Rehab to open more slots needed for people with disabilities.
222	With the current unemployment rate in ND, it's a prime time to help individuals with disabilities find employment and support them so they can maintain their jobs. More resources are needed for those professionals who provide these services in order to make it work. There is also a high turnover rate for VR Counselors. Their pay probably needs to be reviewed and increased.
223	simplify the rules for the VR process and give the couseors more flexibility with how they use funding
229	Need to have disability staff come out to county offices and let disable people know through local newspapers or notices in community.
239	Continued efforts when working with 121 projects. Increase shared cases.
244	One of the main service barriers are issues related to distance and extended services. Unfortunately, rural communities are limited in services and are expected to travel great distance to receive them. Our clients are not always able to do that. It has become the expectation they must move in order to meet their needs. I believe they should have a more wide range of options, especially related to housing.

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
246	My personal opinion is disabilities are a stigma that individuals would rather not deal with, it's easier to ignore rather than help.
247	Have tried to obtain help from many agencies (Easter Seals, IPAT, Family Caregiver Program, HCBS, Voc Rehab, Independence, NDAD, etc) for husband who became disabled at age 44 from TBI...very little help from few agencies. Mostly turned down due to age, income, location (rural community of approx 3000 in north central ND). Was actually told by one agency, "We cannot create a job for him". The Disabled need jobs 'carved out' for them, not 'created'. Agencies need to coordinate services and work together. Age, income and location should not hinder needed services. Husband, age 59, has now moved into nursing home; I feel this unfortunate placement could have been avoided, or at least postponed, had he received the correct services early on. This placement will cost the State hundreds of thousands \$'s more than disability services would have. Please contact me if I you wish. (Email address)
252	Increase the funding to Supported employment and get rid of the gap in services for individuals with sever disabilities between the ages of 18 and 21!
256	I would rather refer my clients directly to Triumph or Community Options for employment assistance instead of utilizing
271	It seems that some individuals get "forgotten" after they've been accepted for VR services, i.e., weeks or months go by without contact between VR and the individual or without measureable progress in job placement or matching.
272	available housing and relocation services to more urban areas where there are more transportation options.
275	In the smaller communities there are fewer opportunities for those with disabilities. I think their are those who would like to be more independent but have limited skills and resources.
276	Opportunities in the community are a hindrance for youth transitioning into adult.
279	Extended job coaching is needed for some individuals as they need that support to adequately learn and internalize their job duties and also to navigate teh workplace socially and emotionally.
291	Would liketo see more services in community to connect with to place our Residents when they are discharged. I believe the community people have to great a caseload and need more staff to help in this area.

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

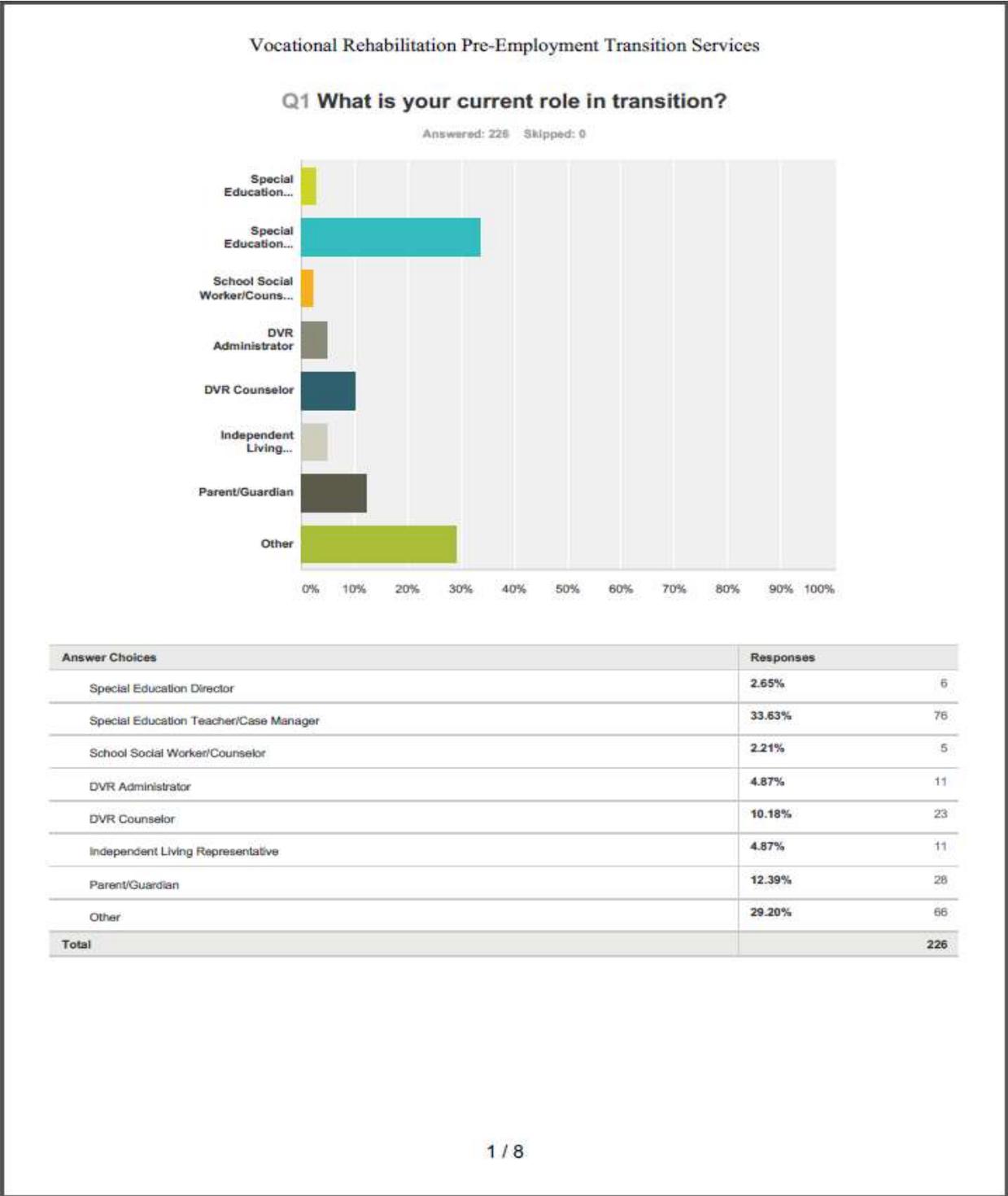
ID	Comments
292	<p>There needs to be some kind of funding for transportation that is easier to access, perhaps an agreement with bussing or taxi services. Jamestown High School is NOT meeting employment development needs of youth, they've scaled back or cut any meaningful activities for any level of disability. Students in Transition House should be able to take vocational classes. Vocational Centers need to offer more variety for Adult Education focusing on trades such as CDL, welding, carpentry, electrical, painting, typing, clerical, daycare and basic computer etc. Extended Services must be more excessible the waiting lists for extended services are inexcusable. There are no services for adults with autism. Just because someone turns 18 does not mean he or she no longer has autism. Many individuals with autism are NOT DD so have no opportunity to get case management so do not get extended dollars and no supported employment.</p>
293	<p>I believe that in the more rural communities, there needs to be education provided to community sites regarding disabilities and the ability to work.</p>
308	<p>Transportation for client is a big issue to get to and from jobs and clinic appointments, etc. Now that the hospital (JRMC) is located out of the city, it is harder for clients to pay for trips to doctor appointments, and have money to take bus and cabs to get there. Not quite so bad for clients to get to the Human Srevice Center in Jamestown though. Some clients just don't want to work and others find excuses not to work. Maybe the drive and ambition of some of the clients just isn't there.</p>
316	<p>The workers from Region I do not appear to want to take clients from Divide County. In the past clients have contacted them and they do not hear anything back from them.</p>
318	<p>The staff at Badlands Human Services needs to be increased so that they are better able to do their job of assisting clients and following up with those clients. More resources need to be provided within the community such as bus services to provide transporation that is affordable to the elderly and disabled. More traffic lights, cross walks, etc need to also be put in place - a LARGE number of my clients are terrified to cross the streets in Dickinson (and two of my clients have been struck by vehicles while crossing the street - so this is a valid fear in my opinion) and since the price of riding a taxi or bus service is so high - many are choosing to not work or get out in the community to interact with others and take advantage of some of the programs that we DO have in place due in large part because of this fear.</p>
320	<p>The view of what type of jobs people with disabilities can do needs to change. Too often jobs are offered that are very of the cleaning or janitorial nature and no room for advancement for the person. They seem to be "stuck" in the same type of job or job forever. They may have various skills that no one is really looking at. Better support from community/businesses.</p>

2014 ADVOCATE SURVEY OF CURRENT SERVICES AND UNMET NEEDS COMMENTS

ID	Comments
334	There needs to be more emphasis on helping individuals get on the Medicaid Expansion. There seems to be a lack of knowledge among eligibility workers at the county level and Human Service Center as to how to help people with low income get signed up. There also needs to be a more connections between the State Hospital and outpatient care. Outpatient care needs to do more in assisting clients with taking thier medications and addressing barriers in the community.
335	A better public transportation system is need. The buses need to from 7:00AM to 9:00PM as a minimum. The transit route also needs to be extended to reach surrounding areas. This is a top barrier for people with disabilities to obtain and maintain employment.
346	Individuals past the Transition Planning age are not really considered or encouraged to think about employment outside of sheltered workshops or day services
348	Provider staff need additional training and supports to incorporate existing and new employment techniques when working with people with disabilities. When training is offered, follow-up with techncial assistance is essential in order to solici change and incorporate new ways of conducting business. In addition, the proefession much be consider a career path and not a dead end job. People in these position need to have various skill sets, advance knowledge and the ability to work with people. We ned to professionalize the field of Employment Specialist and pay them for the work they performance, meaning increase their wages so they are more likely to stay in their jobs.

Appendix Nine: Vocational Rehabilitation Pre-Employment Transition Services

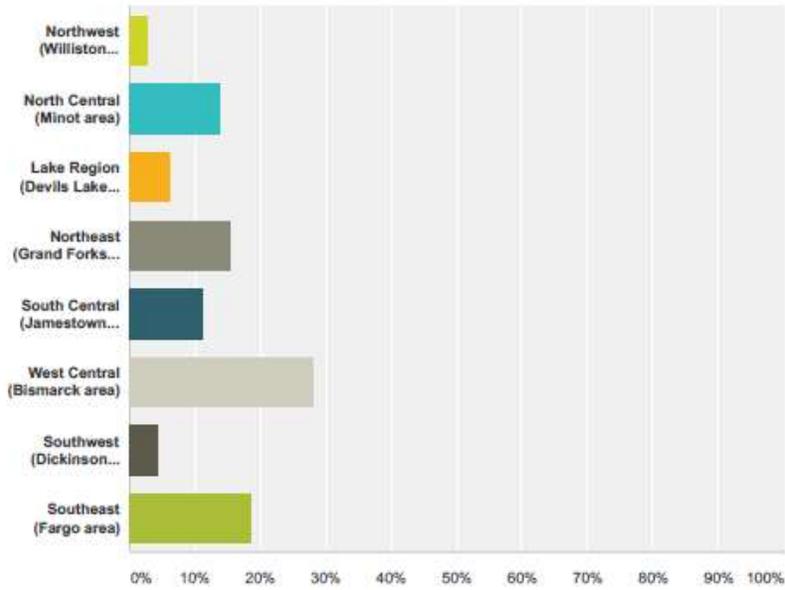
Transition Survey Results



Vocational Rehabilitation Pre-Employment Transition Services

Q2 In which North Dakota region do you live?

Answered: 226 Skipped: 0

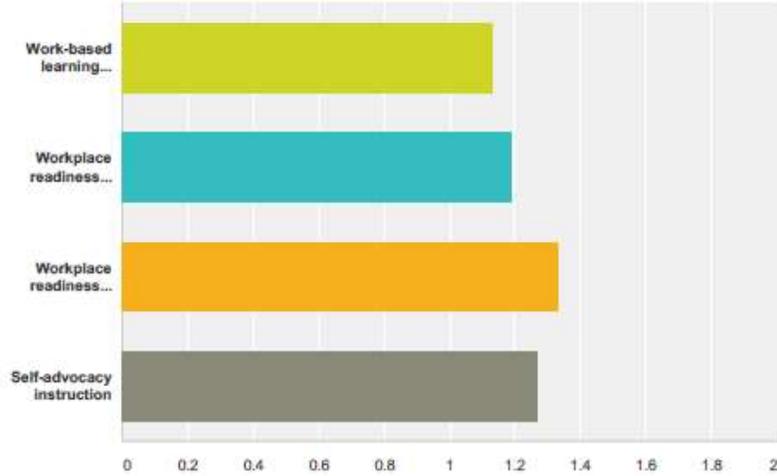


Answer Choices	Responses	Count
Northwest (Williston area)	2.65%	6
North Central (Minot area)	13.72%	31
Lake Region (Devils Lake area)	6.19%	14
Northeast (Grand Forks area)	15.49%	35
South Central (Jamestown area)	11.06%	25
West Central (Bismarck area)	27.88%	63
Southwest (Dickinson area)	4.42%	10
Southeast (Fargo area)	18.58%	42
Total		226

Vocational Rehabilitation Pre-Employment Transition Services

Q3 How important are each of the following in assisting students with disabilities to prepare for work?

Answered: 226 Skipped: 0

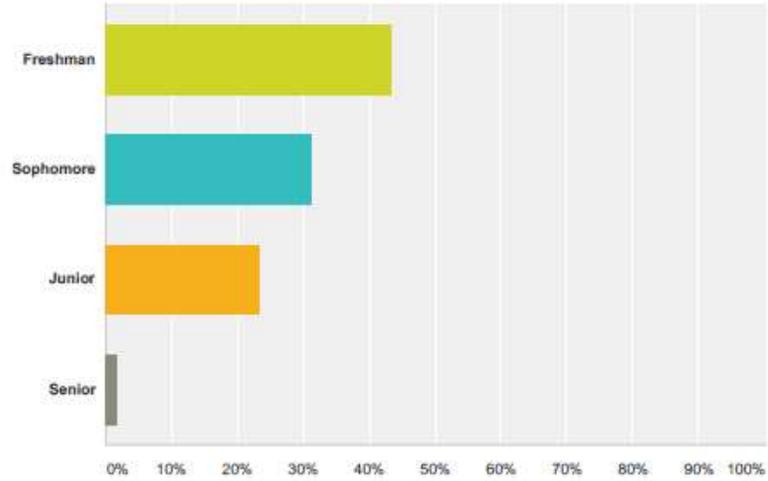


	Extremely Important	Moderately Important	Slightly Important	Not at all Important	Total	Weighted Average
Work-based learning experiences	88.94% 201	9.29% 21	1.77% 4	0.00% 0	226	1.13
Workplace readiness training to develop social skills	83.63% 189	14.16% 32	1.77% 4	0.44% 1	226	1.19
Workplace readiness training to develop independent living skills	70.35% 159	27.43% 62	0.88% 2	1.33% 3	226	1.33
Self-advocacy instruction	76.55% 173	19.91% 45	3.10% 7	0.44% 1	226	1.27

Vocational Rehabilitation Pre-Employment Transition Services

Q4 Based on your experience, at what educational level should pre-employment transition services begin?

Answered: 226 Skipped: 0

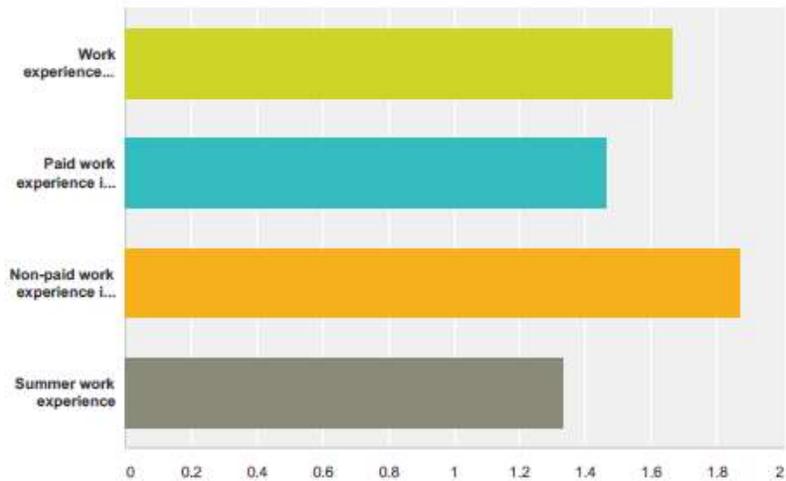


Answer Choices	Responses	
Freshman	43.36%	98
Sophomore	31.42%	71
Junior	23.45%	53
Senior	1.77%	4
Total		226

Vocational Rehabilitation Pre-Employment Transition Services

Q5 How important are each of the following work experiences in preparing students with disabilities for work?

Answered: 226 Skipped: 0

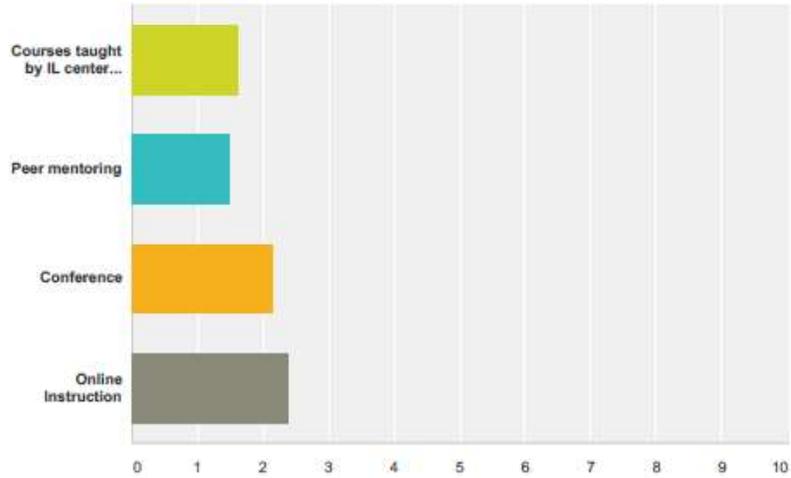


	Extremely Important	Moderately Important	Slightly Important	Not at all important	Total	Weighted Average
Work experience during school hours	52.65% 119	29.65% 67	16.37% 37	1.33% 3	226	1.66
Paid work experience in the community	63.27% 143	28.32% 64	7.52% 17	0.88% 2	226	1.46
Non-paid work experience in the community	35.84% 81	43.36% 98	19.03% 43	1.77% 4	226	1.87
Summer work experience	69.91% 158	26.99% 61	3.10% 7	0.00% 0	226	1.33

Vocational Rehabilitation Pre-Employment Transition Services

Q6 How important are the following self-advocacy activities for students with disabilities?

Answered: 226 Skipped: 0

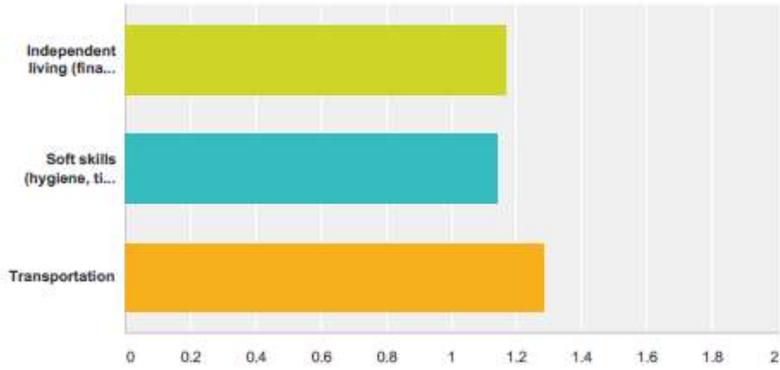


	Extremely Important	Moderately Important	Slightly Important	Not at all Important	Total	Weighted Average
Courses taught by IL centers or others	52.21% 118	36.73% 83	10.18% 23	0.88% 2	226	1.60
Peer mentoring	59.73% 135	32.30% 73	7.08% 16	0.88% 2	226	1.49
Conference	22.57% 51	44.25% 100	30.09% 68	3.10% 7	226	2.14
Online Instruction	12.39% 28	44.25% 100	35.84% 81	7.52% 17	226	2.38

Vocational Rehabilitation Pre-Employment Transition Services

Q7 How important are each of the following activities for students with disabilities?

Answered: 226 Skipped: 0



	Extremely Important	Moderately Important	Slightly Important	Not at all Important	Total	Weighted Average
Independent living (finance management, accessing housing, etc)	84.07% 190	14.60% 33	1.33% 3	0.00% 0	226	1.17
Soft skills (hygiene, time management, communication, etc)	87.61% 198	11.06% 25	1.33% 3	0.00% 0	226	1.14
Transportation	75.66% 171	21.24% 48	2.65% 6	0.44% 1	226	1.26

Vocational Rehabilitation Pre-Employment Transition Services

Q8 If you could design the ideal program for transition students to be ready for work at graduation, what would it include?

Answered: 126 Skipped: 100

8 / 8

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