



Rehabilitation Services  
Commission

# COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT

# DRAFT

# BRIEFING BOOK

APRIL 9, 2012



## **A: Key Principles Supporting Needs Assessment Activities**

The following principles, cited in the Rehabilitative Services Administration's "VR Needs Assessment Guide", provided guidelines for Ohio's comprehensive statewide needs assessment.

1. The purpose of Ohio's comprehensive statewide needs assessment was to develop data-driven recommendations.
2. Because of recognized limits in the data, the need for VR services cannot be measured with exact precision.
3. There is a need to rely on more than numeric data for the needs assessment.
4. There is a need to take advantage of existing knowledge in the agency.
5. The CSNA should be viewed as a balance of art and science.
6. The CSNA should combine qualitative and quantitative results.
7. Some recommended actions can happen in the short- term while others will require more study.
8. The CSNA is an opportunity to identify gaps in services and areas where RSC should focus and promote resource development to serve consumers.

## **B: Definitions of Disability Categories**

**Visual Impairment.** Steinmetz (2006) defines visual impairment as a severe visual disability where an individual is unable to see words and letters. The American Foundation for the Blind cites American Community Survey data (US Census, 2010) and indicates that 236,659 individuals, age 15 and older, in Ohio or 4.5% of the population experienced "vision loss" (individuals reporting serious difficulty seeing even with glasses/contact lenses including those who are blind). The 2010 American Community Survey indicates that 1.7% and 2.1% of the population in the US and Ohio, respectively, experience a visual disability. Individuals were

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classified as having a vision disability if they answered yes when asked if they had serious difficulty seeing even when wearing glasses.

**Hearing Impairment.** Steinmetz (2006) estimates that 3.5% of the population, age 15 and older, have a hearing disability. This includes 3.1% with a non-severe hearing disability and .4% with a severe hearing disability (Steinmetz, 2006). The 2010 American Community Survey indicates that 2.0% and 2.2% of the population in the US and Ohio respectively, experience a hearing disability. Individuals were classified as having a hearing disability if they answered yes when asked if they were deaf or had serious difficulty hearing.

**Communicative Impairment.** Steinmetz (2006) indicates that 1.2% of the population age 15 and older has a speech disability. This includes .09 percent with a non-severe disability and .03% with a severe disability.

**Physical Disability.** Steinmetz (2006) suggests that 1.2% of the population age 15 and older uses a wheelchair or similar device. The 2010 American Community Survey indicates that 5.0% and 5.2% of the population in the US and Ohio respectively, experience ambulatory disability. Individuals were classified as having an ambulatory disability if they answered yes when asked if they had serious difficulty walking or climbing steps.

**Psychosocial Disorder.** According to the Substance Abuse and Mental Health Services Administration as cited by Schell (2009), 5.5% of the population age 18 and older experiences a severe mental illness.

**Cognitive Disability.** The 2010 American Community Survey indicated that 4.2% and 5.2% of the population in the US and Ohio respectively experienced a cognitive disability. Individuals were classified as having a cognitive disability if they answered yes when asked if they had serious difficulty concentrating, remembering or making decisions due to a physical, mental or emotional condition.

**Traumatic Brain Injury.** Traumatic brain injury is damage to the brain caused by a blow to the head. It can cause mild to severe impacts and in some cases, significant disability. The Centers for Disease Control have tabulated the number and frequency of traumatic brain injuries in the US. In 2003, there were approximately 538 traumatic brain injuries per 100,000 individuals in the total population. Of these, 421 per 1,000 resulted in emergency room visits while 99.9 per 1,000 required hospitalizations. Dawodu (2011), states that the prevalence of traumatic brain injury is not well documented. However, Dawodu indicates that the incidence of mild traumatic brain injury is 131 per 100,000 individuals; moderate traumatic brain injury is 15 per 100,000 population; and severe is 14 per 100,000 population. Dawodu reports that the National

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Institutes of Health Consensus Develop Panel on Rehabilitation of Persons with TBI estimates that 2.5-6.5 million Americans live with TBI related disabilities.

**Developmental Disability.** Estimates from the American Journal of Mental Retardation suggest that 2 individuals per 1,000 population, age 18 years and older experience mental retardation (Larson, Lakin, Anderson, Kwak & Anderson, 2001). Schell (2009) indicates that multivariate estimates of the prevalence of mental retardation in Ohio are .54% (individuals aged 18-64). Larson et al. indicate that the number of individuals with mental retardation and developmental disabilities is 7 per 1,000 individuals. Schell (2009) suggests that many Developmental Disabilities Councils use the prevalence estimate of 1.8% of the non-institutionalized population to estimate the rate of developmental disabilities. This estimate includes individuals younger than 18.

**Autism.** Shattuck (2006) indicates that the prevalence for autism among children aged 6-11 in the US has increased from 0.6 to 3.1 per 1,000 from 1984 to 2003. The Autism Developmental Disabilities Monitoring Network was established by the Centers for Disease Control to investigate the prevalence of autism in the US and specific regions of the US. In a report issued in 2002, the Network reported that the prevalence for ASD (Autism Spectrum Disorder) ranged between 3.3 and 10.6 per 1,000 8 year olds in the 14 states that were studied (Centers for Disease Control and Prevention, 2002). The average rate was 6.7 per 1,000 in 2002 or 1 in 150 children. Data were available for Alabama, Arizona, Arkansas, Colorado, Georgia, Maryland, Missouri, New Jersey, North Carolina, Pennsylvania, South Carolina, Utah, West Virginia and Wisconsin. In 2006, the Network (Centers for Disease Control and Prevention, 2006) affirmed the prevalence rate issued in 2002. The most current CDC estimate is that autism has increased to 1 in 88 (Centers for Disease Control and Prevention, 2012).

**Use of Illicit Drugs.** The 2010 National Survey on Drug Use and Health provides estimates of drug and alcohol use among the US population. This survey is the primary source of information on the use of illicit drugs and alcohol available to researchers and practitioners (SAMHSA, 2011). In 2010, 8.9% of the population age 12 and older (22.6 million), were estimated to have used an illicit drug in the month prior to the survey. Illicit drugs included marijuana or hashish, cocaine (including crack), heroin, hallucinogens, inhalants or prescription type psychotherapeutics used non-medically.

**Heavy Drinking.** Heavy drinking was defined in the 2010 National Survey on Drug Use and Health as binge drinking on at least five days in the past 30 days. In 2010, an estimated 16.9 million individuals in the US reported heavy drinking. This translates into 6.7% of the population age 12 and older.

## C: Prevalence Estimates and Sources

Disability Type	Prevalence Estimate	Source
Visual Impairment	2.1%	American Community Survey (US Census, 2010)
Hearing Impairment	2.2%	American Community Survey (US Census, 2010)
Communicative Impairment	1.2%	Survey of Income and Program Participation (Steinmetz, 2006)
Physical Disability	5.2%	American Community Survey (US Census, 2010)
Psychosocial Disability	5.5%	Substance and Mental Health Services Administration, Office of Applied Studies (2008)
Cognitive Disability	5.2%	American Community Survey (US Census, 2010)
Traumatic Brain Injury	.029% <sup>1</sup>	Traumatic Brain Injury(TBI)-Definition, Epidemiology, Pathophysiology, Medscape Reference (Dwodu, 2011)
Developmental Disability	1.8%	RSA Needs Assessment Manual (Schell, 2009)
Autism	1.1%	Morbidity and Mortality Weekly Report, Centers for Disease Control and Prevention (2012)
Use of Illicit Drugs	8.9%	2010 National Survey on Drug Use and Health (Substance Abuse and Mental Health Services Administration, 2011)
Heavy Drinkers	6.7%	2003 National Survey on Drug Use and Health (Substance Abuse and Mental Health Services Administration, 2004)

<sup>1</sup> This prevalence estimate includes moderate and severe TBI.

## D: Organizations that Vetted Prevalence Estimates

Disability Type	Prevalence Estimate	Vetting Organizations
Visual Impairment	2.1%	Prevent Blindness Ohio National Federation of the Blind Ohio American Council of the Blind Ohio Vision and Vocational Services
Hearing Impairment	2.2%	Alliance of the Community Centers for the Deaf Columbus Speech and Hearing
Communicative Impairment	1.2%	Columbus Speech and Hearing Leadership Excellence in Neurodevelopmental and Related Disabilities (LEND) Program, The Nisonger Center, Speech and Language Pathology Faculty
Physical Disability	5.2%	Representatives from the School of Allied Medical Professions, Ohio State University
Psychosocial Disability	5.5%	Ohio Department of Mental Health Ohio Association of County Behavioral Health Authorities Ohio Council of Behavioral Health and Family Service Providers
Cognitive Disability	5.2%	Vetted by the organizations that responded to Psychosocial Impairment, TBI, DD, Autism, Illicit Drug Use, and Heavy Drinking
Traumatic Brain Injury	.029%	Representative from the Department of Physical Medicine & Rehabilitation, The Ohio State University

**D: Organizations that  
Vetted Prevalence Estimates (continued)**

Disability Type	Prevalence Estimate	Vetting Organizations
Developmental Disability	1.8%	Ohio Association of County Boards of Developmental Disabilities Nisonger Autism Child Behavior Support Program, The Ohio State University
Autism	0.7% <sup>2</sup>	Ohio Center for Autism and Low Incidence (OCALI) The Nisonger Center Autism Child Behavior Support Program, The Ohio State University
Use of Illicit Drugs	8.9%	Ohio Association of County Behavioral Health Authorities Ohio Department of Alcohol and Drug Addiction Services
Heavy Drinkers	6.7%	Ohio Association of County Behavioral Health Authorities Ohio Department of Alcohol and Drug Addiction Services

<sup>2</sup> The prevalence estimate of .7% was vetted with the organizations cited. In late March 2012, the CDC released a new estimate of 1.1%. This revised estimate was used in calculating prevalence rates.



## **E: Definition of Penetration Rate**

**Penetration rate** is the proportion of the disabled population currently being served. For example, if the penetration rate is 10.0% that means that 10% of individuals with a disabling condition are currently being served and 90% are not being served. The formulas for calculating the penetration rate is:

- $A \times B = C$   
A = Estimated population  
B = Prevalence rate  
C = Estimated number of people who potentially experience a particular disability
- $C \times D = E$   
D = Estimated % of disabled not working  
E = Estimated number of disabled not working
- $E \times F = G$   
F = Estimated % seeking employment  
G = Estimated number of disabled seeking employment
- $\text{Number served by RSC} / G \times 100 = \text{penetration rate}$

## **F: Number of Individuals with Disabilities Seeking Employment**

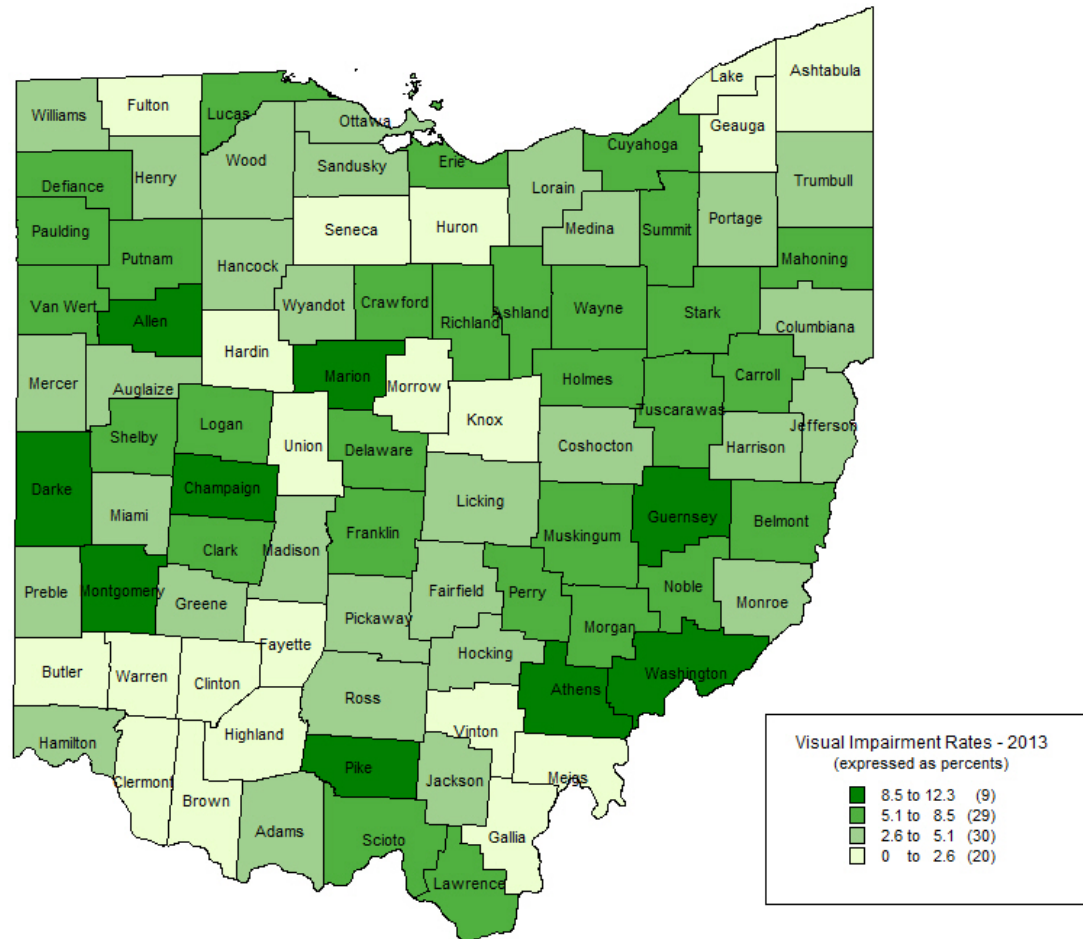
The Bureau of Labor Statistics estimates that 15.8% of individuals with disabilities are seeking employment at any particular point in time.



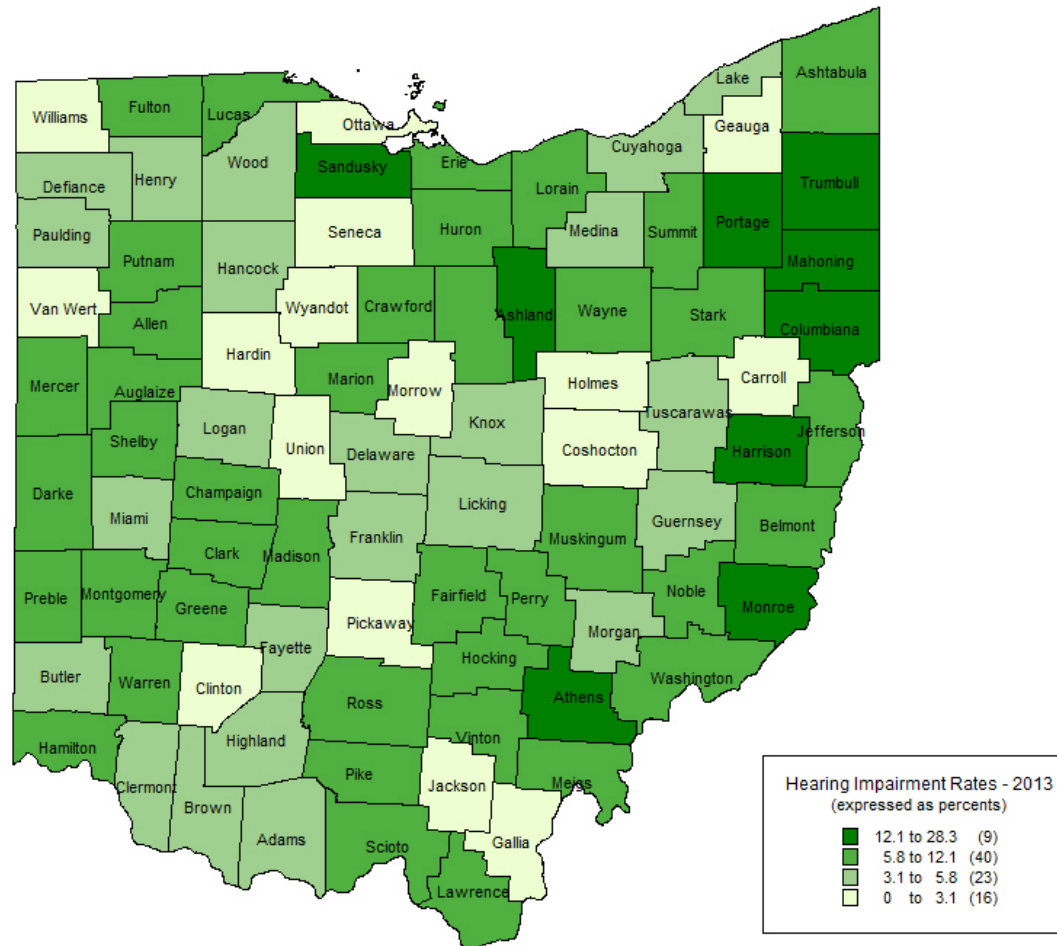
## G: Visual Impairment Penetration Rate Projections - 2013

In the key, the ranges are the percentage ranges. The numbers in parentheses are the number of counties that fall into that category.

The 'natural break' function in mapping software was used to create the ranges in the penetration maps. The definition of natural breaks is as follows: natural break creates ranges according to an algorithm that uses the average of each range to distribute the data more evenly across the ranges. It distributes the data values so that the average of each range is as close as possible to the values in that range. This ensures that the ranges are well-represented by their averages, and that the data values within each of the ranges are fairly close together. The ranges do not overlap, the mapping program rounds in such a way that overlapping does not occur.

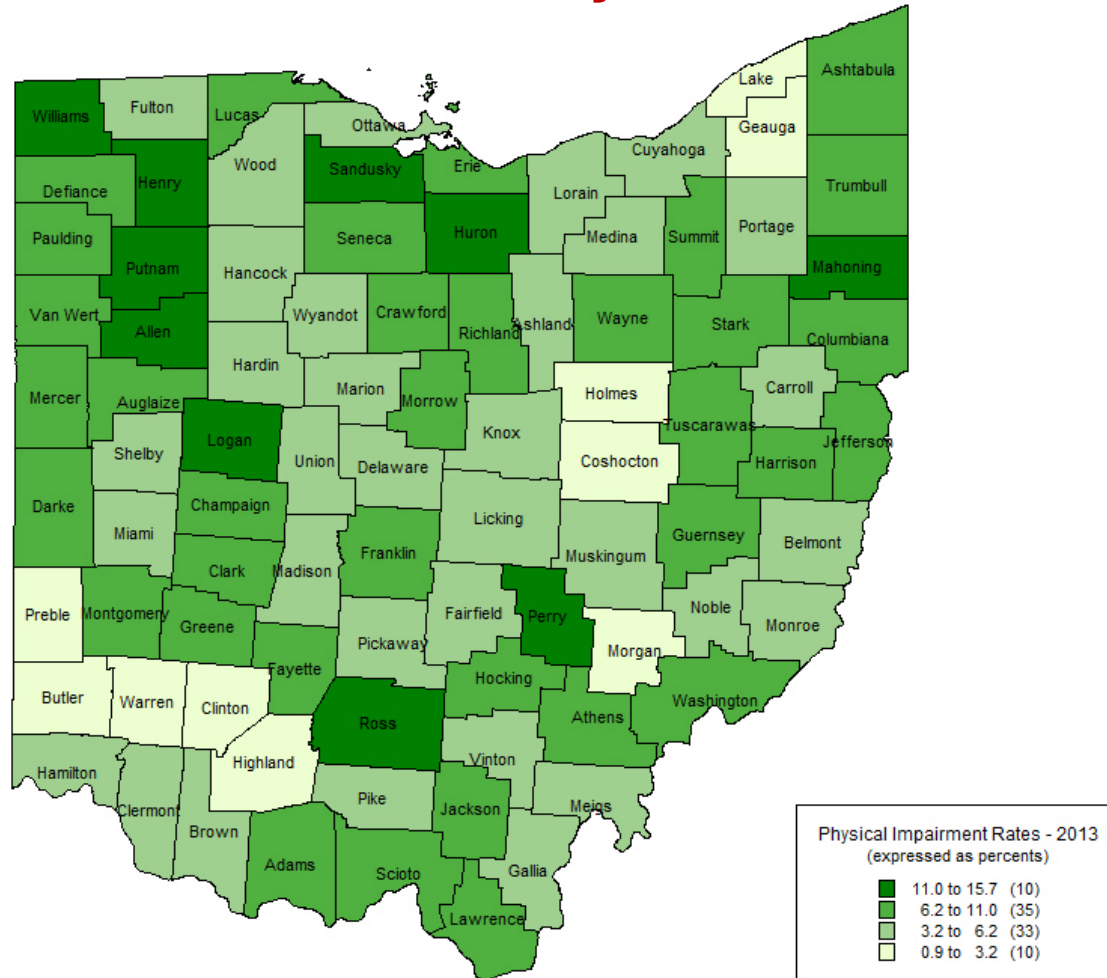


**H1: Hearing Impairment  
Penetration Rate Projections - 2013**

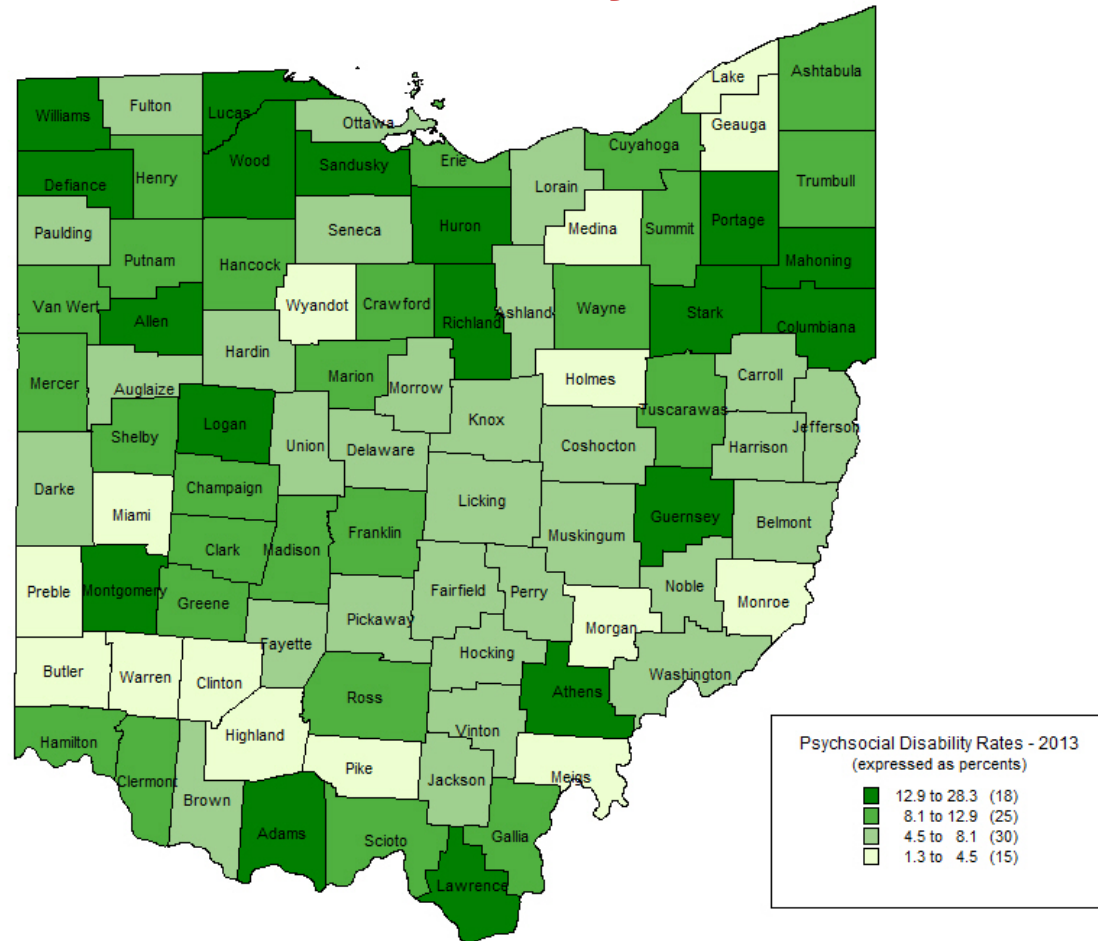


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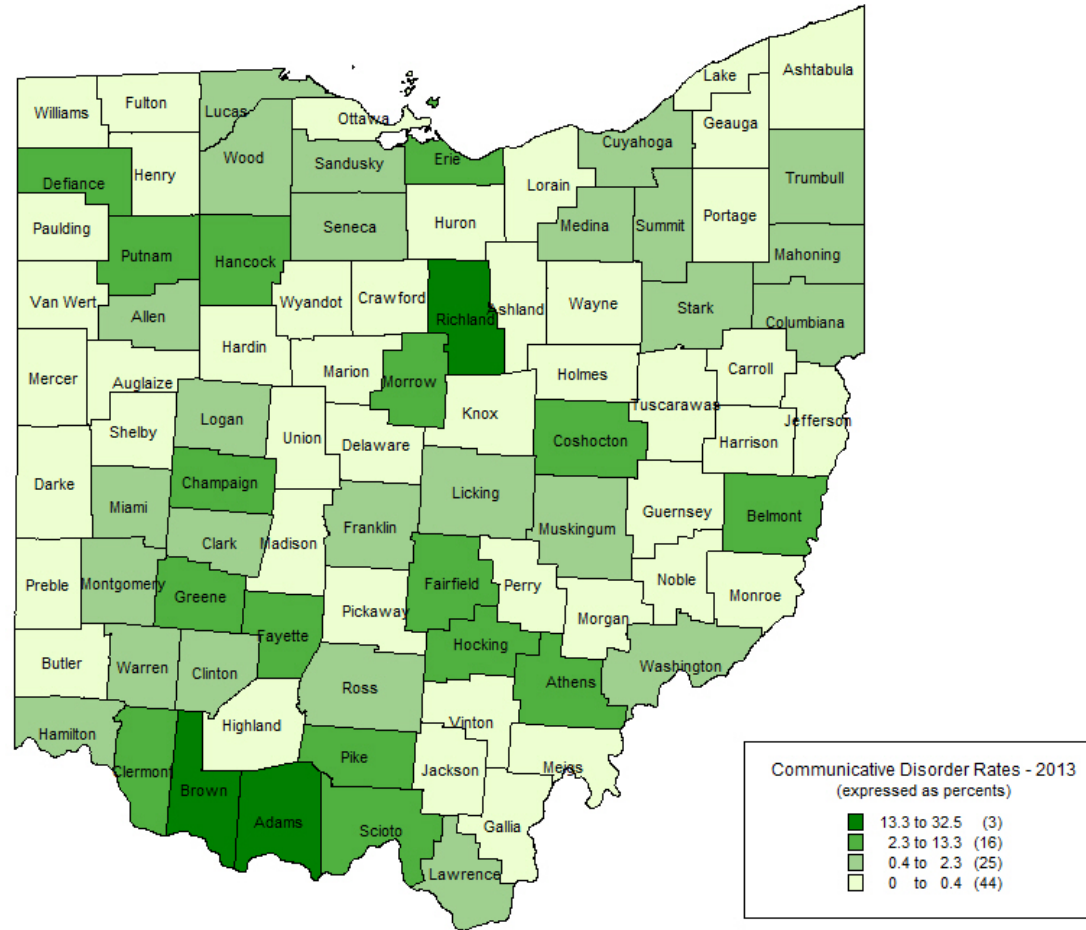
## H2: Physical Impairment Penetration Rate Projections - 2013



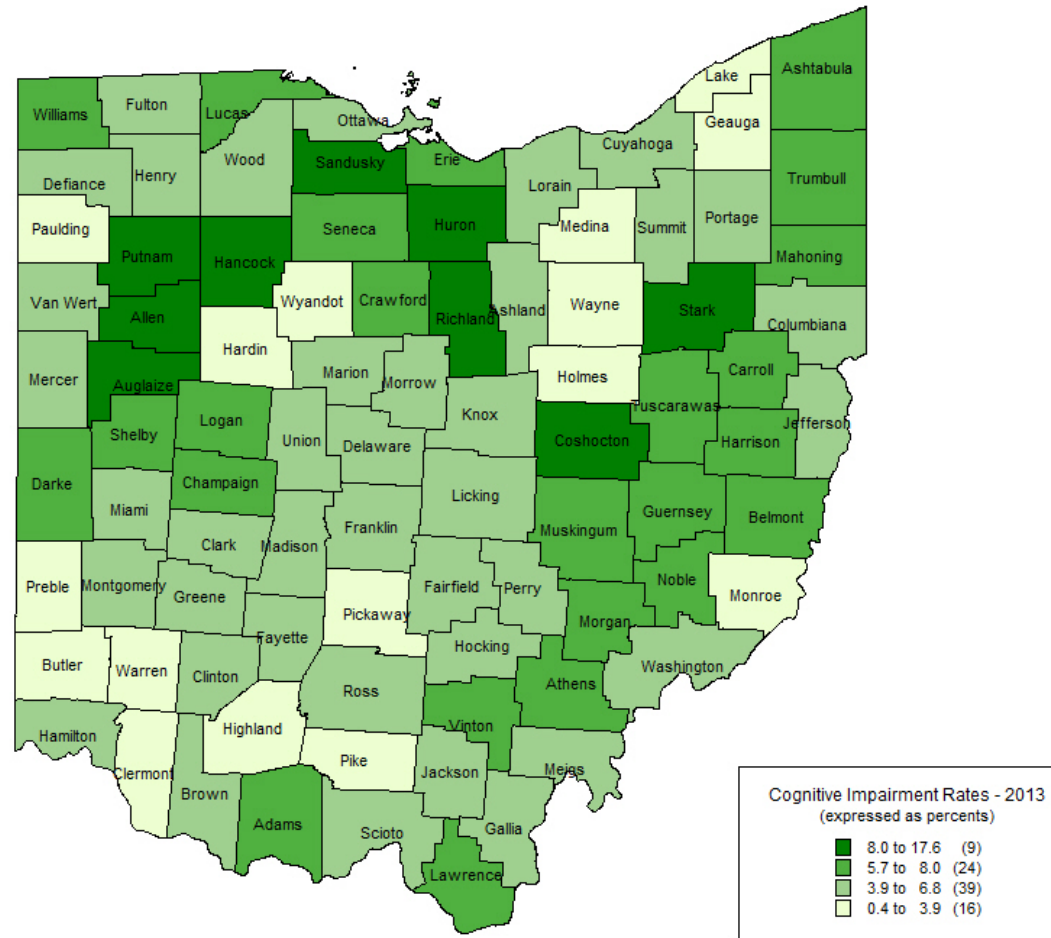
### H3: Psychosocial Disability Penetration Rate Projections - 2013



### H4: Communicative Disorder Penetration Rate Projections - 2013



### H5: Cognitive Impairment Penetration Rate Projections - 2013





I: Estimate of Number Seeking Employment Based on Prevalence Rate Projections for Special Populations - 2013

Table with 6 columns: County, Developmental Disability Estimated Seeking Employment 2013, Autism Estimated Seeking Employment 2013, Traumatic Brain Injury Estimated Seeking Employment 2013, Alcohol Abuse Estimated Seeking Employment 2013, Drug Use Estimated Seeking Employment 2013. Rows include Ohio and various counties like Adams, Allen, Ashland, etc.





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	Developmental Disability Estimated Seeking Employment 2013	Autism Estimated Seeking Employment 2013	Traumatic Brain Injury Estimated Seeking Employment 2013	Alcohol Abuse Estimated Seeking Employment 2013	Drug Use Estimated Seeking Employment 2013
Geauga	168	91	3	556	738
Greene	279	152	5	923	1,226
Guernsey	70	38	1	233	310
Hamilton	1,379	750	22	4,569	6,069
Hancock	131	71	2	435	578
Hardin	56	30	1	185	246
Harrison	29	16	0	94	125
Henry	50	27	1	165	220
Highland	76	41	1	253	336
Hocking	52	28	1	172	228
Holmes	67	37	1	223	297
Huron	103	56	2	342	454
Jackson	58	31	1	192	254
Jefferson	119	65	2	394	523
Knox	108	59	2	357	475
Lake	409	223	7	1,356	1,801
Lawrence	110	60	2	366	486
Licking	288	157	5	953	1,266
Logan	83	45	1	276	366
Lorain	516	281	8	1,711	2,272
Lucas	767	417	12	2,540	3,374
Madison	78	42	1	257	341
Mahoning	427	232	7	1,415	1,880
Marion	118	64	2	390	519
Medina	305	166	5	1,011	1,343
Meigs	42	23	1	140	186
Mercer	71	38	1	234	311
Miami	178	97	3	589	782
Monroe	26	14	0	85	112
Montgomery	933	507	15	3,090	4,104



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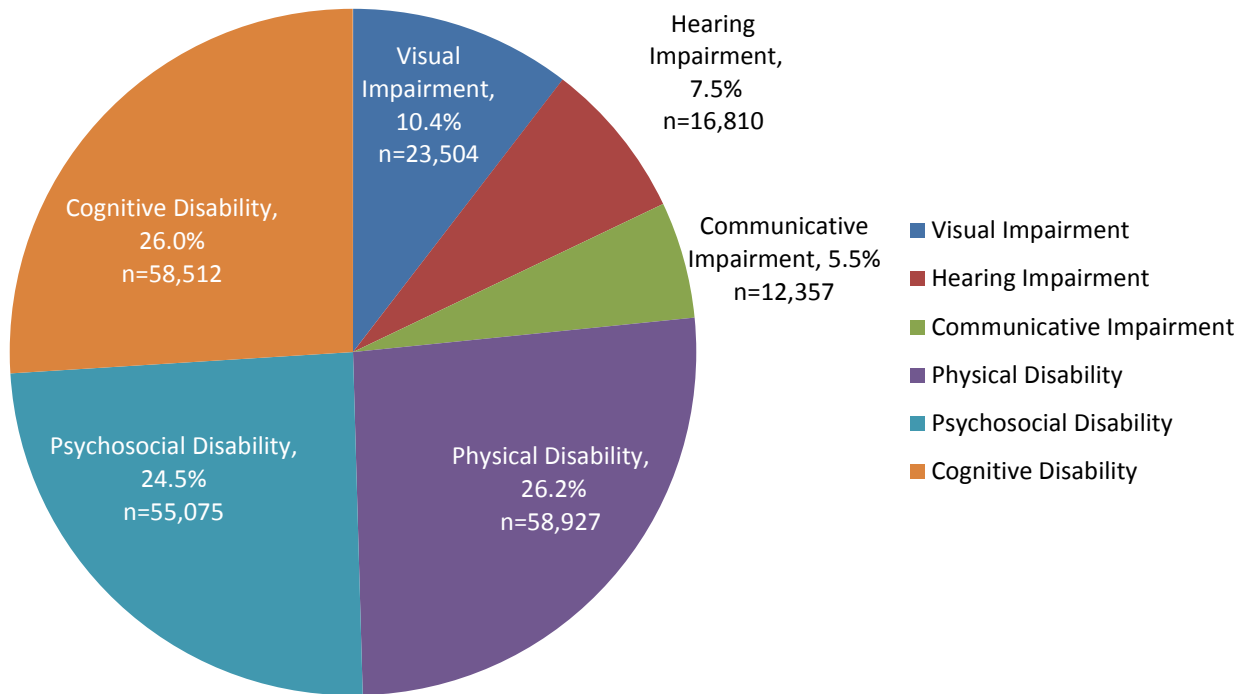
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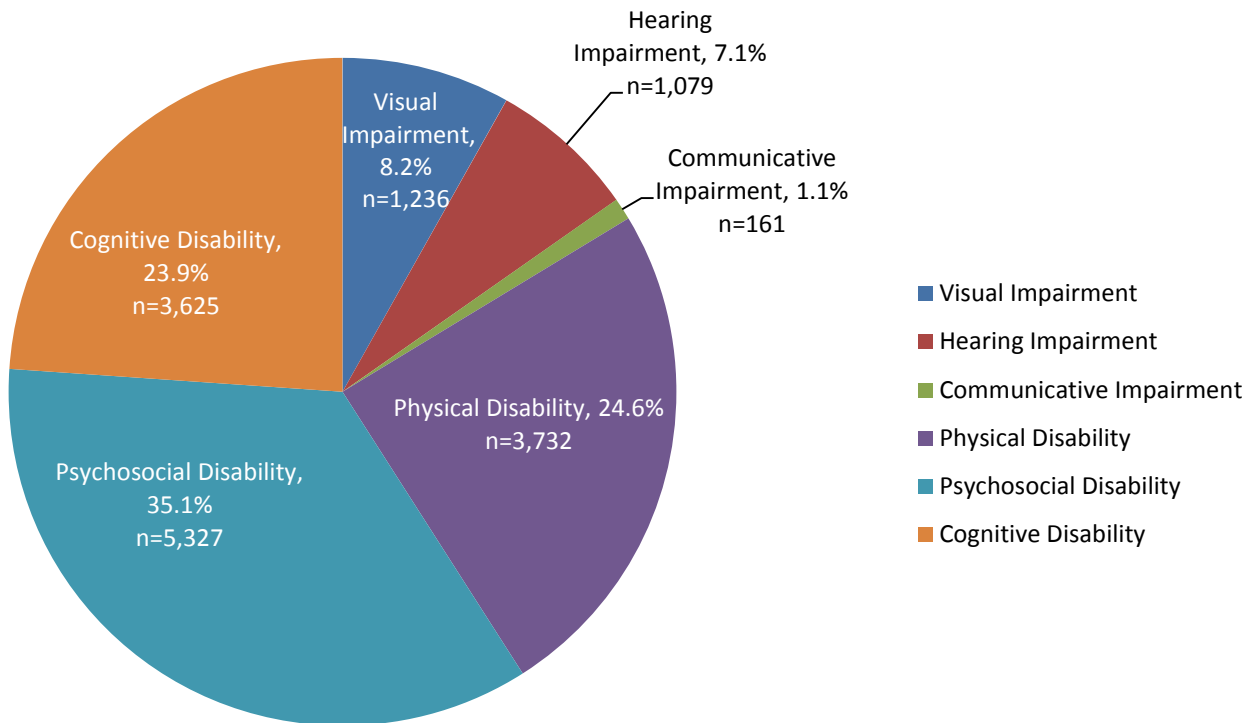
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	Developmental Disability Estimated Seeking Employment 2013	Autism Estimated Seeking Employment 2013	Traumatic Brain Injury Estimated Seeking Employment 2013	Alcohol Abuse Estimated Seeking Employment 2013	Drug Use Estimated Seeking Employment 2013
Morgan	27	15	0	89	118
Morrow	61	33	1	201	266
Muskingum	151	82	2	502	666
Noble	28	15	0	92	122
Ottawa	73	40	1	242	321
Paulding	33	18	1	109	144
Perry	62	34	1	207	275
Pickaway	100	54	2	330	438
Pike	51	28	1	170	225
Portage	287	156	5	951	1,263
Preble	74	40	1	246	326
Putnam	60	32	1	197	262
Richland	221	120	4	732	973
Ross	139	75	2	459	610
Sandusky	103	56	2	341	452
Scioto	137	75	2	455	604
Seneca	98	53	2	324	430
Shelby	84	46	1	279	371
Stark	654	356	11	2,166	2,877
Summit	963	524	16	3,190	4,238
Trumbull	376	204	6	1,246	1,655
Tuscarawas	161	87	3	533	708
Union	92	50	1	303	403
Van Wert	50	27	1	166	221
Vinton	24	13	0	81	107
Warren	386	210	6	1,280	1,700
Washington	113	62	2	375	498
Wayne	204	111	3	675	897
Williams	67	36	1	221	293
Wood	226	123	4	750	996
Wyandot	40	22	1	132	176

**J. Proportion of Estimated Ohioans with Disabilities Seeking Employment 2013**  
**n=225,185**



**Proportion of Ohioans Served by RSC 2010**  
**n=15,160**





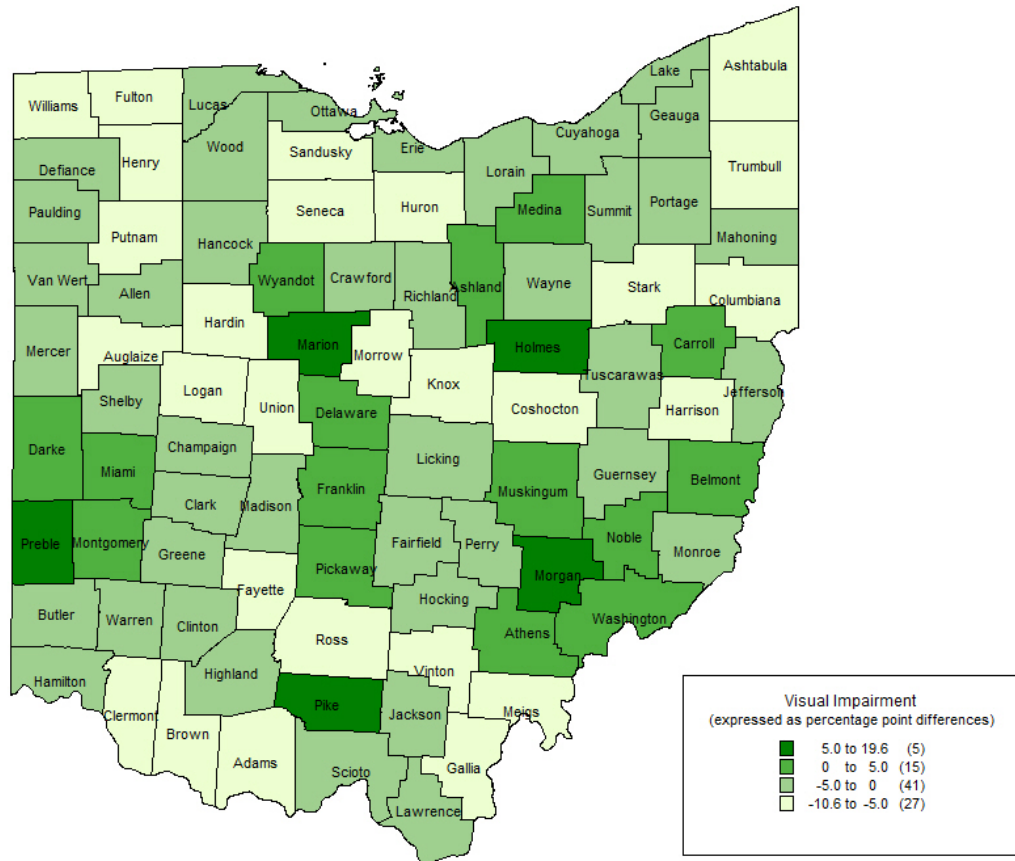
## K. Relative Proportion of Disabilities

Impairment Category	Est. # Seeking Employment	# Served by RSC	% Proportion of Est. Seeking Employment	% Proportion Served by RSC	Difference
Visual Impairment	23,504	1,236	10.44%	8.15%	-2.3
Hearing Impairment	16,810	1,079	7.46%	7.12%	-0.3
Communicative Impairment	12,357	161	5.49%	1.06%	-4.4
Physical Disability	58,927	3,732	26.17%	24.62%	-1.6
Psychosocial Disability	55,075	5,327	24.46%	35.14%	10.7
Cognitive Disability	58,512	3,625	25.98%	23.91%	-2.1
<b>Total</b>	<b>225,185</b>	<b>15,160</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00</b>

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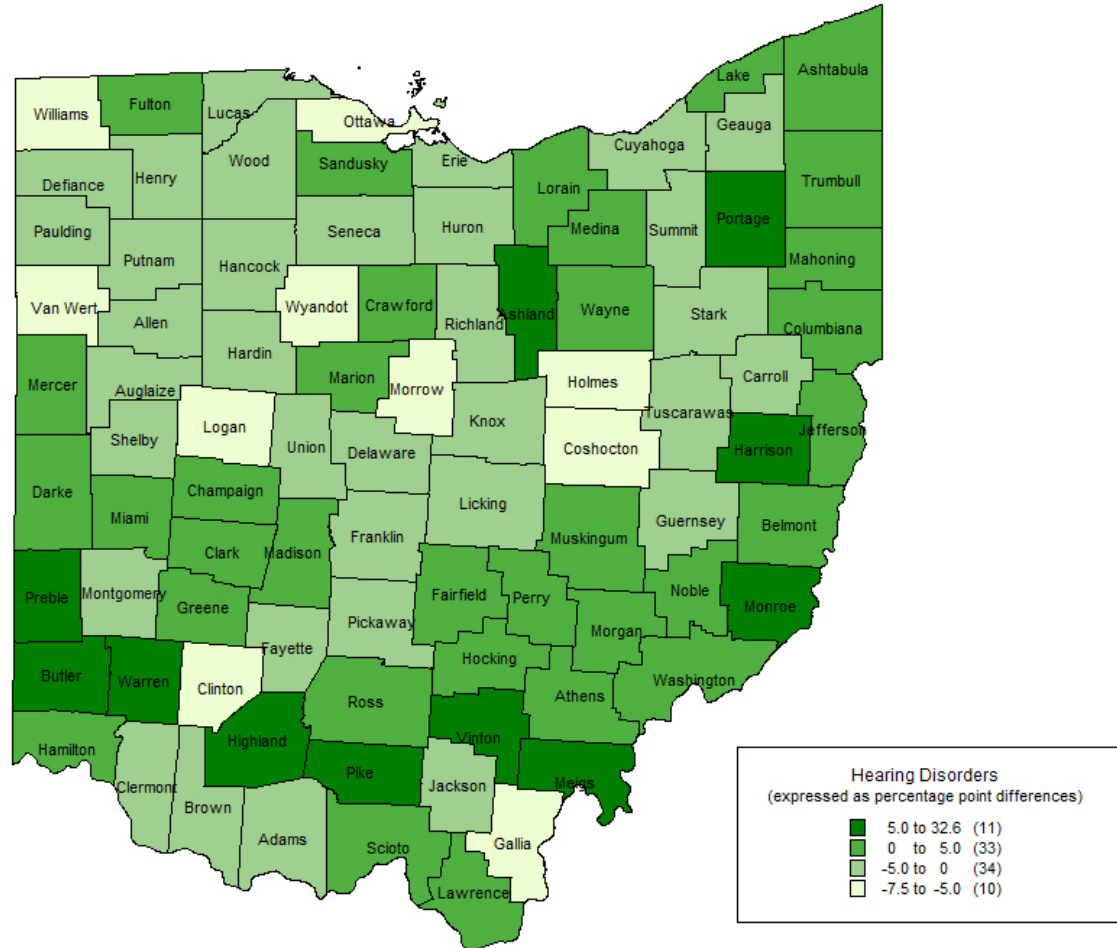
## L: Visual Impairment: Relative Proportions

### Statewide -2.3 Percentage Points



M1: Hearing Impairment: Relative Proportions

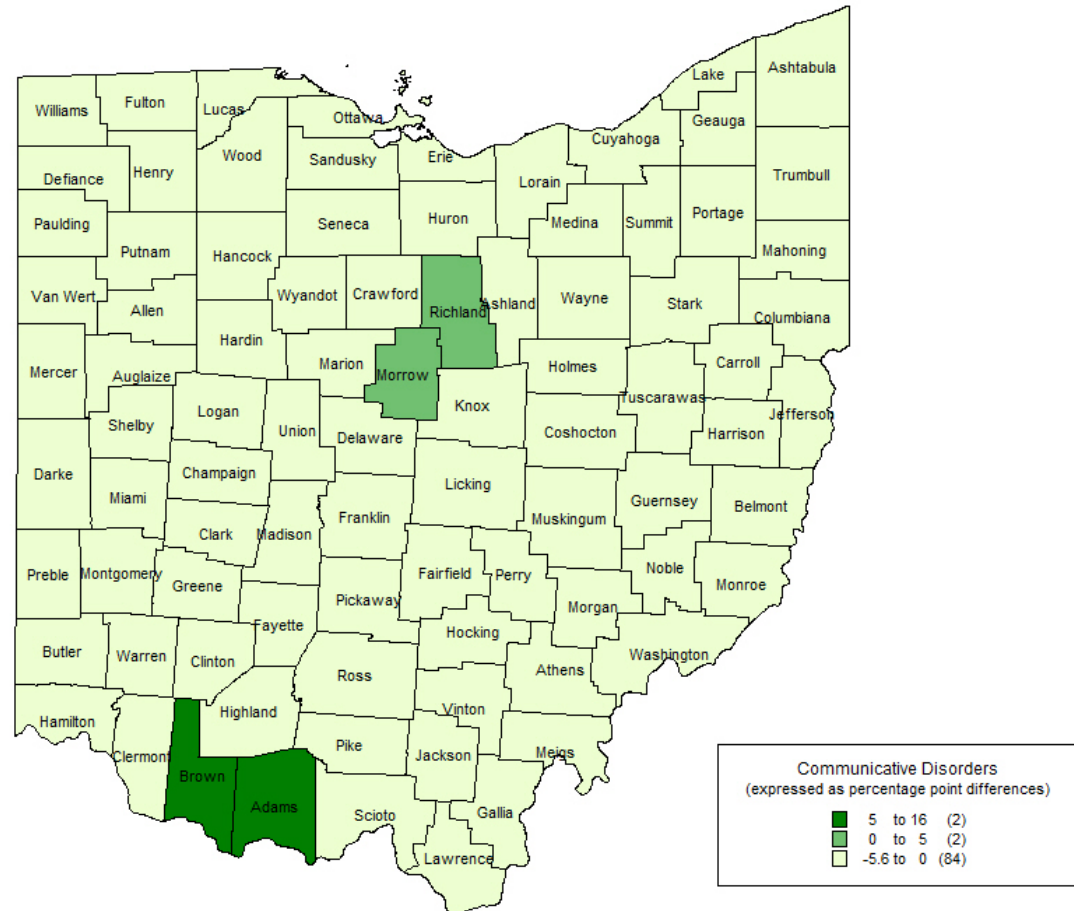
Statewide -.3 Percentage Points



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## M2: Communicative Impairment: Relative Proportions

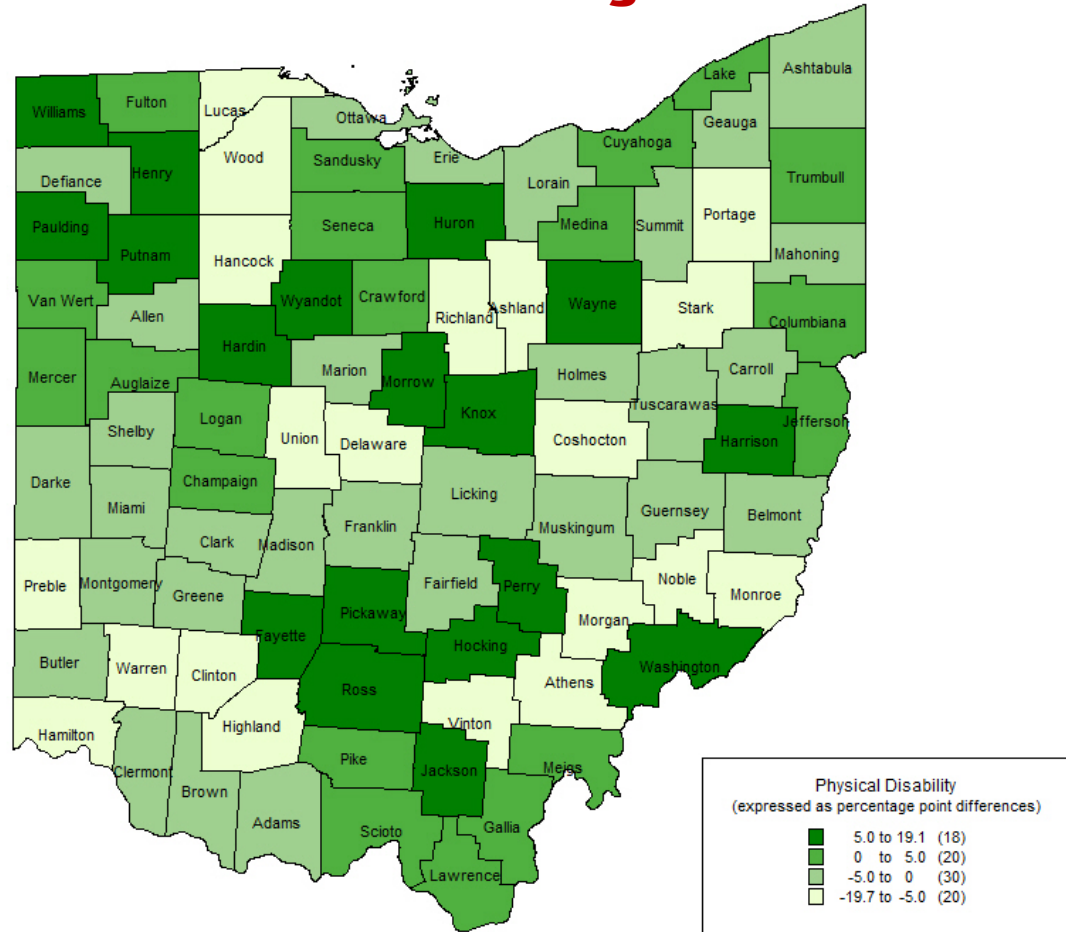
### Statewide -4.4 Percentage Points





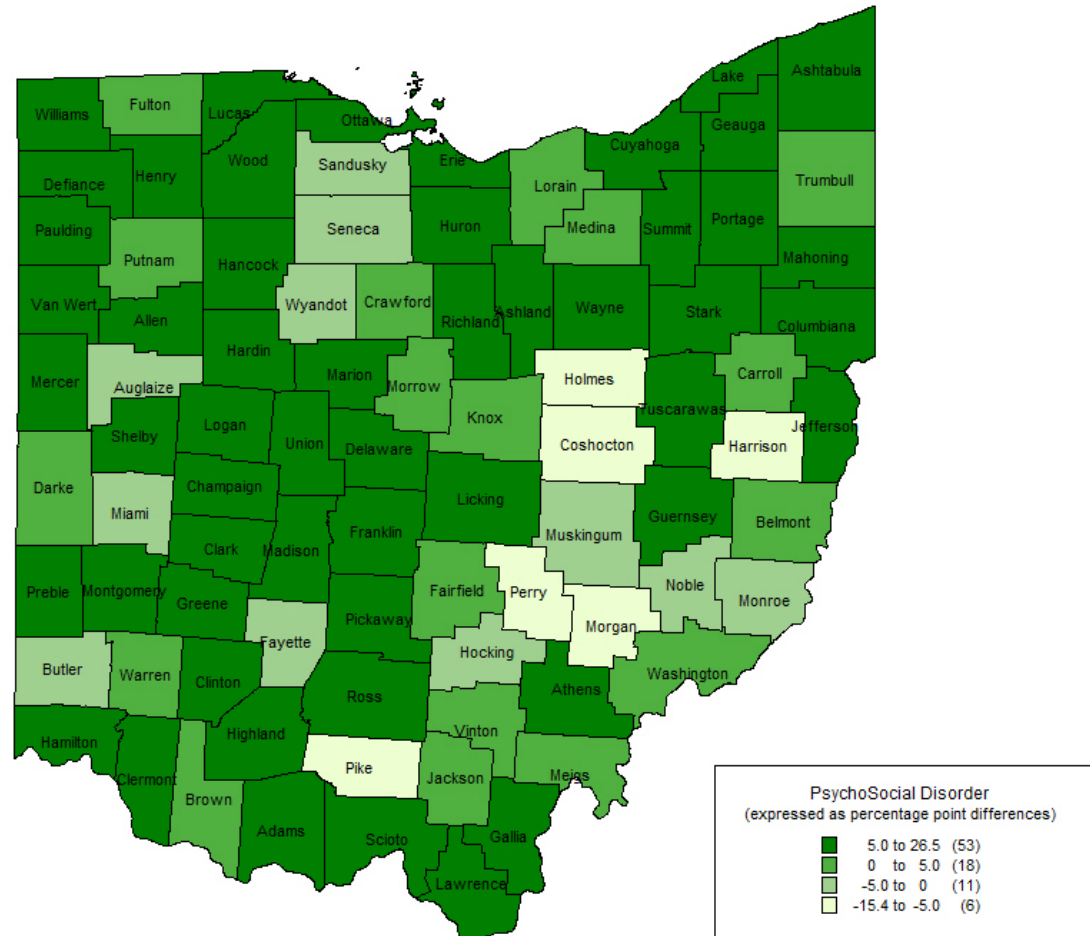
### M3: Physical Disability: Relative Proportions

#### Statewide -1.6 Percentage Points



# M4: Psychosocial Disability: Relative Proportions

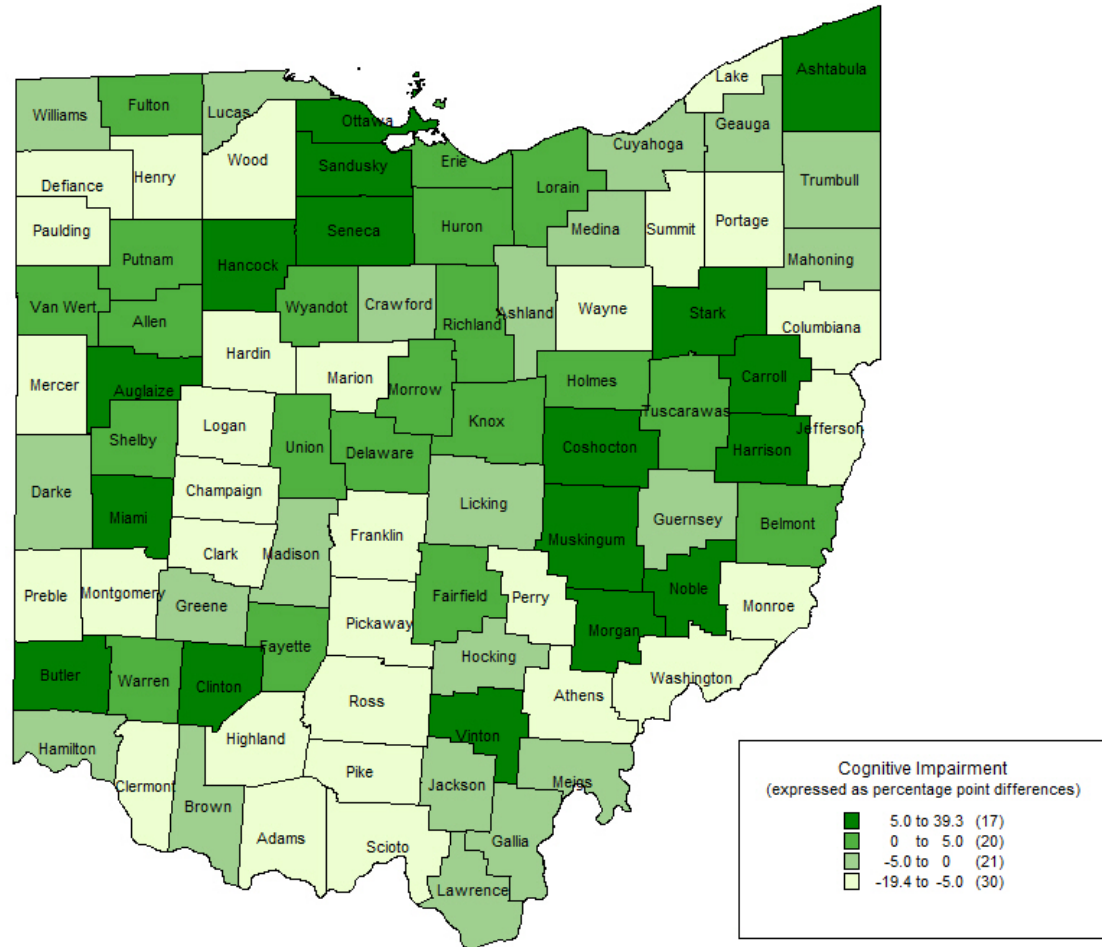
## Statewide 10.7 Percentage Points



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# M5: Cognitive Impairment: Relative Proportions

## Statewide -2.1 Percentage Points



## N: Other State Agency Data

Information that follows reflects data provided by state agencies toward identifying the populations that they serve that might benefit from RSC services.

### Aging

Senior Community Service Employment Program Authorized Positions <sup>1</sup>
1,972

### Alcohol and Drug Addiction Services

Number Served
112,927

### Developmental Disabilities

Ages 14 to 21	Ages 22 to 64	Ages 65+	Total
13,319	38,704	3,055	55,078

<sup>1</sup> The number of authorized positions is proportional to the number of eligible people in the county compared to the eligible State population. For every authorized position, one or more individuals can receive services during the program year. For instance, when a participant exits the program for employment or when participants are on an approved break, a grantee may enroll a new individual based on remaining program funds.



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N: Other State Agency Data (cont.)

Education\*

Table with 6 columns: Multiple Disabilities, Deaf-Blindness, Hearing Impairments, Visual Impairments, Speech and Language Impairments, Orthopedic Impairments, Emotional Disturbance, Cognitive Disabilities, Specific Learning Disabilities, Autism, Traumatic Brain Injury, Other Health Impaired - Major. Includes numerical data for each category.

\*Data for grades 9 - 23

Job and Family Services

Table with 6 columns: Category, DA Cash - Disability Financial Assistance, FS - Food Stamps, All Ohio Works First, Workforce Investment Act, Total. Lists categories like Aged, Blind, Disabled, Incapacitated with corresponding service counts.

Mental Health

Table with 1 column: Number of People with Severe Mental Illness Served. Value: 186,075

## **N: Other State Agency Data (cont.)**

### **Rehabilitation and Corrections**

Developmental Disability	Wheel Chair Use	Hearing Impairment	Mobility	Speech Impairment	Visual Impairment	Serious Mental Illness	Total
36	66	101	89	11	136	2,157	2,596

### **Veterans Services**

Total Receiving Disability Compensation	Total Receiving Disability Pension	Total of Disability Compensation and Pension
89,373	15,609	104,982

### **Workers Compensation**

Lost Time Claims	Occupational Disease	Total
13,404	1,130	14,534

### **Youth Services**

Total Number of Youth with Disabilities Served
269

## O: Counties with African American Population of More than 7.00%<sup>2</sup>

County	Total Population	African American Population	% African American	Estimate of Disabilities
Allen	106,331	12,639	11.89	2,174
Butler	368,130	26,972	7.33	4,639
Clark	138,333	12,128	8.77	2,086
Cuyahoga	1,280,122	380,198	29.70	65,394
Erie	146,156	6,644	8.62	1,143
Franklin	1,163,414	247,225	21.25	45,523
Greene	161,573	11,681	7.23	2,009
Hamilton	802,374	208,952	26.04	35,940
Lorain	301,356	25,799	8.56	4,437
Lucas	441,815	83,926	19.00	14,435
Mahoning	238,823	37,433	15.67	6,438
Montgomery	535,153	111,870	20.90	19,242
Richland	124,475	11,709	9.41	2,014
Stark	375,586	28,537	7.60	4,908
Summit	541,781	78,120	14.40	13,437
Trumbull	210,312	17,417	8.28	2,996

The Cornell University Disability Status Report for Ohio (2011) estimates the prevalence of disability for African Americans at 17.2%. Cornell University statistics are based upon the American Communities Survey that includes questions about hearing disability, visual disability, cognitive disability, ambulatory disability, self-care disability and independent living disability. Applying this number to the population estimates above provides a snapshot of the number of African American individuals who are likely to experience a disability in specific Ohio counties. The Bureau of Labor Statistics suggests that at any point in time 15.8% of individuals with disabilities are unemployed and in the labor market.

<sup>2</sup> The counties with the highest number of African-Americans mirrored the table above.



### **P: Counties with Hispanic Population Greater than 5.00%<sup>3</sup>**

County	Total Population	Hispanic Population	% Hispanic	Estimate of Disability
Defiance	39,037	3,409	8.73	389
Fulton	42,698	3,341	7.82	381
Henry	28,215	1,860	6.59	212
Huron	59,626	3,333	5.59	380
Lorain	301,356	25,290	8.39	2,883
Lucas	441,815	26,974	6.11	3,075
Putnam	34,499	34,499	5.48	3,932
Sandusky	60,944	5,435	8.92	620

### **Q: Counties with the Highest Number of Hispanics**

County	Total Population	Hispanic Population	% Hispanic	Estimate of Disability
Butler	368,130	14,670	3.99	1,672
Cuyahoga	1,280,122	61,270	4.79	6,985
Franklin	1,163,414	55,718	4.79	6,352
Hamilton	802,374	20,607	2.57	2,349
Lorain	301,356	25,290	8.39	2,883
Lucas	441,815	26,974	6.11	3,075
Mahoning	238,823	11,136	4.66	1,270
Montgomery	535,153	12,177	2.28	1,388

The Cornell University Disability Status Report for Ohio (2011) estimates the prevalence of disability for Hispanics at 11.4%. Applying this number to the population estimates above provides a snapshot of the number of Hispanic individuals who are likely to experience a disability in specific Ohio counties. The Bureau of Labor Statistics suggests that at any point in time 15.8% of individuals with disabilities are unemployed and in the labor market. The

<sup>3</sup> The break at 5% was based on the distribution of the percent of the Hispanic population across all counties in Ohio. 5% was selected because it captured a small number of counties with a significant Hispanic population.

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Bureau of Labor Statistics uses a set of six questions to identify persons with disabilities. Questions address deafness/difficulty hearing; blindness/difficulty seeing; difficulty concentrating, remembering or making decisions due to physical mental or emotional condition; difficulty walking or climbing stairs; difficulty dressing or bathing and difficulty running errands due to physical mental or emotional condition.

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## Perspective of Consumers Who Experienced Closures without Employment n = 29

### R: Reasons Respondents did not Keep Jobs

Reason	Number	Percent
Didn't get the right services	1	3.4%
Needed more training	2	6.9%
RSC counselor didn't like me	0	0.0%
Needed services not available where I live	1	3.4%
RSC office too far away	1	3.4%
People at job didn't like me	2	6.9%
Didn't have transportation	2	6.9%
Did not respond to this question	20	69.0%
Total	29	100.0

Note: Respondents could identify more than one response.

### S: Reasons Respondents were not Placed in Jobs

Reason	Number	Percent
No jobs available in my community	5	12.2
No jobs in my community I wanted	5	12.2
No jobs for which I had skills	6	14.6
I didn't want to go to work	1	2.4
Didn't get the right services to prepare me	6	14.6
Didn't have right skills for available jobs	7	17.1
RSC counselor didn't like me	3	7.3
Needed services not available where I live	3	7.3
RSC office too far away	2	4.9
Didn't have transportation	3	7.3
Total	41	100.0

Note: Respondents could identify more than one response.

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**T: Reasons Why Case Closed**

Reason	Number	Percent
Family Issues	1	3.4
Approved for SSDI	1	3.4
Personal Decision	11	37.9
Health Reasons	5	17.2
Job Ended	1	3.4
RSC Issue	4	13.8
Did not Answer	6	20.7
Total	29	100.0

Note: RSC issues included lack of contact with a new counselor; received letter from BSVI indicating no contact; took too much time and not achieving any goals.

**U: How Cases were Handled**

Activity	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Counselor evaluated whether goals were feasible	0 (0.0%)	5 (29.4%)	4 (23.5%)	7 (41.2%)	1 (5.9%)
Received support needed to reach each milestone in my plan	1 (5.9%)	9 (52.9%)	1 (5.9%)	4 (23.5%)	2 (11.8%)
Had to wait long time to receive services after IPE was developed	0 (0.0%)	4 (23.5%)	1 (5.9%)	10 (58.8%)	2 (11.8%)
Solely focused on employment with my counselor	3 (17.6%)	10 (58.8%)	4 (23.5%)	0 (0.0%)	0 (0.0%)

## Consumers' Views of Quality of Services

Surveys were sent to 600 randomly selected individuals with open RSC cases. There were 125 respondents. The tables below provide summary data related to the use and helpfulness of services. The numbers in red represent the opinions of significant numbers of respondents.

### V: Use of Services Offered by BVR, BSVI, or VRP3

Service	I have used this service		I have not used this service		I have not used this service, but it might be helpful	
	Count	Percentage	Count	Percentage	Count	Percentage
Assessment	72	59.0%	25	20.5%	25	20.5%
Diagnosis and Treatment	30	24.2%	75	60.5%	19	15.3%
Guidance and Counseling	61	49.6%	37	30.1%	25	20.3%
Training	72	58.5%	28	22.8%	23	18.7%
Job Search, Job Placement or On-the-Job Support Services	72	59.0%	22	18.0%	28	23.0%
Transportation Services	45	36.9%	52	42.6%	25	20.5%
Maintenance	13	10.6%	77	62.6%	33	26.8%
Rehabilitation Technology	26	21.0%	69	55.6%	29	23.4%
Personal Assistance Services	12	9.7%	80	64.5%	32	25.8%
Technical Assistance Services	15	12.2%	70	56.9%	38	30.9%
Information and Referral	31	25.2%	46	37.4%	46	37.4%



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Consumers' Views of Quality of Services (cont.)

W: Helpfulness of Services

Table with 10 rows and 9 columns: Service, Very helpful, Somewhat helpful, Not at all helpful, Have not received service. Rows include Assessment, Diagnosis and Treatment, Guidance and Counseling, Training, Job Search, Job Placement or On-the-Job Support Services, Transportation Services, Maintenance, Rehabilitation Technology, Personal Assistance Services, Technical Assistance Services, and Information and Referral.

## **X: Employer Perceptions**

- Thirteen surveys were completed (12 by members of the Ohio Business Leadership Network and one by a member associated with the Community Action Teams).
- There was a 55% (12 out of 22) response rate from the members of the Ohio Business Leadership Network.
- Responders had businesses located in Franklin (5), Hancock (2), Jefferson (1), Lucas (3), and Ross (2) counties, and were primarily human resources personnel (5) and managers (5).
- 62% of responders have been in their current job 4 to 10 years.
- All responders indicated that their company's diversity plan/ policies include targeted recruitment and retention of qualified employees with disabilities.
- All of the businesses that responded currently employ individuals with disabilities.

### **Major issues within the company that impede employment of people with disabilities:**

- Most of the responders (76.9% or 10 out of 13) indicated that they do not have issues within their companies that impeded employment of people with disabilities.
- Three responders (23%) indicated that they were unfamiliar with hiring people with disabilities and had a fear of increased costs to necessary accommodate people with disabilities.

### **Major external issues that impede employment of people with disabilities:**

- Most of the responders (69%) indicated that there were no external issues that impeded employment of people with disabilities.
- Three responders (23%) indicated inexperience with hiring people with disabilities was an external issue.
- Two responders (15%) indicated that community organizations lacked opportunities to effectively work with businesses.
- One responder cited business downsizing, lack of funds for accommodative technology and architecture, public relations fears if employees should require termination and finding people who fit the environment as external barriers.

### **Basic qualities and essential skills that would ensure people with disabilities could successfully compete for positions:**

- Relevant work experience and basic reading and math skills received the most responses (10 out of 13).

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- 9 out of 13 responders indicated minimum education requirements followed by 8 out of 13 responders indicating communication skills and problem solving skills. Basic computer skills received the lowest number of responses (6 out of 13). Two other responses included physical labor and forklift experience.

**Recruitment:**

- Responders indicated that the best way for candidates with disabilities to access special recruitment activities was to partner with community organizations (4 out of 13) followed by involving and supporting key personnel to enhance outreach to hire people with disabilities (3 out of 13). Other responses included to using the on-line application process, informing their BVR counselors of their interest in working for the company and partnering with RSC.
- 7 out of the 12 respondents (54%) indicated that RSC did work with them or the individual to secure or retain employment.
- The majority of respondents did not find any of the products or services helpful to effectively recruit and support qualified employees with disabilities but 46% (6 out of 13) felt including disability as a valued diversity initiative in the workplace would be helpful. 39% (5 out of 13) thought handling the accommodation process with dignity and respect for all employees would be helpful. Additional comments included having direct meetings of top RSC officials with senior leadership and directing employers to key contacts.

**Awareness and quality of RSC services:**

- 85% were aware that RSC works with individuals with disabilities to help them be job ready and find employment, assists employers in finding employees or helps companies retain employees who are disabled.
- The majority of business leaders who responded (69-85%) were aware of the following services: Work Opportunity Tax Credit, vocational rehabilitation services, disability awareness training, ADA training and identification of potential accommodations and support.
- 54% (7 out of 13) indicated that RSC was either somewhat helpful or very helpful assisting in finding people with disabilities who might be employees. 31% had not requested assistance.
- 54% (7 out of 13) indicated that RSC was either somewhat helpful or very helpful in supporting people with disabilities who are employed in their company. 31% haven't used RSC services.



## Y: Opportunities

### Service Gaps

- Expand and create partnerships with state and local agencies to better serve underserved populations  
Data Sources:
  - Penetration rate data
  - Proportionality data
  - Key informant data
  - State agency data
- Increase statewide capacity of programs that address underserved populations (i.e., minority, transition-age youth 14 – 25, communicative disorders, alcohol and drug abuse )  
Data Sources:
  - Penetration rate data
  - Proportionality data
  - Key informant data
  - State agency
  - Race data

### Outreach and Training

- Evaluate effectiveness of resources allocated to serve the Hispanic population in urban and NW counties  
Data Sources:
  - Race data
  - Service data
- Capitalize on partners' expertise to provide training and technical assistance to counselors and vendors on evidence-based practices and monitor use of those practices  
Data Sources:
  - Key informant data
  - State agency data
- Capitalize on successful local approaches to serving consumers  
Data Sources:
  - Key informant data
  - Penetration rate data
  - Quality of service data
  - Closures without employment data

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Increase access to assistive and universal technologies

Data Sources:

- Consumer views of quality of service data
- Key informant data

**Partnerships**

- Establish or utilize an existing state agency task force to expand and monitor data sharing agreements to promote consistency in planning, cross-agency training, service delivery and evaluation

Data Sources:

- State agency data
- Key informant data

- Seek opportunities to enhance the RSC-vendor-partner relationships through more joint problem-solving

Data Sources:

- Key informant data

- Partner with colleges and universities to expand education and training opportunities as well as serve as employment sites

Data Sources:

- Key informant data

**RSC Process**

- Evaluate new protocol for establishing eligibility for MSD and SD that delivers a faster, standardized assessment process and qualifies all MSD and more SD for services

Data Sources:

- Key informant data
- State agency data

- Increase education and training provided to consumers in concert with a valid employment goal and local job market needs

Data Sources:

- Closures without employment data
- Quality of service data