# Vocational Rehabilitation Comprehensive Statewide Needs Assessment

## Survey of Individuals with Disabilities

*Note: In the outline below, the term vocational rehabilitation (VR) is meant to include services provided through, and individuals served by, the Bureau of Vocational Rehabilitation and the Bureau of Services for the Visually Impaired.*

1. Regulatory requirement
   1. CFR § 361.29 (a)(1)(i) - The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of...Individuals with the most significant disabilities; …Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; …Individual with disabilities served through other components of the statewide workforce development system; and …Youth with disabilities, and students with disabilities.
2. Rehabilitation Services Administration (RSA) guidance
   1. “Developing a Model Comprehensive Statewide Needs Assessment…The VR Needs Assessment Guide” (Shell, 2009)
      1. The Information Gathering phase should include a survey of VR participants
      2. Some of this information may be available through existing satisfaction survey data, if available
      3. Electronic survey (described below) could also be distributed to current VR participants to supplement existing satisfaction survey data
   2. RSA guidance focuses on gathering input from existing or recent VR participants, leaving an information gap in relation to individuals with disabilities who have not been engaged in the VR process.
3. Survey of potential VR participants and recent VR participants whose cases were closed without an employment outcome
   1. Potential VR participants should be surveyed to gather information related to unserved or underserved populations (i.e., individuals with disabilities who are not actively being served by OOD VR)
   2. Recent VR participants should be surveyed to gather information related to the effectiveness of services delivered or coordinated by OOD
      1. Recent VR participants include individuals whose cases were closed from October 1, 2018 through present without an employment outcome
   3. Develop survey questions based on examples obtained from other states
   4. Obtain input from internal stakeholders regarding need for additional questions
      1. VR Program Specialists
      2. VR Field Staff
         1. Area Managers
         2. Supervisors
         3. Counselors
      3. VR Administration
         1. Deputy Director
         2. Assistant Deputy Directors
      4. OOD Administration
         1. Director
         2. Assistant Director
   5. Obtain input from external stakeholders
      1. OOD Council
      2. Service Providers
      3. Community Partners, including county boards of developmental disabilities, local behavioral health authorities, Centers for Independent Living, Community Centers for the Deaf, Sight Centers, and public school districts
   6. Develop new survey questions to address any area not addressed by questions from other states based on input from stakeholders
      1. Service-specific questions
         1. Services needed but not available
         2. Effectiveness of job-related services
      2. Demographic-specific questions
         1. Youth or students with disabilities
         2. Minority access to services
   7. Prepare survey document
      1. Electronic version (online)
         1. Microsoft Forms
         2. Alternatively, could use online survey tool, such as SurveyMonkey
      2. Develop alternative methods of participating in the survey if the electronic version is not appropriate for some individuals
         1. Phone survey
            1. Responses to be entered on the electronic form during the call
         2. Hard copy (mailed)
            1. Responses to be entered on the electronic form once received via mail
   8. Distribute survey
      1. Enlist assistance from Service Providers and Community Partners to distribute a link to an electronic survey to individuals with disabilities throughout the state
         1. Intent is to reach individuals not currently receiving services from OOD VR
      2. Post link to survey on OOD’s social media platforms
      3. Post link to survey on OOD’s website
4. Obtain and analyze survey responses
   1. VR participant satisfaction survey results
   2. Potential VR participant survey results
5. Incorporate results into CSNA report to inform recommendations