



KENTUCKY OFFICE OF VOCATIONAL REHABILITATION

COMPREHENSIVE NEEDS ASSESSMENT REPORT

PROGRAM PLANNING AND DEVELOPMENT BRANCH

MARCH 2012

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EXECUTIVE SUMMARY

This report provides a summary and the findings of the activities of the Kentucky Office of Vocational Rehabilitation (KYOVR) in an effort to comprehensively assess the various vocational rehabilitation (VR) needs in the Commonwealth of Kentucky. This assessment was conducted for strategic planning purposes and to meet the comprehensive needs assessment requirement of the Rehabilitation Services Administration (RSA) as defined in 34 CFR 361.29. This federal regulation requires the agency to assess the following areas related to VR:

1. Services for individuals with the most significant disabilities
2. Services for individuals who are minorities or in underserved populations.
3. Services provided to individuals with disabilities through various components of the workforce investment system
4. Services to individuals with disabilities provided by Community Rehabilitation Programs.

KYOVR previously conducted a comprehensive needs assessment in 2008/2009. Federal regulation requires the needs of individuals with disabilities in the state be assessed every three years. The current study is also intended to identify and provide recommendations for trends in the service needs, disability populations and any environmental factors possibly impacting Kentuckians with disabilities. Information from the current survey is intended to allow a more informed strategic planning process, seeking to address the identified trends and prioritize them based on data identified in the needs assessment.

The current comprehensive needs assessment was conducted with guidance provided by the Kentucky Statewide Council for Vocational Rehabilitation (KYSCVR), as required by 34 CFR 361.17(h)(4)(2). KYSCVR offered input into the methodology and data analysis of the assessment, assuring the research would adequately reach the target population, would return valid and reliable data, and would produce recommendations that would guide the strategic planning and budget development process.

This comprehensive needs assessment identified the following service needs of individuals with the most significant disabilities in the state:

- Job placement assistance;
- Services after employment;
- Benefits planning assistance
- Supported employment services;
- Transition services;
- Support services such as transportation, etc.;
- Vocational training;

The assessment identified the following as very significant barriers to employment for individuals with the most significant disabilities:

- The slow job market;
- Employer attitudinal barriers;
- KYOVR and state budget restrictions;
- The lack of information regarding disability resources; and
- The lack of long-term support.

The assessment identified the following issues related to services for individuals from unserved or underserved populations:

- Post-employment services;
- Mental health treatment; and
- Supported employment services

It further identified a continued need for vocational rehabilitation services in Appalachian Eastern Kentucky, a traditionally underserved area of the state. It also identified individuals with disabilities with criminal backgrounds as a growing population of individuals requiring vocational rehabilitation services.

The assessment found the following issues related to services provided to individuals with disabilities through various components of the workforce investment system:

- Training staff about the Americans with Disabilities Act;
- Training staff on intellectual disabilities and mental illness;
- Education of staff on how working affects benefits;
- More co-housing, co-locating, or better working relationship with OVR.

The assessment identified the following issues related to services to individuals with disabilities provided by Community Rehabilitation Programs:

- More funding needed to serve consumers;
- More resources to serve consumers with criminal backgrounds;
- More funding or resources for consumer transportation; and
- More skills or vocational training for consumers.

The findings of this survey will be used by KYOVR to conduct strategic planning for agency priorities, activities and services for the next three years.

METHODOLOGY

To keep costs to a minimum, the primary means used to collect data for this comprehensive needs assessment were surveys conducted of specific groups. The surveys were primarily conducted on-line through surveymonkey.com, although anyone could request a hard copy of the survey or provide responses over the telephone. The vast majority of responses, however, were obtained on-line. Kentucky is a diverse state, with large regional variations in population and socio-economic levels and this data collection process attempted to address these regional differences by ensuring statewide participation.

To accomplish the goals of a comprehensive needs assessment as specified by the federal law, separate surveys were developed for the following groups:

- The general public, including individuals with disabilities and current and past consumers of KYOVR services;
- KYOVR Vocational Rehabilitation Counselors;
- Other KYOVR staff not engaged in direct counseling services;
- Community Rehabilitation Programs (CRPs);
- Workforce Partners/One-Stop Managers.

The surveys were designed specifically for each group and are described in more detail below. Because the research was focused on the vocational rehabilitation service needs of individuals with disabilities, the input of service providers related to the needs of VR consumers was important, as they work on a daily basis with individuals with disabilities.

KYOVR also sought input informally from various agency stakeholder groups, providing insight into the strengths, challenges and needs of the public VR program.

GENERAL PUBLIC SURVEY

The survey used for the general public was posted as a link on the KYOVR public website. The link was publicized in a press release along with instruction on how to submit a survey by hardcopy or by telephone. The link was distributed through the KYOVR Facebook profile and to past and present consumers who had granted KYOVR permission to use email. The link was distributed electronically to the following groups

- Kentucky Statewide Council for Vocational Rehabilitation (KYSCVR);
- Kentucky Statewide Council on Independent Living (KYSILC);
- Community Rehabilitation Programs;
- The four Centers for Independent Living in the state;
- The Kentucky Development Disabilities Council and the agencies, organizations and groups with representation on the Council;
- Other disability-related email address lists.

The agency also developed postcards with the electronic link to the survey. These postcards were distributed to local VR offices and One-Stops, with an emphasis placed on distribution to consumers and local stakeholders.

The electronic and postcard solicitation materials provided a brief explanation of the purpose of the survey and directed the individual to the survey link on the agency's public website. This link directed them to the online survey site, which again provided a brief explanation of the purpose of the survey, along with an explanation the information provided would be confidential and no identifying information would be requested. The postcard also provided instructions for individuals who required assistance in completing a paper copy of the survey. The survey was available between August 1, 2011 and October 16, 2011.

The survey had various demographic items related to gender, age, county of residence and ethnic/racial background. The survey also had several items related to determining the number of individuals with disabilities participating, whether the individuals were consumers of KYOVR services, and their specific disability or the disability they represented. Respondents were then asked to indicate whether they were currently employed.

In the next section, a list of VR services was presented, and respondents were asked to assess the current need for these services in the state. The respondents could choose whether they felt the need for the service was met, somewhat met, or unmet. They were then asked to rate potential barriers to employment on a scale of one to five, with one indicating a very significant barrier and five signifying the area was not a barrier to employment. Lastly, the respondents were asked to provide comments to assist KYOVR in addressing future VR service needs for individuals with disabilities.

A complete summary of the General Public Survey results is presented in Appendix A.

OVR COUNSELOR SURVEY

VR counselors are a valuable source of information when assessing VR service needs. VR counselors, by definition of their role, assess the needs of the person with a disability and develop a plan to utilize available services to assist VR consumers find suitable employment. Of the related professionals, they are best suited to identify gaps in service or trends in disabilities served; making their input a critical facet of the comprehensive needs assessment.

To gather data related to the opinion of KYOVR counselors, the agency conducted an online survey between August 1 and September 16, 2011. The survey link was distributed by email, providing the basic purpose and goals of the survey in relation to the comprehensive needs assessment. The email also provided assurances that participation was voluntary and all responses would be confidential.

For informational purposes, the counselor survey asked questions related to caseload size, educational training, type of caseload (general, transition, mental health, etc.), KYOVR district and number of years of service with KYOVR. They were then asked to review various population/diagnosis groups and indicate whether they had observed an increase, decrease, or no

change in the number of individuals from this group on their caseload. Counselors were then presented with a list of VR services and asked to identify whether they had observed an increase, decrease, or no change in demand for that services. They were also asked questions related to the need for additional or enhanced Supported Employment services in their area, barriers to employment, and satisfaction with the local One-Stop. The last section of the survey asked counselors to provide information related to their utilization and satisfaction with services from local CRPs. Lastly, the counselors discussed potential needs and possible programs for CDPVTC.

A complete summary of the OVR Counselor Survey results is presented in Appendix B.

OVR STAFF SURVEY

While input from the VR counselor is critical to any comprehensive needs assessment, it is important to note that many other KYOVR professionals have valuable experience to be tapped to assist in the information gathering process. Job placement staff, assistants, administrators, and other professionals in the agency interact during many facets of the VR process and can provide information related to VR service needs and trends, which can then be compared and contrasted to comments from other groups.

The agency surveyed the non-counselor positions in a similar method as previous groups. Staff was surveyed utilizing an online process and email informing staff of the survey and, as in previous surveys, included an explanation of the survey, notification that participation was not mandatory and that results would be confidential. The email also clearly specified those whose primary job duties were related to counseling were not to respond to the survey. To gather data related to the opinion of other KYOVR staff, the agency conducted an online survey throughout August 2011.

The VR staff survey was shorter in length than the counselor survey, but addressed similar issues. The survey requested the staff person indicate their district office and number of years working for KYOVR. As in the public survey, a list of VR services was provided and the participant was asked to indicate whether the need for each service was met, somewhat met or unmet. The survey also asked the respondent to indicate the services which were most in demand by KYOVR consumers. Lastly, the survey asked questions related to barriers to employment and satisfaction with One-Stops.

A complete summary of the OVR Staff Survey results is presented in Appendix C.

COMMUNITY REHABILITATION PROGRAM SURVEY

Many of the RSA required focus areas of the comprehensive needs assessment reference the possible need for additional and enhanced Community Rehabilitation Program (CRP) services, as well as services to underserved populations and individuals with the most significant disabilities. Often, CRPs act as an extension of the public VR agency and have the potential to provide critical input into the current landscape of the VR service provision process. To obtain this information, KYOVR surveyed CRPs regarding service needs and trends relative to their respective viewpoint.

KYOVR maintains a database with listings of contact information for all of the agencies authorized to provide CRP services with the agency. Using the information from this database, the CRP online survey was dispensed electronically, via email. As with previous surveys, the email included a web link to the survey, along with an explanation of the purpose of the study, instructions for completion, assurances of confidentiality and dates the survey would be available. Each agency was to designate one respondent to the survey and it was requested that only one response be provided from each agency. The survey was available between August 1 and September 16, 2011.

The CRP survey asked for some categorical information, such as: annual KYOVR referrals, agency years of service to KYOVR, number of employees, and the primary KYOVR district served. Consistent with the public and KYOVR staff survey, a list of VR services was provided and respondents were asked to indicate whether the need for these services was met, somewhat met, or unmet. Respondents were then presented with a list of potential barriers to employment for individuals with disabilities and asked to utilize a Likert scale to rate the significance of the barrier.

The survey also asked about current services and process trends. The CRPs were asked to indicate the percentage of time devoted to various direct VR services by CRP staff. The providers were also asked to estimate the time period to initiate services after referral and whether they had a waiting list for any of their rehabilitation related programs. In terms of population served, CRPs were provided a list of groups/disability populations and asked to indicate whether there had been an increase, decrease, or no change in the incidence of these disabilities in the consumers they served in the past three years.

The CRPs were provided a list of traditional CRP related VR services and asked to state whether their agency anticipated an increase, decrease, or no change in the demand for services for these services in the next three years and if there were any additional services that were needed, but not currently being provided. A list of issues related to inefficient operation of a CRP (lack of referrals, employee turnover, etc.) was provided and the respondent was asked to identify the specific issues significantly impacting their ability to provide services to individuals with disabilities.

A complete summary of the CRP Survey results is presented in Appendix D.

ONE-STOP PROVIDER SURVEY

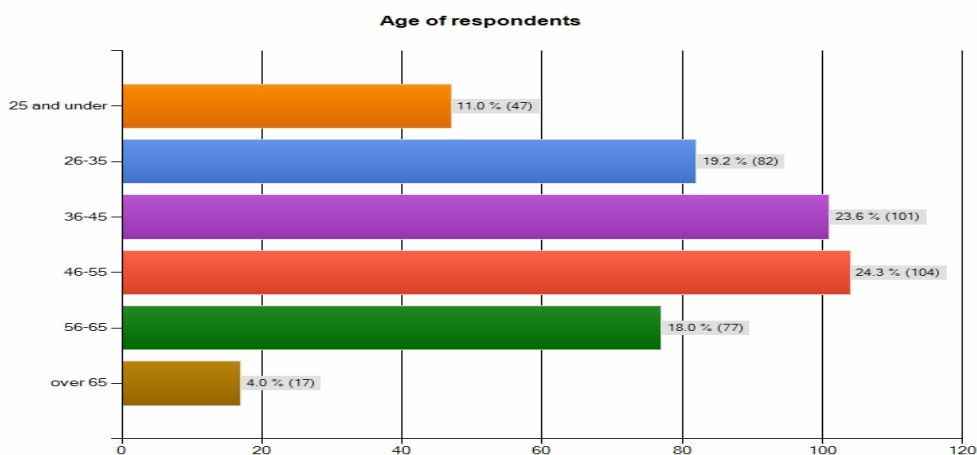
In an effort to assess VR needs of individuals with disabilities served through other components of the state workforce investment system, an online survey of the state One-Stop career centers was conducted. There are currently 32 One-Stop Career Centers in the Commonwealth of Kentucky. Each One-Stop center has a manager of operations with the responsibility of general oversight of the facility. KYOVR surveyed the managers of the One-Stop centers via an email distributed through the Kentucky Office of Employment and Training, the parent organization of the One-Stops. The email provided information related to the specific purpose of the survey, steps to ensure confidentiality and voluntariness, and instructions to access and complete the survey.

The One-Stop managers were asked in the survey if they were of the opinion there were gaps in services for individuals with disabilities in their local One-Stop and whether they felt there had been a change in the number of individuals with disabilities accessing their services. The respondents were also asked to discuss their knowledge or training needs related to serving individuals with disabilities, as well as their perception of their relationships with local KYOFB and KYOVR staff.

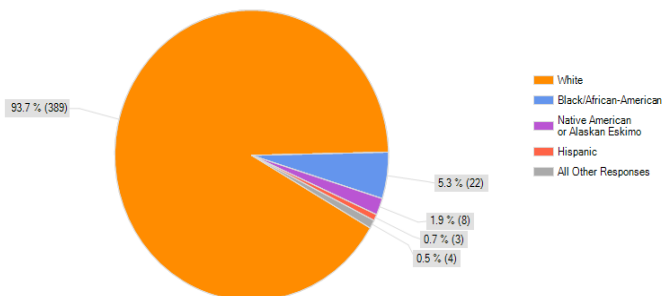
A complete summary of the One-stop provider Survey results is presented in Appendix E.

SURVEY RESPONDENTS

Four hundred thirty-one (431) individuals started the Consumer Survey and 353 completed it in its entirety. Of those that responded, 63.8% (275) identified themselves as having a disability and 58.5% (248) indicated they were a current or former consumer of VR services. The number of individuals with a disability and current or former consumers were higher than last Comprehensive Needs Assessment survey 3 years ago. Almost two-thirds (65.5%) of respondents were female. When asked if they were employed, 53% (223) stated they either work in a full or part-time capacity. Representation from all counties was proportional to the population distribution of the state.



Please check any of the following that describes your race or ethnic background?



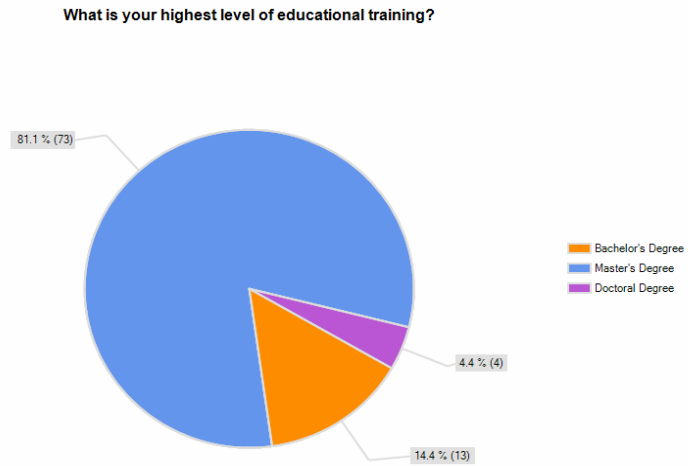
93.7% (389) reported their ethnic/cultural affiliation as Caucasian and 5.3% (22) reported they were African-American. All other cultural groups had less than a 4% representation in the survey. Respondents were allowed to choose more than one race. Racial demographics for Kentucky are 88% white, 8% black or African-American, 4% all other. It appears that response was fairly

representative of the racial diversity in Kentucky.

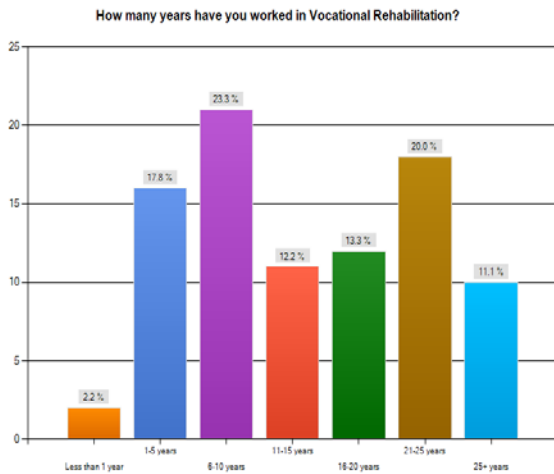
The most prevalent age range of the Consumer Survey respondents was 46-55 years of age (24.3%). Almost one-half (48%) were between 36-55 years of age.

A complete summary of the General Public Survey results is presented in Appendix A.

At the time of the OVR Counselor Survey there were 150 VR counselors employed by KYOVR with 91 (60.7%) starting the survey and 86 (57.3%) completing it in its entirety. Of the respondents, 63.8% (58) had worked 10 years or less with KYOVR and 85.5% (77) held a Master's or Doctoral degree. There was a wide variance in reported caseload size, with 50.6% (46) reporting a caseload size between 151 and 250 cases. Over 14% (13) of the sample stated their caseload had more than 300 active cases.



A summary of the results of the Counselor survey is presented in Appendix B.



Ninety (90) staff started the OVR Staff Survey with 79 staff completing it. For confidentiality reasons staff were not asked for their job duty or position title, as it could potentially reveal their identity. There was proportional participation in the survey from the various branches and divisions of KYOVR. A variety of employees responded as evidenced by the variance of years employed by the agency. The greatest numbers were in the ranges of 6-10 years (23.3%) and 21-25 years (20%) employed in Vocational Rehabilitation.

A summary of the responses to the non-counselor staff survey is presented in Appendix C.

The CRP survey was sent to the 50 CRPs authorized as vendors for KYOVR with 33 initiating the survey and 33 actually completing the survey, for a 66% participation rate. Of the respondents, 33.4% (11) had provided services to KYOVR consumers for ten years or less and 45.5% (15) had provided services for more than 20 years. When inquired, 39.4% (13) of the respondents stated their agency received less than 25 referrals per year. In regards to size of the agency, 45.5% (15)

had less than 10 staff and 12.1% (4) reported more than 50 employees. Based on the fact that there were at least 2 responses in all choices of the demographic questions it was felt that a variety of CRPs are represented in the survey responses.

A summary of responses to the CRP survey is presented in Appendix D.

Of the 32 One-Stop center managers surveyed, 12 (37.5%) responded and the results of the survey are presented in Appendix E.

A SNAPSHOT OF KENTUCKY'S POPULATION WITH A DISABILITY

According to the **2010 American Community Survey** produced by the United States Census Bureau, Kentucky has 711,057 non-institutionalized individuals with a disability. This was 16.8% of the state's non-institutionalized population, a significantly higher percentage than that of the United States as a whole (11.9%). Kentucky continues to have one of the highest prevalence rates of disability in the nation. According to the **Annual Disability Statistics Compendium 2010** produced by Rehabilitation Research and Training Center on Disability Statistics and Demographics, using data from the 2009 American Community Survey, Kentucky's rate of disability (16.9%) was the third highest among all states, trailing only West Virginia (18.8%) and Arkansas (17.3%). Kentucky's prevalence in all disability groups is higher than the national rate as seen in this table of data taken from the 2010 American Community Survey:

<i>Disability Grouping</i>	<i>KY %</i>	<i>US %</i>
Hearing	3.3%	2.1%
Vision	2.9%	1.7%
Cognitive	6.7%	4.2%
Ambulatory	9.2%	5.2%
Self-care	2.8%	1.8%
Independent Living Difficulty	5.9%	3.5%

In 2009, Kentucky had 97,783 veterans with disabilities in the state, a rate of 31.2% among veterans, according to the **StateData: The National Report on Employment Services and Outcomes**, a report produced by the Institute for Community Inclusion (ICI) at the University of Massachusetts Boston published in 2011. The national rate of disability among veterans was 25.6%.

Kentucky remains one of the unhealthiest states in the nation, often exasperating, complicating and even causing disabling conditions. According to **America's Health Rankings** produced by the United Health Foundation in 2011, Kentucky ranked as the 43rd healthiest state. In selected health areas, the state ranked 38th in diabetes prevalence, 49th in smoking, 46th in obesity, 49th in poor mental health days (the average number of days in the previous 30 that a person could not perform work or household tasks due to mental illness) and 49th in poor physical health days (the number of days in the previous 30 when a person indicates their activities are limited due to physical health difficulties).

The economic status of the state also increases the challenges of Kentuckians with disabilities. According to the **2010 American Health Survey**, the poverty rate among families in

the state at 14.5% is three points higher than the national average (11.3%). The poverty rate for individuals was 19.0% in Kentucky compared to 15.3% nationally. The above-mentioned America’s Health Rankings of 2011 ranked the state 40th in terms of children living in poverty and said the rate of poverty among children is increasing. Individuals with disabilities tend to have higher rates of poverty. The StateData report listed the Kentucky overall poverty rate among working age people as 17.2% while the poverty rate among working age individuals with disabilities was 33.7% (national rate of 26.5%). The poverty rate of working age individuals with cognitive disabilities was even worse at 40.6%.

According to the **2010 Disability Compendium** Kentucky has the second largest percentage (15.9%) of persons with disabilities who are of working age (18-64). Furthermore in the same report figures show that Kentucky has the fewest number of persons with disabilities who are employed. When looking at the percentage of individuals with a disability who are employed, Kentucky has the lowest employment rate of only 25.7%. When comparing the employment rate of residents without disabilities to those with disabilities Kentucky has the second highest employment gap of 46.2 points. These figures give credence to the fact that Kentucky has a great need for vocational rehabilitation services. When looking at poverty of individuals with disabilities Kentucky displayed the second highest state poverty rate of 32.4.

The per capita income in Kentucky in 2010 was \$21,706, \$5,000 less than national per capita income. The mean annual earnings from work was \$33,500 (\$40,700 in the U.S. as a whole) while the mean earnings from employment for Individuals with disabilities was \$24,100 (\$29,000 for the U.S.)

Kentucky’s employment rate in 2009 of 63.6% was below the national rate of 68.2%. The employment rate among individuals with disabilities was 27.5% (national rate 34.9%). The employment rate in the state of specific disability groups was:

Employment Rates among Disability Groups, KY vs. US

<i>Disability Grouping</i>	<i>KY %</i>	<i>US %</i>
Hearing	41.7%	51.6%
Cognitive	17.8%	23.9%
Ambulatory	19.5%	26.2%
Self-care	12.6%	17.4%
Independent Living Difficulty	10.7%	16.9%

According to the **2010 American Community Survey**, 7.6% of Kentuckians received Supplemental Security Income (SSI) benefits from the Social Security Administration while the national percentage was 5.1%. Those recipients in the state had a mean SSI income of \$8,153 compared to the national average of \$8,775. The percentage of SSI recipients working in the state, according to the StateData report, was 2.5%, less than half the national rate of 5.2%.

Ethnically, Kentucky remains a surprisingly homogenous state. Whereas the United States population is now 74.2% Caucasian (**2010 American Community Survey**), Kentucky is 88.3% Caucasian. African-Americans compose 7.7% of the population in Kentucky compared to the national average of 12.6%. Although growing, in 2010 the Hispanic population in the state was still

estimated at only 3.1% while the percentage in the entire country was 16.4%. No other ethnic minorities in Kentucky composed more than 1.1% (Asian) of the population.

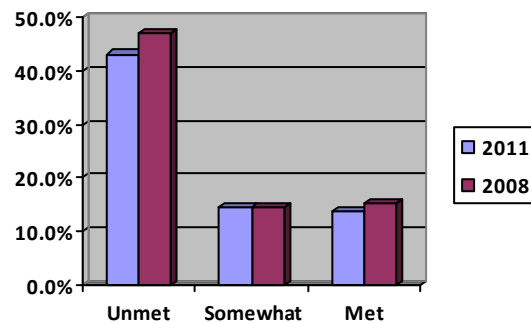
In summary, Kentucky still has a higher rate of disability of the country as a whole and it is also higher than most states. The state's disabled population faces inordinate and disproportionate additional challenges because of the generally poor health and poor economic condition of the state.

SERVICE NEEDS

THE NEED FOR JOB PLACEMENT SERVICES

The results of the Comprehensive Needs Assessment in 2011 mirror the results of the assessment in 2008 when job placement assistance were found to be the most needed service related to employment for individuals with disabilities. More than forty percent (40.5%) of respondents in the 2011 public survey rated the need for job placement as 'unmet' with an additional 19.7% finding it to be 'somewhat met.' The percentage of individuals with disabilities identifying the need as unmet was higher at 43.4%. In both cases, it was the highest percentage of 'unmet' responses for any service choices. Nearly four out of five vocational rehabilitation counselors (77.0%) reported an increase in the demand for job placement assistance among their consumers, with 72% identifying it as a service 'most' in demand.

Need for Job Placement Services



Again, in 2011, a couple of the barriers to employment reinforced the need for more job placement assistance. The 'slow economy' was identified as the largest barrier to employment across all groups surveyed, not a surprising result considering the stagnation of the economy and persistent high unemployment over the last few years. On the public survey, 'Employer Attitudinal Barriers' was considered the second biggest single barrier to employment, both among all respondents and among individuals with disabilities. Job placement assistance is a service that can address these employer attitudinal barriers.

The struggling economy heightens the need for job placement assistance. In Kentucky, the economy has been particularly hard hit with the unemployment rate remaining consistently above the national rate. According to the Kentucky Office of Employment and Training, the unemployment rate in Kentucky at the end of 2011 was 8.6% compared to the national rate of 8.3%.

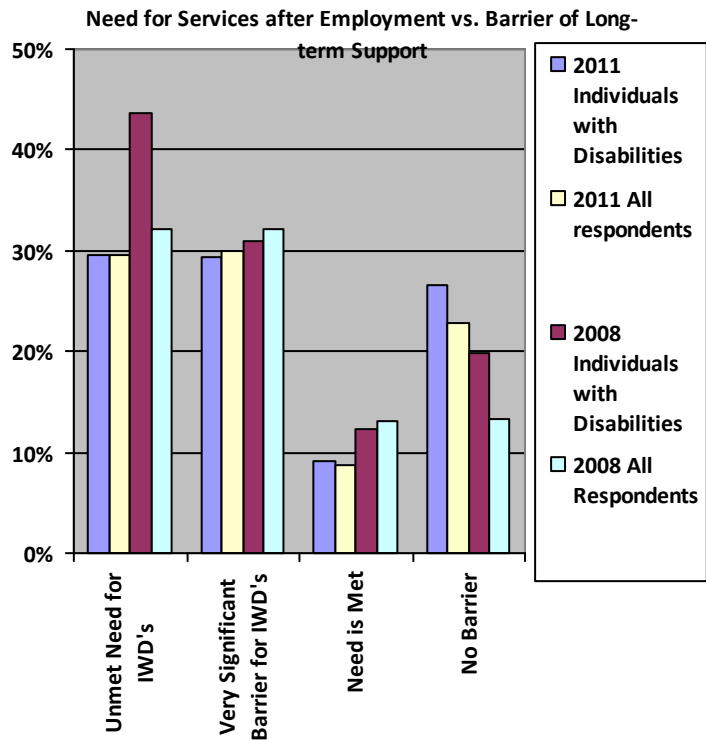
The identified need for job placement assistance service persists despite the focus placed on developing the service by the KYOVR's current three-year strategic plan. That plan was developed in 2009 based on the results of the 2008 Comprehensive Needs Assessment. In 2008, 46.9% of

individuals with disabilities felt the need job placement assistance was ‘unmet’, while 33.0% of all respondents to the public survey in 2011 identified the need as unmet.

THE NEED FOR SERVICES AFTER EMPLOYMENT

The results of the Comprehensive Needs Assessment survey in 2011 still indicated an ‘unmet need’ of post-employment services, similar to the survey from 2008. In 2008 thirty-two percent (32%) of respondents on the public survey considered post-employment services to be an ‘unmet need’. Although only 40.5% of individuals completing the public survey indicated the need was unmet, 16.3% indicated it was only somewhat met. This gave post-employment services a rating average of only 1.62 (with 1 indicating need was unmet, 2 indicating somewhat met, and 3 indicating need was met). The rating average was still similar when separating those respondents with disabilities. However, this sentiment was not expressed by the other surveys. Less than ten percent (10%) of respondents on each of the other surveys (OVR counselor, other OVR staff, or CRP survey) saw post-employment services as an ‘unmet need’.

One of the barriers indicated on the Comprehensive Needs Assessment survey also reinforces the unmet need of post-employment services. According to the general public, as well as individuals with disabilities, there is a fairly significant barrier of the lack of long-term support. With the rating of 1 being a very significant barrier and 5 indicating no barrier, the lack of long-term support received a rating average of 2.74. This indicated a significant barrier of long-term support when asked on the general public survey. This rating was concurred by OVR counselors who indicated a significant barrier (with a rating of 2.66) as well as other OVR staff (with a rating of 2.43). This information lends itself to support the need for both post-employment and long-term support services.



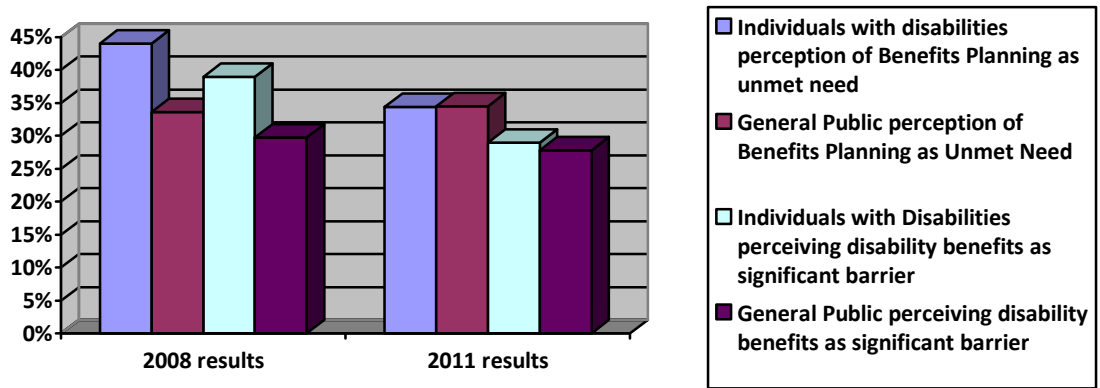
THE NEED FOR BENEFITS PLANNING ASSISTANCE

As in the case of Job Placement Assistance, Benefits Planning Services was rated highly as an ‘unmet need’ in both the 2008 and 2011 Comprehensive Needs Assessment. In this context, benefits planning is meant as assisting individuals with disabilities and their families with information about federal and state benefits (especially Social Security), employment, and taxes and their

unique circumstances and opportunities in relation to them. KYOVR made significant efforts to make such services more available across the state since the needs assessment in 2008. KYOVR used ARRA funds to finance for one year the Benefits Information Network that trained staff from community rehabilitation programs in the rudimentary aspects of benefits planning. KYOVR also developed a fee for service for the initial review of the effect of employment and wages on benefits for individuals with disabilities interested in going to work. This training and fee for service was designed to give vocational rehabilitation counselors an additional tool to use with their consumers.

These efforts to expand benefits planning services apparently did improve the rating of benefits planning in the 2011 needs assessment, at least among individuals with disabilities. In 2008, 44.0% of individuals with disabilities responding to the survey indicated there was an ‘unmet need’ for benefits planning services. In 2011, the percentage was 34.4%. In both cases, it was the fourth-rated service in terms of need. The percentage of individuals with disabilities identifying disability benefits as a very significant barrier to employment went from 39.0% in 2008 to 29.0% in 2011. Among all public respondents to the survey, the percentage identifying this as an ‘unmet need’ remained essentially the same (33.6% in 2008 and 34.5% in 2011) as the percentage identifying disability benefits as a very significant barrier (29.7% in 2008 and 27.8% in 2011).

Percentage of responses indicating Benefits Planning as Unmet Need and those perceiving disability benefits as a significant barrier



Among vocational rehabilitation counselors, other KYOVR staff, and CRPs, benefits planning services were not rated highly as an ‘unmet need’ nor were disability benefits rated highly as a very significant barrier to employment.

THE NEED FOR SUPPORTED EMPLOYMENT SERVICES

Supported employment services were identified as a need across almost all groups surveyed. On the public survey, 34.3% of all respondents identified supported employment services as an ‘unmet need’, the third highest needed service. Individuals with disabilities also rated supported employment as the third most needed service with 35.2% identifying it as an ‘unmet need’. Nearly three of four vocational rehabilitation counselors who responded to the survey

(71.3%) saw a need for additional or enhanced supported employment services. Other vocational rehabilitation staff rated supported employment as the second most needed service.

There are various pieces of demographic data about the state that reinforce the continuing need for supported employment services. Individuals with cognitive disabilities often benefit from supported employment services. These individuals are not faring as well in Kentucky as they do nationally as demonstrated by the following table with data compiled from StateData 2010:

	KY %	US %
% of people with a cognitive disability employed	17.8%	23.9%
% of working-age people with a cognitive disability below poverty line	40.6%	32.9%
Mean annual earnings for people with a cognitive disability (in thousands of dollars)	\$14.20	\$19.60
% of people with intellectual and developmental disability (IDD) served in integrated employment	11%	20.3%
# of people with IDD per 100K served in integrated employment	20.6	37.13
% of people with IDD served in facility-based and non-work settings	89%	77%
Rehabilitation Rate of IDD served by OVR (KY is 3rd lowest in the nation)	39%	56%

Individuals who are SSI recipients are often potential candidates for supported employment services. In Kentucky, only 2.5% of SSI recipients are working, compared to 5.2% nationally.

THE NEED FOR TRANSITION SERVICES

Transition services were identified as an 'unmet need' as evidenced by a rating average of 1.7 (out of 3.0) according to respondents of the public survey with 1 indicating the need was unmet. CRP's also concurred with the need for transition services as they gave it a rating of the third

highest need with a rating average of 2.0. OVR staff and counselors did not see as much of a need with rating averages of 2.2 and 2.4 respectively.

To compare this to data from our current referrals we looked at the percentage of referrals from high schools. In the last ten years the percentage of referrals from high schools has stayed below 18% (range – 15.7-17.9%). However for fiscal year 2011 that rose to 18.4% which is a 10-year record high. This would concur with the assumption that there is a greater need for transition services than in recent years past.

THE NEED FOR SUPPORT SERVICES

Both the CRPs and the OVR staff (not counselors) saw support services, such as transportation and rental assistance, as their highest ‘unmet need’. The public survey respondents also considered it an ‘unmet need’ with a rating average of 1.7 (out of 3.0) with 1 indicating the need was unmet. OVR counselors concurred they have seen an increase in demand or need for support services. To explain and support this unmet need it is helpful to address the barriers. The CRPs, OVR counselors, and other OVR staff agreed that one of the highest barriers is transportation with other barriers being affordable housing, and affordable child care.

THE NEED FOR VOCATIONAL TRAINING SERVICES

OVR counselors and other staff both saw vocational training as one of the top services in highest demand by consumers. However they did not relate that to an unmet need. Public survey respondents and CRPs on the other hand perceived vocational training to be an ‘unmet need’ with a rating average of 1.8 (out of 3) with 1 indicating an ‘unmet need’. With this being said, in fiscal year 2009, Kentucky OVR spent 13.4% of its total budget on higher education expenditures. This is the 8th highest percentage out of the 75 agencies who reported according to the **2010 Disability Compendium**.

UNSERVED AND UNDERSERVED POPULATIONS

As mentioned earlier, Kentucky remains a fairly homogeneous state, with 88% of the population identifying themselves as Caucasian, eight percent African-American and four percent other minorities. Twenty-two (5.3%) African Americans participated in the surveys and 42 (9.7%) respondents identified themselves as belonging to all minority groups. The needs and barriers of these groups were similar to those identified by all respondents to the public survey with small differences. The top needs identified by all minorities were post-employment services (a rating of 1.48 with a rating of 1.00 indicating the need was unmet and 38.5% of respondents indicating an ‘unmet need’), mental health counseling and treatment, and supported employment (1.76 rating, 32.5%). Both mental health treatment and supported employment were rated as larger needs by respondents from minority backgrounds than by all respondents. Among African-American respondents only, the top needs were post employment (1.47, 45.5%) mental health counseling and treatment (1.69, 37.3%) and the need for medical care (1.67, 27.4%). Medical care rated higher

among African-Americans than all respondents.

The primary barriers to employment and independent living identified by all respondents with minorities were the slow job market (2.35 rating out of 4.00 with 1.00 being ‘very significant barrier,’ 40.5% rating it as a ‘very significant barrier’), state and agency budget restraints (2.61, 38.9%) and disability benefits (2.74, 26.3%). For African-American respondents only, the identified barriers were the lack of long-term support (2.90, 33.3%) and the slow job market (2.95, 23.8%).

Appalachian Eastern Kentucky remains an underserved region of the state. Its rural nature and persistent economic distress often result in an uneven and inadequate delivery of services. In fiscal year 2011, only 1.5% of expenditures KYOVR made to community rehabilitation programs were spent in the agency’s three Eastern Kentucky districts, largely because the service providers just do not exist in the area. Only 5.5% of supported employment expenditures occurred in those three districts for the same reason.

Complicating service delivery in Eastern Kentucky, particularly related to employment services, is the persistent economic distress of the region. Jobs, particularly good jobs, are difficult to find and keep. The following table came from data on the website of the Appalachian Research Commission. One out of four Eastern Kentuckians lives in poverty and one in ten seeking work is unemployed.

	3 Yr. Avg. Unemployment Rate 2008-2010	Per Capita Income 2009	Poverty Rate 2006-2010
United States	8.2%	\$32,691	13.8%
Kentucky	9.3%	\$24,541	17.7%
Appalachian Kentucky	10.2%	\$16,768	24.4%

In our survey of KYOVR counselors, they were asked to identify groups of consumers they felt were coming to them in increasing numbers. The most often identified group was individuals with criminal backgrounds (as it was in 2008). More than three of four (77.0%) of counselors reported that they were seeing more of these individuals coming to the agency for services. The respondents to the Community Rehabilitation Program (CRP) survey also identified individuals with criminal backgrounds as a growing population needing their services. When asked what populations have increased over the last three years, 28 programs (84.8%) identified individuals with criminal backgrounds, the most responses for any one group. With current initiatives in the state focusing on diversion and treatment rather than incarceration and KYOVR’s increasing involvement with drug courts, this population is expected to continue to grow among KYOVR’s clientele.

ONE-STOP CAREER CENTERS

Of the 12 responses received from the One-stop Career Centers over half indicated training needs in each of the following areas: Americans with Disabilities Act, intellectual disabilities, and mental illness. When asked to rate their satisfaction of the KY OVR there was a rating of 3.1 (out of

4.0). When asked for suggestions to reduce gaps in services there were a variety of answers with co-housing/co-locating mentioned 3 times. Of note, is that those who gave OVR an excellent rating also gave examples of joint meetings, regular presence, close relationships, and co-location as contributing to this quality relationship.

COMMUNITY REHABILITATION PROGRAMS

According to CRPs who completed the survey most time is spent in the areas of counseling, instructing, and planning prior to placement. 85% stated they initiate services in two weeks or less. 76% state they do not have a waiting list. They indicated that the issues impacting CRP services are the: slowing economy, lack of available resources (grants, contracts, etc.), and low Kentucky OVR fee for service rates. When asked what other services are needed, which are not provided by KY OVR, they most often stated gas/transportation (mentioned five times). Other services mentioned were criminal record resources, medication assistance, and assistive technology (each mentioned twice). When asked to identify populations with an increase in the last three years they indicated those with criminal backgrounds or felonies, mental illness, multiple impairments, or drug/alcohol dependence. CRPs were asked to identify areas of 'unmet need' for their consumers. They indicated support services, vocational training and benefits planning were all 'unmet needs'. When asked what CRP services they foresee an increase in the next 3 years they indicated job placement, skills training and supported employment.

A few trends are worth noting when analyzing the CRP Survey. It appears that most CRP's initiate services soon after receiving a referral. However, they indicate the need for more resources to fund their agency. They also indicated that consumers could use more resources in the area of transportation funding. Individuals with criminal backgrounds have increased as well as the need for resources to serve them. Vocational training was perceived as an 'unmet need' as well as an increased need for the future.

FUTURE STEPS

This 2012 Comprehensive Statewide Needs Assessment will be used as a tool to help develop the agency's strategic plan. In doing so, this assessment has the potential to impact the future of KYOVR services to Kentuckians with Disabilities. The agency will present the data and identified needs from the report to the Statewide Council for Vocational Rehabilitation, district managers, Central Office administrators, and other pertinent groups to request strategies or solutions in addressing the identified needs. These strategies will then be compiled and prioritized to develop a basic strategy and timeline of actions intended to address the identified needs.

APPENDIX A
Comprehensive Needs Assessment
Public 2011, version 2



1. Please identify yourself from the choices below (choose the one that best describes you).



		Response Percent	Response Count
An individual with a disability		63.8%	275
A parent or guardian of an individual with a disability		12.8%	55
An advocate		5.1%	22
A service provider		10.9%	47
An interested member of the general public		7.4%	32
		answered question	431
		skipped question	0

2. Please select from the choices below.







		Response Percent	Response Count
I am a current consumer of the Office of Vocational Rehabilitation		30.2%	128
I have been a consumer of the Office of Vocational Rehabilitation in the past, but am not currently receiving services from the agency		28.3%	120
I have never been a consumer of the Office of Vocational Rehabilitation		42.7%	181
		answered question	424
		skipped question	7

3. Please check one or more of the following which describes your disability(s) or those of the individual you represent:



		Response Percent	Response Count
AIDS/HIV		1.0%	4
Amputee (missing arm(s) or leg(s))		2.4%	10
Arthritis/Rheumatism		15.3%	64
Asthma/respiratory impairment		5.0%	21
Autism		9.1%	38
Blindness		2.9%	12
Cancer		3.1%	13
Cerebral Palsy		6.7%	28
Deafness		7.4%	31
Deaf/Blind		1.9%	8
Diabetes		11.0%	46
Dwarfism		0.5%	2
Epilepsy		4.5%	19
Hard of Hearing		18.9%	79
Low vision		7.9%	33
Orthopedic/Mobility		14.6%	61
Mental Illness		31.8%	133
Intellectual Disability		10.8%	45
Specific Learning Disability		13.6%	57
Spina Bifida		2.2%	9
Spinal Cord Injury		6.0%	25
Substance Abuse		6.9%	29

Traumatic Brain Injury		7.9%	33
Other		26.6%	111
answered question			418
skipped question			13

4. Please provide your age

		Response Percent	Response Count
25 and under		11.0%	47
26-35		19.2%	82
36-45		23.6%	101
46-55		24.3%	104
56-65		18.0%	77
over 65		4.0%	17
answered question			428
skipped question			3

5. Are you?

		Response Percent	Response Count
Male		34.5%	143
Female		65.5%	272
answered question			415
skipped question			16



















6. Please check any of the following that describes your race or ethnic background?


















		Response Percent	Response Count
White		93.7%	389
Black/African-American		5.3%	22
Asian		0.5%	2
Native Hawaiian/Pacific Islander		0.5%	2
Native American or Alaskan Eskimo		1.9%	8
Hispanic		0.7%	3
	Other (please specify)		7
answered question			415
skipped question			16


















7. Are you currently employed?
















		Response Percent	Response Count
Yes, full-time		38.0%	160
Yes, part-time		15.0%	63
No		47.0%	198
answered question			421
skipped question			10






8. Please indicate your county of residence

		Response Percent	Response Count
Adair County		0.5%	2
Allen County		0.7%	3
Anderson County		0.5%	2
Ballard County		0.0%	0
Barren County		0.5%	2
Bath County		1.0%	4
Bell County		0.0%	0
Boone County		3.1%	13
Bourbon County		0.5%	2
Boyd County		0.7%	3
Boyle County		0.7%	3
Bracken County		0.0%	0
Breathitt County		0.2%	1
Breckinridge County		0.2%	1
Bullitt County		0.7%	3
Butler County		0.7%	3
Caldwell County		0.0%	0
Calloway County		1.2%	5
Campbell County		2.9%	12
Carlisle County		0.0%	0
Carroll County		0.5%	2
Carter County		1.0%	4
Casey County		0.2%	1

Christian County		1.2%	5
Clark County		1.4%	6
Clay County		0.5%	2
Clinton County		0.0%	0
Crittenden County		0.0%	0
Cumberland County		0.0%	0
Daviess County		2.6%	11
Edmonson County		0.5%	2
Elliott County		0.2%	1
Estill County		0.0%	0
Fayette County		10.0%	42
Fleming County		0.7%	3
Floyd County		2.2%	9
Franklin County		3.1%	13
Fulton County		0.0%	0
Gallatin County		0.5%	2
Garrard County		0.5%	2
Grant County		0.2%	1
Graves County		0.0%	0
Grayson County		0.2%	1
Green County		0.2%	1
Greenup County		0.2%	1
Hancock County		0.0%	0
Hardin County		1.0%	4
Harlan County		0.5%	2

Harrison County		0.5%	2
Hart County		0.0%	0
Henderson County		0.5%	2
Henry County		0.7%	3
Hickman County		0.0%	0
Hopkins County		0.0%	0
Jackson County		0.5%	2
Jefferson County		17.5%	73
Jessamine County		2.4%	10
Johnson County		1.4%	6
Kenton County		4.8%	20
Knott County		0.0%	0
Knox County		0.5%	2
Larue County		0.0%	0
Laurel County		0.5%	2
Lawrence County		0.7%	3
Lee County		0.0%	0
Leslie County		0.0%	0
Letcher County		0.2%	1
Lewis County		0.2%	1
Lincoln County		0.0%	0
Livingston County		0.5%	2
Logan County		0.2%	1
Lyon County		0.2%	1
McCracken County		2.4%	10
McCreary County		0.0%	0

McLean County		0.0%	0
Madison County		4.1%	17
Magoffin County		0.0%	0
Marion County		0.0%	0
Marshall County		0.5%	2
Martin County		0.0%	0
Mason County		1.0%	4
Meade County		0.7%	3
Menifee County		0.2%	1
Mercer County		0.0%	0
Metcalfe County		0.2%	1
Monroe County		0.0%	0
Montgomery County		0.2%	1
Morgan County		0.2%	1
Muhlenberg County		0.0%	0
Nelson County		0.7%	3
Nicholas County		0.2%	1
Ohio County		0.5%	2
Oldham County		1.7%	7
Owen County		0.5%	2
Owsley County		0.0%	0
Pendleton County		0.0%	0
Perry County		0.0%	0
Pike County		1.0%	4
Powell County		0.5%	2

Pulaski County		1.4%	6
Robertson County		0.0%	0
Rockcastle County		0.2%	1
Rowan County		0.2%	1
Russell County		1.0%	4
Scott County		0.7%	3
Shelby County		1.0%	4
Simpson County		0.2%	1
Spencer County		0.7%	3
Taylor County		0.5%	2
Todd County		0.0%	0
Trigg County		0.0%	0
Trimble County		0.2%	1
Union County		0.2%	1
Warren County		4.1%	17
Washington County		0.5%	2
Wayne County		0.2%	1
Webster County		0.2%	1
Whitley County		0.5%	2
Wolfe County		0.0%	0
Woodford County		0.5%	2
answered question			418
skipped question			13

9. Please rate the need for the services for you as an individual or for Kentuckians with disabilities overall. A rank of 1 indicates an unmet need. A rank of 3 indicates the need has been met.

	1 - Unmet need	2 - Somewhat Met	3 - Need has been met	Do not know/Does not apply	Rating Average	Response Count
Vocational Guidance and Counseling	27.5% (104)	30.2% (114)	28.6% (108)	13.8% (52)	2.01	378
Assistive Technology	23.8% (88)	24.6% (91)	20.3% (75)	31.4% (116)	1.95	370
Support Services Including Transportation, Rental Assistance, etc.	31.4% (116)	17.1% (63)	11.7% (43)	39.8% (147)	1.67	369
Transition Services from School	24.9% (90)	14.1% (51)	11.9% (43)	49.2% (178)	1.74	362
Vocational Training/Tuition Assistance	36.0% (134)	17.5% (65)	21.0% (78)	25.5% (95)	1.80	372
Supported Employment	34.3% (127)	18.4% (68)	16.2% (60)	31.1% (115)	1.74	370
Benefits Planning	34.5% (127)	17.4% (64)	11.4% (42)	36.7% (135)	1.64	368
Mental Health Counseling and Treatment	24.5% (90)	21.2% (78)	16.0% (59)	38.3% (141)	1.86	368
Medical Care Including Medical Procedures, Medications, Prosthetics, etc.	25.1% (93)	22.4% (83)	13.8% (51)	38.6% (143)	1.81	370
Job Placement	40.5% (152)	19.7% (74)	12.8% (48)	26.9% (101)	1.62	375
Post Employment Services	29.5% (107)	16.3% (59)	8.8% (32)	45.5% (165)	1.62	363
answered question						386
skipped question						45

10. Please rate the barriers you feel prevent or hinder you, or people you know, from gaining and maintaining employment and leading fuller and more independent lives. A rating of 1 indicates this is a very significant barrier and a rating of 5 indicates this is not a barrier.

	1-Very Significant Barrier	2	3	4	5-Not A Barrier	Rating Average	Response Count
Slow Job Market	57.8% (204)	18.1% (64)	13.3% (47)	3.4% (12)	7.4% (26)	1.84	353
Employer Attitudinal Barriers	36.3% (127)	22.6% (79)	24.3% (85)	3.7% (13)	13.1% (46)	2.35	350
Consumer Attitudinal Barriers	18.8% (65)	24.3% (84)	27.2% (94)	7.8% (27)	22.0% (76)	2.90	346
KYOVR/State Budget Restrictions	33.7% (115)	22.3% (76)	19.1% (65)	7.6% (26)	17.3% (59)	2.52	341
Disability Benefits	27.8% (95)	19.6% (67)	20.8% (71)	7.6% (26)	24.3% (83)	2.81	342
Lack of Family Support	17.0% (59)	15.0% (52)	17.0% (59)	9.8% (34)	41.2% (143)	3.43	347
Lack of Available Rehabilitation Services	24.5% (84)	16.9% (58)	23.0% (79)	12.0% (41)	23.6% (81)	2.93	343
Lack of Qualified Service Providers	23.7% (81)	18.4% (63)	23.1% (79)	11.7% (40)	23.1% (79)	2.92	342
Lack of Long Term Support	29.9% (103)	20.0% (69)	19.1% (66)	8.1% (28)	22.9% (79)	2.74	345
Lack of Physical Access to Employers or Services	21.1% (72)	15.2% (52)	21.6% (74)	12.3% (42)	29.8% (102)	3.15	342
Lack of Information Regarding Disability Resources	28.8% (100)	24.2% (84)	17.9% (62)	10.7% (37)	18.4% (64)	2.66	347
Lack of Personal Care Attendant Services	15.0% (51)	10.0% (34)	20.0% (68)	8.8% (30)	46.2% (157)	3.61	340
Lack of Child Care	11.4% (39)	15.2% (52)	11.7% (40)	9.0% (31)	52.8% (181)	3.77	343
Lack of Transportation	28.2% (97)	13.7% (47)	9.9% (34)	9.0% (31)	39.2% (135)	3.17	344

Lack of Adequate Housing	20.5% (70)	11.1% (38)	16.4% (56)	9.9% (34)	42.1% (144)	3.42	342
Inadequate Medical Care and/or Medical Insurance	34.0% (118)	15.3% (53)	14.1% (49)	6.6% (23)	30.0% (104)	2.83	347
answered question							359
skipped question							72

11. Please provide any comments or feedback that will assist the Kentucky Office of Vocational Rehabilitation addressing the future rehabilitation needs of persons with disabilities.

							Response Count
							180
answered question							180
skipped question							251

APPENDIX B
Comprehensive Needs Assessment
Counselor 2011



1. How many years have you worked in Vocational Rehabilitation?

		Response Percent	Response Count
Less than 1 yr		6.6%	6
1-5 years		31.9%	29
6-10 years		25.3%	23
11-15 years		14.3%	13
16-20 years		5.5%	5
21-25 years		9.9%	9
Over 25 years		6.6%	6
		answered question	91
		skipped question	0

















2. What is your average caseload size?

		Response Percent	Response Count
Less than 100 cases		3.3%	3
100-150 cases		16.5%	15
151-200 cases		28.6%	26
201-250 cases		22.0%	20
251-300 cases		15.4%	14
301-350 cases		13.2%	12
350 + cases		1.1%	1
answered question			91
skipped question			0

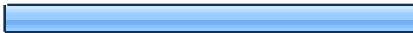




3. What is your highest level of educational training?

		Response Percent	Response Count
Bachelor's Degree		14.4%	13
Master's Degree		81.1%	73
Doctoral Degree		4.4%	4
answered question			90
skipped question			1










4. In which KY OVR district are you assigned?

		Response Percent	Response Count
Paducah		6.7%	6
Madisonville		3.3%	3
Owensboro		7.8%	7
Bowling Green		5.6%	5
Louisville		10.0%	9
Elizabethtown		3.3%	3
Danville		7.8%	7
Florence		4.4%	4
Lexington		12.2%	11
West Liberty		6.7%	6
Ashland		3.3%	3
Whitesburg		6.7%	6
Bluegrass		7.8%	7
Middletown		6.7%	6
Ft. Wright		5.6%	5
RCD		2.2%	2
CDPVTC		0.0%	0
answered question			90
skipped question			1

5. What primary impairments do you see most often on your caseload?

		Response Percent	Response Count
Mental Health/Psychosocial		61.5%	56
Drug/alcohol		5.5%	5
Physical		7.7%	7
Learning/Cognitive		17.6%	16
Sensory/Communication		7.7%	7
answered question			91
skipped question			0

6. Who makes the majority of OVR referrals to you?

		Response Percent	Response Count
Schools		22.0%	20
Homeless shelters		4.4%	4
Post-secondary training institutions		4.4%	4
Medical facilities		9.9%	9
Other state or welfare agencies		16.5%	15
Community Rehabilitation Programs		5.5%	5
One-stop Career Centers		1.1%	1
Social Security or Ticket-to-Work		2.2%	2
Self/other consumers		34.1%	31
answered question			91
skipped question			0




7. Please review each population/diagnosis group and indicate whether you have seen an increase, decrease or no change over the past three years in each GROUP among the persons that you serve.

	Decrease	No Change	Increase	Not Sure/Don't Know	Rating Average	Response Count
Persons with Multiple Impairments/MSD	2.3% (2)	29.9% (26)	59.8% (52)	8.0% (7)	2.63	87
Learning Disability	4.6% (4)	42.5% (37)	44.8% (39)	8.0% (7)	2.44	87
Veterans	8.1% (7)	64.0% (55)	11.6% (10)	16.3% (14)	2.04	86
School-to-Work Transition	9.2% (8)	39.1% (34)	36.8% (32)	14.9% (13)	2.32	87
Autism	1.1% (1)	43.7% (38)	47.1% (41)	8.0% (7)	2.50	87
Mental Illness	0.0% (0)	27.6% (24)	65.5% (57)	6.9% (6)	2.70	87
Physical Disability	4.7% (4)	62.8% (54)	24.4% (21)	8.1% (7)	2.22	86
Cognitive Disability	0.0% (0)	43.7% (38)	48.3% (42)	8.0% (7)	2.53	87
Drug and Alcohol	5.8% (5)	18.6% (16)	67.4% (58)	8.1% (7)	2.67	86
Persons with Criminal Background/Felonies	1.1% (1)	13.8% (12)	77.0% (67)	8.0% (7)	2.83	87
Homeless	8.1% (7)	37.2% (32)	43.0% (37)	11.6% (10)	2.39	86
Persons on Public Support (TANF, Welfare, SSI/SSDI)	0.0% (0)	36.8% (32)	54.0% (47)	9.2% (8)	2.59	87
				answered question		87
				skipped question		4

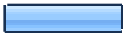










8. Please review each VR service and indicate whether you have seen an increase, decrease or no change in the DEMAND OR NEED for each service among persons that you serve.

	Decrease	No Change	Increase	Not Sure/Don't Know	Rating Average	Response Count
Guidance and Counseling	1.1% (1)	25.3% (22)	67.8% (59)	5.7% (5)	2.71	87
Assistive Technology	2.3% (2)	48.3% (42)	42.5% (37)	6.9% (6)	2.43	87
Support Services (Maintenance, Transportation, etc.)	3.4% (3)	27.6% (24)	60.9% (53)	8.0% (7)	2.63	87
Transition	4.6% (4)	46.0% (40)	35.6% (31)	13.8% (12)	2.36	87
Vocational Training/Tuition Assistance	4.6% (4)	35.6% (31)	55.2% (48)	4.6% (4)	2.53	87
Supported Employment	2.3% (2)	36.8% (32)	55.2% (48)	5.7% (5)	2.56	87
Benefits Planning	2.3% (2)	40.7% (35)	44.2% (38)	12.8% (11)	2.48	86
Psychological Restoration	0.0% (0)	27.6% (24)	66.7% (58)	5.7% (5)	2.71	87
Physical Restoration	3.5% (3)	67.1% (57)	21.2% (18)	8.2% (7)	2.19	85
Surgery	17.6% (15)	54.1% (46)	10.6% (9)	17.6% (15)	1.91	85
Job Placement	2.3% (2)	16.1% (14)	77.0% (67)	4.6% (4)	2.78	87
Post Employment Services	5.7% (5)	77.0% (67)	6.9% (6)	10.3% (9)	2.01	87
answered question						87
skipped question						4

9. Do you feel additional or enhanced Supported Employment services are needed in your area?

		Response Percent	Response Count
Yes		71.3%	62
No		20.7%	18
Not Sure/Don't Know		8.0%	7
		answered question	87
		skipped question	4

10. Of the services identified, which are the three services most in demand for the consumers on your caseload. Please choose only three services.





		Response Percent	Response Count
Assistive Technology		17.2%	15
Transition		13.8%	12
Vocational Training		42.5%	37
Supported Employment		40.2%	35
Benefits Planning		3.4%	3
Physical Restoration		6.9%	6
Surgery		1.1%	1
Job Placement		72.4%	63
Guidance and Counseling		26.4%	23
Post Employment Services		0.0%	0
Psychological Restoration		44.8%	39
Support Services (Maintenance, Transportation, etc.)		28.7%	25
		answered question	87
		skipped question	4

11. Please rate the barriers you feel your consumers face, from 1 to 5, that prevent them from gaining and maintaining employment. A rating of 1 indicates this is a very significant barrier your consumers face in gaining employment and a rating of 5 indicates this is not a significant barrier to employment.

	1-Very Significant Barrier	2	3	4	5-Not A Barrier	Rating Average	Response Count
Slow Job Market	82.6% (71)	16.3% (14)	1.2% (1)	0.0% (0)	0.0% (0)	1.19	86
Employer Attitudinal Barriers	24.7% (21)	36.5% (31)	35.3% (30)	2.4% (2)	1.2% (1)	2.19	85
Consumer Attitudinal Barriers	24.4% (21)	40.7% (35)	27.9% (24)	5.8% (5)	1.2% (1)	2.19	86
KYOVR/State Budget Restrictions	16.3% (14)	26.7% (23)	31.4% (27)	16.3% (14)	9.3% (8)	2.76	86
Disability Benefits	24.4% (21)	34.9% (30)	32.6% (28)	5.8% (5)	2.3% (2)	2.27	86
Lack of Family Support	27.9% (24)	36.0% (31)	25.6% (22)	9.3% (8)	1.2% (1)	2.20	86
Lack of Available Rehabilitation Services	10.6% (9)	24.7% (21)	30.6% (26)	17.6% (15)	16.5% (14)	3.05	85
Lack of Qualified Service Providers	21.7% (18)	26.5% (22)	30.1% (25)	14.5% (12)	7.2% (6)	2.59	83
Lack of Long Term Support	22.4% (19)	21.2% (18)	34.1% (29)	12.9% (11)	9.4% (8)	2.66	85
Lack of Physical Access to Employers or Services	9.3% (8)	20.9% (18)	37.2% (32)	18.6% (16)	14.0% (12)	3.07	86
Lack of Information regarding Disability Resources	8.1% (7)	22.1% (19)	36.0% (31)	22.1% (19)	11.6% (10)	3.07	86
Lack of Personal Care Attendants	2.3% (2)	7.0% (6)	33.7% (29)	29.1% (25)	27.9% (24)	3.73	86
Lack of Child Care	12.8% (11)	26.7% (23)	29.1% (25)	24.4% (21)	7.0% (6)	2.86	86

Lack of Transportation	50.0% (43)	33.7% (29)	9.3% (8)	5.8% (5)	1.2% (1)	1.74	86
Lack of Adequate Housing	24.7% (21)	24.7% (21)	35.3% (30)	11.8% (10)	3.5% (3)	2.45	85
Inadequate medical care	35.7% (30)	27.4% (23)	27.4% (23)	7.1% (6)	2.4% (2)	2.13	84
answered question							86
skipped question							5








12. What is your overall satisfaction related to your experiences working with your local One-Stop

		Response Percent	Response Count
Very Satisfied		20.9%	18
Somewhat Satisfied		43.0%	37
Not Satisfied		11.6%	10
N/A Have not worked with local One-Stop Center		24.4%	21
answered question			86
skipped question			5








13. When was the last time that you or a consumer utilized the local One-Stop Career Center?

		Response Percent	Response Count
In the last 3 months		60.5%	52
Between 3 months and 1 year		14.0%	12
1-2 years		4.7%	4
More than 2 years		3.5%	3
Never		17.4%	15
		answered question	86
		skipped question	5








14. What issues have you experienced when working with the One-Stop Centers and other components of the statewide workforce investment system. Check all that apply.

		Response Percent	Response Count
Inappropriate Referrals		19.3%	16
Lack of Referral Source Training Concerning OVR services		26.5%	22
Incomplete/Incorrect Referral		9.6%	8
Poor Attitude towards Persons with Disabilities		15.7%	13
One-Stop is not accessible		7.2%	6
Lack of space provided KY OVR		9.6%	8
Not Applicable/No issues encountered		56.6%	47
	Other (please specify)		9
answered question			83
skipped question			8




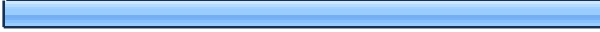

15. Excluding the Carl D. Perkins Vocational Training Center, how many CRP's do you have available in the areas you serve?

		Response Percent	Response Count
0		4.7%	4
1		20.0%	17
2		15.3%	13
3		12.9%	11
4		9.4%	8
5		5.9%	5
More than 5		31.8%	27
answered question			85
skipped question			6

16. How many different CRP's do you generally refer consumers to in a given year?

		Response Percent	Response Count
0		3.7%	3
1		18.5%	15
2		18.5%	15
3		17.3%	14
4		16.0%	13
5		6.2%	5
More than 5		19.8%	16
answered question			81
skipped question			10

17. For which of the following services do you routinely refer consumers to CRP's?

		Response Percent	Response Count
Vocational Assessment		47.5%	38
Comprehensive Vocational Evaluation		42.5%	34
Adjustment Services		37.5%	30
Services with an Outcome of Competitive Employment		90.0%	72
Skills Training resulting in Competitive Employment		22.5%	18
	Other (please specify)		3
		answered question	80
		skipped question	11






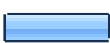
18. Please read the following statements regarding CRP's and rate how well you agree with each statement.

	Strongly Disagree	Somewhat Disagree	Neither agree nor Disagree	Somewhat Agree	Strongly Agree	Rating Average	Response Count
There are enough CRP's to serve consumers in need of services in my area	33.3% (28)	17.9% (15)	11.9% (10)	21.4% (18)	15.5% (13)	2.68	84
The available CRP's provide a range of services that meet the needs of my consumers	16.7% (14)	19.0% (16)	13.1% (11)	34.5% (29)	16.7% (14)	3.15	84
CRP staff have adequate education and professional training to meet the VR needs of my consumers	17.9% (15)	20.2% (17)	11.9% (10)	27.4% (23)	22.6% (19)	3.17	84
CRPs provide quality services that meet identified needs of my consumers	7.2% (6)	22.9% (19)	8.4% (7)	43.4% (36)	18.1% (15)	3.42	83
					answered question		85
					skipped question		6




19. Please provide any other information you feel would be useful for the Agency to consider when determining the needs for future CRP services.

	Response Count
	18
answered question	18
skipped question	73

20. In the past three years, approximately how many consumers have you referred for CDPVTC services?

		Response Percent	Response Count
0		4.8%	4
1 - 5 Consumers		44.0%	37
6 - 10 Consumers		25.0%	21
11 - 15 Consumers		9.5%	8
16 - 20 Consumers		1.2%	1
20+ Consumers		15.5%	13
answered question			84
skipped question			7



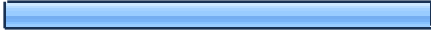







21. Based on your observations, please indicate whether you believe demand for Center services will increase, decrease, or remain the same in the next three years.

		Response Percent	Response Count
Increase		47.6%	40
Stay the Same		47.6%	40
Decrease		4.8%	4
answered question			84
skipped question			7

22. Of the following CDPVTC services, please indicate whether you feel consumer demand for the service will increase, decrease or stay the same over the next three years.

	Increase	Stay the Same	Decrease	Response Count
Vocational Evaluation	53.0% (44)	45.8% (38)	1.2% (1)	83
Residential Services	46.4% (39)	51.2% (43)	2.4% (2)	84
Medical Services	25.0% (21)	71.4% (60)	3.6% (3)	84
Physical Rehabilitation (Physical & Occupational Therapy)	24.1% (20)	69.9% (58)	6.0% (5)	83
Driver's Education	56.0% (47)	42.9% (36)	1.2% (1)	84
Speech Therapy	12.2% (10)	84.1% (69)	3.7% (3)	82
Work Adjustment	50.6% (42)	47.0% (39)	2.4% (2)	83
Vocational Skills Training	61.9% (52)	38.1% (32)	0.0% (0)	84
Job Placement	38.1% (32)	57.1% (48)	4.8% (4)	84
Academic Remediation	43.4% (36)	54.2% (45)	2.4% (2)	83
GED	50.6% (42)	48.2% (40)	1.2% (1)	83
answered question				84
skipped question				7

23. Which of the following groups or disability populations might see an increased demand for CDPVTC services in the next three years? (Check all that apply.)

		Response Percent	Response Count
Persons in the Autism Spectrum		56.0%	47
Students Transitioning from High School		73.8%	62
Cognitive Disabilities		64.3%	54
Mental Illness		33.3%	28
Physical Disabilities		13.1%	11
Most Significant Disabilities		47.6%	40
Learning Disabilities		54.8%	46
Substance Abuse		21.4%	18
Older Displaced Workers		6.0%	5
Individuals Transitioning from Prison		20.2%	17
		answered question	84
		skipped question	7

24. What additional services or programs would you suggest CDPVTC consider to better serve individuals on your particular caseload?

	Response Count
	13
answered question	13
skipped question	78

Page 5, Q3. What issues have you experienced when working with the One-Stop Centers and other components of the statewide workforce investment system. Check all that apply.

1	The actual benefits to the consumer of doing anything more than pointing them in the direction of the One-Stop/other workforce investment agencies does not justify the costs of time and energy on the part of the consumer or counselor.	Aug 9, 2011 9:48 AM
2	We do not have a one stop in our area.	Aug 4, 2011 8:09 AM
3	Difficult at times to reach by telephone.	Aug 2, 2011 12:31 PM
4	Not getting referrals	Aug 2, 2011 10:55 AM
5	They seem unaware of us and refuse or seem oblivious to provide any accommodations for persons with disabilities. I hear this from consumers who try to access their services.	Aug 2, 2011 7:02 AM
6	Handicapped parking is located on a hill specifically designed to discourage wheelchair clients and unsafe	Aug 1, 2011 5:10 PM
7	Limits due to the rural area and the resources available at the local Career Center	Aug 1, 2011 2:17 PM
8	Lack of privacy when meeting with consumers.	Aug 1, 2011 2:09 PM
9	My consumers report that they are given little or no help when trying to sign up for employment or unemployment benefits	Aug 1, 2011 2:00 PM

Page 6, Q3. For which of the following services do you routinely refer consumers to CRP's?

1	All of the above	Aug 22, 2011 9:23 AM
2	supported employment	Aug 9, 2011 3:28 PM
3	Supported Employment services	Aug 1, 2011 2:07 PM

Page 6, Q5. Please provide any other information you feel would be useful for the Agency to consider when determining the needs for future CRP services.

1	I believe that many CRPs and their staff are not adequately educated or trained to work with our consumers and those companies I do not refer to. In addition I believe the CRPs are understaffed and overworked and cannot provide the needed attention that our consumers need or we are not getting what we pay for.	Aug 19, 2011 11:05 AM
2	Paperwork and documentation needs to be slimmed down and made more efficient, giving more quantitative information and less narrative. In this way, the information will be easier for the CRP to provide on a monthly basis and of more use to the counselor. Additionally, CRPs need to have a secure Email address so that they can send notes/updates quickly. This is not a difficult thing to do. In these tough buget times, we need to use to full effect the resources we already have but choose to ignore, email being only one of them.	Aug 9, 2011 9:56 AM
3	It is my personal opinion that we do not have enough crp's to service those suffering from traumatic brain injury and those suffering from severe mental illness.	Aug 5, 2011 12:30 PM
4	Need to have work adjustment services available.	Aug 4, 2011 11:07 AM
5	Our area needs more CRP's to utilize.	Aug 4, 2011 8:11 AM
6	There are enough CRP's in Louisville; however, there are not enough that provide quality services.	Aug 3, 2011 9:44 AM
7	Training for CRP providers to know EXACTLY what we need and timelines to follow to provide what we need for them to get their fees.	Aug 2, 2011 10:58 AM
8	We need CRP services that will serve persons with mental illness and TBI.	Aug 2, 2011 9:32 AM
9	From conversations with my consumers they feel that the CRP is not necessary as OVR can do the same thing. I have consumers who report that all they do is go into a CRP and they look for their own jobs. I thought the CRP is to give more assistance with htis endeavor.	Aug 2, 2011 9:29 AM
10	Staff should be qualified and certified to provide a good vocational assessment/evaluation and should not be resistant to working with all aspects of services that OVR Consumers need.	Aug 2, 2011 9:02 AM
11	There have been complaints from consumers regarding a certain CRPs lack of professionalism, including smoking in the office, poor work attire, etc. There has also been complaints about another CRP not returning phone calls or meeting with consumers with the excuse that they are still short 1 staff.	Aug 2, 2011 7:50 AM
12	The quality of the services recieved from the CRP depends on the quality and committment of the employment specialist	Aug 2, 2011 7:07 AM
13	Some CRPs may not put forth the extra effort for those with deafness as they would with a hearing counterpart with other disabilities.	Aug 1, 2011 3:39 PM
14	CRP's should be provided with more indepth Supported Employment training	Aug 1, 2011 2:56 PM
15	We are in need of community rehab programs, especially CRP's that can help serve students that are transitioning from school to work or training such as	Aug 1, 2011 2:41 PM

Page 6, Q5. Please provide any other information you feel would be useful for the Agency to consider when determining the needs for future CRP services.

students that have autism, or 504 plans.

16	They struggle with a lot of turnover and consistency among staff.	Aug 1, 2011 2:29 PM
17	I have had a waiting list for CRP's since I started almost two years ago. Although there are four agencies who do Supported Employment, they are only able to take three or four people at a time. Also, there is only one agency who does Community Adjustment services.	Aug 1, 2011 2:21 PM
18	It should be determined before CRP providers are approved to provide services for a fee that they have appropriate training and understand that their job is to provide long-term on-the-job supports, in some cases, and that their job does not end when the person is hired. They should also be evaluated frequently by all staff using the services on their performance and the quality of required tasks like monthly notes. All of this information should be reported directly to Frankfort for evaluation and action.	Aug 1, 2011 2:14 PM

Page 7, Q5. What additional services or programs would you suggest CDPVTC consider to better serve individuals on your particular caseload?

1	Clerical positons (typing skills, computer skills, answering the phone, etc.)	Aug 19, 2011 9:10 AM
2	A better referral process. I find it rather silly that an entity within OVR needs to have so much paperwork just to be able to consider a client referred for their services.	Aug 9, 2011 9:59 AM
3	Additional vocational training area	Aug 4, 2011 8:54 AM
4	more job training programs	Aug 3, 2011 10:41 AM
5	help for substance abuse clients to obtain necessary schooling to be able to get their driver's license back Other short term training programs to be able to go to work in rural communities	Aug 2, 2011 11:01 AM
6	CNA CLASS	Aug 2, 2011 10:12 AM
7	None.	Aug 2, 2011 9:30 AM
8	Some type of training that involves the care of animals, medical training - nurse aid, computer training - data entry, information systems.	Aug 2, 2011 9:05 AM
9	simply actually providing the services mentioned above would be nice. They really have no idea how to work with students in the autistic spectrum.	Aug 1, 2011 5:13 PM
10	Need more vocational training program options. There has been a high demand for auto mechanic and body shop. Construction/Home repair would also be a good one.	Aug 1, 2011 3:42 PM
11	I need more spaces for females	Aug 1, 2011 2:50 PM
12	Not sure the center accepts individuals' w/criminal backgrounds or w/substance abuse issues, but these are populations that could benefit.	Aug 1, 2011 2:44 PM
13	none, my consumers say that it is too far for them to travel for them to go for training.	Aug 1, 2011 2:44 PM

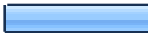














APPENDIX C
Comprehensive Needs Assessment
Other Staff 2011



1. How many years have you worked in Vocational Rehabilitation?

		Response Percent	Response Count
Less than 1 year		2.2%	2
1-5 years		17.8%	16
6-10 years		23.3%	21
11-15 years		12.2%	11
16-20 years		13.3%	12
21-25 years		20.0%	18
25+ years		11.1%	10
		answered question	90
		skipped question	0











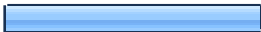
2. Where do you work?

		Response Percent	Response Count
Central Office		21.2%	18
Carl D. Perkins Vocational Training Center		11.8%	10
Paducah District		5.9%	5
Madisonville District		2.4%	2
Owensboro District		4.7%	4
Bowling Green District		4.7%	4
Elizabethtown District		2.4%	2
Louisville District		3.5%	3
Middletown District		5.9%	5
Danville District		4.7%	4
Florence District		4.7%	4
Fort Wright District		3.5%	3
Bluegrass District		5.9%	5
Lexington District		9.4%	8
Whitesburg District		8.2%	7
Ashland District		1.2%	1
West Liberty District		0.0%	0
answered question			85
skipped question			5

3. Please rate the need for the following services for Kentuckians with disabilities. A rank of 1 indicates an unmet need. A rank of 3 indicates the need has been met.

	1 - Unmet need	2 - Somewhat Met	3 - Need has been met	Do not know	Rating Average	Response Count
Guidance and Counseling	7.7% (6)	35.9% (28)	44.9% (35)	11.5% (9)	2.42	78
Assistive Technology	9.9% (8)	34.6% (28)	46.9% (38)	8.6% (7)	2.41	81
Support Services (Maintenance, Transportation, etc.)	23.2% (19)	36.6% (30)	28.0% (23)	12.2% (10)	2.06	82
Transition	11.3% (9)	41.3% (33)	30.0% (24)	17.5% (14)	2.23	80
Vocational Training	5.0% (4)	32.5% (26)	53.8% (43)	8.8% (7)	2.53	80
Supported Employment	18.5% (15)	44.4% (36)	24.7% (20)	12.3% (10)	2.07	81
Benefits Planning	18.5% (15)	33.3% (27)	32.1% (26)	16.0% (13)	2.16	81
Psychological Restoration	8.8% (7)	40.0% (32)	37.5% (30)	13.8% (11)	2.33	80
Physical Restoration	6.3% (5)	40.0% (32)	40.0% (32)	13.8% (11)	2.39	80
Job Placement	9.9% (8)	48.1% (39)	30.9% (25)	11.1% (9)	2.24	81
Post Employment Services	7.5% (6)	33.8% (27)	42.5% (34)	16.3% (13)	2.42	80
				answered question		82
				skipped question		8

4. Of the services identified, which are the three services most in demand for VR consumers. Please choose only three services.

		Response Percent	Response Count
Guidance and Counseling		40.7%	33
Assistive Technology		11.1%	9
Transition		8.6%	7
Vocational Training		53.1%	43
Supported Employment		34.6%	28
Benefits Planning		4.9%	4
Psychological Restoration		32.1%	26
Physical Restoration		6.2%	5
Job Placement		74.1%	60
Post Employment Services		3.7%	3
Support Services (Maintenance, Transportation, etc.)		38.3%	31
		answered question	81
		skipped question	9

5. Please rate the barriers from 1 to 5, that prevent VR consumers from gaining and maintaining employment. A rating of 1 indicates this is a very significant barrier in gaining employment and a rating of 5 indicates this is not a barrier to employment.








	Very Significant Barrier 1	2	3	4	Not A Barrier 5	Rating Average	Response Count
Slow Job Market	67.9% (53)	19.2% (15)	12.8% (10)	0.0% (0)	0.0% (0)	1.45	78
Employer Attitudinal Barriers	15.6% (12)	32.5% (25)	42.9% (33)	9.1% (7)	0.0% (0)	2.45	77
Consumer Attitudinal Barriers	16.9% (13)	32.5% (25)	42.9% (33)	7.8% (6)	0.0% (0)	2.42	77
KYOVR/State Budget Restrictions	18.2% (14)	32.5% (25)	27.3% (21)	16.9% (13)	5.2% (4)	2.58	77
Disability Benefits	26.3% (20)	28.9% (22)	30.3% (23)	11.8% (9)	2.6% (2)	2.36	76
Lack of Family Support	23.7% (18)	34.2% (26)	27.6% (21)	13.2% (10)	1.3% (1)	2.34	76
Lack of Available Rehabilitation Services	11.8% (9)	25.0% (19)	30.3% (23)	15.8% (12)	17.1% (13)	3.01	76
Lack of Qualified Service Providers	13.0% (10)	31.2% (24)	31.2% (24)	13.0% (10)	11.7% (9)	2.79	77
Lack of Long Term Support	28.4% (21)	28.4% (21)	24.3% (18)	9.5% (7)	9.5% (7)	2.43	74
Lack of Physical Access to Employers or Services	13.2% (10)	26.3% (20)	34.2% (26)	19.7% (15)	6.6% (5)	2.80	76
Lack of Information Regarding Disability Resources	7.8% (6)	28.6% (22)	29.9% (23)	24.7% (19)	9.1% (7)	2.99	77
Lack of Personal Care Attendant Services	9.5% (7)	29.7% (22)	27.0% (20)	23.0% (17)	10.8% (8)	2.96	74
Lack of Child Care	21.1% (16)	36.8% (28)	27.6% (21)	13.2% (10)	1.3% (1)	2.37	76
Lack of Transportation	53.8% (42)	23.1% (18)	14.1% (11)	7.7% (6)	1.3% (1)	1.79	78

Lack of Adequate Housing	19.2% (15)	33.3% (26)	33.3% (26)	10.3% (8)	3.8% (3)	2.46	78
answered question							78
skipped question							12

6. What is your overall satisfaction when working with local One-stop Centers or the One-stops system in general.

	Very Satisfied	Somewhat Satisfied	Not Satisfied	Have not worked any of the One-stop Centers	Rating Average	Response Count
Rating	15.8% (12)	34.2% (26)	13.2% (10)	36.8% (28)	1.96	76
answered question						76
skipped question						14

7. What issues have you experienced when working with the One-Stop Centers and other components of the statewide workforce investment system? Check all that apply.

		Response Percent	Response Count
Inappropriate referrals		14.5%	11
Lack of training concerning OVR services		30.3%	23
Incomplete/incorrect referrals		13.2%	10
Poor attitude towards persons with a disability		27.6%	21
One-stop is not accessible		14.5%	11
Lack of space provided KY OVR		25.0%	19
Not applicable		46.1%	35
	Other (please specify)		7
		answered question	76
		skipped question	14

Page 5, Q2. What issues have you experienced when working with the One-Stop Centers and other components of the statewide workforce investment system? Check all that apply.

1	Limited Referrals	Aug 31, 2011 3:00 PM
2	Inadequate security	Aug 19, 2011 8:36 AM
3	Lack of cooperation and resistance to accepting VR professionals as being the experts in serving individuals with disabilities who are obtaining/maintaining employment	Aug 2, 2011 9:36 AM
4	Lack of referrals	Aug 2, 2011 8:57 AM
5	lack of knowledge of each office within one-stop	Aug 2, 2011 7:22 AM
6	Lack of collaboration and information sharing	Aug 1, 2011 3:25 PM
7	None, we work really with the One Stop Center	Aug 1, 2011 2:35 PM

**Appendix D
Comprehensive Needs Assessment
CRPs 2011**



1. How many years has your organization provided services to OVR consumers?

		Response Percent	Response Count
Less than 1 year		0.0%	0
1 - 5 years		15.2%	5
6 - 10 years		18.2%	6
11 - 15 years		12.1%	4
16 - 20 years		9.1%	3
20 + years		45.5%	15
answered question			33
skipped question			0
















2. Approximately how many referrals do you receive from KY OVR on a yearly basis?

		Response Percent	Response Count
Fewer than 25 referrals		39.4%	13
25-50 Referrals		18.2%	6
51-75 Referrals		15.2%	5
76-100 Referrals		6.1%	2
More than 100 Referrals		21.2%	7
answered question			33
skipped question			0

3. How many staff does your organization employ?

		Response Percent	Response Count
Fewer than 10 staff		45.5%	15
Between 10 and 20 staff		18.2%	6
Between 21 and 30 staff		9.1%	3
Between 31 and 40 staff		6.1%	2
Between 41 and 50 staff		9.1%	3
More than 50 staff		12.1%	4
		answered question	33
		skipped question	0

4. With which of the following KY OVR district offices does your organization regularly work? Check all that apply.

		Response Percent	Response Count
Paducah		6.1%	2
Madisonville		3.0%	1
Owensboro		12.1%	4
Bowling Green		9.1%	3
Louisville		27.3%	9
Elizabethtown		9.1%	3
Middletown		6.1%	2
Danville		9.1%	3
Not Sure/Don't Know		3.0%	1
Florence		15.2%	5
Fort Wright		21.2%	7
Lexington		15.2%	5
Bluegrass (Parts of Fayette & Surrounding Counties)		15.2%	5
West Liberty		0.0%	0
Whitesburg		3.0%	1
Ashland		0.0%	0
Rehab. Counselors for the Deaf		21.2%	7
answered question			33
skipped question			0

5. Please rate the need for the various VR services for your referrals with disabilities.

	Unmet Need	Somewhat Met	Need Has Been Met	N/A	Rating Average	Response Count
Vocational Guidance and Counseling	9.4% (3)	46.9% (15)	43.8% (14)	0.0% (0)	2.34	32
Assistive Technology	18.8% (6)	37.5% (12)	21.9% (7)	21.9% (7)	2.04	32
Support Services (Transportation, Housing Assistance, etc.)	30.3% (10)	33.3% (11)	27.3% (9)	9.1% (3)	1.97	33
Transition Services from School	6.3% (2)	56.3% (18)	9.4% (3)	28.1% (9)	2.04	32
Vocational Training/Tuition Assistance	12.1% (4)	42.4% (14)	12.1% (4)	33.3% (11)	2.00	33
Supported Employment	6.1% (2)	39.4% (13)	39.4% (13)	15.2% (5)	2.39	33
Benefits Planning	24.2% (8)	39.4% (13)	24.2% (8)	12.1% (4)	2.00	33
Mental Health Counseling and Treatment	9.1% (3)	45.5% (15)	36.4% (12)	9.1% (3)	2.30	33
Medical Care (Medical Procedures, Medications, Prosthetics, etc.)	9.7% (3)	54.8% (17)	29.0% (9)	6.5% (2)	2.21	31
Job Placement	12.1% (4)	33.3% (11)	45.5% (15)	9.1% (3)	2.37	33
Post-employment Services	9.1% (3)	39.4% (13)	36.4% (12)	15.2% (5)	2.32	33
answered question						33
skipped question						0

6. Please rate the BARRIERS you feel your consumers face, from 1 to 5, that prevent them from gaining and maintaining employment. A rating of 1 indicates this is a very significant barrier to your consumers in gaining employment and a rating of 5 indicates this is not a significant barrier to employment






	1-Very Significant Barrier	2	3	4	5-Not a Significant Barrier	Rating Average	Response Count
Slow Job market	57.6% (19)	18.2% (6)	21.2% (7)	3.0% (1)	0.0% (0)	1.70	33
Employer Attitudinal Barriers towards Consumers	30.3% (10)	45.5% (15)	18.2% (6)	3.0% (1)	3.0% (1)	2.03	33
Consumer Attitudinal Barriers	21.2% (7)	42.4% (14)	36.4% (12)	0.0% (0)	0.0% (0)	2.15	33
Disability Benefits	21.9% (7)	31.3% (10)	31.3% (10)	6.3% (2)	9.4% (3)	2.50	32
KY-OVR/State Budget Restrictions	39.4% (13)	21.2% (7)	24.2% (8)	6.1% (2)	9.1% (3)	2.24	33
Lack of ... Family Support	15.2% (5)	27.3% (9)	48.5% (16)	6.1% (2)	3.0% (1)	2.55	33
.....Long Term Support	6.3% (2)	25.0% (8)	34.4% (11)	15.6% (5)	18.8% (6)	3.16	32
.....Physical Access to Employers or Services	18.2% (6)	15.2% (5)	27.3% (9)	33.3% (11)	6.1% (2)	2.94	33
.....Information regarding Disability Resources	6.1% (2)	21.2% (7)	21.2% (7)	30.3% (10)	21.2% (7)	3.39	33
.....Personal Care Attendants	3.0% (1)	21.2% (7)	27.3% (9)	36.4% (12)	12.1% (4)	3.33	33
.....Affordable Child Care	18.8% (6)	37.5% (12)	15.6% (5)	15.6% (5)	12.5% (4)	2.66	32
.....Transportation	51.5% (17)	24.2% (8)	6.1% (2)	15.2% (5)	3.0% (1)	1.94	33
.....Adequate Housing	18.2% (6)	39.4% (13)	9.1% (3)	24.2% (8)	9.1% (3)	2.67	33

.....Available Rehabilitation Services	9.4% (3)	18.8% (6)	25.0% (8)	31.3% (10)	15.6% (5)	3.25	32
.....Qualified Service Providers	6.1% (2)	9.1% (3)	18.2% (6)	39.4% (13)	27.3% (9)	3.73	33
					answered question		33
					skipped question		0




7. For staff who provide direct services to consumers, please indicate your time spent conducting the following activities for persons achieving a successful employment outcome?

	Less than 20 % of time	20-40 %	40-60 %	60-80 %	More than 80 % of time	Response Count
Employer contacts (not specific to a consumer)	33.3% (11)	30.3% (10)	21.2% (7)	12.1% (4)	3.0% (1)	33
Counseling, instructing, planning, etc. with consumer prior to placement	18.8% (6)	15.6% (5)	25.0% (8)	28.1% (9)	12.5% (4)	32
Placement and 90 day follow-up	9.1% (3)	42.4% (14)	15.2% (5)	21.2% (7)	12.1% (4)	33
Consultation with KY OVR counselor	71.9% (23)	18.8% (6)	3.1% (1)	6.3% (2)	0.0% (0)	32
					Other (please specify)	5
					answered question	33
					skipped question	0

8. Usually, how quickly are you able to initiate services with VR consumers after receiving a referral from KY OVR?

		Response Percent	Response Count
At Referral		12.1%	4
Within a week		36.4%	12
Between One and Two Weeks		36.4%	12
Between Two and Three Weeks		9.1%	3
More than Three Weeks		6.1%	2
		answered question	33
		skipped question	0

9. Do you currently have a waiting list for one or more of your rehabilitation related programs?

		Response Percent	Response Count
Yes		21.2%	7
No		75.8%	25
Don't Know		3.0%	1
		answered question	33
		skipped question	0












10. Please review each population/diagnostic group and indicate whether you have seen an increase, decrease or no change over the past three years in each group among the persons that you serve.

	Decrease	No change	Increase	N/A or don't know	Rating Average	Response Count
Persons with Multiple Impairments	0.0% (0)	33.3% (11)	66.7% (22)	0.0% (0)	2.67	33
Persons with Most-significant disabilities	6.1% (2)	30.3% (10)	63.6% (21)	0.0% (0)	2.58	33
Learning Disability	3.0% (1)	51.5% (17)	45.5% (15)	0.0% (0)	2.42	33
Autism	0.0% (0)	39.4% (13)	51.5% (17)	9.1% (3)	2.57	33
Mental Illness	0.0% (0)	24.2% (8)	72.7% (24)	3.0% (1)	2.75	33
Physical Disability	15.2% (5)	51.5% (17)	33.3% (11)	0.0% (0)	2.18	33
Cognitive Disability	0.0% (0)	60.6% (20)	39.4% (13)	0.0% (0)	2.39	33
Drug/Alcohol Dependence	3.0% (1)	24.2% (8)	63.6% (21)	9.1% (3)	2.67	33
Persons with Criminal Background/Felonies	3.0% (1)	6.1% (2)	84.8% (28)	6.1% (2)	2.87	33
Homeless persons	6.3% (2)	34.4% (11)	43.8% (14)	15.6% (5)	2.44	32
Persons receiving Public Support (TANF, Welfare, SSI/SSDI)	6.1% (2)	57.6% (19)	36.4% (12)	0.0% (0)	2.30	33
Individuals who use English as a Second Language	12.1% (4)	54.5% (18)	21.2% (7)	12.1% (4)	2.10	33
Veterans	6.1% (2)	60.6% (20)	15.2% (5)	18.2% (6)	2.11	33
Students transitioning from High School	15.2% (5)	57.6% (19)	15.2% (5)	12.1% (4)	2.00	33
				Other (please specify)		1
				answered question		33
				skipped question		0

11. Of the following CRP services, please indicate whether you feel consumer DEMAND for the service will increase, decrease or stay the same over the next three years.

	Increase	No Change	Decrease	Don't Know	Response Count
Vocational Assessment	57.6% (19)	30.3% (10)	6.1% (2)	6.1% (2)	33
Comprehensive Vocational Evaluation	57.6% (19)	24.2% (8)	9.1% (3)	9.1% (3)	33
Work Adjustment/Adjustment Services	57.6% (19)	39.4% (13)	3.0% (1)	0.0% (0)	33
Job Placement	93.9% (31)	6.1% (2)	0.0% (0)	0.0% (0)	33
Skills Training	81.8% (27)	15.2% (5)	0.0% (0)	3.0% (1)	33
Supported Employment Services	78.8% (26)	12.1% (4)	0.0% (0)	9.1% (3)	33
answered question					33
skipped question					0

12. Which of the following issues significantly impacts your organization's ability to provide services to persons with disabilities? (Check all that apply)

		Response Percent	Response Count
Lack of available qualified and/or trained staff		15.2%	5
Rising cost of commodities (gas, utilities, etc.)		54.5%	18
Employee turnover		12.1%	4
Slowing economy		78.8%	26
Low KY-OVR fee for service rates		57.6%	19
Lack of available financial resources (grants, contracts, in-kind payments, etc.)		69.7%	23
Lack of referrals		42.4%	14
Increase in consumers with multiple disabilities		33.3%	11
Limited information shared by VR Counselors		30.3%	10
Timely receipt of KY-OVR authorizations for services		24.2%	8
Other (please specify)		12.1%	4
		answered question	33
		skipped question	0

13. Please list any services that may be needed by VR consumers that are not being provided because of a lack of available funding and/or resources.

	Response Count
	11
answered question	11
skipped question	22

Page 1, Q7. For staff who provide direct services to consumers, please indicate your time spent conducting the following activities for persons achieving a successful employment outcome?

1	80% plus spent in voc testing, interview, and report writing	Aug 31, 2011 10:43 AM
2	vocational testing	Aug 30, 2011 9:17 AM
3	Paperwork that is somewhat repetitive	Aug 9, 2011 8:45 AM
4	The majority of my time spent on JP services is spent finding job sites.	Aug 5, 2011 11:53 AM
5	Life Skills Coaching/Case management for which we are not paid	Aug 2, 2011 1:22 PM

Page 1, Q10. Please review each population/diagnostic group and indicate whether you have seen an increase, decrease or no change over the past three years in each group among the persons that you serve.

1	Increase in clients who are on unemployment	Aug 2, 2011 10:36 AM
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Page 1, Q12. Which of the following issues significantly impacts your organization's ability to provide services to persons with disabilities? (Check all that apply)

1	I have always been pleased with the OVR staff and am typically relatively busy with referrals for assessments and evaluations over the years. However, there has been a dramatic decrease in the number of referrals for testing from 205 in 2009 down to 100 in 2010. I have completed 76 to date for 2011 and if the pattern continues, I should end with approximately 114 for 2011, but could certainly accommodate more consumers. Since I provide evals and assessments in several counties, the increase in gas prices has impacted my bottomline over the years, but I continue to feel that I am in a better position to cover those costs than expecting the consumer to travel to me. Most are relieved that I am willing to accommodate them as close to their home/school as possible, which I also believe cuts down the no-show rate.	Aug 31, 2011 10:43 AM
2	lack of time for CEU's	Aug 30, 2011 9:17 AM
3	None of these significantly impacts our ability to provide services	Aug 9, 2011 8:45 AM
4	Delays in getting new referrals opened with OVR. When we refer someone to OVR, we are being told that it may take a month or more before they are able to be scheduled to meet with a counselor to start services.	Aug 4, 2011 5:28 PM

Page 1, Q13. Please list any services that may be needed by VR consumers that are not being provided because of a lack of available funding and/or resources.

1	In the past, I was able to offer functional capacity evaluations (FCEs), but the OT who was working out of my office left and I have not been able to find a suitable replacement since most OT/PT folks want to work on a fulltime and regular schedule rather than a prn basis.	Aug 31, 2011 10:43 AM
2	Dentures	Aug 9, 2011 8:45 AM
3	Transportation and expungement of criminal records in a timely manner.	Aug 5, 2011 11:53 AM
4	Transportation is a big barrier.	Aug 5, 2011 8:50 AM
5	There are significant time delays and lack of available funding and resources for people with criminal backgrounds who need to find employment immediately to stay compliant with the demands of the court systems.	Aug 4, 2011 5:28 PM
6	Money for further education /training so they can get decent jobs and not owe tons of money.	Aug 4, 2011 12:57 PM
7	Job placement services for consumers with less profound disabilities.	Aug 3, 2011 11:12 AM
8	Job Readiness services / better awareness regarding business and/or etiquette. It seems as though there is a lack of employment experience, or employment experience that has revolved around untraditional elements learned regarding behaviors considered acceptable for working environment. Some individuals personal behaviors / habits become more of a liability for an employer. I feel that consumers that necessarily are able to seek employment (with limited assistance) but have a hard time understanding employment responsibilities and obligations.	Aug 3, 2011 1:02 AM
9	Transportation, medication Assistance, assistive technology	Aug 2, 2011 12:21 PM
10	transportation, medication assistance, assistive technology	Aug 2, 2011 12:02 PM
11	Assistance with gas for client's vehicles to go to interviews and starting work.	Aug 2, 2011 10:36 AM

Appendix E
Comprehensive Needs Assessment
One-Stop 2011



1. Do you feel there are gaps in services for persons with disabilities in the One Stop?

		Response Percent	Response Count
No		54.5%	6
Yes		45.5%	5
	Comments		6
	answered question		11
	skipped question		1

2. In your experience over the past three years, have you seen more or fewer individuals with disabilities seeking services at your One-Stop Center?

		Response Percent	Response Count
More		9.1%	1
About the same		81.8%	9
Fewer		9.1%	1
	answered question		11
	skipped question		1





**3. What training needs would your staff have related to serving persons with disabilities?
Check all that apply.**

		Response Percent	Response Count
The Americans with Disabilities Act (ADA)		66.7%	8
Social Security Work Incentives		41.7%	5
Assistive Technology (Screen readers, alternative computer input, etc.)		41.7%	5
Vocational Rehabilitation Services		33.3%	4
Employer Resources/Tax Credits		33.3%	4
Blindness and Low Vision		25.0%	3
Deaf and Hard of Hearing		33.3%	4
Mental Illness		50.0%	6
Spinal Cord Injury		25.0%	3
Intellectual/Learning Disabilities		66.7%	8
	Other Disability Specific Training – Please specify:		2
		answered question	12
		skipped question	0

4. Rate your KNOWLEDGE of the following topics.

	Poor	Fair	Good	Excellent	Rating Average	Response Count
Assistive technology and how to obtain assistive devices through various funding sources	27.3% (3)	54.5% (6)	18.2% (2)	0.0% (0)	1.91	11
Effective strategies that support employment outcomes for customers with disabilities	27.3% (3)	45.5% (5)	18.2% (2)	9.1% (1)	2.09	11
Accommodations on the job for a variety of disabilities	27.3% (3)	54.5% (6)	18.2% (2)	0.0% (0)	1.91	11
Providing materials in alternate or accessible formats	27.3% (3)	54.5% (6)	9.1% (1)	9.1% (1)	2.00	11
Self-Disclosure regarding one's disability to employers and potential employers	27.3% (3)	27.3% (3)	27.3% (3)	18.2% (2)	2.36	11
Information about vocational rehabilitation services	9.1% (1)	36.4% (4)	36.4% (4)	18.2% (2)	2.64	11
How working can impact Social Security and other benefits	45.5% (5)	45.5% (5)	0.0% (0)	9.1% (1)	1.73	11
answered question						11
skipped question						1

5. How would you rate your center's working relationship with local staff of the Kentucky Office of Vocational Rehabilitation?

		Response Percent	Response Count
Excellent		36.4%	4
Good		45.5%	5
Fair		9.1%	1
Poor		9.1%	1
answered question			11
skipped question			1

6. If you rated the relationship with the Office of Vocational Rehabilitation 'fair' or 'poor,' do you have any suggestions for improving the relationship?

	Response Count
	2
answered question	2
skipped question	10

7. If you rated the relationship with the Office of Vocational Rehabilitation 'excellent,' could you specify what characteristics contribute to the quality of the relationship (example: regular joint staff meetings, a designated liaison, etc.)?

	Response Count
	4
answered question	4
skipped question	8

Page 1, Q1. Do you feel there are gaps in services for persons with disabilities in the One Stop?

1	Recommend need for ongoing cross training and equipment updates/upgrades.	Aug 11, 2011 10:19 AM
2	Until all partners are co-housed in each one stop, gaps will remain evident to our system.	Aug 10, 2011 10:03 AM
3	We are not a one stop office but the staff knows where to send those persons to partners that can help with their special needs.	Aug 9, 2011 5:09 PM
4	Individuals with disabilities coming into the One-Stop Center are referred to our Vocational Rehab Partbner counselor. And if they are not within the zip code area she serves, we have them to contact her to find out which location serves their zip codes. Voc. Rehab will also refer customers to the One-Stop who want to do job search or who are interested in training (when we had the funds) and we assisted them by paying for training and supportive services not covered by Vocational Rehab.	Aug 8, 2011 2:45 PM
5	OVR is either located in our One Stops, or we have information for referral	Aug 8, 2011 11:12 AM
6	OVR is not co-housed in each of the One-Stops. Until this happens, the will be gaps in services	Aug 8, 2011 10:23 AM

Page 1, Q3. What training needs would your staff have related to serving persons with disabilities? Check all that apply.

1	Training updates for all staff would be helpful.	Aug 11, 2011 10:19 AM
2	Once customers have completed training, there is a need for job development information for those with disabilities.	Aug 8, 2011 2:45 PM

Page 1, Q6. If you rated the relationship with the Office of Vocational Rehabilitation 'fair' or 'poor,' do you have any suggestions for improving the relationship?

1	Co-House OVR into each Comprehensive Kentucky One Stop Center. This will build relationships and increase quality of the service delivery method.	Aug 10, 2011 10:03 AM
2	Actually coming to the OneStop	Aug 9, 2011 8:19 AM

Page 1, Q7. If you rated the relationship with the Office of Vocational Rehabilitation 'excellent,' could you specify what characteristics contribute to the quality of the relationship (example: regular joint staff meetings, a designated liaison, etc.)?

1	regular joint staff meetings, regular presence in the local offices (ranging from part time to full time), designated liaison, regular referrals, assistance with questions about issues.	Aug 11, 2011 10:19 AM
2	N/A	Aug 10, 2011 10:03 AM
3	In the One-Stop Center where there are Vocational Rehabilitation counselor, we have a close working relationship with them and they are readily available to answer any questions or concerns or to give us updated information on law or policies governing those with disabilities.	Aug 8, 2011 2:45 PM
4	In offices they are co-located in the One Stop the referral is just walking them to the office which means you don't have to worry about the customer showing up for their appointment. It is also easier to communicate and get questions answered.	Aug 8, 2011 11:12 AM