

2008-2009 COMPREHENSIVE NEEDS ASSESSMENT

*Vocational Rehabilitation Needs of
Rhode Islanders with Disabilities*



**State of Rhode Island
Department of Human Services
Office of Rehabilitation Services
in collaboration with the State Rehabilitation Council**

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Commonly Used Terms and Acronyms

Below are commonly used terms and acronyms throughout the Comprehensive Needs Assessment. This section is designed to assist the user/reader of the Comprehensive Needs Assessment.

BLN – Business Leadership Network

C.N.A. – Comprehensive Needs Assessment

CRP – Community Rehabilitation Provider

DLT – Department of Labor and Training

MIS – Management Information System

NISH – National Institute for Severely Handicapped

OJT – On-the-Job Training

ORS – Office of Rehabilitation Services

504 Education Plan – School Accommodations for Physically Disabled Student

QA – Quality Assurance

RIDE – Rhode Island Department of Education

RI Works – Family Independence Program (welfare)

RSA – Rehabilitation Services Administration

SRC – State Rehabilitation Council

SSI – Social Security Income

SSDI – Social Security Disability Income

SPS – Strategic Planning Supervisor

I. INTRODUCTION:

The Rehabilitation Act of 1973, as amended, mandates the Office of Rehabilitation Services (ORS), in partnership with the Rhode Island State Rehabilitation Counsel (SRC) complete a statewide needs assessment every three years to determine the rehabilitation needs of Rhode Islanders with disabilities. Assessment activities, which document the needs of Rhode Islanders with disabilities completed between 2008 and 2010, are included in this summary report entitled “2010 Comprehensive Needs Assessment”.

ORS used a series of activities to formulate an understanding of the rehabilitation needs of Rhode Islanders with disabilities:

- a. 2008 Community Rehabilitation Provider (CRP) Survey
- b. 2009 Customer Satisfaction Surveys
- c. 2008 - 2009 Rhode Island Governors’ Commission on Disabilities Public Forum Employment Workgroup Report
- d. 2009 Annual Personnel Training Needs Assessment
- e. 2008 Employer Survey
- f. Staff Strategic Planning Session
- g. ORS MIS, American Community Survey, RI S1820, and RI Department of Labor & Training Employment Bulletin Data and RSA Data

II. FINDINGS AND IMPLICATIONS FOR PROGRAMMING:

a. 2008 Community Rehabilitation Provider Survey (CRP)

The CRP Provider Survey was designed and prepared by members of the State Rehabilitation Counsel (SRC), staff of the Office of Rehabilitation Services (ORS) and from the Paul V. Sherlock Center on Disabilities at Rhode Island College. The Office of Rehabilitation Services and the State Rehabilitation Council sought input to better serve persons with disabilities from minority communities. The goals of the survey was to (1) identify available services to people with disabilities who are also minorities; (2) cultivate potential ORS vendors with expertise with minority populations and 3) improve services and develop our 5-year plan.

Of the 350 surveys mailed and e-mailed to ORS CRP vendor and non-vendor community agencies, there were 117 respondents. Both the SRC State Plan Subcommittee and the ORS staff assigned to the survey task reviewed the resultant data. Several significant findings were reflected by the following results:

- Vendors were satisfied to highly satisfied in their relationship with ORS as indicated by an 88% response rate in these areas
- ORS workforce needs to reflect diversity as a strategy to engage minority populations

- Twenty non-vendors have a history of working with diverse populations and expressed an interest in exploring becoming an ORS vendor

Addendum I - 2008 Community Rehabilitation Provider Survey

b. Customer Satisfaction Surveys

In 2009, ORS developed a Continuous Quality Improvement Plan that included obtaining satisfaction information from customers. With input from the SRC State Plan and Quality Improvement Committee, ORS designed two Customer Satisfaction Surveys. The satisfaction surveys are sent quarterly to customers whose cases were closed successfully employed and to customers whose cases were closed unsuccessfully post receipt of services.

During the 2nd, 3rd and 4th quarters of FFY09, 582 Customer Satisfaction Surveys were sent to customers who had been closed successfully during the fiscal year with a completion rate of 99 surveys/17.01%. Of the 582 surveys, sent 56/9.63% were returned as address unknown/undeliverable.

During the same time period, 248 surveys were sent to customers who had received services from ORS and whose cases were closed unsuccessfully with a completion rate of 32 surveys/12.91%. Of the 248 surveys, sent 54/21.78% were returned as address unknown/undeliverable.

The following conclusions were formulated based on results of the survey process:

- Ensure accuracy of mailing address in MIS at the time of case closure.
- Status 26 Customer Satisfaction Survey
 - Increase customer understanding of self-sufficiency, ORS role, and their role in becoming more financially independent;
 - Increase customer awareness and linkages to support services to assist with job retention;
 - Educate customers on progressive learning, training resources and on-the-job training to enable job keeping and/or advancement; and
 - Improve dissemination of information regarding post-employment services.
- Status 28 Customer Satisfaction Surveys
 - Improve information dissemination regarding benefits and work;

- Ensure and educate customers on assistive technology assessment and obtaining of resources if applicable;
- Ensure referrals to services, which match customers' needs;
- Improve dissemination of information to customers regarding the purpose of vocational rehabilitation services;
- Develop a better understanding of what prevents customers from moving forward toward employment once engaged with services; and
- Educate customers and provide information regarding ability to re-apply when ready to seek employment.

Addendum II – Questionnaires and Data Summaries

c. 2008 - 2009 Rhode Island Governors' Commission On Disabilities (GCD) Public Forum Employment Workgroup Report

The Office of Rehabilitation Services participates annually in the Rhode Island Governor's Commission on Disabilities Public Forums. In 2009, staff from ORS participated in the six forums held throughout the state. The forums allow individuals with disabilities, family members, advocates and providers to present concerns related to services for individuals with disabilities. The forums and subsequent public document by the GCD provides ORS with information on themes relevant to employment services for individuals with disabilities.

Results of the 2009 forums indicated concerns about individuals working in sheltered workshops not working to their full potential; cuts to providers and the impact on employment services; need for driver's education classes for youth with disabilities and ongoing need for Transition Services.

d. 2009 Annual Personnel Training Needs Assessment

ORS is committed to providing quality rehabilitation services. One component of this is providing ongoing staff training. Between December and February of 2009, Office of Rehabilitation Services conducted the Annual Personnel Training Needs Assessment. Through one to one interviews conducted by the Training Coordinator, 36 Counselors and Supervisors identified their top three training needs. The results indicated 31 training topics, which fell in 7 priority categories.

Addendum III - Summary of Annual Personnel Training Needs Assessment

e. **2008 Employer Survey**

In 2008 the ORS Workforce Development Supervisor designed and distributed a survey to local businesses which generated a 30% response rate. The goal of the survey was to ascertain how ORS could function as a resource to the business. The results of the survey presented the following theme:

- Employers requested more information regarding Rehabilitation Engineering and Assistive Technology in the workplace. This theme also coincided with the Business Leadership Network priorities.

Addendum VI - 2008 Employer Survey Tool

f. **2009 Strategic Planning Session**

On an annual basis, the staff of ORS engages in a strategic planning session to identify the challenges and solutions needed to more effectively assist all individuals with significant disabilities to choose, prepare for, obtain and maintain employment. Areas for improvement noted in the RSA 107 Fiscal Monitoring Report provided the foundation for the 2009 planning session.

The following areas were highlighted as priority objectives:

- To emphasize marketing strategies that showcase customer movement toward increased self-sufficiency, highlight customer capabilities, and address the needs of specific businesses were selected as a priority;
- Re-visit the implementation of the Marketing Committee;
- Continue to enhance ORS assessment activities as a pre-cursor to development of an employment plan. Educate staff on the importance of activities such as job shadowing, internships, labor market research, etc.;
- Continue to enhance staff skills in the area of group work as an option and to provide joint CRP and ORS staff training;
- Maximize our collaboration with venues such as the netWORKri One-Stop Career Centers, Department of Health outreach activities and business community.

g. **MIS, RSA 911, American Community Survey, RI S1820, AND RI Department Of Labor & Training Employment Bulletin Data**

Based on the information gathered from the above sources, the following were identified as underserved and unserved populations: minority populations; Asian and Hispanic; transition services in the areas of students with 504 plans; students at risk of dropping out of high school; and individuals with communicative, physical and visual impairments.

ORS will continue to assess marketing tools and formats to ensure equal access to targeted audiences such as focusing marketing efforts toward specific groups i.e. customers, vendors, schools, support systems, etc.

Addendum V - Source documents

III. Summary of Findings and Implications for Programming

<p>Marketing</p>	<p>Development marketing strategies aimed at targeted audiences: Customers Prospective Customers Business Sector/Employers Prospective Vendors</p> <p>Host informational meetings at locations of targeted population</p> <p>Increase utilization of alternative marketing venues Website Radio TV Community papers/bulletins</p> <p>Utilize the BLN, SRC Employer sub-committee, and ORS Business Advisory Counsel to promote employment services, tax credits</p> <p>Promote movement toward self-sufficiency in marketing materials through highlighting customer abilities</p> <p>Develop internal marketing strategy that meets staff needs for awareness and use of marketing resources</p>
<p>Assessment</p>	<p>Ensure utilization of evaluation, assessment and referral information with customer to facilitate identification of transferable skills and skill discrepancy in the job person match</p> <p>Develop assessment activities that promote vocational awareness and informed choice through utilization of labor market information, interest and aptitude testing, job shadowing, informational interviews, work try-outs, internships and OJT's</p> <p>Determine accommodation needs of employee and</p> <p>Ensure early provision of Ticket to Work and Benefits Counseling information</p>

<p>Individualized Plan for Employment (IPE)</p>	<p>Assist customer with vocational goal identification and service needs through the informed choice process</p> <p>Promote self-sufficiency, self-advocacy and self-determination through measurable objectives directed at choosing, getting and keeping employment</p>
<p>Referrals</p>	<p>Maximize use of in-house job developers</p> <p>Outreach to underserved and un-served populations: Hispanic Asian Physical Disabilities Student with 504 Education plan RI Works “Work First”</p>
<p>Trainings</p>	<p>Provide staff training in transferable skills assessment, Social Security and work incentives, cultural sensitivity, time management/case management skills, MIS, Supported Employment and labor market information etc. as determined by annual staff assessment</p> <p>Modify staff training as determined by identification of trends and program needs</p> <p>Were applicable provide joint training for CRP and ORS staff (Supported Employment, resume writing, job retention, work place accommodations, self-determination, informed choice)</p> <p>Identify areas and encourage group work with customers</p> <p>Develop/identify customer training opportunities based on labor market information</p> <p>Provide Business Sector with information/training on tax credits, work place accommodations, assistive technology and the partnership between ORS and employers</p>
<p>Collaboration</p>	<p>Utilize the cooperative agreement with RIDE to enhance assessment and provision of services to students</p> <p>Develop Memorandums of Understanding based on program need</p> <p>Assess and clarify ORS liaison roles to agencies and determine</p>

	<p>need for additional liaison roles (i.e. liaison relationship with area colleges career placement offices and disability coordinators, community agencies serving underserved and/or un-served)</p> <p>Enlist the Business Leadership Network, State Rehabilitation Counsel Employer sub-committee and ORS Business Advisory Counsel for information regarding employment trends</p> <p>Clarify and maintain the ongoing relationship and presence with the netWORKri One-Stop Career Centers.</p>
<p>QI Activities</p>	<p>ORS to develop a methods of program evaluation/sharing of program evaluation information between ORS and RIDE</p> <p>Utilization Review of sound fiscal management at the field level</p> <p>Continue to identify trends and monitor outcomes through QI activities</p>

CONCLUSION

The goal of the C.N.A. was to assess the rehabilitation needs of Rhode Islanders with disabilities. Information for 2008 – 2009 C.N.A. incorporates data from several sources within ORS and from community resources. Findings from the C.N.A. will provide the structure and focus of the FY 2008 – FY 2011 State Plans.

ADDENDUMS

ADDENDUM I - CRP Survey



2008 Needs Assessment (publisher draft 4)
RI DEPARTMENT OF HUMAN SERVICES - OFFICE OF REHABILITATION SERVICES
"Helping individuals with disabilities to choose, find and keep employment"

The Office of Rehabilitation Services and the State Rehabilitation Council sought input to better serve persons with disabilities from minority communities. Feedback from the survey will help to 1) direct information regarding available services to people with disabilities who are also minorities; 2) identify potential new ORS vendors and 3) improve services and develop our 5-year plan.

A total of 350 surveys were mailed to ORS Vendors and Non-vendors. In addition, surveys were e-mailed to ORS Vendors, Ocean State Employer Service Network Yahoo Group, the Transition, and Adult Literacy List-Serves.

One Hundred Seventeen (117) respondents completed the survey either, on-line using Survey Gizmo, or returned a hard copy by mail or fax.

Discrepancies in total responses are due to survey respondents not answering a question. Non-responses were not included when they would skew percentages. When appropriate the total number of non-responses is noted.

To support accuracy of the survey summary, some data was removed when responses were completed in error, i.e. non- vendor answered vendor related question, provided % instead of the requested number of minority demographic served.

We would like to thank Kat Grygiel, Paul Autote and Karen Davis of the Office of Rehabilitation Services and Mary Anne Pallack and Vicki Ferrara from the Paul V. Sherlock Center on Disabilities for their assistance in developing and coordinating the survey.



2008 Needs Assessment
RI DEPARTMENT OF HUMAN SERVICES - OFFICE OF REHABILITATION SERVICES
"Helping individuals with disabilities to choose, find and keep employment"

5. Have you referred client/s to ORS within the past year (March 1, 2007—March 1, 2008)?

Yes Indicate the number of individuals referred:

No Reason: Unfamiliar with ORS Services
 Unfamiliar with ORS referral process
 Other: _____

ORS Vendor

Have you referred client/s to ORS within the past year (March 1, 2007 - March 1, 2008):

No	13	19.4%	
Yes	54	80.6%	
Total	67	100.0%	

Non-Vendor

Have you referred client/s to ORS within the past year (March 1, 2007 - March 1, 2008):

No	22	45.8%	
Yes	26	54.2%	
Total	48	100.0%	

If yes, number of individuals referred:

100+	2	4.2%
21-50	6	12.4%
11-20	11	23.0%
6-10	10	21.0%
3-5	11	23.0%
1-2	8	16.4%
TOTAL	48	100.0%

If yes, number of individuals referred:

100+	0	0.0%
21-50	2	8.4%
11-20	2	8.4%
6-10	5	20.8%
3-5	8	33.2%
1-2	7	29.2%
TOTAL	24	100.0%

If not, Reason:

Unfamiliar with ORS services	1	7.1%
Unfamiliar with ORS referral process	2	14.3%
other	11	78.6%
Total	14	100.0%

If not, Reason:

Unfamiliar with ORS services	12	60.0%
Unfamiliar with ORS referral process	1	5.0%
other	7	35.0%
Total	20	100.0%

If no, Other Reason,specify:

don't do much job development
Don't specialize in RI based disabled people
I am a special ed director
I get clients from ORS
My clients are referred FROM ORS
Not a referral agency
Opened office 2/20/08
ORS refers to me for services.
ORS refers to our program
requires too much data
We receive their referrals

If no, Other Reason,specify:

Don't provide direct services
no such referral seemed necessary
none have called
none to refer
Not a service we provide
Not direct care provider
not in that line of work



2008 Needs Assessment
RI DEPARTMENT OF HUMAN SERVICES - OFFICE OF REHABILITATION SERVICES
"Helping individuals with disabilities to choose, find and keep employment"

Is your agency an ORS Vendor? Yes 69 No 38 Unsure 10 (If No or Unsure, skip to question # 7)

If not a vendor, reason:	
Client has been referred to ORS but is no longer receiving our services.	
did not provide services	
Not a direct care provider	
slow service and non payment	
Vendor through West Bay Collaborative but Providence School Department recently became an ORS vendor for the Providence Transition Academy and referrals have been made from the District to the Academy through ORS.	
We provide as many vocational services as possible. I usually refer for educational assistance that can't otherwise be paid for .	

6.a If yes, Has your agency provided services to ORS client/s in the past year (March 1, 2007—March 1, 2008)

Non response	6	8.7%
Yes	61	88.4%
No	2	2.9%
Total	69	100.0%

6.b If you answered Yes to 6.1, indicate (X) your satisfaction as an ORS vendor regarding:

	Highly Satisfied		Satisfied		Somewhat Satisfied		Not Satisfied	
	N	%	N	%	N	%	N	%
a. Ease of referral process for minority populations	23	37.1	32	51.6	5	8.1	2	3.2
b. Ease of access to ORS services for minority populations	23	37.1	31	50.0	6	9.7	2	3.2
c. Thoroughness of referral information provided by ORS	19	29.7	36	56.3	5	7.8	4	6.3
d. Suitability of referral from ORS for your service/s.	26	42.6	31	49.2	4	6.3	2	3.2
e. ORS Staff Responsiveness	33	51.6	23	35.9	7	10.9	1	1.6

7. ORS contracts with organizations for a variety of services (i.e., vocational assessment/evaluation, training programs, job development, etc.). Would you like to learn how to become an ORS vendor? (9 non responses)
 Yes 19 No 20 NA—currently a vendor 69

8. Your voice is important to us! Please state below how ORS can improve outreach and services to minority populations. You are also welcome to provide any comments regarding the questions above (reference the question # with you comment). Use back if needed.

- Comments of Vendors pages 5 and 6
- Comments of Non-Vendors page 7

Comments are organized by vendor status and organized by theme. Comments are presented as submitted, except for spelling which was edited when the intent of the writer was clear.

ORS VENDOR COMMENTS
EXPAND SERVICES/VENDOR
1. #9 We would like to be considered for funding for vocational evaluations. I understand schools around RI either send students to Regional Collaborative for voc evals (a specific number contracted each year) or the ORS counselor pays for the student to go to Goodwill or a similar agency. Since we also do voc evals and all of our students are clients we would like to be considered for funding. That is of course after we figure out how to fund anything from ORS to RI School for the Deaf. Smiling!
2. I would love to provide job development services to minority populations, within the limits of my English-only communication. Having just begun my role as a job developer, independent of any provider agency, I have not yet had that opportunity, i.e., there have not been any minority referrals from ORS. Perhaps vendors could specify their capacity to support specific minority populations by stating such things as --speak and write Creole fluently.-- With a writing background, I would happily produce monthly media releases about ORS success stories, if the agency has such a need.
OUTREACH
3. 6. I am a vendor for the providence schools and the information is there for all the students. Minority students are difficult to reach because they feel that something can't be given something away for free. My opinion is that it should be advertised on the radio (stations that are listened to by all) and on the TV. Also you could contact the churches and have your flyers put up in the churches if they see a need for helping the community the church might be will to lend a hand.
4. Education system post secondary Community organizations
5. I am quite satisfied with ORS' outreach and services to all populations we serve at Gateway.
6. I have no perspective on minority populations as I do not track my clients by ethnicity. I don't refer to ORS or any other agency either.
7. I think one way to improve outreach to the minority population is to have representatives from ORS conduct information seminars at organizations where large numbers of Minority people belong and through out reach programs in the inner city High Schools.
8. It may be beneficial for community agencies to host informational ORS meetings to increase outreach
9. Unable to communicate -- not fully aware of your outreach efforts -- possibly collaborating - minority organizations, i.e. john hope settlement or urban league
10. Possibly connect with particular organizations directly (Progresso Latino, et.al.).
SERVICE QUALITY
11. Communication between ORS staff and my self as a vendor but also as a school psychologist in the South Kingstown school district, has been exceptional!!
12. Communication has improved tremendously. Thank you, Kat
13. Keep agencies informed of changes in personnel
14. More bilingual reps
15. Maybe more bilingual ORS counselors and very basic, easy to read information packets.
16. Over the past several years, ORS has been very responsive to the needs of minority populations. There has been increased effort to provide vendors information on how to partner with ORS to better meet outcomes..
17. Overall, good quality of services. In general, I would just say to be sure that all counselors are on the same page. Occasionally, you get different answers/information from some of the ORS counselors.
18. Rate of response is vastly different from counselor to counselor. Most helpful is the reason for evaluation form that sometimes accompanies the ORS authorization for vocational assessment - not everyone uses this form; it saves a lot of time when it is completed. We are interested as an department in having our transition services for students (SWAT) approved as one of our ORS Vendor approved services.

NON- VENDOR COMMENTS
EXPAND SERVICES/VENDOR
1. I would love a chance to talk with someone from ORS in order to better understand your services. I believe that more of our clients could benefit from ORS if I was better acquainted with ORS and the referral process.
2. I want to learn more so that I can tell the people that access our services.
3. Question 9: Not sure would like more information. Please contact Linda Ketcham, Client services manager at 789-1559 ext 17
4. Need to know what is involved to become an ORS vendor. We refer people who need services other than food to Project Hope, Projecto Esperanza, next door to us.
5. Looking forward to working with you!
OUTREACH
6. An ORS rep should visit sites to inform students about available services. We have had class trips but I think it would be nice to have them come to us.
7. Become more accessible to the public schools
8. Information sessions that describe services and accessibility. A discussion on how we can work cooperatively or with more formal agreements.
9. Through the Public Library. Support PR efforts in libraries with staff time and funding.
10. We would be happy to work with you to get the word out about your services to the organizations we serve..
11. We would love an inservice. Contact me at number above and I will set you up with our Education Coordinator
12. Aggressive marketing of services provided and who you can help. Lastly, specific marketing of eligibility requirements
SERVICE QUALITY
13. Make sure that ORS continues to provide services for us at all!!! We need ORS as part of the transition services we provide to special populations.
14. Would recommend a referral process that provides for an evaluation within 5 business days of the request. Consider networking with Community Health Providers for psychiatric evaluations for clients, in order to better understand the capabilities of clients..
15. ORS could standardize its services throughout the state. ORS representatives often approach their jobs in different ways.
MISCELLANEOUS
16. Create 1-5 pamphlets that summarize vendors and services. Include for each site, their specialization (e.g. technology workplace training), and their list of documentation needed for entry (e.g. social security card and placement test). In my high school we have students who need support for a wide range of reasons. It is hard to match them with the right place because we sometimes don't know everything that is out there.
17. reality checks

ADDENDUM II - Customer Satisfaction Surveys

Summary of Status 26 survey results:

- 582 surveys were sent to customers closed successfully from 1/1/09 to 9/30/09 with a return of 99 (17.01%).
- 56 Surveys were returned address unknown/undeliverable. Second attempts were made if the post office provided an address.
- 16 Surveys picked two or more disability categories in question #14
- 22 Surveys did not answer all the questions.
- 1 Cover letter returned with a note written on it though no survey was attached – comments were noted in comment section.
- 2 Letters written 1 of which was translated from Spanish to English.
- Additional factor noted was the need to identify those cases closed as Homemaker Own Home.

Survey Results:

Data Collection Instrument

Period Covered:																
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Totals		
		Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
#1	As a result of your participation in VR Services, were you assisted in obtaining employment that matched your stated goals, interests and abilities?	0.0%	0.0%	0.0%	54.5%	33.3%	12.1%	57.1%	23.8%	19.0%	70.0%	5.0%	25.0%	60.6%	20.7%	18.7%
#2	As a result of your participation in VR Services, were you better prepared to enter employment?	0.0%	0.0%	0.0%	64.7%	14.7%	20.6%	71.4%	19.0%	9.5%	68.4%	15.8%	15.8%	68.2%	16.5%	15.3%
#3	As a result of your participation in VR Services, were you better prepared to maintain employment?	0.0%	0.0%	0.0%	65.7%	17.1%	17.1%	75.0%	15.0%	10.0%	71.1%	23.7%	5.3%	70.6%	18.6%	10.8%
#4	As a result of your participation in VR Services, did you have the information you needed to make decisions regarding your benefits such as Social Security and work	0.0%	0.0%	0.0%	62.9%	5.7%	31.4%	47.6%	33.3%	19.0%	63.2%	13.2%	23.7%	57.9%	17.4%	24.7%
#5	As a result of your participation in VR Services, are you more financially independent now that you are working?	0.0%	0.0%	0.0%	51.5%	27.3%	21.2%	42.9%	38.1%	19.0%	62.2%	13.5%	24.3%	52.2%	26.3%	21.5%

Data Collection Instrument

Period Covered:		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Totals	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
#6	Have you or do you ever feel the need for additional supports/services to help you maintain your job (i.e. counseling, assistive technology, information on Social Security work incentives, accommodations in the work place, etc.)?	0.0%	0.0%	52.9%	47.1%	57.1%	42.9%	55.6%	44.4%	55.2%	44.8%
#7	Have you or do you ever feel the need for additional training to enable you to keep your job or advance in	0.0%	0.0%	45.5%	54.5%	55.0%	45.0%	43.2%	56.8%	47.9%	52.1%
#8	Do you know that you can re-contact the Office of Rehabilitation Services if you lose your job?	0.0%	0.0%	80.0%	20.0%	70.0%	30.0%	86.5%	13.5%	78.8%	21.2%
#9	Do you know that you can re-contact the Office of Rehabilitation Services for support and services after you are closed?	0.0%	0.0%	75.8%	24.2%	70.0%	30.0%	80.6%	19.4%	75.4%	24.6%
#10	Would you refer a friend or family member with a disability to the Office of Rehabilitation Services for services?	0.0%	0.0%	85.7%	14.3%	70.0%	30.0%	86.8%	13.2%	80.9%	19.1%

Data Collection Instrument

Period Covered:										
1st Quarter Demographics										
		18-28	29-39	40-50	51-61	62-72	73+			
#1	Age Range	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		White	Black	Hispanic	Asian	Native Pacific	American	Other:		
#1	Race/Ethnicity	0%	0%	0%	0%	0%	0%	0%		
		Rural/Country	Urban/City							
#1	Area Living In	0%	0%							
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory	
#1	Primary Disability Category	0%	0%	0%	0%	0%	0%	0%	0%	
2nd Quarter Demographics										
		18-28	29-39	40-50	51-61	62-72	73+			
#1	Age Range	18%	24%	32%	21%	3%	3%			
		White	Black	Hispanic	Asian	Native Pacific	American	Other:		
#1	Race/Ethnicity	71%	3%	17%	3%	0%	3%	3%		
		Rural/Country	Urban/City							
#1	Area Living In	9%	91%							
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory	
#1	Primary Disability Category	35%	14%	19%	8%	19%	3%	3%	0%	

Data Collection Instrument

Period Covered:									
3rd Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#1	Age Range	45%	15%	25%	15%	0%	0%		
		White	Black	Hispanic	Asian	Native Pacific	American	Other:	
#12	Race/Ethnicity	75%	10%	5%	0%	0%	0%	10%	
		Rural/Country	Urban/City						
#13	Area Living In	58%	42%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory
#14	Primary Disability Category	40%	28%	8%	4%	0%	12%	4%	4%

4th Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#1	Age Range	34%	5%	32%	16%	8%	5%		
		White	Black	Hispanic	Asian	Native Pacific	American	Other:	
#12	Race/Ethnicity	84%	5%	11%	0%	0%	0%	0%	
		Rural/Country	Urban/City						
#13	Area Living In	19%	81%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory
#14	Primary Disability Category	21%	19%	9%	9%	14%	19%	9%	0%

Data Collection Instrument

Period Covered:									
Total - Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#1	Age Range	32.3%	14.6%	29.6%	17.1%	3.6%	2.7%		
		White	Black	Hispanic	Asian	Native Pacific	American	Other:	
#12	Race/Ethnicity	76.7%	6.1%	11.0%	1.0%	0.0%	1.0%	4.3%	
		Rural/Country	Urban/City						
#13	Area Living In	28.5%	71.5%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory
#14	Primary Disability Category	32.0%	20.0%	12.1%	7.1%	11.0%	11.1%	9.8%	1.3%

Summary of Status 28 survey results

248 surveys were sent to customers closed unsuccessfully from 1/1/09 to 9/30/09 with a return of 32 (12.90%).

54 Surveys were returned; 4 deceased and 50 addresses unknown, second attempts were made if the post office provided an updated address.

1 Survey was returned with a comment noted on cover letter and the survey not completed – the comment is noted in the comment section.

5 Survey picked two or more disability categories in question #18

1 N/A to question #14

1N/A to question #5 and #6

1 N/A to question #3

2 respondents requested a new application be sent for services.

Status 28 Survey Table Results:

**Data Collection Instrument
Customer Satisfaction Survey
Status 28 Closures**

Period Covered:		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Averages		
		Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
#1	I was provided information to assist me with making a decision regarding my benefits such as Social Security and work incentives.	0%	0%	0%	25%	75%	0%	57%	36%	7%	54%	31%	15%	45%	47%	8%
#2	I was provided assistance with identifying my interests, abilities and strengths.	0%	0%	0%	100%	0%	0%	64%	36%	0%	71%	29%	0%	79%	21%	0%
#3	I was assisted with identifying an employment goal that matched my stated interests, abilities and	0%	0%	0%	75%	25%	0%	69%	23%	8%	57%	36%	7%	67%	28%	5%
#4	I received assessments to assist with determining my need for assistive technology. (i.e. visual aids, mobility aids, writing aids, etc.)	0%	0%	0%	25%	50%	25%	43%	21%	36%	36%	43%	21%	35%	38%	27%
#5	I was assisted in obtaining assistive technology based on my assessed need to enable me to move forward with my employment goals	0%	0%	0%	25%	75%	0%	38%	23%	38%	29%	50%	21%	31%	49%	20%
#6	I was referred to services that matched my individual needs.	0%	0%	0%	50%	50%	0%	62%	31%	8%	29%	57%	14%	47%	46%	7%

**Data Collection Instrument
Customer Satisfaction Survey
Status 28 Closures**

Period Covered:																
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Totals		
		Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
#7	I did not move forward with VR Services as my disability prevented me from working at that time.	0%	0%	0%	25%	25%	50%	36%	43%	21%	36%	57%	7%	32%	42%	26%
#8	I did not understand VR Services so did not continue with program.	0%	0%	0%	25%	50%	25%	0%	57%	43%	21%	71%	7%	15%	60%	25%
#9	I did not think VR Services matched my needs.	0%	0%	0%	0%	75%	25%	29%	50%	21%	23%	69%	8%	17%	65%	18%
#10	I was concerned about losing my Social Security, medical coverage, etc. so did not continue with	0%	0%	0%	0%	50%	50%	14%	57%	29%	21%	57%	21%	12%	55%	33%
#11	I found the process took too long, so I did not continue with the program.	0%	0%	0%	0%	75%	25%	21%	50%	29%	14%	79%	7%	12%	68%	20%
#12	Are you aware that you can re-apply for services through the ORS when you are ready to seek employment?	0%	0%	0%	75%	25%	0%	57%	43%	0%	43%	43%	14%	58%	37%	5%
#13	Are you currently working?	0%	0%	0%	0%	100%	0%	0%	100%	0%	21%	79%	0%	7%	93%	0%
#14	Are you aware that you can re-apply for services through the ORS if you are in need of services to assist you with getting and keeping a job?	0%	0%	0%	75%	25%	0%	57%	29%	14%	50%	29%	21%	61%	27%	12%

**Data Collection Instrument
Customer Satisfaction Survey
Status 28 Closures**

Period Covered:									
1st Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#15	Age Range	0%	0%	0%	0%	0%	0%		
		White	Black	Hispanic	Asian	Native Pacific	American Indian	Other:	
#16	Race/Ethnicity	0%	0%	0%	0%	0%	0%	0%	
		Rural/Country		Urban/City					
#17	Area Living In	0%		0%					
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory
#18	Primary Disability Category	0%	0%	0%	0%	0%	0%	0%	0%
2nd Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#15	Age Range	50%	0%	0%	50%	0%	0%		
		White	Black	Hispanic	Asian	Native	American	Other:	
#16	Race/Ethnicity	100%	0%	0%	0%	0%	0%	0%	
		Rural/Country		Urban/City					
#17	Area Living In	0%		100%					
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicative	Respiratory
#18	Primary Disability Category	40%	0%	0%	20%	0%	20%	20%	0%

**Data Collection Instrument
Customer Satisfaction Survey
Status 28 Closures**

Period Covered:									
3rd Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#15	Age Range	15%	15%	23%	31%	15%	0%		
		White	Black	Hispanic	Asian	Native	American	Other:	
#16	Race/Ethnicity	85%	8%	8%	0%	0%	0%	0%	
		Rural/Country	Urban/City						
#17	Area Living In	8%	92%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicativ	Respiratory
#18	Primary Disability Category	31%	6%	38%	0%	0%	19%	6%	0%

4th Quarter Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#15	Age Range	29%	7%	43%	14%	7%	0%		
		White	Black	Hispanic	Asian	Native	American	Other:	
#16	Race/Ethnicity	64%	14%	7%	0%	0%	7%	7%	
		Rural/Country	Urban/City						
#17	Area Living In	14%	86%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicativ	Respiratory
#18	Primary Disability Category	32%	12%	16%	8%	0%	16%	12%	4%

**Data Collection Instrument
Customer Satisfaction Survey
Status 28 Closures**

Period Covered:									
Total - Demographics									
		18-28	29-39	40-50	51-61	62-72	73+		
#15	Age Range	31%	8%	22%	32%	8%	0%		
		White	Black	Hispanic	Asian	Native	American	Other:	
#16	Race/Ethnicity	83%	7%	5%	0%	0%	2%	2%	
		Rural/Country	Urban/City						
#17	Area Living In	7%	93%						
		Mental Health	Cognitive	Ortho/Neuro	Visual	Deaf/Hearing	Physical	Communicativ	Respiratory
#18	Primary Disability Category	34%	6%	18%	9%	0%	18%	13%	4%

ADDENDUM III - 2009 Summary of Annual Personnel Training Needs Assessment

- | | |
|--|--|
| <ol style="list-style-type: none">1. Training Grant Application
Ticket to Work (new regulations)2. Self Employment
Social Security Work Incentives3. Substance Abuse Issue4. Time Management
MIS5. Use of Tier System with vendors6. Personality Disorders: Borderline
Personalities, Psychological
Issues
Basic Case Management Skills
Supported Employment
Collaboration with Vendors
Procedures and Policy | <ol style="list-style-type: none">7. Basic Computer Use
Work Readiness
State Plan
Accurate and appropriate Case Documentation
Leadership
Transition
Job Development
BCI/Expungement
Post Employment
Use of Forms
Disability Law
Stress: how to deal with the difficult
clients and manage own stress
Vocational Evaluations
Specific Disabilities (MS, Diabetes, etc)
What services are available to 18 year old youth
Domestic Abuse
Cochlear Implants
Customer Service |
|--|--|

ADDENDUM IV - 2008 Employer Survey

1. Which employment service(s) at the Office of Rehabilitation Services (ORS) are beneficial to you?
 - a. Work Try-Out Agreement
 - b. On-The-Job Training
 - c. Work Opportunity Tax Credit
 - d. Rehabilitation Engineering
 - e. Qualified Job Applicants
2. Which business service from the above list would you like more information about?
3. Are there any other business services that you would like the Office of Rehabilitation Services to provide to you?
4. What do you think ORS needs to do to be seen as a viable workforce resource like jobsinri.com, monster.com, Career Builders are?
5. Have you ever recommended ORS to another business as a recruitment and hiring resource? If so, who?
6. Would you like more information or training on recruiting, hiring and/or retaining qualified job applicants with disabilities?

ADDENDUM V - Minority Populations from American Community Survey (ACS) State Disability Data and State VR Data

State's 2007 (ACS)	Percentage of people with a disability by race in RI		Current percentage of VR consumers by race - FFY 2009 (9/14/09)	
Race 16 – 64 years	91,761	100%	5,007	
White	75,556	82.34%	4,358	87.04%
African American	5,845	6.37%	529	10.56%
Asian	1,705	1.86%	56	1.12 %
American Indian/Alaska Native	713	.78%	56	1.12%
Native Hawaiian/Pacific Islander	No Info	0%	8	.16%
Some Other race (s)	5,648	6.15%	No Info	0%
Two or more races	2,294	2.50%	No Info	0%
Total 16 – 64 years				
Ethnicity				
Hispanic	8,899	9.63%	510	10.18%

Source: ACS Tables C18020 A-I and VR Open Case by Race Report 9/14/09

State's 2007 (ACS)	Percentage of people by race with a disability and not employed in RI		Current percentage of VR consumers by race - FFY 2009 (9/14/09)	
Race 16 – 64 years	57,710	100%	5,007	100%
White	47,169	81.73%	4,358	87.04%
African American	3,984	6.90%	529	10.56%
Asian	950	1.64%	56	1.12 %
American Indian/Alaska Native	454	.79%	56	1.12%
Native Hawaiian/Pacific Islander	No Info	0%	8	.16%
Some Other race (s)	3,664	6.35%	No Info	0%
Two or more races	1,489	2.58%	No Info	0%
Ethnicity				
Hispanic	6,185	10.72%	510	10.18%

Source: ACS Tables C18020 A-I and VR Open Case by Race Report 9/14/09

State's 2007 (ACS)	Percentage of people by race with a disability and employed in RI		Successful closures of VR consumers by race - FFY 2009 – total 756	
Race 16 – 64 years	34,051		756	
White	28,387	83.366	624	82.54
African American	1,861	5.466	82	10.85
Asian	755	2.22	7	.93
American Indian/Alaska Native	259	.761	17	2.25
Native Hawaiian/Pacific Islander	No Info	0	1	.13
Some Other race (s)	1,984	5.83	0	0
Two or more races	805	2.363	0	0
Ethnicity				
Hispanic	2,714	7.97	22	2.91

Source: ACS Tables C18020 A-I and FY 2009 MIS Successful Closure List by Race

Educational Attainment – Age 25 and over

	Total Civilian Non-institutionalized Population (694,852)	Individuals with a disability (133,663)	Individuals with no disability (561,189)
Less than high school graduate	16.4%	32.7%	12.6%
High school graduate or equivalency	29.1%	32.5%	28.2%
Some college or Associate's degree	24.5%	20.2%	25.5%
Bachelor's degree or higher	30.0%	14.7%	33.7%

Source: Rhode Island S1820: Selected Economic Characteristics for the Civilian Non - institutionalized Population by Disability Status

Data Set: 2007 American Community Survey 1 – year Estimates

U.S Census Bureau – factfinder.census.gov/servlet/STTabl

RSA –911 Summaries by FY of disability, average hours worked/week, average wage, number closed successfully, number served and number closed working 35 hours/week or more at SGA

		Avg. Hrs Worked/Week	Avg. Wage	# Closed Employed	# Served	# Closed SGA
Cognitive	2002	24.58	7.52	161	210	48
	2003	27.06	8.18	140	235	52
	2004	25.98	8.29	164	261	55
	2005	26.07	8.48	189	294	71
	2006	27.94	8.73	216	352	91
	2007	25.67	8.73	224	340	76
	2008	26.19	8.80	244	354	81
Mental	2002- 2008	0	0	0	0	0
Communicative	2002	38.90	13.24	21	23	21
	2003	30.40	10.07	45	52	22
	2004	33.67	11.13	52	67	36
	2005	32.34	10.27	61	95	37
	2006	32.17	11.27	64	97	36
	2007	30.15	10.49	66	99	30
	2008	29.79	13.60	58	84	32
Physical	2002	28.70	10.40	124	168	21
	2003	29.28	10.62	137	251	69
	2004	29.92	11.83	113	242	57
	2005	27.39	11.27	142	239	59
	2006	29.33	12.33	126	219	60
	2007	26.81	12.58	119	252	41
	2008	26.98	12.97	127	229	51
Other Mental	2002	26.56	8.19	86	103	54
	2003	24.25	9.97	71	120	23
	2004	22.18	9.84	62	115	16
	2005	26.50	9.21	56	93	19
	2006	26.44	9.82	50	105	19
	2007	26.14	10.53	36	84	12
	2008	21.92	10.27	37	85	8
Visual	2002	8.16	3.49	64	72	31
	2003	17.38	10.02	61	71	18
	2004	10.29	4.04	72	92	9
	2005	10.79	3.85	65	73	7
	2006	10.58	3.79	71	90	6

	2007	13.30	6.67	86	108	16
	2008	16.25	7.50	60	74	14
Psychosocial	2002	25.34	9.09	115	160	35
	2003	24.35	8.68	151	291	43
	2004	25.93	9.39	172	312	63
	2005	26.98	9.76	187	295	70
	2006	26.99	9.97	209	368	73
	2007	27.22	10.12	214	361	78
	2008	26.78	10.22	224	368	81

Source: 11/10/09 RSA – MIS-Down load data basis-911 Summary by FY and State Agency

11/10/09

RSA –911 Summaries by FY of disability income, average hours worked/week, average wage, number closed successfully, number served and number closed working 35 hours/week or more at SGA

		Avg. Hrs Worked/Week	Avg. Wage	# Closed Employed	# Served	# Closed SGA
SSI	2002	18.75	7.32	175	245	20
	2003	19.83	7.61	177	355	26
	2004	18.25	7.69	154	319	15
	2005	17.96	7.27	177	326	24
	2006	18.71	7.52	187	379	26
	2007	17.58	8.16	211	394	14
	2008	18.06	8.58	185	316	19
SSDI	2002	18.22	7.54	142	188	20
	2003	19.41	8.33	154	267	25
	2004	18.10	8.52	166	291	19
	2005	20.89	8.53	161	270	30
	2006	20.30	8.88	170	285	27
	2007	19.74	9.26	171	309	27
	2008	19.92	9.62	183	322	35
SSI/SSDI	2002	17.82	7.69	249	486	25
	2003	17.82	7.69	249	486	25
	2004	17.36	7.66	245	462	18
	2005	18.44	7.81	284	465	31
	2006	18.59	8.04	273	506	29
	2007	17.51	8.67	290	517	25
	2008	17.81	8.84	289	502	31

Source: 11/10/09 RSA – MIS-Down load data basis-911 Summary by FY and State Agency

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or TDD (hearing impaired) 401.462.6239.



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Office of Rehabilitation Services
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401.272.8090 (Spanish)
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