Program and Policy Insight **PPI**

Comprehensive Statewide Needs Assessment for Oregon Department of Human Services: Oregon Commission for the Blind Final Appendices

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APPENDIX A: METHODOLOGY

A.1   Introduction

The research questions developed and the methodology employed for the Comprehensive Statewide Needs Assessment (CSNA) reflect the recommendations of the contractor based on an assessment of best practices in the field, a review of methods employed in past CSNAs, and the contractor's professional expertise. The research questions and methodology were also reviewed and informed by the client steering committee during initial project meetings and contract negotiations.

A.2   Research Questions

The following research questions guided the assessment of the size of the target populations, consumer needs and barriers, and VR/OCB service provision.

1. *What does the VR/OCB **target population** look like?*
    - What is the prevalence and regional distribution of prospective VR/OCB clients?

    - What is the prevalence of selected VR/OCB target populations, including: persons who are blind, persons with the most significant disabilities, students transitioning from high school, and racial/ethnic minorities.

    - What is the regional distribution of VR/OCB staff and branch offices, and does the distribution reflect overall consumer target population estimates?

    - What is the regional distribution of contracted job development providers, and does the overall distribution reflect the overall consumer target estimates[1]?

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[1] Data on contracted job developer positions was not consistently available. This research question was not pursued with extant data, but related feedback on job developer capacity and distribution was discussion via other data collection methods.

2. *What are the primary **barriers to employment** for VR/OCB consumers, and/or what are their **service needs**?*

- What are the primary barriers to employment for VR/OCB consumers?
- What vocational rehabilitation services do VR/OCB consumers need to support achievement of employment goals?
- How do barriers to employment vary for selected subgroups, including the selected target populations (listed above).
- How are the service needs different for selected subgroups, including the selected target populations (listed above).
- How do the barriers and service needs of people with disabilities who are underserved or unserved by VR/OCB vary?

3. *How can **VR/OCB services** best support consumer efforts to achieve positive employment outcomes?*

- What are the strengths of VR/OCB services?
- What limits the accessibility and availability for prospective and/or current consumers?
- Are services adequately available to VR/OCB consumers through vendors?
- What kinds of staff support are most important for providing high-quality services?
- How do VR/OCB partnerships with outside stakeholders or organizations support high-quality services?
- What strategic changes to VR/OCB service provision, if any, are likely to improve employment outcomes for consumers?
- Are individuals with disabilities served through other components of the statewide workforce system? If so, how are they served?
- How are pre-employment or other transition services provided to students, and how are these services coordinated with transition services provided under IDEA for youth and students with disabilities?

A.3   Data Collection Methods

Multiple methods were selected to answer the research questions, including review and summary of existing data, as well as the collection of primary data through interviews, focus groups and surveys.

A.3.1 Extant Data

To assess the prevalence of disability, the employment status of people with disabilities, and the characteristics of Oregonians and VR/OCB clients with disabilities, the research team consulted:

- national surveys (such as, the American Community Survey);
- state-level data (such as, Oregon Department of Education student data); and,
- VR/OCB client caseload data.

For background and context, researchers also reviewed:

- vocational rehabilitation needs assessments or reports from other states (such as, Alaskan Employer Perspectives on Hiring Individuals with Disabilities);
- relevant national surveys and reports (such as the Kessler Foundation 2015 National Employment & Disability Survey); and,
- relevant articles in academic literature (such as, articles within the Journal of Vocational Rehabilitation).

A.3.2 Key Stakeholder Interviews

The key stakeholder interviews offered the opportunity to gain an in-depth understanding of the strengths and needs associated with vocational rehabilitation service delivery and outcomes according to VR/OCB clients and people working in the field. Key stakeholders interviewed included:

- people with disabilities,
- VR/OCB staff;
- partner agency staff, providers, and job developers;

- representatives of advocacy groups;
- nonprofit partners; and
- secondary and post-secondary education providers.

Guided by the research questions, the interview protocol asked respondents to share their perceptions of barriers to employment, their experience providing and/or receiving VR/OCB services or partnering with VR/OCB, and recommendations for additional or modified services or practices. Throughout the interviews, the protocol included prompts to solicit specific input on the selected target subgroups. The interviews were typically one-hour in length and conducted on the phone.

A total of 32 interviews were conducted with key stakeholders. The first wave of 21 interviews was based on a list generated from recommendations by VR, OCB and the SRC. The remaining 11 interviewees were identified through recommendations and referrals from the first wave of interviewees. The interviewees for the second wave were selected based on overlap in nominations from first wave stakeholders, and/or to address any gaps in the interests and expertise of respondents interviewed in the first wave.

A.3.3 Focus Groups

The focus groups provided the opportunity to have meaningful conversations about vocational rehabilitation strengths and needs with four different categories of respondents: VR/OCB staff; agency partners, providers and employers; current or former VR/OCB clients; and, students in transition from high school. Staff and partners agencies were asked to extend focus group invitations to individuals with disabilities who may be under or unserved by vocational rehabilitation program to elicit feedback from these individuals through the process.

The focus groups were held in five different regions of the state to gather a wide range of perspectives and to enable assessment of possible regional variation. The five regions were: Portland, Eugene/Springfield, Medford, Bend/Redmond, and La Grande. In addition to these locations, two focus groups with Oregon students in transition from high school who were participating in Camp LEAD or SWEP were conducted in the Salem region, and one focus group with students in transition from high school who were participating in SWEP was conducted in the Portland

region. Since the students originated from different parts of the state, their input does not necessarily reflect their experience with VR/OCB in the Salem or Portland region.

The focus group protocols were centered on eliciting responses to the research questions, and thus similar in content to the interview protocol, depending on the respondent type.

The researchers conducted a total of 20 focus groups over the course of the needs assessment, as shown in Figure A1. The focus groups were approximately one-hour in length and varied from four to 20 participants. Focus groups participants received $20 Visa gift cards in appreciation of their feedback.

Figure A1: Count of Focus Groups Conducted, by Respondent Type and Location

	Portland	Eugene	Medford	Bend	La Grande	Salem
VR/OCB Clients	2	1	1	1	1	
VR/OCB Staff	2	1	1	1	1	
Partners/Providers	1	1	1	1	1	
Students in Transition	1					2
Total	6	3	3	3	3	2

A.3.4 Surveys

To collect survey data from each of the key stakeholders of interest, the PPI team worked closely with the needs assessment steering council to develop and refine survey instruments for staff, community partners, participants, and employees who hire people with disabilities. Building off the surveys developed for the 2013 CSNA and incorporating promising practices form other state needs assessments, the PPI team shared each of each instrument with the Leadership team and devoted one Leadership meeting to reviewing and revising each survey. PPI then finalized the instruments and created electronic versions of the surveys in SurveyGizmo.

To assure that people with screen readers were able to complete the surveys, the PPI team collaborated closely with staff from Oregon Commission for the Blind to ensure that questions were asked in a format that was accessible to this population. The PPI team also asked a number of individuals to pilot the surveys

and provide feedback on content, format, and overall experience. The feedback from these pilots was extremely helpful in making final modifications to all survey instruments.

Oregon Vocational Rehabilitation and Oregon Commission for the Blind staff worked closely with the PPI team to identify potential survey respondents. This process varied across surveys and organizations.

- Staff Survey: Oregon Vocational Rehabilitation and Oregon Commission for the Blind provided email lists of staff from both agencies. Survey links were sent directly to all staff from these organizations.
- Community Partner Survey: Leadership team members were asked to identify community partners who they collaborate with to serve people with disabilities. SRC, VR, and OCB produced lists of individuals and email addresses of community partners. This list was supplemented by some individuals who participated in the community partner focus groups.
- Participant Survey: After establishing a data sharing agreement between Oregon Vocational Rehabilitation and PPI, Oregon Vocational Rehabilitation provided PPI with a password protected file which included Oregon Vocational Rehabilitation participants from the last year. While this file included almost 15,000 individuals, email addresses were available for approximately 10,000 unduplicated individuals; the participant survey was distributed to these individuals. For confidentiality reasons, Oregon Commission for the Blind was not able to provide PPI with a list of email addresses for Oregon Commission for the Blind participants. Rather, PPI created an electronic link which Oregon Commission for the Blind sent to Oregon Commission for the Blind clients served within the last year.

  In the email invitation to complete the survey, participants were also provided with a telephone number to call if they wanted to complete the survey over the phone. In total, approximately 13 telephone surveys were conducted.

  Participants were offered the opportunity to be entered into a drawing to win a $20 gift card to a store of their choice, in appreciation for their completion of the survey.

- Employer Survey: Oregon Vocational Rehabilitation provided PPI with a list of employers that had worked with Oregon Vocational Rehabilitation in the past; however, this list only included business names and mailing addresses. The PPI team tried to find email addresses for individuals within these businesses to send the survey to, but this effort was labor intensive. For this reason, the PRE team created a postcard with an electronic link to the survey and mailed it out to 1,662 businesses. Oregon Commission for the Blind was able to provide email addresses for employers that had partnered with Oregon Commission for the Blind to support people with disabilities.

Oregon Vocational Rehabilitation and Oregon Commission for the Blind staff worked diligently with the PPI team to increase response rates. Approximately a week and a half after each survey was distributed, the PPI team sent a reminder email to those who had not responded. Oregon Vocational Rehabilitation and Oregon Commission for the Blind Leadership also sent out reminders to staff to complete the survey. Oregon Vocational Rehabilitation also posted links to the survey on their website and spent considerable time reaching out to colleagues to publicize and encourage completion of the various surveys.

The tables below summarize the total number of surveys distributed, by respondent group, as well as the number of surveys completed and corresponding response rates.

Figure A2: Overall Response Rates for All Surveys Distributed

Survey	Survey links sent	Number of respondents (completers)	Response rate
VR staff	261	81	31%
OCB staff	58	26	45%
Community partner	358	101	28%
OCB participant	513	47	9%
VR participant	10,440	877	8%
Employers (total)	-	71	-

Source: Oregon Vocational Rehabilitation CSNA Participant, Staff and Community Partner Surveys, 2017

Figure A3: Characteristics of Oregon Commission for the Blind Participant Respondents

	OCB Respondents Count	OCB Respondents Percent
Gender (female)	28	53%
Blind	45	96%
Youth (age 16-21)	4	9%
Ethnicity/race (non-White)	8	17%
Most significant disability	2	4%
Primary Language (English)	43	96%
Total	47	-

Source: OCB CSNA Participant Survey, 2017

A.3.5 Analysis

Data analysis involved synthesis of findings from the four core data sources – extant data, interviews, focus groups and surveys – to identify key needs, issues, trends, problems, and recommendations. Throughout the summary report, findings across analyses are compared to identify common themes and variations across data sources.

APPENDIX B: SURVEY PROTOCOLS

B.1 Oregon Commission for the Blind Participant Survey

2017 OCB Participant Survey

DHS | Oregon Department of Human Services — VOCATIONAL REHABILITATION

OREGON COMMISSION FOR THE BLIND — Expanding Opportunities for Oregonians with Vision Loss

Oregon Vocational Rehabilitation and the Oregon Commission for the Blind are conducting a study to learn more about the needs of individuals with disabilities and their experiences with vocational rehabilitation services in Oregon. You have been asked to complete this survey because you are a person who has received services from Oregon Vocational Rehabilitation or the Oregon Commission for the Blind in the last year.

- You are the best person to tell us about supports you need to get and keep a job that matches your skills, interests, and abilities.
- Everyone who completes the survey will be entered into a drawing to win a $20 gift card to a retailer of your choice.
- This survey should take approximately 30 minutes to complete. If you must leave the survey before it is complete, you may need to provide your email address to complete the survey later.
- Due to the layout of the survey, we recommend that you complete the survey on a computer, rather than on a mobile device.
- If you prefer to complete this survey over the phone, please call 503-595-3970 and ask for Teresa.
- Your participation is voluntary and your responses will be confidential. The information you provide will help planners make decisions about programs and services for persons with disabilities.
- The findings from this study will be available on the Oregon Vocational Rehabilitation website in October 2017 at http://www.oregon.gov/DHS/EMPLOYMENT/VR/Pages/Data-Publications.aspx.
- The information in this study will be used only for research purposes and in ways that will not reveal who you are. Federal or state laws may require us to show information to our sponsors who are responsible for monitoring the safety of this study. You will not be identified in any publication from this study.

2017 OCB Participant Survey

If you have questions regarding this survey, please contact Kendra Lodewick at klodewick@programandpolicy.com. If you have questions about this need assessment project, please contact Robin Brandt at robin.l.brandt@state.or.us.

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1) Are you using a screen reader to complete this survey?*

○ Yes

○ No

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2) Please identify who is completing this survey.

○ I am a person with a disability; I am completing this survey independently.

○ I am a support person (e.g. a family member or attendant); I am completing this survey on behalf of a person with a disability. Please respond to all survey questions from the perspective of the person who has asked you to complete the survey on their behalf.

Logic: Show/hide trigger exists.

3) Are you between the ages of 16 and 21?

○ Yes

○ No

2017 OCB Participant Survey

Service Needs

You indicated that you are between the ages of 16 and 21. Below are several pre-employment transition services that students might utilize to find a job, keep a job, and advance their career. Please answer two questions about each of these services.

4) Pre-Employment Transition Services:

	Did you or do you need this service to find a job, keep a job, and advance your career?			Have you received or are you currently receiving this service?		
	Yes	No	Don't know	Yes	No	Don't know
Job exploration counseling	( )	( )	( )	( )	( )	( )
Work-based learning experiences	( )	( )	( )	( )	( )	( )
Counseling on post-secondary education options	( )	( )	( )	( )	( )	( )
Workplace readiness training	( )	( )	( )	( )	( )	( )
Instruction in self-advocacy, including peer mentoring	( )	( )	( )	( )	( )	( )
Pre-employment transition coordination	( )	( )	( )	( )	( )	( )

2017 OCB Participant Survey

Service Needs

Below are several employment-related support services that people with disabilities might utilize to find a job, keep a job, and advance their career. Please answer two questions related to each of these services.

13) Employment-related supports:

	Did you or do you need this service to find a job, keep a job, and advance your career?			Have you received or are you currently receiving this service?		
	Yes	No	Don't know	Yes	No	Don't know
Vocational assessment	( )	( )	( )	( )	( )	( )
Vocational counseling	( )	( )	( )	( )	( )	( )
Technical training	( )	( )	( )	( )	( )	( )
Academic education	( )	( )	( )	( )	( )	( )
Vocational tuition assistance	( )	( )	( )	( )	( )	( )
Job placements	( )	( )	( )	( )	( )	( )
Job coaching	( )	( )	( )	( )	( )	( )
Self-employment supports	( )	( )	( )	( )	( )	( )
Post-employment services	( )	( )	( )	( )	( )	( )

2017 OCB Participant Survey

Service Needs

Below are several assistive technology support services that people with disabilities might utilize to find a job, keep a job, and advance their career. Please answer two questions related to each of these services.

32) **Assistive technology:**

	Did you or do you need this service to find a job, keep a job, and advance your career?			Have you received or are you currently receiving this service?		
	Yes	No	Don't know	Yes	No	Don't know
Durable medical equipment	( )	( )	( )	( )	( )	( )
Orientation and mobility services	( )	( )	( )	( )	( )	( )
Technological aids and devices	( )	( )	( )	( )	( )	( )
Speech to text support or ASL interpreting	( )	( )	( )	( )	( )	( )

Service Needs

Below are several supportive services that people with disabilities might utilize to find a job, keep a job, and advance their career. Please answer two questions related to each of these services.

41) Supportive services:

	Did you or do you need this service to find a job, keep a job, and advance your career?			Have you received or are you currently receiving this service?		
	Yes	No	Don't know	Yes	No	Don't know
Referrals to community resources	( )	( )	( )	( )	( )	( )
Family and caregiver support	( )	( )	( )	( )	( )	( )
Group and peer support	( )	( )	( )	( )	( )	( )
Housing	( )	( )	( )	( )	( )	( )
Independent living skills training	( )	( )	( )	( )	( )	( )
Medical care	( )	( )	( )	( )	( )	( )
Social security benefit planning						
Transition services from high school to adult services	( )	( )	( )	( )	( )	( )
Transition services from institution to community	( )	( )	( )	( )	( )	( )
Transportation	( )	( )	( )	( )	( )	( )

Service Needs

Below are several other services that people with disabilities might utilize to find a job, keep a job, and advance their career. Please answer two questions related to each of these services.

62) Other services:

	Did you or do you need this service to find a job, keep a job, and advance your career?			Have you received or are you currently receiving this service?		
	Yes	No	Don't know	Yes	No	Don't know
Behavioral supports	( )	( )	( )	( )	( )	( )
Cognitive therapy	( )	( )	( )	( )	( )	( )
Mental health treatment	( )	( )	( )	( )	( )	( )
Substance use treatment	( )	( )	( )	( )	( )	( )

71) Can you think of any other services and/or supports you need to find a job, keep a job, and advance your career? If so, please describe below.

Service Needs

Challenges to Finding a Job, Keeping a Job, and Advancing Your Career

72) Below, we list a number of challenges which people with disabilities sometimes face in trying to find a job, keep a job, and advance in their careers. Indicate which of these challenges you have faced. [check all that apply]

☐ Concern over loss of benefits (e.g. Social Security benefits)

☐ Convictions for criminal offenses or other legal issues

☐ Cultural/family attitudes toward employment for people with disabilities

☐ Employer attitudes towards people with disabilities

☐ Immigration status

☐ Lack of affordable child care

☐ Lack of affordable housing

☐ Lack of assistive technology

☐ Lack of information regarding disability resources

☐ Lack of long term services and ongoing job coaching

☐ Lack of personal care attendants

☐ Lack of physical accessibility

☐ Lack of transportation

☐ Language barrier

☐ Limited relevant job skills

☐ Limited work experience

☐ Uncertainty about employment because of my disability

☐ Not enough jobs available

Service Needs

Challenges to Finding a Job, Keeping a Job, and Advancing Your Career

72) Below, we list a number of challenges which people with disabilities sometimes face in trying to find a job, keep a job, and advance in their careers. Indicate which of these challenges you have faced. [check all that apply]

☐ Concern over loss of benefits (e.g. Social Security benefits)

☐ Convictions for criminal offenses or other legal issues

☐ Cultural/family attitudes toward employment for people with disabilities

☐ Employer attitudes towards people with disabilities

☐ Immigration status

☐ Lack of affordable child care

☐ Lack of affordable housing

☐ Lack of assistive technology

☐ Lack of information regarding disability resources

☐ Lack of long term services and ongoing job coaching

☐ Lack of personal care attendants

☐ Lack of physical accessibility

☐ Lack of transportation

☐ Language barrier

☐ Limited relevant job skills

☐ Limited work experience

☐ Uncertainty about employment because of my disability

☐ Not enough jobs available

2017 OCB Participant Survey

73) Please indicate any other barriers and/or challenges you have faced in finding a job, keeping a job, and advancing your career.

Vocational Rehabilitation Services

For each of the following items, please indicate how much you agree with statements about your vocational rehabilitation (VR) counselor:

74) My VR counselor explained why I was eligible or ineligible for vocational rehabilitation services.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

75) My VR counselor helped me to understand how my disability might affect my future work.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 OCB Participant Survey

76) My VR counselor was sensitive to my cultural background.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

77) My VR counselor informed me of my choices when developing my rehabilitation plan.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

78) My VR counselor considered my interests, strengths, abilities, and needs when developing my rehabilitation plan.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

Vocational Rehabilitation Services

Logic: Hidden unless: Question "Are you between the ages of 16 and 21? " #3 is one of the following answers ("Yes")

79) Have you worked with a Transition Network Facilitator (TNF) at your school?

○ Yes

○ No

○ Don't know

Logic: Hidden unless: Question "Have you worked with a Transition Network Facilitator (TNF) at your school?" #79 is one of the following answers ("Yes")

80) Please describe your experience working with your Transition Network Facilitator (TNF).

The Oregon Commission for the Blind Services

Please indicate how much you agree with the following statements about accessing and utilizing the Oregon Commission for the Blind (OCB) services.

81) OCB services are conveniently located in communities where I live.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

82) Public transportation is available to help me get to OCB services.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 OCB Participant Survey

83) OCB offices are physically accessible.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

84) OCB office hours are convenient.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

85) OCB programs provide adequate disability-related accommodations.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 OCB Participant Survey

86) OCB programs provide adequate assisted technology.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

87) I am able to receive OCB services in my preferred language.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

88) I was supported in completing my OCB application.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 OCB Participant Survey

89) I was supported in receiving OCB assessment services.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

90) I was actively involved in completing my Individualized Plan for Employment through OCB.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

91) I was supported in accessing OCB training or education programs.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 OCB Participant Survey

92) There is sufficient coordination between OCB and other providers who support me in the community.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

WorkSource Oregon (also known as Oregon's Employment Department)

93) Are you familiar with WorkSource Oregon's employment services?

○ Yes

○ No

○ Don't know

94) Have you used the services of WorkSource Oregon?

○ Yes

○ No

○ Don't know

95) Please indicate how helpful WorkSource Oregon's services were to you.

○ Not at all helpful

○ Somewhat helpful

○ Very helpful

Other Services

96) Please indicate if you are receiving services from any of the following vocational rehabilitation partners. [check all that apply]

☐ Self sufficiency

☐ Child welfare

☐ Developmental Disability Services (DDS)

☐ Aging and People with Disabilities (APD)

☐ Community mental health programs

☐ Community drug and alcohol programs

☐ Education department

☐ WorkSource Oregon (Employment department)

☐ Parole and Probation

☐ None of the above

☐ Don't know

2017 OCB Participant Survey

Your Characteristics

97) What do you identify as your gender?

○ Male

○ Female

○ Prefer to self-describe:: [_____] *

○ Prefer to not say

> Validation: Min = 1900 Max = 2017 Must be numeric Whole numbers only Positive numbers only

98) What year were you born?

[_____]

99) What is your race? [check all that apply]

☐ American Indian or Alaska Native

☐ Asian

☐ Black or African American

☐ Hispanic, Latino, or Spanish

☐ Middle Eastern or Northern African

☐ Native Hawaiian or Other Pacific Islander

☐ White

☐ Other race, ethnicity, or origin (please describe):: [_____] *

☐ Prefer not to indicate

2017 OCB Participant Survey

100) What is your preferred language?

○ English

○ Spanish

○ American Sign Language

○ Other (please specify):: [   ] *

101) Below is a list of disabilities which may make it more difficult to work. Please check all the disabilities you have.

☐ Visual disability such as blindness

☐ Deafness

☐ Hearing loss

☐ Deaf-blindness

☐ Intellectual and/or developmental disability

☐ Communication impairment

☐ Physical disability

☐ Manipulation

☐ Mobility

☐ Respiratory impairment

☐ Brain injury

☐ Mental health impairment

☐ Substance use disorder

☐ Other (please indicate):: [   ] *

☐ No impairment/None of the above

☐ Don't know

2017 OCB Participant Survey

102) Please select the statement which best describes you.

○ <u>I am a person with a disability</u>: I am a person with a physical or mental impairment.

○ <u>I am a person with a significant disability</u>:   I am a person with a severe mental or physical impairment, which seriously limit one of my functional capacities in terms of finding and keeping a job.

○ <u>I am a person with the most significant disability</u>: I am a person with a severe mental or physical impairment that seriously limits two or more of my functional capacities in terms of finding and keeping a job.

Logic: Show/hide trigger exists.

103) Are you a client of any tribal vocational rehabilitation program?

○ Yes

○ No

○ Don't know

Logic: Hidden unless: Question "Are you a client of any tribal vocational rehabilitation program? " #103 is one of the following answers ("Yes")

104) Did your state vocational rehabilitation counselor collaborate with your tribal vocational rehabilitation counselor when providing services to you?

○ Yes

○ No

○ Don't know

2017 OCB Participant Survey

105) Did you find that partnership helpful?

○ Yes

○ No

○ Don't know

106) How was that partnership helpful to you?

2017 OCB Participant Survey

107) What county do you live in?

- ◉ Baker
- ○ Benton
- ○ Clackamas
- ○ Clatsop
- ○ Columbia
- ○ Coos
- ○ Crook
- ○ Curry
- ○ Deschutes
- ○ Douglas
- ○ Gilliam
- ○ Grant
- ○ Harney
- ○ Hood River
- ○ Jackson
- ○ Jefferson
- ○ Josephine
- ○ Klamath
- ○ Lake
- ○ Lane
- ○ Lincoln
- ○ Linn
- ○ Malheur
- ○ Marion
- ○ Morrow
- ○ Multnomah
- ○ Polk
- ○ Sherman
- ○ Tillamook
- ○ Umatilla
- ○ Union
- ○ Wallowa
- ○ Wasco
- ○ Washington
- ○ Wheeler
- ○ Yamhill

108) Is there anything else you'd like to add about the Oregon Commission for the Blind or its services?

Appendix B: Survey Protocols 37

Thanks for completing this survey!!

109) In appreciation for your completing this survey, we will enter you into a drawing to win one of ten $20 gift cards to a retailer of your choice.

This information will only be used to contact you if you are a winner and will excluded from all other survey data.

Please enter your email address or your name and phone number below:

[   ]

Thank You!

That is the end of the survey! Your information and feedback is valuable to vocational rehabilitation and on their behalf, I'd like to thank you. Have a great day!

B.2 Oregon Commission for the Blind Staff Survey

2017 OCB Staff Survey

Oregon Vocational Rehabilitation (OVR) and the Oregon Commission for the Blind (OCB) are conducting an assessment of the vocational rehabilitation needs of people with disabilities in Oregon.

- Please share your opinion about how well vocational rehabilitation services help people with disabilities achieve employment goals.
- The survey will take about 30 minutes to complete. If you leave the survey before it is complete, you may need to provide your email address to complete the survey later.
- Due to the layout of the survey, we recommend that you complete the survey on a computer, rather than on a mobile device.
- Survey results will be combined with information collected from vocational rehabilitation partner organizations, participants, and businesses employing people with disabilities. The final comprehensive statewide needs assessment will be available on the Oregon Vocational Rehabilitation website in October 2017 at http://www.oregon.gov/DHS/EMPLOYMENT/VR/Pages/Data-Publications.aspx.
- Your participation in this survey is voluntary and your responses will be confidential. The information in this study will be used only for research purposes and in ways that will not reveal who you are. Federal or state laws may require us to show information to our sponsors who are responsible for monitoring the safety of this study. You will not be identified in any publication from this study.

If you have questions regarding this survey, please contact Kendra Lodewick at klodewick@programandpolicy.com.
If you have questions about this need assessment project, please contact Robin Brandt at robin.l.brandt@state.or.us.

1 | P a g e

2017 OCB Staff Survey

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1) Are you using a screen reader to complete this survey?*

○ Yes

○ No

Your Role and Experience at the Oregon Commission for the Blind

2) What is your current job title?

○ Director/Manager

○ Vocational rehabilitation (VR) counselor

○ Rehabilitation Assistant

○ Instructor - Rehabilitation/Technology/Other

○ Specialist - BE/Training/Technology/Other

○ Support staff - Admin/Finance/Accounting/Other

○ Other (please specify):: [＿＿＿＿＿＿＿] *

2017 OCB Staff Survey

3) What are the primary participant groups or types of disabilities that you work with? [select up to three]

- ☐ I do not work directly with vocational rehabilitation participants.
- ☐ Visual disability such as blindness
- ☐ Deafness
- ☐ Hearing loss
- ☐ Deaf-blindness
- ☐ Intellectual and/or developmental disability
- ☐ Communication impairment
- ☐ Physical disability
- ☐ Manipulation
- ☐ Mobility
- ☐ Respiratory impairment
- ☐ Brain injury
- ☐ Mental health impairment
- ☐ Substance use disorder
- ☐ Other:: [_____] *
- ☐ People with a broad range of disabilities
- ☐ I don't know

2017 OCB Staff Survey

4) Do you specialize in serving any of the following groups of people with disabilities? [check all that apply]

(Specialization means having extensive experience working with this group of individuals; that is, you understand how the needs of these groups differ from the needs of the broader population of people with disabilities)

☐ People who are blind

☐ People with the most significant disabilities (e.g. people with a severe mental or physical impairment that seriously limits two or more of their functional capacities in terms of finding and keeping a job.)

☐ People with disabilities from racial, cultural, or ethnic minority groups

☐ Students with disabilities transitioning to adulthood (e.g. age 16 to 21)

☐ Other (please specify):: [＿＿＿＿＿＿＿＿] *

☐ I do not specialize in working with any of these groups of individuals

5) How long have you been working in the field of vocational rehabilitation?

○ Less than 1 year

○ 1 to 5 years

○ 6 to 10 years

○ More than 10 years

2017 OCB Staff Survey

6) What counties do you work in? [check all that apply]

☐

Baker

☐ Benton

☐ Clackamas

☐ Clatsop

☐ Columbia

☐ Coos

☐ Crook

☐ Curry

☐ Deschutes

☐ Douglas

☐ Gilliam

☐ Grant

☐ Harney

☐ Hood River

☐ Jackson

☐ Jefferson

☐ Josephine

☐ Klamath

☐ Lake

☐ Lane

☐ Lincoln

☐ Linn

☐ Malheur

☐ Marion

☐ Morrow

☐ Multnomah

☐ Polk

☐ Sherman

☐ Tillamook

☐ Umatilla

☐ Union

☐ Wallowa

☐ Wasco

☐ Washington

☐ Wheeler

☐ Yamhill

☐ Entire state

7) Which of the following best describes the communities that you serve? [check all that apply]

☐ Urban (population of 50,000 or more)

☐ Suburban (metropolitan areas outside city center)

☐ Rural (population less than 50,000)

☐ Entire state

Participants' Service Needs

8) Employment-related supports:

	How many people with disabilities that you work with **need** the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't know	None	Few	Some	Most/All	Don't know
Vocational assessment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Vocational counseling	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Technical training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Academic education	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Vocational tuition assistance	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Job placements	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Job coaching	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Self-employment supports	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Post-employment services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

2017 OCB Staff Survey

> **Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #3 is one of the following answers ("I do not work directly with vocational rehabilitation participants.")**

9) Employment-related supports: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Vocational assessment	( )	( )	( )	( )	( )
Vocational counseling	( )	( )	( )	( )	( )
Technical training	( )	( )	( )	( )	( )
Academic education	( )	( )	( )	( )	( )
Vocational tuition assistance	( )	( )	( )	( )	( )
Job placements	( )	( )	( )	( )	( )
Job coaching	( )	( )	( )	( )	( )
Self-employment supports	( )	( )	( )	( )	( )
Post-employment services	( )	( )	( )	( )	( )

Participants' Service Needs

37) <u>Assistive technology:</u>

	How many people with disabilities that you work with <u>need</u> the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't know	None	Few	Some	Most/All	Don't know
Durable medical equipment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Orientation and mobility services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Technological aids and devices	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Speech to text support or ASL interpreting	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

38) <u>Assistive technology</u>: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	**Rarely adequate**	**Sometimes adequate**	**Always adequate**	**Don't know**
Durable medical equipment	○	○	○	○	○
Orientation and mobility services	○	○	○	○	○
Technological aids and devices	○	○	○	○	○
Speech to text support or ASL interpreting	○	○	○	○	○

Participants' Service Needs

51) <u>Supportive services:</u>

	How many people with disabilities that you work with **need** the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/ All	Don't know	None	Few	Some	Most/ All	Don't know
Referrals to community resources	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Family and caregiver support	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Group and peer support	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Housing	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Independent living skills training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Medical care	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Social security benefit planning	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Transition services from high school to adult services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

Transition services from institution to community	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Transportation	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #3 is one of the following answers ("I do not work directly with vocational rehabilitation participants.")

52) Supportive services: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Referrals to community resources	○	○	○	○	○
Family and caregiver support	○	○	○	○	○
Group and peer support	○	○	○	○	○
Housing	○	○	○	○	○
Independent living skills training	○	○	○	○	○
Medical care	○	○	○	○	○
Social security	○	○	○	○	○

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benefit planning					
Transition services from high school to adult services	○	○	○	○	○
Transition services from institution to community	○	○	○	○	○
Transportation	○	○	○	○	○

Participants' Service Needs

83) <u>Other services:</u>

	How many people with disabilities that you work with <u>need</u> the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't know	None	Few	Some	Most/All	Don't know
Behavioral supports	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Cognitive Therapy	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Mental health treatment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Substance use treatment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

84) <u>Other services</u>: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

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	Never adequate	**Rarely adequate**	**Sometimes adequate**	**Always adequate**	**Don't know**
Behavioral supports	○	○	○	○	○
Cognitive Therapy	○	○	○	○	○
Mental health treatment	○	○	○	○	○
Substance use treatment	○	○	○	○	○

Participants' Service Needs

97) Can you think of any other services and/or supports needed by people with disabilities to achieve their employment goals? If so, please describe.

Participants' Service Needs

98) <u>Pre-employment transition services</u>: **We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities. In thinking about vocational rehabilitation services targeting these students, please answer the following questions.**

	How many students (age 16-21) with disabilities that you work with need the following services to achieve their employment goals?					Of students who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't know	None	Few	Some	Most/All	Don't know
Job exploration counseling	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Work-based learning experiences	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Counseling on post-secondary education options	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Workplace readiness training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Instruction in self-advocacy, including	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

peer mentoring										
Pre-employment transition coordination	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #3 is one of the following answers ("I do not work directly with vocational rehabilitation participants.")

99) <u>Pre-employment transition services</u> We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities. Rate the adequacy of the following services in your community to address the needs of students with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Job exploration counseling	○	○	○	○	○
Work-based learning experiences	○	○	○	○	○
Counseling on post-secondary education options	○	○	○	○	○
Workplace readiness training	○	○	○	○	○

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Instruction in self-advocacy, including peer mentoring	○	○	○	○	○
Pre-employment transition coordination	○	○	○	○	○

Participants' Service Needs

118) Can you think of any other services and/or supports needed by <u>students (age 16-21) with disabilities</u> to achieve their employment goals? If so, please describe.

[text box]

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Page entry logic: This page will show when: Question "Do you specialize in serving any of the following groups of people with disabilities? [check all that apply] " #4 is one of the following answers ("People who are blind")

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people who are blind</u>. In thinking about this subgroup of people with disabilities:

119) What are the three greatest needs of people who are blind in achieving their employment goals?

1.: [   ]

2.: [   ]

3.: [   ]

120) What are the three services in your community that are most lacking for people who are blind?

1.: [   ]

2.: [   ]

3.: [   ]

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people with the most significant disabilities</u>. In thinking about this subgroup of people with disabilities:

121) What are the three greatest needs of people with the most significant disabilities in achieving their employment goals?

1.: [   ]

2.: [   ]

3.: [   ]

122) What are the three services in your community that are most lacking for people with the most significant disabilities?

1.: [   ]

2.: [   ]

3.: [   ]

2017 OCB Staff Survey

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people with the disabilities from racial, cultural, or ethnic minority groups</u>. In thinking about this subgroup of people with disabilities:

123) What are the three greatest needs of people with the disabilities from racial, cultural, or ethnic minority groups in achieving their employment goals?

1.: [ ]

2.: [ ]

3.: [ ]

124) What are the three services in your community that are most lacking for people with the disabilities from racial, cultural, or ethnic minority groups?

1.: [ ]

2.: [ ]

3.: [ ]

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Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>students with disabilities who are transitioning to adulthood (i.e., age 16 to 21)</u>. In thinking about this subgroup of people with disabilities:

125) **What are the three greatest needs of students with disabilities (age 16 to 21) who are transitioning to adulthood in achieving their employment goals?**

1.: [   ]

2.: [   ]

3.: [   ]

126) **What are the three services in your community that are most lacking for students with disabilities who are transitioning to adulthood?**

1.: [   ]

2.: [   ]

3.: [   ]

Challenges to Achieving Employment Goals

127) How often do people with disabilities face the following challenges to successful employment outcomes?

	Never	Rarely	Sometimes	Always	Don't Know
Concern over loss of benefits (e.g. Social Security benefits)	○	○	○	○	○
Convictions for criminal offenses or other legal issues	○	○	○	○	○
Cultural/family attitudes toward employment for people with disabilities	○	○	○	○	○
Employer attitudes towards people with disabilities	○	○	○	○	○
Immigration status	○	○	○	○	○
Lack of affordable child care	○	○	○	○	○
Lack of affordable housing	○	○	○	○	○
Lack of assistive technology	○	○	○	○	○
Lack of information regarding disability resources	○	○	○	○	○
Lack of long term services and ongoing job coaching	○	○	○	○	○
Lack of personal care attendants	○	○	○	○	○
Lack of physical accessibility	○	○	○	○	○
Lack of transportation	○	○	○	○	○
Language barrier	○	○	○	○	○
Limited relevant job skills	○	○	○	○	○
Limited work experience	○	○	○	○	○
Uncertainty about employment because of their disability	○	○	○	○	○
Slow job market	○	○	○	○	○

2017 OCB Staff Survey

128) Is there anything else we should know about the service needs and challenges to employment for people with disabilities?

Unserved Populations: Individuals Who Do Not Use Vocational Rehabilitation Services

This "unserved" population includes people with disabilities who 1) are not receiving vocational rehabilitation services from the state of Oregon, 2) are interested in working, and 3) are of working age.

129) From your experience, who do you believe to be unserved populations of individuals with disabilities? [check all that apply]

☐ People with intellectual disabilities

☐ People with physical disabilities

☐ People who are between the ages of 16 to 21

☐ People who are racial or ethnic minorities

☐ People with a mental health condition

☐ People with a substance use disorder

☐ People who have criminal convictions

☐ People who live in rural areas of the state

☐ Other (please specify):: [_____] *

2017 OCB Staff Survey

130) Indicate what the Oregon Commission for the Blind can do to improve the service provision for unserved individuals. [check all that apply]

- ☐ Improve interagency collaboration

- ☐ Increase diversity of staff (race, ethnicity, gender, etc.)

- ☐ Increase staff

- ☐ Increase transportation options

- ☐ More interaction with the community

- ☐ Provide more job skills development training

- ☐ Public awareness campaign

- ☐ Staff training to work with specialty caseloads

- ☐ Other (please specify):: [_____] *

131) Please share any additional insights regarding the unserved population of people with disabilities.

The Oregon Commission for the Blind Service Provision

132) Please indicate how much you agree with the following statements about accessing and utilizing the Oregon Commission for the Blind (OCB) services.

In this question, 'participants' refers to people with disabilities needing vocational rehabilitation services and supports.

	Strongly disagree	Disagree	Agree	Strongly Agree
OCB services are conveniently located communities where participants live.	○	○	○	○
Public transportation is available to help participants get to OCB services.	○	○	○	○
OCB offices are physically accessible.	○	○	○	○
OCB office hours are convenient for participants.	○	○	○	○
OCB programs provide adequate disability-related accommodations.	○	○	○	○
OCB programs provide adequate assisted technology.	○	○	○	○
Participants are able to receive OCB services in their preferred language.	○	○	○	○
Participants are supported in completing the OCB application.	○	○	○	○
Participants are supported in receiving OCB assessment services.	○	○	○	○
Participants are actively involved in completing the Individualized Plan for Employment through OCB.	○	○	○	○
Participants are supported in accessing OCB training or education programs.	○	○	○	○
There is sufficient service coordination between OCB and other providers in the community.	○	○	○	○

2017 OCB Staff Survey

133) Please indicate how often the Oregon Commission for the Blind staff face the following challenges in providing vocational rehabilitation services.

	Never a challenge	Rarely a challenge	Sometimes a challenge	Always a challenge	Don't know
High employee turnover	○	○	○	○	○
High caseloads	○	○	○	○	○
Lack of financial resources	○	○	○	○	○
Lack of community services	○	○	○	○	○
Increases of individuals with multiple disabilities	○	○	○	○	○
Limited information shared by those working with individual	○	○	○	○	○
Lack of availability of appropriate jobs	○	○	○	○	○
Lack of quality relationships with potential employers	○	○	○	○	○
Lack of quality relationships with partner agencies working with participants	○	○	○	○	○
Lack of community rehabilitation programs	○	○	○	○	○
New/changing regulations	○	○	○	○	○
Lack of clear policy guidelines	○	○	○	○	○
Lack of clear organizational procedures	○	○	○	○	○
Lack of staff training opportunities	○	○	○	○	○

2017 OCB Staff Survey

134) What are the top three changes that would enable you to better support your vocational rehabilitation participants? [please select up to three]

- ☐ Smaller caseload

- ☐ Less paperwork

- ☐ Better data management tools

- ☐ Better assessment tools

- ☐ Additional training (please specify):: [＿＿＿＿＿＿＿＿＿] *

- ☐ More job mentoring

- ☐ More administrative support

- ☐ More supervisor support

- ☐ More interaction with community-based service providers

- ☐ More community-based service options

- ☐ Other (please specify):: [＿＿＿＿＿＿＿] *

135) If the changes you identified above were made, how would this change your job?

I would be able to: [please select up to three]

- ☐ Spend more time with my vocational rehabilitation participants

- ☐ Spend more time providing job development services to my participants

- ☐ Build better job development skills

- ☐ Build confidence in approaching employers

- ☐ Spend more time providing job coaching services to my participants

- ☐ Have better communication with my participants

- ☐ Other (please specify):: [＿＿＿＿＿＿＿] *

Community Partnerships and Collaboration with Vocational Rehabilitation Services

136) Please indicate how much you agree with the following statement:

The Oregon Commission for the Blind collaborates successfully with community partners in my region to support people with disabilities in achieving their employment goals.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

137) Select <u>up to three</u> community partners in your region that the Oregon Commission for the Blind has the strongest relationship with.

☐ Self-sufficiency

☐ Child welfare

☐ Developmental disabilities services

☐ Aging and People with Disabilities services

☐ Community mental health programs

☐ Community drug and alcohol programs

☐ Education department

☐ Employment department

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- ☐ Parole and probation department

- ☐ Native tribes

- ☐ Oregon Commission for the Blind contracted vendors

- ☐ Local private community providers

- ☐ Local businesses and employers

- ☐ Disability advocacy organizations

- ☐ Other (please specify):: [   ] *

- ☐ Other (please specify):: [   ] *

- ☐ Don't know

138) Select <u>up to three</u> community partners in your region whose relationship with the Oregon Commission for the Blind needs improvement.

- ☐ Self-sufficiency

- ☐ Child welfare

- ☐ Developmental disabilities services

- ☐ Aging and People with Disabilities services

- ☐ Community mental health programs

- ☐ Community drug and alcohol programs

- ☐ Education department

- ☐ Employment department

- ☐ Parole and probation department

- ☐ Native tribes

- ☐ Oregon Commission for the Blind contracted vendors

- ☐ Local private community providers

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☐ Local businesses and employers

☐ Disability advocacy organizations

☐ Other (please specify):: [   ] *

☐ Other (please specify):: [   ] *

☐ Don't know

139) Please describe the biggest successes and challenges to collaboration between the Oregon Commission for the Blind and service providers in your region.

[text box]

140) Please indicate how much you agree with the following statement:

The network of vocational rehabilitation service providers (i.e., contractors, vendors, or other providers) in my region is able to meet most of the vocational rehabilitation needs of individuals with disabilities.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

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141) What are the primary reasons that vocational rehabilitation service providers (i.e., contractors, vendors, or other providers) in your area are generally unable to meet the needs of persons with disabilities? [check all that apply]

☐ Low quality of provider services

☐ Not enough providers available in area

☐ The Oregon Vocational Rehabilitation contracting process is burdensome to vendors

☐ The Oregon Commission for the Blind contracting process is burdensome to vendors

☐ Providers lack adequate staff to meet needs

☐ Providers lack staff with skillsets to work with specific disabilities

☐ Other (please specify):: [_____] *

☐ N/A - Providers are meeting the needs of people with disabilities

☐ Don't know

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WorkSource Oregon

142) How often do you refer participants to WorkSource Oregon services?

○ Never

○ Rarely

○ Sometimes

○ Always

○ Don't know

Page entry logic: This page will show when: Question "How often do you refer participants to WorkSource Oregon services?" #142 is one of the following answers ("Rarely","Sometimes","Always")

WorkSource Oregon

143) What WorkSource Oregon services do you refer vocational rehabilitation participants to? [check all that apply]

☐ Labor market information or research

☐ Job preparation workshops or services

☐ Job search or referral activities

☐ WIOA (Workforce Investment Opportunity Act) training funds

☐ National Career Readiness Certificate (NCRC) testing

☐ Other (please describe): [   ] *

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144) What WorkSource Oregon services are most helpful to vocational rehabilitation participants? [check up to three]

☐ Labor market information or research

☐ Job preparation workshops or services

☐ Job search or referral activities

☐ WIOA (Workforce Investment Opportunity Act) training funds

☐ National Career Readiness Certificate (NCRC) testing

☐ Other (please describe): [＿＿＿＿＿＿＿] *

145) What WorkSource Oregon services are least helpful to vocational rehabilitation participants? [check up to three]

☐ Labor market information or research

☐ Job preparation workshops or services

☐ Job search or referral activities

☐ WIOA (Workforce Investment Opportunity Act) training funds

☐ National Career Readiness Certificate (NCRC) testing

☐ Other (please describe): [＿＿＿＿＿＿＿] *

146) How accessible is WorkSource Oregon to vocational rehabilitation participants?

○ Not at all accessible

○ Somewhat accessible

○ Very accessible

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147) Please select the areas below where vocational rehabilitation participants encounter barriers to accessing WorkSource Oregon. [check all that apply]

☐ Architectural access (buildings or public areas in the building are not physically accessible)

☐ Location (buildings do not have accessible parking or are not accessible by public transportation)

☐ Programs (programs are not designed to meet the needs of people with disabilities)

☐ Services (accommodations are not readily available to help individuals access services)

☐ Other (please describe):: [_____] *

148) How could WorkSource Oregon services be enhanced to better serve vocational rehabilitation participants?

2017 OCB Staff Survey

Overall Reflections

149) What are the most important vocational rehabilitation services offered that help participants achieve their employment goals?

150) What is the most important change that the Oregon Commission for the Blind could make to help participants achieve their employment goals?

151) What is the most important change that community partners could make to help participants achieve their employment goals?

2017 OCB Staff Survey

Thank You!

Thank you very much for completing this survey. The results will be summarized in the vocational rehabilitation Comprehensive Needs Assessment. Your perspective as a Oregon Commission for the Blind staff member is critical to that effort.

B.3 Vocational Rehabilitation Community Partner Survey

2017 Vocational Rehabilitation Community Partner Survey

Oregon Vocational Rehabilitation (OVR) and the Oregon Commission for the Blind (OCB) are conducting a statewide assessment of the vocational rehabilitation needs of people with disabilities in Oregon. Your input will help us understand how well existing vocational rehabilitation services assist people with disabilities achieve employment goals.

- Your organization was identified as an important community partner. We appreciate your participation in this online survey which should take about 30 minutes to complete.
- If you leave the survey before it is complete, you may need to provide your email address to complete the survey later.
- Due to the layout of the survey, we recommend that you complete the survey on a computer, rather than on a mobile device.
- The results of this survey will be combined with information collected from vocational rehabilitation staff, participants, and businesses employing people with disabilities. The final comprehensive statewide needs assessment will be available on the Oregon Vocational Rehabilitation website in October 2017 at http://www.oregon.gov/DHS/EMPLOYMENT/VR/Pages/Data-Publications.aspx.
- Your participation in this survey is voluntary and your response will be confidential. The information in this study will be used only for research purposes and in ways that will not reveal who you are. Federal or state laws may require us to show information to our sponsors who are responsible for monitoring the safety of this study. You will not be identified in any publication from this study.

If you have questions regarding this survey, please contact Kendra Lodewick at klodewick@programandpolicy.com. If you have questions about this need assessment project, please contact Robin Brandt at robin.l.brandt@state.or.us.

2017 Community Partner Survey

1) Are you using a screen reader to complete this survey?*

○ Yes

○ No

Please tell us about your organization

2) What type of organization do you work for?

○ For-profit service provider agency

○ Non-profit service provider agency

○ Advocacy organization

○ Government organization

○ Independent consultant

○ Other (please specify):: [   ] *

Logic: Show/hide trigger exists.

3) Does your organization have a contract with Oregon Vocational Rehabilitation or the Oregon Commission for the Blind to provide vocational rehabilitation services? (This means your organization is paid to provide vocational rehabilitation services.)

○ Yes

○ No

○ Don't know

2017 Community Partner Survey

<table>
<tr><td>Logic: Hidden unless: Question "Does your organization have a contract with Oregon Vocational Rehabilitation or the Oregon Commission for the Blind to provide vocational rehabilitation services?" #3 is one of the following answers ("Yes")</td></tr>
</table>

4) Please indicate the type of contract.

○ Contract with Oregon Vocational Rehabilitation

○ Contract with the Oregon Commission for the Blind

○ Contract with both Oregon Vocational Rehabilitation <u>and</u> Oregon Commission for the Blind

5) What is your role in this organization? [check only one]

○ Administrative staff (Executive, manager)

○ Direct services staff (e.g. supervisor, frontline workers staff)

○ Independent contractor

○ Other (please specify):: [＿＿＿＿＿＿] *

6) What are the primary participant groups or types of disabilities that you work with? [select up to three]

☐ I do not work directly with vocational rehabilitation participants

☐ Visual disability such as blindness

☐ Deafness

☐ Hearing loss

☐ Deaf-blindness

☐ Intellectual and/or developmental disability

☐ Communication impairment

☐ Physical disability

☐ Manipulation

☐ Mobility

☐ Respiratory impairment

☐ Brain injury

☐ Mental health impairment

☐ Substance use disorder

☐ Other:: [＿＿＿＿＿＿] *

☐ People with a broad range of disabilities

☐ I don't know

2017 Community Partner Survey

7) What field do you work in (e.g., self-sufficiency, child welfare, education, etc.)?

☐

8) Do you specialize in serving any of the following groups of people with disabilities? [check all that apply]

(Specialization means having extensive experience working with this group of individuals; that is, you understand how the needs of these groups differ from the needs of the broader population of people with disabilities)

☐ People who are blind

☐ People with the most significant disabilities (e.g. people with a severe mental or physical impairment that seriously limits two or more of their functional capacities in terms of finding and keeping a job.)

☐ People with disabilities from racial, cultural, or ethnic minority groups

☐ Students with disabilities transitioning to adulthood (e.g. age 16 to 21)

☐ Other (please specify):: [   ] *

☐ N/A - I do not specialize in working with any of these groups of individuals

2017 Community Partner Survey

9) Which counties do you serve? [check all that apply]

☐ Baker	☐ Hood River	☐ Polk
☐ Benton	☐ Jackson	☐ Sherman
☐ Clackamas	☐ Jefferson	☐ Tillamook
☐ Clatsop	☐ Josephine	☐ Umatilla
☐ Columbia	☐ Klamath	☐ Union
☐ Coos	☐ Lake	☐ Wallowa
☐ Crook	☐ Lane	☐ Wasco
☐ Curry	☐ Lincoln	☐ Washington
☐ Deschutes	☐ Linn	☐ Wheeler
☐ Douglas	☐ Malheur	☐ Yamhill
☐ Gilliam	☐ Marion	☐ Entire state
☐ Grant	☐ Morrow	
☐ Harney	☐ Multnomah	

10) Which of the following best describes the communities that you serve? [check all that apply]

☐ Urban (population of 50,000 or more)

☐ Suburban (metropolitan areas outside city center)

☐ Rural (population less than 50,000)

☐ Entire state

Participants' Service Needs

11) <u>Employment-related supports:</u>

	How many people with disabilities that you work with need the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't Know	None	Few	Some	Most/All	Don't Know
Vocational assessment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Vocational counseling	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Technical training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Academic education	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Vocational tuition assistance	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Job placements	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Job coaching	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Self-employment supports	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Post-employment services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

2017 Community Partner Survey

12) <u>Employment-related supports</u>: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Vocational assessment	○	○	○	○	○
Vocational counseling	○	○	○	○	○
Technical training	○	○	○	○	○
Academic education	○	○	○	○	○
Vocational tuition assistance	○	○	○	○	○
Job placements	○	○	○	○	○
Job coaching	○	○	○	○	○
Self-employment supports	○	○	○	○	○
Post-employment services	○	○	○	○	○

Participants' Service Needs

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is not one of the following answers ("I do not work directly with vocational rehabilitation participants")

40) Assistive technology:

	How many people with disabilities that you work with need the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't Know	None	Few	Some	Most/All	Don't Know
Durable medical equipment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Orientation and mobility services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Technological aids and devices	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Speech to text support or ASL interpreting	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

2017 Community Partner Survey

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is one of the following answers ("I do not work directly with vocational rehabilitation participants")

41) <u>Assistive technology</u>: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Durable medical equipment	○	○	○	○	○
Orientation and mobility services	○	○	○	○	○
Technological aids and devices	○	○	○	○	○
Speech to text support or ASL interpreting	○	○	○	○	○

Participants' Service Needs

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is not one of the following answers ("I do not work directly with vocational rehabilitation participants")

54) <u>Supportive services:</u>

	How many people with disabilities that you work with need the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't Know	None	Few	Some	Most/All	Don't Know
Referrals to community resources	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Family and caregiver support	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Group and peer support	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Housing	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Independent living skills training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Medical care	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Social security benefit planning	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Transition services from high school to adult services	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

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Transition services from institution to community	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Transportation	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is one of the following answers ("I do not work directly with vocational rehabilitation participants")

55) Supportive services: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Referrals to community resources	○	○	○	○	○
Family and caregiver support	○	○	○	○	○
Group and peer support	○	○	○	○	○
Housing	○	○	○	○	○
Independent living skills training	○	○	○	○	○
Medical care	○	○	○	○	○
Social security benefit planning	○	○	○	○	○

Transition services from high school to adult services	○	○	○	○	○
Transition services from institution to community	○	○	○	○	○
Transportation	○	○	○	○	○

Participants' Service Needs

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is not one of the following answers ("I do not work directly with vocational rehabilitation participants")

86) <u>**Other services:**</u>

	How many people with disabilities that you work with need the following services to achieve their employment goals?					Of people who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't Know	None	Few	Some	Most/All	Don't Know
Behavioral supports	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Cognitive Therapy	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Mental health treatment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Substance use treatment	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

2017 Community Partner Survey

87) <u>Other services</u>: Rate the adequacy of the following services in your community to address the needs of people with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Behavioral supports	○	○	○	○	○
Cognitive Therapy	○	○	○	○	○
Mental health treatment	○	○	○	○	○
Substance use treatment	○	○	○	○	○

Participants' Service Needs

100) Can you think of any other services and/or supports needed by people with disabilities to achieve their employment goals? If so, please describe.

Appendix B: Survey Protocols   90

Participants' Service Needs

101) <u>**Pre-employment transition services**</u>**: We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities. In thinking about vocational rehabilitation services targeting these students, please answer the following questions.**

	How many students (age 16-21) with disabilities that you work with need the following services to achieve their employment goals?					Of students who need this service, how many receive this service?				
	None	Few	Some	Most/All	Don't Know	None	Few	Some	Most/All	Don't Know
Job exploration counseling	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Work-based learning experiences	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Counseling on post-secondary education options	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Workplace readiness training	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Instruction in self-advocacy, including peer mentoring	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

2017 Community Partner Survey

Pre-employment transition coordination	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

Logic: Hidden unless: Question "What are the primary participant groups or types of disabilities that you work with? [select up to three]" #6 is one of the following answers ("I do not work directly with vocational rehabilitation participants")

102) Pre-employment transition services We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities. Rate the adequacy of the following services in your community to address the needs of students with disabilities in achieving their employment goals.

	Never adequate	Rarely adequate	Sometimes adequate	Always adequate	Don't know
Job exploration counseling	○	○	○	○	○
Work-based learning experiences	○	○	○	○	○
Counseling on post-secondary education options	○	○	○	○	○
Workplace readiness training	○	○	○	○	○
Instruction in self-advocacy, including peer mentoring	○	○	○	○	○

Pre-employment transition coordination	○	○	○	○	○

Participants' Service Needs

121) Can you think of any other services and/or supports needed by <u>students (age 16-21) with disabilities</u> to achieve their employment goals? If so, please describe.

[text box]

2017 Community Partner Survey

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people who are blind</u>. In thinking about this subgroup of people with disabilities:

122) What are the three greatest needs of people who are blind in achieving their employment goals?

1.: _____

2.: _____

3.: _____

123) What are the three services in your community that are most lacking for people who are blind?

1.: _____

2.: _____

3.: _____

2017 Community Partner Survey

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people with the most significant disabilities</u>. In thinking about this subgroup of people with disabilities:

124) What are the three greatest needs of people with the most significant disabilities in achieving their employment goals?

1.: [   ]

2.: [   ]

3.: [   ]

125) What are the three services in your community that are most lacking for people with the most significant disabilities?

1.: [   ]

2.: [   ]

3.: [   ]

2017 Community Partner Survey

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>people with the disabilities from racial, cultural, or ethnic minority groups</u>. In thinking about this subgroup of people with disabilities:

126) What are the three greatest needs of people with the disabilities from racial, cultural, or ethnic minority groups in achieving their employment goals?

1.: [   ]

2.: [   ]

3.: [   ]

127) What are the three services in your community that are most lacking for people with the disabilities from racial, cultural, or ethnic minority groups?

1.: [   ]

2.: [   ]

3.: [   ]

2017 Community Partner Survey

Participants' Service Needs

Earlier, you indicated that you specialize in serving <u>students with disabilities who are transitioning to adulthood (i.e., age 16 to 21)</u>. In thinking about this subgroup of people with disabilities:

128) What are the three greatest needs of students with disabilities (age 16 to 21) who are transitioning to adulthood in achieving their employment goals?

1.: [   ]

2.: [   ]

3.: [   ]

129) What are the three services in your community that are most lacking for students with disabilities who are transitioning to adulthood?

1.: [   ]

2.: [   ]

3.: [   ]

Challenges to Achieving Employment Goals

130) How often do people with disabilities face the following challenges in achieving their employment goals?

	Never	Rarely	Sometimes	Always	Don't Know
Concern over loss of benefits (e.g. Social Security benefits)	O	O	O	O	O
Convictions for criminal offenses or other legal issues	O	O	O	O	O
Cultural/family attitudes toward employment for people with disabilities	O	O	O	O	O
Employer attitudes towards people with disabilities	O	O	O	O	O
Immigration status	O	O	O	O	O
Lack of affordable child care	O	O	O	O	O
Lack of affordable housing	O	O	O	O	O
Lack of assistive technology	O	O	O	O	O
Lack of information regarding disability resources	O	O	O	O	O
Lack of long term services and ongoing job coaching	O	O	O	O	O
Lack of personal care attendants	O	O	O	O	O
Lack of physical accessibility	O	O	O	O	O
Lack of transportation	O	O	O	O	O
Language barrier	O	O	O	O	O
Limited relevant job skills	O	O	O	O	O
Limited work experience	O	O	O	O	O
Uncertainty about employment because of their disability	O	O	O	O	O
Slow job market	O	O	O	O	O

131) Are there any other challenges people with disabilities face to achieving their employment outcomes?

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Participant Needs and Challenges

132) Is there anything else we should know about the service needs and challenges to employment for people with disabilities?

Unserved Populations: Individuals Who Do Not Use Vocational Rehabilitation Services

This "unserved" population includes people with disabilities who 1) are not receiving vocational rehabilitation services from the state of Oregon, 2) are interested in working, and 3) are of working age.

133) From your experience, who do you believe to be unserved populations of individuals with disabilities? [check all that apply]

☐ People with intellectual disabilities

☐ People with physical disabilities

☐ People who are between the ages of 16 to 21

☐ People who are racial or ethnic minorities

☐ People with a mental health condition

☐ People with a substance use disorder

☐ People who have criminal convictions

☐ People who live in rural areas of the state

☐ Other (please specify):: [_____] *

2017 Community Partner Survey

134) Indicate what Oregon Vocational Rehabilitation or the Oregon Commission for the Blind can do to improve the service provision for unserved individuals. [check all that apply]

- ☐ Improve interagency collaboration

- ☐ Increase diversity of staff (race, ethnicity, gender, etc.)

- ☐ Increase staff

- ☐ Increase transportation options

- ☐ More interaction with the community

- ☐ Provide more job skills development training

- ☐ Public awareness campaign

- ☐ Staff training to work with specialty caseloads

- ☐ Other (please specify):: [＿＿＿＿＿＿] *

135) Please share any additional insights regarding people with disabilities who are not served by Oregon Vocational Rehabilitation or the Oregon Commission for the Blind.

Oregon Vocational Rehabilitation (OVR)

Logic: Show/hide trigger exists.

136) Are you familiar with the services offered by <u>Oregon Vocational Rehabilitation</u> in your region?

○ Yes

○ No

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>Oregon Vocational Rehabilitation</u> in your region?" #136 is one of the following answers ("Yes")

137) Please indicate how much you agree with the following statements about accessing and utilizing <u>Oregon Vocational Rehabilitation (OVR)</u> services in your region.

In this question, 'participants' refers to people with disabilities needing vocational rehabilitation services and supports.

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
OVR services are conveniently located communities where participants live.	○	○	○	○	○
Public transportation is available to help participants get to OVR services.	○	○	○	○	○
OVR offices are physically accessible.	○	○	○	○	○
OVR office hours are convenient for participants.	○	○	○	○	○
OVR programs provide adequate disability-related accommodations.	○	○	○	○	○
OVR programs provide adequate assisted technology.	○	○	○	○	○
Participants are able to receive OVR services in their preferred language.	○	○	○	○	○
Participants are supported in completing the OVR application.	○	○	○	○	○
Participants are supported in receiving OVR assessment services.	○	○	○	○	○
Participants are actively involved in completing the Individualized Plan for Employment through OVR.	○	○	○	○	○

2017 Community Partner Survey

Participants are supported in accessing OVR training or education programs.	○	○	○	○	○
There is sufficient service coordination between OVR and other providers in the community.	○	○	○	○	○

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>Oregon Vocational Rehabilitation</u> in your region?" #136 is one of the following answers ("Yes")

138) Overall, how would you rate your experience working with <u>Oregon Vocational Rehabilitation</u> in your region?

○ Very Dissatisfied

○ Dissatisfied

○ Satisfied

○ Very Satisfied

○ Don't know

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>Oregon Vocational Rehabilitation</u> in your region?" #136 is one of the following answers ("Yes")

139) Please indicate how much you agree with the following statement:

<u>Oregon Vocational Rehabilitation</u> collaborates successfully with community partners in my region to support people with disabilities in achieving their employment goals.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 Community Partner Survey

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>Oregon Vocational Rehabilitation</u> in your region?" #136 is one of the following answers ("Yes")

140) Please describe the successes and challenges to collaboration between <u>Oregon Vocational Rehabilitation</u> and service providers in your region.

The Oregon Commission for the Blind (OCB)

Logic: Show/hide trigger exists.

141) Are you familiar with the services offered by <u>the Oregon Commission for the Blind</u> in your region?

○ Yes

○ No

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>the Oregon Commission for the Blind</u> in your region?" #141 is one of the following answers ("Yes")

142) Please indicate how much you agree with the following statements about accessing and utilizing <u>the Oregon Commission for the Blind (OCB)</u> services in your region.

In this question, 'participants' refers to people with disabilities needing vocational rehabilitation services and supports.

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
OCB services are conveniently located communities where participants live.	○	○	○	○	○
Public transportation is available to help participants get to OCB services.	○	○	○	○	○
OCB offices are physically accessible.	○	○	○	○	○
OCB office hours are convenient for participants.	○	○	○	○	○
OCB programs provide adequate disability-related accommodations.	○	○	○	○	○
OCB programs provide adequate assisted technology.	○	○	○	○	○
Participants are able to receive OCB services in their preferred language.	○	○	○	○	○
Participants are supported in completing the OCB application.	○	○	○	○	○
Participants are supported in receiving OCB assessment services.	○	○	○	○	○

2017 Community Partner Survey

Participants are actively involved in completing the Individualized Plan for Employment through OCB.	○	○	○	○	○
Participants are supported in accessing OCB training or education programs.	○	○	○	○	○
There is sufficient service coordination between OCB and other providers in the community.	○	○	○	○	○

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>the Oregon Commission for the Blind</u> in your region?" #141 is one of the following answers ("Yes")

143) Overall, how would you rate your experience working with <u>the Oregon Commission for the Blind</u> in your region?

○ Very Dissatisfied

○ Dissatisfied

○ Satisfied

○ Very Satisfied

○ Don't know

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>the Oregon Commission for the Blind</u> in your region?" #141 is one of the following answers ("Yes")

144) Please indicate how much you agree with the following statement:

<u>The Oregon Commission for the Blind</u> collaborates successfully with community partners in my region to support people with disabilities in achieving their employment goals.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

2017 Community Partner Survey

Logic: Hidden unless: Question "Are you familiar with the services offered by <u>the Oregon Commission for the Blind</u> in your region?" #141 is one of the following answers ("Yes")

145) Please describe the successes and challenges to collaboration between <u>the Oregon Commission for the Blind</u> and service providers in your region.

Community Partnerships and Collaboration with Vocational Rehabilitation Services

146) Please indicate how much you agree with the following statement:

The network of vocational rehabilitation service providers (i.e., contractors, vendors, and other providers) in your region is able to meet most of the vocational rehabilitation needs of individuals with disabilities.

○ Strongly disagree

○ Disagree

○ Agree

○ Strongly agree

○ Don't know

147) What are the primary reasons that vocational rehabilitation service providers (i.e., contractors, vendors, and other providers) in your area are generally unable to meet the needs of persons with disabilities? [check all that apply]

☐ Low quality of provider services

☐ Not enough providers available in area

☐ The Oregon Vocational Rehabilitation contracting process is burdensome to vendors

☐ The Oregon Commission for the Blind contracting process is burdensome to vendors

☐ Providers lack adequate staff to meet needs

☐ Providers lack staff with skillsets to work with specific disabilities

☐ Other (please specify):: [   ] *

☐ N/A - Providers are meeting the needs of people with disabilities

☐ Don't know

Overall Reflections

148) What are the most important vocational rehabilitation services offered that help participants achieve their employment goals?

149) What is the most important change that vocational rehabilitation services could make to help participants achieve their employment goals?

150) What is the most important change that community partners could make to help participants achieve their employment goals?

Thank You!

Thank you very much for completing this survey! The results will be summarized in the vocational rehabilitation Comprehensive Needs Assessment. Your perspective as a vocational rehabilitation community partner is critical to that effort.

If there are other community partners who you think would be interested in completing this survey, please share the link below.

http://www.surveygizmo.com/s3/3618955/Oregon-VR-Community-Partner-Survey

B.4 Oregon Vocational Rehabilitation Employer Survey

2017 Employer Survey

2017 Vocational Rehabilitation Employer Survey

Oregon Businesses - we need your input! Oregon Vocational Rehabilitation and the Oregon Commission for the Blind are conducting a statewide needs assessment to gain information to improve employment access for individuals with disabilities.

- The survey takes about 10 minutes to complete.
- Your participation is voluntary and your responses will be confidential.
- Due to the layout of the survey, we recommend that you complete the survey on a computer, rather than on a mobile device.
- The results of this survey will be combined with information collected from vocational rehabilitation staff, community partners, and people who receive vocational rehabilitation services.
- For the purposes of our survey, an individual with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities, or has a record of such an impairment, or is regarded as having such an impairment.
- The final comprehensive statewide needs assessment will be available on the Oregon Vocational Rehabilitation website in October 2017 at http://www.oregon.gov/DHS/EMPLOYMENT/VR/Pages/Data-Publications.aspx
- The information from this survey will be used only for the needs assessment and will not reveal who you are. Federal or state laws may require us to show information to our sponsors who are responsible for monitoring the safety of this study. You will not be identified in any publication from this study.

If you have any questions regarding this survey, please contact Kendra Lodewick at klodewick@programandpolicy.com.

If you have questions about this need assessment project, please contact Robin Brandt at robin.l.brandt@state.or.us.

2017 Employer Survey

Oregon Vocational Rehabilitation

1) How aware are you of the types of assistance <u>Oregon Vocational Rehabilitation</u> can provide employers to address disability related issues?

○ Not at all aware

○ Slightly aware

○ Moderately aware

○ Very aware

<div style="background-color:#b9a5d6; padding:4px;">

Logic: Show/hide trigger exists.

</div>

2) Has your business worked with <u>Oregon Vocational Rehabilitation</u> to support a person with a disability in your workforce?

○ Yes

○ No

○ Don't know

<div style="background-color:#b9a5d6; padding:4px;">

Logic: Hidden unless: Question "Has your business worked with <u>Oregon Vocational Rehabilitation</u> to support a person with a disability in your workforce?" #2 is one of the following answers ("Yes")

</div>

3) How did you hear about Oregon Vocational Rehabilitation services?

[   ]

<div style="background-color:#b9a5d6; padding:4px;">

Logic: Hidden unless: Question "Has your business worked with <u>Oregon Vocational Rehabilitation</u> to support a person with a disability in your workforce?" #2 is one of the following answers ("Yes")

</div>

2017 Employer Survey

4) What was your experience working with <u>Oregon Vocational Rehabilitation</u>?

○ Very unsatisfactory

○ Unsatisfactory

○ Satisfactory

○ Very satisfactory

○ Don't know

> **Logic: Hidden unless: Question "What was your experience working with <u>Oregon Vocational Rehabilitation</u>?" #4 is one of the following answers ("Very unsatisfactory","Unsatisfactory","Satisfactory","Very satisfactory")**

5) Describe why your experience was satisfactory or unsatisfactory.

The Oregon Commission for the Blind

6) How aware are you of the types of assistance <u>the Oregon Commission for the Blind</u> can provide employers to address disability related issues?

○ Not at all aware

○ Slightly aware

○ Moderately aware

○ Very aware

Logic: Show/hide trigger exists.

7) Has your business worked with <u>the Oregon Commission for the Blind</u> to support a person with a disability in your workforce?

○ Yes

○ No

○ Don't know

Logic: Hidden unless: Question "Has your business worked with <u>the Oregon Commission for the Blind</u> to support a person with a disability in your workforce?" #7 is one of the following answers ("Yes")

8) How did you hear about <u>the Oregon Commission for the Blind</u> services?

[   ]

4 | P a g e

2017 Employer Survey

Logic: Hidden unless: Question "Has your business worked with <u>the Oregon Commission for the Blind</u> to support a person with a disability in your workforce?" #7 is one of the following answers ("Yes")

9) What was your experience working with <u>the Oregon Commission for the Blind</u>?

○ Very unsatisfactory

○ Unsatisfactory

○ Satisfactory

○ Very satisfactory

○ Don't know

Logic: Hidden unless: Question "What was your experience working with <u>the Oregon Commission for the Blind</u>?" #9 is one of the following answers ("Very unsatisfactory","Unsatisfactory","Satisfactory","Very satisfactory")

10) Describe why your experience was satisfactory or unsatisfactory.

5 | P a g e

Employer Supports

11) How useful are the following services that Oregon Vocational Rehabilitation and Oregon Commission for the Blind offer?

	Not at all useful	Slightly useful	Somewhat useful	Very useful	Don't know
Connecting my business with potential employees through internships, mentoring opportunities and training customized to my business needs	○	○	○	○	○
Recruiting and referring qualified applicants to my business	○	○	○	○	○
Training staff how to successfully work with co-workers with disabilities	○	○	○	○	○
Training staff about the Americans with Disabilities Act and related employment law	○	○	○	○	○
Training staff to accommodate persons with disabilities to perform work at my business	○	○	○	○	○
Training staff how to use assistive technology in the workplace to help employees with disabilities	○	○	○	○	○
Consulting about how to implement business strategies that support the inclusion of people with disabilities as customers and employees	○	○	○	○	○
Developing retention programs to support employees who develop or acquire a disability	○	○	○	○	○
Consulting with my business about workplace accommodations and assistive technology	○	○	○	○	○
Consulting with my business about labor relations, legal, and compliance issues	○	○	○	○	○
Securing assistance needed by my employees with disabilities	○	○	○	○	○

12) What other types of assistance would be helpful to your business to support the employment of a person with a disability?
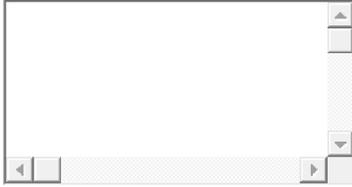
Other Topics of Interest

Logic: Show/hide trigger exists.

13) Does your business actively recruit people with disabilities?

○ Yes

○ No

○ Don't know

Logic: Hidden unless: Question "Does your business actively recruit people with disabilities?" #13 is one of the following answers ("Yes")

14) Describe successes and challenges in recruiting people with disabilities.
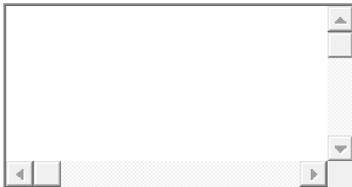
2017 Employer Survey

15) Did your business employ a person with a disability in the last year?

○ Yes

○ No

○ Don't know

16) Describe successes and challenges in employing people with disabilities.

17) Does your business take advantage of tax credits for hiring persons with disabilities?

○ Yes

○ No

○ Don't know

Appendix B: Survey Protocols   119

2017 Employer Survey

Logic: Hidden unless: Question "Does your business take advantage of tax credits for hiring persons with disabilities? " #17 is one of the following answers ("Yes","No")

18) Why or why not?

2017 Employer Survey

Tell us about your business

19) Total number of employees:

○ 1-15

○ 16-50

○ 51-250

○ 251-999

○ Over 1,000

20) Which best describes your business?

○ Building and grounds cleaning/maintenance

○ Business and financial

○ Child care

○ Community and social services

○ Construction

○ Education and training

○ Farming, fishing, or forestry

○ Food service

○ Government or public administration

○ Health care

○ Manufacturing or production

○ Office or administrative support

○ Personal care and services

○ Sales

○ Technology

○ Transportation or material-moving

○ Other (please specify)::

_____ *

2017 Employer Survey

21) In which counties does your company do business? [check all that apply]

☐ Baker	☐ Hood River	☐ Polk
☐ Benton	☐ Jackson	☐ Sherman
☐ Clackamas	☐ Jefferson	☐ Tillamook
☐ Clatsop	☐ Josephine	☐ Umatilla
☐ Columbia	☐ Klamath	☐ Union
☐ Coos	☐ Lake	☐ Wallowa
☐ Crook	☐ Lane	☐ Wasco
☐ Curry	☐ Lincoln	☐ Washington
☐ Deschutes	☐ Linn	☐ Wheeler
☐ Douglas	☐ Malheur	☐ Yamhill
☐ Gilliam	☐ Marion	☐ Entire state
☐ Grant	☐ Morrow	
☐ Harney	☐ Multnomah	

Logic: Show/hide trigger exists.

22) Can Oregon Vocational Rehabilitation or Oregon Commission for the Blind contact your business about the services we offer?

⊙ Yes

⊙ No

Logic: Hidden unless: Question "Can Oregon Vocational Rehabilitation or Oregon Commission for the Blind contact your business about the services we offer?" #22 is one of the following answers ("Yes")

23) What is the best way to contact you?

Name: [   ]

Phone: [   ]

Email: [   ]

Thank You!

Thank you very much for completing this survey. The results will be summarized in the vocational rehabilitation Comprehensive Needs Assessment. Your perspective as a business representative is critical to that effort.

If there are other businesses who you think would be interested in completing this survey, please copy and share the following link:

http://www.surveygizmo.com/s3/3644554/2017-Vocational-Rehabilitation-Employer-Survey

APPENDIX C: RESPONSE TO REQUIRED FEDERAL NEEDS ASSESSMENT STANDARDS

C.1 Introduction

The federal standards that guide the comprehensive statewide needs assessment process for state vocational rehabilitation offices defines explicit requirements to be addressed through the effort. This appendix provides summary findings for key regulations for efficient navigation in responding to federal standards.

In addition to the overall target population, the research questions identify three target sub-populations of particular interest for the needs assessment: people with the most significant disabilities, high school students in transition, and racial and ethnic minorities. Figure C4 estimates the number of Oregonians in these four target populations. Where direct survey data were not available, the research team developed estimates using multiple sources. The footnotes accompanying the table describe the sources and methods used to arrive at estimates for each subpopulation.

Figure C4: Estimates of People Experiencing Disability (total) and Unemployed (target population) for Selected Subgroups*

Selected Subgroup	Count with Disability	Count Unemployed with Disability (Target Population)
People with significant disabilities[2]	5,959 -11,917	481 - 961
Students in transition[3]	14,799	14,799
Racial minorities	42,125	3,592
Ethnic minorities (Latino/a)[4]	25,774	3,222

* See important descriptions of methodology below for arriving at target population estimates for each subpopulation.

Source: U.S. Census Bureau, American Community Survey (ACS), 5-Year Estimates, 2015, Tables B18101 and S1810; Oregon Department of Education, Special

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[2] Calculated estimate based on World Health Organization "World Report on Disability, 2011" which estimates 2-4 percent of the disabled population experience significant disability, and applying that range to the count of people with disability as estimated by the 2015 American Community Survey (297,936 x 2-4% = all disabled; 24,050 x 2-4% = target population).
The target population for people with significant disabilities may be higher than estimated due to employment barriers identified in the surveys, interviews, and focus groups.

[3] Sourced to Oregon Department of Education; Individuals with Disabilities Education Act (IDEA) students ages 16-21 (represents typical range, but age at application can be as young 14). As most students are unemployed, or not fully employed at entry to services, the total count of students with disabilities eligible for special education is also the count for the target population.

[4] For racial minorities, count of disabled sourced to ACS; represents sum of Native American, African American, Pacific Islander, Asian, two or more races, or some other race (regardless of ethnicity). Target population estimate uses the Bureau of Labor Statistics' 2016 U.S. unemployment rate for Black/African Americans and Asians who are disabled (15.7%) and applies that rate to the count of Oregon Black/African Americans and Asians who are disabled. BLS does not present unemployment rates for people with disabilities of other races.

A larger share people with the most significant disabilities[5] and people from racial, ethnic or minority groups reported experiencing each barrier to employment compared to the vocational rehabilitation participant population as a whole. However, youth in transition described fewer barriers than the broader vocational rehabilitation population.

The following findings are significant at the 0.05 level:[6]

- In 10 of 18 categories, people with most significant disabilities reported these barriers significantly more frequently than rest of the vocational rehabilitation population.
- In 5 of 18 categories, people with disabilities who were minority reported the barrier significantly more frequently than rest of the vocational rehabilitation population.

For ethnic minorities, count of disabled sourced to ACS; count represents people of Hispanic or Latino/a descent of any race. Target population estimate uses the Bureau of Labor Statistics' 2016 U.S. unemployment rate for people of Hispanic or Latino/a descent of any race who are disabled (12.5 percent) and applies that rate to the count of Oregon residents of Hispanic or Latino/a descent who are disabled. (25,774 x 12.5% = 3,222)

[5] Most significant disability was defined by the survey respondents as: "I am a person with a severe mental or physical impairment that seriously limits two or more of my functional capacities in terms of finding and keeping a job."

[6] For this analysis, a finding that is significant at the .05 level means that the difference in the number of people reporting each barrier across subgroups is likely to be due to true underlying difference across subgroups, rather than chance, 95 percent of the time.

- In 4 of 18 categories, youth in transition reported the barrier significantly less frequently than rest of the vocational rehabilitation population, with no categories where youth reported a barrier more frequently than the rest of the vocational rehabilitation population.

Figure C5 provides an overview of differences in barriers to employment for key target populations. A **plus sign (+)** indicates that the key target population was significantly more likely to report the barrier compared to the vocational rehabilitation population in general. A **minus sign (-)** indicates that the key target population was significantly less likely to report the barrier compared to the vocational rehabilitation population as a whole.

Figure C5: Difference in Barriers by Key Target Populations

	Individuals with Most Significant Disability	Individuals with Disabilities from Racial/Ethnic Minority	Youth in Transition
Lack of transportation	+		
Employer attitudes towards people with disabilities	+	+	-
Lack of assistive technology	+		
Concern over loss of benefits (e.g. Social Security benefits)	+		
Lack of information regarding disability resources	+		
Cultural/family attitudes toward employment for people with disabilities	+	+	-
Lack of long term services and ongoing job coaching	+		
Limited relevant job skills	+	+	-
Lack of physical accessibility	+		
Lack of affordable child care		+	
Lack of personal care attendants	+		
Convictions for criminal offenses or other legal issues		+	-

Source: OCB and OVR CSNA Participant Surveys, 2017

There were few or no differences between individuals in populations of interest and the broader vocational rehabilitation population for the following barriers:

- Uncertainty about employment because of their disability
- Limited work experience

Appendix C: Response to Required Federal Needs Assessment Standards

- Slow job market
- Lack of affordable housing
- Language barrier
- Immigration status

A summary of findings for each target population is presented below.

C.2 Individuals with significant disabilities

Response to federal standard: *"The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of individuals with the most significant disabilities, including their need for supported employment services."*

Among OCB clients who closed their case in FFY2016, 45 percent (81) reported significant disability, and 43 percent (78) reported most significant disability. In 10 of 18 categories, vocational rehabilitation survey respondents with most significant disabilities reported identified barriers to employment more frequently than the rest of the vocational rehabilitation population.

Stakeholder feedback collected through the needs assessment process suggest that people with more severe disabilities require more intensive service such as more coaching, more repetition, and more time to feel comfortable in new environments. Stakeholder feedback suggests that these individuals may have mental health, communication, and physical limitations, and are often relegated to more menial, less stimulating employment opportunities.

Yet the responsibility for providing needed services to people with significant disabilities is often unclear. Program staff and partners note that there is a sense in the field that the job developers can do these activities, and indeed some job developers are performing daily living activities. However, others note that they are not trained in personal care, and that these tasks are the responsibility of personal care assistants. Yet some personal care assistants may not be sure of their role in these tasks while a person is employed and limit services on the job. Ambiguity around the delegation for these services can hinder access and delivery of services to these individuals.

Additionally, program staff and partners noted that individuals who work with participants with intellectual or developmental disabilities typically need more specialized training. Program staff and partners had mixed feedback on the capacity to serve these individuals within the existing infrastructure. Some staff and partners lauded the offices who had intellectual and development disabilities specialists on staff. Others felt that increased intellectual and development disabilities training across all counselors and providers would better serve program participants since no one specialist can serve all individuals with intellectual and developmental disabilities in any given region. Stakeholders noted that certain relationships, such as a partnership with the Oregon Office of Developmental Disabilities Services, can provide braided funding that provides longer-term services, including supported employment. In some cases, employers may be more willing to work with these individuals because of the stability of funding and assistance.

In addition to individuals with intellectual or developmental disabilities, program staff and partners also noted the challenge in adequately serving individuals with traumatic brain injury, or those on the border of intellectual or developmental disability diagnosis. These individuals often require the same intensive, long term services that those with intellectual or developmental disabilities do, but they do not have access to the same long-term funding streams and supports. Additionally, staff and contractors noted insufficient training or awareness of resources to serve these individuals.

Program staff and community partners noted additional target populations of people with disabilities who face unique challenges of their own. Like individuals who experience blindness, individual who experience deafness or hearing impairment face related challenges of a low-incidence disability with high assistive technology needs. Staff note that certain resources, including a deaf vocational rehabilitation counselor in Washington, have been useful to vocational rehabilitation staff. Veterans also face distinctive challenges, though program staff discussed that they have their own veterans' supported employment program, so interaction with traditional vocational rehabilitation services varies. Finally, individuals who experience Autism Spectrum Disorder can present unique challenges. Many individuals may perform too well on adaptive tests which makes them ineligible for services, however, sustained limited executive functioning and

related cognitive issues make it difficult for these individuals to navigate employment and community without assistance.

C.3 Students in transition

Response to federal standard: *"The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of youth with disabilities, and students with disabilities, including*

> *(1) Their need for pre-employment transition services or other transition services; and*

> *(2) An assessment of the needs of individuals with disabilities for transition services and pre-employment transition services, and the extent to which such services provided under this part are coordinated with transition services provided under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.) in order to meet the needs of individuals with disabilities."*

OCB works with students 14 and older who are legally blind or have a condition that will lead to blindness to help ensure a successful transition from high school to college or the workforce. OCB primarily serves students transitioning to adulthood through OCB transition counselors and the Summer Work Experience Program. Among youth in transition responding to the vocational rehabilitation needs assessment survey, in 4 of 18 categories, youth in transition reported a barrier to employment significantly less frequently than rest of the vocational rehabilitation population, with no categories where youth reported a barrier more frequently than the rest of the vocational rehabilitation population.

Among Oregonians with vision difficulties ages five and older, 42 percent are ages 35 to 64 years of age. This compares to 54 percent of OCB caseload that fall into this age range. Thirty-eight (38) percent of OCB clients are ages 18 to 34, compared to 12 percent of people with vision difficulties statewide.

Figure C6: Distribution of Oregonians with Vision Difficulties by Age compared to the Oregon Commission for the Blind Caseload, 2015 (Oregon) and FFY2016 (OCB)

Oregon Age Range	Oregon Count	Oregon Percent	Oregon Commission for the Blind Age Range	Oregon Commission for the Blind Count	Oregon Commission for the Blind Percent
5 to 17 years	4,953	5.3%	14 to 17 years	0	0.0%
18 to 34 years	10,874	11.7%	18 to 34 years	68	37.8%
35 to 64 years	39,330	42.3%	35 to 64 years	97	53.9%
65 and over	37,768	40.6%	65 and over	15	8.3%
		100.0%			100.0%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810; Oregon Commission for the Blind caseload data, participants closing cases in FFY2016

To best serve students with disabilities transitioning from high school, program stakeholders noted that educating the family is as important as educating the student. Program staff and partners indicated that some families may adopt a deficit-based framework and may not expect their child to ever be able to work. One program partner noted that society has not historically asked kids with disabilities to plan for future or vocational engagement. Parents and teachers may not have this expectation; indeed, some parents may have been expecting sheltered workshop trajectory for their child.

Staff and partner feedback suggests that other families may come from a service entitlement framework and expect their children to be eligible for services beyond the purview of vocational rehabilitation. Stakeholder input suggests that families can use greater education to develop appropriate service expectation and learn how to best support their child as they transition from high school.

Program stakeholders also noted a great need for workplace readiness training for youth. Some program staff and partners suggested that schools are often

preparing students for more school, rather than work, so they lack tangible vocational skills when the graduate. Moreover, stakeholders indicate that schools are not preparing students with soft skills or workplace readiness competency.

Stakeholders feel that Summer Work Experience Program (SWEP) and Youth Transition Programs (YTP) in Oregon generally succeed in filling these gaps and providing vocational awareness, workplace readiness, and transition competency. However, not all students can take advantage of SWEP or YTP, and program stakeholders noted a need to identify youth with disabilities who have dropped out of school or who can't be reach by existing transition services. Identifying these youths before they cycle into the vocational rehabilitation system as adults can establish improved vocational, workplace readiness, and system navigation skills.

Additional services for youth in transition across the broader vocational rehabilitation landscape in Oregon include access to transition network facilitators, pre-employment transition coordinators, and a variety of collaborations with partners to provide work experience, summer academies, benefits planning, self-advocacy skills, and mental health services.

Despite a growing service network for youth in transition, program stakeholders also noted that they may place undue expectations on youth in transition that are not commensurate with analogous expectations for youth without disabilities. As one program staff member described it:

> *"For students in transition, many expect them to know exactly what they want to do and the path to get there at a young age—we don't expect the same level of clarity and planning from people without disability. We give students less flexibility to pursue, fail, and regroup."*

Additionally, the limited vocational rehabilitation timeframe affects progress. Some staff expressed a desire to be involved with students earlier in their school careers, and to have more communication including increased involvement at individualized education program (IEP) meetings. Finally, interviewees and focus group participants discussed the limited or nonexistent connection between contracted job developers and students in transition seeking employment. Some stakeholders discussed this as an educator's or a youth transition program

counselor's responsibility. Participating contractors were looking for guidance in how to formally provide services to this population.

C.4 Individuals from racial, ethnic, or cultural minority groups

Response to federal standard: *"The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of individuals with disabilities who are minorities."*

Program staff and community providers note that the broader context of racial and ethnic equity impacts access and service delivery for individuals with disabilities from racial, ethnic, or cultural minorities. Among vocational rehabilitation needs assessment survey respondents, in 5 of 18 categories, people with disabilities who were minority reported an identified barrier to employment significantly more frequently than rest of the vocational rehabilitation population.

One program staff member reflected that the systemic interaction of race and economy has implications for both services and job opportunities, which may not be as available in lower income, often minority neighborhoods. Program staff also described ongoing work, especially in the Portland region, to provide better outreach and accessibility to racially diverse participants, and discussed ongoing agency efforts to ensure cultural awareness as a tenet of service delivery. They also noted visible welcoming material for the LGBTQ community. To increase access and service provision for racial and cultural minorities, program staff suggested enhanced efforts to recruit persons of color and diverse ethnicities and sexual orientations into education programs that prepare them to serve as vocational rehabilitation counselors. As one program staff indicated:

> *"If we could increase representation within vocational rehabilitation from minority communities, it could help us work more effectively within those communities."*

Another program partner described an Oregon Vocational Rehabilitation initiative aimed to increase multicultural, multilingual access to services. The Latino Connection, a partnership between vocational rehabilitation and Easter Seals, was designed to facilitate greater access and service provision. In this model, Latino

Connection staff are paired with a vocational rehabilitation counselor. Latino Connection provides specialized instruction such as English for the workplace, cultural differences in the workplace, English as a Second Language, workplace readiness, and on-the-job skills. They also facilitate placement, particularly in Latino firms looking for Latino workers, or non-Latino firms interested in increasing their diversity.

Similar to working with youth in transition, many program stakeholders noted the need to educate families about service and employment opportunities for their family member with a disability. Program staff and partners indicate that many cultures may not have expectations that individuals with disabilities can work, so there is a persistent cultural barrier to seeking services and employment. Language barriers within these communities may also exacerbate access issues, especially during the multi-step enrollment process. Program staff noted limited ability to adequately serve non-English speakers, and efforts to work with partner organizations, such as the Immigrant and Refugee Community Organization to increase outreach and access.

C.5 Under and unserved individuals with disabilities

Response to federal standard: *"The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of…individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this part."*

Program staff and community partner survey respondents were asked to identify which individuals they consider to be primarily unserved or underserved populations. People who live in rural areas of the state and people with mental health conditions were two responses identified by the greatest share of both program staff and partners. More than half (52 percent) of community partner respondents also felt that people who have criminal convictions are likely to be under or unserved.

Figure C7: Primary Unserved or Underserved Populations as Identified in OCB Staff and Community Partner Surveys, 2017

	Program Staff (n=22)	Community Partners (n=33)
People who live in rural areas of the state	82%	67%
People with a mental health condition	64%	70%
People with intellectual disabilities	36%	42%
People who are racial or ethnic minorities	36%	39%
People who have criminal convictions	36%	52%
People who are between the ages of 16 to 21	32%	30%
People with a substance use disorder	27%	48%
People with physical disabilities	23%	24%
Other	27%	15%

Source: OCB CSNA Staff and Community Partner Survey, 2017

Providing consistent outreach and services to every part of broad rural regions for all components of the rehabilitation process is challenging. In some cases, staff that provide specific training are based in Salem or Eugene and travel to different parts of the state to provide services; depending on their schedule, it may take months to connect a rural participant with needed training. Finding quality vendors who will work in vast rural areas is also challenging since contractually they are not reimbursed for their travel time. If appropriate for a participant, individuals from rural areas may be referred to Portland for limited residential services to access continuous training and services.

Program staff and community partners were also asked to identify strategies to serve under and unserved populations. A public awareness campaign was the strategy identified by the greatest share of program staff (54 percent), and increased staff was identified by the greatest share of community partners (69 percent), and half (50 percent) of OCB staff. Improving interagency collaboration and increased transportation options were also identified as strategies to serve the underserved by more than 60 percent of community partners.

Figure C8: Strategies to Serve Unserved or Underserved Populations as Identified by OCB Staff and Community Partners Surveys, 2017

	Program Staff (n=26)	Community Partners (n=33)
Public awareness campaign	54%	57%
Increase staff	50%	69%
Staff training to work specialty caseloads	46%	57%
Provide more job skills development training	46%	54%
More interactions with community	42%	57%
Improve interagency collaboration	38%	60%
Increase transportation options	38%	63%
Increase diversity of staff (race, ethnicity, gender, etc.)	31%	31%
Other	19%	14%

Source: OCB CSNA Staff and Community Partner Survey, 2017

Program staff and partners provided the following qualitative input on under and unserved individuals with disabilities:

- Staff training to work specialty caseloads, especially individuals with IDD, mental health issues, or substance use disorder, may provide more timely, effective services.
- People who live in rural areas may face service gaps that require additional resources and capacity.
- Criminal histories can pose significant barriers to employment. Additional attention may be needed to help participants seek appropriate positions, and communicate with transparency with employers.
- Racial or ethnic minorities may face language or cultural barriers to accessing services that result in under or unserved individuals within these populations.
- Individuals with traumatic brain injuries may face similar long-term service needs as individuals with intellectual or development disabilities, but may not have access to comparable long-term services or funding streams.

- Participants with mental or behavioral health concerns may not be eligible for services based on diagnosis, but could benefit from model program such as Individual Placement and Support programs which typically do not deny service based on diagnosis.
- People on the border of eligibility for services may lack capacity to seek and obtain employment on their own, but have limited access to support, services, or funding to help them succeed.

C.6 Individuals with disabilities served through other components of the statewide workforce development system

Response to federal standard: "The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of individuals with disabilities served through other components of the statewide workforce development system as identified by those individuals and personnel assisting those individuals through the components of the system."

The Workforce Innovation and Opportunity Act has required additional collaboration with the broader Oregon workforce system. Local leadership teams, including vocational rehabilitation, are working on how to connect more people to workforce services throughout the labor, health and human services, and education infrastructure.

OCB works with students 14 and older who are legally blind or have a condition that will lead to blindness to help ensure a successful transition from high school to college or the workforce. OCB vocational rehabilitation services for transition age youth include:

- Job exploration counseling
- Work-based learning experiences
- Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs
- Workplace readiness training
- Instruction in self-advocacy, which can include peer mentoring

- Summer Work Experience Program

Figure C9 presents the percent of program staff and community partners that reported that some or most/all of the people with disabilities that they work with need each pre-employment transition service. The participant column presents the percent of program participants who indicated that they needed each service.

Figure C9: Stakeholder Perception of Need for Pre-Employment Transition Services

	Clients	Staff	Partner
Job exploration counseling	50%	59%	80%
Work-based learning experiences	50%	59%	83%
Counseling on post-secondary education options	100%	59%	60%
Workplace readiness training	50%	59%	77%
Instruction in self-advocacy, including peer mentoring	50%	59%	77%
Pre-employment transition coordination	N/A	59%	83%

Source: OCB CSNA Participant, Staff, and Community Partner Surveys, 2017

Less than one-third of OCB staff viewed any pre-employment transition service as being received by some, most, or all clients who need it, with the exception of work-based learning experience, where 40 percent of staff felt that some or most/all clients that need the service receive it. Perception of receipt among OCB partners was somewhat more positive, with 61 percent of partners suggesting job exploration counseling and work-based learning experiences as being received by some, most, or all participants who need it, and roughly half identifying workplace readiness training and pre-employment transition coordination as well received. Clients considered transition services from high school to adult programs to be well-received; seventy-eight percent of those who reported the need indicated receipt of the service.

Youth clients received many pre-employment transition services through the Student Work Experience Program (SWEP), and provided positive feedback on the

experience. In particular, they were excited to gain work-experience through internships, and found the on-going job coaching extremely valuable. They also described self-advocacy, peer mentoring, and workplace readiness training throughout the tenure. The majority of SWEP participants felt that the experience had been transformational in increasing their confidence, and sense of independence and competency. As a result of their experience, they were eager to plan for opportunities to seek employment or higher education, secure their own apartment, and develop employment and further education goals.

The latest data available on workforce development outcomes for youth are from FY2015, and align with requirements under the Workforce Investment Act (WIA), which was superseded by the Workforce Innovation and Opportunity Act (WIOA). According to the WIA/WIOA Annual Performance Report, outcomes for youth with disabilities were somewhat worse in 2015 compared to 2014 and 2013 across the three outcome indicators. As shown in Figure C10, 64 percent of youth were placed in employment or education in 2015 (compared to 66 percent in 2013), 67 percent of youth attained a degree or certificate in 2015 (compared to 70 percent in 2013), and 48 percent improved literacy and numeracy in 2015 (compared to 51 percent in 2013).

WIA outcomes for youth with disabilities pertain to a small fraction of youth enrolled in IDEA (less than 1 percent), however WIA outcome data can provide some information on educational and employment outcomes for students with disabilities. Since 2013, the small number of students with disabilities participating in WIA has been declining.

Figure C10: WIA/WIOA Outcomes for Youth with Disabilities, 2013-2015

	2013 (Count)	2013 (Percent)	2014 (Count)	2014 (Percent)	2015 (Count)	2015 (Percent)
Placement in Employment or Education	151	65.6%	74	74.3%	72	63.9%
Attainment of a Degree or Certificate	134	70.1%	75	73.3%	72	66.7%
Literacy and Numeracy Gains	51	51.0%	27	48.1%	46	47.8%

Source: Oregon Higher Education Coordinating Commission, "WIA/WIOA Annual Performance Report (ETA 9091), 2015, 2014, 2013."

Survey respondent, interviewee, and focus group participant feedback suggested that accessibility remains a significant barrier to accessing WorkSource services. Staff survey respondents discussed how WorkSource staff could benefit from training related to accessibility issues. One person commented that front office staff are not prepared to work with totally blind individuals. Additionally, OCB staff recommended that WorkSource ensure all systems, resources, and technology are accessible to people with vision loss. The figure below presents OCB staff perceptions of WorkSource Oregon access barriers for clients who are blind, listed in order of highest to lowest barriers.

Figure C11: OCB Staff Identification of WorkSource Oregon Access Barriers

Barrier	OCB Staff (n=4)
Services (accommodations are not readily available to help individuals access services)	100%
Programs (programs are not designed to meet the needs of people with disabilities)	75%
Location (buildings do not have accessible parking or are not accessible by public transportation)	0%
Architectural access (buildings or public areas in the building are not physically accessible)	0%
Other	0%

Source: OCB CSNA Staff Survey, 2017

Interviewees and focus group participants agreed that programs and services are less accessible to people with disabilities because WorkSource staff members typically do not have training on how to work with people with disabilities. Stakeholders felt that OCB was less connected to WorkSource than Oregon Vocational Rehabilitation. Similar to survey respondents, interviewees and focus group attendees perceived WorkSource and the broader workforce development system as lacking an understanding of blindness.

WorkSource stakeholders discussed their efforts to increase accessibility through providing accommodations including American Sign Language interpretation, and disability-focused vocational academy partnerships.

C.7 Assessment of the need to establish, develop, or improve community rehabilitation programs within the state

This OCB vocational rehabilitation comprehensive statewide needs assessment incorporated a broad focus and a large amount of data. Analysis of stakeholder input on barriers, service needs, and service deficits, as well as service system infrastructure issues, resulted in recommendations for consideration to OCB vocational rehabilitation service provision. Solicited feedback fell within three broad categories:

1. **Support holistic success.** Oregon Vocational Rehabilitation works in concert with varied other services and supports to promote stability and self-sufficiency. Leveraging community partners, integrating natural supports, and expanding best practices can facilitate holistic participant success.
2. **Reduce system constraints.** Addressing capacity constraints could provide space for vocational rehabilitation staff and contractors to work with clients to effectively address rehabilitation needs through a responsive service system.
3. **Improve collaboration in service delivery.** Increased accessibility resources for partners, a more prominent role in statewide and local Employment First and Workforce Innovation and Opportunity Act initiatives, and improved blindness and other disability training and support will help to promote improved collaboration with clients, contractors, employers, and partners.

The following tables summarize the recommendations for strategic changes to services and system infrastructure. These recommendations represent stakeholder suggestions for service and system changes that could positively impact OCB clients and other Oregonians eligible for OCB services. Numbers are associated with recommendations, and letters represent stakeholder suggested strategies for implementing these recommendations.

Figure C12: *Summary of OCB Service-Level Recommendations*

Outreach	1. Increase general public awareness of people with disabilities and their value as contributing members of the community. a. Consider integrating volunteers who learn about OCB and people with vision impairments, who then spread awareness through their own networks, serving as community-based allies to increase visibility and public reception. 2. Increase prospective client awareness of OCB and the services it provides.
Employment-Related Supports	3. Develop opportunities for ongoing training to refresh or upgrade vocational skill and access to new assistive technology. 4. Expand opportunities for internships and work experience.

	5. Consider how to provide longer-term job support to a wider breadth of OCB clients.
Assistive Technology	6. Continue technical assistance to facilitate integration of assistive technology in proprietary software settings. 7. Expand assistive technology training after placement to maintain skills and adapt to technological updates. 8. Increase communication with employers regarding financial support for assistive technology. 9. Pursue faster turnaround of assistive technology requests for "real time" employment opportunities.
Orientation and Mobility	10. Consider longer duration orientation and mobility training options. 11. Develop opportunities for prevocational orientation and mobility support.
Supportive Services	12. Continue to support clients' transportation needs, including transportation needs after placement, in conjunction with community partners. 13. Strengthen referrals to and follow-up with community partners to address clients' confounding barriers to employment. 14. Increase parent and family outreach and support groups. 15. Increase opportunities for client group and peer support. 16. Ensure consistent benefits counseling for all clients.
Pre-Employment Transition Services	17. Expand SWEP program to reach more youth. 18. Build relationships with parallel pre-employment vocational rehabilitation transition services such as Youth in Transition Program and Transition Network Coordinators for networking and possible collaboration.
Service Needs for Key Target Populations	19. Increase staff training for specialty caseloads including intellectual and developmental disabilities, mental health, and deaf-blindness. 20. Increase cultural and linguistic representativeness of OCB staff to reflect current and prospective clients. 21. Provide targeted outreach and communication to families from racial or ethnic minorities.

Figure C13: Summary of OCB Systems-Level Recommendations

Outreach	1. Increase existing and potential partner and employer, as well as potential contractor and staff member awareness of OCB and the services it provides.
	    a. Actively participate in Employment First, WIOA, and Youth Transition Program initiatives/meetings.
	    b. Develop a policy task force or business advisory board to help develop infrastructure around employer outreach and engagement.
	    c. Increase presentations to regional employers, peer to peer presentations by employers who have hired people with vision impairment, and by employees with vision impairment.
	    d. Create safe spaces where employers or the public could ask sincere questions without fear of offending someone or violating policies.

Capacity to Serve	2. Analyze workloads to determine staffing/contracting needs. a. Consider hiring more multidisciplinary trainers who can travel to rural areas. 3. Analyze impact and feasibility of combining contracting process with Oregon Vocational Rehabilitation and/or ODDS. Determine how many contractors overlap, and if there could be increased capacity by combining processes. 4. Analyze other methods to increase job developer, training, and assessment capacity, such as increased outreach/advertising or self-direction options.
Regulations, Policies, and Processes	5. Update regulations and policies to align with federal requirements, and train staff and contractors on changes made. 6. Standardize expectations around counselor communication. 7. Analyze for efficiencies in data collection and reporting for staff and contractors. Consider methods of maximizing automated and electronic data sharing/collection as well as

	methods of sharing data with more partners to support service delivery collaboration.
Staff and Contractor Training and Skillsets	8. Provide increased targeted blindness and technology training to staff and contractors. 9. Work to hire and contract with more people who are blind or experience visual disabilities. 10. Provide increased training/resources regarding working with people with IDD, mental illness, substance use disorder, and deaf-blindness for staff and contractors, potentially in collaboration with Oregon Vocational Rehabilitation. 11. Consider developing a career pathway or more defined job developer/contractor qualifications related to working with people who have visual impairments. 12. Connect partners with resources/training to improve accessibility for people who are blind, particularly WorkSource Oregon. a. WorkSource ensures all systems, resources, and technology are accessible to people with vision loss.
Collaborative Service Delivery	13. Define community partners, roles and responsibilities, and referral approaches. 14. Improve data sharing on shared clients, automating information where possible. 15. Work with Oregon government to have government serve as a model employer for people with disabilities. 16. Consider expanding the Progressive Employment model more broadly, including to Oregon Vocational Rehabilitation, sharing development efforts and data to more effectively and efficiently collaborate with employers and support clients. 17. Pursue partnerships with organizations that can provide supplemental or follow-up services through braided funding, including the Office of Developmental Disability Services.

APPENDIX D: RECOMMENDATIONS FOR CHANGES TO FUTURE NEEDS ASSESSMENT

The following recommendations for changes to the Comprehensive Statewide Needs Assessment are based on the experience of the current effort and propose to increase the participation of key partners, such as employers and under or unserved individuals, and enhance the utility of assessment findings and recommendations.

Allow for greater upfront planning activities. The expedited timeframe of the current needs assessment required the various components of the assessment (existing data analysis, key informant interviews, focus group, and staff, participant, community partner and employer surveys) to be conducted simultaneously. With a longer timeframe, exploratory discussions with stakeholders at the start of the project could inform and refine subsequent data collection instruments and processes.

Facilitate greater employer input. This needs assessment incorporated important feedback from numerous employer stakeholders familiar with vocational rehabilitation services. Employer input was solicited via request for employers for key information interviews, focus group participation, and administration of the online employer survey. A total of three employers participated in focus groups, and 71 completed needs assessment surveys. To increase employer participation in future needs assessments, it may be useful to develop more formal partnership with employer associations or Workforce Investment Boards on the needs assessment process. Additionally, most employers in the current needs assessment process were aware of vocational rehabilitation services. In future needs assessments, it may be useful to convene focus groups of employers unaffiliated with Oregon Vocational Rehabilitation/OCB to gauge their perspective on the services and benefits they would expect in order to partner with Oregon Vocational Rehabilitation/OCB in the employment of persons with disabilities. Intentional partnership with statewide employer organizations, such as the Chamber of Commerce, could facilitate such outreach and participation.

Formally engage program partners in the needs assessment process. The needs assessment process collected input from partner programs, such as Self-Sufficiency, WorkSource, Oregon Developmental Disability Services, and similar agencies through stakeholder interviews and invitations to participate in focus groups and complete partner surveys. More direct upfront engagement with partner agencies at the outset of the needs assessment could provide more in-depth understanding of program interaction and shared goals among these partners.

Increase outreach to the under and unserved. Understanding the experience of under and unserved individuals is a key interest of Vocational Rehabilitation/OCB. These individuals can provide important input on service accessibility and adequacy that can inform program outreach, eligibility, and service provision. The current needs assessment relied on vocational rehabilitation staff and community partners to identify and share focus group invitation with under and unserved individuals. Several individuals whose cases had closed without rehabilitation (underserved), or those that had been denied eligibility (unserved) despite significant disabilities provided important program feedback. However, lack of more formal partnership on the needs assessment with broader public agencies serving under and unserved individuals with disabilities (e.g. Veterans Affairs, Independent Living Centers, Department of Education) diminished the response of these individuals to needs assessment opportunities. Formal partnership with such agencies and more lead time to develop the relationship and outreach strategies may increase needs assessment participation of under and unserved individuals.

Consider additional outcomes-related evaluation efforts that relate selected services to employment outcomes. The perceptions measured in this assessment provide critical information about needs, gaps, and targeted improvements. However, the design of the assessment did not provide information on the outcomes achieved by VR/OCB consumers, nor did it associate consumer outcomes with services received. It would be appropriate for VR/OCB to consider implementing an interim evaluation related to the effectiveness of VR/OCB services as measured by consumer outcomes. Focusing evaluation activities on specific programmatic efforts would be an efficient use of resources, and has greater potential of yielding rigorous results to improve outcomes for people with disabilities.

APPENDIX E: DISABILITY PREVALENCE, CHARACTERISTICS, AND PARTICIPANT CASELOAD DEMOGRAPHICS

The following extant data summary provides the prevalence of disability among working age Oregonians, where the denominator is all people ages 18-64, either with or without a disability. Detail on the characteristics of working age people with disabilities is also provided. Complementary Oregon Vocational Rehabilitation or Oregon Commission for the Blind caseload data accompany many of these presentations. Finally, selected employment outcome data for Oregon Vocational Rehabilitation and Oregon Commission for the Blind participants are provided, as well as detail on demographics of youth in transition.

E.1 Prevalence of Disability Among the Working Age Population

According to the American Community Survey, 14.4 percent of Oregonians of all ages experience disability, which is equivalent to 562,324 residents. This rate is slightly higher than the national average of 12.4 percent experiencing disability. Among the working age population, defined as residents ages 18-64, 12.2 percent of Oregonians experience disability, or 297,936 residents.

Further detail on prevalence of disability for the working age population, including by age, race and ethnicity, type of disability, and geography, is provided in Figure E14 through Figure E17.

E.1.1 Prevalence by Age

When looking at the non-senior population, the majority of people with disabilities in Oregon are between ages 35 and 64. In each of the three selected age groups between ages five and 64 shown in Figure E14 a greater proportion of Oregon residents have a disability than the United States average. Similar to national averages, disability status in Oregon increases with age:

- Six (6) percent of Oregonians ages five to 17 have a disability (or 37,070 residents)

- That proportion grows to 8 percent among those ages 18 to 34 (or 67,124 residents).
- The proportion with a disability reaches 15 percent of the population among those ages 35 to 64 (or 230,812 residents).

Figure E14: Prevalence of Disability Among Oregonians in Selected Age Ranges Compared to United States Percentages, 2015

Age Range	Oregon Count of All People	Oregon Count of People with Disabilities	Oregon Percent of People with Disabilities	United States Percent of People with Disabilities
5 to 17 years	627,662	37,070	5.9%	5.3%
18 to 34 years	889,292	67,124	7.5%	5.8%
35 to 64 years	1,555,388	230,812	14.8%	12.9%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810

E.1.2 Prevalence by Race/Ethnicity

Among all people with disabilities, Native Americans/Alaska Natives experience the highest rate of disability among all racial and ethnic groups (19 percent), followed by 18 percent of multi-racial working age individuals, and 16 percent of working age African Americans. Although Native American/Alaska Native communities in Oregon experience a greater prevalence of disability relative to other racial groups, they comprise 2 percent of the overall population of working age people with disabilities in the state.[7]

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[7] U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810 (total) and Tables B18101A-I (race/ethnicity)

Figure E15: Prevalence of Disability by Race/Ethnicity among Working Age (18-64) Oregonians Compared to United States Percentages, 2015

Race or Ethnicity	Oregon Count of All People Ages 18-64	Oregon Count of People with Disabilities Ages 18-64	Oregon Percent of People with Disabilities Ages 18-64	United States Percent of People with Disabilities Ages 18-64
Native American	29,009	5,592	19.3%	17.0%
Two or more races	83,660	14,837	17.7%	13.5%
Black/African American	45,651	7,318	16.0%	13.5%
White	2,085,157	255,811	12.3%	10.6%
Pacific Islander	9,750	1,050	10.8%	9.7%
Hispanic or Latino (any race)	278,329	25,774	9.3%	8.1%
Some other race	81,484	7,177	8.8%	7.7%
Asian	109,969	6,151	5.6%	4.3%
Total	2,444,680	297,936	12.2%	10.3%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810 (total) and Tables B18101A-I (race/ethnicity)

E.1.3 Prevalence by Disability Type

Among the 2,444,680 Oregonians of working age (ages 18-64), an estimated 6 percent, or 137,325, have a cognitive difficulty and another 6 percent, or 136,800, have an ambulatory difficulty. Four (4) percent, or 99,856, experience independent living difficulties, and 3 percent, or 68,357, have hearing difficulties. Two (2) percent of residents ages 18-64 report a vision difficulty, equivalent to 50,204 residents, and another 2 percent have self-care difficulties, or 49,686. The American Community Survey, the source for these estimates, allows respondents to identify more than one disability.[8]

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[8] Estimates of counts of people with disabilities by type vary depending on the source. This report uses 2015 American Community Survey 5-Year estimates as the

Figure E16: Prevalence of Disability by Disability Type among Working Age (18-64) Oregonians Compared to United States Percentages, 2015

Disability Type	Oregon Count of All People Ages 18-64	Oregon Count of People with Disabilities Ages 18-64	Oregon Percent of People with Disabilities Ages 18-64	United States Percent of People with Disabilities Ages 18-64
Hearing difficulty		68,357	2.8%	2.10%
Vision difficulty		50,204	2.1%	1.90%
Cognitive difficulty		137,325	5.6%	4.30%
Ambulatory difficulty		136,800	5.6%	5.20%
Self-care difficulty		49,686	2.0%	1.90%
Independent living difficulty		186,986	7.6%	3.60%
Total	2,444,680	297,936	12.2%	10.3%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810

With some exceptions, smaller counties tend to have somewhat higher rates of people experiencing disability among the working age population. As shown in Figure E17, Lake and Curry counties have the highest rates of disability, both falling at 21 percent. This is followed by Coos and Crook counties, where 20 percent of residents ages 18-64 experience disability. The counties with the lowest rates of disability are Benton and Washington, both 8 percent. In Hood River and Clackamas counties, 9 percent of residents ages 18-64 are disabled.

default source; however, 2013 American Community Survey 3-Year estimates are also used when 2015 data are not stable or available for the purpose needed.

Figure E17: Prevalence of Disability by Geography among Working Age (18-64) Oregonians, 2015

County	Count of All People Ages 18-64	Count of People Ages 18-64 with Disabilities	Percent of People Ages 18-64 with Disabilities
Lake	4,227	883	20.9%
Curry	11,989	2,488	20.8%
Coos	35,764	7,048	19.7%
Crook	11,850	2,292	19.3%
Douglas	61,200	11,543	18.9%
Clatsop	22,371	4,171	18.6%
Wallowa	3,784	696	18.4%
Grant	3,967	724	18.3%
Klamath	38,981	6,977	17.9%
Lincoln	27,023	4,799	17.8%
Josephine	46,562	7,999	17.2%
Baker	8,579	1,457	17.0%
Sherman	1,037	173	16.7%
Gilliam	1,035	172	16.6%
Jefferson	12,261	1,965	16.0%
Linn	70,632	10,486	14.8%
Malheur	15,021	2,216	14.8%
Tillamook	14,313	2,123	14.8%
Harney	4,087	599	14.7%
Union	15,290	2,244	14.7%
Jackson	123,010	17,238	14.0%
Columbia	29,897	4,086	13.7%
Lane	227,904	30,893	13.6%
Wasco	14,685	1,997	13.6%
Marion	190,473	25,806	13.5%
Yamhill	60,104	8,000	13.3%
Morrow	6,526	859	13.2%
Umatilla	42,635	5,626	13.2%
Wheeler	704	92	13.1%

County	Count of All People Ages 18-64	Count of People Ages 18-64 with Disabilities	Percent of People Ages 18-64 with Disabilities
Polk	46,163	5,799	12.6%
Multnomah	524,098	58,770	11.2%
Deschutes	100,810	10,022	9.9%
Clackamas	240,472	22,296	9.3%
Hood River	13,925	1,220	8.8%
Washington	353,568	29,708	8.4%
Benton	59,733	4,469	7.5%
Oregon	2,444,680	297,936	12.2%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810

E.2 Characteristics of the Working Age Population Experiencing Disability

The following section provides information on the distribution of the working age disabled population by age, race and ethnicity, type of disability, geography, and receipt of disability benefits, where the denominator is all working age people experiencing disability. These data are compared, where possible, to Oregon Vocational Rehabilitation and Oregon Commission for the Blind caseload data to assess alignment with the disabled population.

E.2.1 Age Distribution

Among Oregonians with disabilities ages five and older, 41 percent are ages 35 to 64 years of age. This compares to 53 percent of the Oregon Vocational Rehabilitation caseload that fall into this age range. Fully 42 percent of Oregon Vocational Rehabilitation participants are ages 18 to 34, compared to 13 percent of people with disabilities statewide.

Figure E18: Distribution of Oregonians with Disabilities by Age compared to the Oregon Vocational Rehabilitation Caseload, 2015 (Oregon) and FFY2016 (VR)

Oregon Age Range	Oregon Count	Oregon Percent	Oregon Vocational Rehabilitation Age Range	Oregon Vocational Rehabilitation Count	Oregon Vocational Rehabilitation Percent
5 to 17 years	37,070	6.6%	14 to 17 years	446	2.7%
18 to 34 years	67,124	12.0%	18 to 34 years	6,924	42.1%
35 to 64 years	230,812	41.2%	35 to 64 years	8,628	52.5%
65 and over	224,698	40.1%	65 and over	443	2.7%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810; Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Among Oregonians with vision difficulties ages five and older, 42 percent are ages 35 to 64 years of age. This compares to 54 percent of the Oregon Commission for the Blind caseload that fall into this age range. Thirty-eight (38) percent of Oregon Commission for the Blind participants are ages 18 to 34, compared to 12 percent of people with vision difficulties statewide.

Figure E19: Distribution of Oregonians with Vision Difficulties by Age compared to the Oregon Commission for the Blind Caseload, 2015 (Oregon) and FFY2016 (OCB)

Oregon Age Range	Oregon Count	Oregon Percent	Oregon Commission for the Blind Age Range	Oregon Commission for the Blind Count	Oregon Commission for the Blind Percent
5 to 17 years	4,953	5.3%	14 to 17 years	0	0.0%
18 to 34 years	10,874	11.7%	18 to 34 years	68	37.8%
35 to 64 years	39,330	42.3%	35 to 64 years	97	53.9%
65 and over	37,768	40.6%	65 and over	15	8.3%
		100.0%			100.0%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table S1810; Oregon Commission for the Blind caseload data, participants closing in FFY2016

E.2.2 Race and Ethnic Distribution

As displayed in Figure E20 and Figure E21, the racial and ethnic make-up of Oregon Vocational Rehabilitation and Oregon Commission for the Blind participants roughly mirrors the racial and ethnic make-up of Oregon's disabled population, as reported by the American Community Survey.

Figure E20: Distribution of Oregon Vocational Rehabilitation Participants by Race and Ethnicity compared to all Working Age Oregonians with Disabilities, FFY2016 (VR) and 2015 (ACS)

Race	Oregon Vocational Rehabilitation Caseload (Count)	All Oregonians with Disabilities Ages 18-64 (Count)	Oregon Vocational Rehabilitation Caseload (Percent)	All Oregonians with Disabilities Ages 18-64 (Percent)
White	12,991	255,811	79.0%	85.9%
Two or more races	659	14,837	4.0%	5.0%
Black/African American	605	7,318	3.7%	2.5%
Asian	304	6,151	1.8%	2.1%
Native American	279	5,592	1.7%	1.9%
Pacific Islander	75	1,050	0.5%	0.4%
Some other race		7,177		2.4%
Ethnicity				
Hispanic	1,528	25,774	9.3%	8.7%
Total	16,441	297,936	100.0%	108.9%

Note: "Hispanic" is reported in Oregon Vocational Rehabilitation caseload data as one of the race options, whereas the American Community Survey (ACS) reports race and ethnicity data separately. The denominator for all race and ethnic designations is the total participant count (Oregon Vocational Rehabilitation) or all working age Oregonians with disabilities (ACS), hence the percent for ACS totals to more than 100 percent since residents identify both a race and an ethnicity. Oregon Vocational Rehabilitation caseload data do not report "some other race."
Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016; U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Tables B18101A-I

Figure E21: Race and/or Ethnic Distribution of Oregon Commission for the Blind Participants compared to all Working Age Oregonians with Disabilities, FFY2016 (OCB) and 2015 (Oregon)

Race	Oregon Commission for the Blind Caseload (Count)	All Oregonians with Disabilities Ages 18-64 (Count)	Oregon Commission for the Blind Caseload (Percent)	All Oregonians with Disabilities Ages 18-64 (Percent)
White	151	255,811	83.9%	85.9%
Two or more races	9	14,837	5.0%	5.0%
Black/African American	8	7,318	4.4%	2.5%
Asian	3	6,151	1.7%	2.1%
Native American	6	5,592	3.3%	1.9%
Pacific Islander	3	1,050	1.7%	0.4%
Some other race		7,177		2.4%
Ethnicity				
Hispanic (of any race)	20	25,774	11.1%	8.7%
Total	180	297,936	111.1%	108.9%

Note: Both Oregon Commission for the Blind (OCB) and the American Community Survey (ACS) report race and ethnicity data separately. The denominator for all race and ethnic designations is the total participant count (OCB) or all working age Oregonians with disabilities (ACS), hence the percent for both OCB and ACS total to more than 100 percent since participants or residents identify both a race and an ethnicity. OCB caseload data do not report "some other race."

Source: Oregon Commission for the Blind caseload data, participants closing in FFY2016; U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Tables B18101A-I

E.2.3 Type of Disability Distribution

Among all working age Oregonians with disabilities, cognitive and ambulatory disabilities are the most commonly cited disabilities. Forty-six (46) percent of Oregonians with disabilities report having a cognitive disability, followed by 46 percent reporting an ambulatory disability, and 34 percent reporting an independent living disability. Nearly a quarter (23 percent) report a hearing difficulty and 17 report a vision difficulty. Another 17 percent report self-care difficulties. Since respondents are able to indicate more than one disability, percentages of residents with disabilities tally to more than 100 percent.

Figure E22: Count and Percent of all Working Age Oregonians with Disabilities by Type of Disability, 2015

Type of Disability	Count of All Oregonians Ages 18-64 with Disabilities by Type	Percent of All Oregonians Ages 18-64 with Disabilities (320,586) by Type
Cognitive difficulty	137,325	46%
Ambulatory difficulty	136,800	46%
Independent living difficulty	99,856	34%
Hearing difficulty	68,357	23%
Vision difficulty	50,204	17%
Self-care difficulty	49,686	17%
Total with a disability (all types)	297,936	182%

Note: The unduplicated percentage tallies to more than 100 percent because respondents to the American Community Survey are allowed to select more than one disability.

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Tables S1810

Similar to statewide results, cognitive impairments were the most common type of primary disability of participants served by Oregon Vocational Rehabilitation in FFY2016 (5,230 out of 16,441 participants, or 32 percent). This was followed by

psychosocial impairments (3,323 participants, or 20 percent) as one of the most frequently cited disabilities.

Among Oregon Vocational Rehabilitation's 16,441 participants in FFY2016, nearly three-quarters (71 percent) had a "second primary" disability in addition to their primary qualifying disability.

Figure E23: Count and Percent of Oregon Vocational Rehabilitation Participants Served by Primary Disability, FFY2016

Primary Disability	Count	Percent
Cognitive	5,230	31.8%
Psychosocial	3,323	20.2%
Physical	2,482	15.1%
Mental	1,953	11.9%
Orthopedic, Mobility & Manipulation	1,528	9.3%
Hearing or Visual Loss	891	5.4%
Deafness and/or Blindness	530	3.2%
Other	408	2.5%
Respiratory	96	0.6%
Total	16,441	100.0%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

The vast majority of Oregon Vocational Rehabilitation participants are considered significantly disabled. Sixty-one (61) percent of Oregon Vocational Rehabilitation Participants served in 2016 were considered Most Significantly Disabled-Priority 1; an additional 22 percent were considered Most Significantly Disabled-Priority 2.

Figure 24: Percent and Count of Oregon Vocational Rehabilitation Participants Served by Significance of Disability, FFY2016

Significance of Disability	Count	Percent
Most Significantly Disabled - Priority 1	10,087	61%
Most Significantly Disabled - Priority 2	3,563	22%
Significantly Disabled - Priority 3	2,212	13%
No data	574	3%
Disabled - Priority 4	5	0.03%
Total	16,441	100%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

As shown in Figure E25, blindness was the most common primary disability of Oregon Commission for the Blind participants, affecting 89 percent of participants, followed by other visual impairments (5 percent) and participants who are deaf and blind (3 percent). For the remaining 3 percent of participants, their primary disability was either cognitive, mobility or manipulation, or other physical impairments; nearly all these participants had a secondary disability of blindness.

Figure E25: Count and Percent of Oregon Commission for the Blind Participants Served by Primary Disability, FFY2016

Type of Disability (Primary)	Count	Percent
Blindness	160	88.9%
Other visual impairment	10	5.6%
Deaf/blind	6	3.3%
Other cognitive impairments	2	1.1%
Both mobility and manipulation impairments	1	0.6%
Other physical impairments	1	0.6%
Total	180	100.0%

Source: Oregon Commission for the Blind, caseload data, participants closing in FFY2016

Nearly half (45 percent) of Oregon Commission for the Blind participants are considered to have significant disability, followed by 43 percent who are

considered to have most significant disability. There was no data for the remaining 12 percent of participants.

Figure E26: Percent and Count of Oregon Commission for the Blind Participants Served by Significance of Disability, FFY2016

Significance of Disability	Count	Percent
Significant disability	81	45%
Most significant disability	78	43%
No data	21	12%
Total	180	100%

Source: Oregon Commission for the Blind, caseload data, participants closing in FFY2016

E.2.4 Geographic Distribution

Oregon Vocational Rehabilitation staffs at least one office in 33 of Oregon's 36 counties.

- The Portland metro area (Multnomah, Washington and Clackamas counties) is home to the largest proportion of Oregon Vocational Rehabilitation participants (36 percent).
- This is followed by the Salem metro area (Marion County), which is home to 13 percent of the state's Oregon Vocational Rehabilitation participants.
- Residents of the Eugene/Springfield metro area (Lane County) comprise 11 percent of all Oregon Vocational Rehabilitation participants.

Statewide, there are an estimated 297,936 people with disabilities. When comparing the geographic distribution of Oregon Vocational Rehabilitation participants to the geographic distribution of people with disabilities, most counties are within one or two percentage points, suggesting the Oregon Vocational Rehabilitation caseload is well-matched to the geographic distribution of residents with disabilities statewide. Figure E27 shows the distribution of Oregon Vocational Rehabilitation participants and the population with disabilities by Oregon county.

Figure E27: Distribution of the Working Age Disabled Population Compared to Oregon Vocational Rehabilitation Caseload by County, 2015 (Oregon) and FFY2016 (VR)

County	Count of VR Clients	Share of all Oregon VR Clients	Count of Oregonians with Disabilities (Ages 18-64)	Share of all Oregonians with Disabilities (Ages 18-64)
Baker	187	1%	1,457	0.5%
Benton	429	3%	4,469	1%
Clackamas	1,262	8%	22,296	7%
Clatsop	91	1%	4,171	1%
Columbia	238	1%	4,086	1%
Coos	279	2%	7,048	2%
Crook	69	0.4%	2,292	1%
Curry	110	1%	2,488	1%
Deschutes	546	3%	10,022	3%
Douglas	466	3%	11,543	4%
Gilliam	2	0.0%	172	0.1%
Grant	23	0.1%	724	0.2%
Harney	34	0.2%	599	0.2%
Hood River	74	0.5%	1,220	0.4%
Jackson	697	4%	17,238	6%
Jefferson	72	0.4%	1,965	1%
Josephine	372	2%	7,999	3%
Klamath	155	1%	6,977	2%
Lake	4	0.0%	883	0.3%
Lane	1,813	11%	30,893	10%
Lincoln	240	1%	4,799	2%
Linn	775	5%	10,486	4%
Malheur	189	1%	2,216	1%
Marion	2,104	13%	25,806	9%

County	Count of VR Clients	Share of all Oregon VR Clients	Count of Oregonians with Disabilities (Ages 18-64)	Share of all Oregonians with Disabilities (Ages 18-64)
Morrow	19	0.1%	859	0.3%
Multnomah	3,011	18%	58,770	20%
Polk	354	2%	5,799	2%
Sherman	4	0.0%	173	0.1%
Tillamook	126	1%	2,123	1%
Umatilla	231	1%	5,626	2%
Union	107	1%	2,244	1%
Wallowa	24	0.1%	696	0.2%
Wasco	91	1%	1,997	1%
Washington	1,586	10%	29,708	10%
Wheeler	6	0.0%	92	0.0%
Yamhill	638	4%	8,000	3%
Out of State or No Data	13	0.1%	N/A	N/A
Total	16,441	100%	297,936	100%

Source: U.S. Census Bureau, American Community Survey, 5-Year Estimates, 2015, Table C18120; Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Oregon Commission for the Blind staffs seven offices in Oregon, located in: Portland (Multnomah County), Salem (Marion County), Eugene (Lane County), Baker City (Baker County), Medford (Jackson County), Redmond (Deschutes County) and Roseburg (Douglas County).

- The Portland metro area (Multnomah, Washington and Clackamas counties) is home to the largest proportion of Oregon Commission for the Blind participants who closed their cases in FFY2016 (48 percent).
- This is followed by the Salem metro area (Marion County), which is home to 13 percent of the state's Oregon Commission for the Blind participants.
- Residents of the Eugene/Springfield metro area (Lane County) comprise 7 percent of all Oregon Commission for the Blind participants.

Statewide, there are an estimated 50,204 people of working age (18-64) with vision difficulties. When comparing the geographic distribution of Oregon Commission for the Blind participants to the geographic distribution of people with vision difficulties, most counties are fairly aligned, suggesting the Oregon Commission for the Blind caseload closing in FFY2016 is well-matched to the geographic distribution of residents with vision disabilities statewide. Figure E28 shows the distribution of Oregon Commission for the Blind participants and the population with vision disabilities by Oregon county.

Figure E28: Distribution of Working Age Oregonians with Vision Difficulty Compared to Oregon Commission for the Blind Participants Closed in FFY2016 by County, 2015 (Oregon) and FFY2016 (OCB)

County	Count of Oregon Commission for the Blind Participants	Share of all Oregon Commission for the Blind Participants	Count of Oregonians with Vision Disabilities (Ages 18-64)	Share all of Oregonians with Vision Disabilities (Ages 18-64)
Baker	3	2%	214	0.4%
Benton	1	1%	598	1%
Clackamas	15	8%	3,015	6%
Clatsop	1	1%	683	1%
Columbia	5	3%	397	1%
Coos	2	1%	1,243	2%
Crook	3	2%	451	1%
Curry	0	0%	610	1%
Deschutes	7	4%	1,845	4%
Douglas	3	2%	1,998	4%
Gilliam	0	0%	29	0.1%
Grant	0	0%	97	0.2%
Harney	0	0%	113	0.2%

County	Count of Oregon Commission for the Blind Participants	Share of all Oregon Commission for the Blind Participants	Count of Oregonians with Vision Disabilities (Ages 18-64)	Share all of Oregonians with Vision Disabilities (Ages 18-64)
Hood River	1	1%	157	0.3%
Jackson	7	4%	2,896	6%
Jefferson	0	0%	539	1%
Josephine	5	3%	1,101	2%
Klamath	1	1%	1,018	2%
Lake	0	0%	231	0.5%
Lane	13	7%	4,993	10%
Lincoln	3	2%	903	2%
Linn	4	2%	1,287	3%
Malheur	0	0%	430	1%
Marion	23	13%	4,703	9%
Morrow	1	1%	243	0.5%
Multnomah	45	25%	10,925	22%
Polk	4	2%	918	2%
Sherman	0	0%	21	0.0%
Tillamook	0	0%	241	0.5%
Umatilla	1	1%	991	2%
Union	2	1%	271	1%
Wallowa	0	0%	78	0.2%
Wasco	0	0%	360	1%
Washington	27	15%	5,184	10%
Wheeler	0	0%	16	0.0%
Yamhill	1	1%	1,405	3%
Out of State	2	1%	N/A	N/A
Oregon	180	100%	50,204	100%

E.2.5 Social Security Disability Benefits

In Oregon in 2015, 117,890 people ages 18-64 were Social Security disability beneficiaries, or 4.7 percent of the population. This is the same benefit rate as the United States overall, and the range among states is from a low of 2.8 percent to 8.4 percent.[9]

E.3 Employment Outcomes and Service Provision

The data presented below on employment outcomes and service provision for participants are sourced to Oregon Vocational Rehabilitation and Oregon Commission for the Blind caseload files from Federal Fiscal Year (FFY) 2016. Oregon Vocational Rehabilitation data reflect all participants on the caseload in FFY2016, while Oregon Commission for the Blind data reflect participants who closed their case in FFY2016. Data are first provided for Oregon Vocational Rehabilitation and then the same analysis is provided for Oregon Commission for the Blind.

E.3.1 Oregon Vocational Rehabilitation Participants

At entry to services, 22 percent of Oregon Vocational Rehabilitation participants in FFY2016 were employed, while among those that closed services in FFY2016, 30 percent were employed. Twenty-six (26) percent were still receiving services at the end of FFY2016.

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[9] Social Security Administration (www.ssa.gov/policy/docs/statcomps/di_asr/2015/di_asr15.pdf)

Figure E29: Employment Status of Oregon Vocational Rehabilitation Participants at Application, FFY2016

Not Employed (Student)	Not Employed (Non-Student)	Employed
20%	59%	21%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Figure E30: Employment Status of Oregon Vocational Rehabilitation Participants at Closure, FFY2016

Not Employed	Employed	Still Receiving Services
44%	66%	22%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

The hourly minimum wage in Oregon was $9.25 until July 1, 2016 when it rose to $9.75. Among the 2,947 Oregon Vocational Rehabilitation participants who closed cases as rehabilitated between October 1, 2015 and September 30, 2016:

- the average hourly wage was $12.37;
- average weekly earnings were $345
- the range was from a low of $4.62 per hour to $80.00 per hour;
- the median hourly wage was $10.00;
- most participants (1,236) earned a wage of $9.75 or less;
- 953 participants earned $12.00 or more; and
- the remainder (758) earned between $9.76 and $11.99 per hour.

Among the same cohort, the average number of hours worked per week was 26.3 with a low of one (1) hour per week to a high of 60 hours per week. The median weekly number of hours was 25.

Figure E31: Range of Hourly Wages of Rehabilitated Oregon Vocational Rehabilitation Participants Closed in FFY2016

Hourly Wage Range	Count	Percent
$9.75 and under	1,236	41.9%
$9.76-$11.99	758	25.7%
$12 and over	953	32.3%
Total	2,947	100.0%

Figure E32: Range of Weekly Hours of Rehabilitated Oregon Vocational Rehabilitation Participants Closed in FFY2016

Hours per Week	Count	Percent
<20	781	26.5%
20-24	606	20.6%
25-29	227	7.7%
30-34	299	10.1%
35-39	113	3.8%
40+	921	31.3%
Total	2,947	100.0%

Figure E33: Hourly Wage of Rehabilitated Oregon Vocational Rehabilitation Participants Closed in FFY2016

Average	Median	Minimum	Maximum
$12.37	$10.00	$4.62	$80.00

Figure E34: Hours per Week of Rehabilitated Oregon Vocational Rehabilitation Participants Closed in FFY2016

Average	Median	Minimum	Maximum
26.3	25.0	1.0	60.0

The average number of services provided to an Oregon Vocational Rehabilitation participant is three (3), with a range from 1 service to 16 services per participant. As shown in Figure E35, most participants (4,294) receive one (1) service. As shown in Figure E36, job placement services are the most frequent service provided (12,255), followed by medical/psychological (8,292).

Figure E35: Count and Percent of Services Provided by Oregon Vocational Rehabilitation per Participant, FFY2016

Number of Services Provided	Count of Participants	Percent of Participants
1	4,294	34.2%
2	2,795	22.3%
3	1,611	12.8%
4	1,158	9.2%
5	799	6.4%
6	605	4.8%
7	479	3.8%
8	319	2.5%
9	214	1.7%
10	134	1.1%
11	62	0.5%
12	44	0.4%
13	17	0.1%
14	4	0.0%
15	4	0.0%
16	1	0.0%
	12,540	100.0%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Figure E36: Count and Percent of Type of Services Provided by Oregon Vocational Rehabilitation, FFY2016

Type of Service	Count	Percent
Job Placement Services	12,255	32.5%
Medical/psychological	8,292	22.0%
Group Services	3,781	10.0%
Transportation	2,652	7.0%
Clothing	2,366	6.3%
Other Goods and Services	1,892	5.0%
Employment Services	1,873	5.0%
Training	1,833	4.9%
Vocational Exploration	1,705	4.5%
Rehabilitation Technology	754	2.0%
Personal Assistance Services	261	0.7%
Maintenance - increased cost	20	0.1%
Child Care	14	0.0%
Trial Work Experience	10	0.0%
Total	37,708	100.0%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Among non-student Oregon Vocational Rehabilitation participants receiving services in FFY2016, at application, 39 percent had a high school diploma as their highest level of education. Nearly a quarter (23 percent) did not have a high school diploma. Another 27 percent had some college or post-secondary training, or received an Associate's degree or Career-Technical Education certification. Only 11 percent had a Bachelor's degree or higher.

Figure E37: Count and Percent of Education Level of Non-Student Oregon Vocational Rehabilitation Participants at Application, FFY2016

Level of Education	Count	Percent
Less than Regular High School Diploma	3,295	23.1%
High School Diploma	5,588	39.1%
Some College/Post-Secondary Training	2,090	14.6%
AA Degree or CTE Certification	1,724	12.1%
BA/BS or Higher	1,569	11.0%
No data	13	0.1%
Total	14,279	100.0%

Source: Oregon Vocational Rehabilitation, ORCA caseload data, FFY2016

Among non-student participants who closed in FFY2016, 39 percent had a high school diploma as their highest level of education, while 20 percent had less than a high school diploma. Nearly a third (31 percent) had some college or post-secondary training, or received an Associate's degree or Career-Technical Education certification. Only 11 percent had a Bachelor's degree or higher.

Just over a quarter (26 percent) of non-student participants served in FFY2016 were still receiving services by the end of the federal fiscal year.

Figure E38: Count and Percent of Education Level of Non-Student Oregon Vocational Rehabilitation Participants at Closure, FFY2016

Level of Education	Count	Percent
Less than Regular High School Diploma	2,086	19.6%
High School Diploma	4,091	38.5%
Some College/Post-Secondary Training	1,614	15.2%
AA Degree or CTE Certification	1,642	15.5%
BA/BS or Higher	1,194	11.2%
	10,627	100.0%

Source: Oregon Vocational Rehabilitation, ORCA Caseload data, FFY2016

E.3.2 Oregon Commission for the Blind Participants

Among Oregon Commission for the Blind participants who closed services in FFY2016, 21 percent were employed at time of application, while 33 percent were employed at close of services.

Figure E39: Employment Status of Commission for the Blind Participants at Application, FFY2016

Not Employed (Student)	Not Employed (Non-Student)	Employed
12%	66%	22%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Figure E40: Employment Status of Oregon Vocational Rehabilitation Participants at Closure, FFY2016

Not Employed	Employed
67%	33%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

The hourly minimum wage in Oregon was $9.25 until July 1, 2016 when it rose to $9.75. Among the 60 Oregon Commission for the Blind participants who closed cases with earnings between October 1, 2015 and September 30, 2016:

- the average hourly wage was $17.77;
- average weekly earnings were $536
- the range was from a low of $9.22 per hour to $73.41 per hour;
- the median hourly wage was $14.13;
- most participants (23) earned a wage of $17 and over;
- six (6) earned $9.75 or less; and
- the remainder (31) earned between $9.76 and $16.99 per hour.

Among the same cohort, the average number of hours worked per week was 29.5 with a low of four (4) hours per week to a high of 60 hours per week. The median weekly number of hours was 31.5.

Figure E41: Range of Hourly Wages of Oregon Commission for the Blind Participants Closed with Earnings in FFY2016

Hourly Wage Range	Count	Percent
$9.75 and under	6	10.0%
$9.76-$11.99	20	33.3%
$12.00-$16.99	11	18.3%
$17 and over	23	38.3%
Total	60	100.0%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Figure E42: Range of Weekly Hours of Oregon Commission for the Blind Participants Closed with Employment in FFY2016

Hours per Week	Count	Percent
<20	12	20%
20-24	12	20%
25-29	2	3%
30-34	6	10%
35-39	2	3%
40+	26	43%
Total	60	100%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Figure E43: Hourly Wage of Oregon Commission for the Blind Participants Closed with Earnings in FFY2016

Average	Median	Minimum	Maximum
$17.77	$14.13	$9.22	$73.41

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Figure E44: Hours per Week of Oregon Commission of the Blind Participants Closed with Employment in FFY2016

Average	Median	Minimum	Maximum
29.5	31.5	4.0	60.0

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

The average number of services provided to an Oregon Commission for the Blind is three (3), with a low of 1 service and a high of 14 services per participant. As shown in Figure E45, for the participants with service data, most (28) receive one (1) service. As shown in Figure E46, of the 413 services provided to Oregon Commission for the Blind participants who closed cases in FFY2016, rehabilitation technology was the most frequent service provided (74), followed by transportation (56) and "other services" (56).

Figure E45: Count and Percent of Services Provided by Oregon Commission for the Blind per Participant, FFY2016

Number of Services Provided	Count of Participants	Percent of Participants
0 or No Data	52	29%
1	28	16%
2	18	10%
3	19	11%
4	14	8%
5	17	9%
6	17	9%
7	5	3%
8	4	2%
9	3	2%
10	0	0%
11	1	1%
12	0	0%
13	1	1%
14	1	1%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Figure E46: Count and Percent of Type of Services Provided by Oregon Commission for the Blind, FFY2016

Type of Service	Count	Percent
Rehabilitation Technology	74	18%
Transportation	56	14%
Other Services	56	14%
Miscellaneous Training	44	11%
Job Readiness Training	24	6%
Maintenance	22	5%
4-Year College or University Training	21	5%
Job Placement Assistance	20	5%
On-the-job Training	19	5%
Disability Related Skills Training	19	5%
Diagnosis and Treatment of Impairments	16	4%
Job Search Assistance	9	2%
VR Counseling and Guidance	7	2%
Occupational or Vocational Training	5	1%
Technical Assistance Services	4	1%
Benefits Counseling	4	1%
On-the-job supports - Supported Employment	3	1%
Reader Services	3	1%
Graduate College or University Training	2	0%
On-the-job supports - short term	2	0%
Information and Referral Services	2	0%
Interpreter Services	1	0%
Jr or Community College Training	0	0%
Apprenticeship Training	0	0%
Basic Academic Remedial or Literacy Training	0	0%
Personal Attendant Services	0	0%
Customized Employment Services	0	0%
Total	413	100%

Among 143 non-student Oregon Commission for the Blind participants closing cases in FFY2016, at application, most (37 percent) had some college or post-secondary training as their highest level of education.[10] Over a quarter (26 percent) had a Bachelor's degree. Another 8 percent had an Associate's Degree or received Career-Technical Education certification. Just 15 percent were high school graduates as their highest level of education, and 13 percent had less than a high school diploma.

Figure E47: Count and Percent of Education Level of Non-Student Oregon Commission for the Blind Participants at Application, FFY2016

Level of Education	Count	Percent
Less than a Regular High School Diploma	19	13%
High School Diploma	22	15%
Some College/Post-Secondary Training	53	37%
AA Degree or CTE Certification	12	8%
BA/BS or Higher	37	26%
Total	143	100%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

Among the 152 non-student Oregon Commission for the Blind participants who closed in FFY2016, 30 percent had some college or post-secondary training as their highest level of education, while 27 percent had a Bachelor's degree.[11] Another 9 percent received an Associate's degree or Career-Technical Education certification.

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[10] Count does not include two (2) participants for which their student status at application (either not a student or a student in secondary education with a 504, IEP or both) was left blank.

[11] Count does not include 18 participants for which their student status at closure (either not a student or a student in secondary education with a 504, IEP or both) was left blank.

One in five (20 percent) had less than a high school diploma and 14 percent were high school graduates as their highest level of education at closure.

Figure E48: Count and Percent of Education Level of Non-Student Oregon Commission for the Blind Participants at Closure, FFY2016

Level of Education	Count	Percent
Less than a Regular High School Diploma	30	20%
High School Diploma	22	14%
Some College/Post-Secondary Training	45	30%
AA Degree or CTE Certification	14	9%
BA/BS or Higher	41	27%
Total	152	100%

Source: Oregon Commission for the Blind caseload data, participants closed in FFY2016

E.4 Youth in Transition Characteristics

The growth rate for special education students has increased slightly faster than the growth rate for all students, but special education enrollment remained relatively steady at roughly 13 percent of total enrollment across the past five years.

Figure E49: Oregon Public Schools Total Enrollment, Special Education Enrollment and Special Education Enrollment as a Percent of Total Enrollment, 2011-2016

	2011	2012	2013	2014	2015	2016
Special Education	74,099	74,430	74,793	75,363	75,927	76,820
Total Enrollment	561,331	560,946	563,714	567,098	570,857	576,407
Percent of Total Enrollment	13.2%	13.3%	13.3%	13.3%	13.3%	13.3%

Source: Oregon Department of Education, "An Annual Report to the Legislature on Oregon Public Schools, Statewide Report Card 2015-16."

Disability diagnoses have remained relatively stable between the 2011-12 and 2015-16 school years, except for significant increases in Other Health Impairment and Autism Spectrum Disorder. Specific Learning Disability and Speech or

Language Impairment together account for approximately 60 percent of student disability diagnoses.

Figure E50: Change in Number of Students with Disabilities by Type of Disability (Ages 5-21), Oregon, 2011/12 – 2015/16

Type of Disability	2011-12 (Count)	2011-12 (Percent)	2015-16 (Count)	2015-16 (Percent)	Percent Change
Autism Spectrum Disorder	7,949	10.7%	9,031	11.8%	13.6%
Deaf/Blind	13	0.0%	6	0.0%	-53.8%
Emotional Disturbance	4,606	6.2%	4,746	6.2%	3.0%
Hearing Impairment/Deaf	854	1.1%	886	1.2%	3.7%
Intellectual Disability	3,878	5.2%	3,987	5.2%	2.8%
Other Health Impairment	10,484	14.1%	12,748	16.6%	21.6%
Orthopedic Impairment	790	1.1%	705	0.9%	-10.8%
Specific Learning Disability	27,074	36.4%	25,932	33.8%	-4.2%
Visual Impairment	330	0.4%	309	0.4%	-6.4%
Speech or Language Impairment	18,182	24.4%	18,221	23.7%	0.2%
Traumatic Brain Injury	274	0.4%	249	0.3%	-9.1%
Total	74,434	100.0%	76,820	100.0%	3.2%

Source: Oregon Department of Education, "An Annual Report to the Legislature on Oregon Public Schools, Statewide Report Card 2015-16."

Figure E51: IDEA Student Count by Age (16-21 only) and Disability, Oregon, 2015/16

	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Total by Disability
Specific Learning Disability	2,518	2,373	1,112	235	66	9	6,313
Speech or Language Impairments	231	189	86	23	13	3	545
Other Health Impairments	1,092	1,026	477	176	71	16	2,858
Autism	597	616	358	202	157	31	1,961
Emotional Disturbance	478	421	193	73	41	6	1,212
Intellectual Disability	351	334	281	214	211	42	1,433
Hearing Impairments	43	48	38	11	7	1	148
Orthopedic Impairments	48	50	42	18	22	6	186
Visual Impairments	12	26	10	5	8	1	62
Traumatic Brain Injury	31	25	16	4	4	0	80
Deaf-Blindness	0	1	0	0	0	0	1
Total by Age	5,401	5,109	2,613	961	600	115	14,799

Source: Oregon Department of Education, Special Education Reports and Data (http://www.oregon.gov/ode/reports-and-data/SpEdReports/Pages/default.aspx)

APPENDIX F: SURVEY DATA TABLES

F.1 Respondent Characteristics

Figure 52. Community Partner Characteristics

	Count	Percent
What type of organization do you work for?		
For-profit service provider agency	9	25%
Non-profit service provider agency	14	39%
Government organization	4	11%
Independent consultant	7	19%
Other	2	6%
Total	36	100%
Does your organization have a contract with Oregon Vocational Rehabilitation or the Oregon Commission for the Blind to provide vocational rehabilitation services?		
Yes	29	81%
No	7	19%
Don't know	0	0%
Total	36	100%
Please indicate the type of contract		
Contract with Oregon Vocational Rehabilitation	12	41%
Contract with the Oregon Commission for the Blind	6	21%
Contract with Oregon Vocational Rehabilitation and the Oregon Commission for the Blind	11	38%
Total	29	100%
What is your role in this organization? [check only one]		
Administrative Staff (Executive, manager)	16	44%
Direct Service Staff (supervisor, frontline worker)	9	25%
Independent Contractor	9	25%
Other	2	6%
Total	36	100%

Source: OCB CSNA Community Partner Survey, 2017

Figure 53. OCB Staff Characteristics

	Count	Percent
What is your current job title?		
Director/Manager	5	19%
Vocational Rehabilitation Counselor	4	15%
Rehabilitation Assistant	5	19%
Instructor - Rehabilitation/Technology/Other	6	23%
Specialist- BE/Training/Technology/Other	2	8%
Support Staff- Admin/Finance/Accounting/Other	3	12%
Other	1	4%
Total	26	100%
How long have you been working in the field of vocational rehabilitation?		
Less than 1 year	4	15%
1 to 5 years	11	42%
6 to 10 years	1	4%
More than 10 years	10	38%
Total	26	100%

Source: OCB CSNA Staff Survey, 2017

Figure 54. OCB Client Characteristics

	Count	Percent
Are you using a screen reader to complete this survey?		
Yes	18	38%
No	29	62%
Total	47	100%
Please identify who is completing this survey.		
Person with a disability	42	91%
Support person (e.g., family member or attendant)	4	9%
Total	46	100%

	Count	Percent
What do you identify as your gender?		
Male	14	30%
Female	28	60%
Prefer to self-describe	2	4%
Prefer not to say	3	6%
Total	47	100%
What year were you born?[12]		
Under 16	0	0%
16 to 21 years	4	9%
22 to 29 years	4	9%
30 to 40 years	5	11%
Over 40	32	79%
Total	45	100%
Are you between the ages of 16 and 21? (16 to 21 years)		
Yes	4	9%
No	43	91%
Total	47	100%
What is your race? [check all that apply]		
White	38	81%
American Indian or Alaska Native	3	6%
Asian	2	4%
Black or African American	2	4%
Hispanic, Latino, or Spanish	1	2%
Middle Eastern or Northern African	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Other race, ethnicity, or origin	0	0%
Prefer not to indicate	4	9%
Total	47	100%

[12] Age calculated based on year born.

	Count	Percent
What is your preferred language?		
English	43	96%
Spanish	0	0%
American Sign Language	0	0%
Other	2	4%
Total	45	100%
Are you a client of any tribal vocational rehabilitation program?		
Yes	1	2%
No	42	93%
Don't know	2	4%

Source: OCB CSNA Client Survey, 2017

Figure 55. Employer Characteristics

	Count	Percent
Total number of employees		
1 to 15	3	21%
16 to 50	2	14%
51 to 250	3	21%
251 to 1000	2	14%
Over 1000	4	29%
Total	14	100%
What best describes your business?		
Building and grounds cleaning/maintenance	0	0%
Business and financial	0	0%
Community and social services	1	7%
Education and training	2	14%
Food service	2	14%
Government or public administration	1	7%
Health care	2	14%
Manufacturing or production	0	0%
Personal care and services	0	0%
Sales	0	0%
Technology	1	7%
Transportation or material-moving	0	0%
Other	5	36%
Total	14	100%

Source: OCB CSNA Employer Survey, 2017

Figure 56. Overarching Respondent Characteristics

	Staff Response Count	Staff Response Percent (n = 26)	Community Partner Response Count	Community Partner Response Percent (n = 36)	Client Response Count	Client Response Percent (n = 47)
Staff & Community Partners: What are the primary participant groups or type of disability that you work with? [select up to three] Clients: Please check all disabilities you have						
Visual disability	16	62%	11	31%	44	94%
Deafness	0	0%	1	3%	2	4%
Hearing Loss	1	4%	2	6%	7	15%
Deaf-blindness	3	12%	2	6%	3	6%
Intellectual or developmental disability	2	8%	23	64%	2	4%
Communication impairment	0	0%	2	6%	2	4%
Physical disability	2	8%	10	28%	6	13%
Manipulation	0	0%	0	0%	2	4%
Mobility	4	15%	4	11%	4	9%
Respiratory impairment	0	0%	0	0%	1	2%
Brain injury	0	0%	2	6%	2	4%
Mental health impairment	2	8%	9	25%	3	6%
Substance use disorder	0	0%	0	0%	0	0%
Other	2	8%	0	0%	3	6%
No impairment	-	-	-	-	0	0%
People with a broad range of disabilities	2	8%	10	28%	-	-
Don't know	0	0%	0	0%	0	0%
Do not work directly with VR participants	8	31%	1	3%	-	-

	Staff Response Count	Staff Response Percent (n = 26)	Community Partner Response Count	Community Partner Response Percent (n = 36)	Client Response Count	Client Response Percent (n = 47)
Staff & Community Partners: Do you specialize in serving any of the following groups of people with disabilities? [Check all that apply] Clients: Please select the statement which best describes you.						
People who are blind	19	73%	12	33%	45	96%
People with most significant disability	5	19%	21	58%	2	4%
People with disabilities from racial, cultural, or ethnic minority groups	3	12%	6	17%	8	17%
Students with disabilities transitioning to adulthood (age 16-21)	4	15%	13	36%	4	9%
Other	3	12%	3	8%	-	-
I do not specialize in working with any of these groups of individuals	5	19%	7	19%	-	-
Which of the following best describes the communities that you serve? [check all that apply]						
Urban	10	38%	22	61%	-	-
Suburban	6	23%	13	36%	-	-
Rural	6	23%	22	61%	-	-
Entire State	13	50%	5	14%	-	-

Source: OCB CSNA Staff, Community Partner, and Client Survey, 2017

Which counties do you serve? / What county do you live in? / In what county does your company do business?

	Staff Response Count	Staff Response Percent (n = 26)	Community Partner Response Count	Community Partner Response Percent (n = 36)	Client Response Count	Client Response Percent (n = 45)	Employer Response Count	Employer Response Percent (n = 14)
Baker	3	12%	2	6%	0	0%	0	0%
Benton	3	12%	4	11%	2	4%	2	14%
Clackamas	4	15%	12	33%	3	7%	3	21%
Clatsop	2	8%	2	6%	0	0%	1	7%
Columbia	4	15%	3	8%	0	0%	2	14%
Coos	6	23%	3	8%	0	0%	0	0%
Crook	2	8%	3	8%	0	0%	0	0%
Curry	3	12%	3	8%	0	0%	1	7%
Deschutes	3	12%	4	11%	2	4%	2	14%
Douglas	7	27%	3	8%	0	0%	2	14%
Gilliam	2	8%	1	3%	0	0%	0	0%
Grant	2	8%	2	6%	1	2%	0	0%
Harney	2	8%	1	3%	0	0%	0	0%
Hood River	3	12%	4	11%	0	0%	0	0%
Jackson	3	12%	7	19%	1	2%	2	14%
Jefferson	2	8%	3	8%	0	0%	1	7%
Josephine	4	15%	6	17%	1	2%	2	14%
Klamath	4	15%	2	6%	0	0%	3	21%
Lake	2	8%	2	6%	0	0%	3	21%
Lane	5	19%	9	25%	2	4%	2	14%

	Staff Response Count	Staff Response Percent (n = 26)	Community Partner Response Count	Community Partner Response Percent (n = 36)	Client Response Count	Client Response Percent (n = 45)	Employer Response Count	Employer Response Percent (n = 14)
Lincoln	4	15%	3	8%	2	4%	0	0%
Linn	4	15%	6	17%	0	0%	0	0%
Malheur	2	8%	1	3%	0	0%	0	0%
Marion	4	15%	11	31%	7	16%	3	21%
Morrow	2	8%	2	6%	0	0%	0	0%
Multnomah	9	35%	13	36%	12	27%	6	43%
Polk	2	8%	8	22%	1	2%	1	7%
Sherman	1	4%	1	3%	0	0%	0	0%
Tillamook	2	8%	2	6%	1	2%	0	0%
Umatilla	1	4%	2	6%	0	0%	0	0%
Union	2	8%	2	6%	0	0%	0	0%
Wallowa	2	8%	1	3%	0	0%	0	0%
Wasco	3	12%	3	8%	0	0%	0	0%
Washington	5	19%	10	28%	10	22%	4	29%
Wheeler	2	8%	1	3%	0	0%	0	0%
Yamhill	2	8%	4	11%	0	0%	1	7%
Entire state	11	42%	3	8%	-	-	3	21%

Source: OCB CSNA Staff, Community Partner, Employer, and Client Survey, 2017

F.2 Client Barriers: **OCB Clients**

Below, we list a number of challenges which people with disabilities sometimes face in trying to find a job, keep a job, and advance in their careers. Indicate which of these challenges you have faced. [Check all that apply]

Figure 57: OCB Client Feedback on Barriers to Employment

	OCB Client Count	OCB Client Percent (n=47)
Lack of transportation	35	74%
Employer attitudes towards people with disabilities	32	68%
Uncertainty about employment because of their disability	30	64%
Lack of assistive technology	27	57%
Concern over loss of benefits (e.g. Social Security benefits)	22	47%
Lack of information regarding disability resources	22	47%
Slow job market	20	43%
Cultural/family attitudes toward employment for people with disabilities	18	38%
Limited work experience	17	36%
Lack of affordable housing	16	34%
Lack of long term services and ongoing job coaching	16	34%
Limited relevant job skills	15	32%
Lack of physical accessibility	9	19%
Lack of affordable child care	7	15%
Lack of personal care attendants	5	11%
Convictions for criminal offenses or other legal issues	4	9%
Language barrier	3	6%
Immigration status	2	4%

Source: OCB CSNA Client Survey, 2017

F.3 Client Barriers: **OCB Staff**

How often do people with disabilities face the following challenges to successful employment outcomes?

Figure 58: OCB Staff Feedback on Barriers to Employment

	Never	Rarely	Some times	Always	Don't Know	n	Never %	Rarely %	Some times %	Always %	Don't Know %
Concern over loss of benefits (e.g. Social Security benefits)	0	0	13	7	6	26	0%	0%	50%	27%	23%
Lack of affordable housing	0	0	17	3	6	26	0%	0%	65%	12%	23%
Limited work experience	0	0	15	4	7	26	0%	0%	58%	15%	27%
Lack of transportation	0	2	16	3	5	26	0%	8%	62%	12%	19%
Uncertainty about employment because of their disability	0	1	12	7	6	26	0%	4%	46%	27%	23%
Lack of affordable child care	0	0	17	2	7	26	0%	0%	65%	8%	27%
Limited relevant job skills	0	0	16	2	8	26	0%	0%	62%	8%	31%
Employer attitudes towards people with disabilities	0	0	10	8	8	26	0%	0%	38%	31%	31%
Lack of assistive technology	0	2	10	8	6	26	0%	8%	38%	31%	23%
Slow job market	0	1	15	0	8	24	0%	4%	63%	0%	33%

	Never	Rarely	Some times	Always	Don't Know	n	Never %	Rarely %	Some times %	Always %	Don't Know %
Cultural/family attitudes toward employment for people with disabilities	0	1	13	3	9	26	0%	4%	50%	12%	35%
Lack of long term services and ongoing job coaching	0	1	15	1	9	26	0%	4%	58%	4%	35%
Lack of information regarding disability resources	1	3	11	3	8	26	4%	12%	42%	12%	31%
Lack of physical accessibility	0	3	11	2	9	25	0%	12%	44%	8%	36%
Language barrier	0	7	11	0	7	25	0%	28%	44%	0%	28%
Lack of personal care attendants	0	6	10	1	9	26	0%	23%	38%	4%	35%
Immigration status	0	10	6	1	9	26	0%	38%	23%	4%	35%
Convictions for criminal offenses or other legal issues	0	10	6	0	10	26	0%	38%	23%	0%	38%

Source: OCB CSNA Staff Survey, 2017

F.4 Client Barriers: Community Partners

How often do people with disabilities face the following challenges in achieving their employment goals?

Figure 59: Community Partner Feedback on Barriers to Employment

	Never	Rarely	Some times	Always	Don't Know	n	Never %	Rarely %	Some times %	Always %	Don't Know %
Concern over loss of benefits (e.g. Social Security benefits)	0	0	13	22	1	36	0%	0%	36%	61%	3%
Lack of affordable housing	1	6	23	6	0	36	3%	17%	64%	17%	0%
Limited work experience	0	0	22	13	1	36	0%	0%	61%	36%	3%
Lack of transportation	1	2	24	8	1	36	3%	6%	67%	22%	3%
Uncertainty about employment because of their disability	0	0	29	6	1	36	0%	0%	81%	17%	3%
Lack of affordable child care	4	10	18	2	2	36	11%	28%	50%	6%	6%
Limited relevant job skills	0	2	22	11	1	36	0%	6%	61%	31%	3%
Employer attitudes towards people with disabilities	0	3	20	11	2	36	0%	8%	56%	31%	6%
Lack of assistive technology	2	11	18	4	0	35	6%	31%	51%	11%	0%
Slow job market	2	6	25	2	1	36	6%	17%	69%	6%	3%

	Never	Rarely	Some times	Always	Don't Know	n	Never %	Rarely %	Some times %	Always %	Don't Know %
Cultural/family attitudes toward employment for people with disabilities	0	2	29	2	3	36	0%	6%	81%	6%	8%
Lack of long term services and ongoing job coaching	2	5	24	2	2	35	6%	14%	69%	6%	6%
Lack of information regarding disability resources	2	7	20	5	1	35	6%	20%	57%	14%	3%
Lack of physical accessibility	1	9	22	1	3	36	3%	25%	61%	3%	8%
Language barrier	2	16	17	0	1	36	6%	44%	47%	0%	3%
Lack of personal care attendants	1	5	22	3	5	36	3%	14%	61%	8%	14%
Immigration status	8	11	15	0	2	36	22%	31%	42%	0%	6%
Convictions for criminal offenses or other legal issues	3	8	23	0	2	36	8%	22%	64%	0%	6%

Source: OCB CSNA Community Partner Survey, 2017

F.5 OCB Service Provision: **OCB Clients**

Please indicate how much you agree with the following statements about accessing and utilizing the Oregon Commission for the Blind (OCB) services.

Figure 60: Client Perception of OCB Vocational Rehabilitation Services

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	Don't Know %
OCB offices are physically accessible	1	1	23	17	2	44	2%	2%	52%	39%	5%
I am able to receive OCB services in my preferred language	0	1	18	22	3	44	0%	2%	41%	50%	7%
I am actively involved in completing my Individualized Plan for Employment through OCB	2	2	19	23	1	47	4%	4%	40%	49%	2%
I am supported in receiving OCB assessment services	4	2	19	21	1	47	9%	4%	40%	45%	2%
OCB office hours are convenient	3	3	30	7	1	44	7%	7%	68%	16%	2%
I am supported in completing my OCB application	3	1	21	17	4	46	7%	2%	46%	37%	9%

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	Don't Know %
Public transportation is available to help me get to OCB services	4	5	20	14	1	44	9%	11%	45%	32%	2%
OCB programs provide adequate assisted technology	0	7	16	17	3	43	0%	16%	37%	40%	7%
OCB programs provide adequate disability-related accommodations	2	3	24	10	6	45	4%	7%	53%	22%	13%
I am supported in accessing OCB training or education programs	5	4	20	14	3	46	11%	9%	43%	30%	7%
OCB services are conveniently located communities where I live	2	11	20	9	2	44	5%	25%	45%	20%	5%
There is sufficient service coordination between OCB and other providers who support me in the community	3	11	19	8	5	46	7%	24%	41%	17%	11%

Source: OCB CSNA Client Survey, 2017

F.6 Client Service Provision: **OCB staff**

Please indicate how much you agree with the following statements about accessing and utilizing the Oregon Commission for the Blind (OCB) services.

Figure 61: OCB Staff Perception of OCB Vocational Rehabilitation Services

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree%	Disagree %	Agree %	Strongly Agree %	Don't Know %
OCB offices are physically accessible	0	2	11	12	0	25	0%	8%	44%	48%	0%
Participants are able to receive OCB services in their preferred language	0	3	16	5	0	24	0%	13%	67%	21%	0%
Participants are actively involved in completing the Individualized Plan for Employment through OCB	1	0	13	11	0	25	4%	0%	52%	44%	0%
Participants are supported in receiving OCB assessment services	0	2	11	12	0	25	0%	8%	44%	48%	0%
OCB office hours are convenient for participants	0	0	14	11	0	25	0%	0%	56%	44%	0%
Participants are supported in	0	1	12	12	0	25	0%	4%	48%	48%	0%

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree%	Disagree %	Agree %	Strongly Agree %	Don't Know %
completing the OCB application											
Public transportation is available to help participants get to OCB services	2	7	11	3	0	23	9%	30%	48%	13%	0%
OCB programs provide adequate assisted technology	0	3	10	13	0	26	0%	12%	38%	50%	0%
OCB programs provide adequate disability-related accommodations	0	1	10	14	0	25	0%	4%	40%	56%	0%
Participants are supported in accessing OCB training or education programs	0	1	11	13	0	25	0%	4%	44%	52%	0%
OCB services are conveniently located communities where participants live	0	8	11	5	0	24	0%	33%	46%	21%	0%
There is sufficient service coordination between OCB and other providers in the community	0	5	18	1	0	24	0%	21%	75%	4%	0%

Source: OCB CSNA Staff Survey, 2017

F.7 Client Service Provision: **Community Partners**

Please indicate how much you agree with the following statements about accessing and utilizing <u>the Oregon Commission for the Blind (OCB)</u> services in your region.

Figure 62: OCB Community Partner Perception of OCB Vocational Rehabilitation Services

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	Don't Know %
OCB offices are physically accessible	0	2	16	5	9	32	0%	6%	50%	16%	28%
Participants are able to receive OCB services in their preferred language	0	3	9	5	15	32	0%	9%	28%	16%	47%
Participants are actively involved in completing the Individualized Plan for Employment through OCB	0	2	12	5	13	32	0%	6%	38%	16%	41%
Participants are supported in receiving OCB assessment services	0	2	13	6	11	32	0%	6%	41%	19%	34%
OCB office hours are convenient for participants	1	8	16	1	6	32	3%	25%	50%	3%	19%
Participants are supported in	0	1	11	6	14	32	0%	3%	34%	19%	44%

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	n	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	Don't Know %
completing the OCB application											
Public transportation is available to help participants get to OCB services	5	8	12	2	5	32	16%	25%	38%	6%	16%
OCB programs provide adequate assisted technology	0	1	12	11	8	32	0%	3%	38%	34%	25%
OCB programs provide adequate disability-related accommodations	0	1	17	6	8	32	0%	3%	53%	19%	25%
Participants are supported in accessing OCB training or education programs	0	1	15	5	10	31	0%	3%	48%	16%	32%
OCB services are conveniently located communities where participants live	1	8	17	1	5	32	3%	25%	53%	3%	16%
There is sufficient service coordination between OCB and other providers in the community	0	8	13	2	9	32	0%	25%	41%	6%	28%

Source: OCB CSNA Community Partner Survey, 2017

F.8 Client Service Provision: Employment-Related Services

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 63: Staff Perception of Need for Employment-Related Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/All %	Don't Know %
Vocational assessment	0	2	3	11	1	17	0%	12%	18%	65%	6%
Vocational counseling	0	1	3	11	1	16	0%	6%	19%	69%	6%
Technical training	0	0	3	13	0	16	0%	0%	19%	81%	0%
Academic education	0	4	8	1	3	16	0%	25%	50%	6%	19%
Vocational tuition assistance	0	2	8	1	5	16	0%	13%	50%	6%	31%
Job placements	1	0	2	10	3	16	6%	0%	13%	63%	19%
Job coaching	0	3	7	4	2	16	0%	19%	44%	25%	13%
Self-employment supports	0	4	8	1	4	17	0%	24%	47%	6%	24%
Post-employment services	0	2	7	4	3	16	0%	13%	44%	25%	19%

Source: OCB CSNA Staff Survey, 2017

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 64: Community Partner Perception of Need for Employment-Related Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Vocational assessment	1	5	11	18	0	35	3%	14%	31%	51%	0%
Vocational counseling	0	2	6	26	1	35	0%	6%	17%	74%	3%
Technical training	1	10	14	7	3	35	3%	29%	40%	20%	9%
Academic education	2	16	11	3	3	35	6%	46%	31%	9%	9%
Vocational tuition assistance	5	14	9	3	4	35	14%	40%	26%	9%	11%
Job placements	0	2	2	30	0	34	0%	6%	6%	88%	0%
Job coaching	0	3	9	22	0	34	0%	9%	26%	65%	0%
Self-employment supports	9	19	5	1	0	34	26%	56%	15%	3%	0%
Post-employment services	1	9	13	11	1	35	3%	26%	37%	31%	3%

Source: OCB CSNA Community Partner Survey, 2017

Below are several employment-related support services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Did you or do you need this service to find a job, keep a job, and advance your career?

Figure 65: Client Perception of Need for Employment-Related Services

	Total # Respondents[13]	# Who Need	% Who Need
Vocational assessment	40	29	73%
Vocational counseling	41	28	68%
Technical training	42	25	60%
Academic education	42	21	50%
Vocational tuition assistance	40	18	45%
Job placements	42	25	60%
Job coaching	42	18	43%
Self-employment supports	42	13	31%
Post-employment services	42	21	50%

Source: OCB CSNA Client Survey, 2017

[13] Number of OCB clients who responded to both need and receive items.

Of people who need this service, how many receive this service?

Figure 66: Staff Perception of Receipt of Employment-Related Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Vocational assessment	0	1	0	10	7	18	0%	6%	0%	56%	39%
Vocational counseling	0	0	1	10	6	17	0%	0%	6%	59%	35%
Technical training	0	0	2	12	3	17	0%	0%	12%	71%	18%
Academic education	0	2	3	5	7	17	0%	12%	18%	29%	41%
Vocational tuition assistance	0	1	3	4	9	17	0%	6%	18%	24%	53%
Job placements	0	0	2	8	7	17	0%	0%	12%	47%	41%
Job coaching	0	0	4	8	5	17	0%	0%	24%	47%	29%
Self-employment supports	0	1	4	6	7	18	0%	6%	22%	33%	39%
Post-employment services	0	0	3	7	7	17	0%	0%	18%	41%	41%

Source: OCB CSNA Staff Survey, 2017

Of people who need this service, how many receive this service?

Figure 67: Community Partner Perception of Receipt of Employment-Related Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Vocational assessment	1	6	9	15	1	32	3%	19%	28%	47%	3%
Vocational counseling	1	1	11	17	2	32	3%	3%	34%	53%	6%
Technical training	2	8	13	4	5	32	6%	25%	41%	13%	16%
Academic education	5	8	10	4	6	33	15%	24%	30%	12%	18%
Vocational tuition assistance	7	6	9	2	8	32	22%	19%	28%	6%	25%
Job placements	1	3	6	20	1	31	3%	10%	19%	65%	3%
Job coaching	1	1	9	19	1	31	3%	3%	29%	61%	3%
Self-employment supports	12	6	6	4	4	32	38%	19%	19%	13%	13%
Post-employment services	2	6	10	12	2	32	6%	19%	31%	38%	6%

Source: OCB CSNA Community Partner Survey, 2017

Below are several employment-related support services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Have you received or are you currently receiving this service?

Figure 68: Client Perception of Receipt of Employment-Related Services

	# Who Need	# Who Received	% Who Received
Vocational assessment	29	23	79%
Vocational counseling	28	24	86%
Technical training	25	18	72%
Academic education	21	17	81%
Vocational tuition assistance	18	12	67%
Job placements	25	16	64%
Job coaching	18	12	67%
Self-employment supports	13	12	92%
Post-employment services	21	14	67%

Source: OCB CSNA Client Survey, 2017

F.9 Client Service Provision: Assistive Technology

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 69: Staff Perception of Need for Assistive Technology

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Durable medical equipment	1	3	5	0	7	16	6%	19%	31%	0%	44%
Orientation and mobility services	0	0	6	11	1	18	0%	0%	33%	61%	6%
Technological aids and devices	0	0	4	13	1	18	0%	0%	22%	72%	6%
Speech to text support or ASL interpreting	2	4	5	2	3	16	13%	25%	31%	13%	19%

Source: OCB CSNA Staff Survey, 2017

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 70: Community Partner Perception of Need for Assistive Technology

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Durable medical equipment	6	15	8	2	4	35	17%	43%	23%	6%	11%
Orientation and mobility services	1	13	12	8	1	35	3%	37%	34%	23%	3%
Technological aids and devices	0	8	21	5	1	35	0%	23%	60%	14%	3%
Speech to text support or ASL interpreting	7	15	9	3	1	35	20%	43%	26%	9%	3%

Source: OCB CSNA Community Partner Survey, 2017

Below are several assistive technology support services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Did you or do you need this service to find a job, keep a job, and advance your career?

Figure 71: Client Perception of Need for Assistive Technology

	Total # Respondents[14]	# who need	% who need
Durable medical equipment	41	11	27%
Orientation and mobility services	42	31	74%
Technological aids and devices	42	38	90%
Speech to text support or ASL interpreting	42	16	38%

Source: OCB CSNA Client Survey, 2017

[14] Number of OCB clients who responded to both need and receive items.

Of people who need this service, how many receive this service?

Figure 72: Staff Perception of Receipt of Assistive Technology Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Durable medical equipment	1	1	1	4	8	15	7%	7%	7%	27%	53%
Orientation and mobility services	0	0	4	13	1	18	0%	0%	22%	72%	6%
Technological aids and devices	0	0	5	12	1	18	0%	0%	28%	67%	6%
Speech to text support or ASL interpreting	2	1	0	7	6	16	13%	6%	0%	44%	38%

Source: OCB CSNA Staff Survey, 2017

Of people who need this service, how many receive this service?

Figure 73: Community Partner Perception of Receipt of Assistive Technology Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Durable medical equipment	5	8	6	6	7	32	16%	25%	19%	19%	22%
Orientation and mobility services	2	7	7	14	3	33	6%	21%	21%	42%	9%
Technological aids and devices	1	9	4	15	4	33	3%	27%	12%	45%	12%
Speech to text support or ASL interpreting	7	7	3	8	8	33	21%	21%	9%	24%	24%

Source: OCB CSNA Community Partner Survey, 2017

Below are several employment-related support services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Have you received or are you currently receiving this service?

Figure 74: Client Perception of Receipt of Assistive Technology Services

	# Who Need	# Who Received	% Who Received
Durable medical equipment	11	9	82%
Orientation and mobility services	31	26	84%
Technological aids and devices	38	34	89%
Speech to text support or ASL interpreting	16	10	63%

Source: OCB CSNA Client Survey, 2017

F.10 Client Service Provision: Supportive Services

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 75: Staff Perception of Need for Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/All %	Don't Know %
Referrals to community resources	0	0	6	5	5	16	0%	0%	38%	31%	31%
Family and caregiver support	0	1	10	1	4	16	0%	6%	63%	6%	25%
Group and peer support	0	0	11	2	4	17	0%	0%	65%	12%	24%
Housing	0	4	7	0	5	16	0%	25%	44%	0%	31%
Independent living skills training	0	0	9	5	3	17	0%	0%	53%	29%	18%
Medical care	0	1	8	2	5	16	0%	6%	50%	13%	31%
Social security benefit planning	0	1	8	4	3	16	0%	6%	50%	25%	19%
Transition services from high school to adult services	4	3	7	0	3	17	24%	18%	41%	0%	18%
Transition services from institution to community	4	6	2	0	4	16	25%	38%	13%	0%	25%
Transportation	0	2	4	9	3	18	0%	11%	22%	50%	17%

Source: OCB CSNA Staff Survey, 2017

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 76: Community Partner Perception of Need for Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Referrals to community resources	1	2	10	21	1	35	3%	6%	29%	60%	3%
Family and caregiver support	0	9	12	12	2	35	0%	26%	34%	34%	6%
Group and peer support	1	6	20	6	2	35	3%	17%	57%	17%	6%
Housing	3	7	16	7	2	35	9%	20%	46%	20%	6%
Independent living skills training	0	6	20	9	0	35	0%	17%	57%	26%	0%
Medical care	0	3	20	9	3	35	0%	9%	57%	26%	9%
Social security benefit planning	0	1	8	22	4	35	0%	3%	23%	63%	11%
Transition services from high school to adult services	3	10	19	3	0	35	9%	29%	54%	9%	0%
Transition services from institution to community	11	7	11	3	3	35	31%	20%	31%	9%	9%
Transportation	0	0	12	23	0	35	0%	0%	34%	66%	0%

Source: OCB CSNA Community Partner Survey, 2017

Below are several supportive services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Did you or do you need this service to find a job, keep a job, and advance your career?

Figure 77: Client Perception of Need for Supportive Services

	Total # Respondents[15]	# Who Need	% Who Need
Referrals to community resources	40	25	63%
Family and caregiver support	41	13	32%
Group and peer support	43	20	47%
Housing	43	8	19%
Independent living skills training	43	27	63%
Medical care	43	11	26%
Social security benefit planning	44	24	55%
Transition services from high school to adult services	44	9	20%
Transition services from institution to community	44	2	5%
Transportation	44	33	75%

Source: OCB CSNA Client Survey, 2017

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[15] Number of OCB clients who responded to both need and receive items.

Of people who need this service, how many receive this service?

Figure 78: Staff Perception of Receipt of Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Referrals to community resources	0	0	1	7	8	16	0%	0%	6%	44%	50%
Family and caregiver support	0	1	1	5	8	15	0%	7%	7%	33%	53%
Group and peer support	0	2	3	5	6	16	0%	13%	19%	31%	38%
Housing	0	3	2	2	9	16	0%	19%	13%	13%	56%
Independent living skills training	0	0	2	11	4	17	0%	0%	12%	65%	24%
Medical care	0	0	3	4	9	16	0%	0%	19%	25%	56%
Social security benefit planning	0	0	4	6	6	16	0%	0%	25%	38%	38%
Transition services from high school to adult services	3	0	3	5	6	17	18%	0%	18%	29%	35%
Transition services from institution to community	3	2	0	4	7	16	19%	13%	0%	25%	44%
Transportation	0	3	3	7	5	18	0%	17%	17%	39%	28%

Source: OCB CSNA Staff Survey, 2017

Of people who need this service, how many receive this service?

Figure 79: Community Partner Perception of Receipt of Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/All %	Don't Know %
Referrals to community resources	1	4	10	16	2	33	3%	12%	30%	48%	6%
Family and caregiver support	0	8	11	10	4	33	0%	24%	33%	30%	12%
Group and peer support	2	9	11	8	3	33	6%	27%	33%	24%	9%
Housing	3	10	12	5	3	33	9%	30%	36%	15%	9%
Independent living skills training	0	8	12	11	2	33	0%	24%	36%	33%	6%
Medical care	0	4	11	13	5	33	0%	12%	33%	39%	15%
Social security benefit planning	1	8	9	10	5	33	3%	24%	27%	30%	15%
Transition services from high school to adult services	3	6	6	15	2	32	9%	19%	19%	47%	6%
Transition services from institution to community	8	5	7	7	6	33	24%	15%	21%	21%	18%
Transportation	0	7	11	14	1	33	0%	21%	33%	42%	3%

Source: OCB CSNA Community Partner Survey, 2017

Below are several supportive services that people with disabilities might utilize to find a job, keep a job, and advance their career. Have you received or are you currently receiving this service?

Figure 80: Client Perception of Receipt of Supportive Services

	# Who Need	# Who Received	% Who Received
Referrals to community resources	25	13	52%
Family and caregiver support	13	9	69%
Group and peer support	20	12	60%
Housing	8	2	25%
Independent living skills training	27	22	81%
Medical care	11	4	36%
Social security benefit planning	24	13	54%
Transition services from high school to adult services	9	7	78%
Transition services from institution to community	2	0	0%
Transportation	33	22	67%

Source: OCB CSNA Client Survey, 2017

F.11 Client Service Provision: Other Supportive Services

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 81: Staff Perception of Need for Other Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Behavioral supports	2	3	6	1	5	17	12%	18%	35%	6%	29%
Cognitive therapy	1	6	3	0	7	17	6%	35%	18%	0%	41%
Mental health treatment	1	5	6	0	5	17	6%	29%	35%	0%	29%
Substance use treatment	4	8	0	0	5	17	24%	47%	0%	0%	29%

Source: OCB CSNA Staff Survey, 2017

How many people with disabilities that you work with need the following services to achieve their employment goals?

Figure 82: Community Partner Perception of Need for Other Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Behavioral supports	0	9	19	5	2	35	0%	26%	54%	14%	6%
Cognitive therapy	3	14	13	1	4	35	9%	40%	37%	3%	11%
Mental health treatment	1	7	19	6	2	35	3%	20%	54%	17%	6%
Substance use treatment	4	18	8	0	5	35	11%	51%	23%	0%	14%

Source: OCB CSNA Community Partner Survey, 2017

Below are several other supportive services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Did you or do you need this service to find a job, keep a job, and advance your career?

Figure 83: Client Perception of Need for Other Supportive Services

	Total # Respondents[16]	# Who Need	% Who Need
Behavioral supports	43	6	14%
Cognitive therapy	44	8	18%
Mental health treatment	44	8	18%
Substance use treatment	43	0	0%

Source: OCB CSNA Client Survey, 2017

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[16] Number of OCB clients who responded to both need and receive items.

Of people who need this service, how many receive this service?

Figure 84: Staff Perception of Receipt of Other Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/All %	Don't Know %
Behavioral supports	1	1	2	2	10	16	6%	6%	13%	13%	63%
Cognitive therapy	0	2	2	2	10	16	0%	13%	13%	13%	63%
Mental health treatment	0	1	3	2	10	16	0%	6%	19%	13%	63%
Substance use treatment	3	1	1	1	10	16	19%	6%	6%	6%	63%

Source: OCB CSNA Staff Survey, 2017

Of people who need this service, how many receive this service?

Figure 85: Community Partner Perception of Receipt of Other Supportive Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Behavioral supports	0	8	13	8	4	33	0%	24%	39%	24%	12%
Cognitive therapy	4	12	6	4	7	33	12%	36%	18%	12%	21%
Mental health treatment	1	15	6	6	5	33	3%	45%	18%	18%	15%
Substance use treatment	5	8	6	4	10	33	15%	24%	18%	12%	30%

Source: OCB CSNA Community Partner Survey, 2017

Below are several employment-related support services that people with disabilities might utilize to find a job, keep a job, and advance their career.

Have you received or are you currently receiving this service?

Figure 86: Client Perception of Receipt of Other Supportive Services

	# Who Need	# Who Received	% Who Received
Behavioral supports	6	3	50%
Cognitive therapy	8	4	50%
Mental health treatment	8	4	50%
Substance use treatment	0	0	-

Source: OCB CSNA Client Survey, 2017

F.12 Client Service Provision: Pre-Employment Transition Services

We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities.

How many students (age 16-21) with disabilities that you work with need the following services to achieve their employment goals?

Figure 87: Staff Perception of Need for Pre-Employment Transition Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Job exploration counseling	3	0	3	7	4	17	18%	0%	18%	41%	24%
Work-based learning experiences	3	0	4	6	4	17	18%	0%	24%	35%	24%
Counseling on post-secondary education options	3	0	3	7	4	17	18%	0%	18%	41%	24%
Workplace readiness training	3	0	4	6	4	17	18%	0%	24%	35%	24%
Instruction in self-advocacy, including peer mentoring	3	0	4	6	4	17	18%	0%	24%	35%	24%
Pre-employment transition coordination	3	0	4	6	4	17	18%	0%	24%	35%	24%

Source: OCB CSNA Staff Survey, 2017

We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities.

How many students (age 16-21) with disabilities that you work with need the following services to achieve their employment goals?

Figure 88: Community Partner Perception of Need for Pre-Employment Transition Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Job exploration counseling	3	0	5	23	4	35	9%	0%	14%	66%	11%
Work-based learning experiences	3	0	5	24	3	35	9%	0%	14%	69%	9%
Counseling on post-secondary education options	4	3	8	13	7	35	11%	9%	23%	37%	20%
Workplace readiness training	3	1	7	20	4	35	9%	3%	20%	57%	11%
Instruction in self-advocacy, including peer mentoring	4	0	9	18	4	35	11%	0%	26%	51%	11%
Pre-employment transition coordination	3	0	7	22	3	35	9%	0%	20%	63%	9%

Source: OCB CSNA Community Partner Survey, 2017

You indicated that you are between the ages of 16 and 21. Below are several pre-employment transition services that students might utilize to find a job, keep a job, and advance their career.

Did you or do you need this service to find a job, keep a job, and advance your career?

Figure 89: Client Perception of Need for Pre-Employment Transition Services

	Total # Respondents[17]	# who need	% who need
Job exploration counseling	2	1	50%
Work-based learning experiences	2	1	50%
Counseling on post-secondary education options	2	2	100%
Workplace readiness training	2	1	50%
Instruction in self-advocacy, including peer mentoring	2	1	50%

Source: OCB CSNA Client Survey, 2017

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[17] Number of OCB clients who responded to both need and receive items.

We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities.

Of students need this service, how many receive this service?

Figure 90: Staff Perception of Receipt of Pre-Employment Transition Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Job exploration counseling	1	2	1	4	7	15	7%	13%	7%	27%	47%
Work-based learning experiences	1	1	3	3	7	15	7%	7%	20%	20%	47%
Counseling on post-secondary education options	1	1	1	3	9	15	7%	7%	7%	20%	60%
Workplace readiness training	1	1	3	2	8	15	7%	7%	20%	13%	53%
Instruction in self-advocacy, including peer mentoring	1	1	3	2	8	15	7%	7%	20%	13%	53%
Pre-employment transition coordination	1	1	3	2	8	15	7%	7%	20%	13%	53%

Source: OCB CSNA Staff Survey, 2017

We are particularly interested in learning about pre-employment transition services for students (age 16-21) with disabilities.

Of students who need this service, how many receive this service?

Figure 91: Community Partner Perception of Receipt of Pre-Employment Transition Services

	None	Few	Some	Most/ All	Don't Know	n	None %	Few %	Some %	Most/ All %	Don't Know %
Job exploration counseling	3	5	12	8	5	33	9%	15%	36%	24%	15%
Work-based learning experiences	3	6	12	8	4	33	9%	18%	36%	24%	12%
Counseling on post-secondary education options	4	7	6	5	11	33	12%	21%	18%	15%	33%
Workplace readiness training	4	5	12	5	6	32	13%	16%	38%	16%	19%
Instruction in self-advocacy, including peer mentoring	5	8	8	4	7	32	16%	25%	25%	13%	22%
Pre-employment transition coordination	3	8	11	6	5	33	9%	24%	33%	18%	15%

Source: OCB CSNA Community Partner Survey, 2017

You indicated that you are between the ages of 16 and 21. Below are several pre-employment transition services that students might utilize to find a job, keep a job, and advance their career.

Have you received or are you currently receiving this service?

Figure 92: Client Perception of Receipt of Pre-Employment Transition Services

	# Who Need	# Who Received	% Who Received
Job exploration counseling	1	1	100%
Work-based learning experiences	1	0	0%
Counseling on post-secondary education options	2	1	50%
Workplace readiness training	1	1	100%
Instruction in self-advocacy, including peer mentoring	1	0	0%

Source: OCB CSNA Client Survey, 2017

Please indicate how much you agree with the following statements about your vocational rehabilitation (VR) counselor.

Figure 93: Client Perception of Vocational Rehabilitation Counselor

	Strongly Disagree Count	Disagree Count	Agree Count	Strongly Agree Count	Don't Know Count	n	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	Don't Know %
My VR counselor informed me of my choices when developing my rehabilitation plan	3	2	21	12	5	43	7%	5%	49%	28%	12%
My VR counselor explained why I was eligible or ineligible for	1	4	14	18	8	45	2%	9%	31%	40%	18%

vocational rehabilitation services											
My VR counselor considered my interests, strengths, abilities, and needs when developing my rehabilitation plan	6	2	12	20	5	45	13%	4%	27%	44%	11%
My VR counselor was sensitive to my cultural background	3	2	16	14	9	44	7%	5%	36%	32%	20%
My VR counselor helped me to understand how my disability might affect my future work	4	4	16	11	9	44	9%	9%	36%	25%	20%

Source: OCB CSNA Client Survey, 2017

F.13 Underserved Populations

From your experience, who do you believe to be unserved populations of individuals with disabilities? [Check all that apply].

Figure 94: Primary Unserved or Underserved Populations

	Program Staff Count	Program Staff Percent (n=22)	Community Partners Count	Community Partners Percent (n=33)
People who live in rural areas of the state	18	82%	22	67%
People with a mental health condition	14	64%	23	70%

People with intellectual disabilities	8	36%	14	42%
People who are racial or ethnic minorities	8	36%	13	39%
People who have criminal convictions	8	36%	17	52%
People who are between the ages of 16 to 21	7	32%	10	30%
People with a substance use disorder	6	27%	16	48%
People with physical disabilities	5	23%	8	24%
Other	6	27%	5	15%

Source: OCB CSNA Staff and Community Partner Surveys, 2017

Indicate what the Oregon Commission for the Blind can do to improve the service provision for unserved individuals. [Check all that apply]

Figure 95: Strategies to Serve Under and Unserved Populations

	Program Staff Count	Program Staff Percent (n=26)	Community Partners Count	Community Partners Percent (n=33)
Public awareness campaign	14	54%	20	57%
Increase staff	13	50%	24	69%
Staff training to work specialty caseloads	12	46%	20	57%
Provide more job skills development training	12	46%	19	54%
More interactions with community	11	42%	20	57%
Improve interagency collaboration	10	38%	21	60%
Increase transportation options	10	38%	22	63%
Increase diversity of staff (race, ethnicity, gender, etc.)	8	31%	11	31%
Other	5	19%	5	14%

Source: OCB CSNA Staff and Community Partner Surveys, 2017

F.14 Service System Infrastructure

Please indicate how often the Oregon Commission for the Blind staff face the following challenges in providing vocational rehabilitation services.

Figure 96: Staff Perception of Service Provision Challenge Frequency

	Never a challenge	Rarely a challenge	Sometimes a challenge	Always a challenge	Don't Know	n	Never %	Rarely %	Some times %	Always %	Don't Know %
High caseloads	0	2	13	8	3	26	0%	8%	50%	31%	12%
Lack of availability of appropriate jobs	0	0	14	6	5	25	0%	0%	56%	24%	20%
Lack of community services	0	0	12	8	5	25	0%	0%	48%	32%	20%
Increases of individuals with multiple disabilities	0	0	13	6	6	25	0%	0%	52%	24%	24%
Lack of quality relationships with potential employers	0	1	10	8	6	25	0%	4%	40%	32%	24%
Lack of quality relationships with partner agencies working with clients	0	1	11	5	8	25	0%	4%	44%	20%	32%
Lack of community rehabilitation programs	0	2	9	7	7	25	0%	8%	36%	28%	28%
New/changing regulations	1	1	10	6	7	25	4%	4%	40%	24%	28%

Lack of financial resources	0	6	9	6	5	26	0%	23%	35%	23%	19%
Limited information shared by those working with individual	0	7	11	3	4	25	0%	28%	44%	12%	16%
Lack of clear policy guidelines	2	9	7	2	5	25	8%	36%	28%	8%	20%
High employee turnover	0	12	7	1	5	25	0%	48%	28%	4%	20%
Lack of clear organizational procedures	3	9	7	1	5	25	12%	36%	28%	4%	20%
Lack of staff training opportunities	3	11	7	0	4	25	12%	44%	28%	0%	16%

Source: OCB CSNA Staff Survey, 2017

What are the top three changes that would enable you to better support your vocational rehabilitation participants? [Please select up to three]

Figure 97: Staff Perception of Top Three Changes to Better Support Vocational Rehabilitation of Clients

	Count of Staff	Percent of Staff (n=26)
Less paperwork	13	50%
Better data management tools	11	42%
More administrative support	7	27%
More interaction with community-based service providers	7	27%
Smaller caseload	5	19%
Other (please specify)	5	19%
More job mentoring	4	15%
More community-based service options	4	15%
Better assessment tools	2	8%
Additional training (please specify)	2	8%
More supervisor support	0	0%

Source: OCB CSNA Staff Survey, 2017

If the changes you identified above were made, how would this change your job? I would be able to: [Please select up to three]

Figure 98: Staff Perception of Impact of Requested Changes

	Count of Staff	Percent of Staff (n=26)
Spend more time providing job development services to my participants	9	35%
Spend more time with my vocational rehabilitation participants	8	31%
Build confidence in approaching employers	5	19%
Have better communication with my participants	5	19%
Build better job development skills	4	15%
Other (please specify)	4	15%
Spend more time providing job coaching services to my participants	2	8%

Source: OCB CSNA Staff Survey, 2017

How aware are you of the types of assistance the Oregon Commission for the Blind can provide employers to address disability related issues?

Figure 99: Employer Awareness of Oregon Commission for the Blind Services to Address Disability-Related Issues

	Not Aware	Slightly Aware	Moderately Aware	Very Aware
Count	0	3	7	4
Percent (n=14)	0%	21%	50%	29%

Source: OCB CSNA Employer Survey, 2017

What was your experience working with the Oregon Commission for the Blind?

Figure 100: Employer Experience Working with Oregon Commission for the Blind

	Very Unsatisfactory	Unsatisfactory	Satisfactory	Very Satisfactory	Don't Know
Count	1	0	5	7	1
Percent(n=14)	7%	0%	36%	50%	7%

Source: OCB CSNA Employer Survey, 2017

How useful are the following services that Oregon Vocational Rehabilitation and Oregon Commission for the Blind offer?

Figure 101: Employer Perception of OCB Service Usefulness

	Not at all useful	Slightly useful	Some what useful	Very useful	Don't Know	n	Not at all useful %	Slightly useful %	Some what useful %	Very useful %	Don't Know %
Recruiting and referring qualified applicants to my business	1	0	3	9	1	14	7%	0%	21%	64%	7%
Consulting with my business about workplace accommodations and assistive technology	1	0	1	8	4	14	7%	0%	7%	57%	29%
Training staff how to use assistive technology in the workplace to help employees with disabilities	0	0	4	5	5	14	0%	0%	29%	36%	36%
Training staff how to successfully work with co-workers with disabilities	0	1	5	3	5	14	0%	7%	36%	21%	36%
Securing assistance needed by my	0	0	3	5	6	14	0%	0%	21%	36%	43%

employees with disabilities											
Connecting my business with potential employees through internships, mentoring opportunities and training customized to my business needs	1	1	0	8	4	14	7%	7%	0%	57%	29%
Consulting about how to implement business strategies that support the inclusion of people with disabilities as customers and employees	1	0	1	6	6	14	7%	0%	7%	43%	43%
Training staff to accommodate persons with disabilities to perform work at my business	1	0	4	3	6	14	7%	0%	29%	21%	43%
Developing retention programs to support employees who develop or acquire a disability	1	1	1	6	5	14	7%	7%	7%	43%	36%
Training staff about the Americans with Disabilities Act and	1	2	2	3	6	14	7%	14%	14%	21%	43%

related employment law											
Consulting with my business about labor relations, legal, and compliance issues	2	0	2	3	7	14	14%	0%	14%	21%	50%

Source: OCB CSNA Employer Survey, 2017

Total number of employees:

Figure 102: Businesses that Actively Recruited and Employed People with Disabilities in the Last Year

Number of Employees	Yes Count	No Count	Don't Know Count	Yes %	No %	Don't Know %
Does your business actively recruit people with disabilities?	9	3	2	64%	21%	14%
Did your business employ a person with a disability in the last year?	12	0	2	86%	0%	14%
Does your business take advantage of tax credits for hiring persons with disabilities?	1	5	8	7%	36%	57%

Source: OCB CSNA Employer Survey, 2017

Please indicate if you are receiving services from any of the following vocational rehabilitation partners. [Check all that apply]

Figure 103: Partners from which Clients Received Services

	Services Received Count	Services Received Percent (n=47)
None of the above	30	64%
Self-sufficiency	5	11%
Aging and People with Disabilities	4	9%
WorkSource Oregon	3	6%
Don't know	3	6%
Developmental Disabilities Services	2	4%
Education department	1	2%
Community mental health programs	0	0%
Child welfare	0	0%
Community drug and alcohol programs	0	0%
Parole and probation department	0	0%

Source: OCB CSNA Client Survey, 2017

Select <u>up to three</u> community partners in your region that the Oregon Commission for the Blind has the strongest relationship with.

Select <u>up to three</u> community partners in your region whose relationship with the Oregon Commission for the Blind needs improvement.

Figure 104: Oregon Vocational Rehabilitation Staff Perception of Partners Having Strong Relationships with the Oregon Commission for the Blind and Partnerships Needing Improvement

	Strong Relationship Count	Strong Relationship % (n=24)	Needs Improvement Count	Needs Improvement % (n=23)
OCB contracted vendors	12	50%	5	22%
Disability advocacy organizations	8	33%	2	9%
Education department	7	29%	2	9%
Don't know	7	29%	5	22%
Aging and People with Disabilities	5	21%	5	22%
Local businesses and employers	5	21%	5	22%
Local private community providers	4	17%	3	13%
Other	2	8%	3	13%
Self-sufficiency	1	4%	2	9%
Developmental Disabilities Services	1	4%	4	17%
Employment department	1	4%	5	22%
Native tribes	1	4%	1	4%
Child welfare	0	0%	1	4%
Community mental health programs	0	0%	8	35%
Community drug and alcohol programs	0	0%	1	4%
Parole and probation department	0	0%	0	0%

Source: OCB CSNA Staff Survey, 2017

Overall, how would you rate your experience working with the Oregon Commission for the Blind in your region?

Figure 105: Community Partner Perception of Working with the Oregon Commission for the Blind

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
Count	1	3	11	10	6
Percent (n=31)	3%	10%	35%	32%	19%

Source: OCB CSNA Community Partner Survey, 2017

Please indicate how much you agree with the following statement: The Oregon Commission for the Blind collaborates successfully with community partners in my region to support people with disabilities in achieving their employment goals.

Please indicate how much you agree with the following statement: The Oregon Commission for the Blind collaborates successfully with community partners in my region to support people with disabilities in achieving their employment goals.

Figure 106: Staff and Community Partner Perception of Oregon Commission for the Blind Collaboration Success with Community Partners

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Community Partner Count	1	7	13	4	7
Community Partner Percent (n=32)	3%	22%	41%	13%	22%
OCB Staff Count	2	2	11	6	4
OCB Staff Percentage (n=25)	8%	8%	44%	24%	16%

Source: OCB CSNA Staff and Community Partner Surveys, 2017

Please indicate how much you agree with the following statement: The network of vocational rehabilitation service providers (i.e., contractors, vendors, and other providers) in your region is able to meet most of the vocational rehabilitation needs of individuals with disabilities.

Please indicate how much you agree with the following statement: The network of vocational rehabilitation service providers (i.e., contractors, vendors, or other providers) in my region is able to meet most of the vocational rehabilitation needs of individuals with disabilities.

Figure 107: Staff and Community Partner Perception of Vocational Rehabilitation Service Providers' Ability to Meet Vocational Rehabilitation Needs of People with Disabilities

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Community Partner Count	6	25	47	6	15
Community Partner Percent (n=99)	6%	27%	47%	6%	1%
OCB Staff Count	1	6	11	1	6
OCB Staff Percentage (n=25)	4%	24%	44%	4%	24%

Source: OCB CSNA Staff and Community Partner Surveys, 2017

What are the primary reasons that vocational rehabilitation service providers (i.e., contractors, vendors, and other providers) in your area are generally unable to meet the needs of persons with disabilities? [Check all that apply]

What are the primary reasons that vocational rehabilitation service providers (i.e., contractors, vendors, or other providers) in your area are generally unable to meet the needs of persons with disabilities? [Check all that apply]

Figure 108: Staff and Community Partner Perception of Primary Reasons Vocational Rehabilitation Service Providers Are Unable to Meet Needs of People with Disabilities

	Community Partners Count	Community Partners % (n=99)	OCB Staff Count	OCB Staff % (n=24)
Not enough providers available in area	29	29%	14	58%
Providers lack staff with skillsets to work with specific disabilities	23	23%	8	33%
OCB contracting process is burdensome to vendors	37	37%	7	29%
Don't know	4	4%	7	29%
Providers lack adequate staff to meet needs	13	13%	5	21%
Low quality of provider services	38	38%	4	17%
Other	14	14%	1	4%
N/A - Providers are meeting the needs of people with disabilities	8	8%	1	4%

Source: OCB CSNA Staff and Community Partner Surveys, 2017

How often do you refer participants to WorkSource Oregon services?

Figure 109: WorkSource Oregon Referral Frequency

	Never	Rarely	Sometimes	Always	Don't Know
Count	5	4	1	0	13
Percent (n=23)	22%	17%	4%	0%	57%

Source: OCB CSNA Staff Survey, 2017

What WorkSource Oregon services do you refer vocational rehabilitation participants to? [Check all that apply]

Figure 110: WorkSource Oregon Services, Referred to, Most Helpful, and Least Helpful

	Referred Count	Referred % (n=5)	Most Helpful	Most Helpful % (n=5)	Least Helpful	Least Helpful % (n=4)
Job preparation workshops or services	4	80%	3	60%	1	25%
Job search or referral activities	3	60%	2	40%	1	25%
Labor market information or research	2	40%	2	40%	3	75%
National Career Readiness Certificate (NCRC) testing	1	20%	1	20%	0	0%
WIOA (Workforce Investment Opportunity Act) training funds	0	0%	0	0%	1	5%
Other	0	0%	0	0%	0	0%

Source: OCB CSNA Staff Survey, 2017

How accessible is WorkSource Oregon to vocational rehabilitation participants?

Figure 111: WorkSource Oregon Accessibility Perception

	Not at all accessible	Somewhat accessible	Very accessible
Count	1	3	0
Percent (n=4)	25%	75%	0%

Source: OCB CSNA Staff Survey, 2017

Please select the areas below where vocational rehabilitation participants encounter barriers to accessing WorkSource Oregon. [Check all that apply]

Figure 112: WorkSource Oregon Access Barriers

Barrier	Count (n=4)	Percentage
Services (accommodations are not readily available to help individuals access services)	4	100%
Programs (programs are not designed to meet the needs of people with disabilities)	3	75%
Location (buildings do not have accessible parking or are not accessible by public transportation)	0	0%
Other	0	0%
Architectural access (buildings or public areas in the building are not physically accessible)	0	0%

Source: OCB CSNA Staff Survey, 2017

Figure 113: YTP Outcomes, Federal Year 2013-15

	FY 2013	FY 2014	FY 2015
Number of Youth Served	1,244	1,430	1,185
Individualized Employment Plans Developed	498	623	804
Percent Exiting School Employed and/or Enrolled in Postsecondary School	80%	77%	80%
Percent Exiting School with Jobs	65%	63%	66%
Average Hours on Exit	28 hrs/wk	28 hrs/wk	28 hrs/wk
Average Wage on Exit	$9.20	$9.20	$9.20
% with Jobs 12 Months After Completing YTP	60%	65%	64%
Average Hours 12 Months Post Exit	30 hrs/wk	29 hrs/wk	29 hrs/wk
Average Wage 12 Months Post Exit	$10	$10	$10
% in Postsecondary Training or Education	19%	13%	16%
Average Hours Enrolled 12 Months Post Exit	24 hrs/wk	19 hrs/wk	27 hrs/wk

Source: Oregon State Rehabilitation Council, 2014-16 Annual Reports