

**San Diego State University
Interwork Institute**

**State of Wisconsin
Department of Workforce Development
Division of Vocational Rehabilitation
And
The Wisconsin Rehabilitation Council**

Comprehensive Statewide Needs Assessment Report

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EXECUTIVE SUMMARY

The State of Wisconsin, Division of Vocational Rehabilitation (DVR), the Wisconsin Rehabilitation Council and the Interwork Institute at San Diego District University jointly conducted an assessment of the vocational rehabilitation needs of individuals with disabilities residing in the State of Wisconsin. A triennial needs assessment is required by the Rehabilitation Act of 1973 as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA) and is intended to help inform the Combined State Plan developed by the core partners in Wisconsin's Workforce Development System. The data was gathered, analyzed and grouped into the sections listed below. A summary of key findings in each section is contained here. The full results are found in the body of the report.

Section One: Overall Performance of DVR

Recurring themes in this area include:

- *The staff at DVR was characterized as caring and committed to serving individuals with disabilities. The participants in the CSNA were overwhelmingly positive in their comments about the organization.*
- *The rate of staff turnover was the most challenging issue facing the organization. The turnover rate affects every aspect of the organization and service delivery. The turnover rate is almost exclusively related to the pay scale for the counselor position.*
- *DVR has implemented several strategies and created several work groups that are inclusive of different job classifications in order to proactively respond to the requirements in the Workforce Innovation and Opportunity Act (WIOA), and to engage in quality assurance and policy development, review and revision. These strategies have helped the organization remain on top of the significant systems changes required by WIOA.*

Section Two: The needs of individuals with the most significant disabilities, including their need for supported employment

Recurring themes in this area include:

- *Transportation remains the most significant need of consumers served by DVR, and this is especially true in rural areas*
- *The most frequently cited vocational rehabilitation needs of individuals with the most significant disabilities included all types of training, work skills, increased education, work experience and social skills development.*
- *Employer misconceptions about the ability of individuals with disabilities is a significant barrier to employment and becomes more significant with the increase in the significance of the disability.*
- *There is an ever-increasing percentage of individuals being served by DVR that have significant mental health impairments. DVR staff and service providers need training to ensure they are aware of how to best serve this population.*
- *There is a reduction in the number of individuals working in subminimum wage employment in Wisconsin, and DVR and their network of providers needs to be sure that they have the*

capacity to serve these individuals through furthering developing their capacity to provide supported and customized employment.

- *Self-advocacy training for individuals with disabilities is an essential rehabilitation need.*

Section Three: The needs of individuals with disabilities from different ethnic groups, including needs of individuals who have been unserved or underserved by the VR program

Recurring themes in this area include:

1. *The most frequently cited vocational rehabilitation needs of individuals with disabilities who are minorities or who may have been unserved or underserved by the VR program include the need to develop job skills, increased education or training, work experience and the need to develop soft skills.*
2. *Language difficulties coupled with a mistrust of government organizations represent a barrier to accessing DVR services for some individuals with disabilities who are minorities. Targeted outreach needs to occur to community organizations serving minority individuals to increase the awareness of DVR services and the rate of these individuals that access DVR services.*
3. *Hmong, Native Americans and LGBTQ individuals were identified as being potentially underserved.*

Section Four: The needs of youth and students with individuals with disabilities in transition

Recurring themes in this area include:

- *All of the five required pre-employment transition services represent significant rehabilitation needs of students with disabilities in Wisconsin, with work-based learning experiences being the most significant and important need. DVR expends all of their pre-employment transition services reserve funds on the five required services.*
- *Transportation is a major barrier for students and their ability to experience work*
- *DVR has committed a considerable portion of their time and energy into developing services to youth and students with disabilities and this effort has been paying off in terms of the strength of partnership with educational agencies and the number of youth that they serve.*
- *The primary rehabilitation needs of youth with disabilities in Wisconsin are work skills, soft skills, education, training and transportation.*
- *The PROMISE program was cited repeatedly as a model program for youth in transition.*
- *Youth with disabilities in Wisconsin need to develop the ability to advocate for themselves to ensure they have access to the same opportunities as their peers without disabilities.*

Section Five: The needs of individuals with disabilities served through other components of the statewide Workforce Development System

Recurring themes in this area include:

- *The Title I and III programs have made progress in serving individuals with disabilities, but their relationship with DVR remains one primarily of referral rather than co-enrollment and braiding of funding.*

- *Programmatic accessibility is still a concern in many of the Job Centers of Wisconsin as the assistive technology is out of date and/or the employees are not trained on how to use the technology.*
- *Ongoing consistent cross-training between the core partners is a need so that staff are aware of how each other's programs function and what limitations in service exist.*
- *Job Center staff need to receive ongoing training on how to effectively work with individuals with disabilities, especially those with mental health impairments.*

Section Six: The need to establish, develop or improve Community Rehabilitation Programs in Wisconsin

Recurring themes in this area include:

- *DVR has developed a Demand vs. Supply mapping system that helps to identify where services need to be developed across the State.*
- *The need to develop service providers is greatest in the rural areas, especially providers for supported and customized employment.*
- *There is a need for service providers that are skilled in working with individuals with mental health impairments.*

Section Seven: The needs of businesses

This category captures the needs of businesses in Wisconsin as it relates to recruiting, hiring, retaining and accommodating individuals with disabilities. It includes an analysis of how DVR serves business and tries to meet their needs in each of these areas.

Recurring themes in this area include:

- *DVR uses Business Services Consultants (BSCs) to provide services to businesses throughout Wisconsin. The BSCs are viewed as an important and primary way that DVR serves the needs of business and it would be helpful to have several more individuals in these positions throughout the State if resources permit.*
- *Employers in Wisconsin need to be educated about individuals with disabilities and their ability to be successfully and gainfully employed. There are many stereotypes and fears that employers hold regarding individuals with disabilities and education is one way to alleviate those fears.*
- *There are areas of Wisconsin in which the DVR BSC is working closely with the Title I program Business Services staff. There have been some model programs developed as a result of these partnerships, and they should be replicated statewide if possible.*

The project team provides recommendations associated with some of the needs identified in each of the categories. It is understood that many of the recommendations require the collaboration and partnership of multiple agencies over an extended period of time. Some of the recommendations may be much easier to adopt and implement than others. The project team offers the recommendations with this awareness and hopes that DVR, the WRC and other stakeholders will find these recommendations helpful.

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Impetus for Needs Assessment

Title IV of the Workforce Innovation and Opportunity Act (WIOA) contains the Rehabilitation Act of 1973 as amended. Section 412 of the Rehabilitation Act and Title 34 of the Code of Federal Regulations, Section 361.29 requires all state vocational rehabilitation agencies to assess the rehabilitation needs of individuals with disabilities within their respective State and relate the planning of programs and services and the establishment of goals and priorities to their needs. According to Section 102 of WIOA and Section 412 of the Rehabilitation Act, each participating State shall submit a Unified or Combined State Plan every four years, with a biannual modification, as needed. In addition, Title 34 of the Code of Federal Regulations (CFR) Section 361.29 indicates that: The State Plan must include the “results of a comprehensive, statewide assessment, jointly conducted by the designated State unit and the State Rehabilitation Council every three years describing the rehabilitation needs of individuals with disabilities residing within the State.” In response to this mandate, and to ensure that adequate efforts are being made to serve the diverse needs of individuals with disabilities in Wisconsin, the Division of Vocational Rehabilitation (DVR), in partnership with the State Rehabilitation Council (WRC), entered into a contract with the Interwork Institute at San Diego State University for the purpose of jointly developing and implementing the Comprehensive Statewide Needs Assessment of the vocational rehabilitation needs of individuals with disabilities residing in Wisconsin.

Purpose of Needs Assessment and Utilization of Results

The purpose of the Comprehensive Statewide Needs Assessment (CSNA) is to identify and describe the rehabilitation needs of individuals with disabilities residing within Wisconsin. In particular, the CSNA seeks to provide information on:

- The overall performance of DVR as it relates to meeting the rehabilitation needs of individuals with disabilities in the State;
- The rehabilitation needs of individuals with the most significant disabilities, including their need for supported employment services;
- The rehabilitation needs of individuals with disabilities who are minorities and those who may have been unserved or underserved by the vocational rehabilitation program;
- The rehabilitation needs of youth and students with disabilities in transition, including their need for pre-employment transition services;
- The rehabilitation needs of individuals with disabilities served through other components of the statewide workforce development system;
- The need to establish, develop and/or improve community rehabilitation programs within the State; and
- The needs of businesses in recruiting, hiring, accommodating and retaining individuals with disabilities.

It is expected that data from the needs assessment effort will provide DVR and the WRC with direction when creating the VR portion of the Combined State Plan and when planning for future program development, outreach and resource allocation. This CSNA covers quantitative data for Federal Fiscal Years (FFY) 2015 through 2017, and qualitative data through September 2018.

METHODOLOGY

The Comprehensive Statewide Needs Assessment was conducted using qualitative and quantitative methods of inquiry. The specific methods for gathering the data used in this assessment are detailed below.

Analysis of Existing Data Sources

The project team at SDSU reviewed a variety of existing data sources for the purposes of identifying and describing demographic data within Wisconsin including the total possible target population and sub-populations potentially served by DVR. Data relevant to the population of Wisconsin, the population of individuals with disabilities in Wisconsin, ethnicity of individuals, the number of Veterans, income level, educational levels and other relevant population characteristics were utilized in this analysis. Sources analyzed include the following:

- The 2016 American Community Survey: One- and Five-Year Estimates;
- US Census Annual Estimates of Resident Population, 2017;
- 2018 Social Security Administration SSI/DI Data;
- The Wisconsin Department of Education;
- US and Wisconsin Bureau of Labor Statistics;
- Wisconsin Department of Workforce Development;
- Cornell University's Disabilitystatistics.org;
- DVR case service data compiled at the request of the project team; and
- The Federal Rehabilitation Services Administration's RSA 911 data for DVR and data submitted and entered into RSA's Management Information System (MIS).

Key Informant and Focus Group Interviews

Instrument. The instruments used for the key informant and focus group interviews (Appendix A) were developed by the researchers at SDSU and reviewed and revised by DVR. The interview protocols act as guides for the interview process and were not limiting in their scope. The project team was able to adapt the questions and focus areas as needed and appropriate.

Interview population. The key informant and focus group population consisted of DVR staff, community partners, individuals with disabilities and business members. A total of 183 people were interviewed individually for this assessment and 98 were interviewed as part of a focus group. The interviews were organized by Workforce Development Area (WDA) and all eleven WDAs were included in the interview process. Community partners, individuals with disabilities and businesses were recruited to participate in the interview process from the email notes distributed with the electronic surveys. Individuals, partners and businesses that were interested in participating in an interview or focus group were requested to contact the CSNA Project Coordinator at DVR to schedule an appointment. DVR staff volunteered to participate when the project teams visited the Districts. The interviews were held between March and September, 2018. Tables 1-11 below identify the total participants by type and group, while Table 12 includes the totals for the entire State of Wisconsin. The dates that the interviews were held are included in the tables below.

Table 1

Interview Totals by Type and Group for WDA 1

Interview Totals by Type and Group for WDA 1 (May 7-11, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	3	0	8	0	11
Focus Group					
Number of groups	1	2	0	0	3
Number of participants	2	5	0	0	7
Total participants	5	5	8	0	18

Table 2

Interview Totals by Type and Group for WDA 2

Interview Totals by Type and Group for WDA 2 (July 23-27, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	2	0	17	0	19
Focus Group					
Number of groups	2	1	0	0	3
Number of participants	4	2	0	0	6
Total participants	6	2	17	0	25

Table 3

Interview Totals by Type and Group for WDA 3

Interview Totals by Type and Group for WDA 3 (June 25-29, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	1	0	14	0	15
Focus Group					
Number of groups	1	0	0	0	1
Number of participants	3	0	0	0	3
Total participants	4	0	14	0	18

Table 4

Interview Totals by Type and Group for WDA 4

Interview Totals by Type and Group for WDA 4 (June 18-22, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	2	2	14	0	18
Focus Group					
Number of groups	0	1	0	0	1
Number of participants	0	2	0	0	2
Total participants	2	4	14	0	20

Table 5

Interview Totals by Type and Group for WDA 5

Interview Totals by Type and Group for WDA 5 (Sep. 10-14, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	1	2	16	0	19
Focus Group					
Number of groups	2	0	0	0	2
Number of participants	5	0	0	0	5
Total participants	6	2	16	0	24

Table 6

Interview Totals by Type and Group for WDA 6

Interview Totals by Type and Group for WDA 6 (May 7-11, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	2	1	11	1	15
Focus Group					
Number of groups	0	5	0	0	5
Number of participants	0	25	0	0	25
Total participants	2	26	11	1	40

Table 7

Interview Totals by Type and Group for WDA 7

Interview Totals by Type and Group for WDA 7 (May 7-11, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	2	2	4	1	9
Focus Group					
Number of groups	0	0	3	0	3
Number of participants	0	0	8	0	8
Total participants	2	2	12	1	17

Table 8

Interview Totals by Type and Group for WDA 8

Interview Totals by Type and Group for WDA 8 (May 20-24, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	3	3	4	1	11
Focus Group					
Number of groups	0	0	3	0	3
Number of participants	0	0	8	0	8
Total participants	3	3	12	1	19

Table 9

Interview Totals by Type and Group for WDA 9

Interview Totals by Type and Group for WDA 9 (May 7-11, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	2	1	15	3	21
Focus Group					
Number of groups	0	2	0	0	2
Number of participants	0	6	0	0	6
Total participants	2	7	15	3	27

Table 10

Interview Totals by Type and Group for WDA 10

Interview Totals by Type and Group for WDA 10 and Central Office (March 23-27)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	0	11	18	0	29
Focus Group					
Number of groups	0	0	3	0	3
Number of participants	0	0	28	0	28
Total participants	0	11	46	0	57

Table 11

Interview Totals by Type and Group for WDA 11

Interview Totals by Type and Group for WDAs 10 and 11 (June 25-29, 2018)					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	3	0	12	1	16
Focus Group					
Number of groups	0	0	0	0	0
Number of participants	0	0	0	0	0
Total participants	3	0	12	1	16

Table 12

Interview Totals by Type and Group for All WDAs

Interview Totals by Type and Group for all WDAs					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Individual Interview	21	22	133	7	183
Focus Group					
Number of groups	6	11	9	0	26
Number of participants	14	40	44	0	98
Total participants	35	62	177	7	281

Data collection. All of the individual and focus group interviews except seven were conducted face-to-face. The general format of the interviews was consistent between participants regardless of their group. First, participants were asked questions to ascertain their personal and professional experience with or knowledge of DVR. Participants were then asked open-ended questions about their perceptions of the needs of individuals with disabilities in Wisconsin. Finally, participants were asked to share their perceptions of how DVR could improve their ability to help meet these needs, especially as it relates to helping consumers obtain and retain employment.

The consumer interview totals were lower than expected, and this appears to be a result of the time lapse between the individual first expressing an interest in being interviewed and the interview date. In future CSNAs, it will be important to ensure that there is a follow-up call and email directly with each consumer that expresses an interest in participating in a focus group.

Efforts to ensure respondent confidentiality. Names and other identifying characteristics were not shared with anyone by the interviewers. Participants were informed that their responses would be treated as confidential information, would not be reported with information that could be used to identify them, and would be consolidated with information from other respondents before results were reported.

Data analysis. The interviewers took notes on the discussions as they occurred. The notes were transcribed and analyzed by the researchers at SDSU. Themes or concerns that surfaced with consistency across interviews were identified and are reported as common themes in the report narrative. In order to be identified as a recurring theme, it had to occur at least three different times and it had to occur across groups if it applied to the different populations participating in the study. For instance, in order for transportation to be identified as a rehabilitation need, it would have had to have been identified as a need in at least three individual interviews or focus groups, and would need to have been identified by individuals with disabilities, staff and/or partners.

Surveys

Survey of Individuals with Disabilities

Instrument. The instrument used for the electronic survey of individuals with disabilities (Appendix B) was developed by the project team and reviewed and revised by DVR and the Wisconsin Rehabilitation Council (WRC).

Survey population. Individuals identified for participation in this survey effort can be described as individuals with disabilities who are potential, current or former clients of DVR. The project team in coordination with DVR and community programs serving individuals with disabilities, broadly dispersed the electronic survey via an e-mail invitation. It was determined that this CSNA would include only electronic surveys as opposed to a mix of electronic and hard copy surveys. The proliferation of smart phones and electronic access, coupled with the electronic access capabilities of the consumer population of DVR indicated that electronic surveys would be sufficient to gather the necessary information for the CSNA. It should be noted that anyone, including individuals with no knowledge of DVR could complete the survey, and there was nothing to prevent someone from taking the survey multiple times. Consequently, there is the possibility of bias and inaccuracy in the responses.

Data collection. Data was gathered from this population through the use of an Internet-based survey. In partnership with the WRC, DVR identified individuals with disabilities and invited them to participate in the electronic survey effort via e-mail. Once the survey was active, DVR sent an invitation and link to the survey by e-mail. Approximately two weeks after the distribution of the initial invitation, another electronic notice was sent as both a “thank you” to

those who had completed the survey and as a reminder to those who had not. Survey responses collected through the electronic survey approach were then analyzed using Qualtrics.

Efforts to ensure respondent confidentiality. Respondents to the individual survey were not asked to identify themselves when completing the survey. In addition, responses to the electronic surveys were aggregated by the project team at SDSU prior to reporting results, which served to further obscure the identities of individual survey respondents.

Accessibility. The electronic survey was designed using an accessible, internet-based survey application. Respondents were provided with the name and contact information of the Project Director at SDSU in order to place requests for other alternate survey formats.

Data analysis. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options. Open-ended survey questions, which yielded narrative responses from individuals, were analyzed by the researchers for themes or concepts that were expressed consistently by respondents.

Number of completed surveys. A total of 2,765 electronic surveys were submitted by individuals with disabilities, 2,698 of which were valid. A survey is considered valid if an individual completed the survey, even if they did not answer all of the questions. If an individual started a survey and did not complete it, it was considered invalid. It is difficult to gauge the return rate of the surveys as many of the e-mail notices and invitations to take the survey could have come from forwarded email invitations. However, DVR directly sent out approximately 11,000 emails to consumers. Using this number, the return rate for the electronic survey would be 24.5 percent.

Partner Survey

Instrument. The instrument used for the electronic survey of community partners (Appendix C) was developed by the project team and reviewed and revised by DVR and the WRC.

Survey population. Individuals identified for participation in this survey effort can be described as representatives of organizations that provide services, coordinate services, or serve an advocacy role for persons with disabilities in Wisconsin.

Data collection. Data was gathered from this population through the use of an Internet-based survey. DVR, in partnership with the WRC, identified partners for participation in the survey effort. Once the survey was active, DVR sent an invitation and link to the survey by e-mail. Approximately two weeks after the distribution of the initial invitation, another electronic notice was sent as both a “thank you” to those who had completed the survey and as a reminder to those who had not. A third and final invitation was sent two weeks after the second invitation. Survey responses collected through the electronic survey approach were then analyzed.

Efforts to ensure respondent confidentiality. Respondents to the partner survey were not asked to identify themselves or their organizations when completing the survey. In addition, responses to the electronic surveys were aggregated by the project team at SDSU prior to reporting results that served to further obscure the identities of individual survey respondents.

Accessibility. The survey was designed using an accessible, internet-based survey application. Respondents were also provided with the name and contact information for the Project Director at SDSU to place requests for other alternate survey formats.

Data analysis. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options. Open-ended survey questions, which yielded narrative responses from individuals, were analyzed by the researchers for themes or concepts that were expressed consistently by respondents.

Number of completed surveys. A total of 262 surveys were completed electronically by representatives of partner organizations, 249 of which were valid.

DVR Staff Survey

Instrument. The instrument used for the electronic survey of DVR staff (Appendix D) was developed by the project team at SDSU and reviewed and revised by DVR and the WRC.

Survey population. Individuals identified for participation in this survey effort can be described as all staff working for DVR between March and September, 2018.

Data collection. Data was gathered from DVR staff through the use of an Internet-based survey. Staff was sent an electronic invitation and link to the survey via email. Approximately two weeks after the initial distribution, a subsequent notice was sent as both a “thank you” to those who had completed the survey and as a reminder to those who had not. A third and final invitation was sent out two weeks after the second invitation. Survey responses collected through the electronic survey approach were then analyzed by the project team.

Efforts to ensure respondent confidentiality. Respondents to the staff survey were not asked to identify themselves by name when completing the survey. Responses to the electronic surveys were aggregated by the project team at SDSU prior to reporting results. This served to further protect the identities of individual survey respondents.

Accessibility. The survey was designed using an accessible, internet-based survey application. Respondents were also provided with the name and contact information for the Project Director at SDSU in order to place requests for other alternate survey formats.

Data analysis. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options. Open-ended survey questions, which yielded narrative responses from individuals, were analyzed by the researchers for themes or concepts that were expressed consistently by respondents.

Number of completed surveys. A total of 168 electronic surveys were completed by DVR staff, of which 161 were valid.

Business Surveys

Instrument. The instrument used for the electronic survey of businesses (Appendix E) was developed by the project team at SDSU and reviewed and revised by DVR and the WRC.

Survey population. The target population consisted of businesses working within Wisconsin that DVR has contact information for in the form of a valid email.

Data collection. Data was gathered from businesses through the use of an Internet-based survey. Businesses were sent an electronic invitation and link to the survey from DVR. Approximately two weeks after the initial distribution, a subsequent notice was sent as both a “thank you” to those who had completed the survey and as a reminder to those who had not. A third and final invitation was sent out two weeks after the second invitation. Survey responses collected through the electronic survey approach were then analyzed by the project team.

Efforts to ensure respondent confidentiality. Respondents to the business survey were not asked to identify themselves or their business by name when completing the survey. Responses to the electronic surveys were aggregated by the project team at SDSU prior to reporting results. This served to further protect the identities of individual survey respondents.

Accessibility. The survey was designed using an accessible, internet-based survey application. Respondents were also provided with the name and contact information for the Research Director at SDSU in order to place requests for other alternate survey formats.

Data analysis. Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options. Open-ended survey questions, which yielded narrative responses from individuals, were analyzed by the researchers for themes or concepts that were expressed consistently by respondents.

Number of completed surveys. A total of 37 electronic surveys were completed by businesses, 30 of which were valid. DVR sent out 250 emails with the survey links to businesses in Wisconsin, for a return rate of 12%.

Totals for all Data Collection Methods

Table 13 below identifies the totals for all data collection methods for the CSNA.

Table 13

Data Collection Totals by Type for Wisconsin DVR

Data Collection Totals by Type and Group for 2018 Wisconsin DVR CSNA					
Research Method	Research Group and Count				
	Consumer	Partner	Staff	Business	Total
Electronic Survey	2698	249	161	30	3138
Individual Interview	21	22	133	7	183
Focus Group					
Number of groups	6	11	9	0	26
Number of participants	14	40	44	0	98
Total participants	2733	311	338	37	3419

There were more than 3,400 individuals that participated in this CSNA in some form or another. The project team is confident that the information gathered accurately and thoroughly captures

the vocational rehabilitation needs of individuals with disabilities in Wisconsin. The project team will have recommendations related to increasing the face-to-face interview numbers for consumers and businesses in future iterations of the CSNA.

Analysis and Triangulation of Data

The data gathered from the national and agency-specific data sets, key informant interviews, surveys and focus groups were analyzed by the researchers on the project team. The common themes that emerged regarding needs of persons with disabilities from each data source were identified and compared to each other to validate the existence of needs, especially as they pertained to the target populations of this assessment. These common themes are identified and discussed in the Findings section.

Dissemination Plans

The CSNA report is delivered to DVR and the WRC. We recommend that DVR publish the report on their website for public access.

Study Limitations

Inherent in any type of research effort are limitations that may constrain the utility of the data that is generated. Therefore, it is important to highlight some of the most significant issues that may limit the ability to generalize the needs assessment findings to larger populations. Inherent in the methods used to collect data is the potential for bias in the selection of participants. The findings that are reported reflect only the responses of those who could be reached and who were willing to participate. The information gathered from respondents may not accurately represent the broader opinions or concerns of all potential constituents and stakeholders. Data gathered from consumers, for example, may reflect only the needs of individuals who are already recipients of services, to the exclusion of those who are not presently served. Although efforts were made to gather information from a variety of stakeholders in the vocational rehabilitation process, it would be imprudent to conclude with certainty that those who contributed to the focus groups and the key informant interviews constitute a fully representative sample of all of the potential stakeholders in the vocational rehabilitation process in Wisconsin.

FINDINGS

- Section 1: Overall agency performance**
- Section 2: Needs of individuals with the most significant disabilities, including their need for supported employment**
- Section 3: Needs of individuals with disabilities that are minorities, including needs of individuals who have been unserved or underserved by the VR program**
- Section 4: Needs of youth and students with disabilities in transition**
- Section 5: Needs of individuals with disabilities served through other components of the statewide workforce development system**
- Section 6: Need to establish, develop or improve community rehabilitation programs in Wisconsin**
- Section 7: Needs of businesses and effectiveness in serving employers**

SECTION 1: OVERALL AGENCY PERFORMANCE

The first section of the CSNA reports on areas of general performance by DVR. General performance refers to how well DVR is fulfilling its mission of assisting individuals with disabilities to increase their independence and employment. The area of general performance also refers to how effectively DVR performs the processes that facilitate case movement through the stages of the rehabilitation process, how well DVR adheres to the timelines for this case movement identified in the Rehabilitation Act of 1973 as amended by WIOA, and DVR's policies and procedures. Finally, overall performance also refers to how successfully DVR achieves their common performance measures and the quantity and quality of employment outcomes achieved by their consumers.

The structure of this section, as well as the following sections, will include the following:

1. Data that pertains to the section in question, including observations based on the data;
2. Electronic and hard copy survey results pertaining to the section;
3. Recurring/consensual themes that emerged during the individual interviews and focus groups; and
4. Recommendations to address the findings in each area of the assessment.

The time-period covered by the data in this Comprehensive Statewide Needs Assessment is the three-year period from October 1, 2015 – September 30, 2017. The qualitative data begins with the same time, but goes through September 2018. The data on agency performance included in this section comes from the case management system used by DVR and is compared to the available RSA 911 data submitted by DVR where available.

Recurring Themes Across all Data Collection Methods

The following recurring themes emerged in the area of Overall Agency Performance:

- *The staff at DVR was characterized as caring and committed to serving individuals with disabilities. The participants in the CSNA were overwhelmingly positive in their comments about the organization.*
- *The rate of staff turnover was the most challenging issue facing the organization. The turnover rate affects every aspect of the organization and service delivery. The turnover rate is almost exclusively related to the pay scale for the counselor position.*
- *DVR has implemented several strategies and created several work groups that are inclusive of different job classifications in order to proactively respond to the requirements in the Workforce Innovation and Opportunity Act (WIOA), and to engage in quality assurance and policy development, review and revision. These strategies have*

helped the organization remain on top of the significant systems changes required by WIOA.

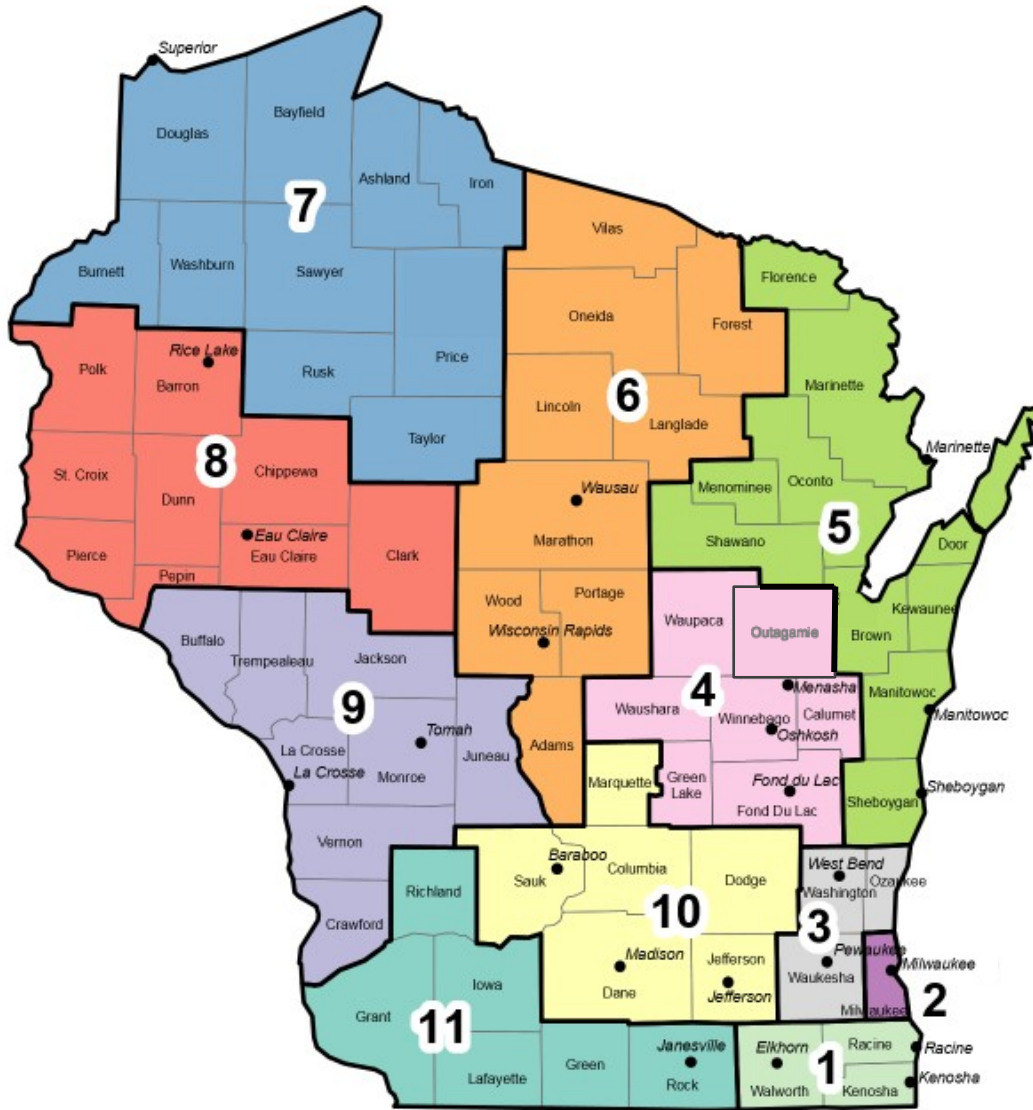
***NATIONAL, STATE, LOCAL AND AGENCY SPECIFIC DATA
RELATED TO OVERALL AGENCY PERFORMANCE***

The project team gathered data from national and state data sets to provide information to DVR and to interested parties related to population, disability prevalence, income, poverty, educational attainment, unemployment and labor force participation in Wisconsin. Where available, we have included information specific to the eleven Workforce Development Areas (WDAs) identified by DVR as their service areas. The project team is hopeful that this information will provide DVR and their partners with data that can guide resource allocation and future planning.

General Trends of the WDA with State and National Comparisons

The 72 counties in Wisconsin are divided into 11 regions called “Workforce Development Areas” (WDA). Each WDA is numbered and titled by geographic location, indicated in the map provided.

DVR Workforce Development Area (WDA) Map



 WDA 1 - Southeast	 WDA 5 - Bay Area	 WDA 9 - Western
 WDA 2 - Milwaukee	 WDA 6 - North Central	 WDA 10 - South Central
 WDA 3 - WOW	 WDA 7 - Northwest	 WDA 11 - Southwest
 WDA 4 - Fox Valley	 WDA 8 - West Central	

Population

Wisconsin makes up approximately 1.8 percent of the population in the United States. In December 2017, Wisconsin was ranked as the 20th most populous state in the Nation, based on July 2017 population projections. WDA 2 has the highest percentage of residents, making up 16.4 percent of the State's population, followed by WDA 10, which makes up approximately 14.5 percent of the State's population. WDA 7 has the lowest average population (three percent) of the State.

Table 14

Local Area Population for Wisconsin in December, 2017

Area	Total Population	Rate of WI Pop.
United States	325,719,178	
Wisconsin	5,795,483	WI = 1.8% of US Pop.
WDA #1	467,674	8.1%
WDA #2	952,085	16.4%
WDA #3	624,151	10.8%
WDA #4	594,078	10.3%
WDA #5	641,647	11.1%
WDA #6	412,210	7.1%
WDA #7	174,905	3.0%
WDA #8	473,415	8.2%
WDA #9	300,616	5.2%
WDA #10	845,571	14.6%
WDA #11	309,131	5.3%

Data for Table #14 population estimates was obtained from US Census Annual Estimates of Resident population July 2017 and the World Population Review online. The project team analyzed the population of each WDA found in Table 14 above with the population of DVR consumers by WDA to determine how closely the DVR population compared with the overall population. Table 15 below contains the result of this comparison.

Table 15

WDA Overall Population Compared to DVR Consumer Population

Area	Percent of Total Population in Wisconsin	Percent of DVR Total Consumer Population	Difference
WDA #1	8.1%	8.4%	+0.3%
WDA #2	16.4%	18.7%	+2.3%
WDA #3	10.8%	11.3%	+0.5%
WDA #4	10.3%	10.7%	+0.4%
WDA #5	11.1%	8.5%	-2.6%
WDA #6	7.1%	7.4%	+0.3%
WDA #7	3.0%	3.6%	+0.6%
WDA #8	8.2%	6.2%	-2.0%
WDA #9	5.2%	5.8%	+0.6%
WDA #10	14.6%	14.5%	-0.1%
WDA #11	5.3%	4.9%	-0.4%
Totals	100.1%	100.0%	

The data indicates that the rate of DVR consumers exceeds their comparative rate in the general population in Wisconsin by the greatest percentage in WDA 2, though only by slightly over two percent. The DVR consumer population is less than the comparative overall population in WDAs 5 and 8 by the greatest percentage. Population comparisons are one factor for DVR to consider when examining how their staff and resources are allocated throughout the State. An assessment of rehabilitation needs will examine other factors throughout the State to inform strategic planning, and we examine some of these factors below.

Income and Poverty

In addition to the population of a given geographic area, the average age, income level and the rate of the population living at or below the poverty level can be key indicators of the need for rehabilitation services. Consequently, the project team includes these statistics in this report.

Income

Table 16 provides statistics for median age, median household Income and median home value. Median household income and median home value averages are calculated by dividing the 2016 one-year US Census data amounts or the 2012 – 2016 five-year data by number of counties in the region. The numbers are rounded to nearest dollar amount.

Table #16
Median Age/ Median Household Income/Median Home Value

<i>Area</i>	<i># of Counties in WDA</i>	<i>*Median Age</i>	<i>Household Income Averages</i>	<i>**Income Ranges</i>	<i>***Home Value 2016</i>
* US	-----	37.9	\$57,617	\$57,617	\$205,000
*WI	-----	39.4	\$56,811	\$56,811	\$173,200
*WDA #1	3	40	\$57,808	\$55,706 - \$59,417	\$179,967
*WDA #2	1	34.7	\$47,607	\$47,607	\$151,700
*WDA #3	3	43.4	\$79,932	\$73,502 - \$84,415	\$255,467
WDA #4	7	42.1	\$55,132	\$46,581 - \$70,042	\$150,186
WDA #5	10	44	\$50,074	\$37,147 - \$59,806	\$144,720
WDA #6	9	46.3	\$47,618	\$41,378 - \$54,227	\$146,933
WDA #7	10	48.1	\$43,739	\$39,904 - \$48,190	\$134,760
WDA #8	9	39.4	\$54,458	\$46,783 - \$73,743	\$166,044
WDA #9	8	42	\$50,233	\$45,780 - \$53,394	\$144,900
WDA #10	6	41.5	\$56,475	\$48,445 - \$64,773	\$183,483
WDA #11	6	41.1	\$52,284	\$46,564 - \$57,416	\$146,400

*Source: U.S. Census Bureau 2016, Selected Population Profile in the United States, 2016 American Community Survey 1-Year Estimates and 1-year Supplemental Estimates with a Population Threshold of 20,000 or more. ** Source: U.S. Census Bureau 2016, Selected Population Profile in the United States, 2016 American Community Survey 1-Year Estimates and 2012-2016 5-year Estimates. *** Home Values from 2016 ACS 1-year Supplemental Estimates with a Population Threshold of 20,000 or More & 2012-2016 ACS 5-Year Estimates (Owner-Occupied Housing Units)

The median age of residents for the Nation is 37.9 and the State of Wisconsin median age is 39.4. Ten Workforce Development Areas have equal to or higher averages in median age than the Nation and State. WDA 2 is the only area that has a lower median age than both the State and the Nation.

The median household income for the Nation and the State is \$57,617 and \$56,811 respectively. Eight of the 11 WDAs have income averages that fall greater than \$1,000 below the State and National averages. Table 15 provides the lowest to the highest income ranges in addition to the averages. WDA #3's median household income range exceeds the National and State averages by approximately \$16,900 to \$27,600.

The median home values for WDAs 1, 3 and 10 exceed the median home value for the State. Workforce Development Area 3 is the only WDA with home values that exceed the National average by \$50,000.

Poverty

Poverty rates are calculated for the Civilian Noninstitutionalized Population ages 18 to 64 years by dividing the percentage rates collected from 2016 US Census or from the 2012-2016 US Census by the number of Counties in the Area, whose data was available.

Table #17

Poverty Rates for the Civilian Noninstitutionalized Population Ages 18 to 64 years

Area	Average Poverty Rate	Lowest Level	Highest Level
US*	13.2%	-----	-----
WI*	11.4%	%	%
WDA #1	12.8%	Kenosha 12%	Walworth 13.7%
WDA #2	17.7%	-----	-----
WDA #3	5.5%	Washington 4.9%	Ozaukee 6.5%
WDA #4	8.8%	Calumet 5%	Winnebago 12.8%
WDA #5	10.6%	Sheboygan 4.8%	Menominee 26.4%
WDA #6	12.5%	Wood 7.5%	Forest 18.3%
WDA #7	14.0%	Taylor 10.7%	Burnett 16.9%
WDA #8	11.8%	St. Croix 5.9%	Dunn 15.2%
WDA #9	12.1%	Trempealeau 8.3%	La Crosse 16.8%
WDA #10	10.1%	Columbia 8%	Dane 12.8%
WDA #11	11.7%	Green 8.3%	Grant 16.2%

Source: Comparative Economic Estimates, 2016 ACS 1-Year Estimates and 2012-2016 ACS 5-Year Estimates

The poverty rates vary by county within each WDA. Table 17 presents the average poverty rate of each WDA in addition to the estimated range of poverty rates. Menominee County in WDA 5, has significantly higher poverty rates than the State and National averages by approximately 13 percent for ages 18-64 years. WDA 2 and five counties in WDA 7 have higher poverty rates than the Nation and the State.

The project team examined the rank of each WDA by income level (lowest to highest) and Poverty rate (highest to lowest) and then compared this information to the over or under-representation for the DVR consumer population to the general Wisconsin population. Table 18 contains the results of this analysis.

Table 18

Income and Poverty Levels Compared to DVR Consumer Population by WDA

Area	Poverty Rate	Average Income Rank	DVR Consumer Population Comparison to General Population
WDA #2	17.7%	2	2.3%
WDA #7	14.0%	1	0.6%
WDA #1	12.8%	10	0.3%
WDA #6	12.5%	3	0.3%
WDA #9	12.1%	4	0.6%
WDA #8	11.8%	8	-2.0%
WDA #11	11.7%	5	-0.4%
WDA #5	10.6%	6	-5.6%
WDA #10	10.1%	9	-0.1%
WDA #4	8.8%	7	3.5%
WDA #3	5.5%	11	0.5%

The data indicates that the top five WDAs in terms of poverty rate, and four of the top five in lowest income levels are served by DVR above their rate in the general population of DVR consumers when compared to the overall population of Wisconsin. If average income and poverty rate are viewed as indicators of need for DVR services, then the organization's consumer base reflects that they are meeting that need. There is an exception in WDA 4, where they have the second lowest poverty rate in the state, but their rate of the DVR consumer population is 3.5 percent higher than their rate in the general Wisconsin population.

Educational Attainment

Table 19 identifies the educational attainment rates for the population of the US, Wisconsin and by WDA from high school or equivalency through the graduate level. The National and State data reflects the 2016 US Census estimates in addition to WDAs 1, 2, and 3. Data for the remaining WDAs are calculations that were taken from the US Census 2012 – 2016 5-year estimates.

Table 19

Educational Attainment by WDA

Area	Percent HS graduate or higher	Some college, no degree	Associate's degree	Bachelor's degree	Percent Bachelor's degree or higher	Graduate or professional degree
US	87.5%	20.6%	8.4%	19.3%	31.3%	11.9%
WI	91.9%	20.7%	10.7%	19.3%	29.5%	10.2%
WDA #1	90.0%	22.0%	9.8%	15.8%	25.7%	9.2%
WDA #2	88.1%	21.0%	7.9%	19.4%	30.6%	11.2%
WDA #3	95.7%	20.3%	9.9%	26.5%	40.5%	14.5%
WDA #4	90.8%	20.4%	11.0%	17.7%	22.3%	7.1%
WDA #5	91.4%	20.4%	11.0%	16.4%	20.0%	6.9%
WDA #6	90.6%	20.9%	11.0%	15.2%	20.7%	7.6%
WDA #7	91.3%	22.4%	11.6%	13.8%	20.1%	6.6%
WDA #8	91.7%	21.2%	12.8%	17.0%	23.4%	8.0%
WDA #9	89.7%	21.4%	11.6%	15.0%	18.9%	7.9%
WDA #10	91.2%	19.4%	10.2%	23.4%	24.6%	14.5%
WDA #11	90.9%	21.4%	10.5%	13.7%	20.5%	7.1%

The data indicates that Wisconsin residents meet or exceed the national average in educational attainment through the Bachelor's degree level. Overall, the State is lower than the general US population in the percent of the population that has achieved higher than a Bachelor's degree or a Graduate or professional degree, except in WDAs 2 and 3.

Unemployment Rates

Two key indicators of the rehabilitation needs of individuals is the unemployment rate and labor force participation rates. The project team analyzed these rates for the general population in Wisconsin and then the rates for individuals with disabilities. Table 20 includes the unemployment rates for the general population in Wisconsin from the period of December 2017 through April 2018. Totals include the unemployment rate for the US, for Wisconsin overall and by WDA.

Table 20

Unemployment Rates by WDA

Area	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr
US	3.9%	4.5%	4.4%	4.1%	3.7%
WI	2.7%	3.1%	3.3%	3.2%	2.7%
WDA #1	3.0%	3.6%	3.8%	3.6%	3.0%
WDA #2	3.1%	3.4%	3.6%	3.5%	3.1%
WDA #3	2.2%	2.6%	2.7%	2.6%	2.2%
WDA #4	2.4%	2.9%	3.0%	2.9%	2.4%
WDA #5	2.7%	3.1%	3.3%	3.2%	2.7%
WDA #6	3.0%	3.4%	3.8%	3.7%	3.2%
WDA #7	4.0%	4.4%	5.1%	4.9%	4.5%
WDA #8	2.9%	3.4%	3.8%	3.6%	3.0%
WDA #9	2.5%	3.1%	3.4%	3.1%	2.6%
WDA #10	2.1%	2.5%	2.7%	2.5%	2.0%
WDA #11	2.5%	3.1%	3.5%	3.2%	2.5%

The unemployment rate in Wisconsin was lower than the US rate by one percentage point or more throughout the period of analysis except for March 2018. WDA 7 had the highest unemployment rate at the end of 2017 and continued to have the highest rate through the 1st quarter of 2018. It should be noted that WDA 7 is located in the far northwest portion of the State and accounts for the lowest portion (three percent) of the State's population. It is also important to consider that the unemployment rates in Wisconsin were at record lows during the period of this assessment and the employment and unemployment rates for individuals with disabilities may be a better indicator of rehabilitation needs.

Labor Force Participation

The US Department Bureau of Labor and Statistics provides data for the largest occupations within the various states and the Nation. The following charts are the most recent data (May 2017) results indicating the largest occupations for the Nation and Wisconsin.

Chart 1

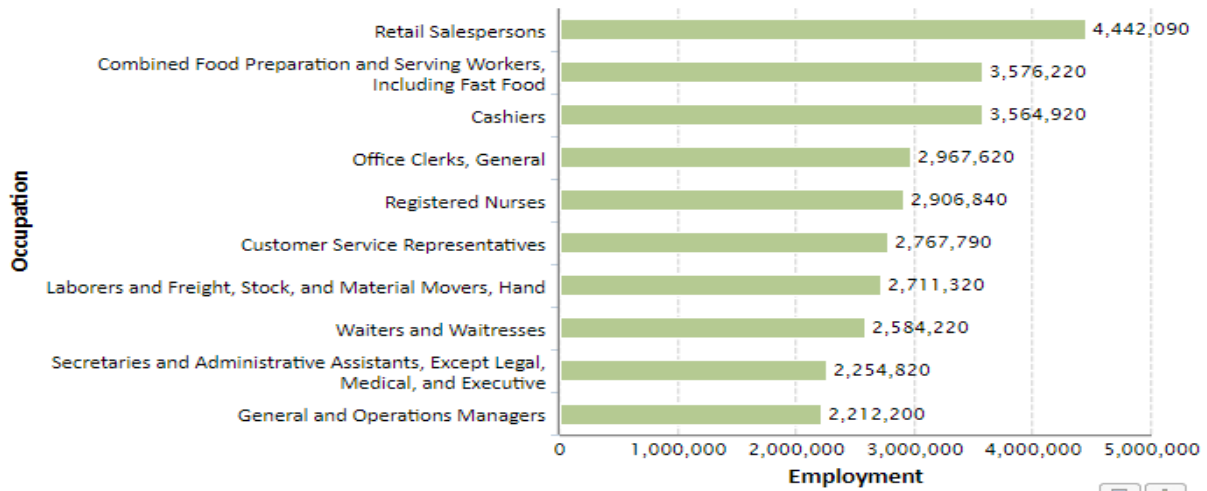
Occupational Employment Statistics for the US

Charts of the largest occupations in each area, May 2017

State:

Area:

Largest occupations in the United States, May 2017



Source: Bureau of Labor Statistics



Chart 2

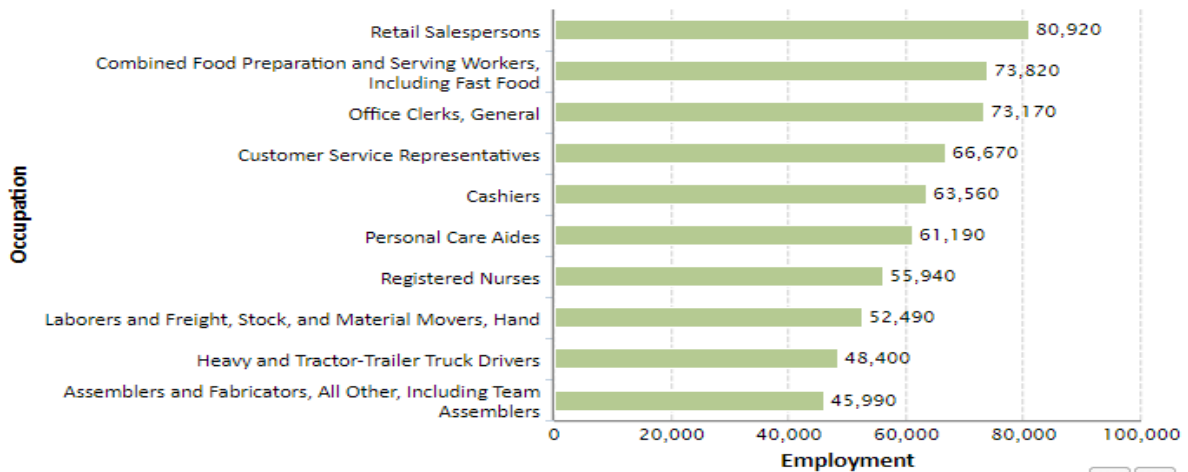
Occupational Employment Statistics for WI

Charts of the largest occupations in each area, May 2017

State:

Area:

Largest occupations in Wisconsin, May 2017



Source: Bureau of Labor Statistics



WORKnet, Wisconsin's Workforce and Labor Market Information System, provides information on the top industries by employment for each county in the state. Table 21 records the most frequently reported industries for employment within each WDA for the 3rd Quarter of 2017. The industries reported most frequently among the top five in each county's WDA are documented.

Table #21

Local Area Top Industries by Employment (Worknet 3rd Quarter 2017)

Area	Industries
WDA #1	1) Food Services & Drinking Places 2) Education Services
WDA #2	1) Administration and Support Services 2) Food Services and Drinking Places
WDA #3	1) Food Services & Drinking Places 2) Tie: a) Ambulatory Health Care Services b) Professional and Technical Services
WDA #4	1) Food Services & Drinking Places 2) Educational Services
WDA #5	1) Food Services & Drinking Places 2) Educational Services
WDA #6	1) Food Services & Drinking Places 2) Education Services
WDA #7	1) Tie: a) Executive Legislative & General Government b) Educational Services 2) Food Services & Drinking Places
WDA #8	1) Education Services 2) Food Services & Drinking Places
WDA #9	1) Tie: a) Education Services b) Food Services & Drinking Places 2) Nursing and Residential Care Facilities
WDA #10	1) Tie: a) Education Services b) Food Services & Drinking Places 2) Nursing and Residential Care Facilities
WDA #11	1) Education Services 2) Tie: a) Food Services and Drinking Places b) Executive Legislative & General Gov't

Source: <http://worknet.wisconsin.gov/worknet/worknetinfo.aspx?htm=maps&menuselection=gp>

Disability and Labor Force Participation:

The United States Department of Labor provides monthly Disability Employment Statistics. The Labor Force Participation Rate refers to the percentage of non-institutionalized US citizens between the ages of 16-64 who are in the labor force. The unemployment rate measures the percentage within the labor force who are currently without a job. Table #22 contains the statistics for the first 4 months of 2018 for individuals without and with a disability in the US.

Table 22

Labor Force Participation and Unemployment Rates for US

Group	Labor Force Participation Rates			
	Jan. 2018	Feb. 2018	Mar. 2018	Apr. 2018
People without Disabilities	67.8%	68.4%	68.4%	68.3%
People with Disabilities	20.4%	20.7%	21.5%	20.9%
	Unemployment Rate			
People without Disabilities	4.3%	4.3%	4.0%	3.5%
People with Disabilities	8.8%	8.6%	8.2%	8.0%

The data indicates that the labor force participation rates for individuals with disabilities is consistently one-third of the rate for individuals without disabilities. In addition, the unemployment rate for individuals with disabilities is consistently at least twice as high as those without disabilities.

Cornell University provides online disability statistics. The following data is from their online resource:

Employment rate: In 2016, an estimated 35.5 percent of non-institutionalized, male or female, with a disability, ages 16-64, all races, regardless of ethnicity, with all education levels in the Nation were employed. In Wisconsin, the rate was estimated at 41.3 percent.

Not working but actively looking for work: In 2016, an estimated 7.8 percent of non-institutionalized persons aged 21 to 64 years with a disability in the Nation who were not working, were actively looking for work. In Wisconsin, the estimate was 6.9 percent.

Full-Time / Full-Year Employment: In 2016, an estimated 23 percent of non-institutionalized persons aged 21 to 64 years with a disability in the Nation were employed full-time/full-year while the estimate is 25.6 percent for Wisconsin, which is 2.6 percentage points higher than the Nation. <http://www.disabilitystatistics.org/reports/acs.cfm?statistic=4>

Table 23 provides data on disability status and employment for ages 16 and over. Of the population age 16 years and older residing in the United States who report having a disability, 23.4 percent are employed and participating in the Labor Force, while approximately 73.5 percent are not in the Labor Force. The State of Wisconsin's average of those who report a disability that are employed is 26.6 percent. The rate of individuals with disabilities in Wisconsin that are not in the labor force is 70.9 percent.

The National employment percentage was significantly higher for people without disabilities, (66.8 percent) versus people with disabilities, (23.4 percent). The employment gap, which is the difference between the employment percentage for people with disabilities (23.4 percent) and people without disabilities (66.8 percent), was 43.4 percentage points for the Nation. The employment gap for the State of Wisconsin is 44.3 percent. According to the Disability Compendium Annual Report for 2016, the employment percentage gap between those with a disability and those without a disability was 40 percentage points or greater across the nation, with the exception of three States. https://disabilitycompendium.org/sites/default/files/user-uploads/2016_AnnualReport.pdf

Table 23

Disability Status and Employment for Civilian Noninstitutionalized Population (CNP) age 16 and over

Group	United States			Wisconsin		
	CNP	With a Disability	No Disability	TCNP	With a Disability	No Disability
Population Age 16 and Over	253,058,350	38,127,449	214,930,901	4,575,364	638,222	3,937,142
Employed	60.3%	23.4%	66.8%	64.8%	26.6%	70.9%
Not in Labor Force	36.0%	73.5%	29.4%	32.5%	70.9%	26.3%
Employed Population Age 16 and Over	152,551,876	8,909,020	143,642,856	2,962,695	169,571	2,793,124

Labor Force Participation (LFP) rates for the civilian noninstitutionalized population age 16 years and over that are employed and who report having a disability, is not available for every county in the State. Table 24 provides the averaged available data for each WDA

Table 24

Disability Status and Employment for Civilian Noninstitutionalized Population (CNP) age 16 and over

Area	Percent Employed Without Disability	Percent Employed With a Disability
WDA 1	68.5%	25.3%
WDA 2	69.3%	23.8%
WDA 3	72.3%	26.3%
WDA 4	72.5%	27.5%
WDA 5	71.9%	26.3%
WDA 6	70.4%	26.9%
WDA 7	Not Avail.	
WDA 8	72.4%	28.9%
WDA 9	71.7%	27.3%
WDA 10	73.7%	30.5%
WDA 11	68.4%	24.9%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

WDAs 2, 11 and 1 represented the Areas that had the lowest employment rate for individuals with and without disabilities. This data was not available for WDA 7 from the American Community Survey, which likely would have been in this same group based on the previous information presented. Workforce Development Areas 2 and 7 were the Areas most consistently identified as in need based on all of the indicators examined to this point. This information, in concert with the agency-specific information presented next, should help inform DVR as it engages in strategic planning for the future.

Agency-Specific Data Related to Overall Performance

The project team requested data related to overall performance and case movement from DVR for this assessment. The data is presented throughout the report in the applicable areas. Table 25 below contains general information for all DVR consumers for the period of Federal Fiscal Years 2015-2017.

Table 25

General Statistics for all DVR Consumers for Federal Fiscal Years 2015-2017

Item	2015	2016	2017
	All	All	All
New Applicants	13,927	13,833	12,747
Eligible Consumers	12,960	13,267	11,589
App to Eligibility (Avg. Days)	32	30	29
Eligible Consumers - OOS 1	4,080	4,359	4,625
Eligible Consumers - OOS 2	8,791	8,828	6,923
Eligible Consumers - OOS 3	73	61	41
Eligible Consumers - OOS "NR"	16	19	0
Closed as Applicant	1,042	979	978
Closed Before IPE	6,282	5,446	3,929
IPE Developed	9,913	9,920	8,698
App to Closure (Avg. Days) - for all cases closed other than successfully	479	452	434
App to Closure (Avg. Days) - for cases closed successfully	920	874	822
Unsuccessful Closure After IPE	3,444	3,758	3,983
Successful Closure	4,875	4,616	4,133
Total Served	35,888	33,915	31,757
Average case service expenditure - all cases	\$1,734	\$1,633	\$1,738
Average expenditure for cases closed prior to IPE	\$187	\$196	\$205
Average expenditure for cases closed unsuccessfully after IPE	\$916	\$908	\$820
Average expenditure for cases closed successfully	\$3,875	\$3,094	\$2,952

Table 25 illustrates that there was a slight reduction in the number of applicants for DVR services from 2015 to 2016, but that the reduction was more than a thousand individuals from

2016 to 2017. More than 90 percent of all applicants for services were found eligible for services for all three years of the study, with 2016 having the highest rate at 96 percent of applicants being found eligible. The average eligibility determination time frame remained constant throughout the period of 2015-2017 at 30 days or below for all cases. This is well within the maximum allowable time frame for eligibility found in the Rehabilitation Act, as amended, of 60 days from the date of application.

The data indicates that more than 99 percent of eligible individuals are found to have at least a significant disability. The number of eligible individuals coded as having a most significant disability (category 1), increased by nearly ten percentage points over the three years of the study. The number of individuals that were closed prior to the development of an Individualized Plan for Employment (IPE) decreased each year from 2015-2017, dropping by almost 1,500 individuals from 2016-2017. There was a corresponding reduction in the number of plans written during that time.

The number of successful closures decreased slightly each year of the study, which is reflective of the decrease in the total number of individuals served from 2015 to 2017. The employment rate for DVR consumers in the second and fourth quarter after exit remained consistent throughout the three years of the study and will be addressed in the common performance measure discussion of this section.

Table 26 below includes general information for DVR consumers based on gender for Federal Fiscal Years 2015 -2017.

Table 26

General Information for DVR Consumers by Gender for Federal Fiscal Years 2015-2017

Item	2015		2016		2017	
	Female	Male	Female	Male	Female	Male
New Applicants	6,224	7,695	6,137	7,695	5,575	7,163
Percent of total	44.7%	55.3%	44.4%	55.6%	43.8%	56.2%
Eligible Consumers	5,829	7,131	5,869	7,398	5,082	6,502
App to Eligibility (Avg. Days)	32	32	30	31	28	29
Eligible Consumers - OOS 1	1,830	2,250	1,950	2,409	2,050	2,571
Eligible Consumers - OOS 2	3,961	4,830	3,881	4,947	3,017	3,905
Eligible Consumers - OOS 3	32	41	26	35	15	26
Eligible Consumers - OOS "NR"	6	10	12	7	0	0
Closed as Applicant	440	602	443	536	439	538
Closed Before IPE	2,926	3,356	2,472	2,974	1,803	2,126
IPE Developed	4,389	5,524	4,358	5,562	3,799	4,897
App to Closure (Avg. Days) - for all cases closed other than successfully	488	472	458	447	433	434
App to Closure (Avg. Days) - for cases closed successfully	934	909	895	859	835	810
Unsuccessful Closure After IPE	1,538	1,906	1,753	2,005	1,756	2,227
Successful Closure	2,118	2,757	2,012	2,604	1,889	2,244
Total Served	16,208	19,672	15,250	18,664	14,114	17,634
Percent of total	45.2%	54.8%	45.0%	55.0%	44.5%	55.5%
Average case service expenditure - all cases	\$1,582	\$1,861	\$1,570	\$1,685	\$1,656	\$1,805
Average expenditure for cases closed prior to IPE	\$170	\$202	\$185	\$205	\$205	\$204
Average expenditure for cases closed unsuccessful after IPE	\$893	\$934	\$902	\$913	\$767	\$862
Average expenditure for cases closed successfully	\$3,312	\$4,307	\$3,033	\$3,141	\$2,753	\$3,120

The rate of male to female applicants remained fairly constant during the three years from 2015-2017, remaining within one percentage point, with men applying at more than 10 percent per year than women.

The number of successful closures reflected the fact that there is a larger number of males applying for DVR services than females. The average expenditure for cases closed successfully was greater for men than women each year from 2015-2017, with the difference at \$367 in 2017.

Case Expenditure Data:

The project team analyzed all expenditures by service category for DVR for the life of the study in order to determine where the case service dollars are being spent by the agency. This is especially important when DVR develops strategies to maximize resources in order to minimize the duration of the Order of Selection, or to maximize the number of consumers that can be served. Table 26 contains the expenditure information for DVR for Federal fiscal years 2015-2017. Some expense categories have been eliminated, combined or modified for ease of viewing. There were significant changes to the budget line items in 2017, so the project team grouped budget categories for ease of review and only the line items that are consistent across years of the study are included in Table 26. In the case of assessment services, expenditures for assessment in pre-employment transition services in 2017 were added into the overall category.

It should be noted that there were significant changes to the 2017 budget because the Rehabilitation Services Administration did not provide DVR with the full reallocation amount that they requested as they did in 2016.

The number of consumers in Table 26 refers to the total number of individuals that received the service, and does not represent an unduplicated count. An individual consumer may show up in several expenditure areas if they received multiple services during the year.

The project team bolded totals that represented a large percentage of case service expenditures for DVR.

Table 26
Case Service Expenditure Categories and Amounts for DVR 2015-2017

Activity Name	2015		2016		2017	
	Consumers	Expense	Consumers	Expense	Consumers	Expense
ASSESSMENT	7721	\$4,362,717.33	7762	\$4,692,161.04	5923	\$4,720,237.98
Percent of total	17.4%	8.0%	18.1%	8.9%	15.5%	9.8%
JOB DEVELOPMENT	6801	\$11,325,703.90	6874	\$10,959,986.37	6205	\$10,085,876.37
ON-THE-JOB SUPPORTS	2614	\$4,364,036.07	2662	\$4,656,189.41	2977	\$5,134,522.03
Percent of total	21.2%	28.7%	22.2%	29.6%	24.0%	31.5%
MAINTENANCE	2810	\$676,108.01	2377	\$507,082.83	2382	\$473,101.58
Percent of total	6.3%	1.2%	5.5%	1.0%	6.2%	1.0%
O&M SERVICES	51	\$34,641.54	41	\$24,489.22	50	\$28,579.13
INTRPRTER/NOTES-DEAF	381	\$367,342.73	336	\$275,810.45	292	\$272,325.23
PERSONAL ASSISTANCE	31	\$46,499.14	27	\$36,724.53	23	\$52,234.05
Percent of total	1.0%	0.8%	0.9%	0.6%	1.0%	0.7%
RHAB TCH: AST TCH DEV	783	\$1,403,315.86	678	\$935,822.10	682	\$1,150,412.67
RHAB TCH: AST TCH TRN	324	\$370,994.54	283	\$316,562.72	274	\$309,704.62
RHAB TCH: HEAR.AIDS & ETC	275	\$821,190.45	241	\$658,843.24	191	\$549,166.15
RHAB TCH: LOW VISION AIDS	107	\$167,087.70	80	\$149,718.68	93	\$136,087.77
RHAB TCH: LOW VISION AIDS TRAINING	46	\$53,762.21	48	\$54,827.38	53	\$47,016.10
RHAB TCH: VEHICL MODS	55	\$921,146.20	77	\$1,168,181.50	60	\$968,503.09
PHYSICAL RESTORATION (ALL)	442	\$530,512.49	282	\$312,158.83	209	\$210,009.16
SMALL BUSINESS SERVICES	148	\$499,384.56	114	\$319,313.18	114	\$319,313.18
Percent of total	4.9%	8.7%	4.2%	7.4%	4.4%	7.6%
CUSTOM EMP (SE): all CE	43	\$75,237.41	30	\$61,056.75	14	\$23,149.50
IPS (SE): All services	222	\$611,763.21	207	\$506,881.87	331	\$336,889.22
SUP. EMP: ASSESSMENT	1571	\$1,419,804.94	1450	\$1,250,177.44	1117	\$894,487.42
SUP. EMP: JOB DEVELOP	753	\$1,173,788.85	901	\$1,408,463.27	881	\$1,371,069.58
SUP. EMP: TRANS TO LTS	1152	\$3,835,490.96	1361	\$4,256,338.81	1444	\$4,389,361.65

Percent of total	3.3%	13.0%	1.6%	14.2%	1.5%	14.5%
TRAINING: APPRENTICESHIP	4	\$11,659.16	1	\$768.00	3	\$4,082.71
TRAINING: BASIC LIT.	45	\$65,943.77	62	\$123,717.45	47	\$38,807.76
TRAINING: DIS. REL. SKILLS	374	\$462,125.38	385	\$363,733.17	355	\$264,262.31
TRAINING: GRADUATE/DOCTORATE	55	\$344,931.73	58	\$346,013.15	47	\$266,691.51
TRAINING: 4 YR UNI. Or COL.	687	\$2,244,451.63	702	\$2,588,434.28	584	\$1,848,230.10
TRAINING: JOB READINESS	338	\$261,945.14	841	\$688,794.75	698	\$531,402.71
TRAINING: OJT	504	\$734,610.73	338	\$483,353.14	221	\$323,801.16
TRAINING: OTHER	1088	\$1,039,679.42	1041	\$1,096,036.14	862	\$925,178.76
TRAINING: STATE LTE	82	\$784,266.88	54	\$355,562.91	21	\$197,840.33
TRAINING: STUDENT OJT	87	\$166,859.61	162	\$322,127.47	90	\$121,161.58
TRAINING: TECH/JR COL	1236	\$1,866,730.44	1241	\$1,953,283.33	1040	\$1,510,043.05
TRAINING: TEMPORARY WORK	3371	\$6,168,226.97	3263	\$5,766,199.18	2847	\$4,825,404.69
TRAINING: VOC/OCC	796	\$1,079,025.98	788	\$1,211,119.65	775	\$1,474,137.88
Percent of total	19.5%	27.8%	20.8%	29.0%	19.8%	25.5%
TRANSPTN: OTHER NEC	2948	\$1,605,086.87	2421	\$1,333,880.42	1879	\$933,771.93
TRANSPTN: PUBLIC	3334	\$946,143.72	2728	\$827,176.50	2573	\$926,631.78
TRANSPTN: VEH. PUR & RENT	260	\$1,534,212.47	28	\$252,234.09	15	\$99,256.91
Percent of total	14.7%	7.5%	12.1%	4.6%	11.7%	4.1%
WORK INC. BEN. ANALYSIS	2939	\$2,331,954.50	3017	\$2,408,730.34	2946	\$2,500,611.89
Percent of total	6.6%	4.3%	7.0%	4.6%	7.7%	5.2%
Total	44478	\$54,708,383.50	42961	\$52,671,954.59	38318	\$48,263,364.54

Table 26 indicates that DVR spent an increasing percentage of their case service dollars on assessment services from 2015 to 2017, and they spent an increasing percentage on job development and support services during the same period. Although customized employment services decreased as an expenditure from 2015-2017, supported employment services of all types increased as a total percent of all expenditures.

DVR continuously expended 25 percent or more of their case service dollars on consumers in training from 2015-2017. These numbers indicate that DVR consistently supports the pursuit of training for their consumers and this is likely to lead to positive outcomes in credential attainment and skills gains for consumers.

Employment Outcomes:

An important measure of the performance of the organization is the type of employment outcomes obtained by the consumers served. The project team utilized RSA-911 data to examine employment outcomes by Standard Occupational Classification (SOC) code for Wisconsin DVR compared to all other VR programs combined. Table 27 identifies these outcomes for Federal Fiscal Year 2016 by SOC categories and compares DVR to all other VR programs combined for that year.

Table 27

Employment Outcomes by SOC Code for 2016

SOC Code Category	Wisconsin Frequency	National Frequency	Difference
Management Occupations	3.3%	2.5%	+0.8%
Business and financial operations occupations	1.3%	1.5%	-0.2%
Computer and Mathematical Operations	1.5%	1.2%	+0.3%
Architecture and engineering occupations	0.8%	0.7%	+0.1%
Life, physical and social science occupations	0.3%	0.5%	-0.2%
Community and social science occupations	2.7%	2.8%	-0.1%
Legal occupations	0.2%	0.3%	-0.1%
Education, training and library occupations	2.3%	3.2%	-0.9%
Art, design, entertainment, sports and media occupations	1.4%	1.1%	+0.3%
Healthcare practitioners and technical occupations	2.1%	2.7%	-0.6%
Healthcare support occupations	2.6%	3.8%	-1.2%
Protective service occupations	1.1%	1.7%	-0.6%
Food preparation and serving related occupations	14.0%	11.6%	+2.4%
Building and grounds cleaning and maintenance occupations	12.7%	9.1%	+3.6%
Personal care and service occupations	5.2%	5.7%	-0.5%
Sales and related occupations	7.4%	8.3%	-0.9%
Office and administrative support occupations	19.5%	17.3%	+2.2%
Farming, fishing and forestry occupations	0.9%	0.5%	+0.4%
Construction and extraction occupations	0.9%	2.6%	-1.7%
Installation, maintenance, and repair occupations	2.4%	4.8%	-2.4%
Production occupations	11.0%	7.8%	+3.2%
Transportation and material moving occupations	6.4%	8.8%	-2.4%

The occupational categories where Wisconsin DVR differed by more than two percentage points from all other VR programs in the country combined are highlighted. A yellow highlight indicates that DVR was at least two percentage points higher in that category than the rest of the VR programs combined and a blue highlight indicates that DVR was at least two percentage points lower than the rest of the VR programs combined. RSA-911 data indicate that DVR was relatively consistent with the rest of the nation across many occupational classifications, but exceeded all other VR programs combined with respect to the proportions of individuals closed in: (1) food preparation and serving-related occupations, (2) building and grounds cleaning and maintenance occupations, (3) office and administrative support occupations, and (4) production occupations. The largest discrepancy between Wisconsin and national proportions occurred with building and grounds cleaning and maintenance occupations closures. Wisconsin DVR exceeded the national proportion by 3.6 percentage points. Proportionally, Wisconsin DVR closed fewer cases than all other VR programs combined in the following categories: (1) installation, maintenance, and repair occupations, and (2) transportation and material moving occupations.

The project team gathered SOC code data for the entire United States workforce as a point of comparison for DVR. Table 28 below compares the outcomes of DVR consumers closed in the job categories listed above with the entire United States Workforce.

Table 28
DVR Consumers Compared to the U.S. Workforce 2016

SOC Code Category	Wisconsin Frequency	All US Workforce	Difference
Food preparation and serving related occupations	14.0%	5.6%	+8.4%
Building and grounds cleaning and maintenance occupations	12.7%	3.8%	+8.9%
Personal care and service occupations	5.2%	3.8%	+1.4%
Sales and related occupations	7.4%	10.5%	-3.1%
Office and administrative support occupations	19.5%	11.7%	+7.8%
Construction and extraction occupations	0.9%	5.2%	-4.3%
Installation, maintenance, and repair occupations	2.4%	3.2%	-0.8%
Production occupations	11.0%	5.6%	+5.4%
Transportation and material moving occupations	6.4%	6.1%	+0.3%
Total	79.5%	55.5%	+24.0%

Relative to the proportions of individuals in the U.S. workforce in 2016, Wisconsin DVR clients were closed in the following occupational classifications at higher rates (exceeding differences of

two percentage points): (1) food preparation and serving-related occupations; (2) building and grounds cleaning and maintenance occupations; (3) office and administrative support occupations; and (4) production occupations. Wisconsin DVR clients were closed in the following occupational classifications at lower rates (exceeding differences of two percentage points): (1) sales and related occupations; and (2) construction and extraction occupations.

Common Performance Accountability Measures for the VR Program

The Workforce Innovation and Opportunity Act contains common performance accountability measures for all of the core partners in WIOA. These common performance measures (CPMs) replaced the RSA Standards and Indicators for the VR program and include the following six measures:

- I. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- II. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- III. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- IV. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program;
- V. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- VI. The indicators of effectiveness in serving employers.

As of the writing of this report, the VR programs nationally are in the second program year of gathering baseline data for the establishment of their negotiated rates for the first five measures. The project team asked DVR if they were able to gather any of this data for the years 2015-2017, and they were able to give the project team the results for the first three performance measures for all three years.

The project team gathered the most recent data from the Department of Labor's Employment and Training Administration on the negotiated performance measures for the Title I and Title III (Wagner-Peyser) programs. This information for Program Years 2018 and 2019 are contained in Table 29 below. Table 30 contains the employment rates in the second and fourth quarter after exit for DVR in Wisconsin for 2015-2017.

Table 29

Negotiated Rates for Titles I and III for Program Years 2018 and 2019

Program Years 2018 and 2019 - Negotiated Levels of Performance for Wisconsin					
Program	Emp. Rate Q2 After Exit	Emp. Rate Q4 After Exit	Median Earnings	Credential Attainment	Measurable Skill Gains
Title I - Adult	76%		\$5,100	60%	Baseline
Title I - Dis. Worker	80%	79%	\$7,100	65%	Baseline
Title I - Youth	75%	74%	Baseline	66%	Baseline
Wagner-Peyser	66%	64%	\$5,400	NA	Baseline

Table 30

Common Performance Measures for DVR by WDA 2015-2017

WDA	2015			2016			2017		
	Emp. Rate Q2 After Exit	Emp. Rate Q4 After Exit	Median Wages	Emp. Rate Q2 After Exit	Emp. Rate Q4 After Exit	Median Wages	Emp. Rate Q2 After Exit	Emp. Rate Q2 After Exit	Median Wages
1	44%	45%	\$2,921	48%	46%	\$2,898	48%	48%	\$2,849
2	52%	53%	\$2,687	52%	50%	\$2,791	50%	48%	\$2,960
3	62%	58%	\$3,388	63%	61%	\$3,157	63%	60%	\$3,186
4	56%	54%	\$2,676	59%	55%	\$2,580	60%	57%	\$2,766
5	55%	53%	\$2,949	59%	55%	\$3,062	61%	61%	\$2,843
6	58%	54%	\$2,586	55%	55%	\$2,427	57%	54%	\$2,385
7	53%	50%	\$3,203	43%	46%	\$3,037	46%	47%	\$3,375
8	51%	47%	\$2,333	54%	49%	\$2,186	53%	50%	\$2,470
9	49%	45%	\$2,658	44%	47%	\$1,989	50%	43%	\$2,374
10	59%	54%	\$2,506	61%	60%	\$2,671	61%	57%	\$2,326
11	57%	56%	\$2,572	55%	52%	\$2,420	55%	61%	\$2,663
State Totals	55%	53%	\$2,729	55%	53%	\$2,704	55%	53%	\$2,675

The Title I Adult, Dislocated Worker and Youth Programs have second and fourth quarter employment rate targets that range from 71 percent to 80 percent. Each of the Title I programs anticipates a reduction in the employment rate from the second to the fourth quarter after exit from the programs, though it is only one percent for the Dislocated Worker and Youth programs. The Title III Wagner-Peyser program (often referred to as employment services), has a negotiated target employment rate of 66 percent for the second quarter after exit and 64 percent for the fourth quarter.

The median wages during the second quarter after exit are lowest for the Title I Adult program at \$5,100 and highest for the Dislocated Worker program at \$7,100. Dislocated workers are individuals that have been laid off from employment and generally have higher earnings because of their established work history. The Wagner-Peyser program negotiated a target at \$5,400, three hundred more than the Title I Adult program. The median earnings target for the Title I Youth program is in a baseline period, as all programs for the measurable skills gain measure. The target rates for individuals that obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program ranges from 60 percent for the Adult program to 66 percent for the Youth program.

Table 31 identifies the second and fourth quarter employment rate for DVR consumers by WDA for the three years of the study. The averages for the entire State of Wisconsin were consistent from 2015-2017 at 55 percent in the second quarter and 53 percent in the fourth quarter after exit. The employment rate breakdown by WDA indicates that WDA 3 had the consistently highest employment rate in the second and fourth quarter after exit from DVR, exceeding 60 percent for five out of the six time periods measured from 2015-2017. WDA 10 exceeded 60 percent three times, WDA 5 exceeded 60 percent twice and WDAs 4 and 11 exceeded 60 percent once.

The median wages for Wisconsin DVR consumers was consistent from 2015-2017, showing only a slight decrease from year to year. The median wages were highest in WDAs 3 and 7 throughout 2015-2017, exceeding \$3,000 each year.

It is important to note that DVR consumers are individuals with significant disabilities or most significant disabilities that have multiple barriers to employment and complex vocational rehabilitation needs. The common performance measure data presented here for DVR should not be viewed in comparison with the Title I and III programs as they do not serve the same population of individuals as DVR except for those instances where co-enrollment in programs is occurring.

The national, state and agency-specific data presented in this section is intended to help DVR determine where the greatest economic and service needs are throughout Wisconsin and to compare that information with how they have allocated resources including staff and expenditures. The performance indicators that are included in this section provide the foundation for the rest of the sections presented. The results of the surveys for the different groups that are included in the proceeding parts of this section provide specific feedback for DVR and identify the needs and perspectives of the consumers served.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

In the overall performance section of the report, general information about the respondents to the individual survey are presented as well as responses to questions that address consumer perspectives about the overall performance of DVR. Results that are consistent with the other portions of the report will be reported in those sections.

Surveys were distributed electronically via Qualtrics, a web-based survey application. There were 2,698 valid individual surveys completed. In some cases, individual respondents chose not to answer select questions on the survey, but did complete the entire survey and submit it. This accounts for the variance in survey responses in some questions.

Respondent Demographics:

The individual survey asked respondents to identify their age group. In order to determine if the respondent population reflected the general population of consumers served by DVR, the project team first analyzed the age of all individuals served by DVR for the period of the study. Table 31 below contains this information.

Table 31
DVR Consumers by Age

Age Group	2015		2016		2017	
	Total Number served	Percent of Total	Total Number served	Percent of Total	Total Number served	Percent of Total
Under 24	9,412	26.2%	10,410	30.7%	11,064	34.8%
24-64	25,620	71.4%	22,668	66.8%	19,845	62.5%
65 and over	856	2.4%	837	2.5%	848	2.7%
Totals	35,888	100.0%	33,915	100.0%	31,757	100.0%

The data indicates that the age of DVR consumers has been decreasing on average every year of the study. This is reflective of the focus on developing and expanding transition services, which will be covered in detail in Section Four. Table 32 compares the age range of survey respondents to the age range of DVR consumers in 2017.

Table 32
Age of Respondents

Age Range of Respondents	Number	Percent of Total	Percent of all DVR Consumers in 2017	Diff.
Under 25	827	30.6%	34.8%	-4.2%
25-64	1,799	66.5%	62.5%	+4.0%
65 and over	80	3.0%	2.7%	+0.3%
Total	2,706	100.0%	100.0%	

The survey respondents are reflective of the age of DVR consumers generally. The rate of individuals 24 and under that responded to the survey was four percent lower than the general DVR consumer population in that age range, and the adult population range of respondents was higher by four percent, while the 65 and over percent was almost exactly reflective of the general DVR consumer population.

The survey asked individuals to identify their race or ethnicity. The project team compiled the results and compared them to the percentage of each race or ethnicity served by DVR for all consumers in 2017. Table 33 below contains this information.

Table 33
Individual Survey Respondent Race/Ethnicity

Individual Respondent Race or Ethnic Group	Number	Percent of total	Percent of all 2017 DVR Consumers	Difference
Caucasian/White	2,247	81.1%	70.0%	-11.1%
African American/Black	263	9.5%	17.2%	+7.7%
Hispanic/Latino	89	3.2%	6.1%	+2.9%
American Indian or Alaska Native	60	2.2%	1.5%	-0.7%
Other (please describe)	58	2.1%	3.6%	+1.5%
Asian	48	1.7%	1.3%	-0.4%
Hawaiian or Other Pacific Islander	5	0.2%	0.2%	0.0%
Total	2,770	100.0%	100.0%	

The data indicates that the population of Caucasian survey respondents was slightly more than 11 percent greater than their appearance in the general population of DVR consumers. African-Americans only comprised 9.5 percent of survey respondents, which is 7.7 percent lower than their rate of DVR consumers overall. The percentage of survey respondents that identify as Hispanic was almost three percent lower than their occurrence in the general DVR consumer population.

Respondents were presented with a checklist and asked to identify their primary disabling condition. Table 34 summarizes the primary disabling conditions reported by the individual survey respondents.

Table 34

Primary Disability of Respondents

Primary Disability	Number	Percent
Physical	550	20.5%
Mental Health	514	19.2%
Other (please describe)	464	17.3%
Intellectual Disability (ID)	302	11.3%
Developmental Disability (DD)	292	10.9%
Deaf or Hard of Hearing	188	7.0%
Mobility	173	6.5%
No impairment	72	2.7%
Blindness or visually impaired	68	2.5%
Communication	58	2.2%
Deaf-Blind	2	0.1%
Total	2,683	100.0%

Physical disability was identified most frequently as the primary disability type by respondents. Mental Health disability and “other, please describe,” were reported second and third most frequently as the primary disability. The three most frequently cited items by respondents who answered “other” were:

- Learning disabilities
- Autism
- Brain injury

Respondents were also asked to identify their secondary disabling condition, if they had one. Table 35 details the secondary conditions reported by respondents.

Table 35
Secondary Disability of Respondents

Secondary Disability	Number	Percent
No impairment	729	31.9%
Mental Health	358	15.7%
Physical	288	12.6%
Other (please describe)	266	11.6%
Mobility	173	7.6%
Intellectual disability (ID)	137	6.0%
Developmental Disability (DD)	115	5.0%
Communication	107	4.7%
Deaf or Hard of Hearing	59	2.6%
Blindness or visually impaired	53	2.3%
Deaf-Blind	2	0.1%
Total	2,287	100.0%

Out of the 2,287 responses to the question regarding secondary disability, 31.9 percent of respondents reported no secondary disabling condition, while 15.7 percent of respondents reported Mental Health as a secondary disabling condition. Physical disability was the third most frequently selected choice.

Association with DVR:

Individuals who responded to the survey were presented with a question that asked them to identify the statement that best described their association with DVR. Their responses to this question appear in Table 36.

Table 36
Respondent Association with DVR

Association with DVR	Number	Percent
I am a current client of DVR	1,437	53.3%
I am a previous client of DVR; my case has been closed	924	34.3%
Other (please describe)	217	8.0%
I have never used the services of DVR	100	3.7%
I am not familiar with DVR	20	0.7%
Total	2,698	100.0%

The majority of respondents indicated they were current clients of DVR with fewer individuals indicating that they were previous clients whose cases had been closed. The category of “Other” was the third most frequently selected choice and respondents were given an opportunity to

provide narrative responses. Those responses included previous clients, parents, caregivers, guardians, relatives of DVR counselors, and friends of clients.

Comments Related to How DVR Could Change Services:

The respondents to the individual survey were provided with the opportunity to identify how DVR could change services in order to assist them in finding a job. There were 1289 individuals who chose to leave a comment regarding changes DVR could make. These comments fell into four broad categories.

Category One: Positive comments about current DVR services

There were 128 comments that praised current DVR services, many of which included statements of gratitude for the services received from the organization and staff. It is clear that several respondents felt very strongly that DVR had contributed to their independence and success. Some representative comments are below:

“I think they do excellent.”

“I couldn’t recommend anything different. I was placed at a job I love and have been working there for almost 2 years. The whole program worked perfectly for me.”

“I think the DVR was awesome. Thank you so much.”

“The counselor was very informative and helpful for my son's success. She provided me and my son with the resources so after school he can find a job and gave him an opportunity for work experiences.”

“I appreciate the assistance I received through DVR as it made obtaining the hearing aids that were critical to my remaining employed possible without undue financial hardship.”

Category Two: Staffing and Service Delays

There were 86 comments related to staff to client ratio, turnover of counselors, and how the changing of counselors affected case management, service speed and outcomes. The following comments were representative of this category:

“In the past there has been a lack of follow through with clients, or high turnover resulting in the same work being completed multiple times. Care managers greatly appreciate updates and notifications when something is going on with a client's case.”

“I had been assigned three different counselors during my participation in the DVR program. The first counselor advised me that DVR would assist me in getting hand controls in my car so that I would be able to seek employment and maintain a job, once found. I worked two different IPE job assignments, and once those ended after 90 days each, my counselor (3rd), told me that I would not be able to receive assistance with hand controls for my further job search, as I needed to be currently employed to receive any type of help with hand controls. The information provided to me was inconsistent

between the three counselors and created another barrier in finding permanent employment.”

“The process can be slow. It was helpful, but it took longer than I hoped.”

Category Three: Communication and Responsiveness

There were 78 comments that related to slow responsiveness on the part of DVR counselors or staff. These comments generally related to the response to phone calls, emails, follow-up contact and case related communication. The following comments were representative of this category:

“Contact me, let me know what’s going on”

“Advocate more aggressively at school meetings. Better communication and collaboration, training dates communicated better.”

“It would be helpful if I had regular communication with my DVR counselor.”

“Keep in more contact with clients. Checking in with them.”

COMMUNITY PARTNER SURVEY RESULTS

The partner survey was distributed to representatives of partner organizations that provide services to individuals with disabilities and work with DVR. A total of 249 valid partner surveys were completed. Questions appearing on the partner survey addressed five general areas:

- Services readily available to persons with disabilities
- Barriers to achieving employment goals
- Barriers to accessing DVR services
- Desired changes to community partner programs that can increase their ability to serve individuals with disabilities
- Assessment of Wisconsin Job Centers effectiveness in serving individuals with disabilities

The bulk of the partner survey responses are presented in the sections of this report that apply to those questions. The project team included some general information about survey respondents in this section.

Respondent Characteristics:

The first survey question asked respondents to classify their organization. Table 37 identifies the classifications indicated by the survey respondents.

Table 37
Organization Type of Partner Survey Respondents

Organization Type	Number	Percent
Individual Service Provider	60	24.1%
Community Rehabilitation Program	51	20.5%
Secondary School	37	14.9%
Other Public or Private Organization	25	10.0%
Other (please describe)	25	10.0%
Other Federal, State, or Local Government Entity	21	8.4%
Developmental Disability Organization	15	6.0%
Client Advocacy Organization	7	2.8%
Postsecondary School	6	2.4%
Mental Health Provider	1	0.4%
Medical Provider	1	0.4%
Veteran's Agency	0	0.0%
Total	249	100.0%

Slightly over 24 percent of respondents identified as an individual service provider and 20.5 percent identified as working for a community rehabilitation program (N = 51). None of the respondents indicated working for a Veteran's Agency. The 25 respondents who selected "other, (please describe)" cited Centers for Independent Living, school for the blind, supported employment and managed care organizations.

Respondents were provided with a list and asked to identify which client populations they worked with on a regular basis. There were no limitations to the number of client populations that a respondent could choose. Table 38 includes this information.

Table 38
Client Populations Served Regularly by Respondents

Client Populations	Number of times chosen	Percent of time chosen
Transition-aged youth (14-24)	206	82.7%
Individuals that need supported employment	178	71.5%
Individuals with the most significant disabilities	164	65.9%
Individuals from unserved or underserved populations	130	52.2%
Individuals that are racial or ethnic minorities	129	51.8%
Individuals that are blind	110	44.2%
Individuals that are deaf	107	43.0%
Individuals served by Wisconsin's Job Centers (formerly referred to as One-Stops or Career Centers)	71	28.5%
Veterans	71	28.5%
Other (please describe)	29	11.6%

More than 80 percent of the partner survey respondents reported working with transition-aged youth, while more than 71 percent reported working with individuals that need supported employment. Individuals with the most significant disabilities and individuals from unserved or underserved populations were the third and fourth most frequent groups served by partner agency respondents. Although none of the respondents indicated working for a Veteran's agency in Table 37 above, results from Table 38 indicate that 28.5 percent of the community partner respondents report working with Veterans.

STAFF SURVEY RESULTS

A total of 161 valid staff surveys were completed. Questions appearing on the staff survey addressed five general areas:

- Services readily available to persons with disabilities
- Barriers to achieving employment goals
- Barriers to accessing DVR services
- The effectiveness of the Wisconsin Job Centers in serving individuals with disabilities
- Desired changes in DVR services that would help the organization more effectively serve individuals with disabilities

Respondent Characteristics:

DVR staff were asked to identify the workforce area in which they worked. Table 39 contains the results.

Table 39
WDA Office

WDA Office	Number	Percent of Total
WDA 10	23	15.0%
WDA 3	22	14.4%
WDA 5	22	14.4%
WDA 2	13	8.5%
WDA 1	12	7.8%
WDA 4	12	7.8%
WDA 9	12	7.8%
WDA 11	11	7.2%
WDA 8	10	6.5%
WDA 6	9	5.9%
WDA 7	7	4.6%
Total	153	100.0%

The workforce development areas that were identified most frequently by staff survey respondents were: WDA 10, WDA 3, and WDA 5. There was no option for staff that worked in Central Office, so this may have led to WDA 10 being the most frequently chosen option as DVR's Central Office is in Madison, which is in WDA 10. There were eight individuals that did not respond to the question about where they worked, so it is possible that these eight individuals worked in Central Office.

Staff were asked an open-ended question requesting that they indicate their job title. One-hundred fifty-four responses were received. Table 40 contains the results.

Table 40

Job Title

Job Title	Number	Percent of Total Respondents
Vocational Rehabilitation Counselor	102	66.2%
Consumer Case Coordinator	16	10.4%
Financial Specialist	8	5.2%
Director	6	3.9%
Business Services Consultant	5	3.2%
Vocational Rehabilitation Specialist	5	3.2%
Vocational Rehabilitation Supervisor	4	2.6%
Anonymous	2	1.3%
Policy Analyst	2	1.3%
Vocational Rehabilitation Assistant	2	1.3%
Training Officer	1	0.6%
Vocational Rehabilitation Counselor Intern	1	0.6%
Total	154	100.0%

More than 66 percent of the respondents to the staff survey identified as Vocational Rehabilitation Counselors. Consumer Case Coordinators were the next most frequent group of respondents at just over 10 percent of the respondent population. There were two individuals that wrote anonymous as their job title, and ten individuals did not answer this question.

Staff survey respondents were asked to identify how many years that they have held their current job. Table 41 indicates the results.

Table 41

Years in Current Position

Years in Current Position	Number	Percent
1-5 years	72	44.7%
11-20 years	37	23.0%
Less than one year	27	16.8%
6-10 years	18	11.2%
21+ years	7	4.4%
Total	161	100.0%

The largest percentage of staff survey respondents have held their current workplace position for 1-5 years, while 23 percent have held their current position for 11-20 years. More than 50

percent of the staff respondents had been in their current position with DVR for five years or less.

Services that DVR is Most Effective in Providing:

The staff responses to questions regarding barriers to employment and accessing services for DVR consumers will be addressed in the applicable sections of the report. Related to the overall performance of the organization, survey respondents were provided a list of 15 items and asked to identify the services that DVR are most effective in providing to DVR consumers, directly or through community partners. There was no limitation to the number of items a staff respondent could choose. Table 42 lists the services and the number of times each item was selected, as well as the percent of time the service was selected by respondents.

Table 42

Services that Providers are Most Effective in Providing

Services that DVR are Most Effective in Providing Consumers: Direct & Through Partners	Number of Times Chosen	Percent of Time Chosen
Job development services	113	70.19%
Job training services (TWE, Job Coaching, OJT, etc.)	112	69.6%
Benefit planning assistance	97	60.2%
Assistive technology	83	51.6%
Other education services	57	35.4%
Other transportation assistance	43	26.7%
Vehicle modification assistance	28	17.4%
Mental health treatment	10	6.2%
Other (please describe)	10	6.2%
Substance abuse treatment	9	5.6%
Medical treatment	6	3.7%
Income assistance	5	3.1%
Housing	5	3.1%
Personal care attendants	4	2.5%
Health insurance	3	1.9%

Staff survey respondents indicated that service providers are the most effective in providing job development services and job training services either directly or through partners. Staff survey respondents identified personal care attendants and health insurance less than five times each as services that service providers effectively provide. The open-ended category “other” was selected by ten staff survey respondents. The respondents were provided the opportunity to describe additional services that DVR is effective in providing that were not in the list. Vocational counseling and guidance was cited by seven of the ten respondents.

Changes that will Improve Service Delivery:

Staff were presented with a list of sixteen options and asked to identify the top three changes that would enable them to better assist their DVR consumers. Table 43 details the staff responses to this question.

Table 43

Top Three Changes That Would Enable Staff to Better Serve Consumers

Top Three Changes to Help Better Serve DVR Consumers	Times Identified as a Barrier	Percent of Time Chosen
Smaller caseload	75	50.3%
More streamlined processes	44	29.5%
Accountability for poor performance by service providers	43	28.9%
More effective community-based service providers	42	28.2%
More community-based service providers for specific services	31	20.8%
More administrative support	29	19.5%
Incentives for high performing service providers	25	16.8%
Improved business partnerships	23	15.4%
Increased collaboration with other workforce staffs including Job Centers	18	12.1%
Increased options for technology use to communicate with consumers	17	11.4%
Other (please describe)	16	10.7%
Better assessment tools	15	10.1%
Better data management tools	12	8.1%
Additional training	9	6.0%
More supervisor support	6	4.0%
Increased outreach to consumers	6	4.0%

The items most frequently identified items among the top three changes that would enable staff to better serve consumers were smaller caseloads, more streamlined processes, and accountability for poor performance by services providers. More supervisor support and increased outreach to consumers were the least cited items on the list by survey respondents. The 16 respondents who selected other were provided an opportunity to submit a narrative response. Content analysis revealed that the narrative responses were unique in content. Items found in the narrative responses that were not on the list include:

- Less data tracking and increase salaries for DVR staff to improve retention
- Sharing job leads generated by BSC
- Better relationships between service providers and DVR staff
- Expanded public transportation

- Better trained service providers
- Specialized caseloads for self-employment
- Holding staff responsible for their caseloads
- Decrease DVR staff turnover to maintain experienced staff to provide quality services
- Positive view of DVR in community. Assistance instead of enabling.
- Rapid engagement (intake to plan development completed in 6 weeks)-The DVR counselor completes the intake and then works with the same consumer throughout the life of their case.
- Increased accountability from consumers for following through on their services
- Consumer involvement

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment as it relates to overall program performance for DVR:

1. The staff at DVR were consistently characterized as committed and passionate about serving individuals with disabilities. The feedback from all stakeholders was very positive when it came to the staff at DVR and their compassion and caring spirit.
2. Staff indicated that they often go home feeling like they have helped people during the work day. There is a strong sense of teamwork in several Districts.
3. The most common theme regarding overall agency performance other than the positive feedback about DVR, was the challenge posed by staff turnover. In all 26 focus groups conducted for this study, staff turnover was identified as affecting DVR performance. The rate of staff turnover affects the speed of service delivery, the continuity of relationships with partner VR agencies that include Tribal VR, and was identified as frustrating for consumers and families. The reason for the turnover was almost exclusively cited as a result of low pay and was not identified as an issue with the organization or the culture at DVR. Quite the contrary. More than 15 individuals indicated that the culture and caring spirit of the organization was the reason they remained working with DVR despite the pay levels. The Administration at DVR is working on strategies to help address the low pay such as creating new positions that include the VR Specialist and Financial Specialist, advocating for more positions and trying to increase pay where they can. DVR Administration has instituted “stay” interviews aimed at identifying why people stay working for DVR and trying to enhance and support those reasons. They have statewide wellness teams that meet regularly across the State.
4. There was a general sense of optimism about the employment outlook in Wisconsin for all individuals, including individuals with disabilities. The economic recovery has been solid in the State and Wisconsin Workforce Development System’s Combined State Plan indicated that it is the “supply-side” of the equation that is holding back increased

economic growth in the State. The economic and workforce analysis of the State has shifted from one in which industries are growing to one in which they are trying to attract and train sufficient workers.

5. DVR has a “home grown” case management system that was cited frequently as a strength of the organization. The IRIS system allows DVR to modify the system as needed and this has resulted in them being able to capture the required data elements for the 911 reporting and has contributed to DVR transitioning to the new common performance measures in WIOA. There were more than 30 individual and group positive statements attributed to the case management system used by DVR. It is rare for the project team to hear positive statements about a VR program’s case management system. It has been our experience that case management systems have been consistently referred to by staff of VR programs as inhibitors to effective service delivery. The feedback from DVR’s staff and partners was the opposite. The IRIS system was referred to as a system that contributed to effective service delivery for consumers.
6. DVR contracts with a local university to conduct all of their intake interviews and to gather information and make recommendations for eligibility and significance of disability determinations. The project teams received a variety of different perspectives on the eligibility determination process. In terms of overall agency performance, DVR is able to determine eligibility well within the 60-day timeframe allowed by law, averaging half of that time in the three years of this study.
7. DVR has created several work groups that are inclusive of different job classifications in order to proactively respond to the requirements in the Workforce Innovation and Opportunity Act (WIOA), and to engage in quality assurance and policy development, review and revision. These work groups and teams were cited by nine individuals and five focus groups as helping the organization feel as though they are “on top” of the required changes in WIOA and that they are responding to change in a manner that is consistent with their values.
8. The general consensus of stakeholders is that DVR is doing a good job of meeting the needs of the consumers they serve either directly or through their network of providers. The reduction in the overall number of consumers served has helped to make caseloads more manageable, but responsiveness is an area that the entire agency and their providers need to ensure is a primary priority.

RECOMMENDATIONS

Note: Several of the recommendations below include strategies to address the turnover in staff and the vacancy rate at DVR. These recommendations should not be read with the assumption or belief that DVR is not aware of these challenges or is not working to address them. As is the case with most State VR agencies in the nation, the organization’s ability to increase the pay of their staff is affected by the State Civil Service System and established pay for specific job classifications. The project team encourages DVR to continue to pursue the strategies they have

already implemented and to focus on the areas and changes that can reinforce the values and rewards of the rehabilitation counseling profession.

The following recommendations are offered to DVR based on the results of the research in the Overall Agency Performance area:

1. DVR should continue to explore ways to ensure pay equity within classifications and to increase the overall pay for staff. The agency is working to address the pay scale concerns, but the turnover and vacancy rate presents a tremendous challenge from all perspectives and working to improve the pay of staff should remain a priority in the future.
2. DVR should encourage their Area staff to ensure that “wellness” programs are available in each WDA and that staff are aware of their existence.
3. DVR is encouraged to continue to invite field staff to participate in work groups aimed at continuous quality improvement and effectively responding to organizational change. These groups provide an opportunity for staff to develop ownership for changes that occur at DVR and can help contribute to increased job satisfaction levels.
4. If resources allow, DVR should consider reinstating the agency’s annual meeting. Staff indicated that the annual meeting provided an excellent opportunity for reaffirming their beliefs and values, communication, team building and reviewing and understanding statewide issues, policies and practices.
5. DVR should regularly review their applicant data and determine if and when action may be needed to address the growing disparity in the rate of women to men applying for services. It is not clear from the data why this is happening, so the agency may need to explore outreach to referral sources and ensure they are identifying and implementing strategies to ensure gender equity in access and service delivery.
6. In eleven of the focus groups conducted for this assessment (Seven staff focus groups and four partner focus groups), more effective use of labor market information in the IPE development process was noted as a way to potentially increase the quality and quantity of employment outcomes. A better job “fit” with consumers and ensuring that consumers are being prepared for in-demand jobs, were also cited by participants as ways to improve the quality and quantity of employment outcomes. DVR should consider developing work groups that involve field staff to address ways to ensure each of these areas are enhanced in the rehabilitation process.
7. DVR is encouraged to regularly obtain feedback from consumers, staff and partners on the eligibility determination process that they utilize to determine if there are any enhancements or modifications that need to be made. DVR may wish to consider adding questions about the eligibility process to their consumer satisfaction survey administered by the WRC.

SECTION 2

NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT

Section 2 includes an assessment of the needs of individuals with the most significant disabilities, including their need for supported employment. This section includes the rehabilitation needs of DVR consumers as expressed by the different groups interviewed and surveyed. All of the general needs of DVR consumers were included here, with specific needs identified relating to supported employment.

Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the needs of individuals with the most significant disabilities including their need for supported employment:

- *Transportation remains the most significant need of consumers served by DVR, and this is especially true in rural areas*
- *The most frequently cited vocational rehabilitation needs of individuals with the most significant disabilities included all types of training, work skills, increased education, work experience and social skills development.*
- *Employer misconceptions about the ability of individuals with disabilities is a significant barrier to employment and becomes more significant with the increase in the significance of the disability.*
- *There is an ever-increasing percentage of individuals being served by DVR that have significant mental health impairments. DVR staff and service providers need training to ensure they are aware of how to best serve this population.*
- *There is a reduction in the number of individuals working in subminimum wage employment in Wisconsin, and DVR and their network of providers needs to be sure that they have the capacity to serve these individuals through furthering developing their capacity to provide supported and customized employment.*
- *Self-advocacy training for individuals with disabilities is an essential rehabilitation need.*

***NATIONAL AND/OR AGENCY SPECIFIC DATA RELATED TO THE
NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT
DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED
EMPLOYMENT:***

The project team includes National and State statistics related to the occurrence of disability generally, by age and by type in this section. In addition, where available, we provide statistics by WDA. Disability Status estimates are calculated for the Total Civilian Noninstitutionalized Population (TCNP) by the US Census. National, State, and WDA averages are provided in Table 44. The categories are: total number of individuals with a disability residing in the WDA, under 18 years of age with a disability, and age 18 through age 64 with a disability. The averages in Table 44 are calculated by adding the US Census total civilian noninstitutionalized population numerical data and dividing by numerical data provided within each disability category.

Table 44

Disability Status for Total Noninstitutionalized Population

US & WI Disability Status	US	WI
All Ages with a disability	12.8%	12.0%
Under 18 years with a disability	4.3%	4.30%
18 to 64 years with a disability	10.6%	9.8%

The estimated average for the number of people with disabilities residing in the Nation in 2016 is 12.8 percent. The State's percentage is lower than the National average by .8 percent, averaging at 12 percent. The Wisconsin average is equal to the national average for under 18 years of age and slightly lower than the National average for working age adults. Table 45 examines these disability rates by WDA.

Table 45
Disability Rates by WDA

WDA	Percent Under 18 with a Disability	Percent 18-64 with a Disability
1	6.1%	11.4%
2	5.4%	11.1%
3	3.1%	7.2%
4	3.7%	9.0%
5	4.1%	9.7%
6	4.3%	10.6%
7	5.1%	12.6%
8	3.9%	9.4%
9	3.0%	10.5%
10	3.6%	7.8%
11	5.4%	11.1%

Of the civilian noninstitutionalized population ages 18 to 64 years in Wisconsin, 12.6 percent of the residents in WDA 7 have a disability, which is significantly higher than the National average of 10.6 percent and the State’s average of 9.8 percent for the same age group. The average percentage rate for individuals 18 to 64 years reporting a disability in WDA 3 is recorded at 7.2 percent, which is lower than the State and National averages. The disability rates in WDAs 1,2,6,7,9, and 11 meet or exceed the State average for Wisconsin.

Table 46 below contains information on the rate of working age adults with disabilities by WDA in Wisconsin. The categories are not consistent with how DVR counts disability types, but the information can be helpful to the organization when considering where resources to serve specific populations might be allocated to best meet the need.

Table 46
Disability Rates by Type by WDA

Type of Disability	Percent in the WDA by Number for Working Age Adults										
	1	2	3	4	5	6	7	8	9	10	11
Hearing Loss	0.02%	1.7%	1.7%	2.1%	2.1%	2.5%	3.2%	2.2%	2.6%	1.6%	2.7%
Vision Loss	2.1%	2.2%	0.01%	1.2%	1.4%	1.6%	2.0%	1.2%	1.5%	1.0%	1.6%
Cognitive	4.8%	5.0%	3.3%	3.9%	4.4%	4.7%	4.8%	4.3%	4.4%	3.4%	5.0%
Ambulatory	5.4%	5.3%	3.1%	3.8%	4.4%	4.5%	5.9%	4.1%	4.8%	3.4%	5.0%
Self-Care	2.1%	2.7%	1.2%	1.4%	1.6%	1.8%	2.2%	1.6%	1.6%	1.5%	1.6%
Independent Living	3.8%	4.7%	2.8%	2.8%	3.2%	3.6%	4.0%	3.1%	3.5%	2.7%	3.4%

The disability types with the highest rate of occurrence include cognitive and ambulatory. Consistent with other data, WDAs 2, 7, and 11 have the highest incidents of disability types when compared to the other area of the State.

The project team examined each of the disability types served by DVR during the period of 2015-2017. Tables 47A through 47L below examines each disability type served using the categories assigned by DVR. It should be noted that the category of “Other” was removed from the analysis.

Table 47A

Attention Deficit Hyperactivity Disorder						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	1515	4.5%	\$1,476	126	213	\$2,283
2016	1669	5.2%	\$1,487	166	212	\$2,844
2017	1715	5.7%	\$1,602	198	175	\$2,588

Table 47B

Alcoholism and other Drug Addiction						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	550	1.6%	\$1,328	96	75	\$4,022
2016	433	1.3%	\$1,121	66	51	\$2,887
2017	360	1.2%	\$1,087	64	43	\$2,614

Table 47C

Autism						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	2035	6.0%	\$2,082	110	280	\$3,647
2016	2335	7.2%	\$2,378	148	328	\$3,456
2017	2588	8.6%	\$2,652	187	320	\$3,659

Table 47D

Blind/Visual						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	779	2.3%	\$2,183	70	103	\$2,844
2016	748	2.3%	\$2,382	89	96	\$3,009
2017	669	2.2%	\$2,369	77	104	\$2,453

Table 47E

Brain Injuries						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	741	2.2%	\$2,033	82	114	\$3,000
2016	687	2.1%	\$1,824	87	101	\$3,341
2017	597	2.0%	\$1,849	87	83	\$3,232

Table 47F

Intellectual Disability						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	3156	9.3%	\$2,176	251	514	\$3,903
2016	3545	11.0%	\$2,237	318	531	\$3,792
2017	3555	11.9%	\$2,654	352	543	\$3,737

Table 47G

Congenital Condition or Birth Injury						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	589	1.7%	\$2,256	37	81	\$4,195
2016	672	2.1%	\$2,379	57	117	\$3,656
2017	635	2.1%	\$2,683	73	106	\$3,671

Table 47H

Deaf/HH						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	1375	4.1%	\$2,313	114	285	\$3,238
2016	1285	4.0%	\$2,052	130	296	\$2,637
2017	1114	3.7%	\$2,238	93	235	\$2,788

Table 47I

Learning Disabilities						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	2812	8.3%	\$1,628	234	498	\$2,720
2016	2757	8.5%	\$1,608	264	408	\$2,473
2017	2745	9.2%	\$1,719	344	392	\$2,266

Table 47J

Mental Illness						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	8042	23.7%	\$1,369	936	1048	\$3,044
2016	7284	22.5%	\$1,317	1056	964	\$2,707
2017	6232	20.8%	\$1,342	1048	826	\$2,486

Table 47K

Orthopedic						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	5464	16.1%	\$2,358	618	789	\$5,824
2016	4957	15.3%	\$1,832	637	696	\$3,820
2017	4265	14.3%	\$1,782	656	617	\$3,174

Table 47L

Other Physical						
FFY	Total Served	Percent of Total	Avg. Exp. Total Served	Unsuccessful Closures (Post IPE)	Successful Closures	Avg. Exp. Successful Closure
2015	3762	11.1%	\$1,768	410	469	\$5,427
2016	3357	10.4%	\$1,254	406	453	\$2,638
2017	2860	9.6%	\$1,380	443	374	\$2,887

The data indicates that the rate of individuals served by DVR with ADHD, Autism, intellectual disabilities and learning disabilities has increased each year from 2015-2017. Individuals with mental health impairments constitute the greatest percentage of individuals served by the organization, though their rate has decreased slightly from 2015 - 2017.

On average, DVR expends more per case on consumers that have a primary diagnosis of Autism, blindness or other visual impairments, congenital conditions or birth injuries, intellectual disabilities and deafness. Individuals with intellectual disabilities averaged the highest cost per case successfully closed in 2017.

The number of individuals with intellectual disabilities increased from 2015 to 2017. They were the only group that had increasing numbers of successful closures each year of the study.

Supported Employment:

The CSNA must include an analysis of the need for Supported Employment (SE) by individuals with the most significant disabilities. One of the aspects of this assessment is the gathering and reporting of data on DVR's service to individuals coded as receiving SE services. Table 48 below includes information related to SE services.

Table 48
Supported Employment Cases

Supported Employment			
Item	2015	2016	2017
Total Served	3114	3341	3485
Percent of Known Total	11.8%	12.8%	14.1%
New Applicants	697	828	827
Percent of Known Total	10.1%	10.7%	12.0%
App to Eligibility (Avg. Days)	20	22	16
App to Closure (Avg. Days) Unsuccessful Closure	840	799	731
App to Closure (Avg. Days) Successful Closure	1019	987	949
Unsuccessful Closures Post-IPE	402	496	484
Successful Closures	510	615	616
Ave. Expense Unsuccessful	\$1,701	\$1,263	\$1,530
Ave. Expense Successful Closure	\$4,432	\$4,073	\$4,131

The rate of supported employment cases has increased compared to the total number of consumers served from 2015-2017. The term “known total” is used in Table 48 to indicate that only those cases identified as either SE or not SE were included in the count. There is a percentage of cases in each of the years in which the SE status has not been determined, so those have been excluded from the analysis. SE cases have been increasing as a percentage of total applications, moving from 10 percent to 12 percent from 2015-2017.

The average number of days that an SE case was open from application to closure decreased steadily from 2015-2017, ending at 2.6 years. This represents an average of 150 more days than a non-SE case from application to successful closure. The average expense of an SE case decreased from 2015 -2017, but remained above the average expense of a non-SE case by approximately \$1,400. The number of cases closed in SE increased each year of the study.

Subminimum Wage Employment and Section 511:

The Rehabilitation Act as reauthorized in Title IV of WIOA included Section 511 for the first time in history. Section 511 established certain requirements for youth seeking to enter subminimum wage employment and for individuals of any age currently employed in subminimum wage settings. One of the requirements that Section 511 sets for all individuals currently working in subminimum wage employment is that they receive career counseling and information and referral (CC&I&R) services to organizations that can assist these individuals with the achievement of competitive integrated employment (CIE). The VR program in every

State is responsible for providing or arranging for the provision of CC&I&R to all individuals either currently employed, or seeking to enter subminimum wage employment.

DVR has contracted with the University of Wisconsin - Whitewater to provide the CC&I&R services to the individuals working for 14c certificate holders in Wisconsin and earning less than minimum wage. 14c is the certificate that the Wage and Hour Division of the Department of Labor grants to organizations that complete the application and submit it for approval to pay less than minimum wage to workers that have disabilities that prevent them from working at 100% productivity.

In January of 2016, there were 82 organizations that held a valid 14c certificate in Wisconsin. These 82 organizations employed 9,441 individuals with disabilities at less than minimum wage in January, 2016. In the two-and-a-half-year period of January 2016 through July 2018, fifteen 14c holders let their certificate expire and did not renew. In addition, there was a reduction of 3,210 individuals with disabilities working in subminimum wage in Wisconsin. The detailed spreadsheet detailing the reduction of 14c holders and individuals with disabilities covered by these certificates is contained in Appendix F.

The project team worked with the researchers at the Workforce Innovation Technical Assistance Center (WINTAC) to determine why there had been a reduction of fifteen 14c holders and over 3,200 individuals with disabilities working in subminimum wage employment in Wisconsin over the 2.5 years of the study. The researchers at the WINTAC contacted the organizations that allowed their 14c certificates to expire and asked them why they did not renew their certificates. We were able to directly speak with five, or 33 percent of the expired certificate holders. The reasons cited included:

- The paperwork demands of Section 511 were too burdensome;
- The Medicaid Waiver program indicated that they were not going to be supporting sheltered work if CIE was not the goal of the individual;
- It is morally wrong to exploit individuals with disabilities by paying them less than minimum wage; and
- The writing is on the wall and subminimum wage is going to be illegal eventually, so they just got ahead of it

When asked what happened to the individuals with disabilities that they were employing, the following comments were provided:

- *“We just started paying minimum wage for the work they are doing and they are still with us”;*
- *“They are in day programs now”;*
- *“They applied for DVR services and we don’t know where they are now”;* and
- *“We don’t know where they are.”*

The impact of Section 511 on DVR could potentially be significant if a large number of individuals working in subminimum wage employment now apply for services and wish to pursue CIE. DVR will need to ensure that they have an active supported and customized

employment program. DVR and the network of service providers throughout the State will need to be prepared to provide services to this population. The DVRs data on customized employment does not reflect an increase in capacity to serve individuals that need CE from 2015-2017. In fact, there has been a significant decrease in the number of individuals that received CE services in the three-year period of this study. This will be an area that DVR will need to try and develop in the near future.

Social Security Beneficiaries:

When assessing the needs of individuals with the most significant disabilities, it is important to examine the rate of Social Security Administration (SSA) beneficiaries served by the DVR. Recipients of Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), often have significant fears about going back to work after the lengthy process of being approved for benefits. The fear of benefit loss generally leads to beneficiaries trying to obtain work that is part-time and will not exceed the substantial gainful activity (SGA) amount which will count towards their trial work period and could eventually lead to losing benefits (if they are an SSDI recipient). SSI recipients often fear falling off the “cash cliff” if they receive SSI. The project team heard from many individuals in all stakeholder groups that the fear of benefit loss and the loss of medical insurance was a paramount concern for SSA beneficiaries, and that they come to DVR explicitly requesting work below SGA. To find out how potentially impactful this behavior is for DVR, the project team obtained data from 2017 by WDA on the amount of SSA beneficiaries by type. Table 49 below captures this data.

Table 49
SSA Beneficiaries in DVR by WDA by Type of Benefit

WDA	Total Served Consumers with Verified SSNs	SSDI Only	SSI Only	Both SSDI / SSI	Beneficiaries - SSDI or SSI or Both	Percent SSA Beneficiaries of Total Served Consumers w/ Verified SSNs
1	2,883	629	553	163	1,345	46.7%
2	6,025	1,169	1,528	389	3,086	51.2%
3	3,041	643	425	105	1,173	38.6%
4	2,885	691	467	161	1,319	45.7%
5	2,846	609	539	148	1,296	45.5%
6	2,148	470	376	122	968	45.1%
7	1,046	204	173	49	426	40.7%
8	1,857	407	385	131	923	49.7%
9	1,873	469	332	134	935	49.9%
10	4,051	974	830	272	2,076	51.2%
11	1,582	331	257	63	651	41.2%
Total	30,237	6,596	5,865	1,737	14,198	47.0%

The data indicates that almost half of the consumers served by DVR are individuals that received either SSDI, SSI or both. That is a significant portion of the overall DVR caseload and if the return-to-work behavior of this population is affected as articulated by the participants in this CSNA, any criticism of the agency's outcomes will need to be examined with this understanding. DVR spends a significant amount of money annually on benefits planning assistance to help beneficiaries understand the work incentive system available through SSA. However, the work incentive system is complex and fraught with overpayments and errors, which does not contribute to the motivation of beneficiaries to pursue employment at the self-sufficiency level.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

Receipt of Social Security Disability Benefits:

The individual survey respondents were presented with a checklist and asked to indicate whether they received Social Security disability benefits. Table 50 summarizes the responses to this series of questions. It should be noted that individuals were allowed to select more than one response in the series of items (for example, in the case of an individual who received both SSI and SSDI).

Table 50
SSA Benefit Status

Indicate Whether You Receive Social Security Benefits	Number	Percent of all Responses
I do not receive Social Security disability benefits	1,446	51.2%
I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals that have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)	642	22.7%
I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history)	490	17.4%
I receive a check from the Social Security Administration every month, but I do not know which benefit I get	134	4.8%
I don't know if I receive Social Security disability benefits	111	3.9%
Total	2,823	100.0%

The most common response to the question regarding Social Security benefits was “I do not receive Social Security disability benefits”. The response was selected by slightly more than 51% of the 2,823 respondents. Approximately 45% of the survey respondents receive some form of assistance from the Social Security Administration, which is slightly below (two percent) their rate in the general VR population. The large percentage of SSA beneficiaries responding to the survey is representative of the large percentage of DVR consumers that receive benefits and of the concern over benefit loss due to working, which affects the return to work behavior of this population.

Employment-Related Needs:

Respondents were presented with a series of yes/no questions about potential barriers to achieving their employment goals and were asked to indicate whether each was a barrier to achieving their employment goals. Table 51 summarizes the number of individuals who identified each barrier as an obstacle to achieving their employment goals.

Table 51

Individual Survey: Barriers to Obtaining a Job

Individual Survey: Barriers to Obtaining a Job	Identified as Barrier		Not a Barrier	
	Number	Percent of Total	Number	Percent of Total
Employer concerns about my ability to do the job due to my disability	1,325	57.5%	981	42.5%
Lack of job skills	1,132	48.6%	1,196	51.4%
Lack of education or training	1,087	46.3%	1,260	53.7%
Lack of available jobs	1,010	45.4%	1,214	54.6%
Mental health concerns	850	38.1%	1,383	61.9%
Lack of job search skills	822	36.3%	1,441	63.7%
Lack of reliable transportation	698	31.3%	1,529	68.7%
Lack of assistive technology	529	24.1%	1,662	75.9%
Concern over loss of Social Security benefits due to working	475	21.7%	1,719	78.4%
Lack of attendant care	233	10.8%	1,920	89.2%
Criminal Record	220	10.1%	1,968	90.0%
Lack of housing	164	7.6%	1,985	92.4%
Limited English skills	110	5.1%	2,044	94.9%
Lack of child care	92	4.3%	2,044	95.7%
Substance abuse	74	3.4%	2,075	96.6%

The most commonly identified barrier to achieving employment goals was “employers’ concerns about my ability to do the job due to my disability.” More than 57 percent of the respondents chose this as a barrier to employment, which reflects the need for self-advocacy training and for intervention on behalf of the consumers related to obtaining and maintaining employment, such as educating employers about the abilities of individuals with disabilities.

The lack of job skills (48.6 percent) and the lack of education or training (46.3 percent) were the two next most frequently identified barriers, indicating a need for consumers to be trained for the world of work. Interestingly, the lack of available jobs was cited as barrier by more than 45 percent of respondents, even though the economic outlook for Wisconsin identifies the supply of workers as the main concern for employers.

Respondents were asked if they had experienced other barriers to getting a job that were not listed. Of the 732 responses received, several items were frequently identified, and many responses repeated the items identified in Table 51. The items that were identified ten times or more are included below along with a count of the times they occurred:

- Physical or mental limitations (62 times)

- Disability-related barriers (50 times)
- Age discrimination (33 times)
- Transportation related issues (21 times)
- Lack of or need for accommodations (10 times)
- Discrimination by employers (24 times)
- Difficulty with DVR (17 times)
- Lack of education or skills (19 times)
- Inability to work more than part-time (18 times)

Barriers to Accessing DVR Services:

Respondents were presented with several questions describing potential barriers to accessing DVR services and asked to indicate whether the barriers had made it difficult for the respondents to access DVR services. Table 52 summarizes the responses to the questions about barriers to accessing DVR services.

Table 52

Individual Survey: Barriers to Accessing DVR Services.

Individual Survey: Barriers to Accessing VR Services	Yes, has been a Barrier to Access		Not a Barrier	
	Number	Percent of Total	Number	Percent of Total
Lack of information about available services	614	26.9%	1,669	73.1%
Difficulties scheduling meetings with my counselor	490	21.4%	1,798	78.6%
Other difficulties with DVR staff	445	19.5%	1,836	80.5%
Lack of disability-related accommodations	341	15.0%	1,930	85.0%
Difficulties completing the Individualized Plan for Employment (IPE)	337	15.0%	1,914	85.0%
DVR's hours of operation	185	8.2%	2,084	91.9%
Difficulties completing the DVR application	136	6.1%	2,108	93.9%
The DVR office is not on a public bus route	126	5.5%	2,152	94.5%
Language barriers	49	2.2%	2,190	97.8%

The four most commonly cited barriers to accessing DVR services were: lack of information about available services; difficulties scheduling meeting with the counselor; other difficulties with DVR staff; and lack of disability-related accommodations. The least common barrier chosen by respondents, receiving less than a five percent rate, was language barriers.

Individuals were presented with a yes/no question asking them to identify any additional challenges or barriers not already mentioned that have made it difficult to access DVR services. Four hundred twenty-eight individuals out of a total of 2,299 respondents indicated that they had other challenges and barriers and 417 respondents provided narrative responses to this question. There were 43 comments that indicated communication difficulties between the individual and

DVR counselor, and 37 comments that indicated a change in counselor affected access to services.

PARTNER SURVEY RESULTS:

Partner Survey: Barriers to Achieving Employment Goals

Partner survey respondents were given a list of 20 barriers and asked to identify the most common barriers to achieving employment goals for DVR consumers. Table 53 below lists the barriers along with the number of times each of the barriers was cited by partner survey respondents.

Table 53

Common Barriers to Achieving Employment Goals: General DVR Consumers

Common Barriers to Achieving Employment Goals: General DVR Consumers	Times identified as a barrier	Percent of time chosen
Poor social skills	130	52.21%
Not having job skills	128	51.4%
Other transportation issues	119	47.8%
Little or no work experience	115	46.2%
Disability-related transportation issues	108	43.4%
Employers' perceptions about employing persons with disabilities	97	39.0%
Not having education or training	92	36.9%
Convictions for criminal offenses	91	36.5%
Mental health issues	90	36.1%
Not having job search skills	81	32.5%
Perceptions regarding the impact of income on Social Security benefits	78	31.3%
Substance abuse issues	52	20.9%
Not enough jobs available	47	18.9%
Childcare issues	31	12.4%
Housing issues	30	12.0%
Not having disability-related accommodations	29	11.6%
Other (please describe)	26	10.4%
Lack of help with disability-related personal care	25	10.0%
Other health issues	23	9.2%
Language barriers	20	8.0%

More than half of the partner survey respondents chose poor social skills and not having job skills as barriers to employment for DVR consumers. Transportation and a lack work experience were the next two most commonly cited barriers. Employer perceptions about employing people

with disabilities, not having education or training, convictions and mental health issues were all cited more than one-third of the time as barriers to employment by partner respondents.

Partner Survey: Barriers to Achieving Employment for DVR Consumers with the Most Significant Disabilities

Partner survey respondents were given a list of 20 barriers, including an option for “other”, and were asked to identify the barriers that prevent DVR consumers with the most significant disabilities from achieving their employment goals. Table 54 lists the barriers along with the number of times a barrier was cited by partner survey respondents. There was no limit to the number of barriers that a partner respondent could choose.

Table 54

Barriers to Achieving Employment Goals: Consumers with the Most Significant Disabilities

Barriers to Achieving Employment Goals: Consumers w/ Most Significant Disabilities	Times identified as a barrier	Percent of time chosen
Employers' perceptions about employing persons with disabilities	117	47.0%
Little or no work experience	110	44.2%
Not having job skills	105	42.2%
Disability-related transportation issues	101	40.6%
Poor social skills	92	36.9%
Not having job search skills	71	28.5%
Not having education or training	69	27.7%
Other transportation issues	67	26.9%
Not having disability-related accommodations	64	25.7%
Lack of help with disability-related personal care	62	24.9%
Perceptions regarding the impact of income on Social Security benefits	52	20.9%
Not enough jobs available	45	18.1%
Mental health issues	41	16.5%
Language barriers	33	13.3%
Other health issues	24	9.6%
Convictions for criminal offenses	18	7.2%
Other (please describe)	17	6.8%
Substance abuse issues	14	5.6%
Housing issues	8	3.2%
Childcare issues	6	2.4%

When community partners were asked to identify the most common barriers to employment for individuals with the most significant disabilities, they indicated that employer perceptions were a barrier more than any other choice. This choice was sixth on the list chosen by partners for all

individuals with disabilities, but first for the group with the most significant disabilities. The other top five choices reflected the barriers for all individuals with disabilities.

Partner Survey: Difficulties Accessing DVR Services

Respondents were presented with a question that prompted them to indicate the top three reasons that people with disabilities might find it difficult to access DVR services. Twelve response options were provided. Table 55 below lists the barriers to DVR access along with the number of times each of the barriers was identified as one of the top three barriers by the partner survey respondents.

Table 55

Top Three Barriers to Accessing DVR Services: General DVR Consumers

Top Three Barriers to Accessing DVR Services: General DVR Consumers	Times identified as a barrier	Percent of time chosen
Slow service delivery	75	33.5%
Difficulties completing the application	70	31.3%
Limited accessibility of DVR via public transportation	65	29.0%
Other (please describe)	42	18.8%
Difficulties accessing training or education programs	39	17.4%
DVR staff do not meet clients in the communities where the clients live	34	15.2%
Other challenges related to the physical location of the DVR office	27	12.1%
Difficulties completing the Individualized Plan for Employment (IPE)	27	12.1%
Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.	27	12.1%
Inadequate assessment services	24	10.7%
Language barriers	9	4.0%
Inadequate disability-related accommodations	6	2.7%

The community partners chose slow service delivery more than any other barrier related to accessing DVR services for consumers. This item was chosen as one of the top three barriers to access by one-third of the respondents. Difficulties completing the DVR application process and limited public transportation were the other most common barriers.

Almost 19 percent of respondents chose the option of “other” in response to the question on barriers to accessing services. The recurring barriers to access for individuals with disabilities are cited here along with the number of times the comments were made:

- *Lack of information about DVR services (7 times)*
- *Too many steps to go through or slow processes (7 times)*

- *Large DVR caseloads or change in counselor that make it difficult to reach DVR counselors or impair speed of service delivery (6 times)*
- *Lack of information about the program*

DVR STAFF SURVEY RESULTS:

Staff Survey: Barriers to Achieving Employment Goals

Staff survey respondents were given the same list of 20 barriers to employment that the partner survey respondents were given, and asked to identify the most common barriers to achieving employment goals for DVR consumers. Table 56 below lists the barriers along with the number of times each of the barriers was identified by staff survey respondents. There was no limit to the number of barriers that a staff respondent could choose.

Table 56

Common Barriers to Achieving Employment Goals for DVR Consumers

Most Common Barriers to Achieving Employment Goals: General DVR Consumers	Times identified as a barrier (n)	Percent of time chosen
Little or no work experience	98	60.9%
Convictions for criminal offenses	98	60.9%
Other transportation issues	94	58.4%
Mental health issues	91	56.5%
Poor social skills	87	54.0%
Not having job skills	83	51.6%
Not having education or training	73	45.3%
Not having job search skills	73	45.3%
Disability-related transportation issues	73	45.3%
Employers' perceptions about employing persons with disabilities	63	39.1%
Perceptions regarding the impact of income on Social Security benefits	59	36.6%
Substance abuse issues	52	32.3%
Housing issues	40	24.8%
Other health issues	33	20.5%
Childcare issues	26	16.1%
Not having disability-related accommodations	23	14.3%
Language barriers	21	13.0%
Lack of help with disability-related personal care	20	12.4%
Not enough jobs available	19	11.8%
Other (please describe)	13	8.1%

The staff results indicate differences from those of community partners when identifying the most common barriers. Staff identified little or no work experience and convictions for criminal offenses as the most common barriers to employment for the consumers they serve. Mental

health issues and transportation were also cited more than 55 percent of the time by respondents. Employer perceptions about employing people with disabilities was not as high on the staff list of barriers as it was on the individual or partners survey results. In addition, the lack of available jobs was cited less frequently than any other barrier to employment on the list even though it was cited by more than half of the individuals with disabilities that responded to the survey. It appears that staff and consumers have different perspectives on the most common barriers to employment for individuals with disabilities in Wisconsin.

Survey respondents who selected “other” were given the opportunity to provide a narrative response. Comments received that were not similar to the items on the list include: generational poverty, lack of motivation, family is unaware of disability laws and other supports, lack of health insurance, circumstances interfering with making employment a priority, and unstable disability.

Staff Survey: Barriers to Achieving Employment for DVR Consumers with the Most Significant Disabilities

Staff survey respondents were provided a list of 20 items and asked to identify the barriers to achieving employment goals for individuals with the most significant disabilities. Table 57 details the responses to this question. There was no limit to the number of barriers that a staff respondent could choose.

Table 57

Barriers to Achieving Employment Goal: DVR Consumers with the Most Significant Disabilities

Barriers to Achieving Employment Goals: Consumers w/ Significant Disabilities	Times identified as a barrier	Percent of time chosen
Not having job skills	86	53.4%
Employers' perceptions about employing persons with disabilities	84	52.2%
Little or no work experience	82	50.9%
Disability-related transportation issues	80	49.7%
Poor social skills	76	47.2%
Not having job search skills	61	37.9%
Other transportation issues	54	33.5%
Mental health issues	53	32.9%
Not having education or training	50	31.1%
Lack of help with disability-related personal care	44	27.3%
Perceptions regarding the impact of income on Social Security benefits	42	26.1%
Other health issues	38	23.6%
Not having disability-related accommodations	35	21.7%
Convictions for criminal offenses	20	12.4%
Not enough jobs available	20	12.4%
Substance abuse issues	18	11.2%
Other (please describe)	15	9.3%
Language barriers	9	5.6%
Housing issues	7	4.3%
Childcare issues	3	1.9%

DVR staff identified the lack of job skills, employer perceptions about employing people with disabilities, and little or no work experience as barriers to employment for individuals with the most significant disabilities more than 50 percent of the time in the survey. Staff clearly indicated that the more significant the individual's disability, the more likely employer perceptions about them would be a barrier to employment. Disability-related transportation was also cited as a barrier to employment for this group 50 percent of the time.

Respondents who selected the category "other" were provided the opportunity to write a narrative response. Content analysis of the 15 responses indicated the following barriers that occurred more than once along with the number of times they occurred:

- Agencies lack skilled service providers and funding to provide appropriate support for the consumer (2 times)
- Consumers have unrealistic expectations about their job goals (3 times)
- Lack of jobs available that match consumer's abilities (2 times)

Staff Survey: Difficulties Accessing DVR Services

Staff survey respondents were presented with a question that prompted them to indicate the top three reasons that people with disabilities might find it difficult to access DVR services. A list of 12 response options was provided. Table 58 below contains the list of reasons (identified as barriers to DVR access) presented to the respondents along with the number of times each of the barriers was identified as one of the top three barriers to DVR access for consumers, and the percentage of time it was chosen as one of the top three barriers to access.

Table 58

Top Three Barriers to Accessing DVR Services: General DVR Consumers

Top Three Barriers to Accessing DVR Services: General DVR Consumers	Times identified as a Barrier	Percent of time chosen
Limited accessibility of DVR via public transportation	53	32.9%
Slow service delivery	48	29.8%
Difficulties completing the application	34	21.1%
Other (please describe)	34	21.1%
Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.	33	20.5%
Difficulties completing the Individualized Plan for Employment (IPE)	22	13.7%
Other challenges related to the physical location of the DVR office	21	13.0%
Language barriers	18	11.2%
DVR staff do not meet clients in the communities where the clients live	13	8.1%
Difficulties accessing training or education programs	11	6.8%
Inadequate assessment services	9	5.6%
Inadequate disability-related accommodations	4	2.5%

The barriers to accessing DVR services most frequently cited by staff included limited access to DVR via public transportation, slow service delivery and difficulties completing the application. These top three access barriers were consistent for all groups that responded to the survey.

There were 34 respondents who selected the “other” category, and they were provided an opportunity to submit a narrative response. Content analysis outlines a variety of concerns associated with accessing DVR services. Three themes were evident across the narrative response and they are included below along with the number of times they occurred:

- Not fully understanding or having difficulty with DVR processes or unaware of DVR services (11 times)

- Transportation difficulties (5 times)
- Lack of consumer follow through (4 times)

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment regarding the needs of individuals with the most significant disabilities, including their need for supported employment:

1. There has been a historic pipeline from secondary schools into subminimum wage employment or sheltered workshops in Wisconsin. Section 511 implementation has helped to disrupt this pipeline and increase the exposure of individuals with the most significant disabilities to competitive integrated employment opportunities. DVR contracted with a local university to deliver the career counseling, information and referral services (CC&I&R) required by Section 511. All of the known individuals in subminimum wage employment in 2017 were provided CC&I&R. It is not clear whether these services are having the desired effect of encouraging and increasing application for VR services and the pursuit of CIE by individuals in subminimum wage employment as DVR is not tracking this information. However, a survey of the individuals that received CC&I&R was conducted and the results indicated that over 40 percent of the individuals working in subminimum wage were interested in possibly working in competitive integrated employment.
2. Transportation was frequently cited as a barrier to employment for individuals with disabilities in Wisconsin. It is hard to overstate how prevalent this need is. The lack of transportation is an especially significant barrier to employment in the rural areas of the State. While the current economy is good and there is an increase in jobs available in many communities, the lack of a consistent means of transportation precludes many individuals with disabilities from obtaining consistent CIE.
3. The cost of transportation is seen as a significant barrier for single parents, who may have to work multiple shifts or jobs which also impacts child care costs. DVR has explored several options including expanded use of Uber. Cab and Para-transit systems are not seen as viable options because of the cost.
4. A shortage of suitable SE and CE service providers, especially in rural counties, was cited as having significant impact on informed consumer choice and the availability of job coaching supports in those areas.
5. Self-advocacy training, soft skills and independent living skills were cited either separately or together in eight partner and staff focus groups as vocational rehabilitation needs of individuals with the most significant disabilities.
6. The opioid crisis, including legal and illegal drugs, was mentioned by more than thirty staff and partner participants in this study as a barrier to individuals obtaining and retaining employment. The interview participants were not aware of any consistent

statewide approach to treating the opioid crisis, though some individuals indicated there were pockets of beneficial programs in the larger metropolitan areas. The opioid crisis was frequently referred to as particularly problematic in the rural areas of Wisconsin, with effective treatment non-existent in some areas.

7. Homelessness, poverty and trauma were regularly cited as barriers to participation in vocational rehabilitation. These issues were most frequently cited (more than 50% of the time) in the major urban areas like Milwaukee.
8. Individuals with the most significant disabilities need to be provided with work experiences in settings that reflect their interests and abilities in order to get a true assessment of their ability to benefit from VR services in terms of an employment outcome. More than ten partner participants and five individuals indicated that work experiences that are provided in real-work settings are often provided in work environments that are not consistent with the interests or abilities of the individual undergoing the assessment. This results in inaccurate assessment results that can adversely affect vocational planning.
9. There were at least ten staff interviewed throughout the State that indicated that it was DVR's policy that consumers need to first "fail" in supported employment placement before they can access customized employment. This is not the policy of the organization and will need to be clarified for the use of CE to increase in the future.
10. Participants in three of the partner focus groups expressed concern about the low number of hours and pay for positions obtained in SE. Many did not feel that the jobs obtained were consistent with the potential of the consumers placed in the positions. The availability of SE vendors varies by Area, with some having plenty of providers and others in the more rural areas indicating a need. There was a reduction in the waiting period for SE services noted by many participants. In the past, the wait to receive services in some areas was very long, but that time has decreased since the economic recovery.
11. In each of the focus groups for DVR staff, there was a need cited for training in a variety of areas. These areas included supported and customized employment, diversity training that includes an understanding of "historical trauma" for the Native American populations. In five focus groups of staff, effectively responding to the opioid epidemic and its impact on Native Americans as well as other minority populations were noted as a training need. The most frequent training need identified by individual interviews of staff and partners was effectively serving individuals with mental health impairments, such as borderline personalities, anxiety disorders, depression and bipolar disorder. One or more of these impairments were mentioned as a training need by staff in seven focus groups.
12. The fear of benefit loss for SSA beneficiaries was consistently cited as a major barrier to employment, especially at the self-sufficiency level. This was a barrier to employment that was cited by virtually every counselor and partner interviewed for this study. Consumers on SSI or SSDI, or both, were cited as seeking work at a level that ensured they retained their benefits, such as part-time work. There is a general fear and misunderstanding of how working affects benefits at all levels by consumers. Although benefits planning is available and regularly utilized by consumers, the impact on return-

to-work behavior at the level of self-sufficiency has been minimal according to the participants in this study.

13. Although a large percentage of their consumer population experiences some kind of mental health impairment, community services for this population was cited as lacking, with major gaps in service noted by at least twenty staff and ten individuals. Specifically, providers and Community Rehabilitation Programs (CRPs) were identified as having limited expertise in understanding and responding to individuals with mental health issues.
14. Ongoing therapy and mental health counseling for individuals not in crisis was cited as a major service gap. Housing, medication support and vocational services through the mental health system were all areas of concern noted by the participants.
15. Instead of counselors that specialize in services to individuals that are blind or deaf, DVR uses Sense-Ability Teams that review cases and develop resources. These teams were generally characterized as serving individuals with sensory impairments well.

RECOMMENDATIONS

The following recommendations are offered to DVR based on the results of the research in the area of the needs of individuals with the most significant disabilities, including their need for supported employment:

1. DVR should ensure they are able to track what happens with the individuals that apply for services from subminimum wage jobs. It would be helpful to know if these individuals were found eligible, if they had an IPE developed, and if they obtained employment in the community. An analysis of this data can help inform DVR about how they might be able to enhance or support services to individuals with the most significant disabilities that have not traditionally accessed VR services.
2. DVR should provide in-depth face-to-face training in supported and customized employment and follow-up the training on a regular basis to ensure that the essential elements of these service strategies and models are understood and implemented over time. This training should include community rehabilitation providers or individual service providers so that the capacity to deliver these services is developed. DVR should consider using the Essential Elements of Customized Employment for Universal Application developed by the WINTAC in partnership with RSA and the Office of Disability Employment Policy (ODEP) as a guide to ensure that when CE is provided, the services include consistent elements regardless of the provider. The document can be found here: http://wintac-s3.s3-us-west-2.amazonaws.com/topic-areas/Recommendations-for-Customized-Employment-Practices_FINAL.pdf.
3. DVR should ensure that staff at all levels of the organization are clear about when consumers can be referred for customized employment services. This will help to

eliminate the belief that individuals must first “fail” in supported employment before they can be referred for CE.

4. A large percentage of DVR consumers are SSA beneficiaries whose fear of benefit loss affects their return-to-work behavior. Although DVR expends a considerable amount of case service dollars on benefits planning for this population, it would be helpful to augment these expenditures with training for staff and providers on strategies that contribute to the pursuit of work above the level of SGA, including self-sufficiency. These interventions and strategies include:
 - Establishing and reinforcing high expectations for the individual;
 - Identifying role models, or peer mentors that will model positive behavior and provide a positive “push” for the individual to achieve their maximum potential (in many instances, the positive push can come from the rehabilitation counselor if there are no family members, friends or mentors available);
 - Maximizing the individual’s ability to live and function independently;
 - Reinforcing the need for tenacity and persistence by the individual by helping them develop resiliencies, and then providing constant support and positive feedback;
 - Benefits planning that is ongoing and plans for overpayments when work occurs. Overpayments are planned for and the individual or the Benefits Planner is aware enough to calculate the effect of wages on benefits by themselves and set aside dollars that will likely occur as a result of overpayments for future payback to SSA;
 - Pursuit of higher education at the highest possible level for the individual; and
 - Work experience, internships or any exposure to work in the beneficiary’s field of choice.
5. DVR should consider trying to increase transportation options in rural areas by expanding successful practices, such as multi-agency funding, “Wheels to Work,” and car pools. In addition, at least on a temporary basis until working clients can establish a steady income, DVR should consider funding ride-share services where available.
6. It is recommended that DVR partner with DHS Family Care Section to address the long-term support challenges, inconsistencies and availability that is represented in various areas of the State to assist in the development of a program improvement plan.
7. DVR should consider developing agreements that allow service providers to provide transportation as a reimbursable expense. This would reduce transportation issues that arise when providers are setting up work related appointments such as work experiences, interviews, job shadowing, etc.
8. The increasing use of opioids and other substances among the consumers will require increasing collaboration and partnerships with other State and community organizations that serve youth and adults in recovery. DVR is encouraged to share expertise and resources with recovery programs and provide training to counselors and providers on ways to help consumers address the multiple dimensions of recovery that include:
 - Planning for physical and emotional health;

- Helping the individual identify resources to ensure that they have a safe and supportive living environment;
- Assist the individual to have hope, often as a result of a sense of purpose which can frequently be established through the pursuit of meaningful employment; and
- Provide the individual with resources that can help establish a support network and build a sense of community.

The dimensions of recovery noted above are also applicable to individuals with mental health impairments and are recognized as a standard of effective counseling and treatment by the Substance Abuse and Mental Health Services Administration (SAMHSA).

9. DVR is encouraged to continue their pursuit of technical assistance with the WINTAC and the Targeted Communities Technical Assistance Center to help address the rehabilitation needs of individuals with disabilities in the urban core of Milwaukee.

SECTION 3
NEEDS OF INDIVIDUALS WITH DISABILITIES FROM DIFFERENT ETHNIC GROUPS, INCLUDING NEEDS OF INDIVIDUALS WHO MAY HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM

Section 3 includes an identification of the needs of individuals with disabilities from different ethnic groups, including needs of individuals who may have been unserved or underserved by DVR.

Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the needs of individuals with disabilities from different ethnic groups, including individuals who may have been unserved or underserved by the DVR:

1. *The most frequently cited vocational rehabilitation needs of individuals with disabilities who are minorities or who may have been unserved or underserved by the VR program include the need to develop job skills, increased education or training, work experience and the need to develop soft skills.*
2. *Language difficulties coupled with a mistrust of government organizations represent a barrier to accessing DVR services for some individuals with disabilities who are minorities. Targeted outreach needs to occur to community organizations serving minority individuals to increase the awareness of DVR services and the rate of these individuals that access DVR services.*
3. *Hmong, Native Americans and LGBTQ individuals were identified as being potentially underserved.*

NATIONAL AND/OR AGENCY SPECIFIC DATA RELATED TO THE NEEDS OF INDIVIDUALS WITH DISABILITIES FROM DIFFERENT ETHNIC GROUPS, INCLUDING NEEDS OF INDIVIDUALS THAT MAY HAVE BEEN UNSERVED OR UNDERSERVED BY DVR

Ethnicity:

The project team examined data for ethnicity of the population of the State of Wisconsin in order to compare the information with DVR's data on consumers to determine what populations may be under or over-represented in the agency. Data for ethnicity is obtained from 2016 American Community Survey One-Year Supplemental Estimates and the 2012-2016 American Community Survey Five-Year Estimates. Table 59 below examines the population data by ethnicity in the US with the overall population in Wisconsin and then the overall population by ethnicity by WDA.

Table 59
Ethnicity in Wisconsin by WDA

<i>Area</i>	<i>Total Population</i>	<i>Hispanic - Latino</i>	<i>White alone</i>	<i>Black or African American alone</i>	<i>American Indian and Alaska Native alone</i>	<i>Asian alone</i>	<i>Native Hawaiian and Other Pacific Islander alone</i>	<i>Two or more races</i>
US	323,127,515	17.8%	61.1%	12.3%	0.7%	5.4%	0.2%	2.4%
WI	5,778,709	6.7%	81.6%	6.2%	0.8%	2.7%	0.0%	1.9%
WDA 1	466,282	12.6%	76.5%	7.2%	0.0%	1.4%	0.0%	2.0%
WDA 2	951,448	14.8%	51.9%	25.9%	0.4%	4.2%	0.0%	2.7%
WDA 3	621,034	4.0%	90.2%	1.4%	0.0%	2.8%	0.0%	1.1%
WDA 4	598,000	4.1%	90.2%	1.3%	0.8%	2.2%	0.0%	1.4%
WDA 5	629,076	5.5%	86.5%	1.3%	2.2%	2.7%	0.0%	1.8%
WDA 6	413,503	2.5%	91.3%	1.0%	1.2%	2.7%	0.0%	1.5%
WDA 7	176,360	1.7%	90.6%	1.0%	4.4%	1.0%	0.0%	1.9%
WDA 8	468,083	2.2%	93.6%	1.0%	0.0%	1.6%	0.0%	1.4%
WDA 9	299,502	2.8%	91.7%	1.2%	1.0%	2.0%	0.0%	1.4%
WDA 10	824,809	5.7%	84.6%	3.6%	0.0%	3.7%	0.0%	2.0%
WDA 11	307,945	5.3%	89.2%	2.1%	0.0%	1.0%	0.0%	2.2%

The rate of individuals that identify as White in Wisconsin exceeds the national average by 20.5 percent, while the comparative rate with all other ethnicities except for Native Americans is lower than the national average. Information for Native Hawaiians or other Pacific Islanders is not available.

The ethnic demographic averages for each WDA is calculated by total population. WDA 1 and WDA 2 have the highest number of individuals of Hispanic/Latino decent residing within the areas, averaging 12.6 percent and 14.8 respectively, while WDA 7's population consists of 1.7 percent Hispanic/Latinos. WDA 2 has an average of 25.9 percent of the population reporting Black or African American ethnicity, which is the highest for the State and exceeds the rate of all other WDAs by approximately 19.6 percentage points. American Indian and Alaskan Natives make up 4.4 percent of WDA 7's population, exceeding the Nation's and the State's averages by approximately 3.5 percent. Each WDA reports lower than the National average for the number of Asian residents by approximately one to four percentage points.

The project team examined the ethnicity statistics of Wisconsin overall with the ethnicity of all DVR consumers. Data is taken from 2017, the most recent year available for this study. Table 60 below contains the results.

Table 60

Ethnicity of DVR consumers

Race/Ethnicity	Wisconsin Overall	All DVR Consumers	Difference
White	81.6%	70.0%	-11.6%
American Indian	0.8%	1.5%	+0.7%
Asian	2.7%	1.3%	-1.4%
Black	6.2%	17.2%	+11.0%
Hawaiian or Pacific Islander	Not Measured	0.2%	NA
Multi-Race	1.9%	3.6%	+1.7%
Hispanic	6.7%	6.1%	-0.6%

Although White consumers make up the vast majority of DVR consumers served, they still represent 11.6 percent less as a rate when compared to Whites in Wisconsin overall. The rate of Asian consumers is lower than their rate in the general population of Wisconsin, as are Hispanics (slightly). African-American consumers account for 11 percent more of the DVR consumer population than their rate in the general population of Wisconsin. In order to help DVR determine if these differences in population demographics are consistent with the need for rehabilitation services, the project team examined disability rates for Working Age Adults (18-64) with a Disability (WAWD) by ethnicity in the State. This information is contained in Table 61 below.

Table 61

Disability Rates by Ethnicity

Race	Percent of WAWD in WI	Percent of all DVR Consumers in 2017	Difference
White	77.9%	70.0%	-7.9%
Black/African	8.7%	16.2%	+7.5%
Hispanic/Latino	5.8%	6.1%	+0.3%
Am Indian & Alaskan Native	1.6%	1.5%	-0.1%
Asian	1.4%	1.3%	-0.1%
Hawaiian Or Pacific Islander	Not Available	0.2%	NA
Two or More Races	2.5%	3.6%	+1.1%

The data indicates that the rate of DVR consumers that identify as White is almost 8 percent lower than the rate of working age adults that are White with a disability in Wisconsin. In contrast, the rate of African-American consumers served by DVR is 7.5 percent higher than the rate of working age adults with a disability that identify with that ethnicity. All other ethnicities are served relatively closely to their appearance in the working-age with disability population. It is important for DVR to consider multiple factors when assessing need for a given population, including labor force participation, unemployment, poverty, and education levels, all of which have been included in Section One of this report.

Table 62 below examines outcomes associated with service rates and employment by race from 2015-2017.

Table 62
Outcomes by Race

Race	Percent of Plans Developed			Percent of all Cases Closed Successfully		
	2015	2016	2017	2015	2016	2017
White	70.2%	68.6%	71.5%	77.5%	77.3%	76.5%
American Indian	1.4%	1.7%	1.2%	1.4%	1.4%	1.1%
Asian	1.2%	1.0%	1.6%	0.9%	1.0%	1.2%
Black	18.2%	18.3%	15.6%	13.0%	13.1%	13.3%
Hawaiian or Pacific Islander	0.1%	0.2%	0.2%	0.1%	0.04%	0.2%
Multi-Race	3.2%	3.6%	3.9%	2.5%	2.8%	2.5%
Hispanic	5.7%	6.5%	6.0%	4.6%	4.4%	5.3%

The data indicates that the number of IPEs developed by race for DVR consumers generally reflects their appearance in the overall DVR population. Whites represent a larger number of the total cases closed successfully each year by DVR than their occurrence in the general DVR population.

Academic Training by Race:

One of the ways in which an agency can examine equity in service delivery is to examine expenditures by race for selected service categories. The project team examined expenditures for academic training for consumers that received graduate level training, four-year university level training and career technical or junior college training in 2017. The results are highlighted in Tables 63-65 below.

Table 63
Graduate Level Training Expenses by Race

Race	Training - Graduate Level				
	Percent of all cases served by DVR	Number of cases receiving service	Percent of all cases receiving service	Difference between percent of all cases served and percent receiving the service	Avg. per case cost for service
White	70.0%	38	80.9%	+10.9%	\$4,549
American Indian	1.5%	0	0.0%	-1.5%	\$0
*Asian	1.3%	3	6.4%	+5.1%	\$20,199
*Black	17.2%	3	6.4%	-10.8%	\$3,836
*Hawaiian or Pacific Islander	0.2%	0	0.0%	-0.2%	\$0
*Multi-Race	3.6%	2	4.3%	+0.7%	\$2,500
*Hispanic	6.1%	1	2.1%	-4.0%	\$16,731

*Sample size too small to include in comparison of average cost per service

Table 64
Four Year University or College Training Expenses by Race

Race	Training - 4 Year University or College				
	Percent of all cases served by DVR	Number of cases receiving service	Percent of all cases receiving service	Difference between percent of all cases served and percent receiving the service	Avg. per case cost for service
White	70.0%	493	81.0%	+11.0%	\$3,175
American Indian	1.5%	8	1.3%	-0.2%	\$4,264
Asian	1.3%	12	2.0%	+0.7%	\$3,257
Black	17.2%	50	8.2%	-9.0%	\$2,952
*Hawaiian or Pacific Islander	0.2%	1	0.2%	0.0%	\$3,128
Multi-Race	3.6%	20	3.3%	-0.3%	\$2,948
Hispanic	6.1%	25	4.1%	-2.0%	\$2,902

*Sample size too small to include in comparison of average cost per service

Table 65
 Technical or Junior College Training Expenses by Race

Race	Training - Tech or Junior College				
	Percent of all cases served by DVR	Number of cases receiving service	Percent of all cases receiving service	Difference between percent of all cases served and percent receiving the service	Avg. per case cost for service
White	70.0%	785	75.5%	+5.5%	\$1,491
American Indian	1.5%	12	1.2%	-0.3%	\$761
Asian	1.3%	14	1.3%	0.0%	\$1,581
Black	17.2%	132	12.7%	-4.5%	\$1,422
*Hawaiian or Pacific Islander	0.2%	2	0.2%	0.0%	\$896
Multi-Race	3.6%	40	3.8%	+0.2%	\$1,042
Hispanic	6.1%	55	5.3%	-0.8%	\$1,408

*Sample size too small to include in comparison of average cost per service

The data in Tables 63-65 compares the percent of cases receiving the service by race with their occurrence in the overall DVR population. In addition, the average expenditure per case is compared to each group. In Table 63, the data indicates that there are very few individuals in graduate level training statewide that are not classified as White. Almost 81 percent of the consumers in graduate level training are White, even though they only represent 70 percent of the overall DVR population. On the other hand, African-American consumers in graduate level training only represent 6.4 percent of the population receiving this level of training, while they are over 17 percent of the overall consumer population. This is a disparity of nearly 11 percent. This same trend continues in a slightly decreasing percentage disparity in Tables 65 and 66.

White consumers make up 81 percent of the consumers in four-year university training and 75.5 percent of the consumers in technical or junior college training. This constitutes an “over-representation” of 11 percent and 5.5 percent respectively. African-American participants are “under-represented” by 9 percent and 4.5 percent respectively. It is difficult to draw any conclusions from the average expenditure per case by Race as there aren’t enough cases other than African-American and White cases to compare until the junior college category. Table 65 indicates that the average expenditure per case by Race was fairly consistent among groups.

DVR will need to ensure that they are examining this data in the future so that they can strive to achieve equity among the different racial groups that they serve. This is especially true for service areas like postsecondary education that has a direct correlation to increased earning, self-sufficiency and an increase in quality of life indicators.

Veterans:

The project team examined the rate of Veterans served by DVR to determine if this population was potentially underserved by the organization. Table 66 contains information on the rate of Veterans served by WDA for 2015-2017.

Table 66

Rate of Veterans Served by DVR

WDA	Percent of Total Served that are Veterans		
	2015	2016	2017
1	4.1%	3.6%	3.8%
2	3.4%	2.9%	2.9%
3	2.3%	2.0%	1.8%
4	5.0%	5.2%	4.3%
5	3.5%	3.3%	3.1%
6	4.8%	4.2%	3.5%
7	4.1%	3.3%	3.2%
8	4.8%	3.1%	3.1%
9	4.7%	4.8%	4.3%
10	3.8%	3.3%	2.8%
11	4.3%	3.1%	2.6%
All DVR	3.9%	3.4%	3.1%

Table 66 indicates that the rate of Veterans served by DVR has been fairly steady from 2015-2017, though decreasing slightly. The Veterans Administration indicates that the rate of working age adults in Wisconsin that are Veterans is 3.3 percent of the total population. Consequently, it appears that Veterans are served by DVR very close to the rate that they appear in the general working-age population of the State.

SURVEY RESULTS BY TYPE

PARTNER SURVEY RESULTS**Partner Survey: Barriers to Employment for Consumers who belong to a Racial or Ethnic Minority**

Survey respondents were asked to identify the barriers to achieving employment goals for consumers who were racial or ethnic minorities from a list of 20 barriers. Table 67 lists the barriers along with the number of times each of the barriers was identified. There was no limit to the number of items a respondent could choose.

Table 67

Barriers to Achieving Employment Goals: Racial or Ethnic Minorities

Barriers to Achieving Employment Goals: Racial or Ethnic Minorities	Times identified as a barrier (n)	Percent of Time Chosen as a Barrier
Not having job skills	78	48.4%
Not having education or training	70	43.5%
Little or no work experience	68	42.2%
Poor social skills	67	41.6%
Other transportation issues	67	41.6%
Language barriers	66	41.0%
Not having job search skills	57	35.4%
Employers' perceptions about employing persons with disabilities	55	34.2%
Convictions for criminal offenses	44	27.3%
Disability-related transportation issues	41	25.5%
Perceptions regarding the impact of income on Social Security benefits	37	23.0%
Mental health issues	32	19.9%
Not enough jobs available	26	16.1%
Substance abuse issues	24	14.9%
Childcare issues	21	13.0%
Housing issues	19	11.8%
Not having disability-related accommodations	17	10.6%
Other (please describe)	17	10.6%
Lack of help with disability-related personal care	12	7.5%
Other health issues	10	6.2%

The community partner respondents indicated that not having sufficient job skills, education or training and work experience were the most common barriers to employment for racial or ethnic minorities. Poor social skills, transportation and language barriers were the three most frequently cited barriers. The themes noted from the 17 responses in the category “other” were prejudice/racial bias and effort/accountability.

STAFF SURVEY RESULTS

Staff Survey: Barriers to Employment for Consumers Who are Racial or Ethnic Minorities

Staff survey respondents were asked to identify the barriers to achieving employment goals for consumers who are racial or ethnic minorities from a list of 20 barriers. Table 68 lists the barriers along with the number of times each of the barriers was cited. There was no limit to the number of items a respondent could select.

Table 69

Barriers to Achieving Employment Goals: Racial or Ethnic Minorities

Barriers to Achieving Employment Goals: Racial or Ethnic Minorities	Times identified as a barrier	Percent of time chosen as a barrier
Not having education or training	76	47.2%
Little or no work experience	70	43.5%
Not having job skills	69	42.9%
Other transportation issues	65	40.4%
Not having job search skills	63	39.1%
Convictions for criminal offenses	52	32.3%
Mental health issues	52	32.3%
Language barriers	48	29.8%
Employers' perceptions about employing persons with disabilities	46	28.6%
Poor social skills	41	25.5%
Disability-related transportation issues	41	25.5%
Substance abuse issues	36	22.4%
Housing issues	34	21.1%
Perceptions regarding the impact of income on Social Security benefits	27	16.8%
Childcare issues	24	14.9%
Other health issues	23	14.3%
Other (please describe)	13	8.1%
Not having disability-related accommodations	12	7.5%
Not enough jobs available	9	5.6%
Lack of help with disability-related personal care	5	3.1%

The top three most frequently cited barriers to achieving employment goals for minority consumers chosen by staff respondents was consistent with the partner responses. The identified need for education, training and job skills should be considered in light of the numbers of minority consumers that receive academic training as VR consumers. This may be an area where DVR can provide training and a focused initiative to help remove some of the most common barriers to employment for these individuals.

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment in the area of the needs of individuals with disabilities from

different ethnic groups, including needs of individuals who may have been unserved or underserved by the VR program:

1. Language barriers were cited as a concern for accessing DVR services by individuals that need interpreters. This need was noted in three of the partner focus groups and four staff focus groups.
2. The lack of training, education and work experience were cited as barriers to employment for ethnic minorities served by DVR. Participants across all groups indicated that one of the primary rehabilitation needs is for these individuals to receive adequate training so they can become employable.
3. Individuals who identified as Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) were identified as a population that may be underserved. There was a need identified for Counselors to receive more training in serving this population (i.e., dealing with discomfort, appropriate communication, etc.). This is especially true for consumers who identify as transgender. This need was noted in two staff focus groups, two provider groups and more than ten individual interviews with staff.
4. Out of school youth were identified as potentially underserved, with most in part-time, low paying jobs. Concerns were expressed regarding how to engage this population, which includes Foster Care youth and youth who have a history with the juvenile justice system in Wisconsin. This concern was noted primarily in interviews that occurred in the Milwaukee area in two focus groups and ten individuals (partners and staff).
5. There is a need to increase the number of bilingual staff working for DVR, especially with Spanish language skills. This support of bilingual ability is to increase communications with family members and strengthen self-advocacy skills for the consumers and their families. The need to increase bilingual staff was noted as an important change to reach underserved populations in approximately 75 percent of the partner and staff interviews that addressed the question of what DVR could do differently to increase services to underserved groups.
6. Hmong individuals were identified as potentially underserved. DVR has done some focused outreach to this population, but there remains concern that they are not applying for services. The lack of bilingual counselors, mistrust of government agencies, stigma related to disability, fear of losing financial benefits, challenge in understanding the need for individualized services, poverty and historical trauma were all cited as reasons why Hmong individuals were not applying for services. This need was cited primarily by partner and staff working in the Madison area (two partner groups and eleven individual interviews), but was also cited in three other WDAs across the State.
7. The Amish and Mennonites do not generally apply for DVR services due to their beliefs and distrust in governmental programs. This population has been challenging to serve since they have not reached out nor have they been receptive to DVR's service delivery attempts. Although these groups were only cited in four individual interviews, the comments are included here because they represent an unserved group, but by choice, not due to a lack of effort or outreach on DVR's part.

Native American Vocational Rehabilitation – 121 Programs

DVR works with the following Native American Tribes:

- Bad River Band of Lake Superior Tribe of Chippewa Indians
- Forest County Potawatomi Community of Wisconsin
- Ho-Chunk Nation
- Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin
- Lac du Flambeau Band of Lake Superior Chippewa Indians of Wisconsin
- Lac Vieux Desert Band of Lake Superior Chippewa Indians
- Oneida Tribe of Indians of Wisconsin
- Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin
- Sokaogon Chippewa Community
- St. Croix Chippewa Indians of Wisconsin
- Stockbridge Munsee Community of Wisconsin
- Menominee Indian Tribe of Wisconsin

Although DVR has positive working relationships with the 121 programs in Wisconsin Native Americans were cited as potentially underserved by DVR. The relationship between VR and the 121 programs in some areas of the state have been strained by VR Counselor turnover. Tribal leaders stated that it takes time to redevelop trust in collaborative service delivery when a vacancy occurs and that it would be helpful if DVR tribal liaisons had regular scheduled days on Tribal lands. VR Counselors in some areas of the state are challenged with this due to WDA coverage needs impacted by vacancies and the new emphasis and VRC time expenditure on transition youth. It was also stated by Tribal leaders that VR staff attendance at the annual CANAR conference and training has significantly dropped even though the 121 programs, represented by the Great Lake's Inter Tribal Council (GLITC) would fund increased WDVR staff participation. Some Tribal entities such as the Potawatomi receive substantial "gaming" income and this has become a disincentive to working resulting in limited DVR participation.

RECOMMENDATIONS

The following recommendations are offered to DVR based on the results of the research in the Needs of Individuals with Disabilities from Different Ethnic Groups, including needs of Individuals who may have been Unserved or Underserved by the VR Program area:

1. DVR and Adult Education (Title II) should ensure that they are working collaboratively to reach individuals with disabilities from diverse ethnic backgrounds so that they can help prepare them with the educational foundation to participate in career pathways that will lead to self-sufficiency. In order to address the long-term VR needs of these

individuals, longer-term plans that address support systems and educational attainment will need to be developed. These plans will need to include part-time or survival jobs that can be supported by DVR as the individual pursues their long-term employment goal.

2. As resources allow, DVR should conduct regional training opportunities that provide educational opportunities for staff and partners on working with diverse populations and increasing their access and success in VR. This training should include working with LGBTQ individuals.
3. DVR should re-establish and reinforce the need for regular scheduled and timely visits by VRC liaisons to Tribal lands statewide.
4. DVR should consider increasing staff attendance at CANAR training conferences consistent with Great Lakes Inter-Tribal Council sponsorship.
5. DVR should consider formalizing the process of increased VRC pay for special language skills statewide, that include: Spanish, Hmong, Vietnamese or other languages as special skills that increase VR service capability and reduce interpreter costs for these populations.
6. DVR should consult with other DWD partner Divisions, such as DET and also the Department of Public Instruction, regarding the challenges of serving diverse, underserved and un-served populations in an effort to develop additional strategies with the goal of increased service delivery access across all programs.
7. DVR should consult with their Title I Youth program partners to determine if there are opportunities to collaborate on programs that target service to Foster Care and Juvenile Justice Youth, as well as other out-of-school youth in the State, especially in urban areas.
8. While DVR staff and partners recognized DVR's outreach, staff have recommended that DVR increase its outreach and partnerships with community resources that would serve underserved populations. This would increase the impact of DVR's outreach efforts, provide for a greater understanding of needs, and leverage the resources of these agencies.
9. DVR should conduct a thorough comparison of case processing timelines, training and employment outcomes, and service provision by race to identify any existing disparities between groups and work with staff and partners to identify ways to maximize equity in any disparate areas.

SECTION 4 NEEDS OF YOUTH WITH DISABILITIES IN TRANSITION

The reauthorization of the Rehabilitation Act under WIOA places a greater emphasis on the provision of transition services to youth and students with disabilities, especially their need for pre-employment transition services (Pre-ETS). The Final Rule for 34 CFR 361 indicates that the CSNA must include an assessment of the needs of youth and students with disabilities in the State, including their need for Pre-ETS. This section contains information about the rehabilitation needs of transition-age youth with disabilities (14 to 24) and the needs of students with disabilities (16 to 21) for pre-employment transition services.

Recurring Themes Across all Data Collection Methods

- *All of the five required pre-employment transition services represent significant rehabilitation needs of students with disabilities in Wisconsin, with work-based learning experiences being the most significant and important need. DVR expends all of their pre-employment transition services reserve funds on the five required services.*
- *Transportation is a major barrier for students and their ability to experience work*
- *DVR has invested considerable time and resources into developing services to youth and students with disabilities and this effort is reflected in the strength of their partnerships with educational agencies and the increasing number of youth that they serve.*
- *The primary rehabilitation needs of youth with disabilities in Wisconsin are work skills, soft skills, education, training and transportation.*
- *The PROMISE program was cited repeatedly as a model program for youth in transition.*
- *Youth with disabilities in Wisconsin need to develop the ability to advocate for themselves to ensure they have access to the same opportunities as their peers without disabilities.*

NATIONAL AND/OR AGENCY SPECIFIC DATA RELATED TO THE NEEDS OF INDIVIDUALS IN TRANSITION

The project team examined educational attainment rates, unemployment rates and Labor force participation rates for Wisconsin. Table 69 contains Educational Attainment rates for ages 18 to 24 years.

Table 69

Educational Attainment for Youth 18-24 in Wisconsin

Area	Did not Graduate High School	HS Grad (includes equivalency)	Some college, or Associate's degree	Bachelor's degree	Total
*US	13.1%	31.0%	45.1%	10.8%	100.0%
*WI	10.7%	31.7%	46.1%	11.5%	100.0%
**WDA 1	12.6%	36.1%	44.6%	6.7%	100.0%
**WDA 2	14.7%	28.0%	46.9%	10.4%	100.0%
**WDA 3	11.8%	29.5%	43.8%	14.9%	100.0%
**WDA 4	11.2%	32.1%	48.4%	8.3%	100.0%
**WDA 5	14.9%	34.2%	41.9%	9.0%	100.0%
**WDA 6	10.4%	34.2%	47.1%	8.3%	100.0%
**WDA 7	14.5%	35.3%	44.3%	5.9%	100.0%
**WDA 8	10.7%	29.8%	52.6%	6.9%	100.0%
**WDA 9	10.4%	33.8%	48.3%	7.5%	100.0%
**WDA 10	7.8%	26.9%	46.8%	18.5%	100.0%
**WDA 11	10.7%	36.2%	47.0%	6.1%	100.0%

*Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates ** Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

WDAs 2, 3, 8 and 10 have significantly lower High School graduation rates than the Nation and the State. WDA 4's High School graduation rate is higher than the Nation's by .4 percent and lower than the State's rate by .2 percent. WDA 10 has a significantly lower High School graduation rate than the Nation and State by more than four percentage points. However, WDA 10 has a significantly higher rate of attaining a Bachelor's Degree by more than seven percentage points.

Cornell University provides online disability statistics for youth employment. The data from Table 70 below is from the Cornell online resource and contains the employment rates from 2016 for the Nation and the State by disability type. The chart categories are for non-institutionalized youth ages 16 to 20, male and female, from all ethnic backgrounds and includes all education levels.

Table 70

2016 Employment Rates by Disability Type for Non-institutionalized Youth Ages 16 – 20

Disability Type	US Percent employed	WI Percent employed
Visual Disability	31.0%	46.5%
Hearing Disability	32.3%	60.6%
Ambulatory Disability	20.5%	29.5%
Cognitive Disability	21.3%	33.0%
Self-care Disability	9.2%	1.8%
Independent Living Disability	11.9%	29.0%

Source: <http://www.disabilitystatistics.org/>

The data indicates that the employment rate for youth ages 16 to 20 that report having a sensory impairment exceeds the national average by more than 15 percent for those with a visual disability and 28 percent for those with a hearing impairment. The only category where the employment rate was less than the national average was for individuals reporting a self-care disability. The employment rate was more than seven percent lower than the national average in this area.

Table 71 below contains general case information for youth with disabilities served by DVR. The information includes all individuals served by DVR under the age of 24. Information on students with disabilities as defined by WIOA for the purposes of pre-employment transition services is contained in the Pre-ETS section following.

Table 71

General Case Information for Consumers under the Age of 24

Item	Consumers Under the Age of 24		
	2015	2016	2017
Total Served	9,412	10,410	11,064
Percent of total served	26.2%	30.7%	34.8%
New Applicants	4,032	4,663	4,396
Percent of all applicants	29.0%	33.7%	34.5%
Application to eligibility time in days	33	32	32
Order of Selection Category			
Most Significant (Category 1)	1,366	1,712	1,737
Percent of total	36.8%	38.7%	46.8%
Significant (Category 2)	2,330	2,700	2,165
Percent of total	62.8%	61.1%	58.3%
Not Significant (Category 3)	17	9	4
Percent of total	0.5%	0.2%	0.1%
IPEs developed	3,012	3,630	3,262
Percent of total	30.4%	36.6%	37.5%
Unsuccessful closures after IPE	601	725	979
Successful closures	1,005	970	953
Employment rate	62.6%	57.2%	49.3%
Average expenditure	\$1,700	\$1,908	\$2,130
Average expenditure successful closure	\$3,140	\$3,307	\$3,163

The rate of youth served by DVR increased from 2015 through 2017 whether they are viewed as a percentage of the total of all consumers served by DVR or as a percentage of individuals applying for services. Eligibility for this group was determined in roughly half the time allowed by law (60 days) in each of the three years on average. The level of significance of disability of youth served by DVR increased in the most significant category by 10 percent from 2015 to 2017, and the rate of plans developed to the total number of plans written in the agency increased each year of the study. All of these numbers reflect the increased focus on serving youth by DVR.

One area of concern for the agency may be the decreasing employment rate by youth from year to year. The decrease is reflective of all case types during the study, but represents an overall decrease from 2015 to 2017 of 13.3 percent, while the decrease for all cases was 7.7 percent. The average expenditure per case did not decrease during the same time period, increasing on the whole and fluctuating slightly for youth closed successfully.

SURVEY RESULTS BY TYPE

PARTNER SURVEY RESULTS

Partner Survey: Barriers to Employment for Youth in Transition

Partner survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 20 barriers. Table 72 lists the barriers along with the number of times a barrier was identified. There was no limit to the number of barriers that a partner respondent could choose.

Table 72

Barriers to Achieving Employment Goals: Youth in Transition

Barriers to Achieving Employment Goals: Youth in Transition	Times identified as a barrier	Percent of time chosen as a barrier
Little or no work experience	125	55.8%
Poor social skills	124	55.4%
Not having job skills	106	47.3%
Other transportation issues	91	40.6%
Not having job search skills	85	37.9%
Not having education or training	65	29.0%
Disability-related transportation issues	65	29.0%
Employers' perceptions about employing persons with disabilities	63	28.1%
Mental health issues	36	16.1%
Not enough jobs available	34	15.2%
Other (please describe)	33	14.7%
Perceptions regarding the impact of income on Social Security disability benefits	32	14.3%
Not having disability-related accommodations	19	8.5%
Language barriers	13	5.8%
Lack of help with disability-related personal care	13	5.8%
Substance abuse issues	11	4.9%
Other health issues	9	4.0%
Convictions for criminal offenses	7	3.1%
Housing issues	7	3.1%
Childcare issues	2	0.9%

Little or no work experience, poor social skills, and not having job skills were the items most frequently cited as barriers to achieving employment goals for youth in transition. The lack of transportation was the fourth most frequently chosen barrier, which is reflective of the feedback the project team heard from many sources. Transportation is a barrier for all groups, but it impacts youth especially hard in their search for employment.

The open-ended category, “other”, was selected 33 times as a barrier with detailed responses provided. Barriers expressed that were not similar to items in the list are included below along with a count of the number of times the comment occurred:

- Parental influences or lack of parental support (9 times)
- Client lack of motivation/poor attitude/unrealistic expectations (6 times)
- Lack of support/follow through (4 times)
- Fear of benefit loss due to working (3 times)

STAFF SURVEY RESULTS

Staff Survey: Barriers to Achieving Employment Goals for Youth in Transition

Staff survey respondents were provided a list of 20 barriers and asked to indicate the barriers to achieving employment goals for youth in transition. Table 73 lists the barriers along with the number of times each of the barriers was identified as a barrier to achieving employment goals for youth in transition. There was no limit to the number of items a staff respondent could choose.

Table 73

Barriers to Achieving Employment Goals: Youth in Transition

Barriers to Achieving Employment Goals: Youth in Transition	Times identified as a barrier	Percent of time chosen as a barrier
Poor social skills	91	56.5%
Little or no work experience	87	54.0%
Not having job skills	82	50.9%
Other transportation issues	78	48.4%
Not having job search skills	68	42.2%
Not having education or training	40	24.8%
Mental health issues	38	23.6%
Disability-related transportation issues	36	22.4%
Employers' perceptions about employing persons with disabilities	28	17.4%
Other (please describe)	23	14.3%
Perceptions regarding the impact of income on Social Security benefits	15	9.3%
Not enough jobs available	13	8.1%
Substance abuse issues	12	7.5%
Not having disability-related accommodations	10	6.2%
Lack of help with disability-related personal care	9	5.6%
Convictions for criminal offenses	6	3.7%
Other health issues	6	3.7%
Language barriers	5	3.1%
Housing issues	4	2.5%
Childcare issues	0	0.0%

The staff choices for barriers to employment for youth are very similar to the partner survey choices. Poor social skills, lack of work experience, education training and transportation are all responses cited by 50 percent or more of the respondents. Staff who selected the category “other” were provided the opportunity to write a narrative response. Content analysis of the 23 responses indicated the following barriers identified along with the number of times the barrier was noted:

- Lack of parental/guardian/family support and follow through
- Youth lack motivation, lack of follow through, unrealistic expectations, and they lack work ethic.

The Rehabilitation Act as amended and reauthorized in WIOA requires VR programs to expend at least 15 percent of their Federal allotment annually on pre-employment transition services. These services must be made available to all eligible and potentially eligible students with disabilities in the State that have need of such services. It is clear from the interviews and the survey results that students with disabilities in Wisconsin have a need to receive pre-employment transition services. These services include:

1. Job exploration counseling;
2. Work-based learning experiences;
3. Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
4. Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and
5. Instruction in self-advocacy, which may include peer mentoring

Each of these Pre-ETS services was noted as a need on a recurring basis when discussing the needs of students with disabilities in Wisconsin.

The Rehabilitation Act indicates that the following authorized services can be provided if funds remain after the provision of the five required services noted above:

1. Implementing effective strategies to increase the likelihood of independent living and inclusion in communities and competitive integrated workplaces;
2. Developing and improving strategies for individuals with intellectual disabilities and individuals with significant disabilities to live independently, participate in postsecondary education experiences, and obtain and retain competitive integrated employment;
3. Providing instruction to vocational rehabilitation counselors, school transition personnel, and other persons supporting students with disabilities;
4. Disseminating information about innovative, effective, and efficient approaches to achieve the goals of this section;
5. Coordinating activities with transition services provided by local educational agencies under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.);
6. Applying evidence-based findings to improve policy, procedure, practice, and the preparation of personnel, in order to better achieve the goals of this section;
7. Developing model transition demonstration projects;
8. Establishing or supporting multistate or regional partnerships involving States, local educational agencies, designated State units, developmental disability agencies, private businesses, or other participants to achieve the goals of this section; and
9. Disseminating information and strategies to improve the transition to postsecondary activities of individuals who are members of traditionally unserved populations.

To determine if a VR agency can move from the five required services to the nine authorized services, a fiscal forecasting model must be utilized which identifies the expenditures on the required services and on coordination activities and then forecasts how much of the remaining funds, if any, can be utilized to pay for authorized services. DVR utilized a model that was

developed by RSA and the WINTAC and that was recently revised by RSA. The project team includes a completed model of movement from the required to authorized services for DVR as submitted by the organization for this CSNA below. This model has been reviewed and approved by the US Department of Education's Rehabilitation Services Administration and is detailed in items I-V below.

DVR's 2018 analysis of their ability and/or need to move from the required to authorized activities for pre-employment transition services

- I. Determine the total number of "students with disabilities" in the State which includes those students eligible for the VR program as well as those "potentially eligible" students with disabilities. (Ages 16-21). Data was not available for ages 14-21.
- FFY 2016 – 21,963
 - FFY 2017 – 20,859

Source: WI Count of Children eligible for IDEA <https://dpi.wi.gov/sped/data/child-count/age-disability>

- II. Determine the number of students with disabilities in the State that need pre-employment transition services required and coordination activities, including those currently receiving such services. Clearly document the basis for any reduction in the number of students with disabilities the agency is required to make required pre-employment transition services available to (Step I) based upon need. *Any reductions based upon a determination that the provision of required pre-employment transition services activities is not needed must be clearly supported by reliable data.*

Wisconsin DVR in collaboration with the Local Education Agencies (LEAs) is currently making all needed pre-employment transition services available through 517 Public High Schools in Wisconsin. The total number of students with disabilities served by the LEAs in FFY 2016 was 21,963 and FFY 2017 was 20,859. Additionally, the agency knows the number of students being provided pre-employment transition services and the type of services they are receiving because of the required RSA-911 reporting as well as the Post-Secondary Transition Plan (PTP) that is a requirement of all students receiving Special Education Services through an Individualized Education Plan (IEP) and reported in Indicator 13 data as required by DOE. In Wisconsin all services in the PTP are categorized under the Pre-ETS categories of services. Because of this alignment DVR knows that all students with an IEP will receive at least one Pre-ETS service.

A detailed description of Pre-ETS services provided by LEAs is included below:

Pre-ETS in Schools

Starting at age 14, the Postsecondary Transition Plan (PTP) becomes part of the IEP, to set goals for what a student wants to do after high school. Goals are developed in the areas of education, employment, and independent living. The PTP also includes transition services that will be provided to support the student to reach her/his goals.

How PTP works and how all services fall under Pre-ETS

WIOA placed additional responsibilities on schools and DVR to provide pre-employment transition services to students and youth with disabilities. The Wisconsin Department of Public Instruction (WDPI) aligned the transition services in the Postsecondary Transition Plan (PTP) with the requirements of WIOA to help students and families in making these choices. The new transition services have been designed to more accurately reflect the “service” aspect of transition services. WIOA requires that school districts provide pre-employment transition services to students ages 14-21 in conjunction with DVR.

How DVR knows that all students with a PTP will get at least one Pre-ETS

The IEP team is now asked to review the transition services listed in the previous year’s PTP and verify that at least one service was provided to the student when completing their postsecondary transition plan. The IEP team is also asked to verify and identify the transition services within at least one of the following areas related to the student’s measurable post-secondary goal by selecting services in the dropdown menu from the following 6 categories for the current school year:

- 1) Job exploration counseling services
- 2) Work-based learning experiences
- 3) Post-secondary and higher education related services
- 4) Social and Independent Living Skills training for home
- 5) Social and Independent Living Skills training for community
- 6) Instruction in Self-Advocacy

In addition to collaborating with the LEAs to ensure that pre-employment transition services are provided to students with disabilities, DVR purchases these services from a variety of providers throughout the state. Table 74 below identifies numerous summer programs that were created using Pre-ETS funds.

Table 74

Pre-employment Transition Services Summer Programs

Summer Program Title	Pre-ETS Service(s) Provided				
	Job Exploration Counseling	Work Based Learning Experiences	Postsecondary Education Counseling	Workplace Readiness Training	Self-Advocacy
Youth Exploration Program	X	X		X	
Youth Exploration Program VIP	X	X		X	
Job Exploration Weeks	X	X			
LCS Summer Youth Internship Program	X	X			
Job Shadow Bootcamp	X	X		X	
Tech Career Coaching	X	X	X	X	
Earn and Learn		X		X	X
Earn and Learn Soft Skills	X			X	X
YouthWORK	X			X	X
Job Explore Summer Youth Programming	X	X		X	X
LifeWork\$	X	X		X	X
Crex Meadows Youth Conservation Camp		X			
Summer Youth Activity	X	X		X	
Workforce Resource Summer Program	X	X		X	
Summer Youth Exploration	X	X		X	
Career Exploration Youth Program	X	X		X	
Youth Pursuit Camp	X	X		X	
WisCorps	X	X		X	X
Life Academy	X	X		X	

III. Calculate the cost for the provision of pre-employment transition services required and coordination activities. For most agencies, using the average per student cost to the VR program for the provision of pre-employment transition services required and coordination activities will simplify this process. The cost calculation should include, but is not limited to:

- All non-administrative costs for required pre-employment transition services activities provided by VR staff;
- **Response:** DVR does not track non-administrative staff costs as Pre-ETS.
- Costs for the provision of required coordination activities;

- **Response:** Pre-ETS staff time coordination cost are included in total Pre-ETS expenditures
- Costs for the provision of required pre-employment transition services activities through VR contracts with providers/vendors.

FFY 2016 = \$10,234,783 total Pre-ETS expenditure amount

FFY 2017 = \$10,605,703 total Pre-ETS expenditure amount

Number of consumers served FFY 2016 = 3,130

Number of consumers served FFY 2017 = 5,009

Cost per consumer FFY 2016 = $\$10,234,783 \div 3,130$ number of students = \$3,270

Cost per consumer FFY 2017 = $\$10,605,703 \div 5,009$ number of students = \$2,117

- IV. Calculate the amount of funds reserved for the provision of pre-employment transition services that must be set aside for the provision of pre-employment transition services required and coordination activities to students with disabilities in need of the services. Multiply the number of students with disabilities that need pre-employment transition services required and coordination activities (Step II) by the average cost per student with disabilities for the provision of pre-employment transition services required and coordination activities (Step III).

Federal Grant Allocation FFY 2016 = \$65,053,321

- 15% = \$9,757,998
- 21,963 students x \$3,270 = \$71,819,010

Federal Grant Allocation FFY 2017 = \$62,801,169

- 15% = \$9,420,175
- 20,859 students x \$2,117 per student = \$44,158,503

- V. Calculate whether the agency's VR funds required to be reserved for the provision of pre-employment transition services are sufficient to make pre-employment transition services required and coordination activities available to all students with disabilities needing such services. Subtract the amount calculated in Step III from the amount of funds the agency is required to reserve for the provision of pre-employment transition services (15 percent of Federal VR allotment). If the result is a negative amount, the agency may not use reserved funds to pay for pre-employment transition services authorized activities. If the result is positive, the agency may be able to use the remaining balance of funds for the provision of pre-employment transition services authorized activities.

Federal Grant Allocation FFY 2016 = \$65,053,321

- 15% = \$9,757,998
- 21,963 students x \$3,270 = \$71,819,010
 - $\$9,757,998 - \$71,819,010 = (\$62,021,012)$

Federal Grant Allocation FFY 2017 = \$62,801,169

- 15% = \$9,420,175
- 20,859 students x \$2,117/student = \$44,158,503
 - \$9,420,175 - \$44,158,503 = **(\$34,738,328)**

Because the final amount is negative, WI DVR is not able to assign costs for pre-employment transition services authorized activities to the funds reserved for the provision of pre-employment transition services.

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following recurring themes emerged related to the needs of youth with disabilities in transition:

1. Transition services were repeatedly cited as an area of strength for the organization. A frequent example of DVR's transition program was Project Search. There are 27 Project Search sites in Wisconsin and these projects result in excellent employment rates, ranging between 86-88 percent reportedly.
2. DVR took a very proactive approach to building relationships with schools and were already present in the school systems before WIOA. The DVR – school relationships vary, ranging from doors wide open with VR counselors conducting trainings and providing job development, to restrictive, with schools that were more territorial over their transition programs. However, the relationships with schools overall have improved with significant gains in service to students and youth. Schools are more aware of DVR and DVR counselors are identifying potentially eligible students in the high schools and paying for services such as the *Skills to Pay the Bills* curriculum.
3. The need for real-life work experience for transition-age youth was a recurring theme in every focus group and individual interview where the question about youth needs was addressed. The availability of work experience varies across the State, but the need for youth to participate in real work settings and career exploration was consistently mentioned as a paramount need to prepare youth for employment. Transportation to work experiences was mentioned as a need by virtually every individual that served students.
4. DVR has greatly expanded their ability to provide work-based learning experiences for students with disabilities through pre-employment transition services. The summer youth programs were cited regularly as valuable experiences for students.
5. The PROMISE program in Wisconsin was frequently cited as a model program for youth in transition. All of the PROMISE participants are DVR consumers and the PROMISE dollars are spent on services to family members. The interventions included in the PROMISE program were cited as very beneficial and contributed to successful transition for youth. In addition, PROMISE informed the delivery of pre-employment transition services and contributed to DVR's ability to implement these services.

6. A number of the counselors who worked on PROMISE have been assigned to a mixed caseload of transition-age youth and other DVR consumers. The transition expertise of these counselors is an asset as DVR continues to serve transition-age youth.
7. There is a continuous need for family advocates who work with the parents and the student to achieve success in transition. Participants indicated that working with the entire family unit is critical. Related to this concept was the need for mentors for parents of students with disabilities to help them navigate the services available in the secondary and postsecondary education and workforce systems.
8. The need for self-advocacy training was cited by individuals in six of the partner focus groups and more than twenty individual interviews with staff as a need for transition-age youth. The need for soft-skills training was a frequent need cited for youth as well, but DVR was given high marks for their recent work to meet that need through authorizing services for the “Skills to Pay the Bills” curriculum.
9. The need for benefits planning and financial literacy for youth was a recurring theme that emerged in four of the partner focus groups and more than 50 percent of the partner individual interviews. Parents often express fear that their child will lose their SSI if they go to work, and this affects the student’s follow-through. This underscored the importance of family involvement.
10. All of the participants in the focus groups and individual interviews identified the need for training, education and work experience for students with disabilities if they are to successfully transition to the adult world.
11. The need for DVR to increase outreach and services to Foster Care and Juvenile Justice youth was a theme that emerged in at least five individual interviews with DVR staff and three focus groups. The outreach, referral and application process was characterized as difficult for youth to understand and navigate, resulting in a lack of follow-through. Staff expressed that it is difficult keeping the Juvenile Justice Youth engaged, requiring many phone calls just to keep the counselor’s name in the youth’s memory.

RECOMMENDATIONS

The following recommendations are provided to DVR related to the needs of youth with disabilities in transition:

1. The staff who worked on the PROMISE grant are a potentially valuable source of training and mentoring for all staff. They have an understanding of the school culture and an understanding of the youth and family needs. One of the lessons of PROMISE programs nationally and in Wisconsin is that a person-centric and family-centric models of transition services enhance the success of these services. DVR should use the expertise of their PROMISE staff and service providers to inform future training on transition services and ensure that a person-centered approach that involves the family is embedded in the service delivery process.

2. DVR should reach out to the Youth Technical Assistance Center (Y-TAC) and possibly the TC-TAC to see if there is technical assistance available to help them analyze their current processes for outreaching to, and serving Foster Care and Juvenile Justice youth. The Y-TAC and TC-TAC can also help DVR to assess their current staff's competency and capacity to serve this population.
3. DVR, the Title I Youth Program and the Department of Children and Families should engage in continuous strategic planning to identify methods and processes that will ease the transition of youth with disabilities from juvenile to adult support systems. This includes identifying opportunities for braided funding, co-enrollment and blended services.
4. DVR has developed self-advocacy skills training through their pre-employment transition services contracts. This is a valuable service for students with disabilities, and as such, DVR should consider expanding the service to the larger group of youth with disabilities in the State. If resources do not allow contracted services to be developed, DVR should consider developing peer mentors through their Centers for Independent Living or through the WINTAC's peer mentoring projects. Information on the WINTAC program can be found here: <http://www.wintac.org/content/wipps#wipp3>
5. DVR should develop a program in partnership with secondary and postsecondary schools throughout Wisconsin that ensures that students with disabilities that will be pursuing postsecondary education get connected to the disabled student services programs at the colleges prior to the first day of college classes. This will ensure that any reasonable accommodation needs are met prior to the start of course work and will maximize the potential for student success.
6. DVR should conduct statewide training that includes the successful practices established in various "pockets" of the state. Statewide VR staff training recommendations could include, how to set up and organize: "High School Mobile Job Center Resource Day," "Skills to Pay the Bills," "Life Works" How to teach self-advocacy, work experience development, summer internships and job shadowing development in partnership with local Workforce Development boards.
7. DVR should consider utilizing their Business Service Consultants statewide to present at High School employment events on career planning, career pathways, talent pipeline and what to wear to an interview.
8. It is recommended that the "Transition Action Guide" (TAG) with the Department of Public Instruction and DVR MOU be updated to reflect the WIOA emphasis on transition and reinforce the school system role and commitment to partner and collaborate on the local level with DVR.
9. The project team reiterates the recommendation found in Section Three of this report that DVR should consult with their Title I Youth program partners to determine if there are opportunities to collaborate on programs that target service to Foster Care and Juvenile Justice Youth, as well as other out-of-school youth in the State, especially in urban areas. DVR is encouraged to establish an intensive technical assistance agreement with the

WINTAC and the TC-TAC and/or Y-TAC to facilitate the development and implementation of these programs.

SECTION 5

NEEDS OF INDIVIDUALS WITH DISABILITIES SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM

The following information was gathered during this assessment in the area of the needs of individuals with disabilities served through other components of the statewide workforce development system. Throughout this section, the term Job Center of Wisconsin will be used to refer to services provided by DVR's partners in what used to be termed the One-Stop Career Center, and is now referred to nationally as the American Job Centers (AJCs). The information and comments noted in this Section only refer to DVR's partners, not DVR.

Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the needs of individuals with disabilities served through other components of the statewide workforce development system:

- *The Title I and III programs have made progress in serving individuals with disabilities, but their relationship with DVR remains one primarily of referral rather than co-enrollment and braiding of funding.*
- *Programmatic accessibility is still a concern in many of the Job Centers of Wisconsin as the assistive technology is out of date and/or the employees are not trained on how to use the technology.*
- *Ongoing consistent cross-training between the core partners is a need so that staff are aware of how each other's programs function and what limitations in service exist.*
- *Job Center staff need to receive ongoing training on how to effectively work with individuals with disabilities, especially those with mental health impairments.*

SURVEY RESULT BY TYPE:

INDIVIDUAL SURVEY RESULTS

Survey participants in Wisconsin were asked a series of questions about their use and opinion of the Job Center of Wisconsin. Table 75 below summarizes the responses to several questions in this regard.

Table 75

Job Center of Wisconsin Use and Accessibility

Accessibility Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Have you ever tried to use the services of the Job Center of WI beyond an online account?	933	38.6%	1,483	61.4%	2,416
Did you experience any difficulties with the physical accessibility of the building?	50	5.4%	872	94.6%	922
Did you have any difficulty accessing the programs at the Job Center of Wisconsin (i.e. no available assistive technology, no interpreters, etc.)?	92	9.9%	837	90.1%	929

Out of the 2,416 responses to the question regarding use of the Job Center beyond an online account, 38.6 percent of the respondents had used the Wisconsin Job Center services.

Difficulties with physically accessing the building was challenging for 5.4 percent of the survey respondents who answered the question regarding physical accessibility of the Job Center. Individuals who answered yes to the question were given the opportunity to provide a narrative response. Common items identified in the narrative responses include: doors, distance for walking, stairs, steps, parking, no assistive technology on computers, poor acoustics, and location of office being a long distance from home. Difficulty accessing programs was challenging for 9.9 percent of survey respondents who answered the question regarding program accessibility at the Job Center.

Table 76 details results from questions that asked individuals about using the Job Center for seeking training and employment.

Table 76

Job Center of Wisconsin Training and Employment

Training and Employment Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Did you go to the Center to get training?	288	30.8%	648	69.2%	936
Did you get the training that you were seeking?	171	60.9%	110	39.2%	281
Did the training result in employment?	67	23.8%	215	76.2%	282
Did you go the Center to find a job?	635	68.5%	292	31.5%	927
Did they help you find employment?	219	35.2%	404	64.9%	623

Less than one-third of the respondents went to the Job Center to get training, but of those that did, 61 percent indicated they received the training they were seeking. Unfortunately, less than 24 percent of the individuals that received training obtained employment as a result of the training. More than two-thirds of the respondents that used the services of the Job Centers of Wisconsin went there to obtain employment. Of that group, only 35 percent obtained employment.

Table 77 identifies the ratings that individuals gave for the helpfulness, value and effectiveness of the Job Center services.

Table 77

Helpfulness and Value of the Job Center of Wisconsin

Helpfulness Rating	Count	Percent of Total
Very helpful	468	52.0%
Somewhat helpful	310	34.4%
Not helpful	122	13.6%
Total	900	100.0%
Value of Services Rating	Count	Percent of Total
Very valuable	409	45.7%
Somewhat valuable	336	37.5%
Not valuable	150	16.8%
Total	895	100.0%
Effectiveness Rating	Count	Percent of Total
Very effective	277	30.6%
Somewhat effective	263	29.1%
No opinion	188	20.8%
Somewhat ineffective	99	10.9%
Very ineffective	78	8.6%
Total	905	100.0%

The concepts of helpfulness, value and effectiveness are closely related in this study with respect to Job Center services. Nine-hundred respondents answered the question regarding helpfulness, 895 respondents answered the question regarding value and 905 respondents answered the question regarding effectiveness. Slightly over one-half of respondents found the Job Center staff to be very helpful, and 45.7 percent found the services very valuable. Responses to the question regarding effectiveness for serving people with disabilities differed by 1.5 percent between very effective and somewhat effective, while slightly over 20 percent of the respondents did not have an opinion.

PARTNER SURVEY RESULTS

Partner survey respondents were asked a series of questions regarding their opinion and use of the Wisconsin Job Centers. Tables 78-82 below summarize the partner survey results.

Table 78

Frequency of Interaction with Job Centers

Frequency of Interaction with WI Job Centers	Number	Percent of total
Infrequently	72	38.9%
Not at all	44	23.8%
Somewhat frequently	41	22.2%
Very frequently	28	15.1%
Total	185	100.0%

Table 79

Physical Accessibility of the Job Centers

Physical Accessibility of the WI Job Centers	Number	Percent of total
Fully accessible	83	44.9%
I do not know	50	27.0%
Somewhat accessible	45	24.3%
Not accessible	7	3.8%
Total	185	100.0%

Table 80

Programmatic Accessibility of the Job Centers

Programmatic Accessibility of the WI Job Centers	Number	Percent of total
I do not know	69	37.9%
Not accessible	55	30.2%
Fully accessible	48	26.4%
Somewhat accessible	10	5.5%
Total	182	100.0%

Table 81
Effectiveness of the Job Centers

Effectiveness of WI Job Centers to serve PWD	Number	Percent of total
Effectively	89	52.7%
Not effectively	54	32.0%
They do not serve individuals with disabilities	15	8.9%
Very effectively	11	6.5%
Total	169	100.0%

Table 82
Improving Service of Job Centers for PWD

Improving Service of Wisconsin Job Centers to PWD	Number	Percent of total
Partner more effectively with DVR	95	29.4%
Train their staff on how to work with individuals with disabilities	87	26.9%
Include individuals with disabilities when purchasing training for their clients	55	17.0%
Improve programmatic accessibility	48	14.9%
Other (please describe)	23	7.1%
Improve physical accessibility	15	4.6%
Total	323	100.0%

Of the 185 responses to the question regarding frequency of interaction with the Wisconsin Job Centers, 15.1 percent of the partner survey respondents had very frequent interaction with the Wisconsin Job Centers, 39 percent indicated that they had infrequent interaction, and 23.8 percent had no interaction.

One-hundred eighty-five partner survey respondents answered the question regarding the physical accessibility of the Wisconsin Job Centers. Of the responses received, only 45 percent indicated that the Wisconsin Job Centers were fully accessible, while 27 percent indicated that they did not know if the Job Centers were physically accessible.

Partner survey respondents were asked a question regarding the programmatic accessibility of the Wisconsin Job Centers. Almost one-third of the respondents indicated that the Job Centers were not programmatically accessible, while slightly above that percent indicated some level of programmatic accessibility was present.

In regard to effectiveness, 52.7 percent of the respondents indicated that the Wisconsin Job Centers effectively serve people with disabilities while 32 percent of the respondents did not find the Wisconsin Job Centers to effectively serve people with disabilities. Almost nine percent indicated that the Job Centers do not serve individuals with disabilities.

When asked what the Wisconsin Job Center could do to improve service to individuals with disabilities, partner survey respondents were provided a list of six responses which included selecting an open-ended response. The most common response cited was to partner more effectively with DVR (n=95), followed by training staff on how to work with people with disabilities and including individuals with disabilities when they fund training for clients (n=55). The open-ended category “other” was selected by 23 of the respondents. The themes and number of times they occurred are noted below:

- Relocate back to rural areas/provide services in rural areas (6 times)
- Provide disability-related training (3 times)
- Pay for the parking (4 times)

STAFF SURVEY RESULTS

The project team asked the staff a series of questions regarding their use and opinion of the Wisconsin Job Centers. Tables 83-87 below summarize the responses from the staff survey.

Table 83

Frequency of Interaction

Frequency of Interaction with the Wisconsin Job Centers	Number	Percent Indicating Available
Very frequently	44	33.3%
Infrequently	40	30.3%
Somewhat frequently	38	28.8%
Not at all	10	7.6%
Total	132	100.0%

Table 84

Physical Accessibility of the Wisconsin Job Centers

Physical Accessibility of the Wisconsin Job Centers	Number	Percent Indicating Available
Fully accessible	75	56.4%
Somewhat accessible	44	33.1%
I do not know	12	9.0%
Not accessible	2	1.5%
Total	133	100.0%

Table 85

Programmatic Accessibility of the Wisconsin Job Centers

Programmatic Accessibility of the Wisconsin Job Centers	Number	Percent Indicating Available
Somewhat accessible	59	44.4%
Fully accessible	43	32.3%
I do not know	28	21.1%
Not accessible	3	2.3%
Total	133	100.0%

Table 86

Effectiveness of the WI Job Centers to Serve PWD

Effectiveness of WI Job Centers to Serve PWD	Number	Percent Indicating Available
Effectively	77	60.6%
Not effectively	29	22.8%
Very effectively	19	15.0%
They do not serve individuals with disabilities	2	1.6%
Total	127	100.0%

Table 87

Improving Service of the WI Job Centers to Effectively Serve People with Disabilities

Improving Service of WI Job Centers to Effectively PWD	Number	Percent Indicating Available
Train their staff on how to work with individuals with disabilities	91	35.0%
Staff more effectively with DVR	64	24.6%
Include individuals with disabilities when purchasing training for their clients	38	14.6%
Improve programmatic accessibility	31	11.9%
Improve physical accessibility	19	7.3%
Other (please describe)	17	6.5%
Total	260	100.0%

Wisconsin Job Centers Job Centers: Observations Based on the Data:

Of the 132 responses to the question regarding frequency of interaction with the Wisconsin Job Centers, slightly over 60 percent of DVR staff respondents indicated that they interact either very or somewhat frequently with the Wisconsin Job Centers, while slightly less than one-third have

infrequent interaction. The survey category item “not at all” received the lowest rating by staff survey respondents in response to this question.

One-hundred thirty-three staff survey respondents answered the question regarding the physical accessibility of the Wisconsin Job Centers. Of the responses received, 90 percent indicated that the Wisconsin Job Centers were somewhat or fully physically accessible and nine percent (n=12) did not know if the Wisconsin Job Centers were physically accessible.

Staff survey respondents were asked a question regarding the programmatic accessibility of the Wisconsin Job Centers. Of the 133 responses received, more than 75 percent indicated the Job Centers were either fully or somewhat programmatically accessible. Slightly over 20 percent did not know if the Job Centers were programmatically accessible. Three staff survey respondents indicated that the Wisconsin Job Centers were not programmatically accessible.

In regard to effectiveness of the Wisconsin Job Centers, 75 percent of staff indicated they either were very effectively or effectively served individuals with disabilities. Almost 23 percent indicated they were not effective and two staff indicated that the Wisconsin Job Centers did not serve individuals with disabilities.

When asked what the Wisconsin Job Center could do to improve service to individuals with disabilities, staff survey respondents were provided a list of six responses which included selecting an open-ended response. The most common response cited was to train staff on how to work with people with disabilities. Partner more effectively with DVR was the second most commonly cited item selected by staff survey respondents in response to this question. The open-ended category “other” was selected by 17 of the respondents. Content analysis revealed the following themes along with the number of times it was cited:

- Increase services in rural areas and increase staff (5 times)
- Update workstations/appropriate equipment (4 times)

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following information was gathered from the individuals interviewed for this assessment in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System:

1. The relationship between DVR and the Title I and III programs in Wisconsin was characterized as positive and primarily a relationship of referral as compared to frequent shared funding of consumer services. The relationship between the core program Directors was characterized as positive with frequent planning and discussions occurring on WIOA implementation, data sharing and planning. However, individuals with disabilities accessing the Job Centers are still primarily referred to DVR without any first attempt to serve them by the Job Center staff.

2. The youth program in the AJCs were characterized as not routinely serving youth with disabilities. Although the out-of-school youth funding increased in WIOA, the program development for Foster Care and Juvenile Justice Youth has not had a significant impact on service development or delivery yet.
3. There was no identified mechanism to track the number of individuals where shared or braided funding might be occurring in Wisconsin. Consequently, the level of shared planning and jointly-funded cases was unknown. Anecdotally, the participants did not believe that joint-funding for consumers occurred with any frequency or consistency.
4. There was a belief noted by staff in two focus groups and partners in three groups that co-location of DVR in the Wisconsin Job Centers contributes to greater access to services at the Job Centers by individuals with disabilities.
5. The Job Center in rural areas were often characterized as having workstation accessibility issues when attempting to access resume preparation and job search functions. This challenge was noted by five staff in rural areas that were interviewed individually and in two staff focus groups. Comments included concerns about outdated and non-functional equipment.
6. Individuals with disabilities in three focus groups and six individual interviews noted that the job developers with the workforce system (not DVR) targeted entry level positions and did not have extensive expertise for consumers who had higher functioning employment skills. Employment services provided at the Job Centers were characterized as lacking in response to individual interests and capabilities.
7. Several participants indicated that the Workforce Development System partners provide a good supplement for services DVR cannot provide, especially for youth (i.e., emergency housing, driver's license, etc.). Counselors cited referring consumers frequently to the Wisconsin Job Centers for workshops, resume building, computer classes, bus passes, and benefits resource and information.
8. Although there were "pockets of excellence" noted throughout the State, staff and partners in seven focus groups and twenty-plus individual interviews indicated that many Title I, II and III staff are not knowledgeable about, or comfortable working with individuals with disabilities and need significant training.
9. One area where DVR and the Title I program are collaborating with great frequency and positive results is in reaching out to businesses in Wisconsin. This will be discussed further in the final section of this report.

RECOMMENDATIONS:

The following recommendations are offered to DVR based on the results of the research in the Needs of Individuals with Disabilities served through other Components of the Statewide Workforce Development System area:

1. DVR and the core partners need to identify methods of tracking when cases are jointly funded for planning and training purposes. This will contribute to identifying where cost-savings is occurring and to reporting accuracy. Tracking co-enrollment needs to include methods for identifying when funding is provided for training and other services that can be utilized as examples of resource sharing and joint planning.
2. DVR and the other core partners should establish ongoing cross-training for their staff so that each of the organizations is familiar with the allowable services and how the partners can share resources and expertise. DVR should coordinate with the Division of Employment and Training (DET) to provide ongoing disability related training for Job Center multi-agency staff to increase pro-active engagement of individuals with disabilities interested in utilizing Job Center services and workshops.
3. DVR should alert DET regarding the need to update and correct computer access issues in rural Wisconsin Job Centers where accessibility issues were identified.
4. There should be increased partnerships between VR and Job Center partners to jointly sponsor Job Fairs and workshops throughout the State and not just in select locations.
5. DVR, with Workforce partners should consider developing (and continuously updating) catalogues of current Workforce programs and calendars of events (e.g. job fairs). A central repository would allow DVR and other partners to search for programs and events that are relevant to the needs of their consumers.
6. DVR should consider working with their Title I and II partners to pilot a career pathway program that intentionally uses the career pathway planning model in vocational planning and IPE development. This will help all partners to provide services that increase the likelihood of career-level plans and contribute to job-driven training, higher pay and increased self-sufficiency. One of the chief criticisms of the Job Centers is that they do not regularly provide services leading to employment beyond the entry-level. Career pathway and apprenticeship models can help individuals with disabilities reach their highest potential in employment.

SECTION 6 NEED TO ESTABLISH, DEVELOP OR IMPROVE COMMUNITY REHABILITATION PROGRAMS IN WISCONSIN

Section 6 identifies the need to establish, develop or improve community rehabilitation programs in Wisconsin that serve individuals with disabilities. DVR purchases most of the services provided to consumers other than the core service of counseling and guidance. Consequently, the agency proactively seeks to address any existing or potential service gaps and strives for quality and accountability in service provision.

Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the need to establish, develop or improve community rehabilitation programs serving individuals with disabilities in Wisconsin:

- *DVR has developed a Demand vs. Supply mapping system that helps to identify where services need to be developed across the State.*
- *The need to develop service providers is greatest in the rural areas, especially providers for supported and customized employment.*
- *There is a need for service providers that are skilled in working with individuals with mental health impairments.*

AGENCY SPECIFIC DATA RELATED TO THE NEED TO ESTABLISH, DEVELOP OR IMPROVE COMMUNITY REHABILITATION PROGRAMS IN WISCONSIN

DVR has established a unique system of tracking the need for specific services for their consumers and purchased by the organization for the State of Wisconsin. DVR utilizes the Demand vs. Supply Maps that identify the number of consumers with an open authorization in each area of the State (Demand) and then compare that to the availability of service providers to meet the need for each of the services (Supply). The Demand vs. Supply Maps assess the need for the following services:

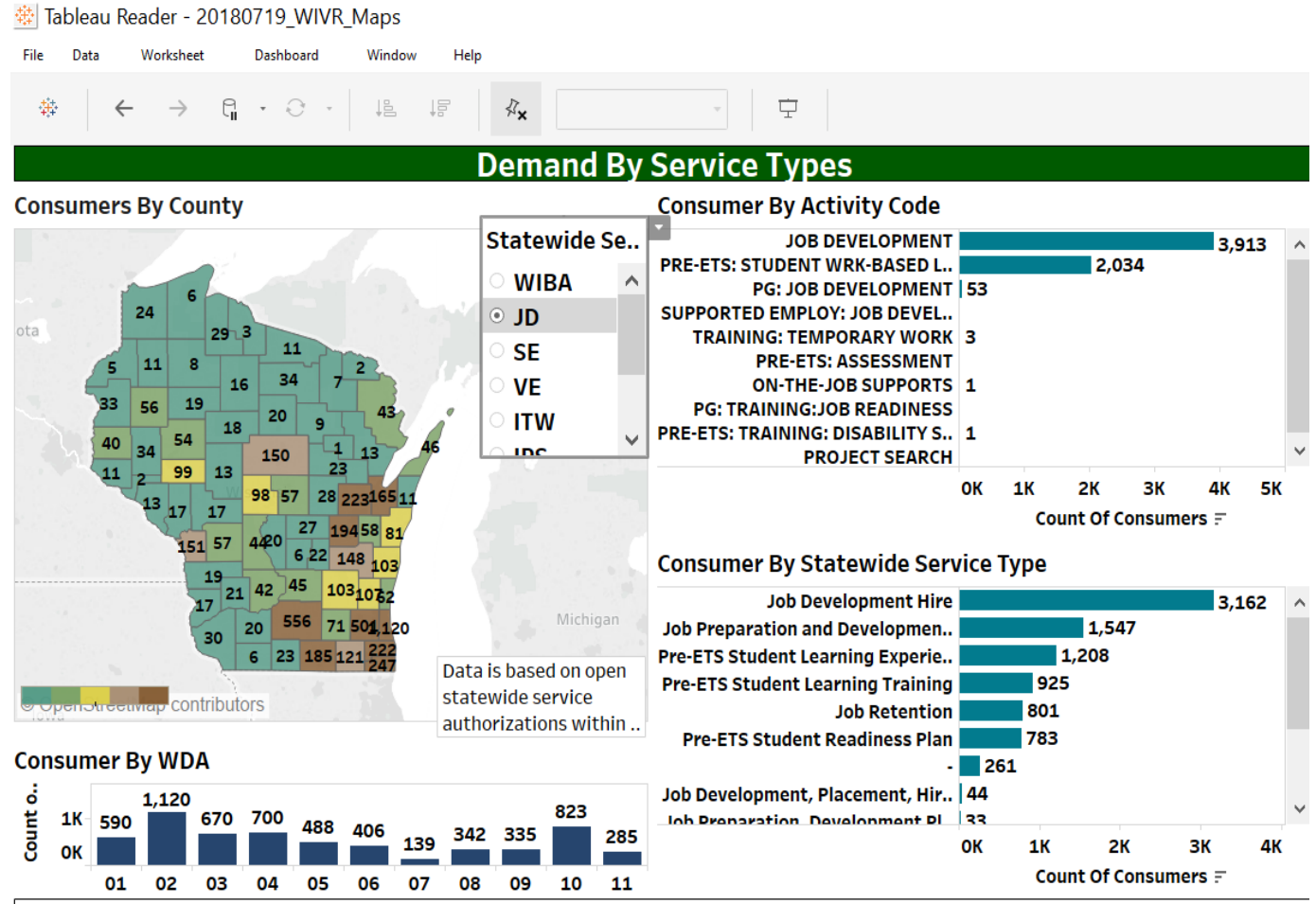
- Work Incentive Benefits Analysis
- Job Development
- Supported Employment
- Vocational Evaluation
- Internship and Temporary Work
- Individual Placement and Support (IPS)

- Customized Employment
- Systematic Instruction

The Demand vs. Supply Maps evaluate demand and supply for each of the services by WDA and can help DVR strategize on resource development for services where the demand exceeds the supply. A snapshot of the Demand vs. Supply Map for the service of job development is included in Figure 1 below.

Figure 1

Demand vs. Supply Map for Job Development in Wisconsin



"Maps do not provide exact information and are for information purposes only due to the complex and changing nature of calculating service capacity."

SURVEY RESULTS BY TYPE

PARTNER SURVEY RESULTS

Partner Survey: Services Readily Available to DVR Consumers

Respondents were provided with a list and asked to identify which of the services listed were readily available to individuals with disabilities who were served by DVR. There was no limit to the number of services that could be chosen by respondents. Table 88 summarizes the results from the partner survey respondents.

Table 88

Services Readily Available

Services Readily Available	Number	Percent Indicating the Service is Available
Job development services	218	83.5%
Job training services (TWE, Job Coaching, OJT, etc.)	213	81.6%
Other education services	142	54.4%
Benefit planning assistance	116	44.4%
Assistive technology	111	42.5%
Other transportation assistance	110	42.1%
Vehicle modification assistance	54	20.7%
Mental health treatment	46	17.6%
Medical treatment	44	16.9%
Substance abuse treatment	42	16.1%
Personal care attendants	42	16.1%
Income assistance	39	14.9%
Health insurance	37	14.2%
Housing	35	13.4%
Other (please describe)	24	9.2%

More than 80 percent of the partner respondents indicated that job development services and job training services were readily available to DVR consumers. Income assistance, health insurance and housing were chosen the fewest number of times. It is important to note that these three services are not available from DVR, so their appearance at the bottom of the list of services corresponds to this fact. Respondents who indicated “other” were provided the opportunity to describe the services readily available. The service most often identified by those 24 respondents was vocational evaluation and assessment.

Partner survey respondents were also asked to indicate what services were not immediately available or do not exist in the area of the State where the respondent works. There was no limit to the number of services that could be chosen. Table 89 contains the results to this question.

Table 89

Services Not Available or Do Not Exist

Services Not Readily Available or Do Not Exist in Area	Number	Percent Indicating the Service is not Available
Housing	63	52.9%
Substance abuse treatment	60	50.4%
Mental health treatment	56	47.1%
Vehicle modification assistance	53	44.5%
Personal care attendants	48	40.3%
Income assistance	47	39.5%
Other transportation assistance	44	37.0%
Medical treatment	40	33.6%
Health insurance	38	31.9%
Assistive technology	30	25.2%
Benefit planning assistance	21	17.6%
Other (please describe)	16	13.4%
Other education services	12	10.1%
Job development services	11	9.2%
Job training services (TWE, Job Coaching, OJT, etc.)	11	9.2%

Housing, substance abuse treatment and mental health treatment were the top three services identified as not immediately available or do not exist in the area where the respondent works. Vehicle modification assistance and personal care attendants rounded out the top five services not readily available. Respondents who indicated “other” were provided the opportunity to describe the services that were not readily available or did not exist in the local area that were not included in the list. One respondent indicated housing for former inmates, two respondents indicated public transportation, and one respondent cited customized employment options.

It is important to note that this question was not asking about what services DVR did not provide, but what services for individuals with disabilities are not readily available in the area where the partner survey respondents work. The CSNA is intended to identify service needs for individuals with disabilities in the State, even if the VR program does not provide the service. For instance, housing, income assistance and health insurance are services that were identified as not readily available, but these are services not provided by DVR.

Partner Survey: Service Providers Meeting Consumer Needs

Partner survey respondents were asked to identify how frequently service providers in the state of Wisconsin were able to meet DVR consumers' rehabilitation service needs. Table 90 summarizes the results to this question.

Table 90

Frequency of Meeting Needs

Frequency of Service Providers Meeting Needs	Number	Percent of total
Some of the time	52	64.2%
All of the time	28	34.6%
None of the time	1	1.2%
Total	81	100%

Out of the 81 partner survey respondents who answered the question, 28 respondents indicated that service providers were able to meet rehabilitation service needs of DVR consumers all the time, while 52 respondents indicated that service providers were able to meet rehabilitation service needs of DVR consumers some of the time. One respondent indicated that service providers were not able to meet consumer needs.

Survey respondents were asked an open-ended question to identify the rehabilitation needs that service providers were unable to meet in their area. One-hundred nine individuals provided narrative responses detailing gaps in service provision. Transportation was identified by over 50 of the respondents to this question as a need that service providers were unable to meet. Other needs identified as not being, along with the number of times they were mentioned, are included below:

- Supported and customized employment and providing appropriate support for those with the most significant disabilities (12 times);
- Housing (7 times);
- Mental health needs (6 times); and
- Job development and job coaching (5 times).

Partner Survey: Services that Service Providers are Most Effective in Providing DVR Consumers

Survey respondents were provided a list of 15 items and asked to identify the services that service providers were most effective in providing to DVR consumers. Table 91 lists the services and the number of times each item was selected. There was no limit to the number of services that could be chosen.

Table 91
Services that Providers are Most Effective in Providing

Services that Providers are Most Effective in Providing DVR Consumers	Number of time chosen	Percent of time chosen
Job training services (TWE, Job Coaching, OJT, etc.)	151	57.9%
Job development services	150	57.5%
Benefit planning assistance	63	24.1%
Other education services	49	18.8%
Assistive technology	38	14.6%
Other transportation assistance	25	9.6%
Other (please describe)	14	5.4%
Vehicle modification assistance	10	3.8%
Mental health treatment	8	3.1%
Income assistance	6	2.3%
Substance abuse treatment	6	2.3%
Housing	6	2.3%
Personal care attendants	5	1.9%
Medical treatment	4	1.5%
Health insurance	1	0.4%

Survey respondents indicated that the most effective services that service providers are providing are job training services (n=151) and job development services (n=150). Services that were identified by survey respondents less than 10 times in response to the question were: mental health treatment, income assistance, substance abuse treatment, housing, personal care attendants, medical treatment, and health insurance. Respondents who indicated “other” were provided the opportunity to describe the services. The services identified by those respondents included:

- Vocational evaluation (4 times)
- Youth transition services (3 times)
- Soft skills (2 times)

Respondents were provided with a list of responses and asked to identify the primary reasons why vocational rehabilitation service providers were unable to meet consumers’ service needs. Table 92 summarizes the responses to this question.

Table 92

Reasons Providers are Unable to Meet Consumer Needs.

Primary Reasons Providers are Unable to Meet Consumer Needs	Number	Percent of time Chosen
Consumer barriers prevent successful interactions with service providers	67	56.3%
Not enough service providers available in area	60	50.4%
Low rates paid for services	55	46.2%
Other (please describe)	46	38.7%
Low quality of service provider services	19	16.0%
Low levels of accountability for poor performance by service providers	17	14.3%

The most commonly identified reasons that the rehabilitation service providers are unable to meet consumers' vocational rehabilitation services needs were client barriers prevent successful interactions with providers, not enough service providers available in the area and low rates paid for services. All of these were cited near or above 50 percent of the time. The 46 respondents who indicated "other" were asked to describe primary reasons why service providers are unable to meet consumer's needs. Reasons expressed by the 46 respondents, along with the number of times mentioned) pertained to the following:

- Transportation (14 times)
- Consumer engagement and accountability (7 times)
- Rural location (3 times)
- Lack of quality service providers or skilled job coaches (3 times)

Partner Survey: Top Three Changes to Help Better Serve DVR Consumers

Partner survey respondents were presented with a list of 12 items and were asked to identify the top three changes that would help them better serve DVR consumers. Table 93 below lists the changes along with the number of times each change was identified as one of the top three changes that would help better serve DVR consumers.

Table 93

Top Three Changes to Help Better Serve DVR Consumers

Top Three Changes to Help Better Serve DVR Consumers	Times identified as a barrier	Percent of time chosen as a top three change
Reduced documentation requirements	83	69.7%
Higher rates paid by DVR for services	83	69.7%
More streamlined processes	67	56.3%
Improved communication with referring DVR counselor	63	52.9%
Referral of appropriate individuals	47	39.5%
Improved business partnerships	43	36.1%
Incentives for high performance paid by DVR	43	36.1%
Smaller caseload	40	33.6%
Increased collaboration with Wisconsin Job Centers	23	19.3%
Other (please describe)	23	19.3%
Increased options for technology use to communicate with consumers	21	17.6%
Additional training	16	13.4%

Reduced documentation requirements and higher rates paid by DVR for services were chosen by 70 percent of the partner respondents as top changes that would help them better serve DVR consumers. More streamlined processes and better communication with the referring DVR counselor were chosen by more than half of the respondents. It is interesting to note that the partner survey respondents chose additional training less frequently than any other of the choices. This conflicts with feedback the project team received in other areas where training was cited as a high need for service providers.

Community partners were asked an open-ended question about what was the most important change that service providers could make to support consumer's achievement of their employment goals. The overwhelming response to this question was that service providers should be able to be paid to provide transportation services that will help consumers get back and forth to work. This is consistent with the data gathered from other areas of the assessment that identifies transportation as one of the most significant barriers to employment goals for consumers.

STAFF SURVEY RESULTS

Staff Survey: Services Immediately Available to Individuals to DVR Consumers

Staff survey respondents were provided with a list and asked to identify which of the services listed were immediately available to individuals who were served by DVR. There was no limit to the number of services that could be chosen. Table 94 summarizes the responses from the staff survey.

Table 94
Services Immediately Available

Services Immediately Available	Number of times chosen	Percent indicating service is available
Job development services	149	92.5%
Job training services (TWE, Job Coaching, OJT, etc.)	145	90.1%
Assistive technology	139	86.3%
Benefit planning assistance	139	86.3%
Other transportation assistance	132	82.0%
Other education services	130	80.7%
Vehicle modification assistance	112	69.6%
Mental health treatment	63	39.1%
Substance abuse treatment	56	34.8%
Medical treatment	54	33.5%
Personal care attendants	45	28.0%
Other (please describe)	23	14.3%
Income assistance	21	13.0%
Housing	21	13.0%
Health insurance	20	12.4%

The services most often identified as immediately available to consumers were job development services, job training services, assistive technology and benefit planning assistance. Health insurance was the least identified immediately available service by staff survey respondents.

Staff survey respondents were provided with a list and asked to identify which of the services listed were not immediately available or do not exist in the area of the State where they work. Table 95 contains the results.

Table 95
Services Not Immediately Available or Do Not Exist

Services Not Immediately Available or Do Not Exist in Area	Number of times chosen	Percent indicating service is not available
Housing	91	56.5%
Health insurance	84	52.2%
Income assistance	79	49.1%
Personal care attendants	62	38.5%
Substance abuse treatment	56	34.8%
Medical treatment	50	31.1%
Mental health treatment	49	30.4%
Vehicle modification assistance	22	13.7%
Other transportation assistance	14	8.7%
Assistive technology	11	6.8%
Other (please describe)	8	5.0%
Job training services (TWE, Job Coaching, OJT, etc.)	5	3.1%
Other education services	4	2.5%
Benefit planning assistance	4	2.5%
Job development services	3	1.9%

Housing, health insurance and income assistance were the top three services identified as not immediately available or do not exist in the area where the respondent works. These are consistent with the services identified by partner respondents as not immediately available, and as indicated earlier, they are services that DVR does not provide. The staff survey respondents who indicated “other” were provided the opportunity to describe the services that were not immediately available or did not exist in the local area and that were not included in the list. Analysis revealed that transportation, both public transportation and lack of DVR assistance for vehicle purchases, and financial planning were included in this category.

Staff Survey: Service Providers Meeting Consumer Needs

Staff survey respondents were asked to identify how frequently service providers in the state of Wisconsin were able to meet DVR consumers’ rehabilitation service needs. Table 96 summarizes the results to this question.

Table 96

Frequency of Meeting Needs

Frequency of Service Providers Meeting Needs	Number	Percent of total
All of the time	3	1.9%
Most of the time	117	74.5%
Some of the time	37	23.6%
None of the time	0	0.0%
Total	157	100.0%

More than three-quarters of the respondents indicated that service providers are able to meet the service needs of DVR consumers most or all of the time. There were no respondents that indicated that providers were able to meet service needs none of the time.

Staff survey respondents were asked an open-ended question regarding what rehabilitation needs service providers are unable to meet in their local area. Ninety-five respondents provided narrative responses detailing perceived service gaps. Content analysis revealed the following needs and the number of times cited:

- Lack of quality supported employment services (21 times)
- Lack of skilled customized employment services (11 times)
- Transportation (10 times)
- Lack of quality job development services (6 times)
- Lack of skilled assistive technology assessments (4 times)

In addition to responding to the open-ended question, the respondents were provided with a list and asked to identify the primary reasons that vendors were unable to meet DVR consumers' needs. Table 97 summarizes the responses to this question.

Table 97

Primary Reasons Vendors are Unable to Meet Consumer Needs

Primary Reasons Providers are Unable to Meet Consumer Needs	Number of times chosen	Percent of time chosen
Not enough service providers available in area	58	51.8%
Low quality of service provider services	55	49.1%
Low levels of accountability for poor performance by service providers	51	45.5%
Consumer barriers prevent successful interactions with service providers	50	44.6%
Other (please describe)	34	30.4%
Low rates paid for services	15	13.4%

Staff survey respondents indicated that the primary reasons why vendors are unable to meet the DVR consumers' vocational rehabilitation service needs include: not enough vendors in the area, low quality of vendor services, low levels of accountability for poor performance by vendors/service providers and client barriers preventing successful interactions with vendors (all chosen more than 40 percent of the time). Low rates paid for services was cited 15 times as a primary reason that vendors are unable to meet the consumers' needs. Respondents who cited "other" were given the opportunity to provide a narrative response. Lack of service provider skill/understanding to meet consumer needs, and lack of adequate service provider staff were identified eleven times each by staff survey respondents. Consumers' lack of transportation was cited six times in the narrative responses to the question.

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following themes were recurring from the individuals interviewed for this assessment in the area of the need to establish, develop or improve community rehabilitation programs serving individuals with disabilities in Wisconsin:

1. DVR has a robust service provider training program available online that serves as a vehicle to ensure providers have training in multiple areas and that they are developing the required competencies to serve DVR consumers.
2. The Demand vs. Supply Maps program helps the agency understand where there are gaps in service needs across the State.
3. In eight of the eleven partner groups, the participants indicated that the reporting requirements for service providers is time consuming and challenging. Providers indicated that there the reports that they have to complete affect their time spent with consumers. This supports information gathered in the surveys from partners.
4. A need for more supported employment providers in the rural areas, especially in northern Wisconsin, was mentioned participants in four partner focus groups in the area.
5. The quarterly meetings between DVR and the service provider staff were generally characterized as helpful and an important venue for ongoing communication. However, these meetings were described as inconsistent between Workforce Development Areas.
6. The wait time to be served by providers was cited as a concern by staff in more than 20 individual interviews and three focus groups. In some cases, the wait time was nearing six months. This leads to the consumers disengaging and poor outcomes.
7. Participants in four staff focus groups and more than ten individual interviews expressed a need for more providers to be trained in how to provide customized employment services. Several participants noted the need for CE services may be especially important due to the Section 511 requirements for youth.
8. Staff participants in three focus groups and more than 15 individual interviews cited a need to develop service provider expertise related to working with individuals with mental health impairments. These individuals make up a large percentage of DVR

consumers and providers need to develop the skills to effectively work with this population. In addition, the need for providers to work with individuals with Autism and traumatic brain injury was a recurring theme.

9. A recurring theme emerged for providers skilled with providing employment services to individuals with college degrees. Consumers with college degrees and advanced skills indicated that they encountered greater difficulty in achieving employment outcomes than consumers looking for any type of job. Participants suggested that DVR needs counselors and job developers who are more experienced with helping consumers find professional jobs that pay a living wage vs. minimum wage. Similarly, DVR needs to do more with career pathways – looking beyond the first placement and helping employers to invest in employees for career mobility.

RECOMMENDATIONS

The following recommendations are offered to DVR based on the results of the research in the Need to Establish, Develop or Improve Community Rehabilitation Programs in Wisconsin:

1. DVR and service providers should work to expand the use of the Partnership Plus model throughout the State. Partnership Plus contributes to job retention by its nature, and there were places in Wisconsin where the use of Partnership Plus was reported as frequent and contributing to positive outcomes related to retention. It would be helpful if DVR routinely gave SSA beneficiaries information on Partnership Plus options as the individual neared case closure. There are 17 Employment Networks listed on the Department of Labor's Career One-Stop website found here: <https://www.careeronestop.org/LocalHelp/EmploymentandTraining/find-employment-networks.aspx?location=wisconsin&radius=25&post=y&sortcolumns=LOCATION&sortdirections=ASC¤tpage=2&pagesize=10>.
2. Expansion of the use of the Partnership Plus model may help to address the need for more supported employment service providers in the rural areas as many individuals that need SE services are SSA beneficiaries.
3. It is recommended that DVR try and develop or recruit more supported and customized employment services providers in the rural areas of the State. DVR is encouraged to speak with the WINTAC about the customized employment projects they have offered throughout the nation to determine if there are components of that program they would be interested in pursuing to develop the capacity of providers and other agencies to deliver CE to DVR consumers. The project team reiterates the recommendation provided in Section Two regarding the use of the *Essential Elements of Customized Employment for Universal Application* as foundation for any CE training that occurs. In addition, the Association of Community Rehabilitation Educators (ACRE) recently created a new CE training certificate for service providers based on the *Essential Elements* document noted

above, so DVR may wish to consider encouraging providers to obtain this certification as a way to developing their capacity to provide CE and increasing the quality of CE services available to consumers. Information on the ACRE training can be found here:

<http://acreducators.org/certificates>.

4. DVR should review its reporting requirements for providers to determine if revised expectations are possible without compromising the documentation necessary to effectively report progress and outcome measures.
5. DVR is encouraged to ensure that the quarterly provider meetings are consistently held in all WDAs in the State.
6. DVR should identify those areas of the State where consumers are experiencing a long wait for services and actively recruit new providers where possible.
7. As resources permit, DVR should provide training opportunities for service providers in how to work effectively with individuals with mental health impairments. This recommendation echoes the one made for DVR staff in Section two of this report. Provider training in working with individuals with Autism and TBI is also recommended.

SECTION 7 NEEDS OF BUSINESS AND EFFECTIVENESS IN SERVING EMPLOYERS

The need for the VR program to engage with the business community and effectively provide services to employers is one of the common performance measures for the core partners in WIOA. WIOA has moved the discussion from whether or not VR programs should serve the business community to how well VR programs are serving this community. Consequently, it is important for every VR program to do a self-assessment of how well they are serving employers. The project team is hopeful that this section of the report will be useful to DVR as they engage in the evaluation of how effectively they are providing services to employers and develop strategies to increase business engagement.

A total of 37 businesses participated in some way in the CSNA, with 30 completing a survey and seven being interviewed. The reader is cautioned to interpret any findings with the low participation rates in mind. DVR should consider strategies for encouraging a more active role for businesses in future CSNAs.

Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the needs of business and effectiveness in serving employers:

- *DVR uses Business Services Consultants (BSCs) to provide services to businesses throughout Wisconsin. The BSCs are viewed as an important and primary way that DVR serves the needs of business and it would be helpful to have several more individuals in these positions throughout the State if resources permit.*
- *Employers in Wisconsin need to be educated about individuals with disabilities and their ability to be successfully and gainfully employed. There are many stereotypes and fears that employers hold regarding individuals with disabilities and education is one way to alleviate those fears.*
- *There are areas of Wisconsin in which the DVR BSC is working closely with the Title I program Business Services staff. There have been some model programs developed as a result of these partnerships, and they should be replicated statewide if possible.*

SURVEY RESULTS

BUSINESS SURVEY RESPONSES

A link to an Internet-based survey was distributed by DVR staff to representatives of the business community. A total of 30 valid business surveys were completed and submitted during the survey period. Questions appearing on the business survey addressed five general areas. The first area pertained to disability in the workplace, the second area addressed applicants with disabilities, the third area pertained to employees with disabilities, the fourth area prompted respondents indicate their familiarity with DVR, and the fifth area asked respondents to share general demographic information regarding their businesses.

With respect to the “Disability in the Workplace” section of the survey, business survey respondents were presented with eight questions regarding whether or not their business needed help with a variety of concerns related to disability and employment. The questions were structured in a yes/no response format. Table 98 summarizes the results to the eight questions according to the percentage of respondents who indicated a need for help with respect to the need or needs indicated in the question.

Table 98

Disability in the Workplace: Employer Needs

Does your business need help...	Number of times Yes was Chosen	Percent of time Yes was chosen	Number of times No was Chosen	Percent of time No was chosen
Obtaining information on training programs available for workers with disabilities?	14	46.7%	16	53.3%
Recruiting job applicants who are people with disabilities?	11	39.3%	17	60.7%
Obtaining training on sensitivity to workers with disabilities?	11	39.3%	17	60.7%
Obtaining incentives for employing workers with disabilities?	11	37.9%	18	62.1%
Obtaining training on the different types of disabilities?	9	32.1%	19	67.9%
Helping workers with disabilities to retain employment?	8	28.6%	20	71.4%
Identifying job accommodations for workers with disabilities?	6	21.4%	22	78.6%
Understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?	5	17.9%	23	82.1%

The survey items with the highest percentage of respondents indicating that their business would benefit from assistance with that item were: obtaining information on training programs available to workers with disabilities (46.7 percent); recruiting job applicants who are people with disabilities, obtaining training on sensitivity to workers with disabilities, and obtaining incentives for employing workers with disabilities (all at 39.3 percent). The item with the lowest percentage of business survey respondents was understanding disability-related legislation such as the Americans with Disabilities Act and the Rehabilitation Act (17.9 percent).

Business survey respondents were asked an open-ended question if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding disability in the workplace. Respondents were given the opportunity to provide a narrative response. Five responses were received. The low number of responses prevent the identification of an emerging theme, so the project team has included the quotes from the responses below:

“DVR works more closely with our Director of Pupil Services and Special Education. This has been a nice partnership for Transition programming.”

“We have local resources to assist with all of the items listed above.”

“It is difficult for a hiring manager to bring on a person with a disability who they may fear is a workers' compensation risk as our environment is highly competitive and a very low EMR and DART/TRIR rates must be far below industry averages. It is also morally wrong, in their view, to injure a worker.”

“There is general lack of awareness and current opportunities on any of the categories above as progress has been made in all of these areas.”

“Some locations can easily accommodate physical disabilities and some cannot, so consideration of hiring someone with disabilities would be on a case-by-case business.”

Business Survey: Applicants with Disabilities

Business survey respondents were asked six questions regarding the need for recruitment assistance for applicants with disabilities. Respondents were asked to provide responses to the questions in a yes/no response format. Table 99 summarizes the results of the responses to the six questions according to the percentage of respondents who indicated a need for help with respect to the item indicated in each question.

Table 99

Recruitment: Applicants with Disabilities: Does Your Business Need Help with...

Does your business need help...	Number of times Yes was Chosen	Percent of time Yes was chosen	Number of times No was Chosen	Percent of time No was chosen
Recruiting applicants with good work habits?	15	53.6%	13	46.4%
Recruiting applicants with good social/interpersonal skills?	14	50.0%	14	50.0%
Recruiting applicants who meet the job qualifications?	12	42.9%	16	57.1%
Identifying reasonable job accommodations for applicants?	10	35.7%	18	64.3%
Discussing reasonable job accommodations with applicants?	10	35.7%	18	64.3%
Assessing applicants' skills?	9	32.1%	19	67.9%

Business respondents indicated that they needed help recruiting applicants with disabilities that had good work habits and with good social and interpersonal skills. These two areas were chosen by 50% or more of the survey respondents. Recruiting applicants who meet the job qualifications and identifying reasonable accommodations for applicants were the third and most frequently chosen items.

Business survey respondents had an open-ended question asking if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding applicants with disabilities. Respondents were given the opportunity to provide a narrative response. Quotes from the 3 responses were:

“We have local resources to assist with all of the items listed above.”

“We don't want to discriminate and of course are legally required not to discriminate. What a company typically instructs then is to not ask any questions to avoid the perception of being discriminatory and does not allow us to have the conversation with people with disabilities to ask questions about accommodations.”

“I really enjoy working with the various service providers & state workers regarding recruiting new candidates for our business.”

Business Survey: Employees with Disabilities – Challenges to Job Retention

Business survey respondents were presented with a list of 12 job-related challenges and asked to identify the challenges they have now or have experienced in the past with respect to individuals with disabilities and job retention. Table 100 presents the percentage of business survey respondents who identified each item as a challenge to job retention.

Table 100
Challenges Related to Job Retention: Employees with Disabilities

Challenges to Job Retention	n	(%)
I have no knowledge of any challenges we have had retaining employees with disabilities	15	50.0%
Slow work speed	10	33.3%
Difficulty learning job skills	8	26.7%
Lack of transportation	6	20.0%
Poor social skills	5	16.7%
Physical health problems	5	16.7%
Poor attendance	4	13.3%
Poor work stamina	4	13.3%
Mental health concerns	4	13.3%
Identifying effective accommodations	4	13.3%
Language barriers	1	3.3%
Other (please describe)	1	3.3%

Half of the business survey respondents indicated that they had no knowledge of any challenges they have had retaining employees with disabilities. When respondents did identify a challenge to job retention, the three most frequent were slow work speed, difficulty learning job skills and lack of transportation. The one challenge identified in the “Other” category was consistency.

Business survey respondents were asked an open-ended question asking if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding employees with disabilities. Respondents were given the opportunity to provide a narrative response. The following are the quotes from the 3 narrative responses received:

“We have local resources to assist with all of the items listed above.”

“We’ve not had anyone with a permanent, physical disability in our organization for a very long time.”

“Attendance and transportation seems to be a Wausau-wide issue.”

Business Survey: Services Provided by DVR

Businesses survey respondents were asked questions regarding their knowledge of DVR and their utilization of services provided by the agency. Tables 101-104 include the results of those questions.

Table 101

Businesses' Knowledge of DVR and Services

Businesses' Knowledge of DVR and Services	Number	Percent of all responses
Somewhat knowledgeable	17	56.7%
Very knowledgeable	9	30.0%
Little or no knowledge	4	13.3%
Total	30	100.0 %

Table 102

Utilization of DVR Services by Employers

Employer Usage of DVR Services	Number	Percent of all responses
Yes	12	63.2%
No	7	36.8%
Total	19	100.0%

Table 103
Services Provided to Employers by DVR

Services Provided to Employers by DVR	Number	Percent of Time Chosen
Recruiting job applicants who are people with disabilities?	8	26.7%
Recruiting applicants who meet the job qualifications?	5	16.7%
Assistance identifying job accommodations for workers with disabilities?	3	10.0%
Recruiting applicants with good work habits?	3	10.0%
Recruiting applicants with good social/interpersonal skills?	3	10.0%
Assessing applicants' skills?	3	10.0%
Other (please describe)	3	10.0%
Obtaining incentives for employing workers with disabilities?	2	6.7%
Identifying reasonable job accommodations for applicants?	2	6.7%
Helping workers with disabilities to retain employment?	1	3.3%
Obtaining information on training programs available for workers with disabilities?	1	3.3%
Discussing reasonable job accommodations with applicants?	1	3.3%
Training in understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?	0	0.0%
Obtaining training on the different types of disabilities?	0	0.0%
Obtaining training on sensitivity to workers with disabilities?	0	0.0%

Table 104

Employer Satisfaction with DVR Services

Satisfaction Rating	Number	Percent of time chosen
Neither satisfied nor dissatisfied	7	43.8%
Very satisfied	5	31.3%
Satisfied	4	25.0%
Dissatisfied	0	0.0%
Very dissatisfied	0	0.0%
Total	16	100.0%

Business survey respondents were asked to rate their knowledge of DVR and the services they provide to businesses. The majority of business survey respondents (56.7 percent) indicated that they were somewhat knowledgeable regarding DVR and the services that they provide while 13.3% of the 30 respondents to the question indicated that they had little or no knowledge of DVR and the services they provide.

Twelve of nineteen business respondents indicated that they utilized DVR services. When asked what services DVR provided to employers, the two answers cited the most frequently were recruiting job applicants who are people with disabilities (26.7 percent) and recruiting applicants who meet job qualifications (16.7 percent).

Business survey respondents who utilized DVR services were presented with a five-point response scale (with responses ranging from “very satisfied” to “very dissatisfied”) and asked to indicate how satisfied they were with the services they received from DVR. Sixteen respondents provided an answer to the question. The majority of the respondents (43.8 percent) indicated they were “neither satisfied nor dissatisfied” and 5 respondents indicated that they were “very satisfied” with DVR services.

Business Survey: Applicant or Employee Needs Not Met

Business survey respondents were asked an open-ended question asking if their business has any needs related to applicants or workers with disabilities that are not currently being met and to describe them in a narrative format. One response to the question was received which indicated they had not used DVR services.

Business Survey: Business Demographics

Business survey respondents described their respective businesses types and the number of employees the business currently employs. The tables below indicate the various business types and size of the organization based on the number of employees.

Table 105
Type of Business

Business Type	Number	Percent
Manufacturing	12	40.0%
Other (please describe)	6	20.0%
Education	4	13.3%
Retail	3	10.0%
Government	2	6.7%
Service	1	3.3%
Construction	1	3.3%
Banking/Finance	1	3.3%
Agriculture/Forestry/Fishing	0	0.0%
Health care	0	0.0%
Gambling/Casino	0	0.0%
Total	30	100.0%

Table 106
Size of Organization by Employee

Number of Employees	Number	Percent
51 - 250	10	33.3%
1,000 or more	9	30.0%
251 - 999	8	26.7%
16 - 50	2	6.7%
One - 15	1	3.3%
Total	30	100.0%

The most commonly reported business type was manufacturing followed by “other.” Of the six responses received in the category “other” for business types, two indicated publishing and printing, two indicated hospitality, one indicated staffing and one indicated telecommunications. The most commonly reported organization size by number of employees was 51-250 (n=10), followed by 1000 or more employees (n=9).

KEY INFORMANT AND FOCUS GROUP INTERVIEWS

The following information was gathered from the individuals interviewed for this assessment in the area of Needs of Business and Effectiveness in Serving Employers:

1. DVR has nine full-time Business Services Consultants (BSCs) that are responsible for serving employers throughout the State. The BSCs are supervised by the WDA Directors and do not have a separate chain of command from the offices where they work.

2. DVR has done a very good job of working within their resource limitations to meet the needs of employers and effectively serve them throughout the State. DVR works very closely with their Title I partners in several WDAs and has developed model programs like the Kwik Trip employer partnership that has been held up as a national model for service to employers and hiring of individuals with disabilities.
3. There were multiple perspectives about BSCs and their use by DVR that recurred in the data gathering process. The most frequent themes are captured below:
 - The Business Services Consultants bring an important perspective to Wisconsin VR by identifying a value proposition for employers as a way of marketing consumer talent to meet employer needs. Not only are skills and abilities utilized as marketing tools, the individual with disability's support system has been identified by the BSC's as providing an advantage to ensure retention and job supports in appropriate placement instances.
 - The BSCs are beginning to impact on the job development provider network statewide by offering provider "tips" on how to engage with more employers.
 - It was cited by staff that the BSCs provide regularly scheduled "huddles," "business blitz," and "factory Fridays," with VRCs to discuss employer engagement and employment opportunities in some WDA locations resulting in enhanced VRC career planning supports for consumers.
 - BSCs successful job placement strategies have positively impacted many businesses in Wisconsin needing assistance-recruiting individuals with disabilities for available jobs.
 - BSCs have developed an effective strategy for business services that incorporates consumers' vocational goals, with labor market information, localized for each WDA. The goal of the BSC is to establish relationships with employers based upon this information. BSCs are actively engaged with staff, community and workforce partners.
 - Almost every staff member interviewed for this assessment indicated that they would like to have many more BSCs working in the organization and serving employers. Participants indicated that the limited number of BSCs has resulted in missed employment opportunities and a focus on larger employers. If there were more BSCs, there would be time to develop more effective partnerships with small businesses across the State.
4. Many employers in Wisconsin were characterized as being open to hiring individuals with disabilities, but unaware of the resources available to help them in the process. DVR spends a considerable amount of time educating employers on the abilities and capabilities of their consumers in order to increase employment opportunities. On the other hand, more than half of the staff, partners and consumers interviewed for this assessment indicated that there remains significant fear and misunderstanding about hiring of individuals with disabilities by employers in Wisconsin. Education of employers was constantly cited as a fundamental service needed for employers.

5. DVR works closely with the National Employment Team (NET) to develop and cultivate employer relationships. They actively use the Talent Acquisition Portal (TAP) to assist with matching employer needs with individuals with disabilities in Wisconsin.

RECOMMENDATIONS

The following recommendations are based on the information gathered in the Needs of Business and Effectiveness in Serving Employers section:

1. It is recommended the BSCs identify successful employer engagement and marketing practices that can be utilized statewide.
2. If DVR is able to hire more BSCs in the future, it is recommended that they be utilized more formally as a statewide training unit for the network of job development providers, offering regularly scheduled training within the WDAs and at statewide provider training forums.
3. DVR should consider expanding the employer education opportunities they provide regarding understanding individuals with disabilities and their capabilities. In addition to helping employer's gain knowledge and helping to eliminate stereotypes, it creates an environment where DVR is identified as a resource and expert in the field and can increase the likelihood of a long-term relationship with employers, which will ultimately positively impact employment opportunities for individuals with disabilities.
4. It is recommended that BSCs work closely with their counterparts in the Title I programs to maximize their ability to engage with employers. There were several areas of the State where this relationship was active and effective and others in where the relationship was in need of development. It would be helpful for DVR to meet with the BSCs in those WDAs where the partnership with Title I is active and beneficial and share that information statewide.
5. DVR should evaluate how job leads developed by BSCs are utilized by staff (who refer to providers for job development and placement) and Job Developers and Job Coaches (providers). Because BSCs are typically not involved in job development, it is difficult for BSCs to determine the nature and extent of follow-through at the provider level.

CONCLUSION

The comprehensive statewide needs assessment for Wisconsin's Division of Vocational Rehabilitation utilized qualitative and quantitative methods to investigate the vocational rehabilitation needs of individuals with disabilities in Wisconsin. The combination of surveys and interviews resulted in more than 3,400 people participating in the assessment. The project team at San Diego State University's Interwork Institute is confident that data saturation occurred across the multiple areas of investigation in the CSNA and is hopeful that the findings and recommendations will be utilized by DVR to inform future planning and resource allocation for the agency.

The project team wants to commend the staff of DVR for their obvious commitment and passion to serving individuals with disabilities in Wisconsin. The challenges facing the organization do not appear to have dampened the spirit of the staff that providing administrative, direct or support services. On the contrary, the Division appears to be operating with a spirit of creativity and innovation that is admirable.

APPENDICES

APPENDIX A

Key Informant Individual Interview Protocol

1. Please identify your name, title, time with DVR or time in your current role.
2. Briefly describe your duties and service areas?

Overall DVR Performance

3. Regarding DVR's overall performance as an agency, how effectively is the organization fulfilling its mission of helping people with disabilities obtain employment?
 - A. How would you describe the changes, if any, that have occurred in DVR in the last three years?
 - B. What are the major challenges that DVR consumer's face in obtaining and retaining employment?
 - C. What are the major challenges that you face that impact your ability to help consumers obtain and retain employment?

MSD and SE

4. What are the needs of people with people with the most significant disabilities in Wisconsin and how effectively is DVR meeting those needs?
5. What disability types are the most in need and what are the challenges they face in obtaining and retaining employment?
6. Do you provide SE services? If so, please describe the model of SE services you use.
 - A. How long does job coaching typically last?
 - B. Who provides extended services
 - C. How many providers do you have and how effective are they?
 - D. What populations generally receive SE services?
7. Do you provide customized employment services to individuals with disabilities in Wisconsin? Please describe this service.
8. What would you recommend to improve services to individuals with the most significant disabilities?
9. What would you recommend to improve your SE or CE program?

Unserved/Underserved Populations

10. What geographic areas are underserved and why?
11. What racial/ethnic minority groups are underserved and why?
12. What are the rehabilitation needs of the minority populations that you serve?
13. What disability types are underserved and why?
14. How effective is DVR's outreach to these groups/areas and what can be done to improve outreach to them?
15. What do you recommend to improve service to these areas or populations?
16. Are there any other groups that are underserved, and if so, why do you think that is and what can be done to improve services to this group?

Transition

17. Please describe how transition services works in Wisconsin. Comment on:

- A. Partnerships with schools
 - B. Outreach and intake/referral/plan processes
 - C. Services provided
18. What are the greatest needs of transition-aged youth and how well are DVR and the schools meeting these needs?
 19. Are you involved in pre-employment transition services? If yes, please describe how this works in Wisconsin.
 20. Do you serve foster care youth or youth involved with the juvenile justice system?
 21. What can be done to improve youth and/or transition services in Wisconsin?

CRPs

22. How effective are the CRPs in Wisconsin?
23. What are the greatest challenges you face as a CRP, or in working with CRPs?
24. What needs to happen to improve or increase CRPs in Wisconsin?
25. Is there a need to develop CRPs to serve any specific population or geographic areas?
26. What services do CRPs in the Wisconsin need to provide? Where are the current gaps in service?

Workforce Development System

27. How well is the Workforce Development System in Wisconsin meeting the needs of people with disabilities? What are the strengths and weaknesses of the system?
28. What is the relationship like between DVR and American Job Centers?
29. Are there shared-funding of cases between DVR and the AJCs?
30. What has to happen to improve the relationship between the two organizations? Has there been a noticeable improvement in the relationship over the last three years?
31. Do you work closely with Adult Education and Family Literacy? Please describe.
32. Are there other workforce agencies that serve people with disabilities in Wisconsin? If so, please identify them and the service they provide to your consumers as well as DVR's relationship with them.

Business Partnerships

33. Please describe the ways that DVR partners with businesses in Wisconsin to promote the employment of people with disabilities.
 34. What can DVR do to improve business partnerships and to engage employers in recruiting and hiring people with disabilities?
35. What would you recommend that DVR do as an organization to maximize its effectiveness in fulfilling its mission and providing excellent customer service during the next three years?

Wisconsin DVR, CSNA 2018 Focus Group Protocols

[Introductions/confidentiality/purpose statements]

Focus Group Protocol - Individuals with Disabilities:

Employment goals

- What barriers do people with disabilities in Wisconsin face in getting or keeping a job?
Follow up: Transportation, education, not enough jobs, discrimination, attitudes, lack of communications, fear of loss of benefits, lack of knowledge of options, etc.

DVR Overall Performance

- What has your experience with DVR been like? What have been the positives and negatives?
- What services were helpful to you in preparing for, obtaining and retaining employment?
- What services did you need that were not available or provided and why weren't you able to get these services?
- What can DVR do differently to help consumers get and keep good jobs?

Barriers to accessing services

- What barriers do people with disabilities encounter when trying to access rehabilitation services from DVR? (prompts if necessary -- mobility, communication, structural)

Wisconsin Workforce Partners

- Has anyone had used or tried to use the services of The Wisconsin Workforce Centers?
Follow-up: What was that experience like for you? What can they do differently to better serve individuals with disabilities?

Transition

- What needs do young people with disabilities in transition from high school have as far as preparing for, obtaining or retaining employment?
- How well are the high schools in Wisconsin preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
- What can DVR do to improve services to youth in transition?

Needs of underserved groups with disabilities

- What groups of individuals would you consider un-served or underserved by the vocational rehabilitation system?

(Prompt if needed for different disability groups, minority status, geographic area and any other characteristics)

(For each identified group): What unmet needs do they have?

Need for establishment of CRPs

- Have you received services from a CRP? If so, how was your service? How effective was it? What can be done to improve the future service delivery by CRPs?
- What programs or services should be created that focus on enhancing the quality of life for people with disabilities and their families, meeting basic needs and ensuring inclusion and participation? Of these services now in existence, which need to be improved?
- What services need to be offered in new locations in order to meet people's needs?

Need for improvement of services or outcomes

- What needs to be done to improve the vocational rehabilitation services that people receive in Wisconsin?

Focus Group Protocol - Partner Agencies:

Employment Goals

- What barriers do people with disabilities in Wisconsin face in getting or keeping a job?

Follow up: Education, not enough jobs, discrimination, attitudes, lack of communications, fear of loss of benefits, lack of knowledge of options, etc.

Barriers to accessing services

- What barriers do people with disabilities encounter when trying to access rehabilitation services from DVR?

Impressions of needs of individuals with significant and most significant disabilities

- What are the unmet rehabilitation needs of individuals with significant or most significant disabilities?
- What needs of individuals with significant and most significant disabilities are being met the best/most extensively?

Needs of underserved groups with disabilities

- What groups of individuals would you consider un-served or underserved by the vocational rehabilitation system?

(Prompt for different disability groups, minority status, geographic area or other characteristics)
(For each identified group): What unmet needs do they have?

Need for supported employment

- Please describe how effective the SE and CE programs are in Wisconsin. What populations are receiving SE and CE services?
- What SE or CE needs are not being met?
- What do you recommend to meet the needs for SE or CE?

Transition

- What needs do young people with disabilities in transition from high school have as far as preparing for, obtaining or retaining employment?
- How well are the high schools in Wisconsin preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
- How would you characterize DVR's relationship/partnership with the secondary school system in Wisconsin?
- How well is DVR serving youth in transition in terms of preparing them for postsecondary education or employment?
- What can DVR do to improve services to youth in transition?

Needs of individuals served through the Wisconsin Workforce Centers or WIOA system

- How effectively does the Workforce Center system in Wisconsin serve individuals with disabilities?
- Are there any barriers to individuals with disabilities accessing services through the Workforce Centers? If so, what are they and what can be done to change this?

- How effectively is DVR working in partnership with the Workforce Centers? Do you have any recommendations about how to improve this partnership if needed?
- What would you recommend to improve the Workforce Center's ability to serve individuals with disabilities in Wisconsin?

Need for establishment, development or improvement of CRPs

- What community-based rehabilitation programs or services need to be created, expanded or improved?
- What services need to be offered in new locations in order to meet people's needs?
- What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

Need for improvement of services or outcomes

- What needs to be done to improve the vocational rehabilitation services that people receive?

Focus Group Protocol – Wisconsin DVR staff:**Employment Goals**

- What barriers do people with disabilities in Wisconsin face in getting or keeping a job?
Follow up: Education, not enough jobs, discrimination, attitudes, lack of communications, fear of loss of benefits, lack of knowledge of options, etc.

Barriers to accessing services

- What barriers do people with disabilities encounter when trying to access rehabilitation services from DVR?

Impressions of needs of individuals with significant and most significant disabilities

- What are the unmet rehabilitation needs of individuals with significant or most significant disabilities?
- What needs of individuals with significant and most significant disabilities are being met the best/most extensively?

Needs of underserved groups with disabilities

- What groups of individuals would you consider un-served or underserved by the vocational rehabilitation system?

(Prompt for different disability groups, minority status, geographic area or any other characteristics).

(For each identified group): What unmet needs do they have?

Need for supported employment

- Please describe how effective the SE and CE programs are in Wisconsin. What populations are receiving SE and CE services?
- What SE or CE needs are not being met?
- What do you recommend to meet the needs for SE or CE?

Transition

- What needs do young people with disabilities in transition from high school have as far as preparing for, obtaining or retaining employment?
- How well are the high schools in Wisconsin preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
- How would you characterize DVR's relationship/partnership with the secondary school system in Wisconsin?
- How well is DVR serving youth in transition in terms of preparing them for postsecondary education or employment?
- What can DVR do to improve services to youth in transition?

Needs of individuals served through the Wisconsin Workforce Centers or WIOA system

- How effectively does the Workforce Center system in Wisconsin serve individuals with disabilities?

- Are there any barriers to individuals with disabilities accessing services through the Workforce Centers? If so, what are they and what can be done to change this?
- How effectively is DVR working in partnership with the Workforces Centers? Do you have any recommendations about how to improve this partnership if needed?
- What would you recommend to improve the Workforce Centers' ability to serve individuals with disabilities in Wisconsin?

Need for establishment, development or improvement of CRPs

- What community-based rehabilitation programs or services need to be created, expanded or improved?
- What services need to be offered in new locations in order to meet people's needs?
- What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

Need for improvement of services or outcomes

- What needs to be done to improve the vocational rehabilitation services that people receive?

Focus Group Protocol – Businesses

Please discuss your familiarity with DVR and the services they provide to people with disabilities and to businesses

What needs do you have regarding recruiting people with disabilities for employment?

- Do you do anything specific to attract candidates with disabilities? Please describe

Please discuss how qualified and prepared individuals with disabilities are when they apply for employment with your business

What needs do you have regarding applicants with disabilities?

- Are you aware of the incentives for hiring people with disabilities? Would these incentives influence your decision to hire?

What are the qualities you are looking for in an applicant for a given job and an employee?

What needs do you have regarding employees with disabilities?

- Sensitivity training?
- Understanding and compliance with applicable laws?
- Reasonable accommodations?

What challenges do employees with disabilities face with job retention?

What services can DVR provide to you and to other businesses to increase employment opportunities for people with disabilities in Wisconsin?

APPENDIX B
Wisconsin 2018
Comprehensive Statewide Needs Assessment
Individual Survey

The Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR) is conducting an assessment of the vocational rehabilitation needs of individuals with disabilities who live in Wisconsin. The results of this needs assessment will be used to help improve programs and services for persons with disabilities in Wisconsin.

The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. We anticipate that it will take about 20 minutes of your time to complete the survey. If you prefer, you may ask a family member, a personal attendant, or a caregiver to complete the survey for you. If you are a family member, personal attendant or caregiver for a person with a disability and are responding on behalf of an individual with a disability, please answer the survey questions based upon your knowledge of the needs of the person with the disability.

This survey is completely confidential and your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous, that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or if you would prefer to complete this survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address or phone number:

*ccompton@interwork.sdsu.edu
(619) 594-7935*

Thank you very much for your time and input!

Q1: Which statement best describes your association with the Wisconsin Division of Vocational Rehabilitation (DVR)? (select one response)

- I have never used the services of DVR
- I am a current client of DVR
- I am a previous client of DVR, my case has been closed
- I am not familiar with DVR
- Other (please describe) _____
-

Q2: Please indicate whether you receive the following Social Security disability benefits (please check all that apply).

- I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history)
- I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals that have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)
- I do not receive Social Security disability benefits
- I receive a check from the Social Security Administration every month, but I do not know which benefit I get
- I don't know if I receive Social Security disability benefits
-

Employment-Related Needs

The next several questions ask you about employment-related needs that you may have.

Q3: Do you have the education or training to achieve your employment goals?

Yes

No

Q4: Do you have the job skills to achieve your employment goals?

Yes

No

Q5: Do you have the job search skills to achieve your employment goals?

Yes

No

Q6: Have you been prevented from achieving your employment goals because of prior convictions for criminal offenses?

Yes

No

Q7: Have you been prevented from achieving your employment goals because of limited English language skills?

Yes

No

Q8: Have you been prevented from achieving your employment goals because there were not enough jobs available?

Yes

No

Q9: Have employers' perceptions of people with disabilities prevented you from achieving your employment goals?

Yes

No

Q10: Has a lack of assistive technology (such as adaptive computers, screen readers, etc.) prevented you from achieving your employment goals?

Yes

No

Q11: Has a lack of disability-related personal care prevented you from achieving your employment goals?

Yes

No

Q12: Has a lack of accessible transportation prevented you from achieving your employment goals?

Yes

No

Q13: Have other transportation issues, such as not having a reliable means to go to and from work, prevented you from achieving your employment goals?

Yes

No

Q14: Have mental health issues prevented you from achieving your employment goals?

Yes

No

Q15: Have substance abuse issues prevented you from achieving your employment goals?

Yes

No

Q16: Besides mental health and substance abuse issues, have any other health issues prevented you from achieving your employment goals?

Yes (please describe) _____

No

Q17: Have issues with childcare prevented you from achieving your employment goals?

Yes

No

Q18: Have issues with housing prevented you from achieving your employment goals?

Yes

No

Q19: Have concerns regarding the possible impact of employment on your Social Security benefits prevented you from achieving your employment goals?

Yes

No

Q20: Is there anything else that has prevented you from achieving your employment goals?

Yes (please describe) _____

No

Q21: What is the most significant barrier to achieving your employment goals?

Barriers to Accessing Wisconsin Division of Vocational Rehabilitation (DVR) Services

The next several questions ask you about barriers to accessing DVR services.

Q22: Has limited accessibility to DVR via public transportation made it difficult for you to access DVR services?

Yes

No

Q23: Have other challenges related to the physical location of the DVR office made it difficult for you to access DVR services?

Yes

No

Q24: Have DVR's hours of operation made it difficult for you to access DVR services?

Yes

No

Q25: Has a lack of information about the services available from DVR made it difficult for you to access DVR services?

Yes

No

Q26: Has a lack of disability-related accommodations made it difficult for you to access DVR services?

Yes

No

Q27: Have language barriers made it difficult for you to access DVR services?

Yes (Please describe) _____

No

Q28: Have difficulties scheduling meetings with your counselor made it difficult for you to access DVR services?

Yes

No

Q29: Have other difficulties working with DVR staff made it difficult for you to access DVR services?

Yes (please describe) _____

No

Q30: Have difficulties completing the DVR application made it difficult for you to access DVR services?

Yes (please describe) _____

No

Q31: Have difficulties completing the Individualized Plan for Employment made it difficult for you to access DVR services?

Yes (please describe) _____

No

Q32: Have you had any other challenges or barriers not already mentioned that have made it difficult for you to access DVR services?

Yes (please describe) _____

No

Q33: Where do you usually meet with your counselor?

- I usually meet with my counselor in my community/school
 - I go to a DVR office to meet with my counselor
 - I don't have a DVR counselor
-

Q34: What changes to DVR services might improve your experience with DVR and help you to achieve your employment goals?

Wisconsin Comprehensive Job Centers

The next several questions ask you about experiences you may have had with Wisconsin's Comprehensive Job Centers (CJCs), previously referred to as One-Stops or Career Centers.

Q35: Have you ever tried to use the services of Wisconsin's Comprehensive Job Centers (CJCs)?

- Yes
- No

If No, Skip To Demographic Information Section, which is after Question 45

Q36: Did you experience any difficulties with the physical accessibility of the building?

Yes (If yes, please describe the difficulties you experienced)

No

Q37: Did you have any difficulty accessing the programs at the CJC (i.e. no available assistive technology, no interpreters, etc.)?

Yes

No

Q38: Did you go to the Center to get training?

Yes

No

If No, Skip To: Q41

Q39: Did you get the training that you were seeking?

Yes

No

Q40: Did the training result in employment?

Yes

No

Q41: Did you go to the Center to find a job?

Yes

No

If No, Skip To: Q43

Q42: Did they help you find employment?

Yes

No

Q43: Please describe your opinion of the helpfulness of the staff at the Center.

Very helpful

Somewhat helpful

Not helpful

Q44: Please describe your opinion of the value of the services at the Center.

- Very valuable
 - Somewhat valuable
 - Not valuable
-

Q45: Overall, how would you rate the effectiveness of the CJs in Wisconsin in serving individuals with disabilities?

- Very effective
 - Somewhat effective
 - No opinion
 - Somewhat ineffective
 - Very ineffective
-

Demographic Information

Q46: In what year were you born

Q47: What is your primary race or ethnic group (check all that apply)?

African American/Black

American Indian or Alaska Native

Asian

Caucasian/White

Hawaiian or Other Pacific Islander

Hispanic/Latino

Other (please describe) _____

I don't know



Q48: What is your language of preference for communication?

- English
 - Spanish
 - Hawaiian
 - Chinese
 - Japanese
 - American Sign Language
 - Other (Please identify) _____
-

Q49: What part of Wisconsin do you live in?

- Milwaukee Area
 - Madison area
 - Green Bay area
 - West Wisconsin
 - North Wisconsin
-

Q50: Which of the following would you use to describe your primary disabling condition?
(select one)

- Blindness or visually impaired
 - Intellectual Disability (ID)
 - Developmental Disability (DD)
 - Communication
 - Deaf or Hard of Hearing
 - Deaf-Blind
 - Mental Health
 - Mobility
 - Physical
 - Other (please describe) _____
 - No impairment
-

Q51: If you have a secondary disabling condition, which of the following would you use to describe it (select one)? If you do not have a secondary disabling condition, please select "No impairment" below.

- Blindness or visually impaired
- Intellectual disability (ID)
- Developmental Disability (DD)
- Communication
- Deaf or Hard of Hearing
- Deaf-Blind
- Mental Health
- Mobility
- Physical
- Other (please describe) _____
- No impairment



Q52: Is there anything else you would like to add about DVR or its services?

APPENDIX C

Wisconsin 2018 CSNA Partner Survey

Q1

***Wisconsin Division of Vocational Rehabilitation
Community Partner Survey***

The Wisconsin Division of Vocational Rehabilitation (DVR) is conducting an assessment of the needs of individuals with disabilities who live in Wisconsin. The results of this needs assessment will inform the development of the DVR Unified State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities.

The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 20 minutes of your time to complete the survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address or phone:

ccompton@interwork.sdsu.edu (619) 594-7935

Thank you for your time and input!

Q2 How would you classify your organization?

- Community Rehabilitation Program
 - Secondary School
 - Postsecondary School
 - Mental Health Provider
 - Medical Provider
 - Developmental Disability Organization
 - Veteran's Agency
 - Client Advocacy Organization
 - Other Federal, State or Local Government Entity
 - Other Public or Private Organization
 - Individual Service Provider
 - Other (please describe) _____
-

Q3 Please indicate which client populations you work with on a regular basis (please check all that apply).

- Individuals with most significant disabilities
 - Individuals that are blind
 - Individuals that are deaf
 - Individuals that need long-term supports and extended services to maintain employment
 - Individuals that are racial or ethnic minorities
 - Individuals from unserved or underserved populations
 - Transition-aged youth (14 - 24)
 - Individuals served by Wisconsin's Job Centers (formerly referred to as One-Stops or Workforce Investment Act-funded programs)
 - Veterans
 - Other (please describe) _____
-

Q4 Please indicate which of the following services are readily available to individuals with disabilities who are served by the Wisconsin Division of Vocational Rehabilitation (DVR). By

"readily available" we mean that services are available in the area to individuals with a range of disabilities (check all that apply).

- Job search services
- Job training services
- Other education services
- Assistive technology
- Vehicle modification assistance
- Other transportation assistance
- Income assistance
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing

Benefit planning assistance

Other (please describe) _____

I do not know which services are readily available to individuals with disabilities who are served by DVR

Q5 In your experience, is the network of rehabilitation service providers in Wisconsin able to meet DVR consumers' vocational rehabilitation service needs?

Yes

No

Skip To: Q9 If In your experience, is the network of rehabilitation service providers in Wisconsin able to meet... = Yes

Q6 What service needs are the network of rehabilitation service providers in Wisconsin unable to meet (check all that apply)?

- Job development and placement for all consumers
- Employment preparation services
- Soft skills development
- Vocational training
- Independent living services
- Vocational assessment
- Mental health services
- Physical restoration
- Assistive technology
- Job development and placement for individuals that are Deaf
- Job development and placement for individuals that are Blind
- Orientation and Mobility
- Interpreter services

On-the-job training

Other (please specify) _____

Q7 What are the primary reasons that vocational rehabilitation service providers are generally unable to meet consumers' service needs (check all that apply)?

Not enough providers available in area

The rates are too low to sustain service provision

Low quality of provider services

Client barriers prevent successful interactions with providers

Other (please describe) _____

Q8

The following set of questions ask about the barriers to **achieving** employment goals for DVR consumers

Q9 What would you say are the top three barriers to achieving employment goals for DVR consumers (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q10 Are the barriers to achieving employment goals for consumers with the most significant disabilities different from the overall population of individuals with disabilities?

- Yes
- No

Skip To: Q12 If Are the barriers to achieving employment goals for consumers with the most significant disability... = No

Q11 What would you say are the top three barriers to achieving employment goals for DVR consumers with the most significant disabilities (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q12 Are the barriers to achieving employment goals for youth in transition different from the overall population of individuals with disabilities?

- Yes
- No

Skip To: Q14 If Are the barriers to achieving employment goals for youth in transition different from the overall... = No

Q13 What would you say are the top three barriers to achieving employment goals for youth in transition (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q14 Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities different from the overall population?

- Yes
- No

Skip To: Q16 If Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities dif... = No

Q15 What would you say are the top three barriers to achieving employment goals for consumers who are racial or ethnic minorities (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits
- Other (please describe) _____

Q16 Is there anything else we should know about the primary barriers to achieving employment goals for DVR consumers?

Q17

The following set of questions ask about the difficulty that individuals with disabilities may have in **accessing** DVR services.

Q18 What would you say are the top three reasons that people with disabilities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
- Other challenges related to the physical location of the DVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment
- Inadequate assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- DVR staff do not meet clients in the communities where the clients live
- Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
- DVR staff are not responsive to communication from clients or potential clients
- Other (please describe) _____

Q19 Are the reasons for finding it difficult to access DVR services by individuals with the most significant disabilities different from the general population of people with disabilities?

Yes

No

Skip To: Q21 If Are the reasons for finding it difficult to access DVR services by individuals with the most sign... = No

Q20 What would you say are the top three reasons that individuals with the most significant disabilities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
- Other challenges related to the physical location of the DVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment
- Inadequate assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- DVR staff do not meet clients in the communities where the clients live
- Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
- DVR staff are not responsive to communication from clients or potential clients
- Other (please describe) _____

Q21 Are the reasons for finding it difficult to access DVR services by youth in transition different from the general population of people with disabilities?

Yes

No

Skip To: Q23 If Are the reasons for finding it difficult to access DVR services by youth in transition different... = No

Q22 What would you say are the top three reasons that youth in transition find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
- Other challenges related to the physical location of the DVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment
- Inadequate assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- DVR staff do not meet clients in the communities where the clients live
- Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
- DVR staff are not responsive to communication from clients or potential clients
- Other (please describe) _____

Q23 Are the reasons for finding it difficult to access DVR services by consumers who are racial or ethnic minorities different from the general population of people with disabilities?

Yes

No

Skip To: Q25 If Are the reasons for finding it difficult to access DVR services by consumers who are racial or et... = No

Q24 What would you say are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
- Other challenges related to the physical location of the DVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment
- Inadequate accessing assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- DVR staff do not meet clients in the communities where the clients live
- Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
- DVR staff are not responsive to communication from clients or potential clients
- Other (please describe) _____

Q25 Is there anything else we should know about why individuals with disabilities find it difficult to access DVR services?

Q26 What is the most important change that DVR could make to support consumers' efforts to achieve their employment goals?

Q27 What is the most important change that the network or rehabilitation service providers in Wisconsin could make to support consumers' efforts to achieve their employment goals?

Q28 Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

APPENDIX D

Wisconsin 2018 CSNA Staff Survey

Q1

Wisconsin Division of Vocational Rehabilitation Staff Survey

The Wisconsin Division of Vocational Rehabilitation (DVR) is working collaboratively with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct an assessment of the needs of individuals with disabilities who live in Wisconsin. The results of this needs assessment will inform the development of the DVR Unified State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities.

The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 20 minutes of your time to complete the survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address or phone:

ccompton@interwork.sdsu.edu (619) 594-7935

Thank you for your time and input!

Q2 What is your job title?

Q3 How long have you worked in the job that you have now?

Q4 Please indicate which client populations you work with on a regular basis (please check all that apply).

- Individuals with the most significant disabilities
 - Individuals that need long-term supports and extended services to maintain employment
 - Individuals that are racial or ethnic minorities
 - Individuals from unserved or underserved populations
 - Transition-aged youth (14 - 24)
 - Individuals served by Wisconsin's Job Centers (formerly referred to as One-Stops or Workforce Investment Act-funded programs)
-

Q5 Please indicate which of the following service are readily available to DVR consumers. By "readily available" we mean that services are available in the area to individuals with a range of disabilities (check all that apply).

- Job search services
- Job training services
- Other education services
- Assistive technology
- Vehicle modification assistance
- Other transportation assistance
- Income assistance
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing

Benefit planning assistance

Other (please describe) _____

Q6 In your experience, are vendors/service providers able to meet DVR consumers' vocational rehabilitation service needs?

Yes

No

Skip To: Q9 If In your experience, are vendors/service providers able to meet DVR consumers' vocational rehabili... = Yes

Q7 What service needs are vendors/service providers unable to meet?

Q8 What are the primary reasons that vendors/service providers are generally unable to meet consumers' service needs?

- Not enough vendors/service providers available in area

- Low quality of vendor/service provider services

- Low rates paid for services

- Low levels of accountability for poor performance by vendors/service providers

- Client barriers prevent successful interactions with vendors

- Other (please describe) _____

Q9 What services do you feel DVR does the best job providing to its clients (either directly or through community partners)?

Q10 What would you say are the top three barriers to achieving employment goals for DVR consumers (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q11 Are the barriers to achieving employment goals for consumers with the most significant disabilities different from the overall population?

- Yes
- No

Skip To: Q13 If Are the barriers to achieving employment goals for consumers with the most significant disabilities... = No

Q12 What would you say are the top three barriers to achieving employment goals for DVR consumers with the most significant disabilities (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q13 Are the barriers to achieving employment goals for youth in transition different from the overall population?

- Yes
- No

Skip To: Q15 If Are the barriers to achieving employment goals for youth in transition different from the overall po... = No

Q14 What would you say are the top three barriers to achieving employment goals for youth in transition (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
 - Substance abuse issues
 - Other health issues
 - Childcare issues
 - Housing issues
 - Perceptions regarding the impact of income on Social Security benefits
 - Other (please describe) _____
-

Q15 Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities different from the overall population?

- Yes
- No

Skip To: Q17 If Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities dif... = No

Q16 What would you say are the top three barriers to achieving employment goals for consumers who are racial or ethnic minorities (please select a maximum of three barriers to achieving employment goals)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Disability-related transportation issues
- Other transportation issues

- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits
- Other (please describe) _____

Q17 Is there anything else we should know about the primary barriers to achieving employment goals for DVR consumers?

Q18 What would you say are the top three reasons that people with disabilities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
 - Other challenges related to the physical location of the DVR office
 - Inadequate disability-related accommodations
 - Language barriers
 - Difficulties completing the application
 - Difficulties completing the Individualized Plan for Employment
 - Inadequate assessment services
 - Slow service delivery
 - Difficulties accessing training or education programs
 - Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
 - DVR staff do not meet clients in the communities where the clients live
 - Other (please describe) _____
-

Q19 Are the reasons for finding it difficult to access DVR services by individuals with the most significant disabilities different from the general population of people with disabilities?

Yes

No

Skip To: Q21 If Are the reasons for finding it difficult to access DVR services by individuals with the most sign... = No

Q20 What would you say are the top three reasons that individuals with the most significant disabilities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
 - Other challenges related to the physical location of the DVR office
 - Inadequate disability-related accommodations
 - Language barriers
 - Difficulties completing the application
 - Difficulties completing the Individualized Plan for Employment
 - Inadequate assessment services
 - Slow service delivery
 - Difficulties accessing training or education programs
 - Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
 - DVR staff do not meet clients in the communities where the clients live
 - Other (please describe) _____
-

Q21 Are the reasons for finding it difficult to access DVR services by youth in transition different from the general population of people with disabilities?

Yes

No

Skip To: Q23 If Are the reasons for finding it difficult to access DVR services by youth in transition different... = No

Q22 What would you say are the top three reasons that youth in transition find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
 - Other challenges related to the physical location of the DVR office
 - Inadequate disability-related accommodations
 - Language barriers
 - Difficulties completing the application
 - Difficulties completing the Individualized Plan for Employment
 - Inadequate assessment services
 - Slow service delivery
 - Difficulties accessing training or education programs
 - Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
 - DVR staff do not meet clients in the communities where the clients live
 - Other (please describe) _____
-

Q23 Are the reasons for finding it difficult to access DVR services by consumers who are racial or ethnic minorities different from the general population of people with disabilities?

Yes

No

Skip To: Q25 If Are the reasons for finding it difficult to access DVR services by consumers who are racial or et... = No

Q24 What would you say are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access DVR services (please select a maximum of three reasons)?

- Limited accessibility of DVR via public transportation
 - Other challenges related to the physical location of the DVR office
 - Inadequate disability-related accommodations
 - Language barriers
 - Difficulties completing the application
 - Difficulties completing the Individualized Plan for Employment
 - Inadequate assessment services
 - Slow service delivery
 - Difficulties accessing training or education programs
 - Lack of options for the use of technology to communicate with DVR staff such as Skype, text, etc.
 - DVR staff do not meet clients in the communities where the clients live
 - Other (please describe) _____
-

Q25 Is there anything else we should know about why individuals with disabilities find it difficult to access DVR services?

Q26 What is the most important change that DVR could make to support consumers' efforts to achieve their employment goals?

Q27 What is the most important change that vendors/service providers could make to support consumers' efforts to achieve their employment goals?

Q28 What are the top three changes that would enable you to better assist your DVR consumers (please select a maximum of three changes)?

- Smaller caseload
 - More streamlined processes
 - Better data management tools
 - Better assessment tools
 - Additional training
 - More administrative support
 - More supervisor support
 - Improved business partnerships
 - Decreased procurement time
 - More effective community-based service providers
 - Increased outreach to clients in their communities
 - Increased options for technology use to communicate with clients
 - Other (please describe) _____
-

Q29 How frequently do you work with the Wisconsin Job Centers (formerly referred to as One-Stops or Career Centers)?

- Very frequently
 - Somewhat frequently
 - Infrequently
 - Not at all
-

Q30 in your opinion, how effectively do the Wisconsin Job Centers serve individuals with disabilities?

- Very effectively
 - Effectively
 - Not effectively
 - They do not serve individuals with disabilities
-

Q31 What can the Wisconsin Job Centers do to improve services to individuals with disabilities (Check all that apply)?

- Improve physical accessibility
- Improve programmatic accessibility
- Train their staff on how to work with individuals with disabilities
- Include individuals with disabilities when purchasing training for their clients
- Partner more effectively with DVR
- Other (please describe) _____

APPENDIX E

Wisconsin 2018 CSNA Business Survey

Q1

***Wisconsin Division of Vocational Rehabilitation
Business Survey***

The purpose of this survey is to learn more about the needs of businesses and employers with respect to partnering with the Wisconsin Division of Vocational Rehabilitation (DVR) and employing and accommodating workers with disabilities. The information that you provide will help DVR to more effectively respond to the needs of businesses and will influence the planning and delivery of vocational services to persons with disabilities. 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.

This survey will take approximately five minutes to complete. Your responses will be kept confidential and you will not be asked for your name or the name of your organization anywhere in the survey.

If you have any questions regarding this survey or if you would prefer to complete this survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address or phone number:

ccompton@interwork.sdsu.edu

(619) 594-7935

Thank you very much for your time and input!

Q2 Disability in the Workplace:

Does your business need help... (select one response for each)

	Yes	No
Understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?	<input type="radio"/>	<input type="radio"/>
Identifying job accommodations for workers with disabilities?	<input type="radio"/>	<input type="radio"/>
Recruiting job applicants who are people with disabilities?	<input type="radio"/>	<input type="radio"/>
Helping workers with disabilities to retain employment?	<input type="radio"/>	<input type="radio"/>
Obtaining training on the different types of disabilities?	<input type="radio"/>	<input type="radio"/>
Obtaining training on sensitivity to workers with disabilities?	<input type="radio"/>	<input type="radio"/>
Obtaining incentives for employing workers with disabilities?	<input type="radio"/>	<input type="radio"/>
Obtaining information on training programs available for workers with disabilities?	<input type="radio"/>	<input type="radio"/>

Q3 If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding disability in the workplace, please describe them in the space

below.

Q4 Applicants with disabilities:

With respect to applicants with disabilities, does your business need help... (select one response for each)

	Yes	No
Recruiting applicants who meet the job qualifications?	<input type="radio"/>	<input type="radio"/>
Recruiting applicants with good work habits?	<input type="radio"/>	<input type="radio"/>
Recruiting applicants with good social/interpersonal skills?	<input type="radio"/>	<input type="radio"/>
Assessing Applicants' skills?	<input type="radio"/>	<input type="radio"/>
Discussing reasonable job accommodations with applicants?	<input type="radio"/>	<input type="radio"/>
Identifying reasonable job accommodations for applicants?	<input type="radio"/>	<input type="radio"/>

Q5 If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding applicants with disabilities, please describe them in the space below.

Q6 Employees with disabilities:

With respect to employees with disabilities you have now or have had in the past, what are the

top three challenges you have experienced with them regarding job retention? (select a maximum of three items)

- Poor attendance
 - Difficulty learning job skills
 - Slow work speed
 - Poor work stamina
 - Poor social skills
 - Physical health problems
 - Mental health concerns
 - Language barriers
 - Identifying effective accommodations
 - Lack of transportation
 - Other (please describe) _____
 - I have no knowledge of any challenges we have had retaining employees with disabilities
-

Q7 If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding employees with disabilities, please describe them in the space below.

Q8 How would you rate your knowledge of DVR and the services they can provide to businesses?

- Very knowledgeable
- Somewhat knowledgeable
- Little or no knowledge

Q9 Have you utilized any of the services provided to businesses by DVR?

- Yes
- No
- I don't know

Skip To: Q12 If Have you utilized any of the services provided to businesses by DVR? = No

Q10 Which of the following services did DVR provide to your business (please select all that apply)?

- Training in understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?
- Assistance identifying job accommodations for workers with disabilities?
- Recruiting job applicants who are people with disabilities?
- Helping workers with disabilities to retain employment?
- Obtaining training on the different types of disabilities?
- Obtaining training on sensitivity to workers with disabilities?
- Obtaining incentives for employing workers with disabilities?
- Obtaining information on training programs available for workers with disabilities?
- Recruiting applicants who meet the job qualifications?
- Recruiting applicants with good work habits?
- Recruiting applicants with good social/interpersonal skills?
- Assessing Applicants' skills?
- Discussing reasonable job accommodations with applicants?

Identifying reasonable job accommodations for applicants?

Other (please describe) _____

Q11 How satisfied were you with the services you received from DVR?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Q12 Which of the following best describes your type of business? (select one response)

- Service
- Retail
- Manufacturing
- Agriculture/Forestry/Fishing
- Construction
- Government
- Education
- Health care
- Banking/Finance
- Gambling/Casino
- Other (please describe) _____



Q13 If your business has any needs related to applicants or workers with disabilities that are not currently being met please describe them here:



Q14 How many people are employed at your business? (select one response)

- 1 - 15
 - 16 - 50
 - 51 - 250
 - 251 - 999
 - 1,000 or more
-

Q15 Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

APPENDIX F

Wisconsin							
Report of Changes in 14c Certificate Holders and Subminimum Wage Workers							
Employer	City	Initial (I) Renewal (R)	Cert. Starting Date	Cert. Ending Date	Status	Jan 2016 Number of SMW Workers	July 2018 Number of SMW Workers
ASPIRO, INC.	Green Bay	R	6/1/2015	5/31/2019	Issued	369	294
BARRON COUNTY DEVELOPMENTAL SERVICES, INC	Barron	I	3/14/2015	2/28/2019	Issued		36
BLACK RIVER INDUSTRIES	Medford	R	9/1/2015	8/31/2019	Issued	69	48
BROOKE INDUSTRIES, INC.	Fond du Lac	R	8/1/2015	7/31/2019	Issued	177	133
CAREERS INDUSTRIES, INC.	Racine	R	5/1/2015	4/30/2019	Issued	243	228
CENTRAL WI CENTER F/T DEV. DISABLED	Madison	R	3/1/2015	2/28/2019	Issued	47	34
CHALLENGE CENTER, INC.	Superior	R	6/1/2015	5/31/2019	Issued	122	71
CHIPPEWA RIVER INDUSTRIES	Chippewa Falls	R	9/1/2015	8/31/2019	Issued	177	164
CLARK COUNTY ADULT DEVELOPMENT SERVICE	Greenwood	R	9/1/2015	8/31/2019	Issued	88	39
CLARK COUNTY REHABILITATION & LIVING CENTER	Owen	R	3/1/2015	2/28/2019	Issued	71	51
COUNSELING AND DEVELOPMENT CENTER	Phillips	R	2/1/2015	1/31/2019	Issued	30	21
CRAWFORD COUNTY OPPORTUNITY CENTER							
CRAWFORD COUNTY OPPORTUNITY CENTER	Prairie du Chien	R	8/1/2017	7/31/2019	Issued		54
CRAWFORD COUNTY OPPORTUNITY CENTER	Prairie du Chien	R	8/1/2015	7/31/2017	Expired	83	
CURATIVE CARE NETWORK	West Allis	R	2/1/2015	1/31/2017	Expired	103	
CURATIVE CONNECTIONS, INC	Green Bay	R	3/1/2015	2/28/2017	Expired	76	
DIVERSE OPTIONS, INC.	Ripon	R	2/1/2015	1/31/2019	Issued	122	129
DIVERSIFIED SERVICES, INC.	Siren	R	11/1/2015	10/31/2019	Issued	44	43

EASTER SEALS SOUTHEAST WISCONSIN, INC	Waukesha	R	8/1/2015	7/31/2019	Issued	235	152
EAST SHORE INDUSTRIES, INC.	Algoma	R	12/1/2015	11/30/2019	Issued	50	36
EISENHOWER CENTER, INC.	Milwaukee	R	5/1/2015	4/30/2019	Issued	93	88
ENDEAVORS ADULT DEVELOPMENT CENTER	Balsam Lake	R	7/1/2015	6/30/2019	Issued	79	69
EZ VIEW WORKSHOP	Cornell	R	4/1/2015	3/31/2017	Expired	8	
FOX RIVER INDUSTRIES	Berlin	R	4/1/2015	3/31/2019	Issued	66	54
GOODWILL INDUSTRIES OF NORTHERN WI AND UPPER MI	Marinette	R	4/1/2015	3/31/2019	Issued	200	152
GOODWILL INDUSTRIES OF SOUTHEASTERN WISCONSIN	Greendale	R	1/1/2016	12/31/2017	Issued	270	
GREENCO INDUSTRIES, INC.	Monroe	R	2/1/2015	1/31/2019	Issued	109	76
GREEN VALLEY ENTERPRISES, INC. OF BEAVER DAM	Beaver Dam	R	5/1/2015	4/30/2019	Issued	117	86
HANDISHOP INDUSTRIES, INC.	Tomah	R	5/1/2015	4/30/2019	Issued	86	70
HEADWATERS, INC.	Rhineland	R	3/1/2015	2/28/2019	Issued	89	59
HIGHLINE CORPORATION	Hurley	R	1/1/2016	12/31/2019	Issued	43	36
HODAN COMMUNITY SERVICES, INC.	Mineral Point	R	3/1/2015	2/28/2019	Issued	106	72
HOLIDAY HOUSE OF MANITOWOC COUNTY, INC.	Manitowoc	R	9/1/2015	8/31/2019	Issued	159	129
HOME HEALTH UNITED	Madison	R	7/1/2015	6/30/2017	Expired	3	
INDIANHEAD ENTERPRISES, INC.	Menomonie	R	12/1/2015	11/30/2019	Issued	52	39
KANDU INDUSTRIES, INC.	Janesville	R	5/1/2015	4/30/2019	Issued	156	136
KENOSHA ACHIEVEMENT CENTER, INC.	Kenosha	R	2/1/2015	1/31/2019	Issued	152	83
LAKELAND INDUSTRIES	Shawano	R	1/1/2016	12/31/2019	Issued	54	45
LAKESIDE CURATIVE SERVICES, INC.	Racine	R	4/1/2015	3/31/2019	Issued	168	99
LAKESIDE PACKAGING PLUS, INC.	Neenah	R	5/1/2015	4/30/2019	Issued	335	241
LAURI JEAN ZACH CENTER, INC.	Glidden	R	6/1/2015	5/31/2019	Issued	8	8
L.E. PHILLIPS CAREER DEVELOPMENT CENTER	Eau Claire	R	1/1/2016	12/31/2019	Issued	87	96
LINCOLN COUNTY	Merrill	R	9/1/2015	8/31/2019	Issued	52	60
MADISON AREA REHABILITATION CENTERS, INC.	Madison	R	4/1/2015	3/31/2019	Issued	212	132
MILWAUKEE CENTER FOR INDEPENDENCE	Milwaukee	R	3/1/2015	2/28/2017	Expired	267	

MY INNOVATIVE SERVICES, INC.	Green Bay	R	5/22/2015	3/31/2019	Issued	145	94
NESHONOC CENTER	West Salem	R	6/1/2015	5/31/2017	Expired	35	
N.E.W. CURATIVE REHABILITATION, INC.							
NEW HOPE CENTER, INC.	Chilton	R	9/1/2015	8/31/2019	Issued	67	48
NEW VIEW INDUSTRIES	Gillett	R	9/1/2015	8/31/2019	Issued	89	60
NORTH CENTRAL HEALTH CARE	Wausau	R	2/1/2015	1/31/2019	Issued	166	152
NORTHERN VALLEY WORKSHOP, INC.	Wausau	R	8/1/2015	7/31/2017	Expired	100	
NORTHERN VALLEY WORKSHOP, INC.	Wausau	R	8/1/2017	8/31/2019	Issued		22
NORTHERN WI CENTER F/T DEVELOPMENTALLY DISABLED	Chippewa Falls	R	10/1/2015	8/31/2019	Issued	25	17
NORTHWOODS INC. OF WISCONSIN	Portage	R	6/1/2015	1/31/2019	Issued	120	72
ODC GOVERNMENT SERVICES, INC.	Wisconsin Rapids	R	11/1/2015	10/31/2017	Expired	20	
ODC GOVERNMENT SERVICES, INC.	Wisconsin Rapids	R	11/1/2017	10/31/2019	Issued		11
OPPORTUNITIES, INC. OF JEFFERSON COUNTY	Fort Atkinson	R	7/1/2015	6/30/2019	Issued	446	142
OPPORTUNITY CENTER							
OPPORTUNITY DEVELOPMENT CENTERS, INC.	Wisconsin Rapids	R	8/1/2015	7/31/2019	Issued	249	188
ORC INDUSTRIES, INC.	La Crosse	R	3/1/2015	2/28/2019	Issued	124	81
PANTHEON INDUSTRIES, INC.	Oconomowoc	R	3/1/2015	2/28/2019	Issued	283	234
PORTAL INC.	Grafton	R	1/1/2016	12/31/2019	Issued	38	28
Practical Cents Resale Store	Friendship	R	4/1/2015	3/31/2019	Issued	30	21
RCS EMPOWERS, INC.	Sheboygan	R	3/1/2015	2/28/2019	Issued	270	196
REACH, INC.	Eau Claire	R	10/1/2015	9/30/2019	Issued	145	116
RIVERFRONT, INC.	La Crosse	R	5/1/2015	4/30/2019	Issued	237	132
SAINT CROIX INDUSTRIES	New Richmond	R	8/1/2015	7/31/2017	Withdrawn	102	
SHEPHERDS MINISTRIES	Union Grove	R	3/1/2015	2/28/2019	Issued	79	62
SOUTHWEST OPPORTUNITIES CENTER, INC.	Lancaster	R	5/1/2015	4/30/2019	Issued	56	44
STATE OF WISCONSIN DEPARTMENT OF HEALTH SERVICES	Madison	R	4/1/2015	3/31/2016	Amending	7	

SUNSHINE HOUSE, INC.	Sturgeon Bay	R	3/1/2015	2/28/2019	Issued	56	42
SUPERIOR VOCATIONS CENTER, INC.	Superior	R	9/1/2015	8/31/2019	Issued	50	39
THE THRESHOLD, INC.	West Bend	R	2/1/2015	1/31/2019	Issued	235	299
VALLEY PACKAGING INDUSTRIES, INC.	Appleton	R	2/1/2015	1/31/2019	Issued	226	144
VENTURES UNLIMITED, INC.	Hayward	R	3/1/2015	2/28/2019	Issued	187	113
VERNON AREA REHABILITATION CENTER, INC.	Viroqua	R	7/1/2015	6/30/2019	Issued	355	294
VIP SERVICES, INC.	Elkhorn	R	7/1/2015	6/30/2019	Issued	121	94
WAUPACA COUNTY INDUSTRIES	Manawa	R	1/1/2016	12/31/2019	Issued	107	83
WAUSAUKEE ENTERPRISES, INC.	Wausaukee	R	4/1/2015	3/31/2019	Issued	49	37
WAUSHARA INDUSTRIES, INC.	Wautoma	R	8/1/2015	7/31/2019	Issued	92	65
WESTLAKE ENTERPRISES, INC.	Weyerhaeuser	R	11/1/2015	10/31/2019	Issued	53	28
Totals						9441	6321
Total change in subminimum wage workers if all amended or pending without current data are excluded from the total count =							-3120
Total reduction in 14c holders (either expired or do not show up on DOL report)							15