Comprehensive State Needs Assessment 2020: Overall Report

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Introduction and Methodology

A Comprehensive Statewide Needs Assessment (CSNA) was implemented to identify gaps in existing services that can be reduced through programs and policies by the Kentucky Office of Vocational Rehabilitation (OVR). A mixed method of online surveys and forums was used to collect insights about the rehabilitation needs of Kentuckians with disabilities. The insights gained from the CSNA will provide the information needed for the development of the State Plan for services. The Needs Assessment was carried out by the staff and faculty at the Human Development Institute (HDI). HDI staff worked closely with OVR staff to ensure that the approach would meet OVR needs.

A mixed method approach was used to collect information from varied stakeholders. An online survey was sent to OVR consumers, OVR consumers of pre-ETS (employment transition services), OVR counselors, OVR staff, Community Rehabilitation Provider staff, Disability Resource Coordinators, and Kentucky Career Centers. Online forums were conducted with the public, OVR staff, counselors, and the State Vocational Rehabilitation Council. Survey results were used to inform the questions used in the online forums. This approach allowed evaluators to collect more in-depth information. The instruments are included in Appendix E-H. A descriptive analysis of the survey results and a thematic analysis of the textual data (collected through open-ended survey questions and online forums) was conducted. This report contains the following sections:

1. Report Summaries
2. Survey Reports Section
3. Virtual Forums
4. Appendices

1. Report Summaries

Counselor Summary

Sixty individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020 Counselor Survey. More than half (53.3%) of the respondents had worked at OVR for between 1 and 10 years (6-10 years – 22.67%, 1-5 years – 22.7%). Regarding technology needs, half said their technology needs were met (50.0%); and concerning technology use, most said they were using more technology than before COVID-19 (91.7%).

The highest rated needs identified by the OVR Counselor survey were:

Job Placement	Support Services	Mental Restoration	Vocational Guidance and Counseling

The highest rated barriers identified by the OVR Counselor survey were:

Transportation	Job Search Skills	Social Skills	Qualified Service Providers

The population diagnosis groups with the greatest increase in services were consumers with:

Mental Illness	Drug and Alcohol Use	Criminal Background

Staff Summary

Eighty-seven individuals completed the Comprehensive State Needs Assessment 2020: OVR Staff Survey. Around 40% of the respondents had worked at OVR for between 1 and 10 years (6-10 years – 20.7%, 1-5 years – 19.5%). Nearly half of the responses (45.3%) worked in one of three locations: Central Office (17.4%), Carl D. Perkins Vocational Training Center (16.3%), or Louisville (11.6%). Regarding technology needs, nearly three fourths said their technology needs were met (72.1%); and concerning technology use, more than three fourths said they were using more technology than before COVID-19 (83.7%).

The highest rated needs identified by the OVR Staff survey were:

Vocational Guidance and Counseling	Mental Restoration	Support Services	Assistive Technology

The highest rated barriers identified by the OVR Staff survey were:

Transportation	Social Skills	Job Search Skills

Community Rehabilitation Provider (CRP) Summary

Seventy-six individuals completed the Comprehensive State Needs Assessment 2020: CRP survey. Around one third of the responses indicated that their organization had provided services to OVR consumers for 1-5 years (34.2%). Nearly half of the responses indicated that they received fewer than 10 referrals from OVR on a yearly basis (46.1%), and more than half of the responses indicated that they made fewer than 10 referrals to OVR on a yearly basis (60.0%). More than half of the responses indicated that they employed fewer than 10 staff (57.9%). Regarding technology needs, more than three fourths said their technology needs were met (81.6%); and concerning technology use, more than three fourths reported using technology more now than before COVID-19 (86.8%). On issues that impact their ability to provide services, more than half of the responses cited the Slowing Economy (55.8%) and Lack of Referrals (54.4%).

The highest rated barriers identified by the CRP survey were:

Transportation	Social Skills	Job Search Skills

Disability Resource Coordinators Survey

Eleven individuals completed the Disability Coordinator Comprehensive State Needs Assessment 2020: Counselor Survey. Nearly three fourths of responses indicated that the proportion of their students who require a referral to OVR is less than 20% (70.0%). The most common services provided were Testing Accommodations and Physical Accessibility

to Campus (90.0%). When identifying issues in their role as Disability Resource Coordinator, all responses identified Technology (100.0%) and most identified the Number of Professional Support Staff (90.0%). Regarding crucial supportive service areas, all responses identified Assistive Technology (100.0%) and most identified Orientation and Mobility (90.0%).

Public/Consumer Summary

Seven hundred and sixty-two individuals completed the Comprehensive State Needs Assessment 2020: Consumer/Public Survey. Around 80% of the respondents were Individuals with a disability (80.6%). Nearly two thirds were current consumers of the Office of Vocational Rehabilitation services (62.1%). Regarding technology needs, nearly three fourths said their technology needs were met (74.0%); and concerning technology use, slightly less than half reported using technology more now than before COVID-19 (43.0%). A majority of the respondents were female (60.1%) and white (87.9%). Over half of the respondents were working (Full time – 34.4%, Part time but not because of COVID – 15.5%, and Part time because of COVID 2.9%). Among those who were working, the average response for work support was between "Somewhat Supported" and "Very Supported" (3.45 out of 4), and the average response for job security was between "Somewhat Secure" and "Very Secure" (3.32 out of 4).

The highest rated needs identified by the Public/Consumer survey were:

Help Finding Jobs	Job Training	Mental Health Counseling	Assistive Technology

The highest rated barriers identified by the Public/Consumer survey were:

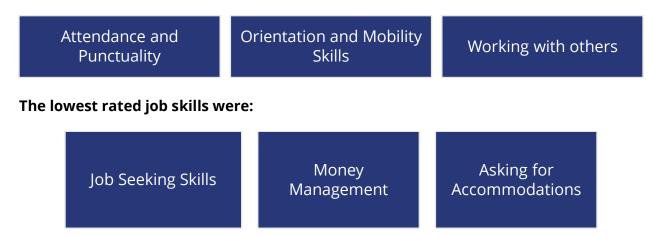| Employer Attitudes	Transportation	Job Search Skills	Long Term Support	Social Skills

Youth Transition Summary

Seventy-two individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020: Youth Transition Survey. Over half were currently enrolled in postsecondary education (38.9% College or University, 13.9% Community or Technical College). Regarding technology needs, more than three fourths said their technology needs were met (78.6%); and concerning technology usage, more than half said they were using

more technology than before COVID-19 (59.2%). Nearly one third reported that they are currently working (part time – 23.2%, full time 7.3%).

The highest self-ratings for job skills were:

Attendance and Punctuality	Orientation and Mobility Skills	Working with others

The lowest rated job skills were:

Job Seeking Skills	Money Management	Asking for Accommodations

Kentucky Career Center Summary

Five individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020: Kentucky Career Center Survey. Respondents rated the working relationship with OVR as "Good" (an average of three on a four-point scale).

The most requested trainings were:

- The Americans with Disabilities Act
- Social Security Work Incentives

The respondents needed the most help with:

- Assistive technology and how to obtain assistive devices through various funding sources.

Virtual Forums Summary

Four groups were invited to participate in online forums to discuss survey results – OVR Counselors, Staff, Public/Consumers, and members of the Statewide Council for Vocational Rehabilitation (SCVR). Over forty individuals participated in these forums. There were five questions posed to the forums.

The first question dealt with challenges of the common needs identified across stakeholder groups including vocational guidance/counseling, mental restoration, job placement and support services.

- The Counselor forum participants discussed the turnover/lack of providers, and the lack of services in rural areas.
- The Staff forum participants talked about greater accessibility, the high need for in-person services, and a lack of sufficient funding.

- The Public forum participants outlined the need to start in early childhood building a foundation for pre-ETS and build stronger relationships between educators and OVR.
- The SCVR forum participants noted the lack of accessibility in services to be a major challenge.

The second question dealt with populations identified by counselors as having an increased need for services over the past three years. These included: people with mental health conditions, people with substance use disorders, people with felony backgrounds, and people with cognitive disabilities.

- The Counselor forum participants discussed the need to educate employers and deal with the stigma of employing people with substance use disorders, people with felony backgrounds, and people with cognitive disabilities.
- The Staff forum participants noted the need to deal with the stigma and the lack of trained staff.
- The Public forum participants highlighted the need to educate employers on these populations.
- The SCVR forum participants talked about the need to educate and train staff and employers on mental health conditions.

The third question dealt with specific strategies to provide for the increasing service needs of people with substance use disorders, people with felony background, and people with cognitive disabilities.

- The Counselor forum participants highlighted educating employers.
- The Staff forum participants noted the need to educate people on stigma and mental health.
- The SCVR forum participants mentioned reducing the stigma of employing these groups.

The fourth question dealt with other groups that the forum participants perceived to be currently underserved by OVR.

- The Counselor forum brought up people with Social Security benefits.
- The Staff forum participants highlighted need for customized employment.
- The Public forum participants mentioned especially students with disabilities.
- The SCVR forum participants discussed the need to involve families and support networks.

The fifth question dealt with emerging challenges as communities navigate COVID-19 and its aftermath.

- The Counselor forum participants highlighted limited resources.
- The Staff forum participants mentioned the need for flexibility and the lack of funding.
- The Public forum participants noted safety concerns and the removal of sheltered workshops.
- The SCVR forum participants discussed the need for increased flexibility.

2. Survey Reports

Counselors Survey Report

Sixty individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020 Counselor Survey Evaluation Form. This report outlines the results of those surveys.

About Your Work

Participants were asked how many years they have worked in Vocational Rehabilitation. The most common responses were "1-5 years" and "6-10 years" (26.7% each). The results of this question are presented in Table 1.

Table 1: Years in Vocational Rehabilitation

Years (n=60)	Frequency	Percentage
1-5 years	16	26.7%
6-10 years	16	26.7%
11-15 years	9	15.0%
Less than 1 year	6	10.0%
21-25 years	6	10.0%
16-20 years	5	8.3%
Over 25 years	2	3.3%

Caseload

Participants were asked about their average caseload size. The most common responses were "51-100 cases" and "201-250 cases" (21.7% each). The results of this question are presented in Table 2.

Table 2: Caseload Size

Cases (n=60)	Frequency	Percentage
51-100 cases	13	21.7%
201-250 cases	13	21.7%
151-200 cases	8	13.3%
251-300 cases	8	13.3%
100-150 cases	7	11.7%
Over 300 cases	7	11.7%
Less than 50 cases	4	6.7%

Education Level

Participants were asked about their highest level of educational training. The most common response was "Master's Degree" (85.0%). The results of this question are presented in Table 3.

Table 3: Highest Level of Educational Training

Degree *(n=60)*	Frequency	Percentage
Master's Degree	51	85.0%
Bachelor's Degree	8	13.3%
Doctoral Degree	1	1.7%

Assigned OVR Area

Participants were asked which KY OVR area they are assigned to. The most common responses were Bluegrass, Bowling Green, and Prestonsburg (10.0% each). The results of this question are presented in Table 4.

Table 4: Assigned KY OVR Area

Area (n=60)	Frequency	Percentage
Bluegrass	6	10.0%
Bowling Green	6	10.0%
Prestonsburg	6	10.0%
Ashland	5	8.3%
Elizabethtown	5	8.3%
Somerset	5	8.3%
Owensboro	4	6.7%
Danville	3	5.0%
East Kentucky Blind	3	5.0%
Hazard	3	5.0%
Lexington	3	5.0%
Louisville	3	5.0%
West Kentucky Blind	3	5.0%
Covington	2	3.3%
Central Kentucky Blind	1	1.7%
East Jefferson	1	1.7%
Paducah	1	1.7%

Primary Impairments on Caseload

Participants were asked about what primary impairments they see most often on their caseload. The most common response was "Mental Health/Psycho-social impairments" (58.3%). The results of this question are presented in Table 5.

Table 5: Primary Impairments on Caseload

Primary Impairments (n=60)	Frequency	Percentage
Mental Health/Psycho-social impairments	35	58.3%
Blind/Visual impairments	9	15.0%
Other sensory/communication impairments	9	15.0%
Drug/alcohol disorders	4	6.7%
Learning/Cognitive disorders	3	5.0%
Physical/orthopedic impairments	-	-
Neurological impairments or brain injury	-	-

Primary Referral Services

Participants were asked about who makes the majority of referrals to them. The most common response was "Self or other consumers" (21.7%). The results of this question are presented in Table 6.

Table 6: Primary Referral Sources

Referral (n=40)	Frequency	Percentage
Self or Other Consumers	13	32.5%
Medical Facilities	11	27.5%
High Schools	5	12.5%
Community Rehabilitation Programs	5	12.5%
Other (please specify)	5	12.5%
Drug/Alcohol Rehabilitation	1	2.5%
Homeless Shelters	-	-
Post-secondary Training Institutions	-	-
Other State or Welfare Agencies	-	-
KY Career Center Partners	-	-
Social Security or Ticket-to-Work	-	-

Technology Needs

Participants were asked which statement best describes their technology needs as it relates to doing their job. The most common response was "My technology needs are met" (50.0%). The results of this question are presented in Table 7.

Table 7: Technology Needs

Statement (n=60)	Frequency	Percentage
My technology needs are met.	30	50.0%
I sometimes have the technology to help me stay connected.	27	45.0%
I don't have the technology to stay connected.	3	5.0%

Technology Use

Participants were asked how much they are using technology to do their job. The most common response was "More than before COVID-19" (91.7%). The results of this question are presented in Table 8 on the following page.

Table 8: Technology Use

Statement *(n=60)*	Frequency	Percentage
More than before COVID-19.	55	91.7%
About the same as before COVID-19.	5	8.3%
Less than before COVID-19.	-	-

Types of Technology

Participants were asked what kinds of technology they are using to do their job. Participants could choose multiple options. The most common response was "Computers" (98.3%). The results of this question are presented in Table 9.

Table 9: Types of Technology

Technology *(n=60)*	Frequency	Percentage
Computer	59	98.3%
Smartphone	38	63.3%
Tablet	1	1.7%
Other	3	5.0%

*Participants could choose more than one kind of technology.

Needs Rating

Participants were asked to rate the level of need for various services for Kentuckians with disabilities. Participants could select from a four-point scale (1 – No Need, 2 – Low Need, 3 – High Need, 4 – Very High Need). Of the fourteen services listed, the service with the highest rated level of need was "Job Placement," with a mean score of 3.49, indicating an average

response between "High Need" and "Very High Need." The results of this question are presented in Table 10.

Table 10: Need Level of Services for Kentuckians with Disabilities

Service	No Need (1)	Low Need (2)	High Need (3)	Very High Need (4)	Mean
Job Placement *(n=59)*	0	4	22	33	3.49
Support Services Including Transportation, Rental Assistance, etc. *(n=60)*	0	6	26	28	3.37
Mental Restoration (Health, Counseling and Treatment) *(n=59)*	0	3	32	24	3.36
Vocational Guidance and Counseling *(n=60)*	0	4	31	25	3.35
Supported Employment *(n=59)*	0	5	34	20	3.25
Assistive Technology *(n=60)*	0	4	41	15	3.18
Vocational Training/Credential Attainment *(n=59)*	0	5	42	12	3.12
Individual Placement and Support (IPS) *(n=60)*	0	14	26	20	3.1
Benefits Planning *(n=59)*	0	10	34	15	3.08
Transition Services from High School *(n=60)*	1	8	37	14	3.08

Service	No Need (1)	Low Need (2)	High Need (3)	Very High Need (4)	Mean
Physical Restoration (Medical Care, Procedures, Medications, Surgery, Prosthetics, etc.) *(n=60)*	0	18	32	10	2.87
Pre-Employment Transition Services *(n=60)*	1	16	35	8	2.85
Customized Supported Employment *(n=60)*	1	18	32	9	2.83
Post-Employment Services *(n=59)*	0	44	11	4	2.32

Employment Related Needs/Services Since March 2020 (COVID-19)

The survey next asked participants to identify any employment related needs/services that have become more apparent or requested since March 2020 (during the COVID-19 pandemic). Among the 32 responses, three themes emerged: technology, job placement services, and work from home. A complete list of all responses to this question are located in Appendix A.

About technology, participants identified "Internet access," "Access, training and ongoing assistance or coaching to use technology," and "Equipment (i.e., computers, laptops, internet, etc.) to allow teleworks."

About the need for job placement services, participants listed: "Job Placement Assistance," "In-person job placement," and "Disconnect from employers for job seekers." One individual stated, "Job placement services (whether in house or service providers) being able to meet with consumers and help them go out and apply for jobs. Many consumers have to apply online. The ability to connect face-to-face with an employer is very important."

About work from home positions, participants commented, "Work from home job listings," and "work from home job opportunities."

Other needs identified included job development, financial assistance, and mental health services.

Population/Diagnosis Change

Participants were asked to review population/diagnosis groups and indicate the change they have seen over the past three years in each group among the people they serve. Participants could select from a three-point scale (Decrease – 1, No Change – 2, or Increase – 3). Of the ten population/diagnosis groups, "Mental Illness" had the greatest number of participants respond with an "Increase" (Mean 2.67). The results to this question are presented in Table 11.

Table 11: Change in Population/Diagnosis Group Over Three-Year Period

Population/Diagnosis Group	Decrease (1)	No Change (2)	Increase (3)	Mean
Mental Illness *(n=51)*	1	15	35	2.67
Drug and Alcohol *(n=51)*	2	18	31	2.57
Criminal Background/Felonies *(n=53)*	1	21	31	2.57
School Transition *(n=52)*	3	21	28	2.48
Cognitive Disability *(n=53)*	0	29	24	2.45
Homelessness *(n=52)*	2	27	23	2.40
Public Support (TANF, Welfare, SSI/SSDI) *(n=51)*	3	27	21	2.35
Physical Disability *(n=52)*	4	36	12	2.15
Visual Disability *(n=33)*	3	26	4	2.03
Veterans *(n=50)*	3	43	4	2.02

Barriers to Employment

Participants were asked to rate the barriers they feel prevent or hinder Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives. Participants could select from a four-point scale (1 – Not a Barrier, 2 – Low Barrier, 3 – High Barrier, 4 – Very High Barrier). Of the fifteen barriers listed,

"Transportation" was rated as the highest barrier with a mean score of 3.64, indicating an average response between "High Barrier" and "Very High Barrier." The lowest rated barrier was "Access to Healthcare," with a mean score of 2.51, indicating an average response between a "Low Barrier" and "High Barrier." The results of this question are presented in Table 12.

Table 12: Rated Barriers to Gaining and Maintaining Employment

Barrier	No Barrier (1)	Low Barrier (2)	High Barrier (3)	Very High Barrier (4)	Mean
Transportation *(n=58)*	0	4	13	41	3.64
Job Search Skills *(n=58)*	1	3	34	20	3.28
Social Skills *(n=58)*	1	6	34	17	3.17
Qualified Service Providers *(n=58)*	4	10	21	23	3.16
Disability Benefits *(n=55)*	1	10	29	15	3.07
Child Care *(n=57)*	2	15	19	21	3.07
Employer Attitudes *(n=56)*	2	6	37	11	3.05
Family Support *(n=56)*	2	14	24	16	3.00
Long Term Support *(n=56)*	4	12	26	14	2.96
Consumer Attitudes *(n=57)*	1	14	31	11	2.93
Information about available jobs *(n=58)*	2	16	31	9	2.84
Physical Access (ex. to Employers or Services) *(n=56)*	1	21	21	13	2.84
Healthcare Insurance *(n=55)*	1	27	17	10	2.67
Co-worker Attitudes *(n=55)*	3	20	29	3	2.64
Access to Healthcare *(n=55)*	2	32	14	7	2.51

Other High or Very High Barriers for Kentuckians with Disabilities

Participants were then asked to identify additional high or very high barriers that were not listed on the survey. Of the 16 responses to this question, answers varied. Barriers included "Lack of technology," lack of "Internet service for consumers," "Lack of training and skills," and "underlying health issues." The complete list of responses is included in Appendix A.

Kentucky Career Center (KCC)

Participants were asked when they last had a consumer utilize the services of the local Kentucky Career Center. The most common response was "Between 3 months and 1 year" (44.8%). The results of this question are presented in Table 13.

Table 13: Most Recent Consumer to Utilize Local KCC

Time (n=58)	Frequency	Percentage
Between 3 months and 1 year	26	44.8%
In the last month	9	15.5%
In the last 3 months	6	10.3%
In the last week	5	8.6%
1-2 years	5	8.6%
More than 2 years	5	8.6%
Never	2	3.4%

Community Rehabilitation Programs (CRPs)

Participants were asked how many different Community Rehabilitation Programs (CRPs) they generally refer consumers to in a given year. The most common response was two (26.3%). The results of this question are presented in Table 14.

Table 14: Number of Different CRPs Referred in a Given Year

Number of CRPs *(n=51)*	Frequency	Percentage
Two Programs	15	29.4%
Three Programs	10	19.6%
Four Programs	9	17.6%
One Program	8	15.7%
Five Programs	8	15.7%
Zero Programs	1	2.0%

Services Referrals

Participants were asked to identify for which services they routinely refer consumers to CRPs. Participants could choose multiple options. The most common response was "Traditional Supported Employment" (89.1%). The least common response was "Adjustment Services." The results of this question are presented in Table 15.

Table 15: CRP Services

Service (n=55)	Frequency	Percentage
Traditional Supported Employment	49	89.1%
Employment and Retention	43	78.2%
Person-centered Job Selection	38	69.1%
Individual Placement Support (IPS)	32	58.2%
Comprehensive Vocational Evaluation	16	29.1%
Skills Training Resulting in Competitive Employment	13	23.6%
Vocational Assessment	12	21.8%
Customized Supported Employment	11	20.0%
Adjustment Services	10	18.2%

*Participants could choose more than just one service.

CRP Services

Participants were then asked to rate their level of agreement with three statements about CRPs. Participants could select from a four-point scale (1 – Strongly Disagree, 2 – Disagree, 3 – Agree, 4 – Strongly Agree). The highest rated statement, "CRPs provide quality services that meet identified needs of my consumers," was still relatively low, indicating an average response between "Disagree" and "Agree" with a mean score of 2.59. The lowest rated statement was "There are enough CRPs to serve consumers in need of services in my area" with a mean score of 2.14, also indicating an average response between "Disagree" and "Agree." The results of this question are presented in Table 16.

Table 16: Rating Statements Regarding CRPs

Statement	Strongly Disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)	Mean
CRPs provide quality services that meet identified needs of my consumers. *(n=56)*	2	20	33	1	2.59
CRP staff have adequate education and professional training to meet the VR needs of my consumers. *(n=57)*	3	27	26	1	2.44
There are enough CRPs to serve consumers in need of services in my area. *(n=57)*	15	21	19	2	2.14

Additional CRP Services

Participants were asked if they felt additional or enhanced Supported Employment services were needed in their area. The most common response was "Yes" (77.2%). Only 12.3% responded "No." The results of this question are presented in Table 17.

Table 17: Additional/Enhanced Supported Employment Services Needed

Response *(n=57)*	Frequency	Percentage
Yes	44	77.2%
No	7	12.3%
Don't Know/Not Sure	6	10.5%

Additional Needed CRP Services

Participants were then asked to provide any other information they feel would be useful for the Agency to consider when determining the needs for future CRP services. Of the 19

responses to this question, three themes emerged: need for more training, need for more CRPs in their areas, and a need for more quality services. A complete list of responses is included in Appendix A.

The most frequent theme amongst participants' responses was a need for more training for CRPs. Participants stated, "The CRP available need a lot of training," "Training for CRP staff regarding barriers related to disabilities," and "There are not competent CRPs to do the job." Specifically, participants identified a need for "Training for working with Blind/VI individuals as there are little to no CRPs who have the experience, or training."

Participants also noted a need for more CRPs in their areas, commenting, "I do not feel there are enough CRPs in my rural county," "I feel there needs to be more adequate and well-trained CRPs in my area," and "More Supported employment providers are needed in depressed areas."

Multiple participants emphasized quality of CRPs in addition to quantity: "I feel like half provide great and sound services, with many needed resources and supports while the other half provide lackluster services but still need those same resources."

Carl D. Perkins Vocational Training Center (CDPVTC) and Charles D. McDowell Center (McDowell)

Participants were asked approximately how many consumers they referred for Carl D. Perkins Vocational Training Center (CDPVTC) services in the past three years. The most common response was "0-5 Consumers" (60.7%). The results for this question are presented in Table 18.

Table 18: Consumers Referred to CDPVTC

Number of Consumers Referred (n=56)	Frequency	Percentage
0 - 5 Consumers	34	60.7%
6 - 10 Consumers	12	21.4%
20+ Consumers	5	8.9%
11 - 15 Consumers	4	7.1%
16 - 20 Consumers	1	1.8%

Additional CDPVTC Services Needed

Participants were then asked what additional services or programs they would suggest CDPVTC consider to better serve individuals on their caseload. Participants offered a wide variety of suggestions for new programs including transportation (Bioptic driving and how to ride a city bus), job placement (and how to use the Internet to job search), welding, small engine repair, working with animals, administrative certification, and evaluation.

Other participants took the opportunity to suggest offering, "more remote training opportunities," "Revamped training programs that align with in demand jobs in Kentucky," and "Pre-Ets Services." Still other participants expressed concern over the location of CDPVTC: "It is an area that my consumers have not wanted to go," and "Build a new center in more central Kentucky."

One individual noted, "Ensure that all consumers with visual impairments can attend and have access to the training programs to attain credentials." A complete list of participant responses is included in Appendix A.

Consumers Referred to McDowell

Participants were asked approximately how many consumers they referred for Charles D. McDowell Center (McDowell) services in the past three years. The most common response was "0-5 Consumers" (85.2%). The results for this question are presented in Table 19.

Table 19: Consumers Referred to McDowell

Number of Consumers *(n=54)*	Frequency	Percentage
0 - 5 Consumers	46	85.2%
6 - 10 Consumers	7	13.0%
11 - 15 Consumers	1	1.9%
16 - 20 Consumers	-	-
20+ Consumers	-	-

McDowell Services Needed

Participants were then asked what additional services or programs they would suggest McDowell consider to better serve individuals on their caseload. Six participants shared suggestions including: "Apprenticeships," "job shadowing, job training and job carving

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ideas… hands on training in real life employment fields," "how to write a resume and how to complete job applications independently," "an additional Bioptic Driving Trainer," "Relocation assistance," and "If the consumer can attain some sort of credential, that may be helpful." The complete list of participant responses can be found in Appendix A.

Staff Survey Report

Years Worked in Vocational Rehabilitation

The OVR staff were asked how many years they have worked in Vocational Rehabilitation. The most common response was "6-10 years" (20.7%). The results of this question are presented in Table 20.

Table 20: Years Worked in Vocational Rehabilitation

Question: How many years have you worked in Vocational Rehabilitation? (n=87)	Frequency	Percentage
6-10 years	18	20.7%
1-5 years	17	19.5%
16-20 years	17	19.5%
11-15 years	14	16.1%
Less than a year	8	9.2%
Over 25 years	7	8.0%
21-25 years	6	6.9%

Work Location

The OVR staff were asked where they work. The most common response was "Central Office" (17.4%). The results of this question are presented in Table 21.

Table 21: Work Location

Question: Where do you work? (n=86)	Frequency	Percentage
Central Office	15	17.4%
Carl D. Perkins Vocational Training Center	14	16.3%
Louisville	10	11.6%
Bowling Green	6	7.0%
Lexington	5	5.8%
McDowell Center	5	5.8%
Bluegrass	4	4.7%
Somerset	4	4.7%
Florence	4	4.7%
Ashland	3	3.5%
Owensboro	2	2.3%
East Jefferson	2	2.3%
Danville	2	2.3%
East Kentucky Blind	2	2.3%
Central Kentucky Blind	2	2.3%
Paducah	1	2.3%
Covington	1	1.2%
Elizabethtown	1	1.2%
RCD/Statewide	1	1.2%
Prestonsburg	1	1.2%

Question: Where do you work? *(n=86)*	Frequency	Percentage
Hazard	1	1.2%
West Kentucky Blind	-	-

Technology Needs Related to Work

The OVR staff were asked to describe their technology needs as it relates to doing their job. Respondents could select from a three-point scale (1 – I don't have the technology to stay connected, 2 – I sometimes have the technology to help me stay connected, 3 – My technology needs are met). The majority of OVR staff (72.1%) reported "My technology needs are met." The results of this question are presented in Table 22.

Table 22: Technology Needs Related to Work

Statement *(n=86)*	Frequency	Percentage
My technology needs are met.	62	72.1%
I sometimes have the technology to help me stay connected.	23	26.7%
I don't have the technology to stay connected.	1	1.2%

Technology Use for Work

The OVR staff were asked to describe how much technology they used to do their job. Respondents could select from a three-point scale (1 – Less than before COVID-19, 2 – About the same as before COVID-19, 3 – More than before COVID-19). The majority (84.9%) of the OVR staff reported that they were using technology "More than before COVID-19." The results of this question are presented in Table 23 below.

Table 23: Technology Use for Work

Statement *(n=86)*	Frequency	Percentage
More than before COVID-19.	73	84.9%
About the same as before COVID-19.	13	15.1%
Less than before COVID-19.	-	-

Types of Technology Used at Work – Selected Choice

The OVR Staff were asked what kinds of technology they are using to do their jobs. Respondents could select more than one option. The majority of the OVR staff reported that they used a "Computer" (94.2%). The results of this question are presented in Table 24.

Table 24: Types of Technology to Use at Work

What kinds of technology are you using to do your job? *(n=86)**	Frequency	Percentage
Computer	81	94.2%
Smartphone	67	77.9%
Other	15	17.4%
Tablet	14	16.3%

*Respondents could select more than one option.

Types of Technology Used at Work – Other

Of the 13 respondents who offered an "Other" response to the question about types of technology, two common responses emerged: headset and printer. About headsets, one respondent identified "Computer Headset," while another said, "Headphones and mic, webcam." About printers, one respondent said, "Fax, printer," while another said, "Printer with scanning capabilities."

All text responses to the "Other" category of this question are included in Appendix A.

The OVR staff were asked to rate the level of need for fourteen services for Kentuckians with disabilities. Respondents could select from a five-point scale (1 – No Need, 2 – Low Need, 3 – High Need, 4 – Very High Need, N/A – Not Applicable/Don't Know). Respondents were asked to choose "Not Applicable/ Don't Know" if they weren't able to rate the item. The highest rated service need was "Vocational Guidance and Counseling" with a mean score of 3.54, indicating an average response between "High Need" and "Very High Need." The lowest rated service need was "Post-Employment Services" with a mean score of 2.97, indicating an average response between "Low Need" and "High Need." The results of this question are presented in Table 25.

Table 25: Level of Need for Services for Kentuckians with Disabilities Overall

Service	No Need (1)	Low Need (2)	High Need (3)	Very High Need (4)	Mean*
Vocational Guidance and Counseling (n=71)	0	2	29	40	3.54
Mental Restoration (Health, Counseling and Treatment) (n=66)	1	1	27	37	3.52
Support Services Including Transportation, Rental Assistance, etc. (n=68)	0	4	25	39	3.51
Assistive Technology (n=74)	0	2	37	35	3.45
Job Placement (n=66)	1	2	30	33	3.44
Individual Placement and Support (IPS) (n=62)	0	4	28	30	3.42
Supported Employment (n=68)	0	5	31	32	3.40
Vocational Training/Credential Attainment (n=69)	0	5	35	29	3.35
Transition Services from High School (n=67)	0	6	33	28	3.33
Benefits Planning (n=66)	0	7	30	29	3.33
Customized Supported Employment (n=61)	0	9	31	21	3.2
Physical Restoration (Medical Care, Procedures, Medications, Surgery, Prosthetic, etc.) (n=64)	1	10	33	20	3.13
Pre-Employment Transition Services (n=67)	0	14	34	19	3.07
Post-Employment Services (n=64)	1	14	35	14	2.97

*N/A responses were excluded from mean calculations.

Employment Related Needs/Services Since March 2020 (COVID-19)

The OVR Staff were asked to identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19)." Among the 27 responses, four themes emerged: technology, training, internet access, and employment. A complete list of all responses to this question are included in Appendix B.

About technology, one person said, "Technology such as laptops and hot spots that allow continued participation in job readiness training and disability related skills training (blindness skills) for consumers who are interested in starting or continuing services," while another person said, "Technology equipment to work/study/communicate from home."

About training, one person said, "Training on use of virtual platforms with accessibility software," while another person said, "Internet technology training and Internet-based job search and employment training support and assistance (how to deliver and receive remote support)."

About internet access, one person said, "The need for technology and internet access," while another person said, "Access to internet, phones and computers."

About employment, one person said, "Self-Employment," while another person said, "Work from home opportunities."

Barriers to Employment and Independence for Kentuckians with Disabilities

The OVR staff were asked to rate fifteen barriers they felt prevent Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives. Respondents could select from a five-point scale (1 – Not a Barrier, 2 – Low Barrier, 3 – High Barrier, 4 – Very High Barrier, N/A – Not Applicable/Don't Know). Respondents were asked to choose "Not Applicable/Don't Know" if they were not able to rate the item. The highest rated barrier, with a mean score of 3.51, was "Transportation," indicating an average response between "High Barrier" and "Very High Barrier." The lowest rated barrier was "Co-worker Attitudes" with a mean score of 2.73 indicating an average response between "Low Barrier" and "High Barrier." The results of this question are presented in Table 26 below.

Table 26: Barrier Levels for Kentuckians with Disabilities

Barrier	Not a Barrier (1)	Low Barrier (2)	High Barrier (3)	Very High Barrier (4)	Mean*
Transportation (n=65)	2	1	24	38	3.51
Social Skills (n=63)	0	6	31	26	3.32
Job Search Skills (n=64)	0	8	35	21	3.20
Physical Access (ex. to Employers or Services) (n=64)	1	10	35	18	3.09
Employer Attitudes (n=60)	1	9	35	15	3.07
Long Term Support (n=58)	2	10	28	18	3.07
Information About Available Jobs (n=63)	0	15	32	16	3.02
Qualified Service Providers (n=79)	3	11	29	17	3.00
Child Care (n=59)	1	11	35	12	2.98
Disability Benefits (n=64)	2	12	36	14	2.97
Healthcare Insurance (n=61)	2	18	30	11	2.82
Consumer Attitudes (n=62)	2	18	32	10	2.81
Access to Healthcare (n=62)	1	20	31	10	2.81
Family Support (n=61)	3	17	30	11	2.8
Co-worker Attitudes (n=63)	4	17	34	8	2.73

*N/A responses were excluded from mean calculations.

Other High or Very High Barriers for Kentuckians with Disabilities

The OVR staff were asked to identify additional high or very high barriers not listed on the survey. Of the 11 responses, one theme emerged: technology. One respondent said, "Technology Assistance," while another said, "Access to and knowledge about how to use technology."

Some of the comments were individually unique to a specific barrier. A complete list of all responses to this question are included in Appendix B.

Community Rehabilitation Provider (CRP) Survey Report

The Comprehensive State Needs Assessment 2020: Community Rehabilitation Provider (CRP) Survey was completed by 76 individuals.

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

The CRP survey asked how many years has your organization provided services to OVR consumers? The most common response was "1-5 years" (34.2%). The results of this question are presented in Table 27.

Table 27: Years Provided Service to OVR Consumers

Question: How many years has your organization provided services to OVR consumers? *(n=76)*	Frequency	Percentage
1 - 5 years	26	34.2%
20 + years	19	25.0%
6 - 10 years	12	15.8%
11 - 15 years	11	14.5%
Less than a year	4	5.3%
16 - 20 years	4	5.3%

Referrals from OVR

The CRP survey asked approximately how many referrals participants receive from KY OVR on a yearly basis. The most common response was "Fewer than 10 referrals" (46.1%). The results of this question are presented in Table 28.

Table 28: Annual Referrals from OVR

Approximately how many referrals do you receive from KY OVR on a yearly basis? *(n=76)*	Frequency	Percentage
Fewer than 10 referrals	35	46.1%
11-25 referrals	24	31.6%
26-50 referrals	5	6.6%
51-75 referrals	5	6.6%

Referrals to OVR

The CRP survey asked approximately how many referrals participants make to KY OVR on a yearly basis. The most common response was "Fewer than 10 referrals" (60.0%). The results of this question are presented in Table 29.

Table 29: Annual Referrals to OVR

Question: Approximately how many referrals do you make to KY OVR on a yearly basis? *(n=75)*	Frequency	Percentage
Fewer than 10 referrals	45	59.2%
11-25 referrals	17	22.4%
26-50 referrals	6	7.9%
51-75 referrals	2	2.6%

How many staff does your organization employ?

The CRP survey asked how many staff are employed by the organization. The most common response was "Fewer than 10 staff" (72.1%). The results of this question are presented in Table 30.

Table 30: Number of Staff

Question: How many staff does your organization employ? *(n=61)*	Frequency	Percentage
Fewer than 10 staff	44	72.1%
Between 31 and 40 staff	4	6.6%
More than 50 staff	4	6.6%
Between 10 and 20 staff	3	4.9%
Between 21 and 30 staff	3	4.9%
Between 41 and 50 staff	3	4.9%

What OVR Offices do you work with?

The CRP survey asked with which of KY OVR offices the participants' organization regularly work. The most common response was "Louisville" (25.6%). The results of this question are presented in Table 31.

Table 31: KY OVR Offices Worked With

Question: OVR Offices Worked with (n=71) *	Frequency	Percentage
Louisville	18	25.4%
Florence	13	18.3%
Lexington	13	18.3%
Paducah	11	15.5%
Covington	11	15.5%
Bluegrass	11	15.5%
Bowling Green	10	14.1%
East Jefferson	8	11.3%
Elizabethtown	7	9.9%
Danville	6	8.5%
Owensboro	6	8.5%
Somerset	6	8.5%
McDowell Center	6	8.5%
Ashland	4	5.6%
Carl D. Perkins Vocational Training Center	2	2.8%
Prestonsburg	1	1.4%
Central Kentucky Blind	1	1.4%

*Respondents could select more than one option.

Technology Needs Related to Work

The CRP survey asked participants to describe their technology needs as it relates to doing their job. Respondents could select from a three-point scale (1 – I don't have the technology to stay connected, 2 – I sometimes have the technology to help me stay connected, 3 – My technology needs are met). The majority of OVR staff (81.6%) reported "My technology needs are met." The results of this question are presented in Table 32.

Table 32: Technology Needs Related to Work

Statement *(n=76)*	Frequency	Percentage
My technology needs are met	62	81.6%
I sometimes have the technology to help me stay connected	12	15.8%
I don't have the technology to stay connected	2	2.6%

Technology Use for Work

The CRP survey asked respondents to describe how much technology they used to do their job. Respondents could select from a three-point scale (1 – Less than before COVID-19, 2 – About the same as before COVID-19, 3 – More than before COVID-19). The majority (86.8%) of the OVR staff reported that they were using technology "More than before COVID-19." The results of this question are presented in Table 33 below.

Table 33: Technology Use for Work

Statement *(n=76)*	Frequency	Percentage
More than before COVID-19.	66	86.8%
About the same as before COVID-19.	7	9.2%
Less than before COVID-19.	3	3.9%

Types of Technology to Use at Work – Selected Choice

The CRP survey asked what kinds of technology they are using to do their jobs. Respondents could select more than one option. The most frequent response was that they used a "Computer" (98.7%). The results of this question are presented in Table 34.

Table 34: Types of Technology to Use at Work

What kinds of technology are you using to do your job? (n=76)*	Frequency	Percentage
Computer	75	98.7%
Smartphone	70	92.1%
Tablet	29	38.2%
Other	4	5.3%

*Respondents could select more than one option.

Remote Learning

The CRP survey asked what kinds of technology they are using to do their jobs. Respondents could select more than one option. Majorities answered "Yes" to "Do you have the capacity to provide remote learning?" (90.8%) and "Do you have the technology to deliver remote learning?" (92.1%) and "No" to "Have you had any technology-related problems during COVID-19 that OVR could help you address?" (84.2 %). The results of these questions are presented in tables 35-37.

Table 35: Capacity to provide remote learning

Do you have the capacity to provide remote learning (n=76)	Frequency	Percentage
Yes	69	90.8%
No	7	9.2%

Table 36: Technology to deliver remote learning

Do you have the technology to deliver remote learning? (n=76)	Frequency	Percentage
Yes	70	92.1%
No	6	7.9%

Table 37: Technology-related problems during COVID-19 that OVR could help you address?

Have you had any technology-related problems during COVID-19 that OVR could help you address? *(n=76)*	Frequency	Percentage
Yes	12	15.8%
No	64	84.2%

Services for Kentuckians with Disabilities

The CRP survey asked respondents to rate the level of service for ten populations. Respondents could select from a four-point scale (1 – No service provided, 2 – A little service provided, 3 – Some service provided, 4 – A lot of service provided). The highest rated service need was "Cognitive Disability" with a mean score of 3.28, indicating an average response between "Some service provided" and "A lot of service provided." The lowest rated population served was "Veterans" with a mean score of 1.74, indicating an average response between "No service provided" and "A little service provided". The results of this question are presented in Table 38.

Table 38: Level of Need for Services for Kentuckians with Disabilities Overall

Service	No service provided (1)	A little service provided (2)	Some service provided (3)	A lot of service provided (4)	Mean
Cognitive Disability *(n=71)*	4	7	25	35	3.28
Mental Illness *(n=71)*	8	10	16	37	3.15
Physical Disability *(n=71)*	4	10	31	26	3.11
Public Support (TANF, Welfare, SSI/SSDI) *(n=71)*	11	11	23	26	2.90
Criminal Background/Felonies *(n=71)*	21	19	18	13	2.32
Drug and Alcohol *(n=71)*	24	17	18	12	2.25
School Transition *(n=71)*	32	16	14	9	2.00
Homelessness *(n=71)*	34	13	17	7	1.96
Visual Disability*(n=71)*	30	22	16	3	1.89
Veterans *(n=70)*	36	19	12	3	1.74

Employment Related Needs/Services Since March 2020 (COVID-19)

The CRP survey asked respondents to identify any employment related needs/services that have become more apparent or requested since March 2020 (COVID-19). Among the 54 responses, four themes emerged: technology, referrals, virtual challenges, COVID-19

related job losses. A complete list of all responses to this question are included in Appendix C.

About technology, one person said, "While we have the resources needed to meet the technology needs of today's workforce, we have found that many of our clients do not have that technology, so providing services remotely is limited in capacity."

About referrals, one person said, "We need more referrals. We need OVR to be available and willing to make and take phone calls."

About virtual challenges, one person said, "Working with individuals who have special needs in a situation where in-person communication is not possible, in many cases this creates tremendous difficulties for employment specialists trying to assist said individuals to find gainful employment."

About COVID-19 job losses, one person said, "Some of the individuals in OVR or LTS have lost employment and are having difficulty finding new opportunities."

Barriers to Employment and Independence for Kentuckians with Disabilities

The CRP survey asked respondents to rate fifteen barriers they felt prevent Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives. Respondents could select from a five-point scale (1 – Not a Barrier, 2 – Low Barrier, 3 – High Barrier, 4 – Very High Barrier, N/A – Not Applicable/Don't Know). Respondents were asked to choose "Not Applicable/Don't Know" if they were not able to rate the item. The highest rated barrier, with a mean score of 3.04, was "Transportation," indicating an average response between "High Barrier" and "Very High Barrier." The lowest rated barrier was "Qualified Service Providers" with a mean score of 2.03 indicating an average response between "Low Barrier" and "High Barrier." The results of this question are presented in Table 39 below.

Table 39: Barrier Levels for Kentuckians with Disabilities

Barrier	Not a Barrier (1)	Low Barrier (2)	High Barrier (3)	Very High Barrier (4)	Mean*
Transportation (n=69)	7	12	21	29	3.04
Social Skills (n=70)	1	20	36	13	2.87
Job Search Skills (n=69)	2	25	34	8	2.70
Employer Attitudes (n=70)	3	30	31	6	2.57
Physical Access (ex. to Employers or Services) (n=67)	8	23	27	9	2.55
Long Term Support (n=66)	11	27	17	11	2.42
Disability Benefits (n=67)	9	28	23	7	2.42
Information about available jobs (n=70)	10	29	24	7	2.40
Consumer Attitudes (n=69)	6	35	24	4	2.38
Family Support (n=70)	12	24	30	4	2.37
Co-worker Attitudes (n=69)	6	39	21	3	2.30
Healthcare Insurance (n=64)	15	25	15	9	2.28
Child Care (n=57)	15	21	15	6	2.21
Access to Healthcare (n=64)	17	31	12	4	2.05
Qualified Service Providers (n=71)	18	33	12	4	2.03

*N/A responses were excluded from mean calculations.

Other High or Very High Barriers for Kentuckians with Disabilities

The CRP survey asked respondents to identify additional high or very high barriers not listed on the survey. Of the 14 responses, one theme emerged: in-person communication. One respondent said, "During a time when individuals must rely more heavily on technology for communication purposes due to social distancing guidelines as a result of the COVID-19 pandemic, many individuals with disabilities have difficulty utilizing modern technology as their sole means of communication. It is my opinion that the loss of in-person communications has drastically impacted the Vocational Rehabilitation program [causing it] suffer in terms of how effective we can be in terms of providing support."

Some of the comments were individually unique to a specific barrier. A complete list of all responses to this question are included in Appendix C.

Initiating Service

The CRP survey asked respondents to rate how quickly they were able to initiate services after receiving a referral from OVR. Respondents could select from a five-point scale (1 – Same Day as Referral, 2 – Within a Week, 3 – Between One and Two Weeks, 4 – Between Two and Three Weeks, 5 – More than Three Weeks). The most common response was "Within a Week" (53.5%). The least common response was "More than Three Weeks" (4.2%). The mean score of all responses was 2.37, indicating an average response between "Within a Week" and "Between One and Two Weeks." The results of this question are presented in Table 40 below.

Table 40: Initiating Service

Question	Same Day as Referral (1)	Within a Week (2)	Between One and Two Weeks - (3)	Between Two and Three Weeks (4)	More than Three Weeks (5)	Mean
Usually, how quickly are you able to initiate services with VR consumers after receiving a referral from KY OVR? *(n=71)*	10	38	13	7	3	2.37

Wait List for Services

The CRP survey asked respondents if they currently had a wait list for services. Respondents could select from three options (Yes, No, Don't Know). The majority of responses indicated "No" (84.5%). The results of this question are presented in Table 41 below.

Table 41: Wait List for Services

Question: Do you currently have a wait list for services *(n=71)*	Frequency	Percentage
No	60	84.5%
Yes	9	12.7%
Don't know	2	2.8%

Coordination for Pre-ETS Services

The CRP survey asked respondents to rate the quality of coordination with Special Education providers with whom they coordinate their Pre-ETS services. Respondents could choose from a four-point scale (1 – Poor, 2 – Fair, 3 – Good, 4 – Excellent). The mean score of all responses was 2.74, indicating an average response between "Fair" and "Good." The results of this question are presented in Table 42 below.

Table 42: Coordination with Pre-ETS Services

Question	Poor (1)	Fair (2)	Good (3)	Excellent (4)	Mean
Please rate the quality of coordination with Special Education with whom you coordinate your Pre-ETS services? *(n=71)*	2	5	8	4	2.74

Issues that significantly Impact

The CRP survey asked respondents to select which issues impacted their organization's ability to provide services to persons with disabilities. Respondents could select from a list of eleven responses, and they could select more than one response. The most common responses were "Slowing economy" (55.9%) and "Lack of Referrals" (54.4%). The least common responses were "Rising cost of commodities" and "Increase in consumers with multiple disabilities (both 14.7%). The results of this question are presented in Table 43 below.

Table 43: Issues that significantly impact

Question: Which of the following issues significantly impact your organization's ability to provide services to persons with disabilities? (Check all that apply). *(n=68)* *	Frequency	Percentage
Slowing economy	38	55.9%
Lack of referrals	37	54.4%
Lack of available financial resources (grants, contracts, in-kind payments, etc.)	22	32.4%
Low KY-OVR fee for service rates	20	29.4%
Employee turnover	18	26.5%
Lack of available qualified and/or trained staff	17	25.0%
Limited information shared by VR Counselors	16	23.5%
Other	13	19.1%
Timely receipt of KY-OVR authorizations for services	12	17.6%
Rising cost of commodities (gas, utilities, etc.)	10	14.7%
Increase in consumers with multiple disabilities	10	14.7%

*Respondents could select multiple options.

Other Issues

Of the thirteen respondents that selected "Other" for issues that impacted their organization's ability to provide services to persons with disabilities three themes emerged: COVID-19, Other problems with OVR, and Transportation. All of the "Other" responses to this question can be found in Appendix C.

About COVID-19, one person said, "COVID has greatly impacted our 2020 referrals from OVR. It has also made things harder with VR staff working from home, [and] services have been slower than when they were in the office."

About Other problems with OVR, one person said, "The trail of paperwork and workflow for OVR can be complicated."

About transportation, one person said, "Occasionally access to transportation."

Additional Supports

The CRP survey asked respondents the open response question what are the supports (related to employment) that you would you like to have to serve your clients effectively? Forty respondents provided responses to the question. Three themes emerged from the responses – Transportation supports, Technology supports, Communication supports with OVR. A full list of Additional Supports comments is contained in Appendix C.

About transportation one person said, "Having more transportation options would be a major plus for Western Kentucky. I live and work in Murray. I believe my community specifically needs more support for individuals who are blind. I also believe Western Kentucky needs a lot more support in terms of assisting homeless individuals. "

About technology one person said, "Availability of technology-a loan closet for devices, internet access or hot spots."

About communication with OVR, one person said, "OVR counselors that are willing to listen to what you have to say and recommend for clients."

Gaps in Employment Services

The CRP survey asked respondents the open response question what are the gaps in employment services that Kentuckians with disabilities are facing? Forty-one respondents provided answers to the question. Three themes emerged – Employer education, availability of jobs, customized employment. A full list of Gaps in Employment Services is contained in Appendix C.

About employer education, one person said, "From our perspective, the largest gap we face is the lack of education of employers. We need tools to share with prospective employers and educate them on the process as well as the benefits of hiring individuals with disabilities/barriers to employment."

About availability of jobs, one person said, "Economy has taken a downturn-it is difficult for many people to find jobs and the competition is great."

About customized employment, one person said, "Jobs that match their skill set. Employers need to be willing to help train an individual instead of expecting the individual to already have the skills. Employers should provide opportunities for on-the-job training.

Employment Service Needs

The CRP survey asked respondents the open response question what are the employment service needs that your clients have? Thirty-nine respondents provided answers. Three themes emerged in these responses – In-Person services, Job acquisition skills, person-centered consideration.

About in-person services, one person said, "They need more hands-on with service providers and employers."

About job acquisition skills one person said, "Generally, all of our clients need upfront job application, interview, and work behavior/attire training/assistance/support."

About person-centered consideration, one person said, "I feel that OVR will make all person-centered considerations necessary to ensure that those they serve are employed to their satisfaction."

Disability Resource Coordinator Survey Report

Eleven individuals completed the Disability Coordinator Comprehensive State Needs Assessment 2020 Counselor Survey

About Your Work

Participants were asked to identify the type of post-secondary institution with which they were associated. Participants could provide more than one response. The most common response was a University (50.0%). The results of this question are presented in Table 44.

Table 44: Type of Post-Secondary Institution

Post-Secondary Institution (n=10*)	Frequency	Percentage
University	5	50.0%
Two-Year	4	40.0%
Small Enrollment	4	40.0%
Technical College	3	30.0%
Private	3	30.0%
Four-Year	3	30.0%
Rural	2	20.0%
Public	1	10.0%

*Respondents could select more than one answer.

Referrals to OVR

Participants were asked: "What proportion of their students require a referral to the Office of Vocational Rehabilitation (OVR) upon enrollment at your institution?" The most common response was "Less than 20%" (70.0%). The results of this question are presented in Table 45.

Table 45: Require a Referral to OVR

Require a Referral (n=10)	Frequency	Percentage
Less than 20%	7	70.0%
20% - 40%	2	20.0%
Greater than 60%	1	10.0%
40% - 60%	-	-

Services Provided

Participants were asked which services they provided. Participants could provide more than one response. The most common responses were "Testing Accommodations" and "Physical accessibility to campus" (90.0% each). There was one "Other" response that stated, "Access to assistive technology, alternative textbooks." The results of this question are presented in Table 46.

Table 46: Services Provided

Services Provided (n=10)	Frequency	Percentage
Testing Accommodations	9	90.0%
Physical Accessibility to Campus	9	90.0%
Notetakers/Interpreters	6	60.0%
Tutoring	6	60.0%
Career/vocational Assessment and Counseling	4	40.0%
Job Placement Services	3	30.0%
Assistive Technology Evaluations	1	10.0%
Disability-specific Assessment/Evaluations	1	10.0%
Other	1	10.0%

Goals and Expectations

Participants were asked, "When working with a VR counselor, what are your goals/expectations that you have from their involvement?" Participants could provide more than one response. The most common response was "To provide needed assistive technology" (90.0%). Three individuals answered with "Other" responses that included "Assist with evaluations for students," "Tutoring money," and "We do not work with OVR." The results of this question are presented in Table 47.

Table 47: Goals/Expectations

Goals (n=10)	Frequency	Percentage
To provide needed assistive technology	9	90.0%
To provide resources for the student/family	7	70.0%
Assistance with training or college funding	7	70.0%
To provide orientation and mobility services	6	60.0%
Open and regular communication	6	60.0%
Assistance with employment upon graduation	6	60.0%
To provide vocational/career counseling to the student	5	50.0%
Other	3	30.0%

Issues

Participants were asked what they would identify as issues they face as a Disability Resource Coordinator. Participants could provide more than one response. All participants (100.0%) mentioned "Technology" was an issue they faced. The results of this question are presented in Table 48.

Table 48: Identify Issues as a Disability Resource Coordinator

Issues (n=10)	Frequency	Percentage
Technology	10	100.0%
Number of Professional Support Staff	9	90.0%
Funding	8	80.0%
Availability of Staff with Specialized Training	5	50.0%
Commitment of Top Administrators	3	30.0%
Physical Accessibility	3	30.0%
Faculty Support	2	20.0%

Working with the Office of Vocational Rehabilitation

Participants were asked to rate their level of agreement with four statements about working with the Office of Vocational Rehabilitation. Participants could select from a four-point scale (1 – Strongly Disagree, 2 – Disagree, 3 – Agree, 4 – Strongly Agree). The highest level of agreement was with the statement, "VR counseling assists the students in resolving issues related to academic performance" with a mean score of 3.2, indicating an average response between "Agree" and "Strongly Agree." The lowest rated statements were "VR counseling staff are able to connect students to needed support services" and "VR counseling staff build good rapport with you as a coordinator and with the student," both with a mean score of 3.0, also indicating an average response of "Agree". The results of this question are presented in Table 49.

Table 49: Working with Vocational Rehabilitation

Statement	Strongly Disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)	Mean
VR counseling assists the students in resolving issues related to academic performance. *(n=10)*	0	2	4	4	3.2
Counseling staff are knowledgeable. *(n=11)*	0	2	6	3	3.09
VR counseling staff are able to connect students to needed support services. *(n=10)*	0	1	8	1	3.0
VR counseling staff build good rapport with you as a coordinator and with the student. *(n=11)*	0	2	7	2	3.0

Supportive Service Areas

Participants were asked which supportive service areas that were crucial to students in the transition process. Participants could provide more than one response. All respondents (100.0%) felt that "Assistive Technology" is a crucial support service to students in transition. Two individuals answered with "Other" responses that included: "Students and families need to understand the differences in accommodations from K-12 to post-secondary. They do not get it," and "Tutoring." The results of this question are presented in Table 50.

Table 50: Supportive Service Areas

Support Services *(n=10)*	Frequency	Percentage
Assistive Technology	10	100.0%
Orientation and Mobility	9	90.0%
Family Support	8	80.0%
Other	2	20.0%

Skills for Transition

Participants were asked to indicate which skills are crucial in the transition process. Participants could provide more than one response. The three areas that all participants (100%) felt were crucial for the transition process were "Time Management Skills," "Self-Initiative" and "Self-Management Skills." One individual answered with an "Other" response that included "Case management advising/ tutoring." The results of this question are presented in Table 51.

Table 51: Skills for Transition

Skills (n=10)	Frequency	Percentage
Time Management Skills	10	100.0%
Self-Initiative	10	100.0%
Self-Management Skills	10	100.0%
Better Decision Making/Problem Solving Skills	9	90.0%
Other	1	10.0%

Employment-Related Needs

The survey next asked participants to identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19). Four individuals answered this question identifying the following:

- Anxiety and stress during the pandemic have increased the number of students seeking accommodations.
- Assistive technology.
- Reduction in hiring due to COVID-19 closures; unemployment checks not received.
- Specialized tutoring needed for online and testing challenges.

Additional Comments

The last question asked participants if they had any additional comments. Two individuals responded. They mentioned "I have actually made infrequent use of OVR services. I expect that to change as I am getting more students with VI," and "Thank you for making a difference for your clients!"

Public / Consumer Survey Report

Seven hundred and sixty-two individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020 Consumer/Public Survey

About You

Participants were asked to identify themselves by choosing one identity or role from a series of options best described them. The most common response was "Individual with a disability" (80.6%). The results of this question are presented in Table 1.

Table 52: Identity

Identity (n=762)	Frequency	Percentage
Individual with a disability	614	80.6%
Parent or guardian of an individual with a disability	100	13.1%
An interested member of the community	26	3.4%
Service Provider	13	1.7%
Advocate	9	1.2%

Participants were asked to "How have you participated in Office of Vocational Rehabilitation services?" The most common response was "I am a current consumer of the Office of Vocational Rehabilitation services" (62.1%). The results of this question are presented in Table 53.

Table 53: Participation

Participation (n=759)	Frequency	Percentage
I am a current consumer of the Office of Vocational Rehabilitation services	471	62.1%
I have been a consumer of the Office of Vocational Rehabilitation in the past, but am not currently receiving services	237	31.2%
I have never been a consumer of the Office of Vocational Rehabilitation services	51	6.7%

Participants were asked to "Please check one or more of the following which describes your disability(s) or those of the individual you represent". The most common responses were "Deafness/Hard of hearing" (27.9%) and Behavioral/Mood Disorder (25.7%). The results of this question are presented in Table 54.

Table 54: Disability

Disability (n=756*)	Frequency	Percentage
Deafness/Hard of hearing	211	27.9%
Behavioral/Mood Disorder	194	25.7%
Other (please specify)	130	17.2%
Other mental impairment or illness	98	13.0%
Autism Spectrum Disorder	96	12.7%
Blind/visual impairment	93	12.3%
Other physical impairment	89	11.8%
Orthopedic impairment	86	11.4%
Intellectual Disability	82	10.8%
Cognitive Impairment	56	7.4%
Brain Injury/stroke	38	5.0%
Substance abuse disorders	38	5.0%
Other communication impairment	34	4.5%
Spinal Cord Injury/paralysis	20	2.6%
Respiratory Impairment	18	2.4%
Deaf/Blind	11	1.5%

*Participants could select more than one disability

Participants were asked their age. The average age was 40.1 years. The most common age ranges were "21-30" (24.5%) and "51-60" (18.9%). The results of this question are presented in Table 55.

Table 55: Age

Age Range (n=752)	Frequency	Percentage
21-30	184	24.5%
51-60	142	18.9%
41-50	133	17.7%
31-40	103	13.7%
20 or younger	96	12.8%
61-70	76	10.1%
71 or older	18	2.4%

Participants were asked their gender. The most common response was "Female" (60.1%) The results of this question are presented in Table 56.

Table 56: Gender

Gender (n=761)	Frequency	Percentage
Female	457	60.1%
Male	293	38.5%
Non-binary	8	1.1%
Other	3	0.4%

Participants were asked their race/ethnicity. Participants could select more than one race/ethnicity. The most common response was "White" (87.9%) The results of this question are presented in Table 57.

Table 57: Race/Ethnicity

Race/Ethnicity (n=760*)	Frequency	Percentage
White	668	87.9%
Black/African American	73	9.6%
Other	15	2.0%
Hispanic/Latino/Latina	13	1.7%
Asian	12	1.6%
Native American or Alaskan Native	9	1.2%

*Participants could select more than one race/ethnicity

Participants were asked what county in Kentucky they lived in. The most frequent response was Fayette county (13.4%) and Jefferson Count (11.9%). The figure below displays the mapped frequency of the responses by county. A full list of counties and their response frequency can be found in Appendix A.

Responses by County

Other: Not in Kentucky - 3

Work

Participants were asked their work status. The most common response was "Yes, full time" (34.4%). Fourteen percent indicated that they were not working or working part time because of COVID. The results of this question are presented in Table 7. Among participants responding "Other (please specify)" the most common specification was "Student" (43.5%). A full list of the "Other (Please Specify) work status responses is contained in Appendix D.

Table 58: Work Status

Work Status (n=759)	Frequency	Percentage
Yes, full time	261	34.4%
Not working but not because of COVID	176	23.2%
Yes, part time but not because of COVID	118	15.5%
Not working because of COVID	92	12.1%
Other (Please specify)	69	9.1%
Yes, part time because of COVID	22	2.9%
Retired	21	2.8%

Table 59: Work Status Other

Participation (n=69)	Frequency	Percentage
Student	30	43.5%
Not working because of challenges relating to disability	23	33.3%
Contract, ad-hoc, freelance work	8	11.6%
Plan to work soon, looking for work	4	5.8%
Self-employed, homemaker	3	4.3%
On leave due to COVID	1	1.4%

Participants who indicated they were working were asked about how supported they felt at their jobs. They could choose from a four-point scale (Very Unsupported - 1, Somewhat Unsupported – 2, Somewhat Supported – 3, Very Supported – 4). The most common response was "Very Supported" (64.0%). The mean of all the responses was 3.45, indicating an average response between "Somewhat Supported" and "Very Supported". The results of this question are presented in Table 60.

Table 60: Work Support

	Very Unsupported	**Somewhat unsupported**	**Somewhat supported**	**Very Supported**	**Mean**
Work Support (n=386)	28	17	94	247	3.45

Participants who indicated they were working were asked about how secure their continued employment was. They could choose from a four-point scale (Very Insecure - 1, Somewhat Insecure– 2, Somewhat Secure – 3, Very Secure – 4). The most common response was "Very Secure" (50.6%). The mean of all the responses was 3.32, indicating an average response between "Somewhat Secure" and "Very Secure". The results of this question are presented in Table 61.

Table 61: Work Security

	Very insecure	**Somewhat insecure**	**Somewhat secure**	**Very Secure**	**Mean**
Work Security (n=385)	18	37	135	195	3.32

Technology Needs

Participants were asked which statement best describes their technology needs. The most common response was "My technology needs are met" (74.0%). The results of this question are presented in Table 62.

Table 62: Technology Needs

Statement *(n=736)*	Frequency	Percent
My technology needs are met	545	74.0%
I sometimes have the technology to help me stay connected	160	21.7%
I don't have the technology to stay connected	31	4.2%

Technology Use

Participants were asked how much they are using technology to do their job. The most common response was "About the same as before COVID-19" (49.7%). The results of this question are presented in Table 63 below.

Table 63: Technology Use

Statement *(n=726)*	Frequency	Percent
About the same as before COVID-19	361	49.7%
More than before COVID-19	312	43.0%
Less than before COVID-19	53	7.3%

Types of Technology

Participants were asked what kinds of technology they are using to do their job. Participants could choose multiple options. The most common response was "Smartphone" (84.1%). The results of this question are presented in Table 64.

Table 64: Types of Technology

Technology (n=716)	Frequency	Percent
Smartphone	602	84.1%
Computer	566	79.1%
Tablet	219	30.6%
Other	46	6.4%

*Participants could choose more than one kind of technology.

Needs Rating

Participants were asked to rate the level of need for various services for Kentuckians with disabilities. Participants could select from a four-point scale (1 – No Need, 2 – Low Need, 3 – High Need, 4 – Very High Need). Of the fourteen services listed, the service with the highest rated level of need was "Help Finding Jobs" with a mean score of 3.12, indicating an average response between "High Need" and "Very High Need." The results of this question are presented in Table 65.

Table 65: Need Level of Services for Kentuckians with Disabilities

Service	No Need (1)	Low Need (2)	High Need (3)	Very High Need (4)	Mean
Help Finding Jobs (n=717)	85	57	263	312	3.12
Job Training (n=717)	84	87	272	274	3.03
Mental Health Counseling (n=720)	106	89	238	287	2.98
Assistive Technology [technology that helps with daily living or work] (n=720)	73	117	289	241	2.97
Benefits Planning	80	113	298	230	2.94
Support Services Including Transportation, Rental Assistance, etc. (n=718)	105	92	263	258	2.94
Job Coaching 0n=718)	100	106	270	242	2.91
Medical Care (procedures, medication, surgery, prosthetics, etc.) (n=718)	100	120	248	250	2.90
Help Keeping a Job (n=716)	111	107	254	244	2.88
Transition Services from High School (n=711)	189	94	241	187	2.60

Employment Related Needs/Services Since March 2020 (COVID-19)

The survey next asked participants to identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19). Among the 277 responses, three themes emerged: technology, greater assistance in job search, PPE/Vaccine availability. All of the responses to this question are located in Appendix D.

About technology, participants identified "reliable internet access," "Training on software and hardware needed to work from home," and "Equipment" (i.e., computers, laptops, and accessories, etc.).

About the need for greater assistance in job search, participants listed: "Help finding a job... able to work from home" and "I need assistance discovering the OPTIONS that are available to me for employment".

About PPE/Vaccine needs, participants commented, "Supply of masks. It is very hard to find affordable options to help keep myself safe", "clear mask so I can read coworkers lips and they can her me", and "getting the vaccine".

Other needs identified included specific devices/accommodations, financial assistance and assistance working from home.

Barriers to Employment

Participants were asked to rate the barriers they feel prevent or hinder Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives. Participants could select from a four-point scale (1 – Not a Barrier, 2 – Low Barrier, 3 – High Barrier, 4 – Very High Barrier). Of the sixteen barriers listed, "Employer Attitudes" was rated as the highest barrier with a mean score of 2.86, indicating an average response between "High Barrier" and "Very High Barrier." The lowest rated barrier was "Access to Healthcare," with a mean score of 2.51, indicating an average response between a "Low Barrier" and "High Barrier." The results of this question are presented in Table 66.

Table 66: Rated Barriers to Gaining and Maintaining Employment

Barrier	No Barrier (1)	Low Barrier (2)	High Barrier (3)	Very High Barrier (4)	Mean
Employer Attitudes (n=571)	55	110	264	142	2.86
Transportation (n=580)	91	109	185	195	2.83
Job Search Skills (n=608)	72	129	241	166	2.82
Long Term Support (n=552)	67	116	219	150	2.82
Social Skills (n=620)	75	141	226	178	2.82
Disability Benefits (n=541)	64	116	218	143	2.81
Information About Available Jobs (n=610)	77	132	244	157	2.79
Qualified Service Providers (n=692)	77	133	197	137	2.72
Physical Access (e.g., to Employers, Services, etc.) (n=572)	79	137	223	133	2.72
Healthcare Insurance (n=577)	108	124	182	163	2.69
Co-worker Attitudes (n=576)	66	189	218	103	2.62
Access to Technology (n=605)	106	152	212	135	2.62
Access to Healthcare (n=591)	127	125	193	146	2.61
Worker Attitudes (n=570)	84	168	231	87	2.56
Child Care (n=472)	136	73	133	130	2.54
Family Support (n=596)	140	175	186	95	2.40

Other High or Very High Barriers for Kentuckians with Disabilities

Participants were then asked to identify additional high or very high barriers that were not listed on the survey. Of the 139 responses to the question, three themes emerged – "Need for more/Better help from OVR", "Financial/Poverty Barriers".

About the need for more/better help from OVR participants stated "Voc. rehab helps a lot. The only problem I see is it should see [people's] situations to the end. They will help get u started but didn't make sure I finished."

About Financial/Poverty barriers one commented "Poverty level is out of date. …. People need food and water, shelter, realistic medical assistance, and now technology and internet access. HOW? It costs more than half of the current legal poverty level!"

Additional barriers included a lack of quality jobs willing to accommodate, lack of technology, and criminal background.

The complete list of responses is included in Appendix D.

Youth Transition Survey Report

Age

Sixty-five people responded to the question "What is your age?" The results of this question are shown in Table 67.

Table 67: Age

Question: What is your age? *(n=65)*	Frequency*	Percentage
18	10	15.4%
19	16	24.6%
20	16	24.6%
21	13	20.0%
Greater than 21	10	15.4%

*Respondents typed out their individual age. We, as reporters, put the ages into age groups. Also, some of the ages could potentially be the caregiver/guardian and not the actual client they represent.

Disability – Selected Choice

Seventy-one people responded to the question "Please check one or more of the following which describes your disability(s) or those of the individual you represent:" The most common type of disability selected was "Autism Spectrum Disorder." The results of this question are shown in Table 68.

Table 68: Disability

Type of Disability (n=71*)	Frequency	Percentage
Autism Spectrum Disorder	21	29.6%
Other (please specify)	17	24.0%
Intellectual Disability	15	21.1%
Behavioral/Mood Disorder	11	15.5%
Other mental impairment or illness	10	14.1%
Deafness/Hard of hearing	6	8.5%
Other communication impairment	5	7.0%
Cognitive Impairment	5	7.0%
Blind/visual impairment	4	5.6%
Respiratory impairment	3	4.2%
Other physical impairment	3	4.2%
Orthopedic impairment	2	2.8%
Spinal Cord Injury/paralysis	2	2.8%
Deaf/Blind	1	1.4%
Brain Injury/stroke	1	1.4%
Substance abuse disorders	-	-

*Respondents could choose more than one type of disability they represented.

Disability – Other (please specify) – Text

Sixteen respondents offered text responses to the "Other (please specify)" category of the question "Please check one or more of the following which describes your disability(s) or those of the individual you represent:"

- ADHD
- Agoraphobia, anxiety/panic disorder
- Anxiety (2)*
- Anxiety / Depression
- Anxiety, depression
- Anxiety, slow processing speed
- Dysautonomia and Hashimoto's
- Dyscalculia
- Non epileptic seizures
- None diagnosed.
- OCD, PTSD and ADD
- Parent of ADHD/ADD College student
- Parent of deaf/hard of hearing & ASD child
- Reading comprehension disorder
- Scoliosis and PCOS

*The number within the parenthesis indicates the number of people who expressed the exact comment.

Education – Selected Choice

Seventy-two people responded to the question "Which of the follow describes your current situation?" The most common statement was "I am taking classes at a University or College (Bachelor or graduate program)." The results of this question are presented in Table 69.

Table 69: Education

Statement (n=72*)	Frequency	Percentage
I am taking classes at a University or College (Bachelor or graduate program).	28	38.9%
I am not currently in school or taking any courses	17	23.6%
I am taking classes at a Community/Technical College (technical/paraprofessional training)	10	13.9%
Other (please specify).	9	12.5%
I currently attend a public high school (other than KSD or KSB).	8	11.1%
I am a home-schooled student.	2	2.8%
I currently attend a private or parochial high school.	1	1.4%
I am taking Adult Vocational Education (advanced job training).	1	1.4%
I currently attend Kentucky School for the Blind (KSB).	-	-
I currently attend Kentucky School for the Deaf (KSD).	-	-

*Respondents could choose more than one statement.

Education – Other (please specify). – Text

Eight respondents offered text responses to the "Other (please specify)." category of the question "Which of the follow describes your current situation?":

- Daughter is a college student.
- I am at home.
- I recently just graduated from college.
- I'm currently attending a college.
- Taking classes at CFI as well, which is the Center for Innovation.

- These answers pertain to my daughter that had services (except the age question)
- Voc. rehab classes
- Weekly online music class through local Building Inclusion

Living Situations

Seventy-one people responded to the question "Which of the following describes your current living situation?" The most common statement was "I live with other people (family, roommates, group home)." The results of this question are presented in Table 70.

Table 70: Living Situations

Statement (n=71*)	Frequency	Percentage
I live with other people (family, roommates, group home)	61	85.9%
I live in a house.	17	23.9%
I contribute to the rent or mortgage of my residence.	13	18.3%
I do not contribute to the rent or mortgage of my residence.	10	14.1%
I live in an apartment.	9	12.7%
I live alone	3	4.2%
I live in a group home.	-	-

*Respondents could choose more than one statement.

Technology Needs

Seventy people responded to the question "Which best describes your technology needs?" The most common statement was "My technology needs are met." The results of this question are presented in Table 71.

Table 71: Technology Needs

Statement (n=70)	Frequency	Percentage
My technology needs are met	55	78.6%
I sometimes have the technology to help me stay connected	12	17.1%
I don't have the technology to stay connected	3	4.3%

Technology Usage and COVID-19

Seventy-one people responded to the question "How much are using technology?" The most common statement was "More than before COVID-19." The results of this question are presented in Table 72.

Table 72: Technology Usage and COVID-19

Statement (n=71)	Frequency	Percentage
More than before COVID-19	42	59.2%
About the same as before COVID-19	28	39.4%
Less than before COVID-19	1	1.4%

Types of Technology Being Used – Selected Choice

Seventy-one people responded to the question "What kinds of technology are you using?" The most common choice was "Smartphone." The results of this question are presented in Table 73.

Table 73: Types of Technology Being Used

Type of Technology *(n=71*)*	Frequency	Percentage
Smartphone	61	85.9%
Computer	57	80.3%
Tablet	28	39.4%
Other	6	8.5%

*Respondents could choose more than one type.

Types of Technology Being Used – Other – Text

Six respondents offered text responses to the "Other" category of the question "What kinds of technology are you using?":

- Gaming console
- iPhone
- Laptop (2)*
- Smartpen
- TV

*The number within the parenthesis indicates the number of people who expressed the exact comment.

Work Situations

Sixty-nine people responded to the question "Which of the following describe your work situation?" The most common statement was "I have not had a paid work experience in the last five years." The results of this question are presented in Table 74.

Table 74: Work Situations

Statement (n=69*)	Frequency	Percentage
I have not had a paid work experience in the last five years.	28	40.6%
I had a job in the last five years but am not currently working.	20	29.0%
I am working part time (less than 30 hours).	16	23.2%
I am working full time (more than 30 hours).	5	7.3%

*Respondents could choose more than one statement.

Wages

For those who have answered "I am working part time (less than 30 hours)" or "I am working full time (more than 30 hours)," they were able to respond to the statement "I currently make…" The most common response was "at least or more than minimum wage ($7.25 per hour) in my main job." Twenty people responded to the statement and the results are presented in Table 75.

Table 75: Wages

Statement (n=20)	Frequency	Percentage
at least or more than minimum wage ($7.25 per hour) in my main job	19	95.0%
less than minimum wage ($7.25 per hour) in my main job	1	5.0%

Looking for Employment

For those who have answered "I had a job in the last five years but not currently working" or "I have not had a paid work experience in the last five years," they were able to respond to the statement "I have…" The most common response was "not tried to get job." Thirty-eight people responded to the statement and the results are presented in Table 76.

Table 76: Looking for Employment

Statement *(n=38)*	Frequency	Percentage
not tried to get job	26	68.4%
tried to get a job but have been unsuccessful	12	31.6%

Job Exploration Counseling

Sixty-four people responded to the question "Which of the following are true for you?" The most common statement was "I know what career I want in the future." The results of this question are presented in Table 77.

Table 77: Job Exploration Counseling

Statement *(n=64*)*	Frequency	Percentage
I know what career I want in the future.	34	53.1%
I have used the internet to research jobs.	30	46.9%
I have talked to a teacher/counselor about types of jobs or careers.	30	46.9%
I have researched different types of jobs and careers.	28	43.8%
I have learned about education or training requirements to get different types of jobs.	24	37.5%
I have attended college or job fairs.	19	29.7%
I have read job postings advertised on the internet, newspaper, and/or other places.	11	17.2%
I have met with a college or military recruiter.	10	15.6%
I have met with other postsecondary representatives (ex. trade school)	6	9.4%

*Respondents could choose more than one statement.

Work Based Learning Experiences

Fifty-eight people responded to the question "Which of the following are true for you?" The most common statement was "I have filled out job applications." The results of this question are presented in Table 78.

Table 78: Work Based Learning Experiences

Statement (n=58*)	Frequency	Percentage
I have filled out job applications.	39	67.2%
I have had real-life (paid) work experiences.	37	63.8%
I have had volunteer experience.	37	63.8%
I have interviewed for a job.	36	62.1%
I have received a paycheck.	35	60.3%
I have had job shadowing experience.	16	27.6%
I have attended a career fair or an employer tour.	10	17.2%
I have had an internship experience.	6	10.3%

*Respondents could choose more than one statement.

Workplace Readiness Skills

Sixty-three people responded to the question "Which of the following are true for you?" The most common statement was "I use a tablet or smart phone." The results of this question are presented in Table 79.

Table 79: Workplace Readiness Skills

Statement (n=63*)	Frequency	Percentage
I use a tablet or smart phone.	55	87.3%
I use a computer to find information on the internet.	54	85.7%
I type on a keyboard.	48	76.2%
I use a computer to read or to take notes.	40	63.5%
I use different software programs on a computer.	39	61.9%
I read standard print or large print materials.	35	55.6%
I use assistive technology to browse the internet for information.	5	7.9%
I use braille to read.	1	1.6%

*Respondents could choose more than one statement.

Post-secondary Training and Education

Fifty-four people responded to the question "Which of the following is true for you?" The most common statement was "I understand the difference between a community college and a university." The results of this question are presented in Table 80.

Table 80: Post-secondary Training and Education

Statement (n=54*)	Frequency	Percentage
I understand the difference between a community college and a university.	32	59.3%
I understand what training is required for my chosen career.	28	51.9%
I am already attending a college, university, or other vocational training program.	28	51.9%
I understand the difference between a vocational or trade school and a community college.	27	50.0%
I have talked to a teacher/counselor about how to apply to universities.	26	48.2%
I have already applied or been accepted to a training program (vocational, community, technical college, or university) after high school.	15	27.8%
I have talked to a teacher/counselor about how to apply to community colleges.	12	22.2%
I have participated in vocational preparation classes in high school (drafting, plumbing, welding, electrician, etc.).	10	18.5%
I have talked to a teacher/counselor about how to apply to vocational and trade schools.	7	13.0%
I am taking classes in high school for college credit (AP, IB, Dual Credit).	2	3.7%

*Respondents could choose more than one statement.

Awareness of Transition Programs

Respondents were asked "Are you aware of the program?" for several transition programs. The "Community Work Transition Program" had the most awareness. The results are presented in Table 81.

Table 81: Awareness of Transition Programs

Question: Are you aware of the program?	Yes	No
INSIGHT at Morehead State University. *(n=52)*	4	48
Summer Work Program at Kentucky School for the Blind (KSB). *(n=52)*	3	49
World of Work Program at KSB. *(n=51)*	2	49
PATH Program at McDowell Center in Louisville. *(n=52)*	3	49
Community Work Transition Program. *(n=52)*	9	43
UK's Summer Leadership program. *(n=52)*	6	46
EKU's Opening Doors Summer program. *(n=53)*	4	49
Deaf-Blind Project ECC Camp. *(n=51)*	2	49
Other (please specify). *(n=19)*	2	17

Awareness of Transition Programs – Other (please specify). – Text

Three respondents offered text responses to the "Other (please specify)" category of the question "Are you aware of the program?"

- Summer program through Pathways *(Yes)*
- Work study at Alice Lloyd College *(No answer)*
- Carl Perkins Vocational Rehab Center *(Yes)*

*In parenthesis is the respondent's answer to the "Are you aware of the program?" Yes/No section.

Participation of Transition Programs

Respondents were asked "Have you participated or are you participating?" for several transition programs. The results are presented in Table 82. The "Other (please specify)" option had the most participation.

Table 82: Participation of Transition Programs

Question: Have you participated or are you participating?	Yes	No
INSIGHT at Morehead State University. *(n=42)*	0	42
Summer Work Program at Kentucky School for the Blind (KSB). *(n=44)*	1	43
World of Work Program at KSB. *(n=44)*	1	43
PATH Program at McDowell Center in Louisville. *(n=43)*	0	43
Community Work Transition Program. *(n=44)*	1	43
UK's Summer Leadership program. *(n=44)*	2	42
EKU's Opening Doors Summer program. *(n=43)*	0	43
Deaf-Blind Project ECC Camp. *(n=44)*	1	43
Other (please specify). *(n=21)*	3	18

Participation of Transition Programs – Other (please specify). – Text

Three respondents offered text responses to the "Other (please specify)" category of the question "Have you participated or are you participating?"

- Summer program through Pathways *(Yes.)*
- Work study at Alice Lloyd College *(Yes.)*
- Carl Perkins Vocational Rehab Center *(Yes.)*

*In parenthesis is the respondent's answer to the "Have you participated? OR Are you participating?" Yes/No section.

Services, Programs, and Skills – Selected Choice

Fifty-three people responded to the question "Which of the following services would be useful to you now or in the near future?" The results of this question are presented in Table 83. The most common statement was "Independent Living Skills (Laundry, Money, Shopping, Cooking, Cleaning, etc.)."

Table 83: Services, Programs, and Skills

Statement (n=53*)	Frequency	Percentage
Independent Living Skills (Laundry, Money, Shopping, Cooking, Cleaning, etc.).	32	60.4%
Résumé and Interviewing Skills.	31	58.5%
Job Placement (Help Finding a Job).	31	58.5%
Paid Work Experience.	26	49.1%
Mental Health Counseling (help with anxiety, depression, etc.).	23	43.4%
Vocational Evaluation (Identification of Job Interests and Skills).	20	37.7%
Job or Career Shadowing.	18	34.0%
Understanding my public benefits and how they will be affected when I work.	15	28.3%
Learning about colleges and degree programs.	13	24.5%
Assistive Technology (Readers, education tools, mobility assistance, etc.).	12	22.6%
Participation in Summer Work and Transition programs.	12	22.6%
Indoor and Outdoor Travel Skills (Orientation and Mobility).	10	18.9%
Use of Public Transportation.	8	15.1%
Other (please specify).	2	3.8%
Braille classes.	1	1.9%

*Respondents could choose more than one statement.

Services, Programs, and Skills – Other (please specify) – Text

Two respondents offered text responses to the "Other (please specify)" category of the question "Which of the following services would be useful to you now or in the near future?"

- I think my daughter could benefit from these... not sure if she would agree or attend.
- Colleges that help students with disabilities. Train colleges to be more disability friendly with students. Example: help them with their financial aid, explain to them what each form is, what is needed and why, and provide tutors.

Self-Ratings

Respondents were asked "How would you rate yourself in the following areas?" Respondents could select from a four-point scale (1 – Needs Improvement, 2 – Fair, 3 – Good, 4 – Great). The results are presented in Table 84. The highest rated area was "Attendance and Punctuality," indicating an average response between "Good" and "Great."

Table 84: Self-Ratings

Question: How would you rate yourself in the following areas?	n	Needs Improvement	Fair	Good	Great	Mean
Attendance and Punctuality *(n=60)*	60	3	10	24	23	3.12
Speaking Skills *(n=60)*	60	11	17	25	7	2.47
Listening Skills *(n=60)*	60	10	10	32	8	2.63
Working with others *(n=60)*	60	7	13	25	15	2.80
Asking for Assistance *(n=60)*	60	14	17	25	4	2.32
Asking for Accommodations *(n=59)*	59	15	24	17	3	2.14
Interviewing Skills *(n=59)*	59	14	21	17	7	2.29
Money Management *(n=59)*	59	18	17	19	5	2.19
Orientation and Mobility Skills *(n=60)*	60	5	13	25	17	2.90
Problem-Solving Skills *(n=60)*	60	10	20	23	7	2.45
Job Seeking Skills (How to find a job, how to talk to an employer) *(n=60)*	60	18	16	20	6	2.23

Unmet Needs and Employment

Respondents were asked "Please let us know if you have any unmet needs related to employment for which you would like services." Five respondents offered the following responses:

- Jobs
- I don't think so.
- None
- I am still unable to drive because of the wait list. This is why I had to quit my previous job. We have reached out several times and still do not have a timeframe as to when I can take the classes to drive, this has been going on for over two years now.
- I answered the above questions about my daughter.

Kentucky Career Center Survey Report

Five individuals completed the Vocational Rehabilitation Comprehensive State Needs Assessment 2020: Kentucky Career Center evaluation form. This report outlines the results of those surveys.

About Your Work

Participants were asked to answer the following question "Are individuals with disabilities able to access and participate in the same level of services as other center customers?" All five participants answered "yes" (100.0%).

Regions

Participants were asked "Which region(s) does your career center serve?" The most common answer was Northern Kentucky (40%). The results of this question are presented in Table 85.

Table 85: Which region(s) does your career center serve?

Cases (n=5)	Frequency	Percentage
Northern Kentucky	2	40.0%
Lincoln Trail	1	20.0%
Kentuckiana Works	1	20.0%
Cumberlands	1	40.0%

Needed Training

Participants were given the prompt "My staff needs the following trainings related to people with disabilities" and asked to provide a response. Participants could choose more than one response. The most commonly selected options were "The Americans with Disabilities Act (ADA)" and "Social Security Work Incentives" (both 100.0%). The results of this question are presented in Table 86.

Table 86: Trainings Needed

Training (n=5)	Frequency	Percentage
The Americans with Disabilities Act (ADA)	5	100.0%
Social Security Work Incentives	5	100.0%
Employer Resources/Tax Credits	4	80.0%
Substance Use Disorders	4	80.0%
Mental Health Conditions	4	80.0%
Assistive Technology (screen readers, alternative computer input, etc.)	3	60.0%
Vocational Rehabilitation Services	3	60.0%
Deaf and Hard of Hearing	3	60.0%
Spinal Cord Injury	3	60.0%
Intellectual/Learning Disabilities	3	60.0%
Autism	3	60.0%
Blindness and Low Vision	3	60.0%
Other	2	40.0%

Two participants selected "Other." Their responses are listed below.

- We would like any training that is offered.
- I would say that the staff would benefit from additional training on any/all of these topics!

Working Relationship with OVR

Next, participants were asked to rate their center's working relationship with local staff of the Kentucky Office of Vocational Rehabilitation. Participants could choose from a four-point scale (Poor – 1, Fair – 2, Good – 3, Excellent – 4). The mean score was 3.0, indicating an average response of "Good." The results of this question are presented in Table 87.

Table 87: Rating Working Relationship with OVR

Statement (n=5)	Poor (1)	Fair (2)	Good (3)	Excellent (4)	Mean
How would you rate your center's working relationship with local staff of the Kentucky Office of Vocational Rehabilitation?	0	1	3	1	3.00

Participants were then asked to elaborate on their rating of their working relationship with OVR. Their responses are listed below.

- Housed in the same facility but clear silos still exist.
- Relationship with our local OVR team is amicable. There's some opportunity to strengthen the partnership though.
- We have some OVR staff located onsite in some of our KCCs. This makes referrals much easier.
- In the Campbellsville Center, we need clear communication if the OVR staff can assist in other areas, i.e., greeting customers, answering ringing phones, etc. when we have an increased flow. This center is not a comprehensive center since we do not have a CDO staff member there.
- OVR has been one of our key partners for as long as I've been in my position. While COVID has slowed some of the daily interaction, they remain a great partner.

Accommodating Job Seekers

Participants were asked what resources they used when accommodating a job seeker with a disability in the Career Center. Participants could choose more than one option. The most common responses were "Office of Vocational Rehabilitation Staff" and "Ask the job seeker or the referring employer" (both 60.0%). The results to this question are presented in Table 88.

Table 88: Accommodating Job Seekers

Accommodating Job Seekers *(n=5)*	Frequency	Percentage
Office of Vocational Rehabilitation staff	3	60.0%
Ask the job seeker or the referring employer	3	60.0%
Utilize internet resources	3	60.0%
Referral to Social Security or other human service organizations	2	40.0%
Other (please specify)	1	20.0%
Based on my own professional expertise I determine they are unable to seek employment	-	-

One participant selected "Other" in response to this question. Their response is listed below:

- We offer workshops on résumé writing... Goodwill comes in to offer this at the Career Centers.

Knowledge of Disability and Employment

Participants were asked to rate their knowledge of eight topics related to disability and employment using a four-point scale (Poor – 1, Fair – 2, Good – 3, Excellent – 4). The highest rated item was "Information about vocational rehabilitation services" with a mean score of 3.0, indicating a rating of "Good." The lowest rated item was "Assistive technology and how to obtain assistive devices through various funding sources" with a mean score of 1.6, indicating a rating between "Poor" and "Fair." The results of this question are presented in Table 89.

Table 89: Knowledge of Topics

Topic (n=5)	Poor (1)	Fair (2)	Good (3)	Excellent (4)	Mean
Information about Vocational Rehabilitation services	0	1	3	1	3.00
Effective strategies that support employment outcomes for customers with disabilities	0	2	3	0	2.60
Accommodations on the job for a variety of disabilities	1	1	3	0	2.40
How working can impact Social Security and other benefits	0	3	2	0	2.40
Providing materials in alternate or accessible formats	1	3	1	0	2.00
Self-disclosure regarding one's disability to employers and potential employers	1	3	1	0	2.00
Assistive technology and how to obtain assistive devices through various funding sources	3	1	1	0	1.60

Employment-Related Needs

Participants were asked to identify any employment related needs/services that have become more apparent or more requested since March 2020 (onset of the COVID-19 pandemic) for customers with disabilities. One participant provided the response listed below.

- A virtual platform or chat box for customers to obtain answers to their questions.

3. Virtual Forums

Four virtual forums (OVR Counselors, Staff, Public/Consumer, Statewide Council for Vocational Rehabilitation) were conducted to collect input on the data collected during the Comprehensive State Needs Assessment 2020. Two time slots were offered for the Public/Consumer Forum, one during the day and one during the evening. Five questions were asked. The results were coded by question and topic. The full text of questions can be found in Appendices E-H.

Counselor Forum

The first question dealt with common needs identified across stakeholder groups including vocational guidance/counseling, mental restoration, job placement and support services. Forum participants were asked if these findings resonated with their experience, and what changes OVR could make to address these challenges. The Counselor forum participants noted especially the turnover/lack of providers, and the lack of services in rural areas.

Table 90: Survey Findings and Challenges – Counselor Forum

Theme	Frequency	Example Comments
Limited resources (esp. in rural areas)	6	"Some programs have completely gone under and we're certainly seeing that in Bowling Green area providers at several areas have pulled away from the rural areas just because it's a financial issue, and I'm truly concerned, genuinely concerned going forward."
Lack/turnover of providers	5	"We do have providers there, but again, it's hit and miss. What you're hearing from the other counselors is exactly a dead on – we have so much turnover."
Insurance issues	3	"I know several of my consumers have had difficulties with the fact that they, just their insurance isn't accepted whether they have Medicaid or whether they have Medicare.
Need for transportation	3	"A lot of my consumers need assistance with transportation."

The second question dealt with populations identified by counselors as having an increased need for services over the past three years. These included: people with mental health conditions, people with substance use disorders, people with felony backgrounds and people with cognitive disabilities. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The Counselor forum participants noted especially the need to educate employers and deal with the stigma of employing people from these populations.

Table 91: Populations with Increasing Service Needs: Counselor Forum

Theme	Frequency	Example Comments
Educating employers/dealing with stigma	6	"No matter how many resources you throw at a person with a criminal background that's extensive or stigmatizing, they may or may not be successful based just on the stigma related to the criminal background."
Limited funding/resources	5	"I think a lot of it comes down to funding. What funding is available for these individuals to provide their time and how are they going to be compensated for their time?"
Appropriate goal setting	4	"So, it is our job, to help guide these people. I mean, that's, that is our job. We don't want to set these people up to fail."
Lack of providers	1	"You have a lack of providers. And I think mental health is kind of suffering right now because of it."

The third question dealt with employer attitudes toward people with mental health conditions. Forum participants were asked how OVR can make workplaces more inclusive for people with mental health conditions. The Counselor forum participants noted especially educating employers.

Table 92: Strategies for Populations with Increasing Service Needs – Counselors Forum

Theme	Frequency	Example Comments
Educating employers	3	"There needs to be outreach to the employers to help them. I think many of them, if the stigma and fear could be at least mitigated to some degree would be open to hiring people with psychiatric disabilities."

The fourth question dealt with other groups that the forum perceived to be currently underserved by OVR. The Counselor forum participants noted especially people with Social Security benefits.

Table 93: Underserved Groups – Counselor Forum

Theme	Frequency	Example Comments
Social Security recipients	3	"People that receive benefits from social security, whether it's SSI or SSDI are underserved, because they're so afraid of losing their benefits or their family."
Learning disabilities	1	"A population that is underserved is individuals that maybe have a specific learning disability or ADHD or whatever the case may be, and a lot of that is taken care of and is increased by the schools referring to us, but if that wasn't the case then I definitely feel like that would be underserved population more than it already is."

The fifth question dealt with emerging challenges as communities navigate COVID-19 and its aftermath. The Counselor forum participants noted especially job automation and limited resources.

Table 94: Challenges Going Forward – Counselor Forum

Theme	Frequency	Example Comments
Automation of jobs	1	"You know, automation is something that we're going to be seeing a lot of; it's going to take a lot of jobs out of consideration. "
Limited resources	1	"We need more staff. We need more staff so that we can effectively reach the people that we have."

Staff Forum

The first question dealt with common needs identified across stakeholder groups including vocational guidance/counseling, mental restoration, job placement and support services. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The Staff forum participants noted a need for greater accessibility, the high need for in-person services, and a lack of sufficient funding.

Table 95: Survey Findings and Challenges – Staff Forum

Theme	Frequency	Example Comments
Lack of accessibility	12	"I think one of the challenges that we see is serving people in kind of remote areas, and you might think providing virtual services would help that. But the fact is if you're in a remote area, you probably don't have access to the technology you need to really make use of remote services."
Need for in-person services	6	"With our blind consumer, we have the residential center and with our blind consumers, they're very ready to come back and get some of those services that have to be in person."
Lack of funding/resources	5	"Prior to the pandemic, we had some concerns and issues with capacity—having enough providers in the state to provide support services, like supported employment or employment and retention types of services—that's been even more difficult and challenging during the pandemic."
Need for one-on-one/individualized plans	3	"We have seen that our consumers have, you know they kind of embraced the one-on-one communication, that interpersonal interaction that all need from time to time"

The second question dealt with populations identified by counselors as having an increased need for services over the past three years. These included: people with mental health conditions, people with substance use disorders, people with felony backgrounds, and people with cognitive disabilities. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these

challenges. The Staff forum participants noted especially the need to deal with the stigma and the lack of trained staff.

Table 96: Populations with Increasing Service Needs – Staff Forum

Theme	Frequency	Example Comments
Stigma	11	[Examples and data] help bridge the gap between that misconception that an employer may have and the reality that could be about the person being successful by providing that work experience, that internship, if you will, and helps them build that relationship."
Lack of trained/educated staff	10	"I think making sure that we have skilled staff among those CRPs to provide services for that population, not just that population, but other populations that are underserved. We need to continue to grow, to continue to provide training opportunities for those workers to make sure they have the skills necessary to provide good quality services."
Need for one-on-one/individualized plans	4	"[We need to be] challenging employers to look at more customized jobs, you know, looking at the strengths of the consumer and the needs that they have as an employer and trying to merge the two; I think we can find more success that way."
Lack of funding/resources	4	"My thought is that it's very hard to get mental health services sometimes in the state of Kentucky and probably nationwide. It's something out of our control, but it's a tough situation right now to get people into providers quickly."
Building community relationships	3	"The Perkins Center has several work experience opportunities for [the] consumer community, so we're doing that with local schools, local businesses. It's been a good way to make connections and to understand that students we have at the Perkins Center can do the job and do the work that they're there to perform."

The third question dealt with employer attitudes to people with mental health conditions. Forum participants were asked how OVR can make workplaces more inclusive for people with mental health conditions.

Table 97: Strategies for Populations with Increasing Service Needs – Staff Forum

Theme	Frequency	Example Comments
Reducing stigma	10	"There are expungement clinics, and the manufacturing career center has also worked on educating employers about hiring individuals. You might have a background and second chance kind of approaches because employers really, really, really need employees at this point and so they're willing to look at different pools."
Need for increased visibility/distribution	5	"I find it interesting that we do have staff saying we are seeing more and more referrals specific to this population. To me, that's a good thing. That means we're doing what we need to do to identify and reach individuals in that population who need the service, whereas 10 years ago, we couldn't say that, you know, so [that it] is a need indicates that we're doing some really good things you know, to reach those individuals, and we need to do more."

The fourth question dealt with other groups that the forum participants perceived to be currently underserved by OVR. The Staff forum participants noted especially the need for customized employment to benefit all groups.

Table 98: Underserved Groups – Staff Forum

Theme	Frequency	Example Comments
Customized employment	5	"I do think we have a large number of individuals throughout the state who probably would be better served in obtaining customized jobs. We don't really have the staff around the state in terms of our CRP partners that have gone through that extensive training to have the skills to really do good work regarding customized services."
Elderly	1	"The elderly population that comes to us with disability seeking employment is another area where we find they have difficulty finding employment. They're worried about putting their birth date or graduation years on résumés and applications. They feel it automatically leaves them out."

The fifth question dealt with emerging challenges as communities navigate COVID-19 and its aftermath. The Staff forum participants noted especially the need for flexibility and the lack of funding and resources.

Table 99: Challenges Going Forward – Staff Forum

Theme	Frequency	Example Comments
Need for increased flexibility	9	"We see a lot of people wanting to work from home. There are so many challenges that come with it. We've seen a huge rise in the work from home opportunities and the want from our consumers."
Lack of funding/resources	9	"Sometimes we can get an updated, the newest version for our consumer, but then our own staff person has the really old version and can't help them through a learning task or an application, or, you know, can't be a good instructor because they don't have the tool they need."
Lack of accessibility	6	"We're trying to make sure we're performing accessible services. We don't have the tools and equipment we need to either make things accessible or make sure they are accessible. We don't necessarily have all the tools and equipment we need personally. We need a better way to make sure we're all using the best [and] the most up-to-date equipment so that we can provide the best services."
Increased mental health needs because of COVID	5	"Depression and anxiety, I've heard so many people say that that has increased as well from being at home. And that goes along with the fear of going back. So, I worry a lot about the about folks who maybe even didn't have mental health issues going on prior to this, and now they do, or it's increased."
Need for in-person services	3	"They're already a population that is isolated, and this has been very, very difficult for them. And so, they've welcomed us providing the virtual services, but you know, their lives, that doesn't certainly fix all of the things going on in their lives. And I just wonder what the fallout will be for a lot of our individuals with disabilities who just have been very trapped."

Public Forum

The first question dealt with common needs identified across stakeholder groups including vocational guidance/counseling, mental restoration, job placement and support services. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The Public forum participants outlined the need to start in early childhood building a foundation for pre-ETS build stronger relationships between educators and OVR, greater flexibility, and increased awareness of services.

Table 100: Survey Findings and Challenges – Public Forum

Theme	Frequency	Example Comments
Starting in early childhood to build a foundation for Pre-ETS, transitions decision making	7	"The focus needs to be on getting kids earlier in learning earlier how to make that transition from high school to adulthood. It is so important. Pre-ETS has been a big factor in that… how do we develop that relationship with people who help make those incidental connections with our kids… if we start with that information early, then they can make decisions about themselves later and become the employee we want them to be."
Better OVR/educator relationships	6	"If OVR and schools can really build a strong relationship and if everyone knows their roles, responsibility, and the importance of vocational guidance… while they're in school to understand how OVR can assist them when they leave school."
Increase awareness of services	2	"[I think the challenge…] is education… trying to find those better connections so that people don't kind of fall through those cracks."
Increased flexibility	2	"This has definitely made us all think in creative ways to offer these services to people when we're doing everything virtually."

The next couple of questions dealt with populations identified by counselors as having an increased need for services over the past three years. These included: people with mental health conditions, people with substance use disorders, people with felony backgrounds, and people with cognitive disabilities. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The Public forum participants noted especially the need to educate employers.

Table 101: Populations with Increasing Service Needs – Public Forum

Theme	Frequency	Example Comments
Educating employers	5	"Not only helping employers look at individual's contributions and skills, but also something that's unspoken... are issues of... secret fears of liability and ...of not giving the proper accommodations."
Growing social skills	2	"That social skills piece may really be reflecting just the soft skills and, and those kinds of essential skills that folks need when they've not had traditional access to the workforce."
Lack of transportation	2	"Transportation is a huge issue... I wonder if there could some type of pilot project where there were small personal grants for individuals with disabilities to start their own their own businesses as independent drivers, potentially accessible vehicles to drive other individuals to work."
Further counselor training	1	"What I have found is that counselor to counselor, they're not really comfortable with the self-employment process because it is different, and they don't do it very often."

The fourth question dealt with other groups that the forum participants perceived to be currently underserved by OVR. The Public forum participants noted especially students with disabilities.

Table 102: Underserved Groups – Public Forum

Theme	Frequency	Example Comments
Students with disabilities	2	"People that are on alternate assessment and in the MSD rooms and FMD rooms often get overlooked. And that's not just, that's not a VR thing. It's often just… that they're not invited to the ARC meetings, or if they are, it's just people don't have those expectations of some of those students."

The fifth question dealt with emerging challenges as communities navigate COVID-19 and its aftermath. The Public forum participants noted especially safety concerns and the removal of sheltered workshops.

Table 103: Challenges Going Forward – Public Forum

Theme	Frequency	Example Comments
Safety concerns	3	"I think people are still scared and our kiddos are already, our young adults, they already have barriers. So, I think knowing possibly that [COVID-19] could be something else that I get. It's safer for me to stay at home and do what I can do at home and another way."
Removal of sheltered workshops	2	"And I also believe that sheltered workshops are problematic. It's not inclusive and it's not competitive, meaningful work. So that's definitely a barrier."
Increase awareness of services	1	"How about advertising [for OVR services]? You know, so they can see it."
Unemployment more lucrative than working	1	"What you see is a lot of people who were on unemployment, not really trying too hard to do it right now because of the extra benefits."

Statewide Council for Vocational Rehabilitation Forum

The first question dealt with common needs identified across stakeholder groups including vocational guidance/counseling, mental restoration, job placement and support services. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The SCVR forum participants noted the lack of accessibility in virtual services as a major challenge.

Table 104: Survey Findings and Challenges – SCVR Forum

Theme	Frequency	Example Comments
Lack of accessibility	9	"[Some] people actually have computers or tablets, and some people don't have access to those things. So, I wonder especially... everything is a zoom meeting – how many people really know how to utilize that service or how to get that service and have adequate equipment."
Need for in-person services	4	"When you're in person, you had the comradery or even just the peer-to-peer interaction... but with non-traditional, you're more worried about trying to keep up with your own self, so the interactions are not really as beneficial."
Need for increased visibility/distribution	3	"It comes down to getting the awareness out in the schools and the disability community... how it's being distributed to consumers and people that do not know about these services and how people can be connected to it."
Lack of funding/resources	1	"With budget cuts, it's kind of hard to find the money to fund some of these areas. So, I'm not surprised at all."
Increased mental health needs because of COVID-19	1	"We increased more psychological needs from just getting used to [changes due to COVID]. So, it's kind of a vicious circle."

The second question dealt with populations identified by counselors as having an increased need for services over the past three years. These included: people with mental

health conditions, people with substance use disorders, people with felony backgrounds, and people with cognitive disabilities. Forum participants were asked if these findings resonated with their experience and what changes OVR could make to address these challenges. The SCVR forum participants noted especially the need to educate and train staff and employers on mental health conditions.

Table 105: Populations with Increasing Service Needs – SCVR Forum

Theme	Frequency	Example Comments
Need for education/training on mental illness for staff/employers	5	"It's a hidden disability, so you might assume that someone couldn't have it. And you've been working with them from years. We can even maybe create video vignettes and employers could look in and have some individuals that have had mental health issues and have been employed for 20 or 30 years, but are great employees."
Stigma	4	"The stigma of mental illness… is sad… sometimes people don't put down that they have mental illness because they worry they won't get the job."
Lack of funding/resources	3	"It's just having a resource… there's so many [people with mental health conditions]… So how many point people can you have? And then when there are budget cuts, you don't have those resources."
Lack of accessibility	2	"This is like a revolving door. You know, people are discharged, they're homeless… How do we get these services to our people that… have mental health conditions."
Increased mental health needs because of COVID	1	"The pandemic just compounded the mental health issues that individuals experiencing… make it much more challenging for them in this environment."

Question three dealt with specific strategies to provide for the increasing service needs of people with substance use disorders, people with felony background, and people with cognitive disabilities. The SCVR forum participants mentioned especially the need to reduce the stigma relating to substance abuse and criminal background with employers.

Table 106: Strategies for Populations with Increasing Service Needs – SCVR Forum

Theme	Frequency	Example Comments
Reducing stigma	5	"Maybe, other employees can share their experiences that they've had with the populations that we're talking about, the positive experiences and perhaps, maybe that will enlighten potential employers."
Need for increased visibility/distribution	3	"[I think we should be] marketing VR services to other disability groups, try to get into the schools, but also the parent organizations."

The fourth question dealt with other groups that the forum perceived to be currently underserved by OVR. The public forum participants noted especially the need to involve families and support networks in services.

Table 107: Underserved Groups – SCVR Forum

Theme	Frequency	Example Comments
Involving families	6	"One of the things is how much information and support families with people who are receiving services from VR, you know, how often is the family involved? How involved is that family? How informed are they, you know, knowledgeable about the disability that's affecting their loved one?
Young people / Support networks	4	"I liked the term 'support network' because when you're thinking about adolescents, sometimes, you know, your peers and your friends become your family of choice. And that and empowering them to be on your journey to fulfill a goal."
People of color/immigrants	2	"When you talk about immigrants, it makes you wonder how many people resources that we have that can help those people where English is not their native language."
Foster care	2	"If you're a foster parent of someone who has a disability, because you may be coming into that person's life, you know, after 15 years of them experiencing that disability, and this is the first time you've ever seen it or experienced it, and so having that additional education is key."
LGBTQ community	1	"Although they're disabled, they still view themselves as he, she, they, you know. Do we focus on our children or our adult population that see themselves as a different sexuality?"

The fifth question dealt with emerging challenges as communities navigate COVID-19 and its aftermath. The SCVR forum participants noted especially the need for increased flexibility.

Table 108: Challenges Going Forward – SCVR Forum

Theme	Frequency	Example Comments
Need for increased flexibility	6	"So, it's really, I feel like that as far as Voc. rehab is concerned, there has to be a Plan B and a Plan C you know, if we're going to work from home, if we're going to go back into offices."
Lack of accessibility	4	"When you have those smaller communities, you know, they really don't have the resources or the capabilities of internet accessible to them. I mean, they, you know, they might have one store or one gas station. It's just looking at employment opportunities for them."
Lack of funding/resources	2	"This [remote work] can open some wonderful opportunities, but it's going to need more staffing and attention and quality training of those providing the services so that then the consumers can benefit from those services and can be successful."

4. Appendices

Appendix A – Qualitative Responses Counselors Survey

Please identify any employment related needs/services that have become more apparent or requested since March 2020 (COVID-19).

- Access to technology.
- Access, training, and ongoing assistance or coaching to use technology.
- Clients need printers and computers.
- Disconnect from employers for job seekers.
- Employability skills
- Financial assistance
- I would like to use my work phone line every day instead of my personal cell.
- Individuals are much more concerned about going out into the workforce.
- In-person job placement
- Internet access in consumers' homes.
- Internet and technology
- Job development
- Job placement services (whether in house or service providers) being able to meet with consumers and help them go out and apply for jobs. Many consumers have to apply online. The ability to connect face-to-face with an employer is very important.
- Job placement services in work-from-home positions.
- Job search assistance, mental health counseling
- Mental restoration services, job placement
- Not appropriate and/or access to services in rural counties.
- Orientation and mobility, assistive technology, computers
- Rent, utilities, and job placement assistance.
- Requested services have been about the same for my caseload. Former clients have contacted me more for resources for food, shelter, and daily living expenses.
- Technology
- Technology and poor internet services in kentucky
- Technology for consumers
- Technology services for blind and vi consumers.
- Training and customized employment
- Transportation, equipment (i.e. Computers, laptops, internet, etc.) To allow teleworks
- Work from home job listings and health needs.
- Work from home job opportunities
- Work from home jobs
- Work from home jobs have been requested often.

- Work from home opportunities, less need for textbook assistance. Many people have put off their search for work until after the pandemic is under control. Much lower population of ssi/ssdi applicants.
- Workplace accommodations and covid-19 prevention.

Please identify additional high or very high barriers not listed above.

- Access, training, and coaching on the use of technology.
- Attitudes about available resources, especially the ACA.
- Barrier – unable to provide face-to-face services, UI is paying more in benefits than those serving clients or paying more in benefits than the local economy.
- Computer skills
- Consistency with follow-up
- Consumer access or ability to afford technology or internet.
- CRPs have a difficult time maintaining staff. This results in a lack of continuity for consumers when they are working with CRPs and decreases the likelihood of them staying engaged.
- Due to COVID-19, having other underlying health issues has been a safety concern and huge barrier to finding employment.
- Internet service for Consumers.
- It is an extremely high barrier for our blind/VI consumers to find service providers who are knowledgeable about blind services and working with blind/VI individuals. There are little to no providers in the Western KY Blind Services region.
- Lack of technology such as phone, computer, and printer.
- Lack of training for skilled labor not associated with higher education trainings.
- Limited skills for type of work that would match with the disability. Ex: Worked in physical job for many years and a "sit down" job would be best for disability but consumer has limited or no skills in that area.
- Motivation
- Payment for supported employment if not on waiver
- Technology and access to a reliable phone.

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

- Blind and visually impaired consumers do not have adequate CRP providers in Northern Kentucky. There needs to be more focus on establishing providers.
- CRP E.S. are overloaded with clients and at times provide services that are focused on "getting a job" as fast as possible in order to be reimbursed. More time needs to be spent in direct hands-on assistance.
- I feel that there could be more trainings on building employer relationships and career exploration for appropriate employment goal determination that accommodates an individual's unique situation.
- I feel there needs to be more adequate and well-trained CRPs in my area. I feel like half provide great and sound services, but with many needed resources and supports, while the other half provide lackluster services but still need those same resources.
- I have an occasional need for customized employment and in my area and it is not currently available. Traditional supported employment providers are also limited.
- I need more vendors to generate competition – the process to get them for IPS is nonexistent, and the process for traditional is arduous.
- I need my JOB COACH back!
- In Fayette County, I feel that I have enough access to CRPs, and they have adequate training. I do not feel there are enough CRPs in my rural county and that the CRPs available need a lot of training.
- It's one thing to have service providers to refer to, but it's a bigger problem in that there's not competent CRPs to do the job. Some of which we (counselors) spend a good deal of time making sure services are provided and paperwork is completed correctly. We shouldn't have to do this.
- Need for training for working with the visually impaired population.
- SE is not available if not on waiver and agency doesn't want to use block grant.
- Staff who are trained to recognize the functional limitations that affect their consumers' ability to work. More supported employment providers are needed in depressed areas.
- The Owensboro area has three to four very good CRPs that we work with. The problem is we keep them very busy, and sometimes they have to stop taking referrals for a while due to their staff size. This is very frustrating for the counselor who is trying to provide services to their consumer. Generally, the counselor becomes discouraged and stops using that CRP. This could lead to a hardship on other CRPs to serve more individuals which could limit the amount of time they can spend with a particular individual. Over time this could negatively impact the quality of services our individuals receive.
- The CRPs in my area have been horrible to deal with in my areas.
- To provide training for working with Blind/VI individuals as there are little to no CRPs who have the experience or training.

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- Training for CRP staff regarding barriers related to disabilities and better communication with the OVR counselor.
- VR is making significant changes in this area. I am hopeful for improvement.

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

- Administrative Certification
- As a new counselor, I am unable to answer at this time.
- Better transition to and from Carl D
- Bioptic Driving
- Bioptic driving training
- Build a new center in more central Kentucky. The distance to Thelma from my coverage area is the biggest thing that causes young folks to automatically turn down that option.
- CDPVTC offers wonderful services! Training to work with animals and other areas would be great. More openings in current programs would prevent consumer dropout during the waiting time.
- Ensure that all consumers with visual impairments can attend and have access to the training programs to attain credentials.
- Evaluation and ALPHA
- How to ride the city bus
- It is an area that my consumers have not wanted to go. The McDowell Center is located in a better area and closer to Northern Kentucky.
- Job Placement
- More programs of study
- More remote training opportunities
- N/A – Consumers have been on a waiting list since March. Opening or communication concerning potential reopen is needed for partners and consumers.
- None at this time.
- Pre-Ets Services
- Revamped training programs that align with in-demand jobs in Kentucky such as Home Health Aid
- Small engine repair, using the internet appropriately to job search.
- Welding

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

- Apprenticeships
- As a new counselor, I am unable to answer that at this time.
- How to write a résumé and how to complete job applications independently.
- If the consumer can attain some sort of credential, that may be helpful.
- It would be helpful to have an additional Bioptic Driving Trainer to assist with the current waitlist.
- N/A
- N/A - 0
- None at this time
- Relocation assistance
- There is a need for more job shadowing, job training and job carving ideas. There needs to be hands-on training in real life employment fields.
- Unable to comment.
- Unsure
- Unsure

Appendix B – Qualitative Responses for Staff Survey

What kinds of technology are you using to do your job? – Other – Text

- Personal cell hotspot internet
- Computer Headset
- Fax, printer
- Going in office to fax
- Accessible Software
- Telephone headset
- Headphones and mic, webcam
- Laptop
- Scanner and Printer
- Webcam
- Printer with scanning capabilities
- Extra monitor, software other than state issue
- Laptop

Please identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19)

- Self-Employment
- Technology such as laptops and hot spots that allow continued participation in job readiness training and disability related skills training (blindness skills) for consumers who are interested in starting or continuing services.
- More technology – everyone needs work laptops.
- Non-assistive technology needs and training (computer training, laptops, etc.)
- The need for technology and internet access
- Communication with consumers can be more difficult.
- Transportation
- Virtual meeting software
- Access to internet, phones, and computers
- Training on use of virtual platforms with accessibility software
- Services like unemployment need a clearer path and better connection to consumers. People have complained of no calls returned by a live representative, only received pre-recorded messages.
- Magnifier
- Internet technology training and Internet-based job search and employment training support and assistance (how to deliver and receive remote support)
- Don't know.
- Company cell phones
- School age childcare

- More consumers need access to technology or training in technology to communicate virtually.
- Provision of technology for consumer to improve skills.
- Accommodations/modifications of all types
- Work from home opportunities
- Technology/training for telecommuting
- Technology for consumers who don't have access to anything.
- Unknown
- Assistive Technology to be able to work from home.
- Technology equipment to work/study/communicate from home.
- Connections with services that provide financial assistance with rent, food, etc. Technology to participate in work or school from home. Mental health services.
- Virtual meetings, phone interviews, overall need for working system to streamline paperwork.

Other: Please identify additional high or very high barriers not listed above

- Access to and knowledge about how to use technology.
- Provision of job readiness skill training and/or credentialed training for EVERY VR consumer.
- Many providers/vendors are unwilling to work with the visually impaired. Counselors that work with the blind tend to have to take those roles on and work more closely with consumers.
- Technology Assistance
- Access to technology. Understanding / the ability to seek out other resources for housing/utilities/food/etc.
- Counselors don't explain the pass plan to consumers.
- Self-advocacy skills and awareness
- Business not providing accommodations or modifications.
- N/A
- Since we provide individualized services to individuals with all levels of needs and skills, these were hard to answer. There are people not wanting to pursue work right now because of COVID and their health conditions.

Appendix C – Qualitative Responses for Community Rehabilitation Provider (CRP) Survey

What kinds of technology are you using to do your job? – other – text

- Laptop
- Zoom

Please specify technology-related problems during COVID-19 that OVR could help you address?

- The clients don't all have the capability to use any technology for meeting due to not having a phone in some cases where clients are homeless.
- Ability for them to be more accessible to various types of communication
- consumers not having equipment and us don't being able to electrical sign documents
- We have consumers that cannot access technology-internet, computer, phone, etc.- which makes providing needed services very difficult or impossible.
- If consumers were able to access technology, we would be able to provide services. if OVR had any consumer funding available for accessing tablets, etc., it would allow more people to utilize the service.
- Rural area internet access
- Some of our individuals do not have smart phones or devices and rely on the staff
- Some of my individuals do not have technology but they do not want to apply for the program for the technology.
- Client technology access

Please identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19)

- Advice from counselors
- Phones for homeless clients/ other ways for them to be contacted
- We need more referrals. We need OVR to be available and willing to make and take phone calls
- The need for individual to be able to participant in virtual events with employers.
- Meeting in person.
- Consumers having access to technology, limiting communication to only one channel.
- The need for online referral tracking so that counselors and CRPs can more easily communicate and plan for intake and planning meetings.
- need for laptops
- Focus and desire to work is decreasing more rapidly

- Technology needs for consumers to do meetings, complete applications, attend virtual interviews.
- Consumers many times don't have computers or the technology to complete service documents for us or apply online for jobs.
- in-person meetings, being about have a counselor available or the time to help.
- Fewer referrals, fewer in-person services, less job opportunities, high risk clients wanting to put job seeking on hold- loss of revenue has been bad for
- The whole process has been harder, communication has been a problem at times, slower paced to get things done
- Unsure
- Participants being able to actively search for jobs in the community
- Individuals deciding it is not safe to work.
- Lack of referrals-Lack of business hiring due to COVID-19
- The need to switch from in-person services to virtual services overall. Working with those with more severe disability presents barriers in providing virtual services that we have not yet overcome. Supported Employment in my agency is going to have to be built up from the ground implementing new practices to do so.
- We've had job candidates who didn't have computers and that made Zoom meetings more difficult, (for Discovery, for instance.)
- Many companies have laid off staff or cannot open due to COVID-19 restrictions
- Consumers often times do not have the technology nor the skills they need for work from home jobs. We've also had issues getting other support services for consumers who need them to enter into employment such as bus passes (transportation), clothing assistance, assistive tech, and orientation and mobility.
- We need more individuals to work with.
- Health issues with being employed during a pandemic
- UPS SCS (December 2020)
- Many clients aren't allowed to have a job because of being under state guardianship
- Working with individuals who have special needs in a situation where in-person communication is not possible, in many cases this creates tremendous difficulties for employment specialists trying to assist said individuals to find gainful employment.
- Low referrals-had to lay off half the staff.
- Some of the individuals in OVR or LTS have lost employment and are having difficulty finding new opportunities.
- At this time, I don't feel that I have any needs from OVR since March 2020
- Not having enough available Employment Specialists due to staffing shortages.
- loss of jobs
- ??? (Not receiving any new referrals)
- Don't haven't had any needs since March 2020. My Organization already had the technology we needed to provide virtual services etc.
- None

- Lack of funding
- contacting by phone makes it harder to do the job.
- Harder to place consumers in employment
- limited number of referrals- I provide Pre-ETS and the schools are inconsistent -keep changing- in person-virtual
- None
- None
- My participants are not working at this time. Their state-guardians are not yet comfortable with them returning to work due to the increased COVID-19 cases in the area.
- Clients need technology. Most need to be trained on technology and they need access to internet.
- Individuals getting hired when they are in job development.
- N/A
- Many of our consumers need technology to participate in service and to obtain and maintain jobs. They do not have the funds to purchase computers or tablets. Sometimes OVR will purchase and sometimes they will not.
- Lack of referrals
- Client access to the technology that would enable remote services
- None that I can think of.
- decreased client referrals, decreased open businesses accepting client workers
- Physical contact with job seekers/ Risks of COVID 19 exposure in the community
- Remote services, lack of discussion with OVR counselors.
- While we have the resources needed to meet the technology needs of today's workforce, we have found that many of our clients do not have that technology so providing services remotely is limited in capacity.

Other: Please identify additional high or very high barriers not listed above

- Consumers having the ability to communicate effectively to Employers, and the lack of confidence in themselves. Having someone working on their behalf gives them a sense of confidence.
- N/A
- The OVR counselor/worker seems to be the most significant barrier to most OVR job seekers employment search, indifferent, not focused on Job Seekers needs, no consequences for not performing on the job
- Individuals have been led to believe that it is more beneficial for them not to work. Sometimes, paid support, such as case managers reiterate this belief.
- Not being able to provide face to face contacts with clients
- Difficulty getting units for Long Term Support, just can't get them anymore.
- During a time when individuals must rely more heavily on technology for communication purposes due to social distancing guidelines as a result of the

Covid-19 pandemic, many individuals with disabilities have difficulty utilizing modern technology as their sole means of communication. It is my opinion that the loss of in-person communications have drastically impacted the Vocational Rehabilitation program suffer in terms of how effective we can be in terms of providing support.

- Communication is a little tough
- None
- Criminal backgrounds are a 3
- Employers attitude towards employment.
- N/A
- Identifying on-the-job accommodations. Employer education
- None

Additional Supports (n=50)

- We have great support
- Better communication from OVR counselors
- When making a referral, provide information about the person's functional limitations and share a copy of their OVR plan. Be specific with what services requesting.
- The ability to meet in person.
- internet and laptops or ability to zoom or face-time with clients
- The turnaround for counselors to provide services to consumers.
- Availability of technology-a loan closet for devices, internet access or hot spots
- More vendors in areas to provide easier access items the consumers need to go to work. Some areas we work in has no clothing vendors. Transportation is also an issue
- Funds to build remote services since this is the only option to serve our clients.
- More buy in from team and family about the importance of work and to make this a priority.
- OVR counselors that are willing to listen to what you have to say and recommend for clients
- Basic technology is available to provide supports on a limited basis. I would like to know what other technological advances there are available that might make things run more smoothly. It seems like providing services virtually, as much as possible, will be a new trend for Supported Employment. A webinar describing what is available would be very much appreciated.
- "Access to computer/technology and internet, in some cases
- Greater informational/marketing push around the idea of Customized Employment."
- I believe we can more clearly define needed supports once COVID-19 restrictions are no longer needed.

- "Access to pre-COVID support from OVR for our consumers. Meaning being able to access transportation and uniform assistance. Being able to get our clients the AT they need to start/keep employment.
- Many adult clients would benefit from Pre-ETS. Though we are seeing an uptick in referrals, there are still many more who could benefit from the extra assistance.
- Clients oftentimes lack the technology and skills to be employable in a work from home job.
- Access to mental health counseling. "
- Transportation
- More jobs for individuals in our area.
- Now, with the ability to provide Adult Pre-Employment Training, we anticipate the proper, needed, supports will be available.
- SE must start giving LTSP units again, or they will essentially force many providers to shut down. No units equal no longer open. 24 units a month isn't enough to stay in business.
- Having more transportation options would be a major plus for Western Kentucky. I live and work in Murray. I believe my community specifically needs more support for individuals who are blind. I also believe Western Kentucky needs a lot more support in terms of assisting homeless individuals.
- Reliable, safe transportation.
- technology accessibility
- Gas money - I usually have at least a couple clients per year that have no money for gas to start job until they get their first paycheck. In past I would purchase gas or gas card for consumer, have them to sign receipt and VR would reimburse me. They no longer do that. So, when a client gets a job now, either I pay for their gas out of my pocket - or they can't take job. I always pay but I feel I should be reimbursed.
- Transportation
- Transportation
- job coaching for a fee
- Time
- None comes to mind.
- N/A
- Better communication
- Availability and access to more employment opportunities
- Transportation. Consumer access to technology. Skills training for consumers - computer, soft skills (workplace essential skills), social skills, etc. More assessments to identify if someone is "work ready" by OVR Funds to support more on-the-job supports More education for employers.
- Long term support funds
- technology access to provide remote services
- public transportation to run at all times due to night and 3rd shifts

- I wish that we could do more of an in-person support system. Families are scared right now, and it makes it difficult.
- long term supports for convicted sex offenders relative to fading out SE Supports
- N/A
- Quicker response time from OVR.

Gaps in Employment Services (n=49)

- Equal pay and benefits
- The lack of Kentucky having the vision to see that providing in-person services as an essential service. Persons with disabilities are being discriminated against by the state.
- Jobs that match their skill set. Employers need to be willing to help train an individual instead of expecting the individual to already have the skills. Employers should provide opportunities for on-the-job training.
- Employer returning calls.
- Housing, access to technology and financial assistance.
- Employers expecting employee do be able to do all jobs in the company instead of a cleaning or stocking position. Most of our consumers do not have the able or want to work as a cashier.
- This would be bridging the gap between mental health patients with addictions in recovery and how to change the mindset for stable employment.
- Access to employment that is not public facing or in the service industry
- I am not sure
- Employer's support.
- qualified staff.
- Long wait times from the beginning of opening a case to getting assigned to a CRP
- The move away from providing in-person supports to those with severe disabilities has been detrimental, whether under VR or Traditional Waiver services before the pandemic began this was an issue. Even without the pandemic I feel another service needs to be added after Long Term Supports have been exhausted through the Waiver. We are told that if a person has barriers such as behavior or safety issues that prevent the person from working completely independent then another service area needs to provide that support. The rates for the other service areas are not enough to compensate for working one on one with a person at their job. Having an in between service would solve this.
- "A much smaller network to reach out to, on the part of the individual job seeker - i.e., they tend to be more isolated and not have a wealth of people to reach out to as they seek employment
- More internship opportunities would be very helpful, along with a simple, streamlined way to pay for those internships"
- Long-term supports for people not receiving Waiver services

- It's hard for them to even get through the eligibility/referral process right now. Making this a more streamlined process would be a great starting point.
- There are not enough places in Eastern Kentucky for employment.
- From our perspective, the largest gap we face is the lack of education of employers. We need tools to share with prospective employers and educate them on the process as well as the benefits of hiring individuals with disabilities/barriers to employment.
- The gaps between getting units after job acquisition, or the first 800 are used. We have had to stop employment for a month at a time trying to get units. The reviewers just say that 24 units a month should be enough, which is unrealistic in the first year of employment for most consumers.
- Personally, I believe that individuals who need Vocation Rehabilitation need to be made more aware of the services that exist. Simply put I think the State of Kentucky should begin to advertise the services offered on a statewide basis.
- Long wait times from the time of referral to OVR for services, until the time they are referral to a CRP.
- hard and soft skill training. For younger students still in high school, providers are not contacted until they are graduated, and we have limited information on their vocational and educational background to know how to assist.
- lack of work experience, need to inform of options once they graduate school
- Once long-term supports are received, 24 units per month through SCL/MPW are the maximum that can be received. This is not always obtainable for all employees, but that does not necessarily reflect their suitability for the job.
- Dangers due to covid
- Rural area, lack of jobs
- getting paid in a timely manner.
- economy has taken a downturn-it is difficult for many people to find jobs and the competition is great.
- Sometimes the lack of vocational assessment tools and/or information for younger consumers or those who must change occupations, results in guesses being made regarding the best job fit.
- N/A
- Many people with disabilities do not know that there are employment services available to help them.
- Lack of employers who understand their abilities and needs.
- Currently the pandemic is the overriding issue. Our rural area has limited job availability.
- Transportation. More case management and "holistic" or "wrap around service" identification, connection, and implementation. Skills training. Identification of those that could be successful in higher education and support to obtain a degree and/or certification.
- Long term support funds

- technology gaps
- several, health and medical, transportation, qualified staff support from family and a better understanding of benefits
- In-person support. Family support.
- lack of monetary support for participants with criminal convictions who cannot work in community without the presence of staff.
- Access to competitive employment in our service areas
- Employers - finding employers willing to employee people with disabilities and realizing that accommodations are not always costly.

Employment Service Needs (n=38)

- Jobs that interest them not just any job
- Clients need interviewing skills, transportation support, education on how to use other technology due to Pandemic
- The service limits mandated by Kentucky's leadership during Covid are severely penalizing persons with disabilities that desire to and need to work.
- Transportation is an issue for many. Skill set not matching their desires--unrealistic expectations.
- Restrictions due to the COVID-19.
- Assistance finding a job, sometimes transportation, some training & development skills that will help them to focus on the Employment process, requirements, and responsibilities.
- unsure at the time
- Keeping appointments with their mental health providers, transportation, and childcare.
- Understanding of how to complete job applications, interview skills and in-person support, accommodation requests, system, or family support
- Depending on the consumer, some need on the job supports, assistance with clothing and shoes for work, transportation. Support is a major key for some of the consumers
- Transportation
- I feel that OVR will make all person-centered considerations necessary to ensure that those they serve are employed to their satisfaction.
- They need face to face contact with the ES and their assistance, some OVR counselors will not authorize for this even when recommended. Most SE clients need this.
- Transportation to and from work is an issue. Even more so now during the pandemic. Public transportation is no longer deemed safe for those wishing to return to work. A lot of times this is the person's only way of going to and from work.

- Employment specialist/job coach retention. A large turnover of employment specialists makes forward momentum very difficult, given the long-term onboarding/training process for employment specialists. How can we incentivize employment specialists to stay on the job for years, not months??
- COVID-19 restrictions make it very difficult to develop relationships with new clients. Many existing clients are not allowed to work due to COVID-19 restrictions/guardianship decisions.
- They need more hands-on with service providers and employers.
- Generally, all of our clients need upfront job application, interview, and work behavior/attire training/assistance/support. Beyond those needs, the GAP is connecting with companies in our communities willing to hire. Once employee/employer connect -transportation - is often noted as an issue, as it is often untimely or unreliable, which - if transportation is either, this shortcoming (outside of one's control) may have a significant impact on one's ability to be successful in the workplace.
- VR is great, I feel that VR is meeting the needs of consumers and providers, SE is on the verge of pushing many providers out of the business, because of this ridiculous 24 unit a month thing. Providers will stop providing the service, just wait and see.
- Clients would benefit greatly with access to special skills development through entities such as adult vocational schooling. Many times, clients or consumers lack the specialized training they need in order to obtain gainful employment.
- COVID has made it difficult for some clients to return to work given the restrictions on the economy in the food industry. Some have requested to move from large retailers to smaller companies. Many of our clients need to work on professional development and communication skills to address problem solving, advocacy, and interactions among co-workers and management.
- A much quicker referral time to our agency (employment service providers) for services - I have lost clients in the past due to the length of time it takes for VR to find Consumer eligible, put into plan and send to me. Example, a couple years ago I received a new referral packet. When I called him, he told me he couldn't wait any longer and finally got job on his own.
- Long term support
- Na
- being employed and only working part time to not affect their benefits.
- Transportation is a big factor as well as support to help employees work through problems.
- More vocational assessments will be very helpful.
- N/A
- Soft skills
- Getting jobs during COVID
- Opportunities

- Transportation. More case management and "holistic" or "wrap around service" identification, connection, and implementation. Skills training. Support for higher education and certifications.
- "Replacement after job loss due to pandemic
- learning to navigate the online job boards and technology access
- more opportunities, transportation, guidance
- In person
- N/A
- At this time, we are seeing more issues within person services due to the pandemic only.

Appendix D: Qualitative Responses Public/Consumer

What County do you live in?

County (n=730)	Frequency	Percentage
Fayette County	98	13.4%
Jefferson County	87	11.9%
Warren County	33	4.5%
Pike County	26	3.6%
Kenton County	26	3.6%
Franklin County	24	3.3%
Madison County	21	2.9%
Daviess County	19	2.6%
Floyd County	19	2.6%
Greenup County	18	2.5%
Boyd County	17	2.3%
Boone County	16	2.2%
Calloway County	15	2.1%
Oldham County	14	1.9%
McCracken County	14	1.9%
Pulaski County	14	1.9%
Hardin County	14	1.9%
Jessamine County	12	1.6%
Shelby County	10	1.4%

County (n=730)	Frequency	Percentage
Carter County	8	1.1%
Campbell County	8	1.1%
Montgomery County	8	1.1%
Marshall County	7	1.0%
Letcher County	7	1.0%
Clark County	7	1.0%
Barren County	7	1.0%
Rowan County	6	0.8%
Graves County	6	0.8%
Nelson County	6	0.8%
Woodford County	5	0.7%
Bullitt County	5	0.7%
Allen County	5	0.7%
Laurel County	5	0.7%
Taylor County	5	0.7%
Hopkins County	5	0.7%
Pendleton County	4	0.5%
Christian County	4	0.5%
Powell County	4	0.5%
Logan County	4	0.5%
Bath County	4	0.5%

County (n=730)	Frequency	Percentage
Anderson County	4	0.5%
Ohio County	4	0.5%
Grant County	4	0.5%
Lewis County	4	0.5%
Simpson County	4	0.5%
Scott County	4	0.5%
Estill County	4	0.5%
Other (Not living in Kentucky)	3	0.4%
Perry County	3	0.4%
Breckinridge County	3	0.4%
Garrard County	3	0.4%
Meade County	3	0.4%
Muhlenberg County	3	0.4%
Magoffin County	3	0.4%
Henderson County	3	0.4%
Lincoln County	3	0.4%
Casey County	2	0.3%
Knott County	2	0.3%
Breathitt County	2	0.3%
Mercer County	2	0.3%
Fleming County	2	0.3%

County (n=730)	Frequency	Percentage
Mason County	2	0.3%
Bracken County	2	0.3%
Hart County	2	0.3%
Webster County	2	0.3%
Morgan County	2	0.3%
Larue County	2	0.3%
Menifee County	2	0.3%
Wayne County	2	0.3%
Lawrence County	2	0.3%
Boyle County	2	0.3%
Knox County	2	0.3%
Henry County	2	0.3%
Bourbon County	2	0.3%
Adair County	2	0.3%
Robertson County	1	0.1%
Metcalfe County	1	0.1%
Hancock County	1	0.1%
Nicholas County	1	0.1%
Martin County	1	0.1%
Harrison County	1	0.1%
Owen County	1	0.1%

County (n=730)	Frequency	Percentage
Edmonson County	1	0.1%
McCreary County	1	0.1%
Grayson County	1	0.1%
Johnson County	1	0.1%
Fulton County	1	0.1%
Marion County	1	0.1%
Butler County	1	0.1%
Trimble County	1	0.1%
Todd County	1	0.1%
Lee County	1	0.1%
Gallatin County	1	0.1%
Crittenden County	1	0.1%
Spencer County	1	0.1%

Work Status Other:

- Medical Disability
- On a certificate of fitness (can't work until documents are in)
- full-time student and working part-time
- I am in law school and am currently barred from working until my second year.
- Not employed
- Working part time in school full time
- Ticket to WORK
- Self employed
- No, bipolar disorder
- Full time Graduate student
- Full time student
- student

- College Student
- Homemaker
- Full time College classes and plan to get a job soon.
- Define work and the currency by which is shaped within and beyond an empowering disability culture
- covid and house fire
- Full time student
- Had an interview today
- Self Employed
- Student
- On Leave due to Covid
- Disabled
- Work decreased because of Covid
- Not working, Full time student
- looking for work
- disabled student
- student not working
- Not working due to physical impairments of my major stroke
- Attending college full time
- Not working because he graduated from his program in May and then it was not safe to look for a job due to Covid.
- Student
- Disabled
- College
- Working part time and a full-time student
- Yes, part time
- Food service
- Disabled
- Student
- College student
- Student
- In school, not working
- Was a recent student
- Hourly
- Hearing problems
- Disabled
- full time college student
- I'm considered to be "full time" only working "part time" hours
- My son has never had a job.
- student
- Working with project search
- never worked

- Student
- retired working contract temporary
- I am not working because of my disability, and I could never get any help from my Voc. Rehab counselor, which is Cherita Barlow, and I could never get any help from Mrs. Cynthia Elliott who is the ombudsman in Frankfort, KY
- College student full time
- Full time student
- No but looking for job
- Disabled
- Not working, going through some things & trying to get myself back together before going back to work again.
- No. Not working because of no options.
- student
- I'm disabled and have hard times keeping a job due to absence from diabetes and spinal cord injury I'm not paralyzed but I only have little use of my left arm and hand
- My brother is on sSDI
- No. It seems that no one wants to do their job at OWL
- Disabled

Other Employment Related Needs / Services

- Training on software and hardware needed to work from home, and employers who hire by industry
- Bioptic driving, transition to college help
- Rental assistance and technology such as laptops
- Mote Deaf Counseling and ASL classes
- Employment opportunities for people with disabilities and job training
- N/a
- None
- N/A
- None
- N/A
- More technological competency
- Jobs that require at least an associate degree, most people in our area only have a high school diploma.
- Finances for gas and food, finding a place that's hiring and getting enough hours to make the money I need
- I'm feeling as I don't have value. Gaining confidence in dealing with the search
- Help with internships or other entrances into the work force. More assistance with pursuing work in an online economy.
- Transportation. Factory jobs are mostly in Montgomery county but no transportation to get there from Powell.

- Finding a job
- N/A
- none
- Fragility of opportunities
- Computer use, telephone, I use dragon but its incompatible with the softphone, so my calls don't get thru
- None
- job stability, retraining if/when certain jobs are phased out or outgrown technology, etc.
- Rental assistance
- Bus passes
- More communication with client, as well as more meaningful and productive communication
- A way to help those who have been laid off due to pandemic find assistance, I.e., unemployment, or government assistance. so, in simple terms a counseling on how I transition from employment to unemployment until I can get back to work.
- Job training
- Transportation
- Job search
- Rent assistance, utility assistance for part time worker due to Covid-19 employment affects
- I'm in the process of needing assistance with CI my hearing has changed and I can't do my job without them
- Use of internet
- Finding Employment
- N/A
- Childcare, transportation, specific/more technology needs, finding jobs, mental health, and medical care needs.
- Work from home
- None
- Full time student at UK, increased anxiety due to covid and online classes
- Hearing
- Accessible workplace
- Businesses must be opened
- Help finding a job.
- A no-strings-attached universal income so people can leave dangerous jobs without the threat of becoming homeless or starving.
- Updated hearing aids
- Finding a job
- Gaining sustainable employment and meeting social needs
- Tele appointments
- the unemployment benefits system

- Virtual tools
- Always wear a mask at work
- Finding a job with a disability and being in the older generation is hard.
- Jobs that you can work from home
- Technology compatible with my cochlear implant sound processor due to using computer so much
- funds to pay internet services, funds to pay for college courses
- Accessibility within the workforce, better assistance with the job interview process and making sure the needs of an individual with a disability are meet.
- Nothing ever been done prior, during or currently.
- Communication with mask wearers.
- Nothing too busy
- All of the statewide Covid 19 standards of protocols.
- None
- None
- Horizon home care
- Supplies
- For me, I haven't worked in a few months due to doctor's orders to protect me from Covid. I have not been able to do my job from home. Some more opportunities for people with disabilities to work from home would be great.
- Vision items to help not to strain my eyes
- Closer to home.
- Technology support
- Supply of masks. It is very hard to find affordable options to help keep myself safe.
- Job searches directly related to my training
- A Driver's License
- N/A
- Everything has been shut down to in person. My job training program has been in person less than 20 days since March 2020
- Can't think of any
- Wearing a mask all day at work
- Finding it keeping gainful employment
- Law Enforcement
- None I have identified
- The need for more job placement in remote/work at home jobs, along with job training to do these jobs.
- N/A
- Accessible home office, and access of documents
- none
- Not sure
- clear mask so I can read coworkers lips and they can her me
- getting the vaccine

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- Access to technology, more mental health support
- Please makes relevant vaccines available.
- More reliant on technology
- In school getting training in hvac
- Sanitation, PPE, non-contact, seating options, breaks.
- Unsure
- College Education
- Voc. rehab Person never returned my calls.
- Holding employment in difficult times of COVID Pandemic and Transportation Assistance
- On the perception that the extent of the services I received in finding any employment after graduating high school has been "we tried nothing and we're all out of ideas"
- None
- Interview accommodations, work from home accommodations
- More education classes
- Technology & Hygiene
- Enterprise Rent A Car but no longer working anymore
- Acquisition of reliable internet and technological training
- better assistance from third parties involved in seeking jobs
- Consistent hours
- Help finding a job for me, to be able to work from home, with my college degree
- Leave-related benefits
- having do everything electronically or virtually somehow some way, or over the phone with patience
- Mental health counseling, finding a job, job coaching, job training
- I have realized since COVID that the need for technology education is great. I myself grew up in the era of technology but many my age and older very much lack knowledge. So many people do not utilize services that are available to them due to either not knowing they exist or not knowing how to go about receiving them. I have many challenges myself seeking employment due to my mental impairments and substance abuse but have been fortunate to have an understanding that so many others do not. I feel that needs to be addressed more.
- Automatic opening doors to keep from having to touch door handles.
- None
- My anxiety and panic attacks have become more severe as well as numbness and pain in my fingers and hands. In the last 4years I've had panic attacks on my supervisors and managers which lead to my leaving whether it be my decision or theirs.
- Health Services or Security due to COVID-19
- I was forced to deal with my hearing loss because masks prevented lip reading
- use of technology

- ZOOM and other meeting technology education, utilizing team cloud software like box or more project-oriented tools
- Na
- Housing and transportation
- The need to get help in maintaining employment; job search help; equipment needs; transportation services; access to continued healthcare.
- None
- Getting Placed
- Mental health treatment
- I have waited for almost a year to receive services, in which I had to switch to a new agency. But now, I'm still currently waiting on hearing from them.
- hazard pay and medical leave due to quarantining
- Tuition assistant
- I have noticed in my communication with my constituents and their needs are high in need now than ever.
- N/A
- Help finding a summer job when college lets out.
- new hearing aids and Bluetooth app was provided to me in 2020 to help with all the conference call. Able to high contrast on PC but some apps radio buttons won't work. Glare is my main issue, but I am also night blind so it hard to find a middle ground. I struggle with gray on white which most things are now days in the computer world.
- N/A
- n/a
- It is hard for people like me to find an especially now that so many do not have one.
- People need jobs.
- More PPE readily available
- Keeping connected/employed.
- Technology needs
- Most disabled/senior citizens do not have the ability to work from home. Since COVID-19 slot of employers are wanting remote work. Some folks may be able to do that if they had the proper equipment.
- None
- None
- Access to covid - 19 testing
- Megan Collins
- Assistive Technology
- None at this time.
- Finding and securing jobs
- None
- financial help

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- I want to work part time but in a facility like a lab with low contact with people because I have an underline condition
- Counseling and Therapy
- Job training, experience
- Emt
- Work-from-home accommodations
- Too many people with no or limited internet access when EVERYONE thinks we do, me included (rural Garrard County). Difficult to find part time job. My ow
- None
- None
- Finances
- substance abuse related services
- I am currently in school part time working on a degree in mental health counseling. I need a real computer not just a tablet. Since covid, I have only 1 job instead of the three I had previously. It is now impossible to save up for the technology that will help me finish my degree in a timely manner and attain my goal of attaining a job that I can perform as a person with chronic health conditions.
- Mental health counseling
- Transportation
- The general need for opportunities that are outside of the "normal" box for persons with intellectual disabilities.
- technology for working from home
- Home OT teaching at a desk.
- People need to make more money
- Job searching and assistance with schooling
- Not just people needing help finding jobs, but jobs finding people. There are jobs posted/ companies saying they are hiring or needing help, people apply and never get a call back. This is what I have been told.
- Mental health support
- hearing aids and glasses
- The questions being asked re: employment is to fill a job, rather than create an economy shaped by a progressive culture that understands business and economic development.
- Training, schooling, job placement assistance
- Memory issues, word usage issues.
- I work with the elderly. Although I wear PPE, it seems that my presence sometimes creates anxiety for the client; and sometimes interferes with my ability to perform tasks (e.g., bathing or dressing the patient, or assisting with other ADLs). That was not the case before COVID-19.
- Access to internet services for remote working.
- Job coaching services
- N/A

- Correct information on Covid-19
- Going to school
- Finding non-essential, service-based employment during Covid
- Job search services.
- None
- I personally am in need of training to drive with a bi-optic device. There is a list of individuals ahead of me waiting as well. To my knowledge there are only two trainers for the entire state.
- Orientation and mobility
- None
- I haven't had any
- none
- Food Delivery, Child Care, Elder Care
- Childcare services
- Better safety for employees and accommodations
- I need assistance discovering the OPTIONS that are available to me for employment. I feel the OVR office wants to get me employed but is not as concerned about helping me find out the right career path for me. I'm a hard worker but also am interested in getting some sort of certification or being trained for something new. Also, have some spinal injuries which might require some creativity in a new Job such as making sure I'm standing more than sitting, I have a device to use if I'm going to be required to answer phones, etc.
- technology services, mental health services
- None really - has been in transition program through Oldham County Schools, but because of Covid, has missed almost a full year of those services.
- Less opportunities to work in safe environment (work).
- need Wi-Fi/hotspot
- None so far
- My hearing aides have been very helpful in my job performance
- Need assistance with transportation/meals
- Personal computers for home tasks and job search, headphones with mikes made for virtual meetings and interviews, money for home office set-up and internet costs, someone who can test computer systems for compatibility with assistive technology before we interview, a list of companies who can already accommodate needs
- Mental health counselling specific to Covid anxiety, isolation, substance abuse and depression.
- digital services
- More online work from home
- Our daughter has been approved for OVR services. She recently (2 months ago) completed high school, however because of Covid, we are not interested in employment at this time.

- Job training
- None
- I need Bluetooth capability more so now that all of our meetings are virtual.
- I have no idea. TBH, I have no idea about any of the questions on this page.
- None.
- Internet to help w job search. I can't afford it.
- Finding a job
- Job finding
- Finding Suitable Em
- I still can't work
- We are waiting for his job at Rupp to start again. We didn't feel we could look for other employment as his job coach would not be able to work close with him because of Covid-19 restrictions.
- High school students need more help with employment especially now with Covid-19. Perhaps, more positions that are more covid friendly.
- N\
- Stopped working due to covid and the businesses shutting down. I was then diagnosed with COVID in September that but me out of a job again. I now am out of work again due to having knee surgery March 4, 2021.
- Less hours
- n/a
- Office 365 training
- telecommute/work from home
- Connecting workers to Work software platforms/servers so they can access reports from home and work effectively there.
- Personally, unaware of changes due to COVID - always an issue for this particular group of people
- social skills and a social connection
- Technology assistance, mental health counseling
- I have Reactive and Restrictive Lungs Disease
- microphone and dongle
- PPe
- None
- N/a
- Technology, utilities, transportation needs
- I needed help getting a hearing aid and this helped me do that and working great
- continued support with Jaws and finding another job
- Waiting till restaurant can go back to 100%.
- Consistent internet and phone service. I have satellite as land line internet is not available and phone service is undependable. At this moment, the phones are down again and at times have been for three weeks at a time.

- Better performing computers, help with rent and utilities, medical bills, mental health counseling.
- None
- Hearing aids
- N/A
- Full time jobs
- None
- Don't know
- None
- Probably assistance when working from home and not having everything needed
- Alcoholism and drug addiction
- Shots and unemployment
- N/A
- Money
- Reliable internet Computer and Smart Phone
- work from home
- Opening dine in for business
- Understanding speech with face masks
- None.
- Faster internet speed, Better/Newer computers, Better designed/ user friendly websites
- I had to be instructed on how to use a Chromebook due to teachers and aides are using google meets for students at home (NTI -nontraditional instruction.)
- Technology/WIFI
- Finding an applicable job willing to work with my disability
- N/a
- My son lost his job at a restaurant due to COVID and has had difficulty finding employment.
- scan guns
- Job Training
- Job finds
- N/A
- The need to have a Vocational Rehabilitation Counselor that actually cares and that will actually help me.
- Don't know
- None
- Nursestat
- Children with certain disabilities are more susceptible to this virus and its more dangerous for them to be in the workplace
- Help finding a job
- assistive technology, information technology, internet access

- Internet access is rare/unstable. Getting/keeping technology is near impossible. I could go on. Poverty of spirit, not the least.
- Bullitt County has no form of public transportation. We only have one agency that can provide supported employment and that agency is Options Unlimited and they are terrible. They don't follow up, don't have enough counselors.
- Transportation issues, electronic device
- Glucose check break
- What I have seen in my employment and with my brother is more consistent access to assistive technology and training on how to use the technology. Also, there is an increased need for jobs that provide work from home options for all employees
- Technology training! Everything has turned to online platforms and people who are not familiar with these technologies can be in big trouble when it comes to show this skill at work.
- For someone at OWL or Vocational regard to ACTUALLY CARE
- Chair to sit down often allowed to stand n sit need and extra bathroom breaks bad bladder reason
- N/A

Other Barriers

- For someone at OWL or Vocational regard to ACTUALLY CARE
- Voc. Rehab personnel tend to push me to apply for any job listing rather than help me to find a good fit between employer needs and my skills and interests.
- Not knowing that this office exists or how you can help.
- N/a
- None
- Shortage of jobs hiring- particularly jobs that can accommodate people who need fewer hours or shorter shifts.
- NA
- High
- Being able to get the assured technology for those that are visually impaired and it being able to communicate with other types of technology
- Not sure
- No past job experience and being a felon
- It's hard gaining access to networks and make job opportunities
- I am replying for this person. His learning/reading disabilities make it almost impossible for him to fill out applications online, plus lack of good internet signal. Assistance in job search, interview skills, & transportation are huge barriers.
- Availability or willingness to provide accommodations in the workplace
- Attitude of disability worker. Mine was very rude and refused to help with job accommodations paperwork. Gave me inaccurate information

- even if/when/since healthcare is offered, the cost can be very prohibitive for minimum wage earners
- N/A
- Interaction with people
- Training on using Computer Technology
- N/A
- Need for independence skills such as cooking, banking, where to go and who to go to when adulting 101
- I'm not sure that some employers would divulge any prejudice to hiring the disabled.
- ?...?
- Most people don't understand what it's like to be hard of hearing and are often disrespectful to you for being hard of hearing.
- Employers hiring individuals with disabilities and providing accommodations if needed. Interview skills.
- Post high school education for disabled adults is needed, such as a college/state vocab sponsored program such as the EDGE program at many Tennessee universities. Look into that, meeting young adult needs better. A great example, or at least provide some funding help to students who attend the TN program from KY. Check it out!
- Ability to keep job, ability to work with company mgt to hold job
- Jobs are not ever sorted by visual limitations so it's guesswork if able to even do it.
- Autism spectrum disorder
- Employers willing to train successfully and efficiently
- Working on certain skill sets with job specialists to be able to have that skill to get a job or other jobs
- None
- N/A
- Privacy for your disability
- Na
- High turnover of employment specialists, low level of training and experience of job coaches/employment specialists.
- None
- Weak/deficient character (on the consumer's part)
- Transportation assistance is a huge need. There are a lot of people who cannot drive at all and do not live in a metropolitan area with public transportation. They can and want to work but cannot because there's no alternative transportation services that VR uses, even though these services are available. Unfortunately, that's when VR relies upon the families to get the client to and from jobs. Unfortunately, that doesn't always work out because other family members have their own jobs to go to during the day. It leaves the disabled, non-driving VR client stuck. While they may have the training & skills to work, the client (and their families) needs extra

transportation svcs from VR. When they don't have the extra assistance, all the training and schooling VR may have provided to the client go to waste.

- N/A
- Access to cost of assistive tech on the job.
- Hearing getting worse harder to hear to coworkers and family.
- Vocational Rehabilitation maintains a wonderful program!
- N/A
- I can't think of anything off the top of my head, but I'm sure there's a number of issues.
- Unsure
- Schooling assistance
- Assistance from local office is almost nonexistent.
- housing
- Insurance failing to offer Eyeglasses, Hearing AIDS, & Dental to Adults!!!
- additional high
- third parties not really find jobs or leading client to a job opportunity
- Stigmas
- Can't think of any, but I am marking all of these as N/A because I have never been employed, and therefore do not know how these factors impact the jobs of Kentuckians with disabilities.
- I looked for a job for almost a year until I found one that works with my disability.
- Flexibility
- understanding and willingness to accommodate
- These questions don't all make sense for someone who has tried to get voc. rehab services for an individual with disabilities. My daughter has worked with 3 different individuals who were to help get her a job placement. All 3 disappeared after a couple months, with no follow up or explanation. That's a barrier.
- Motivation is a very high barrier. When individuals receive government benefits, they often have no desire to work or raise their quality of life.
- NA
- Anxiety, major depression, panic attacks, no license and almost impossible to get rides for work, finger and hand numbness would have issues where I can't grip or feel them.
- N/A
- nutrition, food security, family counseling
- Na
- None
- I still have not received any of the assistance or services from Voc. Rehab and my agency Zoom Group.
- Communication
- Honestly, I have had no issues, but I have seen other people with disabilities have more of a need than I do. I am just fortunate to work where I work now.

- N/A
- Geographic location
- n/a
- Limited access to help needed after getting a job
- None
- NA
- Despite the ADA guidelines, employers still discriminate based on ability. I am legally blind yet with years of experience and a master's degree, yet when I mention my visual impairment, the conversation switches from congenial and light, to curt and apologetic.
- None
- financial barrier very high
- Finding a at home job or being in a safe environment so won't have COVID exposure.
- Work history or lack of work history
- Systemic ableism/refusal or hesitancy to meet accommodations. Employers are particularly guilty of this.
- As for myself I greatly dislike online search/application when looking for job. Just a reminder some of us live rurally where internet speeds from providers is too slow to work from home also too costly.
- Gaps in resume
- bad OVR counselor
- Employer flexibility as it relates to needs such as transportation and supervision.
- extremely delayed access to services, working can make you ineligible for health insurance based on income, available jobs skip applicants requiring accommodations, many available jobs are harsh for applicants with mental health disabilities due to customer attitude or lack of accommodations
- Fear of changing positions, loss of pay and limited opportunities to change careers with physical barriers.
- Criminal records preventing getting hired
- Not sure about all the barriers... very individualized. Everyone€™s situation would be different.
- I think a fear of losing disability benefits is a major fear for most people. It takes so long to get them that we are terrified of losing them if we can't maintain employment. Educating people on the ticket to work program, as well as how to utilize wippa, would be helpful. I think if more people knew there was a safety net, they would love to try. Many of us want our independence but are scared of the consequences of having a setback. Sorry for any typos, the small box provided won't permit me to see what I've typed.
- For what I am wanting to realize, and the nature of institutionalized beliefs, even the religious institutions also have conveyed a certain level of prejudice that made my

reality a difficult struggle. How high is the struggle if the conversation cannot be had because of closed minds?

- Employers (and coworkers) still have preconceived notions about the disabled as relates to their physical and emotional limitations. There is an inherent lack of trust in their ability to succeed in the workplace.
- Voc rehab helps a lot. The only problem I see is it should see ppls situations to the end. They will help get u started but didn't make sure I finished
- Assistance for those who are considered self-employed   ex. Hair stylist, cosmetic micropigmentation, esthetician
- Access to adjustment counseling
- None
- None
- The state having separate identification for state resident and driving license, increases the ability to discriminate against the visually impaired, as does permitting employers to require a valid driver license when reliable transportation is what is needed.
- none
- n/a
- Help finding the RIGHT job that fits my skill set that pays decent. And being creative I€™m helping find opportunities in either schooling, training, or certification to learn new skills.
- lack of social and soft skills, good communication skills, dedication, and determination
- need hotspot or Wi-Fi
- Not knowing if assistive technology will work with third party programs used to run the business
- Assistance in finding job sources other than the internet.
- transportation
- Very high
- Kentucky unemployment job offices are low quality
- None.
- None
- None
- Need to overall the University Education system (it is a Big Business Fiasco right now) and providing a decent education at High School level - Prepare Students for a Lifetime. Plus, more journeyman/apprenticeship programs DESPERATELY NEEDED. And Hospitals stop them being yet another Big Business Profit Center!
- wait lists for services
- Company do not like to give people with disabilities a.job
- Payment for school
- Transportation cost and technology
- Don't know

- She had to have another head surgery.
- None I personally experience.
- Borderline Personality disorder
- N/A
- None
- Rural internet
- Knee issues but will need to go back to work so can't get replaced. Unemployment is ending and haven't gotten any in first 2 months
- Entering into a program.
- None
- Foe me as a hearing-impaired individual, people wearing masks has been a barrier. I use lip reading for help even with an aide. Individual
- There are no other barriers I can think of that aren't already listed
- Na
- Older, insecurities, ADD, hearing and transition to lower jobs available
- Compassion
- There is a very high barrier to actually get a Voc Rehab counselor to get a will actually help me and not take advantage of our government jobs and sit around and not do their job like they're supposed to.
- Criminal Record
- Living standards. Poverty level is out of date. Expectations of aged people unrealistic. Ageism, ableist outlooks are sour apples. People need food and water, shelter, realistic medical assistance, and now technology and internet access. HOW? It costs more than half of the current legal poverty level!
- I am the legal guardian to my twin sisters who are disabled. They are currently working under an ADT because that was the only way I could get transportation assistance. I also have a career in case management. I currently serve 19 adults under the MPW and SCL waiver. There needs to be more virtual trainings to assist families with understanding the benefits of their loved one working and how that means more money. Most families don't want their adult child working because they "will lose their check." There also isn't enough resources, agencies or companies that are willing to support individuals who want to work, locate, and secure person centered jobs. My last client the voc rehab counselor. She did not listen to the client who stated she did not want to work in a factory and assisted her get a job in a factory. My client was fired because she could not do the work. The counselor did not listen to my clients wishes and needs. We have no form of public transportation and lack the agencies that can help. Right now, the only agency we have is Options Unlimited and they 't keep with the workload and referrals.
- Finding a job that, tools to work with, clothing, boots and finding an employer that understands some days I€™m not able to function
- For the people at Vocational rehab to ACTUALLY DO THEIR JOB and help people with disabilities that has been denied ss disability to get us re-educated and find us jobs

- Motivation positivity past bad employment history. Resume help
- N/A

Appendix E - Counselor Forum Questions

OVR Counselors—Public Forum questions

In Fall 2020 and Spring 2021, we conducted needs assessments with several stakeholder groups. The purpose of this discussion is to build up on the major findings from the needs assessments and identify ways to address the needs.

1. Common themes across all stakeholder groups in terms of needs were – vocational guidance and counseling, mental restoration (counseling etc.), job placement (help finding a job), and support services.
   - Our first question to the group, does this finding resonate with you? Is there any need in the list that surprised you?
   - In an ideal world, how can this need be addressed? How can OVR make these services which address these needs more accessible?
   - In the real world (as communities navigate post-COVID), what are the challenges people in accessing services that address these needs?

2. Counselors identified people with mental health conditions, people with substance use disorders, people with felony background, and people with cognitive disabilities as groups for which they have seen an increase in people served over the past 3 years.
   - For each one of these groups, how can we help them enhance their job plans (i.e., job field, vocational goal, ideal job)?
   - For each one of these groups, how can we help them enhance connections with job mentors or role models?
   - For each one of these groups, how can we help them enhance their creation of their own career portfolio (resume, cover letter) and learn the job market in their chosen field?
   - For each one of these groups, how can we help them enhance their advocacy for the supports they need in the workplace?

3. One of the biggest barriers that people with mental health conditions face is employer attitudes. What are some of the ways we can increase awareness and educate employers on how they can make workplaces more inclusive for people with mental health conditions?

4. Are there other groups that you feel are currently being underserved by OVR?

5. As communities navigate COVID, what are the emerging challenges related to employment that you are seeing in your clients?

Appendix F – Staff Forum Questions

Pre-ETS, AT staff, Residential staff Questions for Discussion

In Fall 2020 and Spring 2021, we conducted needs assessments with several stakeholder groups. The purpose of this discussion is to build up on the major findings from the needs assessments and identify ways to address the needs.

1. The common themes across stakeholder surveys in terms of needs were – vocational guidance and counseling, mental restoration (counseling etc.), job placement (help finding a job), and support services.
   - Our first question to the group, does this finding resonate with you? Is there any need in the list that surprised you?
   - In an ideal world, how can OVR make services which address these needs more accessible?
   - In the real world (as communities navigate post-COVID), what are the challenges people in accessing services that address these needs?

2. Counselors identified people with mental health conditions as one of the groups for whom they have seen an increase in terms of number of people served over the past 3 years. Similarly, community rehabilitation providers also reported that people with mental health conditions was one of the groups they provide a lot of service.
   - Specifically, what improvements can be made, in terms of Pre-ETS, Assistive Technology, Residential Services, that address the employment needs for people with mental health conditions?
   - As it relates to Pre-ETS, Assistive Technology, Residential services, what are some challenges people with mental health conditions face in terms of employment?
   - One of the biggest barriers that people with mental health conditions face is employer attitudes. What are some of the ways we can increase awareness and educate employers on how they can make workplaces more inclusive for people with mental health conditions?

3. People with substance use disorders, people with felony background, and people with cognitive disabilities were the other groups for whom the counselor and CRPs were providing increasing services.
   - Specifically, what improvements can be made, in terms of Pre-ETS, Assistive Technology, Residential Services, that address the employment needs for people with the above conditions?
   - As it relates to Pre-ETS, Assistive Technology, Residential services, what are some challenges faced the people with the above conditions?

4. Are there other groups that you feel are currently being underserved by OVR?

5. As communities navigate COVID, what are the emerging challenges related to employment that you are seeing in your communities?

Appendix G – Public Forum Questions

Public Questions for Discussion

In Fall 2020 and Spring 2021, we conducted needs assessments with several stakeholder groups. The purpose of this discussion is to build up on the major findings from the needs assessments and identify ways to address the needs.

1. The common themes across stakeholder surveys in terms of needs were – vocational guidance and counseling, mental restoration (counseling etc.), job placement (help finding a job), and support services.
   - Our first question to the group, does this finding resonate with you? Is there any need in the list that surprised you?
   - In an ideal world, how can OVR make services which address these needs more accessible?
   - In the real world (as communities navigate post-COVID), what are the challenges people in accessing services that address these needs?

2. Some of the biggest barriers face by people were--Employer Attitudes, Transportation, Job Search Skills, Social Skills.
   - What improvements can be made in terms of employer attitude?
   - What improvements can be made in terms of transportation?
   - What improvements can be made to services related to job search skills?
   - What improvements can be made to services related to social skills?

3. Are there other groups that you feel are currently being underserved by OVR?

4. As communities navigate COVID, what are the emerging challenges related to employment that you are seeing in your communities?

Appendix H – Statewide Council on Vocational Rehabilitation Questions

Statewide Council for Vocational Rehabilitation - Questions for Discussion

In Fall 2020 and Spring 2021, we conducted needs assessments with several stakeholder groups. The purpose of this discussion is to build upon the major findings from the needs assessments and identify ways to address the needs.

1. The common themes across stakeholder surveys in terms of needs were – vocational guidance and counseling, mental restoration (counseling etc.), job placement (help finding a job), and support services.
   - Our first question to the group, does this finding resonate with you? Is there any need in the list that surprised you?
   - In an ideal world, how can OVR make services which address these needs more accessible?
   - In the real world (as communities navigate post-COVID), what are the challenges people in accessing services that address these needs?

2. Counselors identified people with mental health conditions has one of the groups for whom they have seen an increase in terms of number of people served over the past 3 years.
   - How can OVR address the employment needs for people with mental health conditions?
   - What are some challenges people with mental health conditions face in terms of employment?
   - One of the biggest barriers that people with mental health conditions face is employer attitudes. What are some of the ways we can increase awareness and educate employers on how they can make workplaces more inclusive for people with mental health conditions?

3. People with substance use disorders, people with felony background, and people with cognitive disabilities were the other groups for whom the counselor and CRPs were providing increasing services.
   - How can OVR address the employment needs for these groups?
   - What are some challenges to employment?

4. Are there other groups that you feel are currently being underserved by OVR?

5. As communities navigate COVID, what are the emerging challenges related to employment that you are seeing in your communities?

Appendix I: Instruments

OVR CSNA 2020 – Counselors Survey

CSNA 2020 - Counselor Survey

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

- ◯ Less than 1 year (15)

- ◯ 1-5 years (16)

- ◯ 6-10 years (17)

- ◯ 11-15 years (18)

- ◯ 16-20 years (19)

- ◯ 21-25 years (20)

- ◯ Over 25 years (21)

2. What is your average caseload size?

- ◯ Less than 50 cases (1)

- ◯ 51-100 cases (2)

- ◯ 100-150 cases (3)

- ◯ 151-200 cases (4)

- ◯ 201-250 cases (5)

- ◯ 251-300 cases (6)

- ◯ Over 300 cases (7)

3. What is your highest level of educational training?

- ◯ Bachelor's Degree (1)

- ◯ Master's Degree (2)

- ◯ Doctoral Degree (3)

4. In which KY OVR area are you assigned?

○ Paducah (374)

○ Owensboro (375)

○ Bowling Green (376)

○ Louisville (377)

○ Elizabethtown (378)

○ Danville (379)

○ Florence (380)

○ Lexington (381)

○ Prestonsburg (382)

○ Ashland (383)

○ Hazard (384)

○ Bluegrass (385)

○ East Jefferson (386)

○ Covington (387)

○ Somerset (388)

○ RCD/Statewide (389)

○ West Kentucky Blind (390)

○ East Kentucky Blind (391)

○ Central Kentucky Blind (392)

○ McDowell Center (393)

○ Carl D. Perkins Vocational Training Center (394)

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

○ Mental Health/Psycho-social impairments (1)

○ Drug/alcohol disorders (2)

○ Physical/orthopedic impairments (3)

○ Learning/Cognitive disorders (4)

○ Blind/Visual impairments (5)

○ Other sensory/communication impairments (6)

○ Neurological impairments or brain injury (7)

6. Who makes the majority of referrals to you?

○ High Schools (1)

○ Homeless shelters (2)

○ Post-secondary training institutions (3)

○ Medical facilities (4)

○ Other state or welfare agencies (5)

○ Community Rehabilitation Programs (6)

○ KY Career Center partners (7)

○ Social Security or Ticket-to-Work (8)

○ Drug/alcohol rehabilitation   (9)

○ Self or other consumers (10)

○ Other (please specify) (11) _____

7. Which best describes your technology needs as it relates to doing your job?

○ I don't have the technology to stay connected (1)

○ I sometimes have the technology to help me stay connected (2)

○ My technology needs are met (3)

8. How much are you using technology to do your job?

○ Less than before COVID-19 (1)

○ About the same as before COVID-19 (2)

○ More than before COVID-19 (3)

9. What kinds of technology are you using to do you your job? (Check all that apply)

☐ Smartphone (1)

☐ Computer (2)

☐ Tablet (3)

☐ Other (4) _____

10. Please rate the need for the services for Kentuckians with disabilities overall.

Vocational Guidance and Counseling

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Assistive Technology

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Support Services Including Transportation, Rental Assistance, etc.

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Pre-Employment Transition Services

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Transition Services from High School

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Vocational Training / Credential Attainment

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Supported Employment

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Individual Placement and Support (IPS)

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Customized Supported Employment

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Benefits Planning

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Mental Restoration (Health, Counseling and Treatment)

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Physical Restoration (Medical Care, Procedures, Medications, Surgery, Prosthetics, etc.)

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Job Placement

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

Post-Employment Services

○ No Need (1)

○ Low Need (2)

○ High Need (3)

○ Very High Need (4)

11. Please identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19) _____

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

Visual Disability

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Mental Illness

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Physical Disability

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Cognitive Disability

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Drug and Alcohol

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Criminal Background/Felonies

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Homelessness

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Public Support (TANF, Welfare, SSI/SSDI)

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

Veterans

○ Decrease (1)

○ No Change (2)

○ Increase (3)

○ Not applicable / Don't know (4)

School Transition

     ○ Decrease (1)

     ○ No Change (2)

     ○ Increase (3)

     ○ Not applicable / Don't know (4)

13. Please rate the barriers you feel prevent or hinder Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives.
Employer Attitudes

     ○ Not a Barrier (44)

     ○ Low Barrier (45)

     ○ High Barrier (46)

     ○ Very High Barrier (47)

     ○ Not Applicable / Don't Know (48)
Co-worker Attitudes

     ○ Not a Barrier (44)

     ○ Low Barrier (45)

     ○ High Barrier (46)

     ○ Very High Barrier (47)

     ○ Not Applicable / Don't Know (48)

Consumer Attitudes

     ○ Not a Barrier (5)

     ○ Low Barrier (6)

     ○ High Barrier (7)

     ○ Very High Barrier (8)

     ○ Not Applicable / Don't Know (9)

Disability Benefits

     ○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Family Support

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Qualified Service Providers

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Long Term Support

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Physical Access (ex. to Employers or Services)

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Child Care

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Transportation

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Healthcare Insurance

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Access to Healthcare

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Job Search Skills

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Social Skills

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

Information about available jobs

○ Not a Barrier (5)

○ Low Barrier (6)

○ High Barrier (7)

○ Very High Barrier (8)

○ Not Applicable / Don't Know (9)

14. Other: Please identify additional high or very high barriers not listed above. _____

15. When was the last time you had a consumer utilize the services of the local Kentucky Career Center?

○ Never (1)

○ In the last week (2)

○ In the last month (3)

○ In the last 3 months (4)

○ Between 3 months and 1 year (5)

○ 1-2 years (6)

○ More than 2 years (7)

16. How many different Community Rehabilitation Programs (CRPs) do you generally refer consumers to in a given year?

○ 0 (1)

○ 1 (2)

○ 2 (3)

○ 3 (4)

○ 4 (5)

○ 5 (6)

○ More than 5 (7)

17. For which of the following services do you routinely refer consumers to CRPs? (Please check all that apply.)

☐ Vocational Assessment (1)

☐ Comprehensive Vocational Evaluation (2)

☐ Person-Centered Job Selection (3)

☐ Adjustment Services (4)

☐ Employment and Retention (5)

☐ Skills Training resulting in Competitive Employment (6)

☐ Traditional Supported Employment (7)

☐ Individual Placement Support (IPS) (8)

☐ Customized Supported Employment (9)

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

There are enough CRPs to serve consumers in need of services in my area.

○ Strongly Disagree (1)

○ Disagree (2)

○ Agree (3)

○ Strongly Agree (4)

CRP staff have adequate education and professional training to meet the VR needs of my consumers.

○ Strongly Disagree (1)

○ Disagree (2)

○ Agree (3)

○ Strongly Agree (4)

CRPs provide quality services that meet identified needs of my consumers.

○ Strongly Disagree (1)

○ Disagree (2)

○ Agree (3)

○ Strongly Agree (4)

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

○ No (1)

○ Yes (2)

○ Don't Know / Not Sure (3)

20. Please provide any other information you feel would be useful for the Agency to consider when determining the needs for future CRP services. _____
21. In the past three years, approximately how many consumers have you referred for Carl D. Perkins Vocational Training Center (CDPVTC) services?

○ 0 - 5 Consumers (1)

○ 6 - 10 Consumers (2)

○ 11 - 15 Consumers (3)

○ 16 - 20 Consumers (4)

○ 20+ Consumers (5)

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

23. In the past three years, approximately how many consumers have you referred for Charles D. McDowell Center (McDowell) services?

○ 0 - 5 Consumers (1)

○ 6 - 10 Consumers (2)

○ 11 - 15 Consumers (3)

○ 16 - 20 Consumers (4)

○ 20+ Consumers (5)

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

CSNA 2020 – OVR STAFF SURVEY

COMPREHENSIVE STATE NEEDS ASSESSMENT 2020:

OVR Staff Survey

About Your Work

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

  ○ Less than 1 year

  ○ 1-5 years

  ○ 6-10 years

  ○ 11-15 years

  ○ 16-20 years

  ○ 21-25 years

  ○ Over 25 years

2. Where do you work?

  ○ Paducah

  ○ Owensboro

  ○ Bowling Green

  ○ Louisville

  ○ Elizabethtown

  ○ Danville

  ○ Florence

  ○ Lexington

  ○ Prestonsburg

  ○ Ashland

  ○ Hazard

  ○ Bluegrass

○ East Jefferson

○ Covington

○ Somerset

○ RCD/Statewide

○ West Kentucky Blind

○ East Kentucky Blind

○ Central Kentucky Blind

○ McDowell Center

○ Carl D. Perkins Vocational Training Center

○ Central Office

Technology Needs

3. Which best describes your technology needs as it relates to doing your job?

○ I don't have the technology to stay connected

○ I sometimes have the technology to help me stay connected

○ My technology needs are met

4. How much are you using technology to do your job?

○ More than before COVID-19

○ About the same as before COVID-19

○ Less than before COVID-19

5. What kinds of technology are you using to do your job? (Check all that apply)

☐ Smartphone

☐ Computer

☐ Tablet

☐ Other _____

Needs Ratings

6. Please rate the level of need for the following services for Kentuckians with disabilities overall.

(Please choose "Not Applicable / Don't know" if you are not able to rate the item)

Vocational Guidance and Counseling

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Assistive Technology

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Support Services Including Transportation, Rental Assistance, etc.

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Pre-Employment Transition Services

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Transition Services from High School

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○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Vocational Training / Credential Attainment

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Supported Employment

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Individual Placement and Support (IPS)

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Customized Supported Employment

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Benefits Planning

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Mental Restoration (Health, Counseling and Treatment)

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Physical Restoration (Medical Care, Procedures, Medications, Surgery, Prosthetic, etc.)

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Job Placement

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

Post-Employment Services

○ No Need

○ Low Need

○ High Need

○ Very High Need

○ Not Applicable / Don't Know

7. Please identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19) _____

Barrier Ratings

8. Please rate the barriers you feel prevent Kentuckians with disabilities from gaining and maintaining

employment and leading fuller and more independent lives.
(Please choose "Not Applicable / Don't know" if you are not able to rate the item).

Employer Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Co-worker Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Consumer Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Disability Benefits

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Family Support

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Qualified Service Providers

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Long Term Support

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Physical Access (ex. to Employers or Services)

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Child Care

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Transportation

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Healthcare Insurance

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Access to Healthcare

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Job Search Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Social Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Information about available jobs

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

9. Other: Please identify additional high or very high barriers not listed above.

_____

CSNA 2020 Consumer Survey
Office of Vocational Rehabilitation - Consumer / Public Survey

The Kentucky Office of Vocational Rehabilitation (OVR) is conducting a Comprehensive Statewide Needs Assessment with all key stakeholders. The needs assessment aims to identify current and emerging needs to help inform the upcoming state plan. As a key stakeholder, your perspective is important to us.

If you have any questions about OVR services, please call (502) 564-4440 or (800) 372-7172 (V/TTY)

If you would like to contact the survey administrator with technical questions about this survey, please contact Luke O'Hara by clicking the link.
Please go to the **next page** and take the Comprehensive Statewide Needs Assessment Consumer/Public Survey. The survey should take 10-15 minutes. The Human Development Institute at the University of Kentucky is conducting data collection, analysis, and reporting. OVR does not have access to individual responses. The final report will not include any identifying information.

About You

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

   ○ Individual with a disability

   ○ Parent or guardian of an individual with a disability

   ○ Advocate

   ○ Service provider

   ○ An interested member of the community

2. How have you participated in Office of Vocational Rehabilitation services?

   ○ I am a current consumer of the Office of Vocational Rehabilitation services

   ○ I have been a consumer of the Office of Vocational Rehabilitation in the past, but am not currently receiving services

   ○ I have never been a consumer of the Office of Vocational Rehabilitation services

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

- ☐ Deafness/Hard of hearing
- ☐ Deaf/Blind
- ☐ Blind/visual impairment
- ☐ Other communication impairment
- ☐ Orthopedic impairment
- ☐ Respiratory Impairment
- ☐ Spinal Cord Injury/paralysis
- ☐ Brain Injury/stroke
- ☐ Other physical impairment
- ☐ Behavioral/Mood Disorder
- ☐ Intellectual Disability
- ☐ Cognitive Impairment
- ☐ Autism Spectrum Disorder
- ☐ Substance abuse disorders
- ☐ Other mental impairment or illness
- ☐ Other (please specify) _____

4. Please provide your age _____

5. How do you identify?

○ Male

○ Female

○ Non-binary

○ Other _____

6. Please check any of the following that describes your race or ethnic background? You can check more than one if applicable.

☐   White

☐   Black/African-American

☐   Asian

☐   Native Hawaiian/Pacific Islander

☐   Native American or Alaskan Native

☐   Hispanic/Latino/Latina

☐   Other _____

7. Are you currently employed

○ Yes, full time

○ Yes, part time because of COVID

○ Yes, part time but not because of COVID

○ Not working because of COVID

○ Not working but not because of COVID

○ Retired

○ Other (Please specify) _____

7.A. Do you feel like your employer is doing all that they can to support your safety and well being while working?

○ Very Unsupported

○ Somewhat unsupported

○ Somewhat supported

○ Very Supported

7.B. How secure do you feel your job is currently?

○ Very insecure

○ Somewhat insecure

○ Somewhat secure

○ Very Secure

8. Please indicate your county of residence

○ Adair County

○ Allen County

○ Anderson County

○ Ballard County

○ Barren County

○ Bath County

○ Bell County

○ Boone County

○ Bourbon County

○ Boyd County

○ Boyle County

○ Bracken County

○ Breathitt County

○ Breckinridge County

○ Bullitt County

○ Butler County

○ Caldwell County

○ Calloway County

○ Campbell County

○ Carlisle County

○ Carroll County

○ Carter County

○ Casey County

○ Christian County

○ Clark County

○ Clay County

○ Clinton County

○ Crittenden County

○ Cumberland County

○ Daviess County

○ Edmonson County

○ Elliott County

○ Estill County

○ Fayette County

○ Fleming County

○ Floyd County

○ Franklin County

○ Fulton County

○ Gallatin County

○ Garrard County

○ Grant County

○ Graves County

○ Grayson County

○ Green County

○ Greenup County

○ Hancock County

○ Hardin County

○ Harlan County

○ Harrison County

○ Hart County

○ Henderson County

○ Henry County

○ Hickman County

○ Hopkins County

○ Jackson County

○ Jefferson County

○ Jessamine County

○ Johnson County

○ Kenton County

○ Knott County

○ Knox County

○ Larue County

○ Laurel County

○ Lawrence County

○ Lee County

○ Leslie County

○ Letcher County

○ Lewis County

○ Lincoln County

○ Livingston County

○ Logan County

○ Lyon County

○ McCracken County

○ McCreary County

○ McLean County

○ Madison County

○ Magoffin County

○ Marion County

○ Marshall County

○ Martin County

○ Mason County

○ Meade County

○ Menifee County

○ Mercer County

○ Metcalfe County

○ Monroe County

○ Montgomery County

○ Morgan County

○ Muhlenberg County

○ Nelson County

○ Nicholas County

○ Ohio County

○ Oldham County

○ Owen County

- ○ Owsley County

- ○ Pendleton County

- ○ Perry County

- ○ Pike County

- ○ Powell County

- ○ Pulaski County

- ○ Robertson County

- ○ Rockcastle County

- ○ Rowan County

- ○ Russell County

- ○ Scott County

- ○ Shelby County

- ○ Simpson County

- ○ Spencer County

- ○ Taylor County

- ○ Todd County

- ○ Trigg County

- ○ Trimble County

- ○ Union County

- ○ Warren County

- ○ Washington County

- ○ Wayne County

- ○ Webster County

- ○ Whitley County

- ○ Wolfe County

- ○ Woodford County

○ Other (Not living in Kentucky)

9. Which best describes your technology needs (related to employment)?

○ I don't have the technology to stay connected

○ I sometimes have the technology to help me stay connected

○ My technology needs are met

10. How much do you use technology (related to employment)?

○ More than before COVID-19

○ About the same as before COVID-19

○ Less than before COVID-19

11. What kinds of technology are you using (related to employment)? (Check all that apply)

☐ Smartphone

☐ Computer

☐ Tablet

☐ Other _____

Needs Ratings

12. Please rate the need for the services for Kentuckians with disabilities overall.

Vocational Guidance and Counseling

○ No Need

○ Low Need

○ High Need

○ Very High Need

Assistive Technology [technology that helps with daily living or work]

○ No Need

○ Low Need

○ High Need

○ Very High Need

Support Services Including Transportation, Rental Assistance, etc.

○ No Need

○ Low Need

○ High Need

○ Very High Need

Transition Services from High School

○ No Need

○ Low Need

○ High Need

○ Very High Need

Job Training

○ No Need

○ Low Need

○ High Need

○ Very High Need

Job Coaching

○ No Need

○ Low Need

○ High Need

○ Very High Need

Benefits Planning

○ No Need

○ Low Need

○ High Need

○ Very High Need

Mental Health Counseling

○ No Need

○ Low Need

○ High Need

○ Very High Need

Medical Care (procedures, medication, surgery, prosthetics, etc)

○ No Need

○ Low Need

○ High Need

○ Very High Need

Help Finding Jobs

○ No Need

○ Low Need

○ High Need

○ Very High Need

Help Keeping a Job

○ No Need

○ Low Need

○ High Need

○ Very High Need

13. Please identify any employment related needs/services that have become more apparent or requested since March 2020, (COVID-19) _____

Barriers to Employment

14. Please rate the extent to which you feel the following barriers prevent or hinder Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives.

Employer Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Co-worker Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Worker Attitudes

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Disability Benefits

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Family Support

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Qualified Service Providers

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Long Term Support

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Physical Access (e.g.. to Employers, Services, etc)

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Child Care

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Transportation

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Healthcare Insurance

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Access to Healthcare

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Job Search Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Social Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Access to Technology

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Information About Available Jobs

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

15. Other: Please identify additional high or very high barriers not listed above. _____

CSNA 2020 – CRP SURVEY

Comprehensive State Needs Assessment 2020:

CRP Survey

About Your Work

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

- ○ Less than 1 year

- ○ 1 - 5 years

- ○ 6 - 10 years

- ○ 11 - 15 years

- ○ 16 - 20 years

- ○ 20 + years

2. Approximately how many referrals do you **RECEIVE FROM** KY OVR on a yearly basis?

- ○ Fewer than 10 referrals

- ○ 11-25 referrals

- ○ 26-50 referrals

- ○ 51-75 referrals

- ○ 76-100 referrals

- ○ More than 100 referrals

3. Approximately how many referrals do you **MAKE TO** KY OVR on a yearly basis?

- ○ Fewer than 10 referrals

- ○ 11-25 referrals

- ○ 26-50 referrals

- ○ 51-75 referrals

- ○ More than 75 referrals

4. How many staff does your organization employ?

○ Fewer than 10 staff

○ Between 10 and 20 staff

○ Between 21 and 30 staff

○ Between 31 and 40 staff

○ Between 41 and 50 staff

○ More than 50 staff

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

☐ Paducah

☐ Owensboro

☐ Bowling Green

☐ Louisville

☐ Elizabethtown

☐ Danville

☐ Florence

☐ Lexington

☐ Prestonsburg

☐ Ashland

☐ Hazard

☐ Bluegrass

☐ East Jefferson

☐ Covington

☐ Somerset

- [ ] RCD/Statewide

- [ ] West Kentucky Blind

- [ ] East Kentucky Blind

- [ ] Central Kentucky Blind

- [ ] McDowell Center

- [ ] Carl D. Perkins Vocational Training Center

Technology Needs

6. Which best describes your technology needs as it relates to doing your job?

- ( ) I don't have the technology to stay connected

- ( ) I sometimes have the technology to help me stay connected

- ( ) My technology needs are met

7. How much are using technology to do your job?

- ( ) More than before COVID-19

- ( ) About the same as before COVID-19

- ( ) Less than before COVID-19

8. What kinds of technology are you using to do your job? (Check all that apply)

- [ ] Smartphone

- [ ] Computer

- [ ] Tablet

- [ ] Other _____

9. Do you have the capacity to provide remote learning?

- ( ) No

- ( ) Yes

10. Do you have the technology to deliver remote learning?

    ◯ No

    ◯ Yes

11. Have you had any technology-related problems during COVID-19 that OVR could help you address?

    ◯ No

    ◯ Yes

11a. Please specify technology-related problems during COVID-19 that OVR could help you address?
_____

Needs

12. Please identify any needs (relating to employment) that have emerged since March 2020. _____

Barriers to Employment

13. Please rate the barriers you feel prevent or hinder Kentuckians with disabilities from gaining and maintaining employment and leading fuller and more independent lives.

Employer Attitudes

- ○ Not a Barrier
- ○ Low Barrier
- ○ High Barrier
- ○ Very High Barrier
- ○ Not Applicable / Don't Know

Co-worker Attitudes

- ○ Not a Barrier
- ○ Low Barrier
- ○ High Barrier
- ○ Very High Barrier
- ○ Not Applicable / Don't Know

Consumer Attitudes

- ○ Not a Barrier
- ○ Low Barrier
- ○ High Barrier
- ○ Very High Barrier
- ○ Not Applicable / Don't Know

Disability Benefits

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Family Support

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Qualified Service Providers

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Long Term Support

- ◯ Not a Barrier
- ◯ Low Barrier
- ◯ High Barrier
- ◯ Very High Barrier
- ◯ Not Applicable / Don't Know

Physical Access (ex. to Employers or Services)

- ◯ Not a Barrier
- ◯ Low Barrier
- ◯ High Barrier
- ◯ Very High Barrier
- ◯ Not Applicable / Don't Know

Child Care

- ◯ Not a Barrier
- ◯ Low Barrier
- ◯ High Barrier
- ◯ Very High Barrier
- ◯ Not Applicable / Don't Know

Transportation

- ◯ Not a Barrier
- ◯ Low Barrier
- ◯ High Barrier
- ◯ Very High Barrier
- ◯ Not Applicable / Don't Know

Healthcare Insurance

- ◯ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Access to Healthcare

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Job Search Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know

Social Skills

○ Not a Barrier

○ Low Barrier

○ High Barrier

○ Very High Barrier

○ Not Applicable / Don't Know
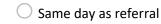
Information about available jobs

    ◯ Not a Barrier

    ◯ Low Barrier

    ◯ High Barrier

    ◯ Very High Barrier

    ◯ Not Applicable / Don't Know

9. Other: Please identify additional high or very high barriers not listed above. _____

Initiating Services and Wait List

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

    ◯ Same day as referral

    ◯ Within a week

    ◯ Between One and Two Weeks

    ◯ Between Two and Three Weeks

    ◯ More than Three Weeks

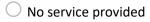15. Do you currently have a waiting list for one or more of your community rehabilitation services?

○ No

○ Yes

○ Don't know

Population / Diagnosis Group - Extent of Service

16. Please review each population/diagnosis group and indicate the extent to which you provide service to this population/diagnosis group.

Visual Disability

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Mental Illness

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Physical Disability

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Cognitive Disability

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Drug and Alcohol

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Criminal Background/Felonies

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Homelessness

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Public Support (TANF, Welfare,SSI/SSDI)

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Veterans

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

School Transition

○ No service provided

○ A little service provided

○ Some service provided

○ A lot of service provided

Please rate the quality of coordination with Special Education with whom you coordinate your Pre-ETS services?

○ Poor

○ Fair

○ Good

○ Excellent

Supports, Gaps and Service Needs

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

☐ Lack of available qualified and/or trained staff

☐ Rising cost of commodities (gas, utilities, etc.)

☐ Employee turnover

☐ Slowing economy

☐ Low KY-OVR fee for service rates

☐ Lack of available financial resources (grants, contracts, in-kind payments, etc.)

☐ Lack of referrals

☐ Increase in consumers with multiple disabilities

☐ Limited information shared by VR Counselors

☐ Timely receipt of KY-OVR authorizations for services

☐ Other (please specify) _____

18. In your opinion, what are the supports (related to employment) that you would you like to have to serve your clients effectively? _____

19. In your opinion, what are the gaps in employment services that Kentuckians with disabilities are facing? _____

20. In your opinion, what are the employment service needs that your clients have?

_____

CSNA 2020 Youth Transition Survey

What is your age? _____

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

☐ Deafness/Hard of hearing

☐ Deaf/Blind

☐ Blind/visual impairment

☐ Other communication impairment

☐ Orthopedic impairment

☐ Respiratory Impairment

☐ Spinal Cord Injury/paralysis

☐ Brain Injury/stroke

☐ Other physical impairment

☐ Behavioral/Mood Disorder

☐ Intellectual Disability

☐ Cognitive Impairment

☐ Autism Spectrum Disorder

☐ Substance abuse disorders

☐ Other mental impairment or illness

☐ Other(please specify) _____

Which of the follow describes your current situation? (Mark all that apply)

☐ I currently attend a private or parochial high school.

☐   I am a home-schooled student.

☐   I currently attend Kentucky School for the Blind (KSB).

☐   I currently attend Kentucky School for the Deaf (KSD).

☐   I currently attend a public high school (other than KSD or KSB).

☐   I am taking classes at a Community/Technical College (technical/paraprofessional training)

☐   I am taking Adult Vocational Education (advanced job training).

☐   I am taking classes at a University or College (Bachelor or graduate program).

☐   I am not currently in school or taking any courses

☐   Other (please specify). _____

Which of the following describes your current living situation? (mark all that apply)

☐   I live alone

☐   I live with other people (family, roommates, group home)

☐   I contribute to the rent or mortgage of my residence.

☐   I do not contribute to the rent or mortgage of my residence.

☐   I live in an apartment.

☐   I live in a house.

☐   I live in a group home.

Which best describes your technology needs?

○ I don't have the technology to stay connected

○ I sometimes have the technology to help me stay connected

○ My technology needs are met

How much are using technology?

○ More than before COVID-19

○ About the same as before COVID-19

○ Less than before COVID-19

What kinds of technology are you using? (Check all that apply)

☐ Smartphone

☐ Computer

☐ Tablet

☐ Other _____

Which of the following describe your work situation? (Mark all that apply)

☐ I am working full time (more than 30 hours)

☐ I am working part time (less than 30 hours)

☐ I had a job in the last five years but not currently working.

☐ I have not had a paid work experience in the last five years

I currently make …

○ less than minimum wage ($7.25 per hour) in my main job

○ at least or more than minimum wage ($7.25 per hour) in my main job

I have...

○ tried to get a job but have been unsuccessful

○ not tried to get job

Job Exploration Counseling: Which of the following are true for you? (Select all that apply)

☐ I know what career I want in the future.

☐ I have researched different types of jobs and careers.

☐ I have learned about education or training requirements to get different types of jobs.

☐ I have used the internet to research jobs.

☐ I have talked to a teacher/counselor about types of jobs or careers.

☐ I have read job postings advertised on the internet, newspaper, and/or other places.

☐ I have met with a college or military recruiter.

☐ I have met with other postsecondary representatives (ex. trade school)

☐ I have attended college or job fairs.

Work Based Learning Experiences: Which of the following are true for you? (select all that apply)

☐ I have had real-life (paid) work experiences.

☐ I have interviewed for a job.

☐ I have received a pay check.

☐ I have filled out job applications.

☐ I have had a job shadowing experience.

☐ I have had an internship experience.

☐ I have had volunteer experience.

☐ I have attended a career fair or an employer tour.

Workplace Readiness Skill: Which of the following are true for you? (select all that apply)

☐ I use a computer to find information on the internet.

☐ I type on a keyboard.

☐ I use a tablet or smart phone.

☐ I use different software programs on a computer.

☐ I use a computer to read or to take notes.

☐   I read standard print or large print materials.

☐   I use braille to read.

☐   I use assistive technology to browse the internet for information.

Post-secondary Training and Education: Which of the following is true for you? (Select all that apply)

☐   I have participated in vocational preparation classes in high school (drafting, plumbing, welding, electrician, etc.).

☐   I have talked to a teacher/counselor about how to apply to universities.

☐   I have talked to a teacher/counselor about how to apply to vocational and trade schools.

☐   I have talked to a teacher/counselor about how to apply to community colleges.

☐   I understand the difference between a community college and a university.

☐   I understand the difference between a vocational or trade school and a community college.

☐   I understand what training is required for my chosen career.

☐   I have already applied or been accepted to a training program (vocational, community, technical college or university) after high school.

☐   I am already attending a college, university or other vocational training program.

☐   I am taking classes in high school for college credit (AP, IB, Dual Credit).

Transition Programs: I have participated in the following programs (Please check all that apply)

	Are you aware of the program?		Have you participated? OR Are you participating?	
	Yes	No	Yes	No

INSIGHT at Morehead State University.	○	○	○	○
Summer Work Program at Kentucky School for the Blind (KSB).	○	○	○	○
World of Work Program at KSB.	○	○	○	○
PATH Program at McDowell Center in Louisville.	○	○	○	○
Community Wok Transition Program.	○	○	○	○
UK's Summer Leadership program.	○	○	○	○
EKU's opening Doors Summer program.	○	○	○	○
Deaf-Blind Project ECC Camp.	○	○	○	○
Other (please specify).	○	○	○	○

Which of the following services would be useful to you now or in the near future? Please mark ALL that apply.

☐ Indoor and Outdoor Travel Skills (Orientation and Mobility).

☐ Independent Living Skills (Laundry, Money, Shopping, Cook, Clean, etc.).

☐ Vocational Evaluation (Identification of Job Interests and Skills).

☐ Resume and Interviewing Skills.

☐ Job Placement (Help Finding a Job).

☐ Learning about colleges and Degree programs.

☐ Use of Public Transportation.

☐ Assistive Technology (Readers, education tools, mobility assistance, etc.).

☐ Paid Work Experience.

☐ Understanding my public benefits and how they will be affected when I work.

☐ Job or Career Shadowing.

☐ Mental Health Counseling (help with anxiety, depression, etc.).

☐ Braille classes.

☐ Participation in Summer Work and Transition programs.

☐ Other (please specify) _____

How would you rate yourself in the following areas

Attendance and Punctuality

○ Needs improvement

○ Fair

○ Good

○ Great

Speaking Skills

○ Needs improvement

○ Fair

○ Good

○ Great

Listening Skills

○ Needs improvement

○ Fair

○ Good

○ Great

Working with others

○ Needs improvement

○ Fair

○ Good

○ Great

Asking for Assistance

○ Needs improvement

○ Fair

○ Good

○ Great

Asking for Accommodations

○ Needs improvement

○ Fair

○ Good

○ Great

Interviewing skills

○ Needs improvement

○ Fair

○ Good

○ Great

Money Management

○ Needs improvement

○ Fair

○ Good

○ Great

Orientation and Mobility Skills

○ Needs improvement

○ Fair

○ Good

○ Great

Problem-Solving Skills

○ Needs improvement

○ Fair

○ Good

○ Great

Job Seeking Skills (How to find a job, how to talk to an employer)

○ Needs improvement

○ Fair

○ Good

○ Great

Please let us know if you have any unmet needs related to employment for which you would like services _____

CSNA 2020 - Disability Coordinator Survey
Comprehensive State Needs Assessment 2020 - Disability Coordinator Survey

About Your Work

1. What type of post secondary institution are you associated with? Mark all that apply

☐ University

☐ Technical College

☐ Private

☐ Public

☐ Two-Year

☐ Four-Year

☐ Urban

☐ Rural

☐ Large Enrollment

☐ Small Enrollment

2. What proportion of your students require a referral to vocational rehabilitation upon enrollment to your institution?

○ < 20%

○ > 20% - 40%

○ >40% - 60%

○ > 60%

3. Which of the following services do you provide? Mark all that apply

- [ ] Testing Accommodations

- [ ] Career/vocational assessment and Counseling

- [ ] Job Placement Services

- [ ] Disability-specific assessment/evaluations

- [ ] Assistive Technology evaluations

- [ ] Physical accessibility to campus

- [ ] Notetakers/Interpreters

- [ ] Tutoring

- [ ] Other (please specify) _____

4. When working with a VR Counselor, what are your goals / expectations that you have from their involvement? Mark all that apply

- [ ] To provide needed assistive technology

- [ ] To provide orientation and mobility services

- [ ] To provide resources for the student/family

- [ ] To provide vocational/career counseling to the student

- [ ] Open and regular communication

- [ ] Assistance with training or college funding

- [ ] Assistance with employment upon graduation

- [ ] Other _____

5. What would you identify as issues you face as a Disability Resource Coordinator? Mark all that apply

- [ ] Funding

- [ ] Commitment of Top Administrators

- [ ] Faculty Support

- [ ] Technology

- [ ] Number of Professional Support Staff

- [ ] Availability of Staff with Specialized Training

- [ ] Physical Accessibility

- [ ] Other _____

Working with Vocational Rehabilitation

6. Please rate the following statements

VR Counseling Staff are knowledgeable

- ○ Strongly Disagree

- ○ Disagree

- ○ Agree

- ○ Strongly Agree

VR Counseling Staff are able to connect students to needed support services

- ○ Strongly Disagree

- ○ Disagree

- ○ Agree

- ○ Strongly Agree

VR Counseling Staff build good rapport with you as a coordinator and with the student

- ○ Strongly Disagree

- ○ Disagree

- ○ Agree

- ○ Strongly Agree

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VR Counseling Staff assists the students in resolving issues related to academic performance

○ Strongly Disagree

○ Disagree

○ Agree

○ Strongly Agree

Supportive Service Areas

7. Please mark the supportive service areas below that you feel are crucial to the student in the transition process. Mark all that apply

☐ Assistive Technology

☐ Orientation and Mobility

☐ Family Support

☐ Other _____

8. Please indicate which skills are crucial to the student in the transition process. Mark all that apply

☐ Better decision making/problem solving skills

☐ Time Management skills

☐ Self-Initiative

☐ Self-Management Skills

☐ Other _____

9. Please identify any employment related needs/services that have become more apparent or more requested since March 2020, (COVID-19) _____

Any additional comments please insert below _____

CSNA 2020 - Kentucky Career Center Survey

OVR - Comprehensive State Needs Assessment

Career Center Survey

Services and Working with the Office of Vocational Rehabilitation (OVR)

1. Are individuals with disabilities able to access and participate in the same level of services as other center customers?

◯   No

◯   Yes

1a. Please describe the challenges to access and participation for individuals with disabilities
_____

2. Which region(s) does your career center serve?

- [ ] Bluegrass

- [ ] Kentuckiana Works

- [ ] Lincoln Trail

- [ ] Northern Kentucky

- [ ] EKCEP

- [ ] TENCO

- [ ] Cumberlands

- [ ] South Central

- [ ] Green River

- [ ] Western Kentucky

3. My staff needs the following trainings related to people with disabilities (Check all that apply.)

- [ ] The Americans with Disabilities Act (ADA)

- [ ] Social Security Work Incentives

- [ ] Assistive Technology (screen readers, alternative computer input, etc.)

- [ ] Vocational Rehabilitation Services

- [ ] Employer Resources/Tax Credits

- [ ] Deaf and Hard of Hearing

- [ ] Spinal Cord Injury

- [ ] Intellectual/Learning Disabilities

- [ ] Autism

- [ ] Blindness and Low Vision

☐ Substance Use Disorders

☐ Mental Health Conditions

☐ Other _____

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

☐ Poor

☐ Fair

☐ Good

☐ Excellent

5. Please tell us more about your choice of rating above _____

6. When accommodating a job seeker with a disability in the Career Center, what resources do you use? (Choose all that apply)

☐ Office of Vocational Rehabilitation staff

☐ Ask the job seeker or the referring employer

☐ Utilize internet resources

☐ Click to write Choice 7

☐ Referral to Social Security or other human service organizations

☐ Based on my own professional expertise I determine they are unable to seek employment

☐ Other (please specify) _____

Rate Knowledge of Topics

7. Rate your KNOWLEDGE of the following topics.

Assistive technology and how to obtain assistive devices through various funding sources

○ Poor

○ Fair

○ Good

○ Excellent

Effective strategies that support employment outcomes for customers with disabilities

○ Poor

○ Fair

○ Good

○ Excellent

Accommodations on the job for a variety of disabilities

○ Poor

○ Fair

○ Good

○ Excellent

Providing materials in alternate or accessible formats

○ Poor

○ Fair

○ Good

○ Excellent

Self-Disclosure regarding one's disability to employers and potential employers

○ Poor

○ Fair

○ Good

○ Excellent

Information about vocational rehabilitation services

○ Poor

○   Fair

○   Good

○   Excellent

How working can impact Social Security and other benefits

○   Poor

○   Fair

○   Good

○   Excellent

8. Please identify any employment related needs/services that have become more apparent or more requested since March 2020, (COVID-19) for customers with disabilities _____