San Diego State University
Interwork Institute

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

Comprehensive Statewide Needs Assessment Report

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Andrzej Walz-Chojnacki, Program Development Specialist

Charlie Olson, Lead Data Analyst

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EXECUTIVE SUMMARY

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

Section One: Overall Performance of DVR

The following findings and recurring themes emerged from all of the research methods (data, surveys and interviews) related to this topic area:

1. The pandemic resulted in decreasing applications and successful closures in Program Years 2019 and 2020, though not at the same rate the VR program has been impacted nationally during the same time frame;
2. DVR responded to the need to work remotely and deliver services by distance admirably. They ensured staff were provided with the technology to function virtually and worked hard to minimize the adverse impact on consumers;
3. Connectivity remains a challenge for some DVR consumers due to lack of broadband Internet service, which affects their ability to engage with the agency and prepare for and seek employment in a world increasingly dependent on high-speed access to digital information;
4. Positive impacts of the shift to remote work include savings in travel time and costs, increased staff satisfaction and increased online presence for DVR;
5. There is a need to increase the variety and quality of employment outcomes for DVR consumers;
6. There is a large rate of consumers that exit DVR for reasons related to lack of engagement; and
7. DVR needs to increase community awareness of the program.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. DVR will need to monitor the number of applications for services as they continue to engage in a hybrid model of work and the pandemic continues affect public health and mobility. Increasing awareness of the agency in the community will be an important focus in the coming months as will focused outreach methods through electronic platforms including social media;
2. The agency is encouraged to consider implementing rapid engagement pilot projects to address the rate of consumers that leave the agency due to lack of engagement. A recent study on rapid engagement or expedited enrollment outcomes in California determined

that the sooner an applicant has an IPE developed, the more likely they are to be closed as successfully rehabilitated. The likelihood of success decreased the longer it took to develop an IPE. Table 63 contains these results:

Table 63
Rapid Engagement and Successful Closure

Time from Application to Plan	Percent Closed Rehabilitated	Percent Closed other than Rehabilitated
One Day	47.50%	52.50%
2 to 30 days	40.90%	59.10%
31 to 60 days	37.40%	62.60%
61 to 90 days	35.90%	64.10%
91 to 150 days	31.60%	68.40%
151 or more days	28.30%	71.70%

3. DVR is encouraged to conduct connectivity assessments for all consumers that are engaged in the comprehensive assessment process for plan development. When needed, DVR should purchase the necessary equipment and service to ensure their participants are able to effectively access and function in the digital world. This includes broadband Internet where available and laptops, cell phones and hotspots in cellular service plans. One possibility for adaption is the BPD Technology Assessment Checklist created by the Technology Committee for the association of Baccalaureate Social Work Program Directors. The tool is available in the embedded file below. DVR should adapt the tool for their own needs if they decide to use it:

   PDF
   BPD Tech
   Assessment Tool

4. DVR should develop and implement a marketing plan whose aim is to increase community awareness of the agency statewide; and
5. DVR is encouraged to focus on high wage, high demand and high skill jobs to increase the quality and diversity of employment outcomes for their consumers. The recently awarded Career Pathways Advancement grant from RSA should help the agency in this effort.

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

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. Transportation, job skills and training were all identified as the most important rehabilitation needs for individuals with disabilities. Transportation was by far the most frequently mentioned need, especially in the rural areas;

2. Mental health impairments were frequently cited as a barrier to employment for DVR consumers;
3. The need to develop social skills and to dispel employer's misconceptions about the ability of individuals with disabilities to work were frequently cited as needs;
4. Individuals with the most significant disabilities are often fearful of losing SSA benefits and this continues to affect the jobs they pursue and the hours they strive to work;
5. There is a waitlist in many areas for extended services in supported employment and difficulty getting job coaches due to provider turnover during the pandemic;
6. Financial literacy was identified as a service need for DVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that DVR consumers may lose jobs and return to DVR for services again;
7. Affordable housing was identified as an emerging need for individuals with disabilities; and
8. There is continued need for the development of supported and customized employment among providers in order to be able to help these individuals transition to competitive integrated employment from sheltered workshops.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. Analyze data on the return rate of consumers and determine why they are coming back to DVR and identify and implement strategies to address these concerns;
2. DVR is encouraged to continue to develop resources and training that promote financial literacy and empowerment for their consumers. It is recommended that DVR avail themselves of the resources available through the National Disability Institute at https://www.nationaldisabilityinstitute.org/ if they have not already done so;
3. Promote higher education and career pathways in IPEs, especially with youth;
4. Whenever possible, parents, providers and DVR staff need to convey and set high expectations for consumers and help individuals with the most significant disabilities to strive for their highest potential;
5. Identify resources to help reinvigorate training in supported and customized employment for service providers across the state. One possibility will be to request technical assistance and training from the Vocational Rehabilitation Technical Assistance Center for Quality Employment (VRTAC-QE) at https://tacqe.com/;
6. Develop IPS services throughout the state;
7. Conduct a computer proficiency assessment as a part of the routine comprehensive assessment process and provide training as needed to ensure employability. This can be accomplished as part of the technology assessment recommended in Section One;
8. There are affordable housing listings in Wisconsin at https://affordablehousingonline.com/housing-search/Wisconsin. In addition Wisconsin's Department of Administration has information about affordable housing programs in the state online at https://doa.wi.gov/Pages/LocalGovtsGrants/AffordableHousingPrograms.aspx. These

may be helpful resources for counselors across the state to share with consumers in need if they are not already doing so.

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

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. Community and systemic racism was identified as a primary barrier to employment for minorities with disabilities;
2. Other rehabilitation needs for individuals with disabilities from diverse culture are similar to all individuals with disabilities in Wisconsin;
3. Most of the individuals that participated in this CSNA did not believe that DVR underserved any specific population of individuals based on race, disability type of geography. However, those that did identify potentially underserved groups cited individuals with disabilities living in rural areas, Hispanics and Asians;

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. DVR is encouraged to recruit bilingual Hispanic counselors when they have vacant positions. In addition to being able to speak to Spanish speaking consumers in their native language, Hispanic counselors can help build trust and relationships with the Hispanic community and increase DVR's ability to reach this population;
2. DVR is encouraged to establish or renew liaison and referral relationships with community programs serving minority populations in the State. Targeted outreach to these community service organizations can help increase the awareness of DVR and build trust among traditionally underserved populations;
3. DVR is encouraged to continue to provide training for staff and partners on diversity, equity and inclusion as they have done since the previous CSNA. There were seven staff that specifically indicated that these efforts made an impact on their perspectives and beliefs;
4. Wisconsin's Department of Health Services administers a minority health program with information online at https://www.dhs.wisconsin.gov/minority-health/index.htm. The list of programs includes some information about community programs that are potential referral sources or partnerships for DVR that could increase services to minority communities in the state. DVR is encouraged to review the list and connect with these programs if they have not already done so.

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

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. The pandemic and resulting school closures had a significant impact on transition at all levels, especially on providers of pre-employment transition services. However, providers were able to shift to remote service provision and DVR was very supportive of the process;
2. The rehabilitation needs of youth and students with disabilities in Wisconsin are similar to all individuals served by DVR except that the need for social skills and self-advocacy skills were cited more frequently and with a greater level of importance than adults;
3. All five of the pre-employment transition services were identified as important needs for students with disabilities, with work-based learning cited as the most important service that can help prepare youth and students for employment upon transition;
4. Interview participants stressed how important independent living skills development is for youth if they are to be successful in the world of work and achieve their highest potential;
5. The Project Search sites were praised by several interview participants as being helpful for transition-age youth and an important source of job training and soft and hard skill development; and
6. Section 511 requirements for youth and CC&I&R have impacted and disrupted the pipeline from secondary school to sheltered workshops. The interview participants stressed that service providers need the capacity to serve this population through supported or customized employment in order to promote competitive integrated employment for youth with disabilities.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. DVR is encouraged to reach out to the Centers for Independent Living in (CILs) Wisconsin and encourage these CILs to develop and deliver pre-employment transition services if they do not do so currently;
2. As resources allow, DVR should provide SE and CE training for providers and build in incentives for placement that includes quality indicators established by DVR such as higher wages, benefits, increased hours and opportunities for promotion;
3. DVR is encouraged to consult with the National Technical Assistance Center on Transition: The Collaborative (NTACT:C) to identify resources on self-advocacy training for students with disabilities at https://transitionta.org/topics/pre-ets/self-advocacy/;
4. DVR is encouraged to consider developing a peer mentoring program for youth with disabilities in Wisconsin. One possibility is an online peer mentoring program available through PolicyWorks at https://disabilitypolicyworks.org/peer-mentoringworks-2/. A key component of this mentoring program is the development of self-advocacy skills in youth and students with disabilities.

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

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. The interview participants indicated that it is common for DVR to have their consumers register with the Job Centers of Wisconsin and this is borne out by the data on the number of DVR participants that access employment services (Title III) through the Centers. The relationship between DVR and the Job Centers was described as good, but the pandemic resulted in the Centers operating exclusively online, so access has been very limited during the last 18 months. The relationship remains primarily one of referral between DVR and the Centers;
2. The referral stream from the Job Centers to DVR was steady prior to the pandemic but has decreased significantly since the office closures from March 2020 to June 2021. DVR is hopeful that this referral source will pick back up in the future;
3. At its best prior to the pandemic, the Job Centers struggled to provide effective services to individuals who are blind, deaf, or have significant mental health impairments. These individuals were routinely simply referred to DVR without accessing the in-person services at the centers; and
4. The partnership with Adult Education and Family Literacy was noted as an area where DVR and WTCS could increase collaboration and share resources for training for DVR consumers.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. As the Job Centers of Wisconsin open their offices to serve individuals in-person throughout the state, DVR is encouraged to reinvigorate partnerships and programs that have been interrupted due to the pandemic; and
2. The newly funded Wisconsin Career Advancement Initiative provides a unique opportunity for DVR and the other partners in the Workforce Development System in Wisconsin to enhance and increase the use of career pathways for participants currently and previously served by the WDS partners. This initiative provides an opportunity for DVR to identify strategies to ensure career pathways in high-demand and high paying jobs are routinely utilized in the IPE development process for all consumers in the future.

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

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. There was a need for job coaches noted throughout the state by providers, DVR staff and partners. This service has been especially hit hard by turnover in providers due to COVID. Interview participants indicated that job coaches and other CRP staff are able to

make much more money in other jobs in the current economy, so they are leaving in large numbers and this severely impacts the capacity of providers to deliver services;

2. Several participants indicated a need to improve the quality of job placements provided by vendors. This was a recurring theme in multiple interviews. Placements were described as primarily entry-level and low paying;
3. CRP and provider staff were very appreciative of the rate increases DVR authorized during the pandemic, indicating that these increases helped many of them stay afloat during the pandemic;
4. The need for IPS services throughout the state was identified by interview participants, especially since individuals with mental health impairments continue to constitute a large percentage of those served by DVR; and
5. CRP and other providers articulated gratitude for the training that DVR has provided to them in the past and requested that this continue in the future as they have a lot of new staff.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. DVR should consider providing incentive pay rates to service providers if they develop jobs that meet DVR-established criteria for quality and high-wage employment;
2. DVR should consider continuing to pay the pandemic-related rate increases to providers that develop jobs as long as there are restrictions in place caused by the pandemic;
3. DVR should reinstate the regular service provider meetings that they used to have in each WDA; and
4. DVR is encouraged to provide training to CRPs and individual service providers as time and resources allow.

Section Seven: The needs of businesses and effectiveness in serving employers

The following findings and recurring themes emerged from all of the research methods related to this topic area:

1. DVR continues to utilize their Business Services Consultants primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to CRPs or individual service providers that do job development and placement;
2. Most of the BSCs were reassigned to help process Unemployment insurance claims during the pandemic and had just returned to their previous positions as BSCs when this CSNA was conducted. The reassignment resulted in an interruption in the relationships built prior to the pandemic with businesses and Workforce Development partners;
3. Employers continue to need to be educated about the abilities of individuals with disabilities. Businesses were described as having a mixed response in terms of hiring individuals with disabilities. During the interviews for this CSNA, there was a dramatic shortage of workers and businesses were in dire need of employees. Consequently, many

businesses were open-minded and receptive to hiring individuals with disabilities that may have been reticent prior to the current environment; and

4. There is a need for DVR to increase the awareness of their program in the business community.

The following recommendations are made to DVR based on the findings and recurring themes that emerged from all of the research methods:

1. Continue to use BSCs to educate employers through training events and in partnership with other core Workforce partners;
2. Expand marketing efforts to businesses to raise awareness of DVR and the services the agency can provide to businesses throughout the state; and
3. DVR is encouraged to explore the development of more customized training programs with employers as a way to ensure that individuals with disabilities are trained for high-demand occupations that result in employment when the training is completed.

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Impetus for Needs Assessment

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

Purpose of Needs Assessment and Utilization of Results

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

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

It is expected that data from the needs assessment effort will provide DVR and the WRC with direction when creating the VR portion of the Combined State Plan and when planning for future program development, outreach and resource allocation. This iteration of the CSNA includes a change from using data presented by Federal Fiscal Year (October 1 to September 30) to Program Year (July 1 to June 30). The change to Program Year was necessary to be consistent with RSA 911 reporting time frames. Consequently, the data in this report includes Program Years 2017-2020.

METHODOLOGY

The COVID-19 pandemic and the resulting restrictions on travel and in-person meetings significantly affected the methodology for the conduct of this CSNA. All of the qualitative interviews and focus groups occurred by Zoom and all communication between the project team and DVR was done remotely by email, phone or videoconference. The specific methods for gathering the data used in this assessment are detailed below.

Analysis of Existing Data Sources:

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

- The 2019 American Community Survey: One- and Five-Year Estimates;
- US Census Annual Estimates of Resident Population, 2019;
- 2020 Annual Disability Statistics Compendium;
- 2020 Social Security Administration SSI/DI Data;
- The Wisconsin Department of Education;
- US and Wisconsin Bureau of Labor Statistics;
- Wisconsin Department of Workforce Development;
- Cornell University's Disabilitystatistics.org;
- DVR case service data compiled at the request of the project team; and
- The Federal Rehabilitation Services Administration's RSA 911 data for DVR and data submitted and entered into RSA's Management Information System (MIS).

Individual and Focus Group Interviews

Instrument. The instruments used for the individual and focus group interviews (Appendix A) were developed by the researchers at SDSU and reviewed and revised by DVR. The interview protocols act as guides for the interview process and were not limiting in their scope. The project team was able to adapt the questions and focus areas as needed and appropriate. The questions were consistent with those asked for the previous CSNA in order to maximize the ability to follow-up on themes that emerged from the 2018 CSNA. There were a series of questions added to the interview protocol for this CSNA related to the pandemic and its effect on service delivery.

Interview population. The individual and focus group population consisted of DVR staff, community partners, individuals with disabilities and business members. All of the interviews occurred by distance using either Zoom or telephone. The project team utilized Market Decisions Research (MDR) to help with interviewing individuals with disabilities after receiving approval from DVR. MDR received a consumer list from DVR and interviewed 305 consumers from this list. The project team conducted videoconferences with DVR staff, partners and businesses. The interviews were held from May 2021 through October 2021. A total of 516 individuals were interviewed either individually or as part of a focus group as shown in Table 1.

Table 1: *Interview Totals for the 2021 Wisconsin DVR CSNA*

Interview Totals for Wisconsin DVR 2021 CSNA	
Type	**Participants**
Partner Individual	6
Partner Focus Group	26
Individuals with disabilities	305
Businesses	4
Subtotal	**341**
Staff Individual Interviews and Focus Groups	
WDA 1	20
WDA 2	18
WDA 3	17
WDA 4	19
WDA 5	12
WDA 6	7
WDA 7	6
WDA 8	7
WDA 9	9
WDA 10	21
WDA 11	7

WDA Directors	10
Business Services Consultants	7
Supervisors	8
Senior Leadership Team	7
Subtotal	**175**
Total	**516**

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

Individuals with disabilities were asked about their relationship with DVR, the barriers they faced in preparing for, obtaining or retaining employment, and the effectiveness of DVR in helping them overcome the barriers. Individuals were also asked how DVR could improve service delivery in the future.

Businesses were asked about their knowledge of DVR and the services provided for business, how often they may have used the services if DVR, and how effective those services were in helping the business recruit, hire, retain or accommodate employees with disabilities. In addition, business representatives were asked how DVR cold improve services to business in the future.

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

Data analysis. The interviewers took notes on the discussions as they occurred. The notes were transcribed and analyzed by the researchers at SDSU. Themes or concerns that surfaced with consistency across interviews were identified and are reported as common themes in the report narrative. In order to be identified as a recurring theme, it had to occur at least three different times and it had to occur across groups if it applied to the different populations participating in the study.

Surveys:

Instruments. The instruments used for the electronic surveys of individuals with disabilities, community partners, DVR staff and businesses were developed by the project team and reviewed and revised by DVR and the State Rehabilitation Council (SRC). These surveys are contained in Appendices B-E.

Survey population. Individuals identified for participation in this survey effort can be described as individuals with disabilities who are potential, current or former clients of DVR. Community partners include representatives of organizations that provide services, coordinate services, or serve an advocacy role for persons with disabilities in Wisconsin. DVR staff members include those working for the organization between April and August 2021. Businesses include employers that DVR had a valid email address for during the survey period.

Data collection. Data was gathered from the different populations through the use of an Internet-based survey developed in Qualtrics. DVR and community programs serving individuals with disabilities, broadly dispersed the electronic survey via an e-mail invitation. DVR sent the survey to individuals with disabilities that had emails in their case management system, their staff, partners and businesses for whom they had contact information. Approximately four weeks after the distribution of the initial invitation, another electronic notice was sent as both a "thank you" to those who had completed the survey and as a reminder to those who had not. Survey responses collected through the electronic survey approach were then analyzed using Qualtrics.

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

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

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

Number of completed surveys. A total of 4,932 valid surveys were submitted by the different groups. A survey is considered valid if an individual completed the survey, even if they did not answer all of the questions. If an individual started a survey and did not complete it, it was considered invalid. Table 2 summarizes the totals for all of the different groups for this study and compares each group to the completed surveys from the previous CSNA conducted in 2018.

Table 2
Totals for all Research Methods

Type	Year		Difference
	2021	2018	
Individual	4,130	2,698	1,432
Staff	202	161	41
Partner	161	249	-88
Business	439	30	409
Total	**4,932**	**3,138**	**1,794**

There was a significant increase in the number of individuals with disabilities that completed a survey for this CSNA compared to 2018. Increases were also noted in the staff and business groups. The community partner response was the only area where there was a decrease from three years ago. Overall there was an increase of 1,794 survey responses from the previous CSNA.

All Research Methods Total:

Table 3 contains the totals for all research methods for the CSNA.

Table 3
Research Totals

Data Collection Totals by Type and Group for 2021 Wisconsin DVR CSNA					
Research Method	**Research Group and Count**				
	Consumer	**Partner**	**Staff**	**Business**	**Total**
Electronic Survey	4,130	161	202	439	4932
Individual or focus group interview	305	26	175	4	510
Total participants	**4,435**	**187**	**377**	**443**	**5,442**

There were 5,442 individuals that participated in this CSNA in some form or another. The project team is confident that the information gathered accurately and thoroughly captures the vocational rehabilitation needs of individuals with disabilities in Wisconsin.

Analysis and Triangulation of Data:

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

Dissemination Plans:

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

Study Limitations:

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

FINDINGS

Section 1: **Overall agency performance**

Section 2: **Needs of individuals with the most significant disabilities, including their need for supported employment**

Section 3: **Needs of individuals with disabilities that are minorities, including needs of individuals who have been unserved or underserved by the VR program**

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Section 6: **Need to establish, develop or improve community rehabilitation programs in Wisconsin**

Section 7: **Needs of businesses and effectiveness in serving employers**

SECTION 1:
OVERALL AGENCY PERFORMANCE

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

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

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

The time-period covered by data in this Comprehensive Statewide Needs Assessment covers July 1, 2017 through June 20, 2021, or Program Years 2017-2020. The data on agency performance included in this section comes from the case management system used by DVR and is compared to the available RSA 911 case service report data submitted by DVR where available.

Recurring Themes Across all Data Collection Methods

The following findings and recurring themes emerged from all of the research methods in the area of Overall Agency Performance:

1. The pandemic resulted in decreasing applications and successful closures in Program Years 2019 and 2020, though not at the same rate the VR program has been impacted nationally during the same time frame;
2. DVR responded to the need to work remotely and deliver services by distance admirably. They ensured staff were provided with the technology to function virtually and worked hard to minimize the adverse impact on consumers;
3. Connectivity remains a challenge for some DVR consumers due to lack of broadband Internet service, which affects their ability to engage with the agency and prepare for and seek employment in a world increasingly dependent on high-speed access to digital information;

4. Positive impacts of the shift to remote work include savings in travel time and costs, increased staff satisfaction and increased online presence for DVR;
5. There is a need to increase the variety and quality of employment outcomes for DVR consumers;
6. There is a large rate of consumers that exit DVR for reasons related to lack of engagement; and
7. DVR needs to increase community awareness of the program.

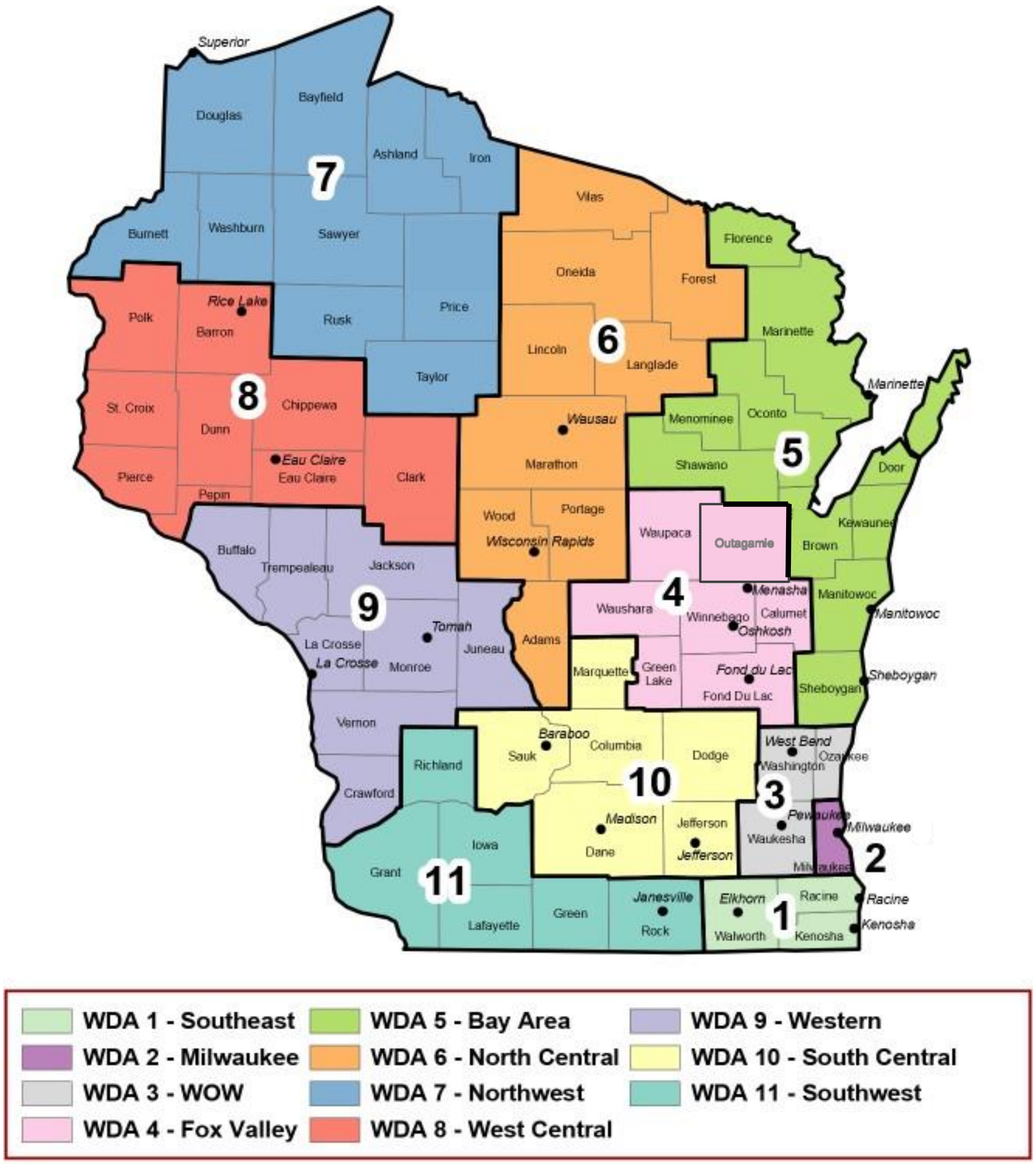
NATIONAL, STATE, LOCAL AND AGENCY SPECIFIC DATA RELATED TO OVERALL AGENCY PERFORMANCE

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

General Trends of the WDA with State and National Comparisons

The 72 counties in Wisconsin are divided into 11 regions called "Workforce Development Areas" (WDAs). Each WDA is numbered and titled by geographic location, indicated in Map 1.

Map 1
Workforce Development Areas



DVR Workforce Development Area (WDA) Map

Wisconsin is part of the Great Lakes region, located in the northern Midwest. Wisconsin shares its northern border with the state of Michigan and Lake Superior. Lake Michigan borders Wisconsin on the east and Illinois borders Wisconsin to the south. Iowa, Minnesota, the Mississippi River and the Saint Croix River form the western border of Wisconsin. Wisconsin is the 23rd largest State in the Nation in terms of land and water space. There are approximately 65,496 square miles in Wisconsin with approximately 54,158 square miles of land area and 11,339 square miles of water area.

Population

Population (raw number of people in area) and population density (number of people per square mile of land) provide a picture of where consumers may be located in the State and may be helpful when developing service delivery strategies (i.e. DWD office locations, number of staff members) in a region. Table 4 contains the general population data for the state of Wisconsin.

Table 4
Local Area Population for Wisconsin in December, 2020

Geographic Area	Total Population	Rate of Wisconsin Population
United States	328,239,523	
Wisconsin	5,822,434	WI = 1.8% of US Pop.
WDA #1	469,740	8.1%
WDA #2	945,726	16.2%
WDA #3	629,453	10.8%
WDA #4	607,630	10.4%
WDA #5	634,995	10.9%
WDA #6	413,259	7.1%
WDA #7	174,841	3.0%
WDA #8	479,201	8.2%
WDA #9	301,232	5.2%
WDA #10	856,851	14.7%
WDA #11	309,438	5.3%

Source: U.S. Census Bureau, Population Division, Annual Estimates of the Resident Population for Counties in Wisconsin: April 1, 2010 to July 1, 2019 and the World Population Review online.

Wisconsin makes up approximately 1.8 percent of the population in the United States. In January 2021, Wisconsin was ranked as the 21st most populous state in the Nation, (which includes the District of Columbia). According to the January 2021 World Population Review, Wisconsin is the 28th fastest growing State in the Nation with a growth rate of less than one percent (0.78%).

From 2010 to 2019, Wisconsin recorded a cumulative growth rate of 2.4 percent per the US Census Bureau. WDA #2 has the highest percentage of residents (16.2% of the population), followed by WDA #10, which is comprised of 14.7 percent of the State's overall population. WDA 7 has the lowest average population (3 percent) of the State.

In January 2021, Wisconsin ranked 27th in the Nation for population density, with an average of 108 people per square mile. The U.S. Census Bureau defines urban areas as "densely developed residential, commercial, and other non-residential areas" and defines rural areas as "areas not included in urban areas." In 2012, the U.S. Census Bureau reported that approximately 3.5 percent of Wisconsin's total land area is classified as urban (approximately 1,879 square miles) and 96.5 percent of Wisconsin's land space is comprised of rural areas (approximately 52,279 square miles). The report stated that approximately 70.2 percent of Wisconsin's total population resides in urban areas and 29.9 percent of the population resides in rural areas. Similarly, 80.7 percent of the Nation's population reside in urban areas and 19.3 percent reside in rural areas. The Bureau defines an urbanized area has having 50,000 or more people and an urban cluster as having at least 2,500 people and less than 50,000 people. Wisconsin has 120 urban areas: 18 urbanized areas and 102 urban clusters.

According to the 2012 U.S. Census report, Milwaukee County had the largest overall population density of the State, which is 3,926 people per square mile. Shorewood Village, located in Milwaukee County, had the highest population density for the cities/towns/villages in the State, reporting 8,278 people per square mile. Iron County had an average population density of almost 8 people (7.8) people per square mile. Popple River (a town located in Forest County) and Carey (a town located in Iron County) each had the lowest averages for number of people (less than one person) per square mile. Twelve counties have 100 percent of the people residing in rural areas. Table 5 denotes these counties.

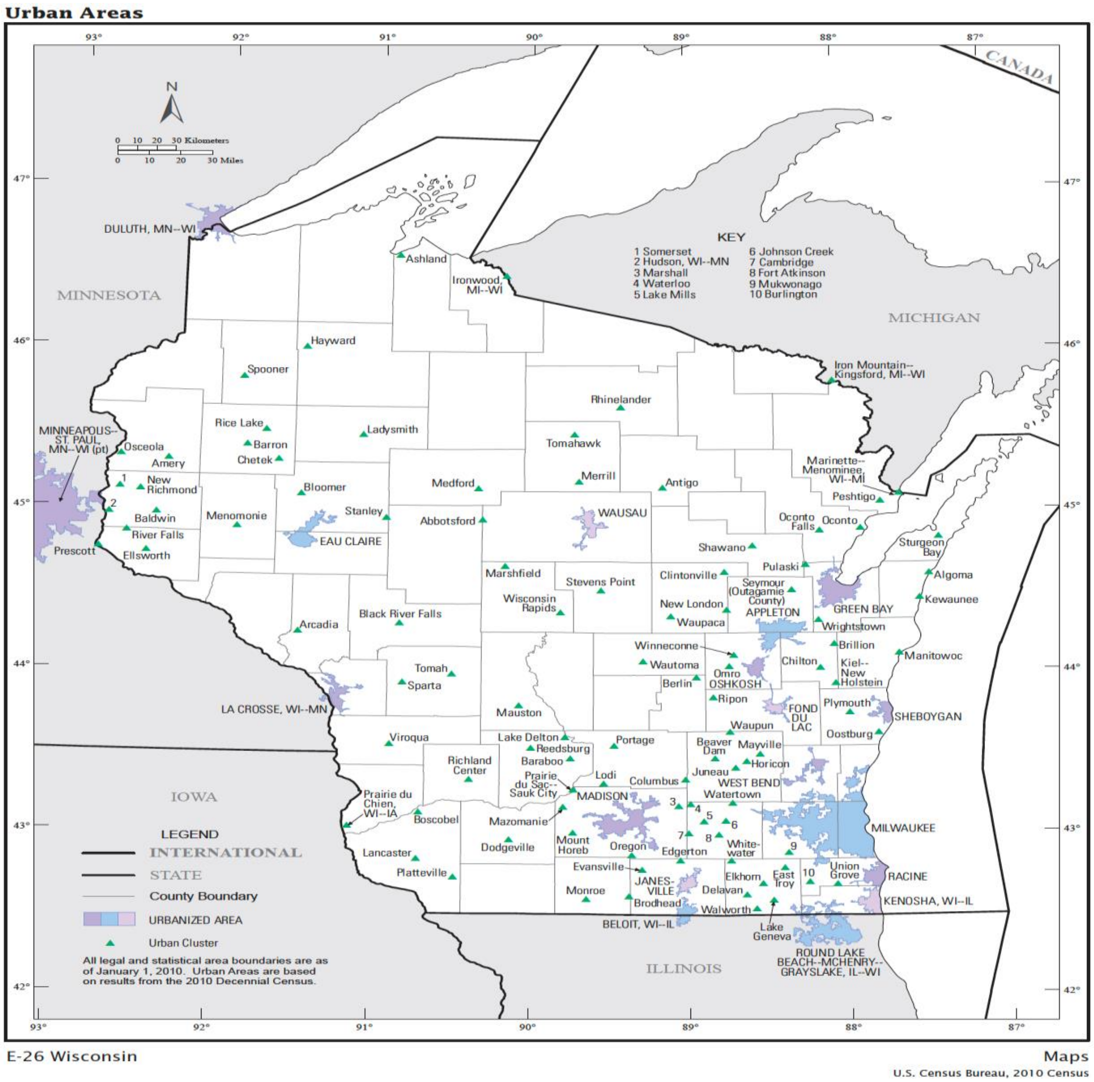
Table 5

Counties with 100 Percent Rural Population

WDA #5	WDA #6	WDA #7	WDA #8	WDA #9	WDA #10	WDA #11
Florence	Adams	Bayfield	Pepin	Buffalo	Marquette	Lafayette
Menominee	Forest	Burnett				
	Vilas	Price				

It is essential to note that 109 of the urban areas are entirely in the State and the remaining eleven urban areas are partly in the State. Urban areas that are partly in the State share land space with the bordering states of Illinois, Michigan and Minnesota. Map 2 denotes the locations of the urban areas and clusters.

Map 2
Urban Areas and Clusters



Report Note:

Several tables throughout this report contain data from the United States Census Bureau. Unless otherwise noted, data for the United States, Wisconsin and WDA #s 1, 2 and 3 is taken from the US Census Bureau 2019 1-year estimates and 1-year Supplemental estimates. Data for the remaining WDAs is taken from the US Census Bureau 2014-2019 5-year estimates.

Age, Income, and Home Value

Understanding a population’s age composition provides insight into an area’s changing demographics and current and future social and economic challenges. Income is the gauge often used to determine well-being. Home value provides a picture of the housing situation in the area and insight into the local economic status.

The median age of residents for the Nation is 38.5 years and Wisconsin's median age is 39.9 years. WDA #7 has the highest average median age (49.0), exceeding the Nation and the State by greater than nine percentage points. WDA #2's median age is significantly lower than the State's median age by 4.7 percent and lower than the National average by slightly more than three percent.

The median working age for individuals ages 16 to 64 in the United States is 39.6 years and in Wisconsin, the median working age is 40 years. WDA #2 is the only workforce development area with an average median working age that is less than the National and State averages. The remaining WDAs have an average median working age that exceed the National and State averages by .3 to 4.8 percent.

The median household incomes for the Nation and the State are $65,712 and $64,168 respectively. WDA #3's median household income exceeds the National and State averages by over $20,690. WDA #10 also has an average median household income that exceeds the National average by $1,936 and State average by $3,480. The remaining WDAs have median household incomes that fall below the State average by roughly $726 to $13,389 and below the National average by roughly between $2,270 to $14,933.

The median home value for the United States ($240,463) is higher than Wisconsin's average ($197,221) by about $43,240. The urban median home value for the Nation exceeds Wisconsin's average by $66,252. Conversely, Wisconsin's rural median home value exceeds the National average by $19,555.

According to Table 6, WDA #7 has the lowest median home value in the State. WDA #7's home value average is significantly lower than the National average by $98,443 and is lower than the State's average by $55,201. WDA #7's average median home value is also significantly lower than the National rural average by almost $48,800 and State's rural median home value average by about $68,350. Note that three of the ten counties in WDA #7 are designated as 100 percent rural population and 5 counties have greater than 65 percent rural population. WDA #3's median home value ($289,018) is significantly higher than the National average by $48,555 and higher than the State's home value average $91,797. When compared to urban median home value averages, WDA #3's average is significantly higher than the US urban median home value by $31,579 and higher than Wisconsin's urban average by $97,831.

Table 6 provides statistics for Median Age, Median Household Income, and Median Home Value.

Table 6

Median Age/Median Household Income/ Median Home Values

Geographic Area	*Median Age*	*Median Working Age 16 to 64*	*Median Household Income*	*Household Income Ranges*	**Home Value 2019*	*Home Value Ranges*
U.S.	38.5	39.6	$65,712	-----	$240,463 **Urban** $257,439 **Rural** $190,816	-----
WI	39.9	40	$64,168	-----	$197,221 **Urban** $191,187 **Rural** $210,371	-----
WDA #1	40.3	40.7	$63,442	$60,779 - $65,997	$208,709	$200,798 - $222,088
WDA #2	35.2	37.3	$53,418	-----	$169,746	-----
WDA #3	43.9	43.2	$86,405	$80,513 - $90,548	$289,018	$261,156 - $303,193
WDA #4	42.7	42.4	$61,271	$52,810 - $75,814	$157,314	$146,100 - $178,900
WDA #5	44.8	43.7	$55,529	$40,921 - $66,192	$150,030	$101,800 - $214,100
WDA #6	47.2	43.6	$53,362	$46,369 - $62,633	$150,033	$113,900 - $202,900
WDA #7	49	44.4	$50,779	$42,510 - $59,943	$142,020	$113,100 - $182,200
WDA #8	40	40.3	$59,146	$52,703 - $72,323	$163,567	$127,200 - $208,700
WDA #9	42.3	42	$55,505	$50,595 - $59,587	$149,638	$125,800 - $173,300
WDA #10	42	41.8	$67,648	$52,288 - $84,756	$201,800	$155,300 - $265,600
WDA #11	41.4	42	$58,990	$51,947 - $64,502	$154,733	$139,900 - $183,200

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates Source and U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates. *Source: U.S. Census Bureau 2019 1-year Estimates or 1-year Supplemental Estimates Detailed Tables and U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates.

Poverty

Poverty is defined as not having enough money to meet basic needs of food, clothing, and shelter. Examining poverty in an area, in addition to income, provides further insight into determining the well-being of an area's population.

Menominee County, in WDA 5, has a significantly higher poverty rate than the National average by 18.7 percent. Menominee County also has a significantly higher poverty rate than the State average by 20 percent. Note that Menominee County's population is 100 percent rural and the poverty rate for the County is significantly higher than the State's rural poverty rate by almost 23.5 percent.

Based on 1-year Census estimates, Ozaukee County, in WDA #3, has the lowest average poverty rate (3.4%), which is significantly lower than the National average by 8.1 percent and is lower than the State's average by 6.8 percentage points. Based on the 2012 Census report, Ozaukee County has roughly 75.1 percent of the population residing in urban areas and 24.9 percent of the population residing in rural areas. When compared to National and State urban poverty rates, Ozaukee County's poverty rate is significantly lower by roughly 8 percentage points.

Table 7 presents the average poverty rate and the range of poverty rates for each workforce development area. Poverty rates are calculated for the Civilian Noninstitutionalized Population ages 18 to 64 years by averaging data collected from 2019 US Census 1-year estimates or from the 2014-2019 5-year estimates. Important to note prior to reviewing Table 7 that the State's lowest and highest poverty levels are based on 5-year US Census estimates.

Table 7

Poverty Rates: Total Civilian Noninstitutionalized Population Ages 18 to 64 Years

Area	Average Poverty Rate	Lowest Level		Highest Level	
US	11.5%	New Hampshire	7.6%	Mississippi	18.0%
US-Urban	11.8%		----------		----------
US-Rural	10.3%		----------		----------
WI	10.2%	**Washington County	4.2%	**Menominee County	30.2%
WI-Urban	11.6%		----------		----------
WI-Rural	6.8%		----------		----------
WDA #1	11.6%	Kenosha	9.7%	Racine	13.2%
WDA #2	15.4%		----------		----------
WDA #3	3.7%	Ozaukee	3.4%	Washington	4.2%
WDA #4	8.6%	Calumet	4.6%	Winnebago	11.6%
WDA #5	9.5%	Kewaunee	7.1%	Menominee	30.2%

WDA #6	10.5%	Oneida	8.0%	Forest	18.8%
WDA #7	12.9%	Taylor	8.6%	Ashland	17.0%
WDA #8	10.4%	Saint Croix	4.7%	Eau Claire	15.7%
WDA #9	12.9%	Trempealeau	7.0%	La Crosse	15.9%
WDA #10	11.1%	Columbia	6.9%	Dane	12.8%
WDA #11	11.5%	Green	6.2%	Grant	16.2%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Internet Accessibility

Access to fast and reliable high-speed Internet service offers the opportunity to participate equally in society and engage in the global community. Internet access has become as important a measure of capacity and function as reliable transportation. The pandemic made high-speed reliable Internet service essential for many jobs and an integral component of any assessment of the individual's ability to participate in rehabilitation services. A study of Internet access is especially important in a state where there is a large rural area as previous studies have shown that many rural communities lack infrastructure and access to Internet and satellite networks.

Over 85 percent of households in Wisconsin's WDAs have one or more computing devices and over 77 percent of the WDA households have an Internet subscription. WDA #7, which has a 100 percent rural population, has a significantly higher rate of desktop/laptop only ownership when compared to National and State rural area rates by more than six percent. WDA #7's smartphone ownership average is significantly lower than National rate by roughly 15 percent and lower than State's average by roughly 13.5 percent. The rate (22.9%) for those without any type of Internet access in WDA #7 is significantly lower than the State's rural average by more than 7.5 percent and lower than the national rural average by roughly 5.5 percent.

Table 8 provides a picture of the availability of virtual accessibility in the US and Wisconsin urban and rural areas. Tables 9 and 10 contain rates for types of computers and Internet subscriptions for each of the WDAs.

Table 8

Types of Computers and Internet Subscriptions: US and WI, including Urban and Rural Areas

	United States -- Urban		United States -- Rural		Wisconsin -- Urban		Wisconsin -- Rural	
	Total	**Percent**	**Total**	**Percent**	**Total**	**Percent**	**Total**	**Percent**
Total households	98,754,458	(X)	24,048,394	(X)	1,666,950	(X)	719,673	(X)
TYPES OF COMPUTERS								
Has one or more types of computing devices:	92,276,238	93.4%	21,786,411	90.6%	1,536,544	92.2%	652,777	90.7%
Desktop or laptop	77,277,399	78.3%	17,674,893	73.5%	1,287,558	77.2%	551,980	76.7%
Desktop or laptop with no other type of computing device	3,402,479	3.4%	1,120,007	4.7%	71,715	4.3%	41,027	5.7%
Smartphone	86,470,067	87.6%	19,866,399	82.6%	1,406,186	84.4%	582,074	80.9%
Smartphone with no other type of computing device	9,480,869	9.6%	2,591,400	10.8%	141,859	8.5%	58,117	8.1%
Tablet or other portable wireless computer	61,404,744	62.2%	14,059,196	58.5%	1,019,075	61.1%	426,477	59.3%
Tablet or other portable wireless computer with no other type of computing device	814,312	0.8%	260,554	1.1%	19,825	1.2%	8,464	1.2%
Other computer	2,467,351	2.5%	470,564	2.0%	33,498	2.0%	16,244	2.3%
Other computer with no other type of computing device	19,966	0.0%	5,945	0.0%	469	0.0%	314	0.0%
No computer	6,478,220	6.6%	2,261,983	9.4%	130,406	7.8%	66,896	9.3%
TYPE OF INTERNET SUBSCRIPTIONS								
With an Internet subscription:	86,466,818	87.6%	19,897,843	82.7%	1,454,495	87.3%	609,571	84.7%

Dial-up with no other type of Internet subscription	168,587	0.2%	96,744	0.4%	5,287	0.3%	5,749	0.8%
Broadband of any type	86,298,231	87.4%	19,801,099	82.3%	1,449,208	86.9%	603,822	83.9%
Cellular data plan	78,396,720	79.4%	17,378,104	72.3%	1,315,139	78.9%	531,500	73.9%
Cellular data plan with no other type of Internet subscription	10,857,337	11.0%	3,682,352	15.3%	172,887	10.4%	109,051	15.2%
Broadband such as cable, fiber optic or DSL	73,006,278	73.9%	13,897,913	57.8%	1,232,587	73.9%	416,991	57.9%
Satellite Internet service	5,280,019	5.3%	2,741,575	11.4%	77,311	4.6%	84,410	11.7%
Without an Internet subscription	12,287,640	12.4%	4,150,551	17.3%	212,455	12.7%	110,102	15.3%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Table 9

Types of Computers and Internet Subscriptions: Workforce Development Areas 1 - 6

	WDA #1	WDA #2	WDA #3	WDA #4	WDA # 5	WDA #6
	Total/Percent	Total/Percent	Total/Percent	Total/Percent	Total/Percent	Total/Percent
Total households	185,891	383,665	251,686	245,809	263,973	164,497
TYPES OF COMPUTERS						
Has one or more types of computing devices:	92.8%	89.8%	94.7%	89.6%	88.7%	87.7%
Desktop or laptop	78.8%	70.4%	85.5%	78.9%	76.7%	76.6%
Desktop or laptop with no other type of computing device	3.9%	3.8%	4.9%	8.6%	8.8%	10.3%
Smartphone	86.3%	82.7%	86.3%	76.2%	74.9%	71.6%
Smartphone with no other type of computing device	7.7%	11.9%	4.8%	5.4%	6.3%	5.8%

Tablet or other portable wireless computer	63.5%	55.6%	69.7%	58.6%	57.2%	55.5%
Tablet or other portable wireless computer with no other type of computing device	0.9%	1.3%	1.2%	1.1%	0.9%	1.2%
Other computer	2.3%	1.5%	2.0%	2.8%	2.7%	2.4%
Other computer with no other type of computing device	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%
No computer	7.2%	10.2%	5.3%	10.4%	11.3%	12.3%
TYPE OF INTERNET SUBSCRIPTIONS						
With an Internet subscription:	88.2%	82.5%	91.8%	84.1%	82.9%	82.1%
Dial-up with no other type of Internet subscription	0.1%	0.2%	0.4%	0.8%	0.6%	0.8%
Broadband of any type	88.2%	82.3%	91.4%	83.3%	82.3%	81.4%
Cellular data plan	80.2%	76.5%	83.9%	64.8%	64.1%	62.5%
Cellular data plan with no other type of Internet subscription	12.0%	10.7%	8.9%	9.8%	11.2%	11.6%
Broadband such as cable, fiber optic or DSL	71.6%	69.4%	78.8%	68.0%	65.0%	63.3%
Satellite Internet service	6.2%	4.1%	5.9%	6.8%	7.6%	8.0%
Without an Internet subscription	11.8%	17.5%	8.2%	15.9%	17.1%	17.9%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Table 10

Types of Computers and Internet Subscriptions: Workforce Development Areas 7 - 11

	WDA #7	WDA #8	WDA #9	WDA #10	WDA # 11
	Total/Percent	Total/Percent	Total/Percent	Total/Percent	Total/Percent
Total households	79,546	186,434	102,971	347,856	123,479
TYPES OF COMPUTERS					

Has one or more types of computing devices:	85.7%	89.4%	87.2%	92.6%	87.7%
Desktop or laptop	72.7%	77.7%	75.7%	83.6%	74.8%
Desktop or laptop with no other type of computing device	11.9%	8.5%	9.9%	7.4%	8.9%
Smartphone	67.4%	75.9%	71.7%	80.9%	73.8%
Smartphone with no other type of device	6.9%	5.7%	6.5%	4.7%	6.8%
Tablet or other portable wireless computer	51.4%	58.8%	54.0%	62.4%	55.5%
Tablet or other portable wireless computer with no other type of computing device	1.5%	1.1%	1.1%	0.8%	1.1%
Other computer	2.7%	3.1%	2.0%	2.7%	1.8%
Other computer with no other type of computing device	0.1%	0.0%	0.1%	0.1%	0.1%
No computer	14.3%	10.6%	12.8%	7.4%	12.3%
TYPE OF INTERNET SUBSCRIPTIONS					
With an Internet subscription:	77.1%	82.4%	80.8%	86.6%	79.9%
Dial-up with no other type of Internet	1.2%	0.8%	0.8%	0.5%	0.8%
Broadband of any type	75.9%	81.6%	80.0%	86.0%	79.1%
Cellular data plan	54.8%	64.7%	59.2%	68.7%	60.1%
Cellular data plan with no other type of Internet	11.4%	12.0%	10.1%	8.8%	10.2%
Broadband such as cable, fiber optic or DSL	58.1%	63.8%	64.9%	72.9%	61.2%
Satellite Internet service	8.1%	7.2%	7.7%	6.1%	9.1%
Without an Internet subscription	22.9%	17.6%	19.2%	13.4%	20.1%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Educational Attainment

Educational attainment refers to the highest level of education completed in terms of the highest degree or the highest level of schooling completed. Level of education influences the job market, both in public and private sectors.

Table 11 provides rates for both High School Graduation and Education at or above a Bachelor's degree for the State's total population ages 25 years and over. The National and State data reflects the 2019 U.S. Census estimates. Data for the areas is taken from the U.S. Census 2014-2019 five-year estimates and are calculated by adding the total population data for each WDA and dividing by population data for each category.

High School Graduation Rates:

The National average for the total population over the age of 25 whose highest level of educational attainment is a high school diploma or its equivalent is 26.9% and the State average is 30.5%. Six WDAs have higher percentage rates for those whose highest educational attainment level is a high school graduate or equivalency over the age of 25 than the Nation and the State by 0.8 to 9.4 percentage points.

Education Level at or above Bachelor's Degree:

The National and State averages for the total population over the age of 25 whose highest level of educational attainment is a Bachelor's degree is 20.3% and 20.7%, respectively. WDA #3's rate for achieving a Bachelor's degree exceeds the National rate by 8.4% and exceeds the State average by 8 percentage points. WDA #9's rate is the lowest in the State (13.2%), which is lower than the State's rate by 7.5% and lower than the National average by 7.1%.

Table 11

Educational Attainment: Population 25 years and over

Geographic Area	HS Graduate (includes equivalency)	Some college, no degree	Associate degree	Bachelor's degree	Graduate or professional degree	Percent HS Graduate or higher	Percent bachelor's degree or higher
*U.S.	26.9%	20.0%	8.6%	20.3%	12.8%	88.6%	33.1%
*WI	30.5%	20.0%	10.9%	20.7%	10.7%	92.8%	31.3%
WDA #1	30.0%	22.3%	10.0%	18.1%	10.3%	90.7%	28.4%
WDA #2	28.9%	20.1%	8.4%	20.7%	11.0%	89.1%	31.7%
WDA #3	23.5%	19.6%	10.2%	28.7%	14.4%	96.4%	43.1%
WDA #4	34.4%	20.1%	11.8%	18.6%	7.8%	92.7%	26.4%
WDA #5	35.1%	20.4%	11.8%	17.4%	7.5%	92.2%	24.9%
WDA #6	35.3%	20.4%	11.9%	16.3%	8.2%	92.2%	24.5%

WDA #7	35.5%	22.8%	12.4%	14.6%	7.1%	92.2%	21.6%
WDA #8	31.3%	21.1%	13.9%	18.1%	8.7%	93.1%	26.7%
WDA #9	34.0%	21.0%	12.3%	13.2%	8.5%	92.0%	24.7%
WDA #10	24.8%	18.7%	10.6%	24.6%	15.4%	94.1%	40.1%
WDA #11	36.3%	20.9%	11.9%	14.7%	7.7%	91.5%	22.4%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates.

Disabilities Under the Age of 65

In addition to understanding the general trends of a geographic area, it is also important to gain knowledge of the prevalence of disability in the state when engaging in strategic planning and allocating resources. In this section, demographic data regarding the State's disability population with reference to age, disability type, income, poverty and education are detailed with comparisons to the Nation and to local regions.

Disability Status

The estimated average for the number of people with disabilities residing in the Nation in 2019 is 12.7 percent. The State's percentage is lower than the National average by .9 percent, averaging 11.8 percent. Of the civilian noninstitutionalized population ages 18 to 64 years in Wisconsin, 12.9 percent of the residents in WDA #7 report a disability, which is significantly higher than the National average of 10.3 percent and similar to the Nation's rural average of 12.5 percent for the same age group. The average percentage rate for individuals 18 to 64 years reporting a disability in WDA #3 is recorded at 6.6 percent, which is lower than the State average by approximately 2.8 percent.

Disability Status estimates are calculated for the Total Civilian Noninstitutionalized Population (TCNP) by the U.S. Census. National, State, and Workforce Development Area averages are provided in Table 12. The averages are calculated by dividing the total number of individuals within the WDA who report a disability by the total number of civilian noninstitutionalized individuals residing in the WDA for each category.

Table 12
Disability Status: Total Civilian Noninstitutionalized Population

Geographic Area	With a disability		Under 18 years with a disability		18 to 64 years with a disability	
US		12.7%		4.3%		10.3%
	Urban	12.2%	**Urban**	4.2%	**Urban**	9.8%
	Rural	15.0%	**Rural**	4.6%	**Rural**	12.5%
WI		11.8%		4.0%		9.4%
	Urban	11.9%	**Urban**	4.3%	**Urban**	9.6%
	Rural	11.5%	**Rural**	3.3%	**Rural**	9.0%

WDA #1	12.8%	5.5%	11.0%
WDA #2	11.7%	4.4%	9.6%
WDA #3	9.6%	3.4%	6.6%
WDA #4	11.4%	3.8%	9.2%
WDA #5	11.9%	4.4%	9.5%
WDA #6	13.6%	4.1%	10.8%
WDA #7	15.7%	4.8%	12.9%
WDA #8	12.1%	4.0%	9.9%
WDA #9	12.5%	3.0%	10.4%
WDA #10	9.9%	3.4%	7.5%
WDA #11	12.7%	4.6%	10.7%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Disability Types

Knowledge of the types of disabilities reported by area residents helps DVR anticipate and prepare for meeting service needs and assisting the consumer to obtain necessary accommodations to maximize function and employability. The data indicates that the State rates are similar to the National rates for all disability categories as the State's rates are lower by less than 1 percentage point in each category. The averages for disability type (ages 18-64) in WDA #10 rank 10th (from highest to lowest rate) in each disability category. Six WDA's have over 4.5 percent of individuals with disabilities ages 18 to 64 reporting cognitive disability. It is important to note that mental health impairments are not included in the ACS data, and these individuals constitute the largest percentage of VR consumers.

Disability types are classified into six categories and detailed by age in the US Census data. Tables 13 and 14 provide specific data for the civilian noninstitutionalized population. Table categories include the population under 18 years and the population ages 18-64. Disability type percentages are calculated by dividing the total number of individuals reporting the disability type within the area by the number of noninstitutionalized civilians residing in the area.

Table 13
Disability Types: US, WI, Workforce Development Areas 1 - 5

Disability Type	**Percent with a disability**						
	US	**WI**	**WDA #1**	**WDA #2**	**WDA #3**	**WDA #4**	**WDA #5**
With a hearing difficulty	3.6%	3.5%	3.2%	2.7%	3.3%	3.6%	3.6%
Population under 18 years	0.6%	0.4%	0.5%	0.3%	0.4%	0.4%	0.5%
Population 18 to 64 years	2.0%	1.9%	2.1%	1.5%	1.7%	2.0%	1.9%
With a vision difficulty	2.3%	1.7%	1.8%	1.8%	1.3%	1.7%	1.8%
Population under 18 years	0.8%	0.6%	0.8%	0.9%	0.3%	0.5%	0.7%

Population 18 to 64 years	1.9%	1.3%	1.5%	1.4%	0.9%	1.3%	1.4%
With a cognitive difficulty	5.2%	4.7%	5.3%	5.2%	3.5%	4.3%	4.4%
Population under 18 years	4.4%	4.2%	5.6%	4.6%	3.6%	4.0%	4.8%
Population 18 to 64 years	4.6%	4.3%	5.2%	4.7%	3.0%	4.3%	4.3%
With an ambulatory difficulty	6.9%	6.0%	6.3%	6.6%	4.4%	5.5%	5.5%
Population under 18 years	0.6%	0.5%	0.7%	0.3%	0.2%	0.5%	0.5%
Population 18 to 64 years	4.7%	4.1%	5.0%	4.9%	2.3%	4.1%	4.1%
With a self-care difficulty	2.6%	2.4%	2.7%	3.1%	1.8%	2.1%	2.0%
Population under 18 years	1.0%	0.9%	1.1%	0.8%	0.6%	0.7%	1.1%
Population 18 to 64 years	1.8%	1.7%	2.3%	2.2%	1.2%	1.6%	1.4%
With an independent living difficulty	5.9%	5.0%	4.6%	6.2%	3.3%	3.7%	3.7%
Population 18 to 64 years	3.7%	3.2%	4.4%	4.0%	2.4%	3.0%	3.0%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Table 14

Disability Types: Workforce Development Areas 6 - 11

Disability Type	Percent with a disability					
	WDA #6	WDA #7	WDA #8	WDA #9	WDA #10	WDA #11
With a hearing difficulty	4.8%	5.8%	4.0%	4.1%	2.9%	3.9%
Population under 18 years	0.6%	0.6%	0.6%	0.4%	0.3%	0.5%
Population 18 to 64 years	2.6%	3.3%	2.2%	2.5%	1.6%	2.5%
With a vision difficulty	2.0%	2.3%	1.7%	1.8%	1.4%	1.8%
Population under 18 years	0.5%	0.6%	0.6%	0.6%	0.5%	0.9%
Population 18 to 64 years	1.7%	1.9%	1.2%	1.5%	1.0%	1.5%
With a cognitive difficulty	4.6%	5.0%	4.5%	4.3%	3.5%	4.5%
Population under 18 years	4.4%	4.8%	3.9%	3.0%	3.6%	4.5%
Population 18 to 64 years	4.6%	5.2%	4.6%	4.4%	3.3%	4.6%
With an ambulatory difficulty	6.2%	7.2%	5.4%	6.1%	4.4%	6.0%
Population under 18 years	0.8%	0.5%	0.4%	0.4%	0.4%	0.5%
Population 18 to 64 years	4.5%	5.7%	4.1%	4.5%	3.0%	4.7%
With a self-care difficulty	2.6%	2.6%	2.1%	2.0%	1.8%	2.0%
Population under 18 years	1.4%	0.9%	0.8%	0.8%	0.9%	1.1%
Population 18 to 64 years	1.9%	2.1%	1.6%	1.5%	1.2%	1.6%
With an independent living difficulty	4.3%	4.5%	3.7%	3.9%	3.1%	3.7%

Population 18 to 64 years	3.6%	4.1%	3.2%	3.3%	2.5%	3.3%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Disablement Index

The environment contributes to the process of an individual's ability to engage in meaningful tasks, by either enabling participation (enablement) or creating barriers to participation (disablement). An example, blindness or having serious vision difficulty even when wearing glasses (= vision disability) may be more disabling in areas without a mass transit system. Researchers at the National Institute on Disability, Independent Living and Rehabilitation Research (NIDILRR) created the "Disablement Index" which is designed to take a snapshot of the disabling nature of one's local environment.

The Disablement Index examines the reporting of an independent living disability among people who also reported a hearing, vision, ambulatory, and/or cognitive disability. In the 2020 Annual Disability Compendium, the Disablement Index for civilians in the United States with hearing, vision, ambulatory, and/or cognitive disabilities ages 18-64 living in community settings who also reported an independent living disability in the year 2019 was 34 percent. Researchers at the NIDILRR graciously calculated State data by request for this Wisconsin CSNA report. Table 15 contains the Disablement Index for the 50 States and the District of Columbia in ranking order from lowest index rate to the highest.

Table 15

Disablement Index: Alphabetical Order and Ranking Order – Lowest to Highest

Disablement Index – United States					
Ranking Low to High			**Ranking Low to High**		
Rank	**State**	**Index**	**Rank**	**State**	**Index**
1	South Dakota	19.8	**27**	Georgia	33.4
2	North Dakota	26.9	**28**	Minnesota	33.5
3	Idaho	28.7	**29**	West Virginia	33.6
4	Wyoming	29.3	**30**	North Carolina	34
5	Colorado	29.9	**31**	Virginia	34
6	Maryland	30	**32**	Montana	34.1
7	Alaska	30.1	**33**	Massachusetts	34.2
8	Nebraska	30.3	**34**	Arkansas	34.3
9	Iowa	30.5	**35**	Florida	34.3
10	Delaware	30.7	**36**	California	34.4
11	Utah	30.8	**37**	New Mexico	34.4
12	Wisconsin	31.5	**38**	Pennsylvania	34.5
13	Alabama	31.9	**39**	Michigan	34.6
14	Nevada	32.1	**40**	Mississippi	34.7
15	Kansas	32.2	**41**	Indiana	34.8

16	Arizona	32.3	**42**	South Carolina	34.8
17	Tennessee	32.4	**43**	Vermont	34.8
18	New Hampshire	32.5	**44**	Illinois	34.9
19	Connecticut	32.7	**45**	New York	35.5
20	Oklahoma	32.7	**46**	Maine	35.9
21	Oregon	32.7	**47**	Missouri	36
22	Texas	32.7	**48**	New Jersey	36.2
23	Washington	32.7	**49**	Hawaii	36.8
24	Louisiana	32.8	**50**	Rhode Island	39
25	Ohio	32.9	**51**	District of Columbia	41.2
26	Kentucky	33.2	**NA**	United States	34.0

Citation: Houtenville, A. and Rafal, M. (2020). Annual Report on People with Disabilities in America: 2020. Durham, NH: University of New Hampshire, Institute on Disability.

Wisconsin ranks in the 12th position (lowest to highest rate scale) when examining how many individuals who reported a hearing, vision, ambulatory and/or a cognitive disability also reported an independent living disability (31.5%). South Dakota ranked in the first position, with less than 20 percent of individuals who reported a specific disability also reported an independent living disability. Over 40 percent of individuals residing in the District of Columbia who reported a specific physical disability also reported an independent living disability.

The disablement index can be helpful in highlighting the perceived impact of an individual's disability on their ability to function independently. Wisconsin ranks in the top fourth of the 50 states and District of Columbia, indicating that the perceived impact of a person's disability on their ability to function independently at home or in the community is less significant than in three-fourths of the states in the nation.

Income and Disability

Tables 16 and 17 provide statistics for median earnings (income) for people with disabilities age 16 and over. Data is taken from 2019 one-year estimates or 2014-2019 five-year estimates. The numbers are rounded to nearest dollar amount.

People with disabilities in the United States earn approximately $11,992 per year less than individuals without a disability. In the State of Wisconsin, people with disabilities earn roughly $15,413 less than people without disabilities. Females with disabilities in WDA #7 have the lowest earnings in the State, with an average that is lower than the National average for females with a disability by almost $7,040 and lower than the State Rural average by $4,814. In WDA #3, the median earnings for males with disabilities is $37,227, which exceeds the State and the National averages by more than $7,000. When examining data for the individual WDAs, males with disabilities in WDA #7 make $15,195 less than males in WDA #3.

Tables 16

Median Earnings for People with Disabilities 16 Years and Older: US and WI

	US	US – Urban	US – Rural	WI	WI - Urban	WI - Rural
Total:	36,595	36,676	36,251	37,141	33,033	37,640
With a disability:	25,270	25,159	25,687	22,746	21,224	27,295
Male	30,193	29,618	31,360	29,997	22,157	45,740
Female	21,185	21,428	20,166	17,621	17,998	18,960
No disability:	37,262	37,334	36,952	38,159	34,813	38,251
Male	43,568	43,040	45,308	45,133	47,172	53,837
Female	31,403	31,670	30,272	31,803	27,178	28,021

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Table 17

Median Earnings for People with Disabilities 16 Years and Older: WDAs

WDA	*Total*	*With a disability*	*Male*	*Female*	*No disability*	*Male*	*Female*
WDA #1	35,523	24,735	31,993	17,901	36,687	44,190	30,640
WDA #2	36,092	27,323	35,299	20,717	36,410	40,963	32,166
WDA #3	44,540	26,479	37,227	14,820	45,169	54,816	37,722
WDA #4	35,594	22,366	28,444	16,720	36,470	45,015	28,679
WDA #5	33,712	21,926	27,685	17,898	34,504	41,444	28,011
WDA #6	31,214	18,938	22,400	17,256	32,333	39,303	26,427
WDA #7	30,417	18,552	22,032	14,146	31,318	37,921	25,159
WDA #8	33,181	20,569	24,821	15,906	34,166	42,313	27,898
WDA #9	32,927	22,368	27,195	17,093	33,476	40,351	28,147
WDA #10	35,965	21,913	25,102	18,434	36,788	43,464	30,551
WDA #11	33,168	20,820	23,713	17,641	34,174	40,223	28,727

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates; Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

Poverty and Disability

According to Cornell University Disability Statistics, in the year 2018, an estimated 26.0% of non-institutionalized persons aged 21 to 64 years with a disability in the United States were living below the poverty line. In Wisconsin, the rate was 23.7%. The poverty rates by disability type in Wisconsin are roughly 1 to 3 points lower than the National averages except for ambulatory disability where there is less than one percentage point difference. Individuals with self-care disabilities had the highest poverty rates in the State. Table 18 contains the 2018 Poverty by Disability Type rates for the Nation and State.

Table 18

Poverty by Disability Type for Non-institutionalized Civilians Ages 21 - 64

Poverty and Disability Type	United States	Wisconsin
No Disability	10.0%	8.2%
Any Disability	26.0%	23.7%
Visual	27.2%	24.5%
Hearing	19.6%	16.5%
Ambulatory	29.5%	28.9%
Cognitive	31.3%	28.5%
Self-care	31.6%	30.4%
Independent Living	31.2%	29.0%

https://disabilitystatistics.org/

Educational Attainment of Individuals with Disabilities

Tables 19 and 20 contain educational attainment rates for individuals with disabilities for the total civilian noninstitutionalized population (TCNP) ages 25 and older. Data is only available for 24 of the State's 72 counties and is provided in the tables in lieu of a workforce development area average. Data for the Nation, State and WDA #2 is taken from the 2019 one-year estimates and the remaining data is taken from the 2014-2019 five-year US Census Bureau Estimates. No data was available for WDA #7.

Table 19

Educational Attainment for Individuals with Disabilities: US, Wisconsin, WDA #2

	United States			**Wisconsin**			**WDA #2 (Milwaukee)**		
	TCNP	**With a Disability**	**No Disability**	**TCNP**	**With a Disability**	**No Disability**	**TCNP**	**With a Disability**	**No Disability**
Population Age 25 and Over	220,658,920	35,950,412	184,708,508	3,951,008	589,776	3,361,232	623,607	94,337	529,270
Less than high school graduate	11.2%	19.5%	9.6%	7.1%	13.8%	5.9%	10.8%	18.8%	9.4%
High school graduate (includes equivalency)	26.7%	33.8%	25.3%	30.2%	40.1%	28.4%	28.7%	39.4%	26.8%
Some college or associate's degree	28.6%	28.5%	28.6%	31.0%	29.3%	31.3%	28.5%	26.2%	28.9%
Bachelor's degree or higher	33.5%	18.2%	36.5%	31.7%	16.7%	34.4%	32.0%	15.5%	34.9%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Table 20

Educational Attainment for Individuals with Disabilities: WDAs 1, 3, 4, 5, 6, 8, 9, 10 and 11

WDA	County		Population Age 25 and Over	Less than high school graduate	High school graduate (includes equivalency)	Some college or associate's degree	Bachelor's degree or higher
WDA #1	Kenosha	TCNP	111,304	9.7%	29.9%	34.0%	26.4%
		With a Disability	17,833	17.4%	38.1%	30.2%	14.4%
		No Disability	93,471	8.3%	28.3%	34.7%	28.7%
	Racine	TCNP	129,806	9.2%	31.2%	33.9%	25.6%
		With a Disability	21,122	17.1%	39.4%	28.5%	15.0%
		No Disability	108,684	7.7%	29.6%	35.0%	27.7%
	Walworth	TCNP	67,472	9.2%	31.1%	30.8%	28.9%
		With a Disability	10,514	14.9%	42.0%	26.1%	16.9%
		No Disability	56,958	8.1%	29.1%	31.7%	31.1%
WDA #3	Ozaukee	TCNP	61,247	3.0%	19.8%	28.0%	49.2%
		With a Disability	6,502	8.7%	30.3%	27.8%	33.2%
		No Disability	54,745	2.4%	18.6%	28.0%	51.1%
	Washington	TCNP	94,433	5.0%	30.1%	33.3%	31.6%
		With a Disability	12,071	11.3%	42.0%	30.0%	16.7%
		No Disability	82,362	4.1%	28.3%	33.8%	33.8%
	Waukesha	TCNP	280,128	3.7%	22.4%	29.2%	44.7%
		With a Disability	33,711	9.1%	34.9%	32.0%	24.0%
		No Disability	246,417	2.9%	20.7%	28.8%	47.5%
WDA #4	Fond du Lac	TCNP	70,080	7.9%	35.9%	32.7%	23.5%
		With a Disability	10,373	17.4%	42.7%	28.8%	11.2%
		No Disability	59,707	6.2%	34.8%	33.4%	25.6%
	Outagamie	TCNP	124,348	5.8%	31.5%	32.9%	29.9%
		With a Disability	16,263	14.6%	38.9%	30.8%	15.7%

		No Disability	108,085	4.5%	30.4%	33.2%	32.0%
	Winnebago	TCNP	110,433	6.5%	33.0%	31.3%	29.3%
		With a Disability	16,762	13.9%	44.0%	27.1%	15.0%
		No Disability	93,671	5.1%	31.0%	32.1%	31.8%
WDA #5	***Brown***	TCNP	172,068	7.6%	29.5%	32.2%	30.6%
		With a Disability	23,301	15.7%	39.4%	29.0%	15.9%
		No Disability	148,767	6.4%	28.0%	32.7%	32.9%
	Manitowoc	TCNP	56,517	7.9%	38.5%	33.3%	20.4%
		With a Disability	8,424	16.1%	46.5%	26.1%	11.3%
		No Disability	48,093	6.5%	37.0%	34.5%	21.9%
	Sheboygan	TCNP	78,092	6.6%	35.5%	32.2%	25.7%
		With a Disability	10,665	13.8%	44.7%	26.5%	15.0%
		No Disability	67,427	5.5%	34.0%	33.1%	27.4%
WDA #6	***Marathon***	TCNP	92,684	7.9%	34.1%	32.3%	25.6%
		With a Disability	13,574	17.0%	41.2%	28.6%	13.1%
		No Disability	79,110	6.3%	32.9%	33.0%	27.8%
	Portage	TCNP	45,113	6.0%	31.9%	29.1%	33.0%
		With a Disability	6,910	13.4%	40.5%	26.9%	19.2%
		No Disability	38,203	4.6%	30.3%	29.5%	35.5%
	Wood	TCNP	51,689	6.9%	38.0%	33.2%	21.8%
		With a Disability	9,480	12.7%	45.3%	29.9%	12.2%
		No Disability	42,209	5.6%	36.4%	34.0%	24.0%
WDA #8	***Eau Claire***	TCNP	64,905	5.8%	24.9%	36.7%	32.6%
		With a Disability	11,089	13.4%	33.3%	32.9%	20.4%
		No Disability	53,816	4.3%	23.1%	37.5%	35.1%
	St. Croix	TCNP	59,148	3.5%	24.4%	36.4%	35.7%

		With a Disability	6,687	9.3%	33.5%	33.4%	23.9%
		No Disability	52,461	2.8%	23.3%	36.8%	37.2%
WDA #9	***La Crosse***	TCNP	74,366	4.8%	25.1%	34.9%	35.2%
		With a Disability	11,972	13.8%	34.1%	32.8%	19.4%
		No Disability	62,394	3.1%	23.3%	35.4%	38.3%
WDA #10	***Dane***	TCNP	348,982	4.2%	17.6%	26.6%	51.7%
		With a Disability	36,961	10.0%	28.9%	30.1%	31.0%
		No Disability	312,021	3.5%	16.2%	26.1%	54.2%
	Dodge	TCNP	59,539	8.8%	40.5%	33.0%	17.7%
		With a Disability	8,867	16.1%	49.2%	24.5%	10.1%
		No Disability	50,672	7.6%	39.0%	34.5%	19.0%
	Jefferson	TCNP	58,131	8.2%	33.4%	33.0%	25.5%
		With a Disability	8,334	17.6%	41.7%	28.3%	12.5%
		No Disability	49,797	6.6%	32.0%	33.8%	27.7%
	Sauk	TCNP	43,852	9.0%	33.6%	33.2%	24.3%
		With a Disability	6,698	15.6%	40.0%	30.8%	13.7%
		No Disability	37,154	7.8%	32.4%	33.6%	26.2%
WDA #11	***Rock***	TCNP	109,050	9.1%	35.9%	32.7%	22.3%
		With a Disability	18,950	16.4%	43.3%	29.1%	11.2%
		No Disability	90,100	7.6%	34.4%	33.4%	24.6%

Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

In virtually every measure of educational attainment, individuals with disabilities have lower educational attainment rates than their peers without disabilities. The higher the level of educational attainment, the greater the gap between those with and those without disabilities. It is important to note that the two WDAs with the highest level of educational attainment (WDA 3 and WDA 10) also have the two highest median incomes, home values and Internet access rates. The achievement of higher levels of education are important considerations for individuals with disabilities served by DVR if they are to achieve self-sufficiency through employment

General Trends of Employment, Occupations, Industries and Labor Force Participation for the Civilian Non-institutionalized Population

Local economies thrive based on employment, occupations, and industries available to area residents and the individuals' participation in the labor force. Knowledge of the local area labor force Internet accessibility, employment rates, occupations, industries, and labor force participation facilitates helping consumers find local job opportunities and securing appropriate job placement.

The labor force includes all people classified in the civilian labor force, plus members of the U.S. Armed Forces (people on active duty with the United States Army, Air Force, Navy, Marine Corps, or Coast Guard). The civilian labor force consists of people classified as employed or unemployed and actively looking for work. The labor force participation rate represents the proportion of the population that is in the labor force.

Internet Accessibility of Individuals in the Labor Force

The U.S. Census Bureau gathers data regarding the availability of the Internet to the working age population and based on employment status. The data for working age individuals (ages 18 to 64) in the State's workforce development areas indicates that over 84 percent of the working age population has access to broad band Internet subscriptions. The averages range between 84 to 97 percent.

The employment status data includes civilians ages 16 and over, with no cut-off age. The data cites that those who are not in the labor force have significantly lower rates of access to broadband Internet subscriptions when compared to the labor force participants, both employed and unemployed. The gap between rates of access to broadband Internet for those who are unemployed and those who do not participate in the labor force in each WDAs ranges from 5 to 13.6 percentage points.

Table 21 contains Internet accessibility data for the Nation, State, and each WDA.

Table 21

Internet Accessibility: Working Age and by Employment Status for the US and Wisconsin

	United States				United States -- Urban				United States -- Rural			
		With a computer				With a computer				With a computer		
Category	Total	Percent Broadband Internet	Percent without Internet	Percent no computer	Total	Percent Broadband Internet	Percent without Internet	Percent no computer	Total	Percent Broadband Internet	Percent without Internet	Percent no computer
18 to 64 years	194,817,736	91.3%	5.8%	2.8%	158,571,482	92.0%	5.4%	2.5%	36,246,254	88.4%	7.5%	4.0%
EMPLOYMENT STATUS												
Civilian population 16 years and over	254,639,295	88.6%	6.2%	5.0%	204,449,707	89.5%	5.8%	4.5%	50,189,588	85.0%	7.7%	6.9%
In labor force	164,811,855	92.5%	5.2%	2.2%	134,805,125	93.1%	4.9%	2.0%	30,006,730	89.8%	6.8%	3.2%
Employed	157,491,355	92.7%	5.1%	2.1%	128,656,936	93.3%	4.7%	1.9%	28,834,419	90.0%	6.7%	3.1%
Unemployed	7,320,500	88.7%	7.5%	3.7%	6,148,189	89.3%	7.2%	3.5%	1,172,311	85.4%	9.5%	4.9%
Not in labor force	89,827,440	81.6%	7.9%	10.2%	69,644,582	82.6%	7.6%	9.5%	20,182,858	77.8%	9.1%	12.5%
	Wisconsin				**Wisconsin -- Urban**				**Wisconsin -- Rural**			
		With a computer				**With a computer**				**With a computer**		
Category	**Total**	**Percent Broadband Internet**	**Percent without Internet**	**Percent no computer**	**Total**	**Percent Broadband Internet**	**Percent without Internet**	**Percent no computer**	**Total**	**Percent Broadband Internet**	**Percent without Internet**	**Percent no computer**
18 to 64 years	3,427,731	92.2%	4.7%	2.9%	2,410,681	92.7%	4.5%	2.6%	1,017,050	91.1%	5.0%	3.5%
EMPLOYMENT STATUS												
Civ.pop. 16 years &over	4,560,794	88.6%	5.1%	5.9%	3,138,108	89.4%	4.9%	5.4%	1,422,686	86.6%	5.6%	7.0%
In labor force	3,069,585	93.1%	4.3%	2.4%	2,145,556	93.6%	4.1%	2.1%	924,029	91.8%	4.9%	3.0%
Employed	2,972,629	93.2%	4.2%	2.3%	2,073,647	93.8%	4.0%	2.1%	898,982	91.9%	4.8%	2.9%
Unemployed	96,956	89.7%	7.2%	3.0%	71,909	90.3%	7.2%	2.4%	25,047	87.9%	7.0%	4.6%
Not in labor force	1,491,209	79.2%	6.8%	13.2%	992,552	80.3%	6.6%	12.5%	498,657	77.1%	7.1%	14.5%

Unemployment Rates

At the end of December of 2020, the National non-adjusted unemployment rate was 6.5% and the State non-adjusted unemployment rate was 5.3 percent. WDA #2 and WDA#7 had the highest unemployment rates (5.6% and 5.5% respectively) at the end of 2020. Note that WDA #2 is comprised of a single county (Milwaukee) located in the far southeast portion of the State that accounts for highest portion (16.2%) of the State's population and is 99.8 percent urban. Conversely, WDA #7 is a group of 10 counties located in the far northwestern portion of the State that accounts for the lowest portion (3.0%) of the State's population and is 100 percent rural.

Table 22 contains the National, State, and local region non-seasonally adjusted unemployment rates for the last 3 months of 2020 and the first three months of 2021 published by the United States Bureau of Labor Statistics and the Job Center of Wisconsin.

Table 22

Local Area Unemployment Rates

Area	20-Oct	20-Nov	20-Dec	20-Annual	21-Jan	21-Feb	21-Mar
US	6.6	6.4	6.5	7.9	6.8	6.3	6
WI	5.2	4.7	5.3	6.3	4.5	4.9	4.8
WDA #1	4.9	4.6	4.5	6.9	5.1	5.5	5.4
WDA #2	6.7	6.1	5.6	8.2	5.9	6.2	6.3
WDA #3	3.9	3.6	3.4	5.6	3.7	3.9	3.9
WDA #4	3.5	3.4	3.4	5.6	3.9	4.2	4.2
WDA #5	3.8	3.7	3.6	6	4.1	4.4	4.4
WDA #6	3.9	4	4.2	6.1	4.7	5.1	5.1
WDA #7	4.6	5.1	5.5	8	5.9	6.5	6.3
WDA #8	3.5	3.7	4.2	6.2	4.6	5.2	4.8
WDA #9	3.8	3.8	3.9	6.1	4.5	4.9	4.7
WDA #10	3.5	3.4	3.3	5.2	3.7	3.9	3.9
WDA #11	3.9	3.7	3.6	6.1	4.4	4.9	4.6

Source: https://data.bls.gov/lausmap/showMap.jsp and https://jobcenterofwisconsin.com/wisconomy/query

Occupations

Occupation describes the kind of work the person does on the job.

The U.S. Bureau of Labor Statistics provides data for the largest occupations within the various States and the Nation. Tables 23 and 24 contain the largest occupations in the US and Wisconsin. The top ten occupations in Wisconsin are reflective of the top ten occupations in the U.S. The largest occupation in Wisconsin is Retail Salespersons, which also ranks as the largest occupation in the U.S. A few differences between Wisconsin and the U.S. occur. Heavy and Tractor-Trailer Truck Drivers, which is the ninth largest occupation in Wisconsin, is not included in the top ten occupations in the U.S. overall. Miscellaneous Assemblers and Fabricators also does not appear on the U.S. List. General and Operations Managers and Stockers and Order Fillers, which are ranked in the ninth and tenth positions on the U.S. list, do not appear on Wisconsin's list.

Table 23

Occupational Employment Statistics for the US

Largest Occupations in the United States, May 2020	
Occupation	**Employment**
Retail Salespersons	3,659,670
Fast Food and Counter Workers	3,450,120
Cashiers	3,333,100
Home Health and Personal Care Aides	3,211,590
Registered Nurses	2,986,500
Customer Service Representatives	2,833,250
Laborers and Freight, Stock, and Material Movers, Hand	2,805,200
Office Clerks, General	2,788,090
General and Operations Managers	2,347,420
Stockers and Order Fillers	2,210,960

https://www.bls.gov/oes

Table 24

Occupational Employment Statistics for WI

Largest Occupations in Wisconsin, May 2020	
Occupation	**Employment**
Home Health and Personal Care Aides	72,790
Customer Service Representatives	66,500
Retail Salespersons	66,410
Cashiers	64,360
Registered Nurses	63,630
Fast Food and Counter Workers	62,940

Office Clerks, General	57,860
Laborers and Freight, Stock, and Material Movers, Hand	57,080
Heavy and Tractor-Trailer Truck Drivers	50,390
Miscellaneous Assemblers and Fabricators	42,050

https://www.bls.gov/oes/current/area_emp_chart/area_emp_chart_data.htm#Wisconsin

Industries in Wisconsin

The Job Center of Wisconsin publishes data on the State's occupations and industries. Table 25 contains data on the 10 largest industries by employment for the second quarter of 2020.

Table 25

Top Industries by Employment: 2nd Quarter 2020

Industry	Number of Employees
Manufacturing	455,433
Health Care and Social Assistance	416,799
Retail Trade	288,960
Accommodation and Food Services	193,942
Educational Services	185,572
Construction	132,835
Public Administration	130,125
Administrative and Support and Waste Management and Remediation Services	126,622
Finance and Insurance	123,160
Wholesale Trade	118,536

Source: https://www.jobcenterofwisconsin.com/wisconomy/query

Regional Industries

The term industry in this section of the report refers to the kind of business conducted by a person's employing organization.

The US Census Bureau publishes data from the American Community Survey detailing information on the top industries by employment for the Nation, State, and each county in the state. Table 26 displays the top six industries with the most employees for each workforce development area. The results are calculated by adding the number of employees for each industry found in each region and dividing by the total civilian employed population ages 16 and over.

The State's list of leading industries by employment reflects the National list, with ranking order differences. The top four industries in Rural Wisconsin match the top four industries on the Rural United States' list. Rural Wisconsin's fourth ranked top industry is Construction, which does not appear in the top six industries for Urban WI. Finance and insurance, and real estate and rental and leasing is the sixth highest ranking industry by employment in Urban Wisconsin and does not appear on the State's Rural list.

Table 26

Local Area Top Industries by Employment: US and WI, including Urban and Rural Averages

Region	Industries	Percent
US	1) Educational services, and health care and social assistance 2) Professional, scientific, and management, and administrative and waste management services 3) Retail trade 4) Manufacturing 5) Arts, entertainment, and recreation, and accommodation and food services 6) Construction	1) 23.3% 2) 11.8% 3) 10.8% 4) 9.9% 5) 9.7% 6) 7.0%
US Urban	1) Educational services, and health care and social assistance 2) Professional, scientific, and management, and administrative and waste management services 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Manufacturing 6) Finance and insurance, and real estate and rental and leasing	1) 23.5% 2) 12.6% 3) 10.9% 4) 10.2% 5) 9.3% 6) 6.8%
US Rural	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Construction 5) Professional, scientific, and management, and administrative and waste management services 6) Arts, entertainment, and recreation, and accommodation and food services	1) 22.5% 2) 13.0% 3) 10.6% 4) 9.0% 5) 8.4% 6) 7.3%
WI	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Finance and insurance, and real estate and rental and leasing	1) 23.5% 2) 18.2% 3) 11.0% 4) 8.4% 5) 8.3% 6) 6.2%
WI Urban	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Professional, scientific, and management, and administrative and waste management services 5) Arts, entertainment, and recreation, and accommodation and food services 6) Finance and insurance, and real estate and rental and leasing	1) 24.7% 2) 17.6% 3) 11.5% 4) 9.3% 5) 9.1% 6) 6.6%

WI Rural	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Construction 5) Professional, scientific, and management, and administrative and waste management services 6) Arts, entertainment, and recreation, and accommodation and food services	1) 20.9% 2) 19.7% 3) 10.0% 4) 8.9% 5) 6.7% 6) 6.4%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Employment, Occupations, Industries and Labor Force Participation for People with Disabilities

Data on employment, occupations, industries, and labor force participation for people with disabilities is collected and analyzed by various government bureaus and research institutes. This section presents statistics from the various agencies regarding people with disabilities and their participation in the labor force.

Occupations and Employees with Disabilities

The U.S. Census Bureau collects and analyzes data for the largest occupations within the various States and the Nation for people with disabilities who are part of the total civilian noninstitutionalized population (TCNP).

The following tables summarize percentage rates of the occupations that people with disabilities are employed in. One-year 2019 U.S. Census data was used for documenting the U.S., Wisconsin and WDA #2. Five-year 2014-2019 U.S. Census data is provided in Table 28 in lieu of a WDA average for those counties in which rates are available.

Table 27

Percent Distribution of Employed Individuals by Disability Status and Occupation: U.S. and WI

	United States			Wisconsin		
	TCNP	**With a Disability**	**No Disability**	**TCNP**	**With a Disability**	**No Disability**
Management, business, science, and arts occupations	39.9%	30.8%	40.4%	37.9%	26.5%	38.6%
Service occupations	17.7%	21.8%	17.4%	16.2%	21.9%	15.9%
Sales and office occupations	20.40%	21.6%	20.3%	19.5%	19.8%	19.5%
Natural resources, construction, and maintenance occupations	8.8%	9.2%	8.8%	8.6%	8.1%	8.6%
Production, transportation, and material moving occupations	13.2%	16.7%	13.0%	17.8%	23.7%	17.5%

Source: 2019: ACS 1-Year Estimates

Table 28

Percent Distribution of Employed Individuals by Disability Status and Occupation: WDAs

WDA	County	TCNP and Disability Category	Management, business, science, and arts occupations	Service occupations	Sales and office occupations	Natural resources, construction, and maintenance occupations	Production, transportation, and material moving occupations
WDA #1	***Kenosha***	TCNP	32.8%	17.4%	22.6%	8.7%	18.6%
		With a Disability	30.2%	20.7%	22.6%	7.4%	19.0%
		No Disability	32.9%	17.2%	22.6%	8.8%	18.6%
	Racine	TCNP	31.8%	17.4%	21.4%	8.7%	20.7%
		With a Disability	26.1%	21.0%	20.6%	7.7%	24.7%
		No Disability	32.1%	17.2%	21.4%	8.8%	20.5%
	Walworth	TCNP	31.8%	18.8%	20.8%	10.7%	18.0%
		With a Disability	27.0%	18.8%	18.0%	11.7%	24.5%
		No Disability	32.2%	18.8%	21.0%	10.6%	17.5%
WDA #2	***Milwaukee***	TCNP	38.2%	18.7%	19.8%	6.0%	17.4%
		With a Disability	22.8%	30.5%	21.2%	4.9%	20.6%
		No Disability	38.9%	18.1%	19.8%	6.0%	17.2%
WDA #3	***Ozaukee***	TCNP	48.6%	13.4%	20.5%	5.7%	11.7%
		With a Disability	30.9%	22.0%	21.5%	4.3%	21.3%
		No Disability	49.4%	13.0%	20.5%	5.8%	11.3%
	Washington	TCNP	38.7%	14.0%	22.4%	8.1%	16.9%
		With a Disability	31.5%	17.8%	21.3%	7.4%	22.0%
		No Disability	39.0%	13.8%	22.4%	8.2%	16.6%
	Waukesha	TCNP	47.2%	12.5%	22.8%	6.1%	11.4%

		With a Disability	36.6%	15.5%	22.0%	6.5%	19.4%
		No Disability	47.7%	12.3%	22.8%	6.1%	11.1%
WDA #4	***Fond du Lac***	TCNP	29.7%	16.5%	20.2%	11.4%	22.2%
		With a Disability	20.3%	19.7%	18.1%	15.0%	27.0%
		No Disability	30.2%	16.4%	20.3%	11.2%	22.0%
	Outagamie	TCNP	35.7%	14.5%	21.7%	9.6%	18.5%
		With a Disability	27.0%	18.9%	23.0%	7.0%	24.1%
		No Disability	36.2%	14.2%	21.6%	9.7%	18.2%
	Winnebago	TCNP	33.1%	16.8%	23.1%	6.8%	20.1%
		With a Disability	21.4%	20.9%	21.6%	7.4%	28.7%
		No Disability	33.9%	16.6%	23.2%	6.7%	19.6%
WDA #5	***Brown***	TCNP	35.3%	15.7%	22.4%	8.1%	18.4%
		With a Disability	24.6%	21.9%	23.2%	6.8%	23.5%
		No Disability	35.9%	15.4%	22.4%	8.2%	18.1%
	Manitowoc	TCNP	29.0%	16.1%	19.4%	10.3%	25.1%
		With a Disability	21.0%	24.3%	19.1%	5.4%	30.2%
		No Disability	29.5%	15.6%	19.4%	10.6%	24.9%
	Sheboygan	TCNP	31.3%	15.6%	19.2%	8.6%	25.4%
		With a Disability	25.5%	20.2%	22.8%	6.4%	25.1%
		No Disability	31.6%	15.3%	19.0%	8.7%	25.4%
WDA #6	***Marathon***	TCNP	35.4%	14.1%	21.3%	9.2%	20.1%
		With a Disability	28.2%	20.9%	19.5%	7.1%	24.3%

		No Disability	35.8%	13.6%	21.4%	9.3%	19.8%
	Portage	TCNP	35.3%	16.2%	21.7%	8.9%	17.9%
		With a Disability	23.8%	23.3%	17.9%	11.4%	23.5%
		No Disability	36.0%	15.8%	22.0%	8.8%	17.5%
	Wood	TCNP	32.5%	15.7%	19.3%	10.8%	21.6%
		With a Disability	28.0%	15.8%	16.4%	10.7%	29.1%
		No Disability	32.9%	15.7%	19.5%	10.9%	21.0%
WDA #8	***Eau Claire***	TCNP	36.4%	17.9%	22.7%	6.5%	16.5%
		With a Disability	27.4%	21.8%	21.8%	5.3%	23.7%
		No Disability	37.1%	17.6%	22.8%	6.6%	15.9%
	St. Croix	TCNP	39.9%	14.6%	20.6%	9.3%	15.5%
		With a Disability	23.2%	21.9%	24.2%	10.4%	20.2%
		No Disability	40.8%	14.2%	20.4%	9.3%	15.3%
WDA #9	***La Crosse***	TCNP	37.3%	19.3%	22.1%	6.4%	14.9%
		With a Disability	27.9%	20.6%	21.0%	6.7%	23.8%
		No Disability	37.9%	19.2%	22.2%	6.4%	14.4%
WDA #10	***Dane***	TCNP	51.5%	15.2%	19.0%	5.4%	8.9%
		With a Disability	35.3%	21.6%	23.0%	5.2%	14.9%
		No Disability	52.2%	14.9%	18.8%	5.5%	8.6%
	Dodge	TCNP	27.3%	15.8%	19.1%	11.1%	26.7%
		With a Disability	20.0%	18.1%	18.1%	8.9%	34.9%
		No Disability	27.7%	15.7%	19.1%	11.2%	26.2%
	Jefferson	TCNP	33.3%	18.1%	18.6%	10.6%	19.4%

		With a Disability	25.8%	20.0%	16.1%	11.0%	27.0%
		No Disability	33.8%	18.0%	18.7%	10.6%	18.9%
	Sauk	TCNP	32.5%	19.5%	19.9%	10.9%	17.2%
		With a Disability	26.9%	24.6%	20.2%	7.8%	20.4%
		No Disability	32.9%	19.1%	19.9%	11.1%	16.9%
WDA #11	***Rock***	TCNP	31.1%	16.7%	20.3%	9.5%	22.4%
		With a Disability	21.8%	20.2%	21.9%	7.7%	28.5%
		No Disability	31.7%	16.4%	20.2%	9.6%	22.0%

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Based on the above statistics regarding occupational groups, workers with disabilities are participating more frequently in service occupations than those without disabilities (21.8 percent compared to 17.4 percent in the Nation and 21.9 percent compared to 15.9 percent in the State) except in Walworth County where the rates are equal for those with and without disabilities. Similarly, workers with disabilities are employees of production, transportation, and material moving occupations at higher rates than those without disabilities except for Sheboygan County where the rate for those without disabilities is higher by .3 percentage points. Workers with disabilities were less likely to work in management, business, science and arts occupations in all areas of the State. Additionally, in Ozaukee, Dane and Milwaukee Counties, the rate for workers without disabilities exceeds the rate for workers with disabilities in management, business, science and arts occupations by roughly 16 to 19 percent.

Regional Industries and Employees with Disabilities

The US Census Bureau publishes data that provides information on the top industries by employment for people with disabilities. The data represents the total civilian employed population ages 16 and over.

Table 29 displays the top 6 industries in each area based on the percentage rates of employees with disabilities in each WDA and includes rates for employees without disabilities. Data includes 24 of the State's 72 counties. For comparison purposes, county population ranking is documented in the table for reference as one county ranks 25th in the State for population. Data for the Nation, State and WDA #2 is taken from the 2019 one-year estimates and the remaining data is taken from the 2014-2019 five-year US Census Bureau Estimates. No data was available for WDA #7.

Table 29

Local Area Top Industries by Employment: People with & without Disabilities Ages 16 and Over

Geographic Area		Industries	Employees with Disabilities	Employees without Disabilities
US		1) Educational services, and health care and social assistance 2) Retail trade 3) Professional, scientific, and management, and administrative and waste management services 4) Arts, entertainment, and recreation, and accommodation and food services 5) Manufacturing 6) Construction	1) 22.3% 2) 13.0% 3) 10.8% 4) 10.3% 5) 9.7% 6) 6.6%	1) 23.3% 2) 10.8% 3) 11.8% 4) 9.7% 5) 9.9% 6) 7.0%
WI		1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Transportation and warehousing, and utilities	1) 20.2% 2) 18.3% 3) 13.7% 4) 12.6% 5) 6.6% 6) 5.7%	1) 23.7% 2) 18.2% 3) 10.8% 4) 8.2% 5) 8.4% 6) 4.5%
WDA # 1	**Kenosha** **Pop Rank = 8**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Construction	1) 21.7% 2) 15.7% 3) 14.9% 4) 10.5% 5) 7.5% 6) 6.8%	1) 21.9% 2) 18.6% 3) 13.3% 4) 8.3% 5) 8.0% 6) 5.5%
	Racine **Pop Rank = 5**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Retail trade 4) Professional, scientific, and management, and administrative and waste management services 5) Arts, entertainment, and recreation, and accommodation and food services 6) Public administration	1) 22.5% 2) 22.2% 3) 10.5% 4) 9.7% 5) 9.6% 6) 6.0%	1) 21.5% 2) 21.0% 3) 11.0% 4) 8.5% 5) 8.6% 6) 3.1%
	Walworth **Pop Rank = 15**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Construction 6) Professional, scientific, and management, and administrative and waste management services	1) 22.2% 2) 20.5% 3) 16.8% 4) 13.6% 5) 5.5% 6) 4.7%	1) 21.5% 2) 18.6% 3) 11.4% 4) 11.2% 5) 8.2% 6) 7.5%
WDA #2 **Pop Rank = 1**		1) Educational services, and health care and social assistance 2) Manufacturing	1) 23.0% 2) 16.3% 3) 15.7%	1) 26.7% 2) 15.8% 3) 9.3%

		3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Professional, scientific, and management, and administrative and waste management services 6) Other services (except public administration)	4) 11.1% 5) 8.7% 6) 5.6%	4) 9.7% 5) 11.2% 6) 4.0%
WDA #3	**Ozaukee** **Pop Rank = 18**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Professional, scientific, and management, and administrative and waste management services 4) Arts, entertainment, and recreation, and accommodation and food services 5) Retail trade 6) Finance and insurance, and real estate and rental and leasing	1) 18.6% 2) 16.6% 3) 12.2% 4) 12.1% 5) 11.4% 6) 8.3%	1) 24.7% 2) 19.0% 3) 10.8% 4) 6.9% 5) 10.2% 6) 8.0%
	Washington **Pop Rank = 10**	1) Manufacturing 2) Retail trade 3) Educational services, and health care and social assistance 4) Professional, scientific, and management, and administrative and waste management services 5) Arts, entertainment, and recreation, and accommodation and food services 6) Finance and insurance, and real estate and rental and leasing	1) 24.7% 2) 15.8% 3) 15.6% 4) 8.2% 5) 6.7% 6) 6.0%	1) 23.3% 2) 11.3% 3) 21.3% 4) 7.7% 5) 6.6% 6) 6.3%
	Waukesha **Pop Rank = 3**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Professional, scientific, and management, and administrative and waste management services 5) Arts, entertainment, and recreation, and accommodation and food services 6) Finance and insurance, and real estate and rental and leasing	1) 21.2% 2) 17.7% 3) 13.8% 4) 10.3% 5) 8.9% 6) 6.4%	1) 23.3% 2) 17.8% 3) 10.7% 4) 11.0% 5) 7.5% 6) 8.5%
WDA #4	**Fond du Lac** **Pop Rank = 16**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Other services (except public administration) 5) Professional, scientific, and management, and administrative and waste management services 6) Agriculture, forestry, fishing and hunting, and mining	1) 19.9% 2) 18.8% 3) 13.3% 4) 8.9% 5) 6.4% 6) 5.8%	1) 21.3% 2) 22.7% 3) 10.4% 4) 4.4% 5) 5.1% 6) 2.8%
	Outagamie **Pop Rank = 6**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Construction	1) 19.7% 2) 18.0% 3) 13.5% 4) 11.9% 5) 8.0% 6) 7.6%	1) 20.1% 2) 21.8% 3) 10.9% 4) 7.8% 5) 8.1% 6) 7.8%
	Winnebago	1) Manufacturing 2) Educational services, and health care and social assistance	1) 27.3% 2) 15.3%	1) 24.0% 2) 21.9%

	Pop Rank = 7	3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Finance and insurance, and real estate and rental and leasing	3) 13.5% 4) 11.1% 5) 8.4% 6) 7.0%	3) 11.8% 4) 8.2% 5) 8.6% 6) 5.5%
WDA #5	**Brown** **Pop Rank = 4**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Finance and insurance, and real estate and rental and leasing	1) 19.5% 2) 16.5% 3) 15.5% 4) 11.2% 5) 8.9% 6) 7.9%	1) 21.1% 2) 18.9% 3) 11.3% 4) 9.0% 5) 8.2% 6) 7.0%
	Manitowoc **Pop Rank = 21**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Retail trade 4) Other services (except public administration) 5) Arts, entertainment, and recreation, and accommodation and food services 6) Transportation and warehousing, and utilities	1) 27.2% 2) 21.5% 3) 10.6% 4) 8.2% 5) 6.8% 6) 5.6%	1) 30.2% 2) 19.6% 3) 9.7% 4) 3.5% 5) 6.9% 6) 5.2%
	Sheboygan **Pop Rank = 13**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Other services (except public administration)	1) 23.5% 2) 20.4% 3) 17.0% 4) 9.2% 5) 5.9% 6) 5.4%	1) 33.6% 2) 18.5% 3) 10.7% 4) 7.2% 5) 5.5% 6) 3.8%
WDA #6	**Marathon** **Pop Rank = 11**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Professional, scientific, and management, and administrative and waste management services 6) Transportation and warehousing, and utilities	1) 19.4% 2) 17.8% 3) 15.9% 4) 12.7% 5) 7.7% 6) 5.2%	1) 20.6% 2) 24.3% 3) 6.3% 4) 11.2% 5) 5.9% 6) 4.4%
	Portage **Pop Rank = 23**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Construction 6) Finance and insurance, and real estate and rental and leasing	1) 21.6% 2) 14.5% 3) 11.6% 4) 10.0% 5) 8.1% 6) 6.8%	1) 24.1% 2) 14.4% 3) 9.1% 4) 12.0% 5) 4.4% 6) 10.9%
	Wood **Pop Rank = 22**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade	1) 26.2% 2) 21.9% 3) 10.4%	1) 26.3% 2) 18.9% 3) 11.2%

		4) Arts, entertainment, and recreation, and accommodation and food services 5) Construction 6) Transportation and warehousing, and utilities	4) 8.3% 5) 7.1% 6) 7.1%	4) 6.2% 5) 6.2% 6) 5.5%
WDA #8	**Eau Claire** **Pop Rank = 14**	1) Educational services, and health care and social assistance 2) Retail trade 3) Manufacturing 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Transportation and warehousing, and utilities	1) 23.1% 2) 17.4% 3) 13.1% 4) 12.8% 5) 9.0% 6) 5.3%	1) 28.8% 2) 15.0% 3) 12.6% 4) 8.3% 5) 7.0% 6) 5.3%
	St. Croix **Pop Rank = 17**	1) Manufacturing 2) Retail trade 3) Educational services, and health care and social assistance 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Finance and insurance, and real estate and rental and leasing	1) 21.6% 2) 14.6% 3) 14.2% 4) 10.4% 5) 10.0% 6) 8.2%	1) 19.2% 2) 10.0% 3) 20.9% 4) 7.2% 5) 8.7% 6) 6.7%
WDA #9	**La Crosse** **Pop Rank = 12**	1) Educational services, and health care and social assistance 2) Retail trade 3) Professional, scientific, and management, and administrative and waste management services 4) Arts, entertainment, and recreation, and accommodation and food services 5) Manufacturing 6) Construction	1) 20.9% 2) 15.0% 3) 13.0% 4) 12.7% 5) 12.6% 6) 4.7%	1) 30.1% 2) 13.6% 3) 6.3% 4) 10.1% 5) 11.7% 6) 4.1%
WDA #10	**Dane** **Pop Rank = 2**	1) Educational services, and health care and social assistance 2) Retail trade 3) Professional, scientific, and management, and administrative and waste management services 4) Arts, entertainment, and recreation, and accommodation and food services 5) Manufacturing 6) Finance and insurance, and real estate and rental and leasing	1) 25.9% 2) 12.4% 3) 12.2% 4) 9.5% 5) 8.3% 6) 7.3%	1) 29.0% 2) 9.2% 3) 13.9% 4) 8.6% 5) 8.9% 6) 8.0%
	Dodge **Pop Rank = 19**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Retail trade 4) Construction 5) Arts, entertainment, and recreation, and accommodation and food services 6) Transportation and warehousing, and utilities	1) 28.1% 2) 19.6% 3) 13.2% 4) 8.0% 5) 7.1% 6) 4.2%	1) 27.3% 2) 18.8% 3) 11.4% 4) 7.6% 5) 5.6% 6) 4.6%
	Jefferson **Pop Rank = 20**	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services	1) 29.1% 2) 18.4% 3) 13.2% 4) 8.0%	1) 24.6% 2) 20.4% 3) 10.5% 4) 7.3%

		5) Other services (except public administration) 6) Construction	5) 5.3% 6) 4.9%	5) 4.1% 6) 7.7%
	Sauk **Pop Rank = 25**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Finance and insurance, and real estate and rental and leasing 6) Professional, scientific, and management, and administrative and waste management services	1) 17.0% 2) 16.6% 3) 14.7% 4) 14.6% 5) 6.9% 6) 6.4%	1) 15.9% 2) 20.5% 3) 14.1% 4) 12.7% 5) 4.4% 6) 6.9%
WDA #11	**Rock** **Pop Rank = 9**	1) Manufacturing 2) Educational services, and health care and social assistance 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Construction 6) Professional, scientific, and management, and administrative and waste management services	1) 21.3% 2) 19.9% 3) 13.8% 4) 11.3% 5) 6.5% 6) 6.4%	1) 22.7% 2) 22.4% 3) 11.8% 4) 8.2% 5) 6.3% 6) 6.7%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

Three industries (Manufacturing, Retail trade, Educational services, and health care and social assistance) are ranked among the top six industries in each of the 24 counties listed in Table 29. Higher percentages of employees with disabilities work in the Retail trade industry when compared to those without disabilities working in Retail trade industry except the counties of Racine, Portage and Wood. In the Educational services, and health care and social assistance industry, 18 of the 24 counties have lower percentages of employees with disabilities when compared to those without disabilities with gaps between the percentages at .2 to 6.7 percent. In counties that provide a base for the Manufacturing industry, 12 of the 24 counties (half) have higher percentages of employees with disabilities than those without disabilities. Twenty-three of the 24 counties rank Arts, entertainment, and recreation, and accommodation and food services as one of their top 6 industries. Only one county, Manitowoc, has a lower percentage of employees with disabilities working in Arts, entertainment, and recreation, and accommodation and food services when compared to employees without disabilities with a difference of .1 percent, which is not significantly different.

United States Department of Labor Disability Employment Statistics

The U.S. Department of Labor provides monthly Disability Employment Statistics. The Labor Force Participation Rate refers to the percentage of non-institutionalized U.S. citizens who are in the labor force. The unemployment rate measures the percentage within the labor force who are currently without a job. The data indicates that labor force participation rates for individuals with disabilities is consistently one-third of the rate for individuals without disabilities. In addition, the unemployment rate for individuals with disabilities is consistently at least twice as high as those without disabilities. Table 30 contains the statistics for the last quarter of 2020 with annual data and the first four months of 2021 for individuals without and with a disability in the U.S ages 16 and over.

Table 30

Labor Force Participation and Unemployment Rates for PWD in the US

Group	**Labor Force Participation Rates**							
	20-Oct	**20-Nov**	**20-Dec**	**Annual-20**	**21-Jan**	**21-Feb**	**21-Mar**	**21-Apr**
People with Disabilities	20.6%	20.4%	20.0%	20.5%	19.6%	19.9%	20.2%	20.3%
People without Disabilities	67.0%	66.8%	66.6%	67.1%	66.4%	66.7%	66.8%	66.8%
	Unemployment Rate							
People with Disabilities	11.1%	12.3%	11.0%	12.6%	12.0%	12.6%	10.2%	9.6%
People without Disabilities	6.4%	6.2%	6.3%	7.9%	6.6%	6.3%	6.0%	5.6%

Sources: https://www.dol.gov/odep/ and https://www.bls.gov/news.release/empsit.t06.htm

Cornell University Disability Employment Statistics

Cornell University provides online disability statistics. The following data is from the online resource regarding employment rates:

Employment rate: In 2018, an estimated 37% of non-institutionalized individuals with a disability, ages 16 to 64, regardless of ethnicity and education level, in the Nation were employed. In Wisconsin, the rate was estimated at 41%.

Not working but actively looking for work: In 2018, an estimated 7.3% of non-institutionalized individuals ages 21 to 64 years with a disability in the Nation who were not working, were actively looking for work. In Wisconsin, the estimate was 6%.

Full-Time / Full-Year Employment: In 2018, an estimated 24.3% of non-institutionalized individuals ages 21 to 64 years with a disability in the Nation were employed full-time/full-year while the estimate is 25.7% for Wisconsin, which is 1.4 percentage points higher than the Nation.

Retrieved from Cornell University Disability Statistics website: www.disabilitystatistics.org

Cornell University also provides online disability statistics regarding employment by disability type. The following data in Table 31 is from the online resource and contains the employment rates from 2018 for the Nation and the State by disability type. The categories are for non-institutionalized civilians ages 18 to 64, male and female, from all ethnic backgrounds and includes all education levels.

Table 31

2018 Employment by Disability Type for Non-institutionalized Civilians Ages 18 to 64

Disability Type	US Percent Employed	Wisconsin Percent Employed
Any Disability	37.6%	41.4%
Visual Disability	45.1%	51.4%
Hearing Disability	53.3%	58.3%
Ambulatory Disability	25.5%	26.8%
Cognitive Disability	28.6%	32.9%
Self-Care Disability	16.1%	14.8%
Independent Living Disability	18.1%	20.7%

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

Individuals ages 18 to 64 in Wisconsin with hearing and visual disabilities have higher employment rates (greater than 50%) than individuals with other disability types. Individuals with cognitive and ambulatory disabilities have employment rates ranging between 26.8 to 33%. Individuals with self-care disabilities have the lowest employment rates.

National Institute on Disability, Independent Living and Rehabilitation Research: Disability Employment Statistics

The National Institute on Disability, Independent Living and Rehabilitation Research (NIDILRR) released the 2020 Annual Disability Statistics Compendium in February 2021 which contains data on employment for people with disabilities ages 18 to 64 years based on 2019 data. According to the report, the National employment percentage for individuals ages 18 to 64 living in the community was significantly higher for people without disabilities (78.6%) versus people with disabilities (38.8%). The employment gap, which is the difference between the employment percentage for people with disabilities and people without disabilities is 39.7% for the Nation. In 2019, Wisconsin's employment rate for individuals with disabilities ages 18 to 64 was 43.5% and the employment rate was 83.2% for individuals without disabilities. The employment gap for Wisconsin was 39.6%. Twenty-six states have a lower disability employment gap than Wisconsin. The five states with the lowest employment gap percentages in the Nation are: Wyoming, North Dakota, Utah, South Dakota, and Montana.

The NIDILRR also publishes employment data for counties based on the 5-year American Community Survey estimates for 18 to 64 year old individuals with disabilities. Table 32 summarizes the data by WDA and county for the years 2014-2019.

Table 32

Employment of Civilians with and without Disabilities Ages 18 to 64: 5-Year Estimates

	County	Percent of people residing in rural areas	Disability: Percent Employed	No Disability: Percent Employed	Employment Gap
WDA # 1	Kenosha	10.7%	36.9	80.9	44.0%
	Racine	12.3%	40.1	81.2	41.1%
	Walworth	34.2%	47.3	81.9	34.6%
WDA #2	Milwaukee	0.2%	32.2	78.5	46.3%
WDA #3	Ozaukee	24.9%	51.6	83.5	31.9%
	Washington	30.8%	46	86.9	40.9%
	Waukesha	9.9%	48.2	84.5	36.3%
WDA #4	Calumet	27.5%	48.3	86.8	38.5%
	Fond du Lac	35.1%	42.2	85	42.8%
	Green Lake	74.3%	38.3	80.5	42.2%
	Outagamie	24.7%	45.8	86.1	40.3%
	Waupaca	64.9%	46.3	85.8	39.5%
	Waushara	89.5%	40.7	78.5	37.8%
	Winnebago	13.4%	44.6	83.2	38.6%
WDA #5	Brown	14.5%	45.7	84.9	39.2%
	Door	31.0%	53	83.3	30.3%
	Florence	100.0%	26.7	75.8	49.1%
	Kewaunee	72.3%	41.1	85.8	44.7%
	Manitowoc	38.9%	41.6	84.8	43.2%
	Marinette	61.8%	38.7	80.5	41.8%
	Menominee	100.0%	35.6	61.9	26.3%
	Oconto	81.3%	35	84.4	49.4%
	Shawano	74.4%	38.3	83.4	45.1%
	Sheboygan	28.3%	44.7	84.9	40.2%

WDA #6	Adams	100.0%	31.2	74.8	43.6%
	Forest	100.0%	35.1	72.9	37.8%
	Langlade	59.2%	35.4	79.6	44.2%
	Lincoln	54.0%	42.3	83.4	41.1%
	Marathon	43.0%	48.2	85.7	37.5%
	Oneida	75.0%	39.8	80.7	40.9%
	Portage	36.0%	44.4	81.9	37.5%
	Vilas	100.0%	39.3	77.3	38.0%
	Wood	36.7%	41.7	83.1	41.4%
WDA #7	Ashland	54.9%	41.4	79.8	38.4%
	Bayfield	100.0%	45.7	79.4	33.7%
	Burnett	100.0%	39.7	79.1	39.4%
	Douglas	38.8%	39.4	83	43.6%
	Iron	67.8%	37.1	78.3	41.2%
	Price	100.0%	39	80.4	41.4%
	Rusk	76.6%	34.7	80.5	45.8%
	Sawyer	84.2%	43.9	78.2	34.3%
	Taylor	80.4%	46.7	84.3	37.6%
	Washburn	83.2%	42.4	78.3	35.9%
WDA #8	Barron	65.9%	41.9	83.5	41.6%
	Chippewa	46.1%	42.8	84.1	41.3%
	Clark	91.7%	48.7	81.7	33.0%
	Dunn	59.3%	44.3	80.2	35.9%
	Eau Claire	23.0%	50.7	82.9	32.2%
	Pepin	100.0%	51.3	85.5	34.2%
	Pierce	53.6%	53.1	83	29.9%
	Polk	85.5%	42.5	82.6	40.1%
	St. Croix	53.2%	53.8	87.1	33.3%

WDA #9	Buffalo	100.0%	40.3	86.3	46.0%
	Crawford	62.4%	37.5	82.1	44.6%
	Jackson	72.2%	34.2	80.9	46.7%
	Juneau	83.5%	44.1	82.4	38.3%
	La Crosse	16.8%	45.4	80.8	35.4%
	Monroe	57.7%	46.3	81.5	35.2%
	Trempealeau	89.6%	49	85	36.0%
	Vernon	85.7%	38.8	78	39.2%
WDA #10	Columbia	60.7%	50.8	85.8	35.0%
	Dane	12.3%	52.2	84.1	31.9%
	Dodge	48.6%	42.6	84.9	42.3%
	Jefferson	34.1%	45.6	85	39.4%
	Marquette	100.0%	35.5	80	44.5%
	Sauk	46.1%	47.9	86.5	38.6%
WDA #11	Grant	64.5%	48.6	78.9	30.3%
	Green	60.2%	52.1	88.1	36.0%
	Iowa	79.9%	56.6	85.3	28.7%
	Lafayette	100.0%	43.3	84.5	41.2%
	Richland	72.1%	42.4	79	36.6%
	Rock	20.4%	38.9	81.4	42.5%

Source: Paul, S., Rafal, M., & Houtenville, A. (2020). 2019 State Report for Wisconsin County-Level Data: Employment. Durham, NH: University of New Hampshire, Institute on Disability.

Ten counties have employment rates for people with disabilities that exceed 50 percentage points. The county with the highest employment rate for people with disabilities is Iowa County (56.6%). Florence County had the smallest employment rate for people with disabilities (26.7%) and had an employment gap of about 50 percent between those employed with disabilities and those employed without disabilities. Important to note that Iowa County's rural population rate was roughly 80 percent in 2010 while Florence County's rural population rate was 100 percent in 2010. The seven counties that comprise WDAs #1, 2, and 3 (which have urban populations of over 65%) have employment rates for people with disabilities that range from about 37 to 52 percent and employment gaps of roughly 32 to 46 percent.

U.S. Census Bureau Statistics Labor Force Statistics

The United States Census Bureau publishes a variety of statistics regarding people with disabilities and their participation in the labor force. The following three sets of statistics contain data regarding labor force participation and employment of people with disabilities.

Labor Force Participation Rates (LFP)

The labor force participation rate represents the proportion of the population that is in the labor force. Table 33 below provides data based on disability status and employment for ages 16 and over from the U.S. Census Bureau for the year 2019 for the Nation and the State.

Table 33
LFP - Total Civilian Non-institutionalized Population (TCNP) Age 16 and Over: U.S. and State

Labor Force Category	United States			Wisconsin		
	TCNP	With a Disability	No Disability	TCNP	With a Disability	No Disability
Population Age 16 and over	258,478,337	38,438,308	220,040,029	4,636,694	635,582	4,001,112
Employed	61.4%	24.7%	67.8%	64.7%	27.1%	70.7%
Not in Labor Force	35.7%	72.7%	29.2%	33.1%	70.7%	27.2%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Of the total population age 16 years and older residing in the United States who report having a disability, 24.7% are employed and participating in the Labor Force, while approximately 72.7% are not in the Labor Force. The State of Wisconsin's average for those who report a disability and are employed is 27.1% while 70.7% of those who report a disability are not engaged in the Labor Force.

Labor Force Participation (LFP) rates for the civilian noninstitutionalized population age 16 years and over that are employed and who report having a disability, is not available for every county in the State. Table 34 provides the available data for each WDA in Wisconsin. WDA #2 data is taken from one-year estimates while the remaining data is taken from 5-year estimates. No data is available for WDA #7.

Table 34
LFP for Total Civilian Non-institutionalized Population (TCNP) Age 16 and Over: Regions

Geographic Area		Employed Population Age 16 and Over	Employed TCNP Age 16 and Over	With a Disability	No Disability
WDA #1	Kenosha	85,094	64.3%	24.9%	71.0%
	Racine	94,772	62.9%	25.1%	69.7%
	Walworth	53,782	64.6%	31.7%	70.1%
WDA #2	Milwaukee	456,646	62.1%	21.0%	68.6%

WDA #3	**Ozaukee**	47,213	66.1%	28.7%	70.2%
	Washington	73,819	68.3%	26.8%	73.8%
	Waukesha	214,839	66.6%	25.9%	71.7%
WDA #4	**Fond du Lac**	53,973	66.3%	25.4%	72.6%
	Outagamie	100,360	69.0%	29.5%	74.5%
	Winnebago	87,992	65.4%	28.4%	71.2%
WDA #5	**Brown**	139,043	68.5%	29.0%	74.1%
	Manitowoc	40,604	63.0%	23.1%	69.4%
	Sheboygan	59,602	66.0%	26.9%	71.5%
WDA #6	**Marathon**	71,727	67.0%	29.3%	72.9%
	Portage	37,794	65.0%	26.8%	70.8%
	Wood	35,963	61.6%	24.3%	69.5%
WDA #8	**Eau Claire**	56,366	67.0%	33.8%	72.8%
	St. Croix	48,941	71.8%	33.4%	76.2%
WDA #9	**La Crosse**	62,533	65.3%	28.5%	71.1%
WDA #10	**Dane**	308,106	71.0%	33.4%	75.0%
	Dodge	45,274	66.6%	26.7%	72.9%
	Jefferson	46,211	67.5%	29.7%	73.3%
	Sauk	34,130	67.8%	29.5%	74.0%
WDA #11	**Rock**	79,931	62.8%	25.9%	69.8%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and ACS 2014-2019 ACS 5-Year Estimates

The difference between the LFP averages in Table 34 and the data from the NIDILRR Table 32 is that the population for the NIDILRR table is restricted to ages 18 to 64 and is based on five years estimates. The data in table 34 above includes ages 16 and over without a cut-off age and WDA #2 is based on 1-year estimates from 2019 while other WDA data is based on 5 year estimates.

Employment to Population Ratio – People with Disabilities

The employment-to-population ratio is a measure derived by dividing the civilian noninstitutional population 16 to 64 years who are employed by the total civilian noninstitutional population 16 to 64 years and multiplying by 100. The employment-to-population ratio indicates the ratio of civilian labor force currently employed to the total working-age population of the designated geographic area, which is different from the labor force participation rate because the labor force participation rate includes currently employed and those who are unemployed but actively looking for work.

The U.S. Bureau of Labor Statistics and the U.S. Census Bureau collects and analyzes the employment-population ratio for people with disabilities by state, county and urban and rural geography. Table 35 contains the available 2019 1-year data for Wisconsin's counties and urban and rural population ages 18 to 64 years.

Table 35

Employment to Population Ratio for People with Disabilities Ages 18-64 years

EMPLOYMENT TO POPULATION RATIO FOR PEOPLE WITH A DISABILITY State/ Urban – Rural/ County		
Geographic Area		**Percent**
United States	**Total**	38.9
	Urban	39.7
	Rural	36
Wisconsin	**Total**	43.9
	Urban	43.1
	Rural	46
Counties in Wisconsin		
WDA #1	**Kenosha**	40.3
	Racine	36
	Walworth	47.9
WDA #2	**Milwaukee**	30.8
WDA #3	**Ozaukee**	57.4
	Washington	52.9
	Waukesha	53.7
WDA #4	**Fond du Lac**	59.8
	Outagamie	47.3
	Winnebago	41.9
WDA #5	**Brown**	49.4
	Manitowoc	51.3
	Sheboygan	51.9
WDA #6	**Marathon**	44.3
	Portage	40.3
	Wood	39.9
WDA #8	**Eau Claire**	50.6
	St. Croix	61.2

WDA #9	**La Crosse**	46
WDA #10	**Dane**	46.7
	Dodge	42.6
	Jefferson	61.5
WDA #11	**Rock**	39

Source: U.S. Census Bureau, 2016 ACS 1-Year Estimates

The State's employment to population ratio for people with disabilities is roughly 5 percent higher than the Nation. The State has a higher ratio of people with disabilities working in rural areas than urban as the difference between the employment to population ratio for working age individuals with a disability in the State of Wisconsin that reside in rural areas compared to urban areas is 2.9% higher. When compared to the Nation, Wisconsin's ratio of rural workers with disabilities is higher than the Nation's ratio by 12%. Milwaukee County (WDA #2) has the lowest employment to population ratio for people with disabilities (30.8%) in the State. Note that WDA #2 has the highest State population, which is 99.8 percent urban, and the median household income ranks 51st out of the 72 State counties while the median earnings for people with disabilities ranks the 6th highest amount in Wisconsin. Jefferson County in WDA #10, has the highest employment to population ratio for people with disabilities in the State and: 1) ranks 20th in population for the State; 2) ranks 9th for median household income; 3) ranks 51st in the State for median earnings for people with disabilities.

Employment Status by Disability Type

Employment status and disability type is estimated for the population age 18 years to 64 years by the US Census. The US and the US Urban averages for individuals with cognitive disabilities (35.1%, 36.4% respectively) rank the highest for labor force participation. The State and the State's Urban averages for individuals with cognitive disabilities also rank the highest for labor force participation and are between 2.5 to 4.5 percentage points higher than the National averages. The highest labor force participation rates among those reporting a disability in the Nation and the State's Rural areas is hearing disabilities. The lowest labor force participation rates among those reporting a disability in the Nation and the State are individuals reporting a self-care difficulty, with rates between roughly 6 to 7.5 percentage points.

Table 36 contains one-year data from 2019 for the Nation and the State, including rural and urban averages.

Table 36

Labor Force Participation (Employment Status) by Disability Status and Type: US and WI

	US	US	US	WI	WI	WI
		Urban	Rural		Urban	Rural
Total 18 - 64 years:	197,503,214	161,149,453	36,353,761	3,495,285	2,474,938	1,020,347
In labor force:	78.0%	78.6%	75.5%	81.9%	81.8%	82.3%
Employed:	95.5%	95.4%	96.1%	96.9%	96.7%	97.4%

With a disability	5.4%	5.2%	6.2%	5.2%	5.2%	5.2%
Hearing	27.0%	25.2%	34.1%	28.8%	25.8%	36.2%
Vision	22.0%	22.0%	21.7%	16.5%	16.4%	16.5%
Cognitive	35.1%	36.4%	29.8%	37.7%	40.9%	29.8%
Ambulatory	30.9%	30.8%	31.1%	27.2%	26.7%	28.3%
Self-care	7.2%	7.3%	6.7%	6.6%	6.4%	7.1%
Independent Living	17.9%	18.4%	16.0%	19.6%	20.4%	17.8%
No disability	94.6%	94.8%	93.8%	94.8%	94.8%	94.8%
Unemployed:	4.5%	4.6%	3.9%	3.1%	3.3%	2.6%
With a disability	13.3%	13.0%	15.2%	14.6%	15.2%	12.9%
No disability	86.7%	87.0%	84.8%	85.4%	84.8%	87.1%
Not in labor force:	22.0%	21.4%	24.5%	18.1%	18.2%	17.7%
With a disability	26.4%	25.3%	30.7%	27.1%	27.6%	26.0%
No disability	73.6%	74.7%	69.3%	72.9%	72.4%	74.0%
LFP employed & unemployed w/ disability	5.7%	5.5%	6.6%	5.5%	5.5%	5.4%
LFP employed & unemployed w/o disability	94.3%	94.5%	93.4%	94.5%	94.5%	94.6%
Total Pop w/ disability	10.3%	9.8%	12.5%	9.4%	9.6%	9.0%
Total Pop w/o disability	89.7%	90.2%	87.5%	90.6%	90.4%	91.0%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

Employment Status by Disability Status data is available for twenty-three of the State's counties from the US Census Bureau. Hearing difficulty is the disability category with the highest percentage rate (36.2%) reported from those who are employed with a disability in Rock County (WDA #11). Cognitive difficulty is the disability category with the highest percentage rates reported from those who are employed with a disability in all other counties with a range of 31.4 percentage points to 47.7 percent. Self-care difficulty is the least frequently reported disability category among those who are employed and report having a disability. This information is presented to help inform DVR as it engages in strategic planning for the future.

Tables 37 and 38 include one-year estimates for the workforce development areas with averages calculated from the available county data. No data is available for WDA #7.

Table 37

Labor Force Participation (Employment Status) by Disability Status and Type: WDA #1-5

	WDA #1	WDA #2	WDA #3	WDA #4	WDA #5
	Kenosha Racine Walworth	Milwaukee	Ozaukee Washington Waukesha	Fond du Lac Outagamie Winnebago	Brown Manitowoc Sheboygan
Total 18 - 64 years:	282,092	582,787	372,303	280,090	271,829
In labor force:	79.4%	76.8%	86.4%	83.8%	84.5%
Employed:	95.4%	96.0%	97.0%	97.3%	97.6%
With a disability	5.8%	4.0%	4.2%	5.9%	5.7%
Hearing	30.4%	23.3%	33.6%	22.9%	21.6%
Vision	14.5%	17.7%	18.7%	21.5%	17.4%
Cognitive	37.9%	42.0%	31.5%	36.7%	39.2%
Ambulatory	26.4%	27.6%	26.8%	31.9%	26.6%
Self-care	5.9%	6.6%	8.3%	7.3%	4.5%
Independent Living	20.4%	19.8%	19.9%	17.9%	14.9%
No disability	94.2%	96.0%	95.8%	94.1%	94.3%
Unemployed:	4.6%	4.0%	3.0%	2.7%	2.4%
With a disability	18.3%	9.4%	13.0%	13.0%	19.3%
No disability	81.7%	90.6%	87.0%	87.0%	80.7%
Not in labor force:	20.6%	23.2%	13.6%	16.2%	15.5%
With a disability	28.5%	27.4%	19.7%	30.3%	27.3%
No disability	71.7%	72.6%	80.3%	69.7%	72.7%
LFP employed & unemployed w/ disability	6.4%	4.2%	4.5%	6.1%	6.0%
LFP employed & unemployed w/o disability	93.6%	95.8%	95.5%	93.9%	94.0%
Total Pop w/ disability	11.0%	9.6%	6.6%	10.0%	9.3%
Total Pop w/o disability	89.0%	90.4%	93.4%	90.0%	90.7%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

Table 38

Labor Force Participation (Employment Status) by Disability Status and Type: WDA #6-11

	WDA #6	WDA #8	WDA #9	WDA #10	WDA #11
	Marathon Portage Wood	**Eau Claire St. Croix**	**La Crosse**	**Dane Dodge Jefferson**	**Rock**
Total 18 - 64 years:	166,371	121,589	74,079	458,665	97,985
In labor force:	82.6%	84.3%	80.5%	84.5%	80.5%
Employed:	97.0%	97.2%	97.3%	97.6%	96.2%
With a disability	5.8%	6.2%	4.3%	4.2%	5.3%
Hearing	36.2%	30.9%	27.0%	23.1%	36.2%
Vision	20.6%	11.9%	16.8%	14.8%	19.1%
Cognitive	39.3%	47.7%	31.4%	47.5%	32.8%
Ambulatory	18.5%	24.0%	28.4%	24.5%	25.7%
Self-care	6.8%	6.5%	14.5%	5.1%	5.7%
Independent Living	17.4%	9.9%	22.6%	30.8%	19.1%
No disability	94.2%	93.8%	95.7%	95.8%	94.7%
Unemployed:	3.0%	2.8%	2.7%	2.4%	3.8%
With a disability	6.6%	21.6%	31.6%	16.0%	16.8%
No disability	93.4%	78.4%	68.4%	84.0%	83.2%
Not in labor force:	17.4%	15.7%	19.5%	15.5%	19.5%
With a disability	36.3%	22.9%	16.8%	21.5%	30.5%
No disability	63.7%	77.1%	83.2%	78.5%	69.5%
LFP employed & unemployed w/ disability	5.8%	6.6%	5.0%	4.5%	5.8%
LFP employed & unemployed w/o disability	94.2%	93.4%	95.0%	95.5%	94.2%
Total Pop w/ disability	11.1%	9.1%	7.3%	7.1%	10.6%
Total Pop w/o disability	88.8%	90.9%	92.7%	92.9%	89.4%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

Agency-Specific Data Related to Overall Performance

General Data:

The project team requested data related to overall performance and case movement from DVR for this assessment. The data is presented throughout the report in the applicable areas. Table 39 below contains general information for all DVR consumers for Program Years 2017-2020.

Table 39

General Statistics for all DVR Consumers for PY 2017-2020

ITEM	ALL CONSUMERS			
	2017	2018	2019	2020
Applications	12,898	12,295	10,328	8,591
Number found eligible	12,196	11,370	10,072	7,521
Avg. time for eligibility determination	28	24	26	31
Number closed prior to IPE development	3,106	2,709	2,779	1,716
OOS Category 1	5,737	5,783	4,845	3,562
OOS Category 2	6,427	5,555	5,196	3,911
OOS Category 3	32	32	31	48
Plans developed	9,095	8,622	8,031	5,516
Number of consumers in training by type				
Vocational	511	568	456	292
Tech/Junior College	922	848	782	559
4 Yr University/College	502	426	413	332
Graduate	46	66	60	48
Credential attainment rate				28.8%
Measurable skill gains rate	17.5%	41.5%	47.8%	47.2%
Ave. length of open case (days) for cases closed other than rehabilitated	286	340	306	363
Ave. length of open case (days) for cases closed rehabilitated	819	811	801	857
Number of cases closed rehabilitated	4,143	3,590	3,451	3,095
Employment rate at exit	46.3%	39.3%	42.1%	41.6%
Employment rate in 2nd quarter after exit			54.0%	52.0%
Employment rate in 4th quarter after exit			52.0%	49.0%

Median earnings in 2nd quarter after exit			$2,739	$2,726
Median earnings in 4th quarter after exit			$2,749	$2,929
Total number of cases served	31,976	31,313	29,101	26,131
Avg. cost of all cases	$1,782	$1,837	$1,859	$1,598
Avg. cost of cases closed rehabilitated	$3,007	$3,415	$3,058	$3,179
Avg. cost per case closed unsuccessful	$756	$785	$752	$563
Avg. cost per case closed prior to plan	$190	$198	$204	$174

It is important to interpret the last two years of Program Year data in the context of the pandemic and its effect on individuals with disabilities accessing and participating in rehabilitation services. The closure of offices, shift to remote work and the concern for public and individual safety have had a dramatic impact on every aspect of the public vocational rehabilitation program. While the full impact of the pandemic on VR will not be known for a few years, there are clear statistical trends that exist nationally and in DVR. Where possible, the project team will interpret the data presented for DVR compared to all VR programs nationally.

The number of applications for services decreased by 33% from PY 2017 to 2020. While significant, the decrease is considerably less than the national decrease of 52% over the same time frame. The number of individuals found eligible by DVR from PY 2017 to 2020 decreased by 38%. The rate of decline nationally of individuals found eligible for services was 54% for the same time period. DVR was able to determine eligibility in less than half of the allowable time of 60 days for three of the four program years, and at nearly half the time for PY 2020. Individuals who are found eligible for DVR services are almost exclusively determined to have either a most significant or significant disability.

The number of plans developed by DVR decreased by 39% from 2017-2020, which is consistent with the decrease in those found eligible for services. Data is included that identifies the number of consumers in training by type as this has a direct effect on DVR's performance on the WIOA performance indicators. The decreases in participation in the different levels of training is consistent with the impact felt in applications and plans, with a lesser impact felt in the higher levels of education. There was only a 33% decrease in the number of individuals in a 4-year university from 2017 to 2020, and a slight increase in the number of those in graduate-level coursework in the same time period. Even at the highest rate of 66 individuals in graduate education in 2018, the reduction for the same category in 2020 was 27%.

Performance indicators related to those consumers in education or training programs includes the credential attainment rate and measurable skill gains (MSG) rate. The credential attainment rate for DVR in 2020 was 28.8%. The MSG rate for DVR was above 40% in PYs 2018-2020, settling at 47.2% in 2020. DVR's negotiated rate for the MSG indicator is 40%, so the agency has exceeded this rate by more than 7% in the last two years.

The number of cases closed successfully rehabilitated (exited in employment) decreased by 25% from 2017-2020. This is less of a reduction than the VR program nationally during the same time period, which experienced a 34% reduction. The employment rate at exit decreased by 4.7% from 2017-2020 for DVR, which is considerably better than the 10.2% decrease nationwide. It should also be noted that when RSA ran data on “Other measures that matter” and analyzed the percent of participants that exited in employment in 2018 who were still working in the 2nd and 4th quarter exit, Wisconsin DVR’s rate was 71.4%, exceeded by only eight VR agencies of the total 78.

Overall the data indicates that DVR was impacted by the pandemic in all areas from application to closure. However, the impact was not as significant as the VR program experienced nationally. The feedback from the interviews for this CSNA included a considerable amount of feedback related to how effectively DVR shifted to remote service delivery. This appears to have helped minimize the adverse impact of the pandemic on the delivery of services to consumers and their movement through the VR process.

Gender:

In the 2018 CSNA, the project team noted that males were being served at a rate more than 10% higher than females. The project team examined applicants by gender again for this report and found that the difference between males and females applying for services remained consistent with the previous findings. Table 40 identifies the differences in applicants by gender.

Table 40
Gender of Applicants for PY 2017-2020

Gender of Applicants	2017	2018	2019	2020
Percent Male	56.1%	56.2%	56.1%	57.0%
Percent Female	43.9%	43.8%	43.9%	43.0%
Difference	12.2%	12.4%	12.2%	14.0%

Although there is a difference in the rate of applicants by gender, the project team examined all other relevant statistics there was no significant differences between the groups in any areas.

Age of Individuals Served

Table 41 contains the number of individuals served by DVR by Program Year by age. The age range of 14-24 is defined by WIOA as youth with disabilities and is considered the range for transition-age youth. Results specific to transition-age youth will be included in Section Four of this report.

Table 41

Number and Percent of Individuals Served by Age

Age	2017		2018		2019		2020	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
14-24	12,426	38.9%	12,826	41.0%	11,897	40.9%	11,066	42.3%
25-64	18,740	58.6%	17,588	56.2%	16,284	56.0%	14,274	54.6%
65 and over	810	2.5%	899	2.9%	920	3.2%	791	3.0%
Total	**31,976**	**100.0%**	**31,313**	**100.0%**	**29,101**	**100.0%**	**26,131**	**100.0%**

The data indicates that the rate for each age group has been consistent from year to year with a slight increase in the rate of transition-age youth being served from 2019 to 2020. Working age adults continue to represent the largest percentage of those served by DVR.

Case Expenditure Data:

The project team examined the case service expenditures by DVR as part of the assessment. The totals for the service categories that consistently exceeded 3% or more of the total service budget annually are included in Table 42.

Table 42:

Case Service Expenditures 2017-2020

Expenditure by Service Category				
Service Category	**Percent of Total Service Budget**			
	2017	**2018**	**2019**	**2020**
All Pre-Employment Transition Services	18.0%	19.9%	21.1%	20.5%
Job Development	15.3%	15.0%	16.1%	20.4%
On-The-Job Supports	9.7%	10.0%	9.7%	8.5%
Training: Temporary Work	7.9%	8.8%	7.8%	7.0%
SE: Transportation to LTS	7.3%	7.6%	7.8%	9.2%
Work Incentive Benefits Analysis	4.2%	4.3%	4.8%	3.9%
Assessment	3.6%	3.3%	3.1%	2.7%
Eligibility/OOS Service	3.6%	3.4%	3.5%	3.1%

The expenditures for each of the identified categories have been consistent throughout the four years under investigation. Pre-employment transition services continues to account for the largest category of expenditures for DVR while job development and on-the-job supports account for between 25 and 30% of expenditure every year.

Employment Outcomes:

The project team examined the most common jobs achieved by DVR participants for the four years of the study. The top five most common jobs were consistent with minor variations from

2017-2020. These employment outcomes accounted for more than none-third of the total jobs obtained by DVR consumers. The jobs in order of frequency of occurrence were:

1. Janitors and cleaners
2. Customer service representatives
3. Production workers
4. Stock clerks
5. Dishwashers

The project team examined the employment rate in the 2nd and 4th quarter after exit by WDA and the median wages earned by these participants for PY 2019 and 2020. Table 43 includes this information.

Table 43

Employment Rate in the 2nd and 4th Quarter after Exit and Median Wages

WDA	2019				2020			
	2nd Q	**Median Wages**	**4th Q**	**Median Wages**	**2nd Q**	**Median Wages**	**4th Q**	**Median Wages**
1	50%	$3,128	49%	$2,702	48%	$3,120	45%	$3,330
2	47%	$2,769	44%	$3,241	49%	$3,060	44%	$3,031
3	66%	$3,657	61%	$3,439	60%	$3,459	61%	$3,561
4	57%	$2,760	55%	$2,898	57%	$2,909	52%	$2,952
5	56%	$2,553	53%	$2,329	53%	$2,343	51%	$2,594
6	51%	$2,397	52%	$2,844	51%	$2,202	48%	$2,774
7	52%	$2,365	52%	$2,330	45%	$2,741	49%	$3,203
8	52%	$2,118	54%	$2,262	55%	$2,242	47%	$2,271
9	53%	$2,320	52%	$2,678	43%	$2,557	46%	$2,774
10	57%	$2,687	57%	$2,683	50%	$2,539	49%	$2,477
11	58%	$2,775	52%	$2,631	52%	$2,841	51%	$2,993
Average for all WDAs	**54%**	**$2,739**	**52%**	**$2,749**	**52%**	**$2,726**	**49%**	**$2,929**

The employment rate in the second and fourth quarter after exit dipped slightly from the one quarter to the next for both Program years but remained remarkably consistent given the impact of COVID on the number of individuals with disabilities obtaining employment. The employment rate for WDA 3 was the highest in both years and for both quarters at 60% or above. The median wages were also the highest in WDA 3.

In addition to successful rehabilitation outcomes, the project team examined the most common reasons for case closure other than exiting in employment. Table 44 identifies the top four reasons for unsuccessful case closure.

Table 44
Reasons for Unsuccessful Case Closure

Closure Reason	Percent of all Cases Closed Unsuccessfully			
	2017	**2018**	**2019**	**2020**
No longer interested in receiving services or further services	51.8%	52.5%	58.1%	58.8%
Unable to locate or contact or moved	29.3%	32.9%	30.8%	29.3%
All other reasons	13.6%	7.8%	4.7%	4.8%
Health/medical	3.0%	4.1%	3.9%	4.9%
Total	97.7%	97.3%	97.5%	97.8%

The reasons for unsuccessful closures were consistent for all four years of the study. No longer interested in receiving services or further services was the most common reason cited for closure each year followed by unable to locate contact or moved. These two reasons alone account for more than 80% of all unsuccessful closures each year and for almost 90% of closures in 2020. These two closure reasons are often associated with engagement issues on the part of the individual, so the project team recommends that DVR examine a sample of the closed cases to determine if there are any patterns or common factors that emerge that affect client engagement and that can be potentially mitigated through the identification and implementation of targeted strategies such as rapid engagement or expedited enrollment.

The next section of the CSNA report includes the results of the surveys conducted for all of the different groups that participated in the assessment. The survey results include the findings for the questions that apply to each of the different sections of the report.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

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

Surveys were distributed electronically via Qualtrics, a web-based survey application. There were 3,988 valid individual surveys completed. In some cases, individual respondents chose not to answer select questions on the survey, but did complete the entire survey and submit it. This accounts for the variance in survey responses in some questions.

Respondent Demographics:

Individual survey respondents were asked to identify their age.

The largest percentage of respondents were between the ages of 25 to 64 (65.7 percent) followed by individuals under 25 (28.8 percent). Table 45 identifies the age of respondents. A total of 3,988 respondents indicated their age.

Table 45
Age of Respondents

Age	Number	Percent
25-64	2,621	65.7%
Under 25	1,149	28.8%
65 and over	218	5.5%
Total	3,988	100%

The age of respondents to the survey differs from the rate of individuals served by age overall for DVR. The working age adult group is represented at a rate just over 10% higher than their appearance in the population served by DVR, while transition-age youth respondents are underrepresented by approximately 14% when compared to their rate of those served by DVR.

Respondents were asked to identify their area of residence by county grouping, which reflected the workforce development area (WDA). Slightly more than 16 percent of the respondents indicated that they reside in WDA 10, which is the second highest populated area of the State. Results are detailed in Table 46.

Table 46
Area of Residence

County Grouping	WDA	Number	Percent of number of respondents
Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties	WDA 10	634	16.2%
Milwaukee County	WDA 2	544	13.9%
Ozaukee, Washington, and Waukesha Counties	WDA 3	490	12.5%
Calumet, Fond du Lac, Green Lake, Outagamie, Waupaca, Waushara, and Winnebago Counties	WDA 4	451	11.5%
Kenosha, Racine, and Walworth Counties	WDA 1	404	10.3%
Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Shawano, and Sheboygan Counties	WDA 5	322	8.2%
Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix Counties	WDA 8	285	7.3%
Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood Counties	WDA 6	247	6.3%

Grant, Green, Iowa, Lafayette, Richland, and Rock Counties	WDA 11	204	5.2%
Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties	WDA 9	201	5.1%
Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn Counties	WDA 7	132	3.4%
Total		3,914	100%

Respondents were presented with a checklist and asked to identify their primary disabling condition. Physical disability (18.2 percent) was the most frequently primary disability type indicated by respondents, followed by mental health conditions (17.8 percent). The remaining disability types were each selected by less than 14 percent of the respondents as a primary disability. The 12.4 percent of respondents that selected the category of "other" reported specific disability and medical conditions. Table 47 summarizes the primary disabling conditions reported by the respondents.

Table 47
Primary Disability of Respondents

Primary Disability	Number	Percent of number of respondents
Physical	695	18.2%
Mental Health	681	17.8%
Autism Spectrum Disorder	527	13.8%
Other (please describe)	474	12.4%
Intellectual Disability (ID)	376	9.8%
Deaf or Hard of Hearing	298	7.8%
Developmental Disability (DD)	243	6.3%
Mobility	209	5.5%
Traumatic Brain Injury	134	3.5%
Blindness or visually impaired	91	2.4%
No impairment	63	1.7%
Communication	31	0.8%
Deaf-Blind	6	0.2%
Total	3,828	100%

Respondents were also asked to identify their secondary disabling condition, if they had one. Roughly 28.5 percent of the respondents indicated no secondary disabling condition, while 16.6 percent of the individual survey respondents reported Mental Health as their secondary disabling condition. The 11.2 percent of respondents that selected the category of "other" reported specific disability and medical conditions or reported a criminal background. Table 48 details the secondary conditions reported by respondents.

Table 48
Secondary Disability of Respondents

Secondary Disability	Number	Percent of number of respondents
No impairment	935	28.5%
Mental Health	545	16.6%
Other (please describe)	367	11.2%
Physical	359	10.9%
Mobility	242	7.4%
Intellectual disability (ID)	197	6.0%
Developmental Disability (DD)	194	5.9%
Communication	125	3.8%
Autism Spectrum Disorder	116	3.5%
Deaf or Hard of Hearing	91	2.8%
Blindness or visually impaired	63	1.9%
Traumatic Brain Injury	47	1.4%
Deaf-Blind	2	0.1%
Total	3,283	100%

Association with DVR

Individuals who responded to the survey were presented with a question that asked them to identify the statement that best described their association with DVR. The majority of respondents (50.3 percent) indicated they were current clients of DVR. Four-hundred thirty-one individuals (10.4 percent of the 4,142 respondents) who selected "other" indicated that they were either past clients or clients not using services, new clients just starting the process, parents, family members of current or former clients, guardians, case managers, service coordinators, and clients with special circumstances. The responses to this question appear in Table 49.

Table 49
Respondent Association with DVR

Association	Number	Percent of number of respondents
I am a current client of DVR	2,084	50.3%
I am a previous client of DVR; my case has been closed	1,398	33.8%
Other (please describe)	431	10.4%
I have never used the services of DVR	201	4.9%
I am not familiar with DVR	28	0.7%
Total	4,142	100%

Individuals who responded to the survey were presented with a question that asked them to identify the statement that best described their length of association with DVR.

Although 31.7 percent of the respondents reported that they had been associated with DVR for 2 to 5 years, almost 37 percent of the 3,732 respondents indicated that they have been associated with DVR for less than one year. The responses to this question appear in Table 50.

Table 50
Length of Association with DVR

Length of Association with DVR	Number	Percent of number of respondents
Less than 1 year	1,372	36.8%
2-5 years	1,184	31.7%
1 year	877	23.5%
10 years or greater	166	4.4%
6-9 years	133	3.6%
Total	3,732	100%

Relationship with Counselor

Respondents were asked a series of questions regarding their relationship with their DVR counselor.

Respondents were asked to indicate where they usually met with their counselor. According to the survey results, meetings with counselors occurred most frequently by phone as compared to 8.4% respondents reporting they meet with their counselor in the community/school. Table 51 details the meeting locations reported by respondents.

Table 51
Meeting Location

Location	Number	Percent of number of respondents
We meet remotely by phone	1,393	41.4%
I go to a DVR office	877	26.1%
I don't have a DVR case facilitator	421	12.5%
We meet remotely by video conference	393	11.7%
In my community/school	282	8.4%
Total	3,366	100%

A separate question asked respondents to indicate how many counselors they have had. Almost 53.5 percent of the 3,385 respondents to the question reported that they have had one counselor. Respondents who either never had a counselor or have had three or more counselors make up 20.6 percent of the respondents (n=697). Table 52 includes the results from the survey.

Table 52
Number of DVR Counselors

Number of DVR Counselors	Number	Percent of number of respondents
1	1,807	53.4%
2	881	26.0%
3	313	9.2%
I have never had a DVR counselor	173	5.1%
More than 4	115	3.4%
4	96	2.8%
Total	3,385	100%

Individual survey respondents were presented with a five-point response scale (with responses ranging from “always” to “never”) and asked to indicate how often they were able to reach their counselor when they needed to. Roughly 74 percent of the respondents indicated that they were either always able to reach their counselor or they usually were able to reach their counselor when they needed to. The responses to this question are found in Table 53.

Table 53
Ability to Reach Counselor

Ability to Reach Counselor	Number	Percent
Always	1,387	41.8%
Usually	1,079	32.5%
Sometimes	494	14.9%

Rarely	197	5.9%
Never	162	4.9%
Total	3,319	100.0%

Respondents were presented with another five-point response scale (with responses ranging from "excellent" to "terrible") and asked to rate their ability to get along with their counselor. Almost 49 percent of the respondents selected "excellent" when asked how well they get along with their counselor. The response results are identified in table 54.

Table 54
Getting along with Counselor

Getting Along with Counselor	Number	Percent
Excellent	1,597	48.9%
Good	1,167	35.7%
So-so	365	11.2%
Poor	83	2.5%
Terrible	56	1.7%
Total	3,269	100%

COMMUNITY PARTNER SURVEY RESULTS

The partner survey was distributed to representatives of partner organizations that provide services to individuals with disabilities and work with DVR. A total of 161 valid partner surveys were completed. Questions appearing on the partner survey addressed five general areas:

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

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

Partner Respondent Characteristics:

The first survey question asked partner respondents to classify their organization. Roughly 37 percent of respondents identified as an individual service provider. One respondent identified as a mental health provider. None of the respondents indicated working for a Veteran's Agency, a postsecondary school, nor were a medical provider. The nine respondents who selected "other, (please describe)" cited employment service provider, non-profit employment agency, non-profit organization, independent living center, or cooperative educational service agency. Table 55 identifies the classifications indicated by the partner respondents.

Table 55
Organization Type of Partner Survey Respondents

Organization Type	Number	Percent of number of respondents
Individual Service Provider	60	37.3%
Community Rehabilitation Program	43	26.7%
Developmental Disability Organization	21	13.0%
Other Public or Private Organization	14	8.7%
Other (please describe)	9	5.6%
Postsecondary school	8	5.0%
Other Federal, State, or Local Government Entity	3	1.9%
Consumer Advocacy Organization	2	1.2%
Mental Health Provider	1	0.6%
Secondary School	0	0.0%
Medical Provider	0	0.0%
Veteran's Agency	0	0.0%
Total	161	100.0%

Partners were provided with a list and asked to identify the workforce development area (WDA) in which they worked. There were no limitations to the number of WDAs that a respondent could choose.

Partner respondents most frequently indicated WDA 4 as the area in which they provided service. All eleven WDAs were represented at least six times by survey respondents. Table 56 includes this information.

Table 56
Workforce Development Area Served

Workforce Development Area Served	Number of times chosen	Percent of number of respondents
WDA 4 (Calumet, Fond du Lac, Green Lake, Outagamie, Waupaca, Waushara, and Winnebago Counties)	32	19.8%
WDA 10 (Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties)	31	19.1%
WDA 2 (Milwaukee County)	25	15.4%
WDA 1 (Kenosha, Racine, and Walworth Counties)	24	14.8%

WDA 3 (Ozaukee, Washington, and Waukesha Counties)	24	14.8%
WDA 5 (Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Shawano, and Sheboygan Counties)	17	10.5%
WDA 7 (Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn Counties)	16	9.9%
WDA 6 (Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood Counties)	13	8.0%
WDA 8 (Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix Counties)	13	8.0%
All of them	11	6.8%
WDA 9 (Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties)	8	4.9%
WDA 11 (Grant, Green, Iowa, Lafayette, Richland, and Rock Counties)	6	3.7%
Total	220	

Partners were provided with a list and asked to identify which consumer populations they worked with on a regular basis. There were no limitations to the number of consumer populations that a respondent could choose.

Two consumer populations (Individuals that need supported employment; Transition-aged youth) were reported by 71 percent of the partners as consumer populations they serve. Slightly more than 62 percent of the partner respondents reported working with individuals with the most significant disabilities. The consumer population of “Veterans” was identified least frequently by partners. Nineteen responses were received in the category “other, please describe.” Respondents who selected the “other” category reported serving all disabilities, individuals with mental health and substance abuse disorders, physical disabilities, deaf-blind, neurodiverse individuals, SSA recipients who want to work, individuals with felony convictions, and job placement consumers. Table 57 includes this information.

Table 57
Consumer Populations Served Regularly by Respondents

Consumer Populations	Number of times chosen	Percent of number of respondents
Individuals that need supported employment	115	71.0%
Transition-aged youth (14-24)	115	71.0%
Individuals with the most significant disabilities	101	62.3%
Individuals from unserved or underserved populations	84	51.9%
Individuals that are racial or ethnic minorities	84	51.9%
Individuals who are deaf or hard of hearing	83	51.2%

Individuals who are blind or visually impaired	72	44.4%
Individuals served by Wisconsin's Job Centers (formerly referred to as One-Stops or Career Centers)	47	29.0%
Veterans	37	22.8%
Other (please describe)	19	11.7%
Total	757	

STAFF SURVEY RESULTS

A total of 202 valid staff surveys were completed. Questions appearing on the staff survey addressed five general areas:

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

Staff Respondent Characteristics

The first survey question asked staff respondents to identify where they worked from a list of the eleven workforce development areas (WDA).

The two most frequently selected WDAs (WDA 10 and WDA 4) chosen by staff respondents as the area where they worked were also the two top ranking WDAs selected by partner respondents. The two WDAs selected by less than 4 percent of the staff were also the least frequently selected WDAs chosen by partners who participated in the survey. Table 58 includes the staff respondents' choices for WDA served.

Table 58
Workforce Development Area Served

Workforce Development Area Served	Number	Percent
WDA 10	30	14.8%
WDA 4	25	12.3%
I work in Central Office	22	10.8%
WDA 1	20	9.9%
WDA 2	19	9.4%
WDA 3	17	8.4%
WDA 5	17	8.4%
WDA 8	15	7.4%
WDA 6	14	6.9%

WDA 7	8	3.9%
WDA 9	8	3.9%
WDA 11	8	3.9%
Total	203	100.0%

The second survey question asked staff to indicate their job classification. Roughly 58 percent of respondents identified as rehabilitation counselor. Table 59 identifies the classifications indicated by the staff respondents.

Table 59
Job Classification: Staff

Job Classification	Number	Percent
Rehabilitation Counselor	115	57.8%
Support Staff	60	30.2%
Supervisor/Manager	17	8.5%
Business Services Representative	6	3.0%
Administrator/Executive	1	0.5%
Total	199	100.0%

Staff survey respondents were then asked to identify how many years that they have held their current job. The largest percentage of staff survey respondents have held their current workplace position for 1 to 5 years, while more than 23 percent have held their current position for 6 to 10 years. The results in table 60 indicates that WI DVR has a very large percentage of staff that are relatively new to the job.

Table 60
Years in Current Position: Staff Respondents

Years in Current Position	Number	Percent
1-5 years	94	46.5%
6-10 years	47	23.3%
11-20 years	31	15.4%
21+ years	18	8.9%
Less than one year	12	5.9%
Total	202	100.0%

Staff Survey: Services that DVR is Most Effective in Providing

Related to the overall performance of the organization, respondents were provided a list of 18 items and asked to identify the services that DVR are most effective in providing to DVR consumers, directly or through community partners. There was no limitation to the number of items a staff respondent could choose.

Job development, job training, benefit planning assistance, and assistive technology services were the top four service areas identified by staff respondents. The open-ended category “other” was selected by 12 staff respondents. The respondents were provided the opportunity to describe additional services that DVR is effective in providing that were not in the list. Vocational guidance and counseling services were cited six times. Job placement (not the same as development), post-secondary training, social skills training, and youth transition services were each noted one time. Table 61 lists the services and the number of times each item was selected, as well as the percent of time the service was selected by respondents.

Table 61
Services that DVR is Most Effective in Providing

Services DVR Most Effective in Providing (Directly or Indirectly)	Number of times chosen	Percent of number of respondents
Job development services	139	89.7%
Job training services (TWE, Job Coaching, OJT, etc.)	132	85.2%
Benefit planning assistance	110	71.0%
Assistive technology	94	60.6%
Other education services	47	30.3%
Other transportation assistance	46	29.7%
Financial literacy training	42	27.1%
Vehicle modification assistance	36	23.2%
Career Ladder/Pathways counseling	29	18.7%
Mental health treatment	20	12.9%
Other (please describe)	12	7.7%
Substance abuse treatment	11	7.1%
Medical treatment	8	5.2%
STEM skills training	8	5.2%
Income assistance	6	3.9%
Health insurance	6	3.9%
Housing	6	3.9%
Personal care attendants	5	3.2%
Total	757	

Staff Survey: Top Three Changes that will Improve Service Delivery

Staff were presented with a list of 16 options and asked to identify the top three changes that would enable them to better assist their DVR consumers. Table 62 details the staff responses to this question.

Table 62

Top Three Changes That Would Enable Staff to Better Serve Consumers

Top Three Changes to Better Serve DVR Consumers	Number of times chosen	Percent of number of respondents
More streamlined processes	62	41.6%
More effective community-based service providers	52	34.9%
Smaller caseload	51	34.2%
Accountability for poor performance by service providers	49	32.9%
More community-based service providers for specific services	36	24.2%
Incentives for high performing service providers	29	19.5%
Improved business partnerships	28	18.8%
More administrative support	25	16.8%
Better assessment tools	24	16.1%
Increased collaboration with other workforce partners including Job Centers	21	14.1%
Increased options for technology use to communicate with consumers	20	13.4%
Additional training	17	11.4%
Better data management tools	14	9.4%
Other (please describe)	12	8.1%
Increased outreach to consumers	12	8.1%
More supervisor support	9	6.0%
Total	461	

The items most frequently identified among the top three changes that would enable staff to better serve consumers were more streamlined processes, more effective community-based service providers, and smaller caseloads. Supervisor support, increased outreach to consumers, and "other, please describe" were the least cited items on the list by staff respondents. Twelve narrative responses were received in the category "other" category, but none were recurring so are not cited here.

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

Note: In all of the areas of this report summarizing the recurring themes in the individual and focus group interviews, the project team will include a number in parentheses after the recurring theme. This number represents the number of individuals that expressed the sentiment in some form.

The COVID-19 pandemic dramatically affected DVR as well as all VR programs nationally. There were multiple reports of the negative impacts of the pandemic as well as some positive outcomes. These are reported in the overall performance section as the pandemic affected the entire performance of DVR. Following are the recurring themes that emerged regarded the negative consequences of the pandemic:

1. Many consumers decided to put their rehabilitation plan on hold or asked to have their case closed due to concern for their health and fear of catching COVID-19 and becoming ill (24);
2. Consumer engagement with DVR was adversely affected, especially in the first several months of the pandemic as some consumers were not set up for virtual functioning (18);
3. There are broadband and other connectivity issues prevalent in many rural areas, which limits the ability of some consumers to function remotely (22);
4. The provider network was hit especially hard by COVID. The turnover rate and difficulty shifting to remote services resulted in service interruptions and long waits for services that often were provided by inexperienced staff (27);
5. Virtual counseling, while necessary, does not afford the same opportunity to read body language and establish rapport the same way that being in-person does (12);
6. There are challenges with on-boarding new staff and especially helping them understand the culture of DVR. This is especially challenging when building relationships between new staff and those staff that were a part of DVR, pre-pandemic (14); and
7. Many DVR consumers have avoided pursuing employment because they were receiving public support from the government through COVID relief funds and could make more staying home than working (36).

The following positive consequences of the shift to remote service delivery and telework as a result of the pandemic were cited by many participants:

1. DVR was given high marks by all groups for the speed and efficiency with which they shifted to telework and remote service delivery. Considering the paradigm shift in the way the agency operates, many people were complimentary of administration for effectively managing this change. DVR did their best to ensure that staff had the

technology and equipment to function remotely and implemented programs like DocuSign to help the agency continue to serve consumers (90);

2. At the time of this writing, DVR staff were working a hybrid schedule that generally consisted of two days in the office and three at home, unless they chose to be in the office more frequently. Many staff expressed satisfaction with the ability to work from home and felt that it made them more productive. DVR staff and providers expressed that they save time and money by reduced travel costs and are more productive (46);
3. Consumers indicated that services they received during the pandemic from DVR were still effective and they were satisfied with them (69);
4. DVR staff, providers and school staff indicated that the no-show rate for appointments with students decreased because of the use of videoconferencing. In addition, parental involvement increased because they did not have to travel to participate in these meetings (19);
5. Although applications have decreased during COVID, staff and partners indicate that business is starting to pick back up and they are optimistic about the future. In addition, they were proud of the fact that they were able to meet production goals during the last two years (28);
6. The pandemic forced DVR to increase their online presence and capacity for consumers to virtually move through the rehabilitation process. This has been positive for many consumers, staff and partners (22); and
7. DVR was applauded for providing incentive or differential pay to providers during the pandemic to help cover costs and ensure viability of these programs. This response by the agency was cited as the difference between survival and shutting down for some providers (9).

In addition to themes related to the pandemic, the following areas emerged from the interviews and focus groups related to overall agency performance:

1. The community awareness of DVR is lacking in many areas of the state and needs to increase (60);
2. The variety and quality of employment outcomes needs to increase for all populations (12).

Note: In the previous CSNA recruitment and retention of staff was a recurring theme that affected multiple areas of DVR. In this CSNA this theme did not recur across groups. While not fully staffed, the vacancy rate, if it existed at all, was described as minimal in most areas and primarily affecting support staff, not counselors.

RECOMMENDATIONS

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

1. DVR will need to monitor the number of applications for services as they continue to engage in a hybrid model of work and the pandemic continues affect public health and mobility. Increasing awareness of the agency in the community will be an important focus in the coming months as will focused outreach methods through electronic platforms including social media;
2. The agency is encouraged to consider implementing rapid engagement pilot projects to address the rate of consumers that leave the agency due to lack of engagement. A recent study on rapid engagement or expedited enrollment outcomes in California determined that the sooner an applicant has an IPE developed, the more likely they are to be closed as successfully rehabilitated. The likelihood of success decreased the longer it took to develop an IPE. Table 63 contains these results:

Table 63

Rapid Engagement and Successful Closure

Time from Application to Plan	Percent Closed Rehabilitated	Percent Closed other than Rehabilitated
One Day	47.50%	52.50%
2 to 30 days	40.90%	59.10%
31 to 60 days	37.40%	62.60%
61 to 90 days	35.90%	64.10%
91 to 150 days	31.60%	68.40%
151 or more days	28.30%	71.70%

3. DVR is encouraged to conduct connectivity assessments for all consumers that are engaged in the comprehensive assessment process for plan development. When needed, DVR should purchase the necessary equipment and service to ensure their participants are able to effectively access and function in the digital world. This includes broadband Internet where available and laptops, cell phones and hotspots in cellular service plans. One possibility for adaption is the BPD Technology Assessment Checklist created by the Technology Committee for the association of Baccalaureate Social Work Program Directors. The tool is available in Appendix H. DVR should adapt the tool for their own needs if they decide to use it:
4. DVR should develop and implement a marketing plan whose aim is to increase community awareness of the agency statewide; and
5. DVR is encouraged to focus on high wage, high demand and high skill jobs to increase the quality and diversity of employment outcomes for their consumers. The recently awarded DIF grant from RSA should help the agency in this effort.

SECTION 2:

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

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

Recurring Themes Across all Data Collection Methods

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

1. Transportation, job skills and training were all identified as the most important rehabilitation needs for individuals with disabilities. Transportation was by far the most frequently mentioned need, especially in the rural areas;
2. Mental health impairments were frequently cited as a barrier to employment for DVR consumers;
3. The need to develop social skills and to dispel employer's misconceptions about the ability of individuals with disabilities to work were frequently cited as needs;
4. Individuals with the most significant disabilities are often fearful of losing SSA benefits and this continues to affect the jobs they pursue and the hours they strive to work;
5. There is a waitlist in many areas for extended services in supported employment and difficulty getting job coaches due to provider turnover during the pandemic;
6. Financial literacy was identified as a service need for DVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that DVR consumers may lose jobs and return to DVR for services again;
7. Affordable housing was identified as an emerging need for individuals with disabilities; and
8. There is continued need for the development of supported and customized employment among providers in order to be able to help these individuals transition to competitive integrated employment from sheltered workshops.

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

DVR provided the project team with a wealth of data related to the types of disabilities served by the agencies, expense by type of disability and closure type. The full data tables are contained in Appendix G. We condensed the data for presentation in this section. Table 64 identifies the number of individuals served by DVR by disability type and their rate of occurrence.

Table 64

Type of Disability for Those Served by DVR

Disability Type	2017		2018		2019		2020	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
ADHD	1,946	6.1%	1,922	6.1%	1,778	6.1%	1,592	6.1%
AODA	351	1.1%	337	1.1%	323	1.1%	273	1.0%
Autism	3,026	9.5%	3,279	10.5%	3,343	11.5%	3,194	12.2%
Blind-Visual	672	2.1%	629	2.0%	598	2.1%	519	2.0%
Brain Injuries	577	1.8%	549	1.8%	532	1.8%	494	1.9%
Congenital Condition	716	2.2%	645	2.1%	507	1.7%	408	1.6%
Deaf/HH	1,130	3.5%	1,198	3.8%	1,144	3.9%	1,029	3.9%
Intellectual	3,532	11.0%	3,215	10.3%	2,898	10.0%	2,825	10.8%
Learning Disabilities	2,927	9.2%	2,832	9.0%	2,605	9.0%	2,235	8.6%
Mental Illness	5,958	18.6%	5,806	18.5%	5,557	19.1%	4,754	18.2%
Orthopedic	3,893	12.2%	3,454	11.0%	3,122	10.7%	2,569	9.8%
Other	6,506	20.3%	6,672	21.3%	5,920	20.3%	5,629	21.5%
Other physical	742	2.3%	775	2.5%	774	2.7%	610	2.3%
Total	**31,976**	**100.0%**	**31,313**	**100.0%**	**29,101**	**100.0%**	**26,131**	**100.0%**

The rate of each type of disability was consistent from year to year throughout the study, with small variances between one and two percent of the total population. The one exception was for individuals with Autism, which rose from 9.5% of the total population served in 2017 to 12.2% in 2020. Individuals categorized as "other" and those with mental illness constitute the highest percentage of consumers served each year.

Supported Employment:

The CSNA includes an analysis of the need for Supported Employment (SE) by individuals with the most significant disabilities. One of the aspects of this assessment is the gathering and reporting of data on DVR's service to individuals coded as receiving SE services. Table 65 includes information related to SE services.

Table 65

Supported Employment Cases

Item	2017	2018	2019	2020
New Applicants	1,397	1,434	1,234	734
Avg. days for eligibility	18	13	15	16
Total IPEs developed	1,442	1,364	1,416	850
Total served	3,677	3,697	3,877	3,944
Total SE case service expenses	$12,315,185	$13,075,323	$12,229,013	$11,465,827
Avg. expense per SE case	$3,349	$3,537	$3,154	$2,907
Number of unsuccessful closures after IPE	677	695	656	791
Avg. expense for unsuccessful closure	$1,478	$1,420	$1,212	$789
Successful closures	676	654	643	550
Avg expense per successful closure	$4,275	$4,575	$4,057	$4,312

There was a 47.5% decrease in applications for individuals that receive supported employment services from 2017 to 2020. This is consistent with the 47% decrease for non-SE individuals for the same time period. There was a corresponding decrease in the total number of IPEs written for 2017 to 2020 of 41%. Interestingly, there was a slight increase in the total number of consumers served in SE during the same time. The rate of decline for successful closures for SE cases from 2017 to 2020 was 19%. This is less that the decline for non-SE cases, which was 27% during that time. The average cost for successful SE closures was consistent from 2017-2020 varying by approximately $400 from the midpoint of $4,100. Program year 2019 had the lowest average cost per successful closure at just over $4,000.

Subminimum Wage Employment and Section 511:

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

In January of 2016, there were 82 organizations that held a valid 14c certificate in Wisconsin. These 82 organizations employed 9,441 individuals with disabilities at less than minimum wage in January, 2016. In five-year period of January 2016 through January 2021, 25 14c holders let their certificate expire and did not renew. In addition, there was a reduction of 4,549 individuals with disabilities working in subminimum wage in Wisconsin according to the data published by the Wage and Hour Division. The detailed spreadsheet detailing the reduction of 14c holders and individuals with disabilities covered by these certificates is contained in Appendix F.

UW Whitewater's team indicates that they have seen a number of 14c holders move towards the payment of minimum wage to their workers with disabilities. In addition, DVR has developed customized employment as a service option for individuals with the most significant disabilities, including those striving to leave subminimum wage employment and move to competitive integrated employment. The pandemic appears to have significantly impaired this transition for many individuals. DVR's data on customized employment indicates a steep rise in CE services from PY 2017 to 2018, and then a sharp decline in PY 2019 and 2020. The revitalization of CE will need to be a focus area as the capacity of service providers to interact with businesses and conduct CE job development increases with a hopefully easing pandemic.

In response to the pandemic, and the challenges it posed both through employer restrictions of in-person on the job supports and to the provider employee shortages, Wisconsin DVR redoubled its effort to promote a solution known as Partners with Business. In this model, the service provider trains a co-worker of the consumer to provide on-the-job supports instead of an employee of the service provider. The employer is then compensated for the lost productivity of paid co-worker supports via an invoice submitted to the provider, for which the provider is then compensated by DVR. The model represents an evolution of the service provider role as consultant to business rather than supplanting the training the employer would typically provide to any new employee.

Social Security Beneficiaries:

Social Security Administration (SSA) beneficiaries are presumed to be individuals with at least a significant disability according to 34 CFR 361.42 (a)(3)(i)(B). When attempting to assess the needs of individuals with the most significant disabilities, it is important to examine the needs of SSA beneficiaries being served by DVR. Recipients of Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), often have significant fears about going back to work after the lengthy process of being approved for benefits. The fear of benefit loss generally leads to beneficiaries trying to obtain work that is part-time and will not exceed the substantial gainful activity (SGA) amount which will count towards their trial work period and could eventually lead to losing benefits (if they are an SSDI recipient). SSI recipients often do not understand the earned income exclusion and how earned wages affect their monthly cash payment. Overpayments from SSA are very common and can lead to a powerful disincentive to avoid work altogether. The project team heard from many individuals in all stakeholder groups that the fear of benefit loss and the loss of medical insurance was a paramount concern for SSA beneficiaries, and that they come to DVR explicitly requesting work below SGA. To find out how potentially impactful this behavior is for DVR, the project team obtained data from PY 2020 by WDA on the amount of SSA beneficiaries by type. Table 66 captures this data.

Table 66

SSA Beneficiaries in DVR by WDA by Type of Benefit

WDA	Total Consumers with Verified SSNs	SSDI Only	SSI Only	Both SSDI / SSI	Beneficiaries - SSDI or SSI or Both	Percent SSA Beneficiaries of Total Served Consumers w/ Verified SSNs
01	2,255	496	409	115	1,020	45.2%
02	4,104	843	951	257	2,051	50.0%
03	2,484	464	425	65	954	38.4%
04	2,424	523	409	135	1,067	44.0%
05	2,093	424	369	120	913	43.6%
06	1,597	354	253	76	683	42.8%
07	972	164	110	54	328	33.7%
08	1,779	349	362	106	817	45.9%
09	1,393	324	292	101	717	51.5%
10	3,679	780	724	213	1,717	46.7%
11	1,275	237	246	66	549	43.1%
Total	**24,055**	**4,958**	**4,550**	**1,308**	**10,816**	**45.0%**

The data indicates that 45% of DVR consumers are SSA beneficiaries. This rate is consistent with the previous CSNA and many of the concerns expressed about how fear of benefit loss affects return-to-work behavior of beneficiaries remains unchanged from the previous report. DVR continues to spend a significant portion of their service budget on benefits planning in an attempt to help educate beneficiaries on the value of work and the path to self-sufficiency. Unfortunately, SSA beneficiaries continue to choose to work below their potential in order to avoid losing benefits and the safety net provide by their Medicare or Medicaid.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

Receipt of Social Security Disability Benefits

Individual survey respondents were presented with a checklist and asked to indicate whether they received Social Security disability benefits. The total number of respondents for this question is 3,758. The most common response to the question regarding Social Security benefits was “I do not receive Social Security disability benefits.” Approximately 24.5 percent receive SSDI and roughly 18 percent receive SSI. Table 67 summarizes the responses to this question. It should be noted that individuals were allowed to select more than one response in the series of items (e.g., in the case of an individual who received both SSI and SSDI).

Table 67
Social Security Benefit Status

Social Security Benefits Status	Number	Percent
I do not receive Social Security disability benefits	1,939	51.6%
I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals that have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)	916	24.4%
I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history)	672	17.9%
I receive a check from the Social Security Administration every month, but I do not know which benefit I get	213	5.7%
I have received benefits in the past, but no longer receive them	138	3.7%
I don't know if I receive Social Security disability benefits	111	3.0%
Total	3,989	100%

Finances and Money Management

DVR has made a concerted effort in the last few years to provide financial empowerment services for individuals with disabilities served by the program. Consequently, they included questions in the survey that seek to identify the financial management competency of respondents and how fiscal issues impact their ability to function independently.

Respondents were given a list of statements and asked to rate how well each of the statements describe their financial situation. The possible answers ranged from Completely to Not at All. For each statement, the item "somewhat" was selected by over 31 percent of the respondents. Table 68 details the ratings for each of the statements.

Table 68
How Well the Statement Describes the Respondent's Financial Situation

Individual Survey: Financial Situation	Completely	Very Well	Somewhat	Very Little	Not at All
	Percent of Total	Percent of Total	Percent of Total	Percent of Total	Percent of Total
Because of my money situation, I feel like I will never have the things I want in life	18.0%	12.1%	36.2%	15.7%	18.1%
I am just getting by financially	20.9%	14.1%	37.8%	11.7%	15.5%

I am concerned the money I have, or will have, won't last	28.4%	14.2%	31.6%	11.2%	14.6%

Individual survey respondents were also presented a checklist of statements regarding money management and asked to indicate whether the item represents how they manage money. Although the majority of respondents indicated they have monthly budgets in addition to savings and checking accounts, the majority of respondents indicated they do not invest money, nor do they want to learn more about managing money. Table 69 details the results.

Table 69
Managing Money

Individual Survey: Managing Money	Yes		No		Number of Times Selected
	Number	Percent of Total	Number	Percent of Total	
I have a monthly budget	1,856	62.2%	1,130	37.8%	2,986
I have a savings account	2,057	68.6%	942	31.4%	2,999
I have a checking account	2,576	84.2%	483	15.8%	3,059
I invest my money	662	22.9%	2,231	77.1%	2,893
I would like to learn more about managing my money	1,044	35.7%	1,883	64.3%	2,927

Respondents were asked the question: “How often do you have money left over at the end of each month?” Of the 3,054 individuals who answered the question, the rating of “sometimes” was selected by more than 28 percent of respondents and roughly 38.5 percent selected either “never” or “rarely.” Table 70 summarizes the details reported by respondents.

Table 70
Money Left by the End of the Month

Money Left by the End of the Month	Number	Percent
Sometimes	863	28.3%
Rarely	689	22.6%
Always	517	16.9%
Often	500	16.4%
Never	485	15.9%
Total	3,054	100.0%

In the final survey question in the series regarding finances, individual survey respondents were presented a five-point response scale (with responses ranging from “always” to “never”) and asked to indicate how often they feel like finances control their life. About 50 percent of the respondents selected either “always” or “often” while about 22 percent selected “rarely” or “never.” Table 71 includes this information.

Table 71
Finances Control Life

Finances Control Life	Number	Percent
Sometimes	894	28.3%
Always	851	27.0%
Often	721	22.9%
Rarely	401	12.7%
Never	288	9.1%
Total	3,155	100.0%

Barriers to Employment

Individual survey respondents were asked a series of questions to identify barriers to employment and to accessing DVR services.

Respondents were asked to indicate their primary mode of transportation. Over 54% of respondents indicated that they own a car. The category of “other” was the second most frequently selected choice and respondents were given an opportunity to provide a narrative response. Those responses included parents and other family members, spouses, friends, caregivers, acquaintances, leased cars, group home transportation, buses, borrowing cars, taxi service, uber, special needs transportation, medical and commercial transportation services, and bikes. Table 72 contains the data identifying the respondents’ primary modes of transportation.

Table 72
Primary Mode of Transportation

Primary Mode of Transportation	Number	Percent
I own a car	2,086	54.6%
Other (please identify)	1,172	30.7%
I use the bus or other form of public transportation	455	11.9%
I use ride-sharing services (i.e., Uber or Lfyt)	107	2.8%
Total	3,820	100.0%

Respondents were presented with a list of 19 barriers to getting a job and asked to indicate whether the item had been a barrier that impacted their ability to obtain a job. There was no limit to the number of barriers that an individual respondent could choose.

"Employer concerns about my ability to do the job due to my disability" was the most frequently chosen item as a barrier to employment, selected by 51 percent of the respondents. "Lack of job skills" was selected by almost 49 percent of the respondents as a barrier to getting a job. The margin between mental health concerns as a barrier or not a barrier for obtaining employment (17.8 percent) signals that a large number of respondents have experienced difficulty finding work due to mental health. The four choices that received less than a seven percent response rate for being selected as a barrier for getting a job include: lack of housing, limited English skills, substance abuse, and lack of childcare. Table 73 summarizes the barriers and the impact on getting a job.

Table 73

Barriers to Getting a Job

Individual Survey: Barriers to Getting a Job	Yes, has been a Barrier		Not a Barrier		Number of Times Selected
	Number	Percent of Total	Number	Percent of Total	
Employer concerns about my ability to do the job due to my disability	1,646	51.0%	1,581	49.0%	3,227
Lack of job skills	1,599	48.7%	1,682	51.3%	3,281
Lack of training	1,477	45.7%	1,755	54.3%	3,232
Employers hesitant to hire people with disabilities	1,451	45.1%	1,766	54.9%	3,217
Lack of available jobs	1,426	44.9%	1,753	55.1%	3,179
Mental health concerns	1,322	41.1%	1,894	58.9%	3,216
Lack of job search skills	1,270	39.8%	1,917	60.2%	3,187
Lack of education	1,005	30.7%	2,271	69.3%	3,276
Age	920	28.4%	2,316	71.6%	3,236
Lack of reliable transportation	745	23.5%	2,432	76.6%	3,177
Concern over loss of Social Security benefits due to working	716	22.5%	2,471	77.5%	3,187
Lack of assistive technology	614	19.6%	2,521	80.4%	3,135
Lack of reliable Internet access	451	14.3%	2,698	85.7%	3,149
Lack of attendant care	297	9.5%	2,815	90.5%	3,112

Criminal Record	294	9.3%	2,854	90.7%	3,148
Lack of housing	214	6.9%	2,911	93.2%	3,125
Limited English skills	130	4.2%	3,000	95.8%	3,130
Substance abuse	125	4.0%	3,004	96.0%	3,129
Lack of childcare	114	3.7%	3,006	96.4%	3,120

Respondents were presented with a list and were asked to identify the three top barriers that they have faced specifically toward getting a job. A total of 3,185 respondents answered the question. Lack of job skills, employer concerns about my ability to do the job due to my disability, and lack of training were the three top items selected by respondents, matching the top three responses in the table 73. The last four items on this list also resemble the last four items on the list in table 73. Table 74 contains a summary of the responses to the question.

Table 74
Three Most Significant Barriers to Getting a Job

Top Three Barriers to Getting a Job	Times identified as a barrier	Percent of number of respondents
Lack of job skills	1,162	36.5%
Employer concerns about my ability to do the job due to my disability	1,123	35.3%
Lack of training	964	30.3%
Mental health concerns	872	27.4%
Employers hesitant to hire people with disabilities	870	27.3%
Lack of available jobs	792	24.9%
Lack of education	641	20.1%
Lack of job search skills	520	16.3%
Concern over loss of Social Security benefits due to working	454	14.3%
Lack of reliable transportation	401	12.6%
Criminal Record	210	6.6%
Lack of assistive technology	198	6.2%
Lack of reliable Internet access	115	3.6%
Lack of attendant care	88	2.8%
Lack of childcare	62	1.9%

Lack of housing	61	1.9%
Limited English skills	52	1.6%
Substance abuse	49	1.5%
Total	8,634	

Individuals were presented with an open-ended question asking them to identify other barriers that they may have experienced that prevented them from getting a job. There were 755 individuals that provided a narrative response to this question. Content analysis of the responses indicated that physical and cognitive disabilities, age, mental health conditions, lack of work experience or lack of training were the most frequently reported "other barriers" preventing them from obtaining a job. The COVID pandemic was noted 47 times by respondents. Transgender discrimination was reported by 3 of the 755 respondents and "black" was identified twice by the 755 respondents.

Barriers to Accessing DVR Services

Respondents were presented with a list describing potential barriers to accessing DVR services and asked to indicate whether the barriers had made it difficult to access DVR services. There was no limit to the number of barriers that an individual respondent could choose. Over 3,100 individual survey respondents reviewed each item, selecting either yes or no to identify whether or not the item has been a barrier to accessing DVR services.

Analysis of the responses indicate at most, less than a quarter of respondents identify any barrier to accessing DVR services. Each item on the list was cited as "not a barrier" by more than 76% of respondents. Two items were cited as barriers to accessing DVR services with percentage rates over 18%. The two items most frequently cited as barriers were lack of information about available services and difficulty reaching DVR staff. The least common barriers chosen by respondents, receiving less than a 5% rate, were "The DVR office is not on a public bus route" and language barriers. Table 75 contains a summary of the responses to the question.

Table 75
Barriers to Accessing DVR Services

Barriers to Accessing DVR Services	Yes, has been a Barrier		Not a Barrier		Number of Times Selected
	Number	Percent of Total	Number	Percent of Total	
Lack of information about available services	745	23.5%	2,425	76.5%	3,170
Difficulty reaching DVR staff	581	18.4%	2,569	81.6%	3,150
Difficulties scheduling meetings with my counselor	530	16.9%	2,611	83.1%	3,141

Other difficulties with DVR staff	494	15.8%	2,643	84.3%	3,137
Difficulties completing the Individualized Plan for Employment (IPE)	419	13.4%	2,710	86.6%	3,129
Lack of disability-related accommodations	413	13.2%	2,725	86.8%	3,138
Reliable Internet access	333	10.7%	2,793	89.4%	3,126
DVR's hours of operation	260	8.2%	2,894	91.8%	3,154
Difficulties completing the DVR application	205	6.6%	2,906	93.4%	3,111
The DVR office is not on a public bus route	153	4.8%	3,038	95.2%	3,191
Language barriers	65	2.1%	3,060	97.9%	3,125

Individual survey respondents were also presented with a list and were asked to identify the three top barriers to accessing DVR services. The most frequently selected item on the list, chosen by almost 55 percent of the 2,944 who answered the question, was the phrase “I have not had any barriers to accessing DVR services.” The barriers that rank in the second, third, and fourth positions of table 76 below match the top three items in table 75 above. Table 76 lists the barriers along with the number of times each of the barriers was cited.

Table 76

Top Three Barriers to Accessing DVR Services

Top Three Barriers to Accessing DVR Services	**Times identified as a barrier**	**Percent of number of respondents**
I have not had any barriers to accessing DVR services	1,616	54.9%
Lack of information about available services	547	18.6%
Difficulty reaching DVR staff	445	15.1%
Difficulties scheduling meetings with my counselor	396	13.5%
Other difficulties with DVR staff	380	12.9%
Difficulties completing the IPE	260	8.8%
Lack of disability-related accommodations	254	8.6%
Reliable Internet access	223	7.6%
DVR's hours of operation	204	6.9%
Difficulties completing the DVR application	114	3.9%
The DVR office is not on a public bus route	86	2.9%
Language barriers	48	1.6%
Total	4,573	

Respondents were presented with a yes-no question asking them if there was anything else that were challenges or barriers not already mentioned that made it difficult to access DVR services. Of the 3,097 responses received, 541 indicated “yes” and 522 individuals provided a narrative response. Content analysis of the narrative responses revealed that over 100 of the respondents had difficulty with specific communication with DVR that made it difficult to access services. The remaining narrative responses referenced circumstances such as problems with other service providers and the COVID pandemic(n=53).

Employment Goals

Individual survey respondents were asked a series of questions regarding their employment goals and their future plans. Individual survey respondents were asked an open-ended question asking them to identify their current employment goal. A total of 2,479 survey participants responded to the question. Content analysis of the narrative responses cited a wide variety of occupations, from items requiring 4-year college or university level education such as becoming a licensed structural engineer, librarian, or an architect. Non-university level careers also appeared in the narrative responses such as becoming a certified nursing assistant and becoming a dishwasher. Other responses included items describing the number of hours the client wants to work, desiring a career, improving the personal financial situation, owning a business, getting out of supported employment, and retaining the present job.

Respondents answered a follow-up yes-no question: “Has DVR helped you to progress towards your employment goal?” The majority of respondents indicated that DVR helped them make progress towards their employment goal. Table 77 details the number of times a response choice was selected, and the percentage rate based on the number of respondents who answered the question.

Table 77
DVR Helped Progress to Employment Goal

DVR Helped Progress to Employment Goal	Number	Percent
Yes	2,303	69.1%
No	786	23.6%
I have not worked with DVR	243	7.3%
Total	3,332	100.0%

Individual survey respondents were asked to identify if they had received services from another organization or individual due to a DVR referral. Roughly 45 percent of the 1,217 respondents who answered the question indicated that they did not receive a service referral from DVR or indicated they were unsure if they received services from an agency or an individual that they were referred to by DVR. Table 78 contains a summary of the results.

Table 78
Use of DVR Referral

Use of DVR Referral	Number	Percent
Yes	666	54.7%
No	425	34.9%
I am not sure	126	10.4%
Total	1,217	100.0%

Individual survey respondents were asked whether or not if they had thought about their next job once their employment goal was achieved. The percentage rates for the respondents that chose either "yes" or "no" differs by .1 percent, averaging at roughly 37 percent for each item. Table 79 contains the number of times and the percent of time either yes, no, or the phrase "I don't know" was identified.

Table 79
Thought Toward Next Job

Thought Towards Next Job	Number	Percent
Yes	1,181	37.2%
No	1,177	37.1%
I don't know	816	25.7%
Total	3,174	100.0%

Respondents were also asked whether or not if they would need more training or help to get their next job. Slightly more than 82 percent of the 1,215 respondents that answered the question indicated either "yes" or "I don't know." Table 80 details the results.

Table 80
Need More Training or Help to Get Next Job

Need More Training or Help to Get Next Job	Number	Percent
Yes	737	60.7%
I don't know	310	25.5%
No	168	13.8%
Total	1,215	100.0%

Individual respondents were asked an open-ended question asking them to provide recommendations on how DVR could change their services to help get a job, keep the current job or get a better job. A total of 1,402 survey participants responded to the question.

One-hundred sixty-nine of the narrative responses indicated no suggestions for improvement by citing phrases including: "I don't know" "unsure" or "nothing." One-hundred forty-two of the write-in responses contained positive comments regarding DVR without including a recommendation for change. Content analysis of the remaining 1,091 narrative responses cited many topics including: improve and increase relationships with employers, more oversight of support staff, better resources, improve communication on the types of services available, speed up the process, provide financial assistance for transportation and other needs, improve assistance for obtaining higher education and other training, tailor services to serve those with college and post graduate degrees or upper management experience, and increase training to include more options and skills to better prepare for a job.

Remote DVR Services

Due to the COVID-19 pandemic, DVR closed offices for a time, began teleworking and modified service delivery for clients to include remote services. Individual survey respondents were asked two questions regarding the remote services.

Individual respondents were provided a list of services and asked to identify the types of services that were delivered to them remotely during to the COVID-19 pandemic. Although 34 percent of the respondents indicated that they did not receive remote services during the pandemic, sixty-six percent of the 3,324 respondents reported that they received remote services and identified a type of service. Individuals who selected the item “other” were given the opportunity to provide a narrative response. Four-hundred five narrative responses were received. Content analysis included citing keywords and phrases that repeated. Table 81 summarizes the remote services received and Table 82 details the content analysis of the narrative item “other” that included at least ten responses.

Table 81
DVR Services Delivered Remotely Since COVID

DVR Services Delivered Remotely Since COVID	Number	Percent
I have not received any services from DVR remotely during the pandemic	1,130	34.0%
Job development and/or job placement	738	22.2%
Career Counseling	491	14.8%
Other (please describe)	414	12.5%
Benefits counseling	235	7.1%
Job support to keep a job	182	5.5%
Assistive technology	134	4.0%
Total	3,324	100.0%

Table 82
Content Analysis of Item "Other"

Content Analysis of Item "Other"	Number	Percent of the Number of Respondents
School/College	53	13.1%
Job development and/or job placement	38	9.4%
Not started yet	35	8.6%
All/unable to select more than one	35	8.6%
Service not identified	32	7.9%
Check-in/Follow-up	30	7.4%
Orientation/Intake/Assessment	30	7.4%
None/nothing	28	6.9%
Phone/email	18	4.4%
Hearing aids	15	3.7%
IPE/Goal review	12	3.0%
Career counseling	10	2.5%
Covid influence on services/job	10	2.5%
Total	346	

Respondents were asked to rate the effectiveness of the services that were delivered remotely. Slightly more than 66 percent of the respondents indicated that the remote services were either "effective" or "extremely effective." Table 83 summarizes the results.

Table 83
Effectiveness of Remote Services

Effectiveness of Remote Services	Number	Percent
Effective	870	40.3%
Extremely effective	561	26.0%
Somewhat effective	409	18.9%
Less effective	175	8.1%
Not effective at all	145	6.7%
Total	2,160	100.0%

PARTNER SURVEY RESULTS:

Partner Survey: Barriers to Achieving Employment Goals

Partner survey respondents were given a list of 24 barriers and asked to identify the most common barriers to achieving employment goals for DVR consumers. There was no limit to the number of barriers that a respondent could choose.

Partner and individual survey respondents were asked a similar question regarding common barriers and had slightly different lists to choose from. "Not having/lack of job skills" and "employers' perceptions/employers hesitant to hire people with disabilities" ranked in the top four of both lists. Table 84 lists the barriers presented to partner respondents along with the number of times each of the barriers was cited and the percent of the number of respondents who selected the item.

Table 84

Most Common Barriers to Achieving Employment Goals

Most Common Barriers to Employment Goals	Number of times chosen	Percent of number of respondents
Little or no work experience	78	67.8%
Poor social skills	76	66.1%
Not having job skills	74	64.3%
Employers' perceptions about employing persons with disabilities	73	63.5%
Other transportation issues	65	56.5%
Disability-related transportation issues	62	53.9%
Mental health issues	61	53.0%
Convictions for criminal offenses	60	52.2%
Not having education or training	59	51.3%
Not having job search skills	58	50.4%
Perceptions regarding the impact of income on Social Security benefits	56	48.7%
Hiring changes in response to COVID-19	41	35.7%
Substance abuse issues	31	27.0%
Not having disability-related accommodations	30	26.1%
Childcare issues	23	20.0%
Not enough jobs available	22	19.1%

Lack of financial literacy	21	18.3%
Lack of help with disability-related personal care	18	15.7%
Other health issues	17	14.8%
Housing issues	16	13.9%
Language barriers	15	13.0%
Other (please describe)	14	12.2%
Community or systemic racism	11	9.6%
Lack of STEM skills	10	8.7%
Total	991	

Partner Survey: Five Biggest Barriers to Achieving Employment: General Consumers

Partner survey respondents were given a list of 25 barriers, including an option for "other" and were asked to identify the top five barriers that prevent DVR consumers from achieving their employment goals. There was no limit to the number of barriers that a respondent could choose.

Both partners and individual survey respondents selected not having/lack of job skills as the top barrier to achieving employment goals. Lack of assistive technology is the lowest ranking item on the partner list as only one partner respondent selected the item. However, 198 individual respondents (6.2 percent) reported "lack of assistive technology" as a barrier to achieving employment goals. Table 85 lists the barriers along with the number of times a barrier was cited by partner survey respondents.

Table 85
Five Biggest Barriers to Achieving Employment Goals: General Consumers

Five Biggest Barriers to Employment Goals - General	Number of times chosen	Percent of number of respondents
Not having job skills	63	54.8%
Poor social skills	55	47.8%
Little or no work experience	53	46.1%
Employers' perceptions about employing persons with disabilities	45	39.1%
Other transportation issues	44	38.3%
Not having education or training	40	34.8%
Mental health issues	40	34.8%
Convictions for criminal offenses	37	32.2%
Disability-related transportation issues	35	30.4%

Perceptions regarding the impact of income on Social Security benefits	33	28.7%
Hiring changes in response to COVID-19	21	18.3%
Not having job search skills	20	17.4%
Other (please describe)	15	13.0%
Not enough jobs available	11	9.6%
Not having disability-related accommodations	9	7.8%
Substance abuse issues	6	5.2%
Other health issues	5	4.3%
Childcare issues	5	4.3%
Language barriers	4	3.5%
Lack of help with disability-related personal care	4	3.5%
Community or systemic racism	4	3.5%
Housing issues	3	2.6%
Lack of STEM skills	3	2.6%
Lack of financial literacy	2	1.7%
Lack of assistive technology	1	0.9%
Total	558	

Partner respondents were also asked to identify the top five biggest barriers to achieving employment goals for consumers with the most significant disabilities. Partners identified little or no work experience, employers' perceptions about employing persons with disabilities, not having job skills, disability-related transportation issues, and poor social skills as the five biggest barriers to employment for individuals with the most significant disabilities. Table 86 summarizes the results.

Table 86
Five Biggest Barriers to Achieving Employment Goals: Consumers with the Most Significant Disabilities

Five Biggest Barriers to Employment Goals - Most Significant Disabilities	Number of times chosen	Percent of number of respondents
Little or no work experience	70	63.6%
Employers' perceptions about employing persons with disabilities	62	56.4%
Not having job skills	59	53.6%

Disability-related transportation issues	44	40.0%
Poor social skills	38	34.5%
Not having education or training	30	27.3%
Not having disability-related accommodations	30	27.3%
Other transportation issues	23	20.9%
Perceptions regarding the impact of income on Social Security benefits	22	20.0%
Lack of help with disability-related personal care	21	19.1%
Not enough jobs available	19	17.3%
Other (please describe)	17	15.5%
Not having job search skills	16	14.5%
Language barriers	16	14.5%
Mental health issues	16	14.5%
Other health issues	11	10.0%
Hiring changes in response to COVID-19	11	10.0%
Convictions for criminal offenses	5	4.5%
Lack of assistive technology	5	4.5%
Lack of STEM skills	2	1.8%
Substance abuse issues	1	0.9%
Childcare issues	1	0.9%
Lack of financial literacy	1	0.9%
Community or systemic racism	1	0.9%
Housing issues	0	0.0%
Total	521	

Partner Survey: Difficulties Accessing DVR Services

Partners were presented with a question that prompted them to indicate the top three reasons that individuals with disabilities might find it difficult to access DVR services. Fourteen response options were provided.

Partners and individual survey respondents differed in selecting the top reasons consumers have difficulty accessing DVR services. Almost 61 percent of partners identified slow service delivery as the top reason consumers find it difficult to access DVR services and roughly 55 percent of individual survey respondents reported not having barriers to accessing DVR services.

Difficulties completing the application ranked second on the partner list and ranked tenth on the individual respondent list. Partners ranked “Not willing to meet or engage with providers due to the COVID-19 pandemic” as the third reason why consumers have difficulty accessing DVR services. Individuals did not have the option to select an item related to the COVID-19 pandemic. However, 53 individual survey respondents out of 3,097 (1.7 percent) who answered the question regarding other challenges to accessing DVR services, wrote in “COVID.”

Nine out of the twenty-six comments written by partners in the category “other” cited that many do not know what DVR is, or consumers are unaware of the resources available. Table 87 contains the partners’ choices of the top three reasons consumers find it difficult to access DVR.

Table 87

Top Three Reasons Difficult to Access DVR Services: Partner Respondents

Top Three Reasons Difficult to Access DVR Services	**Number of times chosen**	**Percent of number of respondents**
Slow service delivery	63	60.6%
Difficulties completing the application	50	48.1%
Not willing to meet or engage with providers due to the COVID-19 pandemic	28	26.9%
Other (please describe)	26	25.0%
DVR staff do not meet consumers in the communities where the consumers live	24	23.1%
Lack of options for the use of technology to communicate with DVR staff such as text and videoconferencing applications	24	23.1%
Difficulties completing the Individualized Plan for Employment (IPE)	21	20.2%
Inadequate assessment services	15	14.4%
Limited accessibility of DVR via public transportation	12	11.5%
Other challenges related to the location of the DVR office	11	10.6%
Difficulties accessing training or education programs	11	10.6%
Inadequate disability-related accommodations	6	5.8%
Language barriers	5	4.8%
Community or systemic racism	2	1.9%
Total	298	

Partner respondents were asked a narrative question regarding the most important change or changes that could be made to support consumer’s efforts to achieve their employment goals. A total of 99 written responses were received. The word “transportation” was found in 50 of the 99 comments. The phrase “rate changes” was found in 29 of the written responses and included improving rates for job coaches and long-term support.

STAFF SURVEY RESULTS

Staff Survey: Barriers to Achieving Employment Goals

Staff survey respondents were given a list of 26 barriers and asked to identify the most common barriers to achieving employment goals for DVR consumers. There was no limit to the number of barriers that a respondent could choose.

Staff agreed with partners on the most common barrier to achieving employment goals by choosing “little or no work experience” more often than the other barriers. Staff ranked “convictions for criminal offenses” and “mental health issues” higher than partners. The staff list of most common barriers did not reflect the individual respondents’ choices. Table 88 lists the barriers presented to staff respondents along with the number of times each of the barriers was cited and the percent of the number of respondents who selected the item.

Table 88
Most Common Barriers to Achieving Employment Goals

Most Common Barriers to Employment Goals	Number of times chosen	Percent of number of respondents
Little or no work experience	119	78.8%
Convictions for criminal offenses	114	75.5%
Mental health issues	113	74.8%
Poor social skills	110	72.8%
Other transportation issues	108	71.5%
Not having job skills	106	70.2%
Not having education or training	95	62.9%
Not having job search skills	78	51.7%
Employers' perceptions about employing persons with disabilities	75	49.7%
Disability-related transportation issues	73	48.3%
Perceptions regarding the impact of income on Social Security benefits	73	48.3%
Lack of access to technology	69	45.7%

Substance abuse issues	66	43.7%
Lack of reliable Internet access	60	39.7%
Housing issues	56	37.1%
Lack of knowledge about career ladders/pathways	56	37.1%
Childcare issues	51	33.8%
Other health issues	50	33.1%
Not having disability-related accommodations	45	29.8%
Community or systemic racism	45	29.8%
Lack of financial literacy	39	25.8%
Language barriers	32	21.2%
Not enough jobs available	30	19.9%
Lack of help with disability-related personal care	24	15.9%
Other (please describe)	17	11.3%
Not having STEM skills	17	11.3%
Total	1,721	

Staff Survey: Five Biggest Barriers to Achieving Employment - General Consumers

Staff respondents were given a list of 26 barriers, including an option for “other”, and were asked to identify the top five barriers that prevent DVR consumers from achieving their employment goals. There was no limit to the number of barriers that a respondent could choose.

Staff respondents selected “mental health issues” as the top barrier to achieving employment goals for general consumers. This staff choice is not consistent with partners and individual respondents who chose not having/lack of job skills as the top barrier to achieving employment goals. Three other top barriers chosen by staff reflect the partner list. Table 89 lists the barriers along with the number of times a barrier was cited by staff.

Table 89

Five Biggest Barriers to Achieving Employment Goals: General Consumers

Five Biggest Barriers to Employment Goals - General	Number of times chosen	Percent of number of respondents
Mental health issues	82	54.3%
Not having job skills	75	49.7%
Other transportation issues	70	46.4%
Poor social skills	65	43.0%
Little or no work experience	64	42.4%
Convictions for criminal offenses	54	35.8%
Not having education or training	46	30.5%
Employers' perceptions about employing persons with disabilities	39	25.8%
Disability-related transportation issues	35	23.2%
Not having job search skills	24	15.9%
Perceptions regarding the impact of income on Social Security benefits	24	15.9%
Lack of access to technology	21	13.9%
Substance abuse issues	20	13.2%
Housing issues	18	11.9%
Other health issues	16	10.6%
Not enough jobs available	14	9.3%
Community or systemic racism	14	9.3%
Childcare issues	13	8.6%
Lack of reliable Internet access	12	7.9%
Not having disability-related accommodations	11	7.3%
Other (please describe)	8	5.3%
Lack of knowledge about career ladders/pathways	8	5.3%
Language barriers	6	4.0%
Lack of financial literacy	5	3.3%
Not having STEM skills	4	2.6%

Lack of help with disability-related personal care	1	0.7%
Total	749	

Staff respondents were also asked to identify the top five biggest barriers to achieving employment goals for consumers with the most significant disabilities.

Staff and partners agreed on the five top barriers to employment for those with the most significant disabilities. However, staff ranked the top five barriers in a different order than the partner respondents. Table 90 summarizes the staff respondents' ranking of the barriers for those with significant disabilities.

Table 90
Five Biggest Barriers to Achieving Employment Goals: Consumers with the Most Significant Disabilities

Five Biggest Barriers to Employment Goals - Most Significant Disabilities	Number of times chosen	Percent of number of respondents
Little or no work experience	97	65.5%
Not having job skills	90	60.8%
Poor social skills	71	48.0%
Employers' perceptions about employing persons with disabilities	67	45.3%
Disability-related transportation issues	52	35.1%
Not having education or training	43	29.1%
Mental health issues	40	27.0%
Other transportation issues	33	22.3%
Not having job search skills	32	21.6%
Not having disability-related accommodations	31	20.9%
Other health issues	29	19.6%
Perceptions regarding the impact of income on Social Security benefits	28	18.9%
Not enough jobs available	27	18.2%
Lack of help with disability-related personal care	23	15.5%
Other (please describe)	13	8.8%
Lack of access to technology	10	6.8%
Lack of knowledge about career ladders/pathways	8	5.4%

Language barriers	7	4.7%
Convictions for criminal offenses	6	4.1%
Substance abuse issues	5	3.4%
Housing issues	5	3.4%
Lack of reliable Internet access	4	2.7%
Lack of financial literacy	3	2.0%
Community or systemic racism	3	2.0%
Not having STEM skills	2	1.4%
Childcare issues	1	0.7%
Total	730	

Staff Survey: Difficulties Accessing DVR Services

Staff were presented with a question that prompted them to indicate the top three reasons that individuals with disabilities might find it difficult to access DVR services. Fourteen response options were provided.

Two of three top reasons consumers have difficulty accessing DVR services chosen by staff matched two of the partners' top reasons (slow service delivery; difficulties completing the application). Staff respondents ranked "limited accessibility of DVR via public transportation" as the second top reason consumers have difficulty accessing DVR services while the item was ranked in the ninth position by partners. Less than 3 percent (86 out of 2,944) of individuals selected "The DVR office is not on a public bus route" as a reason for not accessing DVR services from their version of the survey list. Table 91 summarizes the staff choices.

Table 91
Top Three Reasons Difficult to Access DVR Services: Staff

Top Three Reasons Difficult to Access DVR Services	Number of times chosen	Percent of number of respondents
Slow service delivery	70	48.6%
Limited accessibility of DVR via public transportation	59	41.0%
Difficulties completing the application	47	32.6%
Other (please describe)	29	20.1%
Lack of options for the use of technology to communicate with DVR staff such as text, videoconferencing applications (Zoom, Skype, etc.)	26	18.1%

Difficulties completing the Individualized Plan for Employment (IPE)	23	16.0%
Lack of options for the use of technology to access remote services such as text, videoconferencing applications (Zoom, Skype, etc.)	23	16.0%
Difficulties accessing training or education programs	19	13.2%
DVR staff do not meet consumers in the communities where the consumers live	19	13.2%
Other challenges related to the physical location of the DVR office	17	11.8%
Inadequate assessment services	17	11.8%
Language barriers	16	11.1%
Community or systemic racism	15	10.4%
Inadequate disability-related accommodations	7	4.9%
Total	387	

Remote DVR Services

Due to the COVID-19 pandemic, modified service delivery for consumers included remote services. Staff respondents were asked two questions regarding remote service delivery.

Staff were first asked the question, "Have any of the consumers you serve received services delivered remotely since the beginning of the COVID 19 pandemic?" One respondent (0.7 percent) indicated "no" out a total of 155 (99.4 percent) responses that were received. In contrast, 34 percent of individual survey respondents reported not receiving any DVR services remotely (1,130 out of 3,324 individual respondents).

The second question regarding remote services presented to staff asked respondents to rate the effectiveness of remote services. Slightly more than 74 percent of the staff respondents indicated that the remote services were either "effective" or "extremely effective." The staff percentage rate for effectiveness is 8 percent higher than the individual respondents' ratings for remote service effectiveness. Table 92 summarizes the staff responses to the question.

Table 92
Effectiveness of Remote Services

Effectiveness of Remote Services	Number	Percent
Effective	86	55.5%
Somewhat effective	39	25.2%
Extremely effective	29	18.7%

Minimally effective	1	0.7%
Not effective at all	0	0.0%
Total	155	100%

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

1. Transportation remains the most frequently cited rehabilitation need for all consumers, and especially for those with the most significant disabilities. While there is adequate public transportation in the most densely populated city limits in Wisconsin, transportation outside of the city is a challenge everywhere (212);
2. Poor soft skills, lack of education and training, poor work history, mental health concerns, the need for job coaching, lack of work skills and physical limitations were all mentioned repeatedly as barriers to employment and rehabilitation needs for individuals with the most significant disabilities (91);
3. In addition to the above areas, individuals with the most significant disabilities are often fearful of losing SSA benefits and this continues to affect the jobs they pursue and the hours they strive to work. DVR has invested a significant amount of money and effort to educate SSA beneficiaries of the benefit of work and how work affects benefits, but there is still a significant challenge in getting SSA beneficiaries to strive for self-sufficiency through work. Many beneficiaries come to DVR looking for part-time work so their benefits will not be affected. This I unchanged from the previous findings in the 2018 CSNA (68). It is common for expectations to be low for these individuals throughout their support network (22).
4. Individuals with mental health impairments continue to constitute a significant percentage of DVR consumers and they need providers that are knowledgeable about how to effectively work with them and service models that result in positive outcomes (28);
5. Many consumers need to increase and improve their computer literacy and technology skills and this should be a primary focus of DVR services especially since the pandemic (30);
6. Related to the need for technology skills is the need for DVR consumers to have skills for high-demand 21st century jobs. There were eight individuals and 20 people in three groups that identified the need for DVR consumers to be better prepared to respond to the changing needs of business. Participants indicated that this skills gap needs to be addressed through better use of labor market information and training (28);

7. There is a waitlist in many areas for extended services in supported employment. Although the SE model can benefit many individuals beyond those that qualify for Medicaid waiver services, there are limited options for those that do not qualify (24);
8. The skill to provide customized employment has declined significantly since the training provided by DVR a few years ago. Provider turnover has resulted in a loss of knowledge and reduced capacity throughout the state. As a consequence, there is a long wait for CE services in many areas (19);
9. Financial literacy was identified as a service need for DVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that DVR consumers may lose jobs and return to DVR for services again (8);
10. Affordable housing was identified as an emerging need for individuals with disabilities. The housing market was experiencing a rise in cost and a reduction in supply in most parts of Wisconsin during this CSNA and had been since the pandemic began. The impact has been felt disproportionately for individuals with disabilities. Counselors and providers indicated that their consumers are struggling to find affordable housing and this impacts their ability to commit to an employment situation long-term (10);
11. As indicated in the data included in this section related to 14c certificate holders and individuals with the most significant disabilities working subminimum wage jobs, there has been an impact on the numbers of individuals working in sheltered workshops throughout the state. Interview participants indicate that there is continued need for the development of supported and customized employment among providers in order to be able to help these individuals transition to competitive integrated employment (12);

RECOMMENDATIONS

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

1. Analyze data on the return rate of consumers and determine why they are coming back to DVR and identify and implement strategies to address these concerns;
2. DVR is encouraged to continue to develop resources and training that promote financial literacy and empowerment for their consumers. It is recommended that DVR avail themselves of the resources available through the National Disability Institute at https://www.nationaldisabilityinstitute.org/ if they have not already done so;
3. Promote higher education and career pathways in IPEs, especially with youth
4. Whenever possible, parents, providers and DVR staff need to convey and set high expectations for consumers and help individuals with the most significant disabilities to strive for their highest potential;
5. Identify resources to help reinvigorate training in supported and customized employment for service providers across the state. One possibility will be to request technical

assistance and training from the Vocational Rehabilitation Technical Assistance Center for Quality Employment (VRTAC-QE) at https://tacqe.com/;

6. Develop IPS services throughout the state;
7. Conduct a computer proficiency assessment as a part of the routine comprehensive assessment process and provide training as needed to ensure employability. This can be accomplished as part of the technology assessment recommended in Section One;
8. There are affordable housing listings in Wisconsin at https://affordablehousingonline.com/housing-search/Wisconsin. In addition Wisconsin's Department of Administration has information about affordable housing programs in the state online at https://doa.wi.gov/Pages/LocalGovtsGrants/AffordableHousingPrograms.aspx. These may be helpful resources for counselors across the state to share with consumers in need if they are not already doing so.

SECTION 3:

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

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

Recurring Themes Across all Data Collection Methods

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

1. Community and systemic racism was identified as a primary barrier to employment for minorities with disabilities;
2. Other rehabilitation needs for individuals with disabilities from diverse culture are similar to all individuals with disabilities in Wisconsin; and
3. Most of the individuals that participated in this CSNA did not believe that DVR underserved any specific population of individuals based on race, disability type of geography. However, those that did identify potentially underserved groups cited individuals with disabilities living in rural areas, Hispanics and Asians.

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

Ethnicity

An understanding of the local population’s ethnic diversity is needed in order to better serve the needs of individuals with disabilities from different ethnic groups residing in the community.

For the purposes of this report, definitions for race and ethnicity are provided. The definitions are taken from the U.S. Census Bureau glossary:

> **Race:** “The U.S. Census Bureau collects race data in accordance with guidelines provided by the U.S. Office of Management and Budget (OMB). The data is collected from respondent self-identification. The racial categories included in the census questionnaire reflect a social definition of race and is not an attempt to define race biologically, anthropologically, or genetically. The categories of the race question include race and national origin or sociocultural groups. The OMB requires that race data be collected for a minimum of five groups: White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or other Pacific Islander. The OMB permits the Census Bureau to use a sixth category - Some Other Race. Respondents may report more than one race.”
>
> **Ethnicity:** “The U.S. Census Bureau adheres to the OMB’s definition of ethnicity. There are two minimum categories for ethnicity: Hispanic or Latino and Not Hispanic or Latino. OMB considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race.” https://www.census.gov/glossary/

Ethnicity for the General Population

Data for ethnicity is obtained from 2019 American Community Survey one-year Estimates and the 2014-2019 American Community Survey five-year Estimates. The ethnic demographic averages for each region are calculated by adding population totals for each ethnic group and dividing by the total population.

The State averages are below the National averages for ethnic diversity in all categories except for White and American Indian and Alaskan Native.

Hispanic and Latinos comprise the second largest ethnic group in the State (7.1%), with an average that is roughly 11% lower than the National average. WDAs #1 and #2 have averages for individuals of Hispanic/Latino ethnicity that exceed the State average by more than 5.5 percent and exceed other WDAs by more than 7 percent. WDA #5, #10, and #11 have almost 6 percent of individuals reporting Hispanic and Latino ethnicity

WDA #2 has the highest percentage of Black Americans in the State (26%) and the rate exceeds the National average by 13.6 percent, exceeds the State average by almost 20 percent and exceeds all of the other workforce development areas by more than 18 percent.

WDA #2 has the lowest White population in the State (50.4%), which is significantly lower than the Nation by roughly 10% and is lower than the State average by 30.4 percentage points.

WDA #7 has the highest rate of individuals reporting American Indian and Alaska Native (4.5%) ethnicity, which exceeds all other WDAs by more than 2 percent.

Table 93 contains detailed information on the ethnic make-up of Wisconsin.

Table 93
Ethnicity

Area	Total Population	Hispanic/ Latino	White alone	Black or African American alone	American Indian and Alaska Native	Asian alone	Native Hawaiian and Other Pacific Islander	Two or more races
US	328,239,523	18.4%	60.0%	12.4%	0.7%	5.6%	0.2%	2.5%
WI	5,822,434	7.1%	80.8%	6.3%	0.8%	2.9%	0.1%	1.9%
WDA #1	469,740	13.0%	75.8%	7.7%	0.4%	1.3%	0.1%	1.6%
WDA #2	945,726	15.6%	50.4%	26.0%	0.5%	4.2%	0.0%	3.0%
WDA #3	629,453	4.3%	89.4%	1.5%	0.2%	3.2%	0.0%	1.5%
WDA #4	602,829	4.4%	89.3%	1.5%	0.8%	2.3%	0.0%	1.5%
WDA #5	631,403	5.9%	85.4%	1.6%	2.2%	2.8%	0.0%	1.9%
WDA #6	412,251	2.7%	90.6%	0.8%	1.2%	2.9%	0.0%	1.7%
WDA #7	174,841	2.0%	90.0%	0.7%	4.5%	0.6%	0.1%	2.0%
WDA #8	473,385	2.4%	92.9%	0.9%	0.4%	1.8%	0.1%	1.5%
WDA #9	300,158	3.1%	91.0%	1.4%	0.9%	2.1%	0.0%	1.5%
WDA #10	844,853	5.9%	83.6%	3.7%	0.4%	4.0%	0.0%	2.3%
WDA #11	308,573	5.7%	88.5%	2.7%	0.2%	1.0%	1.0%	1.8%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 5-Year Estimates

Ethnicity and Poverty for the General Population

Poverty as related to ethnicity is calculated by the U.S. Census Bureau for the total population. Only two of three counties in WDA #3 have data available for those reporting Hispanic/Latino ethnicity. The ethnic categories with the highest poverty rates have significantly lower populations than Whites in the State and in the workforce development areas with the exception of WDA #7 and #9. In WDA #9 Native Hawaiians and Other Pacific Islanders have the lowest poverty rate (9.4%) and the rate is about 2.5 percent lower than the poverty rate of Whites (12%).

Asians have the lowest poverty rate in WDA #7 (10.6%), which is less than one percent difference from Whites. Although the poverty levels are calculated for the entire population based on ethnicity, the data is important for understanding the impact of poverty and ethnicity when addressing the VR needs of consumers.

Tables 94 and 95 identify the percentage of individuals living below poverty levels in the Nation, State and WDAs.

Table 94
Ethnicity and Poverty: US and Wisconsin

	United States			Wisconsin		
Ethnic Category	**Total**	**Below poverty level**	**Percent below poverty level**	**Total**	**Below poverty level**	**Percent below poverty level**
White alone	231,191,647	23,828,085	10.3%	4,852,721	411,208	8.5%
Black or African American alone	40,291,288	8,557,464	21.2%	354,527	96,759	27.3%
American Indian and Alaska Native alone	2,749,899	633,584	23.0%	51,898	14,167	27.3%
Asian alone	18,274,780	1,761,321	9.6%	163,034	21,108	12.9%
Native Hawaiian and Other Pacific Islander alone	608,300	100,256	16.5%	N	N	N
Two or more races	10,986,212	1,674,082	15.2%	131,106	22,825	17.4%
Hispanic or Latino origin (of any race)	59,226,212	10,201,081	17.2%	401,778	78,318	19.5%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

Table 95
Ethnicity and Poverty: Workforce Development Areas

Area	Percent below poverty level						
	White alone	**Black or African American alone**	**American Indian & Alaska Native alone**	**Asian alone**	**Native Hawaiian & Other Pacific Islander alone**	**Two or more races**	**Hispanic or Latino origin (of any race)**
WDA #1	8.6%	33.0%	N	N	N	N	14.5%
WDA #2	10.9%	27.9%	38.1%	21.7%	N	16.2%	22.0%
WDA #3	4.7%	N	N	N	N	N	19.6%
WDA #4	8.2%	40.0%	17.8%	12.2%	51.5%	24.6%	19.8%
WDA #5	7.9%	35.2%	30.8%	11.9%	40.6%	21.9%	18.2%
WDA #6	9.5%	33.3%	33.7%	18.0%	15.1%	17.9%	22.7%
WDA #7	11.4%	27.8%	31.7%	10.6%	56.8%	25.2%	25.0%
WDA #8	9.8%	22.0%	38.5%	11.2%	13.2%	18.7%	27.1%
WDA #9	12.0%	30.2%	22.7%	10.9%	9.4%	20.1%	17.6%

WDA #10	8.8%	23.3%	12.5%	18.2%	22.4%	17.4%	18.4%
WDA #11	11.0%	35.5%	21.4%	13.7%	14.3%	23.6%	25.3%

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Ethnicity and Educational Attainment for the General Population

The VR consumer's educational attainment impacts the vocational choices available to the consumer. The U.S. Census Bureau collects data on educational attainment and ethnicity. Table 96 contains averages for educational attainment at the high school and bachelor's degree level in each ethnic category for the population 25 years and over.

Table 96

Educational Attainment by Ethnicity: Total Population Age 25 and over, including Urban and Rural Averages

	United States		Wisconsin	
	High school graduate or higher	**Bachelor's degree or higher**	**High school graduate or higher**	**Bachelor's degree or higher**
White alone	90.4%	34.4%	94.0%	32.4%
Black alone	87.1%	22.5%	84.7%	15.2%
American Indian or Alaska Native alone	81.5%	16.1%	90.8%	14.5%
Asian alone	87.8%	55.6%	86.0%	47.4%
Native Hawaiian and Other Pacific Islander alone	86.3%	18.1%	N	N
Two or more races	89.2%	33.4%	94.0%	31.5%
Hispanic or Latino Origin	70.5%	17.6%	70.9%	15.6%
	United States -- Urban		**Wisconsin -- Urban**	
White alone	90.5%	37.3%	94.3%	36.0%
Black alone	87.5%	23.2%	84.5%	14.7%
American Indian or Alaska Native alone	81.4%	17.9%	93.7%	15.5%
Asian alone	87.7%	55.6%	85.8%	47.7%
Native Hawaiian and Other Pacific Islander alone	86.1%	17.9%	N	N
Two or more races	89.3%	34.7%	93.9%	34.5%
Hispanic or Latino Origin	70.5%	17.8%	70.9%	15.0%
	United States -- Rural		**Wisconsin -- Rural**	
White alone	90.0%	25.2%	93.4%	25.6%
Black alone	82.5%	16.4%	92.0%	29.1%
American Indian or Alaska Native alone	81.8%	12.9%	88.3%	13.6%

Asian alone	90.8%	55.3%	89.1%	44.3%
Native Hawaiian and Other Pacific Islander alone	87.7%	19.6%	N	N
Two or more races	88.3%	24.5%	94.2%	21.8%
Hispanic or Latino Origin	70.4%	16.1%	70.5%	19.8%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

The high school graduation attainment rates for the Black race in Wisconsin and Urban Wisconsin are significantly lower than the National high school graduation attainment rates for Blacks by roughly 2.4 to 3 percentage points. In Rural Wisconsin, the rates of high school graduation attainment for the Black race is higher than the National Rural rates for Blacks by 9.5% percent. Rates of Bachelor degree attainment for Blacks in Rural Wisconsin exceeds the rate for Whites by 3.5%. Rates of Bachelor degree attainment for Blacks in Rural Wisconsin is almost 14.5% higher when compared to Urban Wisconsin and almost 13 percent higher than the National Rural rates for Blacks and Bachelor degree attainment.

American Indian and Alaskan Natives in Wisconsin have significantly higher rates of high school graduation attainment in all geographic areas when compared to the National rates. The highest difference is found in the Urban area where the difference between the US and State rates is 12.3 percent. American Indian and Alaskan Natives rates of Bachelor degree attainment range from 13.6 to 15.5 percent in all areas. When compared to National rates, American Indian and Alaskan Natives in Rural Wisconsin attain a Bachelors' degree at a slightly higher rate (.7%).

High school attainment rates for those of Hispanic and Latino ethnicity in all areas are more than 13.5 percent lower than other ethnic categories within the State. Bachelors' degree attainment for those of Hispanic Latino ethnicity is almost 20% in Rural Wisconsin, which is almost 5 percent higher than in Urban Wisconsin.

For all areas of Wisconsin, Asians have rates of high school graduation attainment that are about 1.5 to 2 percent lower than the National rates. Asians have the highest rates for Bachelor's degree attainment in the State as the rates are more than 44 percent and exceed the other ethnic category rates by roughly 11.5 to 15 percent.

Ethnicity and Disability

The U.S. Census collects data on disability among ethnic categories for the total civilian noninstitutionalized population (TCNP). Data is not available for all ethnic categories in WDAs with the largest populations (WDAs #1, #2, & #3). Raw data is provided to examine ethnic groups with smaller population sizes and high percentages of disability.

Table 97 identifies the estimated average rates of disability among ethnic categories for the Nation and the State. Table 98 contains data for the WDAs.

Table 97

Disability and Ethnicity: US and WI, including Urban and Rural Statistics

Disability and Ethnicity	Percent with a disability					
Ethnic Categories	United States	United States Urban	United States Rural	Wisconsin	Wisconsin Urban	Wisconsin Rural
White alone	13.2%	12.7%	15.0%	11.9%	12.1%	11.5%
Black or African American alone	14.1%	13.8%	17.1%	14.4%	14.4%	13.8%
American Indian and Alaska Native alone	17.2%	17.1%	17.4%	17.3%	17.8%	16.8%
Asian alone	7.2%	7.2%	7.9%	6.0%	6.2%	4.3%
Native Hawaiian and Other Pacific Islander alone	10.6%	10.2%	14.8%	N	N	N
Some other race alone	8.4%	8.4%	8.6%	7.1%	7.2%	5.8%
Two or more races	11.0%	10.6%	14.1%	9.8%	8.9%	13.9%
Hispanic or Latino (of any race)	9.1%	9.0%	9.6%	7.8%	7.8%	7.8%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Table 98

Disability and Ethnicity: Workforce Development Areas

Disability and Ethnicity	WDA #1			WDA #2		
Ethnic Categories	TCNP	Disability	Percent	TCNP	Disability	Percent
White alone	396,453	48,304	12.2%	552,941	65,002	11.8%
Black or African American alone	33,762	7,274	21.5%	244,882	34,508	14.1%
American Indian and Alaska Native alone	N	N	N	5,648	751	13.3%
Asian alone	N	N	N	40,157	2,919	7.3%
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	N	N	N	57,172	3,550	6.2%
Two or more races	N	N	N	35,962	2,476	6.9%
Hispanic or Latino (of any race)	59,818	4,887	8.2%	146,765	10,620	7.2%
Disability and Ethnicity	**WDA #3**			**WDA #4**		
Ethnic Categories	**TCNP**	**Disability**	**Percent**	**TCNP**	**Disability**	**Percent**
White alone	579,186	56,353	9.7%	546,990	63,582	11.6%
Black or African American alone	6,400	486	7.6%	7,552	975	12.9%
American Indian and Alaska Native alone	N	N	N	4,995	627	12.6%
Asian alone	15,415	556	3.6%	14,037	1,000	7.1%
Native Hawaiian and Other Pacific Islander alone	N	N	N	237	11	4.6%
Some other race alone	N	N	N	7,891	483	6.1%
Two or more races	6,140	317	5.2%	10,238	1,025	10.0%
Hispanic or Latino (of any race)	24,072	2,775	11.5%	25,878	1,829	7.1%

Disability and Ethnicity	WDA #5			WDA #6		
Ethnic Categories	**TCNP**	**Disability**	**Percent**	**TCNP**	**Disability**	**Percent**
White alone	555,751	66,709	12.0%	377,458	52,095	13.8%
Black or African American alone	9,158	1,165	12.7%	2,588	252	9.7%
American Indian and Alaska Native alone	14,671	2,605	17.8%	4,819	883	18.3%
Asian alone	17,809	1,106	6.2%	12,038	781	6.5%
Native Hawaiian and Other Pacific Islander alone	81	6	7.4%	173	45	26.0%
Some other race alone	11,108	609	5.5%	3,023	228	7.5%
Two or more races	15,266	2,077	13.6%	7,432	1,057	14.2%
Hispanic or Latino (of any race)	36,816	2,822	7.7%	10,764	1,077	10.0%

Disability and Ethnicity	WDA #7			WDA #8		
Ethnic Categories	**TCNP**	**Disability**	**Percent**	**TCNP**	**Disability**	**Percent**
White alone	157,717	24,523	15.5%	443,681	54,027	12.2%
Black or African American alone	1,197	241	20.1%	3,786	476	12.6%
American Indian and Alaska Native alone	8,155	1,493	18.3%	1,708	260	15.2%
Asian alone	1,107	68	6.1%	8,349	600	7.2%
Native Hawaiian and Other Pacific Islander alone	192	3	1.6%	465	0	0.0%
Some other race alone	524	72	13.7%	1,786	143	8.0%
Two or more races	3,878	650	16.8%	7,468	828	11.1%
Hispanic or Latino (of any race)	3,421	557	16.3%	10,960	1,073	9.8%

Disability and Ethnicity	WDA #9			WDA #10		
Ethnic Categories	**TCNP**	**Disability**	**Percent**	**TCNP**	**Disability**	**Percent**
White alone	273,212	34,817	12.7%	733,251	72,635	9.9%
Black or African American alone	3,283	401	12.2%	29,949	3,155	10.5%
American Indian and Alaska Native alone	2,524	439	17.0%	3,088	525	17.0%
Asian alone	6,133	389	17.4%	33,729	1,311	3.9%
Native Hawaiian and Other Pacific Islander alone	32	16	5.0%	303	24	7.9%
Some other race alone	3,842	120	3.1%	11,448	788	6.9%
Two or more races	4,844	548	11.3%	22,510	1,627	7.2%
Hispanic or Latino (of any race)	9,119	721	7.9%	49,418	3,505	7.1%

Disability and Ethnicity	WDA #11		
Ethnic Categories	**TCNP**	**Disability**	**Percent**
White alone	733,251	72,635	9.9%
Black or African American alone	29,949	3,155	10.5%
American Indian and Alaska Native alone	3,088	525	17.0%

Asian alone	33,729	1,311	3.9%	
Native Hawaiian and Other Pacific Islander alone	303	24	7.9%	
Some other race alone	11,448	788	6.9%	
Two or more races	22,510	1,627	7.2%	
Hispanic or Latino (of any race)	49,418	3,505	7.1%	

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 5-Year Estimates

Ethnicity and Disability Type Prevalence Rates

Cornell University's online disability statistics provides data on disability prevalence rates by ethnicity and disability type. Table 99 contains the State's disability prevalence rates categorized by ethnicity, ages 18 to 64, and disability type.

Cognitive disability was the most frequently reported disability type among working age individuals in five of the seven ethnic categories. Self-care disabilities were reported by less than 2.5 percent of all ethnic groups with the exception of Black/African Americans, whose rate exceeds all other categories by more than one percent. Rates for ambulatory disability prevalence among Black/African Americans and American Indian and Alaskan Natives exceed 7.5 percent for both ethnic groups while less than 5 percent of the other ethnic groups reported an ambulatory disability.

The least frequently reported disability type among working age Black/African Americans was visual disability while self-care disability was cited by less than 1.5 percent of working age Asians. Visual disability was also the least frequently reported disability type among working-age Whites and Hispanic/Latinos.

Table 99

Ethnicity and Disability Type: Ages 18 to 64

Wisconsin 2019 Prevalence Rates	Visual Disability	Hearing Disability	Ambulatory Disability	Cognitive Disability	Self-care Disability	Independent Living Disability
White, non-Hispanic	1.3%	1.9%	3.6%	4.0%	1.6%	3.1%
Black/African American, non-Hispanic	1.8%	1.2%	7.7%	6.5%	3.7%	5.9%
American Indian and Alaskan Native, non-Hispanic	1.1%	5.2%	9.3%	3.9%	2.4%	4.9%
Asian, non-Hispanic	2.0%	1.6%	1.5%	2.9%	1.4%	2.1%
Native Hawaiian and Other Pacific Islander, non-Hispanic	2.2%	1.8%	4.9%	11.0%	2.3%	6.5%
Some Other Race, non-Hispanic	1.7%	0.7%	2.0%	3.0%	1.0%	1.6%
Hispanic/Latino	1.3%	1.9%	3.6%	4.0%	1.6%	3.1%

Source: https://disabilitystatistics.org/

Ethnicity, Disability Type and Employment Rates

Cornell University publishes online disability statistics for National and State employment by disability type and ethnicity. The categories include non-institutionalized civilians ages 16 to 64, male and female, from all education levels. No data was available for Native Hawaiian and Pacific Islanders

Whites comprise over 80 percent of the State's population and individuals with disabilities ages 16 to 64 identifying as "White" have the highest employment rates in the State of Wisconsin for all disability types except independent living disability.

American Indian and Alaskan Natives comprise less than one percent of Wisconsin's population. The employment rate for American Indian and Alaskan Natives with cognitive disabilities exceeds 34 percent (2nd highest rate in the State) and the employment rate is 1.3 percent lower than the rate for Whites. The employment rate for American Indian and Alaskan Natives with ambulatory disabilities is the 2nd highest rate in the State (almost 23percent) and is 6.9 percent lower than the employment rate for Whites and higher than the rate for Hispanic/Latinos by 1.2 percent.

Hispanic/Latinos comprise the second largest ethnic group in Wisconsin (7.1 percent) and have the highest rate of employment in for those reporting an independent living disability, exceeding the rates for Whites by seven percent. Hispanic/Latinos have the second highest employment rates for the ethnic categories of any disability and visual, hearing and self-care disabilities.

Black/African Americans comprise the third largest ethnic population in the State and have the lowest employment rates for the categories of any disability, and visual, hearing, and cognitive disabilities.

Asians have the lowest employment rates for those with ambulatory and independent living disabilities and holds the fifth position for employment with self-care disabilities.

The data in Table 100 is from the Cornell University online resource.

Table 100

2018 Employment by Ethnicity and Disability Type for Non-institutionalized Population Ages 16 -64

Wisconsin 2018 Employment by Disability Type and Ethnicity Ages 16 to 64	Percent Employed by Disability Type						
	Any	Visual	Hearing	Ambulatory	Cognitive	Self-care	Independent Living
White, non-Hispanic	44.3%	55.3%	61.8%	29.7%	35.6%	18.0%	22.8%
Black/African American, non-Hispanic	17.8%	31.6%	18.6%	14.3%	12.2%	5.2%	8.8%
American Indian and Alaskan Native, non-Hispanic	32.0%	N	25.0%	22.8%	34.3%	N	9.4%

Asian, non-Hispanic	26.1%	39.5%	N	0.0%	26.7%	0.9%	2.4%
Native Hawaiian and Other Pacific Islander, non-Hispanic	N	N	N	N	N	N	N
Some Other Race, non-Hispanic	31.7%	N	30.2%	16.5%	24.1%	0.0%	11.8%
Hispanic/Latino	41.4%	54.6%	47.2%	21.6%	29.3%	10.6%	29.8%

Source: https://disabilitystatistics.org/

The project team examined the ethnicity statistics of Wisconsin overall with the ethnicity of all DVR consumers. Data is taken from Program Year 2020, the most recent year available for this study. The rate of each group was compared to their occurrence in the 2018 CSNA and the difference by group was calculated. Table 101 below contains the results.

Table 101
Ethnicity of DVR consumers

Race/Ethnicity	Wisconsin Overall	All DVR Consumers	Difference in PY 2020	Difference in 2018	Change since 2018
White	80.8%	76.3%	-4.5%	-11.6%	7.1%
American Indian	0.8%	2.4%	1.6%	0.7%	0.9%
Asian	2.9%	1.8%	-1.1%	-1.4%	0.3%
Black	6.3%	14.8%	8.5%	11.0%	-2.5%
Hawaiian or Pacific Islander	0.1%	0.2%	0.1%	NA	NA
Multi-Race	1.9%	3.3%	1.4%	1.7%	-0.3%
Hispanic	7.1%	7.4%	0.3%	-0.6%	0.9%

White consumers are by far the largest group served by DVR, but they continue to be served at a rate less than they appear in the general Wisconsin population. However, the difference between their rate in Wisconsin and DVR's population reduced by seven percent from 2018. African-Americans or Blacks are served at a rate by DVR higher than they appear in Wisconsin by 8.5%, but this difference is slightly less than three years ago. Asians are served at a rate just over one percent less than they appear in Wisconsin, while American Indians are served at 1.6 percent higher than they appear in Wisconsin. It is difficult to know how significantly the pandemic has affected the rate at which different populations participate in the rehabilitation process, so the reader should interpret these findings with caution.

Table 102 examines the DVR population by race for PYs 2017 to 2020.

Table 102
DVR consumers by Race PY 2017-2020

Race - Ethnicity	2017	2018	2019	2020
White	76.2%	75.8%	76.5%	76.3%
American Indian	1.7%	2.0%	2.2%	2.4%
Asian	1.4%	1.5%	1.6%	1.7%
Black	16.4%	16.1%	15.0%	14.8%
Hawaiian or Pacific Islander	0.2%	0.2%	0.2%	0.2%
Multi-Race	3.5%	3.4%	3.2%	3.3%
Hispanic	6.6%	6.9%	7.1%	7.4%

The data indicates that individuals who are American Indian, Hispanic Asian appear in slightly increasing rates from 2017-2020. The rate of White consumers remained steady as did those who identify as multi-race. The rate of Black consumers declined slightly over the four program years.

Successful Closures by Race

In order to determine how successful, the different groups of consumers were by race in exiting DVR in employment, the project team examined the rate of employment outcomes for each group against their appearance in the general DVR population by Program year. Table 103 contains these results.

Table 103
Successful Closures by Race and Ethnicity

Race - Ethnicity	2017		2018		2019		2020	
	Rate in DVR	Rate of Successful Closures	Rate in DVR	Rate of Successful Closures	Rate in DVR	Rate of Successful Closures	Rate in DVR	Rate of Successful Closures
White	76.2%	83.1%	75.8%	82.2%	76.5%	82.1%	76.3%	82.6%
American Indian	1.7%	1.2%	2.0%	0.9%	2.2%	1.3%	2.4%	0.9%
Asian	1.4%	1.3%	1.5%	1.4%	1.6%	1.9%	1.7%	1.8%
Black	16.4%	11.5%	16.1%	10.9%	15.0%	10.6%	14.8%	10.4%
Hawaiian or Pacific Islander	0.2%	0.1%	0.2%	0.2%	0.2%	0.4%	0.2%	0.1%
Multi-Race	3.5%	2.7%	3.4%	3.8%	3.2%	2.5%	3.3%	3.2%
Hispanic	6.6%	5.3%	6.9%	5.5%	7.1%	5.5%	7.4%	5.8%

The data indicates that White consumers constitute a larger percentage of all successful closures than their appearance in the general consumer population of DVR by about six percent per year.

American Indians, Hispanics and Blacks constituted a lower rate of successful closures each year than their rate in the general population of DVR consumers, with Black consumers experiencing the greatest disparity.

Academic Training by Race:

The project team conducted a follow-up study from the 2018 CSNA of the expenditures for academic training for consumers by race. We examined consumers that received graduate level training, four-year university level training and career technical or junior college training for Program Year 2020. The results are highlighted in Tables 104-106.

Table 104
Graduate Level Training Expenses by Race

Race	Training - Graduate Level			
	Percent of all cases served by DVR	**Number of cases receiving service**	**Percent of all cases receiving service**	**Difference between percent of all cases served and percent receiving the service**
White	76.3%	37	78.7%	2.4%
American Indian	2.4%	0	0.0%	-2.4%
Asian	1.7%	2	4.2%	2.5%
Black	14.8%	5	10.4%	-4.4%
Hawaiian or Pacific Islander	0.2%	0	0.0%	-0.2%
Multi-Race	3.3%	4	8.3%	5.0%
Hispanic	7.4%	1	2.1%	-5.3%

Table 105
Four Year University or College Training Expenses by Race

Race	Training - 4 Year University or College			
	Percent of all cases served by DVR	**Number of cases receiving service**	**Percent of all cases receiving service**	**Difference between percent of all cases served and percent receiving the service**
White	76.3%	274	82.5%	6.2%
American Indian	2.4%	7	2.1%	-0.3%
Asian	1.7%	5	1.5%	-0.2%

Black	14.8%	31	9.3%	-5.5%
Hawaiian or Pacific Islander	0.2%	0	0.0%	-0.2%
Multi-Race	3.3%	15	4.5%	1.2%
Hispanic	7.4%	29	8.7%	1.3%

Table 106

Technical or Junior College Training Expenses by Race

Race	Training - Tech or Junior College			
	Percent of all cases served by DVR	Number of cases receiving service	Percent of all cases receiving service	Difference between percent of all cases served and percent receiving the service
White	76.3%	421	75.3%	-1.0%
American Indian	2.4%	15	2.7%	0.3%
Asian	1.7%	19	3.4%	1.7%
Black	14.8%	78	14.0%	-0.8%
Hawaiian or Pacific Islander	0.2%	0	0.0%	-0.2%
Multi-Race	3.3%	33	5.9%	2.6%
Hispanic	7.4%	48	8.6%	1.2%

The data indicates that White consumers are overrepresented in graduate level education as well as four-year university training while Black consumers are underrepresented in both areas. Hispanics are participating in four-year university and junior college training at slightly over the rate they appear in the DVR population. The reader is cautioned against drawing any conclusions about the rest of the data as the number of participants is very low in many cases.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

Individuals were asked to report their primary race or ethnic group.

The number of respondents who answered the question regarding ethnicity is 3,937. The majority of respondents identified as Caucasian/White while Hispanic/Latinos, Asian and American Indian and Alaskan Native respondents accounted for roughly nine percent of the 3,937 respondents. Responses to this question are detailed in Table 107.

Table 107

Ethnicity of Respondents

Primary Race or Ethnic Group	Number of times chosen	Percent of number of respondents
Caucasian/White	3,251	82.6%
African American/Black	397	10.1%
Hispanic/Latino	180	4.6%
American Indian or Alaska Native	106	2.7%
Other (please describe)	80	2.0%
Asian	79	2.0%
Hawaiian or Other Pacific Islander	11	0.3%
Total	4,104	100%

Individuals were asked a question regarding their preferred language for communication.

Out of the 3,982 responses received, English was the preferred language for 98 percent of the respondents. American Sign Language accounted for slightly less than one percent of the responses. The rate for those responding the "Spanish language" was lower than those indicating American Sign Language. As noted in Table 107 above, Hispanic/Latino individuals account for less than five percent of the respondents who indicated their ethnicity for the survey. Table 108 details the responses to this question.

Table 108

Preferred Language for Communication

Language Preference	Number	Percent
English	3,905	98.1%
American Sign Language	36	0.9%
Spanish	24	0.6%
Other (Please identify)	14	0.4%
Hmong	2	0.1%
Japanese	1	0.0%
Chinese	0	0.0%
Total	3,982	100.0%

Individuals were asked a series of questions regarding cultural identity.

Individuals were asked a yes-no question about whether or not DVR honors and respects their cultural identity. Slightly more than 81 percent of respondents reported that DVR honors and respects their cultural identity. The results are found in Table 109.

Table 109
Honor and Respect Cultural Identity

Honor Respect Cultural ID	Number	Percent
Yes	3,221	81.1%
I don't know	681	17.1%
No	72	1.8%
Total	3,974	100.0%

Individuals were asked a subsequent "yes-no" question: "Have you ever been in a situation when you felt that DVR did not honor your cultural identity?" Less than 3 percent of the 3,944 respondents that answered the question indicated "yes." Of the 104 "yes" responses received, 74 individuals provided a narrative response. Content analysis of the narrative responses indicate there were 34 statements claiming personal discrimination by DVR staff without reporting a race, ethnicity or culture. Sixteen statements cited racial and ethnic discrimination towards race and ethnicity that included Black Americans, Native Americans, Asians, Hispanic, and White Americans.

The final survey question regarding cultural identity was an open-ended question asking respondents to identify ways DVR can help its staff understand their culture. One-hundred two responses were received. Eight respondents suggested that culture is not the problem and that DVR's focus is to assist with finding work. Four respondents reported that DVR is respecting culture with comments phrased "does a great job of understanding culture" and "DVR did not infringe on my rights." Twenty-eight narrative responses did not identify a specific suggestion for DVR. Four respondents suggested review or audit of counselor work in order to discover bias. Other comments included asking questions, improving listening skills, being impartial, participating in diversity training/education, and hiring staff from the Native American community, the deaf community, Hispanic community, and people of color.

PARTNER SURVEY RESULTS

Partner Survey: Five Biggest Barriers to Employment for Consumers Who Are Racial or Ethnic Minorities

Partners were provided a list of 25 barriers and asked to identify the five biggest barriers to achieving employment goals for consumers who were racial or ethnic minorities. Table 110 contains the results.

"Not having job skills," "little or no work experience," and "not having education or training" are three of the biggest barriers to achieving employment goals for those who are minorities, selected by over 40 percent of partner respondents. Community or systemic racism ranked fourth on the partner list, having been selected by 37.5 percent of the 88 partner respondents who answered this question.

Table 110

Five Biggest Barriers to Achieving Employment Goals: Minorities

Five Biggest Barriers to Employment Goals - Minorities	Number of times chosen	Percent of number of respondents
Not having job skills	41	46.6%
Little or no work experience	40	45.5%
Not having education or training	38	43.2%
Community or systemic racism	33	37.5%
Poor social skills	31	35.2%
Other transportation issues	29	33.0%
Employers' perceptions about employing persons with disabilities	24	27.3%
Language barriers	22	25.0%
Not having job search skills	21	23.9%
Convictions for criminal offenses	19	21.6%
Perceptions regarding the impact of income on Social Security benefits	15	17.0%
Disability-related transportation issues	13	14.8%
Mental health issues	12	13.6%
Hiring changes in response to COVID-19	11	12.5%
Not enough jobs available	8	9.1%
Childcare issues	8	9.1%
Not having disability-related accommodations	6	6.8%
Other (please describe)	6	6.8%
Substance abuse issues	4	4.5%
Other health issues	4	4.5%
Housing issues	4	4.5%
Lack of STEM skills	3	3.4%
Lack of help with disability-related personal care	2	2.3%

Lack of financial literacy	1	1.1%
Lack of assistive technology	1	1.1%
Total	396	

STAFF SURVEY RESULTS

Staff Survey: Five Biggest Barriers to Employment for Consumers Who Are Racial or Ethnic Minorities

Respondents were provided a list of 26 items and asked to identify the five biggest barriers to achieving employment goals for consumers who are racial or ethnic minorities.

Staff selected "community or systemic racism" as the top barrier to achieving employment goals for those who are minorities. Transportation issues, not having education or training little or no work experience and not having job skills rounded out the top five most common responses

Table 111
Five Biggest Barriers to Achieving Employment Goals: Minorities

Five Biggest Barriers to Employment Goals - Minorities	Number of times chosen	Percent of number of respondents
Community or systemic racism	83	58.9%
Other transportation issues	64	45.4%
Not having education or training	62	44.0%
Little or no work experience	52	36.9%
Not having job skills	51	36.2%
Language barriers	48	34.0%
Convictions for criminal offenses	42	29.8%
Employers' perceptions about employing persons with disabilities	38	27.0%
Mental health issues	38	27.0%
Housing issues	26	18.4%
Poor social skills	25	17.7%
Lack of access to technology	25	17.7%
Not having job search skills	21	14.9%
Lack of knowledge about career ladders/pathways	15	10.6%
Lack of reliable Internet access	14	9.9%
Other health issues	12	8.5%

Childcare issues	12	8.5%
Substance abuse issues	11	7.8%
Perceptions regarding the impact of income on Social Security benefits	8	5.7%
Other (please describe)	8	5.7%
Lack of financial literacy	8	5.7%
Not enough jobs available	6	4.3%
Disability-related transportation issues	5	3.5%
Not having disability-related accommodations	3	2.1%
Not having STEM skills	3	2.1%
Lack of help with disability-related personal care	1	0.7%
Total	681	

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment in the area of the needs of individuals with disabilities from different ethnic groups, including needs of individuals who may have been unserved or underserved by the VR program:

1. Most of the participants in the interviews did not believe that DVR underserved any specific group of individuals and indicated that any lack of diversity in their consumer population was due to the fact that Wisconsin is a very White state except for Milwaukee and Madison. Multiple DVR staff did acknowledge that DVR has made efforts to increase diversity, equity and inclusion since the last CSNA (18);
2. When individuals did identify a group that was potentially underserved, the two groups mentioned the most often were Hispanic and Asian individuals. In the Asian group, Hmong were identified as potentially underserved, as was the case in 2018 (7);
3. The needs of minority groups were not identified as appreciably different than any other groups by the interview participants except for the need to have counseling and service provider staff that speaks their language when needed (8);
4. DVR continues to have a good working relationship with the Native American 121 VR programs. The pandemic was described as particularly impactful on the American Indian community, and many of the tribes were very reticent to go back to work. The relationship between the 121 programs and DVR was just beginning to reestablish itself during this CSNA (4);

RECOMMENDATIONS

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

1. DVR is encouraged to recruit bilingual Hispanic counselors when they have vacant positions. In addition to being able to speak to Spanish speaking consumers in their native language, Hispanic counselors can help build trust and relationships with the Hispanic community and increase DVR's ability to reach this population;
2. DVR is encouraged to establish or renew liaison and referral relationships with community programs serving minority populations in the State. Targeted outreach to these community service organizations can help increase the awareness of DVR and build trust among traditionally underserved populations;
3. DVR is encouraged to continue to provide training for staff and partners on diversity, equity and inclusion as they have done since the previous CSNA. There were seven staff that specifically indicated that these efforts made an impact on their perspectives and beliefs;
4. Wisconsin's Department of Health Services administers a minority health program with information online at https://www.dhs.wisconsin.gov/minority-health/index.htm. The list of programs includes some information about community programs that are potential referral sources or partnerships for DVR that could increase services to minority communities in the state. DVR is encouraged to review the list and connect with these programs if they have not already done so.

SECTION 4

NEEDS OF YOUTH WITH DISABILITIES IN TRANSITION

This section contains information about the rehabilitation needs of transition-age youth with disabilities (14 to 24) and the needs of students with disabilities (16 to 21) for pre-employment transition services.

Recurring Themes Across all Data Collection Methods

1. The pandemic and resulting school closures had a significant impact on transition at all levels, especially on providers of pre-employment transition services. However, providers were able to shift to remote service provision and DVR was very supportive of the process;
2. The rehabilitation needs of youth and students with disabilities in Wisconsin are similar to all individuals served by DVR except that the need for social skills and self-advocacy skills were cited more frequently and with a greater level of importance than adults;
3. All five of the pre-employment transition services were identified as important needs for students with disabilities, with work-based learning cited as the most important service that can help prepare youth and students for employment upon transition;
4. Interview participants stressed how important independent living skills development is for youth if they are to be successful in the world of work and achieve their highest potential;
5. The Project Search sites were praised by several interview participants as being helpful for transition-age youth and an important source of job training and soft and hard skill development; and
6. Section 511 requirements for youth and CC&I&R have impacted and disrupted the pipeline from secondary school to sheltered workshops. The interview participants stressed that service providers need the capacity to serve this population through supported or customized employment in order to promote competitive integrated employment for youth with disabilities.

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

Youth Data

Vocational Rehabilitation services for youth with disabilities enables individuals to pursue meaningful employment that corresponds with their abilities and interests. This section contains various statistics regarding the general trends of youth and youth with disabilities in the Nation and Wisconsin.

Educational Attainment: Ages 18 to 24 Years

The data indicates that the rate of individuals whose highest level of educational attainment is a high school graduate or the equivalent in the State (including urban and rural areas) is reflective of the National averages as the rates of difference (or gaps) between State and National rates are less than 1 percentage point. WDA #10 has the lowest rate of individuals for whom high school graduation was their highest level of educational attainment (27%) and they had the highest percentage of those who attained at least a Bachelor’s degree. The rates for individuals ages 18 to 24 who have attained some college, or an associate degree in seven workforce development areas are higher than the National rate by roughly between 1.3 to 9.9 percentage points.

Table 112 contains Educational Attainment rates for ages 18 to 24 years, which includes high school graduation rates and bachelor’s degree achievement.

Table 112
Educational Attainment for Ages 18 to 24 Years

Region	Less than High School Graduate	HS Grad (includes equivalency)	Some college, or associate degree	Bachelor's degree
US	12.1%	32.7%	43.4%	11.9%
US - Urban	11.3%	31.5%	44.5%	12.6%
US - Rural	16.1%	39.0%	36.9%	8.0%
WI	10.3%	33.4%	44.5%	11.8%
WI - Urban	9.1%	32.0%	46.4%	12.4%
WI - Rural	14.9%	38.6%	37.2%	9.3%
WDA #1	13.4%	38.9%	40.1%	7.6%
WDA #2	14.3%	30.8%	43.4%	11.5%
WDA #3	10.2%	33.1%	40.0%	16.7%
WDA #4	10.8%	33.5%	47.0%	8.7%
WDA #5	12.8%	35.1%	41.2%	10.9%
WDA #6	10.7%	35.8%	44.8%	8.7%

WDA #7	14.1%	34.1%	45.3%	6.5%
WDA #8	9.7%	29.5%	53.3%	7.5%
WDA #9	9.7%	34.2%	48.2%	7.9%
WDA #10	6.7%	27.0%	45.4%	20.8%
WDA #11	11.6%	34.7%	48.5%	5.2%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 5-Year Estimates

School Enrollment, Educational Attainment and Employment Status: Ages 16 to 19 Years

Data found in Tables X and X represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years. Rates for youth that participate in the labor force in Wisconsin exceed the US averages by more than 12 percent and this is noted in each geographic designation. Over 50 percent of youth ages 16 to 19 in Wisconsin participate in the labor force while roughly 40 percent of the youth in the US areas are participating in the labor force. Table 113 contains data for the United States and Wisconsin, including urban and rural statics.

Table 113

Education and Employment for Ages 16 to 19 Years: United States and Wisconsin

	United States		***Wisconsin***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	17,166,913	-----	305,564	-----
Enrolled in school:	14,586,802	85.0%	262,454	85.9%
Employed	4,376,969	30.0%	116,885	44.5%
Unemployed	716,681	4.9%	11,048	4.2%
Not in labor force	9,493,152	65.1%	134,521	51.3%
Not enrolled in school:	2,580,111	15.0%	43,110	14.1%
High school graduate (includes equivalency):	1,942,619	75.3%	33,594	77.9%
Employed	1,218,482	62.7%	23,248	69.2%
Unemployed	218,035	11.2%	4,361	13.0%
Not in labor force	506,102	26.1%	5,985	17.8%
Not high school graduate:	637,492	24.7%	9,516	22.1%
Employed	246,172	38.6%	4,283	45.0%
Unemployed	69,663	10.9%	649	6.8%

Not in labor force	321,657	50.5%	4,584	48.2%
Total Labor Force Participation	6,846,002	39.9%	160,474	52.5%
Total Not in labor force	10,320,911	60.1%	145,090	47.5%
	United States - Urban		***Wisconsin - Urban***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	14,088,731	-----	223,420	-----
Enrolled in school:	12,079,858	85.7%	193,584	86.6%
Employed	3,579,733	29.6%	84,591	43.7%
Unemployed	610,653	5.1%	8,745	4.5%
Not in labor force	7,889,472	65.3%	100,248	51.8%
Not enrolled in school:	2,008,873	14.3%	29,836	29,836
High school graduate (includes equivalency):	1,531,536	76.2%	24,292	81.4%
Employed	958,683	62.6%	16,460	67.8%
Unemployed	173,068	11.3%	3,217	13.2%
Not in labor force	399,785	26.1%	4,615	19.0%
Not high school graduate:	477,337	23.8%	5,544	18.6%
Employed	177,203	37.1%	2,440	44.0%
Unemployed	54,911	11.5%	233	4.2%
Not in labor force	245,223	51.4%	2,871	51.8%
Total Labor Force Participation	5,554,251	39.4%	115,686	51.8%
Total Not in labor force	8,534,480	60.6%	107,734	48.2%
	United States - Rural		***Wisconsin - Rural***	
	Percent of the Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	3,078,182	-----	82,144	-----
Enrolled in school:	2,506,944	81.4%	68,870	83.8%

Employed	797,236	31.8%	32,294	46.9%
Unemployed	106,028	4.2%	2,303	3.3%
Not in labor force	1,603,680	64.0%	34,273	49.8%
Not enrolled in school:	571,238	18.6%	13,274	16.2%
High school graduate (includes equivalency):	411,083	72.0%	9,302	70.1%
Employed	259,799	63.2%	6,788	73.0%
Unemployed	44,967	10.9%	1,144	12.3%
Not in labor force	106,317	25.9%	1,370	14.7%
Not high school graduate:	160,155	28.0%	3,972	29.9%
Employed	68,969	43.1%	1,843	46.4%
Unemployed	14,752	9.2%	416	10.5%
Not in labor force	76,434	47.7%	1,713	43.1%
Total Labor Force Participation	3,078,182	42.0%	44,788	54.5%
Total Not in labor force	1,786,431	58.0%	37,356	45.5%

Source: ACS 1-Year Estimates Detailed Tables

WDA #2's labor force participation rate for youth and the rate of youth that are not participating in the labor force is the lowest in the State. WDA #2's rates have more than a 10 percent margin of difference when compared to other WDAs, which all have a youth labor force participation rate that exceeds 50% and a "not in the labor force" rate that is below 49%.

Table 114 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years in Wisconsin's workforce development areas. WDA #2 is taken from US Census Bureau one-year estimates. The data for all other WDAs is taken from five-year estimates. It is periodically necessary to use one-year estimates as opposed to five-year estimates because there is not sufficient County-specific data in one of the databases to use one source for the entire state.

Table 114

Education and Employment for Ages 16 to 19 Years: Workforce Development

	WDA #1		***WDA #2***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	26,110	-----	49,992	-----
Enrolled in school:	21,667	83.0%	41,337	82.7%
Employed	9,213	42.5%	13,876	33.6%

Unemployed	1,247	5.8%	1,316	3.2%
Not in labor force	11,207	51.7%	26,145	63.2%
Not enrolled in school:	4,443	17.0%	8,655	17.3%
High school graduate (includes equivalency):	3,395	76.4%	6,401	74.0%
Employed	2,266	66.7%	3,682	57.5%
Unemployed	562	16.6%	496	7.7%
Not in labor force	567	16.7%	2,223	34.7%
Not high school graduate:	1,048	23.6%	2,254	26.0%
Employed	471	44.9%	1,271	56.4%
Unemployed	169	16.1%	61	2.7%
Not in labor force	408	38.9%	922	40.9%
Total Labor Force Participation	13,928	53.3%	20,702	41.4%
Total Not in labor force	12,182	46.7%	29,290	58.6%

	WDA #3		***WDA #4***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	32,659	-----	31,000	-----
Enrolled in school:	29,656	90.8%	26,987	87.1%
Employed	14,835	45.4%	12,778	47.3%
Unemployed	1,422	4.4%	938	3.5%
Not in labor force	13,399	41.0%	13,271	49.2%
Not enrolled in school:	3,003	9.2%	4,013	12.9%
High school graduate (includes equivalency):	2,512	7.7%	3,086	76.9%
Employed	1,940	5.9%	2,194	71.1%
Unemployed	243	0.7%	531	17.2%
Not in labor force	329	1.0%	361	11.7%
Not high school graduate:	491	1.5%	927	23.1%
Employed	153	0.5%	428	46.2%

Unemployed	29	0.1%	148	16.0%
Not in labor force	309	0.9%	351	37.9%
Total Labor Force Participation	18,622	57.0%	17,017	54.9%
Total Not in labor force	14,037	43.0%	13,983	45.1%
	WDA # 5		***WDA #6***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	31,485	-----	19,954	-----
Enrolled in school:	26,978	85.7%	16,921	84.8%
Employed	13,180	48.9%	8,320	49.2%
Unemployed	1,091	4.0%	593	3.5%
Not in labor force	12,707	47.1%	8,008	47.3%
Not enrolled in school:	4,507	14.3%	3,033	15.2%
High school graduate (includes equivalency):	3,385	75.1%	2,284	75.3%
Employed	2,517	74.4%	1,732	75.8%
Unemployed	257	7.6%	197	8.6%
Not in labor force	611	18.1%	355	15.5%
Not high school graduate:	1,122	24.9%	749	24.7%
Employed	612	54.5%	331	44.2%
Unemployed	58	5.2%	139	18.6%
Not in labor force	452	40.3%	279	37.2%
Total Labor Force Participation	17,715	56.3%	11,312	56.7%
Total Not in labor force	13,770	43.7%	8,642	43.3%
	WDA #7		***WDA #8***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	7,754	-----	27,381	-----

Enrolled in school:	6,409	82.7%	23,727	86.7%
Employed	2,872	44.8%	11,040	46.5%
Unemployed	271	4.2%	1,004	4.2%
Not in labor force	3,266	51.0%	11,683	49.2%
Not enrolled in school:	1,345	17.3%	3,654	13.3%
High school graduate (includes equivalency):	1,001	74.4%	2,321	63.5%
Employed	718	71.7%	1,756	75.7%
Unemployed	103	10.3%	205	8.8%
Not in labor force	180	18.0%	360	15.5%
Not high school graduate:	344	25.6%	1,333	36.5%
Employed	191	55.5%	708	53.1%
Unemployed	27	7.8%	124	9.3%
Not in labor force	126	36.6%	501	37.6%
Total Labor Force Participation	4,182	53.9%	14,837	54.2%
Total Not in labor force	3,572	46.1%	12,544	45.8%

	WDA #9		***WDA #10***	
	Total Population	***Percent of Enrolled/ Not Enrolled***	***Total Population***	***Percent of Enrolled/ Not Enrolled***
Total:	16,473	-----	44,727	-----
Enrolled in school:	13,501	82.0%	40,085	89.6%
Employed	5,970	44.2%	18,315	45.7%
Unemployed	532	3.9%	1,710	4.3%
Not in labor force	6,999	51.8%	20,060	50.0%
Not enrolled in school:	2,972	18.0%	4,642	10.4%
High school graduate (includes equivalency):	2,157	72.6%	3,640	78.4%
Employed	1,567	72.6%	2,671	73.4%
Unemployed	212	9.8%	358	9.8%
Not in labor force	378	17.5%	611	16.8%

Not high school graduate:	815	27.4%	1,002	21.6%
Employed	211	25.9%	534	53.3%
Unemployed	36	4.4%	39	3.9%
Not in labor force	568	69.7%	429	42.8%
Total Labor Force Participation	8,528	51.8%	23,627	52.8%
Total Not in labor force	7,945	48.2%	21,100	47.2%

	WDA # 11	
	Total Population	***Percent of Enrolled/ Not Enrolled***
Total:	17,088	-----
Enrolled in school:	14,531	85.0%
Employed	6,401	44.1%
Unemployed	653	4.5%
Not in labor force	7,477	51.5%
Not enrolled in school:	2,557	15.0%
High school graduate (includes equivalency):	1,980	77.4%
Employed	1,226	61.9%
Unemployed	199	10.1%
Not in labor force	555	28.0%
Not high school graduate:	577	22.6%
Employed	261	45.2%
Unemployed	32	5.5%
Not in labor force	284	49.2%
Total Labor Force Participation	8,772	51.3%
Total Not in labor force	8,316	48.7%

Bureau of Labor Statistics Youth Labor Force and Unemployment Rates Including Youth with Disabilities

The U.S. Bureau of Labor Statistics collects information on youth labor force participation and unemployment. The data indicates that the labor force participation rates for youth with disabilities are lower by almost 10% or more compared to individuals without disabilities when youth are ages 16-19. However, once both groups age, the disparity grows dramatically to more than 26 percentage points.

The Annual 2020 unemployment rate for ages 20 to 24 is 7.6 percentage points higher than those without disabilities in the same age group. In the February and March rate, the unemployment rate for those without disabilities rises to over 10 percent.

The March 2021 unemployment rate for ages 16 to 19 with disabilities is less than 1 percent lower than ages 16 to 19 without disabilities. However, in February 2021, the unemployment rate for ages 16 to 19 is over 11 points higher than those without disabilities in the same age group.

Table 115 provides National data for youth ages 16 to 19 and 20 to 24 with and without disabilities.

Table 115
Youth Labor Force Participation Rate and Unemployment Rate: 2020 and Feb-Apr 2021

Group	Labor Force Participation Rate							
	Annual 2020		Feb-21		Mar-21		Apr-21	
	Disability	No Disability	Disability	No Disability	Disability	No Disability	Disability	No Disability
Age 16 to 19	23.6%	35.0%	19.5%	34.5%	24.2%	34.3%	23.8%	35.3%
Age 20 to 24	44.2%	70.4%	44.2%	70.7%	43.6%	71.1%	39.7%	70.7%
	Unemployment Rate							
	Disability	No Disability	Disability	No Disability	Disability	No Disability	Disability	No Disability
Age 16 to 19	26.7%	17.7%	25.4%	13.9%	12.3%	12.5%	22.2%	10.4%
Age 20 to 24	21.1%	13.5%	19.8%	9.7%	21.5%	10.1%	17.2%	9.6%

Source: Borbely, James @bls.gov

Cornell University Youth Employment by Disability Type

According to Cornell's online disability statistics for National and State youth employment, the employment data for youth with disabilities differs slightly from the same data for individuals ages 18 to 64 who are employed with disabilities. Youth with visual disabilities have the highest employment rate (49.8%) and working age with hearing disabilities have the highest employment rate (58.3%). Cognitive disability ranks third on both lists, followed by ambulatory, independent living, and self-care disabilities. The rates for employed youth in all categories of disability in Wisconsin exceed the National averages by at minimum three percentage points.

The following data in Table 116 contains youth employment rates from 2018 for the Nation and the State by disability type. The categories are for non-institutionalized youth ages 16 to 20, male and female, from all ethnic backgrounds and includes all education levels.

Table 116

2018 Employment by Disability Type for Non-institutionalized Youth Ages 16 -20

Disability Type	Percent Employed in US	Percent Employed in WI
Any Disability	25.5%	34.6%
Visual Disability	29.5%	49.8%
Hearing Disability	32.7%	40.1%
Ambulatory Disability	16.6%	21.1%
Cognitive Disability	22.6%	28.4%
Self-Care Disability	8.6%	16.0%
Independent Living Disability	13.6%	17.6%

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

Cornell University Youth Employment by Disability Type and Ethnicity - Wisconsin

Cornell University online data for youth ages 16 to 20 contains youth employment rates from 2018 for the Nation and the State by ethnicity and disability type. Although data for Wisconsin is limited, Hispanics and Whites with any disability have an employment rate difference of .1 percent, which indicates that youth with disabilities in both ethnic groups have access to employment opportunities.

Table 117

2018 Employment by Disability Type and Ethnicity for Non-institutionalized Youth Ages 16 -20

Wisconsin 2018 Employment by Disability Type and Ethnicity Ages 16 to 20	***Percent Employed by Disability Type***						
	Any	***Visual***	***Hearing***	***Ambulatory***	***Cognitive***	***Self-care***	***Independent Living***
White, non-Hispanic	38.0%	54.6%	53.1%	30.6%	34.8%	19.2%	19.2%
Black/African American, non-Hispanic	19.8%	N	N	N	17.3%	N	N
American Indian and Alaskan Native, non-Hispanic	N	N	N	N	N	N	N
Asian, non-Hispanic	N	N	N	N	N	N	N
Native Hawaiian and Other Pacific Islander, non-Hispanic	N	N	N	N	N	N	N
Some Other Race, non-Hispanic	N	N	N	N	N	N	N

Hispanic/Latino	37.9%	N	N	N	6.1%	N	N

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

Table 118 below contains general case information for youth with disabilities served by DVR. The information includes all individuals served by DVR age 24 and under.

Table 118

General Case Information for Consumers 24 and Under

Item	**14-24**			
	2017	**2018**	**2019**	**2020**
Applications	4,637	4,536	3,513	3,221
Percent of apps found eligible	4,180	3,934	3,239	2,720
Avg. time for eligibility determination	31	28	30	37
Percent closed prior to IPE development	843	726	709	462
Plans developed	3,392	3,219	2,704	2,098
Number of consumers in training by type				
Vocational	154	161	141	95
Tech/Junior College	270	249	271	175
4 Year University/College	240	226	206	144
Graduate	3	5	3	1
Avg. length of open case (days) for cases closed other than rehabilitated	285	401	364	386
Avg. length of open case (days) for cases closed rehabilitated	830	894	923	989
Number of cases closed rehabilitated	1,116	1,015	1,019	1,018
Total number of cases served	12,426	12,826	11,897	11,066
Avg. cost of all cases	$2,128	$2,146	$2,186	$1,768
Avg. cost of cases closed rehabilitated	$3,313	$3,540	$3,153	$3,031
Avg. cost per case closed unsuccessful	$805	$825	$797	$562
Avg. cost per case closed prior to plan	$116	$142	$151	$140

Transition-age youth data is reflective of the overall data trends for DVR consumers. There is a decrease in the number of applicants to the program age 24 and younger, though the decrease is roughly five percent less than the rate of decrease in the adult population. This is also true of the number of plans written. The number of successful closures was steady from PY 2018-2020. The impact of the pandemic on youth services is still being felt by DVR, but it clearly had a significant impact in PY 2020 on youth applying for the program.

In addition to the general statistics on transition-age youth, the project team examined data on pre-employment transition services provided by DVR in PYs 2017-2019 (the years for which complete data was available from RSA). Table 119 contains this information.

Table 119

Pre-Employment Transition Services Provided PY 2017-2019

Item	2017	2018	2019
Total number of potentially eligible SWD in DVR	187	574	679
Number of potentially eligible SWD who received a pre-ETS service	142	312	201
Percent of potentially eligible SWD that received a pre-ETS service	75.9%	54.4%	29.6%
Total Number of SWD participants in DVR	7,883	8,406	7,918

The data indicates that the number of potentially eligible students with disabilities increased from PY 2017 to PY 2019. The rate of potentially eligible students that received a pre-ETS service declined from PY 2018 to 2019, and this is almost certainly a consequence of the shut-downs caused by the pandemic. Even in the midst of the pandemic, DVR maintained a large number of students with disabilities in their participant count. Wisconsin has a higher rate of VR case creation and fuller service delivery than cohort states with potentially eligible students. It is clear that DVR encourages their potentially eligible students to apply for services and avail themselves of the full range of services provided by the program. This focus is reflected in the recurring themes from the individual and focus groups interviews.

The project team also examined the top seven expenditure categories of pre-employment transition services by DVR from 2017-2020. Table 120 contains this information.

Table 120

Expenditures for Pre-Employment Transition Services.

Pre-ETS Service	Total Spent on Pre-ETS Service			
	2017	2018	2019	2020
Student Work Based Learning	4,189,540	5,149,988	5,319,584	2,569,406
Systematic Instruction	0	0	0	1,613,829
Temporary Work	2,397,060	2,549,653	2,505,993	1,612,247
Project Search	876,062	1,032,164	1,197,620	995,862
Job Readiness	884,432	1,045,110	949,127	473,919
Job Shadow	185,050	391,470	344,134	278,363
Work Incentive Benefit Analysis	361,375	360,021	410,383	224,600
Assessment	673,738	446,106	344,613	326,819
Totals	**9,567,257**	**10,974,513**	**11,071,454**	**8,095,046**

DVR expended more than half of their pre-employment transition services funds on some type of work experience for the students with disabilities that they serve. Although many services shifted to remote delivery during the pandemic, DVR was able to continue to ensure that work experiences in some form were available for students. There were notable decreases in expenditures across the board during the pandemic, but the focus on work experience remained primary for the agency.

SURVEY RESULTS BY TYPE

PARTNER SURVEY RESULTS

Partner Survey: Barriers to Employment for Youth in Transition

Partner survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 25 barriers. There was no limit to the number of barriers that a partner respondent could choose.

The top barrier for youth in transition selected by the partners was "Little or no work experience." The second ranking items, "Not having job skills" and "Poor social skills" were each selected by 58.5 percent of the respondents as barriers to achieving employment goals for youth in transition. The open-ended category, "other" was selected 18 times. The comments received include:

- *"Guardian issues/barriers, poor job matches, lack of trained support on the job, lack of quality job developers to find the right match."*
- *"Lack of support within schools for teachers and staff to support exploration and job development in community; disincentives in Long Term care programs (MCO/IRIS level) and family/guardian lack of support to pursue community employment"*
- *"Lack of motivation to work"*

Table 121 lists the barriers along with the number of times a barrier was identified by partner respondents.

Table 121
Five Biggest Barriers to Achieving Employment Goals: Youth

Five Biggest Barriers to Employment Goals - Youth	Number of times chosen	Percent of number of respondents
Little or no work experience	77	72.6%
Not having job skills	62	58.5%
Poor social skills	62	58.5%
Not having education or training	44	41.5%
Not having job search skills	41	38.7%
Other transportation issues	38	35.8%
Employers' perceptions about employing persons with disabilities	27	25.5%
Disability-related transportation issues	23	21.7%
Other (please describe)	18	17.0%

Mental health issues	17	16.0%
Perceptions regarding the impact of income on Social Security benefits	17	16.0%
Hiring changes in response to COVID-19	15	14.2%
Lack of help with disability-related personal care	8	7.5%
Not enough jobs available	7	6.6%
Lack of STEM skills	7	6.6%
Not having disability-related accommodations	6	5.7%
Substance abuse issues	2	1.9%
Housing issues	2	1.9%
Lack of financial literacy	2	1.9%
Community or systemic racism	2	1.9%
Language barriers	1	0.9%
Other health issues	1	0.9%
Convictions for criminal offenses	1	0.9%
Childcare issues	0	0.0%
Lack of assistive technology	0	0.0%
Total	480	

STAFF SURVEY RESULTS

Staff Survey: Barriers to Employment for Youth in Transition

Staff survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 26 barriers. There was no limit to the number of barriers that a staff respondent could choose.

Staff and partner respondents agreed on four of the five top barriers to achieving employment goals for youth in transition with “little or no work experience” as the number one barrier on both lists. “Other transportation issues” ranked in the fourth position on the staff list and ranked in the sixth position on the partner list. The open-ended category, “other”, was selected 17 times by staff. The comments written in by staff cited the same barriers noted by partners: lack of motivation, parent/guardian hinderances, lack of family/social supports, and unreasonable expectations about work.

Table 122 lists the barriers to achieving employment goals for youth in transition chosen by staff.

Table 122: *Five Biggest Barriers to Achieving Employment Goals: Youth*

Five Biggest Barriers to Employment Goals - Youth	Number of times chosen	Percent of number of respondents
Little or no work experience	110	75.9%
Poor social skills	99	68.3%
Not having job skills	98	67.6%
Other transportation issues	73	50.3%
Not having job search skills	65	44.8%
Not having education or training	60	41.4%
Lack of knowledge about career ladders/pathways	50	34.5%
Mental health issues	28	19.3%
Employers' perceptions about employing persons with disabilities	18	12.4%
Other (please describe)	17	11.7%
Disability-related transportation issues	16	11.0%
Not having STEM skills	11	7.6%
Perceptions regarding the impact of income on Social Security benefits	10	6.9%
Not enough jobs available	9	6.2%
Lack of financial literacy	7	4.8%
Other health issues	6	4.1%
Not having disability-related accommodations	5	3.4%
Substance abuse issues	4	2.8%
Lack of access to technology	4	2.8%
Lack of reliable Internet access	4	2.8%
Community or systemic racism	4	2.8%
Lack of help with disability-related personal care	3	2.1%
Language barriers	2	1.4%
Housing issues	2	1.4%
Total	705	

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

1. DVR staff and service providers stressed that the pandemic had a significant impact on transition services. All of the services and programs in place when the pandemic hit were interrupted and DVR, schools and service providers have worked hard to respond and provide remote service delivery to students (26);
2. Interview participants stressed how important independent living skills development is for youth if they are to be successful in the world of work and achieve their highest potential (24);
3. Soft skills training continues to be a need noted by services providers and DVR staff for youth. Several participants noted that the soft skills training youth receive needs to include how to help them deal with conflict in interpersonal relationships and coping skills (18);
4. Transportation and lack of job skills are two of the most frequently mentioned needs for transition-age youth (60);
5. The public school system was described by interview participants as being uneven in its provision of transition services. The effectiveness of transition services varied by school and was dependent on the commitment and passion of the school staff and the resources that the school dedicated to transition services (43);
6. The Project Search sites were praised by several interview participants as being helpful for transition-age youth and an important source of job training and soft and hard skill development. The pandemic impacted several sites, but they were reviving at the time of the CSNA interviews (21);
7. DVR primarily provides pre-employment transition services through contracts with service providers. Although the pandemic and resulting shut-downs affected the delivery of many pre-employment transition services, providers were able to shift to remote service delivery in many cases and were providing services in a hybrid form as of this writing (19);
8. All of the pre-employment transition services were identified as needed for students with disabilities. DVR was praised for the depth and breadth of work-based learning experiences provided in their pre-employment transition services (66), while the need for self-advocacy training was one of the five required services that could use further development (7);
9. The delivery of pre-employment transition services to students in rural communities was identified as a challenge due to lack of available transportation for students and distance for providers (19);
10. Section 511 requirements for youth and CC&I&R have impacted and disrupted the pipeline from secondary school to sheltered workshops. The interview participants stressed that service providers need the capacity to serve this population through

supported or customized employment in order to promote competitive integrated employment for youth with disabilities (7); and

11. The need for youth to develop self-advocacy skills was stressed again in this CSNA by the interview participants. The need for self-advocacy skills was noted as especially important when youth with disabilities move from secondary to postsecondary schools and they must seek out accommodations rather than rely on the school to meet their needs (7).

RECOMMENDATIONS

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

1. DVR is encouraged to reach out to the Centers for Independent Living in (CILs) Wisconsin and encourage these CILs to develop and deliver pre-employment transition services if they do not do so currently;
2. As resources allow, DVR should provide SE and CE training for providers and build in incentives for placement that includes quality indicators established by DVR such as higher wages, benefits, increased hours and opportunities for promotion;
3. DVR is encouraged to consult with the National Technical Assistance Center on Transition: The Collaborative (NTACT:C) to identify resources on self-advocacy training for students with disabilities at https://transitionta.org/topics/pre-ets/self-advocacy/;
4. DVR is encouraged to consider developing a peer mentoring program for youth with disabilities in Wisconsin. One possibility is an online peer mentoring program available through PolicyWorks at https://disabilitypolicyworks.org/peer-mentoringworks-2/. A key component of this mentoring program is the development of self-advocacy skills in youth and students with disabilities.

SECTION 5

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

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

Recurring Themes Across all Data Collection Methods

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

1. The interview participants indicated that it is common for DVR to have their consumers register with the Job Centers of Wisconsin and this is born out by the data on the number of DVR participants that access employment services (Title III) through the Centers. The relationship between DVR and the Job Centers was described as good, but the pandemic resulted in the Centers operating exclusively online, so access has been very limited during the last 18 months. The relationship remains primarily one of referral between DVR and the Centers;
2. The referral stream from the Job Centers to DVR was steady prior to the pandemic but has decreased significantly since the office closures from March 2020 to June 2021. DVR is hopeful that this referral source will pick back up in the future;
3. At its best prior to the pandemic, the Job Centers struggled to provide effective services to individuals who are blind, deaf, or have significant mental health impairments. These individuals were routinely simply referred to DVR without accessing the in-person services at the centers; and
4. The partnership with Adult Education and Family Literacy was noted as an area where DVR and WTCS could increase collaboration and share resources for training for DVR consumers.

SURVEY RESULT BY TYPE:

Job Centers of Wisconsin

Individuals with disabilities in Wisconsin were asked a series of questions about their use and opinion of the Job Centers of Wisconsin. Slightly more than 35.5 percent of the respondents who answered the individual survey question regarding visiting Job Centers of Wisconsin had physically visited the Center. Of the respondents that utilized Wisconsin's Job Center, physical accessibility of the building was difficult for more than seven percent of the respondents and access to programs was challenging for 14 percent. The sixty-six narrative responses regarding physical concerns indicated: the Covid pandemic and closed buildings; distance and transportation issues including no money for fares; various difficulties getting to and in the building, finding parking, lack of assistance and poorly trained staff, computer issues, and limited services in the county, and inability to access during employer work hours. Table 123 summarizes the responses to questions of use and accessibility.

Table 123
Wisconsin Job Centers' Use and Accessibility

Accessibility Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Have you ever tried to use the services of the Job Center of Wisconsin beyond an online account?	1,131	35.7%	2,040	64.3%	3,171
Did you experience any difficulties with the physical accessibility of the building?	83	7.3%	1,049	92.7%	1,132
Did you have any difficulty accessing the programs at the Job Center of Wisconsin (i.e., no available assistive technology, no interpreters, etc.)?	158	14.0%	968	86.0%	1,126

Individuals indicated that the services they sought at the Job Centers of Wisconsin did not result in desired outcomes for the majority of respondents. Two-hundred seventy-one survey respondents (23.8 percent of 1,138 respondents) went to the Center to get training. One-hundred seventy-eight (65.4 percent) individuals indicated that they received the training they were seeking, and 93 (34.3 percent) individuals found work as a result of the training. Six-hundred forty-eight (57.1 percent) out of 1,134 individuals went to the Center with the purpose of seeking assistance to find a job. Six-hundred forty-four respondents answered the question regarding receiving help that resulted in employment with 60.3 percent indicating that they did not receive assistance in finding employment. Table 124 details results from using the Job Center for seeking training and employment.

Table 124

Wisconsin Job Centers' Training and Employment

Training and Employment Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Did you go to the Job Center to get training?	271	23.8%	867	76.2%	1,138
Did you get the training that you were seeking?	178	65.4%	94	34.6%	272
Did the Job Center training result in employment?	93	34.3%	178	65.7%	271
Did you go to the Job Center to find a job?	648	57.1%	486	42.9%	1,134
Did the Job Center staff help you find employment?	256	39.8%	388	60.3%	644

The concept of helpfulness is evaluated in this study with respect to Wisconsin Job Center services. One-thousand fifty respondents answered the question regarding helpfulness. The majority of respondents found the Job Center staff to be very helpful (50.4 percent). Slightly more than 16 percent of the respondents found that the Job Centers of Wisconsin staff were not helpful. Table 125 identifies the rating for helpfulness of the Job Centers of Wisconsin staff by the individuals that responded to the survey.

Table 125

Helpfulness of the Job Centers of Wisconsin

Helpfulness Rating	Number	Percent
Yes, they were very helpful	529	50.4%
They were somewhat helpful	351	33.4%
No, they were not helpful	170	16.2%
Total	1,050	100.0%

In regard to the effectiveness of the Job Centers of Wisconsin, 76 percent of respondents indicated the Job Centers were either very effective or somewhat effective in serving individuals with disabilities. In terms of overall effectiveness rating, roughly 26 percent of the respondents did not have an opinion while 57.4 percent selected either "very effective" or "somewhat effective." Table 126 identifies the effectiveness of the Job Centers of Wisconsin rated by individual survey respondents.

Table 126
Effectiveness of the Job Centers of Wisconsin

Effectiveness	Number	Percent
The services were somewhat effective	425	40.2%
Yes, the services were very effective	378	35.8%
No, the services were not effective	254	24.0%
Total	1,057	100.0%
Effectiveness Rating	**Number**	**Percent**
Very effective	327	30.5%
Somewhat effective	288	26.9%
No opinion	280	26.1%
Somewhat ineffective	90	8.4%
Very ineffective	87	8.1%
Total	1,072	100.0%

When asked, “What recommendations do you have for the Job Centers to improve service to individuals with disabilities in Wisconsin?” individual survey respondents were given an opportunity to provide a narrative response. Twenty-one comments were positive toward the Job Center services and no improvement suggestions were included. The most common narrative response cited was “nothing/not sure/don’t know.” The second most common narrative comments were regarding improving staff attitude and helpfulness. Comments regarding staff education, staff training, and quantity of staff were cited by respondents roughly 67 times out of the 391 narrative responses received.

PARTNER SURVEY RESULTS

Partner survey respondents were asked a series of questions regarding their opinion and use of the Wisconsin Job Centers. Tables 127-129 summarize the responses from DVR’s community partners.

Table 127
Frequency of Interaction with Wisconsin Job Centers

Frequency of Interaction with WI Job Centers	Number	Percent of number of respondents
Infrequently	59	53.2%
Not at all	25	22.5%
Somewhat frequently	19	17.1%
Very frequently	8	7.2%
Total	111	100.0%

Table 128
Physical Accessibility of the Wisconsin Job Centers

Physical Accessibility of the WI Job Centers	Number	Percent of number of respondents
Somewhat accessible	37	33.3%
Fully accessible	35	31.5%
I do not know	28	25.2%
Not accessible	11	9.9%
Total	111	100.0%

Table 129
Programmatic Accessibility of the Wisconsin Job Centers

Programmatic Accessibility of the WI Job Centers	Number	Percent of number of respondents
Somewhat accessible	46	41.1%
I do not know	42	37.5%
Fully accessible	14	12.5%
Not accessible	10	8.9%
Total	112	100.0%

The project team asked respondents to identify their frequency of interaction with the Wisconsin Job Centers. Almost 76 percent of the partner respondents interacted infrequently or not at all with the Wisconsin Job Centers. Slightly more than 24 percent of the partner respondents interacted with the Wisconsin Job Centers frequently.

The survey asked about the physical and programmatic accessibility of the Centers. The majority of partner respondents (almost 65 percent) indicated that the Centers were either somewhat or fully physically accessible. The data supports the majority of individual respondents who reported they did not have difficulty with the physical accessibility of the Job Centers. Note that a large number of partners (25.2 percent) do not know if the Centers are physically accessible.

The majority of partner respondents indicated that the Centers were somewhat programmatically accessible while over 37 percent of partners are not knowledgeable regarding the Centers' program accessibility. Individual respondents differed in their report as the majority (86 percent) indicated that they did not have difficulty accessing the programs at the WI Job Centers.

Partners and individual survey respondents differed in their viewpoint when asked about the overall effectiveness of the Wisconsin Job Centers in serving individuals with disabilities. Over 55 percent of the partners indicated that the Centers did not effectively serve individuals with disabilities. Conversely, 16.5 percent of individual respondents rated the effectiveness of the WI Job Centers as either somewhat ineffective or very ineffective as noted in table 130.

Table 130

Effectiveness of the Wisconsin Job Centers

Effectiveness of WI Centers to Serve PWD	Number	Percent of number of respondents
Not effectively	57	55.3%
Effectively	38	36.9%
Very effectively	4	3.9%
They do not serve individuals with disabilities	4	3.9%
Total	103	100.0%

In the final survey question related to the Wisconsin Job Centers, the respondents were asked what the Centers could do to improve services for people with disabilities. Respondents were given a list of six items and asked to select all that apply.

Slightly more than 65 percent of respondents indicated that the Centers should train their staff on how to work effectively with individuals with disabilities. The second most common choice was to partner more effectively with DVR. Nineteen narrative comments were received in the response for the item “other, please describe.” Content analysis of the narrative comments suggested changes in the following areas: improved staff interpersonal and communication skills; better partnerships with providers and employers; increasing the time from intake to obtaining a job; improving the website for ease of use; offer more training options; improve rural community access; and open the doors for in-person services. Table 131 summarizes the partner results.

Table 131

Improving Service of Wisconsin Job Centers for People with Disabilities

Improving Service of the WI Job Centers to Effectively Serve PWD	Number	Percent
Train their staff on how to work with individuals with disabilities	64	65.3%
Partner more effectively with DVR	58	59.2%
Improve programmatic accessibility	39	39.8%
Include individuals with disabilities when purchasing training for their consumers	36	36.7%
Other (please describe)	19	19.4%
Improve physical accessibility	18	18.4%
Total	234	

STAFF SURVEY RESULTS

Staff survey respondents were asked a series of questions regarding their opinion and use of the Wisconsin Job Centers. Tables 132-134 summarize the responses from DVR's staff respondents.

Table 132
Frequency of Interaction with Wisconsin Job Centers

Frequency of Interaction with WI Job Centers	Number	Percent
Infrequently	61	40.7%
Somewhat frequently	46	30.7%
Very frequently	26	17.3%
Not at all	17	11.3%
Total	150	100.0%

Table 133
Physical Accessibility of the Wisconsin Job Centers

Physical Accessibility of the WI Job Centers	Number	Percent
Somewhat accessible	69	46.0%
Fully accessible	56	37.3%
I do not know	20	13.3%
Not accessible	5	3.3%
Total	150	100.0%

Table 134
Programmatic Accessibility of the Wisconsin Job Centers

Programmatic Accessibility of the WI Job Centers	Number	Percent
Somewhat accessible	78	52.0%
Fully accessible	33	22.0%
I do not know	33	22.0%
Not accessible	6	4.0%
Total	150	100.0%

Staff and partners indicated "infrequently" as the top-ranking level of interaction with Wisconsin Job Centers. Slightly more than 11 percent of the staff respondents did not interact with the Wisconsin Job Centers, which is 11 percentage points lower than the percentage rate of the partner respondents (22.5 percent).

The survey contained a question about the physical and programmatic accessibility of the Centers. The majority of staff respondents (83.3 percent) indicated that the Centers were either somewhat or fully physically accessible, which reflects partner and individual responses. Similar to partners, the item “I do not know” ranked in the third position of the staff result list as over 13 percent of staff respondents do not know if the Centers are physically accessible.

Staff, individuals, and partners vary in their rating of whether or not the Wisconsin Job Centers are programmatically accessible. The majority of staff respondents (52 percent) indicated that the Centers were somewhat programmatically accessible. An equal number of staff respondents chose “fully accessible” or “I do not know” if the Centers’ are programmatically accessible, which is significantly different from the individual survey responses and varies from the partners’ larger rate (37.5 percent) who indicated that they did not know if the Centers are programmatically accessible.

Staff and partner respondents differed completely when asked about the overall effectiveness of the Wisconsin Job Centers. Over 56 percent of the staff respondents indicated that the Centers are effectively serving individuals with disabilities while over 55 percent of partners rated their service as “not effective.” Table 135 contains the effectiveness rating for Job Centers reported by staff.

Table 135
Effectiveness of the Wisconsin Job Centers

Effectiveness of WI Centers to Serve PWD	Number	Percent
Effectively	81	56.6%
Not effectively	48	33.6%
Very effectively	12	8.4%
They do not serve individuals with disabilities	2	1.4%
Total	143	100.0%

In the final survey question related to the Wisconsin Job Centers, the staff respondents were asked what the Centers could do to improve services for people with disabilities. Respondents were given a list of six items and asked to select all that apply.

Staff and partner respondent results are similar regarding this question. Staff and partners matched the top four items in rank, and rates for all items on the list are close in percentage points. The seventeen narrative comments received from staff in the category “other” please describe” also reflected the partners’ suggestions. Quotes from staff containing suggestions not included from partner comments are:

- *“Currently they hand off people who need DVR services, to DVR. A combined application would benefit the consumer, so they are not bounced around.”*
- *“Discuss more with the consumer about their needs, not just assume because they have a disability that DVR is the only program for them.”*
- *“Hire more staff to work with consumers who need help instead of sending them to DVR or saying that their job developer will do the application.”*

- *"I think that the board thinks that if someone has a disability, go to DVR. We all need to do a better job of making all the partners special projects, especially the training related programs accessible to all."*

Table 136 ranks the improvement items chosen by staff.

Table 136
Improving Service of Wisconsin Job Centers for People with Disabilities

Improving Service of the WI Job Centers to Effectively Serve PWD	Number	Percent
Train their staff on how to work with individuals with disabilities	97	67.4%
Partner more effectively with DVR	87	60.4%
Improve programmatic accessibility	49	34.0%
Include individuals with disabilities when purchasing training for their consumers	48	33.3%
Improve physical accessibility	24	16.7%
Other (please describe)	17	11.8%
Total	322	

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

1. The interview participants indicated that it is common for DVR to have their consumers register with the Job Centers of Wisconsin and this is born out by the data on the number of DVR participants that access employment services (Title III) through the Centers. The relationship between DVR and the Job Centers was described as good, but the pandemic resulted in the Centers operating exclusively online, so access has been very limited during the last 18 months. The relationship remains primarily one of referral between DVR and the Centers (30);
2. The referral stream from the Job Centers to DVR was steady prior to the pandemic but has decreased significantly since the office closures from March 2020 to June 2021. DVR is hopeful that this referral source will pick back up in the future (6);
3. At its best prior to the pandemic, the Job Centers struggled to provide effective services to individuals who are blind, deaf, or have significant mental health impairments. These individuals were routinely simply referred to DVR without accessing the in-person services at the centers (6); and

4. The partnership with Adult Education and Family Literacy was noted as an area where DVR and WTCS could increase collaboration and share resources for training for DVR consumers (6).

RECOMMENDATIONS:

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

1. As the Job Centers of Wisconsin open their offices to serve individuals in-person throughout the state, DVR is encouraged to reinvigorate partnerships and programs that have been interrupted due to the pandemic; and
2. The newly funded Wisconsin Career Pathways Advancement Initiative provides a unique opportunity for DVR and the other partners in the Workforce Development System in Wisconsin to enhance and increase the use of career pathways for participants currently and previously served by the WDS partners. This initiative provides an opportunity for DVR to identify strategies to ensure career pathways in high-demand and high paying jobs are routinely utilized in the IPE development process for all consumers in the future.

SECTION 6

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

Section 6 identifies the need to establish, develop or improve community rehabilitation programs in Wisconsin that serve individuals with disabilities. The pandemic has had, and continues to have a significant impact on community rehabilitation programs and individual service providers across the state. Staff turnover, reduced provider capacity, the shift to remote service delivery and a shrinking referral base have all affected the provider network in Wisconsin. Consequently, much of the data and findings in this section should be interpreted through this lens.

Recurring Themes Across all Data Collection Methods

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

1. There was a need for job coaches noted throughout the state by providers, DVR staff and partners. This service has been especially hit hard by turnover in providers due to COVID. Interview participants indicated that job coaches and other CRP staff are able to make much more money in other jobs in the current economy, so they are leaving in large numbers and this severely impacts the capacity of providers to deliver services;
2. Several participants indicated a need to improve the quality of job placements provided by vendors. This was a recurring theme in multiple interviews. Placements were described as primarily entry-level and low paying;
3. CRP and provider staff were very appreciative of the rate increases DVR authorized during the pandemic, indicating that these increases helped many of them stay afloat during the pandemic;
4. The need for IPS services throughout the state was identified by interview participants, especially since individuals with mental health impairments continue to constitute a large percentage of those served by DVR; and
5. CRP and other providers articulated gratitude for the training that DVR has provided to them in the past and requested that this continue in the future as they have a lot of new staff.

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

DVR continues to utilize the Demand vs. Supply Maps that identify the number of consumers with an open authorization in each area of the State (Demand) and then compare that to the availability of service providers to meet the need for each of the services (Supply). The Demand vs. Supply Maps help DVR strategize on resource development for services where the demand exceeds the supply.

SURVEY RESULTS BY TYPE

INDIVIDUAL SURVEY RESULTS

Service Providers

Individual survey respondents were asked a series of questions identifying the quality, effectiveness, and responsiveness of their service provider and whether or not they would recommend their service provider to others.

Respondents were asked to rate the quality of the service from the service provider. A total of 670 responses were received and almost 48 percent indicated that the quality of service from the service provider was excellent. Table 137 details the results.

Table 137
Quality of Service: Service Provider

Quality of Service: Service Provider	Number	Percent
Excellent	321	47.9%
Good	236	35.2%
Fair	77	11.5%
Poor	36	5.4%
Total	670	100.0%

Individuals were asked to rate the effectiveness of the service from the service provider. The majority rated the services from the service provider as “very effective.” The results are detailed in table 138.

Table 138

Effectiveness of Service: Service Provider

Effectiveness of Services: Service Provider	Number	Percent
Very effective	271	40.5%
Effective	244	36.5%
Somewhat ineffective	104	15.6%
Ineffective	50	7.5%
Total	669	100.0%

Respondents were also asked to rate the responsiveness of the service provider. Slightly more than one-half of the respondents rated the responsiveness of the service provider as "excellent." Table 139 summarizes the results.

Table 139

Responsiveness of Service: Service Provider

Responsiveness of Service Provider	Number	Percent
Excellent	345	51.7%
Good	224	33.5%
Fair	70	10.5%
Poor	29	4.3%
Total	668	100.0%

The final question asked of individuals regarding service providers was "Would you recommend your service provider to others served by DVR?" Over 79 percent of the respondents indicated that they would recommend their service provider to others. The response ratings are contained in table 139.

Table 139

Recommend Service Provider

Recommend Service Provider	Number	Percent
Yes	532	79.5%
Not sure	84	12.6%
No	53	7.9%
Total	669	100.0%

PARTNER SURVEY RESULTS

Partner Survey: Services Immediately Available to DVR Consumers

Partners were provided with a list of 19 items and asked to select the services that are immediately available to DVR consumers.

Job development services was identified by 90.5 percent of the 148 partner survey respondents who answered the question. Job training services (TWE, Job Coaching, OJT, etc.) was cited as the second most immediately available service by the partners. Medical treatment, mental health treatment and substance abuse treatment were each chosen by slightly more than 8 percent of the respondents. Ten narrative responses were received in the category of "other." Vocational evaluation services were cited three times out of the ten responses and skills to pay bills was noted twice. Table 140 summarizes the services immediately available as reported by partner survey respondents.

Table 140
Services Immediately Available

Services Immediately Available	Number of times chosen	Percent of number of respondents
Job development services	134	90.5%
Job training services (TWE, Job Coaching, OJT, etc.)	128	86.5%
Remote service delivery (telecounseling, remote job supports, etc.)	68	45.9%
Benefit planning assistance	53	35.8%
Other education services	49	33.1%
Other transportation assistance	41	27.7%
Assistive technology	34	23.0%
Financial literacy training	33	22.3%
Personal care attendants	19	12.8%
Career Ladder/Pathways counseling	19	12.8%
Vehicle modification assistance	13	8.8%
Medical treatment	12	8.1%
Mental health treatment	12	8.1%
Substance abuse treatment	12	8.1%
Housing	11	7.4%
Income assistance	10	6.8%
Health insurance	10	6.8%

Other (please describe)	10	6.8%
STEM skills training	10	6.8%
Total	678	

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

Partners displayed consistency in their choices for available and not available services. The top five services listed in table 140 above are found at the bottom of the list of services not immediately available or do not exist. Partners cited STEM skills training most frequently as not an available or non-existent service. Table 141 contains the partner results to this question.

Table 141
Services Not Immediately Available or Do Not Exist

Services Not Immediately Available or Do Not Exist in Area	Number of times chosen	Percent of number of respondents
STEM skills training	34	46.6%
Career Ladder/Pathways counseling	29	39.7%
Income assistance	28	38.4%
Vehicle modification assistance	26	35.6%
Housing	24	32.9%
Other transportation assistance	22	30.1%
Financial literacy training	20	27.4%
Assistive technology	19	26.0%
Mental health treatment	19	26.0%
Personal care attendants	19	26.0%
Medical treatment	17	23.3%
Health insurance	17	23.3%
Substance abuse treatment	14	19.2%
Remote service delivery (telecounseling, remote job supports, etc.)	14	19.2%
Other education services	10	13.7%
Benefit planning assistance	10	13.7%
Other (please describe)	9	12.3%
Job development services	7	9.6%

Job training services (TWE, Job Coaching, OJT, etc.)	5	6.8%
Total	343	

Partner Survey: Service Providers Meeting Consumer Needs

Partner survey respondents were asked to identify how frequently service providers in the State of Wisconsin were able to meet DVR consumers' rehabilitation service needs.

About 72 percent of the partner respondents indicated that service providers are able to meet the needs of DVR consumers most of the time. The next most frequent choice was "some of the time." Table 142 summarizes the results to this question.

Table 142
Frequency of Service Providers Meeting Needs

Frequency of Service Providers Meeting Needs	Number	Percent
Most of the time	105	72.4%
Some of the time	30	20.7%
All of the time	10	6.9%
None of the time	0	0.0%
Total	145	100.0%

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

Partners were provided a list of 19 items and asked to identify the services that service providers were most effective in providing to DVR consumers. There was no limit to the number of services that could be chosen.

Table 143 contains the partners' choices of services that service providers are most effective in providing. The table reflects table 141 above which contains the partners' list of services immediately available.

Table 143
Services that Providers Are Most Effective in Providing

Services that Service Providers are Most Effective in Providing to DVR Consumers	Number of times chosen	Percent of number of respondents
Job development services	111	92.5%
Job training services (TWE, Job Coaching, OJT, etc.)	100	83.3%
Benefit planning assistance	41	34.2%
Remote service delivery (telecounseling, remote job supports, etc.)	28	23.3%
Other education services	25	20.8%

Financial literacy training	19	15.8%
Assistive technology	17	14.2%
Other transportation assistance	11	9.2%
Career Ladder/Pathways counseling	10	8.3%
Other (please describe)	9	7.5%
Mental health treatment	8	6.7%
Personal care attendants	7	5.8%
Substance abuse treatment	6	5.0%
STEM skills training	5	4.2%
Housing	4	3.3%
Income assistance	3	2.5%
Medical treatment	3	2.5%
Vehicle modification assistance	2	1.7%
Health insurance	2	1.7%
Total	411	

Partner survey respondents were given an open-ended question and asked to identify the rehabilitation needs that service providers were unable to meet in their area. Sixty-one respondents provided a narrative response and three responses indicated "unknown/unsure." Twenty-three responses cited transportation, the most frequently reported service that service providers are unable to meet. Job coaching, long-term supports, job development, consumer choice, supported and customized employment, capacity challenges limiting service provider services, and lack of community-based employment experiences were also cited by partners in the narrative comments.

Partners were provided with a list of eight reasons and asked to identify the primary reasons why community service providers were unable to meet consumers' service needs. Table 144 summarizes the responses to this question.

Table 144

Primary Reasons Providers are Unable to Meet Consumer Needs

Primary Reasons Service Providers are Unable to Meet Consumer Needs	Number of times chosen	Percent of number of respondents
Transportation barriers	67	60.9%
Hiring changes in response to COVID-19	52	47.3%
Low rates paid for services	51	46.4%
Consumer barriers prevent successful interactions with service providers	48	43.6%
Not enough service providers available in area	25	22.7%
Other (please describe)	19	17.3%
Low quality of service provider services	14	12.7%
Low levels of accountability for poor performance by service providers	13	11.8%
Total	289	

The most common response was transportation followed by hiring changes in response to COVID and low rates paid for services. Quotes from the item "other" include:

- *"System does not do consumer choice"*
- *"Takes too long to acquire the supports consumers need to be successful in employment"*
- *"There are many more needs than just finding a job"*
- *"DVR and Service providers don't have same vision"*
- *"Long term support service rates for individuals needing supported employment have not increased-only decreased since 2012"*

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

Partner survey respondents were presented a list and asked to identify the top three changes that would help them better serve DVR consumers.

Reduced documentation requirements, higher rates paid by DVR for services and more streamlined processes ranked as the top three changes that would help partners better serve DVR consumers. Changes in collaboration with Wisconsin Job Centers was chosen by less than 8 percent of respondents even though:

- Almost 76 percent of the partner respondents interacted infrequently or not at all with the Wisconsin Job Centers and the majority of partners believe the Wisconsin Job Centers are not effective.
- Over 78 percent of partners are not knowledgeable regarding the Centers' program accessibility or believe that the Centers are somewhat programmatically accessible to consumers.

Table 145 lists the changes along with the number of times each change was identified as one of the top three changes that would help better serve DVR consumers.

Table 145
Top Three Changes to Help Better Serve DVR Consumers

Top Three Changes to Better Serve DVR Consumers	Number of times chosen	Percent of number of respondents
Reduced documentation requirements	54	48.6%
Higher rates paid by DVR for services	53	47.7%
More streamlined processes	44	39.6%
Referral of appropriate individuals	38	34.2%
Improved communication with referring DVR counselor	33	29.7%
Incentives for high performance paid by DVR	30	27.0%
Improved business partnerships	14	12.6%
Smaller caseload	13	11.7%
Other (please describe)	13	11.7%
Additional training	12	10.8%
Increased options for technology use to communicate with consumers	8	7.2%
Increased collaboration with Wisconsin Job Centers	8	7.2%
Total	320	

STAFF SURVEY RESULTS

Staff Survey: Services Immediately Available to DVR Consumers

Staff respondents were provided with a list of 19 items and asked to select the services that are immediately available to DVR consumers. One-hundred seventy-five staff respondents answered this question.

Job development services and job training services (TWE, Job Coaching, OJT, etc.) were cited as the first and second most immediately available services by staff and partners. Medical treatment, mental health treatment, and substance abuse treatment were each chosen by roughly 33 to 40 percent of the staff respondents, which is significantly higher than partner survey results (8.1 percent for each item). Eighteen narrative responses were received in the category of “other.” The difference from partner comments noted are ASL communication choices and self-advocacy. Table 146 summarizes the services immediately available to DVR consumers as reported by staff respondents.

Table 146

Services Immediately Available

Services Immediately Available	Number of times chosen	Percent of number of respondents
Job development services	172	98.3%
Job training services (TWE, Job Coaching, OJT, etc.)	169	96.6%
Benefit planning assistance	156	89.1%
Remote service delivery (telecounseling, remote job supports, etc.)	154	88.0%
Assistive technology	152	86.9%
Other transportation assistance	148	84.6%
Financial literacy training	126	72.0%
Other education services	123	70.3%
Vehicle modification assistance	117	66.9%
Career Ladder/Pathways counseling	75	42.9%
Mental health treatment	70	40.0%
Medical treatment	62	35.4%
Substance abuse treatment	59	33.7%
Personal care attendants	48	27.4%
STEM skills training	36	20.6%
Health insurance	30	17.1%
Housing	27	15.4%
Income assistance	24	13.7%
Other (please describe)	19	10.9%
Total	1,767	

Staff survey respondents were also asked to indicate what services were not immediately available or do not exist in the area where the respondent works.

An equal number of staff respondents cited two services, “income assistance” and “housing,” most frequently as not available or non-existent services in the area where they work. Similar to partner results, the top five services selected by staff as “Services Not Immediately Available” are found at the bottom of list comprised of staff choices of services immediately available to DVR consumers. Table 147 contains the staff choices in response to this question.

Table 147

Services Not Immediately Available or Do Not Exist

Services Not Immediately Available or Do Not Exist in Area	Number of times chosen	Percent of number of respondents
Income assistance	92	69.2%
Housing	92	69.2%
Health insurance	82	61.7%
STEM skills training	77	57.9%
Personal care attendants	63	47.4%
Substance abuse treatment	57	42.9%
Mental health treatment	54	40.6%
Medical treatment	52	39.1%
Career Ladder/Pathways counseling	51	38.3%
Vehicle modification assistance	21	15.8%
Other transportation assistance	13	9.8%
Other (please describe)	12	9.0%
Financial literacy training	10	7.5%
Remote service delivery (telecounseling, remote job supports, etc.)	6	4.5%
Other education services	5	3.8%
Assistive technology	5	3.8%
Benefit planning assistance	3	2.3%
Job training services (TWE, Job Coaching, OJT, etc.)	1	0.8%
Job development services	0	0.0%
Total	696	

Staff Survey: Service Providers Meeting Consumer Needs

Staff survey respondents were asked to identify how frequently service providers in the State of Wisconsin were able to meet DVR consumers' rehabilitation service needs.

Staff and the partners agree on the ability of service providers to meet the needs of consumers. The percentage rates of staff and partner results for each item in response to this question differ by 2.2 percent or less. Table 148 summarizes the staff results on the frequency of service providers to meet consumer needs.

Table 148

Frequency of Service Providers Meeting Needs

Frequency of Service Providers Meeting Needs	Number	Percent
Most of the time	129	74.6%
Some of the time	35	20.2%
All of the time	9	5.2%
None of the time	0	0.0%
Total	173	100.0%

Staff survey respondents were given an open-ended question and asked to identify the rehabilitation needs that service providers were unable to meet in their area. One-hundred five respondents provided a narrative response. Staff and partner responses to this question are similar as staff cited transportation, job coaching, staffing and training quality service providers, job development, supported employment, customized employment, systematic job instruction, and employment options as the consumer needs that service providers are unable to meet.

Staff were provided with a list of seven reasons and asked to identify the primary reasons why community service providers were unable to meet consumers' service needs. Table 149 summarizes the responses to this question.

Table 149

Primary Reasons Service Providers are Unable to Meet Consumer Needs

Primary Reasons Service Providers are Unable to Meet Consumer Needs	Number of times chosen	Percent of number of respondents
Service provider staff turnover	93	63.7%
Not enough service providers available in area	78	53.4%
Low levels of accountability for poor performance by service providers	62	42.5%
Low quality of service provider services	61	41.8%
Consumer barriers prevent successful interactions with service providers	61	41.8%
Low rates paid for services	32	21.9%
Other (please describe)	24	16.4%
Total	411	

Over 50 percent of staff cited service provider staff turnover and not enough providers as the primary reasons that service providers cannot meet consumer needs.

Staff Survey: Most Important Change Service Providers Could Make to Support Consumer Efforts to Achieve Employment Goals

Staff respondents were asked an open-ended question to identify the most important change that service providers could make to support consumer's efforts to achieve their employment goals. One-hundred five staff respondents provided a narrative response. Comments included: improve outreach to employers, hiring more staff, improve quality of service providers (job developers, job coaches, etc.), improving pay, increasing training opportunities for service providers in a variety of topics, improving accountability with DVR, improving job development, and improving communication and collaboration with consumers and DVR staff. Quotes from the narrative comments include:

- *“Meeting the individual Consumer's needs. Not just pushing for employment at an Employer that the Service Provider has an established relationship with. We want our Consumer's to have a Career not just any old job because there is an opening. Employment needs to be fulfilling and meaningful.”*
- *“Employ more staff with higher wages to try to get quality job developers/coaches.”*
- *“Reach out to VR counselor before discussing changes in job goal or services with consumer.”*
- *“Continue to branch out to employers. Many service providers have their "Favorites" that they use for a quick placement instead of reaching out to new employers. This does not fit all consumers and leads to repeat cases.”*

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

1. There was a need for job coaches noted throughout the state by providers, DVR staff and partners. This service has been especially hit hard by turnover in providers due to COVID. Interview participants indicated that job coaches and other CRP staff are able to make much more money in other jobs in the current economy, so they are leaving in large numbers and this severely impacts the capacity of providers to deliver services (55);
2. Several participants indicated a need to improve the quality of job placements provided by vendors. This was a recurring theme in multiple interviews. Placements were described as primarily entry-level and low paying (94);
3. CRP and provider staff were very appreciative of the rate increases DVR authorized during the pandemic, indicating that these increases helped many of them stay afloat during the pandemic (9);
4. The need for IPS services throughout the state was identified by interview participants, especially since individuals with mental health impairments continue to constitute a large percentage of those served by DVR (32); and
5. CRP and other providers articulated gratitude for the training that DVR has provided to them in the past and requested that this continue in the future as they have a lot of new staff (16).

RECOMMENDATIONS

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

1. DVR is encouraged to continue providing incentive pay rates to service providers if they develop jobs that meet DVR-established criteria for quality and high-wage employment;
2. DVR should consider continuing to pay the pandemic-related rate increases to providers that develop jobs as long as there are restrictions in place caused by the pandemic;
3. DVR should reinstate the regular service provider meetings that they used to have in each WDA. This was explicitly requested by 16 participants across groups; and
4. DVR is encouraged to provide training to CRPs and individual service providers as time and resources allow.

SECTION 7

NEEDS OF BUSINESS AND EFFECTIVENESS IN SERVING EMPLOYERS

Businesses are an essential partner of DVR and the agency has set established specific classifications of employees referred to as Business Services Consultants (BSCs) to effectively serve employers. The BSCs work closely with their Workforce Development partners, especially the Title I and III programs to conduct business outreach. DVR was able to use the employer contact list form the Title I program in addition to their own contact list to send out the survey link. The result was a tremendous increase in responses form businesses in this assessment. There was a total of 439 valid responses from business in this CSNA, up from 30 in 2018. However, there were only four businesses that participated in an individual interview, down by three from 2018.

Recurring Themes Across all Data Collection Methods

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

1. DVR continues to utilize their Business Services Consultants primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to CRPs or individual service providers that do job development and placement;
2. Most of the BSCs were reassigned to help process Unemployment insurance claims during the pandemic and had just returned to their previous positions as BSCs when this CSNA was conducted. The reassignment resulted in an interruption in the relationships built prior to the pandemic with businesses and Workforce Development partners;
3. Employers continue to need to be educated about the abilities of individuals with disabilities. Businesses were described as having a mixed response in terms of hiring individuals with disabilities. During the interviews for this CSNA, there was a dramatic shortage of workers and businesses were in dire need of employees. Consequently, many businesses were open-minded and receptive to hiring individuals with disabilities that may have been reticent prior to the current environment; and
4. There is a need for DVR to increase the awareness of their program in the business community.

SURVEY RESULTS

BUSINESS SURVEY RESPONSES

With respect to the "Disability in the Workplace" section of the survey, business survey respondents were presented with eight questions regarding whether or not their business needed help with a variety of concerns related to disability and employment. The questions were structured in a yes-no response format. Table 150 summarizes the results to the eight questions according to the percentage of respondents who indicated a need for help with respect to the need or needs indicated in the question.

Table 150

Disability in the Workplace: Employer Needs

Does your business need help…	Number of Times Yes was Chosen	Percent of Time Yes was Chosen	Number of Times No was Chosen	Percent of Time No was Chosen	Total
Obtaining incentives for employing workers with disabilities?	127	28.9%	312	71.1%	439
Obtaining information on training programs available for workers with disabilities?	123	28.0%	316	72.0%	439
Recruiting job applicants who are people with disabilities?	121	27.4%	320	72.6%	441
Obtaining training on sensitivity to workers with disabilities?	108	24.6%	332	75.5%	440
Obtaining training on the different types of disabilities?	98	22.5%	338	77.5%	436
Identifying job accommodations for workers with disabilities?	93	21.3%	344	78.7%	437
Helping workers with disabilities to retain employment?	87	20.0%	349	80.1%	436
Understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?	85	19.4%	353	80.6%	438

The majority of business respondents indicated that they do not need assistance in regard to disability in the workplace. However, seven survey items received a 20 percent or higher Yes response rate, indicating that more than 85 businesses would benefit from assistance with addressing concerns regarding disability and employment. Slightly more than 19 percent of business respondents (n=85) would like assistance on how to meet the requirements of the legislation in their business.

Business respondents were asked, in a supplemental open-ended question, if they would like to further comment on needs regarding disability in the workplace. Forty-two narrative responses were received. Four written responses state the phrase “no” or “NA.” Eight responses cited that they are employment service providers for people with disabilities or their business works with an agency for hiring. One response indicated that the business would be closing soon. Quotes from the following themes are provided in table 151 along with the total number of comments received in the category.

Table 151

Quotes: Needs Regarding Disability in the Workplace

Quote Category	Number
Knowledgeable; Do not need assistance	5
“Our staff have been trained to work with and on employing persons with disabilities”	
“We have worked with places in the past and have had good luck”	
Interested; Need education on disabilities and how to support individuals successfully	
“How can I help them be successful?”	11
“I am fairly new to the Talent Acquisition Manager position. I would like to learn all that I can about assisting candidate/employees with disabilities. So, where my company is well versed, I would personally like to make sure we are not missing anything.”	
“We would very much like to hire individuals with disabilities and don't know how to connect with the population to do so.”	
Currently and/or Hired employees with disabilities in the past	
“The Housing Authority has worked with DVR in the past and hired a person with disabilities through their LTE program and she worked out so well we hired her on full time. She continues to do a fantastic job for us and has been employed with us for 7 years.”	6
“We do have a number of staff that have ASD, depression, anxiety, alcoholism etc. We do not seek out these folks, but we do accommodate and help them. In cases of addiction, we actually pay for a program if they want support.”	
Risks for Hiring Employees with Disabilities	
“Hiring a person with a disability in our type of work is very hard. We are a concrete construction business, and the employees need to be able to wheel, bull float, etc. They are on their feet most of the day and need the use of their hands and legs. We would love	7

to hire someone with a disability, but it has to be the right person that we could train and be able to do the physical work…. Thank you for allowing us to fill out this survey…"	
"In transportation industry, we can work with disabilities, somewhat. Let me explain the drivers do have to pass a DOT physical to perform their duties. So, anything that the DOT would not pass, we cannot hire."	
"The job here depends on the disability. A person with brain disabilities is not a good fit in this type of business. I have an auto repair shop that takes figuring out problems."	
"We need employees in general and would be happy to employ people with disabilities or anybody really. Because we are a property management company, people need to be able to work without damaging the tools or our clients' properties and understand and follow instructions."	

Business Survey: Applicants with Disabilities

Business respondents were asked six questions regarding the need for recruitment assistance for applicants with disabilities. Respondents were asked to provide responses to the questions in a yes-no response format. Table 152 summarizes the results of the responses to the six questions according to the percentage of respondents who indicated a need for help with respect to the item indicated in each question.

Table 152
Recruitment: Applicants with Disabilities: Does Your Business Need Help with…

Does your business need help…	Number of Times Yes was Chosen	Percent of Time Yes was Chosen	Number of Times No was Chosen	Percent of Time No was Chosen	Total
Recruiting applicants with good work habits?	152	39.4%	234	60.6%	386
Recruiting applicants who meet the job qualifications?	145	37.5%	242	62.5%	387
Recruiting applicants with good social/interpersonal skills?	138	35.8%	247	64.2%	385
Identifying reasonable job accommodations for applicants?	107	27.7%	279	72.3%	386
Assessing applicants' skills?	99	25.6%	288	74.4%	387
Discussing reasonable job accommodations with applicants?	92	23.9%	293	76.1%	385

Although the majority of business respondents indicated not needing assistance with recruitment, over 35 percent of the respondents indicated that they needed help recruiting applicants with disabilities that have good work habits, meet job qualifications, and have good social and interpersonal skills. More than 20 percent of businesses would like assistance with accessing applicant skills and addressing needs related to providing reasonable accommodations.

Business respondents were asked if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding applicants with disabilities. Eighteen individualized responses were received in regard to this question. Quotes include:

- *"Accommodations are discussed if a candidate makes us aware of the need for an accommodation."*
- *"I think we could figure out the accommodations ourselves as long as the person was honest about what they needed."*
- *"I feel every business could benefit from these types of topics so that we can tap into another pool of workers."*

Business respondents were asked a separate open-ended question, "If your business has any needs related to applicants or workers with disabilities that are not currently being met please describe them here." Quotes from the responses are:

- *"Would love some assistance trying to find disabled candidates that can work in our environment"*
- *"My employer is willing to go above and beyond to accommodate candidates/employees with disability. How can I be sure that these individuals are having access to our open positions?"*
- *"Need better connections to WIOA Youth and YA program with students who are receiving DVR services. Improved communication with DVR case managers and Job coaches would be helpful"*

Business Survey: Employees with Disabilities: Positive Employee Traits Related to Job Retention

Business survey respondents were presented with a list of 11 positive employee traits and asked the question, "With respect to employees with disabilities you have now or have had in the past, what are the positive employee traits you have experienced with them regarding job retention?"

Two-hundred fifty-four responses were received regarding this question. "Positive attitude" was selected by almost 75 percent of the respondents. Reliability and honesty/integrity were cited frequently. Cognitive skills related to higher thought processes (attention to detail, flexibility, organized, independent) were the positive traits found least often in employees with disabilities with respect to job retention by respondents.

Table 153 summarizes the percentage of business survey respondents who identified each trait as a part of job retention.

Table 153

Positive Employee Traits Related to Job Retention: Employees with Disabilities

Employees with Disabilities: Positive Employee Traits Related to Job Retention	Number of Times Chosen	Percent
Positive attitude	189	74.4%
Reliability	178	70.1%
Honesty/Integrity	173	68.1%
Determined/dedicated	137	53.9%

Punctual	133	52.4%
Works well with their team	132	52.0%
Initiative/Ambition	91	35.8%
Attention to detail	88	34.6%
Flexibility	84	33.1%
Organized	70	27.6%
Independent	66	26.0%
Total	1,341	

Business Survey: Employees with Disabilities – Challenges to Job Retention

Business survey respondents were presented with a list of 13 job-related challenges and asked to identify the challenges they have now or have experienced in the past with respect to individuals with disabilities and job retention.

Over one-third of the business survey respondents indicated that they had no knowledge of any challenges they have had retaining employees with disabilities. Four items on the list, slow work speed, mental health concerns, difficulty learning job skills, and physical health problems were selected by over 20% of the business respondents. These results differ from the 2018 CSNA as mental health concerns ranked in the 9th position in 2018. The ranking of mental health concerns by business respondents supports the individual survey respondents' reporting of primary disabling conditions and staff respondents' ranking of mental health issues as the biggest barrier to achieving employment goals for general consumers. Table 154 contains the list of challenges to job retention and the number of times chosen by business survey respondents.

Table 154

Challenges Related to Job Retention: Employees with Disabilities

Challenges to Job Retention	Number of Times Chosen	Percent of number of respondents
I have no knowledge of any challenges we have had retaining employees with disabilities	107	38.8%
Slow work speed	76	27.5%
Mental health concerns	60	21.7%
Difficulty learning job skills	56	20.3%
Physical health problems	56	20.3%
Lack of transportation	55	19.9%
Poor social skills	53	19.2%
Poor attendance	47	17.0%

Identifying effective accommodations	34	12.3%
Poor work stamina	27	9.8%
Other (please describe)	19	6.9%
Language barriers	15	5.4%
Lack of ongoing support due to case closure	6	2.2%
Total	611	

Business Survey: Services Provided by DVR

Business survey respondents were asked three questions regarding their knowledge of DVR and their utilization of services provided by the agency. Business survey respondents were first asked to rate their knowledge of DVR and the services they provide to businesses. Almost half of business survey respondents (49.6 percent) indicated that they were somewhat knowledgeable regarding DVR and the services that they provide.

The second question asked respondents to cite whether or not their business had utilized DVR services to assist with their employment needs. Slightly more than 50 percent of business respondents cited that they do not use DVR services.

Fifty-seven of the business respondents answered the question identifying what services DVR provided to employers. The three most frequently cited items were recruiting job applicants who are people with disabilities, helping workers with disabilities to retain employment, and recruiting applicants who meet the job qualifications. Tables 155-157 include the results of those questions.

Table 155
Businesses' Knowledge of DVR and Services

Businesses' Knowledge of DVR and Services	Number	Percent
Somewhat knowledgeable	169	49.6%
Little or no knowledge	114	33.4%
Very knowledgeable	58	17.0%
Total	341	100.0%

Table 156
Utilization of DVR Services by Employers

Employer Usage of DVR Services	Number	Percent
No	172	50.3%
I don't know	106	31.0%
Yes	64	18.7%
Total	342	100.0%

Table 157
Services Provided to Employers by DVR

Services Provided to Employers by DVR	Number of Times Chosen	Percent of number of respondents
Recruiting job applicants who are people with disabilities	29	50.9%
Helping workers with disabilities to retain employment	19	33.3%
Recruiting applicants who meet the job qualifications	17	29.8%
Assistance identifying job accommodations for workers with disabilities	13	22.8%
Discussing reasonable job accommodations with applicants	10	17.5%
Obtaining incentives for employing workers with disabilities	9	15.8%
Recruiting applicants with good work habits	9	15.8%
Assessing applicants' skills	9	15.8%
Training in understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended	8	14.0%
Identifying reasonable job accommodations for applicants	7	12.3%
Obtaining information on training programs available for workers with disabilities	6	10.5%
Recruiting applicants with good social/interpersonal skills	6	10.5%
Other (please describe)	5	8.8%
Obtaining training on the different types of disabilities	3	5.3%
Obtaining training on sensitivity to workers with disabilities	2	3.5%
Total	152	

Business Survey: Satisfaction with Services Provided by DVR

Business survey respondents who utilized DVR services were presented with a five-point response scale (with responses ranging from “very satisfied” to “very dissatisfied”) and asked to indicate how satisfied they were with the services they received from DVR. Fifty-nine respondents provided an answer to the question, and about 71 percent indicated they were satisfied or very satisfied with DVR services. Table 158 contains the results.

Table 158

Employer Satisfaction with DVR Services

Satisfaction Rating	Number	Percent
Satisfied	26	44.1%
Very satisfied	16	27.1%
Neither satisfied nor dissatisfied	14	23.7%
Dissatisfied	3	5.1%
Very dissatisfied	0	0.0%
Total	59	100.0%

Business Survey: Seek Again or Recommend DVR

Business survey respondents who utilized DVR services were presented with a five-point response scale (with responses ranging from "very likely" to "very unlikely") and asked to indicate whether or not they would seek to use DVR services in the future or recommend DVR services to other businesses. Two respondents cited unlikely while the majority of business respondents that they would seek DVR again or recommend DVR to others. Table 159 summarizes the results.

Table 159

Seek Again or Recommend DVR

Seek Again or Recommend DVR	Number	Percent
Likely	30	51.72%
Very likely	18	31.03%
Neither likely nor unlikely	8	13.79%
Unlikely	2	3.45%
Very unlikely	0	0.00%
Total	58	100.0%

Business Survey: Business Demographics

Business survey respondents described their respective business types and the number of employees the business currently employs. Tables 160-161 indicate the various business types and size of the organization based on the number of employees.

Table 160

Type of Business

Business Type	Number	Percent
Manufacturing	148	25.4%
Service	99	17.0%
Other (please describe)	91	15.6%
Health care	78	13.4%
Construction	44	7.5%

Retail	39	6.7%
Education	32	5.5%
Government	27	4.6%
Banking/Finance	14	2.4%
Agriculture/Forestry/Fishing	10	1.7%
Gambling/Casino	1	0.2%
Total	583	99.9%

Table 161
Size of Organization by Employee

Number of Employees	Number	Percent
51 - 250	185	31.7%
One - 15	168	28.8%
16 - 50	152	26.0%
251 - 999	51	8.7%
1,000 or more	28	4.8%
Total	584	100.0%

The most commonly reported business type was manufacturing followed by service organizations." Of the ninety-one responses received in the category "other" for business types, non-profit and transportation were each cited sixteen times. The most commonly reported organization size by number of employees was 51-250 employees (n=185), followed by one-15 employees.

INDIVIDUAL AND FOCUS GROUP INTERVIEWS

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

1. DVR continues to utilize their Business Services Consultants primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to CRPs or individual service providers that do job development and placement (24);
2. Most of the BSCs were reassigned to help process Unemployment insurance claims during the pandemic and had just returned to their previous positions as BSCs when this CSNA was conducted. The reassignment resulted in an interruption in the relationships built prior to the pandemic with businesses and Workforce Development partners (7);
3. Employers continue to need to be educated about the abilities of individuals with disabilities. Businesses were described as having a mixed response in terms of hiring individuals with disabilities. During the interviews for this CSNA, there was a dramatic shortage of workers and businesses were in dire need of employees. Consequently, many

businesses were open-minded and receptive to hiring individuals with disabilities that may have been reticent prior to the current environment (7); and

4. There is a need for DVR to increase the awareness of their program in the business community (17).

RECOMMENDATIONS

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

1. Continue to use BSCs to educate employers through training events and in partnership with other core Workforce partners;
2. Expand marketing efforts to businesses to raise awareness of DVR and the services the agency can provide to businesses throughout the state; and
3. DVR is encouraged to explore the development of more customized training programs with employers as a way to ensure that individuals with disabilities are trained for high-demand occupations that result in employment when the training is completed.

CONCLUSION

The comprehensive statewide needs assessment for Wisconsin's Division of Vocational Rehabilitation utilized qualitative and quantitative methods to investigate the vocational rehabilitation needs of individuals with disabilities in Wisconsin. The combination of surveys and interviews resulted in 5,435 people participating in the assessment in some form. The project team at San Diego State University's Interwork Institute is confident that data saturation occurred across the multiple areas of investigation in the CSNA and is hopeful that the findings and recommendations will be utilized by DVR to inform the VR portion of the State Plan and the development of goals and objectives for the future.

The project team wants to commend the staff of DVR and their community partners for responding so effectively to the pandemic and ensuring that vocational rehabilitation services continued to be provided. The agency's response is evidence of commitment to, and passion for, serving individuals with disabilities in Wisconsin.

APPENDICES

APPENDIX A

Focus Group or individual interview Protocol – Wisconsin DVR and/or partner staff:

I. A brief summary of the process and anonymity

II. General Information:

A. WDA they work in
B. Title and role

III. Employment Goals

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

IV. **Barriers to accessing services**

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

V. COVID impact

A. How has the pandemic affected DVR?
B. How effective have remote services been? What have been the positives and negatives?
C. How have CRP services been affected?
D. How do you see service delivery permanently changing, if at all, due to the pandemic?

VI. MSD and SE

A. What are the unmet rehabilitation needs of individuals with significant or most significant disabilities?
B. Please describe how effective the SE and CE programs are in Wisconsin. What needs to change, if anything, to improve these services?

VII. **Needs of underserved groups with disabilities**

A. What groups of individuals would you consider un-served or underserved by the vocational rehabilitation system?
(Prompt for different disability groups, minority status, geographic area or any other characteristics).
(For each identified group): What unmet needs do they have?

VIII. Transition

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

C. How would you characterize DVR's relationship/partnership with the secondary school system in Wisconsin? What can be done, if anything, to improve this relationship?
D. How well is DVR serving youth in transition in terms of preparing them for postsecondary education or employment?
E. What can DVR do to improve services to youth in transition?
F. How effective are pre-employment transition services in your area? What, if anything, needs to change in order to improve pre-ETS services?

IX. **Needs of individuals served through the Job Centers of Wisconsin**

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

X. Need for establishment, development or improvement of CRPs

A. What community-based rehabilitation programs or services need to be created, expanded or improved in your service area?

XI. Businesses

A. How effectively does DVR meet the needs of businesses as far as recruiting, hiring and retaining employees with disabilities?
B. What can DVR do better to promote hiring of individuals with disabilities?

XII. Recommendations to improve services or outcomes

A. What can DVR do to improve service delivery and outcomes?

Wisconsin DVR, CSNA 2021
Focus Group Protocols

[Introductions/confidentiality/purpose statements]
<u>Focus Group Protocol - Individuals with Disabilities:</u>

Employment goals

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

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

DVR Overall Performance

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

CVID Impact

Barriers to accessing services

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

Wisconsin Workforce Partners

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

Transition

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

Needs of underserved groups with disabilities

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

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

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

Need for establishment of CRPs

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

Need for improvement of services or outcomes

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

Focus Group Protocol - Partner Agencies:

Employment Goals

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

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

COVID impact

Barriers to accessing services

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

Impressions of needs of individuals with significant and most significant disabilities

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

Needs of underserved groups with disabilities

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

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

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

Need for supported employment

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

Transition

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

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

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

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

Need for establishment, development or improvement of CRPs

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

Need for improvement of services or outcomes

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

<u>Focus Group Protocol – Wisconsin DVR staff:</u>

Employment Goals

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

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

COVID Impact

Barriers to accessing services

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

Impressions of needs of individuals with significant and most significant disabilities

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

Needs of underserved groups with disabilities

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

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

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

Need for supported employment

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

Transition

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

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

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

Need for establishment, development or improvement of CRPs

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

Need for improvement of services or outcomes

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

Focus Group Protocol – Businesses

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

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

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

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

What needs do you have regarding applicants with disabilities?

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

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

What needs do you have regarding employees with disabilities?

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

What challenges do employees with disabilities face with job retention?

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

APPENDIX B

Wisconsin Individual Survey 2021 CSNA

Start of Block: Default Question Block

Q1 ***Wisconsin Division of Vocational Rehabilitation Individual Survey*** *The Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR) is contracting with the Interwork Institute at San Diego State University to understand the vocational rehabilitation needs of Wisconsin residents with disabilities. The results of this survey will be used to help improve programs and services for persons with disabilities in Wisconsin.*

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

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

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

ccompton@interwork.sdsu.edu

If you would be interested in being interviewed for this needs assessment in addition to completing a survey, please contact Dr. Chaz Compton at the above email address. DVR would appreciate the opportunity to get your feedback directly through an interview!

Thank you very much for your time and input!

Page Break

Q2 Which statement best describes your association with the Wisconsin Division of Vocational Rehabilitation (DVR)? (select one response)

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

Skip To: Q4 If Which statement best describes your association with the Wisconsin Division of Vocational Rehabil... = I have never used the services of DVR

Skip To: Q4 If Which statement best describes your association with the Wisconsin Division of Vocational Rehabil... = I am not familiar with DVR

Q3 How long have you been working with DVR?

- ◯ Less than 1 year
- ◯ 1 year
- ◯ 2-5 years
- ◯ 6-9 years
- ◯ 10 years or greater

Q4

Demographic Information

Q5 What is your age?

- under 25
- 25-64
- 65 and over

Q6 What is your primary race or ethnic group (check all that apply)?

- African American/Black
- American Indian or Alaska Native
- Asian
- Caucasian/White
- Hawaiian or Other Pacific Islander
- Hispanic/Latino
- Other (please describe) ________________
- I don't know

Q7 What is your language of preference for communication?

- ◯ English
- ◯ Spanish
- ◯ Hmong
- ◯ Chinese
- ◯ Japanese
- ◯ American Sign Language
- ◯ Other (Please identify) ____

Q8 Do you feel that DVR honors and respects your cultural identity?

- ◯ Yes
- ◯ No
- ◯ I don't know

Q9
Have you ever been in a situation when you felt that DVR did not honor your cultural identity?

- ◯ Yes (please describe) ____
- ◯ No

Skip To: Q11 If Have you ever been in a situation when you felt that DVR did not honor your cultural identity? = No

---

Q10 What can DVR do to help its staff understand your culture?

____

Page Break

Q11
Please identify which County you live in based on the groupings below.

- ○ Kenosha, Racine, and Walworth Counties
- ○ Milwaukee County
- ○ Ozaukee, Washington, and Waukesha Counties
- ○ Calumet, Fond du Lac, Green Lake, Outagamie, Waupaca, Waushara, and Winnebago Counties
- ○ Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Shawano, and Sheboygan Counties
- ○ Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood Counties
- ○ Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn Counties
- ○ Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix Counties
- ○ Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties
- ○ Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties
- ○ Grant, Green, Iowa, Lafayette, Richland, and Rock Counties

Page Break

Q12 Which of the following would you use to describe your primary disability? (select one)

- ○ Blindness or visually impaired
- ○ Intellectual Disability (ID)
- ○ Developmental Disability (DD)
- ○ Autism Spectrum Disorder
- ○ Traumatic Brain Injury
- ○ Communication
- ○ Deaf or Hard of Hearing
- ○ Deaf-Blind
- ○ Mental Health
- ○ Mobility
- ○ Physical
- ○ Other (please describe) ____
- ○ No impairment

Q13 If you have a secondary disabling condition, which of the following would you use to describe it? (select one) If you do not have a secondary disabling condition, please select "No impairment" below.

- ○ Blindness or visually impaired
- ○ Intellectual disability (ID)
- ○ Developmental Disability (DD)
- ○ Autism Spectrum Disorder
- ○ Traumatic Brain Injury
- ○ Communication
- ○ Deaf or Hard of Hearing
- ○ Deaf-Blind
- ○ Mental Health
- ○ Mobility
- ○ Physical
- ○ Other (please describe) ____
- ○ No impairment

Q14 Please indicate whether you receive the following Social Security disability benefits (please check all that apply).

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

---

Q15 What is your primary mode of transportation?

- ○ I own a car
- ○ I use the bus or other form of public transportation
- ○ I use ride-sharing services (i.e. Uber or Lfyt)
- ○ Other (please identify) ____

Page Break

Q16

Employment-Related Needs

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

Q17 Please identify which of the following have been barriers to you getting a job

	Yes, it has been a barrier	No, it has not been a barrier
Lack of education	○	○
Lack of training	○	○
Lack of job skills	○	○
Lack of job search skills	○	○
Lack of reliable Internet access	○	○
Criminal Record	○	○
Limited English skills	○	○
Lack of available jobs	○	○
Employer concerns about my ability to do the job due to my disability	○	○
Age	○	○
Lack of assistive technology	○	○
Lack of attendant care	○	○
Lack of reliable transportation	○	○
Mental health concerns	○	○
Substance abuse	○	○

Lack of child care		
Lack of housing		
Employers hesitant to hire people with disabilities		
Concern over loss of Social Security benefits due to working		

Q18 Please identify what the top three barriers have been to you getting a job. Please choose only three.

- ☐ Lack of education
- ☐ Lack of training
- ☐ Lack of job skills
- ☐ Lack of job search skills
- ☐ Lack of reliable Internet access
- ☐ Criminal Record
- ☐ Limited English skills
- ☐ Lack of available jobs
- ☐ Employer concerns about my ability to do the job due to my disability
- ☐ Lack of assistive technology
- ☐ Lack of attendant care
- ☐ Lack of reliable transportation
- ☐ Mental health concerns
- ☐ Substance abuse
- ☐ Lack of child care
- ☐ Lack of housing
- ☐ Employers hesitant to hire people with disabilities

▢ Concern over loss of Social Security benefits due to working

Q19 If you have experienced other barriers to getting a job not mentioned above, please list them here.

____

Page Break

Q20

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

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

Q21 Please indicate which of the following have been a barrier to you accessing DVR services.

	Yes, it has been a barrier	No, it has not been a barrier
The DVR office is not on a public bus route	○	○
DVR's hours of operation	○	○
Lack of information about available services	○	○
Lack of disability-related accommodations	○	○
Language barriers	○	○
Difficulties scheduling meetings with my counselor	○	○
Difficulty reaching DVR staff	○	○
Other difficulties with DVR staff	○	○
Difficulties completing the DVR application	○	○
Difficulties completing the Individualized Plan for Employment (IPE)	○	○
Reliable Internet access	○	○

Q22 What have been the top three barriers to you accessing DVR services? Please choose no more than three.

- ☐ The DVR office is not on a public bus route
- ☐ DVR's hours of operation
- ☐ Lack of information about available services
- ☐ Lack of disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties scheduling meetings with my counselor
- ☐ Difficulty reaching DVR staff
- ☐ Other difficulties with DVR staff
- ☐ Difficulties completing the DVR application
- ☐ Difficulties completing the Individualized Plan for Employment (IPE)
- ☐ Reliable Internet access
- ☐ I have not had any barriers to accessing DVR services

Q23 Have you had any other challenges or barriers not already mentioned that have made it difficult for you to access DVR services?

- ○ Yes (please describe) ____
- ○ No

Page Break

Q24 Where do you usually meet with your case facilitator?

- In my community/school
- I go to a DVR office
- We meet remotely by phone
- We meet remotely by video conference
- I don't have a DVR case facilitator

Q25 How many DVR counselors have you had?

- 1
- 2
- 3
- 4
- More than 4
- I have never had a DVR counselor

Q26 How often are you able to reach your counselor when you need to?

- Always
- Usually
- Sometimes
- Rarely
- Never

Q27 How do you get along with your DVR counselor?

- Excellent
- Good
- So-so
- Poor
- Terrible

Q28 Has DVR helped you to make progress towards your employment goal?

- Yes
- No
- I have not worked with DVR

Page Break

Q29 Which of the following DVR services have you received remotely (by phone, email or video conference) since the beginning of the COVID 19 pandemic? (select all that apply)

- ☐ Career Counseling
- ☐ Job development and/or job placement
- ☐ Job support to keep a job
- ☐ Benefits counseling
- ☐ Assistive technology
- ☐ Other (please describe) ____
- ☐ I have not received any services from DVR remotely during the pandemic

Skip To: Q31 If Which of the following DVR services have you received remotely (by phone, email or video conferen... = I have not received any services from DVR remotely during the pandemic

Q30 How would you rate the effectiveness of the services delivered remotely during the pandemic?

- ○ Extremely effective
- ○ Effective
- ○ Somewhat effective
- ○ Less effective
- ○ Not effective at all

Q31 How can DVR change their services to help you get a job, keep your job, or get a better job?

____

____

____

____

____

Page Break

Q32 Please tell us about how you manage money

	Yes	No
I have a monthly budget	○	○
I have a savings account	○	○
I have a checking account	○	○
I invest my money	○	○
I would like to learn more about managing my money	○	○

Q33 Please identify how well the following statements describe your financial situation.

	Completely	Very well	Somewhat	Very little	Not at all
Because of my money situation, I feel like I will never have the things I want in life	○	○	○	○	○
I am just getting by financially	○	○	○	○	○
I am concerned the money I have, or will have, won't last	○	○	○	○	○

Q34 How often do you have money left over at the end of each month?

- ○ Always
- ○ Often
- ○ Sometimes
- ○ Rarely
- ○ Never

Q35 How often do you feel your finances control your life?

- Always
- Often
- Sometimes
- Rarely
- Never

Page Break

Q36 What is your current employment goal?

____

Q37 Have you thought about what your next job might be after reaching your current employment goal?

- Yes
- No
- I don't know

Skip To: Q44 If Have you thought about what your next job might be after reaching your current employment goal? = No

Skip To: Q44 If Have you thought about what your next job might be after reaching your current employment goal? = I don't know

Q38 Will you need more training or help to get your next job?

- Yes
- No
- I don't know

Page Break

Q39 Have you received services from an organization or an individual that DVR referred you to? (This may include an assessment, preparing for or finding employment, job coaching, training, assistive technology, or other services)

- Yes
- No
- I am not sure

Skip To: Q44 If Have you received services from an organization or an individual that DVR referred you to? (This... = No

Skip To: Q44 If Have you received services from an organization or an individual that DVR referred you to? (This... = I am not sure

Q40 How effective were the services you received from the service provider?

- Very effective
- Effective
- Somewhat ineffective
- Ineffective

Q41
How would you rate the quality of services you received from your service provider?

- ◯ Excellent
- ◯ Good
- ◯ Fair
- ◯ Poor

Q42 How would you rate the responsiveness of your service provider?

- ◯ Excellent
- ◯ Good
- ◯ Fair
- ◯ Poor

Q43 Would you recommend your service provider to others served by DVR?

- ◯ Yes
- ◯ No
- ◯ Not sure

Page Break

Q44
Job Center of Wisconsin
The next several questions ask you about experiences you may have had with the Job Center of Wisconsin, previously referred to as One-Stops or Career Centers.These questions refer only to

your experience with the staff or services at the Job Center and not with DVR staff who may be working at the Job Center.

Q45 Have you ever tried to use the services of the Job Center of Wisconsin beyond creating an online account? (this may include testing, preparing for or finding employment, job coaching, training assistive technology or other services)

○ Yes

○ No

Skip To: Q57 If Have you ever tried to use the services of the Job Center of Wisconsin beyond creating an online... = No

Q46 Did you experience any difficulties with the physical accessibility of the building?

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

○ No

Q47 Did you have any difficulty accessing the programs at the Job Center of Wisconsin (i.e. no available assistive technology, no interpreters, etc.)?

○ Yes

○ No

Q48 Did you go to the Job Center to get training?

- Yes
- No

Skip To: Q51 If Did you go to the Job Center to get training? = No

Q49 Did you get the training that you were seeking?

- Yes
- No

Q50 Did the Job Center training result in employment?

- Yes
- No

Q51 Did you go to the Job Center to find a job?

- Yes
- No

Skip To: Q53 If Did you go to the Job Center to find a job? = No

Q52 Did the Job Center staff help you find employment?

- ◯ Yes
- ◯ No

Q53 Was the Job Center staff helpful?

- ◯ Yes, they were very helpful
- ◯ They were somewhat helpful
- ◯ No, they were not helpful

Q54 Were the services at the Job Center effective?

- ◯ Yes, the services were very effective
- ◯ The services were somewhat effective
- ◯ No, the services were not effective

Q55 Overall, how would you rate the effectiveness of the Job Centers in serving individuals with disabilities?

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

Q56 What recommendations do you have for the Job Centers to improve their services to individuals with disabilities in Wisconsin?

____

Page Break

Q57 Is there anything else you would like to add about DVR or its services?

____

____

____

____

____

Q58 This is the end of the survey! Your information and feedback is valuable to DVR, thank you for completing the survey.

As indicated in the introductory note to this survey, DVR is also conducting individual interviews as part of this assessment. If you are interested in participating in an interview, please contact Dr. Chaz Compton by email at ccompton@interwork.sdsu.edu.

Please select the "NEXT" button below to submit your responses.

End of Block: Default Question Block

APPENDIX C

Wisconsin 2021 CSNA Partner Survey

Start of Block: Default Question Block

Q1 **Wisconsin Division of Vocational Rehabilitation Community Partner Survey** The Wisconsin Division of Vocational Rehabilitation (DVR) is working with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct a needs assessment of Wisconsin residents with disabilities. The results of this needs assessment will inform the development of the DVR Unified State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities. The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 20 minutes of your time to complete the survey. Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey. If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: ccompton@interwork.sdsu.edu **Thank you** for your time and input!

Q2 How would you classify your organization?

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

Q3 In which of the following Workforce Development Areas do you work with DVR or provide services to DVR consumers? (check all that apply)

- ▢ All of them
- ▢ WDA 1 (Kenosha, Racine, and Walworth Counties)
- ▢ WDA 2 (Milwaukee County)Click to write Choice 3
- ▢ WDA 3 (Ozaukee, Washington, and Waukesha Counties)
- ▢ WDA 4 (Calumet, Fond du Lac, Green Lake, Outagamie, Waupaca, Waushara, and Winnebago Counties)
- ▢ WDA 5 (Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Shawano, and Sheboygan Counties)
- ▢ WDA 6 (Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood Counties)
- ▢ WDA 7 (Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn Counties)
- ▢ WDA 8 (Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix Counties)
- ▢ WDA 9 (Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties)
- ▢ WDA 10 (Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties)
- ▢ WDA 11 (Grant, Green, Iowa, Lafayette, Richland, and Rock Counties)

Q4 Please indicate which client populations you work with on a regular basis (please check all that apply)

- ☐ Individuals with the most significant disabilities
- ☐ Individuals who are blind or visually impaired
- ☐ Individuals who are deaf or hard of hearing
- ☐ Individuals that need supported employment
- ☐ Individuals that are racial or ethnic minorities
- ☐ Individuals from unserved or underserved populations
- ☐ Transition-aged youth (14-24)
- ☐ Individuals served by Wisconsin's Job Centers (formerly referred to as One-Stops or Career Centers)
- ☐ Veterans
- ☐ Other (please describe) ____

Page Break

Q5

Vocational Rehabilitation Services

The following series of questions asks about services available to DVR consumers either directly or by service providers

Q6 Please indicate which of the following services are immediately available to DVR consumers. (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- [ ] Financial literacy training
- [ ] Other (please describe)

____

Q7 Please indicate which of the following service are not immediately available or do not exist in the area of the State where you work (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- [ ] Financial literacy training
- [ ] Other (please describe) ________________

Page Break

Q8 In your experience, how frequently are service providers able to meet the rehabilitation service needs of DVR consumers in your area?

- All of the time
- Most of the time
- Some of the time
- None of the time

Skip To: Q11 If In your experience, how frequently are service providers able to meet the rehabilitation service... = All of the time

Q9 What rehabilitation needs are service providers unable to meet in your area?

____

____

____

____

____

Q10 What are the primary reasons that service providers are unable to meet consumers' service needs?

- ☐ Not enough service providers available in area
- ☐ Low quality of service provider services
- ☐ Low rates paid for services
- ☐ Low levels of accountability for poor performance by service providers
- ☐ Consumer barriers prevent successful interactions with service providers
- ☐ Transportation barriers
- ☐ Hiring changes in response to COVID-19
- ☐ Other (please describe)

____

Q11 What is the most important change or changes that could be made to support consumer's efforts to achieve their employment goals (e.g rate changes, transportation improvements, provider location, etc.)?

____

Q12 What services do you feel service providers are most effective in providing to DVR consumers (check all that apply)?

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- ☐ Financial literacy training
- ☐ Other (please describe) ________________

Page Break

Q13

Barriers to Achieving Employment Goals

The next series of questions ask about barriers that DVR consumers face in achieving their employment goals

Q14 What are the most common barriers to achieving employment goals for DVR consumers (check all that apply)?

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

- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Hiring changes in response to COVID-19
- ☐ Other (please describe) ______________________

Q15 What are the **five biggest** barriers to achieving employment goals for DVR consumers? (please check only five)

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

- [ ] Other health issues
- [ ] Childcare issues
- [ ] Housing issues
- [ ] Perceptions regarding the impact of income on Social Security benefits
- [ ] Lack of assistive technology
- [ ] Lack of financial literacy
- [ ] Hiring changes in response to COVID-19
- [ ] Other (please describe)

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Q16 What are the **five biggest** barriers to achieving employment goals for DVR consumers with the **most significant disabilities**? (please check only five)

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

- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Lack of assistive technology
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Hiring changes in response to COVID-19
- ☐ Other (please describe)

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Q17 What are the **five biggest** barriers to achieving employment goals for DVR consumers who are **youth in transition**? (please check only five)

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

- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Lack of assistive technology
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Hiring changes in response to COVID-19
- ☐ Other (please describe) ______________________

Q18 What are the **<u>five biggest</u>** barriers to achieving employment goals for DVR consumers who are **<u>racial or ethnic minorities</u>**? (please check only five)

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

- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Lack of assistive technology
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Hiring changes in response to COVID-19
- ☐ Other (please describe) ________________

Page Break

Q19 What are the top three reasons that people with disabilities find it difficult to **access** DVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of DVR via public transportation
- ☐ Other challenges related to the physical location of the DVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Community or systemic racism
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment (IPE)
- ☐ Inadequate assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ Lack of options for the use of technology to communicate with DVR staff such as text, videoconferencing applications such as Zoom, Skype, etc.
- ☐ DVR staff do not meet clients in the communities where the clients live
- ☐ Not willing to meet or engage with providers due to the COVID-19 pandemic
- ☐ Other (please describe) ____

Q20 What are the top three changes that would help you better serve DVR consumers (please select a maximum of three changes)?

- ▢ Smaller caseload
- ▢ More streamlined processes
- ▢ Reduced documentation requirements
- ▢ Improved communication with referring DVR counselor
- ▢ Additional training
- ▢ Higher rates paid by DVR for services
- ▢ Referral of appropriate individuals
- ▢ Improved business partnerships
- ▢ Incentives for high performance paid by DVR
- ▢ Increased options for technology use to communicate with consumers
- ▢ Increased collaboration with Wisconsin Job Centers
- ▢ Other (please describe) ____

Page Break

Q21
Wisconsin Job Centers
The following series of questions asks you about the Wisconsin Job Centers

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Q22 How frequently do you work with the Wisconsin Job Centers (formerly referred to as One-Stops or Career Centers)?

- ◯ Very frequently
- ◯ Somewhat frequently
- ◯ Infrequently
- ◯ Not at all

Q23 How physically accessible are the Wisconsin Job Centers for individuals with disabilities?

- ◯ Fully accessible
- ◯ Somewhat accessible
- ◯ Not accessible
- ◯ I do not know

Q24 How programmatically accessible are the Wisconsin Job Centers?

- ○ Fully accessible
- ○ Somewhat accessible
- ○ Not accessible
- ○ I do not know

Q25 In your opinion, how effectively do the Wisconsin Job Centers serve individuals with disabilities?

- ○ Very effectively
- ○ Effectively
- ○ Not effectively
- ○ They do not serve individuals with disabilities

Q26 What can the Wisconsin Job Centers do to improve services to individuals with disabilities (Check all that apply)?

- ☐ Improve physical accessibility
- ☐ Improve programmatic accessibility
- ☐ Train their staff on how to work with individuals with disabilities
- ☐ Include individuals with disabilities when purchasing training for their clients
- ☐ Partner more effectively with DVR
- ☐ Other (please describe) ____

Q27
Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey!

DVR is also conducting focus groups and individual interviews as part of this assessment. If you are interested in participating in a focus group or individual interview, please contact Dr. Chaz Compton by email at ccompton@interwork.sdsu.edu. Thank you!

Please select the "NEXT" button below to submit your responses.

End of Block: Default Question Block

APPENDIX D

Wisconsin 2021 CSNA Staff Survey

Start of Block: Default Question Block

Q1 **Wisconsin Division of Vocational Rehabilitation Staff Survey** The Wisconsin Division of Vocational Rehabilitation (DVR) is working with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct a needs assessment of Wisconsin residents with disabilities. The results of this needs assessment will inform the development of the DVR Unified State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities. The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 20 minutes of your time to complete the survey. Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey. If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: ccompton@interwork.sdsu.edu **Thank you** for your time and input!

Page Break

Q2 What Workforce Development Area do you work in?

- ◯ WDA 1
- ◯ WDA 2
- ◯ WDA 3
- ◯ WDA 4
- ◯ WDA 5
- ◯ WDA 6
- ◯ WDA 7
- ◯ WDA 8
- ◯ WDA 9
- ◯ WDA 10
- ◯ WDA 11

Q3 What is your job classification?

- ◯ Rehabilitation Counselor
- ◯ Supervisor/Manager
- ◯ Support Staff
- ◯ Business Services Representative
- ◯ Administrator/Executive

Q4 How long have you worked in the job that you have now?

- ○ Less than one year
- ○ 1-5 years
- ○ 6-10 years
- ○ 11-20 years
- ○ 21+ years

Page Break

Q5

Vocational Rehabilitation Services

The following series of questions asks about services available to DVR consumers either directly or by service providers

Q6 Please indicate which of the following services are immediately available to DVR consumers (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- ☐ Financial literacy training
- ☐ Other (please describe) ______________________________

Q7 Please indicate which of the following service are not immediately available or do not exist in the area of the State where you work (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- ☐ Financial literacy training
- ☐ Other (please describe) ________________________________

Page Break

Q8 In your experience, how frequently are service providers able to meet the rehabilitation service needs of DVR consumers in your area?

- ○ All of the time
- ○ Most of the time
- ○ Some of the time
- ○ None of the time

Skip To: Q11 If In your experience, how frequently are service providers able to meet the rehabilitation service... = All of the time

Q9 What rehabilitation needs are service providers unable to meet in your area?

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____

____

____

Q10 What are the primary reasons that service providers are unable to meet consumers' service needs?

- ☐ Not enough service providers available in area
- ☐ Low quality of service provider services
- ☐ Low rates paid for services
- ☐ Low levels of accountability for poor performance by service providers
- ☐ Consumer barriers prevent successful interactions with service providers
- ☐ Service provider staff turnover
- ☐ Other (please describe)

____

Q11 What is the most important change that service providers could make to support consumer's efforts to achieve their employment goals?

____

Q12 What services do you feel DVR is most effective in providing to its consumers either directly or through community partners (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance
- ☐ Financial literacy training

☐ Other (please describe)

____

Q13 Have any of the consumers you serve received services delivered remotely since the beginning of the COVID 19 pandemic?

◯ Yes

◯ No

Skip To: Q15 If Have any of the consumers you serve received services delivered remotely since the beginning of t... = No

Q14 How would you rate the effectiveness of these services?

◯ Extremely effective

◯ Effective

◯ Somewhat effective

◯ Minimally effective

◯ Not effective at all

Page Break

Q15

Barriers to Achieving Employment Goals

The next series of questions ask about barriers that DVR consumers face in achieving their employment goals

Q16 What are the most common barriers to achieving employment goals for DVR consumers (check all that apply)?

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

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

____

Q17 What are the five biggest barriers to achieving employment goals for DVR consumers? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

- [ ] Mental health issues
- [ ] Substance abuse issues
- [ ] Other health issues
- [ ] Childcare issues
- [ ] Housing issues
- [ ] Perceptions regarding the impact of income on Social Security benefits
- [ ] Lack of financial literacy
- [ ] Other (please describe)

Q18 What are the five biggest barriers to achieving employment goals for DVR consumers with the **most significant disabilities**? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

- [ ] Mental health issues
- [ ] Substance abuse issues
- [ ] Other health issues
- [ ] Childcare issues
- [ ] Housing issues
- [ ] Perceptions regarding the impact of income on Social Security benefits
- [ ] Lack of financial literacy
- [ ] Other (please describe) ______________________

Q19 What are the five biggest barriers to achieving employment goals for DVR consumers who are **<u>youth in transition</u>**? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

- ☐ Mental health issues
- ☐ Substance abuse issues
- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Other (please describe) ______________________

Q20 What are the five biggest barriers to achieving employment goals for DVR consumers who are **racial or ethnic minorities**? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

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

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Page Break

Q21 What are the top three reasons that people with disabilities find it difficult to **<u>access</u>** DVR services (please select a maximum of three reasons)?

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

____

Q22 What are the top three changes that would help you better serve DVR consumers (please select a maximum of three changes)?

- ☐ Smaller caseload
- ☐ More streamlined processes
- ☐ Better data management tools
- ☐ Better assessment tools
- ☐ Additional training
- ☐ More administrative support
- ☐ More supervisor support
- ☐ Improved business partnerships
- ☐ More community-based service providers for specific services
- ☐ More effective community-based service providers
- ☐ Accountability for poor performance by service providers
- ☐ Incentives for high performing service providers
- ☐ Increased outreach to consumers
- ☐ Increased options for technology use to communicate with consumers
- ☐ Increased collaboration with other workforce partners including Job Centers
- ☐ Other (please describe)

____

Q23
Wisconsin Job Centers
The following series of questions asks you about the Wisconsin Job Centers

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Q24 How frequently do you work with the Wisconsin Job Centers (formerly referred to as One-Stops or Career Centers)?

- ○ Very frequently
- ○ Somewhat frequently
- ○ Infrequently
- ○ Not at all

Q25 How physically accessible are the Wisconsin Job Centers for individuals with disabilities?

- ○ Fully accessible
- ○ Somewhat accessible
- ○ Not accessible
- ○ I do not know

Q26 How programmatically accessible are the Wisconsin Job Centers?

- ○ Fully accessible
- ○ Somewhat accessible
- ○ Not accessible
- ○ I do not know

Q27 In your opinion, how effectively do the Wisconsin Job Centers serve individuals with disabilities?

- ○ Very effectively
- ○ Effectively
- ○ Not effectively
- ○ They do not serve individuals with disabilities

Q28 What can the Wisconsin Job Centers do to improve services to individuals with disabilities (Check all that apply)?

- ▢ Improve physical accessibility
- ▢ Improve programmatic accessibility
- ▢ Train their staff on how to work with individuals with disabilities
- ▢ Include individuals with disabilities when purchasing training for their clients
- ▢ Partner more effectively with DVR
- ▢ Other (please describe) ____

Q29 Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey!
In addition to surveys, DVR is conducting individual and focus group interviews as part of this CSNA. If you are willing to participate in one of these interviews, please contact Dr. Chaz Compton by email at ccompton@interwork.sdsu.edu. Thank you!

Please select the "NEXT" button below to submit your responses.

End of Block: Default Question Block

APPENDIX E

Wisconsin 2021 CSNA Staff Survey

Start of Block: Default Question Block

Q1 **Wisconsin Division of Vocational Rehabilitation Staff Survey** The Wisconsin Division of Vocational Rehabilitation (DVR) is working with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct a needs assessment of Wisconsin residents with disabilities. The results of this needs assessment will inform the development of the DVR Unified State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities. The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 20 minutes of your time to complete the survey. Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey. If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: ccompton@interwork.sdsu.edu **Thank you** for your time and input!

Page Break

Q2 What Workforce Development Area do you work in?

- WDA 1
- WDA 2
- WDA 3
- WDA 4
- WDA 5
- WDA 6
- WDA 7
- WDA 8
- WDA 9
- WDA 10
- WDA 11

Q3 What is your job classification?

- Rehabilitation Counselor
- Supervisor/Manager
- Support Staff
- Business Services Representative
- Administrator/Executive

Q4 How long have you worked in the job that you have now?

- Less than one year
- 1-5 years
- 6-10 years
- 11-20 years
- 21+ years

Q5
Vocational Rehabilitation Services
The following series of questions asks about services available to DVR consumers either directly or by service providers

Q6 Please indicate which of the following services are immediately available to DVR consumers (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- [ ] Financial literacy training
- [ ] Other (please describe) ________________________________

Q7 Please indicate which of the following service are not immediately available or do not exist in the area of the State where you work (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Remote service delivery (telecounseling, remote job supports, etc.)
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance

- [ ] Financial literacy training
- [ ] Other (please describe)

____

Q8 In your experience, how frequently are service providers able to meet the rehabilitation service needs of DVR consumers in your area?

- ○ All of the time
- ○ Most of the time
- ○ Some of the time
- ○ None of the time

Skip To: Q11 If In your experience, how frequently are service providers able to meet the rehabilitation service... = All of the time

Q9 What rehabilitation needs are service providers unable to meet in your area?

____

____

____

____

____

Q10 What are the primary reasons that service providers are unable to meet consumers' service needs?

- ☐ Not enough service providers available in area
- ☐ Low quality of service provider services
- ☐ Low rates paid for services
- ☐ Low levels of accountability for poor performance by service providers
- ☐ Consumer barriers prevent successful interactions with service providers
- ☐ Service provider staff turnover
- ☐ Other (please describe)

____

Q11 What is the most important change that service providers could make to support consumer's efforts to achieve their employment goals?

____

Q12 What services do you feel DVR is most effective in providing to its consumers either directly or through community partners (check all that apply).

- ☐ Job development services
- ☐ Job training services (TWE, Job Coaching, OJT, etc.)
- ☐ STEM skills training
- ☐ Career Ladder/Pathways counseling
- ☐ Other education services
- ☐ Assistive technology
- ☐ Vehicle modification assistance
- ☐ Other transportation assistance
- ☐ Income assistance
- ☐ Medical treatment
- ☐ Mental health treatment
- ☐ Substance abuse treatment
- ☐ Personal care attendants
- ☐ Health insurance
- ☐ Housing
- ☐ Benefit planning assistance
- ☐ Financial literacy training

▢ Other (please describe)

____

Q13 Have any of the consumers you serve received services delivered remotely since the beginning of the COVID 19 pandemic?

◯ Yes

◯ No

Skip To: Q15 If Have any of the consumers you serve received services delivered remotely since the beginning of t... = No

Q14 How would you rate the effectiveness of these services?

◯ Extremely effective

◯ Effective

◯ Somewhat effective

◯ Minimally effective

◯ Not effective at all

Page Break

Q15

Barriers to Achieving Employment Goals

The next series of questions ask about barriers that DVR consumers face in achieving their employment goals

Q16 What are the most common barriers to achieving employment goals for DVR consumers (check all that apply)?

- [ ] Not having education or training
- [ ] Not having job skills
- [ ] Not having STEM skills
- [ ] Little or no work experience
- [ ] Not having job search skills
- [ ] Lack of knowledge about career ladders/pathways
- [ ] Convictions for criminal offenses
- [ ] Language barriers
- [ ] Lack of access to technology
- [ ] Lack of reliable Internet access
- [ ] Poor social skills
- [ ] Not enough jobs available
- [ ] Employers' perceptions about employing persons with disabilities
- [ ] Not having disability-related accommodations
- [ ] Lack of help with disability-related personal care
- [ ] Disability-related transportation issues
- [ ] Other transportation issues

- ☐ Mental health issues
- ☐ Substance abuse issues
- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Other (please describe) ____

Q17 What are the five biggest barriers to achieving employment goals for DVR consumers? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

- [ ] Mental health issues
- [ ] Substance abuse issues
- [ ] Other health issues
- [ ] Childcare issues
- [ ] Housing issues
- [ ] Perceptions regarding the impact of income on Social Security benefits
- [ ] Lack of financial literacy
- [ ] Other (please describe)

____

Q18 What are the five biggest barriers to achieving employment goals for DVR consumers with the **most significant disabilities**? (please pick only five)

- [ ] Not having education or training
- [ ] Not having job skills
- [ ] Not having STEM skills
- [ ] Little or no work experience
- [ ] Not having job search skills
- [ ] Lack of knowledge about career ladders/pathways
- [ ] Convictions for criminal offenses
- [ ] Language barriers
- [ ] Lack of access to technology
- [ ] Lack of reliable Internet access
- [ ] Poor social skills
- [ ] Not enough jobs available
- [ ] Employers' perceptions about employing persons with disabilities
- [ ] Not having disability-related accommodations
- [ ] Lack of help with disability-related personal care
- [ ] Disability-related transportation issues
- [ ] Other transportation issues

- ☐ Mental health issues
- ☐ Substance abuse issues
- ☐ Other health issues
- ☐ Childcare issues
- ☐ Housing issues
- ☐ Perceptions regarding the impact of income on Social Security benefits
- ☐ Lack of financial literacy
- ☐ Other (please describe) ____________________

Q19 What are the five biggest barriers to achieving employment goals for DVR consumers who are **youth in transition**? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

- [ ] Mental health issues
- [ ] Substance abuse issues
- [ ] Other health issues
- [ ] Childcare issues
- [ ] Housing issues
- [ ] Perceptions regarding the impact of income on Social Security benefits
- [ ] Lack of financial literacy
- [ ] Other (please describe)

____

Q20 What are the five biggest barriers to achieving employment goals for DVR consumers who are **racial or ethnic minorities**? (please pick only five)

- ☐ Not having education or training
- ☐ Not having job skills
- ☐ Not having STEM skills
- ☐ Little or no work experience
- ☐ Not having job search skills
- ☐ Lack of knowledge about career ladders/pathways
- ☐ Convictions for criminal offenses
- ☐ Language barriers
- ☐ Lack of access to technology
- ☐ Lack of reliable Internet access
- ☐ Poor social skills
- ☐ Not enough jobs available
- ☐ Employers' perceptions about employing persons with disabilities
- ☐ Not having disability-related accommodations
- ☐ Lack of help with disability-related personal care
- ☐ Disability-related transportation issues
- ☐ Other transportation issues

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

____

Page Break

Q21 What are the top three reasons that people with disabilities find it difficult to **access** DVR services (please select a maximum of three reasons)?

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

____

Q22 What are the top three changes that would help you better serve DVR consumers (please select a maximum of three changes)?

- ☐ Smaller caseload
- ☐ More streamlined processes
- ☐ Better data management tools
- ☐ Better assessment tools
- ☐ Additional training
- ☐ More administrative support
- ☐ More supervisor support
- ☐ Improved business partnerships
- ☐ More community-based service providers for specific services
- ☐ More effective community-based service providers
- ☐ Accountability for poor performance by service providers
- ☐ Incentives for high performing service providers
- ☐ Increased outreach to consumers
- ☐ Increased options for technology use to communicate with consumers
- ☐ Increased collaboration with other workforce partners including Job Centers
- ☐ Other (please describe)

____

Q23
Wisconsin Job Centers
The following series of questions asks you about the Wisconsin Job Centers

---

Q24 How frequently do you work with the Wisconsin Job Centers (formerly referred to as One-Stops or Career Centers)?

- ○ Very frequently
- ○ Somewhat frequently
- ○ Infrequently
- ○ Not at all

Q25 How physically accessible are the Wisconsin Job Centers for individuals with disabilities?

- ○ Fully accessible
- ○ Somewhat accessible
- ○ Not accessible
- ○ I do not know

Q26 How programmatically accessible are the Wisconsin Job Centers?

- Fully accessible
- Somewhat accessible
- Not accessible
- I do not know

Q27 In your opinion, how effectively do the Wisconsin Job Centers serve individuals with disabilities?

- Very effectively
- Effectively
- Not effectively
- They do not serve individuals with disabilities

Q28 What can the Wisconsin Job Centers do to improve services to individuals with disabilities (Check all that apply)?

- ▢ Improve physical accessibility
- ▢ Improve programmatic accessibility
- ▢ Train their staff on how to work with individuals with disabilities
- ▢ Include individuals with disabilities when purchasing training for their clients
- ▢ Partner more effectively with DVR
- ▢ Other (please describe) ____

Q29 Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey!
In addition to surveys, DVR is conducting individual and focus group interviews as part of this CSNA. If you are willing to participate in one of these interviews, please contact Dr. Chaz Compton by email at ccompton@interwork.sdsu.edu. Thank you!

Please select the "NEXT" button below to submit your responses.

End of Block: Default Question Block

APPENDIX F

Note that the orange-colored cells represent 14c certificate holders whose certificates expired. When a 14c employer shows up more than once it is because the employer's certificate expired and then renewed again after the expiration rather than renewing prior to expiration. Employers listed as pending are included until the status of their certificate is identified by Wage and Hour Division.

Wisconsin							
Report of Changes in 14c Certificate Holders and Subminimum Wage Workers							
Employer	Initial (I) / Renewal (R)	Cert. Starting Date	Cert. Ending Date	Status	Jan 2016 Number of SMW Workers	Jan 2021 Number of SMW Workers	If amended and/or pending totals are counted from last entry
APTIV	R	5/1/2019	4/30/2021	Issued		104	
Ascend Services, Inc.		9/1/2019	8/31/2021	Issued		114	
ASPIRO, INC.	R	6/1/2015	5/31/2021	Issued	369	240	
BARRON COUNTY DEVELOPMENTAL SERVICES, INC	I	3/14/2015	2/28/2021	Issued		27	
BETHESDA LUTHERAN COMMUNITIES		5/1/2019	4/30/2021	Issued		37	
BLACK RIVER INDUSTRIES	R	9/1/2015	8/31/2019	Issued	69	41	
BROOKE INDUSTRIES, INC.	R	8/1/2019	7/31/2021	Issued	177	112	
BROOKE INDUSTRIES, INC.	R	8/1/2019	7/31/2021	Pending			
CAREERS INDUSTRIES, INC.	R	5/1/2015	4/30/2021	Issued	243	239	
CENTRAL WI CENTER F/T DEV. DISABLED	R	3/1/2015	2/28/2021	Issued	47	39	
CHALLENGE CENTER, INC.	R	6/1/2015	4/30/2021	Issued	122	66	
CHIPPEWA RIVER INDUSTRIES	R	9/1/2019	8/31/2021	Issued	177	159	

CLARK COUNTY ADULT DEVELOPMENT SERVICE	R	9/1/2015	8/31/2019	Issued	88	38	
CLARK COUNTY REHABILITATION & LIVING CENTER	R	3/1/2015	2/28/2021	Issued	71	40	
COUNSELING AND DEVELOPMENT CENTER	R	2/1/2015	1/31/2021	Issued	30	12	
CRAWFORD COUNTY OPPORTUNITY CENTER		8/1/2019	7/31/2021	Issued		0	
CRAWFORD COUNTY OPPORTUNITY CENTER	R	8/1/2017	7/31/2021	Pending			
CRAWFORD COUNTY OPPORTUNITY CENTER	R	8/1/2015	7/31/2017	Expired	83		
CURATIVE CARE NETWORK	R	2/1/2015	1/31/2017	Expired	103		
CURATIVE CONNECTIONS, INC	R	3/1/2015	2/28/2017	Expired	76		
DIVERSE OPTIONS, INC.	R	2/1/2015	1/31/2021	Issued	122	116	
DIVERSIFIED SERVICES, INC.	R	11/1/2015	10/31/2019	Pending	44		43
EASTER SEALS SOUTHEAST WISCONSIN, INC	R	8/1/2015	7/31/2019	Issued	235		
EAST SHORE INDUSTRIES, INC.	R	12/1/2019	11/30/2021	Issued	50	26	
EISENHOWER CENTER, INC.	R	5/1/2015	4/30/2021	Issued	93	89	
ENDEAVORS ADULT DEVELOPMENT CENTER	R	7/1/2019	6/30/2021	Issued	79	55	
EZ VIEW WORKSHOP	R	4/1/2015	3/31/2017	Expired	8		
FOX RIVER INDUSTRIES	R	4/1/2015	3/31/2021	Issued	66	52	

GOODWILL INDUSTRIES OF NORTHERN WI AND UPPER MI	R	4/1/2015	3/31/2021	Issued	200	147	
GOODWILL INDUSTRIES OF SOUTHEASTERN WISCONSIN	R	1/1/2016	12/31/2017	Issued	270		
GREENCO INDUSTRIES, INC.	R	2/1/2015	1/31/2021	Issued	109	62	
GREEN VALLEY ENTERPRISES, INC. OF BEAVER DAM	R	5/1/2015	4/30/2021	Issued	117	73	
HANDISHOP INDUSTRIES, INC.	R	5/1/2015	4/30/2021	Issued	86	34	
HEADWATERS, INC.	R	3/1/2015	2/28/2021	Issued	89	70	
HIGHLINE CORPORATION	R	1/1/2016	12/31/2021	Issued	43	33	
HODAN COMMUNITY SERVICES, INC.	R	3/1/2015	2/28/2021	Issued	106	73	
HOLIDAY HOUSE OF MANITOWOC COUNTY, INC.	R	9/1/2015	8/31/2019	Issued	159		
HOME HEALTH UNITED	R	7/1/2015	6/30/2017	Expired	3		
INDIANHEAD ENTERPRISES, INC.	R	12/1/2019	11/30/2021	Issued	52	31	
KANDU INDUSTRIES, INC.	R	5/1/2015	4/30/2021	Issued	156	121	\
KENOSHA ACHIEVEMENT CENTER, INC.	R	2/1/2015	1/31/2021	Issued	152	64	
Lakeland	R	1/1/2020	12/31/2021	Issued	54	52	
LAKESIDE CURATIVE SERVICES, INC.	R	4/1/2019	3/31/2021	Issued	168	53	
LAKESIDE PACKAGING PLUS, INC.	R	5/1/2015	3/31/2021	Issued	335	217	

LAURI JEAN ZACH CENTER, INC.	R	6/1/2015	4/30/2021	Issued	8		
L.E. PHILLIPS CAREER DEVELOPMENT CENTER	R	1/1/2016	12/31/2021	Issued	87	72	
LINCOLN COUNTY	R	9/1/2015	8/31/2019	Issued	52	54	
MADISON AREA REHABILITATION CENTERS, INC.	R	4/1/2015	3/31/2021	Issued	212	101	
MILWAUKEE CENTER FOR INDEPENDENCE	R	3/1/2015	2/28/2017	Expired	267		
MY INNOVATIVE SERVICES, INC.	R	5/22/2015	3/31/2019	Issued	145		
NESHONOC CENTER	R	6/1/2015	5/31/2017	Expired	35		
N.E.W. CURATIVE REHABILITATION, INC.							
NEW HOPE CENTER, INC.	R	9/1/2019	8/31/2021	Issued	67	49	
NEW VIEW INDUSTRIES	R	9/1/2019	8/31/2021	Issued	89	65	
NORTH CENTRAL HEALTH CARE	R	2/1/2015	1/31/2021	Issued	166	102	
NORTHERN VALLEY WORKSHOP, INC.	R	8/1/2015	7/31/2017	Expired	100		
NORTHERN VALLEY WORKSHOP, INC.	R	8/1/2019	7/31/2021	Issued		18	
NORTHERN WI CENTER F/T DEVELOPMENTALLY DISABLED	R	10/1/2015	9/30/2019	Pending	25		17
NORTHWOODS INC. OF WISCONSIN	R	6/1/2015	5/31/2021	Issued	120	53	
ODC GOVERNMENT SERVICES, INC.	R	11/1/2015	10/31/2017	Expired	20		

ODC GOVERNMENT SERVICES, INC.	R	11/1/2017	10/31/2019	Issued		7	
OPPORTUNITIES, INC. OF JEFFERSON COUNTY	R	7/1/2015	6/30/2021	Issued	446	126	
OPPORTUNITY CENTER							
OPPORTUNITY DEVELOPMENT CENTERS, INC.	R	8/1/2019	7/31/2021	Issued	249	94	
ORC INDUSTRIES, INC.	R	3/1/2015	2/28/2021	Issued	124	61	
PANTHEON INDUSTRIES, INC.	R	3/1/2015	2/28/2021	Issued	283	287	
PORTAL INC.	R	1/1/2016	12/31/2019	Issued	38		
Practical Cents Resale Store	R	4/1/2019	3/31/2021	Issued	30	21	
RCS EMPOWERS, INC.	R	3/1/2015	2/28/2021	Issued	270	147	
REACH, INC.	R	10/1/2015	9/30/2019	Issued	145		
Regional Enterprises for Adults and Children, Inc.		10/1/2019	9/30/2021	Issued		108	
RIVERFRONT, INC.	R	5/1/2015	4/30/2019	Issued	237		
SAINT CROIX INDUSTRIES	R	8/1/2015	7/31/2017	Withdrawn	102		
SHEPHERDS MINISTRIES	R	3/1/2015	2/28/2019	Issued	79		
SOUTHWEST OPPORTUNITIES CENTER, INC.	R	5/1/2015	4/30/2021	Issued	56	42	
STATE OF WISCONSIN DEPARTMENT OF HEALTH SERVICES	R	4/1/2015	3/31/2016	Amending	7		
SUNSHINE HOUSE, INC.	R	3/1/2015	2/28/2021	Issued	56	35	
SUPERIOR VOCATIONS CENTER, INC.	R	9/1/2015	8/31/2019	Pending	50		39
THE THRESHOLD, INC.	R	2/1/2015	1/31/2021	Issued	235	72	

TREMPEALEAU COUNTY HEALTH CARE CENTER		6/1/2019	5/31/2021	Issued		91	
VALLEY PACKAGING INDUSTRIES, INC.	R	2/1/2015	1/31/2021	Issued	226	144	
VENTURES UNLIMITED, INC.	R	3/1/2015	2/28/2021	Issued	187	110	
VERNON AREA REHABILITATION CENTER, INC.	R	7/1/2015	6/30/2021	Issued	355	233	
VIP SERVICES, INC.	R	7/1/2015	6/30/2021	Issued	121	65	
WAUPACA COUNTY INDUSTRIES	R	1/1/2016	12/31/2019	Issued	107	36	
WAUSAUKEE ENTERPRISES, INC.	R	4/1/2015	3/31/2021	Issued	49	50	
WAUSHARA INDUSTRIES, INC.	R	8/1/2015	7/31/2019	Issued	92	29	
WESTLAKE ENTERPRISES, INC.	R	11/1/2015	10/31/2019	Issued	53	103	
				Totals	**9441**	**4793**	**99**

Appendix G

ADHD

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	1,946	$3,152,509	$1,620	214	$158	292	$732	222	$2,633
2018	1,922	$3,514,852	$1,829	189	$157	396	$797	201	$3,413
2019	1,778	$3,448,733	$1,940	149	$209	317	$882	209	$3,169
2020	1,592	$2,473,969	$1,554	111	$169	277	$510	201	$2,526

AODA

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	351	$428,329	$1,220	64	$246	77	$749	49	$2,957
2018	337	$392,113	$1,164	72	$241	62	$596	37	$2,014
2019	323	$429,826	$1,331	65	$174	78	$782	30	$3,094
2020	273	$254,812	$933	46	$172	66	$588	19	$3,242

Autism

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	3,026	$7,838,035	$2,590	129	$125	282	$988	392	$3,583
2018	3,279	$8,828,770	$2,693	129	$145	359	$906	386	$3,887
2019	3,343	$9,108,668	$2,725	158	$170	328	$899	438	$3,372
2020	3,194	$7,439,441	$2,329	110	$168	394	$641	418	$3,685

Blind / Visual

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	672	$1,654,715	$2,462	42	$222	102	$912	88	$2,426
2018	629	$1,472,801	$2,341	39	$237	112	$1,162	81	$3,061
2019	598	$1,205,153	$2,015	54	$189	107	$870	53	$2,096
2020	519	$1,031,875	$1,988	31	$113	84	$594	57	$2,442

Brain Injuries

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure

2017	577	$1,098,069	$1,903	54	$139	110	$835	76	$3,455
2018	549	$1,070,963	$1,951	45	$223	118	$1,058	76	$3,514
2019	532	$1,011,135	$1,901	60	$221	84	$1,118	59	$3,024
2020	494	$867,372	$1,756	47	$170	89	$477	58	$3,671

Congenital Condition or Birth Injury

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	716	$1,915,263	$2,675	51	$137	92	$1,025	112	$3,764
2018	645	$1,831,472	$2,839	40	$172	119	$860	99	$3,931
2019	507	$1,544,934	$3,047	24	$165	78	$1,051	86	$3,222
2020	408	$984,961	$2,414	8	$82	56	$698	54	$4,484

Deaf / HH

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	1,130	$2,308,405	$2,043	62	$158	131	$870	256	$2,254
2018	1,198	$2,146,292	$1,792	63	$196	152	$753	260	$2,676
2019	1,144	$2,127,924	$1,860	67	$167	128	$629	271	$2,778

2020	1,029	$1,757,524	$1,708	77	$155	128	$454	244	$2,604

Intellectual

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	3,532	$9,686,593	$2,743	209	$159	463	$1,113	589	$3,817
2018	3,215	$9,143,249	$2,844	142	$170	619	$948	474	$3,957
2019	2,898	$7,833,144	$2,703	159	$196	421	$945	412	$3,666
2020	2,825	$6,344,753	$2,246	126	$135	453	$713	345	$3,735

Learning Disabilities

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	2,927	$5,217,112	$1,782	251	$150	439	$649	401	$2,631
2018	2,832	$5,107,884	$1,804	221	$151	509	$653	319	$2,764
2019	2,605	$4,891,699	$1,878	185	$196	458	$767	307	$2,532
2020	2,235	$3,422,615	$1,531	134	$126	443	$480	324	$2,565

Mental Illness

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	5,958	$8,115,012	$1,362	843	$200	1187	$709	749	$2,451
2018	5,806	$8,634,892	$1,487	758	$213	1287	$788	594	$3,092
2019	5,557	$8,383,500	$1,509	771	$188	1190	$742	634	$2,921
2020	4,754	$6,853,081	$1,442	470	$195	978	$574	559	$3,014

Orthopedic

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	3,893	$7,347,141	$1,887	438	$211	720	$567	549	$3,530
2018	3,454	$6,398,094	$1,852	322	$223	737	$591	434	$4,124
2019	3,122	$5,174,128	$1,657	381	$241	617	$539	356	$3,174
2020	2,569	$3,789,708	$1,475	201	$234	499	$542	321	$3,540

Other

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------Total Served	UnSuccessful Closures(B4 IPE)	Avg Expenses ------UnSuccessful Closures(B4 IPE)	UnSuccessful Closures(Post IPE)	Avg Expenses ------ UnSuccessful Closures(Post IPE)	Successful Closures	Avg Expenses------Successful Closure
2017	6,506	$7,277,704	$1,119	645	$211	775	$704	568	$2,720
2018	6,672	$7,974,903	$1,195	570	$198	949	$813	545	$3,295
2019	5,920	$7,880,811	$1,331	592	$219	786	$661	494	$3,014
2020	5,629	$5,803,106	$1,031	293	$161	748	$529	425	$3,229

Other Physical

Program Year	Total Served	Case Service Expenses	Avg. Expenses ------ Total Served	UnSuccessful Closures (B4 IPE)	Avg Expenses ------ UnSuccessful Closures (B4 IPE)	UnSuccessful Closures (Post IPE)	Avg Expenses ------ UnSuccessful Closures (Post IPE)	Successful Closures	Avg Expenses ------ Successful Closure
2017	742	$955,821	$1,288	104	$223	142	$690	93	$2,488
2018	775	$1,015,654	$1,311	119	$247	130	$498	84	$2,611
2019	774	$1,059,678	$1,369	114	$218	148	$658	102	$2,383
2020	610	$733,408	$1,202	62	$168	138	$461	70	$2,655

Appendix H

BPD Technology Committee's

Technology Assessment Checklist for Social Work Practice (Version 2)
September 2018

History: The BPD Technology Committee created the first version of the Technology Assessment Checklist for Social Work Practice in 2016, using the web-based mapping tool, *MindMeister (*https://www.mindmeister.com*),* with ten social workers contributing their suggestions this first version. After compiling all the ideas from the mapping tool, the list was reviewed by members of the committee, and was presented at BPD's 2017 Annual Conference during the Technology Committee's Board Sponsored Session in New Orleans. Feedback was provided and the next step was to revise the checklist. Here is a link that original document: https://tinyurl.com/BPDTechChecklist3-2017**.**

In 2018, we used an online collaborative process using *Google Docs* to crowd source the next round of revisions to the Technology Assessment List. Below is a list of the individuals who contributed to that process. A sample of the second version was shared at BPD's 2018 Annual Conference during the Technology Committee's Board-Sponsored Session in Atlanta, GA. Attendees reviewed the document for feedback, and the final version is included in this document.

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BPD Technology Committee's

Technology Assessment Checklist for Social Work Practice

Interpretation: Historically, social workers have been taught to assess the psychosocial well-being of clients in the context of their environment, including relationships with family members, peers, neighbors, and coworkers. With the increasing use of technology in society, it is important for social workers to also consider clients' relationships and comfort with technology. Such assessments could include client strengths, such as access to particular forms of technology and the ability to use technology for family, work, school, social, recreational, and other purposes. In addition, social workers should consider relevant needs, risks, and challenges, such as clients' reluctance to use technology; difficulty affording technology; limited computer knowledge or fluency with technology; and the risk of cyberbullying, electronic identity theft, and other behaviors regarding the use of technology.

This assessment checklist also addresses Standard 2.05 of the NASW Technology Standards for Social Work Practice: Assessing Clients' Relationships with Technology, which reads "When conducting psychosocial assessments with clients, social workers shall consider clients' views about technology and the ways in which they use technology, including strengths, needs, risks, and challenges." The goal of this assessment is to help social workers and other practitioners focus on practical issues of technology use across client systems and life span issues. There are seven sections of this assessment checklist:

- Section I: Access to Social & Digital Technology
- Section II: Digital literacy and Comfort of client to use technology
- Section III: Developmentally-based Considerations for Individuals
- Section IV: Intergenerational/Cultural issues
- Section V: Special Populations
- Section VI: Families
- Section VII: Social Worker Technology Self-Assessment

This checklist is not meant to be comprehensive, and a social worker can you use any or all of these questions, in whatever order works best, when conducting an assessment on the use of technology. When using the questions on this checklist, please consider the following:

- Assess for strengths and needs as well as risks and challenges.
- Not every client will have or be aware of the available technology so you may want ask if they use a type of technology before asking about details (i.e. ask if they use email beforeasking for an email address).
- Although much research about technology use points to associations between mental distress and technology use, (a) the studies are typically correlational; (b) the effect of thecorrelation is often weak; and (c) the correlation typically occurs with very high rates of screen time, 5 or more non-work/school related hours.

Section I: Access to Social & Digital Technology

General questions

Note: Please adapt these questions for different types hardware and software.

- What hardware/devices do you own?
- What hardware/devices do you have access to? Where? When? How frequently?
- What devices do you wish you had access to (i.e. hearing aids, smartphone, laptop)?
- What are the barriers to owning or accessing hardware/devices (i.e. cost, knowledge of howto use, awareness of what is available/possible)?

Basic Information to obtain about technology ownership and access:

- Hardware Devices available to client (i.e. smartphone, e-readers, computers, etc.):
- Wearable devices
- Assistive technology (i.e. have you ever been prescribed to use/do you use?)
- Software/apps/frequently visited sites used by client
- Internet connection or access available to clients - DSL, Wi-Fi, in-home, and/or library?
- Email Accounts - how many and how used? Email addresses are often required to set-up anaccount for Electronic Health Records (EHR).
- Social Media Accounts - how many, which ones and how used?
- Apps - how many, which ones and how used?

General Use of Technology

- Number of hours spent engaged with technology each day; How much screen time per day;per week?
- What reasons do you use technology (i.e. social, financial, entertainment, educational, etc.)?
- For social reasons, what types of relationships (i.e. online dating or relationships, online friendships, online community or group memberships)?
- How would you describe your screen time and/or use of technology (i.e. productive vs. non-productive; problematic vs. non-problematic; passive such web surfing, watching ads, or watching videos vs. active use such as reading, communicating with others; or creating content)? How do others perceive your use?
- How does tech affect mood? What prompts tech use; how do you feel after?
- Is any online activity monitored? By who? How?
- Is any online activity private? Secret?

Financial Costs of Technology

- Is computer used for financial purposes (online banking, shopping, medication)?
- What is the monthly expenditure for technology?
- How much awareness do members of your family have regarding the financial impact their technology has on the family budget?
- What is your accessibility and ability to access innovative technology?
- What is your financial burden regarding technology?
- Do you understand their monthly phone/internet plan/bill?
- Are you using online payments for any bills, transactions, or online shopping? If so, whatsites and how?
- Do you track your subscriptions? Micro-transactions?

- Are other people in or out of your household connected to these accounts?
- Do you share any subscriptions with anyone (i.e. *Netflix*, *Amazon*, etc.)?
- What percent of their spending is on *Amazon*, online shopping, etc.do you know ways to intervene in problematic tech use? Strategies for cutting back or taking breaks?

<u>Resources:</u>

- Pew Research Center. (n.d.). Internet & Technology Home Page. Retrieved from http://www.pewinternet.org/
- Techopedia. (n.d.). *Techopedia Home Page*. Retrieved from https://www.techopedia.com/

Section II: Digital Literacy and Comfort of Client

Note: For this section, you are trying to assess a client's level of knowledge and skills about technology as well as their comfort with technology.

- Overall, how competent or comfortable do you feel using technology?
- Have you ever been uncomfortable with something you posted on someone else's social media site? Have you ever been uncomfortable (angry, sad, afraid) of a post someone sendyou on a social media site or by private message?
- Has technology created any benefits for you?
- Has technology created any problems for you?
- What do you want to learn or areas of where you need direct technical assistance?
- What is your comfort-level with use of technology with practitioner?
- <u>News and other information</u> - Where do you go for info? So you use trusted sites? How doyou assess?
- <u>Online help-seeking behaviors</u> (i.e. medical, behavioral, etc) - Where do you go for info? Soyou use trusted sites? How do you assess? How do you protect identity when you do?
- <u>Identity Theft/Phishing</u> – what do you do to protect your online identity? Do you use specific hardware or software?
- <u>Netiquette</u> - Is the client familiar with netiquette guidelines? How do the practice civility and etiquette in online environments?
- <u>Tech-Mediated Communications/Interventions</u> - Do you want to use tech-mediated communication/interventions? How do you think you would benefit from tech mediated interventions?

<u>Resources:</u>

- Belshaw, D. (2014). The Essential Elements of Digital Literacies. Retrieved from http://digitalliteraci.es/

- Jenkins, H., Clinton, K., Purushotma, R., Robison, A. J., & Weigel, M. (2009). *Confronting the Challenges of Participatory Culture: Media Education for the 21st Century*. Chicago, IL: MacArthur Foundation. Retrieved from https://www.macfound.org/media/article_pdfs/JENKINS_WHITE_PAPER.PDF

Section III: Developmentally-based Considerations for Individuals

Infants, toddlers, and young children:

- How much screen time does the child per day?
- What technology is shared with the child (i.e. caregiver's phone or tablet?)
- What are parents teaching their kids about the internet?
- Do parents actively participate with their children while they are using technology?
- What content, sites, or apps are parents using with their younger children?

Elementary school, Tweens, and Teens:

- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger*, *Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
- Video: Do you watch *Netflix* or other video platforms such as *YouTube* or *Vine*? If so, when and what do you watch? Do you binge watch? What YouTube personalities do you follow? What movie or TV genres are most viewed? Be aware if child is viewing of high-risk content,including sexually-explicit, self-harm, and other that mismatches family values/practices.
- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online 'friends?' Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?
- Parental Involvement: Do parents speak with you about online issues or controversies, especially if you follow the online personality? Where does the phone/tablet/ computer resideduring bedtime? Family time?
- School: What are the school's policy on phone use, access to computers, Wi-Fi, social media, etc? How does this promote or hinder technology use by kids? Does the teen haveaccess to phone or other devices that would allow for chat during school and free Wi-Fi? How is technology used for school work?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. Some teenagers also use *Snapchat*and within chat communication of gaming apps to date, they also date within role playing games online using the computer and games on *Xbox* etc.

Adults (19 -64 years of age):

- Work: How is technology used for work activities? What devices are work only devices? Does your profession require technological adaptation over the years? If so, in what era ofinformational and communication technology did you leave off?
- Family & Friends: What types of technology do their families or friends use? Are they connected to their families or friends on social media? What types? How often do they useit? If they do not connect with them, why? Lack of tech literacy? How aware are you of internet scams and other risk factors? Assess possible isolation and technological disconnectedness.
- Leisure time: How is technology used for leisure activities or socializing?
- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger*, *Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
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- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. (i.e. *Tinder* and other dating apps). About a third of romantic relationships now begin online. It is good to know the strengths andrisks of various dating websites, whether your clients are using them, and how to assess their knowledge about strengths and risks.
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online 'friends?' Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?

Elderly (65 years of age and older):

- Leisure time: How is technology used for leisure activities or socializing? How often do yougo online? What type of activities do you engage in online?
- Family & Friends: What types of technology do their families or friends use? Are they connected to their families or friends on social media? What types? How often do they useit? If they do not connect with them, why? Lack of tech literacy? How aware are you of internet scams and other risk factors? Assess possible isolation and technological disconnectedness.

- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger*, *Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
- Video: Do you watch *Netflix* or other video platforms such as *YouTube* or *Vine*? If so, when and what do you watch? Do you binge watch? What YouTube personalities do you follow? What movie or TV genres are most viewed? Be aware if child is viewing of high-risk content,including sexually-explicit, self-harm, and other that mismatches family values/practices.
- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. (i.e. *Tinder* and other dating apps).
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online friends? Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?

Resources:

- Albion. (n.d.). *Netiquette Home Page -- A Service of Albion.com*. Retrieved from http://www.albion.com/netiquette/
- American Academy of Pediatrics. (n.d.). *Media and Children Communication Toolkit*. Retrieved frhttps://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/pages/media-and-children.aspx
- Common Sense Media. (n.d.). *Common Sense Media's Home Page*. Retrieved from https://www.commonsensemedia.org/
- University of Southern California School of Gerontology. (n.d.). Designing Technology for theAging Population [Infographic]. Retrieved from: https://gerontology.usc.edu/resources/infographics/designing-technology-for-the-aging- population/

Section IV: Intergenerational/Cultural issues

- Communication Preferences: For this can we say something like, what is your preferred communication style? What about for your family members? Are there any differences? Howdo you navigate these? How do you and/or your family communicate regarding sensitive issues in your families (i.e. teens texting parents about topics that they can't discuss face-to-face)? What is the communication style/preference for communicating with technology across generations (i.e. texting conversations at the dinner table instead of face-to-face or older adults (maybe) prefer face-to-face while (maybe) teens prefer to text)?

- Grief, death & loss Does the client or family have a plan for social media and other digital accounts at the end-of-life? Who has access to account log-on information to access in caseof an emergency? How familiar is the client with archiving or legacy account settings with different types of social media? How comfortable is the client or family with sharing private information via social media?
- Social Media: What cultural or personal beliefs encourage or discourage your interactionwith social media?
- General Cultural Issues: Are there any cultural factor that affect how you use technology?How that may impact family dynamics? Has technology increased your access to your culture and heritage? If so, how?

Resources:

- Singer, J. B. (Producer). (2017, February 19). #109 - Death and Grief in the Digital Age: Interview with Carla Sofka, Ph.D. [Audio Podcast]. *Social Work Podcast.* Retrieved from http://www.socialworkpodcast.com/2017/02/digital-death.html

Section V: Special Populations

- Homeless: What are the options for battery life, Wi-Fi access? How willing are you to use device to communicate with service provider? What web-based programs do you use? Libraries available as resource? Welcoming or hostile? Social worker available? Some social workers program phone numbers and addresses of resources directly into the phones/direct technical assistance and/or set-up connections to a *Google* account to store phone numbers and addresses in case of phone loss or they lose the paper copy.
- Mental Health: What apps do you use to track your mental health? There are many apps thatcan be used to supplement mental health care (i.e. self-awareness, mindfulness, self- regulation, etc).
- Foster Youth: Who are you allowed to contact, and how? What are the special safetyissues? Do foster parents know how to monitor use?
- Clients with limited capacity/developmental disabilities: These clients may require extra support around psychoeducational, protection of personal information, online shopping,dating/sex-related sites, and gambling/addiction.
- Rural Communities: Many rural areas may have many dead spots for making phone calls butcan still send and receive text messages for help.
- Online Education: Does the student have access to hardware, software and devices neededto access learning management systems? Is student aware of school's institutional policies,requirements and resources for online education? Does student have access to Wi-Fi?

Resources:

- Johnson, E. (2016). *Tech/SW Assessment.* Retrieved from https://plus.google.com/100511899319175723425/posts/9nwu8RgkAiD
- Hitchcock, L. I., Sage, M., & Smyth, N. J. (Eds.). (2018). *Technology in social work education: Educators' perspectives on the NASW Technology Standards for Social Work Education and Supervision*. Buffalo, NY: University of Buffalo School of Social Work,State University of New York.

Section VI: Families

- General perception of technology on family: Where does tech support, where does it create tension/harm/family conflict? A tech infused ecomap? Need direct technical assistance?
- Equal Access to Tech: Do the parents have the same kind of technology that their childrenhave (e.g. Does dad have a flip phone while the teenager has an iPhone 6?)
- Norms: What are the family rules/norms about technology use? How are rules made?
- Who has passwords to media accounts? Do parents know each media account youth use?Is the computer in public/private place? Do parents/caregivers teach netiquette to children?
- Privacy & Monitoring: What privacy settings are used in media accounts, and who supportsthe understanding of privacy use? What circumstances lead to restriction of use or monitoring? Do children know how to screen for lock specific apps and secret phone/video apps?
- Online Friendships: Does internet friendship ever move to "in real life" sphere (phonenumber exchange, in person meeting)? How and who is involved?
- Technology used by other resources that influence the family: School, Work, Health Care Providers, Non-Profit agencies, etc.
- Divorce: What is the family plan for communicating? There are communication sites for mediation and high conflict or abuse situational divorces where parents need to communicate such as *Our Family Wizard* (https://www.ourfamilywizard.com/pro/courts).

Resources:

- Belluomini, E. (2013). *Technology Assessments for Families*. Retrieved from http://www.socialworker.com/api/content/ce3c1470-3b8c-11e3-ade5-1231394043be/

Section VII: Social Worker Technology Self-Assessment

- Knowledge & Skills: How knowledgeable are you about the technology that you use in your professional practice (i.e. could you explain privacy settings in *Facebook* to a client)? How familiar are you with online behaviors such as bullying, trolling, binge watching videos, etc?How would you rate your digital literacy skills (i.e. spotting fake news; awareness of and ability to use software, apps, and devices; netiquette; social networking, etc)?
- Technology Use: What technology do you use and how in your social work practice?
- Privacy & Confidentiality: How you protect client confidentiality related to the use of technology (i.e. use of encryption software, HIPAA compliant electronic records, etc)? How do you protect client privacy related to the use of technology? If you have a website, *Facebook* page/group, blog, how do you inform clients about posting, self-identification, andconfidentiality/privacy risk?
- Informed Consent: Do you use informed consent with clients about using technology to communicate, interact, etc? If so, how?
- Social Media Policy: What are your social media professional practices? Do you have asocial media policy?
- Professional Learning Network: Do you have a professional learning network? How do youstay current about tech trends (i.e. crisis texting services, telehealth, etc)?
- Organizational Context: How does your agency support technology use (i.e. training, provides adequate tech, etc)? Do you have a risk management plan for your technology inplace of employment?
- Financial: What type of financial transactions do you use your phone/computer for? How doyou track passwords? Do you use a fingerprint for financial transactions?

Resources:

- National Association of Social Workers (NASW). (2017a). *Code of ethics of the National Association of Social Workers*. Washington, DC: NASW Press. Retrieved from https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English

- National Association of Social Workers (NASW). (2017b). *NASW, ASWB, CSWE, & CSWA standards for technology in social work practice*. Washington, DC: NASW Press. Retrieved from https://www.socialworkers.org/includes/newIncludes/homepage/PRA-BRO-33617.TechStandards_FINAL_POSTING.pdf

- National Association of Social Workers & Association of Social Work Boards. (2005).*Technology for social work practice*. Retrieved from https://www.socialworkers.org/practice/standards/NASWTechnologyStandards.pdf

- University at Buffalo School of Social Work. (n.d.). *Social worker's guide to social media.* Retrieved from http://socialwork.buffalo.edu/resources/social-media-guide.html (Includes an infographic and embedded videos).

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