Technical Assistance Needs Assessment Questionnaire
For State Vocational Rehabilitation (VR) Agencies

The Rehabilitation Services Administration (RSA) of the U.S. Department of Education has awarded a contract to Development Associates, Inc. to assess the technical assistance needs of State VR agencies and State Rehabilitation Councils (SRCs) and to determine the most effective means of providing assistance to address those needs. This questionnaire is designed to gather the opinions of staff members of State VR agencies on these questions. The results of this needs assessment will be used by RSA to design a technical assistance system that best meets technical assistance needs within existing resources.

The questionnaire consists of five modules. The first four modules are designed to assess the technical assistance needs of State VR agencies, while the fifth module is designed to assess the technical assistance needs of SRCs. These modules are designed to be completed by different members of the State VR agency. An additional sixth module is designed to assessed the technical assistance needs of the SRCs and is to be completed by the SRC Chairperson.

> Module 1: State Agency Director
> Module 2: Director of Financial Management for VR
> Module 3: Director of Human Resources for VR
> Module 4: Director of Field Services/ Counselor Supervision for VR
> Module 5: Liaison to the State Rehabilitation Council

The State Agency Director should determine who will complete each of the modules based on individuals' knowledge and experience with the topics addressed in the module. The goal is to have at least four different respondents providing responses. While there will be different respondents to the various modules, the State Agency Director should be sure that all of the questionnaire's modules are submitted at the same time to Development Associates, and that this occurs within two weeks following this questionnaire's receipt.

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1820-**xxxx**. The time required to complete this information collection is estimated to average 180 minutes per agency response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. **If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** U.S. Department of Education, Washington, D.C. 20202-4651. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to:**

U.S. Department of Education

Office of Special Education and Rehabilitative Services
Attn: Charles Sadler, Room 5002
400 Maryland Avenue, SW
Washington, D.C. 20202-2800

Module 3:
Director of Human Resources for VR

1. RSA's goal in providing technical assistance to State VR agencies is to improve the performance of those agencies. Presented below is a list of potential topic areas for technical assistance. Please rate each of these topic areas of assistance in terms of the extent of need for assistance **in the next two years** in order to improve agency performance, using a scale from 1 (little need) to 5 (great need). Use a rating of 1 if the item is not relevant to your agency. Please try to use as many of the scale points as possible to illustrate the relative need for these topic areas of assistance.

	Rating				
	Little Need				Great Need

A. <u>VR Act, Regulations, etc</u>.

(1) Understanding of the Rehabilitation Act and current regulatory language	1	2	3	4	5
(2) Developing VR policies consistent with law and regulations	1	2	3	4	5
(3) Developing the State Plan	1	2	3	4	5
(4) How to participate in and benefit from RSA monitoring and compliance reviews	1	2	3	4	5
(5) Title I Standards and Indicators	1	2	3	4	5

B. <u>Staffing Patterns</u>

(1) Effective staffing configurations for VR agencies	1	2	3	4	5
(2) Roles of middle managers	1	2	3	4	5
(3) Effective use of support staff/ counselor assistants	1	2	3	4	5

C. <u>Staff Recruitment and Retention</u>

(1) Recruiting qualified staff	1	2	3	4	5
(2) Recruiting and hiring a culturally diverse staff	1	2	3	4	5
(3) Staff retention	1	2	3	4	5
(4) Dealing with counselor and other employee turnover	1	2	3	4	5
(5) Succession planning for managers/ staff	1	2	3	4	5
(6) Compensation levels for counselors and other staff	1	2	3	4	5
(7) Promotion of VR as a career (e.g., in high schools)	1	2	3	4	5

		Rating			
	Little Need				Great Need

D. Human Resource Systems

(1) Use of human resource strategies (e.g., performance assessment, career advancement systems)	1	2	3	4	5
(2) Human resource management information systems	1	2	3	4	5
(3) Working with employee unions	1	2	3	4	5

E. Staff Training

(1) The CSPD/ VR counselor certification	1	2	3	4	5
(2) Training for working with diverse populations	1	2	3	4	5
(3) Ethics training	1	2	3	4	5
(4) Sources for effective staff training	1	2	3	4	5
(5) Developing in-house training capacity	1	2	3	4	5

2. Are there any other topic areas of technical assistance relating to the human resource management of VR services that are of significant importance for improving the performance of **your agency**? (Please note that other modules of this questionnaire address technical assistance needs in the areas of management and administration, financial management, and services to consumers.)

a.

b.

c.

3. There are a variety of ways in which technical assistance can be provided to State VR agencies. Please indicate your perceptions of the effectiveness of various types of technical assistance using a scale from 1 (not very effective) to 5 (highly effective). Please try to use as many of the scale points as possible to illustrate the relative effectiveness of these types of assistance.

	Rating				
	Not very Effective				Highly Effective
a. In-person visits	1	2	3	4	5
b. General conferences (e.g., CSAVR)	1	2	3	4	5
c. Specialized conferences (e.g., fiscal conference)	1	2	3	4	5
d. Videoconferences	1	2	3	4	5
e. Teleconferences	1	2	3	4	5
f. Personal e-mail	1	2	3	4	5
g. Telephone conversations	1	2	3	4	5
h. Website resources	1	2	3	4	5
i. Web-based training	1	2	3	4	5
j. Webcasts	1	2	3	4	5
k. Listservs	1	2	3	4	5
l. Information circulars or bulletins, policy directives	1	2	3	4	5
m. Information on CDs	1	2	3	4	5