

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 assess 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 4:
Director of Field Services/ Counselor Supervision 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>Managing Agency Caseloads</u>					
(1) Case flow (status) management (internal reports, etc.)	1	2	3	4	5
(2) Use of specialized caseloads	1	2	3	4	5
(3) Case review procedures	1	2	3	4	5
(4) Case appeal processes	1	2	3	4	5
(5) Social Security reimbursement	1	2	3	4	5
C. <u>Improving VR Case Services</u>					
(1) Effective strategies for managing individual cases	1	2	3	4	5
(2) Consumer application and intake	1	2	3	4	5
(3) Streamlining eligibility determination	1	2	3	4	5
(4) Use of presumptive eligibility	1	2	3	4	5
(5) Individualized Plan for Employment (IPE) development	1	2	3	4	5
(6) Comprehensive assessment	1	2	3	4	5
(7) Career assessment	1	2	3	4	5
(8) Implementing informed choice	1	2	3	4	5
(9) Individualizing services	1	2	3	4	5
(10) Comparable benefits and services	1	2	3	4	5
(11) Procedures for maintaining regular contact with consumers	1	2	3	4	5
(12) Case closure procedures	1	2	3	4	5

Rating				
<u>Little</u>				<u>Great</u>
<u>Need</u>				<u>Need</u>

D. Serving Specific Subgroups

(1) Transition age youth	1	2	3	4	5
(2) Racial/ethnic minorities	1	2	3	4	5
(3) Consumers with significant and most significant disabilities	1	2	3	4	5
(4) Consumers with mental illness	1	2	3	4	5
(5) Consumers with mental retardation	1	2	3	4	5
(6) Consumers with substance abuse	1	2	3	4	5
(7) Consumers who are deaf, hard of hearing, or low-functioning deaf	1	2	3	4	5
(8) Consumers who are blind or have visual impairments	1	2	3	4	5
(9) Consumers who are deaf/blind	1	2	3	4	5
(10) Incarcerated/ ex-offenders	1	2	3	4	5
(11) Consumers with traumatic brain injury	1	2	3	4	5
(12) Consumers with autism	1	2	3	4	5
(13) Consumers in remote rural locations	1	2	3	4	5
(14) Consumers with little or no work history	1	2	3	4	5
(15) Social Security beneficiaries	1	2	3	4	5
(16) Consumers with limited English proficiency	1	2	3	4	5

E. Utilizing Specific VR Services

(1) Transportation services	1	2	3	4	5
(2) Postsecondary education	1	2	3	4	5
(3) Transition services	1	2	3	4	5
(4) Supported employment	1	2	3	4	5
(5) Extended employment	1	2	3	4	5
(6) Trial work settings	1	2	3	4	5
(7) Orientation and mobility	1	2	3	4	5
(8) Rehabilitation teaching	1	2	3	4	5
(9) Assistive technology	1	2	3	4	5
(10) Ticket-to-Work	1	2	3	4	5

	<u>Rating</u>				
	<u>Little Need</u>				<u>Great Need</u>
F. <u>VR Counselor Skills</u>					
(1) Counseling skills	1	2	3	4	5
(2) Job development	1	2	3	4	5
(3) Job placement	1	2	3	4	5
(4) Job coaching	1	2	3	4	5
(5) Use of technology in service delivery	1	2	3	4	5
(6) Understanding the labor market	1	2	3	4	5
(7) Understanding medical aspects of disability	1	2	3	4	5
(8) Disability etiquette	1	2	3	4	5
(9) Cultural competence	1	2	3	4	5
(10) Understanding disability law	1	2	3	4	5
(11) Understanding immigration law	1	2	3	4	5
(12) Business/industry consultation on disability issues	1	2	3	4	5
G. <u>Networking</u>					
(1) Developing effective referral systems	1	2	3	4	5
(2) Working with and sharing service providers	1	2	3	4	5
(3) Working within the Workforce Investment Act system	1	2	3	4	5
(4) Networking effectively with business/ industry	1	2	3	4	5
(5) Use of Community Rehabilitation Programs	1	2	3	4	5
(6) Sources of specialized resources	1	2	3	4	5
H. <u>VR Outcomes</u>					
(1) Achieving competitive employment	1	2	3	4	5
(2) Assessing employment outcomes for customary wages and benefits	1	2	3	4	5
(3) Transferable work skills	1	2	3	4	5
(4) Self-employment and small business ownership	1	2	3	4	5
(5) Recidivism	1	2	3	4	5

2. Are there any other topic areas of technical assistance relating to the provision of VR services to consumers 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, human resources, and financial management.)

- 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.

	<u>Rating</u>				
	<u>Not very</u> <u>Effective</u>				<u>Highly</u> <u>Effective</u>
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