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 5:
Liaison to the State Rehabilitation Council

1. RSA's goal in providing technical assistance to State Rehabilitation Councils (SRCs) is to improve the performance of those councils. 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 council 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) How to participate in and benefit from RSA monitoring and compliance reviews	1	2	3	4	5
(3) Title I Standards and Indicators	1	2	3	4	5

B. <u>VR Services Offered by the State Agency</u>

(1) Structure of the State VR system	1	2	3	4	5
(2) State VR policies	1	2	3	4	5
(3) The VR process	1	2	3	4	5
(4) State VR consumer population	1	2	3	4	5
(5) Services offered to consumers	1	2	3	4	5
(6) State political environment relating to VR	1	2	3	4	5

C. <u>Role of the SRC</u>

(1) SRC role and responsibilities	1	2	3	4	5
(2) SRC relationship with State agency	1	2	3	4	5
(3) How to work with the State VR agency	1	2	3	4	5
(4) How to retain SRC members	1	2	3	4	5
(5) Succession planning for SRC chairpersons	1	2	3	4	5

	Rating				
	Little Need				Great Need

D. Implementing SRC Activities

(1) Statewide needs assessment	1	2	3	4	5
(2) Strategic planning	1	2	3	4	5
(3) Input into State Plan development	1	2	3	4	5
(4) Input into State policy development	1	2	3	4	5
(5) Measurement of customer satisfaction	1	2	3	4	5
(6) Assessment of agency performance and input into service improvement	1	2	3	4	5
(7) Holding public hearings	1	2	3	4	5
(8) Holding effective meetings	1	2	3	4	5
(9) Development of annual reports	1	2	3	4	5

E. SRC Networking

(1) Working within the Workforce Investment Act system	1	2	3	4	5
(2) Working with other State agencies (e.g., health, social service, education)	1	2	3	4	5
(3) Working with other councils (e.g., State Independent Living Council)	1	2	3	4	5
(4) Working with consumer organizations (e.g., disability rights organizations)	1	2	3	4	5
(5) Advocacy for VR in State (e.g., with legislators)	1	2	3	4	5
(6) Working with the Governor's Office to get timely appointments and maintain full membership	1	2	3	4	5

2. Are there any other topic areas of technical assistance that are of significant importance for improving the performance of the council with which you work?

a.

b.

c.

3. A number of individuals in the VR system have suggested that technical assistance to SRCs should distinguish between the needs of new and continuing SRC members. What topic areas of technical assistance from those described in Items 1 and 2 above are of **highest priority** for new members of the council with which you work?

    a.

    b.

    c.

4. There are a variety of ways in which technical assistance can be provided to SRCs. Please indicate **your perceptions** of the effectiveness of various types of technical assistance for providing assistance to SRCs 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 for SRC members	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