

APPENDIX A

QUESTIONNAIRE

On-line Survey of State Vocational Rehabilitation (VR) Agencies on the Delivery of Services through the VR Grants Program

To enter the Survey of State VR Agencies on the Delivery of Services through the VR Grants Program, please type your Login and Password in the boxes below, then click **Login**. The next page will be the first page of the survey you are requested to complete.

User Login:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	<input type="button" value="Reset"/>

US Department of Education
Rehabilitation Services Administration

OMB # 1820-xxxx
Expiration Date: xx-xx-xxxx

This survey is designed to be completed by the person(s) most knowledgeable about the delivery of state VR services, including knowledge of your agency's policies and practices in providing VR services to individuals with disabilities.

Public 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. Public reporting burden for this collection of information is estimated to average 90 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary (Section 14(a) of the *Rehabilitation Act* (P.L. 93-112; P.L. 105-220). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1820-XXXX. Note: Please do not return the completed Study of the Delivery of Services under the State Vocational Rehabilitation Grants Program to this address.

On-line Survey of State VR Agencies on the Delivery of Services through the VR Grants Program

[Contact Us](#)

Instructions and Recommendations for Completing the Survey

- We recommend that you use Internet Explorer or Firefox to complete this survey.
- The survey pages are best viewed through a full-sized browser window
- Please do NOT use your browser's forward or back buttons to navigate through the survey. If you do, your answers may be lost. Instead, please use the "Previous Question" and "Next Question" buttons on the bottom of each page.
- Please use the "Comments" box at the bottom of each question to provide additional information that may help clarify your response.
- You may exit the survey at any time by selecting the "logout" button at the top of the screen. Your survey answers will automatically be saved. When you return, you will have the option of resuming the survey from your point of exit.
- Once you complete the survey, you will be asked to submit it. Once you click the "Submit" button, you will not be able to re-enter your survey.

Continue

Instructions

The frame of reference for the survey is October 2011 through September 2012, Federal Fiscal Year (FFY) 2012. When asked to provide numbers, amounts, or percentages, please provide values as of September 30, 2012, unless otherwise specified.

VR Agency: _____ Date: ____ / ____ / ____
(DD/MM/YYYY)

Completed by: _____ Title: _____

Completed by: _____ Title: _____

Completed by: _____ Title: _____

I. AGENCY STRUCTURE AND STAFF

1. Please indicate the number of local VR offices *operated by* the VR agency on September 30, 2012 through which you delivered services:

2. On September 30, 2012, how many of your agencies counselors had a general caseload, a specialized caseload, or a mixed caseload of general and specialized cases? What was the average caseload size for each type of caseload? Please use the table below to provide your response.

Type of caseload	Number of counselors	Average caseload
General caseload		
Specialty caseload		
Mixed caseload of general and specialty		

3. How much money was available in FFY 2012 per counselor to serve any client and/or purchase any service?

\$ _____

_____ Agency does not designate amounts per counselor

4. Is the VR agency **currently facing** any of the following limitations on its operations?

- Yes [CHECK ALL THAT APPLY]
 - State-level hiring freeze
 - State unable to provide matching funding
 - Budget cuts to other agencies reduce ability to obtain match through agreements
 - Implementation of legislation to merge agency
 - Implementation of legislation to split combined agency
 - Designated state agency (DSA) making changes that weaken designated state unit (DSU)
 - Other (specify
- No

5. What, if any, particular actions has the agency taken in the past year to address recruitment and retention of VR agency staff? (CHECK ALL THAT APPLY)

- Strengthened relationship with University programs
- Increased amount of staff training
- Revised CSPD standards and/or goals
- Expanded authority and autonomy of field staff
- Revised pay scales
- Other (specify

Comprehensive Residential Rehabilitation Center

6. Did the VR agency operate a comprehensive residential rehabilitation center (i.e., a residential facility that provides a wide array of rehabilitation services to individuals with all types of disabilities) in FFY 2012?

- Yes
- No [SKIP TO ITEM 7]

6a. Please indicate the number of FTE staff positions at the center on September 30, 2012:

6b. Please indicate the total amount of funds used to support the center in FFY 2012:

\$ _____

- 6c. Please indicate the total number of individuals who completed services at comprehensive residential rehabilitation center in FFY 2012:

Orientation and Training Centers

7. Did the VR agency operate any orientation and training centers (OTCs) for blind persons in FFY 2012?

- Yes
 No [SKIP TO ITEM 8]

- 7a. Please indicate the number of OTCs the VR agency operated on September 30, 2012:

- 7b. Please indicate the number of FTE staff positions at the OTCs on September 30, 2012:

- 7c. Please indicate the total amount of funds used to support the OTCs in FFY 2012:

\$ _____

- 7d. Please indicate the total number of individuals who completed services at OTCs for blind persons in FFY 2012?

Centers for Deaf or Hard of Hearing

8. Did the VR agency operate any specialized (or state run) centers for services for individuals who are deaf or hard of hearing in FFY 2012?

- Yes
 No [SKIP TO ITEM 9]

8a. Please indicate the number of centers for the deaf or hard of hearing the VR agency operated on September 30, 2012:

8b. Please indicate the number of FTE staff positions at the center(s) for the deaf and hard of hearing on September 30, 2012:

8c. Please indicate the total amount of funds used to support the center(s) for the deaf and hard of hearing in FFY 2012:

\$_____

8d. Please indicate the total number of individuals who completed services at centers for individuals who are deaf or hard of hearing in FFY 2012?

Other Centers

9. Did the VR agency operate any other centers through which it delivered centralized services (e.g., vocational evaluation, assistive technology) in FFY 2012?

- Yes
- No [SKIP TO ITEM 10]

9a. Please indicate the number of other service centers the VR agency operated on September 30, 2012 and the type(s) of centralized service(s) they delivered:

Type(s) of service(s)

--

9b. Please indicate the number of FTE staff positions at these other service centers on September 30, 2012:

9c. Please indicate the total amount of funds used to support these other service centers in FFY 2012:

\$ _____

9d. Please indicate the total number of individuals who completed services at these other centers in FFY 2012?

Order of Selection

10. Is the VR agency currently operating under an order of selection (OOS) regardless of having wait list categories open or closed?

- Not operating under OOS [SKIP TO ITEM 11]
- Yes

10a. What factors does the VR agency consider in opening a wait listed category? [CHECK ALL THAT APPLY]

- Sufficient number of staff
- Federal funding
- State matching funds
- Forecasts of the number of individuals to be served
- Current caseload size
- Other (\$

Vendors in General (All Providers of Purchased Services)

11. Approximately how many vendors did business with the VR agency in FFY 2012?

_____ (number of vendors)

12. How would you characterize the supply of VR vendors in the state in FFY 2012 with regard to types of services they provide?

- Adequate to meet the needs of individuals *for all types* of services
- Adequate to meet the needs of individuals *for most types* of services
- Adequate to meet the needs of individuals *for only a few types* of services
- Inadequate to meet the needs of individuals *for any types* of services

13. How would you characterize the supply of vendors in the state in FFY 2012 geographically?

- Adequate to meet the needs of individuals *in all areas* of the state
- Adequate to meet the needs of individuals *in only high population density areas* of the state
- Inadequate to meet the needs of individuals *in any areas* of the state

14. How did the VR agency ensure reasonable costs for purchased services in FFY 2012? [CHECK ALL THAT APPLY]

- Agency did not purchase services [SKIP TO ITEM 20]
- Use competitive bid process
- Use performance-based contracting
- Monitor service providers
- Require certification (e.g., CARF)
- Establish service cost list
- Other (specify)

15. To what extent did the VR agency use performance-based contracts for client services in FFY 2012 in which vendors are paid only after individuals achieve certain milestones?

- VR agency did not use performance-based contracts at all
- VR agency used performance-based contracts only with vendors of specific services (specify services)
- VR agency used performance-based contracts with all vendors

16. What were the VR agency's sources of information in FFY 2012 on the costs and performance of specific vendors? [CHECK ALL THAT APPLY]

- Formal on-site monitoring on an annual or more frequent basis
- Formal on-site monitoring less often than annually
- Written reports from agency vendors
- Vendor invoices
- Counselor assessment
- Purchasing technician assessment
- Client assessment/satisfaction
- Other (specify)

17. Did the VR agency's data system provide counselors with access to information on the quality and performance of specific vendors in FFY 2012?

Yes

No

18. Did the VR agency's data system provide counselors with access to information on the costs of specific services of vendors in FFY 2012?

Yes

No

19. What is the greatest challenge to improving the quality and availability of vendors?

20. Which of the following best characterizes the VR agency's *overall approach* to delivering services in FFY 2012?

VR agency delivered a greater number of services directly through agency-employed staff

VR agency purchased most services

An equal amount of services were delivered directly through VR agency-employed staff and purchased

21. In the last five years, has the VR agency changed (i.e., increased or decreased) the number of services delivered directly through agency-employed staff?

Yes, VR agency has *increased* the number of services provided directly through agency-employed staff

Yes, VR agency has *decreased* the number of services provided directly through agency employed staff

No, VR agency has not changed the number of services provided directly through agency-employed staff [SKIP TO ITEM 24]

22. Why did the VR agency implement this change in the way it delivers services? [SELECT THE MOST IMPORTANT REASON]

To improve consumer outcomes

To obtain more control over cost of services

To reduce costs

To mitigate agency staffing issues (i.e., recruitment and retention of qualified staff)

To improve availability of vendors

To ensure quality of service delivery

To improve access to services in rural areas

Other (specify)

23. To what extent has this change(s) in the way the VR agency delivers services met the intended purpose of the VR agency?

- Great extent
- Some extent
- Not at all
- Too early to know

24. Among the factors listed below, and recognizing that they include consumer, funding, or organizational challenges, please rank the three greatest challenges to improving the delivery of VR services, with 1 being the greatest challenge.

	Rank
a. Inadequate funding generally	
b. Inability to secure full state matching funds	
c. Impact of Maintenance of Effort (MOE) on the willingness of the state to match reallotment dollars	
d. Lack of transportation	
e. Insufficient number of vendors	
f. Staff vacancies and/or turnover	
g. Order of selection status	
h. Lack of extended services funding for individuals in supported employment (SE)	
i. State procurement regulations	
j. Insufficient interagency coordination at state level	
k. Insufficient interagency coordination at local level	
l. Limited control over key administrative decisions	
m. Other (specify)	

25. Please describe what steps, if any, the agency is taking to address these challenges.

VR Counseling Services

26. Did the VR agency operate with specifically assigned “VR Service Delivery Teams” (teams of internal, or internal and external, members for delivery of specific services) in FFY 2012?

- Yes (please describe the composition of those teams and the populations they serve)
- No
27. Did the VR agency contract with any private entities for counseling services (i.e., persons who perform delegable VR functions) in FFY 2012?
- Yes (specify number of private counselors under contract during FFY 2012): _____
- No
28. Has the VR agency changed its approach to delivering counseling services in the last five years (e.g., focusing previously generalized counselors, switching to a team approach, or making policy changes, including regarding an order of selection)?
- Yes (please describe)
- No [SKIP TO ITEM 31]
29. Why did the VR agency implement this change in its approach to delivering counseling services? [SELECT THE MOST IMPORTANT REASON]
- To improve consumer outcomes
 To obtain more control over costs
 To reduce costs
 To ensure quality of service delivery
 To mitigate agency staffing issues (i.e., recruitment and retention of qualified staff)
 To improve information support system for counselors
 To improve access to services in rural areas
 Other (specify)
30. To what extent has this change in the VR agency's approach to delivering counseling services met the intended purpose?
- Great extent
 Some extent
 Not at all
 Too early to know
31. What is the greatest challenge to improving counseling services?
-

Other Services

Job Placement

32. How did the VR agency deliver *job placement* services in FFY 2012? [CHECK ALL THAT APPLY]

- VR agency purchased job placement services
- VR agency provided job placement services directly through specialists
- VR agency provided job placement services directly through VR counselors
- Other (select one)

33. How did the VR agency deliver the *majority* of job placement services in FFY 2012? [CHECK ONLY ONE]

- VR agency purchased job placement services
- VR agency provided job placement services directly through specialists
- VR agency provided job placement services directly through VR counselors
- Other (select one)

34. What is the greatest challenge to improving job placement services?

Vocational Evaluation

35. How did the VR agency deliver *vocational evaluation* services in FFY 2012? [CHECK ALL THAT APPLY]

- VR agency purchased vocational evaluation services
- Another state agency provided vocational evaluation services
- VR agency provided vocational evaluation services directly through vocational evaluators
- VR agency provided vocational evaluation services directly through counselor(s) with vocational evaluation skills
- VR agency both purchased vocational evaluation services and directly provided the services
- Other (select one)

36. What is the greatest challenge to improving vocational evaluation services?

Assistive

37. How did the VR agency deliver *assistive technology* services in FFY 2012? [CHECK ALL THAT APPLY]

- VR agency purchased assistive technology services
- VR agency provided assistive technology services directly through specialists
- VR agency provided assistive technology services as a comparable benefit from another state or local agency/entity
- Other (see

38. What is the greatest challenge to improving assistive technology services?

III. TARGET POPULATIONS AND PARTNERSHIPS

Coordination With Education Agencies – Transitional Youth

39. Did any of the VR counselors with general caseloads serve transitional youth in FFY 2012?

- Yes
- No [SKIP TO ITEM 40]

39a. Approximately what percentage of transitional youth served by the VR agency was served by VR counselors with general caseloads on September 30, 2012?

_____ %

40. Did the VR agency co-locate any VR counselors at secondary or postsecondary schools in FFY 2012?

- Yes ____ Number of counselors co-located at schools in FFY 2012
- No

41. Did the VR agency employ any individuals at the state level with responsibility for *coordinating or managing services* to transitional youth in FFY 2012?

- Yes ____ Number of FTEs
- No [SKIP TO ITEM 43]

42. Please indicate the responsibilities of state-level staff dedicated to *coordinating or managing services* to transitional youth. [CHECK ALL THAT APPLY]

- Training and technical assistance
- Consultation with VR counselors
- Participation in interagency committees focused on transition
- Development of curricula
- Outreach to school and other community organizations
- Initiating VR IPE services to students while in high school
- Other ()

43. Is the VR agency considering implementing any changes in the delivery of VR services to transitional youth?

- Yes (briefly describe changes the agency is considering):

No

44. What is the greatest challenge to improving services and outcomes for transitional youth?

Coordination With Intellectual and Developmental Disabilities Agencies

45. Did the VR agency have a cooperative agreement or memorandum of understanding (MOU) with the state intellectual or developmental disabilities (IDD) agency in FFY 2012?

- Yes
- No [SKIP TO ITEM 47]

46. What was the focus of the agreement and/or MOU? [CHECK ALL THAT APPLY]

- Cooperation and coordination in referral for VR services
- Cooperation and coordination for provision of VR services
- Funding and delivery of supported employment services
- Funding of extended support services
- Other (\$)

47. Is the VR agency considering implementing any changes in the way the agency delivers VR services to individuals with intellectual or developmental disabilities?

- Yes (briefly describe changes the agency is considering):

- No

48. What is the greatest challenge to improving services and outcomes for individuals with intellectual or developmental disabilities?

Coordination With State and Local Mental Health Agencies

49. Did the VR agency have a cooperative agreement or memorandum of understanding (MOU) with the state agency that administers mental health (MH) services in FFY 2012?

- Yes
- No [SKIP TO ITEM 51]

50. What was the focus of the agreement or MOU? [CHECK ALL THAT APPLY]

- Cooperation and coordination in referral for VR services
- Cooperation and coordination for provision of VR services
- Funding and delivery of supported employment services
- Funding of extended support services
- Other (\$

51. Is the VR agency considering implementing any changes in the way the agency delivers VR services to individuals with mental illness?

- Yes (briefly describe changes the agency is considering):

- No

52. What is the greatest challenge to improving services and outcomes for individuals with mental illness?

Coordination With Social Security Administration – SSI/SSDI Recipients

53. Did the VR agency have cooperative agreements or memoranda of understanding (MOUs) with state, regional or local offices of the Social Security Administration (SSA) Employment Networks (ENs) in FFY 2012?

- Yes (specify the number of such agreements or MOUs):
- No [SKIP TO ITEM 55]

54. What was the focus of the agreements or MOUs? [CHECK ALL THAT APPLY]

- To expedite eligibility determination
- To improve the employment rate of SSI/SSDI recipients
- To improve the use of work incentives for Social Security disability beneficiaries
- Other (\$

55. Was the VR agency designated as an EN under the SSA's Ticket to Work program in FFY 2012?

- Yes
- No

56. How did the VR agency provide benefits counseling services in FFY 2012 to individuals who receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?

- VR agency did not provide benefits counseling services [SKIP TO ITEM 86]
- VR agency provided benefits counseling services directly through agency-employed benefits counselors
- VR agency provided benefits counseling services as a comparable benefit through SSA funded WIPA program
- VR agency provided benefits counseling services as a comparable benefit through Centers for Independent Living
- VR agency purchased benefits counseling services from Community Rehabilitation Programs or individuals

57. In the last five years, has the VR agency changed the manner through which it provides benefits counseling services?

- Yes (briefly describe)
- No [SKIP TO ITEM 59]

58. To what extent has this change in the manner through which the VR agency provides benefits counseling services led to improved quality of employment outcomes for SSA beneficiaries served by your agency (e.g., competitive employment; working above Substantial Gainful Activity level)?

- Great extent
- Some extent
- Not at all
- Too early to know

59. Were benefits counseling services sufficiently available in the state to meet the needs of individuals served by the VR agency in FFY 2012?

- Yes
- No

60. Is the VR agency considering implementing any changes in the way the agency delivers VR services to individuals receiving SSA benefits?

Yes (briefly describe changes the agency is considering):

No

61. What is the greatest challenge to improving services and outcomes for individuals who are SSI/SSDI recipients?

Coordination With One-Stop Career Centers

62. Did the VR agency have a cooperative agreement or memorandum of understanding (MOU) with the state agency that administers one-stop career centers under the Workforce Investment Act (WIA) in FFY 2012?

Yes

No

63. Did the VR agency have cost sharing agreements in place with the state agency that administers the one-stop career centers in FFY 2012?

Yes

No

64. Did the VR agency co-locate any VR counselors at one-stop career centers in FFY 2012?

Yes

No [SKIP TO ITEM 65]

64a. Please indicate the number of VR counselors who were co-located at one-stop career centers on a full-time basis on September 30, 2012:

64b. Please indicate the number of VR counselors who were co-located at one-stop career centers on a part-time basis on September 30, 2012:

64c. Please indicate the advantages to the VR agency of co-locating VR counselors at one-stop career centers. [CHECK ALL THAT APPLY]

- No advantages
- Increased number of referrals to VR
- Increased employer awareness of VR
- Ready access to labor market information
- Other ()

64d. Please indicate the disadvantages to the VR agency, if any, of co-locating VR counselors at one-stop career centers. [CHECK ALL THAT APPLY]

- No disadvantages
- Concerns of client confidentiality
- Costs
- Other ()

65. What is the greatest challenge to improving service coordination with the state's one-stop career centers?

Other Collaborations

66. With which, if any, of the following other agencies/organizations did the VR agency have formal written agreements or memoranda of understanding (MOUs) to collaborate in serving individuals with disabilities in FFY 2012? For each agency, please briefly describe the focus of the collaboration.

- State Office for Department of Veterans Affairs (describe):
- Public Housing Authority (describe):
- State Department of Corrections/Juvenile Justice (describe):
- Temporary Assistance for Needy Families (TANF) (describe):
- Child Protective Services (describe):
- American Indian VR Services Program (Section 121 program)

- American Indian Tribe or Nation (describe):
- State Employment Service Agency (describe):
- State council or foundation on head and/or spinal injury

- Independent Living Center:
- Other agency (please specify):

67. What is the greatest challenge to improving collaboration with other state and local agencies?

IV. FISCAL AND PROGRAM PLANNING

68. How often does VR agency program staff meet with agency fiscal staff for financial planning purposes? (CHECK ONLY ONE)

- at least weekly
- at least monthly
- at least quarterly
- at least semi-annually
- at least annually
- Not Applicable

69. How often does VR agency program staff meet with agency fiscal staff for reconciling VR program reporting and VR fiscal reporting? (CHECK ONLY ONE)

- at least weekly
- at least monthly
- at least quarterly
- at least semi-annually
- at least annually
- Not Applicable

70. Is the VR agency's case management system used to track costs?

- | | | |
|---------------------------|------------------------------|-----------------------------|
| Cost per client | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Cost per service category | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Vendor costs | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

END OF SURVEY

Thank you for participation and completion of the survey.