#### **Technical Assistance Center (TAC) Joint Needs Assessment**

#### Introduction to needs assessment

#### Welcome!

In the Fall 2015, the Rehabilitation Services Administration (RSA) proposed four new technical assistance centers to support the activities of state vocational rehabilitation agencies. The following centers began their work on October 1, 2015:

- Workforce Innovation Technical Assistance Center (WINTAC)
- Vocational Rehabilitation (VR) Training and Technical Assistance (TA) Center for Youth (Y-TAC)
- Targeted Communities Technical Assistance Center: Educate, Empower, and Employ (TC-TAC)
- Program Evaluation and Quality Assurance Technical Assistance Center (PEQA-TAC)
- National Technical Assistance Center on Transition (NTACT) (began work in 10/1/2014)

As indicated in the request for proposals and included in subsequent cooperative agreements between each project with RSA, each center is tasked with conducting a needs assessment to inform the technical assistance activities provided to state VR agencies.

In response to a request from the Council of State Administrators of Vocational Rehabilitation and support from RSA, these centers elected to collaborate in securing the information critical to the development and operation of their technical assistance activities. To that end, these centers developed a joint needs assessment to decrease the burden on state VR agencies associated with completing multiple assessments.

The following pages of this joint needs assessment represents the composite efforts of these centers to collect information that will assist us in providing technical assistance in numerous areas that is of high quality and utility. We thank you for taking the time to complete this assessment and providing us with your input on the activities of these centers.

On the final page of this survey, we provide a list of these centers, their website information, and a contact person and his or her contact information. You are welcome to print a copy of this page but we will be emailing you this information to thank you for your participation in this study.

Thank you again for your participation!

### **Workforce Innovation Technical Assistance Center (WINTAC)**

The purpose of the Workforce Innovation Technical Assistance Center (WINTAC) is to provide training and technical assistance (TA) in five topic areas related to WIOA to State Vocational Rehabilitation Agencies, related agencies, rehabilitation professionals and service providers. The goal is to assist VR agencies and partners to achieve full implementation of the requirements of (WIOA).

The WINTAC will provide training and TA in five topic areas related to the requirements of WIOA. Please identify your agency's anticipated level of need (gap between current and desired performance) in each of these areas identified below:

	None	Low	Medium	High	Unsure
A. Implementation of effective provision of pre-employment transition services to students with disabilities and supported employment to youth with disabilities.					
B. Implementation of the requirements in Section 511 of the rehab Act (referring to limitations on the use of sub-minimum wage employment)					
C. Provision of resources and strategies to help individuals with disabilities to achieve competitive integrated employment, including customized and supported employment					
D. Integration of the VR program into the workforce development system					
E. Transition to the new common performance accountability system under Section 116 of WIOA, including the collection and reporting of common data elements.					
Overall, how would you rate your agency's current level of implem  Limited implementation  Average implementation  Above average implementation	entation	of the r	equiremer	nts of W	IOA?
Full implementation					

## **Technical Assistance Center (TAC) Joint Needs Assessment**

Vocational Rehabilitation (VR) Training and Technical Assistance (TA) Center for Youth (Y-TAC)

The Vocational Rehabilitation (VR) Training and Technical Assistance (TA) Center for Youth (Y-TAC) is charged with providing State VR Agencies (SVRAs) and related rehabilitation professionals with training and TA around serving all Youth with Disabilities (YWD) more effectively in order to

increase the number of YWD served by SVRAs who engage in post-secondary education and training that leads to credentials and/or certificates needed for employment in high demand occupations as well as to increase the number of YWD who obtain competitive integrated employment. The Y-TAC will work with SVRAs to specifically focus on students with disabilities that are not receiving comprehensive special education services, such as students with 504 plans and other "potentially eligible;" other system-connected youth, such as foster care, juvenile justice, homeless and runaway; and, other disconnected, hard to serve and/or at-risk youth populations, however, it is expected that Training and TA will positively impact and benefit all SVRA consumer populations.

Who is your agency's	transition cod	ordinator?					
Name							
Email							
What, if any, other you involved? Please complisted partners:		_	-				-
	Transition	Juvenile Justice	Homeless/Run Away	Foster Care	Disconnected Youth	Title 1 WIOA Youth	Other (Please Specify)
Information and Referral							
Informal Collaboration (i.e. joint committees or Individual Service Coordination)							
Formal Collaboration (MOA or MOU in place)							
Established Model for Joint Service Delivery							
Identified specialized staff to coordinate with the other service							

providers

Please complete the table below regarding your current level of satisfaction as it relates to the provision of services to all youth with disabilities (YWD)\*\*.

	Dissatisfied	Neither satisfied or dissatisfied	Moderately Satisfied	Extremely Satisfied
Recruitment and Continued Engagement of YWD				
Assessment Process and Career Exploration Process for YWD				
YWD Post-Secondary Credential/Certificate Attainment Rate				
YWD Competitive Integrated Employment Placement Rate				
YWD Competitive Integrated Employment Retention Rate				
**Including youth with disabilities who are not engaged in comprehensive special Plans, are other system connected youth (i.e. Foster Care or Juvenile Justice) of In the table below, please indicate the level of need for your agent professional development competencies for working with youth we	r who are other	erwise discon	nected youth.	are on 504
	None	Low Med	dium High	Unsure
Knowledge of the Youth Services Field				
Communication with Youth				
Assessment and Individualized Planning				
Relationship to Family and Community				
Self-Exploration				
Career Exploration				
Career Planning and Management				
Relationships with Employers, and Between Employers and Employees				
Connection to Resources				
Administrative Skills				
Is your agency currently engaging in and/or utilizing Customized Employment Strategies.  Yes  No	Employmer	nt as one o	f your Supp	orted

The Guideposts for Success, developed by the National Collaborative on Workforce and Disability for Youth (NCWD/Youth), are a research-based, comprehensive approach and holistic framework designed to aid all youth, including youth with disabilities (YWD), in the transition to adulthood. The Guideposts identify a set of standards that all youth need as well as additional standards that YWD need in order to successfully transition to adulthood. In the table below are the five key areas of the Guideposts, and a scale to indicate the level of Training and TA your agency needs as related to the standards associated with each of the Guideposts.

	None	Low	Medium	High	Unsure
School-Based Preparatory Experiences					
Career Preparation and Work-Based Learning Experiences					
Youth Development and Leadership					
Connecting Activities					
Family Involvement and Supports					

## **Technical Assistance Center (TAC) Joint Needs Assessment**

#### **Targeted Communities Technical Assistance Center (TC-TAC)**

The goal of the Targeted Communities Technical Assistance Center (TC-TAC): Educate, Empower, and Employ is to provide State VR agencies and their partners with the skills and competencies needed to address barriers to VR program participation and competitive integrated employment encountered by economically disadvantaged persons with disabilities living in high poverty and unemployment communities. The TC-TAC will provide general technical assistance to all state agencies regarding promising practices to identify and engage individuals with disabilities in these communities in vocational rehabilitation services leading to competitive employment. The TC-TAC will also provide intensive TA to 12 targeted communities across the country and provide technical assistance on the strategies associated with successful outcomes identified in these communities

High-leverage groups with national applicability are those groups of individuals with disabilities who are frequently identified by State VR agencies throughout the Nation in their statewide comprehensive needs assessments as groups comprised of individuals that are either under-served or who have achieved substandard performance. Please rate your TA needs for the following groups:

	None	Low	Medium	High	Unsure
Residents of rural and remote communities					
Adjudicated adults and youth					
Youth with disabilities in foster care					
Individuals with disabilities receiving Federal financial assistance through TANF					
Culturally diverse populations (e.g., African Americans, Native Americans, and non-English speaking populations)					
High school dropouts and functionally illiterate consumers					
Persons with multiple disabilities (e.g., deaf-blindness, HIV/AIDS with substance abuse)					
SSI and SSDI recipients, including subminimum-wage employees					

In thinking of the geographic areas of your state that have <u>high poverty and unemployment</u> above the national average, please rate the level of technical assistance needed to serve specific groups of persons with disabilities living in those areas.

	None	Low	Medium	High	Unsure
Amputations					
Arthritis or Rheumatoid Disorders					
Asthma or other Allergies					
Attention-Deficit Hyperactivity Disorder (ADHD)					
Autism					
Blindness or Low Vision				$\bigcirc$	
Blood Disorders					
Cancer				$\bigcirc$	
Cerebral Palsy					
Deafness or Hearing Loss					
Diabetes					
Epilepsy					
HIV and AIDS					
Intellectual Disability or other Cognitive Impairment					

	None	Low	Medium	High	Unsure
Multiple Sclerosis					
Muscular Dystrophy					
Obesity					
Parkinson's Disease and other Neurological Disorders					
Specific Learning Disability					
Spinal Cord Injury (SCI)					
Stroke					
Traumatic Brain Injury (TBI)					
Alcohol Abuse or Dependence					
Drug Abuse or Dependence (other than alcohol)					
Post Traumatic Stress Disorder (PTSD)					
Anxiety Disorders other than PTSD					
Personality Disorders					
Schizophrenia and other Psychotic Disorders					
Are there other groups of individuals with disabilities not indicated assistance?	d above tl	nat you a	are in nee	d of tec	hnical

In thinking of the geographic areas of your state that have <u>high poverty and unemployment</u> above the national average, please rate the level of concerns each item has on service provision or limits economic opportunities for people with disabilities living in these areas.

	None	Low	Medium	High	Unsure
Lack of high quality jobs in the area					
Lack of self-employment opportunities					
Lack of community-based rehabilitation providers					
Lack of high-quality VR personnel to provide services					
Lack of training of VR personnel in the specific needs of people living in these communities					
Lack of promising or evidenced based practices to serve people living in these communities					
Lack of other employer networks in these areas					
Pervasive poverty stressors (food insecurity, secondary health problems, safety concerns, etc.) experienced for more than one generation					
Lack of affordable, reliable, safe transportation options					
Limited access to vocational training and/or educational options					
Single parent homes					
Poor health status					
Immigration related issues					
Extremes of climate					
What other barriers impact service provision or limit economic oppliving in these areas?	oortunitie	es for to	persons w	ith disa	bilities

**Technical Assistance Center (TAC) Joint Needs Assessment** 

**Program Evaluation and Quality Assurance Technical Assistance Center (PEQA-TAC)** 

The PEQA-TAC seeks to increase the capacity of state VR programs to evaluate the effectiveness of rehabilitation services provided to persons with disabilities. This TAC will offer a certificate training curriculum in program evaluation. In addition, the PEQA-TAC will provide training in intermediate level special topics for state program evaluators to support their efforts to evaluate existing services and emerging practices. Through these technical assistance activities, PEQA seeks to

responding in new and different ways to create and deliver out	tcomes	in a dy	namic ec	onomy	•
Does your state have an individual designated to conduct program	evaluati	ion?			
Yes					
○ No					
If you have a program evaluator, approximately how long has this in agency?	ndividua	l served	d in this ca	apacity a	at your
Does your state have an individual designated to assess quality as:  Yes	surance	?			
○ No					
If you have a person responsible for quality assurance, approximate in this capacity at your agency?  Please rate your current capacity of your program evaluator to mee needs of your agency					
	None	Low	Medium	High	Unsure
The staff member(s) responsible for gathering and compiling our state VR data have adequate evaluation knowledge and skills.					
Staff skills in preparing data for reports and presentations to non-research audiences.	$\bigcirc$				
Data is prepared and available to administrators in a format that can easily be used to inform programmatic decision-making.					
Capacity of staff to identify under-performing units or offices in the agency					
Capacity of staff to identify and evaluate factors associated with variable performance of units or offices in the agency					

increase the capacity and sophistication of state VR program evaluators to provide timely and relevant program evaluation data to help state VR agencies develop new competencies capable of

The PEQA-TAC will provide at least four specialized training topics per year for intermediate level program evaluators. Please rate the importance of the following specialized training areas based on the needs of your agency.

	Not Important	Low	Medium	High Importance	Unsure
Evaluating effectiveness of services					
Advanced analysis of RSA 911 data and other data sources					
Qualitative analysis					
Survey design					
Evaluation of outcomes-focused business models					
Methodologies for evaluation of staff development and training					
Methodologies for evaluation of staff satisfaction					
Methodologies for evaluation of client satisfaction					
Methodologies for evaluation of innovation within the agency					
Identifying and developing quality assurance measures					
Evaluation of quality assurance strategies					
Methodologies for evaluation of diffusion of emerging practices within the agency					
Are there other topics that you would like to see included in the level program evaluators or persons providing quality assurance	-	ed work	shops fo	r intermedia	ate

## **Technical Assistance Center (TAC) Joint Needs Assessment**

#### **National Technical Assistance Center on Transition**

NTACT's purpose is to assist State Education Agencies, Local Education Agencies, State VR agencies, and VR service providers in implementing evidence-based and promising practices ensuring students with disabilities, including those with significant disabilities, graduate prepared for success in postsecondary education and employment. NTACT provides universal, targeted, and intensive levels of technical assistance focused on (a) secondary students with disabilities (SSWD) accessing and succeeding in rigorous academic instruction, (b) SSWD accessing and succeeding in career related curricula and activities, (c) quality transition planning for SSWD, including interagency collaboration, (d) SSWD graduating, and (e) data-driven decision making to improve programs and systems.

Please rate your needs for technical assistance in the following areas:

	None	Low	Medium	High	Unsure
Effective practices to teach employment skills and essential characteristics of programs correlated with positive employment outcomes for students and youth with disabilities					
Collaborative strategies and models to implement pre-employment transition services between vocational rehabilitation, education, and other stakeholders for all students or youth with disabilities					
Collaborative strategies and models WIOA between vocational rehabilitation, labor, education, and other stakeholders					
Collaborative strategies and models to identify, recruit and engage persons with disabilities living in geographic areas with high poverty and high unemployment between vocational rehabilitation, community agencies, and other stakeholders					
Collaborative strategies and models to develop program evaluation systems and strategies					
Technical Assistance Center (TAC) Joint Needs Assess  Demographic Information	ment		-		
In which state or territory is your agency located?					
Which of the following best describes your agency?					
Combined agency					
General agency for persons with disabilities except those who are blind					
Agency for the Blind					
How many years have you been with the agency?					

Which of the following best describes your position in the agency
Director
Deputy Director
Other Position (please specify)
<u> </u>
What department in state government is your program located?
Education
Labor/Workforce Development
Health and Human Services
VR is an independent agency
Other location in state government (please specify)
Does your agency have specialized caseloads for specific disabilities or age groups?
Yes
○ No
If you answered yes to the previous question, which of the following specialized caseloads does your
agency support?
agency support?  Transition
agency support?  Transition  Mental Health/Psychiatric
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice  TANF
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice  TANF
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice  TANF  Homeless/Runaway Program
agency support?  Transition  Mental Health/Psychiatric  Criminal Justice  Juvenile Justice  TANF  Homeless/Runaway Program  Substance Abuse/Dependence

Which statement accurately reflects your state agency regarding the Order of Selection
My agency is not under or been approved for an Order of Selection
My agency has been approved for, but not implemented, an Order of Selection
My agency has implemented an Order of Selection but does not currently have a waitlist for services
My agency has implemented an Order of Selection and has a waitlist for services
Does your agency have an Employer or Business Engagement Unit?*
Yes
○ No
If you have an employer engagement unit, how many years has your agency had this unit?
Technical Assistance Center (TAC) Joint Needs Assessment
Demographic Information (cont.)
Has your agency implemented any policies and programs within the following topic areas that could be considered national models (Check all that apply)?
considered national models (Check all that apply)?
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment  Integration of the VR program into the workforce development system
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment  Integration of the VR program into the workforce development system  Transition to the new common performance accountability system under Section 116 of WIOA
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment  Integration of the VR program into the workforce development system  Transition to the new common performance accountability system under Section 116 of WIOA  Transition of youth to post-secondary education or vocational education
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment  Integration of the VR program into the workforce development system  Transition to the new common performance accountability system under Section 116 of WIOA  Transition of youth to post-secondary education or vocational education  Transition of youth to employment
considered national models (Check all that apply)?  Provision of pre-employment transition services to students with disabilities  Supported employment to youth with disabilities.  Implementation of the requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage employment)  Strategies to help individuals with disabilities to achieve competitive integrated employment  Integration of the VR program into the workforce development system  Transition to the new common performance accountability system under Section 116 of WIOA  Transition of youth to post-secondary education or vocational education  Transition of youth to employment  Outreach to persons with disabilities or community leaders from geographic areas with high poverty and unemployment

For areas that you ha	ve checked, can you please provide the title of each service or practice?
If we called a local area	
	ovide the name and contact information for an individual that would be willing to ation on these practices.
Name	
Title	
Email	
Phone	
In what areas would y apply):	ou like your agency to receive technical assistance TA and/or training (check all that
	oyment transition services to students with disabilities
Supported employme	nt to youth with disabilities.
Implementation of the employment)	requirements in Section 511 of the Rehab Act (referring to limitations on the use of subminimum wage
Strategies to help ind	ividuals with disabilities to achieve competitive integrated employment
Integration of the VR	program into the workforce development system
Transition to the new	common performance accountability system under Section 116 of WIOA
Transition services fo	r youth and young adults with disabilities
Outreach and service unemployment	provision to persons with disabilities or community leaders from geographic areas with high poverty and
Program evaluation a	nd quality assurance training
Please identify a men	nber of your agency that the technical assistance centers can contact to follow-up on
your request for techr	
Name	
Title	
Email	
Phone	

gagement, or techni		orovided by the				
here any additional	information or o	concerns not a	ddressed in th	ie naade aeeaes	ement that vo	u would lik
here any additional share with the techn			ddressed in th	is needs assess	sment that yo	u would lik
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# **Technical Assistance Center (TAC) Joint Needs Assessment**

Thank you and TAC information

Thank you for completing the TAC joint needs assessment. We value your input and willingness to support our efforts to provide you with the technical assistance required by your agency. Below is the contact information of the different centers involved in this needs assessment. We will also email the individual you designated to receive information on the technical assistance centers this information.

INSERT WINTAC LOGO AND CONTACT INFO HERE

INSERT Y-TAC LOGO and CONTACT HERE

# **Target Communities Technical Assistance Center: Project E3 (TC-TAC)**

http://e3-tc.com/
Dr. Madan M. Kundu, Project Director
225-771-2325 or 225-771-2335
kundusubr@aol.com OR madan kundu@subr.edu

# **National Technical Assistance Center on Transition (NTACT)**

www.transitionta.org and ntactmail@uncc.edu Catherine Fowler, Project Coordinator chfowler@uncc.edu, 704-687-8606

# Program Evaluation and Quality Assurance Technical Assistance Center (PEQATAC)

http://www.peqatac.org/about/ Cayte Anderson, Project Director andersoncay@uwstout.edu or (715)232-2150