South Dakota Triennial Comprehensive Statewide Needs Assessment
South Dakota Division of Rehabilitation Services (DRS)

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South Dakota Triennial Comprehensive Statewide Needs Assessment

South Dakota Division of Rehabilitation Services (DRS)

1. Overview

This report constitutes a working view of the range of material gathered by the South Dakota Division of Rehabilitation Services (DRS) for the purposes of the 2011 Triennial state/strategic plan development. We have designed the format of this report to respond to the needs of the Comprehensive Statewide Needs Assessment (CSNA) Executive Board, DRS stakeholders, DRS administrative staff, and the committee who will collaborate in the development and review of the state's goals and strategies.

In structuring this report, we have modeled our process after the Rehabilitation Services Administration (RSA) model of Comprehensive Statewide Needs Assessment development as well as with the 2011 instructions from RSA addressing what is required in both the CSNA process as well as the report. This body of information will serve as the DRS CSNA Report and the required support documentation for the 4.11 Attachments for the South Dakota DRS 2012 state plan.

The South Dakota DRS/SBVI CSNA was guided by the Executive Committee composed of DRS/SBVI Directors, key planning staff, and the chair person of the Board of Vocational Rehabilitation, Board of Service to the Blind and Visually Impaired (SBVI) and the State-wide Independent Living Council (SILC).

- Division of Rehabilitation Services (DRS): Director: Grady Kickul
- Services for the Blind and Visually Impaired (SBVI) Director: Gaye Mattke
- DRS Assistant Director: Bernie Grimme
- SBVI Assistant Director: Eric Weiss
- DRS Board Chair: Dan Rounds
- State Independent Living Chair: Margot Burton
- SBVI Chair: Dave Miller

In addition to establishing the Executive CSNA committee, the South Dakota agencies (DRS & SBVI) worked directly with the Region 8 Technical Assistance & Continued Education (TACE) in developing data sets, designing and interpreting needs assessment surveys and instruments. Additionally, the two South Dakota agencies contracted with two individuals, Joel Mathews and Robert Jahner, who facilitated the development and organization of the state CSNA process in a manner that conformed to the guidelines of the InfoUse Guide. These individuals, both of

whom with extensive experience in VR planning and in the administration of rural programs, assisted in the facilitation of the various dimensions of the CSNA process working under the direction of the South Dakota Executive Committee.

The primary role for the Executive Committee has been to facilitate the development of as well as commitment to the emerging goals of this specific CSNA cycle. The Chairs of the Councils are charged with the responsibility of working with the respective Directors in engaging the participation of the general Board membership. The information sources that constitute the foundation of the DRS CSNA came from the review of the follow data, documents, public hearings, listening sessions and surveys.

- The American Community Survey and Census Data; compiled and analyzed in partnership with Region 8 TACE
- 911 Year End Program Data for DRS for 2009 and 2010
- A Report of VR Extant Data Analysis for Comprehensive Statewide Needs Assessment (South Dakota) Jan. 21, 2011, Sukyeong Pi, Ph.D. Research Associate, Office of Rehabilitation and Disability Studies.
- Department of Vocational Rehabilitation Board Meeting; Indicator 14 results from 2007-08 Exiters, Dr. Greg Cooch
- Post High School Transition Survey 2010; Black Hills Special Services Cooperative
- DRS/SBVI Consumer Satisfaction surveys 2009/10
- Consumer Satisfaction longitudinal Report
- Project Skills Year End Data 2010
- Project Skills Survey 2009
- Analysis of FFY 2010 Year End Results of Federal Program Evaluation Standards
- FFY 2010 Year End Results of All Cases
- 2009 Joint meeting of the Board of Service to the Blind and Visually Impaired (BSBVI); Board of Vocational Rehabilitation (BVR); Statewide Independent Living Council (SILC) March 10, 2009
- Public Listening Session Notes: Kyle SD May 14, 2010
- Eagle Butte Listening Session: Eagle Butte, April 22, 2010
- Partners In Policy Making: Sioux Falls 2010 Public Listening Session April 24, 2010
- Partners In Policy Making: Sioux Falls 2010 Public Listening Session April 18, 2009
- Board of Vocational Rehabilitation (BVR) Public Meeting: September 30, 2009
- Key Informant Interviews:
    - Dan Rounds: Community Rehabilitation Programs
    - Mary Medema: Sioux Falls Multicultural Center; Minorities
    - Bill Molseed: South Dakota Workforce Programs

    - Patrick Czerny: Dakota Link, Assistive Technology
- DRS Counselor Rehabilitation Needs Survey
- SBVI Counselor Rehabilitation Needs Survey
- Unsuccessful Outcome (28) Survey

1.1. Methodology

The amount of raw information gathered in this process was broad, varied, and voluminous. The challenge when doing needs assessment of this scope is to summarize or categorize the types of information in such as way as to preserve the message of the input while reducing the volume to a set of comprehensible critical themes of statewide need suitably presented for state planning. The 'presentation' of this information has been the most challenging part of the methodology of this report. To achieve a useful accessible summary, we have had to create summary categories as need narrative came in to provide an organizing framework. As these general 'Categories of Need' emerged or took shape, we then arranged and rearranged the related incoming information into those categories as appropriate. What follows is a description of how we divided the information, created categories, and finally weighed the relative importance of those categories.

1.2. Data and Narrative

Our first task was to separate the data from the narrative. Our actual data are the elements of need information that could be counted or statements of fact derived directly from quantifiable phenomenon. Because of the frequently low nominators, very little of this quantifiable information meets the standards for statistical reliability, but as much as possible we treated countable units of input on a different track than narrative inputs. Narrative, which is by nature subjective, can be best defined as statements offered by individual reporters or those statements derived some type of a group consensus process. A portion of our narrative information comes from facilitated consensus sessions or public hearings, where a process occurred and the wisdom of the group came up with 'collective perception' of need. Both data and narrative equally contribute a piece of the whole picture, but the art of this process is how we bring those two information streams, data and narrative, together to lay the groundwork for findings.

1.3. Federal RSA Requirements

Having divided the universe of information into data or narrative, our next division was to classify the components of information to the degree possible into the required federal

planning categories. Excepting for input from trained VR staff we could not rely on needs reporters to classify their offerings into the federal planning categories, so it fell upon us to make those classifications as accurately as we could. We called the federal planning categories simply 'RSA Planning Categories". The required planning categories that must be addressed by the CSNA are: 1. persons with disabilities, 2. persons with most significant disabilities, 3. persons who may be unserved or underserved, 4. serving the needs of minorities, 5. improving or expanded the Community Rehabilitation Programs, and 6. individuals served through the Work Force System of services.

1.4. Primary Needs Categories

As this needs assessment process began to mature out we began to see larger categories of need that simply could not be contained in a single federal planning category. Rather than lose the meaning of the input by artificially forcing concepts we created a broader category of need we call 'Primary Needs Category". These categories reflect directly the themes of need that emerged in this assessment in South Dakota. To achieve a more accurate statewide picture and to accomplish the organizing of inputs into the federal planning categories, we assigned two levels of identity to every need statement; Primary Needs Categories (overall statewide picture) or as Federal RSA Planning Categories (necessary organization for attachment 4.11 of the state plan).

1.5. Narrative Weighting

To simply list every statement made regarding need in this document would leave you with numerous pages of unusable, non-sequential, often contradictory information. While the data tends to speak for itself, the narrative, even with categories, needed to be re-summarized in such a way the members of the planning/management team could review it, weigh relative merit, and make decisions regarding priority. To that end, we devised a system of weighting based on this methodology. The weight of any Primary Needs Category is derived by counting the frequency with which the statement was made by the various needs reporters and then assigning a weight factor of 1, 2, or 3. A statement about a particular topic made once was assigned a frequency of (1). If, for example that same statement appears five times in the variety of documentation, the frequency score for that statement is (5). As for weight; if an individual person states a need, we gave it a frequency of (1) and multiplied the frequency times the assigned weight factor for an individual statement which was (1). For example if a single counselor reported a need, that statement was assigned a frequency of (1) and a weight of (1) or $f(1) \times w(1) = w(1)$. We assigned a weight of (3) for needs statements that came from

facilitated groups or public sessions as the statement survived a facilitated process and came from more than one person's perspective. For example if two forums mentioned a need related to transportation the weight was f(2) x w(3)=w(6). Finally, when our Key Informant Interviewees identified a need, we assigned that need statement a weight of (2). The person chosen by the Executive to be interviewed was recognized as an expert in the field and also that person had a capacity to speak from either a broader knowledge and experience or from a statewide perspective.

1.6. Relevant Administrative Data Elements, Focus and Considerations

Another challenge has been how to make accessible to the planning practitioners the critical data elements without overwhelming what should be a practical document with data charts and graphs of all levels of importnce. To that end we have embedded what we believe to be relevant data elements throughout the balance of this Report. We have inserted "Relevant Data Elements for. . ." as close to the related narrative sections as possible.

Because we have collected extensive data, we are going to refer to something called the Administrative Focus. These foci suggest which parts of the Administration are most likely needed to guide the decisions of the task. The five foci are identified through out the CSNA by data elements as :

Executive/Board: This focus group is represented by the VR Directors, mid level administrators and the Board. Certain decisions must be considered by these people and usually the decisions are the 'high level' decisions related to long term planning.

Budget/Resource: This focus is on issues of planning and resource. Planning decisions draw on the capacity of people and budget. When needs come up that will directly effect budget or staff typically, this will be the assigned focus.

Field Services/Policy: This focus is on the business of your Field Services staff and the policies that govern their work. Some needs directly impact policy and practice more than budget or broad themes.

In-service/VR Education: Often data points to the need for education, either internal or external of the agency. When data suggest learning is the key to overcoming impediments to employment, this is the focus.

Quality Assurance: Frequently, data is simply a trend that needs to be 'watched' and tracked across more time. When that occurs we turn it over to the Quality Assurance people as the

focus. When it comes to long term planning, data is rarely as helpful in the form of a one year snapshot as when shown as a trend over more than one year span. QA is the custodian of the data worth watching over time.

We usually suggested two foci to each of the themes we are about to cover because most data impacts two or more parts of the overall administration. We emphasize these are only suggestions for the agency to consider.

Finally we offer "***Considerations"*** for you at the end of most data elements. These are simply usually one or two paragraphs describing connections we discovered as we reviewed the data. These are not findings as much as they are pointers to relate the data to other components and themes in this needs assessment.

1.7. Acronyms and Definitions

Data analysis, Disability Programs and the Vocational Rehabilitation Program in general utilizes a number of acronyms or terminology. This section will define these acronyms or terminology statements that were used in the State-wide Needs Assessment.

- 28 Closure – Cases closed unsuccessful after receiving services
- ACS – American Community Survey; Branch of US Census conducting ongoing annual surveys in American communities
- ARRA – American Recovery and Reinvestment Act
- CTW – Catch the Wave (Transition activity for students with disabilities considering attending post secondary school)
- CRP – Community Rehabilitation Program (providers)
- CSNA – Comprehensive Statewide Needs Assessment
- DRS – Division of Rehabilitation Services
- IL – Independent Living
- IPE – Individualized Plan for Employment
- Indicator 14 – Percent of youth who had Individual Education Plan, are no longer in secondary school and who have been competitively employed, enrolled in some type of postsecondary school, or both, within one year of leaving high school.
- FY – Federal Year
- FFY – Federal Fiscal Year, October 1 to September 30
- N – Total Number
- OOS – Order of Selection (waiting list)
- PA – Public Assistance
- PS – Project Skills (Paid work experience program for students with disabilities)
- R911 – data that the Vocational Rehabilitation Agency submits to the federal agency each year on all the cases closed.

- RSA – Rehabilitation Services Administration
- SBVI – Service to the Blind and Visually Impaired
- SAMSHA- Substance Abuse & Mental Health Services Administration
- SD – South Dakota
- SILC – State Independent Living Council
- SMI – Severe Mental Illness
- SRC – State Rehabilitation Council
- SSA – Social Security Administration
- SSDI – Social Security Disability Insurance authorized under title II of the Social Security Act.
- SSI – Supplemental Security Income program authorized under title XVI of the Social Security Act.
- TACE – Technical Assistance & Continued Education
- TBI – Traumatic Brain Injury
- VR – Vocational Rehabilitation
- YLF – Youth Leadership Forum (transition leadership program for students with disabilities)

2. The South Dakota DRS Summary of Needs by Primary Needs Category

We will begin by listing the primary needs categories generated through this CSNA process in descending order of weight, which means you will be reading topics of need for South Dakota DRS in the same descending order weight. We would caution the reader now not to equate weight with priority. The process of priority goal setting is going to occur after we have reviewed and found the consensus that may lie in these categories and the RSA Planning Categories. We will try to explain the nature of each category as we go along to help you when these categories reappear in the RSA Planning Categories in the next section. Again we do not intend weight to be viewed as priority, but rather as a general indicator of public perception.

2.1 VR Director/Administration List

The VR Directors/Administration List, as a category, was created to collect the numerous comments that referred to the process of the DRS agency as the agent for addressing needs. In short, these are things people believe DRS 'needs' to do. Frequently, public groups, counselors and stakeholders express a need for a change or new action by the DRS agency to respond to a particular consumer need. These necessary agency adjustments can be seen as a secondary response in prerequisite to creating the conditions in the service environment for addressing

the primary consumer needs. Predictably people, particularly when they are uncertain what course should be taken, tend to most frequently look to the VR agency in the form of DRS to create a response for the needs of consumers in South Dakota.

2.2 Relevant Data Elements for: The VR Director/Administration List

The purpose of this Comprehensive Assessment is to collect information out of which the agency will make decisions regarding the Division's goals and strategies. What does the data collected say regarding this challenge of prioritizing the next three to five years of agency response to the needs of consumers in South Dakota?

Before we begin listing the Primary Needs Categories, we will review what some of the data sources suggest to the South Dakota Administration regarding the overall administration of the VR program for the time period in which we are considering in this state plan.

2.2.1 Budget and Legislature

The following data relates to the administrative focus areas of:

Executive/Boards **Budget/Resource**

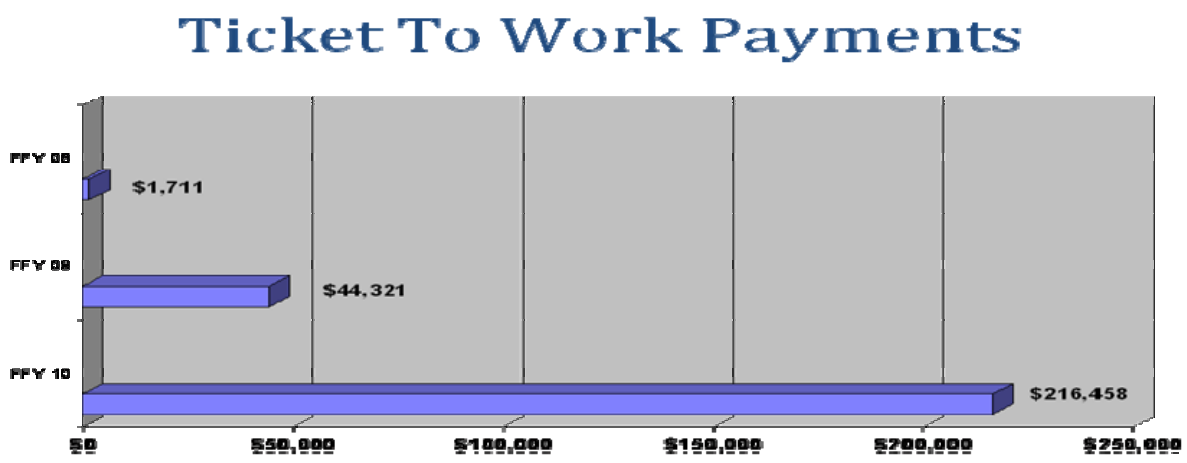
Administration and budget staff may need to consider a range of pressures likely to impact the agency across the next three years. Year end data for 2010 shows a 6% increase in applications and a 6% increase in open cases in this past year. As has been said in the data presentations to the board, the additional percent increase is due to the more difficulty in getting people employment. Historically when applications increased, the number of open cases also increased resulting in more people in service.

In this next planning period ARRA funding will end. At the same time caseloads may continue to rise in terms of more applications and more persons being served. These pressures may result in increasing pressure on the agency to fund case services depending on state the state legislature and future federal funding.

Consideration: The pressures from caseload, end of the American Recovery and Reinvestment Act (ARRA) funding combined with the likely pressures of the next two legislatures may create pressures in budget and resources that could affect the scope and nature of other state goals and strategies. The agency may need to look for budget requests or adjustments to avoid Order of Selection (OOS). The economic pressures of

recession may also make meeting all standards and indicators more difficult over the recovery period.

Source Name: DRS DATA 2010; Data Attachment 12 DRS Analysis Budget Considerations Social Security Reimbursements

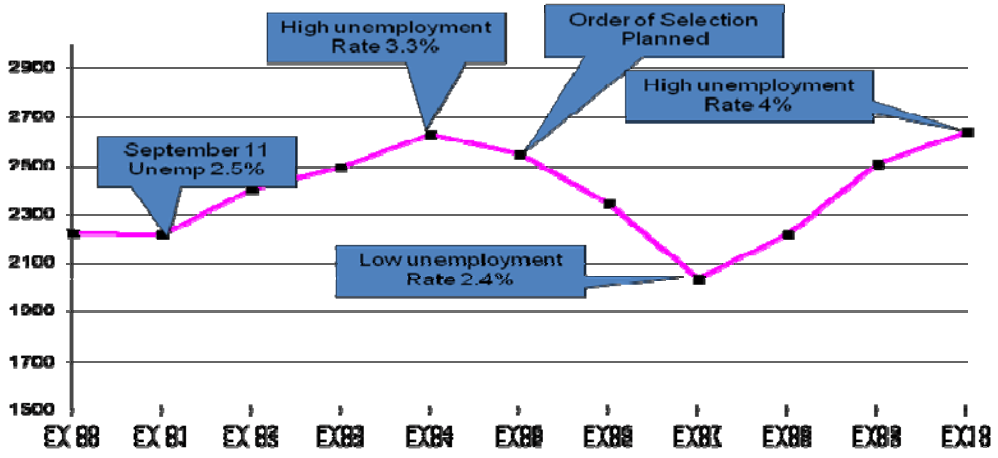


Considerations: The work being done with Social Security reimbursement programs is a positive note in a strained budget environment as evidenced by the above increases in Social Security reimbursements to the agency.

The following data relates to the administrative focus areas of:

Executive/Boards **Budget/Resource**

Data Attachment 11 DRS DATA 2010 Trends in Applications



Considerations: The above chart shows the relationship between high unemployment and the demand for services. This trend also shows the emerging possibility that any new strategy in the agency may have to be implemented in the context of a future OOS.

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: TACE8 Analysis: South Dakota Disability Data

Data Attachment 14: South Dakota Staffing Patterns

South Dakota DRS staffing patterns comparisons (2009)

Type	FY 2009	Increase or decrease from prior year	Percent of agency total	National average for general/ combined agencies
Administrative staff	**6**	no change	8.96%	13.17%
Counselor staff	43	+1	64.18%	43.60%
Support staff	15	-1	22.39%	38.72%
Other staff	3	no change	4.48%	4.52%
Total staff	67	no change	100.00%	100.00%

Considerations: The human resources of the agency remain have remained stable and future plans would have to take this into account.

2.2.2 VR Extant Data Analysis and Effectiveness of Services

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

The next series will look at what the analysis of VR data showed to be the more effective services in DRS service provision. In planning and strategy this kind of information may point to new directions of services and or investments or lead the agency away from those services that are no longer generating positive outcome.

Source Name: A Report of VR Extant Data Analysis Data Attachment 4: Table 7: Types of Services Received and Employment Outcomes.

Table 7 depicts two observations: (1) what proportion of consumers who exited DRS and SBVI with an IPE and services initiated received each type of services; and (2) what proportion of the consumers who received each type of services achieved employment outcomes. For instance, of 1,060 DRS consumers with an IPE and services initiated, 69.7% received assessment services. Of those received the assessment services, 64.7% exited DRS with a successful employment outcome.

Table 7 DRS DATA 2010

	DRS (N=1060) IPE and services initiated	
	Received	Employment Outcome (N=690; 65.1%)
Assessment	**69.7%**	64.7%
Diagnosis and Treatment	13.7%	**73.8%**
Voc Rehab Counseling/Guidance	**92.9%**	66.5%
College or University Training	8.4%	67.4%
Occupational/Vocational Training	6.0%	68.8%

On-the-job Training	11.3%	**74.2%**
Basic Remedial or Literacy	*0.7%*	71.4%
Job Readiness Training	20.2%	52.8%
Augmentative Skills Training	*0.7%*	42.9%
Miscellaneous Training	7.6%	60.5%
Job Search Assistance	**45.2%**	68.9%
Job Placement Assistance	**59.6%**	70.7%
On-the-job Supports	**45.2%**	**78.3%**
Transportation	24.3%	**74.0%**
Maintenance	9.9%	**78.1%**
Rehabilitation Technology	7.4%	**79.5%**
Reader	*0.0%*	65.1%
Interpreter	*2.4%*	80.0%
Personal Attendant	*0.3%*	66.7%
Technical Assistance	*2.3%*	91.7%
Information and Referral	12.1%	71.9%
Other Services	31.9%	71.0%

Considerations: The table shows a higher proportion of the DRS consumers who received Rehabilitation Technology, On-the-job Supports, Maintenance, On-the-job Training and Transportation Services achieved an employment outcome. The top five types of services most frequently utilized by the DRS consumers with an IPE and services initiated were VR Counseling and Guidance, Assessment, Job Placement Assistance, Job Search Assistance, and On-the-job Supports.

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: A Report of VR Extant Data Analysis; Data Attachment 5: Table 8: Result of Logistic Regression: Odds ratios for type of service success.

The table below shows the relationships between type of services received and VR outcomes using the logistic regression statistical method. The relationships in a logistic regression model equation are provided by Odds Ratios (OR) which quantify the relative likelihood of an outcome across different levels of a given independent variable. A value of OR <1.0 indicates that successful closure was less likely to occur within the group of interest compared to the reference group. Similarly a value of OR >1.0 indicates a higher likelihood of the outcome. An OR of 1.0 signifies equal likelihood of an outcome between the two groups.

Table 8 shows results of logistic regression with odd ratios (OR), 95% confidence interval of OR, and statistical significance for DRS. This means we are 95% certain that the odds will not go below the 'Lower' column or above the 'Upper' column. Another way of saying this: with a 95% confidence interval, we would infer that if we collected data on 100 samples (or 100 times), then 95% of the time the result would be between this interval.

We have included the services that were of interest to the statistician who prepared this table.

Table 8: Result of Logistic Regression: Odds ratios for type of service success.

	DRS (N=1060)		
	Odds Ratio	95% C.I. certain the actual lies between the lower and upper	
		Lower	Upper
Diagnosis and Treatment	1.79*	1.16	2.78
Voc Rehab Counseling and Guidance	2.22*	1.30	3.78
Job Readiness Training	0.52*	0.37	0.73
On-the-job Supports	3.27*	2.40	4.44
Transportation	1.42*	1.01	2.00
Maintenance	1.73*	1.04	2.90
Rehabilitation Technology	2.88*	1.56	5.32

Other Services	1.49*	1.10	2.02

Considerations: On the job supports, Voc Rehab Counseling and Guidance, rehabilitation technology, diagnosis and treatment, maintenance, and transportation services were more related to achieving employment outcomes for DRS consumers. A consumer who received On the job supports services was 3.3 times more likely to have a successful employment outcome than the one who did not receive the service. Conversely, individuals who received Job Readiness Training Services had a reduced likelihood of employment outcome by half. This statistic does not constitute proof that Job Readiness Training is ineffective, but does suggest the agency may want to look at who is being referred to the service and what factors may be contributing to fewer employment outcomes coming out of this service track.

2.2.3 Community Rehabilitation Program Planning: The Counselor Needs Survey Data

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: Counselor Needs Survey

Considerations: Approximately 82 % of staff completing the Counselor Survey believed DRS needed to expand or improve CRP services. Approximately 75% believed new provider services needed to be implemented. This indicates a staff perception of changes needed in the amount and array of services available to them. What specific changes would be needed will have to be culled from the narrative information, and any follow up the agency may care to conduct to address this perception.

2.2.4 Consumer Satisfaction Surveys

The following data relates to the administrative focus areas of:

Executive/Boards **In-service VR Education**

Source Name: Consumer Satisfaction Surveys 2009/10

The Consumer Satisfaction surveys did not reveal significant issues for the agency and in fact gave indication of agency performance improvement in some areas. Overall DRS can take some satisfaction in the surveys. We suggest for quality assurance purposes that Indicator 3.2 be

watched for any kind of emerging trend over the next planning period as some of the indicator questions showed a slight decline from previous year. Indicator 3.2 measures individuals receiving services, the percentage who are satisfied with --

(1) The appropriateness, timeliness, quality, and extent of the services they received;
(2) Their interactions with the providers of those services; and
(3) Their interactions with VR counselors and other Division Staff.

Surveys were sent to individuals who have been in the rehabilitation process for a longer period of time and had the opportunity to experience a variety of services. Although all the changes were slight, the two indicator statements that showed the more significant change were:

Indicator 3.2

- I feel that the amount and type of services in my plan are adequate to meet my employment goal.
- The vocational guidance and quality of counseling received from my VR Counselor assisted me in my rehabilitation process.

Indicator 3.1 tests satisfaction of consumers with their own level of participation in decision-making throughout the development and implementation of their Individualized Plan for Employment (IPE). The target group is individuals 6 months after they have started their first IPE. The 2010 results of this indicator shows field services is moving IPE development and execution in a positive direction because satisfaction increased in this area in the past year. Whatever practices lead to this outcome may want to be identified, enhance or preserved. The top three improved areas for this indicator were:

- My VR counselor explained to me what services were available
- I was informed of my right to contact the Client Assistance Program (CAP) for help in resolving differences and my right to appeal any dispute.
- My Vocational Rehabilitation (VR) counselor explained my options in choosing my employment goal.

Considerations: None, other than QA attention for trends.

2.2.5 Standards and Indicators

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Over the past 10 years the agency has met all its standards and indicators with three exceptions with respect to standard 1.1. in the years 2002, 2003 and 2009. Standard 1.1 requires the agency to achieve more competitive employment outcomes than the previous program year. In 2010 DRS met all of its federal standards and indicators which indicates a strong performance from the field in an adverse economic climate.

Considerations: Positive Need: the staff has accomplished this difficult performance in a difficult climate. This indicates a need to attend to what is going right in the operation for this accomplishment to occur.

2.2.6 The 28 Survey Data and Considerations

The following data relates to the administrative focus areas of:

Executive/Boards **In-service VR Education**

This survey was sent to individuals who left the DRS VR program after they had received services through an IPE but before they had achieved a successful employment outcome. The purpose of the survey was to determine if there were actions field services needed to take to support the client's capacity, and the capacity of future clients to achieve an employment outcome rather than exit the program.

The first questions in the survey sought to discover where the client's experience may have been less positive and where the agency might concentrate for improvement. While the data does not clearly show a strong area of dissatisfaction, the three areas that showed slightly depressed scores were these statements:

*I had choice as to who would provide my services and where I could get my services
*My VR counselor helped me better understand my disability.
*My VR counselor gave me information about other programs.

For the next two questions, we counted frequency of positive responses. We have listed the highest frequency responses in descending order under each of the two remaining survey questions.

Was there a service we could have provided that would have made your experience with us more successful?

1. help finding job 28
2. training on the job 22
3. computer training 20
4. transportation 17
5. help with living situation 16
6. employer understanding my disability 16

Which statements best describe the reason(s) you chose to stop receiving Vocational Rehabilitation Services?

1. health condition worsened 30
2. other 21
3. decided not to work 19
4. found job on my own 14

Considerations: The survey suggests choice, information, and understanding were perceived problems for people who left the program. Choice of provider and where to get services, and information regarding other services were areas of concurrence showing a depressed score 2.9. Also depressed at 2.8 was the counselors help in consumer's understanding disability. What might be more instructive would be the specific disabilities represented in the survey sample. In terms of services needed, help finding a job and training on the job were described most frequently as a needed service that presumably didn't sufficiently occur. The critical information not available here would be the background on what occurred in the program development for these cases in which these basic VR services may have suffered. Are there things VR could do better, or are these issues strictly related to consumer performance? Again Living Situation scored high and this data might concur with some of the broader themes of Life Transitions Skills and Safety Net appearing throughout the survey. Perhaps most interesting is that the top 3 reasons for not bringing their VR program to a successful conclusion lie largely outside the control of the agency and counselor. The response "found job on my own" might merit some more study in terms of why and what job, but for the most part it appears many people might be leaving simply because their health condition worsens or they choose to find their work on their own without the assistance of DRS.

2.2.7 Nature of The DRS Caseload

The following data relates to the administrative focus areas of:

Field Services/Policy **In-service VR Education**

Source Name: A Report of VR Extant Data Analysis; Data Attachment 13 Table of DRS Consumers Closed in FY 2010

Table 1 also summarizes the distributions of the primary disabilities reported by customers. DRS served consumers with diverse disabilities; 61% of the consumers had mental illnesses or cognitive disabilities, followed by 28% of consumers with physical disabilities.

		(N=2,370) N equals all consumers exiting DRS in 2010	
		N	%
Gender	Male	1254	52.9 %
	Female	1116	47.1%
Race	White	1814	76.5%
	African Am	65	2.7%
	Native Am	325	13.7%
	Other Minorities	166	7.0%
	Sensory	85	3.6%
	Physical-Orthopedic	400	16.9%
	Physical-Other	260	11.0%
	Mental-Cognitive	717	30.3%
	Mental-Other	740	31.2%
	Not Significantly Disabled	39	1.6%

	Significantly Disabled	457	19.3%
	Most Significantly Disabled	1410	59.5%
Age	<=21 (Transition)	553	23.3%
	22-39	847	35.7%
	40-59	910	38.4%
	60+	60	2.5%
Level of Ed at App	<12th Ed	663	28.0%
	Special Ed. Certificate	55	2.3%
	HS Diploma	950	40.1%
	Some college+	702	29.6%
SSI/DI	SSI/DI	715	30.2%
	Working*	492	20.8%
	Not Working	1878	79.2%
Geographical Location	Rural	916	38.6%
	Urban	1396	58.9%
	Unknown/ Out of State	58	2.4%

*at request of agency have we adjusted the table by combining “working-other” and “working with supports” into one row named “working”. We also have not included missing data references which have no discernable impact on the considerations of this study.

Considerations: As shown above mentioned above, individuals with mental illness are the largest disability group with 31.2% followed by individuals with cognitive impairments at 30.3%.

2.3 Primary Needs Category (by weight)

2.3.1 Primary Need Category: Transportation: Weight: 40

Transportation is a topic of need that is most likely to top the scales across the western states when it comes to any kind of human service program needs assessment. This topic could also be categorized as a 'state infrastructure' need since the response to this need, beyond individually responding to consumer need in case services, is largely outside the DRS locus of control. VR programs that do respond to this need beyond the individual consumer level at case services tend to shape agency's response by lending influence to support interagency transportation initiatives through agreements, participation on local transportation boards and friendly testimony for other agencies also addressing this issue at the legislature. Transportation issues appear intrinsic to large, rural sparsely populated states that do not have the economy of scale to support public transportation.

2.3.2 Primary Need Category: Pre-placement Services: Weight: 34

Pre-placement Services is a category created to collect the numerous references to the need for services that prepare a person for work; particularly in the behavioral and motivational realm. The needs identified in this category, sometimes referred to as soft skills, include specific skills for interactions with public and employer. While this category could be interpreted as a form of job readiness training and counselors occasionally referred to Work Adjustment Training (WAT), it was unclear if the concept of integration was being considered when the terminology for these recommendations was offered. What seems very apparent is counselors in particular are calling for new tools in preparing clients in order that they make a more competitive impression on both employers and public. Not all the references in this category were 'soft skills'. Related to this category were references to expanded training for clients in trade skills that were once offered through Public School Vocational Technical programs and apprenticeship programs. Some people attending these skill training programs would also need additional supports in IL/Life transition supports (housing, budgeting etc.).

2.3.3 Primary Need Category: Life Transition Supports: Weight 26

Life Transition Supports appears to be an emerging need in South Dakota, if not the whole region. Initially, these inputs looked like a need for independent living skills training, and may still be in part, but we found it necessary to create a new category to absorb the scope of this expression of need. The reason for creating this particular category name (Life Transition Supports) is that the consumer's VR will cause change and transition in other

dimensions of that persons life. Not only does the consumer's work life change, but changes occur below the surface such as home budget, new relationships, patterns of stress management, friendship management etc. Across the state there were references to a skill set needed by consumers to navigate the changes in life style that were occurring as a result of either their disability or the impact of the VR program itself. These services appear to be needed to prevent the VR investment from being sabotaged by inadequate personal life skills.

As with transportation, the response to some of these issues may fall outside the VR scope of services. Because of the prominence of this theme, a deeper look may be required prior to designing a specific service response.

2.3.4 Primary Need Category: Mental Health Services Weight: 25

The need for more comprehensive rehabilitation based mental health services surfaced frequently across the federal planning categories. The data illustrates that the VR caseload has shifted from a base of physical disabilities to serving more persons who experience a range of mental impairments including mental illness. The reporters may have not have always made the necessary distinctions in terms of impairment or diagnosis, but they mention medical management, counseling and extended services frequently for persons with mental illness and sometimes this theme of need was linked to a perceived inadequacy of response in rural South Dakota. We considered classifying this as an 'interagency collaboration' need and in fact it has that component since a thorough response to this need would likely involve the South Dakota Mental Health system's participation. The needs, however, centered on the needs of individuals with severe and persistent mental illness

2.3.5 Primary Need Category: Safety Net SSA/Public Assistance (PA) Weight: 22

In some ways the Safety Net for Social Security Administration (SSA) and Public Assistance (PA) is related to the Life Transitions Support category but we created this category to gather a set of needs that accumulate around the fraying safety net for persons in need in the country. These are individual or family medical and cash benefits, and/or housing pressures experienced by people who are trying to line up their motivation to undergo the considerations in returning to work. Because South Dakota has such a strong commitment to serving persons with Social Security Benefits (SSI/SSDI), we traced the comments that

point to such needs as PASS plans, benefits counseling and other state or federal assistance programs.

2.3.6 Primary Need Category: Transitions for Students with Disabilities Weight 19

While the federal RSA planning requirements are not as specific in reference to student transition services, there is a federal emphasis on transitions and this emphasis surfaced in this needs assessments. That said, there is evidence collected regarding positive need in that there was broad support for the Project Skills, and the Youth Leadership Forum. Positive need refers to initiatives or programs that are going well and for which the community may want continued or expanded support. The South Dakota DRS program had a number of positive needs where the agency's initiatives received accolades and recommendations for continued, if not additional, support.

2.3.6.1 Relevant Data Elements for: Transitions for Students with Disabilities

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

The topic of "Transitions for students with disabilities" accumulated a variety of data and we will review some of that data here under the Primary Need Category. Conceptually, the topic does not occur naturally under any of the RSA Planning Categories. The nature and scope of the transitions commitment for South Dakota DRS is primarily development via the agency's executive planning commitments.

Source Name: **Project Skills Year End Data 2010**

Program Demographics

Total Number of Participants	407
Percent of Participants with Severe Disabilities	99.75%
Total Wages & Benefits Paid	$479,946.79
Number of Contract Agencies	46
Number of Schools Participating in Program	162

Considerations: Project Skills is a very popular program in South Dakota across agencies and the schools. It has been demonstrated in late data to be effective in promoting positive exit outcomes for students. The South Dakota agency also has a significant financial investment in this program. Approximately 15% of the case service budget is spent on Project Skills.

Source Name: **Post High School Vocational Transition Survey 2010**

Types of Supports, Services, and/or Programming required by students: the top Five included:

Supports, Services, or Programming	Percent Utilized
Resource room assistance in school	62%
Project Skills	21.8%
Transportation	15.5%
Family Support 360 Program	14.1%
Mental Health Counseling	13.4%

Considerations: Note the prominence of Project Skills. Also relevant is the significant number of students requiring Mental Health Counseling; data which supports the weight of Mental Health Services as a need in South Dakota.

Source Name: **Post High School Vocational Transition Survey 2010**

Top three areas parents are concerned about during son/daughter's transition to next phase of life.

Areas of Concern	Percent
Managing money or making financial decisions	46%
Making and keeping friends	32%
Making good decisions about interacting with people	29%

Considerations: This is an interesting set of data in that all three elements support a larger theme of primary need that has emerged in this needs assessment. Parents have identified three categories of need (financial management, friends and relationships) that could fit into the "Life Transitions Needs" Primary Needs Category. This is an independent validation of a number of other comments identifying the need for more skills training in this area for adults participating in VR services.

Source Name: **Post High School Vocational Transition Survey 2010**

Below is the table of how parents reported the primary disability of their child who was a transition student.

Disability	Percent
Specific Learning Disability	44.2%
Autism	14.8%
Cognitive Disability	12.9%
Other Health Impaired	11.6%

It should be noted that a significant number of students listed ADD and ADHD as other disabilities.

Considerations: In the Administrative List of considerations, the demographics of VR caseloads reflect the significant shifting of disability profiles to mental disabilities and this transition survey confirms the trend. VR counselors and agencies need to have the preparation to serve persons with a range of disabilities related to the mental realm of performance and impediment. For the agency and counselor, these disability types are likely to point to eligibility considerations and service design for learning disabilities, specific learning disabilities and autism.

Source Name: **Dr. Greg Cooch Indicator 14 Report 2009**

Dr. Cooch's report summarizes Public School Indicator #14 which requires states to document the post-school outcome experiences (i.e., employment and education) for student with disabilities. The bolded numbers below are called "Odds Ratio" numbers. In the first statement the Odds Ratio is 1.26 which means a student who was in Project Skills is 1.26 times more likely to be employed than a student who wasn't in Project Skills. If the ratio were '1' the odds the person who was in Project skills would be employed would be even with the person who wasn't. Below '1' the odds become be less than even.

- Odds Ratio of Engagement for Students Employed & Project Skills Only **(1.26)**
- Odds Ratio of Engagement for Students Employed Only Who participated in Catch The Wave, Youth Leadership Forum, Self-Advocacy, or Project Skills **(1.56)**
- Odds Ratio of Engagement for Students in Post Secondary Only Who participated in Catch The Wave, Youth Leadership Forum, Self-Advocacy, or Project Skills **(2.03)**

Source Name: **Dr. Greg Cooch Indicator 14 Report 2009**

- State Average Engagement rate = 78.6% (2007-08)
- Overall engagement rate of Participants in Project Skills, Youth Leadership Forum, Catch The Wave, and Self-Advocacy = 81.2% (2007-08)

Considerations: Dr Cooch's study indicates the likelihood for a positive exit engagement increases for students who have been involved in Project Skills and Youth Leadership Forum. Depending on trends this could be the basis for evidenced based practice in Transitions.

Source Name: **Project Skills Survey**

The following table shows the number of students who express need for more information with the highest areas of need being:

Areas of Concern	# Students
Support services to help obtain a career	35
Contacting benefits specialist	33
Help to determine career interests	29

Considerations: While the career assistance is predictable, the second category of contacting benefits specialists resonates with the broader primary need of safety net concerns for the students.

Source Name: **Project Skills Year End Data 2010**

Primary Impairment of Project Skills Participants

Cognitive Impairments (impairment involve learn, think, process info and concentrate)	74%
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	12%
Other Mental Impairments	8%

Considerations: Of all Project Skills participants, 94% of them had Cognitive, Psychosocial or Other Mental Impairments, with only 6% of the remaining participants having physical or sensory impairments.

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: **American Community Survey TACE 8 Analysis**

Data Attachment 10: American Community Survey: Transitions of Students with Disabilities; National Comparisons

	Eligibility	IPE	Employment
Total 2009 All VR Agencies	**82.5%**	**68.7%**	**55.6%**
Total 2010 DRS	**76.8%**	**62.4%**	**60.7%**

	Eligibility	IPE	Employment
Transition 2009 All VR Agencies	**84.8%**	**68.5%**	**53.7%**
Transition 2010 DRS	**81.6%**	**69.6%**	**54.8%**

Considerations: DRS looks comparable to the national averages and once the national data is in for 2010 may even look favorable. The eligibility numbers may want to be watched for they could indicate a slow down at the front door of the transitions effort. The proportion of transition services to the general agency shows a proportionate higher investment in transitioning students even though employment outcomes are lower. The lower employment outcomes are not disproportionate to the national numbers.

2.3.7 Primary Need Category: Language/Culture Weight: 18

In reporting regarding minorities and unserved/underserved reporters frequently did not directly mention needs that fell within the VR scope of services. What came out, with particular force and clarity through Mary Medema's Key Informant Interview (Sioux Falls Multicultural Center), is that upstream from the VR needs assessment conversation, for minorities in particular, are issues of language, culture and trust. Additionally, counselors were recommending staff who had cultural experience and expertise and when appropriate, the language skills.

2.3.8 Primary Need Category: VR Education Weight: 18

When comments were made that pointed to VR's need to inform referral sources through presentations or training, or the need to make more information available regarding VR service offerings to minority groups or underserved, and employers, we parked those comments in this category. This is not necessarily an expanded in-service training need, but rather a possible public relations dimension between DRS and the constituencies. This category crosses over with the transitions category when statements were made regarding outreach to parents and teachers etc.

2.3.9 Primary Need Category: Assistive Technology Weight: 16

Assistive Technology appeared as a need in the counselor interview and AT was also the subject of a Key Informant Interview with Patrick Czerny, DakotaLink Coordinator of Technical Services. The RSA instructions for the state plan require the state comment on the statewide AT strategy as a regular part of the state planning process.

2.3.10 Primary Need Category: State/Indian Nation Infrastructure Weight: 14

This category collects the comments when reporters talk about the lack of jobs and economics as the basic impediment to VR outcomes in the Native American Nations or reported the sense that cultural bias, ignorance, and misunderstanding were barriers that had to be addressed in order to effectively serve some minorities, unserved, or underserved. Seeing that these were large structural issues embedded in the economy, society, and local communities, we decided to create this category so these impediments could be articulated regardless if the agency itself had the scope, authority or resources to respond. State/Indian Nation Infrastructure issues almost by definition lies outside the management and service locus of control for a VR agency, but that said many people reported these kinds of barriers to successful VR outcomes.

2.3.11 Primary Need Category: Rural Citizens Service Supports Weight: 11

This category was distributed across many planning categories; many times as a secondary consideration in the presentation of a primary need. For example; a statement regarding the needs for more and better mental health services was connected to the caveat "especially in rural corners of the state". The data analysis that will guide this discussion cuts two ways: 1) the successful outcome ratio in rural South Dakota counties is higher than the urban counties, and 2) the data points to possible under-service in rural SD.

2.3.12 Primary Need Category: Extended Services Weight: 9

Extended Services in this context refers to those services a VR consumer will need to maintain employment following VR closure. The various forms of supported employment tend to culminate in a more or less extended phase of support for the VR consumer following the VR funded phase of services. This topic comes up in relation to serving persons with the most significant disabilities, Traumatic Brain Injury (TBI) and Severe Mental Illness (SMI).

3. The South Dakota DRS Summary of Needs by RSA Planning Category

What follows are the Primary Needs Categories distributed across the RSA Planning Categories. In this reconfiguration of the needs statements, the frequency score of the particular Primary Need Category becomes more important since the weight score only gives a statewide sense of importance. That statewide importance doesn't translate directly into these specialized RSA Planning Categories. Occasionally we choose to let frequency score override the weight for the order of priority.

3.1 Community Rehabilitation Programs: The need to establish, develop or improve community rehabilitation programs within the state.

Some of the broader topics of infrastructure have been parked in this planning category because Community Rehabilitation Program planning is one of the leadership/management functions usually shared by the Central Office, the VR Boards (DRS and SBVI) and the management level of the agency. Addressing the need to expand or improve this dimension of consumer service is also required for the Federal state plan attachments and the CSNA. The SD DRS/SBVI CSNA Counselor Survey was a major contributor to the CSNA needs assessment information informing needs in this category. 47% of DRS counselors responded to the survey along with 41 % of the DRS senior counselors. 82.4% agreed or strongly agreed that there was a need to expand or improve current provider services in the agency. 73.5% agreed or strongly agreed the state needs new provider services. Based on the data alone there is good evidence the staff is looking for additional, different or enhanced resources to serve their clients through the provider world. The matter of specific needs and response becomes less clear as we later look for what is perceived to be needed. What seems to qualify as a finding in this process is for the larger management picture. The data indicates there is a staff perception some change is needed in the provider service configuration to continue to effectively serve consumers.

We will now review how the Primary Needs Categories accumulated under this RSA Planning Category (CRP Planning). They are presented in order of Categorical weight (most weighted to least) and then frequency; (how often brought up).

3.1.1 Primary Need Category: Community Rehabilitation Program Administration List

Because of the tendency to handle the broad Community Rehabilitation Program (CRP) issues through either a Central Office program officer and occasionally through board consultations, we have gathered some of these comments on need under the CRP Administration List: There were fairly high frequency comments that addressed issues of administrative procedure between VR offices and CRP providers. These topics were:

1. Billing issues in terms of timing and procedures;
2. Timely reporting by the CRP;
3. There were recommendations for more communications between offices and providers
4. More formalized networking and communications for Central Office and District offices to maintain ongoing networking and communications with Providers leading to improved system of services;
5. Getting training to providers with examples given in terms of client motivation, basic work skill development.
6. There was a request for more explicit service guidelines for providers.

3.1.1.1 Primary Need Category: Transportation: Weight: 40 Frequency: 4

We have pretty much covered this need and what it means to this study in the introductions. Overall transportation has much weight in the needs assessment though significantly lower frequency in the Community Rehabilitation Program Planning category.

3.1.1.2 Primary Need Category: Pre-placement Training: Weight 34 Frequency 8

This needs category was mentioned with a high frequency in relationship to the Community Rehabilitation Programs. As we said when we described this needs category, we are not entirely clear if the people who brought these issues up were actually looking at traditional work adjustment training, or self standing soft skills classes, or formal certification of readiness to work as in (National Career Readiness Scale) or other kinds of offerings. The respondents clearly indicated this is an important needs category to consider in relationship to either the existing, expanded providers system or possibly the work force system. When considering these planning points we recommend reviewing the data presented earlier on effectiveness of services relative to employment outcomes.

Not directly related to the CRP network of providers were requests for hard job skills training that appear in this and other RSA Planning Categories. The providers of those skills course could be either private sector or public/non-profit. To this end we have included in the Work Force Category some tables that may be helpful.

3.1.1.3 Primary Need Category: Life Transitions Supports: Weight 26 Frequency 9

These comments were occasionally couched in terms of independent living skills, but were not necessarily intended in the formal sense of IL services. While these comments were gathered under Community Rehabilitation Program Planning, it was unclear if these needs were meant to be met through traditional CRP work facilities, Independent Living Centers, or some other new hybrid provider. The needs tended to be expressed in terms of daily living competencies such as budgeting, maintaining housing, some references to medical management and occasionally personal relationships. There was a sense that daily living skill instability in the personal lives of consumers was making it increasingly difficult for counselors and CRP providers to provide VR services. Unlike Pre-placement Training, the needs in this category would not be job site/employer/public relations skills but more adult competencies of daily living.

Management Locus of Control: Like transportation, some of these skills fall outside the VR scope of services and may in effect be Independent Living (IL) competencies and needs. If there is a commitment to follow through on addressing these needs, the first challenge would be to discover more precisely what kinds of services would be needed to support the individual consumer in their activities of daily living and what kinds of interagency service coordination might be brought together to improve a safety net of ‘competency”.

3.1.1.4 Primary Need Category: Mental Health Services Weight 25 Frequency 5

Mental Health Services were described as a need, but not necessarily as a VR Administrative issue or even a traditional CRP work services model. The concept of ‘provider’ is what parks these comments in this category. The issue appears to be spread across the Mental Health system and crosses over into the difficulty of providing Mental Health services in rural communities. We saw references to work services, mental health counseling, medications, extended services, job placement and employer education. There was a comment expressing a need for an expanded provider base for mental health services that were provided using a rehabilitation model rather than a medical model of services. This topic came up in reference to homeless persons and also connected to this group were references to expanded drug and alcohol addiction treatment.

3.1.1.5 CRP: Job Placement/Coaching Weight Score: 12 Frequency: 6

The needs Category "Job Placement/Coaching gathered comments that requested either

additional job placement or coaching services in the field or improved job placement services. When issues were primarily quality rather than quantity those comments were gathered under CRP/quality assurance. This specific group refers to the quantity of the placement professionals and coaches, and sometimes refers to the lack of consumer choice particularly in the more rural communities. For CRP alone the frequency of these comments was 6.

3.1.1.6 Primary Need Category: Transitions Weight 19 frequency 2

A Key Informant Interviewee discussed the need for expanded opportunities for vocational and trade training; training and orientation for students and parents in post secondary school planning and work opportunities; certified soft skills and hard employment skills training for students while in school. Training for teachers in training (pre-service) in assisting students and families do their post secondary planning.

3.2 Minorities: the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of: individuals with disabilities who are minorities . . .

3.2.1 Relevant Administrative Data

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: American Community Survey TACE8 SD Analysis

Data Attachment 1: American Community Survey/R911 Analysis regarding Minorities

The American Community Survey is an extension of the US Census Bureau and they describe themselves on their website as follows: "The American Community Survey (ACS) is an ongoing survey that provides data every year -- giving communities the current information they need to plan investments and services. Information from the survey generates data that help determine how more than $400 billion in federal and state funds are distributed each year." The 911 Analysis is an analysis conducted on the data routinely collected by DRS (and every other VR agency in the nation) for the purposes of internal program management and the federal year end data submission.

Taken from 911 Data Analysis and ACS Survey

Table 1: DRS Consumers Closed in FY 2010			ACS Data SD (2009)
White	1814	76.5%	87.9%
African Am	65	2.7%	1.2%
Native Am	325	13.7%	8.5%
Other Minorities	166	7.0%	5.4%

Considerations: At the broad data level, SD DRS is serving minorities with no groups showing under-service. Comparing 'Native American' and 'Other Minorities' closure rates to the ACS data for South Dakota for percent of population, the proportion of service for those two groups appears strongly favorable to the agency.

3.2.1.1 Primary Need Category: Transportation Weight : 40 Frequency: 15

The overall weight for Transportation is high for this CSNA and the topic had a high frequency with persons who are minority members. Generally, we can assume minorities share the common issues with other groups in South Dakota when it comes to dealing with mobility and the lack of public transportation infrastructure in rural South Dakota.

3.2.1.2 Primary Need Category: Life Transition Supports Weight: 26
Primary Need Category: Safety Net Social Security/PA Weight: 22
Combined Frequency 12

We have combined these categories into a single needs statement because this planning category becomes hard to separate out the impact of adult life management skills in the multicultural context and the more basic survival needs of medical help, and assistance benefits necessary to keep the household together while training. Either dimension, if not under reasonable management, can negatively affect a VR program.

3.2.1.3 Primary Need Category: Language/Culture Weight: 18 Frequency 16

Issues of language and culture may have the highest frequency in this cluster of need commentary for minorities in South Dakota. Mary Medema of the Sioux Falls Multicultural Center described three barriers that in effect impede a comprehensive assessment of disability related needs for minority persons who are immigrants or refugees. The first barrier is language and the availability of qualified interpreters. The second and third were trust and

connectivity. Prior experiences and sometimes cultural characteristics of these small communities result in a form of isolation that makes it hard for agencies like VR to connect up through the usual "referral finding" methodologies. Language particularly was identified in the Key Informant Interviews as a centerpiece impediment for some minority groups in terms of even acquiring specific rehabilitation need information, much less responding as a system to those needs. Right behind language, were the diverse cultural issues and we encourage you to review the more detailed summaries of this particular issue in the appendixes of this CSNA. Generally though the state faces relatively low numbers in the minority groups the groups themselves are becoming more numerous and this has impact on how a statewide system needs to respond. While some narrative responders suggested hiring language speakers on staff, these recommendations lose some of their luster when one sees the sheer number of cultures and languages that would need to be addressed. The response according to the data and narrative needs to take into account the need to respond to many differing and infrequent communication needs over time.

3.2.1.4 Primary Need Category: State/Indian Nation Infrastructure Weight: 14 Frequency: 14

Recalling our description of the State/Indian Nation Infrastructure needs category, much of what we will describe here is outside the scope of possible response for a VR program, yet over and over, people pointed to these issues as the impediments to positive VR outcomes. The major topics reported in this category include: lack of employment and recreational opportunities on the Reservations; The Eagle Butte Forum discussed the difficulty of sustaining support programs; the need for closer working relationships with partners (not necessarily VR), including the availability of partners. There was a recommendation to look at the issues as a larger work force system; and either attempt economic development in home communities with individuals or find meaningful ways to assist people move to opportunity.

3.2.1.5 Primary Need Category: VR Education Weight: 18 Frequency: 9

VR Education refers to the specific topics that VR staff could present in South Dakota communities regarding the scope and nature of VR services to help increase referrals and access to services.

Some of these comments also referenced the need for the South Dakota Public to be more aware and cognizant of the cultures, experience and values of persons in minority groups. The barriers were often described in terms of prejudice and stigma. Employer education about the capabilities and needs of specific minority groups, including Native Americans, were included in

this category even though they could also fall into a more general category of Public Education since the scope of such an educational campaign would not fall within the scope of VR services. While this campaign of awareness would not necessarily fall directly into the VR scope of services, the reduction of ignorance, stigma and prejudice could have the effect to eliminating some barriers to successful VR outcomes.

3.2.1.6 Primary Need Category: Mental Health Services Weight: 25 Frequency: 5

Additional mental health and addiction treatment were brought up in the context of needs for Native Americans.

3.2.1.7 Primary Need Category: Pre-Placement Services Weight: 34 Frequency: 3

The Pre-placement training category came up in reference to minority populations including Native American, but with a great deal less frequency than in other categories of need in this process. It is important to watch frequency scores with Minorities because what may have weight and importance for the general population, may have a different importance for minorities.

3.2.1.8 Primary Need Category: Assistive Technology Weight: 12 Frequency: 2

This topic came up in the Key Informant Interview and interacted with the issues of language and culture. It was suggested that there may be some potential in state of the art language technology helping to bridge the communications issues for some minority groups.

3.3 Most Significant Disability: individuals with the most significant disabilities, including their need for supported employment services.

3.3.1 Relevant Administrative Data: Counselor Survey

As much of the input for this category came from the Counselor Needs Assessment Survey, we will summarize the data for the questions: “Are there additional services you feel are needed for this population (most significant disabilities)?”, and “Are there barriers to the provision of these additional services?”

The following data relates to the administrative focus areas of:

Executive/Boards Executive/Boards

Source Name: Counselor Needs Survey

Considerations: The VR staff were almost 2 to 1 of the opinion that additional services were needed and there are barriers to the provision of those services.

3.3.1.1 Primary Need Category: Transportation Weight 40: Frequency 6

The transportation issues came up in terms of getting to and from both work and services. This conversation interacts with the remote and rural rehabilitation Issues. The more significant the disability, and the more remote or rural the service setting, the more likely transportation is going to be a barrier.

3.3.1.2 Primary Need Category: Life Transition Supports Weight: 26
Primary Need Category: Safety Net SSA PA Weight: 22
Combined Frequency: 7

Both these categories are very much related so we have put them together in this commentary. To repeat what we said to describe these categories previously: "they represent a group of service responses that, while critical to the provision of VR services, fall on the boundaries of the VR scope of services. We have already described Life Transitions Supports as a general set of adult competencies in daily in living required to support a working life style in a South Dakota mainstream community. Safety Net SSA PA relates to the basic needs of food, shelter and medical care, much of which is commonly achieved either through the Social Security system or Public Assistance." In this group, one respondent mentioned a need for support for the family when one member of that family returns to work. Clearly combined, any successful response in this needs category would have a positive impact on serving persons with Most Significant Disabilities.

3.3.1.3 Primary Need Category: Mental Health Services Weight: 25 Frequency: 7

People with severe and persistent mental illness achieved a higher frequency as a group that needed attention in long term supports with particular references to persons living in the more rural communities. There were recommendations in this grouping for more education to employers regarding mental illness.

3.3.1.4 Primary Need Category: Transitions for Students Weight: 19 Frequency: 9

For two years, Partners in Policy Making made recommendations regarding transitions: In 2009 the recommendations landed on: 1. teacher education 2. Student guidance; and 3. Parent education and self advocacy. In 2010 the priorities were: 1. student preparation for transition; 2. parent preparation and distribution of the transition kits. 3. Issues regarding IDEA and the 3 year evaluation 4. College Disability coordinators and the necessary accommodations. Also one Key Informant interviewee recommended strengthening the connections between the classroom, the employer and VR at the point of transition as in Project Search.

3.3.1.5 Primary Need Category: : Extended Services Weight: 9 Frequency: 9

Extended Services refers to those services that occur post VR supported employment placement and stabilization. Typically, these are your post VR job supports that make supported employment possible. These cannot be Title I VR dollars. The extended services need comes up in the context of waiting lists and also expansion of long term support for persons with TBI and Mental Illness. This line of service needs to be available to successfully support persons in supported employment on the VR side of services.

3.3.1.6 Primary Need Category: Pre-Placement Services Weight: 34 Frequency: 4

This category is heavily weighted for the CSNA in general and appears with perhaps diminished frequency in the MSD Planning category. We suspect that much of the high frequency count in the CRP category could also be assigned to this planning category, so based on that this appears as a very high perception of need. Pre-placement Services was a category created to collect the numerous references to the need for training services that prepare a person for work; particularly in the behavior and motivational realm.

3.3.1.7 Primary Need Category: VR Education Weight: 18 Frequency 3

Partners in Policy Making made a general recommendation that VR needs to invest in spreading the word about VR services to parents, teachers, students and community.

3.3.1.8 Primary Need Category: Rural Citizens Service Supports Weight Score: 11 Frequency Count: 3

These comments touched on the connection to the most rural citizens and the distance issues in bringing services to the rural settings.

3.4 Significant Disability: the rehabilitation needs of individuals with disabilities residing within the state.

3.4.1 Relevant Administrative Data: Counselor Needs Survey

As with the previous category, much of the input for this category came from the Counselor Needs Assessment Survey we will summarize the data for the questions: "Are there additional services you feel are needed for this population (significant disabilities)?", and "Are there barriers to the provision of these additional services?"

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: Counselor Needs Survey

Considerations: Again, the staff have come in strongly at approximately 70% that additional services are needed and there are barriers to the provision of those services.

3.4.1.1 Primary Need Category: Transportation: Weight: 40 Frequency 12

The transportation was referenced with high frequency in terms of getting to and from both work and services. This conversation interacts with the remote and rural rehabilitation Issues. The more significant the disability, and the more remote or rural the service setting, the more likely transportation is going to be a barrier.

3.4.1.2 Primary Need Category: Pre-Placement Services Weight: 34 Frequency: 15

This category is heavily weighted for the CSNA in general and spiked in frequency for persons with significant disabilities. Pre-placement Training was a category created to collect the numerous references to the need for training services that prepare a person for work; particularly in the behavior and motivational realm. Also included in this category is a comment on the need for more skill training opportunities in South Dakota for persons preparing for work.

3.4.1.3 Primary Need Category: Life Transition Supports Weight: 26
Primary Need Category: Safety Net /SSA PA Weight: 22

Combined Frequency: 14

These two categories of need have been batched together. In this grouping, the weight means less than the combined frequency of 14. At this point, there is probably no need to describe the categories again other than to say there is much emphasis on the need to serve people who have the means and skills for a reasonably stable daily life style while they participated in VR services.

This next set of data relates to the many comments regarding safety net and public assistance issues. Even though we include this data in this section, it applies across the RSA Planning Categories.

Source Name: American Community Survey TACE8 SD Analysis Data Attachment 7 Safety Net and PA Relevant Data

Some individuals may have both public and private insurance coverage & Percentage with Health Care Coverage Among Persons Age 18 and Over by Disability Status, (2008 Behavioral Risk Factor Surveillance System (BRFSS)

State	Pct. Disability with Coverage	Pct. No Disability with Coverage	Coverage Gap	State Rank
U.S.	83.3%	84.7%	1.4%	
SD	80.4%	88.2%	7.8%	2*

***SD is has the 2nd largest health insurance coverage gap in the U.S. according to the BRFSS**

SSI recipients and SSDI beneficiaries for SD DRS (2009)

Category	Number	Increase or decrease from prior year	Percent of agency total	National average for general/ combined agencies
SSI recipients	249	-51	26.16%	19.23%
SSDI beneficiaries	326	-59	34.24%	19.08%

Considerations: This data confirms the narrative information that suggests South Dakota consumers are more likely to have safety net concerns relative to health insurance. The second set of data also shows the DRS agency has a very high commitment to serving individuals eligible for SSI/SSDI benefits. This data may also contribute to the need for planning related to the capacity for benefits counseling.

3.4.1.4 Primary Need Category: Mental Health Services Weight: 25 Frequency: 6

The mental health system of services comes up with some consistency in this survey. We seem to be looking for more support services in terms of medical management, addiction and recovery programming, counseling, access in sparsely populated rural communities and finally extended services. There were also suggestions for interagency efforts to fill the gaps in service.

3.4.1.5 Primary Need Category: Transitions for Students/disabilities Weight: 19 Frequency: 6

Transition was discussed in terms of Central Office working with partners and also expansion of programs that prepare students with work skills (Project Skills). The core need relates to other categories in the sense of counselors expressing the VR client's need for employment skills prior to employment. The Post High School Voc Transition Survey 2010 summarized these re-occurring themes from their survey: *To have a post-secondary program/offering in South Dakota that would provide young adults with disabilities the necessary supports, beyond what is currently available, to successfully learn a job skill that would provide them meaningful work opportunities upon completion of their program. Furthermore, to provide residential accommodations on campus along with formal instruction and coaching for these young adults to learn independent living, socialization, and life skills for successful community living during and after their post-secondary experience.*

3.4.1.6 Primary Need Category: VR Education Weight: 18 Frequency: 3

There were three comments in "other needs" portion of the Counselor survey pointing to the need for VR to educate employers on ADA topics, and disability issues in the work place in general. Related were recommendations from the Work Force Key Informant Interview that employer education regarding the true productive capacity of individuals would be an effective measure to the barrier of attitude regarding persons with disabilities

3.5 Unserved/Underserved: the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of: individuals with disabilities who are unserved or underserved.

3.5.1 Relevant Administrative Data: Counselor Survey

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: Counselor Needs Survey

When the VR staff were asked "Are there additional services that you feel are needed for unserved/underserved populations?" 41.2% stated "Yes",

When the VR staff were asked "Are there barriers to the provision of these services for unserved/underserved populations?" 48.4% stated "Yes".

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: Post High School Voc Transition Survey 2010

Types of Supports, Services, and/or Programming

Top Five included:

1. Resource room assistance in school (62%)
2. Project Skills (21.8%)
3. Transportation (15.5%)
4. Family Support 360 (14.1%)
5. Mental Health Counseling (13.4%)

Considerations: Mental Health Services rated fifth in the Post High School Transition Survey in types of services for Transitioning students. The potential need for mental health counseling for this segment of transitioning students may have planning implications in terms of broad categorical need. The thread of mental health services may impact students in more rural communities where it is reported mental health services may be harder to access.

The following data relates to the administrative focus areas of:

Executive/Boards **Field Services/Policy**

Source Name: American Community Survey and Census Data

	State	Rate	U.S.	U.S. Rate

Penetration Rate	12,593	1.56%	6,430,645	2.09
Community Utilization	12,593	1.56%	6,123,685	1.99
State Hospital Utilization	2,201	0.27%	167,002	0.05

Penetration rate is the number of persons served in mental health system (by state mental health agency) over the population of the state.

Considerations: According to SAMSA's (Substance Abuse & Mental Health Services Administration) penetration and hospitalization utilization rate data, the South Dakota mental health system is lower than the national average in the percent of persons served in the mental health system and has a higher rate of utilization of the state hospital. These figures may confirm other reports in this needs assessment regarding the need for more mental health supports for VR clients.

Administrative Focus: **Executive/Boards** **Budget/Resource**

The following data relates to the administrative focus areas of:

Executive/Boards **Budget/Resource**

Source Name: A Report of VR Extant Data Analysis Rural and Urban Services Rates (*analysis summary Scott Sabella Ph.D.*)

For the purpose of this Needs Assessment, five counties (Minnehaha, Pennington, Lincoln, Brown and Brookings) were considered urban. As a result, 59% of DRS consumers lived or received VR services in the urban area. Note that 2-3% county information was not available. After excluding the missing county cases, 60% of DRS consumers served were from urban counties and 40% were from rural counties. The 2009 American Community Survey population estimates show that 50% (247,477) of the 494,741 residents, ages 18-64, reside in urban areas as defined above. Thus, persons from rural areas appear to be being served at a lower rate.

Considerations: This data supports the strong narrative evidence (qualitative) that any pockets of under-service may be more geography and economy based rather than specific disability based.

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: A Report of VR Extant Data Analysis Data Attach 3: A Report of VR Extant Data Analysis for Comprehensive Statewide Needs Assessment (South Dakota)

Table 2: DRS Consumer Characteristics and VR Outcomes (FY 2010)

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: A Report of VR Extant Data Analysis *(Analysis Summary by* Sukyeong Pi, Ph.D*)*

DRS		N (2370)	Eligibility (76.8%)	IPE (62.4%)	Employment (60.7%)
Geographical Location	Rural	916	81.3%	65.6%	63.8%
	Urban	1396	73.4%	60.0%	59.5%
	Unknown/ Out of State	58	86.2%	64.0%	37.5%

Though more consumers resided or received services in the urban area, people in the rural areas were more likely to be eligible, establish an IPE and have an employment outcome. This finding would be inconsistent with previous studies, so further investigation is needed.'

Considerations: The data contradicts assumptions that rural services while being less abundant than needed, are of less quality than urban based services. It appears in South Dakota at least, the percentage of consumers achieving employment outcomes is higher in rural counties. Planning needs to take into account that quantity of rural service and quality of rural service may need to be two separate considerations.

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: American Community Survey TACE8 SD Analysis

Data Attachment 1: American Community Survey/R911 Analysis regarding Minorities

American Community Survey 2009 Data for South Dakota CSNA

or S.D. specific disability populations (total population 18-64 years old) in percentage =

	Disability	Severe	MR	Mental Illness	Blind	Visual Difficulty
U.S	18.4	6.9	.49	7.1	.05	.09
SD	21.1	9.5	.56	8.6	.11	2.3

(note that .05% is smallest percentage in the country for blind category).

Considerations: It is a matter of note that the incidence of disability conditions tends to be higher in South Dakota than the national average.

3.5.1.1 Primary Need Category: Rural Citizen Supports Weight: 11 Frequency: 3

We have moved this category to number one based on its frequency of 3 not only in this needs category, but also based on the data that supports some of these statements and the frequency of this issue as a secondary need. Again the issues of serving individuals in low density service markets or serving our most rural citizens. This topic come up connected to Transitions and the need to train parents about arranging for placements that are likely to occur far from home. Also mentioned in this context were persons with mental illness and the issues of rural distance to service and work, and transportation.

3.5.1.2 Primary Need Category: Life Transitions Supports Weight 26 Frequency: 4

Individuals with Borderline Intellectual Functioning were mentioned in terms of being difficult to serve in two arenas: eligibility determination and what we are calling Life Transition Skills. (frequency 2). Issues regarding eligibility determination could also appear under VR infrastructure if this is an issue of understanding specific policies regarding eligibility.

Homeless persons were mentioned in terms of needing life transition supports, VR education in terms of providing outreach to homeless shelters. Youth were also mentioned in this group as beginning to appear more frequently in homeless shelters. (Frequency 2)

3.5.1.3 Primary Need Category: : Mental Health Services Weight 25 Frequency 2

Individuals with Mental Illness were named and their needs were clearly safety net and life transition supports.

3.5.1.4 Primary Need Category: Interagency Service Collaboration Weight: 18 Frequency: 4

Persons with Traumatic Brain Injury were brought up in the context of lack of funded coherent system and specialized skilled providers; (frequency: 2)

Persons with addictive disorders or chemical dependencies were mentioned as needing more services and perhaps could be served via interagency arrangements. (frequency: 2)

3.5.1.5 Primary Need Category: Language/Culture Weight: 18 Frequency: 2

Non English speaking minorities were mentioned in terms of the difficulty communicating, finding interpreters, building trust and cultural bridges. Finding those interpreters and interagency cooperation with existing provider resources was recommended.

3.5.1.6 Primary Need Category: Assistive Technology Weight: 16 Frequency: 2

Key Informant Interviewee suggested VR explore the state of the art assistive technology tools offered persons with certain mental disabilities (DD, TBI) as they can effectively address some impediments in this arena.

3.5.1.7 Primary Need Category: : Singular Responses

1. Autistic Spectrum Youth: autistic spectrum youth aged out of school need help with social skills, transportation, safety net issues and more creative VR programming.

2. Ex-offenders: poor diagnosis and care in prison and discrimination upon release from prison. Recommend VR Education to employers and public as well as VR.

4. Native Americans were mentioned as a population VR need to 'be more visible to' in a positive and culturally sensitive way to build trust.

3.6 Work Force Partner: Individuals with disabilities served through other components of the statewide work force investment system.

3.6.1 Relevant Administrative Data: Counselor Survey

The following data relates to the administrative focus areas of:

Executive/Boards **Quality Assurance**

Source Name: Counselor Needs Survey

DRS staff were asked if they have good working relationships with the Workforce partners (excluding providers who are included in the last question) in their service area. The table below shows the results of this question.

Response	Percent
Strongly Agree	41.2%
Agree	44.1%
Neutral	2.9%
Disagree	8.8%
Strongly Disagree	2.9%

Considerations: Given that 85.3% of the staff agree that DRS has good relationships with local work force programs, any needs comments describing difficulties in the relationships are more likely to be local. This data suggests a good overall system of local relationships.

Work Force Information, when current and relevant, may have contributions to make regarding some of the emphasis in the needs assessment on making more skills training available in South Dakota. The next table illustrates data that, if current, could serve as guidance in the larger statewide planning for skills training offerings.

Source Name: The South Dakota Department of Labor; Labor Market Information Center

Occupational Title	2008 Base Number of Jobs	2018 Projected Number of Jobs	Actual Change	Percent Change	Average Annual Demand for Workers
Total, All Occupations	468,635	510,000	41,365	8.8%	15,167

South Dakota Occupational Employment Projections 2008 - 2018

(*the following table was excerpted from the more comprehensive table of the same title published on the South Dakota Department of Labor website. This data view summarizes the top 20 occupations in terms of actual change in projected jobs.)*

Registered Nurses	10,490	12,650	2,160	20.6%	399
Customer Service Representatives	9,240	11,015	1,775	19.2%	469
Retail Salespersons	14,845	16,430	1,585	10.7%	572
Combined Food Preparation and Serving Workers, including Fast Food	7,045	8,320	1,275	18.1%	276
Bookkeeping, Accounting and Auditing Clerks	9,855	10,825	970	9.8%	215
Waiters and Waitresses	7,915	8,790	875	11.1%	524
Nursing Aides, Orderlies and Attendants	6,365	7,175	810	12.7%	144
Cashiers	11,535	12,340	805	7.0%	598
Truck Drivers, Heavy and Tractor-Trailer	8,280	9,050	770	9.3%	225
Accountants and Auditors	4,155	4,910	755	18.2%	146
Team Assemblers	3,455	4,190	735	21.3%	152
Carpenters	5,355	6,045	690	12.9%	136
Construction Laborers	2,730	3,320	590	21.6%	77
Receptionists and Information Clerks	5,160	5,685	525	10.2%	191
Personal and Home Care Aides	1,635	2,150	515	31.5%	72
Hotel, Motel and Resort Desk Clerks	2,020	2,525	505	25.0%	119
Sales Representatives, Wholesale and Manufacturing, except Technical and Scientific Products	4,135	4,620	485	11.7%	145
Janitors and Cleaners, except Maids and Housekeeping Cleaners	9,425	9,905	480	5.1%	226
Office Clerks, General	4,605	5,055	450	9.8%	108
Welders, Cutters, Solderers and Brazers	2,200	2,615	415	18.9%	109

Considerations: Work Force Information, when current and relevant, may have contributions to make in choosing which important occupational skill training sets should be made available. The above table was excerpted from a more comprehensive table published by the South Dakota Department of Labor and describes the projected top 20 growth occupations (measured in 'actual change') for South Dakota through 2018 The South Dakota Department of Labor maintains valuable information on occupational supply and demand. The utilization of the most current ongoing current information on growth jobs and occupations can provide critical input in Work Force, CRP, and job skills training planning efforts.

3.6.1.1 Primary Need Category: : Pre-Placement Services Weight: 34 Frequency: 4

This Key Informant Interviewee described a need for more access to training for trades that were formally likely to be found in state Vo Tech programs or apprentice programs. People with disabilities need to take acquired skills to the employer. This person also accentuated the

value of formal certification of readiness to work; access to entry level (National Career Readiness Scale.