



**San Diego State University  
Interwork Institute**

**State of Idaho  
Division of Vocational Rehabilitation  
Comprehensive Statewide Needs Assessment Report**

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**Prepared by:  
Rachel Anderson, MS, CRC  
Chaz Compton, Ed.D., CRC  
Melissa Kronberger, R.A.  
Christa Strickland-Kucerak**

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## ACKNOWLEDGEMENTS

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**Teresa Pitt, Planning and Evaluation Manager**

**Matt Markve, Program Evaluation Analyst**

**Andrew Grey, Program Analyst**

In addition, the project team thanks the Division Administrator, Jane Donnellan, and the Idaho partner agencies for their support and commitment to the CSNA process. The project team also expresses their appreciation to each individual who took the time to share their thoughts by completing a survey, taking part in an interview, and/or participating in the focus group research.



## EXECUTIVE SUMMARY

The State of Idaho, Division of Vocational Rehabilitation (IDVR) and the Interwork Institute at San Diego State University jointly conducted an assessment of the vocational rehabilitation needs of individuals with disabilities residing in the State of Idaho. A triennial needs assessment is required by the Rehabilitation Act of 1973 as amended by title IV of the Workforce Innovation and Opportunity Act (WIOA) and is intended to help inform the Combined State Plan developed by the core partners in Idaho's Workforce Development System. The data was gathered, analyzed, and grouped into the sections listed below.

The project team provides recommendations associated with some of the needs identified in each of the categories. It is understood that many of the recommendations require the collaboration and partnership of multiple agencies over an extended period of time. Some of the recommendations may be much easier to adopt and implement than others. The project team offers the recommendations with this awareness and hopes that IDVR and other stakeholders will find these recommendations helpful.

A summary of key findings in each section is contained here. The full results are found in the body of the report.

### **Section One: Overall Performance of IDVR**

Recurring themes in this area include the following:

- Overall, IDVR staff and partners were characterized as caring and committed to serving people with disabilities. It was apparent that staff are passionate about the impact they are making in people's lives.
- The COVID-19 pandemic had many impacts on IDVR's operations, staff, and consumers. The effects appeared to be minimal from an operational standpoint. IDVR was able to respond through remote outreach and services but were back up and running sooner than many States. IDVR is back on track with service provision and evaluating all aspects of the program for improvements.
- There is a need to improve the timeliness of service delivery, but, more importantly, to streamline practices/removing "red tape" to allow focus on counseling and service provision vs. case management and documentation.
- IDVR has responded to the multiple organizational changes related to WIOA in a positive manner and have aligned the mission with the goals of WIOA. The pandemic created many challenges, but also opportunities to expand remote services and rethink how VR is done. Overwhelming opinions are that IDVR is on the right track and needs to also prepare for the ever-growing population rates, which will include individuals with disabilities and diverse backgrounds.
- Common barriers to employment for individuals with disabilities in Idaho include a lack of transportation, limited access to service providers, lack of industry and jobs in the rural



communities, and employer misconceptions about the ability of individuals with disabilities.

- Turnover was mentioned multiple times as a barrier to the effectiveness of IDVR and the timely provision of services (IDVR and provider level). Adapting to the constant change of agency policy under WIOA, and when turnover results in covering caseloads and taking on additional work, has presented challenges for the agency. Smaller caseloads while in "training" would help newer staff build the skills necessary to be effective counselors and retain positions.

## **Section Two: The needs of individuals with the most significant disabilities, including their need for supported employment**

Recurring themes in this area include the following:

- Supported Employment (SE) is a necessary service for people with the most significant disabilities and needs, which IDVR has been successfully providing for many years. Changes due to WIOA and the pandemic have created some challenges in implementing new practices and maintaining trained, effective providers.
- Supported Employment is considered an effective practice, but there is a need for training to improve the understanding of IDVR staff and providers about the difference between IDVR SE services, Medicaid Waiver Services, and Extended Employment Services (EES). The State of Idaho legislature moved EES from IDVR to Health and Human Services. This changes the model and will take some time for all parties to understand.
- Participants expressed a need to improve the quality of employment outcomes for individuals with the most significant disabilities.
- Customized Employment (CE) is seen as an important employment strategy for individuals with the most significant disabilities. CE has been implemented as a pilot, but has had challenges in maintaining providers, fidelity and outcomes.
- The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE and CE) include transportation, job skills, training, job coaching, soft skills, and little to no work experience.

## **Section Three: The needs of individuals with disabilities from different ethnic groups, including needs of individuals who have been unserved or underserved by the VR program**

Recurring themes in this area include the following:

- The groups most cited as potentially underserved include students with 504 plans, Hispanics, Deaf and Hard of Hearing, homeless, homeschooled youth/dropouts, and those living in the rural areas.
- Limited access to services (including internet/remote services) by some groups is magnified if they live in rural areas or are in a low economic family.

- IDVR has demonstrated success in increased outreach and services to students across the State due to the implementation of pre-employment transition services. There was concern that this positive achievement for IDVR does not include students who have less significant disabilities or who are not in special education services in the local school system. The pandemic may have slowed down the outreach and engagement with underserved populations over the three-year period but is trending upwards with continued efforts by IDVR.
- Unemployment rates continue to be high as the lack of participation in the workforce for individuals with disabilities continues to be low. This coincides with poverty rates and other needs across Idaho, resulting in the need for IDVR to consider job-driven training programs and sustainable employment in Idaho's workforce for individuals with disabilities.
- Due to the growth rate in the State of Idaho, IDVR needs to focus on growth and outreach and continue to assess changes to the population and areas of the State with increased needs.
- Many have felt that IDVR staff have lost some of their compassion regarding people from different cultures, gender identity/expression, etc. Several changes (good and bad) have occurred over the three-year period and prior, requiring IDVR to consider its own culture and how it wants to be perceived by the community and the customers it serves.

#### **Section Four: The needs of youth and students with disabilities in transition**

Recurring themes in this area include the following:

- Overall, IDVR has successfully implemented pre-employment transition services and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences have been a particular strength of pre-employment transition services developed through contracts across the State.
- Although the implementation of pre-employment transition services has been successful, IDVR has been continuously evolving to meet the increasing demands of students, educators, and families across the State to ensure that there are adequate resources available to meet the demand. The addition of Area Transition Counselors is an example of these efforts to continue growth and excellent service provision.
- IDVR has implemented services to meet the needs of students with the most significant disabilities. Youth with less significant disabilities (e.g., specific learning disabilities) need to have access to IDVR services, with varying levels of support to meet their specific needs. These include disability-related services, training and educational opportunities and support, work readiness and job exploration skills.
- For the most part, relationships with educators have greatly increased, though turnover and the pandemic create ongoing challenges. However, there seems to be a continued lack of understanding and support by parents, indicating a need for IDVR to increase

direct communication with parents and families of students and youth with disabilities served by the organization.

- IDVR should continue efforts to create work-based learning opportunities where youth can gain hands-on experience and prepare for life after transition, financial literacy/independence, postsecondary education and independent living skills.

### **Section Five: The needs of individuals with disabilities served through other components of the Statewide Workforce Development System**

Recurring themes in this area include the following:

- Overall, partnerships within the Idaho Workforce Development System are regarded as positive and helpful, especially at the administrative level, but local level collaboration could be improved.
- There was much concern about the closing of multiple workforce offices across the State. At the administrative level, this was viewed as a positive move for being able to access more individuals across the State, yet local level staff were very concerned with the scale of this change for the workforce agency, especially access for individuals with disabilities.
- The large consensus was that the Idaho American Job Centers (AJCs) lack the knowledge and ability to effectively provide services to individuals with disabilities. Training, compassion, updated resources, and better collaboration with IDVR were among many suggestions for improvement.
- IDVR could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, sharing customers, and developing youth program partnerships.

### **Section Six: The need to establish, develop, or improve Community Rehabilitation Programs in Idaho**

Recurring themes in this area include the following:

- Overall, IDVR has strong partnerships and access to CRPs in the more populous areas of the State. These partnerships are longstanding and appear to be based on mutual respect despite the challenges brought about by WIOA.
- CRPs are generally viewed as caring with the desire to provide high quality services to VR customers. There were concerns about the quality and quantity of employment outcomes for IDVR customers that receive CRP services.
- Pre-employment transition services have created additional opportunities for CRPs. This is seen as a great opportunity for all involved, but the level of quality varies.

- CRP evaluations, the effective use of labor market information in the job exploration and placement process, and consistency of CRP services across the State were areas in need of improvement, according to the participants in this assessment.
- CRP pay and service support, transportation, and IDVRs process were some of the common barriers listed as to why CRPs struggle with serving customers and getting better outcomes.
- The pandemic had a drastic impact on CRP's businesses and ability to hire, train and retrain staff to meet the need of IDVR customers when communities were back in working order. Many opinions were that CRP's have still not fully recovered.

### **Section Seven: The needs of businesses**

This category captures the needs of Idaho businesses in relating to recruiting, hiring, retaining, and accommodating individuals with disabilities. It includes an analysis of how IDVR serves business and tries to meet their needs in each of these areas.

Recurring themes in this area include the following:

- Through IDVR's pre-employment transition services efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
- Business partnerships continue to be a focus for IDVR, and efforts are growing to serve this dual customer under WIOA.
- Business/Employers were not interviewed; however, IDVR business needs and employer barriers were discussed by IDVR staff and partners, which included the following:
  - Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
  - New and updated strategies for serving business.
- The partnerships with IDVR and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that workforce has strong relationships and access to employers, yet IDVR is not included in these business partnerships at a statewide level.
- IDVR's engagement in Apprenticeships is a great way to get skilled workers trained and to partner with employers in various industries. IDVR is a key partner in this effort.

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## **IMPETUS FOR NEEDS ASSESSMENT**

Title IV of the Workforce Innovation and Opportunity Act (WIOA) contains the Rehabilitation Act of 1973 as amended. Section 101(15)(A) of the Rehabilitation Act and Title 34 of the Code of Federal Regulations, Section 361.29, requires all State vocational rehabilitation agencies to assess the rehabilitation needs of individuals with disabilities within their respective State and relate the planning of programs and services and the establishment of goals and priorities to their needs. According to Section 102 of WIOA and Section 101(15)(A) of the Rehabilitation Act, each participating State shall submit a Unified or Combined State Plan every four years, with a biannual modification, as needed. In addition, Title 34 of the Code of Federal Regulations (CFR) §361.29 indicates that the State Plan must include the "results of a comprehensive, statewide assessment, jointly conducted by the designated State unit and the State Rehabilitation Council every three years describing the rehabilitation needs of individuals with disabilities residing within the State." In response to this mandate, and to ensure that adequate efforts are being made to serve the diverse needs of individuals with disabilities in Idaho, the Division of Vocational Rehabilitation (IDVR), in partnership with the State Rehabilitation Council (SRC), entered into a contract with the Interwork Institute at San Diego State University for the purpose of jointly developing and implementing the Comprehensive Statewide Needs Assessment (CSNA) of the vocational rehabilitation needs of individuals with disabilities residing in Idaho.

### **PURPOSE OF NEEDS ASSESSMENT AND UTILIZATION OF RESULTS**

The purpose of the CSNA is to identify and describe the rehabilitation needs of individuals with disabilities residing within Idaho. In particular, the CSNA seeks to provide information on the following:

- The overall performance of IDVR as it relates to meeting the rehabilitation needs of individuals with disabilities in the State;
- The rehabilitation needs of individuals with the most significant disabilities, including their need for supported employment services;
- The rehabilitation needs of individuals with disabilities who are minorities and those who may have been unserved or underserved by the vocational rehabilitation program;
- The rehabilitation needs of youth and students with disabilities in transition, including their need for pre-employment transition services (Pre-ETS);
- The rehabilitation needs of individuals with disabilities served through other components of the statewide workforce development system;
- The need to establish, develop, and/or improve community rehabilitation programs within the State; and
- The needs of businesses in recruiting, hiring, accommodating, and retaining individuals with disabilities.

It is expected that data from the needs assessment effort will provide IDVR and the SRC with direction when creating the VR portion of the Combined State Plan and when planning for future program development, outreach, and resource allocation.

State VR Programs function on two different Federal reporting years, in addition to the obligations under the State Fiscal Year.

### **Federal Program Year**

The Federal Program Year (PY) is the period in which WIOA performance data is collected and reported on the Case Service Report (RSA-911). The PY begins on July 1 and ends on June 30 of the following year. The year designation for a PY will be consistent with the calendar year in which the first six months exist. For example, the PY that began July 1, 2022, and ended June 30, 2023, is referred to as PY 2022.

### **Federal Fiscal Year**

The FFY is the period in which each VR agency is funded. The FFY begins on October 1 and ends on September 30 of the following year. The year designation for an FFY corresponds with the calendar year within which the last nine months (January through September) exist. For example, the FFY that began on October 1, 2022, and ended September 30, 2023, is referred to as FFY 2023.

### **CSNA Period**

This CSNA covers quantitative data for PY 2019 through 2021, and qualitative data through June 2023. It is important to note that this time period largely covers the COVID-19 pandemic. The reader is encouraged to consider this when reviewing and making judgements on data, conclusions, and recommendations.

## **METHODOLOGY**

The Comprehensive Statewide Needs Assessment was conducted using qualitative and quantitative methods of inquiry. The specific methods for gathering the data used in this assessment are detailed below.

### **Analysis of Existing Data Sources**

The project team at SDSU reviewed a variety of existing data sources for the purposes of identifying and describing demographic data within Idaho, including the total possible target population and sub-populations potentially served by IDVR. Data relevant to the population of Idaho, the population of individuals with disabilities in Idaho, ethnicity of individuals, the number of Veterans, income level, educational level, and other relevant population characteristics were utilized in this analysis. Sources analyzed include the following:

- United States Census Bureau Resident Population Estimates, 2022
- United States Census Bureau 2021 1-year and 5-year Estimates
- United States Department of Agriculture, 2020
- Office of Rural Health Policy, 2021

- Bureau of Labor and Statistics, 2023
- Office of Disability and Employment, 2022-2023
- Idaho Department of Labor, 2022-2023
- University of New Hampshire, Institute on Disability, 2022-2023
- IDVR case service data compiled at the request of the project team; and
- The Federal Rehabilitation Services Administration's Case Service Report (RSA-911) data for IDVR and Annual Performance Report data.

### Key Informant and Focus Group Interviews

**Instrument:** The instruments used for the key informant and focus group interviews (Appendix A) were developed by the researchers at SDSU and reviewed and revised by IDVR. The interview protocols act as guides for the interview process and were not limiting in their scope. The project team was able to adapt the questions and focus areas as needed and appropriate.

**Interview population:** The key informant and focus group population consisted of IDVR staff and community partners. A total of 45 people were interviewed for this assessment. The interviews were conducted in Boise on February 22-24, 2023. Individuals, IDVR staff members, partners, and businesses interested in participating in an interview or focus group were invited to contact the CSNA Project Coordinator at IDVR to schedule an appointment. IDVR staff volunteered to participate in-person in Boise or virtually through Webex. Table 1 identifies the total participants by type and group.

Table 1

*Interview Totals by Type and Group for IDVR - Boise, ID (February 22-24, 2023)*

Research Method	Research Group and Count				
	Customer	Partner	Staff	Business	Total
Individual Interview			3		3
Focus Group					
Number of Groups		6	3		
Number of Participants		29	13		42
<b>Total Participants</b>		<b>29</b>	<b>16</b>		<b>45</b>

**Data collection:** The general format of the interviews was consistent between participants regardless of their group. First, participants were asked questions to ascertain their personal and professional experience with or knowledge of IDVR. Participants were then asked open-ended questions about their perceptions of the needs of individuals with disabilities in Idaho. Finally, participants were asked to share their perceptions of how IDVR could improve their ability to help meet these needs, especially as it relates to helping customers obtain and retain employment.

Despite efforts to recruit them to participate by methods other than a survey, there were no businesses interviewed as part of this CSNA. Customers were recruited to participate in the CSNA process by completing an electronic or hard copy survey, and they constituted the largest number of participants in the CSNA process overall.

**Efforts to ensure respondent anonymity:** Names and other identifying characteristics were not shared with anyone by the interviewer. Participants were informed that their responses would be treated as anonymous information, would not be reported with information that could be used to identify them, and would be consolidated with information from other respondents before results were reported.

**Data analysis:** The interviewer took notes on the discussions as they occurred. The notes were transcribed and analyzed by the researchers at SDSU. Themes or concerns that surfaced with consistency across interviews were identified and are reported as common themes in the report narrative. In order to be identified as a recurring theme, it had to occur at least three different times, and it had to occur across groups if it applied to the different populations participating in the study. For instance, in order for transportation to be identified as a rehabilitation need, it would have had to have been identified as a need in at least three individual interviews or focus groups.

## Surveys

**Instruments:** The instruments used for the electronic surveys of individuals with disabilities, community partners, IDVR staff, businesses, and transition-age youth were developed by the project team and reviewed and revised by IDVR and the State Rehabilitation Council (SRC). These surveys are contained in Appendices B-F.

**Survey population:** Individuals identified for participation in this survey effort can be described as individuals with disabilities who are potential, current, or former customers of IDVR. Community partners include representatives of organizations that provide services, coordinate services, or serve in an advocacy role for persons with disabilities in Idaho. IDVR staff members include those working for the organization in February 2023, and businesses include employers for which IDVR had a valid email address during the survey period.

**Data collection:** Data was gathered from the different populations through the use of an internet-based survey. IDVR and community programs serving individuals with disabilities broadly dispersed the electronic survey via an e-mail invitation. The individual survey included a random sample mailing of hard copy surveys (over 1,700 to current or former customers), in addition to the electronic version (over 10,000 to current or former customers and 250 businesses). Partners, IDVR staff, and businesses received only the electronic version. In partnership with the SRC, IDVR identified individuals with disabilities, partners, staff, and businesses and invited them to participate in the electronic survey effort via e-mail. Once the survey was active, IDVR sent an invitation and link to the survey by e-mail. Approximately two weeks after the distribution of the initial invitation, another electronic notice was sent as both a "thank you" to those who had completed the survey and as a reminder to those who had not. Survey responses collected through the electronic survey approach were then analyzed using Qualtrics, a web-based survey application.

**Efforts to ensure respondent anonymity:** Respondents to the individual survey were not asked to identify themselves when completing the survey. In addition, responses to the electronic

surveys were aggregated by the project team at SDSU prior to reporting results, which served to further obscure the identities of individual survey respondents.

**Accessibility:** The electronic survey was designed using an accessible, internet-based survey application. Respondents were provided with the name and contact information of the Project Director at SDSU in order to place requests for alternate survey formats.

**Data analysis:** Data analysis consisted of computing frequencies and descriptive statistics for the survey items with fixed response options. Open-ended survey questions, which yielded narrative responses from individuals, were analyzed by the researchers for themes or concepts that were expressed consistently by respondents.

**Number of completed surveys:** A total of 1,188 valid surveys were submitted by the different groups, which was 770 less than in 2020. A survey is considered valid if an individual completed the survey, even if they did not answer all of the questions. If an individual started a survey and did not complete it, it was considered invalid. It is difficult to gauge the return rate of the surveys as many of the e-mail notices and invitations to take the survey could have come from forwarded email invitations. The survey totals for the different groups are detailed in Table 2.

Table 2

*Survey Totals for 2023 IDVR CSNA*

Survey Type	Number Started	Valid Number
Transition	517	456
Individual	625	573
Partner	60	51
Staff	78	70
Business	44	38
<b>Totals</b>	<b>1,324</b>	<b>1,188</b>

Summaries for the totals of all the different groups for this study are detailed in Table 3.

Table 3

*Data Collection Totals by Type and Group for 2023 IDVR CSNA*

Research Method	Research Group and Count				
	Customer	Partner	Staff	Business	Total
Survey	1,029	51	70	38	1,188
Individual Interview	0	0	3	0	3
Focus Group	0	29	13	0	42
<b>Totals</b>	<b>1,029</b>	<b>80</b>	<b>86</b>	<b>38</b>	<b>1,233</b>

There were 1,233 individuals who participated in this CSNA in some form or another. Though this is a significant drop in participation from 2020 (other than business and transition, which both increased), the project team is confident that the information gathered, accurately and thoroughly, captures the vocational rehabilitation needs of individuals with disabilities in Idaho, to the highest extent possible.



## **Analysis and Triangulation of Data**

The data gathered from the National and agency-specific data sets, key informant interviews, surveys, and focus groups were analyzed by the researchers on the project team. The common themes that emerged regarding needs of individuals with disabilities from each data source were identified and compared to each other to validate the existence of needs, especially as they pertained to the target populations of this assessment. These common themes are identified and discussed in the Findings section.

## **Dissemination Plans**

The CSNA report is delivered to IDVR and the SRC. IDVR will make the final report available on its public website.

## **Study Limitations**

Inherent in any type of research effort are limitations that may constrain the utility of the data that is generated. Therefore, it is important to highlight some of the most significant issues that may limit the ability to generalize the needs assessment findings to larger populations. Inherent in the methods used to collect data is the potential for bias in the selection of participants. The findings that are reported reflect only the responses of those who could be reached and who were willing to participate. The information gathered from respondents may not accurately represent the broader opinions or concerns of all potential constituents and stakeholders. Data gathered from customers, for example, may reflect only the needs of individuals who are already recipients of services, to the exclusion of those who are not presently served. Although efforts were made to gather information from a variety of stakeholders in the vocational rehabilitation process, it would be imprudent to conclude with certainty that those who contributed to the focus groups and the key informant interviews constitute a fully representative sample of all of the potential stakeholders in the vocational rehabilitation process in Idaho.

Furthermore, gender is referenced in Federal reporting data as "male/female," which creates obvious limitations, but it is the data available for use in this report. The project team recognizes that there are genders outside male and female. However, in order to provide accurate descriptions of the available data, the project team used binary terms (i.e., male and female) that may not be a true reflection of how the participant identifies.

## FINDINGS

- Section One:** Overall agency performance
- Section Two:** Needs of individuals with the most significant disabilities, including their need for supported employment
- Section Three:** Needs of individuals with disabilities who are minorities, including needs of individuals who have been unserved or underserved by the VR program
- Section Four:** Needs of youth and students with disabilities in transition
- Section Five:** Needs of individuals with disabilities served through other components of the Statewide Workforce Development System
- Section Six:** Need to establish, develop, or improve community rehabilitation programs in Idaho
- Section Seven:** Needs of businesses and effectiveness in serving employers

## **SECTION ONE: OVERALL AGENCY PERFORMANCE**

The first section of the CSNA reports on areas of general performance by IDVR. General performance refers to how well IDVR is fulfilling its mission of assisting individuals with disabilities to increase their independence and employment. The area of general performance also refers to how effectively IDVR performs the processes that facilitate case movement through the stages of the rehabilitation process, how well IDVR adheres to the timelines for this case movement identified in the Rehabilitation Act of 1973 as amended by title IV of WIOA, and IDVR's policies and procedures. Finally, overall performance also refers to how successfully IDVR achieves their performance accountability measures and the quantity and quality of employment outcomes achieved by their customers.

The structure of this section, as well as the following sections, include the following:

1. Data that pertains to the section in question, including observations based on the data;
2. Electronic and hard copy survey results pertaining to the section;
3. Recurring/consensus themes that emerged during the individual interviews and focus groups; and
4. Recommendations to address the findings in each area of the assessment.

The time period covered by the data in this CSNA is the three-year period from PY 2019 through 2021, and qualitative data through June 2023. The data on agency performance included in this section comes from the case management system (i.e., Aware) used by IDVR and is compared to the available RSA-911 data submitted by IDVR where available.

### **Recurring Themes Across All Data Collection Methods**

The following recurring themes emerged in the area of Overall Agency Performance:

- Overall, IDVR staff and partners were characterized as caring and committed to serving people with disabilities. It was apparent that staff are passionate about the impact they are making in people's lives.
- The COVID-19 pandemic had many impacts on IDVR's operations, staff, and consumers. However, due to the political climate in the State, the effects appeared to be minimal from an operational standpoint. IDVR was able to respond through remote outreach and services but were back up and running sooner than many States. IDVR is back on track with service provision and evaluating all aspects of the program for improvements.
- There is a need to improve the timeliness of service delivery, but, more importantly, to streamline practices/removing "red tape" to allow focus on counseling and service provision vs. case management and documentation.
- IDVR has responded to the multiple organizational changes related to WIOA in a positive manner and have aligned the mission with the goals of WIOA. The pandemic

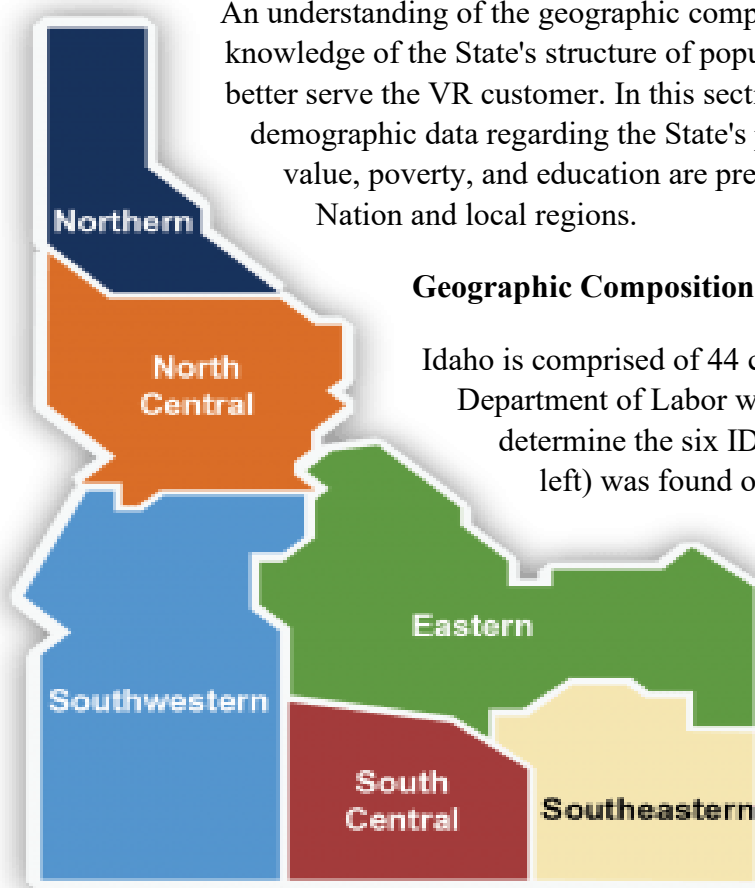
created many challenges, but also opportunities to expand remote services and rethink how VR is done. Overwhelming opinions are that IDVR is on the right track and needs to also prepare for the ever-growing population rates, which will include individuals with disabilities and diverse backgrounds.

- Common barriers to employment for individuals with disabilities in Idaho include a lack of transportation, limited access to service providers, lack of industry and jobs in the rural communities, and employer misconceptions about the ability of individuals with disabilities.
- Turnover was mentioned multiple times as a barrier to the effectiveness of IDVR and the timely provision of services (IDVR and provider level). Adapting to the constant change of agency policy under WIOA, and when turnover results in covering caseloads and taking on additional work, has presented challenges for the agency. Smaller caseloads while in "training" would help newer staff build the skills necessary to be effective counselors and retain positions.

## National, State, and Local Data Related to Overall Agency Performance

The project team gathered data from National and State data sets to provide information to IDVR and to interested parties related to population, disability prevalence, income, poverty, educational attainment, unemployment, and labor force participation in Idaho. Where available, we have included information specific to the IDVR service areas. The project team is hopeful that this information will provide IDVR and their partners with data that can guide resource allocation and future planning.

### General Trends of VR with State and National Comparisons



An understanding of the geographic composition of the State, and knowledge of the State's structure of populations is beneficial in order to better serve the VR customer. In this section, geographic information and demographic data regarding the State's population, age, income, home value, poverty, and education are presented with comparisons to the Nation and local regions.

#### Geographic Composition

Idaho is comprised of 44 counties. IDVR utilizes the Idaho Department of Labor workforce regional divisions to determine the six IDVR service regions. The map (at left) was found on the Idaho Department of Labor website. Table 4 contains the codes for the service regions and details the counties served.

Map 1  
*Idaho Vocational  
Rehabilitation Service  
Regions*

Source: Idaho Department of Labor; [idaho@work.com](mailto:idaho@work.com)



Table 4  
Region Codes and Counties Served

Region	Code	Counties/Area Served
<b>Region 1 (Northern)</b>	<b>R1</b>	Benewah, Bonner, Boundary, Kootenai, Shoshone
<b>Region 2 (North Central)</b>	<b>R2</b>	Clearwater, Idaho, Latah, Lewis, Nez Perce
<b>Region TV (Southwestern)</b>	<b>RTV</b>	Treasure Valley Metro - Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, Washington
<b>Region 4 (South Central)</b>	<b>R4</b>	Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls
<b>Region 5 (Southeastern)</b>	<b>R5</b>	Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power
<b>Region 6 (Eastern)</b>	<b>R6</b>	Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton

## Population

Population (raw number of people in area) and population density (number of people per square mile of land) provide a picture of where customers may be located in the State and assists with developing service delivery strategies (i.e., IDVR office locations, number of staff members) in a region.

Table 5 contains the total population data for the State of Idaho. The table cites the United States Census Bureau 2022 1-year population estimates for the Nation, State, and the 44 counties in Idaho. Rural and urban data is taken from the American Community Survey (ACS) 2021 1-year estimates.

Table 5  
Local Region Population for Idaho

Geographic Area Name	Total population	Percent of ID Pop. CSNA 2023
<b>United States</b>	333,287,557	-----
<b>United States - Urban</b>	265,980,172	-----
<b>United States -- Rural</b>	65,913,573	-----
<b>Idaho</b>	1,939,033	ID = 0.6% of U.S. Pop
<b>Idaho -- Urban</b>	1,303,689	0.5%
<b>Idaho -- Rural</b>	597,234	0.9%
<b>R1</b>	272,719	14.1%

Geographic Area Name	Total population	Percent of ID Pop. CSNA 2023
R2	114,353	5.9%
RTV	896,063	46.2%
R4	213,919	11.0%
R5	181,321	9.4%
R6	260,658	13.4%

Sources: U.S. Census Bureau NST\_EST2022\_POP Annual Estimates of the Resident Population for the United States, Regions, States, District of Columbia, and Puerto Rico: April 1, 2020, to July 1, 2022; Annual and Cumulative Estimates of Resident Population Change for Counties in Idaho and County Rankings: April 1, 2020, to July 1, 2022; Table DP05: ACS Demographic and Housing 2021 1-year Estimates

The U.S. Census Bureau Annual Estimates of Resident Population Change State Rankings ending July 2022 indicated that Idaho was the tenth fastest numeric growing State in the U.S. from July 1, 2021, to July 1, 2022. Idaho's overall population growth from 2010 to 2020 was 17.3%, or second overall, which is roughly 10 percentage points higher than the Nation's population growth rate of 7.4% between 2010 and 2020.

U.S. Census Bureau collaborated with the U.S. Department of Commerce to determine population density rates for 2010 to 2020. Excluding Puerto Rico and the District of Columbia, Idaho ranked 44 out of 50 States in 2020 with a population density average of 22.3 people per square mile.

### Land Area and Urbanization

Idaho is a landlocked and mountainous State. Idaho shares a 44.7-mile northern border with British Columbia, Canada, and shares borders with the States of Utah, Nevada, Montana, Wyoming, Oregon, and Washington. The total area of Idaho is 83,569 square miles (82,463 land, 926 water). Idaho is the 11<sup>th</sup> largest State in the Nation in terms of land area, 33<sup>rd</sup> in the Nation for water area, and 14<sup>th</sup> in the U.S. for total area.

The criteria and definitions for rural and urban areas based on the 2020 Census are defined as follows:

- *Rural: Territory not defined as urban.*
- *Urban: Generally, densely developed territory, encompassing residential, commercial, and other non-residential urban land uses within which social and economic interactions occur.*
- *Urban Area: A statistical geographic entity consisting of a densely settled core created from census blocks and contiguous qualifying territory that together have at least 2,000 housing units or 5,000 persons.*

The U.S. Census Bureau published a list of all 2020 Census Urban Areas for the U.S., Puerto Rico, and Island Areas. Idaho has 24 urban areas within the State and three urban areas that are partially in the State. In 2020, the Census identified one new urban area in Idaho: McCall, located in Valley County. The McCall urban area had a population of 3,695 people in 2020 and a population density of about 611 people per square mile. The data collected in 2020 also indicated that 69.2% of Idaho's population is considered urban, and 30.8% of the population resides in territories that are defined as rural. The Rexburg urban area is the most densely populated urban area in Idaho and has a population density of roughly 4,405 people per square mile.

The Census Bureau published a list of areas that were classified as urban in the 2010 Census that changed to be designated as rural based on the 2020 Census new urban and rural criteria. Table 6 contains a list of the areas that were designated rural in 2020 along with the county and IDVR service region that the rural area is located in.

Table 6  
*2010 Urban Areas that Changed to Rural in 2020*

IDVR Region	Urban Areas that Changed to Rural Areas	County
R1	Bonnars Ferry, ID	Boundary
	Kellogg, ID	Shoshone
	Newport, WA--ID	Bonner
	Osburn, ID	Shoshone
	St. Maries, ID	Benewah
R2	Grangeville, ID	Idaho
	Orofino, ID	Clearwater
R4	Buhl, ID	Twin Falls
	Filer, ID	Twin Falls
	Gooding, ID	Gooding
	Wendell, ID	Gooding
R5	American Falls, ID	Power
	Preston, ID	Franklin
	Soda Springs, ID	Caribou
R6	St. Anthony, ID	Fremont
	Salmon, ID	Lemhi

IDVR Region	Urban Areas that Changed to Rural Areas	County
RTV	Homedale, ID	Owyhee
	Mountain Home AFB, ID	Elmore

<https://www.census.gov/programs-surveys/geography/guidance/geo-areas/urban-rural.html>

The U.S. Census Bureau published county-level urban and rural information for the 2020 census. Table 7 details the 2020 county population density along with percentage rates of the county population that reside within urban and rural blocks and the 2020 urban and rural population density for each county.

Table 7

*Idaho County-level Urban and Rural Information: 2020 Census*

County	2020 population density (square miles)	Percent of the 2020 Census population within Urban blocks	2020 Urban population density (square miles)	Percent of the 2020 Census population within Rural blocks	2020 Rural population density (square miles)
<b>Region 1</b>					
<b>Benewah</b>	12.27	0.00%	0.00	100.00%	12.27
<b>Bonner</b>	27.18	27.22%	1,386.09	72.78%	19.89
<b>Boundary</b>	9.50	0.00%	0.00	100.00%	9.50
<b>Kootenai</b>	138.44	76.49%	2,580.03	23.51%	33.94
<b>Shoshone</b>	4.99	0.00%	0.00	100.00%	4.99
<b>Region 2</b>					
<b>Clearwater</b>	3.55	0.00%	0.00	100.00%	3.55
<b>Idaho</b>	1.95	0.00%	0.00	100.00%	1.95
<b>Latah</b>	36.73	65.58%	4,045.92	34.42%	12.72
<b>Lewis</b>	7.38	0.00%	0.00	100.00%	7.38
<b>Nez Perce</b>	49.62	81.09%	2,129.74	18.91%	9.56

County	2020 population density (square miles)	Percent of the 2020 Census population within Urban blocks	2020 Urban population density (square miles)	Percent of the 2020 Census population within Rural blocks	2020 Rural population density (square miles)
<b>Region RTV</b>					
<b>Ada</b>	470.50	94.43%	3,127.95	5.57%	30.52
<b>Adams</b>	3.21	0.00%	0.00	100.00%	3.21
<b>Boise</b>	4.01	0.00%	0.00	100.00%	4.01
<b>Canyon</b>	393.67	81.27%	2,670.58	18.73%	83.76
<b>Elmore</b>	9.32	62.09%	2,714.30	37.91%	3.54
<b>Gem</b>	34.16	53.20%	1,775.25	46.80%	16.15
<b>Owyhee</b>	1.55	0.00%	0.00	100.00%	1.55
<b>Payette</b>	62.39	58.76%	2,104.05	41.24%	26.19
<b>Valley</b>	3.20	31.46%	611.66	68.54%	2.20
<b>Washington</b>	7.23	52.42%	2,396.43	47.58%	3.44
<b>Region 4</b>					
<b>Blaine</b>	9.20	75.73%	1,386.67	24.27%	2.24
<b>Camas</b>	1.00	0.00%	0.00	100.00%	1.00
<b>Cassia</b>	9.61	49.69%	2,143.78	50.31%	4.85
<b>Gooding</b>	21.39	0.00%	0.00	100.00%	21.39
<b>Jerome</b>	40.56	51.18%	2,270.96	48.82%	19.98
<b>Lincoln</b>	4.27	0.00%	0.00	100.00%	4.27
<b>Minidoka</b>	28.55	55.64%	1,824.02	44.36%	12.78
<b>Twin Falls</b>	46.86	65.31%	2,665.08	34.69%	16.44



County	2020 population density (square miles)	Percent of the 2020 Census population within Urban blocks	2020 Urban population density (square miles)	Percent of the 2020 Census population within Rural blocks	2020 Rural population density (square miles)
<b>Region 5</b>					
<b>Bannock</b>	78.22	82.98%	2,629.34	17.02%	13.65
<b>Bear Lake</b>	6.53	0.00%	0.00	100.00%	6.53
<b>Bingham</b>	22.92	40.30%	1,997.08	59.70%	13.75
<b>Caribou</b>	3.98	0.00%	0.00	100.00%	3.98
<b>Franklin</b>	21.41	0.00%	0.00	100.00%	21.41
<b>Oneida</b>	3.81	0.00%	0.00	100.00%	3.81
<b>Power</b>	5.61	0.00%	0.00	100.00%	5.61
<b>Region 6</b>					
<b>Bonneville</b>	66.43	84.81%	2,548.15	15.19%	10.32
<b>Butte</b>	1.15	0.00%	0.00	100.00%	1.15
<b>Clark</b>	0.45	0.00%	0.00	100.00%	0.45
<b>Custer</b>	0.87	0.00%	0.00	100.00%	0.87
<b>Fremont</b>	7.18	0.00%	0.00	100.00%	7.18
<b>Jefferson</b>	28.25	33.29%	1,350.05	66.71%	18.98
<b>Lemhi</b>	1.75	0.00%	0.00	100.00%	1.75
<b>Madison</b>	112.76	78.11%	4,405.91	21.89%	25.19
<b>Teton</b>	25.90	0.00%	0.00	100.00%	25.90

Source: <https://www.census.gov/programs-surveys/geography/guidance/geo-areas/urban-rural.html>

The Office of Rural Health Policy and the Office of Management and Budget determines geographic eligibility for grant funding and for various local programming. The 2021 update of the Office of Rural Health Policy's "List of Rural Counties and Designated Eligible Census Tracts in Metropolitan Counties" cites Ada County as urban. Urban counties that contain rural census tracts are Kootenai (2 rural tracts), Nez Perce (1), Canyon (1), Bannock (1), and Bonneville (1). The remaining counties are classified as rural. This information is provided to assist IDVR in its efforts to support customers who are in need of health services and may qualify for local rural programs.

**Report Note:** Several tables throughout this report contain data from the United States Census Bureau. Unless otherwise noted, data for the Nation and State are taken from the Census Bureau American Community Survey (ACS) 2021 1-Year estimates. ACS 2021 5-year estimates are used for IDVR service regions.

## Age, Income, and Home Value

Understanding a population's age composition provides insight into an area's changing phenomena, and current and future social and economic challenges. Income is the gauge often used to determine well-being. Home value provides a picture of the housing situation in the area and insight into the local economic status.

### *Median Age and Median Working Age*

The median age of residents for the Nation is 38.8 years and Idaho's median age is 1.5 years lower (37.3 years). The median age for R1 exceeds the National average by 6.1 years. The median working age for individuals ages 16 to 64 in the United States is 39.8 years, and Idaho's median working age is 39.1 years. Three regions have a median working age that exceeds the National average by 1 to 2.4%. Table 8 provides statistics for median age and median working age.

Table 8

#### *Median Age/Median Working Age*

<b>Geographic Area</b>	<b>Median Age</b>	<b>Median Working Age 16 to 64</b>
U.S.	38.8	39.8
U.S. -- Urban	37.9	39.2
U.S. -- Rural	42.9	42.4
ID	37.3	39.1
ID -- Urban	35.7	38.0
ID -- Rural	41.1	41.8
R1	44.9	42.2
R2	44.2	40.8
RTV	43.3	41.3
R4	37.4	40.2
R5	36.6	40.3
R6	38.7	39.2

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

***Median Household Income and Median Home Value***

The median household incomes for the Nation and the State are \$69,717 and \$66,474 respectively. Although the rural Idaho median household income exceeds the national rural average by \$1,543, household income for each region is below the national median by at least \$9,860 up to a high of \$17,556.

The median home value for the United States (\$281,400) is lower than Idaho’s (\$369,300) by \$87,900. Idaho's urban median home value exceeds the National urban average by \$62,700. Idaho's rural median home value exceeds the National rural average by \$161,800.

According to Table 9, R5 has the lowest median home value in the State. R5's median home value is significantly lower than the National median by \$98,329 and lower than the State's median by \$186,229. R5's average median home value is also significantly lower than the National rural median by \$46,829 and State's rural median home value by \$208,629. Note that seven of the 9 counties in R5 have a population of less than 20,000 people. Blaine County's (R4) median home value (\$507,400) is significantly higher than the National median by \$226,000 and higher than the State's median home value by \$138,100. When compared to rural median home value averages, R1's median (\$247,700) is higher than the U.S. rural median home value by \$17,800 and significantly lower than Idaho's rural median by \$144,000.

Table 9 details the breakdown for median household income and median home values across various divisions, including the specific Census Bureau estimate type. One-year 2021 supplemental estimates were used when calculating the data for the Nation and the State.

Table 9  
*Median Household Income and Median Home Value*

<b>Geographic Area</b>	<b>Median Household Income</b>	<b>Household Income Ranges</b>	<b>Home Value 2021</b>	<b>Home Value Ranges</b>	<b>Census Bureau Estimate Type</b>
<b>U.S.</b>	\$69,717	\$48,716 (MS) - \$90,203 (MD)	\$281,400	\$143,200 (MS) - \$722,500 (HI)	1-Year Supplemental
<b>U.S. -- Urban</b>	\$69,777	-----	\$298,900	-----	1-Year Supplemental
<b>U.S. -- Rural</b>	\$69,480	-----	\$229,900	-----	1-Year Supplemental

Geographic Area	Median Household Income	Household Income Ranges	Home Value 2021	Home Value Ranges	Census Bureau Estimate Type
<b>ID</b>	\$66,474	\$37,367 - \$75,837	\$369,300	\$119,900 - \$507,400	1-Year Supplemental; Ranges = 5 year
<b>ID -- Urban</b>	\$64,874	-----	\$361,600	-----	1-Year Supplemental
<b>ID -- Rural</b>	\$71,023	-----	\$391,700	-----	1-Year Supplemental
<b>R1</b>	\$52,970	\$43,188 - \$64,936	\$247,700	\$141,800 - \$328,700	5-year
<b>R2</b>	\$52,161	\$44,028 - \$61,810	\$206,060	\$157,000 - \$261,500	5-year
<b>RTV</b>	\$58,794	\$45,065 - \$75,115	\$244,140	\$171,300 - \$355,600	5-year
<b>R4</b>	\$56,779	\$37,367 - \$71,749	\$221,125	\$156,700 - \$507,400	5-year
<b>R5</b>	\$59,857	\$52,116 - \$65,528	\$183,071	\$160,000 - \$232,500	5-year
<b>R6</b>	\$56,516	\$41,552 - \$75,837	\$227,978	\$119,900 - \$385,500	5-year

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Supplemental Estimates; 2021 ACS 5-Year Estimates

## Poverty

Poverty is defined as not having enough money to meet basic needs of food, clothing, and shelter. Examining poverty in an area, in addition to income, provides further insight into determining the well-being of an area's population.

### *Poverty in Idaho*

Madison County, in R6, has a significantly higher poverty rate than the National average by 16.8%. Madison County also has a significantly higher poverty rate than the State average by 18.1%. It is worth noting that Madison County is one of the youngest counties in the Nation and is the home of BYU Idaho which has an outsize influence on Madison County demographics (with the student body comprising roughly one-third of the population), which would have an impact on this rate. While the poverty rate for the Madison County is significantly higher than the State's rural poverty rate by 20.5%, the poverty rate for children under 18 in Madison County

is far lower at 13.4% (14<sup>th</sup> lowest of Idaho's 44 Counties). Madison County was noted as the 7<sup>th</sup> largest county in the State for population size (54,976 people) in 2021. Note that 78.1% of Madison County's population resides in urban blocks and is considered rural by the Office of Rural Health Policy.

Caribou County, in R1, has the lowest average poverty rate (5.8%) in 2021, which is significantly lower than the National average by slightly more than 6% and is lower than the State's average by almost 5%. Caribou County's population (7,190) is lower than Madison County's population by 47,786 people. When compared to National and State rural poverty rates, Caribou County's poverty rate is lower by 2.4 to 4.6 percentage points. Caribou County population is considered 100% rural.

Table 10 presents the average poverty rate and the range of poverty rates for the Nation, State, and each region. Poverty rates are calculated for the civilian noninstitutionalized population ages 18 to 64 years by averaging data collected from 2021 U.S. Census 1-year estimates or from the 2021 5-year estimates.

Table 10

*Poverty Rates: Total Civilian Noninstitutionalized Population Ages 18 to 64 Years*

Region	Average Poverty Rate	Lowest Level	Highest Level
U.S.	11.9%	New Hampshire 6.7%	Louisiana 18.3%
U.S. -- Urban	12.3%	New Hampshire 7.0%	Mississippi 20.9%
U.S. -- Rural	10.4%	New Jersey & Rhode Island 5.0%	New Mexico 19.5%
Idaho	10.6%	Caribou 5.8%	Madison 28.7%
ID -- Urban	11.5%	NA	NA
ID -- Rural	8.2%	NA	NA
R1	10.4%	Kootenai 8.8%	Benewah 16.3%
R2	16.6%	Idaho 11.9%	Latah 19.6%
RTV	10.2%	Ada 9.4%	Adams 13.8%
R4	11.5%	Lincoln 8.6%	Minidoka 15.6%
R5	11.8%	Caribou 5.8%	Bannock 13.1%
R6	13.9%	Clark, Teton 7.2%	Madison 28.7%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

## Internet Accessibility

Access to fast and reliable high-speed internet service offers the opportunity to participate equally in society and engage in the global community. Internet access has become as important a measure of capacity and function as reliable transportation. The pandemic made high-speed reliable internet service essential for many jobs and an integral component of any assessment of the individual's ability to participate in rehabilitation services. A study of internet access is especially important in a State where there is a large rural area, as previous studies have shown that many rural communities lack infrastructure and access to internet and satellite networks.

### Internet Accessibility in Idaho

Over 91% of households in Idaho's local VR service regions have one or more computing devices and over 86.5% of the regions' households have an internet subscription. Idaho has a higher percentage rate of desktop-/laptop-only ownership when compared to the National rural area rate. About 15.8% of R2's households are without any type of internet access. Roughly 90% of Idaho households have a smartphone and 7.4% of Idaho households have a smart phone and no other computing device. Broadband subscription (cable, fiber optic, DSL) rates are roughly 8.5 to 15.5 percentage points lower than cellular data plan subscription rates in all of Idaho's VR service regions. Table 11 provides a picture of the availability of virtual accessibility in the U.S. and Idaho, including urban and rural areas. Table 12 contains the rates for each of the VR service regions.

Table 11

*Types of Computers and Internet Subscriptions: U.S. and ID, including Urban and Rural Areas*

Types of Computers and Internet Subscriptions	United States	U.S. -- Urban	U.S. -- Rural	Idaho	ID -- Urban	ID -- Rural
Total households	127,544,730	102,611,249	24,933,481	693,882	489,246	204,636
<b>TYPES OF COMPUTERS</b>						
Has one or more types of computing devices:	95.0%	95.5%	93.1%	95.4%	95.6%	94.9%
Desktop or laptop	80.5%	81.5%	76.4%	83.4%	83.7%	82.7%
Desktop or laptop with no other type of computing device	2.9%	2.7%	3.5%	3.1%	2.8%	3.7%
Smartphone	90.0%	90.7%	87.1%	90.3%	90.8%	89.0%
Smartphone with no other type of computing device	9.1%	8.7%	10.7%	7.4%	7.3%	7.5%
Tablet or other portable wireless computer	63.8%	64.6%	60.4%	65.0%	65.1%	64.7%

Types of Computers and Internet Subscriptions	United States	U.S. -- Urban	U.S. -- Rural	Idaho	ID -- Urban	ID -- Rural
Tablet or other portable wireless computer with no other type of computing device	0.8%	0.8%	0.9%	0.8%	0.8%	0.8%
Other computer	2.5%	2.7%	2.1%	2.2%	2.2%	2.0%
Other computer with no other type of computing device	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No computer	5.0%	4.5%	6.9%	4.6%	4.4%	5.1%
TYPE OF INTERNET SUBSCRIPTIONS						
With an internet subscription:	90.3%	91.1%	86.9%	90.8%	91.2%	89.8%
Dial-up with no other type of internet subscription	0.2%	0.1%	0.3%	0.3%	0.3%	0.4%
Broadband of any type	90.1%	91.0%	86.6%	90.5%	90.9%	89.4%
Cellular data plan	83.9%	85.1%	79.0%	83.7%	84.3%	82.4%
Cellular data plan with no other type of internet subscription	10.9%	10.1%	13.9%	10.6%	9.4%	13.5%
Broadband such as cable, fiber optic or DSL	75.5%	78.4%	63.5%	72.3%	77.5%	59.9%
Satellite Internet service	6.7%	5.5%	11.3%	10.7%	7.2%	19.1%
Without an internet subscription	9.7%	8.9%	13.1%	9.2%	8.8%	10.2%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 12  
Types of Computers and Internet Subscriptions: Regions

Types of Computers and Internet Subscriptions	R1	R2	RTV	R4	R5	R6
Total households	97,237	43,971	305,354	72,036	61,391	77,112
TYPES OF COMPUTERS						
Has one or more types of computing devices:	93.4%	91.6%	95.1%	93.1%	93.6%	94.8%



<b>Types of Computers and Internet Subscriptions</b>	<b>R1</b>	<b>R2</b>	<b>RTV</b>	<b>R4</b>	<b>R5</b>	<b>R6</b>
Desktop or laptop	79.3%	79.9%	85.4%	76.0%	79.5%	82.3%
Desktop or laptop with no other type of computing device	5.6%	6.2%	4.0%	4.2%	4.0%	3.1%
Smartphone	84.5%	81.2%	88.5%	85.9%	86.9%	89.1%
Smartphone with no other type of computing device	8.6%	6.7%	5.5%	10.9%	8.9%	7.3%
Tablet or other portable wireless computer	61.8%	56.6%	68.9%	57.7%	62.3%	66.5%
Tablet or other portable wireless computer with no other type of computing device	1.1%	1.1%	0.7%	0.7%	0.7%	0.8%
Other computer	2.1%	1.6%	2.6%	1.4%	2.7%	2.0%
Other computer with no other type of computing device	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
No computer	6.6%	8.4%	4.9%	6.9%	6.4%	5.2%
<b>TYPE OF INTERNET SUBSCRIPTIONS</b>						
With an internet subscription:	86.6%	84.2%	90.1%	86.5%	87.6%	89.0%
Dial-up with no other type of internet subscription	0.4%	0.5%	0.4%	0.3%	0.5%	0.3%
Broadband of any type	86.2%	83.6%	89.7%	86.2%	87.1%	88.7%
Cellular data plan	75.9%	73.2%	82.9%	72.1%	78.6%	81.1%
Cellular data plan with no other type of internet subscription	13.2%	9.9%	10.0%	14.0%	14.2%	10.6%
Broadband such as cable, fiber optic or DSL	62.0%	62.9%	74.2%	62.2%	63.2%	70.9%
Satellite internet service	12.7%	13.3%	10.1%	12.9%	12.3%	10.2%

<b>Types of Computers and Internet Subscriptions</b>	<b>R1</b>	<b>R2</b>	<b>RTV</b>	<b>R4</b>	<b>R5</b>	<b>R6</b>
Without an internet subscription	13.4%	15.8%	9.9%	13.5%	12.4%	11.0%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

## **Educational Attainment**

Educational attainment refers to the highest level of education completed in terms of the highest degree, or the highest level of schooling completed. Level of education influences the job market, both in public and private sectors.

Table 13 provides rates for both High School Graduation and Education at or above a bachelor's degree for the State's total population ages 25 years and over. Rates for the local service areas are calculated by adding the total population data for each area and dividing by population data for each category.

### ***High School Graduation Rates***

The National average for the total population over the age of 25 whose highest level of educational attainment is a high school diploma or its equivalent, is 26.3% and the State's average is 26.9%. Four regions have higher percentage rates than the National average for those whose highest educational attainment level is a high school graduate or equivalency over the age of 25, and the rates exceed the National average by up to 4.2 percentage points.

### ***Education Level At or Above Bachelor's Degree***

The National and State averages for the total population over the age of 25 whose highest level of educational attainment is a bachelor's degree is 21.2% and 20.2%, respectively. RTV and R6's rates for achieving a bachelor's degree are the highest in the State and the rates exceed the National rate by less than 1%. R4's rate is the lowest in the State (14.5%) and is lower than the State's rate by 5.7%, 3.7 percentage points lower than the State rural rate, and lower than the National rural average by 2.6%.

Table 13

*Educational Attainment: Population 25 Years and Over*

Geographic Area	High school graduate (includes equivalency)	Some college, no degree	Associate degree	Bachelor's degree	Graduate or professional degree	High school graduate or higher	Bachelor's degree or higher
U.S.	26.3%	19.3%	8.8%	21.2%	13.8%	89.4%	35.0%
U.S. - Urban	24.7%	19.0%	8.4%	22.3%	14.7%	89.2%	37.0%
U.S. - Rural	32.6%	20.3%	9.9%	17.1%	10.1%	90.2%	27.3%
Idaho	26.9%	23.6%	10.1%	20.2%	10.5%	91.3%	30.7%
ID - Urban	25.4%	23.2%	9.9%	21.1%	11.5%	91.2%	32.6%
ID - Rural	30.1%	24.4%	10.3%	18.2%	8.5%	91.5%	26.7%
R1	29.1%	28.2%	10.3%	16.7%	8.2%	92.4%	24.9%
R2	28.0%	26.1%	10.1%	19.5%	10.2%	93.9%	29.7%
RTV	24.8%	25.1%	9.3%	21.7%	10.9%	91.8%	32.6%
R4	28.9%	23.1%	9.8%	14.5%	7.8%	84.2%	22.3%
R5	30.5%	27.0%	10.0%	16.2%	7.6%	91.3%	23.8%
R6	24.1%	25.4%	12.0%	21.4%	9.4%	92.3%	30.8%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

## Disabilities Under the Age of 65

In addition to understanding the general trends of a geographic area, it is also important to gain knowledge of the prevalence of disability in the State when engaging in strategic planning and allocating resources. In this section, demographic data regarding the State's disability population with reference to age, disability type, income, poverty and education are detailed with comparisons to the Nation and to local regions.

### *Disability Status*

The estimated average for the number of people with disabilities residing in the Nation in 2021 is 13%. The State's percentage is higher than the National average by almost 1%, averaging 13.9%. Of the civilian noninstitutionalized population ages 18 to 64 years in Idaho, 14.2% of the residents in R5 report a disability, which is significantly higher than the National average of 10.7% and higher than the Nation's rural average of 12.3% for the same age group. The average percentage rate for individuals 18 to 64 years reporting a disability in RTV is recorded at 10.9%, which is lower than the State average by approximately 1% and reflects the U.S. average.

Disability Status estimates are calculated for the Total Civilian Noninstitutionalized Population (TCNP) by the U.S. Census. National, State, and region averages are provided in Table 14. The averages are calculated by dividing the total number of individuals within the region who report a disability by the total number of civilian noninstitutionalized individuals residing in the region.

Table 14

*Disability Status: Total Civilian Noninstitutionalized Population*

<b>Geographic Area</b>	<b>With a disability</b>	<b>Under 18 years with a disability</b>	<b>18 to 64 years with a disability</b>
<b>U.S.</b>	13.0%	4.6%	10.7%
	<b>Urban</b> 12.6%	<b>Urban</b> 4.6%	<b>Urban</b> 10.3%
	<b>Rural</b> 14.7%	<b>Rural</b> 4.7%	<b>Rural</b> 12.3%
<b>Idaho</b>	13.9%	5.0%	11.7%
	<b>Urban</b> 13.9%	<b>Urban</b> 5.3%	<b>Urban</b> 11.9%
	<b>Rural</b> 14.0%	<b>Rural</b> 4.5%	<b>Rural</b> 11.3%
<b>R1</b>	16.1%	4.7%	13.4%
<b>R2</b>	16.6%	5.7%	13.7%
<b>RTV</b>	12.5%	4.5%	10.9%
<b>R4</b>	13.7%	5.0%	11.7%
<b>R5</b>	15.3%	4.8%	14.2%
<b>R6</b>	12.6%	4.6%	11.2%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

***Disability Types***

Knowledge of the types of disabilities reported by area residents helps IDVR anticipate and prepare for meeting service needs and assisting the customer to obtain necessary accommodations to maximize function and employability. The data indicates that the State rates are similar to the National rates for all disability categories as the State's rates are either higher or lower by 1 percentage point in each category. Disability type averages for ages 18-64 are the highest in R5 in three of six disability categories. The rate of individuals reporting a visual difficulty in R2 is over 1% higher than the rates in the other five regions. Five regions have over 5% of individuals with disabilities ages 18 to 64 reporting cognitive disability. It is important to note that mental health impairments are not included in the ACS data, and these individuals constitute the largest percentage of VR customers.

Table 15  
*Disability Types: U.S. and Idaho*

Disability Status	Percent with a disability					
	U.S.	U.S. -- Urban	U.S. -- Rural	Idaho	ID -- Urban	ID -- Rural
With a hearing difficulty	3.6%	3.2%	4.8%	4.6%	4.2%	5.5%
Population under 18 years	0.5%	0.5%	0.6%	0.6%	0.6%	0.8%
Population 18 to 64 years	2.0%	1.8%	2.8%	2.6%	2.4%	3.1%
With a vision difficulty	2.5%	2.4%	2.7%	2.6%	2.8%	2.3%
Population under 18 years	0.8%	0.8%	0.8%	0.5%	0.6%	0.4%
Population 18 to 64 years	2.1%	2.0%	2.3%	2.5%	2.6%	2.1%
With a cognitive difficulty	5.4%	5.3%	5.6%	6.1%	6.5%	5.3%
Population under 18 years	4.6%	4.6%	4.7%	5.2%	5.5%	4.4%
Population 18 to 64 years	4.9%	4.8%	5.2%	5.6%	6.0%	4.7%
With an ambulatory difficulty	6.6%	6.4%	7.5%	6.3%	6.0%	6.9%
Population under 18 years	0.6%	0.6%	0.6%	0.2%	0.1%	0.3%
Population 18 to 64 years	4.5%	4.2%	5.5%	4.3%	4.0%	4.9%
With a self-care difficulty	2.5%	2.5%	2.7%	2.6%	2.6%	2.5%
Population under 18 years	1.1%	1.1%	1.0%	0.7%	0.5%	1.0%
Population 18 to 64 years	1.7%	1.6%	1.9%	1.7%	1.6%	1.8%
With an independent living difficulty	5.8%	5.7%	6.2%	5.5%	5.6%	5.0%
Population 18 to 64 years	3.8%	3.7%	4.3%	3.6%	3.7%	3.3%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 16  
*Disability Types: Regions*

Disability Status	Percent with a disability					
	R1	R2	RTV	R4	R5	R6
With a hearing difficulty	6.0%	5.9%	4.2%	4.6%	4.9%	3.8%
Population under 18 years	0.6%	0.5%	0.5%	0.7%	0.8%	0.7%
Population 18 to 64 years	3.3%	3.4%	2.5%	2.8%	3.5%	2.2%
With a vision difficulty	2.4%	3.3%	2.3%	2.5%	2.7%	2.2%

Disability Status	Percent with a disability					
	R1	R2	RTV	R4	R5	R6
Population under 18 years	0.7%	0.6%	0.6%	0.8%	0.5%	0.9%
Population 18 to 64 years	2.3%	3.7%	2.2%	2.1%	2.5%	2.0%
With a cognitive difficulty	5.5%	6.5%	5.0%	4.9%	6.2%	5.5%
Population under 18 years	4.6%	6.5%	4.4%	4.6%	4.9%	4.7%
Population 18 to 64 years	6.0%	6.5%	5.2%	4.7%	6.6%	5.8%
With an ambulatory difficulty	7.7%	7.6%	5.2%	6.6%	6.7%	5.3%
Population under 18 years	0.5%	0.6%	0.5%	0.4%	0.4%	0.6%
Population 18 to 64 years	5.9%	5.4%	4.2%	5.3%	5.5%	4.1%
With a self-care difficulty	2.9%	2.7%	2.0%	2.3%	2.2%	2.3%
Population under 18 years	0.6%	1.2%	1.3%	0.7%	0.7%	0.9%
Population 18 to 64 years	2.6%	2.1%	1.5%	1.7%	1.9%	1.8%
With an independent living difficulty	4.9%	4.6%	3.8%	4.1%	5.0%	3.8%
Population 18 to 64 years	4.9%	4.1%	3.7%	3.8%	5.3%	3.8%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

### *Disablement Index*

The environment contributes to process of individual ability to engage in meaningful tasks, by either enabling participation (enablement) or creating barriers to participation (disablement). An example, blindness or having serious vision difficulty even when wearing glasses (= vision disability) may be more disabling in areas without a mass transit system. Researchers at the National Institute on Disability, Independent Living and Rehabilitation Research (NIDILRR) created the "Disabling Environments Index," which is designed to take a snapshot of the disabling nature of one's local environment and be used as an indicator of local area accessibility. The Index examines the reporting of an independent living disability among the focus population ages 18-64 living in community settings who also reported a hearing, vision, ambulatory, and/or cognitive disability. In the 2023 Annual Disability Compendium, the Disabling Environments Index for civilians in the United States with hearing, vision, ambulatory, and/or cognitive disabilities who also reported an independent living disability in the year 2021 was 32.4%. Researchers at the NIDILRR graciously calculated State data by request. Table 17 contains the Disablement Index for the 50 States in ranking order from lowest index rate to the highest.

Table 17

*Disabling Environments Index: Ranking Order – Lowest to Highest*

<b>Disabling Environments Index - United States</b>					
<b>United States Index = 32.4</b>					
<b>State Ranking Low to High</b>					
<b>Rank</b>	<b>State</b>	<b>Index</b>	<b>Rank</b>	<b>State</b>	<b>Index</b>
<b>1</b>	North Dakota	17.8	<b>26</b>	Minnesota	32.4
<b>2</b>	Nebraska	24.3	<b>27</b>	Massachusetts	32.5
<b>3</b>	South Dakota	25.3	<b>28</b>	Alabama	32.6
<b>4</b>	Wyoming	26.3	<b>29</b>	Oregon	32.7
<b>5</b>	Idaho	27.1	<b>30</b>	Indiana	32.9
<b>6</b>	Maryland	27.7	<b>31</b>	Mississippi	33.0
<b>7</b>	Nevada	28.4	<b>32</b>	North Carolina	33.0
<b>8</b>	Alaska	29.7	<b>33</b>	Kentucky	33.2
<b>9</b>	Colorado	29.7	<b>34</b>	Tennessee	33.2
<b>10</b>	Texas	29.9	<b>35</b>	Delaware	33.4
<b>11</b>	Arizona	30.1	<b>36</b>	Illinois	33.5
<b>12</b>	Vermont	30.3	<b>37</b>	Connecticut	33.6
<b>13</b>	Montana	30.8	<b>38</b>	Pennsylvania	33.6
<b>14</b>	Ohio	30.9	<b>39</b>	Wisconsin	33.7
<b>15</b>	South Carolina	30.9	<b>40</b>	Rhode Island	33.9
<b>16</b>	Virginia	30.9	<b>41</b>	California	34.1
<b>17</b>	Iowa	31.2	<b>42</b>	Kansas	34.1
<b>18</b>	Oklahoma	31.2	<b>43</b>	Hawaii	34.2
<b>19</b>	Utah	31.5	<b>44</b>	West Virginia	34.2
<b>20</b>	Louisiana	31.8	<b>45</b>	New Jersey	34.3
<b>21</b>	Washington	32.0	<b>46</b>	Michigan	34.8
<b>22</b>	Florida	32.1	<b>47</b>	New York	35.1
<b>23</b>	Missouri	32.1	<b>48</b>	New Mexico	35.2



Disabling Environments Index - United States					
United States Index = 32.4					
State Ranking Low to High					
Rank	State	Index	Rank	State	Index
24	New Hampshire	32.2	49	Arkansas	35.8
25	Georgia	32.3	50	Maine	40.1

Source for US rate is from: Houtenville, A., Bach, S., and Paul, S. (2023). Annual Report on People with Disabilities in America: 2023. Durham, NH: University of New Hampshire, Institute on Disability. A. Houtenville prepared State Data specifically for Interwork and is not published in the Annual Report.

Idaho ranks in the 5th position (lowest to highest rate scale) when examining how many individuals who reported a hearing, vision, ambulatory and/or a cognitive disability also reported an independent living disability (32.1%). North Dakota ranks in the first position, with less than 18% of individuals who reported a specific disability and also reported an independent living disability. Slightly more than 40% of individuals residing in Maine who reported a specific physical disability also reported an independent living disability.

When examining the Disabling Environments Index, the following observation was noted: The top four States with the lowest ranking disabling environments scores have urban populations ranging between 57.2 to 73% while the four States with the highest disabling environments scores have urban populations ranging between 38.6 to 87.4%. In previous years, the top four States with the lowest ranking index scores had urban populations of less than 66% while the four States with the highest index scores had urban populations of over 70%. More in-depth analysis of the Disabling Environments Index and State urban/rural population rates is needed to determine if there is a correlation of the local environmental accessibility and urban/rural population rates.

### *Income and Disability*

Tables 18 and 19 provide statistics for median earnings (income) for people with disabilities age 16 and over. The numbers are rounded to nearest dollar amount.

Individuals with disabilities in the United States earn approximately \$12,510 per year less than individuals without a disability. In the State of Idaho, people with disabilities earn roughly \$10,048 less than individuals without disabilities. Individuals with disabilities residing in rural Idaho earn \$335 less than individuals with disabilities residing in urban areas of Idaho. Females with disabilities in R1 have the lowest earnings in the State, with an average that is lower than the National average for females with a disability by almost \$9,594 and lower than the State rural average by \$6,321. In R5, the median earnings for females with disabilities is \$15,996, which is lower than the average for females without a disability in R5 by \$3,716. When examining data

for the individual regions, males with disabilities make between \$6,453-\$19,392 less than males without disabilities.

Tables 18

*Median Earnings for People with Disabilities 16 Years and Older: U.S. and Idaho*

	U.S.	U.S. -- Urban	U.S. -- Rural	Idaho	ID -- Urban	ID -- Rural
Total:	\$40,310	\$40,345	\$40,171	\$34,983	\$34,736	\$35,307
With a disability:	\$28,438	\$28,124	\$29,738	\$25,821	\$25,936	\$25,601
Male	\$32,878	\$32,319	\$35,410	\$30,573	\$30,127	\$32,340
Female	\$24,095	\$24,378	\$22,852	\$22,024	\$22,471	\$20,822
No disability:	\$40,948	\$40,989	\$40,782	\$35,869	\$35,828	\$35,938
Male	\$47,376	\$47,117	\$49,242	\$43,065	\$42,635	\$43,781
Female	\$34,934	\$35,296	\$32,815	\$27,946	\$29,067	\$25,721

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 19

*Median Earnings for People with Disabilities 16 Years and Older: Regions*

	R1	R2	RTV	R4	R5	R6
Total:	\$30,613	\$31,002	\$31,162	\$31,214	\$29,286	\$27,340
With a disability:	\$16,943	\$18,279	\$21,542	\$23,524	\$23,694	\$20,741
Male	\$21,332	\$22,599	\$33,111	\$26,531	\$29,805	\$24,069
Female	\$14,501	\$18,393	\$16,640	\$19,788	\$15,996	\$20,272
No disability:	\$32,171	\$32,701	\$31,850	\$32,021	\$30,515	\$28,107
Male	\$40,724	\$40,429	\$39,564	\$39,118	\$42,783	\$35,482
Female	\$24,317	\$24,575	\$24,539	\$23,563	\$19,712	\$19,821

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates; 2021 ACS 5-Year Estimates

### ***Poverty and Disability***

The official poverty measure compares thresholds of family size and age of the family members to an individual's or family's pre-tax cash income. The Census Bureau uses the thresholds to determine who is living in poverty. Poverty levels determined in this section of the CSNA report are calculated using the 2021 one-year estimate table "Age by Ratio of Income to Poverty Level in the Past 12 Months by Disability Status and Type" published by the U.S. Census Bureau. The Census Bureau provides the following definition regarding income-to-poverty ratios:

*"Income-to-poverty ratios represent the ratio of family or unrelated individual income to their appropriate poverty threshold. Ratios below 1.00 indicate that the income for the respective family or unrelated individual is below the official definition of poverty, while a ratio of 1.00 or greater indicates income above the poverty level. A ratio of 1.25, for example, indicates that income was 125 percent above the appropriate poverty threshold" (U.S. Census Bureau, 2004).*

Table 20 provides statistics on poverty by disability type, ages 18 and over, in the U.S. and Idaho. Data is available for six counties within the State, in addition to National and State averages. No data is available for R2.

Table 20

*Poverty by Disability Type: Ages 18 and Over – 2021 United States and Idaho*

	<b>United States</b>	<b>Idaho</b>
Total Population	323,173,982	1,864,114
18 years and over:	250,876,885	1,402,466
Percent of population 18 and over	77.6%	75.2%
Number of 18 years and over population classified in under .50 to .99 poverty ratio	29,118,807	144,770
Percent of 18 years and over population classified in under .50 to .99 poverty ratio	11.6%	10.3%
With a disability:	3.0%	2.6%
With a hearing difficulty	0.6%	0.6%
With a vision difficulty	0.6%	0.5%
With a cognitive difficulty	1.4%	1.2%
With an ambulatory difficulty	1.7%	1.3%
With a self-care difficulty	0.7%	0.6%
With an independent living difficulty	1.4%	1.2%
No disability	8.6%	7.7%

	<b>United States -- Urban</b>	<b>Idaho -- Urban</b>
Total Population	258,603,034	1,276,435
18 years and over:	200,688,958	962,660
Percent of population 18 and over	77.6%	75.4%
Number of 18 years and over population classified in under .50 to .99 poverty ratio	24,069,314	109,347
Percent of 18 years and over population classified in under .50 to .99 poverty ratio	12.0%	11.4%
With a disability:	3.0%	2.9%
With a hearing difficulty	0.6%	0.6%
With a vision difficulty	0.6%	0.6%
With a cognitive difficulty	1.4%	1.5%
With an ambulatory difficulty	1.7%	1.4%
With a self-care difficulty	0.7%	0.8%
With an independent living difficulty	1.4%	1.5%
No disability	8.9%	8.4%
	<b>United States -- Rural</b>	<b>Idaho -- Rural</b>
Total Population	64,570,948	587,679
18 years and over:	50,187,927	439,806
Percent of population 18 and over	77.7%	73.6%
Number of 18 years and over population classified in under .50 to .99 poverty ratio	5,049,493	35,423
Percent of 18 years and over population classified in under .50 to .99 poverty ratio	10.1%	8.1%

	United States -- Rural	Idaho -- Rural
With a disability:	3.1%	1.9%
With a hearing difficulty	0.8%	0.6%
With a vision difficulty	0.6%	0.4%
With a cognitive difficulty	1.3%	0.7%
With an ambulatory difficulty	1.7%	0.9%
With a self-care difficulty	0.6%	0.4%
With an independent living difficulty	1.3%	0.6%
No disability	7.0%	6.1%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 21 provides statistics on poverty by disability type, ages 18 and over, within the framework of IDVR's service regions. Data is available for five IDVR service regions. No data is available for R2.

Table 21

*Poverty by Disability Type: Ages 18 and Over – 2021 IDVR Service Regions*

	R1	RTV	R4	R5	R6
	Kootenai	Ada, Canyon	Twin Falls	Bannock	Bonneville
Total Population	177,206	239,099	90,845	85,323	126,314
18 years and over:	137,824	174,865	65,899	63,875	88,771
Percent of population 18 and over	77.8%	73.1%	72.5%	74.4%	70.3%
Number of 18 years and over population classified in under .50 to .99 poverty ratio	12,905	50,081	8,836	7,824	7,041
Percent of 18 years and over population classified in under .50 to .99 poverty ratio	9.4%	28.6%	13.4%	12.2%	7.9%
With a disability:	1.8%	7.2%	4.8%	3.6%	2.6%
With a hearing difficulty	0.4%	1.6%	1.1%	0.2%	0.3%

	R1	RTV	R4	R5	R6
With a vision difficulty	0.2%	1.5%	0.9%	0.2%	0.5%
With a cognitive difficulty	0.8%	3.5%	1.6%	2.8%	1.3%
With an ambulatory difficulty	1.1%	3.4%	1.7%	1.2%	1.5%
With a self-care difficulty	0.5%	1.7%	1.7%	0.5%	1.0%
With an independent living difficulty	0.6%	3.5%	3.0%	1.7%	1.8%
No disability	7.5%	21.5%	8.6%	8.6%	5.4%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

### *Educational Attainment for Individual with Disabilities*

Tables 22 and 23 contain educational attainment rates for individuals with disabilities for the total civilian noninstitutionalized population (TCNP) ages 25 and older. Data is available for eight of the State's counties and is provided in Table 23. Data for the Nation and State of Idaho is taken from 2021 one-year estimates. Data for the regions is taken from 2021 one-year estimates.

Table 22

#### *Educational Attainment for Individuals with Disabilities: U.S. and Idaho*

Educational Attainment for Individuals with Disabilities: U.S. and Idaho	United States		Idaho	
	With a Disability	No Disability	With a Disability	No Disability
TCNP Age 25 and Over	224,083,498		1,240,891	
Population Age 25 and Over	36,753,828	187,329,670	221,074	1,019,817
Less than high school graduate	17.5%	9.1%	13.9%	7.6%
High school graduate (includes equivalency)	33.2%	24.6%	32.8%	25.1%
Some college or associate degree	29.1%	27.9%	33.5%	33.9%
Bachelor's degree or higher	20.2%	38.4%	19.7%	33.5%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 23

*Educational Attainment for Individuals with Disabilities: Regions*

<b>Educational Attainment for Individuals with Disabilities: Regions</b>	<b>R1 (Bonner)</b>		<b>R1 (Kootenai)</b>	
	<b>With a Disability</b>	<b>No Disability</b>	<b>With a Disability</b>	<b>No Disability</b>
TCNP Age 25 and Over	34,504		116,419	
Population Age 25 and Over	6,959	27,545	22,244	94,175
Less than high school graduate	14.8%	6.3%	12.0%	5.1%
High school graduate (includes equivalency)	33.4%	29.5%	31.2%	25.9%
Some college or associate degree	35.3%	34.9%	35.9%	41.1%
Bachelor's degree or higher	16.6%	29.3%	20.9%	28.0%
	<b>R2 (Nez Perce)</b>		<b>RTV (Ada)</b>	
	<b>With a Disability</b>	<b>No Disability</b>	<b>With a Disability</b>	<b>No Disability</b>
TCNP Age 25 and Over	28,757		323,263	
Population Age 25 and Over	6,560	22,197	42,467	280,796
Less than high school graduate	11.9%	5.1%	9.2%	4.1%
High school graduate (includes equivalency)	35.5%	28.4%	28.2%	19.0%
Some college or associate degree	31.8%	39.4%	33.7%	33.5%
Bachelor's degree or higher	20.8%	27.1%	28.9%	43.4%
	<b>RTV (Canyon)</b>		<b>R4 (Twin Falls)</b>	
	<b>With a Disability</b>	<b>No Disability</b>	<b>With a Disability</b>	<b>No Disability</b>
TCNP Age 25 and Over	141,018		56,431	
Population Age 25 and Over	27,873	113,145	10,197	46,234
Less than high school graduate	16.1%	12.8%	21.1%	11.1%
High school graduate (includes equivalency)	34.4%	28.9%	32.4%	26.3%
Some college or associate degree	37.8%	35.3%	32.8%	36.8%
Bachelor's degree or higher	11.7%	23.0%	13.6%	25.9%



	R5 (Bannock)		R6 (Bonneville)	
	With a Disability	No Disability	With a Disability	No Disability
TCNP Age 25 and Over	54,186		73,203	
Population Age 25 and Over	11,441	42,745	13,461	59,742
Less than high school graduate	14.3%	4.5%	10.6%	6.7%
High school graduate (includes equivalency)	32.3%	23.4%	32.7%	23.5%
Some college or associate degree	36.4%	39.5%	36.2%	35.7%
Bachelor's degree or higher	17.0%	32.7%	20.5%	34.1%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

In review of the available data, Ada County has the lowest level of high school graduation attainment for individuals with disabilities and Nez Perce County has the highest rate. Ada County is noted to have the highest population in the State. Ada County ranks 2<sup>nd</sup> in the State for median household income, ranks 4<sup>th</sup> for median home value, ranks 10<sup>th</sup> (from lowest rate to highest rate) for poverty rate for ages 18 to 64, and ranks 6<sup>th</sup> in the State for internet access. Nez Perce County ranks 10<sup>th</sup> in the State for population size, ranks 13<sup>th</sup> in Idaho for median household income, ranks 18<sup>th</sup> for median home value, ranks 35<sup>th</sup> (from lowest rate to highest rate) for poverty rate for ages 18 to 64, and ranks 28<sup>th</sup> for internet access. Achievement of higher levels of education are important considerations for individuals with disabilities served by VR if they are to achieve self-sufficiency through employment.

### **General Trends of Employment, Occupations, Industries, and Labor Force Participation For the Civilian Non-Institutionalized Population**

Local economies thrive based on employment, occupations, and industries available to area residents and the individuals' participation in the labor force. Knowledge of the local area labor force, internet accessibility, employment rates, occupations, industries, and labor force participation facilitates helping customers find local job opportunities and securing appropriate job placement.

The labor force includes all people classified in the civilian labor force, plus members of the U.S. Armed Forces (people on active duty with the United States Army, Air Force, Navy, Marine Corps, or Coast Guard). The civilian labor force consists of people classified as employed or unemployed and actively looking for work. The labor force participation rate represents the proportion of the population that is in the labor force.

#### **Internet Accessibility of Individuals in the Labor Force**

The U.S. Census Bureau gathers data regarding the availability of the internet to the working age population and based on employment status. The data for working age individuals (ages 18 to 64) in the IDVR service regions indicates that over 89.5% of the working age population has access to broad band internet subscriptions. The averages range between 89.6 to 93.4%.

The employment status data includes civilians ages 16 and over, with no cut-off age. The data cites that those who are not in the labor force have lower rates of access to broadband internet subscriptions when compared to the labor force participants, both employed and unemployed. The gap between rates of access to broadband internet for those who are unemployed and those who do not participate in the labor force in each area ranges from 1.8 to 11.3 percentage points. Tables 24 and 25 provide statistics on internet accessibility, Table 24 by working age and by employment status in the U.S. and Idaho and Table 25 by working age and by employment status in IDVR's regions.

Table 24

Internet Accessibility: Working Age and by Employment Status for the U.S. and Idaho

	United States				United States -- Urban				United States -- Rural			
	Total	With a computer		Percent no computer in household	Total	With a computer		Percent no computer in household	Total	With a computer		Percent no computer in household
		Percent Broadband internet	Percent without internet			Percent Broadband internet	Percent without internet			Percent Broadband internet	Percent without internet	
<b>18 to 64 years</b>	196,355,391	93.9%	4.2%	1.9%	159,041,133	94.5%	3.8%	1.6%	37,314,258	91.3%	5.7%	2.9%
<b>EMPLOYMENT STATUS</b>												
<b>Civilian population 16 years and over</b>	258,382,179	91.7%	4.7%	3.5%	206,599,196	92.5%	4.3%	3.1%	51,782,983	88.5%	6.2%	5.1%
<b>In labor force</b>	165,554,122	94.7%	3.7%	1.5%	134,766,536	95.2%	3.4%	1.3%	30,787,586	92.5%	5.1%	2.3%
<b>Employed</b>	155,207,930	94.8%	3.7%	1.4%	125,897,773	95.4%	3.3%	1.2%	29,310,157	92.6%	5.1%	2.2%
<b>Unemployed</b>	10,346,192	93.1%	4.8%	2.0%	8,868,763	93.6%	4.5%	1.9%	1,477,429	90.5%	6.4%	3.0%
<b>Not in labor force</b>	92,828,057	86.2%	6.5%	7.1%	71,832,660	87.2%	6.1%	6.5%	20,995,397	82.7%	7.7%	9.2%
	Idaho				Idaho -- Urban				Idaho -- Rural			
	Total	With a computer		Percent no computer in household	Total	With a computer		Percent no computer in household	Total	With a computer		Percent no computer in household
		Percent Broadband internet	Percent without internet			Percent Broadband internet	Percent without internet			Percent Broadband internet	Percent without internet	
<b>18 to 64 years</b>	1,095,049	93.9%	3.9%	2.1%	772,163	94.0%	3.9%	2.0%	322,886	93.5%	4.1%	2.4%
<b>EMPLOYMENT STATUS</b>												
<b>Civilian population 16 years and over</b>	1,452,407	91.9%	4.6%	3.2%	995,132	92.3%	4.3%	3.1%	457,275	91.1%	5.2%	3.4%
<b>In labor force</b>	927,614	93.9%	4.0%	1.9%	655,370	94.1%	3.9%	1.9%	272,244	93.6%	4.2%	2.1%
<b>Employed</b>	897,040	94.0%	4.0%	1.9%	635,399	94.1%	3.8%	1.9%	261,641	93.6%	4.3%	1.9%
<b>Unemployed</b>	30,574	93.5%	4.2%	2.3%	19,971	93.6%	5.6%	0.8%	10,603	93.4%	1.5%	5.2%
<b>Not in labor force</b>	524,793	88.4%	5.7%	5.5%	339,762	88.9%	5.2%	5.5%	185,031	87.4%	6.6%	5.5%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Table 25

Internet Accessibility: Working Age and by Employment Status: IDVR Regions

	R1			
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
18 to 64 years	141,345	91.9%	5.1%	2.9%
<b>EMPLOYMENT STATUS</b>				
Civilian population 16 years and over	197,876	89.0%	5.8%	4.9%
In labor force	115,889	93.0%	4.8%	2.1%
Employed	111,558	93.1%	4.7%	2.0%
Unemployed	4,331	88.8%	7.3%	3.5%
Not in labor force	81,987	83.4%	7.2%	8.9%
<b>R2</b>				
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
18 to 64 years	42,047	89.6%	6.5%	3.7%
<b>EMPLOYMENT STATUS</b>				
Civilian population 16 years and over	61,656	85.6%	6.8%	7.1%
In labor force	34,911	90.8%	5.7%	3.2%
Employed	33,616	90.9%	5.8%	3.1%
Unemployed	1,295	90.0%	4.9%	5.2%
Not in labor force	26,745	78.7%	8.3%	12.1%

	RTV			
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
<b>18 to 64 years</b>	487,623	93.4%	4.7%	1.8%
<b>EMPLOYMENT STATUS</b>				
<b>Civilian population 16 years and over</b>	630,796	91.4%	5.1%	3.3%
<b>In labor force</b>	412,915	93.7%	4.4%	1.7%
<b>Employed</b>	397,197	93.9%	4.2%	1.7%
<b>Unemployed</b>	15,718	90.2%	7.7%	1.7%
<b>Not in labor force</b>	217,881	86.8%	6.4%	6.2%
<b>R4</b>				
	R4			
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
<b>18 to 64 years</b>	101,256	90.4%	6.5%	3.0%
<b>EMPLOYMENT STATUS</b>				
<b>Civilian population 16 years and over</b>	134,417	88.2%	6.8%	4.8%
<b>In labor force</b>	87,984	91.1%	6.4%	2.3%
<b>Employed</b>	84,666	91.3%	6.3%	2.3%
<b>Unemployed</b>	3,318	88.2%	8.3%	3.5%
<b>Not in labor force</b>	46,433	82.5%	7.7%	9.4%

	R5			
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
<b>18 to 64 years</b>	96,975	91.9%	5.5%	2.4%
<b>EMPLOYMENT STATUS</b>				
<b>Civilian population 16 years and over</b>	128,035	89.9%	5.4%	4.2%
<b>In labor force</b>	81,211	92.8%	4.7%	2.1%
<b>Employed</b>	77,411	92.9%	4.6%	2.2%
<b>Unemployed</b>	3,800	90.9%	8.5%	0.6%
<b>Not in labor force</b>	46,824	84.9%	6.5%	7.9%
<b>R6</b>				
	Total	With a Computer		Percent No Computer
		Percent With BB Internet	Percent No Internet	
<b>18 to 64 years</b>	140,148	91.3%	6.7%	2.0%
<b>EMPLOYMENT STATUS</b>				
<b>Civilian population 16 years and over</b>	178,875	90.0%	6.4%	3.3%
<b>In labor force</b>	116,862	91.6%	6.5%	1.8%
<b>Employed</b>	111,477	91.7%	6.4%	1.8%
<b>Unemployed</b>	5,385	88.9%	9.3%	1.6%
<b>Not in labor force</b>	62,013	87.1%	6.3%	6.2%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

## Unemployment Rates

At the end of December 2022, the National non-adjusted unemployment rate was 3.6% and the annual State non-adjusted unemployment rate was 2.7%. R1 had the highest unemployment rate (3.9%) at the end of 2022 and throughout the first five months of the year in 2023. Note that R1

accounts for the second largest portion (14.1%) of the State's population, has three completely rural counties, and has two counties with portions of the population residing in urban blocks.

Table 26 contains the annual National, State, and local region non-seasonally adjusted unemployment rates for 2022 and the unemployment rates for the first four months of 2023.

Table 26

*Local Area Unemployment Rates*

Area	22-Annual	23-Jan	23-Feb	23-Mar	23-Apr	23-May
U.S.	3.6	3.9	3.9	3.6	3.1	3.4
Idaho	2.7	3.1	3.2	3.1	2.6	2.7
R1	3.9	5.4	5.3	5.4	4.7	4.1
R2	3.6	4.1	4.1	4.2	3.8	3.6
RTV	3.3	3.9	4.3	4.3	3.8	3.6
R4	2.6	3.1	3.2	3.0	2.3	2.5
R5	2.6	3.3	3.2	3.0	2.4	2.4
R6	2.7	3.5	3.6	3.5	2.8	2.7

Source: <https://data.bls.gov>

## Occupations

*Occupation describes the kind of work a person does on the job.*

The U.S. Bureau of Labor Statistics provides data for the largest occupations within the various States and the Nation. Tables 27 and 28 contain the largest occupations in the U.S. and Idaho. The top 10 occupations in Idaho are reflective of the top 10 occupations in the U.S. Two differences occur: Heavy and Tractor-Trailer Truck Drivers, which is the eighth largest occupation in Idaho, is not included in the top 10 occupations in the U.S. overall. Stockers and Order Fillers, which is ranked in the ninth position on the U.S. list, does not appear on Idaho's list.

Table 27

*Occupational Employment Statistics for the U.S.*

Largest Occupations in the United States, May 2022	
Occupation	Employment
Retail Salespersons	3,640,040
Home Health and Personal Care Aides	3,504,230
General and Operations Managers	3,376,680



<b>Largest Occupations in the United States, May 2022</b>	
<b>Occupation</b>	<b>Employment</b>
Fast Food and Counter Workers	3,325,050
Cashiers	3,296,040
Registered Nurses	3,072,700
Laborers and Freight, Stock, and Material Movers, Hand	2,934,050
Customer Service Representatives	2,879,840
Stockers and Order Fillers	2,842,060
Office Clerks, General	2,517,350

[https://www.bls.gov/oes/current/area\\_emp\\_chart/area\\_emp\\_chart\\_data.htm#United\\_States](https://www.bls.gov/oes/current/area_emp_chart/area_emp_chart_data.htm#United_States)

Table 28

*Occupational Employment Statistics for the State of Idaho*

<b>Largest Occupations in Idaho, May 2022</b>	
<b>Occupation</b>	<b>Employment</b>
General and Operations Managers	24,790
Fast Food and Counter Workers	22,350
Retail Salespersons	19,220
Customer Service Representatives	19,020
Home Health and Personal Care Aides	18,320
Office Clerks, General	16,940
Cashiers	15,900
Heavy and Tractor-Trailer Truck Drivers	14,030
Registered Nurses	13,680
Laborers and Freight, Stock, and Material Movers, Hand	13,410

[https://www.bls.gov/oes/current/area\\_emp\\_chart/area\\_emp\\_chart\\_data.htm#United\\_States](https://www.bls.gov/oes/current/area_emp_chart/area_emp_chart_data.htm#United_States)

### **Local Employers in Idaho**

The Idaho Department of Labor (IDOL) publishes statewide and regional labor force and economic data that identifies local industries and local employers in Idaho. Table 29 contains information that was published in May 2023 that reflected April 2023 top 10 local employers in

Idaho and in each IDVR region. Of note, only employers that have given the IDOL permission to release employment range data are listed.

Table 29

*Local Employers in Idaho*

<b>Top Employers, 2021 (Statewide)</b>	
<b>Wal-Mart</b>	
<b>St. Luke's Health System</b>	
<b>Micron Technology</b>	
<b>Saint Alphonsus Health System</b>	
<b>Albertson's Inc.</b>	
<b>Battelle Energy Alliance</b>	
<b>West Ada School District</b>	
<b>Boise State University</b>	
<b>Boise School District</b>	
<b>Kootenai Health</b>	
<b>Top Employers, 2021 (Region 1)</b>	<b>Top Employers, 2021 (Region 2)</b>
Kootenai Health	University of Idaho
Wal-Mart	Federal Cartridge Company
Coeur d'Alene School District	Clearwater Paper Corporation
Hagadone Hospitality	Lewiston Independent School District
Kootenai County	Schweitzer Engineering Laboratories
North Idaho College	Gritman Medical Center
Coeur d'Alene Casino	Lewis-Clark State College
Idaho Forest Group	Nez Perce Tribal Executive Committee
Post Falls School District	Happy Day Corporation
Lakeland School District	U.S. Department of Agriculture

<b>Top Employers, 2021 (Region RTV)</b>	<b>Top Employers, 2021 (Region 4)</b>
St. Luke's Regional Medical Center	St Luke's Magic Valley Regional Medical Center
Micron Technology	Twin Falls School District
St. Alphonsus Health System	Amalgamated Sugar Company
West Ada School District	College Of Southern Idaho
Albertsons	Wal-Mart
Boise State University	Sun Valley Resort
Wal-Mart	Chobani
Boise School District	Cassia County Joint School District
J. R. Simplot Company	Glanbia Foods
City of Boise	Lamb Weston Inc
<b>Top Employers, 2021 (Region 5)</b>	<b>Top Employers, 2021 (Region 6)</b>
Idaho State University	Battelle Energy Alliance
Pocatello/Chubbuck School District	Melaleuca
Port Neuf Medical Center	Wal-Mart
Idaho Central Credit Union	Fluor Idaho
Amy's Kitchen	Bonneville Joint School District
Bingham Memorial Hospital	Brigham Young University-Idaho
Basic American Foods	Eastern Idaho Regional Medical Center
Shoshone Bannock Tribes	Idaho Falls School District
City of Pocatello	Fluor Marine Propulsion
Wal-Mart	City of Idaho Falls

Source: Idaho Department of Labor- Quarterly Census of Employment Wages (QCEW): <https://lmi.idaho.gov/regional-info/>

## Regional Industries

*The term industry in this section of the report refers to the kind of business conducted by a person's employing organization.*

The U.S. Census Bureau publishes data from the American Community Survey detailing information on the top industries by employment for the Nation, State, and each county in the State. Table 30 displays the top six industries with the most employees for the Nation and Idaho.

The State's list of leading industries by employment reflects the National list, with ranking order differences. Finance and insurance, and real estate and rental and leasing, the sixth highest ranking industry by employment in the Urban United States, is not in the top six leading industries of Urban Idaho. Agriculture, forestry, fishing and hunting, and mining appear in the sixth position on the State's rural list but does not appear in the top six industries on the National rural list.

Table 30

*Local Area Top Industries by Employment: U.S. and ID, Including Urban and Rural Averages*

<b>Geographic Area</b>	<b>Industries</b>	<b>Percent</b>
<b>U.S.</b>	1) Educational services, and health care and social assistance 2) Professional, scientific, and management, and administrative and waste management services 3) Retail trade 4) Manufacturing 5) Arts, entertainment, and recreation, and accommodation and food services 6) Construction	1) 23.5% 2) 12.4% 3) 11.1% 4) 10.1% 5) 8.2% 6) 6.9%
<b>U.S. Urban</b>	1) Educational services, and health care and social assistance 2) Professional, scientific, and management, and administrative and waste management services 3) Retail trade 4) Manufacturing 5) Arts, entertainment, and recreation, and accommodation and food services 6) Finance and insurance, and real estate and rental and leasing	1) 23.7% 2) 13.1% 3) 11.1% 4) 9.5% 5) 8.6% 6) 7.1%
<b>U.S. Rural</b>	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Professional, scientific, and management, and administrative and waste management services 5) Construction 6) Arts, entertainment, and recreation, and accommodation and food services	1) 22.6% 2) 12.7% 3) 10.8% 4) 9.1% 5) 8.9% 6) 6.6%

Geographic Area	Industries	Percent
<b>Idaho</b>	1) Educational services, and health care and social assistance 2) Retail trade 3) Professional, scientific, and management, and administrative and waste management services 4) Manufacturing 5) Construction 6) Arts, entertainment, and recreation, and accommodation and food services	1) 22.1% 2) 11.1% 3) 10.4% 4) 10.0% 5) 8.9% 6) 8.8%
<b>ID Urban</b>	1) Educational services, and health care and social assistance 2) Retail trade 3) Professional, scientific, and management, and administrative and waste management services 4) Manufacturing 5) Arts, entertainment, and recreation, and accommodation and food services 6) Construction	1) 23.2% 2) 11.6% 3) 10.8% 4) 10.3% 5) 9.2% 6) 7.9%
<b>ID Rural</b>	1) Educational services, and health care and social assistance 2) Construction 3) Retail trade 4) Professional, scientific, and management, and administrative and waste management services 5) Manufacturing 6) Agriculture, forestry, fishing and hunting, and mining	1) 19.4% 2) 11.1% 3) 9.8% 4) 9.3% 5) 9.2% 6) 8.6%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

**General Trends of Employment, Occupations, Industries, and Labor Force Participation for People with Disabilities**

Data on employment, occupations, industries, and labor force participation for people with disabilities is collected and analyzed by various government bureaus and research institutes. This section presents statistics from the various agencies regarding people with disabilities and their participation in the labor force.

## Occupations and Employees with Disabilities

The U.S. Census Bureau collects and analyzes data for the largest occupations within the States and the Nation for people with disabilities who are part of the total civilian noninstitutionalized population (TCNP).

The following tables summarize percentage rates of the occupations in which people with disabilities are employed. Table 31 documents the U.S. and State averages. In lieu of a region average, statistics for the counties with data available is provided in Table 32. Data for the Nation and State is taken from 2021 one-year estimates. Data for counties is taken from 2021 five-year estimates.

Table 31

*Percent Distribution of Employed Individuals by Disability Status and Occupation: U.S. and ID*

	United States			Idaho		
	TCNP	With a Disability	No Disability	TCNP	With a Disability	No Disability
Management, business, science, and arts occupations	42.2%	33.6%	42.8%	37.9%	32.5%	38.4%
Service occupations	16.1%	20.2%	15.8%	17.0%	19.5%	16.8%
Sales and office occupations	20.0%	22.0%	19.9%	20.1%	17.5%	20.3%
Natural resources, construction, and maintenance occupations	8.5%	8.6%	8.5%	11.4%	14.8%	11.1%
Production, transportation, and material moving occupations	13.1%	15.7%	12.9%	13.6%	15.7%	13.4%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Table 32

*Percent Distribution of Employed Individuals by Disability Status and Occupation: Regions*

Area # and County	TCNP and Disability Category	Management, business, science, and arts occupations	Service occupations	Sales and office occupations	Natural resources, construction, and maintenance occupations	Production, transportation, and material moving occupations
R1 Bonner	TCNP	30.8%	16.9%	21.8%	13.8%	16.7%
	With a Disability	21.0%	24.3%	19.7%	18.1%	16.8%

Area # and County	TCNP and Disability Category	Management, business, science, and arts occupations	Service occupations	Sales and office occupations	Natural resources, construction, and maintenance occupations	Production, transportation, and material moving occupations
	No Disability	31.7%	16.2%	22.0%	13.4%	16.7%
R1 Kootenai	TCNP	34.7%	18.2%	23.9%	11.5%	11.7%
	With a Disability	29.4%	24.8%	22.5%	9.5%	13.9%
	No Disability	35.1%	17.6%	24.0%	11.7%	11.5%
R2 Nez Perce	TCNP	33.1%	17.5%	21.4%	11.3%	16.7%
	With a Disability	24.7%	24.4%	18.7%	6.3%	25.9%
	No Disability	34.0%	16.9%	21.6%	11.8%	15.8%
RTV Ada	TCNP	45.6%	14.6%	22.3%	8.6%	8.8%
	With a Disability	36.1%	18.0%	23.0%	11.1%	11.9%
	No Disability	46.2%	14.4%	22.3%	8.5%	8.6%
RTV Canyon	TCNP	29.1%	17.5%	21.9%	14.9%	16.7%
	With a Disability	23.2%	16.7%	21.6%	18.1%	20.4%
	No Disability	29.7%	17.5%	21.9%	14.5%	16.3%
R4 Twin Falls	TCNP	33.3%	15.9%	19.0%	12.8%	19.0%
	With a Disability	24.2%	28.9%	13.4%	13.9%	19.6%
	No Disability	34.0%	14.9%	19.4%	12.8%	18.9%

Area # and County	TCNP and Disability Category	Management, business, science, and arts occupations	Service occupations	Sales and office occupations	Natural resources, construction, and maintenance occupations	Production, transportation, and material moving occupations
R5 Bannock	TCNP	37.2%	17.3%	22.8%	8.9%	13.8%
	With a Disability	35.4%	18.2%	20.0%	10.9%	15.5%
	No Disability	37.4%	17.2%	23.1%	8.7%	13.6%
R6 Bonneville	TCNP	38.0%	18.0%	21.6%	9.9%	12.6%
	With a Disability	32.7%	21.2%	21.4%	11.8%	12.9%
	No Disability	38.5%	17.7%	21.6%	9.7%	12.5%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Based on the above statistics regarding occupational groups, workers with disabilities were less likely to work in management, business, science and arts occupations in Idaho. The rate for workers without disabilities exceeds the rate for workers with disabilities in management, business, science and arts occupations by roughly 6% in the State and the range of difference for the eight counties with data available is from 2% (Bannock County) to 10.7% (Bonner County). Workers with disabilities are participating more frequently in all occupational groups at higher rates than workers without disabilities in Ada County with the exception of management, business, science and arts occupations.

### Regional Industries and Employees with Disabilities

*The U.S. Census Bureau publishes data that provides information on the top industries by employment for people with disabilities. The data represents the total civilian employed population ages 16 and over.*

Table 33 displays the top six industries in the Nation and Idaho based on the percentage rates of employees with disabilities and includes rates for employees without disabilities. In lieu of a region average, eight of Idaho's most highly populated counties had data available and each IDVR service region is represented in the table by either one or two counties. For comparison purposes, State population ranking is documented in the table.



Table 33  
*Local Area Top Industries by Employment: People with and without Disabilities Ages 16 and Over*

<b>Geographic Area</b>	<b>Industries</b>	<b>Employees with Disabilities</b>	<b>Employees without Disabilities</b>
U.S.	1) Educational services, and health care and social assistance	1) 22.7%	1) 23.6%
	2) Retail trade	2) 13.3%	2) 10.9%
	3) Professional, scientific, and management, and administrative and waste management services	3) 11.2%	3) 12.5%
	4) Manufacturing	4) 9.7%	4) 10.1%
	5) Arts, entertainment, and recreation, and accommodation and food services	5) 9.1%	5) 8.2%
	6) Construction	6) 6.3%	6) 6.9%
Idaho	1) Educational services, and health care and social assistance	1) 19.1%	1) 22.4%
	2) Retail trade	2) 12.5%	2) 11.0%
	3) Arts, entertainment, and recreation, and accommodation and food services	3) 11.7%	3) 8.6%
	4) Manufacturing	4) 9.8%	4) 10.0%
	5) Professional, scientific, and management, and administrative and waste management services	5) 9.7%	5) 10.4%
	6) Construction	6) 9.3%	6) 8.8%
R1 Bonner Pop Rank = 8	1) Educational services, and health care and social assistance	1) 23.8%	1) 16.9%
	2) Retail trade	2) 17.3%	2) 12.6%
	3) Construction	3) 9.5%	3) 12.4%
	4) Arts, entertainment, and recreation, and accommodation and food services	4) 9.5%	4) 10.2%
	5) Professional, scientific, and management, and administrative and waste management services	5) 7.5%	5) 10.9%
	6) Other services (except public administration)	6) 6.7%	6) 4.6%
R1 Kootenai Pop Rank = 3	1) Educational services, and health care and social assistance	1) 23.8%	1) 21.8%
	2) Retail trade	2) 15.3%	2) 13.0%
	3) Arts, entertainment, and recreation, and accommodation and food services	3) 14.8%	3) 9.8%
	4) Professional, scientific, and management, and administrative and waste management services	4) 9.6%	4) 8.9%
	5) Other services (except public administration)	5) 7.8%	5) 5.5%
	6) Manufacturing	6) 7.5%	6) 8.0%

Geographic Area	Industries	Employees with Disabilities	Employees without Disabilities
R2 Nez Perce Pop Rank = 10	1) Educational services, and health care and social assistance 2) Retail trade 3) Arts, entertainment, and recreation, and accommodation and food services 4) Professional, scientific, and management, and administrative and waste management services 5) Manufacturing 6) Wholesale trade	1) 23.1% 2) 14.2% 3) 13.5% 4) 7.8% 5) 7.2% 6) 7.2%	1) 24.2% 2) 12.5% 3) 8.1% 4) 4.8% 5) 14.2% 6) 1.8%
RTV Ada Pop Rank = 1	1) Educational services, and health care and social assistance 2) Professional, scientific, and management, and administrative and waste management services 3) Arts, entertainment, and recreation, and accommodation and food services 4) Retail trade 5) Manufacturing 6) Construction	1) 19.4% 2) 12.8% 3) 10.3% 4) 9.9% 5) 8.8% 6) 8.3%	1) 22.3% 2) 12.7% 3) 8.7% 4) 11.6% 5) 8.8% 6) 7.8%
RTV Canyon Pop Rank = 2	1) Educational services, and health care and social assistance 2) Retail trade 3) Construction 4) Manufacturing 5) Transportation and warehousing, and utilities 6) Professional, scientific, and management, and administrative and waste management services	1) 15.9% 2) 15.6% 3) 11.6% 4) 11.1% 5) 7.8% 6) 7.1%	1) 19.8% 2) 10.5% 3) 10.3% 4) 11.8% 5) 6.6% 6) 9.6%
R4 Twin Falls Pop Rank = 5	1) Educational services, and health care and social assistance 2) Manufacturing 3) Retail trade 4) Arts, entertainment, and recreation, and accommodation and food services 5) Professional, scientific, and management, and administrative and waste management services 6) Agriculture, forestry, fishing and hunting, and mining	1) 19.3% 2) 12.7% 3) 12.0% 4) 10.6% 5) 9.5% 6) 7.2%	1) 23.5% 2) 12.4% 3) 14.3% 4) 8.1% 5) 6.8% 6) 8.1%

Geographic Area	Industries	Employees with Disabilities	Employees without Disabilities
R5 Bannock Pop Rank = 6	1) Educational services, and health care and social assistance	1) 22.7%	1) 28.5%
	2) Transportation and warehousing, and utilities	2) 12.2%	2) 5.1%
	3) Retail trade	3) 11.7%	3) 11.7%
	4) Arts, entertainment, and recreation, and accommodation and food services	4) 9.6%	4) 8.9%
	5) Professional, scientific, and management, and administrative and waste management services	5) 9.1%	5) 7.1%
	6) Manufacturing	6) 9.0%	6) 8.0%
R6 Bonneville Pop Rank = 4	1) Educational services, and health care and social assistance	1) 24.4%	1) 24.4%
	2) Arts, entertainment, and recreation, and accommodation and food services	2) 13.7%	2) 10.0%
	3) Professional, scientific, and management, and administrative and waste management services	3) 11.7%	3) 14.4%
	4) Construction	4) 10.1%	4) 8.6%
	5) Retail trade	5) 10.1%	5) 11.4%
	6) Manufacturing	6) 7.8%	6) 8.2%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Three industries (Educational services, and health care and social assistance; Retail trade; Professional, scientific, and management, and administrative and waste management services) are ranked among the top six industries in each of the eight counties listed in Table 33. Manufacturing, and Arts, entertainment, and recreation, and accommodation and food services, are leading industries in seven of the eight counties. In the Educational services, and health care and social assistance industry, five of the eight counties have lower percentages of employees with disabilities when compared to those without disabilities, and Bonneville County has an equal percentage of employees with disabilities and without disabilities working in the industry. In the counties that provide a base for the Retail trade industry, four of the eight counties (half) have higher percentages of employees with disabilities than those without disabilities, and one county (Bannock) has an equal percentage of employees with and without disabilities working in the industry. In the Wholesale trade industry in the county of Nez Perce, a gap of almost 5.5 points exists between the percentage rates of employees with disabilities and employees without disabilities.

### United States Department of Labor Disability Employment Statistics

The U.S. Department of Labor provides monthly Disability Employment Statistics. The Labor Force Participation Rate refers to the percentage of non-institutionalized U.S. citizens who are in the labor force. The unemployment rate measures the percentage within the labor force who are

currently without a job. The data indicates that labor force participation rates for individuals with disabilities is consistently over 43 points higher than the rate for individuals without disabilities. In addition, the unemployment rate for individuals with disabilities is consistently at least twice as high as those without disabilities. Table 34 contains the statistics for the first five months of 2023 with annual data from 2022 for individuals without and with a disability in the U.S. ages 16 and over.

Table 34

*Labor Force Participation and Unemployment Rates for PWD in the U.S.*

Group	Labor Force Participation Rates					
	Annual-22	23-Jan	23-Feb	23-Mar	23-Apr	23-May
People with Disabilities	23.1%	24.1%	23.9%	23.9%	23.0%	24.3%
People without Disabilities	67.8%	67.4%	67.8%	68.1%	67.9%	68.0%
	Unemployment Rate					
People with Disabilities	7.6%	7.1%	7.3%	8.2%	6.3%	7.8%
People without Disabilities	3.5%	3.7%	3.7%	3.4%	2.9%	3.2%

<https://www.bls.gov>

### **National Institute on Disability, Independent Living and Rehabilitation Research: Disability Employment Statistics**

The National Institute on Disability, Independent Living and Rehabilitation Research (NIDILRR) released the 2022 Annual Disability Statistics Compendium in February 2023, which contains data on employment for people with disabilities ages 18 to 64 years based on 2021 Public Use Microdata Sample. According to the report, the National employment percentage for individuals ages 18 to 64 living in the community was significantly higher for people without disabilities (76.6%) versus people with disabilities (40.7%). The employment gap, which is the difference between the employment rate for people with disabilities and employment rate for people without disabilities is 35.9% for the Nation. In 2022, Idaho's employment rate for individuals with disabilities ages 18 to 64 was 50.4% and the employment rate was 79.5% for individuals without disabilities. The employment gap for Idaho was 29.1%. Compared to the 50 States, Idaho had the 6<sup>th</sup> lowest employment gap in the Nation in 2021.

County employment rates for people with and without disabilities is also published in the Annual Compendium. In 2021, the county with the highest employment rate for people with disabilities was RTV's Valley County (71.5%) and the county with the lowest employment rate for people with disabilities was Camas County (12.1%) in R4.

The NIDILRR also publishes statistics regarding employment based on disability type for ages 18- to 64-year-old individuals with disabilities. Table 35 contains the National and State

employment rates by disability type from 2021 that were published in the 2022 Annual Compendium. The categories are for non-institutionalized civilians ages 18 to 64, male and female, from all ethnic backgrounds and includes all education levels.

Table 35  
 2021 Employment by Disability Type for Civilians Ages 18 to 64

Disability Type	U.S. Percent Employed	ID Percent Employed
Any Disability	40.7%	50.4%
Visual Disability	47.9%	65.7%
Hearing Disability	55.1%	64.1%
Ambulatory Disability	26.4%	33.3%
Cognitive Disability	33.6%	42.4%
Self-Care Disability	15.7%	17.3%
Independent Living Disability	20.2%	21.9%

Source: Paul, S., Rogers, S., Bach, S., & Houtenville, A. (2023). Annual Disability Statistics Compendium: 2023 (Table 3.7). Durham, NH: University of New Hampshire, Institute on Disability.

### U.S. Census Bureau Labor Force Participation (LFP) Statistics

The United States Census Bureau publishes a variety of statistics regarding people with disabilities and their participation in the labor force. The following three sets of statistics contain data regarding labor force participation and employment of people with disabilities.

#### Labor Force Participation Rates (LFP)

The labor force participation rate represents the proportion of the population that is in the labor force. Table 36 provides data based on disability status and employment for ages 16 and over from the U.S. Census Bureau for the year 2021 for the Nation and the State.

Table 36  
 LFP - Total Civilian Non-institutionalized Population (TCNP) Age 16 and Over: U.S. and State

	United States			Idaho		
	TCNP	With a Disability	No Disability	TCNP	With a Disability	No Disability
Population Age 16 and Over	262,135,157	39,689,658	222,445,499	1,463,588	242,663	1,220,925
Employed	59.6%	25.9%	65.7%	61.6%	31.0%	67.7%
Not in Labor Force	36.3%	70.3%	30.3%	36.3%	66.0%	30.4%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Of the total population age 16 years and older residing in the United States who report having a disability, 25.9% are employed and participating in the labor force, while approximately 70.3% are not in the labor force. Idaho's average for those who report a disability and are employed is 31.0% while 66.0% of those who report a disability are not engaged in the labor force.

LFP rates for the civilian noninstitutionalized population age 16 years and over who are employed and who report having a disability is not available for every county in Idaho. Table 37 provides the LFP data for counties where rates are available.

Table 37

*LFP - Total Civilian Non-institutionalized Population (TCNP) Age 16 and Over: Regions*

<b>Geographic Area</b>		<b>Population Age 16 and Over</b>	<b>Employed</b>	<b>Not in Labor Force</b>
R1 Bonner	TCNP	38,234	50.3%	47.8%
	With Disability	7,367	22.5%	76.5%
	No Disability	30,867	56.9%	40.9%
R1 Kootenai	TCNP	132,859	59.3%	38.5%
	With Disability	23,690	25.5%	72.7%
	No Disability	109,169	66.6%	31.1%
R2 Nez Perce	TCNP	33,148	60.2%	37.7%
	With Disability	7,058	25.0%	74.0%
	No Disability	26,090	69.7%	27.9%
RTV Ada	TCNP	376,838	65.7%	31.9%
	With Disability	46,295	30.1%	66.3%
	No Disability	330,543	70.7%	27.1%
RTV Canyon	TCNP	169,235	60.9%	36.3%
	With Disability	30,429	32.4%	64.4%
	No Disability	138,806	67.1%	30.2%
R4 Twin Falls	TCNP	66,427	62.2%	35.4%

Geographic Area		Population Age 16 and Over	Employed	Not in Labor Force
	With Disability	11,133	26.9%	68.9%
	No Disability	55,294	69.3%	28.7%
R5 Bannock	TCNP	65,582	59.2%	37.5%
	With Disability	12,727	28.2%	67.6%
	No Disability	52,855	66.7%	30.2%
R6 Bonneville	TCNP	87,468	62.9%	34.4%
	With Disability	14,871	32.5%	65.0%
	No Disability	72,597	69.1%	28.1%

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

The difference between the LFP averages in Table 36 and the data from the NIDILRR, Table 35, is that the population for the NIDILRR table is restricted to ages 18 to 64. The data in Table 37 (above) includes ages 16 and over without a cut-off age. The five-year estimates years are different also.

### *Employment-to-Population Ratio – People with Disabilities*

The employment-to-population ratio is a measure derived by dividing the civilian noninstitutional population 16 to 64 years who are employed by the total civilian noninstitutional population 16 to 64 years and multiplying by 100. The employment-to-population ratio indicates the ratio of civilian labor force currently employed to the total working-age population of the designated geographic area, which is different from the labor force participation rate because the labor force participation rate includes currently employed and those who are unemployed but actively looking for work.

The U.S. Bureau of Labor Statistics and the U.S. Census Bureau collects and analyzes the employment-population ratio for people with disabilities by State, County and urban and rural geography. Table 38 contains the available 2021 one-year data for six of Idaho's counties and includes National and State data for the population ages 18 to 64 years. Region 2 is not represented in the county-level data. Due to the limited amount of county data available, four cities and public use microdata (PUMA) ratios are included in the table. The PUMA county boundaries are not equivalent to the IDVR service region boundaries.

*PUMA: A statistical area defined to contain a population of 100,000 or greater for which the Census Bureau tabulates public use microdata sample (PUMS) data. American Community Survey and decennial census population and housing microdata are disseminated using these defined areas. The American Community Survey also publishes one-year estimate data for PUMAs. (U.S. Census Bureau, 2022)*

Table 38

*Employment-to-Population Ratio for People with Disabilities Ages 18-64 Years*

<b>State/ Urban – Rural/ County</b>		
<b>Geographic Area</b>		<b>Percent</b>
United States	Total	40.8
	Urban	41.7
	Rural	37.3
Idaho	Total	49.4
	Urban	50.6
	Rural	46.5
<b>Counties in Idaho</b>		
<b>Area</b>	<b>County</b>	<b>Percent</b>
R1	Kootenai	48.1
RTV	Ada	50.5
	Canyon	52.4
R4	Twin Falls	36.8
R5	Bannock	46.2
R6	Bonneville	40
<b>Cities in Idaho</b>		
<b>Area</b>	<b>City and (County)</b>	<b>Percent</b>
RTV	Boise City (Ada)	47
	Meridian (Ada)	73.3
	Nampa (Canyon)	61.1
R6	Idaho Falls (Bonneville)	44.1



PUMAs	
Bonner, Latah, Shoshone, Boundary, Benewah & Kootenai (Southeast) Counties PUMA	50
Kootenai County (Northwest)--Coeur d'Alene, Post Falls & Hayden Cities PUMA	48.1
Central Idaho--Lewiston City & Nez Perce Reservation PUMA	50.8
Ada (North), Payette, Canyon (North), Gem & Washington Counties--Eagle City PUMA	40.4
Canyon (South) & Owyhee Counties--Caldwell & Nampa (South & West) Cities PUMA	50.6
Canyon (East) & Ada (West) Counties--Nampa (Central & East) & Meridian (West) Cities PUMA	67
Ada County (Central)--Meridian (Northeast) & Boise (Far West) Cities PUMA	60.6
Ada County (Northeast)--Boise (North & West) & Garden City Cities PUMA	48.6
Ada County (South)--Boise (South) & Kuna Cities PUMA	42.1
Twin Falls & Cassia Counties--Twin Falls City PUMA	43.7
Elmore, Jerome, Blaine, Minidoka, Gooding, Lincoln & Camas Counties PUMA	62.7
Bingham (Outside Fort Hall AIR), Madison, Jefferson, Fremont & Teton Counties PUMA	44.4
Bonneville County--Idaho Falls City PUMA	40
Southeast Idaho--Pocatello, Chubbuck Cities & Fort Hall Reservation PUMA	48.2

Source: U.S. Census Bureau 2021 ACS 1-Year Ranking Tables

Idaho's employment-to-population ratio for people with disabilities is 8.6% higher than the Nation's ratio. Idaho has a higher ratio of people with disabilities working in urban areas than rural areas and the difference is 4.1%. When compared to the Nation, Idaho's ratio of rural workers with disabilities is higher than the Nation's rural ratio by 9.2%.

Twin Falls, located in R4, has the lowest employment-to-population ratio for people with disabilities (36.8%) when compared to the other county data available. Note that Twin Falls County has the fifth highest State population, which is 65.3% urban. Twin Falls County's median household income along with the median earnings of those with disabilities rank twentieth out of the 44 counties in Idaho. Note also that Twin Falls County is excluded from the PUMA, comprised of five counties in R4 and Elmore County in RTV.

### *Employment Status by Disability Type*

Employment status and disability type is estimated for the population age 18 years to 64 years by the U.S. Census. The U.S. and the U.S. urban averages for individuals with cognitive disabilities (37.7%, 39.3% respectively) rank the highest for labor force participation. The State and the State's urban averages for individuals with cognitive disabilities also rank the highest for labor force participation and are between 3.3 to 5.9 percentage points higher than the National averages. The highest labor force participation rates among those reporting a disability in the Nation and Idaho's rural areas is hearing disabilities. The lowest labor force participation rates among those reporting a disability in the Nation and the State are individuals reporting a self-care difficulty, with rates ranging between roughly 4 to 6.5 percentage points. Table 39 contains one-year data from 2021 for the Nation and State.

Table 39

#### *Employment Status by Disability Status and Type: U.S. and ID*

	U.S.			ID		
		Urban	Rural		Urban	Rural
<b>Total 18 - 64 years:</b>	198,812,874	161,426,956	37,385,918	1,100,116	776,922	323,194
<b>In labor force:</b>	77.6%	78.1%	75.2%	78.3%	79.3%	75.8%
<b>Employed:</b>	93.8%	93.4%	95.2%	96.8%	97.0%	96.3%
With a disability	6.0%	5.9%	6.4%	7.6%	7.8%	7.2%
Hearing	25.4%	23.5%	33.0%	28.4%	24.3%	39.5%
Vision	23.1%	23.3%	22.3%	28.4%	29.4%	25.6%
Cognitive	37.7%	39.3%	31.5%	41.0%	45.2%	29.6%
Ambulatory	27.2%	27.0%	28.0%	23.7%	20.6%	32.2%
Self-care	6.2%	6.2%	6.2%	4.3%	3.9%	5.1%
Independent Living	17.5%	18.0%	15.7%	14.3%	15.5%	11.0%
No disability	94.0%	94.1%	93.6%	92.4%	92.2%	92.8%
<b>Unemployed:</b>	6.2%	6.6%	4.8%	3.2%	3.0%	3.7%
With a disability	13.7%	13.4%	15.5%	22.4%	19.9%	27.7%
No disability	86.3%	86.6%	84.5%	77.6%	80.1%	72.3%
<b>Not in labor force:</b>	22.4%	21.9%	24.8%	21.7%	20.7%	24.2%
With a disability	25.3%	24.3%	29.0%	24.7%	26.1%	21.8%
No disability	74.7%	75.7%	71.0%	75.3%	73.9%	78.2%

LFP employed & unemployed w/ disability	5.7%	6.4%	6.9%	8.1%	8.1%	7.9%
LFP employed & unemployed w/o disability	94.3%	93.6%	93.1%	91.9%	91.8%	
<b>Total Pop w/ disability</b>	10.3%	10.3%	12.3%	11.7%	11.8%	11.3%
<b>Total Pop w/o disability</b>	89.7%	89.7%	87.7%	88.3%	88.1%	88.7%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Employment Status by Disability Status data is available for six of Idaho's counties from the U.S. Census Bureau. Hearing difficulty is the disability category with the highest percentage rate (59.7%) reported from those who are employed with a disability in Kootenai County (R1). Cognitive difficulty is the disability category with the highest percentage rates reported from those who are employed with a disability in all other counties and the averages range between 35 percentage points to 58%. Self-care difficulty is the least frequently reported disability category among those who are employed and report having a disability. This information is presented to help inform IDVR as it engages in strategic planning for the future.

Table 40

*Employment Status by Disability Status and Type: Regions*

	R1	RTV		R4	R5	R6
	Kootenai	Ada	Canyon	Twin Falls	Bannock	Bonneville
<b>Total 18 - 64 years:</b>	103,400	309,278	141,204	51,157	52,114	71,856
<b>In labor force:</b>	79.1%	79.6%	79.2%	76.2%	75.0%	76.7%
<b>Employed:</b>	97.6%	97.1%	95.7%	93.3%	96.1%	95.6%
With a disability	7.3%	6.1%	9.2%	7.5%	10.1%	8.6%
Hearing	59.7%	20.6%	32.6%	24.4%	20.0%	17.0%
Vision	15.9%	30.0%	29.8%	30.7%	21.0%	23.5%
Cognitive	31.9%	49.7%	35.0%	43.9%	58.0%	50.8%
Ambulatory	43.0%	20.3%	18.0%	20.5%	12.5%	24.7%
Self-care	3.9%	2.4%	2.2%	5.4%	1.2%	9.0%
Independent Living	1.9%	6.9%	18.5%	10.5%	20.0%	31.0%

	R1	RTV		R4	R5	R6
	Kootenai	Ada	Canyon	Twin Falls	Bannock	Bonneville
No disability	92.7%	93.9%	90.8%	92.5%	89.9%	91.4%
<b>Unemployed:</b>	2.4%	2.9%	4.3%	6.7%	3.9%	4.4%
With a disability	21.4%	21.5%	24.7%	55.1%	21.0%	23.1%
No disability	78.6%	78.5%	75.3%	44.9%	79.0%	76.9%
<b>Not in labor force:</b>	20.9%	17.1%	20.8%	23.8%	25.0%	23.3%
With a disability	27.0%	20.2%	26.5%	26.5%	31.3%	37.3%
No disability	73.0%	79.8%	73.5%	73.5%	68.7%	62.7%
LFP employed & unemployed w/ disability	7.6%	6.5%	9.9%	10.7%	10.5%	9.2%
LFP employed & unemployed w/o disability	92.4%	93.5%	90.1%	89.3%	89.5%	90.8%
<b>Total Pop w/ disability</b>	11.7%	9.3%	13.4%	14.1%	15.7%	15.8%
<b>Total Pop w/o disability</b>	88.3%	90.7%	86.6%	85.6%	84.3%	84.2%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

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### Agency-Specific Data Related to Overall Performance

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The project team requested data related to overall performance and case movement from IDVR for this assessment. The data is presented throughout the report in the applicable areas. Table 41 contains general information for all VR customers for the period of Program Years 2019-2021.

Table 41  
*General Statistics for all IDVR Customers*

Item	ALL CUSTOMERS		
	2019	2020	2021
Applications	2,881	2,524	2,464
Percent of apps found eligible	89.80%	92.59%	93.10%
Percent of apps that had a determination made within 60 days	97.29%	96.49%	97.38%
Significance of Disability			
Disabled	980	859	949
% of total	36.73%	37.61%	41.60%
Significant	961	750	732
% of total	36.02%	32.84%	32.09%
Most significant	727	675	600
% of total	27.25%	29.55%	26.30%
Percent closed prior to IPE development	32.31%	30.87%	29.42%
Plans developed	1969	1482	1615
Percent of plans developed within 90 days	95.43%	96.42%	96.10%
Number of customers in training by type			
Vocational	745	668	643
Undergraduate	590	539	514
Graduate	25	23	35
Number of cases closed rehabilitated	808	658	773
Employment rate at exit	35.05%	33.17%	41.23%
Median wages of all exited participants	\$4,022.50	\$4,241.87	\$4,456.71
Total number of cases served	7916	6813	6340
Avg. cost of all cases	\$848.58	\$897.72	\$964.44
Avg. cost of cases closed rehabilitated	\$3,494.62	\$4,370.65	\$4,249.85
Avg. cost per case closed unsuccessful	\$1,329.15	\$1,390.22	\$1,321.50
Avg. cost per case closed prior to plan	\$148.62	\$124.98	\$98.23

The data indicates that from 2019 to 2021, there was a significant decrease of individuals that applied for services from IDVR; however, the percentage of applicants determined eligible increased each year. The decrease totaled 417 applicants from 2019 to 2021. Though there was a similar trend in the 2020 CSNA, the decrease is much less than in the previous three years. The average time for a determination of eligibility for these applicants was made within the maximum time frame of 60 days allowed by the Rehabilitation Act, as amended, by 96.49-97.38% of the time.

The significance of disability determinations for eligible IDVR customers was consistent for each of the three possible categories (Disabled, Significantly Disabled, and Most Significantly Disabled) throughout the three years of this study. However, there was noticeable change in disability category from 2020 to 2021 for the Disabled category and 2019-2020 for the Significantly Disabled. In 2021, the Disabled category increased by 4%, and in 2020, the Significantly Disabled category decreased by over 3%.

The average time for the development of an Individualized Plan for Employment (IPE) for eligible customers was within 95.43-96.42% of the maximum time frame of 90 days allowed by the Rehabilitation Act, as amended.

During the three years of this study, the number and percentage of cases closed rehabilitated decreased from 2019 to 2020 but increased by 2021 by 115 cases and over 8%. The employment rate for IDVR followed the same trend as the national employment rate while also falling below the national employment rate each year. IDVR reached its highest rate in 2021 at 41.23% while the national rate was at 45.5%. The number of customers engaged in postsecondary training decreased over the three years by 168 individuals by 2021.

As the data indicates, there were less individuals closed successfully in employment in each year of the study; however, the median earnings of those working increased each of the three years from \$4,022.5 in 2019 to \$4,456.71 in 2021, an increase of 10.8 percent. The average cost for successful closures, unsuccessful closures, and cases closed prior to plan remained fairly consistent from 2019 to 2021, with slight increases and decreases.

The project team examined the same set of general information by gender and age group to determine if there were any significant differences in the groups of which IDVR should be aware. These results are contained in Tables 42 and 43.

### Gender Differences

The project team examined general information by gender. It should be noted that gender is limited to identifying an individual's sex as Male or Female in Federal reporting. This data could be missing anyone that chose not to identify and does not fully cover the gamut of today's gender expression or identity. Table 42 contains this information.

Table 42

#### *General Information by Gender*

Item	GENDER					
	Male			Female		
	2019	2020	2021	2019	2020	2021
Applications	1699	1429	1425	1167	1079	1024
Percent of all applications	58.97%	56.62%	57.83%	40.51%	42.75%	41.56%
Plans developed	1173	879	899	791	592	711
Percent of all plans	60%	59%	56%	40%	40%	44%

Item	GENDER					
	Male			Female		
	2019	2020	2021	2019	2020	2021
Number of customers in training by type						
Vocational	417	366	342	327	300	299
Undergraduate	277	269	260	312	269	250
Graduate	14	11	16	11	12	19
Number of cases closed rehabilitated	502	403	478	302	255	291
Employment rate at exit	37.30%	34.39%	42.95%	31.82%	31.60%	38.75%
Median wages of all exited participants	\$4,625.58	\$4,504.52	\$4,833.35	\$3,627.22	\$3,827.75	\$3,928.49
Avg. cost of cases closed rehabilitated	\$3,516.43	\$4,146.36	\$4,094.37	\$3,444.45	\$4,725.11	\$4,535.90
Avg. cost per case closed unsuccessful	\$1,252.56	\$1,312.12	\$1,251.38	\$1,440.51	\$1,511.78	\$1,423.97

The rate of male applicants exceeded the rate of female applicants by 16% and the total number of successful closures who were males exceeded females by 24% over the three-year period. The employment rate and median earnings for males exceeded females with the highest gap being over 5% and almost \$1,000 in earnings in 2019. Over the three-year period, males were engaged in postsecondary training at a rate higher than females, totaling 173 individuals. The data indicates a gap in outcomes and median earnings of females compared to males receiving services from IDVR who were closed successfully rehabilitated. Though this is a trend with the State of Idaho statistics, IDVR may want to examine these data further.

### Age Differences

The project team examined general information about customers in three different age groupings. These include transition-age youth (14 to 24), working-age adults (25 to 64), and older individuals (65+). Table 43 includes this information.

Table 43

*General Information by Age*

Item	AGE								
	14-24			25-64			65+		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Applications	761	746	749	2033	1703	1647	87	75	68
Percent of all applications	26.41%	29.56%	30.40%	70.57%	67.47%	66.84%	3.02%	2.97%	2.76%
Plans developed	599	490	535	1300	935	1035	70	57	45
Percent of all plans	30%	33%	33%	66%	63%	64%	4%	4%	3%
Number of customers in training by type									
Vocational	219	191	166	518	469	469	8	8	8
Undergraduate	346	324	314	243	215	200	1	0	0
Graduate	5	5	10	20	17	24	0	1	1
Number of cases closed rehabilitated	200	191	234	559	440	493	49	27	46
Employment rate at exit	23.39%	24.55%	34.87%	40.92%	38.13%	43.55%	58.33%	51.92%	63.89%
Median wages of all exited participants	\$3,273.49	\$3,335.00	\$3,962.70	\$4,846.00	\$5,460.35	\$5,000.98	\$4,225.98	\$2,855.21	\$4,053.49
Avg. cost of cases closed rehabilitated	\$5,067.12	\$6,853.81	\$6,024.99	\$3,080.46	\$3,428.76	\$3,616.24	\$1,801.10	\$2,153.89	\$2,010.52
Avg. cost per case closed unsuccessful	\$1,962.00	\$2,207.63	\$2,034.18	\$1,021.52	\$943.15	\$951.48	\$823.46	\$770.30	\$1,115.51



The data indicates that youth have accounted for more than 30% of all individuals applying for IDVR services in 2021, which is a lower rate than in previous years. The trend is increasing again which may reflect the effects of the pandemic and the transition focus and outreach of IDVR since the passage of WIOA and the implementation of Pre-ETS. Most customers are within 25-64 years of age ranging from 63-66%. The number and rate of individuals ages 65 and older has remained steady throughout the three years of the study, accounting for just 2-3% of all individuals served by the agency.

The number of plans developed for each group reflects the overall percentages served for each group. The employment rate was highest for individuals ages 65 and above, but the median earnings seemed to decrease for this group compared to the 2020 CSNA. The highest earners were ages 25-64 with median earnings of \$5,460.35 in 2020. The average cost of cases closed successfully rehabilitated was highest for youth, followed by working-age adults, and those 65 and over.

### Case Service Expenditures

The project team examined the largest case service expenditure categories for IDVR to identify where the agency is expending the largest percentage of its resources. This information is contained in Table 44.

Table 44  
Case Service Expenditures for IDVR

Expenditure by Service Category			
Service Category	Amount spent per year		
	2019	2020	2021
<b>Training Services</b>			
Graduate College or University	\$147,557.84	\$92,706.17	\$183,219.70
Four-Year College or University Training	\$804,986.04	\$688,768.03	\$832,556.61
Junior or Community College Training	\$174,620.85	\$150,655.87	\$166,548.60
Occupational or Vocational Training	\$688,279.40	\$722,051.98	\$720,487.62
On-the-Job Training	\$109,966.86	\$68,020.00	\$74,897.64
Registered Apprenticeship Training	\$3,655.00	\$5,675.00	\$10,699.50
Basic Academic Remedial or Literacy Training	\$1,207.26	\$2,090.00	\$430.00
Work Based Learning	\$0.00	\$0.00	\$7,926.23
Miscellaneous Training	\$115,531.00	\$102,071.96	\$72,458.66
Training Services Total	\$2,045,804.25	\$1,832,039.01	\$2,069,224.56
<b>Percent of total</b>	<b>31%</b>	<b>33%</b>	<b>34%</b>
<b>Disability and Job Support Services</b>			
Assessment	\$872,924.56	\$624,872.72	\$601,510.77
Diagnosis and Treatment of Impairments	\$232,206.95	\$147,218.78	\$92,552.50
Job Readiness Training	\$25,893.30	\$26,816.05	\$32,836.29
Job Search Assistance	\$819,697.46	\$708,034.60	\$543,693.84
Short Term Job Supports	\$409,919.57	\$399,561.29	\$416,950.00

<b>Expenditure by Service Category</b>			
<b>Service Category</b>	<b>Amount spent per year</b>		
	<b>2019</b>	<b>2020</b>	<b>2021</b>
Disability Related Skills Training	\$3,800.00	\$375.00	\$8,245.00
Supported Employment Services	\$998,444.90	\$955,938.35	\$1,014,249.05
Customized Employment Services	\$2,250.00	\$0.00	\$0.00
Extended Services	\$2,900.00	\$0.00	\$0.00
<b>Disability and Job Support Services Total</b>	<b>\$3,368,036.74</b>	<b>\$2,862,816.79</b>	<b>\$2,710,037.45</b>
<b>Percent of total</b>	<b>52%</b>	<b>52%</b>	<b>45%</b>
<b>Other</b>			
Benefits Counseling	\$0.00	\$4,250.00	\$206,173.00
Transportation	\$141,350.86	\$61,593.08	\$102,997.68
Maintenance	\$69,773.48	\$49,959.05	\$48,948.37
Rehabilitation Technology	\$543,888.32	\$374,300.35	\$577,032.74
Personal Assistance Services	\$0	\$0	\$0
Technical Assistance Services & Self-Employment	\$330.00	\$0.00	\$0.00
Interpreter Services	\$51,850.12	\$49,426.21	\$19,447.84
Other Services	\$322,810.01	\$300,688.96	\$280,237.25
Other Total	\$1,130,002.79	\$840,217.65	\$1,234,836.88
<b>Percent of total</b>	<b>17%</b>	<b>15%</b>	<b>21%</b>
<b>Expenditure Totals</b>	<b>\$6,543,843.78</b>	<b>\$5,535,073.45</b>	<b>\$6,014,098.89</b>

IDVR's highest expenditures during the three-year study were in the Disability and Job Support Services category. The total expenditures ranged from 52% in 2019 to 45% in 2021 of the total expenditures. The two highest case service expenditures for individual services were Supported Employment Services, reaching its high at \$1,014,249.05 in 2021, and Assessment reaching its high at \$872,924.56 in 2019. The "Other" category decreased slightly from 2019 to 2020; however, this increased significantly from 2020 to 2021 by 6% and 21% of total expenditures. Overall, the highest number of total expenditures was in 2019 and the lowest in 2020.

Training Services slightly increased from 2019 to 2021 with 34% of total expenditures in 2021. Some individual categories decreased across this period, including Other Services, Interpreter Services, Maintenance, Job Search Assistance, Diagnosis and Treatment of Impairments, Assessment, and Miscellaneous Training. Benefits Counseling had the most significant increase over the three-year period starting out at \$0 funds in 2019 and ending at \$206,173 in 2021. This can be attributed to the availability of this service coming online during this period, another notable and positive effort made internally by IDVR.

### **Types of Employment Outcomes**

An important measure of the performance of IDVR is the type of employment outcomes obtained by the customers served. The project team utilized RSA-911 data to examine

employment outcomes by 2018 Standard Occupational Classification (SOC) code for IDVR compared to all other VR programs combined. Table 45 identifies these outcomes for PY 2020 by SOC categories in IDVR and compares to all other VR programs combined for PY 2020. Cases included in this analysis are those that (a) exited with an employment outcome, and (b) had a Standard Occupational Classification code recorded in the file.

Table 45

*Employment Outcomes by SOC Code for PY2020*

<b>SOC Code Category</b>	<b>VR Agency Frequency in 2020</b>	<b>All VR Programs in 2020</b>	<b>Difference</b>
Management Occupations	2.4%	2.4%	0.0%
Business and financial operations occupations	0.6%	1.4%	-0.8%
Computer and Mathematical Operations	1.2%	1.1%	0.1%
Architecture and engineering occupations	0.6%	0.7%	-0.1%
Life, physical and social science occupations	0.3%	0.5%	-0.2%
Community and social science occupations	4.4%	2.9%	1.5%
Legal occupations	0.3%	0.4%	-0.1%
Education, training and library occupations	3.0%	3.0%	0.0%
Art, design, entertainment, sports and media occupations	0.5%	1.1%	-0.6%
Healthcare practitioners and technical occupations	1.8%	2.7%	-0.9%
Healthcare support occupations	5.6%	4.1%	1.5%
Protective service occupations	1.1%	1.6%	-0.5%
<b>Food preparation and serving related occupations</b>	<b>9.1%</b>	<b>11.3%</b>	<b>-2.2%</b>
Building and grounds cleaning and maintenance occupations	9.6%	9.3%	0.3%
Personal care and service occupations	5.8%	5.7%	0.1%
<b>Sales and related occupations</b>	<b>5.9%</b>	<b>8.5%</b>	<b>-2.6%</b>
<b>Office and administrative support occupations</b>	<b>7.1%</b>	<b>15.8%</b>	<b>-8.7%</b>

SOC Code Category	VR Agency Frequency in 2020	All VR Programs in 2020	Difference
Farming, fishing and forestry occupations	0.2%	0.6%	-0.4%
<b>Construction and extraction occupations</b>	<b>5.5%</b>	<b>2.5%</b>	<b>3.0%</b>
<b>Installation, maintenance, and repair occupations</b>	<b>1.8%</b>	<b>4.9%</b>	<b>-3.1%</b>
<b>Production occupations</b>	<b>18.7%</b>	<b>8.0%</b>	<b>10.7%</b>
<b>Transportation and material moving occupations</b>	<b>14.4%</b>	<b>8.5%</b>	<b>5.9%</b>

The occupational categories where IDVR differed by more than two percentage points from all other VR programs in the country combined are bolded. Out of these seven categories, IDVR is higher by 43%. RSA-911 data indicate that IDVR was consistent with the rest of the Nation across many of the occupational classifications, but was lower than all other VR programs combined with respect to the proportions of individuals closed in the following:

1. Office and administrative support occupations (-8.7%)
2. Installation, maintenance, and repair occupations (-3.1%)
3. Sales and related occupations (-2.6%)
4. Food preparation and serving-related occupations (-2.2%)

IDVR exceeded all other VR programs at the highest rates in the category of production occupations, transportation and material moving occupations, and construction and extraction occupations. It will be important for IDVR to regularly examine the employment goals and outcomes of customers to ensure that they are aware of and reflect the appropriate occupational categories available to them, especially compared to industry rates outlined beginning with Table 27. Additionally, comparing wages of IDVR customers compared to those without disabilities would help inform positive change where needed.

### WIOA Performance Accountability Measures for the VR Program

The Workforce Innovation and Opportunity Act (WIOA) requires common performance accountability measures for all core WIOA programs. These include the following six measures:

- I. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- II. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- III. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;

- IV. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program;
- V. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- VI. The indicators of effectiveness in serving employers.

As of the writing of this report, VR programs have completed the required years to gather baseline data for the establishment of their negotiated rates and performance assessments for the participant level measures. The sixth indicator is a statewide measure that is in pilot phase for all states.

Tables 46a and 46b represent published rates for IDVR, State of Idaho title IV (IDVR and ICBVI), and for all State-Federal VR programs. IDVR has not been assessed for performance during the three-year period but has established negotiated rates for PY 2022 and 2023 with Rehabilitation Services Administration (RSA). IDVR will want to closely exam this data to ensure accuracy and progress toward future targets and understand both the negotiations and sanctions process.

IDVR and Idaho's Commission for the Blind and Visually Impaired (ICBVI), collectively, are responsible for performance rates and negotiating targets as Idaho's title IV program. It is key to note that IDVR customers are individuals with disabilities, significant disabilities, or most significant disabilities who have multiple barriers to employment (e.g., low income, long-term unemployment) and complex vocational rehabilitation needs.

The IDVR, National, and title IV VR program data presented in this section is intended to help IDVR gauge the implementation of the measures, compared to other VR programs across the country. This data will also be used, in addition to a variety of methods (e.g., statistical adjustment regression model), to set negotiated levels of performance and complete performance assessments beginning in PY 2022. The information can also be used to determine where the greatest economic and service needs are throughout Idaho and to compare that information with how IDVR has allocated resources, including staff and expenditures, to meet the impending targets for educational performance indicators.

Table 46a

*WIOA Annual Performance Results: National and Idaho Title IV*

Performance Measure	Agency					
	National			Idaho Title IV		
	2019	2020	2021	2019	2020	2021
Employment Rate 2nd Quarter After Exit	51.30%	48.60%	52.50%	59.30%	58.90%	63.10%
Employment Rate 4th Quarter After Exit	43.60%	44.00%	48.00%	54.60%	57.30%	57.20%
Median Earnings 2nd Quarter After Exit	\$4,005	\$4,280	\$4,776	\$4,055	\$4,259	\$4,523
Credential Attainment Rate	11.20%	23.20%	30.80%	3.80%	40.30%	53.30%
Measurable Skill Gains Rate	31.40%	43.30%	43%	51.20%	52.60%	58.30%

Table 46b

*WIOA Annual Performance Results: IDVR and ICBVI*

Performance Measure	Agency					
	IDVR			ICBVI		
	2019	2020	2021	2019	2020	2021
Employment Rate 2nd Quarter After Exit	60.40%	60.20%	63.20%	15.40%	28.40%	51.90%
Employment Rate 4th Quarter After Exit	56.00%	58.20%	57.30%	21.10%	35.40%	53.50%
Median Earnings 2nd Quarter After Exit	\$4,044	\$4,183	\$4,457	\$7,422	\$7,868	\$18,201
Credential Attainment Rate	4.00%	41.00%	53.30%	0.00%	27.30%	55.60%
Measurable Skill Gains Rate	53.60%	56%	60.90%	27.40%	22.10%	42.90%

The data shows that Idaho's title IV exceeds the National weighted totals in all of the measures except median earnings in 2021, but only by \$253. Idaho is ranked in the 1<sup>st</sup> quartile for all measures except median earnings, 3<sup>rd</sup> quartile, when ranked across all VR programs for 2021. IDVR shows significant increases in both credential attainment and measurable skill gains over the three-year period. Both the employment rate and median earnings in the 2<sup>nd</sup> quarter after exit increased during the three-year period, ending at 63.2% and \$4,457, respectively. Though the employment rate in the 4<sup>th</sup> quarter after exit dropped slightly in 2021, there was still an increase of 1.3% when compared to 2019.

It is worth noting that IDVR's volume has a much larger effect on the combined rates for the State due to the number of customers being served. IDVR is encouraged to use this information throughout the negotiating levels of performance, program improvement, and resource allocation stages of WIOA, in partnership with ICBVI, as appropriate.

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## Survey Results by Type

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### Individual Survey Results

In the Overall Performance section of the report, general information about the respondents to the individual survey is presented as well as responses to questions that address customer perspectives about the overall performance of IDVR. Results that are consistent with the other portions of the report will be reported in those sections.

Surveys were distributed electronically via Qualtrics, a web-based survey application, and by hard copy mail. The transition survey results will be included in Section Four. In some cases, individual respondents chose not to answer select questions on the survey but did complete the entire survey and submit it. This accounts for the variance in number of survey responses for some questions.

#### **Individual Survey: Respondent Demographics**

Individual survey respondents were asked to identify their age. A total of 553 respondents indicated their age. The largest percentage of respondents were between the ages of 25 to 64 (88.3%) followed by individuals 65 and over (5.2%). Table 47 identifies the age of the respondents.

Table 47

*Individual Survey: Age of Respondents*

Age Range of Respondents	Number	Percent
25-64	488	88.3%
65 and over	29	5.2%
Under 25	23	4.2%
I prefer not to answer	13	2.4%
<b>Total</b>	<b>553</b>	<b>100.0%</b>

Respondents were also asked to identify their region of residence. Treasure Valley East was identified most frequently by respondents. Region 4 was the least frequently represented region in the survey. Of note, survey choice options for the question regarding region of residence for individuals and transition age youth do not match the VR service regions detailed in the General Trends section of this CSNA report. The partner and staff survey respondents were presented with different choice options when asked to identify regions served.

Table 48

*Individual Survey: Region of Residence – 2023 Survey*

Region of Residence	Number	Percent
Treasure Valley East: Counties include Valley, Boise, Ada, and Elmore	182	31.8%
Treasure Valley West: Counties include Adams, Washington, Payette, Gem, Canyon, and Owyhee	82	14.3%
Region 1: Counties include Boundary, Bonner, Kootenai, Benewah, and Shoshone	80	14.0%
Region 5: Counties include Bingham, Caribou, Power, Bannock, Oneida, Franklin, and Bear Lake	65	11.3%
Region 6: Counties include Lemhi, Custer, Butte, Clark, Jefferson, Fremont, Madison, Teton, and Bonneville	59	10.3%
Region 2: Counties include Latah, Clearwater, Nez Perce, Lewis, and Idaho	51	8.9%
Region 4: Counties include Camas, Blaine, Gooding, Lincoln, Jerome, Minidoka, Twin Falls, and Cassia	44	7.7%
I don't know or am not sure	10	1.8%
<b>Total</b>	<b>573</b>	<b>100.0%</b>



## Individual Survey: Primary and Secondary Disabilities

Respondents were presented with a checklist and asked to identify their primary disability. The ranking order of disabling conditions in the results from the 2023 survey in response to the question are slightly different from the 2020 survey results. Note the addition of two new choice options to the 2023 survey along with the condition of "Deaf" separated from the condition "hard of hearing." Mental Health conditions were cited by 28.4% of the respondents, which is a 2% increase from the 2020 survey. Items listed in the narrative comments in response to the item "other" included specific medical and mental health conditions, various addictions, and "having multiple disabilities."

Table 49

*Individual Survey: Primary Disability of Respondents – 2020 and 2023 CSNA Survey*

2020 CSNA			2023 CSNA		
Disability	Number	Percent	Primary Disability	Number	Percent
Mental Health Impairment (such as depression, anxiety, bipolar)	351	26.4%	Mental Health (such as depression, anxiety, bipolar)	154	28.4%
Deaf or Hard of Hearing	286	21.5%	Physical	85	15.7%
Physical	216	16.2%	Other (please describe)	62	11.4%
Other (Please describe.)	130	9.8%	Hard of Hearing	49	9.0%
Learning Disability	93	7.0%	Autism Spectrum Disorder	44	8.1%
Developmental Disability (DD)	73	5.5%	Learning disability	32	5.9%
Mobility	65	4.9%	Mobility	26	4.8%
Substance abuse	41	3.1%	Developmental Disability (DD)	22	4.1%
Intellectual Disability (ID)	38	2.9%	Intellectual Disability (ID)	17	3.1%
I don't know	12	0.9%	Traumatic Brain Injury	16	3.0%
Blindness or visually impaired	10	0.8%	Deaf	11	2.0%
No impairment	8	0.6%	Visual impairment	9	1.7%
Communication	7	0.5%	None	8	1.5%
Deaf-Blind	2	0.2%	Blind	3	0.6%
<b>Total</b>	<b>1332</b>	<b>100%</b>	Communication	3	0.6%
			Deaf-Blind	1	0.2%
			<b>Total</b>	<b>542</b>	<b>100.0%</b>

Respondents were also asked to identify their secondary disability, if applicable. Less than a 1% difference exists between the respondents who identified as not having a secondary disability and respondents who cited Mental Health conditions as a secondary disability. Table 50 details the results from the 2023 survey alongside the results from the 2020 survey.

Table 50

*Individual Survey: Secondary Disability of Respondents – 2020 and 2023 CSNA Survey*

2020 CSNA			2023 CSNA		
Disability	Number	Percent	Secondary Disability	Number	Percent
No impairment	324	27.3%	None	107	22.2%
Mental Health Impairment (such as depression, anxiety, bipolar)	204	17.2%	Mental Health (such as depression, anxiety, bipolar)	105	21.7%
Physical	142	12.0%	Physical	65	13.5%
Other (Please describe.)	87	7.3%	Other (please describe)	43	8.9%
Learning disability	80	6.8%	Learning disability	36	7.5%
Substance abuse	80	6.8%	Mobility	23	4.8%
Mobility	67	5.7%	Intellectual disability (ID)	19	3.9%
Deaf or Hard of Hearing	46	3.9%	Developmental Disability (DD)	19	3.9%
Intellectual disability (ID)	36	3.0%	Hard of hearing	17	3.5%
I don't know	34	2.9%	Traumatic Brain Injury	15	3.1%
Communication	30	2.5%	Autism Spectrum Disorder	13	2.7%
Blindness or visually impaired	29	2.5%	Visual impairment	11	2.3%
Developmental Disability (DD)	25	2.1%	Communication	7	1.5%
Deaf-Blind	1	0.1%	Deaf	2	0.4%
<b>Total</b>	<b>1185</b>	<b>100%</b>	Blind	1	0.2%
			Deaf-Blind	0	0.0%
			<b>Total</b>	<b>483</b>	<b>100.0%</b>

### Individual Survey: Association with IDVR

Individuals who responded to the survey were presented with two questions asking them to identify the statement that best described their association with IDVR by identifying their customer status and their length of association with IDVR.

### Individual Survey: Customer Status

Over 56% of the individual respondents indicated that they are current customers of IDVR. A gap of about 25% is noted between current customers and previous customers. The individuals who selected "Other" indicated that they are parents of current customers, new applicants to the IDVR program, customers with previous case history, customers who are not sure if their case is closed, or customers that were rejected by IDVR for various reasons. Table 51 summarizes the results.

Table 51

*Individual Survey: Customer Status 2023*

Relationship with IDVR	Number	Percent
I am a current customer of IDVR	314	56.3%
I am a previous customer of IDVR, my case has been closed	173	31.0%
Other (please describe)	36	6.5%
I have never used the services of IDVR	27	4.8%
I am not familiar with IDVR	8	1.4%
<b>Total</b>	<b>558</b>	<b>100.0%</b>

### Individual Survey: Length of Association with IDVR

Individuals who responded to the survey were presented with a question that asked them to identify the statement that best described their length of association with IDVR.

Although about 17% of the respondents reported that they had been associated with IDVR for one year, 41.5% of the 516 respondents indicated that they have been associated with IDVR for less than one year. The responses to this question appear in Table 52.

Table 52

*Individual Survey: Length of Association with IDVR*

<b>Length of Association with IDVR</b>	<b>Number</b>	<b>Percent</b>
Less than 1 year	214	41.5%
2-5 years	168	32.6%
1 year	87	16.9%
10 years or greater	27	5.2%
6-9 years	20	3.9%
<b>Total</b>	<b>516</b>	<b>100.0%</b>

**Individual Survey: Relationship with Counselor**

Respondents were asked a series of questions regarding their relationship with their IDVR counselor.

**Individual Survey: Meeting Location**

When asked to indicate where they usually met with their counselor, over 71% of the respondents indicated that they met with their counselor at the IDVR office. Less than 13% meet with their counselor either by phone or video conference. Table 53 summarizes the meeting locations reported by respondents.

Table 53

*Individual Survey: Meeting Location*

<b>Meeting Location</b>	<b>Number</b>	<b>Percent</b>
I go to the IDVR office	351	71.3%
I don't have an IDVR counselor	65	13.2%
We meet remotely by phone	52	10.6%
In my community/school	16	3.3%
We meet remotely by video conference	8	1.6%
<b>Total</b>	<b>492</b>	<b>100.0%</b>

**Individual Survey: Number of IDVR Counselors**

A separate question asked respondents to indicate how many counselors they have had. Almost 44.5% of the 491 respondents who answered the question reported that they have had one counselor. Respondents who have had four or more counselors make up less than 5% of the respondents (n=23). Table 54 includes the results from the survey.

Table 54

*Individual Survey: Number of IDVR Counselors*

<b>Number of IDVR Counselors</b>	<b>Number</b>	<b>Percent</b>
1	218	44.4%
2	140	28.5%
3	62	12.6%
4	21	4.3%
More than 4	23	4.7%
I have never had an IDVR counselor	27	5.5%
<b>Total</b>	<b>491</b>	<b>100.0%</b>

**Individual Survey: Ability to Reach Counselor**

Individual survey respondents were presented with a five-point response scale (with responses ranging from "always" to "never") and asked to indicate how often they were able to reach their counselor when needed. 45% of the respondents indicated that they were "always" able to reach their counselor when needed. The responses to this question are found in Table 55.

Table 55

*Individual Survey: Ability to Reach Counselor*

<b>Ability to Reach Counselor</b>	<b>Number</b>	<b>Percent</b>
Always	217	45.0%
Usually	145	30.1%
Sometimes	72	14.9%
Rarely	23	4.8%
Never	25	5.2%
<b>Total</b>	<b>482</b>	<b>100.0%</b>

**Individual Survey: Ability to Get Along with Counselor**

Respondents were presented with another five-point response scale (with responses ranging from "excellent" to "terrible") and asked to rate their ability to get along with their counselor. Over half of the 481 respondents selected "excellent" when asked how well they get along with their counselor. The response results are identified in Table 56.

Table 56

*Individual Survey: Getting Along with Counselor*

<b>Getting Along with Counselor</b>	<b>Number</b>	<b>Percent</b>
Excellent	274	57.0%
Good	106	22.0%
OK	76	15.8%
Poor	10	2.1%
Terrible	15	3.1%
<b>Total</b>	<b>481</b>	<b>100.0%</b>

**Remote IDVR Services**

Due to the COVID-19 pandemic, IDVR offices modified service delivery for customers to include remote services. Individual survey respondents were asked two questions regarding the remote services.

**Individual Survey: IDVR Services Delivered Remotely Since COVID**

Individual respondents were provided a list of services and asked to identify the types of services that were delivered to them remotely during the COVID-19 pandemic.

Roughly one-half of the individual survey respondents (n=467) who answered the question indicated that they did not receive remote IDVR services during the COVID pandemic. Less than 22% of respondents indicated that they received job development and/or job placement services. 27 of the 83 narrative responses cited education assistance and 18 narrative responses indicated phrases such as "none" or "I didn't receive help."

Table 57

*Individual Survey: IDVR Services Delivered Remotely Since COVID*

<b>IDVR Services Delivered Remotely Since COVID</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>
I have not received any services from IDVR remotely since COVID started	230	49.3%
Help finding and landing job (Job development and/or job placement)	100	21.4%
Help learning about jobs (Career Counseling)	88	18.8%
Other (please describe)	83	17.8%
Help keeping a job (Supports on the job)	59	12.6%

IDVR Services Delivered Remotely Since COVID	Number of times chosen	Percent of number of respondents
Help understanding how work would impact my benefits (Benefits counseling)	59	12.6%
Help with a device or technology that helps me with work (Assistive technology)	41	8.8%
<b>Total</b>	<b>660</b>	

### Individual Survey: Effectiveness of IDVR Remote Services

The respondents who utilized remote services were asked to rate the effectiveness of the services that were delivered remotely. Two-hundred thirty-nine respondents answered the subsequent question.

A gap of less than 1% and a difference of one respondent separates the choice options of "extremely effective" and "effective" when rating the effectiveness of IDVR's remote services during the COVID-19 pandemic. Slightly less than 20% of respondents indicated that remote service during the pandemic were either "less effective" and "not effective at all." Table 58 details the effectiveness ratings for remote services as cited by respondents.

Table 58

#### *Individual Survey: Effectiveness of Remote Services*

Effectiveness of Remote Services	Number	Percent
Extremely effective	77	32.2%
Effective	76	31.8%
Somewhat effective	39	16.3%
Less effective	17	7.1%
Not effective at all	30	12.6%
<b>Total</b>	<b>239</b>	<b>100.0%</b>

### Individual Survey: Comments Regarding IDVR and the Services

An open-ended survey question relating to the overall performance of IDVR asked individual respondents if there was anything else that they would like to add to the survey regarding IDVR or its services. A total of 189 narrative responses were received. Fifty-three of the comments were positive and included citing gratitude to specific individuals and IDVR services. Fifty-nine respondents wrote that they did not have anything additional to add or wrote phrases such as "N/A," "No," or "None." Forty-one comments were negative regarding IDVR staff and services, with remarks referencing not receiving help or containing specific details on why the program is

poor. Eight comments referenced that their case is just getting started or they are in initial phases. Other comments cited staff as being professional or helpful, and also included remarks regarding the lack of assistance to help their situation.

Quotes containing recommendations include the following:

- *"I think it is very, very important and effective program and should get a bigger budget!!! There is too much red tape, and they are very understaffed!!! They need more freedom to help individuals and to be able to maximize their success!!! AWESOME PROGRAM AND AMAZING STAFF!!!!"*
- *"I would love to see them be more outgoing on helping people with disabilities rather than having to do everything alone"*
- *"Need better accommodations for people who are in wheelchairs"*
- *"The limit on cost to access assistive technology is a barrier not only during meetings with IDVR - but employment too"*
- *"They need to have more stringent training standards for CRPs before issuing a contract"*

### Community Partner Survey Results

#### Partner Respondent Characteristics

The first survey question asked partners to classify their organization. An equal percentage of respondents (29.4%) cited their organization as either a "community rehabilitation program" or an "other Federal, State or local government entity." Four categories were not represented in the survey (medical providers, mental health providers, secondary and postsecondary schools, Veteran's agencies). Table 59 identifies the classifications indicated by partner respondents.

Table 59  
*Organization Type of Partner Survey Respondents*

Organization Type	Number	Percent
Community Rehabilitation Program	15	29.4%
Other Federal, State, or Local Government Entity	15	29.4%
Developmental Disability Organization	7	13.7%
Other (please describe)	7	13.7%
Individual Service Provider	3	5.9%
Customer Advocacy Organization	2	3.9%
Veteran's Agency	1	2.0%
Other Public or Private Organization	1	2.0%



Organization Type	Number	Percent
Secondary School (K-12)	0	0.0%
Postsecondary school	0	0.0%
Mental Health Provider	0	0.0%
Medical Provider	0	0.0%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

Partners were provided a list and asked to identify the part of the State that their organization served. There was no limit to the number of areas that a partner could choose. A total of 51 respondents answered the question. Almost 60% of the respondents serve the northern part of Idaho. The area of the State that was cited the fewest amount of times by partners was South Central Idaho. Table 60 includes this information.

Table 60

*Partner Survey: Part of Idaho Served by Community Partner Organizations*

Part of State Served	Number of times chosen	Percent of number of respondents
Northern Idaho (Coeur d'Alene, Lewiston)	31	59.6%
Eastern Idaho (Idaho Falls, Pocatello, Blackfoot)	25	48.1%
Southwestern Idaho (Treasure Valley, Boise metro, McCall, Cascade)	20	40.4%
South Central Idaho (Twin Falls, Hailey, Burley)	17	32.7%
<b>Total</b>	<b>93</b>	

Partners were asked to identify the customer populations with whom they worked on a regular basis. There was no limit to the number of customer populations that a partner could choose.

The customer population of "individuals who need supported employment" was cited by 36 of the 50 partner respondents who answered the question. Two customer populations (individuals from unserved or underserved populations, and racial or ethnic minorities) were reported by 68% of the partners as customer populations they serve. The customer population of "individuals served by the American Job Centers through the Idaho Department of Labor" was identified least frequently by partners. Respondents who selected the "other" category reported serving older workers, all disabilities – from minor to severe, serving all of the populations noted on the list, businesses, and government entities. Table 61 includes this information.

Table 61

*Partner Survey: Customer Populations Served Regularly*

<b>Customer Populations</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>
Individuals who need supported employment	36	72.0%
Individuals from unserved or underserved populations	34	68.0%
Individuals who are racial or ethnic minorities	34	68.0%
Transition-aged youth (14-24)	33	66.0%
Individuals with the most significant disabilities	28	56.0%
Individuals who are Deaf	25	50.0%
Individuals who are Blind	23	46.0%
Veterans	21	42.0%
Individuals served by the American Job Centers through the Idaho Department of Labor	17	34.0%
Other (please describe)	5	10.0%
<b>Total</b>	<b>256</b>	

### Staff Survey Results

#### Staff Respondent Characteristics

The first survey question asked staff to identify their job classification. Forty percent of the staff respondents identified as a vocational rehabilitation counselor. Table 62 details the job titles and the selections of the staff respondents.

Table 62

*Staff Survey: Staff Job Classification*

<b>Job Classification</b>	<b>Number</b>	<b>Percent</b>
VRC	28	40.0%
VRA	16	22.9%
VRS	8	11.4%
ARM	5	7.1%
I prefer not to say	5	7.1%
RM	4	5.7%
Central Office	4	5.7%

Job Classification	Number	Percent
<b>Total</b>	<b>70</b>	<b>100.0%</b>

The second survey question asked staff to indicate the number of years that they have held their current position. The results in Table 63 indicates that slightly more than one-half of the staff respondents are relatively new to the job (52.8%).

Table 63

*Years in Current Position: Staff Respondents*

Years in Current Position	Number	Percent
1-5 years	25	35.7%
6-10 years	16	22.9%
11-20 years	16	22.9%
Less than one year	12	17.1%
21+ years	1	1.4%
<b>Total</b>	<b>70</b>	<b>100.0%</b>

The third survey question asked staff respondents to identify the region(s) where they work. There was no limit to the number of response options a respondent could choose. A total of 69 staff provided a response to this survey item.

Region 2 was selected the fewest number of times by staff in response to the question. Almost 19% of the staff declined to identify the region where they work. Table 64 details the information.

Table 64

*Staff Survey: Regions Served*

Region Where Work	Number of times chosen	Percent of number of respondents
Region 8	17	24.6%
Region 1	13	18.8%
I prefer not to say	13	18.8%
Region 6	10	14.5%
Region 7	10	14.5%
Region 3	8	11.6%
Region 4	6	8.7%
Region 5	5	7.2%

Region Where Work	Number of times chosen	Percent of number of respondents
Region 2	4	5.8%
<b>Total</b>	<b>86</b>	

### Staff Survey: Top Three Changes to Help Better Serve IDVR Customers

Staff were presented with a list of 16 options and asked to identify the top three changes that would enable them to better assist their customers. A total of 51 staff respondents answered the question.

The top three changes identified by staff in the 2023 CSNA survey match the results staff selected in 2020. In 2020, staff identified smaller caseload, more streamlined processes, and more effective community-based service providers in response to a similar question.

Seven of the eight narrative responses received indicated that there are too many policy changes that increase paperwork and create extra duties not related to direct customer care, too much time put into documentation, not enough time spent directly with customers, and increasing time spent directly with customers. Table 65 details the staff responses identifying the top three changes that would enable them to better serve IDVR customers.

Table 65

#### *Staff Survey: Top Three Changes To Better Serve IDVR Customers*

Top Three Changes to Better Serve IDVR Customers	Number of times chosen	Percent of number of respondents
More streamlined processes	31	60.8%
More effective community-based service providers	22	43.1%
Smaller caseload	21	41.2%
More community-based service providers for specific services	12	23.5%
Accountability for poor performance by service providers	9	17.6%
Incentives for high performing service providers	9	17.6%
Other (please describe)	8	15.7%
More supervisor support	7	13.7%
Increased options for technology use to communicate with customers	7	13.7%

<b>Top Three Changes to Better Serve IDVR Customers</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>
Better assessment tools	6	11.8%
Improved business partnerships	5	9.8%
More administrative support	4	7.8%
Increased collaboration with other workforce partners including American Job Centers	3	5.9%
Additional training (please identify what training areas you have need of)	2	3.9%
Increased outreach to customers	1	2.0%
Better data management tools	0	0.0%
<b>Total</b>	<b>147</b>	

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## Key Informant and Focus Group Interviews

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The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment as it relates to overall program performance for Idaho IDVR:

1. Overall, IDVR staff and partners were characterized as caring and committed to serving people with disabilities. It is apparent that staff are passionate about the impact they are making in people's lives. Many IDVR staff are proud to be part of an organization that is forward-thinking and includes out-of-the-box change agents.
2. The general consensus is that IDVR is effectively fulfilling its mission. However, there are areas that need improvement in order to increase the positive impact on individuals with disabilities, including timeliness of service delivery and streamlining of processes.
3. Staff and partners indicated that the multiple change initiatives over the past few years related to WIOA implementation appear to be on the right track and many can see light at the end of the ever-changing tunnel, though the pandemic slowed efforts for a time. Quality is improving and IDVR is increasingly more confident. A positive change noted by several staff was the alignment of IDVR's mission statement with the goals of WIOA.
4. Many barriers to accessing and maintaining employment for IDVR customers were noted on a repeated basis. Common barriers include the following:
  - a. The Idaho public transportation is better in some areas than others. However, it continues to create significant barriers for people with disabilities seeking integration and employment into the community. This issue was recognized as a collective challenge, not solely the responsibility of IDVR.
  - b. There is limited access to CRPs due to reduction of staff, which limits IDVR customer informed choice. The pandemic exacerbated issues that already existed.
  - c. There is a lack of industry and jobs in the rural areas, including customers wanting to stay in their communities and not move to more populated areas with more opportunities.
  - d. Employers still have misconceptions about the ability of individuals with disabilities to perform meaningful work.
  - e. Timeliness and red tape processes within the VR program cause delays or barriers to receiving VR services.
5. Overwhelmingly, those interviewed believe the emphasis on youth and the implementation of Pre-ETS is positive and is the correct path for IDVR to follow into the future. IDVR continues to expand and focus on youth and they are expected to see the effects of these efforts over the next few years.

6. Turnover was mentioned multiple times as a barrier to the effectiveness of IDVR and the timely provision of services (IDVR and provider level). Adapting to the constant change of agency policy under WIOA, and when turnover results in covering caseloads and taking on additional work, has presented challenges for the agency. Smaller caseloads while in "training" would help newer staff build the skills necessary to be effective counselors and retain positions.
7. The ability to serve rural areas of the State is an essential component of VR in Idaho. IDVR needs to examine ways to expand the use of distance technologies and online platforms to serve individuals in the rural areas. The pandemic forced the agency to implement remote strategies, but efforts could be exhausted to continue and evaluate how effective these are.
8. There is a need to increase awareness of IDVR in the community and improve marketing of services.
9. IDVR staff and partners can see IDVR administration is trying to make changes to benefit them. It has been very welcome to see representatives from administration getting more engaged at the field level to learn about the day-to-day needs of the staff, partners and customers, This practice should continue.

## Recommendations

The following recommendations are offered to IDVR based on the results of the research in the Overall Agency Performance area:

1. IDVR should continue assessing the training needs of the field staff to address continued improvement and increased quality of services under WIOA. IDVR should evaluate the timeliness of the delivery of training, as well as follow up and evaluate the impact of that training.
2. IDVR should consider areas where cross-training with partners or providers would be of benefit and are encouraged to invite staff from the various technical assistance centers to assist with the provision of training and technical assistance.
3. IDVR should continue effective ways to increase distance and online options for customers to participate in the VR process, learned through the pandemic. Also, continue to assess effectiveness and areas needing expansion or improvement. Some of the possibilities include the following:
  - a. Increasing access to and the use of social media for customers and staff;
  - b. Allowing individuals with disabilities to apply for services online; and
  - c. Identifying ways technology can improve access for both staff and customers.
4. IDVR should partner with local communities, employers, and other service agencies to collaboratively address the transportation limitations in Idaho.
5. IDVR should continue efforts to include staff in decisions and brainstorming ideas during times of change. This is making an impact and is extremely well received in the field.
6. IDVR should identify ways to streamline processes in order to help customers get through the process sooner. A common theme of slow service delivery affects staff and customer outcomes, as well as trusting relationships with community partners.
7. IDVR should develop marketing and outreach material with an effective plan to inform the community about its organization and services.
8. IDVR should consider continuing professional development activities within the agency. In addition, increase opportunities to recognize and thank staff for when they are doing well, pay increases, and other avenues of support, training, and encouragement when things are not going well.
9. IDVR should consider partnering with CRPs and other agencies (e.g., EES, IDOL, ICBVI) to find solutions to common barriers faced by Idahoans with disabilities in accessing, gaining, and maintaining employment opportunities.



## **SECTION TWO: NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT**

Section Two includes an assessment of the needs of individuals with the most significant disabilities, including their need for supported employment. This section includes the rehabilitation needs of IDVR customers as expressed by the different groups interviewed and surveyed. All general needs of IDVR customers were included here, with specific needs identified relating to supported and customized employment.

### **Recurring Themes Across All Data Collection Methods**

The following themes emerged in the area of the needs of individuals with the most significant disabilities including their need for supported employment:

- Supported Employment (SE) is a necessary service for people with the most significant disabilities and needs, which IDVR has been successfully providing for many years. Changes due to WIOA and the pandemic have created some challenges in implementing new practices and maintaining trained, effective providers.
- Supported Employment is considered an effective practice, but there is a need for training to improve the understanding of IDVR staff and providers about the difference between IDVR SE services, Medicaid Waiver Services, and Extended Employment Services (EES). The State of Idaho legislature moved EES from IDVR to Health and Human Services. This changes the model and will take some time for all parties to understand.
- Participants expressed a need to improve the quality of employment outcomes for individuals with the most significant disabilities.
- Customized Employment (CE) is seen as an important employment strategy for individuals with the most significant disabilities. CE had been attempted but experienced challenges in maintaining providers, fidelity and outcomes.
- The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE and CE) include transportation, job skills, training, job coaching, soft skills, and little to no work experience.

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### **Agency-Specific Data Related to the Needs of Individuals with the Most Significant Disabilities, Including Their Need for Supported Employment**

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The project team gathered information from IDVR on their customers by disability type. Tables 66a and 66b include this information.

Table 66a

*General Information by Disability Type*

Item	Disability Type								
	Visual Impairments			Physical Impairments			Communicative Impairments		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Applications	10	11	9	508	424	409	249	256	248
Percent of all applications	0.35%	0.44%	0.37%	17.63%	16.80%	16.60%	8.64%	10.14%	10.06%
Plans developed	6	5	7	357	246	288	240	166	220
Percent of all plans	0.3%	0.3%	0.4%	18%	17%	18%	12%	11%	14%
Number of customers in training by type									
Vocational	2	2	1	186	154	160	21	19	19
Undergraduate	2	2	3	157	151	133	62	47	46
Graduate	0	0	0	7	9	14	5	2	4
Number of cases closed rehabilitated	2	3	3	95	99	109	210	131	170
Employment rate at exit	15.38%	33.33%	42.86%	26.54%	31.13%	34.38%	66.25%	57.46%	73.59%
Median wages of all exited participants	\$5,395.99	\$4,594.88	\$4,929.09	\$4,493.78	\$4,716.37	\$4,042.39	\$7,254.52	\$7,078.93	\$7,772.49
Total number of cases served	35	27	27	1307	1177	1105	729	614	583
Avg. cost of cases closed rehabilitated	\$2,240.00	\$3,251.00	\$1,646.67	\$5,525.86	\$6,154.74	\$5,931.06	\$2,082.88	\$3,260.69	\$2,688.81
Avg. cost per case closed unsuccessful	\$4,119.69	\$1,350.67	\$1,564.20	\$1,392.64	\$1,303.59	\$1,285.44	\$1,790.83	\$2,109.95	\$2,008.22

Table 66b

*General Information by Disability Type, continued*

Item	Disability Type					
	ID/DD or other Cognitive			Mental health Impairments		
	2019	2020	2021	2019	2020	2021
Applications	416	409	348	1395	1242	1282
Percent of all applications	14.44%	16.20%	14.12%	48.42%	49.21%	52.03%
Plans developed	387	315	275	979	750	825
Percent of all plans	20%	21%	17%	50%	51%	51%
Number of customers in training by type						
Vocational	105	101	83	431	392	380
Undergraduate	85	89	76	284	250	258
Graduate	0	3	4	13	9	13
Number of cases closed rehabilitated	147	145	170	354	280	321
Employment rate at exit	31.14%	33.64%	42.29%	30.92%	28.06%	34.97%
Median wages of all exited participants	\$2,557.90	\$2,702.71	\$3,386.50	\$3,749.84	\$3,702.85	\$4,173.79
Total number of cases served	1523	1339	1169	3893	3368	3226
Avg. cost of cases closed rehabilitated	\$4,146.32	\$5,030.05	\$5,088.34	\$3,523.45	\$3,929.66	\$4,085.96
Avg. cost per case closed unsuccessful	\$2,083.90	\$2,277.28	\$2,033.49	\$1,310.84	\$1,334.33	\$1,253.88

The data indicates that for all three years of the study, individuals with mental health impairments constituted the largest percentage of applicants, total number of cases served, and the total number of plans developed for IDVR, which is consistent with what the data reflected in the 2020 CSNA. Over the three-year period, the number of applicants across categories increased and decreased over time, but mental health impairment is the only category with an increase from 2020 to 2021. Individuals with either mental health impairments or cognitive impairments combined comprised between 68-72% of the total number of cases served over the three-year period. The employment rate for each group increased from 2020-2021. Consistent with the 2020 CSNA data, employment rates for customers with Hearing and Communicative Impairments continue to exceed all other disability types during each year of the study. This is important information for IDVR to consider when developing strategic partnerships with community organizations that can support effective service delivery to these populations. In addition, this information is important for the organization when considering the types of training, education, and skills needed for current and future staff.

The average cost per case for individuals with physical impairments that were closed successfully is the highest of all categories in all three years of the study, which is also consistent with data reflected in the 2020 CSNA. The difference in cost is an important area for IDVR to review to determine if proper internal controls are in place and to provide further analysis of disability service needs. The data across most of the types of disabilities was fairly consistent across years. It is important to note that though many of the visual impairment percentages are low, this has increased during this review period and is likely due to ICBVI serving the majority of individuals with visual impairments.

Postsecondary education is reflected across all disability groups with the highest categories engaged in training being mental health impairments with 728 individuals in 2019 and 51 individuals in both 2020 and 2021. Those with physical impairments are the next highest of individuals in education, while visual impairments are the lowest. IDVR will want to assess percentages rather than individual numbers to make data-informed decisions regarding education in this category.

### **Social Security Beneficiaries**

When assessing the needs of individuals with the most significant disabilities, it is important to examine the rate of Social Security Administration (SSA) beneficiaries served by IDVR. Recipients of Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) often have significant fears about going back to work after the lengthy process of being approved for benefits. The fear of benefit loss generally leads to beneficiaries trying to obtain work that is part-time and will not exceed the substantial gainful activity (SGA) amount which will count towards their trial work period and could eventually lead to losing benefits (if they are an SSDI recipient). SSI recipients often fear falling off the "cash cliff" if they receive SSI. The project team heard from many individuals in all stakeholder groups that the fear of benefit loss and the loss of medical insurance was of paramount concern for SSA beneficiaries, and that they come to IDVR explicitly requesting work below SGA. The project team requested data from IDVR specific to SSA beneficiaries. Table 67 contains this information.

Table 67  
SSA Beneficiaries

Item	SSA BENEFICIARIES		
	2019	2020	2021
Applications	987	853	788
Percent of apps found eligible	93.41%	96.25%	95.18%
Significance of Disability			
Disabled	6	12	7
% of total	0.61%	1.48%	0.93%
Significant	513	402	400
% of total	52.35%	49.63%	53.19%
Most significant	461	396	345
% of total	47.04%	48.89%	45.88%
Plans developed	749	541	568
Number of cases closed rehabilitated	257	230	246
Employment rate at exit	34.82%	33.72%	37.79%
Median wages of all exited participants	\$1,843.04	\$2,013.57	\$2,419.61
Total number of cases served	2630	2347	2188
Avg. cost of cases closed rehabilitated	\$4,445.84	\$4,747.32	\$4,510.51
Avg. cost per case closed unsuccessful	\$1,391.20	\$1,494.51	\$1,531.17

The data indicates that SSA beneficiaries who applied for IDVR declined by 199 individuals from 2019 to 2021, while the rate of those who were determined eligible remained between 93.41-96.25% over the three-year period. In the 2020 CSNA, there was a significant decrease in the employment rate for SSA beneficiaries; however, during this three-year period, there was an increase by over 4% from 2020 to 2021. SSA beneficiaries were determined to have a most significant disability less than 50% of the time for all three years of the study. IDVR may want to analyze this data to ensure the significance of disability is truly reflective of SSA beneficiaries' circumstances.

Table 68  
Supported Employment for IDVR

Item	SUPPORTED EMPLOYMENT		
	2019	2020	2021
Significance of Disability			
Disabled	0	0	0
% of total	0.00%	0.00%	0.00%
Significant	0	0	0
% of total	0.00%	0.00%	0.00%
Most significant	249	226	196

Item	SUPPORTED EMPLOYMENT		
	2019	2020	2021
% of total	100.00%	100.00%	100.00%
Number of cases closed rehabilitated	131	137	140
Employment rate at exit	46.45%	49.82%	53.44%
Median wages of all exited participants	\$962.46	\$895.25	\$1,659.84
<b>Total number of cases served</b>	<b>868</b>	<b>812</b>	<b>725</b>

IDVR had variations in the amounts of funds expended on SE during the three-year period, however increased the funds to over \$1 million in 2021. Funds were only spent on customized employment in 2019 (see Table 44). The data does not include the total number of SE customers, but this may be an area that IDVR wants to further investigate. Customers must have a most significant disability to receive SE services, which the total number of MSD has decreased from 249 in 2019 to 196 in 2021. A positive trend is the number of SE cases that were closed successfully rehabilitated and the employment rate. Both increased in each of the three years ending at 140 cases and 53.44% rate by 2021. IDVR should examine these results to ensure that the data is reliable to make data-informed decisions about SE service delivery and the expenditure of SE funds.

It's important to note that under an MOU, IDVR manages the SE program and funds for the State of Idaho. All ICBVI consumers who have an SE goal on their IPE must be co-enrolled with IDVR.

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### Survey Results by Type

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#### Individual Survey Results

##### Individual Survey: Receipt of Social Security Disability Benefits

Individual survey respondents were presented with a checklist and asked to indicate whether they received Social Security disability benefits. The total number of respondents who answered this question is 530.

Based on the table data, the inference can be made that over one-half of the individual survey respondents do not receive Social Security disability benefits. Table 69 summarizes the responses to this question. Note that individuals were allowed to select more than one option in the series of items (e.g., in the case of an individual who received both SSI and SSDI).

Table 69  
*Individual Survey: Social Security Benefit Status*

Social Security Benefits Status	Number of times chosen	Percent of number of respondents
I do not receive Social Security disability benefits	276	52.1%
I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals who have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)	151	28.5%
I receive SSI (Supplemental Security Income. SSI is a benefit generally provided to individuals with little or no work history)	80	15.1%
I receive a check from the Social Security Administration every month, but I do not know which benefit I get	18	3.4%
I don't know if I receive Social Security disability benefits	16	3.0%
I have received benefits in the past, but no longer receive them	16	3.0%
<b>Total</b>	<b>557</b>	

**Individual Survey: Finances and Money Management**

Individual survey respondents were presented a checklist of statements regarding money management and asked to indicate whether the item represents how they manage money. Although the majority of respondents indicated they have monthly budgets in addition to savings and checking accounts, 77% of the respondents indicated they do not invest money. Less than half of the respondents want to learn more about managing money. Table 70 details the results.

Table 70  
*Individual Survey: Managing Money*

Individual Survey: Managing Money	Yes		No		Number of Times Selected
	Number	Percent of Total	Number	Percent of Total	
I have a checking account	390	88.2%	52	11.8%	442
I have a monthly budget	322	75.6%	104	24.4%	426
I have a savings account	272	66.3%	138	33.7%	410
I would like to learn more about managing my money	170	42.6%	229	57.4%	399

Individual Survey: Managing Money	Yes		No		Number of Times Selected
	Number	Percent of Total	Number	Percent of Total	
I invest my money or plan for retirement (e.g. retirement account like a 401K or pension)	90	23.0%	301	77.0%	391

### Individual Survey: Barriers to Employment

Individual survey respondents were asked a series of questions to identify barriers to employment and to accessing IDVR services.

### Individual Survey: Primary Mode of Transportation

Respondents were asked to indicate their primary mode of transportation. Results indicated that over two-thirds of the respondents drive, and less than five percent of the respondents utilize either the bus or a ride-sharing service. Respondents who selected the category of "other" indicated responses including parents, family members, spouses, friends, caregivers, walking, and bicycling. Table 71 contains the data identifying the respondents' primary modes of transportation.

Table 71

#### Individual Survey: Primary Mode of Transportation

Primary Mode of Transportation	Number	Percent
I drive	379	71.0%
Other (please identify)	119	22.3%
I use the bus or other form of public transportation	25	4.7%
I use ride-sharing services (i.e. Uber or Lyft or a taxi)	11	2.1%
<b>Total</b>	<b>534</b>	<b>100.0%</b>

### Individual Survey: Identifying Barriers to Achieving Employment Goals

Respondents were presented with a list of 18 potential barriers to getting a job and asked to indicate whether or not the item had been a barrier that impacted their ability to obtain a job. There was no limit to the number of items that an individual respondent could choose.

Four items on the list were selected by over 50% of the respondents who answered the question. The two choices that received less than an eight percent response rate for being selected as a barrier for getting a job were lack of childcare and limited English skills. Table 72 summarizes the barriers and the impact on getting a job.



Table 72

*Individual Survey: Identifying Barriers to Getting a Job*

Individual Survey: Barriers to Getting a Job	Yes, has been a Barrier		Not a Barrier		Number of Respondents
	Number	Percent of Total	Number	Percent of Total	
Lack of training	257	56.4%	199	43.6%	456
Lack of job skills	247	53.9%	211	46.1%	458
Mental health concerns	235	52.2%	215	47.8%	450
Employer concerns about my ability to do the job due to my disability	234	51.7%	219	48.3%	453
Lack of education	210	44.7%	260	55.3%	470
Lack of available jobs	187	42.9%	249	57.1%	436
Lack of job search skills	169	38.7%	268	61.3%	437
Age	129	29.1%	315	71.0%	444
Concern over loss of Social Security benefits due to working	124	28.9%	305	71.1%	429
Criminal Record	120	27.7%	314	72.4%	434
Lack of reliable transportation	116	27.0%	313	73.0%	429
Lack of assistive technology	95	22.6%	326	77.4%	421
Substance abuse	77	18.1%	349	81.9%	426
Lack of housing	67	15.8%	356	84.2%	423
Lack of reliable internet access	61	14.4%	364	85.7%	425
Lack of attendant care	48	11.4%	375	88.7%	423
Lack of childcare	32	7.7%	384	92.3%	416
Limited English skills	14	3.4%	404	96.7%	418

**Individual Survey: Top Three Barriers to Getting a Job**

Respondents were presented with a list and were asked to identify the top three barriers that they have faced specifically toward getting a job. A total of 472 respondents answered the question. Employer concerns about my ability to do the job due to my disability was the most frequently selected barrier to getting a job. A tie occurs for the second top barrier to employment. An equal

percentage of individual survey respondents identified lack of job skills and mental health concerns as barriers to getting a job. The last four items on this list resemble the last four items on the list in the previous table. Table 73 contains a summary of the responses to the question.

Table 73

*Individual Survey: Top Three Barriers to Getting a Job*

<b>Top Three Barriers to Getting a Job</b>	<b>Times identified as a barrier</b>	<b>Percent of number of respondents</b>
Employer concerns about my ability to do the job due to my disability	152	32.2%
Lack of job skills	151	32.0%
Mental health concerns	151	32.0%
Lack of training	146	30.9%
Lack of education	141	29.9%
Lack of available jobs	98	20.8%
Criminal Record	93	19.7%
Concern over loss of Social Security benefits due to working	71	15.0%
Lack of job search skills	69	14.6%
Lack of reliable transportation	53	11.2%
Substance abuse	43	9.1%
Lack of assistive technology	37	7.8%
Lack of housing	26	5.5%
Lack of attendant care	15	3.2%
Lack of childcare	14	3.0%
Lack of reliable internet access	14	3.0%
Limited English skills	3	0.6%
<b>Total</b>	<b>1,277</b>	

**Individual Survey: Other Barriers to Getting A Job**

Individuals were presented with an open-ended question asking them to identify other barriers they may have experienced that prevented them from getting a job. There were 112 individuals who provided a narrative response to this question. Content analysis of the responses indicated that physical and cognitive disabilities, lack of social and time management skills, age, lack of

transportation, lack of local job training opportunities, lack of accommodations or tools for the job, employer and colleague discrimination, and difficulties with IDVR were the most frequently reported "other barriers" preventing them from obtaining a job. Three comments cited lack of work history. Comments related to SSA, making too much money, lack of childcare, and housing were noted one time each. Racism was cited one time and noted as racism against white males.

**Individual Survey: Barriers to Accessing IDVR Services**

Respondents were presented with a list of 11 potential barriers to accessing IDVR services and asked to indicate whether the barriers had made it difficult to access IDVR services. There was no limit to the number of items that an individual respondent could choose.

With the exception of two items, analysis of the responses indicates that at most, less than a third of respondents identify any barrier to accessing IDVR services. The eleven items on the list were cited as "not a barrier" by more than 70% of respondents. Two items were cited as barriers to accessing IDVR services with percentage rates over 20%. The two items most frequently cited as barriers were lack of information about available services and difficulty scheduling meetings with my counselor. The least common barrier chosen by respondents, receiving less than a 2% rate was language barriers. Table 74 contains a summary of the responses to the question.

Table 74  
*Individual Survey: Barriers to Accessing IDVR Services*

Individual Survey: Barriers to Accessing IDVR Services	Yes, has been a Barrier		Not a Barrier		Number of respondents
	Number	Percent of Total	Number	Percent of Total	
Lack of information about available services	138	29.7%	327	70.3%	465
Difficulties scheduling meetings with my counselor	98	21.0%	368	79.0%	466
Difficulties completing the Individualized Plan for Employment (IPE)	80	17.7%	372	82.3%	452
Lack of disability-related accommodations	72	15.7%	386	84.3%	458
Difficulty reaching IDVR staff	68	15.0%	385	85.0%	453

Individual Survey: Barriers to Accessing IDVR Services	Yes, has been a Barrier		Not a Barrier		Number of respondents
	Number	Percent of Total	Number	Percent of Total	
Other difficulties with IDVR staff (please describe)	64	16.0%	337	84.0%	401
Difficulties completing the IDVR application	43	9.6%	405	90.4%	448
IDVR's hours of operation	33	7.3%	420	92.7%	453
The IDVR office is not on a public bus route	31	6.8%	423	93.2%	454
Reliable internet access	31	7.0%	412	93.0%	443
Language barriers	8	1.8%	441	98.2%	449

**Individual Survey: Top Three Barriers to Accessing IDVR Services**

Individual survey respondents were also presented with a list and were asked to identify the three top barriers to accessing IDVR services. The most frequently selected item on the list, chosen by 54.7% of the 430 who answered the question, was the phrase "I have not had any barriers to accessing IDVR services." The barriers that rank in the second and third positions of Table 75 match the top two items in Table 74 above. "Other difficulties with IDVR staff" ranked as the third most frequently cited barrier to accessing IDVR. Table 76 lists the barriers along with the number of times each of the barriers was cited.

Table 75

*Individual Survey: Top Three Barriers to Accessing IDVR Services*

Top Three Barriers to Accessing IDVR Services	Times identified as a barrier	Percent of number of respondents
I have not had any barriers to accessing IDVR services	235	54.7%
Lack of information about available services	91	21.2%
Difficulties scheduling meetings with my counselor	69	16.0%
Other difficulties with IDVR staff	60	14.0%

<b>Top Three Barriers to Accessing IDVR Services</b>	<b>Times identified as a barrier</b>	<b>Percent of number of respondents</b>
Difficulties completing the Individualized Plan for Employment (IPE)	51	11.9%
Difficulty reaching IDVR staff	46	10.7%
Lack of disability-related accommodations	40	9.3%
Difficulties completing the IDVR application	27	6.3%
IDVR's hours of operation	26	6.0%
Reliable internet access	22	5.1%
The IDVR office is not on a public bus route	19	4.4%
Language barriers	4	0.9%
<b>Total</b>	<b>690</b>	

## **Employment Goals**

Individual survey respondents were asked a series of questions regarding their employment goals and their future plans.

### **Individual Survey: Current Employment Goal**

Individual survey respondents were asked an open-ended question asking them to identify their current employment goal. A total of 419 survey participants responded to the question. Content analysis of the narrative responses cited a wide variety of occupations, from items requiring four-year college or university-level education, such as becoming a librarian, business analyst, or working in criminal law for the State Attorney General. Non-university level careers also appeared in the narrative responses, such as working as a teacher's aide, medical assistant, or selling jewelry and walking sticks. Other responses included items describing the number of hours the customer wants to work, desiring a career, improving the personal financial situation, owning a business, expanding a current business, and retaining the present job.

### **Individual Survey: IDVR Assistance with Employment Goal**

Respondents answered a follow-up yes-no question: "Has IDVR helped you progress towards your employment goal?" Slightly more than two-thirds of the respondents indicated that IDVR helped them make progress towards their employment goal. Table 76 details the number of times a response choice was selected, and the percentage rate based on the number of respondents who answered the question.

Table 76

*Individual Survey: IDVR Helped Progress to Employment Goal*

<b>IDVR Helped Progress to Employment Goal</b>	<b>Number</b>	<b>Percent</b>
Yes	336	68.9%
No	112	23.0%
I have not worked with IDVR	40	8.2%
<b>Total</b>	<b>488</b>	<b>100.0%</b>

*Individual Survey: IDVR Referral*

Individual survey respondents were asked a yes-no question requesting them to indicate whether or not they had received services from an organization or individual that IDVR referred them to. Almost 16% of the of the 217 respondents indicated "I am not sure" in response to the question. The numeric difference between the number of "yes" responses compared to the number of "no" responses is nine (n=9). Table 77 details the results.

Table 77

*Individual Survey: Use of IDVR Referral*

<b>Use of IDVR Referral</b>	<b>Number</b>	<b>Percent</b>
Yes	96	44.2%
No	87	40.1%
I am not sure	34	15.7%
<b>Total</b>	<b>217</b>	<b>100.0%</b>

*Individual Survey: Thought Towards Next Job*

Individual survey respondents were asked whether or not they had thought about their next job once their employment goal was achieved. Respondents were provided three response options. Less than half of the respondents indicated that they have thought about their next job. Table 78 contains the number of times and the percent of time either yes, no, or the phrase "I don't know" was identified.

Table 78

*Individual Survey: Thought Towards Next Job*

<b>Thought Towards Next Job</b>	<b>Number</b>	<b>Percent</b>
Yes	213	45.8%
No	143	30.8%
I don't know	109	23.4%
<b>Total</b>	<b>465</b>	<b>100.0%</b>

### *Individual Survey: Need Additional Training for Next Job*

Respondents were also asked whether or not they would need more training or help to get their next job. Almost 64.5% of the 215 respondents who answered the question indicated "yes." Table 79 details the results.

Table 79

#### *Individual Survey: Need More Training or Help to Get Next Job*

<b>Need More Training to Get Next Job</b>	<b>Number</b>	<b>Percent</b>
Yes	137	64.3%
No	33	15.5%
I don't know	43	20.2%
<b>Total</b>	<b>213</b>	<b>100.0%</b>

### *Individual Survey: How Can IDVR Serve Better*

Individual respondents were asked an open-ended question asking them for suggestions on how IDVR could serve them better in the future. A total of 306 survey participants responded to the question.

Forty-nine of the narrative responses indicated no suggestions for improvement by citing phrases including "I don't know," "unsure," or "none." Sixty-one of the write-in responses contained positive comments regarding IDVR without including a recommendation for change. Twenty-three comments cited negative experience instances with counselors, and 33 comments cited improving communication and follow-up. Content analysis of the remaining narrative responses included many topics: help customer find work; educate customers and community on VR services that are available; speed up the VR process; provide financial assistance for transportation, AT, and other needs; improve assistance for obtaining various workplace accommodations that includes job coaches; improving the quality of vendor services; increase training to include more options and skills to better prepare for a job; more direct assistance with finding a job; requests for counselors to exhibit more understanding and care to customers; and outreach to employers.

## **Community Partner Survey Results**

### **Partner Survey: Most Common Barriers to Achieving Employment Goals**

Partner survey respondents were given a list of 20 barriers and asked to identify the most common barriers to achieving employment goals for IDVR customers. There was no limit to the number of barriers that a respondent could choose.

Partner and individual survey respondents were asked a similar question regarding common barriers and had slightly different lists from which to choose. Partners and individual respondents

differed in their choice of the three most common barriers. Table 80 lists the barriers presented to partner respondents along with the number of times each of the barriers was cited and the percent of the number of respondents who selected the item.

Table 80

*Partner Survey: Most Common Barriers to Achieving Employment Goals*

<b>Most Common Barriers to Employment Goals</b>	<b>Number</b>	<b>Percent</b>
Lack of reliable transportation	31	79.5%
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	27	69.2%
Poor social skills	26	66.7%
Little or no work experience	25	64.1%
Not having job skills	22	56.4%
Not having education or training	21	53.8%
Not having job search skills	21	53.8%
Employers' perceptions about employing individuals with disabilities	21	53.8%
Disability-related transportation issues	21	53.8%
Mental health issues	19	48.7%
Convictions for criminal offenses	15	38.5%
Childcare issues	12	30.8%
Language barriers	11	28.2%
Housing issues	11	28.2%
Not having disability-related accommodations or assistive technology	9	23.1%
Substance abuse issues	9	23.1%
Lack of help with disability-related personal care	7	17.9%
Not enough jobs available	6	15.4%
Other health issues	6	15.4%
Other (please describe)	5	12.8%
<b>Total</b>	<b>325</b>	



### Partner Survey: Barriers to Achieving Employment Goals – Most Significant Disabilities

Partner survey respondents were given a list of 20 barriers, including an option for "other", and were asked to identify the barriers that prevent IDVR customers with the most significant disabilities from achieving their employment goals. The sample size was 38 respondents.

The items partners most frequently selected as barriers to achieving employment goals for customers with the most significant disabilities in 2022 are different from the barriers partners chose in response to a similar question in the 2019 survey. One significant change noted between the two surveys are the items related to transportation. Disability-related transportation ranked in the 8<sup>th</sup> position in the 2019 survey. "Other transportation issues," which is similar to "lack of reliable transportation" in the 2019 survey, ranked sixth in 2019. Table 81 summarizes the results to the 2022 survey question.

Table 81

*Partner Survey: Barriers to Achieving Employment Goals – Most Significant Disabilities*

<b>Barriers to Employment Goals - Most Significant Disabilities</b>	<b>Number</b>	<b>Percent</b>
Employers' perceptions about employing individuals with disabilities	25	65.8%
Disability-related transportation issues	25	65.8%
Lack of reliable transportation	24	63.2%
Poor social skills	24	63.2%
Little or no work experience	24	63.2%
Not having job skills	23	60.5%
Not having job search skills	19	50.0%
Not having education or training	17	44.7%
Not having disability-related accommodations or assistive technology	16	42.1%
Mental health issues	16	42.1%
Lack of help with disability-related personal care	15	39.5%
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	11	28.9%
Language barriers	10	26.3%
Substance abuse issues	8	21.1%
Childcare issues	8	21.1%
Not enough jobs available	7	18.4%

<b>Barriers to Employment Goals - Most Significant Disabilities</b>	<b>Number</b>	<b>Percent</b>
Housing issues	7	18.4%
Other health issues	6	15.8%
Other (please describe)	5	13.2%
Convictions for criminal offenses	4	10.5%
<b>Total</b>	<b>294</b>	

### **Partner Survey: Difficulties Accessing IDVR Services**

Respondents were presented with a question that prompted them to indicate the top three reasons that the general population of IDVR customers might find it difficult to access IDVR services. Twelve response options were provided.

"Slow service delivery" and "limited accessibility of IDVR via public transportation" were identified by partners as the top two reasons why the general population of IDVR customers find it difficult to access services. Partners were divided on the third reason customers have difficulty accessing services. Partner and individual survey responses to this question are different. Table 82 details the partner results.

Table 82

*Partner Survey: Top Three Reasons Difficult Access IDVR Services*

<b>Top Three Reasons Difficult to Access IDVR Services</b>	<b>Number</b>	<b>Percent</b>
Slow service delivery	19	52.8%
Limited accessibility of IDVR via public transportation	15	41.7%
Difficulties completing the application	13	36.1%
IDVR staff do not meet customers in the communities where the customers live	13	36.1%
Difficulties accessing training or education programs	7	19.4%
Other (please describe)	6	16.7%
Language barriers	5	13.9%
Difficulties completing the Individualized Plan for Employment (IPE)	4	11.1%
Inadequate assessment services	4	11.1%
Lack of options for the use of technology to communicate with IDVR staff such as Skype, text, etc.	4	11.1%

<b>Top Three Reasons Difficult to Access IDVR Services</b>	<b>Number</b>	<b>Percent</b>
Other challenges related to the physical location of the IDVR office	2	5.6%
Inadequate disability-related accommodations	1	2.8%
<b>Total</b>	<b>93</b>	

### Staff Survey Results

#### Staff Survey: Most Common Barriers to Achieving Employment Goals

Staff survey respondents were given a list of 20 barriers and asked to identify the most common barriers to achieving employment goals for IDVR customers. There was no limit to the number of barriers that a respondent could choose.

Staff agreed with partners on the most common barrier to achieving employment goals by choosing "lack of reliable transportation" more often than the other barriers. Staff ranked "not having job skills" and "little or no work experience" higher than partners. Staff and individual survey respondents agreed on the second top barrier preventing customers from reaching employment goals. Table 83 lists the barriers presented to staff respondents along with the number of times each of the barriers was cited and the percent of the number of respondents who selected the item.

Table 83

#### *Staff Survey: Most Common Barriers to Employment Goals*

<b>Most Common Barriers to Employment Goals</b>	<b>Number</b>	<b>Percent</b>
Lack of reliable transportation	44	84.6%
Not having job skills	39	75.0%
Little or no work experience	38	73.1%
Poor social skills	37	71.2%
Not having education or training	35	67.3%
Not having job search skills	35	67.3%
Convictions for criminal offenses	30	57.7%
Mental health issues	29	55.8%
Disability-related transportation issues	24	46.2%
Substance abuse issues	24	46.2%
Employers' perceptions about employing individuals with disabilities	23	44.2%

<b>Most Common Barriers to Employment Goals</b>	<b>Number</b>	<b>Percent</b>
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	21	40.4%
Housing issues	20	38.5%
Childcare issues	15	28.8%
Other health issues	13	25.0%
Language barriers	9	17.3%
Lack of help with disability-related personal care	7	13.5%
Not having disability-related accommodations	6	11.5%
Other (please describe)	4	7.7%
Not enough jobs available	2	3.8%
<b>Total</b>	<b>455</b>	

### **Staff Survey: Barriers to Achieving Employment Goals – Most Significant Disabilities**

Staff respondents were asked to identify the barriers to achieving employment goals for customers with the most significant disabilities. A total of 52 respondents answered the question.

The rank order of items that staff selected in response to the question are different from the partner respondents' choices for barriers to achieving employment goals for customers with the most significant disabilities. The top three items chosen by the staff relate to the lack of skill/transportation/experience on the part of the customer. Table 84 details the results to the question.

Table 84

#### *Staff Survey: Barriers to Achieving Employment Goals – Most Significant Disabilities*

<b>Barriers to Employment Goals - Most Significant Disabilities</b>	<b>Number</b>	<b>Percent</b>
Not having job skills	39	75.0%
Lack of reliable transportation	39	75.0%
Little or no work experience	38	73.1%
Poor social skills	34	65.4%
Not having job search skills	31	59.6%
Employers' perceptions about employing individuals with disabilities	29	55.8%
Disability-related transportation issues	24	46.2%

<b>Barriers to Employment Goals - Most Significant Disabilities</b>	<b>Number</b>	<b>Percent</b>
Mental health issues	21	40.4%
Not having education or training	18	34.6%
Perceptions regarding the impact of income on Social Security benefits fear of losing benefits)	17	32.7%
Not having disability-related accommodations	15	28.8%
Lack of help with disability-related personal care	13	25.0%
Other health issues	9	17.3%
Substance abuse issues	8	15.4%
Housing issues	7	13.5%
Not enough jobs available	4	7.7%
Convictions for criminal offenses	4	7.7%
Childcare issues	3	5.8%
Other (please describe)	2	3.8%
Language barriers	1	1.9%
<b>Total</b>	<b>356</b>	

### **Staff Survey: Difficulties Accessing IDVR Services**

Staff were presented with a question that prompted them to indicate the top three reasons that individuals with disabilities might find it difficult to access IDVR services. Twelve response options were provided.

Staff agreed with partners on the two top reasons why customers have difficulty accessing IDVR services (slow service delivery; limited accessibility of IDVR via public transportation) and differed on the third ranking item. Staff and individual survey respondents did not agree on the top three reasons for not accessing IDVR services. Table 85 summarizes the staff choices in response to the question.

Table 85

*Staff Survey: Top Three Reasons Difficult Access IDVR*

<b>Top Three Reasons Difficult to Access IDVR Services</b>	<b>Number</b>	<b>Percent</b>
Slow service delivery	33	67.3%
Limited accessibility of IDVR via public transportation	29	59.2%

Top Three Reasons Difficult to Access IDVR Services	Number	Percent
IDVR staff do not meet customers in the communities where the customers live	11	22.4%
Inadequate assessment services	9	18.4%
Other (please describe)	9	18.4%
Lack of options for the use of technology to communicate with IDVR staff such as Skype, text, etc.	9	18.4%
Other challenges related to the physical location of the IDVR office	7	14.3%
Difficulties completing the Individualized Plan for Employment (IPE)	7	14.3%
Difficulties accessing training or education programs	6	12.2%
Inadequate disability-related accommodations	4	8.2%
Difficulties completing the application	4	8.2%
Language barriers	3	6.1%
<b>Total</b>	<b>131</b>	

**Staff Survey: Remote IDVR Services**

Due to the COVID-19 pandemic, modified service delivery for customers included remote services. Staff respondents were asked three questions regarding remote service delivery.

*Staff Survey: Remote IDVR Services Received*

Staff were first asked the question, "Have any of the customers you serve received services delivered remotely since the beginning of the COVID-19 pandemic?" Eight respondents (12.1%) indicated "no" out a total of 66 responses that were received. In contrast, 49.3% of individual survey respondents reported not receiving any IDVR services remotely (230 out of 467 individual respondents). Table 86 details the responses from the staff.

Table 86

*Staff Survey: Remote IDVR Services Received*

Remote Services Received Since the Beginning of COVID-19	Number	Percent
Yes	49	74.2%
No	8	12.1%

<b>Remote Services Received Since the Beginning of COVID-19</b>	<b>Number</b>	<b>Percent</b>
I do not provide services to customers	9	13.6%
<b>Total</b>	<b>66</b>	<b>100.0%</b>

### *Staff Survey: Effectiveness of Remote Services*

The second question regarding remote services presented to staff asked respondents to rate the effectiveness of remote services. Slightly more than 47% of the staff respondents indicated that the remote services were either "effective" or "extremely effective." The staff percentage rate for effectiveness is 16.8% lower than the individual respondents' ratings for remote service effectiveness. Table 87 summarizes the staff responses to the question.

Table 87

### *Staff Survey: Effectiveness of Remote Services*

<b>Effectiveness of Remote Services</b>	<b>Number</b>	<b>Percent</b>
Extremely effective	2	3.6%
Effective	24	43.6%
Somewhat effective	20	36.4%
Minimally effective	8	14.6%
Not effective at all	1	1.8%
<b>Total</b>	<b>55</b>	<b>100.0%</b>

### *Staff Survey: Narrative Comments Regarding Remote Services*

Respondents were asked an open-ended question regarding the effects of remote service delivery. Thirty-one narrative responses were received.

Narrative comments were read and separated into four categories: pro, pro + con, con, and none. The number of negative comments (n=14) were double the number of positive comments (n=6) and positive/negative comments (n=5). The majority of "con" comments regarding remote services cited topics such as customer lack of technology and lack of technology skills; complications with obtaining electronic signatures and limited customer understanding for using secure share documents; lack of ability to establish a good rapport with customer; limited internet service for the agency and the customers; not any different than using the phone or web based calls; and remote services lessens the follow-through with customers. Positive comments cited allowing staff to work from home; customer convenience; creates consumer option to meet in-person or not; and time efficient for staff when working remotely.

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## Key Informant and Focus Group Interviews

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The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment regarding the needs of individuals with the most significant disabilities, including their need for supported employment:

1. Supported Employment (SE) is a necessary service for people with the most significant disabilities and needs, which IDVR has been successfully providing for many years. Changes due to WIOA and the pandemic have created some challenges in implementing new practices and maintaining trained, effective providers.
2. Supported Employment is considered an effective practice, but there is a need for training to improve the understanding of IDVR staff and providers about the difference between IDVR SE services, Medicaid Waiver Services and Extended Employment Services (EES). The State of Idaho legislature moved EES out from under IDVR over to Health and Human Services. This changes the model and will take some time for all parties to understand.
3. Participants expressed a need to improve the quality of employment outcomes for individuals with the most significant disabilities.
4. Customized Employment (CE) is seen as an important employment strategy for individuals with the most significant disabilities. CE had been piloted but has had challenges in maintaining providers, fidelity and outcomes.
5. The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE and CE) include transportation, job skills, training, job coaching, and soft skills.



## Recommendations

The following recommendations are offered to IDVR based on the results of the research in the Needs of Individuals with the Most Significant Disabilities, including their need for Supported Employment:

1. IDVR is encouraged to recruit for supported employment service providers in the rural areas of the State.
2. IDVR should consider cross-training and emphasized collaboration across systems and providers on SE and specialized supports to increase services and outcomes.
3. IDVR is encouraged to continue efforts regarding training and implementation of CE across multiple positions, regions and CRPs, to increase IDVR's ability to serve people with the most significant needs related to employment.
4. IDVR should continue efforts to improve agency policies and services across Idaho to serve the MSD and SE populations.

## **SECTION THREE: NEEDS OF INDIVIDUALS WITH DISABILITIES FROM DIFFERENT ETHNIC GROUPS, INCLUDING NEEDS OF INDIVIDUALS WHO MAY HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM**

Section Three includes an identification of the needs of individuals with disabilities from different ethnic groups, including needs of individuals who may have been unserved or underserved by IDVR.

### **Recurring Themes Across all Data Collection Methods**

The following themes emerged in the area of the needs of individuals with disabilities from different ethnic groups, including individuals who may have been unserved or underserved by the IDVR:

- The groups most cited as potentially underserved include students with 504 plans, Hispanics, Deaf and Hard of Hearing, homeless, homeschooled youth/dropouts, and those living in rural areas.
- Limited access to services (including internet/remote services) by some groups is magnified if they live in rural areas or are in a low economic family.
- IDVR has demonstrated success in increased outreach and services to students across the State due to the implementation of pre-employment transition services. There was concern that this positive achievement for IDVR does not include students who have less significant disabilities or who are not in special education services in the local school system. The pandemic may have slowed down the outreach and engagement with underserved populations over the three-year period but is trending upwards with continued efforts by IDVR.
- Unemployment rates continue to be high as the lack of participation in the workforce for individuals with disabilities continues to be low. This coincides with poverty rates and other needs across Idaho, resulting in the need for IDVR to consider job-driven training programs and sustainable employment in Idaho's workforce for individuals with disabilities.
- Due to the growth rate in the State of Idaho, IDVR needs to focus on growth and outreach and continue to assess changes to the population and areas of the State with increased needs.
- Many have felt that IDVR staff have lost some of their compassion regarding people from different cultures, gender identity/expression, etc. Several changes (good and bad)

have occurred over the three-year period and prior, requiring IDVR to consider its own culture and how it wants to be perceived by the community and the customers it serves.

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### National, State, and Local Data Related to the Needs of Individuals with Disabilities From Different Ethnic Groups

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#### Race And Ethnicity

An understanding of the local population's ethnic diversity is needed in order to better serve the needs of individuals with disabilities from different ethnic groups residing in the community.

For the purposes of this report, definitions for race and ethnicity are provided. The definitions are taken from the U.S. Census Bureau glossary:

***Race:*** "The U.S. Census Bureau collects race data in accordance with guidelines provided by the U.S. Office of Management and Budget (OMB). The data is collected from respondent self-identification. The racial categories included in the census questionnaire reflect a social definition of race and is not an attempt to define race biologically, anthropologically, or genetically. The categories of the race question include race and national origin or sociocultural groups. The OMB requires that race data be collected for a minimum of five groups: White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or other Pacific Islander. The OMB permits the Census Bureau to use a sixth category - Some Other Race. Respondents may report more than one race."

***Ethnicity:*** "The U.S. Census Bureau adheres to the OMB's definition of ethnicity. There are two minimum categories for ethnicity: Hispanic or Latino and Not Hispanic or Latino. OMB considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race." <https://www.census.gov/glossary/>

#### Race and Ethnicity for the General Population

Data for races and ethnicity is obtained from 2021 American Community Survey one-year and five-year estimates. The race and ethnic demographic averages for each area are calculated by adding population totals for each group and dividing by the total population.

The State averages are below the National averages for race and ethnic diversity in the categories for Hispanics and Latino, Blacks and African American, and Asian.

Those identifying as White alone comprises over 78% of Idaho's population and the state's average is 20.6% higher than the National average of 58.1%. R4's average for White alone is the

lowest in the State (70.4%) and the average is 12.3% higher than the National average. Note that five of R4's eight counties are considered to be over 49.5% urban.

Hispanic and Latinos comprise the largest minority group in the State (13.3%), with an average that is 5.5% lower than the National average. Four regions have over 11.5% of individuals reporting Hispanic or Latino ethnicity. R4's average for individuals of Hispanic/Latino ethnicity exceeds the State average by 5.5%, exceeds the state's urban average by 3.2%; and exceeds the other region averages by up to 20.3%.

The state's average for Asians (1.4%) is significantly lower than the National average by 4.2 percentage points. The region with the highest percentage rate of Asian residents is RTV (1.8%).

The National average for Black or African Americans is almost 12% and the State of Idaho's average is significantly lower than the National average as Blacks comprise less than one percent of Idaho's population. RTV has the highest average of Black Americans in the State (1%).

Two regions, R2 and R5, have rates for individuals affiliating with American Indian or Alaskan Native race categories that exceed the National averages. R2 has the highest rate of individuals reporting in the American Indian and Alaska Native (3.1%) categories, which is higher than the National average by roughly 2.5%. Table 88 contains the information regarding the race and ethnic diversity of Idaho.

Table 88

*Race and Ethnicity in Idaho*

Area	Total population	Hispanic or Latino (of any race)	White alone	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Two or more races
U.S.	331,893,745	18.8%	58.1%	11.8%	0.5%	5.7%	0.2%	4.3%
U.S. -- Urban	265,980,172	21.5%	52.9%	13.4%	0.3%	6.7%	0.2%	4.4%
U.S. -- Rural	65,913,573	8.2%	78.9%	5.7%	1.2%	1.5%	0.1%	4.0%
Idaho	1,900,923	13.3%	78.7%	0.7%	0.7%	1.4%	0.1%	4.4%
ID Urban	1,303,689	14.6%	77.1%	0.9%	0.4%	1.6%	0.1%	4.4%

Area	Total population	Hispanic or Latino (of any race)	White alone	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Two or more races
ID Rural	597,234	10.3%	82.0%	0.2%	1.3%	0.8%	0.1%	4.6%
R1	249,397	4.7%	88.8%	0.3%	1.2%	0.7%	0.2%	3.7%
R2	110,110	4.4%	87.1%	0.6%	3.1%	1.3%	0.1%	3.3%
RTV	830,215	14.2%	78.7%	1.0%	0.5%	1.8%	0.2%	3.2%
R4	204,589	24.7%	70.4%	0.4%	0.5%	0.9%	0.1%	2.8%
R5	173,636	12.3%	80.6%	0.4%	2.7%	1.0%	0.1%	2.8%
R6	243,670	11.7%	84.2%	0.3%	0.4%	0.8%	0.1%	2.3%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates; 2021 ACS 5-Year Estimates

### Race and Ethnicity and Poverty for the General Population

Poverty as related to race or ethnicity is calculated by the U.S. Census Bureau for the total population. The categories with the highest poverty rates have significantly lower populations in the State. Statewide, urban and rural rates were not available from the Census Bureau for Native Hawaiian and Other Pacific Islanders. Individual county data was included when calculated to produce poverty rates based on race and ethnicity for VR service regions. Note the same for Blacks and Asians in rural Idaho. Although the poverty levels are calculated for the entire population based on race and ethnicity, the data is important for understanding the impact of poverty, and race and ethnicity when addressing the VR needs of customers.

Table 89 identifies the percentage of individuals living below poverty levels in the Nation and the State. Table 90 contains the calculated rates for the VR service regions.

Table 89

*Race/Ethnicity and Poverty: United States and Idaho*

<b>Race/Ethnicity</b>	<b>United States</b>	<b>U.S. Urban</b>	<b>U.S. Rural</b>	<b>Idaho</b>	<b>Idaho Urban</b>	<b>Idaho Rural</b>
White alone	9.8%	9.9%	9.5%	10.2%	11.3%	8.0%
Black or African American alone	21.8%	21.9%	20.7%	27.6%	29.1%	N
American Indian and Alaska Native alone	21.4%	19.0%	26.8%	22.9%	28.4%	16.0%
Asian alone	10.2%	10.3%	7.3%	12.1%	13.8%	N
Native Hawaiian and Other Pacific Islander alone	17.6%	17.4%	20.0%	N	N	N
Two or more races	15.4%	15.5%	14.6%	12.5%	12.6%	12.2%
Hispanic or Latino origin (of any race)	17.5%	17.7%	16.1%	12.4%	12.9%	11.0%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Table 90

*Race/Ethnicity and Poverty: Regions*

	<b>R1</b>	<b>R2</b>	<b>RTV</b>	<b>R4</b>	<b>R5</b>	<b>R6</b>
White alone	10.1%	13.9%	9.4%	12.2%	10.5%	12.2%
Black or African American alone	21.1%	19.4%	26.4%	36.1%	17.6%	7.5%
American Indian and Alaska Native alone	27.8%	16.4%	26.7%	7.4%	36.3%	21.5%
Asian alone	14.4%	34.1%	13.0%	18.8%	9.5%	16.7%
Native Hawaiian and Other Pacific Islander alone	15.1%	33.3%	28.5%	31.5%	40.4%	81.2%
Two or more races	16.2%	21.0%	9.4%	17.2%	14.4%	17.0%
Hispanic or Latino origin (of any race)	13.4%	23.3%	14.7%	21.0%	14.9%	18.3%

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

### Race and Ethnicity and Educational Attainment for the General Population

The VR customers' educational attainment impacts the vocational choices available to them. The U.S. Census Bureau collects data on educational attainment, race and ethnicity. Tables 91 and 92 contain averages for educational attainment at the high school and bachelor's degree level in each race and ethnic category for the population 25 years and over in the Nation, State, and regions, including the urban and rural averages.

Table 91

*Race/Ethnicity and Educational Attainment: United States and Idaho*

Race/Ethnicity	United States		Idaho	
	High school graduate or higher	Bachelor's degree or higher	High school graduate or higher	Bachelor's degree or higher
White alone	93.5%	38.3%	93.9%	32.4%
Black alone	88.0%	24.9%	70.3%	25.6%
American Indian or Alaska Native alone	77.5%	16.1%	86.8%	20.2%
Asian alone	87.8%	56.4%	85.9%	48.4%
Native Hawaiian and Other Pacific Islander alone	88.0%	18.2%	N	N
Two or more races	80.6%	27.0%	81.5%	21.1%
Hispanic or Latino Origin	72.4%	19.7%	68.9%	14.6%
Race/Ethnicity	United States -- Urban		Idaho -- Urban	
	High school graduate or higher	Bachelor's degree or higher	High school graduate or higher	Bachelor's degree or higher
White alone	94.1%	42.0%	94.2%	34.7%
Black alone	88.4%	25.4%	68.5%	26.0%
American Indian or Alaska Native alone	75.6%	17.0%	86.1%	26.0%
Asian alone	87.6%	56.3%	83.7%	50.4%
Native Hawaiian and Other Pacific Islander alone	87.8%	17.7%	N	N
Two or more races	80.3%	27.5%	81.6%	20.9%
Hispanic or Latino Origin	72.3%	19.7%	68.9%	15.0%

Race/Ethnicity	United States -- Rural		Idaho -- Rural	
	High school graduate or higher	Bachelor's degree or higher	High school graduate or higher	Bachelor's degree or higher
White alone	91.8%	28.0%	93.3%	27.7%
Black alone	84.3%	19.9%	N	N
American Indian or Alaska Native alone	82.0%	13.9%	87.6%	14.1%
Asian alone	90.7%	57.8%	94.5%	40.1%
Native Hawaiian and Other Pacific Islander alone	89.6%	23.5%	N	N
Two or more races	82.6%	23.6%	81.2%	21.4%
Hispanic or Latino Origin	73.7%	19.4%	68.9%	13.3%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Table 92  
Race/Ethnicity and Educational Attainment: VR Service Regions

Race/Ethnicity	Degree level and higher	R1	R2	RTV	R4	R5	R6
White alone	HS graduate+	92.7%	93.9%	93.9%	86.9%	93.5%	94.1%
	Bachelor's degree+	25.1%	30.0%	33.8%	23.9%	25.0%	32.0%
Black alone	HS graduate+	94.1%	97.9%	80.9%	99.7%	87.0%	94.9%
	Bachelor's degree+	20.2%	26.0%	25.2%	29.5%	12.1%	13.8%
American Indian/Alaska Native alone	HS graduate+	81.4%	94.0%	80.6%	86.1%	80.8%	68.7%
	Bachelor's degree+	6.8%	19.2%	19.1%	11.3%	9.9%	16.4%
Asian alone	HS graduate+	85.0%	97.6%	88.6%	68.8%	85.7%	94.6%
	Bachelor's degree+	32.8%	41.6%	50.7%	23.5%	48.6%	40.6%
Native Hawaiian/Other Pacific Islander alone	HS graduate+	95.7%	100.0%	91.7%	100.0%	89.8%	100.0%
	Bachelor's degree+	4.7%	23.1%	34.1%	34.1%	0.0%	15.0%
Two or more races	HS graduate+	94.1%	92.8%	86.3%	70.1%	84.6%	86.3%
	Bachelor's degree+	28.0%	26.6%	26.8%	13.2%	22.7%	24.8%



Race/Ethnicity	Degree level and higher	R1	R2	RTV	R4	R5	R6
Hispanic/Latino	HS graduate+	89.3%	82.0%	69.5%	55.5%	70.1%	65.9%
	Bachelor's degree+	15.8%	21.5%	15.7%	7.8%	9.8%	14.0%

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

### Race and Ethnicity and Disability

The U.S. Census collects data on disability among race and ethnic categories for the total civilian noninstitutionalized population (TCNP). Consider the race and ethnic category's population size in relation to the percentage of individuals reporting a disability. Table 93 identifies the estimated average rates of disability among categories for the Nation and the State. Table 94 contains data for the VR service regions.

Table 93

*Race/Ethnicity and Percent with Disability: U.S. and Idaho*

Race or Ethnicity	United States	U.S. Urban	U.S. Rural	Idaho	Idaho Urban	Idaho Rural
White alone	14.0%	13.6%	14.9%	14.2%	14.2%	14.2%
Black or African American alone	14.5%	14.2%	16.8%	8.5%	8.8%	N
American Indian and Alaska Native alone	15.1%	14.2%	17.2%	16.0%	13.1%	19.7%
Asian alone	7.8%	7.8%	7.1%	7.4%	7.2%	8.1%
Native Hawaiian and Other Pacific Islander alone	12.9%	12.7%	15.5%	N	N	N
Two or more races	11.0%	10.7%	13.3%	12.8%	13.0%	12.2%
Hispanic or Latino (of any race)	9.9%	9.9%	9.9%	10.2%	10.0%	10.7%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Table 94  
*Race/Ethnicity and Disability: Regions*

Race/Ethnicity and Disability	Percent with a disability					
	R1	R2	RTV	R4	R5	R6
White alone	15.9%	16.8%	12.8%	14.2%	15.1%	12.3%
Black or African American alone	31.9%	6.9%	9.4%	10.4%	3.1%	8.1%
American Indian and Alaska Native alone	14.3%	17.7%	17.3%	25.3%	20.1%	9.5%
Asian alone	18.8%	5.9%	7.9%	11.5%	10.2%	11.6%
Native Hawaiian and Other Pacific Islander alone	18.7%	50.5%	6.8%	24.5%	14.4%	2.7%
Two or more races	19.5%	13.8%	11.1%	7.4%	17.2%	12.5%
Hispanic or Latino (of any race)	10.1%	12.1%	9.5%	7.6%	13.8%	10.7%

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

### **Race/Ethnicity, Disability, and Poverty Rates**

The 2023 Annual Disability Statistics Supplement published data on poverty, disability, race, and ethnicity for the total population. The trends were produced using data from the Current Population Survey-Annual Social and Economic Supplement (which is distributed annually in March) and the 2021 American Community Survey. Table 95 presents population raw numbers, percentage rates, and the differences (gaps) between the poverty rates for individuals with disabilities and individuals without disabilities for five race and ethnic categories in the U.S. and Idaho. The most significant poverty rate and gap of difference between individuals with and without disabilities is noted in the Asian population of Idaho, which includes Native Hawaiians and Other Pacific Islanders. It is worth noting that the outlier gap in Idaho is somewhat suspect since the estimate of Asians living in poverty in Idaho is vastly over inflated beyond the national comparison statistic (and all other subgroups), consequently the smallest expected poverty gap across race/ethnicity based on national statistics is shown to be the largest in Idaho. While noteworthy, this result is far more likely the result of errors within estimates than actual conditions on the ground in Idaho. Traditionally this table of the compendium is highly volatile for Idaho due to the homogeneous racial and ethnic composition of the population.

Table 95  
*Race/Ethnicity, Disability, and Poverty Rates: U.S. and Idaho*

Race/Ethnicity, Disability, and Poverty							
United States							
	With Disabilities in Poverty			Without Disabilities in Poverty			
Race/Ethnicity	Total w/Disability	Poverty		Total w/o disability	Poverty		GAP
		Count	Percent		Count	Percent	
White	27,016,547	4,756,567	17.6	163,082,331	15,476,795	9.5	8.1
Black	5,522,115	1,692,472	30.6	32,530,825	7,053,309	21.7	8.9
Asian	1,454,941	254,780	17.5	17,360,003	1,876,824	10.8	6.7
Other Race	2,439,380	633,005	25.9	15,742,813	2,392,273	15.2	10.7
Hispanic	6,169,016	1,544,545	25	55,624,807	9,908,632	17.8	7.2
Idaho							
	With Disabilities in Poverty			Without Disabilities in Poverty			
Race/Ethnicity	Total w/Disability	Poverty		Total w/o Disability	Poverty		GAP
		Count	Percent		Count	Percent	
White	218,224	34,677	15.9	1,262,188	126,486	10	5.9
Black	989	373	37.7	12,403	4,393	35.4	2.3
Asian	2,154	1,252	58.1	24,357	3,034	12.5	45.6
Other Race	18,567	3,207	17.3	90,964	14,584	16	1.3
Hispanic	23,181	4,111	17.7	226,715	32,701	14.4	3.3

Source: Paul, S., Rogers, S., Bach, S., & Houtenville, A.J. (2023). Annual Disability Statistics Supplement: 2023. Durham, NH: University of New Hampshire, Institute on Disability.

**United States Department of Labor Annual Labor Force Statistics by Disability Status and Race/Ethnicity**

The U.S. Department of Labor in collaboration with (ODEP) published 2022 Annual Labor Force Statistics by disability status, race and ethnicity. Statistics provided include the labor force participation rate, employment-to-population ratio, and unemployment rate by disability status and race/ethnicity for ages 16 to 64 years. Table 96 contains the annual 2022 data.

Table 96

2022 Annual Labor Force Statistics by Disability Status and Ethnicity

<b>2022 Annual Labor Force Statistics by Disability Status and Race/Ethnicity</b>						
<b>Persons with a Disability, Aged 16-64, 2022</b>						
	<b>Hispanic</b>	<b>White</b>	<b>Black</b>	<b>Asian</b>	<b>Other</b>	<b>Total</b>
<b>Labor Force Participation Rate</b>	38.3%	39.7%	29.7%	40.6%	35.4%	37.8%
<b>Employment-Population Ratio</b>	34.4%	37.0%	26.0%	37.9%	30.7%	34.7%
<b>Unemployment Rate</b>	10.1%	6.7%	12.4%	6.7%	13.2%	8.2%
<b>Persons without a Disability, Aged 16-64, 2022</b>						
	<b>Hispanic</b>	<b>White</b>	<b>Black</b>	<b>Asian</b>	<b>Other</b>	<b>Total</b>
<b>Labor Force Participation Rate</b>	74.5%	79.0%	75.2%	74.5%	73.4%	77.1%
<b>Employment-Population Ratio</b>	71.5%	76.8%	70.7%	72.4%	69.4%	74.4%
<b>Unemployment Rate</b>	4.1%	2.8%	5.9%	2.8%	5.4%	3.5%

Source: Current Population Survey, Bureau of Labor Statistics and <https://www.dol.gov/agencies/odep/research-evaluation/statistics>

Notes: The category labelled "Other" combines the three categories of American Indian and Alaska Native, Hawaiian and Pacific Islander, and multiple races; all categories after Hispanic are limited to non-Hispanics.

### University of New Hampshire Disability Statistics – Employment by Disability Type and Race/Ethnicity

The University of New Hampshire Institute on Disability prepared statistics for state-level employment by disability type, race and ethnicity. The categories include non-institutionalized civilians ages 16 to 64, male and female, from all education levels. No data was available for Black and African Americans due to the limited count available from the small population size of Blacks in Idaho. Data suggests that access to employment is available to six of the seven ethnic groups in Idaho.

Table 97

*2021 Idaho Employment by Race/Ethnicity and Disability Type for Non-institutionalized Population Ages 16-64*

Idaho Employment by Disability Type and Race/Ethnicity Ages 16 to 64	Percent Employed by Disability Type						
	Any	Visual	Hearing	Ambulatory	Cognitive	Self-care	Independent Living
White, non-Hispanic	46.8%	62.4%	60.2%	31.1%	40.0%	14.6%	20.3%
Black/African American, non-Hispanic	--	--	--	--	--	--	--
American Indian and Alaskan Native, non-Hispanic	42.5%	92.2%	55.6%	26.9%	36.4%	--	--
Asian, non-Hispanic	33.1%	--	24.2%	12.3%	25.4%	--	--
Native Hawaiian and Other Pacific Islander, non-Hispanic	81.1%	--	--	--	--	--	--
Some Other Race, non-Hispanic	58.3%	67.0%	77.3%	40.2%	45.4%	20.9%	24.5%
Hispanic/Latino	62.8%	--	77.0%	36.9%	50.8%	55.4%	32.5%

Source: 2021 American Community Survey, 1-year estimates; prepared by Stacia Bach/Megan Henly ---- Disability Statistics at UNH

**Agency-Specific Data Related to the Needs of  
Individuals with Disabilities From Different Ethnic Groups**

The project team gathered general data from IDVR on all individuals served by race and ethnicity. Tables 98 and 99 contain this information.

Table 98

*Select Race/Ethnicity and Caseload Statistics IDVR PYs 2019-2021*

Item	Race/Ethnicity								
	White			American Indian			Hispanic/Latino		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total number of cases served	7572	6466	5946	309	244	241	710	608	589
Percent of total	96%	95%	94%	4%	4%	4%	9%	9%	9%
Applications	2735	2377	2292	114	83	100	242	218	257
Percent of total	95%	94%	93%	4%	3%	4%	8%	9%	10%
Plans developed	1879	1398	1516	71	49	48	158	113	151
Percent of total	95%	94%	94%	4%	3%	3%	8%	8%	9%
Number of customers in training	1319	1176	1132	52	40	41	118	116	128
Percent of total	97%	96%	95%	4%	3%	3%	9%	9%	11%
Employment rate at exit	35.04%	33.32%	41.48%	31.17%	27.94%	34.85%	28.19%	27.18%	42.76%
Median wages of all exited participants	\$4,056.16	\$4,185.51	\$4,474.00	\$4,111.15	\$4,440.87	\$4,031.29	\$4,509.99	\$4,787.02	\$4,774.95

Table 99

*Select Race/Ethnicity and Caseload Statistics IDVR PYs 2019-2021*

Item	Race/Ethnicity								
	Native Hawaiian/Pacific Islander			Asian			African American		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total number of cases served	50	44	61	99	96	97	157	155	158
Percent of total	1%	1%	1%	1%	1%	2%	2%	2%	3%
Applications	16	17	27	31	34	35	64	60	63
Percent of total	1%	1%	1%	1%	1%	1%	2%	2%	3%
Plans developed	10	10	14	33	23	28	39	29	38
Percent of total	1%	1%	1%	2%	2%	2%	2%	2%	2%
Number of customers in training	7	9	9	11	15	19	25	28	30
Percent of total	1%	1%	1%	1%	1%	2%	2%	2%	3%
Employment rate at exit	42.86%	33.33%	35.71%	54.17%	31.03%	31.58%	21.88%	18.18%	37.21%
Median wages of all exited participants	\$6,758.67	\$3,305.25	\$3,278.00	\$2,407.84	\$2,817.36	\$3,278.00	\$2,864.19	\$4,318.42	\$3,103.99

The data indicates that the rate of White applicants and number served remained consistent over the three-year period, while also exceeding all other ethnicity groups. The rate of Hispanic/Latinos and American Indians were the next highest groups served, but at a much lower rate, and remained consistent over the three-year period.

With few exceptions, the employment rate of each group increased by 2021, which is consistent with the trend in the overall IDVR population. The employment rates for Native Hawaiians/Pacific declined by over seven percent by 2021 and Asians declined by almost 23% by 2021 over the three-year period. It is important to note that the total number served in each of these groups can affect larger fluctuations in the rate. (Higher volatility is an inherent issue when analyzing the smaller numbers found with minority populations in Idaho.) Median earnings remained consistent for the largest ethnicity groups but had slight to moderate variations in the smaller ethnicity groups. IDVR may want to analyze the cause of this decrease further as it is challenging to analyze without more data (e.g., hourly rates, hours worked).

Lastly, Whites and Hispanics were the only groups accessing education and training opportunities above four percent, with White individuals constantly upwards of 100%. The rest of the groups accessing education and training are between 1-4% of the total. IDVR may want to analyze this data to understand discrepancy among groups and learn of effective best practices resulting in education and training, higher wages, and employment rates to improve these rates across the State and ethnicity groups.

It should be noted that the data only reflects individual ethnicity groups though some customers fall under more than one category.

In order to provide IDVR with information to determine if any ethnicities may be potentially underserved by the organization, the project team compared the rates of each ethnicity type in Idaho with their appearance in the overall population of individuals served by IDVR. Table 100 contains this information.

Table 100  
*Race and Ethnicity Service Rate Comparison of Idaho with IDVR Customers*

<b>Race</b>	<b>Percent of all served by IDVR 2021</b>	<b>Percent in Idaho ACS 1-Year 2022</b>	<b>Difference (negative notes underserved)</b>
White	94.0%	91.4%	2.6%
Black or African American	2.0%	1.5%	0.5%
American Indian and Alaska Native	4.0%	3.2%	0.8%



Race	Percent of all served by IDVR 2021	Percent in Idaho ACS 1-Year 2022	Difference (negative notes underserved)
Native Hawaiian or Pacific Islander	1.0%	0.4%	0.6%
Asian	2.0%	2.6%	-0.6%
<b>Ethnicity</b>			
Hispanic/Latino	9.00%	13.5%	-4.50%

<https://data.census.gov/table/ACSDP1Y2022.DP05?q=DP05&g=040XX00US16>

The data indicates that the rate of Hispanic/Latino customers served by IDVR is lower than Idaho's rate within the population by 4.5%, indicating the largest disparity of any minority population listed and a growing concern for IDVR. Additionally, service rates for white customers indicate an overservice of 2.6%. Overall, the rest of the racial categories are within 1% of expectations. Note that the sum of races served for IDVR and the ACS data are in excess of 100% due to rounding and the inclusion of two or more races. It will be important for IDVR to regularly review the diversity composition of their customers and consider strategies to increase access and service to diverse populations, especially considering the growth Idaho is experiencing. Further analysis of outreach and service delivery by race is problematic due to low population percentages in remaining categories; however, Table 100 presents data for race alone or in combination with one or more other races from latest available ACS Demographic and Housing Estimates (DP05), which best aligns with IDVR's internally available data.

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## Survey Results by Type

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### Individual Survey Results

#### Individual Survey: Race and Ethnicity

Individuals were asked to report their primary race or ethnic group.

The number of respondents who answered the question regarding ethnicity was 548. The majority of respondents identified as Caucasian/White. Hispanic/Latinos respondents accounted for roughly 8.5% of the 548 respondents. Note the ranking order of the results in Table 101 that represents the ethnicity of the respondents compared to the ranking order and percentage rates of the state's ethnic demographic category ranking based on the U.S. Census Bureau data from 2021.

Table 101

**Individual Survey: Race or Ethnic Group – Matt HELP**

Primary Race	Number	Percent	2021 Census Data
Caucasian/White	453	82.7%	86.5%
I prefer not to answer	30	5.5%	--
American Indian or Alaska Native	15	2.7%	0.7%
Other (please describe)	14	2.6%	10.0%
African American/Black	8	1.5%	0.7%
Asian	7	1.3%	1.4%
Native Hawaiian or Other Pacific Islander	2	0.4%	0.2%
<b>Ethnicity</b>			
Hispanic/Latino	46	8.4%	12.9%
<b>Total</b>	<b>575</b>		

**Individual Survey: Preferred Language for Communication**

Individuals were asked a question regarding their preferred language for communication. Slightly more than 97% of the 461 respondents who answered the question cited English as their preferred language. The language types were submitted in narrative format by respondents, and the results are contained in table 102.

Table 102

**Individual Survey: Preferred Language for Communication**

Language Preference	Number	Percent
English	448	97.2%
American Sign Language	6	1.3%
Other (please identify)	3	0.7%
Spanish	2	0.4%
English & American Sign Language	1	0.2%
English & Spanish	1	0.2%
Japanese	0	0.0%
Chinese	0	0.0%
<b>Total</b>	<b>461</b>	<b>100.0%</b>

## Individual Survey: Cultural Identity

Individuals were asked a series of questions regarding cultural identity.

Individuals were asked a yes-no question about whether or not IDVR honors and respects their cultural identity. Less than two percent of respondents reported that IDVR does not honor nor respect their cultural identity. The results are found in Table 103.

Table 103

### *Individual Survey: Honor and Respect Cultural Identity*

<b>Honor Respect Cultural ID</b>	<b>Number</b>	<b>Percent</b>
Yes	442	80.8%
No	7	1.3%
I don't know	98	17.9%
<b>Total</b>	<b>547</b>	<b>100.0%</b>

Individuals were asked a subsequent yes-no question: "Have you ever been in a situation when you felt that IDVR did not honor your cultural identity?" A total of 538 respondents answered the question. The number of respondents who answered this question is nine less than the previous Table 103.

Inconsistency is noted when comparing the results of this question to the results indicated in the previous Table 103. Double the number of respondents indicated that IDVR did not respect their cultural identity in response to this question than noted in the previous table. Of the 10 narrative responses received, seven cited specific incidents of disrespect, which matches the number of respondents who answered "no" to the previous question. Two narrative responses indicated "not sure" and "I do not know what 'cultural identity' is." Content analysis of the remaining quotes from the item "yes, please describe" that contained specific incidents of cultural disrespect are classified into two categories and are detailed in Table 105. Detailed information of the yes-no results is found in Table 105.

Table 104

### *Individual Survey: Situation IDVR Did Not Honor Culture ID*

<b>IDVR Not Honor Cultural ID</b>	<b>Number</b>	<b>Percent</b>
Yes (please describe)	14	2.6%
No	524	97.4%
<b>Total</b>	<b>538</b>	<b>100.0%</b>

Table 105  
*Individual Survey: Incidents of Cultural Disrespect*

Incidents of Cultural Disrespect	
<b>Comments Noting IDVR Staff</b>	<i>"I felt judged when asking for help based on appearance"</i>
	<i>"I was placed in a caseload at probation and parole, and I was not on probation and parole"</i>
	<i>"I'm a transgender person and they had a really hard time with my name and pronouns, and I got a lot of bad looks and side comments"</i>
	<i>"My first interaction I was treated poorly and denied services, my 2nd interaction my case worker was unorganized and do not listen to my needs and I was unable to continue school do to it"</i>
	<i>"Not providing a sign language interpreter"</i>
<b>Comments Noting IDVR Referrals/ Other</b>	<i>"In an incident with the trucking place where I was arrested because of it. The arrest and charge were dismissed"</i>
	<i>"Not IDVR per se, but someone they hired to help me laughed at a story I told about something that distressed me. I requested a new worker"</i>

The final question related to cultural identity presented to individual survey respondents was an open-ended question that asked, "What can IDVR do to help its staff understand your culture?" 17 narrative responses were received. Seven items contained phrases similar to "yes," "no," "nothing," "unknown," and "I don't know." Remaining quotes are provided in Table 106 as the content analysis revealed three key topics.

Table 106  
*Individual Survey: Helping IDVR Staff Understand Culture*

Helping IDVR Staff Understand Culture	
<b>Caring and Compassion</b>	<i>"Actually care again. The staff I dealt with had been in it so long and have heard so much they don't care to stop, listen, and care anymore."</i>
	<i>"IDVR does not care about helping"</i>
	<i>"Notifying staff that disabilities are not always about how a person looks"</i>
	<i>"You need to teach your people about who is actually coming in for your services. You need compassion"</i>
<b>Supports for Respecting Culture</b>	<i>"Alot more"</i>
	<i>"Assist with obtaining the funding needed for school"</i>
	<i>"Communication"</i>
	<i>"Provide a sign language interpreter"</i>

Helping IDVR Staff Understand Culture	
<b>Culture ID</b>	<i>"I don't let my 'culture' affect anything"</i>
<b>Irrelevant</b>	<i>"This is a really dumb question"</i>

### Community Partner Survey Results

#### Partner Survey: Barriers to Employment Goals – Minorities

Partners were provided a list of 20 barriers and asked to identify the barriers to achieving employment goals for customers who were racial or ethnic minorities. There was no limit to the number of items a partner could choose. Thirty-two partner respondents answered the question.

Three items were selected by almost 59.5% of the partners as a barrier to achieving employment goals for minorities (not having job skills; language barriers; little or no work experience). The items that tied for the fourth position were selected by roughly 56% of partners. The comments, "lack of available CRP support staff due to insufficient rates" and "no different than anyone else in our region" were written in the narrative comments in response to the item "other, please describe." Table 107 details the results to this question.

Table 107

*Partner Survey: Barriers to Achieving Employment Goals - Minorities*

Barriers to Employment Goals - Minorities	Number of times chosen	Percent of number of respondents
Not having job skills	19	59.4%
Language barriers	19	59.4%
Little or no work experience	19	59.4%
Not having education or training	18	56.3%
Lack of reliable transportation	18	56.3%
Employers' perceptions about employing individuals with disabilities	16	50.0%
Disability-related transportation issues	16	50.0%
Not having job search skills	15	46.9%
Poor social skills	14	43.8%
Housing issues	10	31.3%
Not having disability-related accommodations or assistive technology	9	28.1%
Mental health issues	9	28.1%

Barriers to Employment Goals - Minorities	Number of times chosen	Percent of number of respondents
Lack of help with disability-related personal care	8	25.0%
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	8	25.0%
Substance abuse issues	7	21.9%
Childcare issues	7	21.9%
Not enough jobs available	4	12.5%
Other (please describe)	3	9.4%
Other health issues	2	6.3%
Convictions for criminal offenses	2	6.3%
<b>Total</b>	<b>223</b>	

### Staff Survey Results

#### Staff Survey: Barriers to Employment Goals – Minorities

Staff were presented a list of 20 items and asked to identify the barriers to achieving employment goals for customers who were racial or ethnic minorities. There was no limit to the number of items staff could choose.

Staff and partners differed slightly in their ranking order of top five barriers that prevent customers who are racial or ethnic minorities from achieving their employment goals. Forty-two staff survey respondents answered the question, and almost 71.5% of staff selected "language barriers" as the top barrier to achieving employment goals for those who are minorities. "Not having education or training," "not having job skills," and "lack of reliable transportation" rounded out the top four most frequently cited responses by staff. Differences between staff and partner lists include staff cited "mental health issues," "convictions for criminal offenses," and "housing" more frequently than partners; staff ranked "employers' perceptions" and "poor social skills" less often than partners.

Table 108

*Staff Survey: Barriers to Employment Goals – Minorities*

Barriers to Employment Goals - Minorities	Number of times chosen	Percent of number of respondents
Language barriers	30	71.4%
Not having education or training	22	52.4%
Not having job skills	21	50.0%

<b>Barriers to Employment Goals - Minorities</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>
Lack of reliable transportation	21	50.0%
Not having job search skills	20	47.6%
Little or no work experience	18	42.9%
Mental health issues	12	28.6%
Housing issues	11	26.2%
Employers' perceptions about employing individuals with disabilities	9	21.4%
Substance abuse issues	7	16.7%
Poor social skills	7	16.7%
Disability-related transportation issues	6	14.3%
Childcare issues	6	14.3%
Convictions for criminal offenses	6	14.3%
Other health issues	5	11.9%
Not having disability-related accommodations	3	7.1%
Lack of help with disability-related personal care	3	7.1%
Other (please describe)	3	7.1%
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	2	4.8%
Not enough jobs available	1	2.4%
<b>Total</b>	<b>213</b>	

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## Key Informant and Focus Group Interviews

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The following themes emerged in the needs of individuals with disabilities from different ethnic groups, including individuals who have been potentially unserved or underserved by Idaho IDVR:

1. There were a variety of themes in Idaho related to underserved populations by IDVR, depending on the lens of the individual. This list includes an assortment of possibilities that may rise as potential areas of risk:
  - a. Students with 504 plans (including students with less significant disabilities);
  - b. Hispanic (e.g., migrant farm workers, non-English speaking);
  - c. Deaf and Hard of Hearing;
  - d. Homeless or at risk of becoming homeless;
  - e. Juvenile Justice Services;
  - f. Undocumented and homeschooled students; and
  - g. Rural and remote communities.
2. Though IDVR is accustomed to serving the rural areas of the State, many concerns were discussed related to the lack of access and ability to serve the above list of high-risk populations in the more remote communities. This challenge becomes even more difficult for individuals who are hesitant to leave their small communities for services or employment opportunities.
3. IDVR has demonstrated success in increased outreach and services to students across the State due to the implementation of Pre-ETS. There was concern that this positive achievement for IDVR does not include students who have less significant disabilities or who are not in special education services in the local school system.
4. Training IDVR staff and partners on cultural diversity and various disability and ethnic groups was commonly expressed as a need.
5. It was recommended that IDVR hire Spanish speaking counselors and provide more material in Spanish and other prevalent languages in the State. This includes surveys, letters, communications, in addition to any other material already available in Spanish.



## Recommendations

The following recommendations are offered to IDVR based on the results of the research in the Needs of Individuals with Disabilities from Different Ethnic Groups, including needs of Individuals who have been Unserved or Underserved by the Program area:

1. IDVR should consider focusing efforts on students and youth with disabilities who are not traditionally known to the agency through collaboration with special education services. Consider an increase in marketing and outreach to mainstream educators, 504 coordinators, school counselors, school nurses, and pediatric medical providers in the community. With these outreach efforts, IDVR should continue to provide the appropriate level of pre-employment transition services that offer a variety of services to meet their needs.
2. IDVR is encouraged to provide training and support to staff in learning about and serving low incidence populations and disability groups, including those who may be affected by other socioeconomic limitations, comorbid functional limitations, gender identify/expression, or geographical challenges.
3. IDVR should increase outreach efforts to diverse populations even though the numbers may be low in Idaho. Increased marketing could assist IDVR in finding individuals with disabilities living in Idaho who are not known to the agency. These efforts should be coupled with the provision of training and support to staff and CRPs to serve these low incidence populations effectively.
4. IDVR should consider analyzing employment rate, education and training involvement, and wage discrepancies amongst ethnicity groups to develop effective strategies to increase the quality of employment outcomes for these individuals.
5. Due to the growth rate in the State of Idaho, IDVR needs to focus on growth and outreach and continue to assess changes to the population and areas of the State with increased needs.
6. Consider areas that IDVR could expand to meet the needs of more of these underserved populations (e.g., Spanish speaking counselors, Spanish material).

## **SECTION FOUR: NEEDS OF YOUTH WITH DISABILITIES IN TRANSITION**

The reauthorization of the Rehabilitation Act under WIOA places a greater emphasis on the provision of transition services to youth and students with disabilities, especially their need for pre-employment transition services (Pre-ETS). The Final Rule for 34 CFR 361 indicates that the CSNA must include an assessment of the needs of youth and students with disabilities in the State, including their need for Pre-ETS. This section contains information about the rehabilitation needs of transition-age youth with disabilities (14 to 24) and the needs of students with disabilities (14 to 21) for Pre-ETS.

### **Recurring Themes Across all Data Collection Methods**

- Overall, IDVR has successfully implemented pre-employment transition services and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences have been a particular strength of pre-employment transition services developed through contracts across the State.
- Although the implementation of pre-employment transition services has been successful, IDVR has been continuously evolving to meet the increasing demands of students, educators, and families across the State to ensure that there are adequate resources available to meet the demand. The addition of Area Transition Counselors is an example of these efforts to continue growth and excellent service provision.
- IDVR has implemented services to meet the needs of students with the most significant disabilities. Youth with less significant disabilities (e.g., specific learning disabilities) need to have access to IDVR services, with varying levels of support to meet their specific needs. These include disability-related services, training and educational opportunities and support, work readiness and job exploration skills.
- For the most part, relationships with educators have greatly increased, though turnover and the pandemic create ongoing challenges. However, there seems to be a continued lack of understanding and support by parents, indicating a need for IDVR to increase direct communication with parents and families of students and youth with disabilities served by the organization.
- IDVR should continue efforts to create work-based learning opportunities where youth can gain hands-on experience and prepare for life after transition, financial literacy/independence, postsecondary education and independent living skills.

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## National, State, and Local Data Related to the Needs of Individuals in Transition

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### Youth Data

VR services for youth with disabilities enables individuals to pursue meaningful employment that corresponds with their abilities and interests. This section contains various statistics regarding the general trends of youth and youth with disabilities in the Nation and Hawaii.

#### Educational Attainment: Ages 18 to 24 Years

The rates for individuals (ages 18 to 64) whose highest level of educational attainment is a high school graduate or equivalent in Idaho (including urban and rural areas) are higher than the National averages, and the differences are between 4.5 to 6 percentage points. The bachelor's degree attainment rates for the same age group in Idaho (including urban and rural Idaho) are roughly 5 to 6 percentage points lower than the National averages.

Region 4 has the highest rate of youth for whom high school graduation was their highest level of educational attainment (44.7%) and the lowest percentage of youth who attained at least a bachelor's degree (3.6%).

Table 109 contains Educational Attainment rates for ages 18 to 24 years, which includes high school graduation rates and bachelor's degree achievement.

Table 109

#### *Educational Attainment: Ages 18 to 24 Years*

	Less than high school graduate	High school graduate (includes equivalency)	Some college or associate degree	Bachelor's degree or higher
<b>U.S.</b>	11.7%	34.8%	40.7%	12.8%
<b>U.S. -- Urban</b>	10.9%	33.8%	41.7%	13.5%
<b>U.S. -- Rural</b>	15.6%	40.4%	35.2%	8.9%
<b>Idaho</b>	13.3%	40.8%	39.2%	6.7%
<b>Idaho -- Urban</b>	13.6%	39.6%	39.2%	7.6%
<b>Idaho -- Rural</b>	12.1%	44.9%	39.4%	3.6%
<b>R1</b>	17.8%	43.5%	34.7%	4.0%
<b>R2</b>	8.9%	24.9%	55.3%	10.9%

	Less than high school graduate	High school graduate (includes equivalency)	Some college or associate degree	Bachelor's degree or higher
<b>RTV</b>	12.9%	38.2%	39.4%	9.5%
<b>R4</b>	19.1%	44.7%	32.6%	3.6%
<b>R5</b>	13.4%	39.1%	40.2%	7.2%
<b>R6</b>	11.3%	34.8%	48.5%	5.3%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates; 2021 ACS 5-Year Estimates

### School Enrollment, Educational Attainment and Employment Status: Ages 16 to 19 Years

Data found in Tables 110 and 111 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years.

Rates for youth who participate in the labor force that are categorized as "employed high school graduates" in Idaho are lower than the U.S. statewide and urban averages by 1.6%. In rural Idaho, the rate is the same as the National rate. Roughly one-half of youth ages 16 to 19 in Idaho participate in the labor force while around 38-42% of U.S. youth participate in the labor force.

Table 110

*Education and Employment for Ages 16 to 19 Years: United States and Idaho*

	United States		Idaho	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Total:	17,481,586	-----	107,530	-----
Enrolled in school:	14,693,525	84.1%	81,630	75.9%
Employed	4,419,435	30.1%	34,118	41.8%
Unemployed	603,793	4.1%	2,346	2.9%
Not in labor force	9,670,297	65.8%	45,166	55.3%
Not enrolled in school:	2,788,061	15.9%	25,900	24.1%
High school graduate (includes equivalency):	2,131,060	76.4%	19,385	74.8%
Employed	1,313,892	61.7%	15,599	80.5%

	United States		Idaho	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Unemployed	227,565	10.7%	667	3.4%
Not in labor force	589,603	27.7%	3,119	16.1%
Not high school graduate:	657,001	23.6%	6,515	25.2%
Employed	240,140	36.6%	2,414	37.1%
Unemployed	68,700	10.5%	1,271	19.5%
Not in labor force	348,161	53.0%	2,830	43.4%
Total Labor Force Participation	6,873,525	39.3%	56,415	52.5%
Total Not in labor force	10,608,061	60.7%	51,115	47.5%

	United States - Urban		Idaho - Urban	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Total:	14,247,425	-----	75,211	-----
Enrolled in school:	12,070,630	84.7%	58,420	77.7%
Employed	3,554,216	29.4%	24,965	42.7%
Unemployed	514,752	4.3%	1,457	2.5%
Not in labor force	8,001,662	66.3%	31,998	54.8%
Not enrolled in school:	2,176,795	15.3%	16,791	22.3%
High school graduate (includes equivalency):	1,684,703	77.4%	12,723	75.8%
Employed	1,025,220	60.9%	10,530	82.8%
Unemployed	187,593	11.1%	458	3.6%

	United States - Urban		Idaho - Urban	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Not in labor force	471,890	28.0%	1,735	13.6%
Not high school graduate:	492,092	22.6%	4,068	24.2%
Employed	172,595	35.1%	1,364	33.5%
Unemployed	55,194	11.2%	923	22.7%
Not in labor force	264,303	53.7%	1,781	43.8%
Total Labor Force Participation	5,509,570	38.7%	39,697	52.8%
Total Not in labor force	8,737,855	61.3%	35,514	47.2%

	United States - Rural		Idaho - Rural	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Total:	3,234,161	-----	32,319	-----
Enrolled in school:	2,622,895	81.1%	23,210	71.8%
Employed	865,219	33.0%	9,153	39.4%
Unemployed	89,041	3.4%	889	3.8%
Not in labor force	1,668,635	63.6%	13,168	56.7%
Not enrolled in school:	611,266	18.9%	9,109	28.2%
High school graduate (includes equivalency):	446,357	73.0%	6,662	73.1%
Employed	288,672	64.7%	5,069	76.1%
Unemployed	39,972	9.0%	209	3.1%
Not in labor force	117,713	26.4%	1,384	20.8%

	United States - Rural		Idaho - Rural	
	Total Population	Percent of Enrolled	Total Population	Percent of Enrolled
		Not Enrolled		Not Enrolled
Not high school graduate:	164,909	27.0%	2,447	26.9%
Employed	67,545	41.0%	1,050	42.9%
Unemployed	13,506	8.2%	348	14.2%
Not in labor force	83,858	50.9%	1,049	42.9%
Total Labor Force Participation	1,363,955	42.2%	16,718	51.7%
Total Not in labor force	1,870,206	57.8%	15,601	48.3%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates; 2021 ACS 5-Year Estimates

Three regions (R4, R5, R6) have over 50% of youth ages 16 to 19 participating in the labor force. The margin of difference between the total youth labor force participation rate and the rate of youth not participating in the labor force in Regions 4, 5, and 6 ranges between .6 to 12.8 percentage points. Conversely, in Regions 1, 2, and RTV, less than 50% of youth participate in the labor force and the margin of difference between the youth labor force participation rate and the rate of youth "not in the labor force" ranges between 2.6 to 7.6%.

Table 112 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years in Idaho's VR service regions. The data is taken from 2021 five-year estimates.

Table 112

*Education and Employment for Ages 16 to 19 Years: Regions*

	R1		R2	
	Total Population	Percent of Enrolled/	Total Population	Percent of Enrolled/
		Not Enrolled		Not Enrolled
Total:	11,216	-----	6,486	-----
Enrolled in school:	8,861	79.0%	5,527	85.2%
Employed	3,006	33.9%	2,111	38.2%
Unemployed	554	6.3%	288	5.2%

	R1		R2	
	Total Population	Percent of Enrolled/ Not Enrolled	Total Population	Percent of Enrolled/ Not Enrolled
Not in labor force	5,301	59.8%	3,128	56.6%
Not enrolled in school:	2,355	21.0%	959	14.8%
High school graduate (includes equivalency):	1,567	66.5%	789	82.3%
Employed	1,119	71.4%	592	75.0%
Unemployed	134	8.6%	107	13.6%
Not in labor force	314	20.0%	90	11.4%
Not high school graduate:	788	33.5%	170	17.7%
Employed	431	54.7%	55	32.4%
Unemployed	72	9.1%	3	1.8%
Not in labor force	285	36.2%	112	65.9%
Total Labor Force Participation	5,316	47.4%	3,156	48.7%
Total Not in labor force	5,900	52.6%	3,330	51.3%



	RTV		R4	
	Total Population	Percent of Enrolled/ Not Enrolled	Total Population	Percent of Enrolled/ Not Enrolled
Total:	44,936	-----	11,311	-----
Enrolled in school:	36,219	80.6%	8,719	77.1%
Employed	12,717	35.1%	3,532	40.5%
Unemployed	1,651	4.6%	429	4.9%
Not in labor force	21,851	60.3%	4,758	54.6%
Not enrolled in school:	8,717	19.4%	2,592	22.9%
High school graduate (includes equivalency):	7,084	81.3%	1,639	63.2%
Employed	4,791	67.6%	1,353	82.6%
Unemployed	507	7.2%	99	6.0%
Not in labor force	1,786	25.2%	187	11.4%
Not high school graduate:	1,633	18.7%	953	36.8%
Employed	937	57.4%	356	37.4%
Unemployed	145	8.9%	226	23.7%
Not in labor force	551	33.7%	371	38.9%
Total Labor Force Participation	20,748	46.2%	5,995	53.0%
Total Not in labor force	24,188	53.8%	5,316	47.0%

	R5		R6	
	Total Population	Percent of Enrolled/ Not Enrolled	Total Population	Percent of Enrolled/ Not Enrolled
Total:	11,274	-----	16,525	-----
Enrolled in school:	9,021	80.0%	13,266	80.3%
Employed	3,552	39.4%	6,145	46.3%
Unemployed	400	4.4%	618	4.7%
Not in labor force	5,069	56.2%	6,503	49.0%
Not enrolled in school:	2,253	20.0%	3,259	19.7%
High school graduate (includes equivalency):	1,689	75.0%	2,316	71.1%
Employed	1,036	61.3%	1,718	74.2%
Unemployed	271	16.0%	167	7.2%
Not in labor force	382	22.6%	431	18.6%
Not high school graduate:	564	25.0%	943	28.9%
Employed	296	52.5%	426	45.2%
Unemployed	120	21.3%	245	26.0%
Not in labor force	148	26.2%	272	28.8%
Total Labor Force Participation	5,675	50.3%	9,319	56.4%
Total Not in labor force	5,599	49.7%	7,206	43.6%

Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates; 2021 ACS 5-Year Estimates

## Bureau of Labor Statistics Youth Labor Force and Unemployment Rates Including Youth with Disabilities

The U.S. Bureau of Labor Statistics collects information on the Nation's youth labor force participation and unemployment by age. The data indicates that the labor force participation rates for youth with disabilities are lower compared to individuals without disabilities when the youth are ages 16 to 19 and the difference ranges between 7.7 to 13.4 percentage points. However, once the youth ages to 20 to 24 years, the disparity grows dramatically up to 20.5 percentage points.

From February through May of 2023, the unemployment rate differences between youth with and without disabilities ages 20 to 24 ranged between 6.3 to 10%.

Table 113 details the National labor force participation and unemployment data for youth ages 16 to 19 and 20 to 24 with and without disabilities. Table 113

### *Youth Labor Force Participation Rate and Unemployment Rate: Feb - May 2023*

Group	Youth Labor Force Participation Rate							
	Feb-23		Mar-23		Apr-23		May-23	
	Disability	No Disability	Disability	No Disability	Disability	No Disability	Disability	No Disability
Age 16 to 19	25.9%	35.4%	27.9%	35.6%	22.2%	35.6%	26.2%	36.4%
Age 20 to 24	51.8%	72.3%	56.0%	72.2%	54.6%	70.7%	52.9%	72.1%
	Youth Unemployment Rate							
	Disability	No Disability	Disability	No Disability	Disability	No Disability	Disability	No Disability
	Age 16 to 19	12.9%	11.3%	12.3%	9.3%	12.8%	8.2%	13.9%
Age 20 to 24	16.8%	6.8%	15.6%	6.3%	10.8%	4.5%	15.4%	5.9%

Source: Borbely, James @bls.gov

### University of New Hampshire Disability Statistics – Employment by Disability Type and Race/Ethnicity

The University of New Hampshire Institute on Disability prepared statistics for state-level employment by disability type and ethnicity for non-institutionalized civilians ages 16 to 20, male and female, from all education levels. Limited data was available due to the small population size and age range. Although the data is limited, data suggests that access to employment is available to individuals who report minority ethnicities and races in Idaho.

Table 114

*2021 Idaho Employment by Ethnicity and Disability Type for Non-institutionalized Population Ages 16-20*

Employment by Disability Type and Ethnicity Ages 16 to 20	Percent Employed by Disability Type						
	Any	Visual	Hearing	Ambulatory	Cognitive	Self-care	Independent Living
White, non-Hispanic	33.0%	51.7%	23.6%	26.7%	33.3%	--	14.4%
Black/African American, non-Hispanic	--	--	--	--	--	--	--
American Indian and Alaskan Native, non-Hispanic	--	--	--	--	--	--	--
Asian, non-Hispanic	--	--	--	--	--	--	--
Native Hawaiian and Other Pacific Islander, non-Hispanic	--	--	--	--	--	--	--
Some Other Race, non-Hispanic	47.4%	70.3%	--	--	38.4%	--	15.5%
Hispanic/Latino	23.6%	--	--	--	--	--	--

Source: 2021 American Community Survey, 1-year estimates; prepared by Stacia Bach/Megan Henly ---- Disability Statistics at UNH

### Agency-Specific Data Related to the Needs of Youth with Disabilities in Transition

The project team requested data from IDVR on transition-age youth (14 to 24). Although some of this information is included in Section One when discussing differences in age groups served by the organization, we have expanded the data in Table 115.

Table 115  
*Transition-Age Youth Data*

Item	TRANSITION		
	2019	2020	2021
Applications	761	746	749
Percent of apps found eligible	93.30%	93.03%	93.32%
Significance of Disability			
Disabled	210	207	251
% of total	28.61%	29.78%	35.91%
Significant	229	214	194
% of total	31.20%	30.79%	27.75%
Most significant	295	274	254
% of total	40.19%	39.42%	36.34%
Percent closed prior to IPE development	27.11%	24.60%	23.46%
Plans developed	599	490	535
Number of customers in training by type			
Vocational	219	191	166
Undergraduate	346	324	314
Graduate	5	5	10
Number of cases closed rehabilitated	200	191	234
Employment rate at exit	23.39%	24.55%	34.87%
<b>Total number of cases served</b>	<b>2978</b>	<b>2591</b>	<b>2343</b>

The number of youth ages 14 to 24 who applied and were determined eligible for IDVR services remained constant from 2019 to 2021. The total number of transition-age youth served declined each year of the study, while the employment rate increased by almost 12% by 2021. The significance of disability varied during the three-year period, corresponding with the trend for all customers. However, the percentage of youth with a most significant disability decreased each year, down from 40.19% in 2019 to 36.34% in 2021. Youth are categorized as most significantly disabled at higher rates each year, but compared to all customers the disabled category has the

highest rates each year during the three-year study. Nearly a quarter of youth were closed prior to developing an IPE, which may be of benefit for IDVR to investigate the reason for this level of attrition. A number of youths are engaged in postsecondary training, but this number decreased over the three-year period by 80 youth by 2021.

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### Pre-Employment Transition Services

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The Rehabilitation Act as amended and reauthorized in WIOA requires VR programs to expend at least 15% of their Federal allotment annually on Pre-ETS. These services must be made available to all eligible and potentially eligible students with disabilities in the State that have need of such services. It is clear from the interviews and the survey results that students with disabilities in Idaho have a need to receive Pre-ETS. These services include the following:

1. Job exploration counseling;
2. Work-based learning experiences;
3. Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
4. Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and
5. Instruction in self-advocacy, which may include peer mentoring.

IDVR also provides coordinated and authorized Pre-ETS when expending its 15% reserve funds. Pre-ETS was noted as a need on a recurring basis when discussing the needs of students with disabilities in Idaho. However, Pre-ETS were generally discussed as an area of strength and accomplishment for the agency.

34 CFR §361.48 (a) outlines the activities IDVR can provide under Pre-ETS. Required activities must be provided/available statewide before the Division can engage in authorized activities using the Pre-ETS 15% reserve. Authorized activities are outlined in 34 CFR §361.48(a)(3). To determine if a VR agency can move from the five required services to the nine authorized services, a fiscal forecasting model must be utilized which identifies the expenditures on the required services and on coordination activities, and then forecasts how much of the remaining funds, if any, can be utilized to pay for authorized services. Table 116 shows the expenditures for the five required pre-employment transition services, while Tables 117a and 117b show the breakdown of students with disabilities (SWD) and the type of pre-employment transition services provided.

Table 116  
*Pre-Employment Transition Services Expenditures*

Service Category	Amount spent per year		
	2019	2020	2021
Pre-ETS Job Exploration Counseling	\$8,186.88	\$39,512.50	\$62,755.15
Pre-ETS Work-Based Learning Experiences	\$1,489,383.46	\$935,257.14	\$1,791,175.55
Pre-ETS Counseling on Enrollment Opportunities	\$61,747.15	\$1,587.50	\$18,204.12
Pre-ETS Workplace Readiness Training	\$1,743,345.73	\$1,505,464.46	\$1,729,441.90
Pre-ETS Instruction in Self-Advocacy	\$89,699.68	\$13,540.00	\$31,631.65

Work-Based Learning Experiences and Workplace Readiness Training account for the largest amounts of VR funds, compared to the three remaining required activities. IDVR spent \$1,791,175.55 on Work-Based Learning Experiences in 2021 which was the highest of all activities during the review period. IDVR spent \$1,587.50 on Counseling on Enrollment Opportunities in 2020 which was the lowest of all activities during the review period. Lower expenditures in this category could be largely due to providing this service in-house by IDVR staff rather than purchasing through a provider. IDVR is encouraged to strategically analyze these expenditures when establishing priorities for the needs of students with disabilities and fiscal forecasting related to the use of authorized activities.

Table 117a  
*SWD Data for IDVR*

Item	SWD Served		
	2019	2020	2021
Potentially Eligible SWD	750	1622	1665
VR Applicant SWD	503	433	356
<b>Total</b>	<b>1253</b>	<b>2055</b>	<b>2492</b>

IDVR consistently increased the number of students with disabilities who were potentially eligible for VR services over the three-year period and more than double the number of students from 2019 to 2020. The total number of students who applied for VR services decreased over the three-year period from 503 in 2019 down to 356 in 2021. However, the total number of students with disabilities, overall, significantly increased. IDVR may want to explore why fewer students are applying for VR services. The Division notes that procedure modifications are primarily responsible for fewer formal VR applicants as the agency has more appropriately calibrated when a formal VR case should be opened for a potentially eligible customer.

Table 117b  
*Pre-ETS Provided by IDVR*

Service Category	Pre-ETS Provided		
	2019	2020	2021
Pre-ETS Job Exploration Counseling	174	415	891
Pre-ETS Work-Based Learning Experiences	750	871	1208
Pre-ETS Counseling on Enrollment Opportunities	182	250	499
Pre-ETS Workplace Readiness Training	659	921	1324
Pre-ETS Instruction in Self-Advocacy	255	136	410
<b>Total Pre-ETS</b>	<b>2,020</b>	<b>2,593</b>	<b>4,332</b>

The total number of Pre-ETS provided to students with disabilities increased considerably (more than doubling) from 2019 to 2021. Work-Based Learning Experiences and Workplace Readiness Training were the most commonly provided service in all three years of the study. Both Job Exploration Counseling and Counseling on Enrollment Opportunities for Postsecondary Education increased each year while doubling from 2020 to 2021. Instruction in Self-Advocacy was the only service experiencing a decrease from 255 in 2019 to 136 in 2020; however, that number increased to 410 in 2021. Though this increase is promising, IDVR may want to explore how other services are being provided in comparison to Self-Advocacy in order to gain the same level of success.

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### Survey Results by Type

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## TRANSITION-AGE YOUTH SURVEY

### Transition-Age Youth Survey: Respondent Demographics

Transition-age youth survey participants were presented with two choice options and asked to identify their respondent type. A total of 456 responses were received. The largest percentage of respondents completed the survey on behalf of a transition-age youth. Table 118 summarizes the results.



Table 118

*Youth Survey: Respondent Classification*

<b>Respondent Classification</b>	<b>Number</b>	<b>Percent</b>
I am completing the survey on behalf of a transition-age youth	326	71.5%
I am a transition-age youth	130	28.5%
<b>Total</b>	<b>456</b>	<b>100.0%</b>

Respondents were asked to identify age based on their respondent classification. The age range cited by the majority of youth respondents and represented youth respondents was ages 14 to 21 (over 72% for each classification). Tables 119 and 120 summarize the results to the question on age for each classification of respondents.

Table 119

*Youth Survey: Age of Youth Respondent*

<b>Age of Respondent</b>	<b>Number</b>	<b>Percent</b>
14-21	96	72.7%
22-24	34	25.8%
25 years or older	2	1.5%
<b>Total</b>	<b>132</b>	<b>100.0%</b>

Table 120

*Youth Survey: Age of Represented Youth*

<b>Age of Youth Representing in Survey</b>	<b>Number</b>	<b>Percent</b>
14-21	287	88.6%
22-24	34	10.5%
25 years or older	3	0.9%
<b>Total</b>	<b>324</b>	<b>100.0%</b>

Youth survey respondents were asked to identify their region of residence. Similar to the 2020 youth survey, the majority of respondents cited Southwestern Idaho, which reflects the population distribution of the State. Table 121 details the region of residence of youth survey respondents.

Table 121  
*Youth Survey: Region of Residence*

Part of State Reside In	Number	Percent
Southwestern Idaho (Treasure Valley, McCall, Cascade)	197	44.9%
Eastern Idaho (Idaho Falls, Pocatello, Blackfoot, Salmon)	118	26.9%
Northern Idaho (Coeur d'Alene, Lewiston, Moscow, Sandpoint)	76	17.3%
South Central Idaho (Twin Falls, Hailey, Burley)	48	10.9%
<b>Total</b>	<b>439</b>	<b>100.0%</b>

### Youth Survey: Primary Disability

Youth survey respondents were presented with a list of 11 choice options and asked to identify their primary disabling condition.

Developmental Disability (25.9%) was the most frequently indicated disability type by youth respondents, followed by Learning Disability (19.3%). The diagnosis of Autism was cited 40 times in the narrative responses received in the category of "other." Table 122 details the disabling conditions reported by youth survey respondents.

Table 122  
*Youth Survey: Primary Disability*

Primary Disability	Number	Percent
Developmental disability	113	25.9%
Learning disability	84	19.3%
Intellectual disability	73	16.7%
Other (please describe)	62	14.2%
Mental health disability	46	10.6%
Physical/mobility	24	5.5%
Deaf or hard of hearing	15	3.4%
Unsure	11	2.5%
Communication	6	1.4%
Substance abuse disability	1	0.2%
Blind or visually impaired	1	0.2%
<b>Total</b>	<b>436</b>	<b>100.0%</b>

## Youth Survey: Association with IDVR

Youth survey respondents were presented with three choice options and asked to identify the statement that best described their association with IDVR. A total of 444 respondents answered the question.

Although half of the respondents indicated that they were current customers of IDVR, slightly more than one-fourth of the youth respondents indicated that they were not familiar with the Idaho Division of Vocational Rehabilitation, which is an increase of about 15% from the 2020 survey. Table 123 details the 2023 survey responses to this question and includes the 2020 survey results.

Table 123

### *Youth Survey: Association with IDVR*

<b>Relationship with IDVR</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Survey Association</b>	<b>2020 Number</b>	<b>2020 Percent</b>
I am currently working with IDVR	223	50.2%	I am a current customer of IDVR	218	60.5%
I am not familiar with IDVR	115	25.9%	I am a former customer of IDVR, and my case has been closed	103	28.5%
I used to work with IDVR	106	23.9%	I am not familiar with IDVR	40	11.0%
<b>Total</b>	<b>444</b>	<b>100.0%</b>	<b>Total</b>	<b>361</b>	<b>100.0%</b>

## Pre-Employment Transition Services

Youth survey respondents were asked a series of questions regarding their participation in and the quality of the Idaho Division of Vocational Rehabilitation's Pre-ETS. Services include job exploration counseling, work-based learning experiences, postsecondary education counseling, social skills and independent living training, and self-advocacy instruction.

### *Youth Survey: Pre-Employment Transition Services*

Respondents were presented with a question asking if they had received any pre-employment transition services.

Less than one-half of the respondents indicated that they had received pre-employment transition services. In 2020, about one-third of the respondents were not clear about what Pre-ETS are. Note the decrease in the number of times the choice option "I am not sure" is cited in 2023 and note the increase in the sample size. Results suggest that staff are likely clarifying what Pre-ETS are to youth. Table 124 contains the results from both the 2020 survey and the 2023 survey.

Table 124  
*Youth Survey: Pre-Employment Transition Services*

<b>Received Pre-ETS from IDVR</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Number</b>	<b>2020 Percent</b>
Yes	179	41.2%	135	37.2%
No	150	34.6%	103	28.5%
I am not sure	105	24.2%	124	34.3%
<b>Total</b>	<b>434</b>	<b>100.0%</b>	<b>362</b>	<b>100.0%</b>

### *Youth Survey: Job Exploration Counseling*

Youth respondents were asked three questions regarding pre-employment job exploration counseling.

The first question presented to respondents was in a yes-no format asking them to identify whether or not they received job exploration counseling through IDVR transition services. Table 125 details the responses to this question.

Table 125  
*Youth Survey: Received Job Exploration Counseling*

<b>Job Exploration Counseling</b>	<b>Number</b>	<b>Percent</b>
Yes	157	56.5%
No	121	43.5%
<b>Total</b>	<b>278</b>	<b>100.0%</b>

Respondents who received job exploration counseling from IDVR transition services were presented a subsequent question asking them to rate the quality of the job exploration counseling services they received using a four-point scale (excellent/good/average/poor).

The majority of respondents rated the job exploration counseling services received as "good" and the rate is 1.8 percentage points higher than the 2020 survey results in response to the question. With the increase of the sample size in 2023, the rating of "excellent" dropped 3.6 points from the 2020 rate of 33.1%. Table 126 summarizes the 2023 and the 2020 survey results in response to the question.

Table 126

*Youth Survey: Quality of Job Exploration Counseling Services*

<b>Quality of Job Exploration Counseling</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Number</b>	<b>2020 Percent</b>
Excellent	46	29.5%	49	33.1%
Good	65	41.7%	59	39.9%
Average	35	22.4%	29	19.6%
Poor	10	6.4%	11	7.4%
<b>Total</b>	<b>156</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>

The last question regarding job exploration counseling was an open-ended question asking for recommendations to improve job exploration counseling services. A total of 52 narrative responses were received. Of the narrative responses, one was positive and complementary, and five comments did not provide recommendations for improvement. Content analysis of the remaining responses indicated that respondents offer the following recommendations:

- Increase the variety and number of employment options, increase the number of hands-on experiences and job shadowing options with "chores" to complete (x13)
- Improve counselor quality (x11)
- Better communication and follow-through by VR counselor in addition to improving the appointment setting process, and increasing time counselor spends with youth (x9)
- Provide personality tests and interest checklists (x3)
- Include parents (x3)

*Youth Survey: Work-Based Learning Experiences*

Transition-age youth survey respondents were asked a series of three questions that addressed work-based learning experiences.

Respondents were asked to identify if they had participated in work-based learning experiences through IDVR transition services. A total of 271 respondents answered the question and 69% of respondents received work-based learning experiences. Table 127 details the responses to the question.

Table 127

*Youth Survey: Participate in Work-Based Learning Experiences*

<b>Work-Based Learning</b>	<b>Number</b>	<b>Percent</b>
Yes	187	69.0%
No	84	31.0%
<b>Total</b>	<b>271</b>	<b>100.0%</b>

Respondents who indicated that they had participated in work-based learning experiences (n=187) were presented with a subsequent question that asked them to rate the quality of their work-based learning experiences using a four-point scale (excellent/good/average/poor).

Similar to the 2020 youth survey, the response option "good" was cited by the majority of respondents and the rate is 3.7 percentage points higher than the 2020 survey rating in response to the question. The rating "average" also increased by 2.2 percentage points in 2023 with the increase of the number of respondents who answered the question. Table 128 details the 2023 and the 2020 survey results in response to the question.

Table 128

*Youth Survey: Quality of Work-Based Learning Experiences*

<b>Quality of Work-Based Learning Experiences</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Number</b>	<b>2020 Percent</b>
Excellent	64	34.2%	52	35.9%
Good	83	44.4%	59	40.7%
Average	27	14.4%	24	16.6%
Poor	13	7.0%	10	6.9%
<b>Total</b>	<b>187</b>	<b>100.0%</b>	<b>145</b>	<b>100.0%</b>

Respondents were asked an open-ended question asking for recommendations to improve the work-based learning experiences. A total of 80 narrative responses were received. Four comments were positive regarding work-based learning experiences. Seven narrative responses indicated that the respondent was unsure or did not have any recommendations. Seven comments were negative, and a specific vendor was noted twice within the negative comments regarding work-based learning experiences. Content analysis of the responses indicated that respondents recommend the following:

- Increase the number of work-based learning options that include a variety of trades and job types (x17)
- Improve the professionalism and quality of the business' management and staff who interact and train the students with disabilities; monitor the workplaces and ensure they are adequately staffed for training (x10)
- Improve communication: 1) pre-experience (allow for job shadowing prior to experience; expected guidelines), during and after; 2) Staff and IDVR communicate with parents so that they can support student; 3) detailed feedback of student progress (x10)
- Allow students to engage in a work-related tasks, not classroom learning; provide realistic and formal job experiences that allow students to learn marketable skills that lead to careers, avoiding boring and "cleaning" jobs (x8)
- Improve job coach services and communication due to inconsistent attendance; too hands-off or too hands-on; and lack of professionalism (x8)

- Increase time spent with students onsite and increase length of time of learning experience (x5)
- Payment for services was not provided as promised (x2)

### *Youth Survey: Postsecondary Education Counseling*

Youth respondents were asked three questions regarding postsecondary education counseling provided by IDVR.

The first question asked respondents to indicate whether or not they received postsecondary education counseling from the Idaho Division of Vocational Rehabilitation. Slightly more than 57.5% of the respondents indicated that they did not receive postsecondary education counseling. Table 129 summarizes the responses to this question.

Table 129

#### *Youth Survey: Received Postsecondary Education Counseling*

<b>Postsecondary Ed Counseling</b>	<b>Number</b>	<b>Percent</b>
Yes	114	42.4%
No	155	57.6%
<b>Total</b>	<b>269</b>	<b>100.0%</b>

Of the 114 respondents who indicated "yes" to receiving postsecondary education services, 112 rated the quality of the postsecondary education using a four-point scale.

The margin of difference between the ratings of "excellent" and "good" narrowed to 4.5% from the 2020 survey difference of 24.4%. Note that the raw number change from 2020 to 2023 for those who cited "good" is one (n=1). The increase in the sample size of respondents who answered this survey question is 26 (n=26). Table 130 details the 2023 and the 2020 survey results in response to the question.

Table 130

#### *Youth Survey: Quality of Postsecondary Education Counseling*

<b>Quality of Postsecondary Education Counseling</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Number</b>	<b>2020 Percent</b>
Excellent	41	36.6%	24	27.9%
Good	46	41.1%	45	52.3%
Average	18	16.1%	14	16.3%
Poor	7	6.3%	3	3.5%
<b>Total</b>	<b>112</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>

The last postsecondary education counseling survey question was open-ended and asked respondents for recommendations to improve the services. A total of 26 narrative responses were received. Comments from the narrative responses were diverse in content. One narrative comment was positive, stating satisfaction with the assistance provided. Five narrative responses indicated that the respondent was unsure or did not have any recommendations. Four comments were negative, citing specific frustrations with IDVR and IDVR counselors. Six narrative comments requested more assistance with the postsecondary education, including the application process and knowing options, available college supports, and financial aid applications. Other quotes include the following:

- *"Offer tours at colleges or vocational schools with the special education staff"*
- *"More adult transition activities"*
- *"Be contiguous"*
- *"Special Ed teacher provided this. Not Vocational Rehab"*

### ***Youth Survey: Social Skills or Independent Living Training***

Youth survey respondents were asked a set of questions related to social skills training and independent living training.

Respondents were presented a yes-no question and asked to identify whether or not they received social skills or independent living training through IDVR. Roughly 27% (n=71) of the 264 respondents who answered the question indicated that they had received the services. Table 131 summarizes the results.

Table 131

#### ***Youth Survey: Received Social Skills or Independent Living Training***

<b>Received Social Skills or Independent Living Training</b>	<b>Number</b>	<b>Percent</b>
Yes	71	26.9%
No	193	73.1%
<b>Total</b>	<b>264</b>	<b>100.0%</b>

Sixty-eight respondents who answered "yes" were presented with a subsequent question asking them to rate the quality of the social skills or independent living services they had received. Similar to the 2020 survey, the majority of youth survey respondents in 2023 rated the quality of the services as "good." The rating "excellent" has the largest increase in numeric change from 2020 to 2023 with the increase in the survey sample size. In 2020, no respondents rated the services as poor. Table 132 details the 2023 and the 2020 survey results.



Table 132

*Youth Survey: Quality of Social Skills or Independent Living Training*

<b>Quality of Social Skills or Independent Living Training</b>	<b>2023 Number</b>	<b>2023 Percent</b>	<b>2020 Number</b>	<b>2020 Percent</b>
Excellent	24	35.3%	13	28.9%
Good	27	39.7%	24	53.3%
Average	13	19.1%	8	17.8%
Poor	4	5.9%	0	0.0%
<b>Total</b>	<b>68</b>	<b>100.0%</b>	<b>45</b>	<b>100.0%</b>

Youth respondents were presented with an open-ended question asking for recommendations for improving the social skills and independent living trainings. A total of 18 narrative responses were received. Comments from the narrative responses were diverse in content. Four narrative responses did not provide recommendations. Two comments cited that the social skills training and independent living trainings they received were not provided by IDVR. Quotes include the following:

- *"...More in-depth training, and more practice with every day bills"*
- *"Needs more support on becoming self-providing: ... educate to make higher learning a necessity ... build on individual strengths to provide better opportunities for employment"*
- *"Hands on or practical hands-on experience needed; they just gave her reading material"*
- *"... the 18-21 program needs to listen to the students regarding placement and not just put them somewhere that they have expressed they are not interested in ... The 18-21 program needs to be completely changed - it is just a "housing" area most days."*
- *"...More classes at the beginning of the school year"*
- *"...They need to teach it in the way that people can understand better..."*

***Youth Survey: Self-Advocacy Instruction***

The last set of questions related to Pre-ETS addressed instruction in self-advocacy, including peer mentoring.

Respondents were presented with a yes-no question and asked to identify whether or not they received instruction in self-advocacy. The majority of respondents (64.4%) indicated that they did not receive instruction in self-advocacy through IDVR pre-employment services. Table 133 contains the results.

Table 133

*Youth Survey: Received Self Advocacy Instruction*

Self-Advocacy Instruction	Number	Percent
Yes	94	35.6%
No	170	64.4%
<b>Total</b>	<b>264</b>	<b>100.0%</b>

The 94 respondents who answered "yes" were presented with a subsequent question asking them to rate the quality of the instruction in self-advocacy and the peer mentoring they had received using a four-point scale ranging from excellent to poor. Ninety-three respondents answered the subsequent question. Slightly more than one-third of the respondents rated the self-advocacy instruction that include peer mentoring as "excellent," which is about a 6% increase from the 2020 survey results. Table 134 contains the results to the 2023 survey and the 2020 survey.

Table 134

*Youth Survey: Quality of Self-Advocacy Instruction*

Quality of Self-Advocacy Instruction	2023 Number	2023 Percent	2020 Number	2020 Percent
Excellent	33	35.5%	15	29.4%
Good	37	39.8%	27	52.9%
Average	22	23.7%	15	17.7%
Poor	1	1.1%	9	0.0%
<b>Total</b>	<b>93</b>	<b>100.0%</b>	<b>0</b>	<b>100.0%</b>

The last survey question related to Pre-ETS asked respondents to provide recommendations for improving the self-advocacy instruction services. Eighteen respondents answered the question. Comments from the narrative responses were diverse in nature. Two comments were positive and did not contain recommendations. Seven narrative responses included words such as "unknown/NA/none" and did not provide recommendations. Two comments indicated that IDVR did not provide the service. Three comments were negative and cited a lack of depth, lack of practical experience and difficulty with following the online format. Remaining quotes include the following:

- *"More one on one help"*
- *"Help them register for college or other opportunities they are interested in. Peer mentoring would have been amazing."*
- *"With their help I have learned many things about self-advocacy."*

## Obtaining and Keeping a Job

Individual survey respondents were asked a series of questions regarding services they need from IDVR in order to get and/or keep a job.

### *Youth Survey: IDVR Services for Obtaining and Keeping a Job*

Youth survey respondents were provided a list of 12 IDVR services and asked to identify the services they needed to help obtain and/or keep a job. There was no limit to the number of services respondents could choose.

Compared to the 2020 survey, a significant change is noted in 2023 in response to this question. Help finding a job was cited most frequently by respondents in 2023 which is different from the 2020 CSNA survey. College education was cited most frequently by respondents in 2020 and dropped to the seventh position on the 2023 results list. Support on the job like a job coach was selected by over one-half of the respondents in 2023, ranking in the second position on the results list, which matches the 2020 survey results. Youth respondents in 2023 also selected assistive technology, childcare, and substance abuse counseling least frequently, matching the 2020 survey results.

Youth respondents who selected "other" were given the opportunity to provide a narrative response. Thirty-six narrative comments were received. Five comments cited specific Pre-ETs. Five comments cited career counseling and assistance indirectly related to job exploration. Four comments requested assistance with taking tests. The remaining comments were diverse in content and included phrases such as "accommodations for a service dog," "apprenticeship programs," "army," "parental involvement," "list of positions willing to hire people with disabilities," and "family/care giver training on the system and opportunities." Table 135 lists the 12 services options presented to respondents along with the number of times and percentage rates that respondents cited the item in the 2023 survey. Rank order of the results from the 2020 survey are included.

Table 135

#### *Youth Survey: Services Needed from IDVR*

Services Needed from IDVR	Number of times chosen	Percent of number of respondents	2020 Rank Order
Help finding a job	224	61.2%	4th
Support on the job like a job coach	192	52.5%	2nd
Help with employment preparation activities like writing a resume, completing an application and interviewing.	191	52.2%	7th
Vocational training	174	47.5%	5th

Services Needed from IDVR	Number of times chosen	Percent of number of respondents	2020 Rank Order
Transportation	158	43.2%	6th
College education	109	29.8%	1st
Affordable housing	75	20.5%	9th
Mental health counseling	72	19.7%	8th
Other (please describe)	37	10.1%	3rd
Assistive technology	23	6.3%	10th
Childcare	5	1.4%	11th
Substance abuse counseling	2	0.5%	12th
<b>Total</b>	<b>1,262</b>		

### *Youth Survey: Three Most Important Services Needed for Obtaining and Keeping a Job*

Respondents were provided a list of 12 IDVR services and asked to identify the three most important services they needed to help obtain and keep the job they desired. There was no limit to the number of services respondents could choose.

Help finding a job, support on the job like a job coach, and transportation were the most frequently selected items in response to the question regarding the three most important services needed to obtain and keep a desired job by youth survey respondents. When compared to the previous question, note that the two top ranking items on both lists are identical. Table 136 summarizes the results.

Table 136

### *Youth Survey: Three Most Important Services Needed from IDVR*

Three Most Important Services Needed from IDVR	Number of times chosen	Percent of number of respondents
Help finding a job	205	53.7%
Support on the job like a job coach	176	46.1%
Transportation	154	40.3%
Vocational training	141	36.9%
Help with employment preparation activities like writing a resume, completing an application and interviewing.	131	34.3%

Three Most Important Services Needed from IDVR	Number of times chosen	Percent of number of respondents
College education	88	23.0%
Affordable housing	68	17.8%
Mental health counseling	41	10.7%
Other (please describe)	19	5.0%
Assistive technology	14	3.7%
Childcare	5	1.3%
Substance abuse counseling	1	0.3%
<b>Total</b>	<b>1,043</b>	

Youth respondents were asked an open-ended question regarding any other comments about the services that would help to prepare for, obtain, and retain employment. One-hundred eleven narrative responses were received. Four comments were positive in regard to IDVR transition services and 21 were critical of services and IDVR communication. Content analysis of the remaining comments included topics such as: assistance finding a career path or job; information about jobs that are available; assistance in finding opportunities for job shadowing; assistance finding reliable, good quality job coaches; assistance with communicating to employers; transportation; housing; and more job training.

### Community Partner Survey Results

#### Partner Survey: Barriers to Employment – Youth in Transition

Partner survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 20 barriers. There was no limit to the number of barriers that a partner respondent could choose. A total of 36 respondents answered the question.

Four of the top five most frequently cited barriers to employment that partners selected for youth in transition are the barriers partners identified most frequently for the general population of customers. The top barrier for youth in transition selected by the partners in 2023 is "Little or no work experience."

The seven most frequently selected barriers to employment selected by partners in 2023 are the same top seven ranking barriers partners selected in the 2020 survey. "Not enough jobs available" dropped in ranking from the 8<sup>th</sup> position in 2020 to the 18<sup>th</sup> position in 2023. "Convictions for criminal offences" dropped to the 19<sup>th</sup> ranking position in 2023.

Table 137 lists the barriers for youth in transition along with the number of times a barrier was identified by partner respondents. A column that depicts the rank order for the number of times (most to least) the item was identified as a barrier in the 2020 survey is included. Rank order numbers are duplicated for items that were identified an equal number of times.

Table 137

*Partner Survey: Barriers to Achieving Employment Goals – Youth in Transition*

<b>Barriers to Employment Goals - Youth in Transition</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>	<b>2023 Rank Order</b>	<b>2020 Rank Order</b>
Little or no work experience	26	72.2%	1st	1st
Not having job skills	25	69.4%	2nd	2nd
Poor social skills	25	69.4%	2nd	4th
Not having job search skills	22	61.1%	4th	2nd
Lack of reliable transportation	22	61.1%	4th	5th
Not having education or training	18	50.0%	6th	5th
Employers' perceptions about employing individuals with disabilities	17	47.2%	7th	7th
Disability-related transportation issues	13	36.1%	8th	12th
Mental health issues	12	33.3%	9th	9th
Lack of help with disability-related personal care	10	27.8%	10th	15th
Not having disability-related accommodations or assistive technology	9	25.0%	11th	10th
Substance abuse issues	7	19.4%	12th	12th
Housing issues	7	19.4%	12th	16th
Language barriers	6	16.7%	14th	10th
Perceptions regarding the impact of income on Social Security disability benefits (fear of losing benefits)	5	13.9%	15th	16th
Other health issues	4	11.1%	16th	16th
Other (please describe)	4	11.1%	16th	19th
Not enough jobs available	3	8.3%	18th	8th
Childcare issues	2	5.6%	19th	20th
Convictions for criminal offenses	2	5.6%	19th	14th
<b>Total</b>	<b>239</b>			

## Staff Survey Results

### Staff Survey: Barriers to Employment Goals – Youth in Transition

Staff were provided a list of 20 barriers and asked to identify the barriers to achieving employment goals for customers who are youth in transition. There was no limit to the number of items staff could choose.

Staff results from the 2023 survey were similar to the partner results, and the item "little or no work experience" ranked in the top position on both lists. Also, the 2023 staff survey results reflect the 2020 staff survey results regarding barriers inhibiting youth from achieving their employment goals. Table 138 lists the barriers for youth in transition along with the number of times a barrier was identified by staff respondents. A column that depicts the rank order for the number of times (most to least) the item was identified as a barrier in the 2020 survey is included. Rank order numbers are duplicated for items that were identified an equal number of times.

Table 138

*Staff Survey: Barriers to Achieving Employment Goals – Youth in Transition*

Barriers to Employment Goals - Youth in Transition	Number of times chosen	Percent of number of respondents	2023 Rank Order	2020 Rank Order
Lack of reliable transportation	35	77.8%	1st	4th
Little or no work experience	35	77.8%	1st	1st
Not having job skills	34	75.6%	3rd	3rd
Poor social skills	30	66.7%	4th	4th
Not having job search skills	29	64.4%	5th	2nd
Not having education or training	24	53.3%	6th	6th
Mental health issues	17	37.8%	7th	7th
Employers' perceptions about employing individuals with disabilities	15	33.3%	8th	7th
Disability-related transportation issues	15	33.3%	8th	9th
Substance abuse issues	8	17.8%	10th	10th
Other (please describe)	6	13.3%	11th	12th
Not having disability-related accommodations	5	11.1%	12th	18th
Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)	5	11.1%	12th	15th

<b>Barriers to Employment Goals - Youth in Transition</b>	<b>Number of times chosen</b>	<b>Percent of number of respondents</b>	<b>2023 Rank Order</b>	<b>2020 Rank Order</b>
Lack of help with disability-related personal care	4	8.9%	14th	15th
Other health issues	4	8.9%	14th	10th
Housing issues	4	8.9%	14th	17th
Language barriers	3	6.7%	17th	14th
Not enough jobs available	3	6.7%	17th	12th
Convictions for criminal offenses	3	6.7%	17th	19th
Childcare issues	1	2.2%	20th	20th
<b>Total</b>	<b>280</b>			



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## Key Informant and Focus Group Interviews

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The following recurring themes emerged related to the needs of youth with disabilities in transition:

1. Overall, IDVR has successfully implemented Pre-ETS and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences have been a particular strength of pre-employment transition services developed through contracts across the State.
2. Although the implementation of Pre-ETS has been successful, IDVR has been continuously evolving to meet the increasing demands of students, educators, and families across the State to ensure that there are adequate resources available to meet the demand. The addition of Area Transition Counselors is an example of these efforts to continue growth and excellent service provision.
3. IDVR has implemented services to meet the needs of students with the most significant disabilities. Youth with less significant disabilities (e.g., specific learning disabilities) need to have access to IDVR services, with varying levels of support to meet their specific needs. These include disability-related services, training and educational opportunities and support, work readiness and job exploration skills.
4. For the most part, relationships with educators have greatly increased, though turnover and the pandemic create ongoing challenges. However, there seems to be a continued lack of understanding and support by parents, indicating a need for IDVR to increase direct communication with parents and families of students and youth with disabilities served by the organization.

## Recommendations

The following recommendations are provided to IDVR related to the needs of youth with disabilities in transition:

1. IDVR is encouraged to continue efforts to identify needs and programs for implementing pre-employment transition services. The agency should consider adding some tiered approaches that will enhance the delivery of Pre-ETS to students with disabilities who have differing functional capacities.
2. IDVR is encouraged to focus outreach efforts to students and youth with disabilities that are not traditionally known to IDVR through collaboration with special education services. The agency should consider increasing marketing and outreach to mainstream educators, 504 coordinators, school counselors, school nurses, and pediatric medical providers in the community. As outreach results in increased referrals and applications by these populations, IDVR is encouraged to tailor services to meet the diverse needs of these individuals.
3. IDVR is encouraged to continue efforts related to marketing, communication, and expectations directed toward parents and families of youth with disabilities as youth services continue to grow and expand.
4. IDVR should consider assessing the availability of IDVR services and making them more accessible across the State, particularly in the remote areas of high concern for youth. The pandemic created an environment where remote services were necessary, which some may be of value to continue or expand.
5. IDVR should brainstorm opportunities to retain staff and decrease turnover within IDVR and specifically for those who serve youth, including providing pre-employment transition services. Turnover has created challenges in individualized support, maintaining contact with students, etc.
6. IDVR should consider assessing the availability of education and training services that could lead to in-demand jobs to increase educational engagement and workforce participation in youth.

## **SECTION FIVE: NEEDS OF INDIVIDUALS WITH DISABILITIES SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM**

The following information was gathered during this assessment in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System. Throughout this section, the term Idaho Workforce Center will be used to refer to services provided by IDVR's partners in what used to be termed the One-Stop Career Center and is now referred to Nationally as American Job Centers (AJCs). The information and comments noted in this Section only refer to IDVR's partners, not IDVR unless explicitly stated.

### **Recurring Themes Across all Data Collection Methods**

The following themes emerged in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System:

- Overall, partnerships within the Idaho Workforce Development System are regarded as positive and helpful, especially at the administrative level, but local level collaboration could be improved.
- There was much concern about the closing of multiple workforce offices across the State. At the administrative level, this was viewed as a positive move for being able to access more individuals across the State, yet local level staff were very concerned with the scale of this change for the workforce agency, especially access for individuals with disabilities.
- The large consensus was that the Idaho AJCs lack the knowledge and ability to effectively provide services to individuals with disabilities. Training, compassion, updated resources, and better collaboration with IDVR were among many suggestions for improvement.
- IDVR could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, sharing customers, and developing youth program partnerships.

#### **Co-enrollment**

34 CFR §361.160 describes the information that is required to be submitted in State Annual Performance reports, including co-enrollment in more than one core program. WIOA Section 116(b)(3)(A)(ii) describes these programs, which include the following:

**Title I (U.S. Department of Labor)**

- Adult program
- Dislocated Worker program
- Youth program

**Title II (U.S. Department of Education)**

- Adult Education and Family Literacy Act program

**Title III (U.S. Department of Labor)**

- Wagner-Peyser Employment Service program

**Title IV (U.S. Department of Education)**

- State Vocational Rehabilitation Services program (Blind and General Programs together represent title IV)

Each State collects and reports co-enrollment differently; however, it must be included in the State's annual performance report each year. Overall, the State of Idaho title IV has reported co-enrollment consistently below 10% for the three years of this review (7.9% in 2019, 4.3% in 2020 and 5% in 2021).

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## Survey Result by Type

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### Individual Survey Results

**American Job Centers/Idaho Department of Labor Offices**

Individuals with disabilities in Idaho were asked a series of questions about their use and opinion of the American Job Centers (AJCs)/Idaho Department of Labor Offices.

***Individual Survey: AJCs - Use and Accessibility***

Four-hundred sixty-one respondents answered the survey question regarding utilizing the AJCs beyond an online account, and 31% (n=143) indicated "yes" they used services.

Of the respondents who utilized AJCs beyond creating an online account, physical accessibility of the building was difficult for 25 respondents (n=25) and access to programs was challenging for 22.1% (n=31). The narrative responses regarding physical concerns indicated the following:

- The offices are either closed permanently, have limited hours or too far away;
- The AJCs' computer system and online accounts do not function properly; and
- Staff does not assist, nor return calls, or refers customers to VR; Staff is rude;
- Seating is limited;
- Parking is a problem

Table 139 summarizes the responses to questions of use and accessibility.

Table 139

*Individual Survey: AJCs – Use and Accessibility*

Accessibility Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Have you ever tried to use the services of the American Job Centers/Idaho Department of Labor offices beyond creating an online account? (This may include testing, preparing for or finding employment, job coaching, training assistive technology, or other services.)	143	31.0%	318	69.0%	461
Did you experience any difficulties with the physical accessibility of the American Job Centers/Idaho Department of Labor offices building?	25	17.6%	117	82.4%	142
Did you have any difficulty accessing the programs at the American Job Centers/Idaho Department of Labor offices (i.e., no available assistive technology, no interpreters, etc.)?	31	22.1%	109	77.9%	140

***Individual Survey: AJCs – Training and Employment***

Individuals indicated that the services they sought at the AJCs did not result in desired outcomes for the majority of respondents. Twenty-eight survey respondents (19.7% of 142 respondents) went to the Center to get training. Eighteen (64.3%) individuals indicated that they received the training they were seeking, and 7 (25.9%) individuals found work as a result of the training. One-hundred-one (71.1%) out of 142 individuals went to the Center with the purpose of seeking assistance to find a job. One-hundred respondents answered the question regarding receiving help that resulted in employment with 52% indicating that they did not receive assistance in finding employment. Table 140 details the results from using the AJCs for seeking training and employment.

Table 140

*Individual Survey: AJCs of Idaho - Training and Employment*

Training and Employment Questions	Yes	Percent of Total	No	Percent of Total	Total Number of Responses
Did you go to the American Job Centers/Idaho Department of Labor offices to get training?	28	19.7%	114	80.3%	142

<b>Training and Employment Questions</b>	<b>Yes</b>	<b>Percent of Total</b>	<b>No</b>	<b>Percent of Total</b>	<b>Total Number of Responses</b>
Did you get the training that you were seeking from the American Job Centers/Idaho Department of Labor offices?	18	64.3%	10	35.7%	28
Did the training purchased or provided by the American Job Centers/Idaho Department of Labor offices result in employment?	7	25.9%	20	74.1%	27
Did you go to the American Job Centers/Idaho Department of Labor offices to find a job?	101	71.1%	41	28.9%	142
Did the American Job Centers/Idaho Department of Labor offices staff help you find employment?	48	48.0%	52	52.0%	100

### *Individual Survey: AJCs – Helpfulness and Effectiveness*

The concepts of helpfulness and effectiveness are evaluated in this study with respect to the AJCs services. Overall, the ratings of AJCs indicate that there are mixed reviews on the helpfulness and effectiveness of the services.

#### Individual Survey: AJCs – Helpfulness

One-hundred forty-one respondents answered the question regarding helpfulness in the 2023 individual survey. Slightly more than half of the respondents found the AJCs staff to be very helpful or not helpful. Table 141 summarizes the results.

Table 141

#### *Individual Survey: Helpfulness of AJCs' Staff*

<b>Job Center Staff Helpful</b>	<b>Number</b>	<b>Percent</b>
Yes, they were very helpful	76	53.9%
They were somewhat helpful	44	31.2%
No, they were not helpful	21	14.9%
<b>Total</b>	<b>141</b>	<b>100.0%</b>

#### Individual Survey: AJCs – Effectiveness

In regard to the effectiveness of the AJCs, a narrow majority of respondents found the AJCs' services to be "somewhat effective" in serving individuals with disabilities. In terms of overall effectiveness rating, almost one-fourth of the respondents selected "no opinion" and 29 respondents selected the response option "somewhat effective." Table 142 identifies the effectiveness of the AJC's services by the individuals who responded to the survey.

Table 142  
*Individual Survey: Effectiveness of AJCs Services*

<b>Job Center Services Effective</b>	<b>Number</b>	<b>Percent</b>
The services were somewhat effective	54	38.9%
Yes, the services were very effective	49	35.3%
No, the services were not effective	36	25.9%
<b>Total</b>	<b>139</b>	<b>100.0%</b>
<b>Effectiveness Rating</b>	<b>Number</b>	<b>Percent</b>
Very effective	47	32.9%
No opinion	32	22.4%
Somewhat effective	29	20.3%
Very ineffective	18	12.6%
Somewhat ineffective	17	11.9%
<b>Total</b>	<b>143</b>	<b>100.0%</b>

When asked, "What recommendations do you have for the AJCs to improve service to individuals with disabilities in Idaho?", individual survey respondents were given an opportunity to provide a narrative response. Four comments were positive toward the AJC services. Narrative comments included recommendations for improving the application process; hire more staff; have staff that are knowledgeable about available jobs; provide more job opportunities and jobs that pay more than minimum wage; hire/train staff to understand people with disabilities and show kindness; improving staff skills to include hands on assistance; improve the computer system; and open up the closed offices/increase hours of operation.

### Community Partner Survey Results

#### Partner Survey: American Job Centers

Partner survey respondents were asked a series of questions regarding their opinion and use of the AJCs through the Idaho Department of Labor.

The project team asked respondents to identify their frequency of interaction with the AJCs. Almost 40% of the partner respondents rarely interacted with the AJCs. Slightly more than one-third of the partner respondents never interacted with the AJCs.

The survey asked about the physical and programmatic accessibility of the AJCs. The majority of partner respondents (about 45%) indicated that they did not know if the AJCs were physically accessible. Note the narrow margin of difference (n=1) between the number of partners (n=11)

who cited that the AJCs are fully accessible and the number of partners who indicated that the AJCs are somewhat physically accessible.

Over one-half of partners are not knowledgeable regarding the AJCs' program accessibility while 29% of partner respondents indicated that the AJCs were somewhat programmatically accessible. Individual respondents differed in their report as the majority (77.9%) indicated that they did not have difficulty accessing the programs at the AJCs.

Tables 143-147 summarize the responses from IDVR's community partners regarding interaction and accessibility of the AJCs.

Table 143

*Partner Survey: Frequency of Interaction with AJCs*

Frequency of Interaction with AJCs	Number	Percent
Rarely	15	39.5%
Never	13	34.2%
Often	6	15.8%
Sometimes	4	10.5%
<b>Total</b>	<b>38</b>	<b>100.0%</b>

Table 144

*Partner Survey: Physical Accessibility of the AJCs*

Physical Accessibility of the AJCs	Number	Percent
I do not know	17	44.7%
Fully accessible	11	29.0%
Somewhat accessible	10	26.3%
Not accessible	0	0.0%
<b>Total</b>	<b>38</b>	<b>100.0%</b>

Table 145

*Partner Survey: Programmatic Accessibility of the AJCs*

Programmatic Accessibility of the AJCs	Number	Percent
I do not know	20	52.6%
Somewhat accessible	11	29.0%
Fully accessible	7	18.4%
Not accessible	0	0.0%
<b>Total</b>	<b>38</b>	<b>100.0%</b>



Partners and individual survey respondents differed when asked about the overall effectiveness of the AJCs of Idaho in serving individuals with disabilities. Over one-half of partner respondents indicated that the AJCs did not effectively serve individuals with disabilities. Conversely, more than half of individual respondents rated the effectiveness of the AJCs as not effective as noted in Table 146.

Table 146

*Partner Survey: Effectiveness of the AJCs*

<b>Effectiveness of AJCs</b>	<b>Number</b>	<b>Percent</b>
Very effectively	4	13.8%
Effectively	9	31.0%
Not effectively	15	51.7%
They do not serve individuals with disabilities	1	3.5%
<b>Total</b>	<b>29</b>	<b>100.0%</b>

In the final survey question related to the AJCs, the partners were asked what the AJCs could do to improve services for people with disabilities. Respondents were given a list of six items and asked to select all that apply.

Roughly 65% of respondents indicated that the AJCs should train their staff on how to work with people with disabilities and partner more effectively with IDVR. Eight narrative comments were received in the response for the item "other, please describe." Five of the comments indicated a lack of familiarity with AJCs. The three remaining quotes are as follows:

- *"They are great and work closely with VR"*
- *"Partner more closely with service providers"*
- *"Partner with CRP's. Do a better job placing people without disabilities into available jobs"*

Table 147 summarizes the partner results.

Table 147

*Partner Survey: Improving Service of the AJCs to Effectively Serve PWD*

<b>Improving Service of the ACJs to Effectively Serve PWD</b>	<b>Number</b>	<b>Percent</b>
Train their staff on how to work with individuals with disabilities	19	65.5%
Partner more effectively with IDVR	19	65.5%
Include individuals with disabilities when purchasing training for their customers	13	44.8%
Improve programmatic accessibility	11	37.9%

<b>Improving Service of the ACJs to Effectively Serve PWD</b>	<b>Number</b>	<b>Percent</b>
Other (please describe)	8	27.6%
Improve physical accessibility	2	6.9%
<b>Total</b>	<b>72</b>	

### Staff Survey Results

#### Staff Survey: American Job Centers

Staff respondents were asked a series of questions regarding their opinion and use of the AJCs through the Idaho Department of Labor.

An equal percentage of staff (35.3%) indicated "sometimes" or "rarely" as their level of interaction with AJCs while the majority of partners selected "rarely." Seven of the staff respondents did not interact with the AJCs, which is about half of the number of the partner respondents (n=13) who cited "never" in response to the question.

The survey contained a question about the physical and programmatic accessibility of the AJCs. Unlike partners and individuals, staff cited three choice options almost an equal number of times. Roughly one-third of staff selected response options "fully accessible" "somewhat accessible" and "I do not know" in response to the question.

Staff, individuals, and partners vary in their rating of whether or not the AJCs are programmatically accessible. The margin of difference between the number of staff respondents who indicated that they did not know if the AJCs were programmatically accessible and the number of staff that cited somewhat programmatically accessible in response to the question is one. Staff choices are significantly different from the individual survey responses and partners have a larger margin of difference between those who indicated that they did not know if the AJCs are programmatically accessible and those who cited the choice item somewhat programmatically accessible .

Tables 148-152 summarize the staff choices regarding interaction and accessibility of the AJCs.

Table 148

#### *Staff Survey: Frequency of Interaction with AJCs*

<b>Frequency of Interaction with AJCs</b>	<b>Number</b>	<b>Percent</b>
Often	8	15.7%
Sometimes	18	35.3%
Rarely	18	35.3%
Never	7	13.7%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

Table 149

*Staff Survey: Physical Accessibility of the AJCs*

<b>Physical Accessibility of the AJCs</b>	<b>Number</b>	<b>Percent</b>
Fully accessible	17	33.3%
Somewhat accessible	16	31.4%
Not accessible	1	2.0%
I do not know	17	33.3%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

Table 150

*Staff Survey: Programmatic Accessibility of the AJCs*

<b>Programmatic Accessibility of the AJCs</b>	<b>Number</b>	<b>Percent</b>
Fully accessible	7	13.7%
Somewhat accessible	20	39.2%
Not accessible	3	5.9%
I do not know	21	41.2%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

Staff and partner respondents differed when asked about the overall effectiveness of the AJCs. About 53% of the staff respondents indicated that the AJCs are effectively serving individuals with disabilities while almost 52% of partners rated their service as "not effective." Table 151 contains the effectiveness rating for Job Centers reported by staff.

Table 151

*Staff Survey: Effectiveness of the AJCs*

<b>Effectiveness of AJCs</b>	<b>Number</b>	<b>Percent</b>
Very effectively	3	6.4%
Effectively	25	53.2%
Not effectively	18	38.3%
They do not serve individuals with disabilities	1	2.1%
<b>Total</b>	<b>47</b>	<b>100.0%</b>

Staff respondents were asked what the AJCs could do to improve services for people with disabilities. Staff respondents were given a list of five items and asked to select all that apply.

Staff and partner respondent results are somewhat similar regarding this question. Staff and partners matched the top item in rank, and the remaining items differ in rank order and vary in percentage points. Narrative comments received from staff in the category "other (please describe)" differed from the partners' suggestions. Quotes from staff comments are as follows:

- *"Get feedback from the customers"*
- *"Get a release and work with VR if a disability is disclosed"*
- *"Make their system not some cumbersome or difficult to navigate"*
- *"Respond to phone messages"*
- *"Be more open to individuals in need. Sometimes when I refer people to IDOL, even with a soft hand off, I'm questioned about why IDOL (ex. computer access for those without their own, resume writing assistance, workshops)"*

Table 152

*Staff Survey: Improving Service of the American Job Centers to Effectively Serve PWD*

<b>Improving Service of the ACJs to Effectively Serve PWD</b>	<b>Number</b>	<b>Percent</b>
Train their staff on how to work with individuals with disabilities	30	65.2%
Improve programmatic accessibility	18	39.1%
Include individuals with disabilities when purchasing training for their clients	16	34.8%
Improve physical accessibility	10	21.7%
Other (please describe)	9	19.6%
<b>Total</b>	<b>83</b>	

In the final survey question related to the AJCs of Idaho, the staff respondents were asked, "How can the American Job Centers through the Idaho Department of Labor partner more effectively with IDVR?" Thirty-three respondents answered the question.

Communication and collaboration were key words found in the narrative comments and comments were both positive and negative. Other items cited building relationships at the field level; provide more one-to-one service and trainings for customers; AJC staff recognizing what IDVR is and what IDVR provides; eliminate duplication of services, increase outreach; increased partnerships for youth; streamlined processes; and provide a "soft, warm handoff" versus website/random extension contact. Quotes are as follows:

- *"Help them understand we are not taking their clients, and we can work together to serve all the clients more effectively. We need to build relationships from the bottom up, because the real work is at the bottom, and that is where the fear of losing clients is located at. The managers at DOL seem to be on board, but it doesn't funnel down..."*
- *"I think we do well here. Refer often, include each other in communication, form partnerships."*
- *"Right before the pandemic hit Idaho, a majority of IDOL offices closed. Individuals may be getting less attention from IDOL because there are fewer locations/staff to help."*
- *"Maybe if the two agencies worked together but in 16 years I have never seen that happen"*

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## Key Informant and Focus Group Interviews

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The following information was gathered from the individuals interviewed for this assessment in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System:

1. Overall, partnerships within the Idaho Workforce Development System are regarded as positive and helpful, especially at the administrative level.
2. Positive collaboration and partnership aspects include the following:
  - a. Amendments of the State plan;
  - b. IDVR administrator chairing the one-stop committee;
  - c. IDVR on WIOA Advisory Committee; and
  - d. IDVR's seat on the Workforce Development Council.
3. There was much concern with the closing of multiple workforce offices across the State. At the administrative level, this was viewed as a positive move for being able to access more individuals across the State, yet local level staff were very concerned with the scale of this change for the workforce agency.
4. The level of local partnership between IDVR and the American Job Centers was described as varying across the State at the local level. Some felt like co-enrollment was of no concern as this is a natural practice in small communities. Others felt as though there was no active level of co-enrollment where customers would be served by multiple agencies through strategic partnerships.
5. There was concern that the AJCs did not understand how to work with individuals with disabilities so they either do not get help or get referred elsewhere (i.e., IDVR).
6. IDVR could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, sharing customers, and developing youth program partnerships.

## Recommendations

The following recommendations are offered to IDVR based on the results of the research in the Needs of Individuals with Disabilities served through other Components of the Statewide Workforce Development System area:

1. IDVR should provide regular opportunities for cross-training among local level WIOA core partner staff to learn about available services and increase the level of customers with IDVR and other workforce programs to leverage resources and serve Idahoans together.
2. IDVR is encouraged to identify effective ways to share customer data and develop joint opportunities to increase the level of partnership at the local level.
3. IDVR should continue efforts to improve services for individuals with disabilities in the larger Idaho workforce system by maintaining partnerships and the level of engagements of IDVR within the WIOA core programs. For example, IDVR can provide ADA training, disability awareness and etiquette training, community accessibility, etc., to workforce agencies as well as community partners.
4. IDVR is encouraged to continue its development of formal partnerships with the title I youth program, CTE, and other youth avenues to increase the array of services available to youth in Idaho.

## **SECTION SIX: NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS IN IDAHO**

Section Six identifies the need to establish, develop, or improve community rehabilitation programs in Idaho that serve individuals with disabilities. The rural nature of Idaho makes the purchase of service through vendors challenging in many parts of the State. The findings and recommendations in this Section must be interpreted with these challenges in mind.

### **Recurring Themes Across all Data Collection Methods**

The following themes emerged in the area of the need to establish, develop, or improve community rehabilitation programs serving individuals with disabilities in Idaho:

- Overall, IDVR has strong partnerships and access to CRPs in the more populous areas of the State. These partnerships are longstanding and appear to be based on mutual respect despite the challenges brought about by WIOA.
- CRPs are generally viewed as caring with the desire to provide high quality services to VR customers. There were concerns about the quality and quantity of employment outcomes for IDVR customers that receive CRP services.
- Pre-employment transition services have created additional opportunities for CRPs. This is seen as a great opportunity for all involved, but the level of quality varies.
- CRP evaluations, the effective use of labor market information in the job exploration and placement process, and consistency of CRP services across the State were areas in need of improvement, according to the participants in this assessment.
- CRP pay and service support, transportation, and IDVRs process were some of the common barriers listed as to why CRPs struggle with serving customers and getting better outcomes.
- The pandemic had a drastic impact on CRP's businesses and ability to hire, train and retrain staff to meet the need of IDVR customers when communities were back in working order. Many opinions were that CRP's have still not fully recovered.



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## Survey Results by Type

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### Individual Survey Results

#### Service Providers

Individual survey respondents were asked a series of questions identifying the quality, effectiveness, and responsiveness of their service provider and whether or not they would recommend their service provider to others.

#### *Individual Survey: Quality of Service - Service Provider*

Respondents were asked to rate the quality of the service from the service provider. A total of 96 responses were received and over one-half indicated that the quality of service from the service provider was "excellent." Table 153 details the results.

Table 153

#### *Individual Survey: Quality of Service - Service Provider*

Quality of Service: Service Provider	Number	Percent
Excellent	52	54.2%
Good	20	20.8%
Fair	14	14.6%
Poor	10	10.4%
<b>Total</b>	<b>96</b>	<b>100.0%</b>

#### *Individual Survey: Effectiveness of Service - Service Provider*

Individuals were asked to rate the effectiveness of the services from the service provider. The majority rated the services from the service provider as effective or very effective and almost 14.5% of respondents rated the effectiveness of service providers as ineffective. The results are detailed in Table 154.

Table 154

#### *Individual Survey: Effectiveness of Service - Service Provider*

Effectiveness of Services: Service Provider	Number	Percent
Very effective	43	44.3%
Effective	32	33.0%
Somewhat ineffective	8	8.3%

Effectiveness of Services: Service Provider	Number	Percent
Ineffective	14	14.4%
<b>Total</b>	<b>97</b>	<b>100.0%</b>

### *Individual Survey: Responsiveness of Service - Service Provider*

Respondents were also asked to rate the responsiveness of the service provider. Over 55% of the respondents rated the responsiveness of the service provider as "excellent." Table 155 summarizes the results.

Table 155

#### *Individual Survey: Responsiveness of Service - Service Provider*

Responsiveness of Service Provider	Number	Percent
Excellent	54	55.7%
Good	19	19.6%
Fair	18	18.6%
Poor	6	6.2%
<b>Total</b>	<b>97</b>	<b>100.0%</b>

### *Individual Survey: Recommend Service Provider*

The final question asked of individuals regarding service providers was "Would you recommend your service provider to others served by IDVR?" Slightly more than 73% of the respondents indicated that they would recommend their service provider to others. The response ratings are contained in Table 156.

Table 156

#### *Individual Survey: Recommend Service Provider*

Recommend Service Provider	Number	Percent
Yes	71	73.2%
No	16	16.5%
Not sure	10	10.3%
<b>Total</b>	<b>97</b>	<b>100.0%</b>

## Partner Survey Results

### **Partner Survey: Services Readily Available to IDVR Customers**

Partners were provided with a list of 15 items and asked to select the services that were readily available to IDVR customers.

"Job development services" was identified by slightly more than 91% of the 45 partner survey respondents who answered the question. "Job training services" was selected by almost 89% of partners, ranking in the second position for readily available services.

Vehicle modification assistance was chosen by less than 27% of the respondents. Two narrative responses were received in the category of "other." Phrases from the narrative responses are as follows: Medicaid; and "we do not provide direct services." Table 157 summarizes the services immediately available as reported by partner survey respondents.

Table 157

*Partner Survey: Services Readily Available*

<b>Services Readily Available</b>	<b>Number</b>	<b>Percent</b>
Job development services	41	91.1%
Job training services (Job Coaching, On-the-job training, etc.)	40	88.9%
Postsecondary education	32	71.1%
Medical treatment	31	68.9%
Mental health treatment	30	66.7%
Federal or State Income assistance	28	62.2%
Transportation assistance	28	62.2%
Assistive technology	27	60.0%
Substance abuse treatment	23	51.1%
Health insurance	23	51.1%
Housing	21	46.7%
Benefit planning assistance	21	46.7%
Personal care attendants	19	42.2%
Vehicle modification assistance	12	26.7%
Other (please describe)	2	4.4%
<b>Total</b>	<b>378</b>	

**Partner Survey: Services Not Readily Available**

Partner survey respondents were also asked to indicate what services were not readily available or do not exist in the area of the State where the respondent works. There was no limit to the number of services that could be chosen.

Partners displayed consistency in their choices for available and not available services. The top four services listed in Table 157 (above) are found at the bottom of the list of services not immediately available or do not exist. Partners cited vehicle modification most frequently as not an available or non-existent service. Table 158 contains the partner results to this question.

Table 158

*Partner Survey: Services Not Readily Available*

<b>Services Not Readily Available</b>	<b>Number</b>	<b>Percent</b>
Vehicle modification assistance	20	57.1%
Housing	17	48.6%
Assistive technology	14	40.0%
Transportation assistance	14	40.0%
Personal care attendants	13	37.1%
Substance abuse treatment	11	31.4%
Mental health treatment	10	28.6%
Income assistance	9	25.7%
Benefit planning assistance	9	25.7%
Health insurance	8	22.9%
Postsecondary education	7	20.0%
Medical treatment	5	14.3%
Job development services	4	11.4%
Job training services (Job Coaching, OJT, etc.)	3	8.6%
Other (please describe)	3	8.6%
<b>Total</b>	<b>147</b>	

**Partner Survey: Service Providers Meeting Customer Needs**

Partner survey respondents were asked to identify how frequently service providers in the State of Idaho were able to meet IDVR customers' rehabilitation service needs.

Roughly 54% of the partner respondents indicated that service providers are able to meet the needs of IDVR customers often. The next most frequent choice was "sometimes." Table 159 summarizes the results to this question.

Table 159

*Partner Survey: Frequency of Service Providers Meeting Needs*

<b>Frequency of Service Providers Meeting Needs</b>	<b>Number</b>	<b>Percent</b>
Always	6	13.6%
Often	24	54.6%
Sometimes	13	29.6%
Rarely	0	0.0%
Never	1	2.3%
<b>Total</b>	<b>44</b>	<b>100.0%</b>

**Partner Survey: Services that Providers Are Most Effective in Providing IDVR Customers**

Partners were provided a list of 15 items and asked to identify the services that service providers were most effective in providing to IDVR customers. There was no limit to the number of services that could be chosen.

Table 160 contains the partners' choices of services that service providers are most effective in providing. The table is slightly different from Table 157, which contains the partners' list of services immediately available.

Table 160

*Partner Survey: Services that Service Providers Are Most Effective in Providing*

<b>Services that Service Providers are Most Effective in Providing to IDVR Customers</b>	<b>Number</b>	<b>Percent</b>
Job training services (Job Coaching, OJT, etc.)	32	86.5%
Job development services	29	78.4%
Postsecondary education	13	35.1%
Assistive technology	10	27.0%
Mental health treatment	9	24.3%
Personal care attendants	9	24.3%
Benefit planning assistance	7	18.9%
Transportation assistance	7	18.9%
Income assistance (TANF/TAFI)	6	16.2%
Medical treatment	6	16.2%
Substance abuse treatment	6	16.2%

Services that Service Providers are Most Effective in Providing to IDVR Customers	Number	Percent
Health insurance	5	13.5%
Housing	5	13.5%
Vehicle modification assistance	4	10.8%
Other (please describe)	2	5.4%
<b>Total</b>	<b>150</b>	

### Partner Survey: Primary Reasons Providers Unable to Meet Customers' Needs

Partners were provided with a list of six reasons and asked to identify the primary reasons why community service providers were unable to meet customers' service needs.

The most common response was "not enough service providers available in area" followed by "low rates paid for services." Three quotes from the nine narrative responses cited staffing shortages. Other quotes from the item "other" are as follows:

- *"Difficulty getting through the IDVR 'system'"*
- *"Education for Businesses"*
- *"Lack of transportation for customers creates barriers to employment"*
- *"There are no service options available that encompass skill building, or simply job preparation for participants. With this built into services in IDVR and PAID FOR at a reasonable market rate, this will aid participants in learning the valuable skills necessary to gain employment on their own; end a revolving door effect that costs taxpayers in Idaho; and helps to bridge the learning gap for people with disabilities in their own independent job search. This may affect individuals that have the highest support needs but could ultimately affect all participants. This potential service will aid in ending reliance on governmental support services."*

Table 161 summarizes the responses to this question.

Table 161

*Partner Survey: Primary Reasons Providers are Unable to Meet Customer Needs*

Primary Reasons Service Providers are Unable to Meet Customer Needs	Number	Percent
Not enough service providers available in area	24	68.6%
Low rates paid for services	21	60.0%
Customer barriers prevent successful interactions with service providers	13	37.1%

<b>Primary Reasons Service Providers are Unable to Meet Customer Needs</b>	<b>Number</b>	<b>Percent</b>
Low levels of accountability for poor performance by service providers	10	28.6%
Other (please describe)	9	25.7%
Low quality of service provider services	5	14.3%
<b>Total</b>	<b>82</b>	

### **Partner Survey: Top Three Changes to Help Better Serve IDVR Customers**

Partner survey respondents were presented a list and asked to identify the top three changes that would help them better serve IDVR customers.

More streamlined processes, higher rates paid by IDVR for services, and reduced documentation requirements ranked as the top three changes that would help partners better serve IDVR customers. Increased collaboration with AJCs was chosen by slightly more than 8% of respondents even though 1) about 74% of the partner respondents interacted rarely or not at all with the AJCs of Idaho, and over 51% of partners believe the AJCs are not effective; and 2) 53% of partners are not knowledgeable regarding the AJCs' program accessibility or believe that the AJCs are somewhat programmatically accessible to customers.

Table 162 lists the changes along with the number of times each change was identified as one of the top three changes that would help better serve IDVR customers.

Table 162

*Partner Survey: Top Three Changes to Help Better Serve DVR Customers*

<b>Top Three Changes to Better Serve IDVR Customers</b>	<b>Number</b>	<b>Percent</b>
More streamlined processes	19	51.4%
Higher rates paid by IDVR for services	16	43.2%
Reduced documentation requirements	11	29.7%
Improved communication with referring IDVR counselor	10	27.0%
Additional training	7	18.9%
Improved business partnerships	6	16.2%
Referral of appropriate individuals	5	13.5%
Other (please describe)	5	13.5%
Smaller caseload	4	10.8%

<b>Top Three Changes to Better Serve IDVR Customers</b>	<b>Number</b>	<b>Percent</b>
Incentives for high performance paid by IDVR	4	10.8%
Increased options for technology use to communicate with customers	3	8.1%
Increased collaboration with Idaho's American Job Centers	3	8.1%
<b>Total</b>	<b>93</b>	

### **Partner Survey: Most Important Change Service Providers Could Make to Support Customer Efforts to Achieve Employment Goals**

Partner respondents were asked to identify the most important change that service providers in the State of Idaho could make to support customers' efforts to achieve their employment goals. Thirty narrative responses were received. Topics cited in the comments include hiring more staff and increasing pay; improving the quality of partner staff; transportation; training employers including developing community/employer driven mechanisms; spending more time developing and finding employment for customers; more choices and better understanding of available options; and more funding.

### **Staff Survey Results**

#### **Staff Survey: Services Readily Available to IDVR Customers**

Staff respondents were provided with a list of 15 items and asked to select the services that are readily available to IDVR customers. Fifty-seven staff respondents answered this question.

Benefit planning assistance and postsecondary education were cited an equal number of times by respondents, and most often. Job development services and job training services (TWE, Job Coaching, OJT, etc.) were cited as the third and fourth most immediately available services by staff, which is slightly different from the partner list. Medical treatment, mental health treatment, and health insurance treatment were each chosen by 86% of the staff respondents, which is significantly higher than partner survey results (51.1 to 68.9% for each item). Three narrative responses were received in the category of "other" and were similar to one of the partner comments. All three staff comments referenced lacking knowledge of services.

Table 163

*Staff Survey: Services Readily Available to IDVR Customers*

<b>Services Readily Available</b>	<b>Number</b>	<b>Percent</b>
Benefit planning assistance	52	91.2%
Postsecondary education	52	91.2%



Services Readily Available	Number	Percent
Job development services	51	89.5%
Job training services (Job Coaching, OJT, etc.)	50	87.7%
Medical treatment	49	86.0%
Mental health treatment	49	86.0%
Health insurance	49	86.0%
Income assistance (TANF/TAFI)	48	84.2%
Assistive technology	47	82.5%
Substance abuse treatment	46	80.7%
Vehicle modification assistance	44	77.2%
Personal care attendants	40	70.2%
Transportation assistance	39	68.4%
Housing	33	57.9%
Other (please describe)	3	5.3%
<b>Total</b>	<b>652</b>	

### Staff Survey: Services Not Readily Available

Staff survey respondents were also asked to indicate what services were not readily available or do not exist in the area where the respondent works. A total of 34 responses were received.

Staff cited "housing" and "transportation assistance" most frequently as not available or non-existent services in the area where they work. Overall, the staff and partner result lists reflect each other with items in a different ranking order. Table 164 contains the staff choices in response to this question.

Table 164

#### *Staff Survey: Services Not Readily Available*

Services Not Readily Available	Number	Percent
Housing	17	50.0%
Transportation assistance	17	50.0%
Vehicle modification assistance	10	29.4%
Personal care attendants	9	26.5%
Other (please describe)	9	26.5%
Assistive technology	7	20.6%

Services Not Readily Available	Number	Percent
Substance abuse treatment	7	20.6%
Job training services (Job Coaching, OJT, etc.)	6	17.6%
Mental health treatment	6	17.6%
Job development services	5	14.7%
Income assistance (TANF/TAFI)	3	8.8%
Postsecondary education	3	8.8%
Health insurance	2	5.9%
Medical treatment	1	2.9%
Benefit planning assistance	1	2.9%
<b>Total</b>	<b>103</b>	

### Staff Survey: Service Providers Meeting Customers' Needs

Staff survey respondents were asked to identify how frequently service providers in the State of Idaho were able to meet IDVR customers' rehabilitation service needs.

Staff and the partners were presented different choice options in response to this question. Overall, staff agreed with partners on the ability of service providers to meet the needs of customers. Table 165 summarizes the staff results on the frequency of service providers to meet customer needs.

Table 165

*Staff Survey: Frequency of Service Providers Meeting Needs*

Frequency of Service Providers Meeting Needs	Number	Percent
All of the time	2	3.6%
Some of the time	53	96.4%
None of the time	0	0.0%
<b>Total</b>	<b>55</b>	<b>100.0%</b>

### Staff Survey: Service Needs that Rehab Providers are Unable to Meet

Staff respondents were provided a list of 15 items and asked to identify the service needs that rehabilitation service providers were unable to meet. There was no limit to the number of services that could be chosen. Thirty-seven staff respondents participated in answering this survey question.

Staff cited "transportation assistance" as the top service need that rehabilitation service providers are unable to meet. Although staff identified "job training" as the fourth top service available to IDVR customers in the previous Table 165, staff identified the service, along with "housing" as the second top two services needs that rehabilitation providers are unable to meet. Two comments described in the category "other" in the staff results to this question were "Pre-ETS WBLE" and child care. Table 166 contains the staff choices of service needs that rehabilitation service providers are unable to meet.

Table 166

*Staff Survey: Service Needs that Rehab Providers are Unable to Meet*

<b>Unmet Service Needs</b>	<b>Number</b>	<b>Percent</b>
Transportation assistance	22	59.5%
Job training services (Job Coaching, OJT, etc.)	18	48.6%
Housing	18	48.6%
Job development services	13	35.1%
Vehicle modification assistance	10	27.0%
Personal care attendants	9	24.3%
Mental health treatment	8	21.6%
Substance abuse treatment	6	16.2%
Assistive technology	4	10.8%
Other education services	3	8.1%
Other (please describe)	3	8.1%
Medical treatment	2	5.4%
Postsecondary education	2	5.4%
Income assistance (TANF/TAFI)	1	2.7%
Benefit planning assistance	0	0.0%
<b>Total</b>	<b>119</b>	

### **Staff Survey: Primary Reasons Providers Unable to Meet Customer Needs**

Staff were provided with a list of six reasons and asked to identify the primary reasons why community service providers were unable to meet customers' service needs.

Staff agreed with partners that the top reason why service providers are unable to meet customer needs is due to lack of providers available. Staff and partners differed on the remaining primary reasons that customer needs are not met. Table 167 summarizes the responses to this question.

Table 167

*Staff Survey: Primary Reasons Providers are Unable to Meet Customer Needs*

<b>Primary Reasons Service Providers are Unable to Meet Customer Needs</b>	<b>Number</b>	<b>Percent</b>
Not enough service providers available in area	39	79.6%
Low quality of service provider services	35	71.4%
Low levels of accountability for poor performance by service providers	31	63.3%
Low rates paid for services	23	46.9%
Customer barriers prevent successful interactions with service providers	10	20.4%
Other (please describe)	9	18.4%
<b>Total</b>	<b>147</b>	

**Staff Survey: Most Important Change Service Providers Could Make to Support Customer Efforts to Achieve Employment Goals**

Staff respondents were asked an open-ended question to identify the most important change that service providers could make to support customers' efforts to achieve their employment goals. Thirty-four staff respondents provided a narrative response.

Twenty of the 34 narrative comments suggested hiring quality staff, train the staff, hire more staff, and pay better wages. Better collaboration and communication with entities, including IDVR, ICBVI, and the Idaho Department of Labor were cited three times. Increased availability was cited twice. Quotes from the narrative comments as follows:

- *"Focus on Employment goals and referral needs from the VRC instead of trying to do more services than requested"*
- *"Incentives to service the most rural communities"*
- *"Transportation is a major issue"*
- *"All of them - there is a need for more providers, better training, better pay and greater accountability"*

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## Key Informant and Focus Group Interviews

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The following themes were recurring from the individuals interviewed for this assessment in the area of the need to establish, develop or improve community rehabilitation programs serving individuals with disabilities in Idaho:

1. Overall, IDVR has strong partnerships and access to CRPs in the more populous areas of the State. These partnerships are longstanding and appear to be based on mutual respect despite the challenges brought about by WIOA, the pandemic, and continuous turnover.
2. CRPs are generally viewed as caring with the desire to provide high quality services to IDVR customers. However, there were concerns about the quality and quantity of employment outcomes for IDVR customers that receive CRP services.
3. CRP employment services were generally described as in need of improvement. There are varying perspectives on why employment services provided by CRPs are not as successful as they can be.
4. Pre-employment transition services have created additional opportunities for CRPs. This is seen as a great opportunity for all involved, but the level of quality varies. Some view contracted services vs. fee-for-service resulting in differing outcomes.
5. Depending on the lens of those interviewed, there are a variety of CRP services needing attention or improvement. These include, but are not limited to, the following:
  - a. Partners of IDVR are not generally pleased with the outcomes or services provided through CRPs.
  - b. There is a need for improved consistency across IDVR regions related to policy, forms, and expectations of CRPs.
  - c. Participants indicated that CRPs are not clear on their role under WIOA. The learning curve has been challenging for all parties and training/communication to CRPs could improve.
  - d. Both CRPs and IDVR need training in employment opportunities in today's labor market. Use of LMI and strategies for finding non-traditional types of employment are not possible without additional training and support.
6. CRPs need training on working with individuals with complex needs and comorbid conditions.
7. CRP's need required training, individual qualifications, and standards in order to improve effectiveness and customer outcomes.

## Recommendations

The following recommendations are offered to IDVR based on the results of the research in the Need to Establish, Develop or Improve Community Rehabilitation Programs in IDVR:

1. IDVR should consider statewide training opportunities (regularly) to increase the skills of CRPs and understanding of WIOA and policy changes within IDVR.
2. IDVR is encouraged to consult and partner with CRP staff to engage in a collaborative process to revise policies and fees for service that are agreed upon by both groups.
3. IDVR is encouraged to reinstate/continue regional cross-training with IDVR staff and CRPs to encourage and enhance high level, skills type employment (not just minimum wage jobs and entry level work), as well as effective communication and expectations across teams. Example of trainings include Labor Market Information, current employment opportunities and job development strategies, basic disability etiquette for different disability types, and/or building natural supports for individuals in supported employment.
4. If this does not already exist, consider adding feedback questions related to CRP services to the participant satisfaction surveys sent by IDVR.

## **SECTION SEVEN: NEEDS OF BUSINESS AND EFFECTIVENESS IN SERVING EMPLOYERS**

The need for the VR program to engage with the business community and effectively provide services to employers is one of the common performance measures for the core partners in WIOA. WIOA has moved the discussion from whether or not VR programs should serve the business community to how well VR programs are serving this community. Consequently, it is important for every VR program to do a self-assessment of how well they are serving employers. The project team is hopeful that this section of the report will be useful to IDVR as they engage in the evaluation of how effectively they are providing services to employers and developing strategies to increase business engagement.

A total of 38 employers participated in this CSNA, and all of those were by survey. The reader is cautioned to interpret any findings with the low participation rates in mind. In future CSNAs, it will be essential for IDVR to proactively recruit businesses to engage in the assessment. One of the most effective ways to make this happen is to partner with the title I and III counterparts responsible for employer relationships.

### **Recurring Themes Across all Data Collection Methods**

The following themes emerged in the area of the needs of business and effectiveness in serving employers:

- Through IDVR's pre-employment transition services efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
- Business partnerships continue to be a focus for IDVR, and efforts are growing to serve this dual customer under WIOA.
- Business/Employers were not interviewed; however, IDVR business needs and employer barriers were discussed by IDVR staff and partners, which included the following:
  - Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
  - New and updated strategies for serving business.
- The partnerships with IDVR and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that the local workforce system has strong relationships and access to employers, yet IDVR is not included in these business partnerships at a statewide level.
- IDVR's engagement in Apprenticeships is a great way to get skilled workers trained and to partner with employers in various industries. IDVR is a key partner in this effort.

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## Survey Results

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### Business Survey Responses

#### Disability in the Workplace: Employer Needs

With respect to the "Disability in the Workplace" section of the survey, business survey respondents were presented with nine questions regarding whether or not their business needed help with a variety of concerns related to disability and employment. The questions were structured in a yes-no format. Table 168 summarizes the results to the eight questions according to the number of respondents who indicated a need for help with respect to the need or needs indicated in the question.

Table 168

*Disability in the Workplace: Employer Needs*

Does your business need help...	Number of Yes	Percent of Yes	Number of No	Percent of No	Total
Obtaining information on training programs available for your employees or individuals with disabilities?	16	48.5%	17	51.5%	33
Obtaining training on the different types of disabilities?	15	45.5%	18	54.6%	33
Obtaining incentives for employing workers with disabilities?	14	42.4%	19	57.6%	33
Obtaining training on sensitivity to individuals with disabilities in the workplace?	13	39.4%	20	60.6%	33
Helping your employees with disabilities to maintain employment?	12	36.4%	21	63.6%	33
Recruiting job applicants with disabilities?	10	30.3%	23	69.7%	33
Identifying job accommodations for your employees with disabilities?	9	28.1%	23	71.9%	32
Understanding disability-related legislation such as the Americans with Disabilities Act, and the Workforce Innovation and Opportunity Act?	8	25.0%	24	75.0%	32



The sample size is (n=33) in response to employer needs regarding disability in the workplace. Note the total number of survey respondents who answered specific questions varies between 32 and 33 respondents.

The majority of business respondents indicated that they need assistance in regard to disability in the workplace. Three survey items received a 42.4% or higher "Yes" response rate, indicating that up to 16 businesses would benefit from assistance with addressing concerns regarding disability and employment. Eight business respondents would like assistance on how to meet the requirements of the legislation in their business.

Business respondents were asked, in a supplemental open-ended question, if they would like to further comment on needs regarding disability in the workplace. Five responses to the question were received and are as follows:

- *"Finding ways to create workforce programs which support this space"*
- *"I don't believe that we are in a need for any of the above training, but I am never sad about more tools that I can provide to my team!"*
- *"Incentives for employing workers with disabilities would be great"*
- *"There are lots of resources on the internet to keep ourselves well informed on how to help workers with disabilities thrive in our workplace"*
- *"We have probably between 5-10 employees that also work with the VR, but we would love to expand our partnership more!"*

### Applicants with Disabilities

Business respondents were asked six questions regarding the need for recruitment assistance for applicants with disabilities. Respondents were asked to provide responses to the questions in a yes-no response format. Table 169 summarizes the results of the responses to the six questions according to the percentage of respondents who indicated a need for help with respect to the item indicated in each question.

Table 169

*Recruitment: Applicants with Disabilities: Does Your Business Need Help with...*

Does your business need help...	Number of Yes	Percent of Yes	Number of No	Percent of No	Total
Recruiting applicants with good social/interpersonal skills (Emotional Intelligence)?	16	51.6%	15	48.4%	31
Recruiting applicants with good work habits?	15	50.0%	15	50.0%	30
Recruiting applicants who meet the job qualifications?	14	45.2%	17	54.8%	31

Does your business need help...	Number of Yes	Percent of Yes	Number of No	Percent of No	Total
Discussing reasonable accommodations with applicants during the application process?	12	40.0%	18	60.0%	30
Identifying the appropriate reasonable accommodations for applicants?	12	40.0%	18	60.0%	30
Assessing applicants' skills?	6	20.0%	24	80.0%	30

Roughly half of business respondents indicated needing assistance with recruitment in the areas of social/interpersonal skills, good work habits and meeting job qualifications. Twelve businesses would like assistance with addressing needs related to providing reasonable accommodations.

Business respondents were asked if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding recruiting applicants with Blindness and low vision. One response was received and is as follows:

- *"We do a good job with this"*

### **Employees with Disabilities: Positive Employee Traits Related to Job Retention**

Business survey respondents were presented with a list of 11 positive employee traits and asked the question, "With respect to employees with disabilities you have now or have had in the past, what are the positive employee traits you have experienced with them regarding job retention?"

Twenty-six responses were received regarding this question. Honesty/integrity and positive attitude were selected by over 65% of the respondents. Skills related to the ability to perform independently and being organized were the positive traits found least often in employees with disabilities with respect to job retention by respondents.

Table 170 summarizes the percentage of business survey respondents who identified each trait as a part of job retention.

Table 170

*Employees with Disabilities: Positive Employee Traits Related to Job Retention*

<b>Employees with Disabilities: Positive Employee Traits Related to Job Retention</b>	<b>Number</b>	<b>Percent</b>
Honesty/Integrity	18	69.2%
Positive attitude	17	65.4%
Reliability	14	53.8%
Flexibility	13	50.0%
Works well with their team	13	50.0%
Determined/dedicated	13	50.0%
Punctual	13	50.0%
Initiative/Ambition	10	38.5%
Attention to detail	8	30.8%
Independent	6	23.1%
Organized	5	19.2%
<b>Total</b>	<b>130</b>	

**Employees with Disabilities: Challenges to Job Retention**

Business survey respondents were presented with a list of 13 job-related challenges and asked to identify the challenges they have now or have experienced in the past with respect to individuals with disabilities. A total of 29 respondents answered the question. Table 171 presents the percentage of business survey respondents who identified each item as a challenge to job retention.

Table 171

*Challenges Related to Job Retention: Employees with Disabilities*

<b>Challenges to Job Retention</b>	<b>Number</b>	<b>Percent</b>
Mental health concerns	10	34.5%
Difficulty learning job skills	9	31.0%
Slow work speed	9	31.0%
Poor social skills (Emotional Intelligence)	9	31.0%
Physical health problems	8	27.6%

Challenges to Job Retention	Number	Percent
Lack of transportation	7	24.1%
I have no knowledge of any challenges we have had retaining employees with disabilities	7	24.1%
Poor attendance	4	13.8%
Lack of ongoing support or inconsistent support	4	13.8%
Poor work stamina	3	10.3%
Language barriers	2	6.9%
Identifying effective accommodations	2	6.9%
Other (please describe)	1	3.4%
<b>Total</b>	<b>75</b>	

Roughly 35% of the business survey respondents (n=10) indicated that mental health concerns was the top challenge related to job retention for employees with disabilities. Three items (difficulty learning job skills, slow work speed, emotional intelligence) were cited by 31% of respondents and ranked in the second position on the result list. Identifying effective accommodations and language barriers were selected by less than 7% of the business respondents. One narrative response was received in the category "other" and is as follows:

- *"Burn out due to high stress of health care/pandemic"*

Business survey respondents were asked an open-ended question if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding challenges experienced with employees with disabilities. Respondents were given the opportunity to provide a narrative response. Three narrative responses were received and are quoted:

- *"I am the owner and sole employee of my business. I do not plan to hire any additional employees now or in the future"*
- *"I work as admin staff supporting multiple cities, so am unaware of the specifics!"*
- *"We currently staff a technician with disabilities and would like more information to help him progress with this job and his future jobs. We are interested in how to achieve this with the assistance of the Idaho Division of Vocational Rehabilitation. Thanks!"*

## Services Provided by IDVR

Businesses survey respondents were asked three questions regarding their knowledge of IDVR, and their utilization of services provided by the agency.

The majority of business respondents (71%) cited being somewhat knowledgeable regarding IDVR services for businesses. Over 50% of business respondents reported using IDVR services for their business. The most frequently cited service used was recruiting job applicants with disabilities. Two items (helping employees with disabilities to maintain their employment; recruiting qualified applicants) were cited an equal number of times by business respondents. Tables 172-176 include the results of those questions.

Table 172

### *Knowledge of IDVR Services to Businesses*

<b>Knowledge of IDVR Services to Businesses</b>	<b>Number</b>	<b>Percent</b>
Very knowledgeable	4	12.9%
Somewhat knowledgeable	22	71.0%
Little or no knowledge	5	16.1%
<b>Total</b>	<b>31</b>	<b>100.0%</b>

Table 173

### *Employer Usage of IDVR Services*

<b>Employer Usage of IDVR Services</b>	<b>Number</b>	<b>Percent</b>
Yes	16	51.6%
No	4	12.9%
I don't know	11	35.5%
<b>Total</b>	<b>31</b>	<b>100.0%</b>

Table 174

### *Identify IDVR Services Used by Employers*

<b>Identify IDVR Services Used by Employers</b>	<b>Number</b>	<b>Percent</b>
Recruiting job applicants with disabilities?	10	71.4%
Helping employees with disabilities to maintain their employment?	6	42.9%
Recruiting qualified applicants?	6	42.9%
Recruiting applicants with good work habits?	5	35.7%
Assistance identifying job accommodations for employees with disabilities?	4	28.6%

Identify IDVR Services Used by Employers	Number	Percent
Recruiting applicants with good social/interpersonal skills?	3	21.4%
Obtaining incentives for employing individuals with disabilities?	2	14.3%
Assessing applicants' transferable skills?	2	14.3%
Identifying appropriate and reasonable accommodations for applicants?	2	14.3%
Other (please describe)	1	7.1%
Obtaining training on the different types of disabilities?	1	7.1%
Obtaining information on training programs available for employees with disabilities?	1	7.1%
Discussing reasonable accommodations with applicants during the application process?	1	7.1%
Training in understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?	0	0.0%
Obtaining training on sensitivity to individuals with disabilities in the workplace?	0	0.0%
<b>Total</b>	<b>44</b>	

### Satisfaction and Recommendation of IDVR Services

Businesses survey respondents were asked two questions regarding their satisfaction of the services provided to their business and recommending IDVR services to others.

Business survey respondents who utilized IDVR services were presented with a five-point response scale (with responses ranging from "very satisfied" to "very dissatisfied") and asked to indicate how satisfied they were with the services they received from IDVR. There were 16 respondents who provided an answer to the question. An equal number of respondents (n=7; 43.8%) indicated that they were very satisfied or satisfied with the services they received from IDVR. Table 175 details the results.

Table 175  
Satisfaction Rating

Satisfaction Rating	Number	Percent
Very satisfied	7	43.8%
Satisfied	7	43.8%
Neither satisfied nor dissatisfied	2	12.5%
Dissatisfied	0	0.0%
Very dissatisfied	0	0.0%
<b>Total</b>	<b>16</b>	<b>100.0%</b>

Business respondents who utilized IDVR services were presented with a five-point response scale (with responses ranging from "very likely" to "very unlikely") and asked if they would seek out IDVR again or recommend IDVR services to other employers. One hundred percent of respondents selected either very likely or likely.

Table 176  
Use Again or Recommend to Others

Use Again or Recommend to Others	Number	Percent
Very likely	8	50.0%
Likely	8	50.0%
Neither likely nor unlikely	0	0.0%
Unlikely	0	0.0%
Very unlikely	0	0.0%
<b>Total</b>	<b>16</b>	<b>100.0%</b>

### Applicant or Employee Needs Not Met

Business survey respondents were asked an open-ended question asking if their business has any needs related to applicants or workers with disabilities that are not currently being met and to describe them in a narrative format. The five narrative responses received are quoted:

- *"Creation of workforce programs to help employees with disabilities grow within the organization"*
- *"I feel employees from IDVR are generally prescreened and presented to me. With my other employees, I interview many applicants and can choose from them. With the employees with disabilities, I feel they are prescreened for me, and I only have one choice which is not always the best fit."*
- *"Interested in learning more on keeping my employee working and learning with in our business"*

- *"Sometimes the job coaches are not allowed to work with their client for the number of hours needed. I recently hired a disabled person for a 20 hour a week job, but the government agency would only authorize 12 hours of support for a long term support individual. That did not end well."*
- *"We would love to recruit more and have help with figuring out accommodations!"*

## Business Demographics

Business survey respondents described their respective business types and the number of employees the business currently employs. Tables 177 and 178 indicate the various business types and the size of the organization based on the number of employees.

Table 177  
*Type of Business*

Business Type	Number	Percent
Service	11	29.0%
Manufacturing	7	18.4%
Health care	5	13.2%
Other (please describe)	5	13.2%
Banking/Finance	4	10.5%
Government	3	7.9%
Construction	2	5.3%
Retail	1	2.6%
Agriculture/Forestry/Fishing	0	0.0%
Education	0	0.0%
<b>Total</b>	<b>38</b>	<b>100.0%</b>

Table 178  
*Number of Employees*

Number of Employees	Number	Percent
1,000 or more	6	15.8%
251 - 999	7	18.4%
51 - 250	7	18.4%
16 - 50	6	15.8%
1 - 15	12	31.6%
<b>Total</b>	<b>38</b>	<b>100.0%</b>



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## Key Informant and Focus Group Interviews

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The following information was gathered from the individuals interviewed for this assessment in the area of Needs of Business and Effectiveness in Serving Employers:

1. Through IDVR's pre-employment transition services efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
2. Business partnerships may not be considered an area of strength for IDVR; however, it is a focus, and efforts are growing to serve this dual customer under WIOA.
3. Business/Employers were not interviewed; however, IDVR business needs and employer barriers were discussed by IDVR staff and partners, which included the following:
  - a. Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
  - b. New and updated strategies for serving business.
4. The partnerships with IDVR and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that workforce has strong relationships and access to employers, yet IDVR is not included in these business partnerships at a statewide level.
5. IDVR's engagement in Apprenticeships is a great way to get skilled workers trained and to partner with employers in various industries. IDVR is a key partner in this effort.

## Recommendations

The following recommendations are offered by the project team, based on the information gathered in the Needs of Business and Effectiveness in Serving Employers section:

1. IDVR is encouraged to market success stories that include business and IDVR customers. Consider using the work-based learning experience with employers as an opportunity for marketing due to the high success of this program.
2. IDVR should consider implementing strategies (e.g., employer consultants) to develop work-based learning experiences for IDVR customers to increase awareness and opportunities with employers. This includes adults and other customers who do not qualify for pre-employment transition services.
3. IDVR should increase its partnership with IDOL in the area of services to employers, and collectively provide services and education to employers in Idaho.

## CONCLUSION

The Comprehensive Statewide Needs Assessment for Idaho's Division of Vocational Rehabilitation utilized qualitative and quantitative methods to investigate the vocational rehabilitation needs of individuals with disabilities in the State. The combination of surveys and interviews resulted in over 1,200 participating in the assessment. Though these numbers are much less than the previous CSNA participation rates (almost 2,000), the project team at San Diego State University's Interwork Institute is confident that data saturation occurred across the multiple areas of investigation in the CSNA (other than perceptions of employers) and is hopeful that the findings and recommendations will be utilized by IDVR to inform future planning and resource allocation for the agency.

# APPENDICES

## APPENDIX A: INTERVIEW PROTOCOLS

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### IDVR Staff Interviews

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#### MSD needs and Supported and Customized Employment

- How frequently are IDVR consumers dealing with secondary or other disabilities?
- Are SE and CE services readily available for those who need them? Is there a wait list for these services? Enough providers to meet the needs? What can be done to improve SE and CE services?
- For those clients that need mental health services, are these services available in the community? Is the mental health treatment system well developed or does it need work?

#### Needs of underserved groups

- What groups of individuals would you consider un-served or underserved by IDVR based either on race, geography, disability type or other characteristics?
- (For each identified group): What do you think they are not accessing IDVR services and what can the agency do to increase and improve services to these groups?

#### Transition

- How well are the high schools in Idaho preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
- How would you characterize IDVR's relationship/partnership with the secondary school system in Idaho?
- How well is IDVR serving youth in transition in terms of preparing them for postsecondary education or employment?
- How does IDVR provide pre-employment transition services? How effective are those services? Of the five required services, which ones are provided most frequently and which ones need to be developed further?
- What can IDVR do to improve services to youth in transition?

#### Needs of individuals served through the American Job Centers of Idaho (AJC)

- How effectively is IDVR working in partnership with the AJC? Do you have any recommendations about how to improve this partnership if needed?

### **Need for establishment, development or improvement of CRPs**

- What services need to be offered in new locations in order to meet people's needs?
- What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

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### **IDVR Service Provider Interviews**

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### **MSD needs and Supported and Customized Employment**

- How frequently are IDVR consumers dealing with secondary or other disabilities?
- Are SE and CE services readily available for those who need them? Is there a wait list for these services? Enough providers to meet the needs? What can be done to improve SE and CE services?
- For those clients that need mental health services, are these services available in the community? Is the mental health treatment system well developed, or does it need work?

### **Transition**

- How well are the high schools in Idaho preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
- How would you characterize IDVR's relationship/partnership with the secondary school system in Idaho?
- How well is IDVR serving youth in transition in terms of preparing them for postsecondary education or employment?
- How does IDVR provide pre-employment transition services? How effective are those services? Of the five required services, which ones are provided most frequently, and which ones need to be developed further?
- What can IDVR do to improve services to youth in transition?

### **Needs of individuals served through the Idaho American Jobs Centers**

- How effectively is IDVR working in partnership with the Idaho American Jobs Centers? Do you have any recommendations about how to improve this partnership if needed?
- What would you recommend to improve the Idaho American Jobs Centers' ability to serve individuals in Idaho?

### **Need for establishment, development or improvement of CRPs**

- What services need to be offered in new locations in order to meet people's needs?
- What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

## APPENDIX B: INDIVIDUAL SURVEY

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### Idaho Division of Vocational Rehabilitation 2023 Individual Survey

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The Idaho Division of Vocational Rehabilitation is working with the State Rehabilitation Council and the Interwork Institute at San Diego State University in order to understand the needs of individuals with disabilities who live in Idaho. The results of this survey will be used to improve programs and services for persons with disabilities. This survey includes questions that ask you about unmet, job-related needs of persons with disabilities. It will take about 15 minutes of your time to finish the survey. If you like, you can ask someone else to complete the survey for or with you. If you are responding for an individual with a disability, please answer the survey based upon your knowledge of the needs of the person with the disability. Your participation is voluntary. If you participate, your responses will be anonymous (not be linked to you).

If you have any questions regarding this survey or if you would prefer to complete this survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Thank you very much for your time and input!

Q1. Which County do you live in? (The Counties are listed for each IDVR service region. Please pick the region that includes your County)

- Region 1: Counties include Boundary, Bonner, Kootenai, Benewah, and Shoshone I am a current consumer of IDVR
- Region 2: Counties include Latah, Clearwater, Nez Perce, Lewis, and Idaho
- Treasure Valley East: Counties include Valley, Boise, Ada, and Elmore
- Treasure Valley West: Counties include Adams, Washington, Payette, Gem, Canyon, and Owyhee
- Region 4: Counties include Camas, Blaine, Gooding, Lincoln, Jerome, Minidoka, Twin Falls, and Cassia
- Region 5: Counties include Bingham, Caribou, Power, Bannock, Oneida, Franklin, and Bear Lake
- Region 6: Counties include Lemhi, Custer, Butte, Clark, Jefferson, Fremont, Madison, Teton, and Bonneville
- I don't know or am not sure

Q2. Which statement best describes your relationship with the Idaho Division of Vocational Rehabilitation (IDVR)? (pick one)

- I have never used the services of IDVR
- I am a current consumer of IDVR
- I am a previous consumer of IDVR, my case has been closed
- I am not familiar with IDVR
- Other (please describe) \_\_\_\_\_

*If you answered "I have never used the services of IDVR" or "I am not familiar with IDVR," skip to Question 4.*

Q3. How long have you been working with IDVR?

- Less than 1 year
- 1 year
- 2-5 years
- 6-9 years
- 10 years or greater

### Demographic Information

Q4. What is your age?

- under 25
- 25-64
- 65 and over

Q5. What is your primary race or ethnic group (check all that apply)?

- African American/Black
- American Indian or Alaska Native
- Asian

- Caucasian/White
- Native Hawaiian or Other Pacific Islander
- Hispanic/Latino
- Other (please describe) \_\_\_\_\_
- I don't know

Q6. What is your preferred language for communication?

\_\_\_\_\_

Q7. Do you feel that IDVR respects your cultural identity?

- Yes
- No
- I don't know

Q8. Have you ever been in a situation when you felt that IDVR did not respect your cultural identity?

- Yes (please describe) \_\_\_\_\_
- No

*If you answered "No," skip to Question 10.*

Q9. What can IDVR do to help its staff understand your culture?

\_\_\_\_\_

Q10. Which of the following would you use to describe your primary disability? (select one)

- Blind
- Visual impairment
- Deaf-Blind
- Deaf



- Hard of Hearing
- Intellectual Disability (ID)
- Developmental Disability (DD)
- Learning disability
- Autism Spectrum Disorder
- Traumatic Brain Injury
- Communication
- Mental Health (such as depression, anxiety, bipolar)
- Mobility
- Physical
- Other (please describe) \_\_\_\_\_
- No impairment

*If you answered "No impairment," skip to Question 11.*

Q11. Please indicate whether you receive the following Social Security disability benefits (check all that apply).

- I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history)
- I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals that have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)
- I receive a check from the Social Security Administration every month, but I do not know which benefit I get
- I don't know if I receive Social Security disability benefits
- I do not receive Social Security disability benefits
- I have received benefits in the past, but no longer receive them

Q12. How do you usually get around?

- I drive
- I use the bus or other form of public transportation
- I use ride-sharing services (i.e. Uber or Lyft or a taxi)
- Other (please identify) \_\_\_\_\_

### Employment-Related Needs

The next several questions ask about employment-related needs that you may have.

Q13. Please identify which of the following have been barriers to you getting a job.

- Lack of education
- Lack of job training
- Lack of job skills
- Lack of job search skills
- Lack of reliable Internet access
- Criminal Record
- Limited English skills
- Lack of available jobs
- Employer concerns about my ability to do the job due to my disability
- Age
- Lack of assistive technology and/or assistive technology training
- Lack of attendant care
- Lack of reliable transportation
- Mental health concerns
- Substance abuse
- Lack of childcare

- Lack of housing
- Concern over loss of Social Security benefits due to working

Q14. What have been your top three barriers in getting a job? Please choose only three.

- Lack of education
- Lack of job training
- Lack of job skills
- Lack of job search skills
- Lack of reliable Internet access
- Criminal Record
- Limited English skills
- Lack of available jobs
- Employer concerns about my ability to do the job due to my disability
- Lack of assistive technology and/or assistive technology training
- Lack of attendant care
- Lack of reliable transportation
- Mental health concerns
- Substance abuse
- Lack of child care
- Lack of housing
- Concern over loss of Social Security benefits due to working

Q15. If you have experienced other barriers to getting a job not mentioned above, list them here.

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### Barriers to Accessing IDVR Services

The next several questions ask about barriers to accessing IDVR services.

Q16. Please indicate which of the following have been a barrier to you accessing IDVR services.

- The IDVR office is not on a public bus route
- IDVR's hours of operation
- Lack of information about available services
- Lack of disability-related accommodations
- Language barriers
- Difficulties scheduling meetings with my counselor
- Difficulties completing the IDVR application
- Difficulties completing the Individualized Plan for Employment (IPE)
- Reliable Internet access
- Other difficulties with IDVR staff (please describe)

Q17. What have been the top three barriers to you accessing IDVR services? (please choose no more than three)

- I have not had any barriers to accessing IDVR services
- The IDVR office is not on a public bus route
- IDVR's hours of operation
- Lack of information about available services
- Lack of disability-related accommodations
- Language barriers
- Difficulties scheduling meetings with my counselor
- Difficulty reaching IDVR staff
- Difficulties completing the IDVR application

- Difficulties completing the Individualized Plan for Employment (IPE)
- Reliable Internet access
- Other difficulties with IDVR staff

Q18. Where do you usually meet with your IDVR counselor?

- In my community/school
- I go to the IDVR office
- We meet remotely by phone
- We meet remotely by video conference
- I don't have a IDVR counselor

Q19. How many IDVR counselors have you had?

- 1
- 2
- 3
- 4
- More than 4
- I have never had a IDVR counselor

Q20. How often are you able to reach your counselor when you need to?

- Always
- Usually
- Sometimes
- Rarely
- Never

Q21. How do you get along with your IDVR counselor?

- Excellent
- Good
- OK
- Poor
- Terrible

Q22. Has IDVR helped you to make progress towards your employment goal?

- Yes
- No
- I have not worked with IDVR

Q23. Which of the following IDVR services have you received remotely (by phone, email or video conference) since the beginning of the COVID-19 pandemic? (check all that apply)

- Help learning about jobs (Career Counseling)
- Help finding and landing job (Job development and/or job placement)
- Help keeping a job (Supports on the job)
- Help understanding how work would impact my benefits (Benefits counseling)
- Help with a device or technology that helps me with work (Assistive technology)
- Other (please describe) \_\_\_\_\_
- I have not received any services from IDVR remotely since COVID started

*If you answered "I have not received any services from IDVR remotely during the pandemic," skip to Question 25.*

Q24. How effective were the services offered remotely during the pandemic?

- Extremely effective
- Effective
- Somewhat effective

- Less effective
- Not effective at all

Q25. What can the Idaho Division of Vocational Rehabilitation (IDVR) do to serve you better in the future? \_\_\_\_\_

\_\_\_\_\_

26. Please tell us how you manage money (check all that apply)

- I have a monthly budget
- I have a savings account
- I have a checking account
- I invest my money or plan for retirement (e.g. retirement account like a 401K or pension)
- I would like to learn more about managing my money

Q27. What is your current employment goal?

\_\_\_\_\_

Q28. Have you thought about what your next job might be after reaching your current employment goal?

- Yes
- No
- I don't know

*If you answered "No" or "I don't know," skip to Question 35.*

Q29. Will you need more training or help to get your next job?

- Yes
- No
- I don't know

Q30. Have you received services from a service provider or an individual that the Idaho Division of Vocational Rehabilitation (IDVR) referred you to? (This may include an assessment, preparing for or finding employment, job coaching, training, assistive technology, or other services)

- Yes
- No
- I am not sure

*If you answered "No" or "I am not sure," skip to Question 35.*

Q31. How effective were the services you received from the service provider that the Idaho Division of Vocational Rehabilitation referred you to?

- Very effective
- Effective
- Somewhat ineffective
- Ineffective

Q32. How would you rate the quality of services you received from the service provider?

- Excellent
- Good
- Fair
- Poor

Q33. How would you rate the responsiveness of the service provider?

- Excellent
- Good
- Fair
- Poor

Q34. Would you recommend the service provider to others served by IDVR?



- Yes
- No
- Not sure

### American Job Centers of Idaho

The next several questions ask you about experiences you may have had with the American Job Centers of Idaho (AJCs), also known as American Job Centers or the One-Stop Career Centers.

**These questions refer only to your experience with the staff or services at the AJCs and not with IDVR staff who may be working at the centers.**

Q35. Have you ever tried to use the services of the American Job Centers/Idaho Department of Labor offices beyond creating an online account? (this may include testing, preparing for or finding employment, job coaching, training assistive technology or other services)

- Yes
- No

*If you answered "No," skip to Question 47.*

Q36. Did you experience any difficulties with the physical accessibility of the American Job Centers/Idaho Department of Labor offices building?

- Yes (If yes, please describe the difficulties you experienced)
- 

- No

Q37. Did you have any difficulty accessing the programs at the American Job Centers/Idaho Department of Labor offices (i.e. no available assistive technology, no interpreters, etc.)?

- Yes
- No

Q38. Did you go to the AJCs to get training?

- Yes
- No

*If you answered "No," skip to Question 41.*

Q39. Did you get the training that you were seeking from the American Job Centers/Idaho Department of Labor offices?

Yes

No

Q40. Did the training purchased or provided by the American Job Centers/Idaho Department of Labor offices result in employment?

Yes

No

Q41. Did you go to the American Job Centers/Idaho Department of Labor offices to find a job?

Yes

No

*If you answered "No," skip to Question 43.*

Q42. Did the American Job Centers/Idaho Department of Labor offices staff help you find employment?

Yes

No

Q43. Was the American Job Centers/Idaho Department of Labor offices staff helpful?

Yes, they were very helpful

They were somewhat helpful

No, they were not helpful

Q44. Were the services at the American Job Centers/Idaho Department of Labor offices effective?

Yes, the services were very effective

The services were somewhat effective

No, the services were not effective

Q45. Overall, how would you rate the effectiveness of the AJCs in serving individuals with disabilities?

- Very effective
- Somewhat effective
- No opinion
- Somewhat ineffective
- Very ineffective

Q46. What recommendations do you have for the AJCs to improve their services to individuals with disabilities in Idaho?

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Q47. Is there anything else you would like to add about the Idaho Division of Vocational Rehabilitation or its services?

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This is the end of the survey! Your information and feedback is valuable to IDVR and will be used to help improve the VR program. Thank you for completing the survey.

Please select the "NEXT" button below to submit your responses.

## APPENDIX C: PARTNER SURVEY

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### Idaho Division of Vocational Rehabilitation Community Partner Survey

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The Idaho Division of Vocational Rehabilitation (IDVR) is working collaboratively with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct an assessment of the needs of individuals with disabilities who live in Idaho. The results of this needs assessment will inform the development of the IDVR State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities.

The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 10 minutes of your time to complete the survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

**Thank you** for your time and input!

Q1. How would you classify your organization?

- Community Rehabilitation Program
- Secondary School (K-12)
- Postsecondary school
- Mental Health Provider
- Medical Provider
- Developmental Disability Organization
- Veteran's Agency
- Client Advocacy Organization
- Other Federal, State, or Local Government Entity

- Other Public or Private Organization
- Individual Service Provider
- Other (please describe) \_\_\_\_\_

Q2. Where does your organization provide services to individuals with disabilities in Idaho (check all that apply)?

- Eastern Idaho (Idaho Falls, Pocatello, Blackfoot)
- Southwestern Idaho (Treasure Valley, Boise metro, McCall, Cascade)
- South Central Idaho (Twin Falls, Hailey, Burley)
- Northern Idaho (Coeur d'Alene, Lewiston)

Q3. Please indicate which customer populations you work with on a regular basis (please check all that apply)

- Individuals with the most significant disabilities
- Individuals that are blind
- Individuals that are deaf
- Individuals that need supported employment
- Individuals that are racial or ethnic minorities
- Individuals from unserved or underserved populations
- Transition-aged youth (14-24)
- Individuals served by the American Job Centers through the Idaho Department of Labor
- Veterans
- Other (please describe) \_\_\_\_\_
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

### Vocational Rehabilitation Services

The following series of questions asks about services available to IDVR customers either directly or by service providers.

Q4. Please indicate which of the following services are readily available in your community to the individuals you serve. By "readily available" we mean that services are available in the region where you provide services (check all that apply).

- Job development services
- Postsecondary education
- Job training services (Job Coaching, On-the-job training, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (TANF/TAFI)
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

Q5. Please indicate which of the following services are **not** readily available or do not exist in the area of the State where you work (check all that apply).

- Job development services
- Postsecondary education

- Job training services (Job Coaching, On-the-job training, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

Q6. In your experience, how frequently are service providers able to meet the rehabilitation service needs of IDVR customers in your area?

- Always
- Often
- Sometimes
- Rarely
- Never

*If you answered "Always," skip to Question 8.*

Q7. What are the primary reasons that service providers are unable to meet consumers' service needs? (check all that apply)

- Not enough providers available in area
- Low quality of provider services
- Low rates paid for services
- Low levels of accountability for poor performance by service providers
- Consumer barriers prevent successful interactions with providers
- Other (please describe) \_\_\_\_\_

Q8. What is the most important change that service providers could make to support customers' efforts to achieve their employment goals?

\_\_\_\_\_

Q9. What services do you feel service providers are most effective in providing to IDVR customers (check all that apply)?

- Job development services
- Postsecondary education
- Job training services (Job Coaching, OJT, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (TANF/TAFI)
- Medical treatment
- Mental health treatment
- Substance abuse treatment



- Personal care attendants
- Health insurance
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

### Barriers to Achieving Employment Goals

The next series of questions ask about barriers that IDVR customers face in achieving their employment goals.

Q10. What are the most common barriers to achieving employment goals for IDVR customers (check all that apply)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities

- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q11. What are the barriers that prevent IDVR customers with the **most significant disabilities** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills

- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q12. What are the barriers that prevent IDVR customers who are **youth in transition** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues

- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security disability benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q13. What are the barriers that prevent IDVR customers who are **racial or ethnic minorities** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care

- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q14. What are the top three reasons that people with disabilities find it difficult to **access** IDVR services (please select a maximum of three reasons)?

- Limited accessibility of IDVR via public transportation
- Other challenges related to the physical location of the IDVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment (IPE)

- Inadequate assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- Lack of options for the use of technology to communicate with IDVR staff such as Skype, text, etc.
- IDVR staff do not meet clients in the communities where the clients live
- Other (please describe) \_\_\_\_\_

Q15. What are the top three changes that would help you better serve IDVR customers (please select a maximum of three changes)?

- Smaller caseload
- More streamlined processes
- Reduced documentation requirements
- Improved communication with referring IDVR counselor
- Additional training
- Higher rates paid by IDVR for services
- Referral of appropriate individuals
- Improved business partnerships
- Incentives for high performance paid by IDVR

- Increased options for technology use to communicate with customers
- Increased collaboration with Idaho's American Job Centers
- Other (please describe) \_\_\_\_\_

#### American Job Centers through the Idaho Department of Labor

The following series of questions asks you about the American Job Centers through the Idaho Department of Labor.

Q16. How frequently do you work with the American Job Centers through the Idaho Department of Labor?

- Often
- Sometimes
- Rarely
- Never

Q17. How physically accessible are the American Job Centers through the Idaho Department of Labor in your region for individuals with disabilities?

- Fully accessible
- Somewhat accessible
- Not accessible
- I do not know

Q18. How programmatically accessible are the Centers? (By programmatically accessible, we mean the resources that allow individuals to utilize the services at the Center, such as computers, literature, and Sign Language Interpreters)



- Fully accessible
- Somewhat accessible
- Not accessible
- I do not know

Q19. In your opinion, how effectively do the Centers serve individuals with disabilities?

- Very effectively
- Effectively
- Not effectively
- They do not serve individuals with disabilities

Q20. What can the American Job Centers through the Idaho Department of Labor in your region do to improve services to individuals with disabilities (Check all that apply)?

- Improve physical accessibility
- Improve programmatic accessibility
- Train their staff on how to work with individuals with disabilities
- Include individuals with disabilities when purchasing training for their customers
- Partner more effectively with IDVR
- Other (please describe) \_\_\_\_\_

This is the end of the survey. Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

## APPENDIX D: STAFF SURVEY

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### Idaho Division of Vocational Rehabilitation Staff Survey

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The Idaho Division of Vocational Rehabilitation (IDVR) is working collaboratively with the State Rehabilitation Council and staff at the Interwork Institute at San Diego State University in order to conduct an assessment of the needs of individuals with disabilities who live in Idaho. The results of this needs assessment will inform the development of the IDVR State Plan for providing rehabilitation services and will help planners make decisions about programs and services for persons with disabilities.

The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. You will also be asked about the type of work you do and whether you work with specific disability populations. We anticipate that it will take about 12 minutes of your time to complete the survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

**Thank you** for your time and input!

Q1. What is your job title?

- VRS
- VRC
- VRA
- RM
- ARM
- Central Office
- I prefer not to say

Q2. How long have you worked in the job that you have now?

- Less than one year

- 1-5 years
- 6-10 years
- 11-20 years
- 21+ years

Q3. What Region(s) do you work in? (check all that apply)

- Region 1 (Counties include Benewah, Bonner, Boundary, Kootenai, Shoshone)
- Region 2 (Counties include Clearwater, Idaho, Latah, Lewis, Nez Perce)
- Region 3 (Counties include Treasure Valley Central: (Meridian) Included in Region 8)
- Region 4 (Counties include Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls)
- Region 5 (Counties include Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power)
- Region 6 (Counties include Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton)
- Region 7 (Counties include Treasure Valley West: (Nampa/Caldwell): Adams, Canyon, Gem, Owyhee, Payette, Washington)
- Region 8 (Treasure Valley East: (Boise) Ada, Boise, Elmore, Valley)
- I prefer not to say

### Vocational Rehabilitation Services

The following series of questions asks about services available to IDVR customers either directly or by service providers

Q4. Have any of the consumers you serve received services delivered remotely since the beginning of the COVID-19 pandemic?

- Yes
- No
- I do not provide services to consumers

*If you answered "No," skip to Question 7.*

Q5. How would you rate the effectiveness of the services delivered during the pandemic?

- Extremely effective
- Effective
- Somewhat effective
- Minimally effective
- Not effective at all

Q6. Please include any comments you have about the effects of remote service delivery in the space below

---

Q7. Please indicate which of the following services are readily available to IDVR customers. By "readily available" we mean that services are available in the geographic area where you provide services (check all that apply).

- Job development services
- Postsecondary education
- Job training services (Job Coaching, OJT, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (TANF/TAFI)
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

Q8. Please indicate which of the following service are **NOT** readily available or do not exist in the area of the State where you work (check all that apply).

---

- Job development services
- Postsecondary education
- Job training services (Job Coaching, OJT, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (TANF/TAFI)
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Health insurance
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

Q9. In your experience, how frequently are service providers able to meet the rehabilitation service needs of IDVR customers in your region?

- All of the time
- Some of the time
- None of the time

*If you answered "All of the time," skip to Question 12.*

Q10. What rehabilitation needs are service providers **unable** to meet in your region? (check all that apply).

- Job development services
- Postsecondary education
- Job training services (Job Coaching, OJT, etc.)

- Other education services
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (TANF/TAFI)
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

Q11. What are the primary reasons that service providers are unable to meet customers' service needs? (select all that apply)

- Not enough service providers available in area
- Low quality of service provider services
- Low rates paid for services
- Low levels of accountability for poor performance by service providers
- Customer barriers prevent successful interactions with service providers
- Other (please describe) \_\_\_\_\_

Q12. What is the most important change that service providers could make to support customers' efforts to achieve their employment goals?

---

Q13. What services do you feel have the greatest positive impact on customers reaching a successful employment outcome? (check all that apply)

- Counseling and guidance

- Job development services
- Postsecondary education
- Job training services (Job Coaching, OJT, etc.)
- Assistive technology
- Transportation assistance
- Vehicle modification assistance
- Income assistance (such as maintenance)
- Medical treatment
- Mental health treatment
- Substance abuse treatment
- Personal care attendants
- Housing
- Benefit planning assistance
- Other (please describe) \_\_\_\_\_

### Barriers to Achieving Employment Goals

The next series of questions ask about barriers that IDVR customers face in achieving their employment goals

Q14. What are the most common barriers to achieving employment goals for IDVR customers (check all that apply)?

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills

- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q15. What are the barriers that prevent IDVR customers with the **most significant disabilities** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care



- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q16. What are the barriers that prevent IDVR customers who are **youth in transition** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues

- Other health issues
- Childcare issues
- Housing issues
- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q17. What are the barriers that prevent IDVR customers who are **racial or ethnic minorities** from achieving their employment goals? (check all that apply)

- Not having education or training
- Not having job skills
- Little or no work experience
- Not having job search skills
- Convictions for criminal offenses
- Language barriers
- Poor social skills
- Not enough jobs available
- Employers' perceptions about employing persons with disabilities
- Not having disability-related accommodations
- Lack of help with disability-related personal care
- Lack of reliable transportation
- Disability-related transportation issues
- Mental health issues
- Substance abuse issues
- Other health issues
- Childcare issues
- Housing issues

- Perceptions regarding the impact of income on Social Security benefits (fear of losing benefits)
- Other (please describe) \_\_\_\_\_

Q18. What are the top three reasons that people with disabilities find it difficult to **access** IDVR services (please select a maximum of three reasons)?

- Limited accessibility of IDVR via public transportation
- Other challenges related to the physical location of the IDVR office
- Inadequate disability-related accommodations
- Language barriers
- Difficulties completing the application
- Difficulties completing the Individualized Plan for Employment (IPE)
- Inadequate assessment services
- Slow service delivery
- Difficulties accessing training or education programs
- Lack of options for the use of technology to communicate with IDVR staff such as Skype, text, etc.
- IDVR staff do not meet customers in the communities where the customers live
- Other (please describe) \_\_\_\_\_

Q19. What are the top three changes that would help you better serve IDVR customers (please select a maximum of three changes)?

- Smaller caseload
- More streamlined processes
- Better data management tools
- Better assessment tools
- Additional training (please identify what training areas you have need of)  
\_\_\_\_\_

- More administrative support
- More supervisor support
- Improved business partnerships
- More community-based service providers for specific services
- More effective community-based service providers
- Accountability for poor performance by service providers
- Incentives for high performing service providers
- Increased outreach to customers
- Increased options for technology use to communicate with customers
- Increased collaboration with other workforce partners including American Job Centers
- Other (please describe) \_\_\_\_\_

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### American Job Centers through the Idaho Department of Labor

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The following series of questions asks you about the American Job Centers through the Idaho Department of Labor

Q20. How frequently do you work with the American Job Centers through the Idaho Department of Labor?

- Often
- Sometimes
- Rarely
- Never

Q21. How physically accessible are the American Job Centers through the Idaho Department of Labor for individuals with disabilities?

- Fully accessible
- Somewhat accessible
- Not accessible

I do not know

Q22. How programmatically accessible are the American Job Centers through the Idaho Department of Labor (by programmatic accessible, we mean the resources that allow individuals to utilize the services at the Center, such as computers, literature, and Sign Language Interpreters)?

Fully accessible

Somewhat accessible

Not accessible

I do not know

Q23. In your opinion, how effectively do the American Job Centers through the Idaho Department of Labor serve individuals with disabilities?

Very effectively

Effectively

Not effectively

They do not serve individuals with disabilities

Q24. What can the American Job Centers through the Idaho Department of Labor do to improve services to individuals with disabilities (Check all that apply)?

Improve physical accessibility

Improve programmatic accessibility

Train their staff on how to work with individuals with disabilities

Include individuals with disabilities when providing funding for training for their clients

Other (please describe) \_\_\_\_\_

Q25. How can the American Job Centers through the Idaho Department of Labor partner more effectively with IDVR?

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Your feedback is valuable to us. Thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

## APPENDIX E: BUSINESS SURVEY

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### Idaho Division of Vocational Rehabilitation Business Survey

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The Idaho Division of Vocational Rehabilitation (IDVR) is a State agency that helps Idaho residents with disabilities to prepare for, obtain and retain employment. IDVR is contracting with San Diego State University to conduct an assessment to learn more about the needs of businesses and employers with respect to partnering with the Idaho Division of Vocational Rehabilitation (IDVR) and employing and accommodating workers with disabilities.

The information that you provide will help IDVR to more effectively respond to the needs of businesses and will influence the planning and delivery of vocational services to persons with disabilities. For the purposes of our survey, an individual with a disability is a person who has an impairment that substantially limits one or more major life activities, or has a record of such an impairment, or is regarded as having such an impairment.

This survey will take approximately five minutes to complete. Your responses will be kept anonymous and you will not be asked for your name or the name of your organization anywhere in the survey.

If you have any questions regarding this survey or if you would prefer to complete this survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Thank you very much for your time and input!

Q1. Which of the following best describes your type of business? (select one response)

- Service
- Retail
- Manufacturing
- Agriculture/Forestry/Fishing
- Construction
- Government
- Education
- Health care
- Banking/Finance

Other (please describe) \_\_\_\_\_

Q2. How many people are employed at your business? (select one response)

- 1 - 15
- 16 - 50
- 51 - 250
- 251 - 999
- 1,000 or more

### Disability in the Workplace

Q3. Does your business need help ...

- Understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?
- Identifying job accommodations for workers with disabilities?
- Recruiting job applicants who are people with disabilities?
- Helping workers with disabilities to retain employment?
- Obtaining training on the different types of disabilities?
- Obtaining training on sensitivity to workers with disabilities?
- Obtaining incentives for employing workers with disabilities?
- Obtaining information on training programs available for workers with disabilities?

Q4. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding disability in the workplace, please describe them in the space below.

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### Applicants with Disabilities

Q5. With respect to applicants with disabilities, does your business need help...

- Understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?

- Identifying job accommodations for workers with disabilities?
- Recruiting job applicants who are people with disabilities?
- Helping workers with disabilities to retain employment?
- Obtaining training on the different types of disabilities?
- Obtaining training on sensitivity to workers with disabilities?
- Obtaining incentives for employing workers with disabilities?
- Obtaining information on training programs available for workers with disabilities?

Q6. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding applicants with disabilities, please describe them in the space below.

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Q7. With respect to employees with disabilities you have now or have had in the past, what are the positive employee traits you have experienced with them regarding job retention? (check all that apply)

- Flexibility
- Reliability
- Initiative/Ambition
- Honesty/Integrity
- Works well with their team
- Positive attitude
- Determined/dedicated
- Independent
- Punctual
- Organized
- Attention to detail



### Employees with Disabilities

Q8. With respect to employees with disabilities you have now or have had in the past, what are the challenges you have experienced with them regarding job retention?

- I have no knowledge of any challenges we have had retaining employees with disabilities
- Poor attendance
- Difficulty learning job skills
- Slow work speed
- Poor work stamina
- Poor social skills
- Physical health problems
- Mental health concerns
- Language barriers
- Identifying effective accommodations
- Lack of transportation
- Lack of ongoing support due to case closure
- Other (please describe) \_\_\_\_\_

Q9. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding employees with disabilities, please describe them in the space below.

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Q10. How would you rate your knowledge of IDVR and the services they can provide to businesses?

- Very knowledgeable
- Somewhat knowledgeable
- Little or no knowledge

Q11. Has your business utilized any of the services that IDVR provides?

- Yes
- No
- I don't know

*If you answered "No" or "I don't know," skip to Question 15.*

Q12. Which of the following services did IDVR provide to your business (please select all that apply)?

- Training in understanding disability-related legislation such as the Americans with Disabilities Act as amended, the Workforce Innovation and Opportunity Act and the Rehabilitation Act as amended?
- Assistance identifying job accommodations for workers with disabilities?
- Recruiting job applicants who are people with disabilities?
- Helping workers with disabilities to retain employment?
- Obtaining training on the different types of disabilities?
- Obtaining training on sensitivity to workers with disabilities?
- Obtaining incentives for employing workers with disabilities?
- Obtaining information on training programs available for workers with disabilities?
- Recruiting applicants who meet the job qualifications?
- Recruiting applicants with good work habits?
- Recruiting applicants with good social/interpersonal skills?
- Assessing applicants' skills?
- Discussing reasonable job accommodations with applicants?
- Identifying reasonable job accommodations for applicants?
- Other (please describe) \_\_\_\_\_

Q13. How satisfied were you with the services you received from IDVR?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied

- Dissatisfied
- Very dissatisfied

Q14. How likely would you be to seek out services from IDVR again, or recommend IDVR to another employer?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

Q15. If your business has any needs related to applicants or workers with disabilities that are not currently being met please describe them here:

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Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey!

Please select the "NEXT" button below to submit your responses.

## APPENDIX F: TRANSITION SURVEY

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### Idaho Division of Vocational Rehabilitation Transition-Age Youth Needs Assessment

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The Idaho Division of Vocational Rehabilitation (IDVR) is doing an assessment of the needs of youth with disabilities that are between the ages of 14-24 as they transition to postsecondary education or employment. The following survey asks students or youth with disabilities about the value of services they may have already received or need to receive to prepare them to transition to postsecondary education or employment.

Your participation in this needs assessment is voluntary. We anticipate that it will take about ten minutes of your time to complete the survey. If you decide to participate, your responses will be anonymous, that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey. If you prefer, you may ask a family member, a personal attendant, or a caregiver to complete the survey for you.

If you are a family member, personal attendant or caregiver for a youth with a disability and are responding on behalf of a youth with a disability, please answer the survey questions based upon your knowledge of the needs of the youth with the disability.

If you have any questions regarding this survey or if you would prefer to complete this survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Thank you very much for your time and input!

Q1. Are you a transition-age youth or someone completing the survey on behalf of a transition-age youth?

- I am a transition-age youth
- I am completing the survey on behalf of a transition-age youth

*If you answered "I am completing the survey on behalf of a transition-age youth," skip to Question 3.*

Q2. What is your age?

- 14-21
- 22-24

- 25 years or older

*If you answered "25 years or older," skip to End.*

*If you answered "14-21" or "22-24," skip to Question 4.*

Q3. What is the age of the youth that you are completing the survey for?

- 14-21
- 22-24
- 25 years of age or older

*If you answered "25 years or older," skip to End.*

Q4. What statement best describes your association with the Idaho Division of Vocational Rehabilitation (IDVR)?

- I am not familiar with IDVR
- I am a current customer of IDVR
- I am a former customer of IDVR and my case has been closed

Q5. What part of Idaho do you live in?

- Eastern Idaho (Idaho Falls, Pocatello, Blackfoot, Salmon)
- Southwestern Idaho (Treasure Valley, McCall, Cascade)
- South Central Idaho (Twin Falls, Hailey, Burley)
- Northern Idaho (Coeur D'Alene, Lewiston, Moscow, Sandpoint)

Q6. What is your primary disability?

- Learning disability
- Intellectual disability
- Developmental disability
- Mental health disability
- Substance abuse disability
- Deaf or hard of hearing

- Blind or visually impaired
- Physical/mobility
- Communication
- Unsure
- Other (please describe) \_\_\_\_\_

Q7. Did you receive any pre-employment transition services?

- Yes
- No
- I am not sure

*If you answered "No," skip to Question 11.*

Q8. Did you receive job exploration counseling (counseling or services to explore different kinds of jobs)?

- Yes
- No

*If you answered "No," skip to Question 14.*

Q9. How would you rate the job exploration counseling you received?

- Excellent
- Good
- Average
- Poor

Q10. What would you recommend to improve job exploration counseling?

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Q11. Did you participate in work-based learning experience(s)?

- Yes
- No

*If you answered "No," skip to Question 14.*

Q12. How would you rate the work-based learning experience(s) you participated in?

- Excellent
- Good
- Average
- Poor

Q13. What would you recommend to improve work-based learning experiences?

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Q14. Did you receive counseling on opportunities for enrollment in postsecondary education?

- Yes
- No

*If you answered "No," skip to Question 17.*

Q15. How would you rate the counseling on opportunities for enrollment in postsecondary education you received?

- Excellent
- Good
- Average
- Poor

Q16. What would you recommend to improve counseling on opportunities for enrollment in postsecondary education?

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Q17 Did you receive social skills or independent living training?

- Yes
- No

*If you answered "No," skip to Question 20.*

Q18. How would you rate the social skills or independent living training you received?

- Excellent

- Good
- Average
- Poor

Q19. What would you recommend to improve social skills or independent living training?

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Q20. Did you receive instruction in self-advocacy, which may include peer mentoring?

- Yes
- No

*If you answered "No," skip to Question 23.*

Q21 How would you rate the instruction in self-advocacy, which may include peer mentoring that you received?

- Excellent
- Good
- Average
- Poor

Q22. What would you recommend to improve instruction in self-advocacy, which may include peer mentoring?

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Q23. Other than pre-employment transition services, what services do you need to help you get and keep the job you want? (check all that apply)

- Transportation
- College education
- Vocational training
- Assistive technology
- Help with employment preparation activities like writing a resume, completing an application and interviewing.
- Help finding a job



- Mental health counseling
- Substance abuse counseling
- Childcare
- Affordable housing
- Support on the job like a job coach
- Other (please describe) \_\_\_\_\_

Q24. What are the three most important services you need to get and keep the job you want? (please pick a maximum of three)

- Transportation
- College education
- Vocational training
- Assistive technology
- Help with employment preparation activities like writing a resume, completing an application and interviewing.
- Help finding a job
- Mental health counseling
- Substance abuse counseling
- Childcare
- Affordable housing
- Support on the job like a job coach
- Other (please describe) \_\_\_\_\_

Q25. Please use the space below to add any other comments about services that would help you to prepare for, obtain or retain employment?

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This is the end of the survey. Thank you for taking the time to complete this survey. Please click the "next" button to record your answers.