San Diego State University
Interwork Institute

# State of Nevada

# Department of Employment, Training and Rehabilitation

# Rehabilitation Division

# Bureau of Vocational Rehabilitation

# And

# The State Rehabilitation Council

# Comprehensive Statewide Needs Assessment Report

**July 31, 2022**

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# Acknowledgements

The Interwork Institute at San Diego State University thanks the following individuals for their assistance in conducting the Comprehensive Statewide Needs Assessment (CSNA) on behalf of the State of Nevada’s Bureau of Vocational Rehabilitation and the State Rehabilitation Council. These individuals were instrumental in helping to ensure the research activities associated with this needs assessment were completed successfully:

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The project team 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 Nevada, Bureau of Vocational Rehabilitation (BVR), the Nevada Rehabilitation Council and the Interwork Institute at San Diego District University jointly conducted an assessment of the vocational rehabilitation needs of individuals with disabilities residing in the State of Nevada. 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 Nevada's Workforce Development System. The data was gathered, analyzed and grouped into the sections listed below. 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 BVR

**The following findings and recurring themes emerged from all of the research methods (data, surveys and interviews) related to this topic area:**

1. The pandemic and the resulting office and school closures dramatically affected BVR and the consumers they serve in multiple ways. Referrals, applications and outcomes were all adversely affected;
2. Recruitment and retention of qualified staff remains a challenge for the organization and this affects the ability of BVR to meet the needs of individuals with disabilities in Nevada;
3. The provider network was hit especially hard by COVID. The turnover rate and difficulty shifting to remote services resulted in service interruptions, wait lists and unavailable services;
4. BVR did their best to ensure that staff had the technology and equipment to function remotely and implemented programs like DocuSign to help the agency continue to serve consumers;
5. Positive impacts of the shift to remote work include savings in travel time and costs, increased staff satisfaction and increased online presence for BVR;
6. There is a need to improve the quality of employment outcomes for BVR consumers; and
7. There is a need to increase community awareness of BVR and how they can help individuals with disabilities in Nevada.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. BVR will need to monitor the number of applications for services as they continue to emerge from the pandemic and try and get productivity to pre-pandemic levels. Increasing awareness of the agency in the community will be an important focus in the coming months as will focused outreach methods through electronic platforms including social media;
2. The agency is encouraged to consider implementing rapid engagement pilot projects to address the rate of consumers that leave the agency due to lack of engagement. A recent study on rapid engagement or expedited enrollment outcomes determined that the sooner

an applicant has an IPE developed, the more likely they are to be closed as successfully rehabilitated. The likelihood of success decreased the longer it took to develop an IPE. The table below contains the results of this analysis for BVR in PY 2019:

*Rapid Engagement and Successful Closure*

| Association between Speed to Plan and VR Outcome - Nevada PY 2019 | | | | |
|---|---|---|---|---|
| **Duration** | **Rehabilitated** | | **Other than Rehabilitated** | |
| | **Percent** | **Number** | **Percent** | **Number** |
| **One day or less** | 100.0% | 6 | 0.0% | 0 |
| **2 to 30 days** | 51.5% | 51 | 48.5% | 48 |
| **31 to 60 days** | 45.8% | 103 | 54.2% | 122 |
| **61 to 90 days** | 37.2% | 100 | 62.8% | 169 |
| **91 to 150 days** | 29.9% | 172 | 70.1% | 404 |
| **151 days or more** | 36.3% | 97 | 63.7% | 170 |
| **Totals** | | **529** | | **913** |

The data indicates that aside from a bump in success when a plan takes beyond 151 days to develop, consumers are more likely to exit successfully the sooner they have a plan developed. Engaging clients early and often is an important strategy for BVR to pursue across the agency to increase the likelihood their participants will obtain employment;

3. BVR is encouraged to conduct connectivity assessments for all consumers that are engaged in the comprehensive assessment process for plan development. When needed, BVR should purchase the necessary equipment and service to ensure their participants are able to effectively access and function in the digital world. This includes broadband Internet where available and laptops, cell phones and hotspots in cellular service plans. One possibility for adaption is the BPD Technology Assessment Checklist created by the Technology Committee for the association of Baccalaureate Social Work Program Directors. The tool is available in Appendix F. BVR should adapt the tool for their own needs if they decide to use it;
4. BVR should develop and implement a marketing plan whose aim is to increase community awareness of the agency statewide; and
5. BVR is encouraged to focus on high wage, high demand and high skill jobs to increase the quality and diversity of employment outcomes for their consumers. While this was a recommendation in the last CSNA, BVR has taken steps to address this need as an organization. They have increased the case service expenditures on postsecondary education by more than 170% in the last 7 years. They have developed policies and messaging to support the pursuit of higher education for their consumers. The agency is to be commended for these measures, yet the data indicates that there is work to be done to increase the quality of employment outcomes statewide. BVR is encouraged to consider developing apprenticeships as a career pathway strategy for their consumers. The data indicates that apprenticeships and on-the-job trainings are rarely if ever utilized, and these can be developed for high-demand high-paying occupations in the State. BVR's placement within DETR can be beneficial in supporting the focus on in-demand occupations and the development of customized training programs that prepare their

consumers for emerging in-demand occupations such as Aerospace and Defense, health care and medical services and information technology.

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

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. Transportation remains the most frequently identified need for individuals with disabilities related to employment, especially in the rural areas;
2. Fear of benefit loss continues to be a major concern for SSA beneficiaries and affects their return-to-work behavior. Many beneficiaries look for part-time work that will not jeopardize their benefit status, which prevents them from reaching their full employment potential;
3. Affordable housing is a major need – This need has been magnified since COVID as home prices and rent have soared.
4. Poor soft skills, lack of education and training, poor work history, mental health concerns, the need for job coaching, lack of work skills and physical limitations were all mentioned repeatedly as barriers to employment and rehabilitation needs for individuals with the most significant disabilities;
5. Individuals with mental health impairments continue to constitute a significant percentage of BVR consumers and they need providers that are knowledgeable about how to effectively work with them and utilize service models that result in positive outcomes;
6. Many consumers need to increase and improve their computer literacy and technology skills and this should be a primary focus of BVR services especially since the pandemic;
7. There is a waitlist in many areas for extended services in supported employment;
8. Financial literacy was identified as a rehabilitation need for BVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that BVR consumers may lose jobs and return to the agency for services again; and
9. The Bureau of Services to Persons Who are Blind or Visually Impaired was severely impacted by the pandemic during the period of this study.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. BVR needs to ensure that CC&I&R processes are reinstituted and all individuals in SMW employment receive the services at the prescribed timeframes;
2. BVR is encouraged to collaborate with their existing 14c employers and try and identify alternate ways of delivering CC&I&R that may increase the number of individuals currently working in SMW employment to pursue CIE. The impact of CC&I&R in the last several years has been minimal in this regard, so a new method or strategy should be considered;

3. BVR is encouraged to continue to develop resources and training that promote financial literacy and empowerment for their consumers. It is recommended that BVR avail themselves of the resources available through the National Disability Institute at https://www.nationaldisabilityinstitute.org/ if they have not already done so;
4. BVR is encouraged to continue to promote higher education and career pathways in IPEs, especially with youth;
5. Whenever possible, parents, school staff, providers and BVR staff need to convey and set high expectations for consumers and help individuals with the most significant disabilities to strive for their highest potential;
6. BVR is encouraged to identify resources to help reinvigorate training in supported and customized employment for staff and service providers across the state. One possibility will be to request technical assistance and training from the Vocational Rehabilitation Technical Assistance Center for Quality Employment (VRTAC-QE) at https://tacqe.com/;
7. BVR is encouraged to develop IPS services throughout the state to meet the placement and service needs of individuals with mental health impairments;
8. BVR staff should conduct a computer proficiency assessment for all consumers as a part of the routine comprehensive assessment process and provide training for consumers in need to ensure employability. This can be accomplished as part of the technology assessment recommended in Section One;
9. There are affordable housing listings in Nevada available online at: https://affordablehousingonline.com/housing-search/Nevada. In addition, the Nevada Housing Coalition has resources and information available online at https://nvhousingcoalition.org/resources/nevada-affordable-housing-101/. All BVR counselors are encouraged to share these resources with their consumers in need of housing assistance; and
10. BVR is encouraged to prioritize the hiring of individuals for their Bureau of Services to Persons Who are Blind or Visually Impaired.

## 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

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. Hispanic and Asian individuals with disabilities were cited most frequently as potentially underserved populations by BVR;
2. The rural areas of Nevada were cited as geographic areas that are underserved because of the distance from services;
3. Individuals that are blind were cited as potentially underserved at the time of this study because of the high vacancy rate in BSBVI; and
4. The rehabilitation needs of minority groups were not identified as appreciably different than any other groups except for the need to have a counselor and service provider that speaks their language when needed.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. BVR is encouraged to recruit bilingual Hispanic counselors when they have vacant positions. In addition to being able to speak to Spanish speaking consumers in their native language, Hispanic counselors can help build trust and relationships with the Hispanic community and increase BVR's ability to reach this population;
2. BVR is encouraged to establish or renew liaison and referral relationships with community programs serving minority populations in the State. Targeted outreach to these community service organizations can help increase the awareness of BVR and build trust among traditionally underserved populations; and
3. It is important that BVR prioritize hiring for counselors to serve the blind in their BSBVI section. BVR is encouraged to recruit from their consumer pool in as much as there are qualified applicants. Ideally BVR would identify and recruit a blind consumer that is interested in being a Rehabilitation Counselor and is familiar with the rehabilitation needs of individuals that are blind or visually impaired.

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

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. Transportation, lack of job skills, soft skills, lack of work experience and lack of training were common needs or barriers to employment for youth and students with disabilities;
2. Pre-employment transition services were discontinued during COVID and moved to virtual delivery - this affected BVR's ability to effectively reach students with disabilities. BVR did shift to virtual delivery of pre-employment transition services, but productivity in this area has not increased to pre-pandemic levels yet;
3. Although pre-employment transition services were impacted during the pandemic, the five required services remain identified as a significant need for students with disabilities to prepare for employment. Of the five required services, work-based learning experiences was consistently noted as the most important pre-employment transition service; and
4. Transition from secondary school to college remains a challenge for youth with disabilities as they are not aware of the support or accommodations available to them and do not initiate contact with disability resource centers at college.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. BVR should continue to expand the number and type of pre-employment transition services provided in partnership with DOE such as virtual job shadow, while increasing the provision of in-person services;
2. BVR should try and recruit more pre-employment transition services providers to increase outreach to students with disabilities across the State;

3. BVR is encouraged to outstation staff at the University of Las Vegas (UNLV) campuses in the State as well as all colleges to ensure individuals with disabilities that are attending postsecondary education are aware of services and have easy access;
4. BVR staff should connect incoming college students with services at the college for accommodation and supports prior to them beginning their first semester to ensure needed accommodations and supports are in place;
5. BVR is encouraged to develop financial literacy and empowerment services for young people; and
6. BVR is encouraged to consider developing a peer mentoring program for youth with disabilities in Nevada. One possibility is an online peer mentoring program available through PolicyWorks at https://disabilitypolicyworks.org/peer-mentoringworks-2/. A key component of this mentoring program is the development of self-advocacy skills in youth and students with disabilities.

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

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. The Nevada JobConnect office closures during the pandemic significantly impacted the delivery of services to BVR consumers and much of the progress BVR had made in braided funding;
2. When BVR consumers engage with JobConnect staff, they characterize them as helpful and effective;
3. The relationship between BVR and the JobConnect offices needs to move beyond referral to increased co-enrollment and braided funding throughout the State;
4. The core partners are in need of regular training on how to effectively work with individuals with disabilities so that they can move beyond a referral relationship and BVR consumers can access partner services; and
5. There are still JobConnect offices that need to increase programmatic accessibility.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. As the JobConnect offices throughout the State open up and begin serving people in-person, BVR is encouraged to renew their partnerships with these offices and ensure that individuals with disabilities are accessing services and programs;
2. BVR should ensure that their Business Development Team and internal job developers are working closely with their counterparts at the JobConnect offices to reach a broad range of employers for consumers being served by BVR;
3. BVR should ensure that they are working closely with Office of Workforce Innovation (OWINN) to expand registered apprenticeships as a workforce strategy that can benefit individuals with disabilities; and

4. BVR should ensure that JobConnect staff receive training on effectively working with individuals with disabilities, especially individuals who are blind, deaf, or that have mental health impairments as these were populations that were mentioned as particularly challenging for JobConnect staff to work with.

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

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. The provider network was seriously adversely affected by the pandemic. Staff turnover and shortages has resulted in a need for providers for almost all VR services across the State;
2. Job development and placement, supported employment and psychological services need to be developed throughout the State;
3. The contracting and insurance requirements are a disincentive for providers and limit the number of individuals that will work with BVR to become service providers;
4. There is a need to develop assistive technology services; and
5. There is a need to develop the capacity of providers to effectively work with individuals who have blindness or who are deaf and need sign language interpreters.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. If at all possible, BVR should find some way to minimize the requirements for service providers to purchase insurance in order to provide services. This Nevada State requirement has had the effect of disincentivizing individuals and agencies to work with BVR, and the result is that there are service gaps in many areas. This is especially true for job placement, SE and psychological services according to the individuals interviewed. If it is not possible to receive a waiver for BVR partners, then BVR should consider moving some of these services in-house as resources allow;
2. When BVR provides training for staff, they are encouraged to invite provider staff. This can help foster a positive working relationship between the provider and BVR and increase provider knowledge and capacity to serve different populations;
3. BVR is encouraged to ensure that they meet with providers across the State on at least a quarterly basis to ensure that they are maximizing communication and information sharing; and
4. BVR is encouraged to provide rate differential payments for high-paying placements in high demand occupations. This will help to incentivize providers to focus on high quality job placements.

## Section Seven: The needs of businesses and effectiveness in serving employers

**The following findings and recurring themes emerged from all of the research methods related to this topic area:**

1. BVR continues to utilize their Business Development team primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to the internal job development team, CRPs or individual service providers that do job development and placement;
2. BVR has worked closely with their Workforce partners to develop employer relationships and customized training opportunities that include individuals with disabilities. The pandemic interrupted much of this work, but there was optimism that these relationships and resulting opportunities would be renewed, especially due to the employer demand for workers;
3. Employers continue to need to be educated about the abilities of individuals with disabilities; and
4. There is a need for BVR to increase the awareness of their program in the business community.

**The following recommendations are made to BVR based on the findings and recurring themes that emerged from all of the research methods:**

1. BVR is encouraged to continue to educate employers about the benefits of hiring individuals with disabilities through training events and in partnership with other core Workforce partners;
2. BVR should expand marketing efforts to businesses to raise awareness of BVR and the services the agency can provide to businesses throughout the State;
3. BVR is encouraged to focus on increasing apprenticeship and pre-apprenticeship opportunities for their consumers. I addition, they should expand the use of on-the-job training opportunities. The labor market remains very good and employers may be receptive to creative options to recruit and train qualified employees from BVR's consumer pool; and
4. BVR is encouraged to explore the development of more customized training programs with employers as a way to ensure that individuals with disabilities are trained for high-demand occupations that result in employment when the training is completed.

# Table of Contents

# Impetus for Needs Assessment

Title IV of the Workforce Innovation and Opportunity Act (WIOA) contains the Rehabilitation Act of 1973 as amended. Section 412 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 412 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) Section 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 Nevada, the Bureau of Vocational Rehabilitation (BVR), 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 of the vocational rehabilitation needs of individuals with disabilities residing in Nevada.

# Purpose of Needs Assessment and Utilization of Results

The purpose of the Comprehensive Statewide Needs Assessment (CSNA) is to identify and describe the rehabilitation needs of individuals with disabilities residing within Nevada. In particular, the CSNA seeks to provide information on:

- The overall performance of BVR 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;
- 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 BVR 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. This iteration of the CSNA includes a change from using data presented by Federal Fiscal Year (October 1 to September 30) to Program Year (July 1 to June 30). The change to Program Year was necessary to be consistent with RSA 911 reporting time frames. Consequently, the data in this report includes Program Years 2017-2020.

# METHODOLOGY

The COVID-19 pandemic and the resulting restrictions on travel and in-person meetings significantly affected the methodology for the conduct of this CSNA. This SNA began in 2020 and was significantly interrupted by the pandemic and the subsequent closure of BVR offices and the restriction on in-person meetings. The qualitative interviews and focus groups began pre-pandemic in March 2020. They concluded after a long delay in November 2021. 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 Nevada including the total possible target population and sub-populations potentially served by BVR. Data relevant to the population of Nevada, the population of individuals with disabilities in Nevada, ethnicity of individuals, the number of Veterans, income level, educational levels and other relevant population characteristics were utilized in this analysis. Sources analyzed include the following:

- The 2019 American Community Survey: One- and Five-Year Estimates;
- US Census Annual Estimates of Resident Population, 2019;
- 2021 Annual Disability Statistics Compendium;
- 2021 Social Security Administration SSI/DI Data;
- The Nevada Department of Education;
- US and Nevada Bureau of Labor Statistics;
- Nevada Department of Employment, Training and Rehabilitation;
- Cornell University’s Disabilitystatistics.org;
- BVR case service data compiled at the request of the project team;
- The Employment and Training Administration’s ETA 9169 annual reports; and
- The Federal Rehabilitation Services Administration’s RSA 911 data for BVR and data submitted and entered into RSA’s Management Information System (MIS).

## *Individual and Focus Group Interviews*

*Instrument.* The instruments used for the individual and focus group interviews (Appendix A) were developed by the researchers at SDSU and reviewed and revised by BVR. 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. The questions were consistent with those asked for the previous CSNA in order to maximize the ability to follow-up on themes that emerged from the 2018 CSNA. There were a series of questions added to the interview protocol for this CSNA related to the pandemic and its effect on service delivery.

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

Individuals with disabilities were asked about their relationship with BVR, the barriers they faced in preparing for, obtaining or retaining employment, and the effectiveness of BVR in helping them overcome the barriers. Individuals were also asked how BVR could improve service delivery in the future.

Businesses were asked about their knowledge of BVR and the services provided for business, how often they may have used the services if BVR, and how effective those services were in helping the business recruit, hire, retain or accommodate employees with disabilities. In addition, business representatives were asked how BVR cold improve services to business in the future.

*Efforts to ensure respondent confidentiality.* Names and other identifying characteristics were not shared with anyone by the interviewers. Participants were informed that their responses would be treated as anonymous information and would be consolidated with information from other respondents before results were reported.

*Data analysis.* The interviewers 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.

A total of 66 participants were interviewed for this CSNA. This represents a decline of seven people from the previous CSNA.

## *Surveys:*

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

*Survey population.* Individuals identified for participation in this survey effort can be described as individuals with disabilities who are potential, current or former clients of BVR. Community partners include representatives of organizations that provide services, coordinate services, or serve an advocacy role for persons with disabilities in Nevada. BVR staff members include those working for the organization between April and August 2021. Businesses include employers that BVR had a valid email address for during the survey period.

*Data collection.* Data was gathered from the different populations through the use of an Internet-based survey developed in Qualtrics. BVR and community programs serving individuals with disabilities, broadly dispersed the electronic survey via an e-mail invitation. BVR sent the survey to individuals with disabilities that had emails in their case management system, their staff, partners and businesses for whom they had contact information. Approximately four 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.

*Efforts to ensure respondent anonymity.* Respondents to the 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 Qualtrics, 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 other 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 567 valid surveys were submitted by the different groups. 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. This represents an increase of 380 respondents form the previous CSNA.

Table 1 details the results of all of the research methods for this CSNA and is broken down by type of research and group.

Table 1

*Totals for all Research Methods*

| Research Method | Research Group and Count | | | | |
|---|---|---|---|---|---|
| | Consumer | Partner | Staff | Business | Total |
| **Individual Interview** | 4 | 2 | 4 | 2 | **12** |
| **Electronic Survey** | 457 | 44 | 48 | 18 | **567** |
| **Focus Group** | 10 | 20 | 20 | 4 | **54** |
| **Totals** | **471** | **66** | **72** | **24** | **633** |

### *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 persons 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 BVR and the SRC. We recommend that BVR publish the report on their website for public access.

## 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 consumers, 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 Nevada.

# FINDINGS

**Section 1:** **Overall agency performance**

**Section 2:** **Needs of individuals with the most significant disabilities, including their need for supported employment**

**Section 3:** **Needs of individuals with disabilities that are minorities, including needs of individuals who have been unserved or underserved by the VR program**

**Section 4:** **Needs of youth and students with disabilities in transition**

**Section 5:** **Needs of individuals with disabilities served through other components of the statewide workforce development system**

**Section 6:** **Need to establish, develop or improve community rehabilitation programs in Nevada**

**Section 7:** **Needs of businesses and effectiveness in serving employers**

# SECTION 1:
# OVERALL AGENCY PERFORMANCE

The first section of the CSNA reports on areas of general performance by BVR. General performance refers to how well BVR 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 BVR performs the processes that facilitate case movement through the stages of the rehabilitation process, how well BVR adheres to the timelines for this case movement identified in the Rehabilitation Act of 1973 as amended by WIOA, and BVR's policies and procedures. Finally, overall performance also refers to how successfully BVR achieves their common performance measures and the quantity and quality of employment outcomes achieved by their consumers.

The structure of this section, as well as the following sections, will 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/consensual 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 data in this Comprehensive Statewide Needs Assessment covers July 1, 2017 through June 30, 2021, or Program Years 2017-2020. The data on agency performance included in this section comes from the case management system used by BVR and is compared to the available RSA 911 case service report data submitted by BVR where available.

## *Recurring Themes Across all Data Collection Methods*

The following findings and recurring themes emerged from all of the research methods in the area of Overall Agency Performance:

1. The pandemic and the resulting office and school closures dramatically affected BVR and the consumers they serve in multiple ways. Referrals, applications and outcomes were all adversely affected;
2. Recruitment and retention of qualified staff remains a challenge for the organization and this affects the ability of BVR to meet the needs of individuals with disabilities in Nevada;
3. The provider network was hit especially hard by COVID. The turnover rate and difficulty shifting to remote services resulted in service interruptions, wait lists and unavailable services;

4. BVR did their best to ensure that staff had the technology and equipment to function remotely and implemented programs like DocuSign to help the agency continue to serve consumers;
5. Positive impacts of the shift to remote work include savings in travel time and costs, increased staff satisfaction and increased online presence for BVR;
6. There is a need to improve the quality of employment outcomes for BVR consumers; and
7. There is a need to increase community awareness of BVR and how they can help individuals with disabilities in Nevada.

## *NATIONAL, STATE, LOCAL AND AGENCY SPECIFIC DATA RELATED TO OVERALL AGENCY PERFORMANCE*

The project team gathered data from national and state data sets to provide information to BVR and to interested parties related to population, disability prevalence, income, poverty, educational attainment, unemployment and labor force participation in Nevada. Where available, we have included information specific to three major service areas in Nevada (Southern, northern and rural). The project team is hopeful that this information will provide BVR and their partners with data that can guide resource allocation and future planning.

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

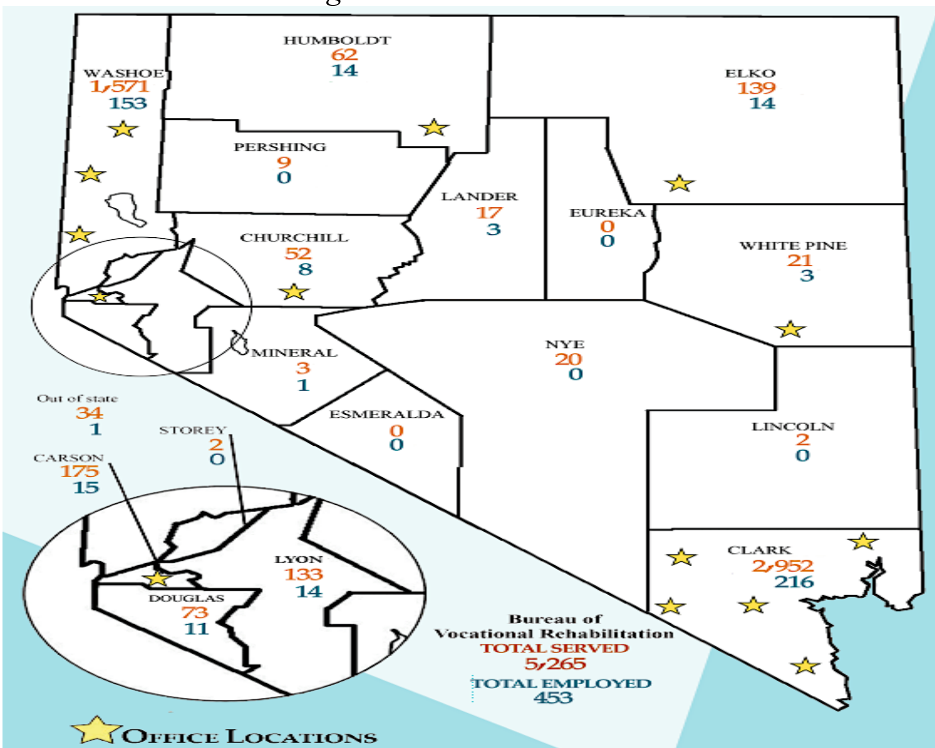
*An understanding of the geographic composition of the State, and knowledge of the State's structure of populations is beneficial in order to better serve the VR consumer. In this section, geographic information and demographic data regarding the State's population, age, income, home value, poverty and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

### Geographic Composition

The State of Nevada is comprised of 17 Counties. Sixteen Counties are governed by a Board of County Commissioners. Carson City is an independent city that is not located within any County. The US Census Bureau considers Carson City as a single County equivalent for the purpose of presenting data. The State's VR system is divided into three regions, North, South, and Rural. The map provided cites the distribution of the Nevada Department of Employment, Training and Rehabilitation (DETR). Below Map 1 is a table of codes for the service regions with details on counties and cities served.

Map 1

*Nevada DETR Service Regions*




Source: NSRC Annual Report 2020

Table 2

*Region Codes Including Counties and Cities Served*

| Region | Code | Counties and Cities Served |
|---|---|---|
| **North** | N | *Washoe* |
| **South** | S | *Clark* |
| **Rural** | R | *Carson City, Churchill, Douglas, Elko, Esmeralda, Eureka, Humboldt, Lander, Lincoln, Lyon, Mineral, Nye, Pershing, Storey, White Pine* |

Nevada, located in the Great Basin of the Western United States, is landlocked and has 314 mountain ranges. Important to note that geography and weather patterns contribute to the challenges in providing vocational rehabilitation services (extreme heat and cold, zephyrs, sandstorms and flash flooding, poor communication systems, limited transportation, and limited infrastructure -- only two main interstates).

Nevada is the 7th largest state in terms of land space in the U.S., Nevada shares the northern border with Oregon and shares the eastern border with Utah and Arizona. California borders Nevada to the west and south. There are approximately 110,572 square miles in Nevada with approximately 109,781 square miles of land and 791 square miles of water. Within the State's boundaries, Nevada has 28 federally recognized American Indian Areas, 27 reservations with 4 of the reservations associated off-reservation trust land and one trust land. The National Conference of State Legislature notes that 19 tribes in Nevada are federally recognized.

## Population

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

Table 3 contains the general population data for the state of Nevada for the year 2019.

Table 3
*Local Region Population Rate, July 2019*

| Region | Total Population | % Rate of Nevada Population |
|---|---|---|
| **United States** | 328,239,523 | |
| **Nevada** | 3,080,156 | Nevada = 0.9% of US Population |
| **North** | 471,519 | 15.3% |
| **South** | 2,266,715 | 73.6% |
| **Rural** | 341,922 | 11.1% |

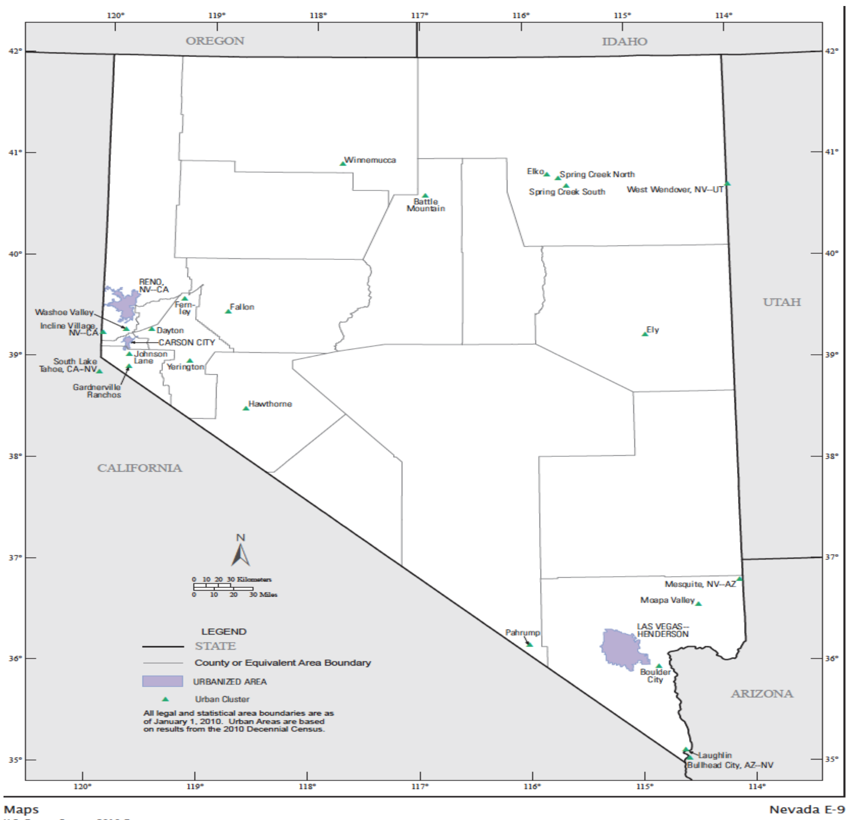
Citation: Table 1. Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019 (PEPANNRES); Source: U.S. Census Bureau, Population Division; Release Date: December 2019; and worldpopulationreview.com

Nevada makes up approximately 0.9% of the population in the United States. In January, 2022, Nevada was ranked as the 31st most populous area in the Nation (which includes the District of Columbia and Puerto Rico). According to the January 2022 World Population Review, Nevada ranks second among the fastest growing states in the Nation with a growth rate of 1.66%. From 2010 to 2021, Nevada recorded a cumulative growth rate of 19.84%. Clark County, (The Southern Region), residents comprise almost three-fourths of the State's population, the highest percentage rate of the State.

In 2021, Nevada ranked 44th in the nation for population density, with an average of 29 people per square mile. The U.S. Census Bureau defines urban areas as "densely developed residential, commercial, and other non-residential areas" and defines rural areas as "areas not included in urban areas." In 2012, the US Census Bureau reported that approximately 0.7% of Nevada's total land area is classified as urban (approximately 767 square miles) and 99.3% of Nevada's land space is comprised of rural areas (approximately 109,014 square miles). In 2019, the population estimates indicate that 93.6% of the population resides in urban areas and 6.4% of the population resides in rural areas. Similarly, in 2019, 80.6% of the Nation's population reside in urban areas and 19.4% reside in rural areas. The Bureau defines an urbanized area has having 50,000 or more people and an urban cluster as having at least 2,500 people and less than 50,000 people. Nevada has 26 urban areas: 3 urbanized areas and 23 urban clusters.

The U.S. Census Bureau, in cooperation with State and local government authorities, establishes census county statistical areas, described as a census county division (CCD), in states that do not have well-defined and stable minor civil divisions. Additionally, census designated places (CDP) are established for statistical purposes in places that are unincorporated by law. According to the 2012 U.S. Census report, Carson City, a county equivalent, had the largest overall population density of the State, which is 382.1 people per square mile. The portion of Sparks City that is located in the Reno North CCD of Washoe County, had the highest population density of all places in the State, reporting 7,237.9 people per square mile. The portion of the Sunrise Manor that is located within the Las Vegas CCD of Clark County, had the second highest population density rate of all places, 7,071.7 people per square mile. Esmeralda County had the lowest average population density (0.2) person per square mile while Eureka and Lincoln Counties each had less than 1 person (0.5) per square mile. Four counties have 100% of the people residing in rural areas (Esmeralda, Eureka, Lincoln, Pershing). Important to note that 20 of the urban areas are entirely in the state and 6 are partly in the state. The six shared urban areas of the State share land space with the bordering states of Arizona, California, and Utah. Map 2 denotes the locations of the urban areas and clusters.

Map 2
*Urban Areas and Clusters*




## <u>Report Note:</u>

Several tables throughout this report contain data from the United States Census Bureau. Unless otherwise noted, data for the United States, Nevada and Regions North and South are taken from the US Census Bureau 2019 1-year estimates and 1-year Supplemental estimates. Data for the Rural Region is taken from the US Census Bureau 2014-2019 5-year estimates.

## 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.*

The median age of residents for the Nation is 38.5 years and Nevada's median age is 38.4 years. The Rural Region has the highest average median age (44.8), exceeding the Nation's Rural average (43.6) by 1.6 percent. The median working age for individuals ages 16 to 64 in the United States is 39.6 years and in Nevada, it is 39.5 years. The North Region has the lowest median working age for individuals ages 16 to 64, falling below the National and State averages by roughly 1%.

The median household income for the Nation and the State are $65,712 and $63,276 respectively. The Northern has a median household income level that exceeds the State and National averages by more than $6,160. The Rural Region has a median income average that falls below the State average by $3,416 and that falls below the Nation's Rural average by $4,454. The US Census Bureau calculated Nevada's Rural median income to be $78,174, which is $18,314 higher than Nevada's The Rural Region average. The Rural Region's median income average falls below the National Rural average by roughly $4,455. The Rural Region's median household income is $59,860 annually, which is the lowest of the three service regions in the State.

The median home value in the Northern Region ($383,400) and Southern Region ($313,100) exceed the National Urban average ($257,400) by roughly between $55,700 and $126,000. The Rural Region has the lowest median home value average ($181,867) which is calculated from a range of $65,000 (Esmeralda County) to $378,800 (Douglas County). BVR's The Rural Region's median home value is significantly lower than the State's Rural median home value by $155,433 and is lower than the National Rural average by $8,933.

Table 4 provides statistics for Median Age, Median Working Age, Median Household Income, and Median Home Value.

Table 4
*Median Age/Median Working Age/Median Household Income/Median Home Value*

| ***Geographic Region*** | ***Median Age*** | ***Median Working Age 16 to 64*** | ***Household Income*** | ***Home Value 2019*** |
|---|---|---|---|---|
| **US** | 38.5 | 39.6 | $65,712 | $240,500 |
| **US Urban** | 37.4 | 38.9 | $66,047 | $257,400 |
| **US Rural** | 43.6 | 42.8 | $64,314 | $190,800 |
| **NV** | 38.4 | 39.5 | $63,276 | $317,800 |
| **NV Urban** | 37.9 | 39.3 | $62,439 | $316,600 |
| **NV Rural** | 45.8 | 41.9 | $78,174 | $337,300 |
| **N** | 38.6 | 38.5 | $71,881 | $383,400 |
| **S** | 37.3 | 39.5 | $62,107 | $313,100 |
| **R** | 44.8 | 42.7 | $59,860 | $181,867 |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 American Community Survey 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 more insight into determining the well-being of an area's population.*

The poverty rates vary by county within each Region. Mineral County, in the Rural Region, has a significantly higher poverty rate than the State by 8.1% and a rate higher than the National average by 8.3% for ages 18-64 years. Eureka County, in the Rural Region, has the lowest average poverty rate in the State, which is significantly lower than the Nation's rural average by 9.2 percent and lower than the State's rural average by 6.8 percent. Table 5 presents the average poverty rate and the range of poverty rates for the Nation and the State.

Table 5
*Poverty Rates for the Civilian Noninstitutionalized Population Ages 18 to 64 years*

| Region | Average Poverty Rate | Lowest Level | Highest Level |
|---|---|---|---|
| **US** | 11.5% | New Hampshire 7.6% | Mississippi 18.0% |
| **US Urban** | 11.8% | Hawaii 8.2% | Mississippi 20.9% |
| **US Rural** | 10.3% | Rhode Island 4.1% | New Mexico 17.7% |
| **NV** | 11.7% | Eureka 1.1% | Mineral 19.8% |
| **NV Urban** | 11.9% | ---- | ---- |
| **NV Rural** | 7.9% | ---- | ---- |
| **N** | 11.0% | ---- | ---- |
| **S** | 11.7% | ---- | ---- |
| **R** | 10.7% | Eureka 1.1% | Mineral 19.8% |

Source: 2019 ACS 1-Year Estimates and 2014-2019 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.*

Reliable and fast Internet access is important for BVR consumers. The pandemic has illustrated how essential it is for individuals to be connected to the digital world in order to work and have access to essential services. An analysis of Internet accessibility is especially important for States that have large rural areas like Nevada. Past studies have concluded that rural communities lack infrastructure and access to Internet and satellite networks. This can significantly impair employment opportunities.

Over 90 percent of households in Nevada's Regions have one or more computing devices and over 82 percent of the Regions' households have an internet subscription. The Rural Region has a rate of desktop/laptop only ownership that is higher than the National and the State rural area rates by roughly 4 percent. The Northern Region's smartphone ownership average is significantly higher than National urban rate by 2.6 percent and higher than State's urban average by 2.1 percent. The rate (10%) for those without any type of Internet access in The Northern Region is significantly lower than the State's urban average by 4.3 percent and lower than the National urban average by 2.4 percent. The Rural Region's rate for those without any type of internet access (17.6%) is similar to the National Rural Rate (17.3%).

Table 6 provides a picture of the availability of virtual accessibility in the US and Nevada urban and rural areas. Table 7 contains rates for types of computers and internet subscriptions for each of the Regions.

Table 6

*Types of Computers and Internet Subscriptions: US and NV, including Urban and The Rural Regions*

| | United States -- Urban | | United States -- Rural | | Nevada -- Urban | | Nevada -- Rural | |
|---|---|---|---|---|---|---|---|---|
| **Computers and Subscriptions** | **Total** | **Percent** | **Total** | **Percent** | **Total** | **Percent** | **Total** | **Percent** |
| Total households | 98,754,458 | (X) | 24,048,394 | (X) | 1,070,168 | (X) | 73,389 | (X) |
| **TYPES OF COMPUTERS** | | | | | | | | |
| Has one or more types of computing devices: | 92,276,238 | 93.4% | 21,786,411 | 90.6% | 1,009,046 | 94.3% | 68,259 | 93.0% |
| Desktop or laptop | 77,277,399 | 78.3% | 17,674,893 | 73.5% | 840,524 | 78.5% | 60,168 | 82.0% |
| Desktop or laptop with no other type of computing device | 3,402,479 | 3.4% | 1,120,007 | 4.7% | 42,683 | 4.0% | 3,695 | 5.0% |
| Smartphone | 86,470,067 | 87.6% | 19,866,399 | 82.6% | 942,975 | 88.1% | 61,788 | 84.2% |
| Smartphone with no other type of computing device | 9,480,869 | 9.6% | 2,591,400 | 10.8% | 112,701 | 10.5% | 4,599 | 6.3% |
| Tablet or other portable wireless computer | 61,404,744 | 62.2% | 14,059,196 | 58.5% | 642,103 | 60.0% | 48,941 | 66.7% |
| Tablet or other portable wireless computer with no other type of computing device | 814,312 | 0.8% | 260,554 | 1.1% | 7,241 | 0.7% | 673 | 0.9% |
| Other computer | 2,467,351 | 2.5% | 470,564 | 2.0% | 47,921 | 4.5% | 5,548 | 7.6% |
| Other computer with no other type of computing device | 19,966 | 0.0% | 5,945 | 0.0% | 224 | 0.0% | 77 | 0.1% |
| No computer | 6,478,220 | 6.6% | 2,261,983 | 9.4% | 61,122 | 5.7% | 5,130 | 7.0% |
| **TYPE OF INTERNET SUBSCRIPTIONS** | | | | | | | | |
| With an Internet subscription: | 86,466,818 | 87.6% | 19,897,843 | 82.7% | 916,920 | 85.7% | 63,819 | 87.0% |
| Dial-up with no other type of Internet subscription | 168,587 | 0.2% | 96,744 | 0.4% | 1,456 | 0.1% | 55 | 0.1% |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Broadband of any type | 86,298,231 | 87.4% | 19,801,099 | 82.3% | 915,464 | 85.5% | 63,764 | 86.9% |
| Cellular data plan | 78,396,720 | 79.4% | 17,378,104 | 72.3% | 825,557 | 77.1% | 54,308 | 74.0% |
| Cellular data plan with no other type of Internet subscription | 10,857,337 | 11.0% | 3,682,352 | 15.3% | 112,853 | 10.5% | 7,750 | 10.6% |
| Broadband such as cable, fiber optic or DSL | 73,006,278 | 73.9% | 13,897,913 | 57.8% | 776,264 | 72.5% | 48,906 | 66.6% |
| Satellite Internet service | 5,280,019 | 5.3% | 2,741,575 | 11.4% | 73,990 | 6.9% | 11,370 | 15.5% |
| Without an Internet subscription | 12,287,640 | 12.4% | 4,150,551 | 17.3% | 153,248 | 14.3% | 9,570 | 13.0% |

Source: 2019 ACS 1-Year Estimates

Table 7

*Types of Computers and Internet Subscriptions: BVR Regions*

| | North Region (Washoe) | | South Region (Clark) | | The Rural Region | |
|---|---|---|---|---|---|---|
| **Computers and Subscriptions** | **Total** | **Percent** | **Total** | **Percent** | **Total** | **Percent** |
| Total households | 191,091 | (X) | 813,607 | (X) | 132,898 | (X) |
| **TYPES OF COMPUTERS** | | | | | | |
| Has one or more types of computing devices: | 182,498 | 95.5% | 767,327 | 94.3% | 120,039 | 90.3% |
| Desktop or laptop | 159,760 | 83.6% | 632,647 | 77.8% | 103,413 | 77.8% |
| Desktop or laptop with no other type of computing device | 6,572 | 3.4% | 31,617 | 3.9% | 11,905 | 9.0% |
| Smartphone | 172,395 | 90.2% | 719,012 | 88.4% | 101,523 | 76.4% |
| Smartphone with no other type of computing device | 14,634 | 7.7% | 90,650 | 11.1% | 8,819 | 6.6% |
| Tablet or other portable wireless computer | 122,139 | 63.9% | 488,410 | 60.0% | 72,469 | 54.5% |

| | | | | | | |
|---|---|---|---|---|---|---|
| Tablet or other portable wireless computer with no other type of computing device | 990 | 0.5% | 5,474 | 0.7% | 1,306 | 1.0% |
| Other computer | 25,631 | 13.4% | 13,582 | 1.7% | 11,944 | 9.0% |
| Other computer with no other type of computing device | 0 | 0.0% | 142 | 0.0% | 156 | 0.1% |
| No computer | 8,593 | 4.5% | 46,280 | 5.7% | 12,859 | 9.7% |
| **TYPE OF INTERNET SUBSCRIPTIONS** | | | | | | |
| With an Internet subscription: | 171,957 | 90.0% | 690,628 | 84.9% | 109,518 | 82.4% |
| Dial-up with no other type of Internet subscription | 353 | 0.2% | 910 | 0.1% | 380 | 0.3% |
| Broadband of any type | 171,604 | 89.8% | 689,718 | 84.8% | 109,138 | 82.1% |
| Cellular data plan | 143,817 | 75.3% | 634,103 | 77.9% | 83,118 | 62.5% |
| Cellular data plan with no other type of Internet subscription | 18,151 | 9.5% | 84,105 | 10.3% | 17,120 | 12.9% |
| Broadband such as cable, fiber optic or DSL | 146,875 | 76.9% | 589,133 | 72.4% | 80,802 | 60.8% |
| Satellite Internet service | 17,550 | 9.2% | 52,258 | 6.4% | 14,376 | 10.8% |
| Without an Internet subscription | 19,134 | 10.0% | 122,979 | 15.1% | 23,380 | 17.6% |

Source: 2014-2019 ACS 5-Year Estimates

## Educational Attainment

### *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 graduate, or its equivalent, is 26.9% and the State average is 27.8%. The Rural Region has the highest percentage rate (31.6%) for those whose highest educational attainment level is a high school graduate or equivalency, exceeding the North and the South Region averages by more than three 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 20.3% and 16.7%, respectively. The percentage of individuals over the age of 25 that have a bachelor's degree or higher in The Northern Region is one percent lower than the National average and 2.2 percent lower than the National urban average. The Rural Region's average (12%) is lower than the State's Rural Region by 4.8% and lower than the National rural average identified in the one-year estimates by 5.7%.

Table 8 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.

Table 8

*Educational Attainment: Population 25 years and over*

| Region | HS Grad (includes equivalency) | Some college, no degree | Associate's degree | Bachelor's degree | Graduate or professional degree | Percent High School graduate or higher | Percent Bachelor's degree or higher |
|---|---|---|---|---|---|---|---|
| US | 26.9% | 20.0% | 8.6% | 20.3% | 12.8% | 88.6% | 33.1% |
| US Urban | 25.2% | 19.7% | 8.3% | 21.5% | 13.7% | 88.5% | 35.2% |
| US Rural | 33.7% | 20.9% | 9.8% | 15.7% | 9.0% | 89.1% | 24.7% |
| NV | 27.8% | 24.6% | 8.8% | 16.7% | 9.0% | 86.9% | 25.7% |
| NV Urban | 27.7% | 24.5% | 8.7% | 16.6% | 9.0% | 86.5% | 25.7% |
| NV Rural | 28.9% | 26.7% | 10.2% | 16.8% | 8.9% | 91.5% | 25.7% |
| N | 22.5% | 25.3% | 9.3% | 19.3% | 12.2% | 88.7% | 31.5% |
| S | 28.2% | 24.0% | 8.5% | 16.8% | 8.8% | 86.3% | 25.6% |
| R | 31.6% | 28.1% | 9.8% | 12.0% | 6.4% | 87.9% | 18.4% |

*Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 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 State's disability population. 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.*

The estimated average for the number of people with disabilities residing in the Nation in 2019 is 12.7%. The State's percentage is lower than the National average by .4%, averaging at 12.3 percent. Of the civilian noninstitutionalized population ages 18 to 64 years in Nevada, 13.8% of the residents in the Rural Region report a disability, which is higher than the National rural average by 1.3% and higher than the State's rural average by 2.5% for the same age group. The average percentage rate for individuals 18 to 64 years reporting a disability in The Northern Region is recorded at about 1% less than the State average.

Disability Status estimates are calculated for the Total Civilian Noninstitutionalized Population (TCNP) by the US Census. National, State, and Region averages are provided in Table 9. 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 in the specific age category residing in the region.

Table 9

*Disability Status: Total Civilian Noninstitutionalized Population*

| Geographic Area | With a disability | Under 18 years with a disability | 18 to 64 years with a disability |
|---|---|---|---|
| US | 12.7% | 4.3% | 10.3% |
| US | **Urban** 12.2% | **Urban** 4.2% | **Urban** 9.8% |
| US | **Rural** 15.0% | **Rural** 4.6% | **Rural** 12.5% |
| NV | 12.3% | 3.9% | 9.6% |
| NV | **Urban** 12.1% | **Urban** 3.9% | **Urban** 9.5% |
| NV | **Rural** 14.8% | **Rural** 3.8% | **Rural** 11.3% |
| N | 11.1% | 4.3% | 8.5% |
| S | 12.0% | 3.8% | 9.4% |
| R | 16.8% | 5.9% | 13.8% |

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Table 10 provides specific data for the civilian noninstitutionalized population. The table categories are designated for the population under 18 years and for the population ages 18-64. Disability type percentages are calculated by dividing the total number of individuals reporting the disability type within the region by the number of noninstitutionalized civilians residing in the region.

Table 10
*Disability Types: US, Nevada, and Regions*

| Disability Type | Percent with a disability | | | | |
|---|---|---|---|---|---|
| | US | NV | N | S | R |
| With a hearing difficulty | 3.6% | 3.6% | 3.7% | 3.4% | 7.1% |
| Population under 18 years | 0.6% | 0.5% | 1.2% | 0.4% | 2.8% |
| Population 18 to 64 years | 2.0% | 2.0% | 2.1% | 1.9% | 5.0% |
| With a vision difficulty | 2.3% | 2.3% | 2.0% | 2.3% | 4.7% |
| Population under 18 years | 0.8% | 0.9% | 1.8% | 0.7% | 3.3% |
| Population 18 to 64 years | 1.9% | 1.7% | 1.5% | 1.8% | 4.3% |
| With a cognitive difficulty | 5.2% | 4.5% | 3.9% | 4.6% | 6.0% |
| Population under 18 years | 4.4% | 3.6% | 3.5% | 3.5% | 5.1% |
| Population 18 to 64 years | 4.6% | 3.8% | 3.2% | 3.9% | 6.4% |
| With an ambulatory difficulty | 6.9% | 6.9% | 5.7% | 6.8% | 9.5% |
| Population under 18 years | 0.6% | 0.9% | 0.9% | 0.8% | 2.4% |
| Population 18 to 64 years | 4.7% | 4.5% | 3.4% | 4.4% | 7.7% |
| With a self-care difficulty | 2.6% | 2.5% | 1.9% | 2.5% | 4.2% |
| Population under 18 years | 1.0% | 0.8% | 0.7% | 0.9% | 2.7% |
| Population 18 to 64 years | 1.8% | 1.5% | 1.2% | 1.5% | 3.9% |
| With an independent living difficulty | 5.9% | 5.3% | 4.3% | 5.4% | 5.7% |
| Population 18 to 64 years | 3.7% | 3.2% | 2.7% | 3.3% | 5.5% |

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Disablement Index

*The environment contributes to an individual's ability to engage in meaningful tasks, by either enabling participation (enablement) or creating barriers to participation (disablement). For 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 "Disablement Index" which is designed to take a snapshot of the disabling nature of one's local environment.*

The Disablement Index examines the reporting of an independent living disability among people who also reported a hearing, vision, ambulatory, and/or cognitive disability. In the 2020 Annual Disability Compendium, the Disablement Index for civilians in the United States with hearing, vision, ambulatory, and/or cognitive disabilities ages 18-64 living in community settings who also reported an independent living disability in the year 2019 was 34 percent. Researchers at the

NIDILRR graciously calculated State data by request for use in this Nevada CSNA report. Table 11 contains the Disablement Index for the 50 States and the District of Columbia in ranking order from lowest index rate to the highest.

Table 11

*Disablement Index: Alphabetical Order and Ranking Order – Lowest to Highest*

| Disablement Index – United States | | | | | |
|---|---|---|---|---|---|
| Ranking Low to High | | | Ranking Low to High | | |
| **Rank** | **State** | **Index** | **Rank** | **State** | **Index** |
| **1** | South Dakota | 19.8 | **27** | Georgia | 33.4 |
| **2** | North Dakota | 26.9 | **28** | Minnesota | 33.5 |
| **3** | Idaho | 28.7 | **29** | West Virginia | 33.6 |
| **4** | Wyoming | 29.3 | **30** | North Carolina | 34 |
| **5** | Colorado | 29.9 | **31** | Virginia | 34 |
| **6** | Maryland | 30 | **32** | Montana | 34.1 |
| **7** | Alaska | 30.1 | **33** | Massachusetts | 34.2 |
| **8** | Nebraska | 30.3 | **34** | Arkansas | 34.3 |
| **9** | Iowa | 30.5 | **35** | Florida | 34.3 |
| **10** | Delaware | 30.7 | **36** | California | 34.4 |
| **11** | Utah | 30.8 | **37** | New Mexico | 34.4 |
| **12** | Wisconsin | 31.5 | **38** | Pennsylvania | 34.5 |
| **13** | Alabama | 31.9 | **39** | Michigan | 34.6 |
| **14** | Nevada | 32.1 | **40** | Mississippi | 34.7 |
| **15** | Kansas | 32.2 | **41** | Indiana | 34.8 |
| **16** | Arizona | 32.3 | **42** | South Carolina | 34.8 |
| **17** | Tennessee | 32.4 | **43** | Vermont | 34.8 |
| **18** | New Hampshire | 32.5 | **44** | Illinois | 34.9 |
| **19** | Connecticut | 32.7 | **45** | New York | 35.5 |
| **20** | Oklahoma | 32.7 | **46** | Maine | 35.9 |
| **21** | Oregon | 32.7 | **47** | Missouri | 36 |
| **22** | Texas | 32.7 | **48** | New Jersey | 36.2 |
| **23** | Washington | 32.7 | **49** | Hawaii | 36.8 |
| **24** | Louisiana | 32.8 | **50** | Rhode Island | 39 |
| **25** | Ohio | 32.9 | **51** | District of Columbia | 41.2 |
| **26** | Kentucky | 33.2 | **NA** | United States | 34.0 |

Citation: Houtenville, A. and Rafal, M. (2020). Annual Report on People with Disabilities in America: 2020. Durham, NH: University of New Hampshire, Institute on Disability.

Nevada ranks in the 14th 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%). South Dakota ranked in the first position, with less than 20 percent of individuals who reported a specific disability also reported an independent living disability. Over 40 percent of individuals residing in the District of Columbia who reported a specific physical disability also reported an independent living disability.

When examining the Disablement Index, observations noted include: 1) South Dakota's population is roughly 56.7% urban and 43.4 percent rural while the District of Columbia is entirely urban; 2) Rhode Island and Hawaii are noted to have over 90% urban populations and higher disablement indexes; and 3) The top four ranking states have urban populations of less than 71% while the bottom four ranking states have urban populations of over 90 percent. More in-depth analysis of the Disablement Index to State urban/rural population rates is needed to determine a correlation between Disablement Index rates and urban/rural population rates.

## Income and Disability

Tables 12 and 13 provide statistics for median earnings (income) for people with disabilities age 16 and over. Data for the Rural Region is taken from 2014-2019 five-year estimates. Portions of data are not available for people with disabilities in five of the Rural Region's 15 counties, which influences averages.

People with disabilities in the United States earn approximately $11,992 per year less than individuals without a disability. In the State of Nevada, people with disabilities earn roughly $8,231 less than people without disabilities. Females with disabilities in the Northern Region have the lowest earnings in the State, with an average that is lower than the National average for females with a disability by $4,728 and lower than the State average by $9,207. When examining data for the individual counties of the Rural Region, the average for females with disabilities in Esmeralda County falls below zero dollars at negative $2,500. In Storey County, the median earnings for males with disabilities is recorded at $108,720. The reason for the unusually high median is unknown and the estimate is based on a very small handful of observations per the US Census Bureau.

Table 12

*Median Earnings for People with Disabilities: Nation and State*

| | US | US - Urban | US - Rural | Nevada | NV - Urban | NV - Rural |
|---|---|---|---|---|---|---|
| ***Total:*** | $36,595 | $36,676 | $36,251 | $35,595 | $35,367 | $42,287 |
| ***With a disability:*** | $25,270 | $25,159 | $25,687 | $27,880 | $28,212 | $22,168 |
| ***Male*** | $30,193 | $29,618 | $31,360 | $30,248 | $30,289 | $27,011 |
| ***Female*** | $21,185 | $21,428 | $20,166 | $25,664 | $26,295 | $19,608 |
| ***No disability:*** | $37,262 | $37,334 | $36,952 | $36,011 | $35,759 | $44,419 |
| ***Male*** | $43,568 | $43,040 | $45,308 | $40,176 | $39,638 | $56,453 |
| ***Female*** | $31,403 | $31,670 | $30,272 | $31,611 | $31,523 | $34,825 |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates; Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

Table 13

*Median Earnings for People with Disabilities: Regions*

| | North | South | Rural |
|---|---|---|---|
| ***Total:*** | $37,109 | $35,194 | $37,894 |
| ***With a disability:*** | $24,641 | $29,479 | $28,935 |
| ***Male*** | $30,101 | $30,431 | $42,148 |
| ***Female*** | $16,457 | $28,288 | $24,348 |
| ***No disability:*** | $37,621 | $35,534 | $39,067 |
| ***Male*** | $41,483 | $38,390 | $49,065 |
| ***Female*** | $32,526 | $31,692 | $27,288 |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates; Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

## Poverty and Disability

According to Cornell University Disability Statistics, in the year 2018, an estimated 26% of non-institutionalized persons aged 21 to 64 years with a disability in the United States were living below the poverty line. In Nevada, the rate was 25.5%. The poverty rate for all types of disabilities in Nevada is roughly two to three times higher than the rate of those without disabilities with exception of hearing disability. Individuals with ambulatory disabilities had the highest poverty rates in the State.

Table 14 contains the 2018 Poverty by Disability Type rates for the Nation and State.

Table 14

*Poverty by Disability Type for Non-institutionalized Civilians Ages 21 - 64*

| Poverty and Disability Type | United States | Nevada |
|---|---|---|
| **No Disability** | 10.0% | 10.4% |
| **Any Disability** | 26.0% | 25.5% |
| **Visual** | 27.2% | 29.8% |
| **Hearing** | 19.6% | 25.9% |
| **Ambulatory** | 29.5% | 31.2% |
| **Cognitive** | 31.3% | 30.2% |
| **Self-care** | 31.6% | 30.9% |
| **Independent Living** | 31.2% | 28.3% |

Source: http://www.disabilitystatistics.org/reports/acs.cfm?statistic=7

## Educational Attainment of Individuals with Disabilities

Overall, the rate of individuals with disabilities whose highest level of educational attainment is graduation from high school exceeds those without disabilities by roughly 4 to 8.5%. In virtually every category regardless of the Region of the State where they reside, individuals with disabilities had a lower level of educational attainment than those without disabilities.

Tables 15 and 16 contain educational attainment rates for individuals with disabilities. Data is available for three of the 15 Rural Region Counties and is provided in Table 16 in lieu of a region average. Data for the Northern and Southern Regions is taken from the 2014-2019 five-year US Census Bureau Estimates.

Table 15

*Educational Attainment for Individuals with Disabilities: US, Nevada, North and South Regions*

| | **United States** | | | **Nevada** | | |
|---|---|---|---|---|---|---|
| | **TCNP** | **With a Disability** | **No Disability** | **TCNP** | **With a Disability** | **No Disability** |
| **Population Age 25 and over** | 220,658,920 | 35,950,412 | 184,708,508 | 2,106,198 | 332,977 | 1,773,221 |
| **Less than high school graduate** | 11.2% | 19.5% | 9.6% | 13.1% | 16.3% | 12.5% |
| **High school graduate (includes equivalency)** | 26.7% | 33.8% | 25.3% | 27.7% | 31.3% | 27.1% |
| **Some college or associate's degree** | 28.6% | 28.5% | 28.6% | 33.3% | 33.3% | 33.3% |
| **Bachelor's degree or higher** | 33.5% | 18.2% | 36.5% | 25.9% | 19.1% | 27.1% |
| | **North Region** | | | **South Region** | | |
| | **TCNP** | **With a Disability** | **No Disability** | **TCNP** | **With a Disability** | **No Disability** |
| **Population Age 25 and over** | 314,089 | 47,511 | 266,578 | 1,540,909 | 238,723 | 1,302,186 |
| **Less than high school graduate** | 11.3% | 14.2% | 10.8% | 13.6% | 16.5% | 13.1% |
| **High school graduate (includes equivalency)** | 23.5% | 28.4% | 22.6% | 28.2% | 32.3% | 27.4% |
| **Some college or associate's degree** | 34.2% | 37.9% | 33.6% | 32.4% | 31.1% | 32.7% |
| **Bachelor's degree or higher** | 31.0% | 19.5% | 33.0% | 25.8% | 20.1% | 26.8% |

*Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

Table 16
*Educational Attainment for Individuals with Disabilities: The Rural Region Counties*

| | | Population Age 25 and over | Less than high school graduate | High school graduate (includes equivalency) | Some college or associate's degree | Bachelor's degree or higher |
|---|---|---|---|---|---|---|
| **Lyon** | **TCNP** | 38,910 | 13.1% | 32.8% | 39.6% | 14.5% |
| | **With a Disability** | 8,320 | 15.2% | 36.5% | 36.7% | 11.6% |
| | **No Disability** | 30,590 | 12.6% | 31.7% | 40.4% | 15.3% |
| **Nye** | **TCNP** | 33,729 | 13.9% | 38.9% | 36.4% | 10.8% |
| | **With a Disability** | 9,603 | 13.7% | 39.3% | 37.8% | 9.2% |
| | **No Disability** | 24,126 | 13.9% | 38.7% | 35.8% | 11.5% |
| **Carson City** | **TCNP** | 37,422 | 12.5% | 25.8% | 38.7% | 22.9% |
| | **With a Disability** | 8,809 | 17.0% | 32.2% | 37.0% | 13.9% |
| | **No Disability** | 28,613 | 11.2% | 23.9% | 39.3% | 25.7% |

*Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## 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 increase the knowledge of VR staff and their ability to accurately assist consumers to find local job opportunities and secure 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 State's workforce development areas indicates that over 88 percent of the working age population has access to broad band Internet service. The averages range between 88.4 to 93.5 percent.

The employment status data includes civilians ages 16 and over, with no cut-off age. The data cites that those who are unemployed in Nevada's Regions have lower rates of access to broadband internet subscriptions when compared to employed labor force participants. The rates for not having computers are highest among those that do not participate in the labor force in each region and the rates are between 7 and 11.5 percent.

Tables 17 and 18 contain Internet accessibility data for the Nation, State, and each Region.

Table 17*: Internet Accessibility: Working Age and Employment Status for the US and the State*

| | United States | | | | United States -- Urban | | | | United States -- Rural | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Category | Total | With a computer | | Percent no computer | Total | With a computer | | Percent no computer | Total | With a computer | | Percent no computer |
| | | Percent Broadband Internet | Percent without Internet | | | Percent Broadband Internet | Percent without Internet | | | Percent Broadband Internet | Percent without Internet | |
| **AGE** | | | | | | | | | | | | |
| **18 to 64 years** | 194,817,736 | 91.3% | 5.8% | 2.8% | 158,571,482 | 92.0% | 5.4% | 2.5% | 36,246,254 | 88.4% | 7.5% | 4.0% |
| **EMPLOYMENT STATUS** | | | | | | | | | | | | |
| **Civilian population 16 years and over** | 254,639,295 | 88.6% | 6.2% | 5.0% | 204,449,707 | 89.5% | 5.8% | 4.5% | 50,189,588 | 85.0% | 7.7% | 6.9% |
| **In labor force** | 164,811,855 | 92.5% | 5.2% | 2.2% | 134,805,125 | 93.1% | 4.9% | 2.0% | 30,006,730 | 89.8% | 6.8% | 3.2% |
| **Employed** | 157,491,355 | 92.7% | 5.1% | 2.1% | 128,656,936 | 93.3% | 4.7% | 1.9% | 28,834,419 | 90.0% | 6.7% | 3.1% |
| **Unemployed** | 7,320,500 | 88.7% | 7.5% | 3.7% | 6,148,189 | 89.3% | 7.2% | 3.5% | 1,172,311 | 85.4% | 9.5% | 4.9% |
| **Not in labor force** | 89,827,440 | 81.6% | 7.9% | 10.2% | 69,644,582 | 82.6% | 7.6% | 9.5% | 20,182,858 | 77.8% | 9.1% | 12.5% |

| | Nevada | | | | Nevada -- Urban | | | | Nevada -- Rural | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Category | Total | With a computer | | Percent no computer | Total | With a computer | | Percent no computer | Total | With a computer | | Percent no computer |
| | | Percent Broadband Internet | Percent without Internet | | | Percent Broadband Internet | Percent without Internet | | | Percent Broadband Internet | Percent without Internet | |
| **AGE** | | | | | | | | | | | | |
| **18 to 64 years** | 1,860,275 | 89.3% | 8.0% | 2.6% | 1,758,314 | 89.2% | 8.1% | 2.6% | 101,961 | 90.9% | 6.4% | 2.7% |
| **EMPLOYMENT STATUS** | | | | | | | | | | | | |
| **Civilian population 16 years and over** | 2,419,696 | 87.7% | 8.0% | 4.2% | 2,267,756 | 87.6% | 8.2% | 4.2% | 151,940 | 88.8% | 6.1% | 5.0% |
| **In labor force** | 1,555,255 | 90.4% | 7.5% | 2.0% | 1,471,895 | 90.3% | 7.7% | 2.0% | 83,360 | 91.7% | 5.2% | 3.0% |
| **Employed** | 1,477,650 | 90.5% | 7.4% | 2.0% | 1,398,250 | 90.4% | 7.5% | 2.0% | 79,400 | 92.0% | 5.2% | 2.7% |
| **Unemployed** | 77,605 | 88.4% | 9.8% | 1.6% | 73,645 | 88.6% | 10.0% | 1.2% | 3,960 | 84.9% | 6.4% | 8.7% |
| **Not in labor force** | 864,441 | 82.7% | 8.9% | 8.2% | 795,861 | 82.5% | 9.1% | 8.2% | 68,580 | 85.3% | 7.2% | 7.4% |

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

Table 18

*Internet Accessibility: Working Age and Employment Status for the Workforce Development Areas*

| | | | | |
|---|---|---|---|---|
| | **North Region** | | | |
| | **Total** | **With a computer** | | **Percent No Computer** |
| | | **Percent with BB Internet** | **Percent No Internet** | |
| **18 to 64 years** | 286,523 | 93.5% | 5.2% | 1.3% |
| **EMPLOYMENT STATUS** | | | | |
| **Civilian population 16 years and over** | 375,744 | 91.5% | 5.2% | 3.1% |
| **In labor force** | 252,303 | 93.6% | 5.2% | 1.1% |
| **Employed** | 240,515 | 93.8% | 5.1% | 1.1% |
| **Unemployed** | 11,788 | 90.5% | 6.7% | 2.0% |
| **Not in labor force** | 123,441 | 87.1% | 5.3% | 7.2% |
| | **South Region** | | | |
| | **Total** | **With a computer** | | **Percent No Computer** |
| | | **Percent with BB Internet** | **Percent No Internet** | |
| **18 to 64 years** | 1,385,029 | 88.4% | 8.8% | 2.8% |
| **EMPLOYMENT STATUS** | | | | |
| **Civilian population 16 years and over** | 1,772,727 | 87.0% | 8.8% | 4.2% |
| **In labor force** | 1,147,243 | 89.6% | 8.3% | 2.1% |
| **Employed** | 1,087,682 | 89.7% | 8.1% | 2.2% |
| **Unemployed** | 59,561 | 88.0% | 10.7% | 1.3% |
| **Not in labor force** | 625,484 | 82.2% | 9.8% | 7.8% |
| | **The Rural Region** | | | |
| | **Total** | **With a computer** | | **Percent No Computer** |
| | | **Percent with BB Internet** | **Percent No Internet** | |
| **18 to 64 years** | 186,305 | 88.4% | 7.3% | 4.1% |
| **EMPLOYMENT STATUS** | | | | |
| **Civilian population 16 years and over** | 261,216 | 85.4% | 7.3% | 7.0% |
| **In labor force** | 151,762 | 89.3% | 6.7% | 3.9% |

| EMPLOYMENT STATUS | | | | |
|---|---|---|---|---|
| **Employed** | 143,026 | 89.6% | 6.6% | 3.6% |
| **Unemployed** | 8,736 | 83.6% | 8.8% | 7.4% |
| **Not in labor force** | 109,454 | 80.0% | 8.2% | 11.3% |

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Unemployment Rates

The coronavirus pandemic of 2020 influenced the United States' employment rates. Nevada has recovered substantially although its 2021 annual unemployment rate is 7.2 percent, down from its 2020 annual unemployment rate of 13.5 percent. The Southern Region had the highest unemployment rate (6%) at the end of 2021. There has been a significant recovery in the unemployment rate in 2022, with the Northern and Southern Regions at 2.8 and 2.9% respectively.

Table 19 contains the National, State, and local seasonally adjusted unemployment rates published by the United States Bureau of Labor Statistics.

Table 19

*Local Area Unemployment Rates*

| Region | Nov-21 | Dec-21 | Annual 2021 | Jan-22 | Feb-22 |
|---|---|---|---|---|---|
| **US** | 3.9 | 3.7 | 5.3 | 4.4 | 4.1 |
| **NV** | 4.6 | 4.3 | 7.2 | 5.2 | 4.7 |
| **N** | 2.9 | 2.8 | NA | 3.2 | 2.8 |
| **S** | 6.3 | 6 | NA | 5.8 | 5.3 |
| **R** | 3.1 | 3.0 | NA | 3.2 | 2.9 |

Source: https://data.bls.gov/lausmap and https://nevadaworkforce.com/Home/DS-Results-LAUS2

## Occupations

The U.S. Bureau of Labor Statistics provides data for the largest occupations within the various States and the Nation. The top ten occupations in Nevada are reflective of the top ten occupations in the U.S. The largest occupation in Nevada is Retail Salespersons, which also ranks as the largest occupation in the U.S. A few differences between Nevada and the U.S. occur. Waiters and Waitresses, which is ranked in the eighth position on the Nevada list and Janitors and Cleaners, Except Maids and Housekeeping Cleaners, which is the ninth largest occupation in Nevada, are not included in the top ten occupations found on the U.S. list. Home Health and Personal Care Aides General and Operations Managers which are ranked fourth and ninth on the U.S. list of occupations, do not appear on the State list.

The following charts are the most recent data (May, 2020) results indicating the largest occupations for the Nation and Nevada.

Chart 1

*Occupational Employment Statistics for the US*

| **Largest Occupations in the United States, May 2020** | |
|---|---|
| **Occupation** | **Employment** |
| **Retail Salespersons** | 3,659,670 |
| **Fast Food and Counter Workers** | 3,450,120 |
| **Cashiers** | 3,333,100 |
| **Home Health and Personal Care Aides** | 3,211,590 |
| **Registered Nurses** | 2,986,500 |
| **Customer Service Representatives** | 2,833,250 |
| **Laborers and Freight, Stock, and Material Movers, Hand** | 2,805,200 |
| **Office Clerks, General** | 2,788,090 |
| **General and Operations Managers** | 2,347,420 |
| **Stockers and Order Fillers** | 2,210,960 |

https://www.bls.gov/oes

Chart 2

*Occupational Employment Statistics for NV*

| **Largest occupations in Nevada, May 2020** | |
|---|---|
| **Occupation** | **Employment** |
| **Retail Salespersons** | 38,510 |
| **Fast Food and Counter Workers** | 36,680 |
| **Cashiers** | 35,040 |
| **Laborers and Freight, Stock, and Material Movers, Hand** | 32,540 |
| **Customer Service Representatives** | 27,530 |
| **Office Clerks, General** | 26,900 |
| **Waiters and Waitresses** | 25,790 |
| **Janitors and Cleaners, Except Maids and Housekeeping Cleaners** | 23,870 |
| **Registered Nurses** | 23,420 |
| **Stockers and Order Fillers** | 22,170 |

https://www.bls.gov/oes

## Industries in Nevada

*Industry describes the types of business establishments that are part of local economies that provide employment opportunities for residents in the local area.*

Nevada's Department of Employment, Training, and Rehabilitation Research and Analysis Bureau publishes data on the State's occupations and industries. Industries across the United States experienced drastic employment changes in 2020 due to the coronavirus pandemic. Statistics for non-farm in Nevada from 2021 through 2022 indicate that most industries are recovering. The majority of industries in Nevada experienced increases in employment over the past year with the exception of Mining and Logging industries, which experienced a 2% loss from February 2021 to February 2022. The Leisure and Hospitality industries experienced a 27.2% growth in employees from February 2021 to February 2022, indicating that it has recovered substantially since the beginning of the pandemic and has returned to the position as the largest employment industry within the State of Nevada for the designated time frame. Table 20 contains the non-seasonally adjusted current employment statistics for February 2022, including monthly changes and yearly growth/loss rates.

Table 20

*Industries in Nevada: March 2020 to March 2021*

| Series | Feb-22 | +/- January 2022 | Monthly Rate | +/- February 2021 | Yearly Rate | Maximum | Percent of Total |
|---|---|---|---|---|---|---|---|
| **Leisure and hospitality** | 320,600 | 5,500 | 1.7% | 68,500 | 27.2% | 360,400 | 22.5% |
| **Trade, transportation, and utilities** | 288,500 | 2,300 | 0.8% | 21,800 | 8.2% | 294,600 | 20.2% |
| **Professional and business services** | 196,900 | −3,700 | −1.8% | 17,600 | 9.8% | 205,200 | 13.8% |
| **Government** | 163,700 | 5,700 | 3.6% | 4,100 | 2.6% | 171,000 | 11.5% |
| **Education and health services** | 153,400 | −100 | −0.1% | 6,300 | 4.3% | 153,600 | 10.8% |
| **Construction** | 95,800 | 1,700 | 1.8% | 1,800 | 1.9% | 148,800 | 6.7% |
| **Financial activities** | 73,600 | 300 | 0.4% | 5,200 | 7.6% | 73,600 | 5.2% |
| **Manufacturing** | 63,300 | 400 | 0.6% | 4,700 | 8.0% | 63,300 | 4.4% |
| **Other services** | 39,200 | 800 | 2.1% | 2,000 | 5.40% | 42,700 | 2.8% |
| **Information** | 15,600 | 0 | 0.0% | 1,500 | 10.6% | 21,500 | 1.1% |
| **Mining and logging** | 14,500 | 200 | 1.4% | −300 | −2.0% | 16,100 | 1.0% |

Source: http://nevadaworkforce.com/CES/Industry-Employment-by-Sector

## 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 US 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 21 displays the top six industries with the most employees for each region.

Five of the State's list of leading industries by employment reflects the National list, with ranking order differences. The top industry in the Rural Region matches the top industry on the rural United States' list. The Rural Region's sixth ranked top industry is Agriculture, forestry, fishing and hunting, and mining, which does not appear in the top six industries for the rural U.S. nor for urban Nevada. Transportation and warehousing, and utilities is the sixth highest ranking industry by employment in urban Nevada and does not appear on the U.S. urban list.

Table 21

*Local Region Top Industries by Employment: U.S. and NV, including Urban and Rural Averages*

| Region | Industries | Percent |
|---|---|---|
| **US** | 1) Educational services, and health care and social assistance<br>2) Professional, scientific, and management, and administrative and waste management services<br>3) Retail trade<br>4) Manufacturing<br>5) Arts, entertainment, and recreation, and accommodation and food services<br>6) Construction | 1) 23.3%<br>2) 11.8%<br>3) 10.8%<br>4) 9.9%<br>5) 9.7%<br>6) 7.0% |
| **US Urban** | 1) Educational services, and health care and social assistance<br>2) Professional, scientific, and management, and administrative and waste management services<br>3) Retail trade<br>4) Arts, entertainment, and recreation, and accommodation and food services<br>5) Manufacturing<br>6) Finance and insurance, and real estate and rental and leasing | 1) 23.5%<br>2) 12.6%<br>3) 10.9%<br>4) 10.2%<br>5) 9.3%<br>6) 6.8% |
| **US Rural** | 1) Educational services, and health care and social assistance<br>2) Manufacturing<br>3) Retail trade<br>4) Construction<br>5) Professional, scientific, and management, and administrative and waste management services<br>6) Arts, entertainment, and recreation, and accommodation and food services | 1) 22.5%<br>2) 13.0%<br>3) 10.6%<br>4) 9.0%<br>5) 8.4%<br>6) 7.3% |
| **NV** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Educational services, and health care and social assistance<br>3) Professional, scientific, and management, and administrative and waste management services | 1) 23.2%<br>2) 16.2%<br>3) 11.2%<br>4) 11.2%<br>5) 7.6%<br>6) 6.6% |

| Region | Industries | Percent |
|---|---|---|
| | 4) Retail trade<br>5) Construction<br>6) Transportation and warehousing, and utilities | |
| **NV Urban** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Educational services, and health care and social assistance<br>3) Retail trade<br>4) Professional, scientific, and management, and administrative and waste management services<br>5) Construction<br>6) Transportation and warehousing, and utilities | 1) 23.8%<br>2) 16.2%<br>3) 11.3%<br>4) 11.3%<br>5) 7.5%<br>6) 6.7% |
| **NV Rural** | 1) Educational services, and health care and social assistance<br>2) Arts, entertainment, and recreation, and accommodation and food services<br>3) Professional, scientific, and management, and administrative and waste management services<br>4) Construction<br>5) Retail trade<br>6) Agriculture, forestry, fishing and hunting, and mining | 1) 17.0%<br>2) 11.8%<br>3) 10.1%<br>4) 9.3%<br>5) 9.1%<br>6) 8.9% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

## 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 various 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 that people with disabilities are employed in. One-year 2019 U.S. Census data was used for documenting the U.S., Nevada, and the South Region. Five-year 2014-2019 U.S. Census data is provided in Table 23 for the North Region and in lieu of a The Rural Region average because rates are not available for all counties in the region.

Based on the above statistics regarding occupational groups, workers with disabilities are participating more frequently in service occupations (21.8 percent compared to 17.4 percent in the Nation and 29.1 percent compared to 25.5 percent in the State). In Lyon County, workers with disabilities are employees of management, business, science and arts occupations at a higher rate than those without disabilities by almost 2 percent (27.9% compared to 26.2%). Workers with disabilities were less likely to work in natural resources, construction, and maintenance occupations except Carson City where the rate for workers with disabilities exceeds the rate for workers without disabilities by 5 percent.

Table 22

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

| | United States TCNP | With a Disability | No Disability | Nevada TCNP | With a Disability | No Disability |
|---|---|---|---|---|---|---|
| **Management, business, science, and arts occupations** | 39.9% | 30.8% | 40.4% | 30.4% | 25.7% | 30.7% |
| **Service occupations** | 17.7% | 21.8% | 17.4% | 25.7% | 29.1% | 25.5% |
| **Sales and office occupations** | 20.4% | 21.6% | 20.3% | 21.6% | 21.5% | 21.6% |
| **Natural resources, construction, and maintenance occupations** | 8.8% | 9.2% | 8.8% | 9.5% | 9.9% | 9.5% |
| **Production, transportation, and material moving occupations** | 13.2% | 16.7% | 13.0% | 12.8% | 13.8% | 12.7% |

Source: 2019: ACS 1-Year Estimates

Table 23

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

| 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 |
|---|---|---|---|---|---|---|
| ***The Northern Region Washoe*** | TCNP | 34.1% | 20.0% | 22.9% | 8.7% | 14.3% |
| | With a Disability | 26.9% | 22.9% | 24.2% | 8.2% | 17.7% |
| | No Disability | 34.7% | 19.8% | 22.8% | 8.7% | 14.0% |
| ***The Southern Region Clark*** | TCNP | 30.0% | 28.2% | 21.6% | 8.5% | 11.7% |
| | With a Disability | 26.7% | 31.0% | 21.2% | 8.2% | 13.0% |
| | No Disability | 30.2% | 28.0% | 21.6% | 8.5% | 11.6% |
| ***Lyon*** | TCNP | 26.4% | 18.5% | 21.0% | 12.1% | 22.0% |
| | With a Disability | 27.9% | 18.3% | 24.0% | 11.0% | 18.8% |
| | No Disability | 26.2% | 18.5% | 20.6% | 12.2% | 22.4% |

| 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 |
|---|---|---|---|---|---|---|
| ***Nye*** | TCNP | 23.5% | 23.9% | 20.0% | 17.1% | 15.4% |
| | With a Disability | 23.3% | 36.9% | 11.8% | 13.6% | 14.4% |
| | No Disability | 23.5% | 22.5% | 21.0% | 17.5% | 15.5% |
| ***Carson City*** | TCNP | 29.7% | 22.3% | 21.1% | 12.0% | 15.0% |
| | With a Disability | 22.1% | 24.7% | 20.4% | 16.3% | 16.5% |
| | No Disability | 30.9% | 21.9% | 21.2% | 11.3% | 14.7% |

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Regional Industries and Employees with Disabilities

*The US 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.*

Three industries (Arts, entertainment, and recreation, and accommodation and food services, Retail trade, Educational services, and health care and social assistance) are ranked among the top six industries in each of the 5 Counties listed in Table 23. Higher percentages of employees with disabilities work in the Arts, entertainment, and recreation, and accommodation and food services industry when compared to those without disabilities except in Clark County. In the Educational services, and health care and social assistance industry, four counties have lower percentages of employees with disabilities when compared to those without disabilities with gaps between the percentages at 1.6 to 4.5 percent.

Table 24 displays the top 6 industries in each area based on the percentage rates of employees with disabilities and includes rates for employees without disabilities. Data includes 5 of the State's 17 counties. Data for the Nation, State and Clark County is taken from the 2019 one-year estimates and the remaining data is taken from the 2014-2019 five-year US Census Bureau Estimates.

Table 24

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

| Region | Industries | Employees with Disabilities | Employees without Disabilities |
|---|---|---|---|
| **US** | 1) Educational services, and health care and social assistance<br>2) Retail trade<br>3) Professional, scientific, and management, and administrative and waste management services<br>4) Arts, entertainment, and recreation, and accommodation and food services<br>5) Manufacturing | 1) 22.3%<br>2) 13.0%<br>3) 10.8%<br>4) 10.3%<br>5) 9.7%<br>6) 6.6% | 1) 23.3%<br>2) 10.7%<br>3) 11.9%<br>4) 9.6%<br>5) 10.0%<br>6) 7.0% |

| Region | Industries | Employees with Disabilities | Employees without Disabilities |
|---|---|---|---|
| | 6) Construction | | |
| **NV** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Professional, scientific, and management, and administrative and waste management services<br>3) Educational services, and health care and social assistance<br>4) Retail trade<br>5) Construction<br>6) Transportation and warehousing, and utilities | 1) 21.6%<br>2) 13.9%<br>3) 13.6%<br>4) 11.0%<br>5) 7.3%<br>6) 7.2% | 1) 23.3%<br>2) 11.1%<br>3) 16.4%<br>4) 11.2%<br>5) 7.6%<br>6) 6.6% |
| **Washoe (The Northern Region)** | 1) Educational services, and health care and social assistance<br>2) Arts, entertainment, and recreation, and accommodation and food services<br>3) Retail trade<br>4) Professional, scientific, and management, and administrative and waste management services<br>5) Transportation and warehousing, and utilities<br>6) Manufacturing | 1) 16.0%<br>2) 16.0%<br>3) 13.2%<br>4) 12.8%<br>5) 7.5%<br>6) 7.3% | 1) 19.6%<br>2) 15.8%<br>3) 11.9%<br>4) 11.3%<br>5) 6.2%<br>6) 7.5% |
| **Clark (The Southern Region)** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Professional, scientific, and management, and administrative and waste management services<br>3) Educational services, and health care and social assistance<br>4) Retail trade<br>5) Other services (except public administration)<br>6) Construction | 1) 23.9%<br>2) 15.3%<br>3) 14.0%<br>4) 9.9%<br>5) 6.5%<br>6) 6.4% | 1) 26.8%<br>2) 11.3%<br>3) 15.6%<br>4) 11.4%<br>5) 4.6%<br>6) 7.1% |
| ***Lyon*** | 1) Educational services, and health care and social assistance<br>2) Retail trade<br>3) Arts, entertainment, and recreation, and accommodation and food services<br>4) Manufacturing<br>5) Construction<br>6) Transportation and warehousing, and utilities | 1) 15.9%<br>2) 13.5%<br>3) 12.5%<br>4) 11.6%<br>5) 8.4%<br>6) 7.9% | 1) 14.5%<br>2) 13.6%<br>3) 11.4%<br>4) 12.5%<br>5) 8.6%<br>6) 8.1% |
| **Nye** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Retail trade<br>3) Professional, scientific, and management, and administrative and waste management services<br>4) Finance and insurance, and real estate and rental and leasing<br>5) Educational services, and health care and social assistance<br>6) Construction | 1) 32.5%<br>2) 20.9%<br>3) 12.6%<br>4) 10.0%<br>5) 8.1%<br>6) 7.4% | 1) 15.8%<br>2) 10.9%<br>3) 10.0%<br>4) 4.4%<br>5) 11.3%<br>6) 9.2% |

| Region | Industries | Employees with Disabilities | Employees without Disabilities |
|---|---|---|---|
| **Carson City** | 1) Arts, entertainment, and recreation, and accommodation and food services<br>2) Manufacturing<br>3) Retail trade<br>4) Educational services, and health care and social assistance<br>5) Construction<br>6) Public administration | 1) 21.2%<br>2) 16.8%<br>3) 15.8%<br>4) 12.8%<br>5) 9.6%<br>6) 8.7% | 1) 16.6%<br>2) 10.4%<br>3) 10.2%<br>4) 17.3%<br>5) 8.1%<br>6) 12.4% |

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## 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 40 percent lower 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 25 contains the annual data from 2021 and November 2021 through February 2022 for individuals without and with a disability in the U.S ages 16 and over.

Table 25

*Labor Force Participation and Unemployment Rates for PWD in the US*

| Group | Labor Force Participation Rates | | | | |
|---|---|---|---|---|---|
| | **21-Nov** | **21-Dec** | **Annual-21** | **22-Jan** | **22-Feb** |
| People with Disabilities | 23.3% | 22.3% | 21.3% | 22.8% | 22.6% |
| People without Disabilities | 67.2% | 67.2% | 67.1% | 67.2% | 67.6% |
| | **Unemployment Rate** | | | | |
| People with Disabilities | 7.7% | 7.9% | 10.1% | 9.1% | 8.8% |
| People without Disabilities | 3.7% | 3.5% | 5.1% | 4.2% | 3.9% |

Sources: https://www.dol.gov/odep/ and https://www.bls.gov/news.release/empsit.t06.htm

## Cornell University Disability Employment Statistics

Cornell University provides online disability statistics. The following data is from the online resource regarding employment rates:

**Employment rate:** In 2018, an estimated 37% of non-institutionalized individuals with a disability, ages 16 to 64, regardless of ethnicity and education level, in the Nation were employed. In Nevada, the rate was estimated at 41.9%.

**Not working but actively looking for work:** In 2018, an estimated 7.3% of non-institutionalized individuals ages 21 to 64 years with a disability in the Nation who were not working, were actively looking for work. In Nevada, the estimate was 6.1%.

**Full-Time / Full-Year Employment:** In 2018, an estimated 24.3% of non-institutionalized individuals ages 21 to 64 years with a disability in the Nation were employed full-time/full-year while the estimate is 29.4% for Nevada, which is 5.1 percentage points higher than the Nation.
Retrieved from Cornell University Disability Statistics website: www.disabilitystatistics.org

Cornell University also provides online disability statistics regarding employment by disability type. Table 26 contains this information for Nevada and indicates that individuals ages 18 to 64 in Nevada with visual and hearing disabilities have higher employment rates (greater than 50%) than individuals with other disability types. Individuals with cognitive and ambulatory disabilities have employment rates ranging between 29 to 33 percent. Individuals with self-care disabilities have the lowest employment rates.

Table 26
*2018 Employment by Disability Type for Non-institutionalized Civilians Ages 18 to 64*

| Disability Type | US Percent Employed | Nevada Percent Employed |
|---|---|---|
| Any Disability | 37.6% | 42.6% |
| Visual Disability | 45.1% | 51.8% |
| Hearing Disability | 53.3% | 53.7% |
| Ambulatory Disability | 25.5% | 29.0% |
| Cognitive Disability | 28.6% | 33.3% |
| Self-Care Disability | 16.1% | 19.5% |
| Independent Living Disability | 18.1% | 22.8% |

Source: http://www.disabilitystatistics.org/

## 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 2020 Annual Disability Statistics Compendium in February 2021 which contains data on employment for people with disabilities ages 18 to 64 years based on 2019 data. Due to the Covid-19 pandemic, recommendations to use the 2019 data for reference is in the best interest of BVR and is used in this section of the report.

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 (78.6%) versus people with disabilities (38.8%). The employment gap, which is the difference between the employment percentage for people with disabilities and people without disabilities is 39.7% for the Nation. In 2019, Nevada’s employment rate for individuals with disabilities ages 18 to 64 was 39.3% and the employment rate was 77.8% for individuals without disabilities. The employment gap for Nevada was 38.4%. Twenty-two states have a lower disability employment gap than Nevada. The five states with the lowest employment gap percentages in the Nation are: Wyoming, North Dakota, Utah, South Dakota, and Montana.

Source: www.disabilitycompendium.org; Citation: Paul, S., Rafal, M., & Houtenville, A. (2020). Annual Disability Statistics Compendium: 2020. Durham, NH: University of New Hampshire, Institute on Disability.

The NIDILRR also publishes employment data for counties based on the 5-year American Community Survey estimates for age 18 to 64 years individuals with disabilities. Four counties have employment rates for people with disabilities that exceed 50 percentage points and employment gaps of less than 27 percent. Mineral County had the smallest employment rate for people with disabilities (19.7%) and the smallest employment rate for people without disabilities (64.6%), creating an employment gap of about 45 percent between those employed with disabilities and those employed without disabilities. The county with the highest employment rate for people with disabilities is Elko County (55%) and the county has the second lowest employment gap between people with and without disabilities. The two counties that comprise the North and South Regions (which have urban populations of over 95%) have employment rates for people with disabilities that range from about 40 to 49 percent and employment gaps of roughly 30 to 36.5 percent. Carson City, which also has an urban population of over 95%, had an employment rate for people with disabilities that exceeds 50% and the third lowest employment gap in the State.  Table 27 summarizes the data by region and county for the years 2015-2019.

Table 27

*Employment of Civilians with and without Disabilities Ages 18 to 64: 5-Year Estimates*

| | County | Percent of people residing in rural areas | Disability: Percent Employed | No Disability: Percent Employed | Employment Gap |
|---|---|---|---|---|---|
| **North** | Washoe | 4.3% | 49.1% | 79.3% | 30.2% |
| **South** | Clark | 1.3% | 40.0% | 76.5% | 36.5% |
| **Rural** | Churchill | 34.7% | 34.6% | 73.3% | 38.7% |
| | Douglas | 31.6% | 37.3% | 75.0% | 37.7% |
| | Elko | 37.9% | 55.0% | 79.3% | 24.3% |
| | Esmeralda | 100.0% | 20.6% | 74.0% | 53.4% |
| | Eureka | 100.0% | 48.8% | 84.4% | 35.6% |
| | Humboldt | 37.9% | 54.7% | 80.8% | 26.1% |
| | Lander | 39.0% | 43.1% | 76.5% | 33.4% |
| | Lincoln | 100.0% | 20.9% | 71.2% | 50.3% |
| | Lyon | 36.9% | 41.9% | 71.0% | 29.1% |
| | Mineral | 31.9% | 19.7% | 64.6% | 44.9% |
| | Nye | 35.3% | 24.1% | 67.7% | 43.6% |
| | Pershing | 100.0% | 31.0% | 74.0% | 43.0% |

| | County | Percent of people residing in rural areas | Disability: Percent Employed | No Disability: Percent Employed | Employment Gap |
|---|---|---|---|---|---|
| | Storey | 92.6% | 50.5% | 73.6% | 23.1% |
| | White Pine | 53.3% | 42.2% | 75.8% | 33.6% |
| | Carson City | 4.8% | 54.1% | 80.6% | 26.5% |

Source: Paul, S., Rafal, M., & Houtenville, A. (2020). 2019 State Report for Nevada County-Level Data: Employment. Durham, NH: University of New Hampshire, Institute on Disability.

## U.S. Census Bureau Statistics Labor Force 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.*

Of the total population age 16 years and older residing in the United States who report having a disability, 24.7% are employed and participating in the Labor Force, while approximately 72.7% are not in the Labor Force. The State of Nevada's average for those who report a disability and are employed matches the National rate of 24.7%, while 67.1% of those who report a disability are not engaged in the Labor Force. Table 28 below provides data based on disability status and employment for ages 16 and over from the U.S. Census Bureau for the year 2019 for the Nation and the State.

Table 28
*LFP - Total Civilian Noninstitutionalized Population (TCNP) Age 16 and Over: U.S. and State*

| Labor Force Category | United States | | | Nevada | | |
|---|---|---|---|---|---|---|
| | TCNP | With a Disability | No Disability | TCNP | With a Disability | No Disability |
| Population Age 16 and over | 258,478,337 | 38,438,308 | 220,040,029 | 2,429,011 | 351,709 | 2,077,302 |
| Employed | 61.4% | 24.7% | 67.8% | 60.9% | 24.7% | 67.1% |
| Not in Labor Force | 35.7% | 72.7% | 29.2% | 35.8% | 72.3% | 29.6% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Labor Force Participation (LFP) rates for the civilian noninstitutionalized population age 16 years and over that are employed and who report having a disability, is not available for every county in the State. The difference between the LFP averages in Table 29 below and the data from the NIDILRR Table 27 above is that the population for the NIDILRR table is restricted to ages 18 to 64 and is based on five years estimates. The data in table 28 above includes ages 16 and over without a cut-off age and the South Region is based on 1-year estimates from 2019 while other region data is based on 5-year estimates.

Table 29

*LFP for Total Civilian Noninstitutionalized Population (TCNP) Age 16 and Over: Regions*

| Geographic Region | | Employed Population Age 16 and over | Employed TCNP Age 16 and over | With a Disability | No Disability |
|---|---|---|---|---|---|
| **North** | | 231,583 | 63.3% | 31.2% | 68.5% |
| **South** | | 1,088,640 | 60.6% | 25.4% | 66.4% |
| **Rural** | **Lyon** | 22,593 | 51.6% | 25.6% | 58.0% |
| | **Nye** | 14,619 | 39.3% | 14.7% | 48.4% |
| | **Carson City** | 25,705 | 59.9% | 36.7% | 66.8% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and ACS 2014-2019 ACS 5-Year Estimates

## 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, urban and rural geography, and other designated census areas and divisions. Data is not available by county for the Rural Region. Public Use Microdata Area (PUMA) and congressional district distribution is included to provide added information regarding rural areas of the State.

The State's employment to population ratio for people with disabilities shows a significant drop in Rural Nevada from 2018 to 2019 by about 15 percent. In 2018, Nevada's rural rate (43.5%) was roughly 9 percent higher than the US rate of 36.6 percent and dropped to 28.2 percent, which is almost 8 percentage points below the 2019 US rate. According to the 2019 data, the State has a lower ratio of people with disabilities working in rural areas than in urban and the difference is roughly 13 percent, a significant decrease from 2018 when Nevada's rural rate exceeded the State's urban rate by slightly more than 1 percent. Congressional Districts 1 and 3 had significant drops in the employment to population ratio from 2018 to 2019 while Districts 2 and 4 had increases of up to 12.6 percent. The significant rate changes warrant a closer look at the business and employment opportunities in the designated areas and geographic boundaries. Note also that these changes occurred one year prior to the 2020 pandemic.

Table 30 contains the available 2018 and 2019 1-year data for Nevada's urban and rural areas, and available county and congressional districts data for the population ages 18 to 64 years.

Table 30

*Employment to Population Ratio for People with Disabilities Ages 18-64 years: 2018 and 2019*

| 2018 EMPLOYMENT TO POPULATION RATIO FOR PEOPLE WITH A DISABILITY | | | 2019 EMPLOYMENT TO POPULATION RATIO FOR PEOPLE WITH A DISABILITY | | |
|---|---|---|---|---|---|
| **State/ Urban – Rural/ County / Congressional Districts** | | | **State/ Urban – Rural/ County / Congressional Districts** | | |
| **Geographic Area** | | **Percent** | **Geographic Area** | | **Percent** |
| **United States** | **Total** | 37.6 | **United States** | **Total** | 38.9 |
| | **Urban** | 38.5 | | **Urban** | 39.7 |
| | **Rural** | 34.6 | | **Rural** | 36 |
| **Nevada** | **Total** | 42.3 | **Nevada** | **Total** | 40.3 |
| | **Urban** | 42.2 | | **Urban** | 41.1 |
| | **Rural** | 43.5 | | **Rural** | 28.2 |
| **Counties in Nevada** | | | **Counties in Nevada** | | |
| **The Northern Region** | **Washoe County** | 49.4 | **North** | **Washoe County** | 42.6 |
| **The Southern Region** | **Clark County** | 40.2 | **South** | **Clark County** | 40.4 |
| **PUMA (Public Use Microdata Area)** | | | **PUMA (Public Use Microdata Area)** | | |
| **PUMA** | **Carson City, Lyon, Douglas & Storey Counties** | 42.8 | **PUMA** | **Carson City, Lyon, Douglas & Storey Counties** | 28.4 |
| **PUMA** | **Rural Nevada** | 48.3 | **PUMA** | **Rural Nevada** | 26.1 |
| **Congressional Districts** | | | **Congressional Districts** | | |
| **116th Congress** | **Congressional District 1** | 32.6 | **116th Congress** | **Congressional District 1** | 35.3 |
| | **Congressional District 2** | 50.6 | | **Congressional District 2** | 38 |
| | **Congressional District 3** | 46 | | **Congressional District 3** | 51.5 |
| | **Congressional District 4** | 42.6 | | **Congressional District 4** | 38 |

Source: U.S. Census Bureau, 2019 ACS 1-Year Estimates

## Employment Status by Disability Type

The North Region exceeds the Nation, State and South Region in labor force participation rate for those with disabilities and has the lowest average (4.4%, Table X above) of 18- to 64-year-old individuals reporting a disability. Among individuals in engaged in the labor force and who report a disability in the Nation, individuals with cognitive (35.1%) and ambulatory (30.9%) difficulties rank the highest for labor force participation. The highest labor force participation rates among those reporting a disability in the State are individuals reporting an ambulatory difficulty (33.1%) and a hearing difficulty (30.3%). The North Region estimates indicate a significantly high rate of workers reporting a hearing difficulty (38.2%), which is different from the South Region where the rate for ambulatory difficulty exceeds hearing difficulty by 6 percent. Self-care difficulty is the least frequently reported disability category among those who are employed and report having a disability in Nevada.

Table 31 addresses employment status and disability type as estimated for the population age 18 years to 64 years by the US Census in 2019. Table 31 includes one-year estimates for the Nation, State, and the North and South Regions. Data is not available for the Rural Region.

Table 31
*Labor Force Participation (Employment Status) by Disability Status and Type*

| | **United States** | **United States Urban** | **United States Rural** | **North Region** |
|---|---|---|---|---|
| Total 18 - 64 years: | 197,503,214 | 161,149,453 | 36,353,761 | 289,390 |
| In labor force: | 78.0% | 78.6% | 75.5% | 81.4% |
| Employed: | 95.5% | 95.4% | 96.1% | 95.3% |
| With a disability | 5.4% | 5.2% | 6.2% | 4.4% |
| Hearing | 27.0% | 25.2% | 34.1% | 38.2% |
| Vision | 22.0% | 22.0% | 21.7% | 24.0% |
| Cognitive | 35.1% | 36.4% | 29.8% | 30.7% |
| Ambulatory | 30.9% | 30.8% | 31.1% | 22.5% |
| Self-care | 7.2% | 7.3% | 6.7% | 6.2% |
| Independent Living | 17.9% | 18.4% | 16.0% | 15.0% |
| No disability | 94.6% | 94.8% | 93.8% | 95.6% |
| Unemployed: | 4.5% | 4.6% | 3.9% | 4.7% |
| With a disability | 13.3% | 13.0% | 15.2% | 9.1% |
| No disability | 86.7% | 87.0% | 84.8% | 90.9% |
| Not in labor force: | 22.0% | 21.4% | 24.5% | 18.6% |
| With a disability | 26.4% | 25.3% | 30.7% | 25.4% |
| No disability | 73.6% | 74.7% | 69.3% | 74.6% |
| LFP employed & unemployed w/ disability | 5.7% | 5.5% | 6.6% | 4.6% |
| LFP employed & unemployed w/o disability | 94.3% | 94.5% | 93.4% | 95.4% |
| Total Pop w/ disability | 10.3% | 9.8% | 12.5% | 8.5% |
| Total Pop w/o disability | 89.7% | 90.2% | 87.5% | 91.5% |

| | Nevada | Nevada Urban | Rural Nevada | Southern Region |
|---|---|---|---|---|
| Total 18 - 64 years: | 1,859,982 | 1,758,071 | 101,911 | 1,381,981 |
| In labor force: | 78.3% | 78.5% | 74.2% | 78.0% |
| Employed: | 95.1% | 95.1% | 95.3% | 94.9% |
| With a disability | 5.2% | 5.2% | 4.5% | 5.4% |
| Hearing | 30.3% | 30.0% | 35.7% | 27.8% |
| Vision | 24.2% | 24.8% | 12.4% | 25.2% |
| Cognitive | 29.6% | 29.6% | 30.9% | 29.9% |
| Ambulatory | 33.1% | 33.2% | 31.1% | 33.8% |
| Self-care | 7.5% | 7.6% | 6.2% | 7.5% |
| Independent Living | 16.0% | 15.7% | 22.4% | 16.6% |
| No disability | 94.8% | 94.8% | 95.5% | 94.6% |
| Unemployed: | 4.9% | 4.9% | 4.7% | 5.1% |
| With a disability | 11.6% | 11.1% | 22.3% | 10.3% |
| No disability | 88.4% | 88.9% | 77.7% | 89.7% |
| Not in labor force: | 21.7% | 21.5% | 25.8% | 22.0% |
| With a disability | 24.2% | 23.9% | 28.4% | 22.7% |
| No disability | 75.8% | 76.1% | 71.6% | 77.3% |
| LFP employed & unemployed w/ disability | 5.5% | 5.5% | 5.3% | 5.7% |
| LFP employed & unemployed w/o disability | 94.5% | 94.5% | 94.7% | 94.3% |
| Total Pop w/ disability | 9.6% | 9.5% | 11.3% | 9.4% |
| Total Pop w/o disability | 90.4% | 90.5% | 88.7% | 90.6% |

Source: 2019: ACS 1-Year Estimates

## *Agency-Specific Data Related to Overall Performance*

### General Data:

The project team requested data related to overall performance and case movement from BVR for this assessment. The data is presented throughout the report in the applicable areas. Table 32 below contains general information for all BVR consumers for Program Years 2017-2020.

Table 32
*General Statistics for all BVR Consumers for PY 2017-2020*

| Item | ALL CONSUMERS by PY | | | |
|---|---|---|---|---|
| | **2017** | **2018** | **2019** | **2020** |
| Applications | 2688 | 2588 | 2139 | 1802 |
| % of apps found eligible | 92% | 90% | 90% | 74% |
| Avg. time for eligibility determination | 40 | 41 | 46 | 48 |
| Significance of Disability | | | | |
| Not Significant | 57 | 168 | 365 | 193 |
| % of total | 2% | 6% | 17% | 11% |
| Significant | 598 | 540 | 326 | 190 |
| % of total | 22% | 21% | 15% | 11% |
| Most significant | 1819 | 1689 | 1321 | 1008 |
| % of total | 68% | 65% | 62% | 56% |
| % closed prior to IPE development | 37% | 41% | 30% | 38% |
| Plans developed | 1961 | 1830 | 1499 | 1100 |
| Avg. time from eligibility to plan (days) | 58 | 62 | 73 | 62 |
| Number of consumers in training by type (FFY Data) | | | | |
| Occupational or Vocational | 276 | 299 | 327 | 354 |
| Junior or Community College | 308 | 290 | 104 | 172 |
| Four-Year College or University | 127 | 121 | 220 | 102 |
| Graduate | 13 | 7 | 4 | 11 |
| Credential attainment rate | NA | NA | NA | 7.5% |
| Measurable skill gain rate | 11.1% | 5.9% | 15.2% | 17.3% |
| Ave. length of open case (days) for cases closed other than rehabilitated | 400 | 371 | 315 | 117 |
| Ave. length of open case (days) for cases closed rehabilitated | 466 | 450 | 462 | 268 |
| Number of cases closed rehabilitated | 747 | 718 | 529 | 422 |
| Employment rate at exit | 43.7% | 40.0% | 38.5% | 29.0% |
| Employment rate in 2nd quarter after exit | NA | 54.5% | 56.2% | 47.5% |
| Employment rate in 4th quarter after exit | NA | NA | 54.4% | 45.3% |

| Item | ALL CONSUMERS by PY | | | |
|---|---|---|---|---|
| | 2017 | 2018 | 2019 | 2020 |
| Median earnings of those closed as successfully rehabilitated | NA | $3,235 | $4,019 | $3,672 |
| Total number of cases served | 4451 | 3711 | 4412 | 3091 |
| Avg. cost of all cases | $1,995 | $1,866 | $1,469 | $1,007 |
| Avg. cost of cases closed rehabilitated | $3,598 | $3,653 | $3,057 | $2,673 |
| Avg. cost per case closed unsuccessful | $957 | $853 | $558 | $126 |
| Avg. cost per case closed prior to plan | $110 | $120 | $110 | $45 |

It is important to interpret the last two years of Program Year data in the context of the pandemic and its effect on individuals with disabilities accessing and participating in rehabilitation services. The closure of offices, shift to remote work and the concern for public and individual safety have had a dramatic impact on every aspect of the public vocational rehabilitation program. While the full impact of the pandemic on VR will not be known for a few years, there are clear statistical trends that exist nationally and in BVR. Where possible, the project team will interpret the data presented for BVR compared to all VR programs nationally.

The number of individuals applying for services from BVR decreased by 33% from PY 2017 to 2020. While significant, it is below the national decrease in applications for the same time period which was at 52%. The decrease is clearly related to the pandemic, and it is important to note that as of this writing, BVR reported that applications for services had increased and were approaching pre-pandemic levels. The percent of applicants found eligible decreased by 16% from PY 2019 to 2020. The reasons for the decline are not clear, so it is recommended that BVR monitor this statistic and investigate the causes for ineligibility determinations if the decline continues. For those individuals found eligible, the average time frame was consistently in the 40-50 day range throughout the four years of the study. This is well below the maximum time frame of 60 days allowed by law. Eligible individuals were predominantly categorized as having significant or most significant disabilities.

The data indicates that in PY 2020, 38% of individuals were closed prior to IPE development. This is a rate that is 8% higher than the national average of 30%. There was a 43.9% decrease in plans developed from PY 2017-2020, though individuals that did have a plan developed averaged 62 days from the date they were found eligible for services. This is well below the 90 days allowed by the Rehabilitation Act as amended.

An examination of the number of individuals in training by type indicates that occupational or vocational training is provided to the largest number of individuals in training, followed by community college and four-year university training. The number of individuals in occupational or vocational training increased each year of the study. There was not enough data to accurately determine the credential attainment rate for those in training, though the PY 2020 rate was indicated to be 7.5%. The measurable skill gains (MSG) rate was available for each year of the study and indicates an increase from PY 2018-2020 of more than 11%. The PY 2020 MSG rate of 17.3% is higher than BVR's negotiated rate of 16% for PY 2020.

The number of individuals that exited the program in employment decreased from a high of 747 in PY 2017 to 422 in PY 2020. This represents a decrease of 43.5%, which is slightly higher than the 34% decrease for all VR programs nationally during the same time frame. In addition, the employment rate at exit decreased by 13.7% from PY 2017 to PY 2020. Nevada historically is impacted disproportionately by economic downturns because they rely so heavily on tourism and the hospitality industry. The impact of COVID-19 on travel, especially in the first two years of the pandemic clearly affected employment outcomes for BVR consumers. As the economy fully recovers and travel returns to pre-pandemic levels, it is expected that BVR's outcomes will increase in turn. Although the raw number of employment outcomes decreased, the employment rate for BVR consumers was on par with the national average in the second quarter after exit and exceeded the national average in the fourth quarter after exit by 1.3%. It should be noted that when RSA examined the percent of individuals that exited in employment and that were still employed in the second and fourth quarter after exit, BVR's rate was 65.5 %, which is in the top third of all VR agencies in the nation and exceeds the national average by 7%. The median earnings of individuals that exited in the second quarter after exit reduced by roughly $340 from PY 2019 to 2020. BVR's total is approximately $600 less than the national average for this performance measure.

The average cost for all type of closures reduced during the four years of the study. The greatest rate of decrease occurred for individuals closed unsuccessful (87%).

## Gender:

The project team examined the gender of applicants for BVR services to determine if there was any disparity that might warrant attention for the organization. Table 33 identifies the gender of applicants for PY 2017-2020.

Table 33
*Gender of BVR Applicants for PY 2017-2020*

| Gender of Applicants | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **Percent Male** | 56.1% | 55.1% | 55.3% | 51.2% |
| **Percent Female** | 43.9% | 44.9% | 44.5% | 48.0% |
| **Difference** | 12.2% | 10.2% | 10.8% | 3.2% |

The data indicates that in PYs 2017-2019 males applied to BVR at a rate more than 10% higher than females. This changed abruptly in PY 2020, with the difference between the groups dropping to 3.2%. It is not clear why the application rates became more equal, but it demonstrates an increase in equitable access by gender for BVR.

## Age of Individuals Served

The project team examined the ages of individuals served by BVR. The age ranges are classified by WIOA definitions of youth with disabilities (14-24), working age adults (25-64) and older adults (65+). Table 34 contains the results of this analysis.

Table 34

*Age of BVR Applicants for PY 2017-2020*

| Age | 2017 | | 2018 | | 2019 | | 2020 | |
|---|---|---|---|---|---|---|---|---|
| | Number | Percent of Total | Number | Percent of Total | Number | Percent of Total | Number | Percent of Total |
| **14-24** | 1,097 | 40.8% | 998 | 38.6% | 952 | 44.5% | 626 | 34.7% |
| **25-64** | 1,500 | 55.8% | 1,490 | 57.6% | 1,294 | 60.5% | 1,127 | 62.5% |
| **65 +** | 91 | 3.4% | 100 | 3.9% | 85 | 4.0% | 49 | 2.7% |
| **Total** | **2,688** | 100.0% | **2,588** | **100.0%** | **2,331** | **100.0%** | **1,802** | **100.0%** |

The data indicates that working age adults make up the highest percentage of BVR applicants and have increased their percent of total for each of the four years of the study. This trend is not consistent with the national VR program applicant data which shows an increasing percentage of youth with disabilities applying for VR services, to the point where youth comprise more than 50% of the consumer population. The pandemic adversely affected pre-employment transition services to a greater degree than other VR services in Nevada, which is likely why the rate of youth applying for services declined by almost 10% in PY 2020. School closures due to COVID, student and family concern for personal and public safety, a loss of service providers and BVR office closures all were likely contributors to the decline in youth access to services. Detailed information on transition services and the rehabilitation needs of youth with disabilities is contained in Section Four of this report.

## Case Expenditure Data:

One of the key indicators of the rehabilitation needs of individuals served by BVR is the case expenditure data. The project team examined data for all client services as part of this assessment to determine which service categories comprised the largest percentage of expense for the agency. All pre-employment transition services are combined for this analysis as are all training types. A more detailed analysis of pre-employment transition services by type of service will be detailed in Section Four. Table 35 contains the results of the analysis.

Table 35

*Case Service Expenditures PY 201-2020*

| Service Category | Amount spent per year | | | |
|---|---|---|---|---|
| | **2017** | **2018** | **2019** | **2020** |
| **Assessment** | $1,140,258 | $1,210,656 | $1,025,050 | $673,922 |
| **Percent of total** | **22.2%** | **23.1%** | **19.8%** | **19.0%** |
| **Job Placement Assistance** | $1,094,621 | $707,150 | $492,783 | $370,853 |
| **Percent of total** | **21.3%** | **13.5%** | **9.5%** | **10.5%** |
| **Rehabilitation Technology** | $546,373 | $500,802 | $513,142 | $607,537 |
| **Percent of total** | **10.6%** | **9.6%** | **9.9%** | **17.1%** |
| **All types of training** | $934,644 | $1,085,237 | $1,359,108 | $859,026 |
| **Percent of total** | **18.2%** | **20.7%** | **26.3%** | **24.2%** |
| **Transportation** | $312,827 | $273,679 | $262,904 | $83,653 |
| **Percent of total** | **6.1%** | **5.2%** | **5.1%** | **2.4%** |
| **All pre-employment transition services** | $138,182 | $199,029 | $310,437 | $160,338 |
| **Percent of total** | **2.7%** | **3.8%** | **6.0%** | **4.5%** |

The data indicates that BVR has spent less on assessment each year from PY 2018-2020, though the expense still comprises almost 20% of the total case service expenditures. Training costs account for almost one-quarter of the total expense for the agency while purchased job placement assistance reduced by more than half from 2017-2020. The reduction in the total expense and percent of total for pre-employment transition services and transportation was clearly related to the effects of the pandemic.

## Number of consumers in training by type

The project team examined the number of consumers in training and education by type. The data was available by Federal fiscal year for 2017-2020. Table 36 contains the totals for all types of training and education as classified by BVR.

Table 36

*Number of Individuals in Training or Education by Type FFY 2017-2020*

| Education or Training Type | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| Graduate College or University Training | 13 | 7 | 4 | 11 |
| Four-Year College or University Training | 127 | 121 | 220 | 102 |
| Junior or Community College Training | 308 | 290 | 104 | 172 |
| Occupational or Vocational Training | 276 | 299 | 327 | 354 |
| On-the-job Training | 9 | 18 | 3 | 1 |
| Apprenticeship Training | - | 1 | - | - |
| Basic Academic Remedial or Literacy Training | 2 | 6 | 2 | 5 |
| Job Readiness Training | 119 | 228 | 156 | 146 |
| Disability Related Skills Training | 14 | 9 | 33 | 42 |
| Miscellaneous Training | 56 | 61 | 67 | 20 |
| **Education & Training (Count)** | **924** | **1040** | **916** | **853** |

The number of individuals in occupational or vocational training increased every year. The number of individuals receiving on-the-job training declined from a high of 18 to a low of one person, while apprenticeship training was only utilized once in the four years of the study. These are areas of possible growth for BVR in the future.

## Most common employment outcomes

The project team examined the five most frequent types of employment outcomes for BVR consumers for PYs 2017-2020. Table 37 contains the results of this analysis.

Table 37
*Top 5 Employment Goals for Successful Closures for PY 2017-2020*

| Employment Goal | Number of Rehab Closure per PY | | | |
|---|---|---|---|---|
| | 2017 | 2018 | 2019 | 2020 |
| Maintenance Workers, Machinery | 131 | | | |
| Stock Clerks and Order Fillers | 67 | | | |
| Food Preparation Workers | 55 | | | |
| Office Clerks, General | 53 | | | |
| Laborers and Freight, Stock, and Material Movers, Hand | 31 | | | |
| | | | | |
| Maintenance Workers, Machinery | | 100 | | |
| Office Clerks, General | | 59 | | |
| Food Preparation Workers | | 52 | | |
| Stock Clerks and Order Fillers | | 47 | | |
| Building Cleaning Workers, All Other | | 26 | | |
| | | | | |
| Stock Clerks and Order Fillers | | | 55 | |
| Office Clerks, General | | | 36 | |
| Laborers and Freight, Stock, and Material Movers, Hand | | | 32 | |
| Food Preparation Workers | | | 20 | |
| Maintenance Workers, Machinery | | | 16 | |
| | | | | |
| Laborers and Freight, Stock, and Material Movers, Hand | | | | 44 |
| Stock Clerks and Order Fillers | | | | 36 |
| All Other Service Workers | | | | 18 |
| Retail Salespersons | | | | 18 |
| Janitors and Cleaners, Except Maids and Housekeeping Cleaners | | | | 17 |

The top five most common types of jobs resulting in successful closure by year were very consistent from year to year. Stock clerks and order fillers appeared in every year of the study in the top five while maintenance workers, food prep workers and general office clerks appeared in three of the four years under study. These results are reflective of the large number of service jobs in Nevada, but indicate that there is room to increase the number of individuals pursuing and obtaining professional level jobs.

## *SURVEY RESULTS BY TYPE*

### INDIVIDUAL SURVEY RESULTS

In the overall performance section of the report, general information about the respondents to the individual survey are presented as well as responses to questions that address consumer perspectives about the overall performance of BVR. 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. There were 457 valid individual surveys completed. 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 survey responses in some questions.

#### Respondent Demographics:

Individual survey respondents were asked to identify their age. A total of 448 respondents indicated their age. The largest percentage of respondents were between the ages of 25 to 64 (59.2 percent) followed by individuals under 25 (36.2 percent). Table 38 identifies the age of respondents.

Table 38
*Individual Survey: Age of Respondents*

| Age Range of Respondents | Number | Percent |
|---|---|---|
| 25-64 | 265 | 59.2% |
| under 25 | 162 | 36.2% |
| 65 and over | 21 | 4.7% |
| **Total** | 448 | 100.0% |

Respondents were asked to identify their region of residence. The entire state is represented in the survey. However, when compared to the 2017 CSNA, Southern Nevada's consumer representation grew from 38.5 percent (2017) to 60 percent (2021). Northern Nevada's representation dropped in 2021 by 26.2 percentage points, down from 55.4 percent (2017 rate). The smallest percentage of respondents indicated that they reside in Rural Nevada which increased 4.8 percentage points compared to the 2017 rate of six percent. Table 39 details the results.

Table 39
*Individual Survey: Region of Residence*

| Region of Residence | Number | Percent |
|---|---|---|
| Southern Nevada (Clark County) | 267 | 60.0% |
| Northern Nevada (Washoe County) | 130 | 29.2% |
| Rural Nevada (All other Counties) | 48 | 10.8% |
| **Total** | 445 | 100.0% |

Respondents were presented with a checklist and asked to identify their primary disabling condition. The checklist for 2021 included two additional options for respondents, Autism Spectrum Disorder and Traumatic Brain Injury.

In 2017, the top three primary disabilities cited by survey participants were Mental Health (21.6%), Deaf and Hard of Hearing (16.8%), and Physical (15.6%). In 2021, Autism Spectrum Disorder (20 percent) was the most frequently cited primary disability type indicated by respondents, followed by mental health conditions (17 percent) and “other.” The 11.4 percent of respondents that selected the category of “other” reported specific disability and medical conditions which included learning disability, autism, fetal alcohol syndrome, ADHD, dyslexia, blindness, low vision, seizure disorder, dyspraxia, down syndrome, PTSD, lupus and deaf. Table 40 summarizes the primary disabling conditions reported by the 2021 survey respondents.

Table 40
*Individual Survey: Primary Disability of Respondents*

| Primary Disability | Number | Percent |
|---|---|---|
| Autism Spectrum Disorder | 86 | 20.0% |
| Mental Health | 73 | 17.0% |
| Other (please describe) | 49 | 11.4% |
| Physical | 48 | 11.2% |
| Deaf or Hard of Hearing | 40 | 9.3% |
| Intellectual Disability (ID) | 40 | 9.3% |
| Developmental Disability (DD) | 27 | 6.3% |
| Blindness or visually impaired | 24 | 5.6% |
| Mobility | 19 | 4.4% |
| Traumatic Brain Injury | 14 | 3.3% |
| Communication | 5 | 1.2% |
| No impairment | 5 | 1.2% |
| Deaf-Blind | 0 | 0.0% |
| **Total** | 430 | 100.0% |

Individual survey respondents were also asked to identify their secondary disabling condition, if they had one. Roughly 35 percent of the 2021 survey respondents indicated no secondary disabling condition, which was the most frequently cited list option in 2017 (32.8%). Mental health was cited by 12.3 percent of the individual survey respondents in 2021, a rise of 1.4 points from the 2017 rate of 10.9 percent. The category "other" was cited by 11.4 percent of 2021 individual survey respondents, dropping 9.1 percentage points from the rate of 20.5 percent in 2017 and moved the item from the second most frequently cited option in 2017 to the third position in the 2021 survey. The 11.4 percent of 2021 survey respondents that selected the category of "other" reported specific disability and medical conditions or reported "I don't know." Table 41 details the secondary conditions reported by respondents.

Table 41
*Individual Survey: Secondary Disability of Individual Respondents*

| Secondary Disability | Number | Percent |
|---|---|---|
| No impairment | 129 | 35.2% |
| Mental Health | 45 | 12.3% |
| Other (please describe) | 42 | 11.4% |
| Physical | 29 | 7.9% |
| Intellectual disability (ID) | 25 | 6.8% |
| Communication | 22 | 6.0% |
| Mobility | 19 | 5.2% |
| Deaf or Hard of Hearing | 13 | 3.5% |
| Developmental Disability (DD) | 12 | 3.3% |
| Blindness or visually impaired | 11 | 3.0% |
| Traumatic Brain Injury | 11 | 3.0% |
| Autism Spectrum Disorder | 9 | 2.5% |
| Deaf-Blind | 0 | 0.0% |
| **Total** | 367 | 100.0% |

## Association with BVR

Individuals who responded to the survey were presented with a question that asked them to identify the statement that best described their association with BVR. The majority of the 2021 individual survey respondents (82.1 percent) indicated they were current clients of BVR. Twenty-five (10.4 percent of the 457 respondents) who selected "other" indicated that they were either past clients or clients not using services, new clients just starting the process, parents, family members of current or former clients, and one service provider. A note: the ranking order of choice options selected by participants in the 2017 CSNA survey in response to this question are identical to the 2021 survey results. The responses to this question appear in Table 42.

Table 42
*Individual Survey: Respondent Association with BVR*

| Association with BVR | Number | Percent |
|---|---|---|
| I am a current client of BVR | 375 | 82.1% |
| I am a previous client of BVR, my case has been closed | 29 | 6.4% |
| Other (please describe) | 25 | 5.5% |
| I have never used the services of BVR | 17 | 3.7% |
| I am not familiar with BVR | 11 | 2.4% |
| **Total** | 457 | 100.0% |

Individual survey respondents were presented with a question that asked them to identify the statement that best described their length of association with BVR. Although 33.5 percent of the respondents reported that they had been associated with BVR for 2 to 5 years, over 40 percent of the 419 respondents indicated that they have been associated with BVR for less than one year. The responses to this question appear in Table 43.

Table 43
*Individual Survey: Length of Association with BVR*

| Length of Association with BVR | Number | Percent |
|---|---|---|
| Less than 1 year | 170 | 40.6% |
| 2-5 years | 140 | 33.4% |
| 1 year | 73 | 17.4% |
| 6-9 years | 24 | 5.7% |
| 10 years or greater | 12 | 2.9% |
| **Total** | 419 | 100.0% |

## Relationship with Counselor

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

Respondents were asked to indicate where they usually met with their counselor. According to the survey results, almost 3.5 percent of the respondents do not have a BVR counselor. The majority of meetings with counselors (77.6 percent) occur most frequently by phone and remote video conference. Table 44 details the meeting locations reported by respondents.

Table 44

*Individual Survey: Meeting Location*

| Meeting Location | Number | Percent |
|---|---|---|
| We meet remotely by phone | 206 | 53.1% |
| We meet remotely by video conference | 95 | 24.5% |
| I go to a BVR office | 66 | 17.0% |
| I don't have a BVR case facilitator | 13 | 3.4% |
| In my community/school | 8 | 2.1% |
| **Total** | 388 | 100.0% |

A separate question asked individual survey respondents to indicate how many counselors they have had. Roughly 76 percent of the individual respondents reported that they have had one counselor or two counselors. Slightly less than 10 percent of respondents had four or more counselors. Table 45 includes the results from the survey.

Table 45

*Individual Survey: Number of BVR Counselors*

| Number of BVR Counselors | Number | Percent |
|---|---|---|
| 1 | 194 | 49.9% |
| 2 | 101 | 26.0% |
| 3 | 45 | 11.6% |
| More than 4 | 23 | 5.9% |
| 4 | 15 | 3.9% |
| I have never had a BVR counselor | 11 | 2.8% |
| **Total** | 389 | 100.0% |

Individual survey respondents were presented with a five-point response scale (with responses ranging from "usually" to "rarely") and asked to indicate how often they were able to reach their counselor when they needed to. Roughly 67.5 percent of the respondents indicated that they were either always able to reach their counselor or they usually were able to reach their counselor when they needed to. The responses to this question are found in Table 46.

Table 46

*Individual Survey: Ability to Reach Counselor*

| Ability to Reach Counselor | Number | Percent |
|---|---|---|
| Always | 133 | 34.6% |
| Usually | 123 | 32.0% |
| Sometimes | 77 | 20.0% |
| Rarely | 34 | 8.8% |
| Never | 18 | 4.7% |
| **Total** | 385 | 100.0% |

Respondents were presented with another five-point scale (with responses ranging from "excellent" to "terrible") and asked to rate their ability to get along with their counselor. Almost 83 percent of individual survey respondents indicated either "excellent" or "good" when asked how well they get along with their counselor. The response results are identified in table 47.

Table 47
*Individual Survey: Getting Along with Counselor*

| Getting Along with Counselor | Number | Percent |
|---|---|---|
| Excellent | 194 | 50.9% |
| Good | 122 | 32.0% |
| So-so | 42 | 11.0% |
| Poor | 12 | 3.2% |
| Terrible | 11 | 2.9% |
| **Total** | 381 | 100.0% |

## Recommendations for BVR

An open-ended survey question relating to the overall performance of BVR asked individual respondents if there was anything else that they would like to add to the survey regarding BVR or its services. A total of 143 narrative responses were received. Forty-one of the comments were positive and included citing gratitude to specific individuals and BVR services. Fifty respondents wrote that they did not have anything additional to add by writing comments or phrases such as "N/A" "No" or "None." Other recommendations included: faster service and decreasing the bureaucracy; increasing the frequency and responsiveness of communication; making more of an effort to assist; improving staff and counselor professional behavior and attitudes; helping felons; more education opportunities; and providing transportation, clothing, soft skills training and tutoring assistance. Thirteen comments cited specific problems and frustration with BVR staff, in addition to six comments that contained negative remarks about the services. Two comments addressed the need for better understanding of disability in society.

# PARTNER SURVEY RESULTS

The partner survey was distributed to representatives of partner organizations that provide services to individuals with disabilities and work with BVR. A total of 44 valid partner surveys were completed. Questions appearing on the partner survey addressed five general areas:

- Services readily available to persons with disabilities
- Barriers to achieving employment goals
- Barriers to accessing BVR services
- Desired changes to community partner programs that can increase their ability to serve individuals with disabilities
- Assessment of Nevada Job Centers' effectiveness in serving individuals with disabilities

The bulk of the partner survey responses are presented in the sections of this report that apply to those questions. The project team included some general information about survey respondents in this section.

## Partner Respondent Demographics:

Partner respondents were asked a series of questions to identify their relationship to BVR including the region of Nevada where they provide services and the population of consumers they serve.

The first survey question asked partner respondents to classify their organization. Although medical providers and veterans were not represented in this partner survey, an equal number of respondents indicated that they were from other public or private organizations or chose to cite their organization type in the narrative comments when selecting the item choice "other, please describe." Four classifications (Community Rehabilitation Program, Postsecondary school, Client Advocacy Organization, Other Federal, State, or Local Government Entity) were cited by five partner respondents. Table 48 identifies the classifications indicated by the partner respondents.

Table 48
*Partner Survey: Classify Organization by Type*

| Organization Type | Number | Percent |
|---|---|---|
| Other Public or Private Organization | 7 | 15.9% |
| Other (please describe) | 7 | 15.9% |
| Community Rehabilitation Program | 5 | 11.4% |
| Postsecondary school | 5 | 11.4% |
| Client Advocacy Organization | 5 | 11.4% |
| Other Federal, State, or Local Government Entity | 5 | 11.4% |
| Developmental Disability Organization | 4 | 9.1% |
| Secondary School | 3 | 6.8% |
| Individual Service Provider | 2 | 4.6% |
| Mental Health Provider | 1 | 2.3% |
| Medical Provider | 0 | 0.0% |
| Veteran's Agency | 0 | 0.0% |
| **Total** | 44 | 100.0% |

Partners were presented with a list and asked to identify the region of Nevada in which they worked. There were no limitations to the number of regions that a respondent could choose.

A total of 43 respondents answered the question. Thirteen of the respondents serve all three workforce regions of Nevada. All regions were chosen at least 20 times. Table 49 details the results to this question.

Table 49
*Partner Survey: Workforce Region Served*

| BVR Region Served | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Southern Nevada (Clark County) | 28 | 65.1% |
| Rural Nevada (All other Counties) | 25 | 58.1% |
| Northern Nevada (Washoe County) | 22 | 51.2% |
| **Total** | 75 | |

Partners were provided with a list and asked to identify which consumer population they worked with on a regular basis. There was no limit to the number of consumer populations that a respondent could choose.

Six of the forty-four partners that answered this question serve one specific group of consumers. The remaining thirty-eight partners serve two or more consumer populations. Table 50 summarizes the results.

Table 50
*Partner Survey: Consumer Populations Served Regularly by Partner Respondents*

| Client Populations | Number of times chosen | Percent of total number of respondents |
|---|---|---|
| Transition-aged youth (14-24) | 32 | 72.7% |
| Individuals from unserved or underserved populations | 29 | 65.9% |
| Individuals with the most significant disabilities | 27 | 61.4% |
| Individuals that need supported employment | 27 | 61.4% |
| Individuals that are racial or ethnic minorities | 24 | 54.5% |
| Individuals who are blind or visually impaired | 23 | 52.3% |
| Individuals who are deaf or hard of hearing | 21 | 47.7% |
| Individuals served by Nevada's Job Centers (formerly referred to as One-Stops or Career Centers) | 18 | 40.9% |
| Veterans | 15 | 34.1% |
| Other (please describe) | 12 | 27.3% |
| **Total** | 228 | |

## Partner Survey: Top Three Changes to Help Better Serve BVR Consumers

Partner survey respondents were presented with a list of 12 items and were asked to identify the top three changes that would help them better serve BVR consumers.

"More streamlined processes," and "smaller caseload" ranked as the top two changes that would help partners better serve BVR consumers. The items "improved communication with the referring BVR counselor," and "higher rates paid by BVR for services" were each chosen by an equal percentage of partners, forming a tie for the third top change that would help partners better serve BVR consumers. In the "other" category, the responses reflected a need for "continued supports" and "increased collaboration with adult education providers, Title II."

"Increased collaboration with Nevada JobConnect Centers" was chosen by 16 percent (n=4) of respondents even though:

- Almost 77 percent of the partner respondents interacted infrequently or not at all with the Nevada JobConnect Centers;
- Fifteen percent of partners do not believe the Centers serve individuals with disabilities and the majority of partners (60%) believe the Nevada JobConnect Centers are not effectively serving consumers;
- Roughly sixty-five percent of partners are not knowledgeable regarding the Centers' program accessibility.

Table 51 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 BVR consumers.

Table 51
*Partner Survey: Top Three Changes to Help Better Serve BVR Consumers*

| Top Three Changes to Better Serve BVR Consumers | Number of times chosen | Percent of number of respondents |
|---|---|---|
| More streamlined processes | 15 | 60.0% |
| Smaller caseload | 10 | 40.0% |
| Improved communication with referring BVR counselor | 9 | 36.0% |
| Higher rates paid by BVR for services | 9 | 36.0% |
| Reduced documentation requirements | 6 | 24.0% |
| Referral of appropriate individuals | 4 | 16.0% |
| Improved business partnerships | 4 | 16.0% |
| Increased collaboration with Nevada JobConnect Centers | 4 | 16.0% |
| Additional training | 3 | 12.0% |
| Increased options for technology use to communicate with consumers | 3 | 12.0% |

| Top Three Changes to Better Serve BVR Consumers | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Other (please describe) | 2 | 8.0% |
| Incentives for high performance paid by BVR | 0 | 0.0% |
| **Total** | 69 | |

## STAFF SURVEY RESULTS

A total of 48 valid staff surveys were completed. Questions appearing on the staff survey addressed five general areas:

- Services readily available to persons with disabilities
- Barriers to achieving employment goals
- Barriers to accessing BVR services
- The effectiveness of the Nevada JobConnect Centers in serving individuals with disabilities
- Desired changes in BVR services that would help the organization more effectively serve individuals with disabilities

### Staff Respondent Demographics

Staff respondents were asked a series of questions to identify their relationship to BVR including the BVR service region Nevada where they work, job title, and years of service in current position. A total of 48 respondents answered all three questions relating to staff demographics.

The North and South regions of Nevada are almost equally represented in the staff survey and comprise nearly 92 percent of the staff respondents. Less than 6.5 percent of staff indicated that they work in the Rural workforce service region which is different from the rate of partner respondents (58.1%) that serve the Rural region and participated in the survey.

Table 52
*Staff Survey: Workforce Region Served*

| BVR Region Served | Number | Percent |
|---|---|---|
| North | 23 | 47.9% |
| South | 21 | 43.8% |
| Rural | 3 | 6.3% |
| Central Office | 1 | 2.1% |
| **Total** | 48 | 100.0% |

The majority of staff that participated in the survey indicated that they were rehabilitation counselors and nine of the staff respondents have held their current position six years or more.

Tables 52-53 summarize the results for the questions regarding job classification and length of time serving in the current role.

Table 52
*Staff Survey: Job Classification*

| Job Classification | Number | Percent |
|---|---|---|
| Rehabilitation Counselor | 20 | 41.7% |
| Supervisor, Manager or Executive | 9 | 18.8% |
| Rehabilitation Technician | 8 | 16.7% |
| Support Staff | 4 | 8.3% |
| Other (please specify) | 4 | 8.3% |
| I prefer not to say | 2 | 4.2% |
| Business Services | 1 | 2.1% |
| **Total** | 48 | 100.0% |

Table 53
*Staff Survey: Years in Current Position*

| Years in Current Position | Number | Percent |
|---|---|---|
| 1-5 years | 31 | 64.6% |
| Less than one year | 8 | 16.7% |
| 6-10 years | 4 | 8.3% |
| 21+ years | 3 | 6.3% |
| 11-20 years | 2 | 4.2% |
| **Total** | 48 | 100.0% |

## Services BVR Most Effective in Providing Directly or through Community Partners

Related to the overall performance of the organization, respondents were provided a list of 18 items and asked to identify the services that BVR are most effective in providing to consumers, either directly or through community partners. There was no limitation to the number of items a staff respondent could choose.

Job development, job training, assistive technology, and other education services were the top four service areas identified by staff respondents as services that BVR is most effective in providing. The open-ended category "other" was selected by 2 respondents. The respondents were provided the opportunity to describe additional services that BVR is effective in providing that were not on the list. "Interpreter services" and "Vocational Rehabilitation Counseling for making Informed Choices of direction of their case" were each noted one time. Table 54 lists the services and the number of times and the percentage rate each item was selected by respondents.

Table 54

*Staff Survey: Services BVR is Most Effective in Providing Directly or Through Community Partners*

| Services that BVR is Most Effective in Providing Consumers (Directly or Indirectly) | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Job development services | 25 | 69.4% |
| Job training services (TWE, Job Coaching, OJT, etc.) | 22 | 61.1% |
| Assistive technology | 19 | 52.8% |
| Other education services | 15 | 41.7% |
| Other transportation assistance | 14 | 38.9% |
| Vehicle modification assistance | 9 | 25.0% |
| Benefit planning assistance | 8 | 22.2% |
| Career Ladder/Pathways counseling | 8 | 22.2% |
| Mental health treatment | 6 | 16.7% |
| Substance abuse treatment | 3 | 8.3% |
| Personal care attendants | 2 | 5.6% |
| Health insurance | 2 | 5.6% |
| Housing | 2 | 5.6% |
| Other (please describe) | 2 | 5.6% |
| STEM skills training | 2 | 5.6% |
| Income assistance | 1 | 2.8% |
| Medical treatment | 1 | 2.8% |
| Financial literacy training | 0 | 0.0% |
| **Total** | 141 | |

## Top Three Changes BVR Could Make to Help Better Serve BVR Consumers

Staff were presented with a list of sixteen options and asked to identify the top three changes that would enable them to better assist their BVR consumers. The results are in Table 55.

A similar question was asked of staff in the 2017 survey. The items most frequently identified in 2017 as the top three changes that would enable staff to better serve consumers were more streamlined processes (n=34), smaller caseloads (n=28), more effective community-based providers (n=24), and better data management tools (n=24). In 2021, the same items hold the top two positions on the staff results list (more streamlined processes, smaller caseloads). A significant change in 2021is the new item added to the list, "increased collaboration with other workforce partners including Job Centers" which ranked as the third most important change that would help staff serve BVR consumers.

Table 55

*Staff Survey: Top Three Changes BVR Could Make to Better Serve BVR Consumers*

| Top Three Changes to Better Serve BVR Consumers | Number of times chosen | Percent of number of respondents |
|---|---|---|
| More streamlined processes | 19 | 54.3% |
| Smaller caseload | 17 | 48.6% |
| Increased collaboration with other workforce partners including Job Centers | 12 | 37.3% |
| Additional training | 11 | 31.4% |
| More community-based service providers for specific services | 11 | 31.4% |
| More effective community-based service providers | 8 | 22.9% |
| More supervisor support | 7 | 20.0% |
| Better assessment tools | 6 | 17.1% |
| Accountability for poor performance by service providers | 6 | 17.1% |
| Better data management tools | 4 | 11.4% |
| Improved business partnerships | 4 | 11.4% |
| Other (please describe) | 4 | 11.4% |
| Incentives for high performing service providers | 4 | 11.4% |
| More administrative support | 3 | 8.6% |
| Increased outreach to consumers | 3 | 8.6% |
| Increased options for technology use to communicate with consumers | 1 | 2.9% |
| **Total** | 120 | |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**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 BVR:**

The COVID-19 pandemic dramatically affected BVR as well as all VR programs nationally. There were multiple reports of the negative impacts of the pandemic as well as some positive outcomes. These are reported in the overall performance section as the pandemic affected the entire performance of the agency. Following are the recurring themes that emerged regarded the negative consequences of the pandemic:

1. Recruitment and retention of qualified staff has been a challenge for the agency for several years, and this was compounded by the pandemic. It is difficult to recruit people for many different vacant positions and this affects the ability of existing staff to do their jobs effectively;
2. Many consumers stopped participating in their rehabilitation plan on put their case on hold due to concern for their health and fear of catching COVID-19 and becoming ill;
3. Consumer engagement with BVR was adversely affected, especially in the first several months of the pandemic, as the agency offices were closed and some consumers were not set up for virtual functioning;
4. The provider network was hit especially hard by COVID. The turnover rate and difficulty shifting to remote services resulted in service interruptions, wait lists and unavailable services;
5. Outreach to the community was minimized during the pandemic and this has affected community awareness of BVR and the number of referral sources actively sending individuals to apply for services;
6. Virtual counseling, while necessary and helpful during the pandemic, was described by many staff and partners as limiting in the ability to establish a strong connection with consumers; and
7. Nevada’s economy was initially hit very hard by the pandemic as tourism and hospitality is the primary employer in the most populated area of the State. As of this writing, the economy and hospitality businesses have recovered, but many consumers were receiving government assistance and not interested in going to work. This assistance has stopped, but there remains a shortage of workers across the State in many areas. All of these factors have affected the number and rate of employment outcomes for BVR.

The following positive consequences of the shift to remote service delivery and telework as a result of the pandemic were cited by many participants:

1. BVR did their best to ensure that staff had the technology and equipment to function remotely and implemented programs like DocuSign to help the agency continue to serve consumers;

2. At the time of this writing, BVR staff were working a hybrid schedule that generally consisted of three days in the office and two at home, unless they chose to be in the office more frequently. Many staff expressed satisfaction with the ability to work from home and felt that it made them more productive. BVR staff and providers expressed that they save time and money by reduced travel costs and are more productive;
3. BVR staff, providers and school staff indicated that the no-show rate for appointments with students decreased because of the use of videoconferencing. In addition, parental involvement increased because they did not have to travel to participate in these meetings;
4. Although applications have decreased during COVID, staff and partners indicate that business is starting to pick back up and they are optimistic about the future; and
5. The pandemic forced BVR to increase their online presence and capacity for consumers to virtually move through the rehabilitation process. As an example, BVR is using the artificial intelligence software program SARA to schedule all intakes for consumers.

In addition to themes related to the pandemic, the following areas emerged from the interviews and focus groups related to overall agency performance:

1. There is a need to improve the quality of employment outcomes for BVR consumers. Interview participants indicated that individuals with disabilities need encouragement to pursue high-wage in-demand occupations and the training necessary to achieve these jobs.
2. There is a need to increase community awareness of BVR and how they can help individuals with disabilities in Nevada.

## RECOMMENDATIONS

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

1. BVR will need to monitor the number of applications for services as they continue to emerge from the pandemic and try and get productivity to pre-pandemic levels. Increasing awareness of the agency in the community will be an important focus in the coming months as will focused outreach methods through electronic platforms including social media;
2. The agency is encouraged to consider implementing rapid engagement pilot projects to address the rate of consumers that leave the agency due to lack of engagement. A recent study on rapid engagement or expedited enrollment outcomes determined that the sooner an applicant has an IPE developed, the more likely they are to be closed as successfully rehabilitated. The likelihood of success decreased the longer it took to develop an IPE. Table 56 contains the results of this analysis for BVR in PY 2019:

   Table 56
   *Rapid Engagement and Successful Closure*

   | Association between Speed to Plan and VR Outcome - Nevada PY 2019 | | | | |
   |---|---|---|---|---|
   | **Duration** | **Rehabilitated** | | **Other than Rehabilitated** | |
   | | **Percent** | **Number** | **Percent** | **Number** |
   | **One day or less** | 100.0% | 6 | 0.0% | 0 |
   | **2 to 30 days** | 51.5% | 51 | 48.5% | 48 |
   | **31 to 60 days** | 45.8% | 103 | 54.2% | 122 |
   | **61 to 90 days** | 37.2% | 100 | 62.8% | 169 |
   | **91 to 150 days** | 29.9% | 172 | 70.1% | 404 |
   | **151 days or more** | 36.3% | 97 | 63.7% | 170 |
   | **Totals** | | **529** | | **913** |

   The data indicates that aside from a bump in success when a plan takes beyond 151 days to develop, consumers are more likely to exit successfully the sooner they have a plan developed. Engaging clients early and often is an important strategy for BVR to pursue across the agency to increase the likelihood their participants will obtain employment.

3. BVR is encouraged to conduct connectivity assessments for all consumers that are engaged in the comprehensive assessment process for plan development. When needed, BVR should purchase the necessary equipment and service to ensure their participants are able to effectively access and function in the digital world. This includes broadband Internet where available and laptops, cell phones and hotspots in cellular service plans. One possibility for adaption is the BPD Technology Assessment Checklist created by the Technology Committee for the association of Baccalaureate Social Work Program

Directors. The tool is available in Appendix F. BVR should adapt the tool for their own needs if they decide to use it:

4. BVR should develop and implement a marketing plan whose aim is to increase community awareness of the agency statewide; and
5. BVR is encouraged to focus on high wage, high demand and high skill jobs to increase the quality and diversity of employment outcomes for their consumers. While this was a recommendation in the last CSNA, BVR has taken steps to address this need as an organization. They have increased the case service expenditures on postsecondary education by more than 170% in the last 7 years. They have developed policies and messaging to support the pursuit of higher education for their consumers. The agency is to be commended for these measures, yet the data indicates that there is work to be done to increase the quality of employment outcomes statewide. BVR is encouraged to consider developing apprenticeships as a career pathway strategy for their consumers. The data indicates that apprenticeships and on-the-job trainings are rarely if ever utilized, and these can be developed for high-demand high-paying occupations in the State. BVR's placement within DETR can be beneficial in supporting the focus on in-demand occupations and the development of customized training programs that prepare their consumers for emerging in-demand occupations such as Aerospace and Defense, health care and medical services and information technology.

# SECTION 2: NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT

Section 2 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 BVR consumers as expressed by the different groups interviewed and surveyed. All of the general needs of BVR consumers 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:

1. Transportation remains the most frequently identified need for individuals with disabilities related to employment, especially in the rural areas;
2. Fear of benefit loss continues to be a major concern for SSA beneficiaries and affects their return-to-work behavior. Many beneficiaries look for part-time work that will not jeopardize their benefit status, which prevents them from reaching their full employment potential;
3. Affordable housing is a major need – This need has been magnified since COVID as home prices and rent have soared.
4. Poor soft skills, lack of education and training, poor work history, mental health concerns, the need for job coaching, lack of work skills and physical limitations were all mentioned repeatedly as barriers to employment and rehabilitation needs for individuals with the most significant disabilities;
5. Individuals with mental health impairments continue to constitute a significant percentage of BVR consumers and they need providers that are knowledgeable about how to effectively work with them and utilize service models that result in positive outcomes;
6. Many consumers need to increase and improve their computer literacy and technology skills and this should be a primary focus of BVR services especially since the pandemic;
7. There is a waitlist in many areas for extended services in supported employment
8. Financial literacy was identified as a rehabilitation need for BVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that BVR consumers may lose jobs and return to the agency for services again; and

9. The Bureau of Services to Persons Who are Blind or Visually Impaired was severely impacted by the pandemic during the period of this study.

## *AGENCY SPECIFIC DATA RELATED TO THE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT:*

The project team obtained information from BVR related to disabilities served during PYs 2017-2020. Table 57 identifies the number and rate of individuals served by primary disability type.

Table 57
*Primary Disability of BVR Consumers for PYs 2017-2020*

| Disability Type | 2017 | | 2018 | | 2019 | | 2020 | |
|---|---|---|---|---|---|---|---|---|
| | Number | Percent of total | Number | Percent of total | Number | Percent of total | Number | Percent of total |
| Visual Impairments | 98 | 3.9% | 84 | 3.4% | 79 | 3.9% | 55 | 3.9% |
| Physical Impairments | 571 | 22.6% | 629 | 25.7% | 453 | 22.6% | 259 | 18.4% |
| Communicative Impairments | 238 | 9.4% | 213 | 8.7% | 199 | 9.9% | 184 | 13.1% |
| ID/DD or other Cognitive | 238 | 9.4% | 213 | 8.7% | 199 | 9.9% | 184 | 13.1% |
| Mental Health Impairments | 767 | 30.3% | 645 | 26.4% | 580 | 28.9% | 455 | 32.4% |

The data indicates that individuals with mental health impairments comprise the largest percentage of consumers served by BVR with physical impairments the second largest group. This data is consistent with he results of the interviews conducted for his assessment.

### SSA Beneficiaries

The project team examined data related to Social Security Administration beneficiaries served by BVR. Table 58 contains the results of this analysis.

Table 58

*SSA Beneficiaries Served by BVR for PYs 2017-2020*

| Item | SSA BENEFICIARIES | | | |
|---|---|---|---|---|
| | **2017** | **2018** | **2019** | **2020** |
| Applications | 1058 | 1014 | 722 | 491 |
| Percent of all applications | 39.4% | 39.2% | 33.8% | 27.2% |
| % of apps found eligible | 92% | 88% | 90% | 83% |
| Avg. time for eligibility determination | 39 | 40 | 42 | 44 |
| Significance of Disability | | | | |
| Not Significant | 2 | 5 | 7 | 2 |
| % of total | 0% | 0% | 1% | 0% |
| Significant | 147 | 176 | 202 | 87 |
| % of total | 14% | 17% | 28% | 18% |
| Most significant | 832 | 751 | 488 | 344 |
| % of total | 79% | 74% | 68% | 70% |
| % closed prior to IPE development | 25% | 33% | 28% | 27% |
| Plans developed | 790 | 680 | 521 | 357 |
| Avg. time from eligibility to plan (days) | 62 | 67 | 77 | 62 |
| Ave. length of open case (days) for cases closed other than rehabilitated | 427 | 358 | 314 | 141 |
| Ave. length of open case (days) for cases closed rehabilitated | 482 | 461 | 418 | 264 |
| Number of cases closed rehabilitated | 0 | 157 | 67 | 20 |
| Total number of cases served | 1058 | 1014 | 722 | 491 |
| Avg. cost of all cases | $2,180.53 | $2,024.56 | $1,566.24 | $1,210.18 |
| Avg. cost of cases closed rehabilitated | $4,564.15 | $4,287.08 | $3,323.03 | $2,690.93 |
| Avg. cost per case closed unsuccessful | $1,074.04 | $994.25 | $643.40 | $224.99 |
| Avg. cost per case closed prior to plan | $153.44 | $146.09 | $100.03 | $89.30 |

The number and rate of SSA beneficiaries served by BVR decreased every year of the study. The rate of SSA beneficiaries found eligible was at 83% in PY 2020. This is a low rate considering they are presumptively eligible for services. BVR is encouraged to investigate why there is such a low eligibility determination rate to ensure that staff are appropriately applying the eligibility criteria to this population of individuals.

The trends for BVR overall apply to SSA beneficiaries throughout the four years of the study. This applies to the reduction in the cost of all cases closed in each phase of the VR process for each year of the study.

## Supported Employment

The project team examined the number and rate of individuals served in supported employment for the four years of the study. Table 59 contains the results of the analysis.

Table 59
*SSA Beneficiaries Served by BVR for PYs 2017-2020*

| Item | SUPPORTED EMPLOYMENT | | | |
|---|---|---|---|---|
| | 2017 | 2018 | 2019 | 2020 |
| Applications | 40 | 349 | 254 | 203 |
| % of apps found eligible | 100% | 100% | 100% | 100% |
| Avg. time for eligibility determination | 40 | 38 | 42 | 44 |
| Significance of Disability | | | | |
| Not Significant | 0 | 0 | 0 | 0 |
| % of total | 0% | 0% | 0% | 0% |
| Significant | 0 | 0 | 0 | 0 |
| % of total | 0% | 0% | 0% | 0% |
| Most significant | 40 | 349 | 254 | 203 |
| % of total | 100% | 100% | 100% | 100% |
| % closed prior to IPE development | 0% | 0% | 0% | 0% |
| Plans developed | 40 | 349 | 254 | 203 |
| Avg. time from eligibility to plan (days) | 65 | 66 | 76 | 67 |
| Ave. length of open case (days) for cases closed other than rehabilitated | 919 | 588 | 470 | 277 |
| Ave. length of open case (days) for cases closed rehabilitated | 962 | 537 | 500 | 303 |
| Number of cases closed rehabilitated | | 95 | 44 | 28 |
| Total number of cases served | 40 | 349 | 254 | 203 |
| Avg. cost of all cases | $4,500.32 | $3,565.75 | $2,587.22 | $2,176.39 |
| Avg. cost of cases closed rehabilitated | $8,101.80 | $6,362.76 | $5,133.03 | $4,146.36 |
| Avg. cost per case closed unsuccessful | $3,573.05 | $190.56 | $1,168.94 | $639.74 |

The data indicates the number of individuals receiving SE services by BVR rose sharply from PY 2018-2018 the decreased from 2018-2020. All of the individuals were correctly categorized as having a most significant disability and reflected the general trend of all cases in the other areas analyzed.

## *SURVEY RESULTS BY TYPE*

### INDIVIDUAL SURVEY RESULTS

**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 most common response to the question regarding Social Security benefits was “I do not receive Social Security benefits.” The 2021 most common response to this question reflects the 2017 survey results where 54 percent of the survey participants did not receive SSA benefits. Also, the rates for individuals that are SSDI and SSI recipients in 2021 are similar to the 2017 survey rates in which 18.3 percent of participants received SSI and 18.3 percent received SSDI. Table 60 summarizes the 2021 survey responses to this question. It should be noted that 449 individuals responded to the question and respondents were allowed to select more than one response in the series of items (e.g., in the case of an individual who received both SSI and SSDI).

Table 60

*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 | 193 | 45.7% |
| 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) | 84 | 19.9% |
| I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history) | 83 | 19.7% |
| I don't know if I receive Social Security disability benefits | 35 | 8.3% |
| I have received benefits in the past, but no longer receive them | 28 | 6.6% |
| I receive a check from the Social Security Administration every month, but I do not know which benefit I get | 26 | 6.2% |
| **Total** | 449 | |

## Finances and Money Management

Respondents of the individual survey were asked a series of questions regarding finances and money management.

Respondents were given a list of statements and asked to rate how well each of the statements describe their financial situation.  For each statement, the item “somewhat” was selected most frequently by respondents. When analyzing the results for each item the following inferences are revealed:

- Slightly more than one-third of the respondents (34.2%) believe they will never have the things they want in life while 29 percent believe they will obtain their wants;
- Almost 25 percent of respondents do not believe they are getting by financially; and
- Fifty-two percent of respondents express concern that their money will not last

Note the variance in number of survey respondents that answered each question.

Table 61
*Individual Survey: Financial Situation*

| Individual Survey: Financial Situation | Completely | | Very Well | | Somewhat | | Very Little | | Not at All | | Number of respondents answered |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Number | Percent of Total | Number | Percent of Total | Number | Percent of Total | Number | Percent of Total | Number | Percent of Total | |
| Because of my money situation, I feel like I will never have the things I want in life | 73 | 20.3% | 50 | 13.9% | 132 | 36.8% | 43 | 12.0% | 61 | 17.0% | 359 |
| I am just getting by financially | 98 | 27.5% | 50 | 14.0% | 121 | 33.9% | 40 | 11.2% | 48 | 13.5% | 357 |
| I am concerned the money I have, or will have, won't last | 134 | 38.3% | 48 | 13.7% | 93 | 26.6% | 27 | 7.7% | 48 | 13.7% | 350 |

Individual survey respondents were also 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, the majority of respondents indicated they do not invest money. Roughly half of the respondents want to learn more about managing money. Table 62 details the results.

Table 62
*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 monthly budget | 205 | 61.6% | 128 | 38.4% | 333 |
| I have a savings account | 176 | 53.7% | 152 | 46.3% | 328 |
| I have a checking account | 280 | 80.5% | 68 | 19.5% | 348 |
| I invest my money | 51 | 16.9% | 251 | 83.1% | 302 |
| I would like to learn more about managing my money | 162 | 50.2% | 161 | 49.9% | 323 |

Respondents were presented a five-point response scale (with responses ranging from “always” to “never”) and asked the question: “How often do you have money left over at the end of each month?” Of the 372 individuals who answered the question, roughly an equal amount of respondents cited either “rarely” or “sometimes” and 14 percent selected “always.” Table 63 summarizes the details reported by respondents.

Table 63

*Individual Survey: Money Left at the End of the Month*

| Money Left at the End of the Month | Number | Percent |
|---|---|---|
| Rarely | 99 | 26.6% |
| Sometimes | 98 | 26.3% |
| Never | 74 | 19.9% |
| Always | 52 | 14.0% |
| Often | 49 | 13.2% |
| **Total** | 372 | 100.0% |

In the final survey question in the series regarding finances, individual survey respondents were presented a five-point response scale (with responses ranging from “always” to “never”) and asked to indicate how often they feel like finances control their life. Money does not control the lives of 7.5 percent of the 374 respondents. However, the majority of the respondents selected “always” in response to the question. Table 64 includes this information.

Table 64

*Individual Survey: Finances Control Life*

| Finances Control Life | Number | Percent |
|---|---|---|
| Always | 112 | 30.0% |
| Often | 94 | 25.1% |
| Sometimes | 92 | 24.6% |
| Rarely | 48 | 12.8% |
| Never | 28 | 7.5% |
| **Total** | 374 | 100.0% |

## Barriers to Employment

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

Respondents were asked to indicate their primary mode of transportation. About 40% of respondents indicated that they own a car. The category of “other” was the second most frequently selected choice and respondents were given an opportunity to provide a narrative response. Those responses included parents, family members, friends, sharing a car with roommates, carpools, leased cars, para transit services, buses, borrowing cars, uber, public transportation services, riding a bike and walking. Table 64 contains the data identifying the respondents’ primary modes of transportation.

Table 64

*Individual Survey: Primary Mode of Transportation*

| Primary Mode of Transportation | Number | Percent |
|---|---|---|
| I own a car | 170 | 39.7% |
| Other (please identify) | 125 | 29.2% |
| I use the bus or other form of public transportation | 104 | 24.3% |
| I use ride-sharing services (i.e. Uber or Lfyt) | 29 | 6.8% |
| **Total** | 428 | 100.0% |

Individual survey respondents were presented with a list of 19 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 barriers that a respondent could choose.

"Lack of training" and "not having job skills" continue to be barriers for most individual consumers in Nevada. In 2021, the item "lack of training" was cited by a narrow majority (50.8% versus 49.2%) as a barrier to getting a job. The most commonly identified barrier by survey participants in 2017 was "lack of education or training." "Not having job skills" was the second most frequently identified barrier by respondents in 2017 and in 2021.

Items that are barriers for smaller numbers of Nevada's BVR consumers have not changed significantly between 2017 and 2021. Less than 25 percent of respondents participating in the 2021 survey found the following ten items as barriers to getting a job: age; lack of attendant care; lack of childcare; concerns over loss of SS benefits; criminal record; lack of housing; lack of assistive technology; lack of reliable internet service; limited English skills; and substance abuse. Similarly, in 2017, less than 25 percent of survey participants selected seven of the same ten items that the 2021 respondents did. Specific differences include:

1) Less than 25 percent of 2017 participants selected the item "not enough jobs available" as a barrier to obtaining employment;
2) "Not having disability-related personal care" was identified as a barrier by over 29 percent of 2017 survey participants; and
3) Age and lack of reliable internet access were not choice options in 2017

Table 65 summarizes the 2021 individual survey results to the question regarding identifying barriers that impact consumers' ability to obtain a job.

Table 65

*Individual Survey: Barriers to Getting a Job*

| Individual Survey: Barriers to Getting a Job | Yes, has been a Barrier | | Not a Barrier | | Number of Times Selected |
|---|---|---|---|---|---|
| | Number | Percent of Total | Number | Percent of Total | |
| Lack of training | 194 | 50.8% | 188 | 49.2% | 382 |
| Lack of job skills | 182 | 48.3% | 195 | 51.7% | 377 |
| Employer concerns about my ability to do the job due to my disability | 165 | 44.8% | 203 | 55.2% | 368 |
| Employers hesitant to hire people with disabilities | 150 | 40.5% | 220 | 59.5% | 370 |
| Lack of available jobs | 141 | 39.6% | 215 | 60.4% | 356 |
| Lack of job search skills | 136 | 37.9% | 223 | 62.1% | 359 |
| Lack of education | 128 | 34.5% | 243 | 65.5% | 371 |
| Mental health concerns | 123 | 34.2% | 237 | 65.8% | 360 |
| Lack of reliable transportation | 107 | 29.6% | 254 | 70.4% | 361 |
| Age | 84 | 23.3% | 276 | 76.7% | 360 |
| Concern over loss of Social Security benefits due to working | 83 | 23.5% | 270 | 76.5% | 353 |
| Lack of assistive technology | 80 | 22.6% | 274 | 77.4% | 354 |
| Lack of reliable Internet access | 50 | 13.9% | 309 | 86.1% | 359 |
| Lack of housing | 39 | 11.2% | 310 | 88.8% | 349 |
| Lack of attendant care | 36 | 10.5% | 308 | 89.5% | 344 |
| Criminal Record | 22 | 6.2% | 331 | 93.8% | 353 |
| Limited English skills | 18 | 5.2% | 331 | 94.8% | 349 |
| Substance abuse | 18 | 5.2% | 329 | 94.8% | 347 |
| Lack of childcare | 16 | 4.6% | 331 | 95.4% | 347 |

In a subsequent question, individual survey respondents were presented 18 of the 19 barriers from the list found in the previous question and asked to select the top three barriers that prevented them from getting a job. A total of 371 respondents answered the question.

The ranking order of the top five items in response to this question are identical to the previous table 65. The top three barriers cited the most frequently by respondents are: lack of training, lack of job skills, and employer concerns about my ability to do my job.

Having a criminal record has been an obstacle to employment for slightly more than 4 percent of the State's VR consumers. Less than 4 percent of Nevada's VR consumers indicated that a lack of reliable internet access prohibited them from securing a job. Important to note that roughly 11 percent of survey participants reside in Rural Nevada. Table 66 summarizes the results to the survey question asking for the top three barriers to getting a job.

Table 66

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

| Top Three Barriers to Getting a Job | Times identified as a barrier | Percent of number of respondents |
|---|---|---|
| Lack of training | 163 | 43.9% |
| Lack of job skills | 145 | 39.1% |
| Employer concerns about my ability to do the job due to my disability | 103 | 27.8% |
| Employers hesitant to hire people with disabilities | 95 | 25.6% |
| Lack of available jobs | 83 | 22.4% |
| Mental health concerns | 81 | 21.8% |
| Lack of education | 80 | 21.6% |
| Lack of job search skills | 59 | 15.9% |
| Concern over loss of Social Security benefits due to working | 55 | 14.8% |
| Lack of reliable transportation | 50 | 13.5% |
| Lack of assistive technology | 24 | 6.5% |
| Criminal Record | 16 | 4.3% |
| Lack of housing | 15 | 4.0% |
| Lack of reliable Internet access | 14 | 3.8% |
| Lack of attendant care | 9 | 2.4% |
| Limited English skills | 8 | 2.2% |
| Lack of childcare | 8 | 2.2% |
| Substance abuse | 6 | 1.6% |
| **Total** | 1,014 | |

Respondents were presented with an open-ended question asking them to identify other barriers that they may have experienced that prevented them from getting a job. There were 75 individuals that provided a narrative response to this question.

Ten comments cited no other barriers. Content analysis of the remaining responses indicated a variety of specific circumstances that prevented respondents from obtaining a job including: work history gap; lack of work experience; over educated for available jobs; age; not enough jobs available for career choice; small community; employers not understanding limitations nor providing training; no assistance from VR nor job developers; various physical and mental health limitations; medical and other appointments conflict with work hours; lack of flexible or parttime hours; lack of education; lack of reading ability; inability to obtain DMV ID and social security; unable to pass testing due to medical cannabis; and lack of job coaches.

The Covid pandemic was noted eight times. Two narrative comments detailed that the masks impaired the respondent's ability to communicate due to blocking their ability to lip read. One comment noted that the respondent was not able to comply with vaccine mandates due to medical reasons. Various types of racial discrimination issues were reported in four of the 75 narrative comments and no gender discrimination was reported in response to the question. The racial discrimination quotes are:

- *"Not a person of color (employers prefer diversity hires)"*
- *"Corporate (inner & outer sides of the house) racism"*
- *" I do not speak Spanish"*
- *"I speak English, but my communication is limited"*

## Barriers to Accessing BVR Services

Individual survey respondents were presented with a list describing potential barriers to accessing BVR services and asked to indicate whether the barrier had made it difficult to access BVR. There was no limit to the number of barriers the respondent could choose. Over 335 respondents reviewed each item, selecting either yes or no to identify whether or not the item has been a barrier to accessing BVR services.

Analysis of the 2021 responses indicate that a small number of consumers experienced particular barriers when accessing BVR services. Each item on the list was cited as "not a barrier" by a two-thirds majority of respondents or a higher majority of respondents with percentage rates up to 96 points. One-third of respondents cited "lack of information about available services" as a barrier that prevented them from accessing BVR. Less than 5 percent of respondents encountered a language barrier that prevented them from accessing BVR.  Table 67 summarizes the 2021 results to the question.

Table 67:
*Individual Survey: Barriers to Accessing BVR Services*

| Individual Survey: Barriers to Accessing BVR Services | Yes, has been a Barrier | | Not a Barrier | | Number of Times Selected |
|---|---|---|---|---|---|
| | Number | Percent of Total | Number | Percent of Total | |
| Lack of information about available services | 120 | 33.7% | 236 | 66.3% | 356 |
| Difficulty reaching BVR staff | 97 | 27.6% | 254 | 72.4% | 351 |
| Difficulties scheduling meetings with my counselor | 91 | 25.9% | 260 | 74.1% | 351 |
| Other difficulties with BVR staff | 62 | 17.7% | 288 | 82.3% | 350 |
| Difficulties completing the Individualized Plan for Employment (IPE) | 62 | 17.9% | 284 | 82.1% | 346 |
| Lack of disability-related accommodations | 51 | 14.7% | 295 | 85.3% | 346 |
| BVR's hours of operation | 42 | 12.3% | 300 | 87.7% | 342 |
| Reliable Internet access | 34 | 10.1% | 304 | 89.9% | 338 |
| Difficulties completing the BVR application | 25 | 7.4% | 312 | 92.6% | 337 |
| The BVR office is not on a public bus route | 22 | 6.4% | 321 | 93.6% | 343 |
| Language barriers | 14 | 4.1% | 326 | 95.9% | 340 |

In 2017, the response options for a similar question regarding identifying barriers to accessing BVR services included:

- "Other challenges related to the physical location of the BVR office"
- "Other Challenges not already mentioned"

and excluded:

- "Difficulty reaching BVR staff"
- "Reliable internet access"

When comparing the 2017 survey results to the 2021 results, the analysis includes:

- The first and third items that were most frequently identified as barriers to accessing BVR in 2017, continued to place in the same positions on the 2021 result list;
- "Difficulty reaching BVR staff" (a new item on the 2021 survey) ranked in the second position in 2021, moving the item "other difficulties with staff" to the fourth position. The new ranking order shuffles the items relating to consumer-staff interactions to organize into the second, third, and fourth positions, signifying difficulties with staff members are primary obstacles for consumers to accessing BVR services;
- The item "limited accessibility to BVR via public transportation" significantly dropped in ranking from fourth position in 2017 at 17.2 percent to slightly less than 6.5 percent in 2021, 10th position, inferring that transportation has been less of an issue for the majority of consumers in the past three years;
- "BVR's hours of operation" moved up from the eleventh (last) position in 2017 to the seventh position in 2021 due to a percentage rate increase that nearly doubled (6.3 percent in 2017 to 12.3 percent in 2021) indicating that BVR hours, or possibly the COVID pandemic operational hours, have blocked access for more consumers in the past three years.

Table 68 compares the 2017 and 2021 survey items selected as barriers to accessing BVR services. Color coding is provided to note the top three barriers and last three barriers in the 2017 survey and where the item is found on the 2021 list. Transportation items are also color coded. Italicized and double underlined items depict the items that appear on one result list.

Table 68

*2017 and 2021 Comparison of Barriers to Accessing BVR Services*

| 2017 Barriers to Accessing BVR | Percent | 2021 "Yes" Barriers to Accessing BVR Services | Percent |
|---|---|---|---|
| **Lack of information about BVR services** | 22.7 | Lack of information about available services | 33.7% |
| **Other difficulties working with BVR staff** | 21.2 | *Difficulty reaching BVR staff* | 27.6% |
| **Difficulties scheduling meetings with counselor** | 18.5 | Difficulties scheduling meetings with my counselor | 25.9% |
| **Limited accessibility to BVR via public transportation** | 17.2 | Other difficulties with BVR staff | 17.7% |
| ***Other challenges related to the physical location of the BVR office*** | 16.4 | Difficulties completing the Individualized Plan for Employment (IPE) | 17.9% |
| ***Other challenges not already mentioned*** | 16.4 | Lack of disability-related accommodations | 14.7% |
| **Lack of disability-related accommodations** | 11.3 | BVR's hours of operation | 12.3% |
| **Difficulties completing the Individualized Plan for Employment** | 11.3 | *Reliable Internet access* | 10.1% |
| **Language barriers** | 7.5 | Difficulties completing the BVR application | 7.4% |
| **Difficulties completing the BVR application** | 6.4 | The BVR office is not on a public bus route | 6.4% |
| **BVR’s hours of operation** | 6.3 | Language barriers | 4.1% |

Respondents were presented a subsequent question with a list and asked to identify the top three barriers to accessing BVR services. The most frequently selected item on the list, chosen by 44.5 percent of the 330 respondents who answered the question, was the phrase “I have not had any barriers to accessing BVR services.” The top three barriers cited by individual respondents’ center on not having knowledge about the BVR services that are available to them and difficulties with staff. Table 69 details the results.

Table 69

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

| Top Three Barriers to Accessing BVR Services | Times identified as a barrier | Percent of number of respondents |
|---|---|---|
| I have not had any barriers to accessing BVR services | 147 | 44.5% |
| Difficulty reaching BVR staff | 91 | 27.6% |
| Lack of information about available services | 88 | 26.7% |
| Difficulties scheduling meetings with my counselor | 70 | 21.2% |
| Other difficulties with BVR staff | 44 | 13.3% |
| Difficulties completing the Individualized Plan for Employment (IPE) | 38 | 11.5% |
| Lack of disability-related accommodations | 35 | 10.6% |
| Reliable Internet access | 25 | 7.6% |

| Top Three Barriers to Accessing BVR Services | Times identified as a barrier | Percent of number of respondents |
|---|---|---|
| BVR's hours of operation | 24 | 7.3% |
| Difficulties completing the BVR application | 14 | 4.2% |
| The BVR office is not on a public bus route | 12 | 3.6% |
| Language barriers | 9 | 2.7% |
| **Total** | 597 | |

Individual survey respondents were presented with a "yes-no" question asking them if they experienced any other challenges or barriers not already mentioned that hindered them from accessing BVR services. Roughly 80 percent of the respondents indicated "no" and 66 of the 67 respondents who cited "yes" provided a narrative comment. Content analysis of the narrative comments revealed that 31 of the respondents had difficulty with specific communication with BVR staff and counselors that made it difficult to access services including waiting over 4 years to get the proper assistance from a counselor. Eight comments detailed specific situations relating to lack of understanding of the services that are available including waiting list issues, and nine comments related to the slow process. The remaining comments cited barriers including needing a computer, changing of an IPE goal, transportation, the pandemic, and lack of competent vendors and job developers.

### Employment Goals

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

Individual survey respondents were asked an open-ended question asking them to identify their current employment goal. A total of 311 survey participants responded to the question. Content analysis of the narrative responses cited a wide variety of goals, including completing high school, or working in occupations requiring 4-year college or university level education such as licensed social worker, doctor, or an architect. Non-university level careers also appeared in the narrative responses such as becoming an administrative assistant and becoming a dishwasher. Other responses included items describing the number of hours the client wants to work, desiring a career, improving the personal financial situation, owning a business, moving up in current career role, and maintaining current job.

Respondents answered a follow-up "yes-no" question: "Has BVR helped you to progress towards your employment goal?" The majority of respondents (72.5%) indicated that BVR helped them make progress towards their employment goal. Table 70 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 70

*BVR Helped Progress to Employment Goal*

| BVR Helped Progress to Employment Goal | Number | Percent |
|---|---|---|
| Yes | 280 | 72.5% |
| No | 81 | 21.0% |
| I have not worked with BVR | 25 | 6.5% |
| **Total** | 386 | 100.0% |

Individual survey respondents were asked to identify if they had received services from another organization or individual due to a BVR referral. Sixty-seven percent of the 176 respondents who answered the question indicated that they either received a service referral from BVR or indicated they were unsure if they received services from an agency or an individual that they were referred to by BVR. Table 71 contains a summary of the results.

Table 71

*Use of BVR Referral*

| Use of BVR Referral | Number | Percent |
|---|---|---|
| Yes | 97 | 55.1% |
| No | 58 | 33.0% |
| I am not sure | 21 | 11.9% |
| **Total** | 176 | 100.0% |

Respondents were asked to indicate whether or not they have thought about their next job once their employment goal was achieved. Almost one-half of the respondents indicated that they have thought about their future employment aspirations beyond achieving their current goal. Table 72 details the results.

Table 72

*Thoughts Towards Next Job*

| Thought Towards Next Job | Number | Percent |
|---|---|---|
| Yes | 174 | 46.0% |
| No | 106 | 28.0% |
| I don't know | 98 | 25.9% |
| **Total** | 378 | 100.0% |

Respondents were also asked whether or not they would need more training or help to get their next job. Almost 61 percent of the 174 respondents that answered the question indicated “yes” and slightly less than 15 percent of respondents indicated “no.” Table 73 details the results.

Table 73

*Need More Training or Help to Get Next Job*

| Need More Training or Help to Get Next Job | Number | Percent |
|---|---|---|
| Yes | 106 | 60.9% |
| I don't know | 42 | 24.1% |
| No | 26 | 14.9% |
| **Total** | 174 | 100.0% |

Respondents were asked an open-ended question asking them to provide recommendations on how BVR could change their services to help get a job, keep the current job or get a better job. A total of 161 survey participants responded to the question. Fifteen comments provided positive affirmations of BVR, and twenty-four narrative comments expressed no recommendations due to uncertainty, new to BVR, or not have met with a counselor. Nineteen comments cited more assistance in finding a job, maintaining the current job and assistance obtaining a better job.

Forty-six of the narrative comments included phrases and sentences addressing: improved motivation, responsiveness, and communication from the counselors; more assistance with finding or maintaining a job; clearly explained services that are available; larger variety of jobs to choose from; faster processes; and more training. Other comments addressed BVR having stronger relationships with employers and assisting consumers on the job long enough to assist with problems that may arise; advocating for consumers; improving assessment formats; improving training for job coaches and job coach options; implement WIOA, Guinn report and new RSA guidelines; and provide certified job developer options. Quotes from the responses included additional suggestions:

- *"Continue to work with opportunity villages work development services, to successful job placement. Understanding that adults with disabilities, that are able to work cannot survive on intermittent, part-time work, without benefits"*
- *"Talk to the employer especially when someone experiences a job loss. I got my job on my own and worked 6 months for the employer and lost my job when I was there every day and was never late and never took my breaks or a full 30-minute lunch break. Job developer could be more involved with the employer to make sure a new employee gets the necessary training or additional training to keep a job."*
- *"There needs to be a disability resource manager within employment to advocate and clarify legal rights. We are viewed as a liability and rights are often violated trying to get the protected class to quit."*
- *"Provide better job coaches, be more open to job placement in a bigger variety of jobs, be more responsive through the phone, provide better summer internship positions for transition age youth, provide better services for transition youth with job shadow, job internships"*

## Remote BVR Services

Due to the Covid-19 pandemic, BVR closed offices and modified service delivery for clients to include remote services. Individual survey respondents were asked two questions regarding the remote services.

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. Although 14.7 percent of the respondents indicated that they did not receive remote services during the pandemic, roughly 85 percent of the 380 respondents reported that they received remote services and identified a type of service. Individuals who selected the item "other" were given the opportunity to provide a narrative response. Seventy-three narrative responses were received. Content analysis included citing keywords and phrases that repeated: application; evaluations; intake interview; appointment scheduling; job training;

education/college/school; internship placement; funds for travel, hearing aids, clothing and eyeglasses; phone and email; job development; and “nothing”. Table 74 summarizes the remote services received.

Table 74
*BVR Services Delivered Remotely Since COVID*

| BVR Services Delivered Remotely Since COVID | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Career Counseling | 158 | 41.6% |
| Job development and/or job placement | 144 | 37.9% |
| Other (please describe) | 75 | 19.7% |
| Benefits counseling | 71 | 18.7% |
| Job support to keep a job | 68 | 17.9% |
| I have not received any services from BVR remotely during the pandemic | 56 | 14.7% |
| Assistive technology | 50 | 13.2% |
| **Total** | 622 | |

Individual survey respondents were asked to rate the effectiveness of the services that were delivered remotely. Roughly two-thirds of the respondents found the remote services to be “effective” or “very effective.” while almost 14 percent of the respondents found the remote services to be limited in effectiveness or not effective. Table 75 summarizes the results.

Table 75
*Effectiveness of Remote Services*

| Effectiveness of Remote Services | Number | Percent |
|---|---|---|
| Effective | 126 | 38.5% |
| Extremely effective | 89 | 27.2% |
| Somewhat effective | 67 | 20.5% |
| Less effective | 31 | 9.5% |
| Not effective at all | 14 | 4.3% |
| **Total** | 327 | 100.0% |

## PARTNER SURVEY RESULTS:

### Partner Survey: Barriers to Achieving Employment Goals

Partner survey respondents were asked a series of questions regarding the barriers to achieving employment goals for the general population of BVR consumers and for BVR consumers who require supported employment.

### Partner Survey: Barriers to Achieving Employment Goals for BVR Consumers

Partners were presented with a list of 24 barriers and asked to identify the most common barriers to achieving employment goals for BVR consumers. There was no limit to the number of barriers that a respondent could choose.

The partner survey results varied slightly from the individual survey results in response to the question. The items that were presented to partners as barriers were slightly different from the individual list of barrier choices. The sample size of partner respondents was much smaller than the individual survey sample size. The most common barriers selected by partners were similar to the individual respondents' choices as barriers. Noted differences are:

1) One partner selected "not enough jobs available" while individuals' similar choice "lack of available jobs" was chosen by 141 individuals;
2) "Not having education or training" ranked in the second position as a common barrier on the partner results list. However, the item was separated for individuals (lack of education, lack of training) and "lack of training" ranked in the first position when identified as a barrier by individuals;
3) "Little or no work experience" was not an option presented to individuals;
4) "Language barriers" was selected by a higher percentage rate of partners (38.5%, n=10) compared to individuals (5.2%, n=18)

Table 76 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 76
*Partner Survey: Most Common Barriers to Employment Goals*

| Most Common Barriers to Employment Goals | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having job skills | 21 | 80.8% |
| Little or no work experience | 21 | 80.8% |
| Not having education or training | 18 | 69.2% |
| Employers' perceptions about employing persons with disabilities | 17 | 65.4% |
| Disability-related transportation issues | 16 | 61.5% |
| Poor social skills | 16 | 61.5% |
| Not having job search skills | 15 | 57.7% |
| Mental health issues | 13 | 50.0% |
| Perceptions regarding the impact of income on Social Security benefits | 11 | 42.3% |
| Language barriers | 10 | 38.5% |
| Lack of help with disability-related personal care | 10 | 38.5% |
| Not having disability-related accommodations | 9 | 34.6% |
| Other transportation issues | 9 | 34.6% |
| Housing issues | 8 | 30.8% |
| Convictions for criminal offenses | 8 | 30.8% |
| Lack of financial literacy | 7 | 26.9% |
| Childcare issues | 6 | 23.1% |
| Hiring changes in response to COVID-19 | 5 | 19.2% |

| Most Common Barriers to Employment Goals | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Substance abuse issues | 4 | 15.4% |
| Other health issues | 4 | 15.4% |
| Lack of STEM skills | 3 | 11.5% |
| Community or systemic racism | 3 | 11.5% |
| Other (please describe) | 2 | 7.7% |
| Not enough jobs available | 1 | 3.8% |
| **Total** | 237 | |

### Partner Survey: Five Biggest Barriers to Achieving Employment Goals – General Consumers

Partner survey respondents were given a list of 25 barriers, including an option for “other”, and were asked to identify the five biggest barriers that prevent the general population of BVR consumers from achieving their employment goals. There was no limit to the number of barriers that a respondent could choose.

Partner survey respondents identified the item “employers’ perceptions about employing persons with disabilities” as the biggest barrier for consumers trying to get a job. Partners and individuals selected not having/lack of job skills as the second biggest barrier to achieving employment goals. “Perceptions regarding the impact of income on Social Security benefits” was the fifth biggest barrier selected by partners and ranked in the ninth position on the individual respondent list.

Several changes occurred when comparing the 2017 partner survey to the 2021 partner survey:

1) “Employers’ perceptions about employing persons with disabilities” tied for the top position as biggest barrier with “poor social skills” in 2017;
2) “Poor social skills” dropped from a tie for the top position on the 2017 partner results list to the eighth position in 2021;
3) “Not having education or training” dropped from a third position tie in 2017 to a 6th position tie with “mental health issues” in 2021;
4) “Mental health issues” tied for the 3rd position in 2017 and dropped to rank in a 7th position tie with “not having education or training” in 2021;
5) “Perceptions regarding the impact of income on Social Security benefits” dropped from a third position tie 2017 to being selected as the 5th biggest barrier to achieving employment goals selected by partners in 2021.

Table 77 lists the 2021 biggest barriers to achieving employment goals for the general population of consumers as selected by partners along with the number of times a barrier was cited by respondents.

Table 77
*Partner Survey: Five Biggest Barriers to Employment Goals – General Consumers*

| Five Biggest Barriers to Employment Goals - General | Number of times chosen | Percent of respondents |
|---|---|---|
| Employers' perceptions about employing persons with disabilities | 17 | 65.4% |
| Not having job skills | 16 | 61.5% |
| Little or no work experience | 12 | 46.2% |

| | | |
|---|---|---|
| Disability-related transportation issues | 11 | 42.3% |
| Perceptions regarding the impact of income on Social Security benefits | 8 | 30.8% |
| Not having education or training | 7 | 26.9% |
| Mental health issues | 7 | 26.9% |
| Poor social skills | 5 | 19.2% |
| Language barriers | 4 | 15.4% |
| Not having disability-related accommodations | 4 | 15.4% |
| Childcare issues | 4 | 15.4% |
| Housing issues | 4 | 15.4% |
| Not having job search skills | 3 | 11.5% |
| Other transportation issues | 3 | 11.5% |
| Other (please describe) | 3 | 11.5% |
| Lack of help with disability-related personal care | 2 | 7.7% |
| Convictions for criminal offenses | 2 | 7.7% |
| Lack of assistive technology | 2 | 7.7% |
| Community or systemic racism | 2 | 7.7% |
| Not enough jobs available | 1 | 3.8% |
| Hiring changes in response to COVID-19 | 1 | 3.8% |

**Partner Survey: Five Biggest Barriers to Achieving Employment Goals – Consumers with the Most Significant Disabilities**

Partner respondents were also asked to identify the top five biggest barriers to achieving employment goals for consumers with the most significant disabilities.

The top four items that partners selected as barriers to achieving employment goals for consumers with the most significant disabilities match the top four barrier choices partners selected for the general population of BVR consumers, but the items placed in a different ranking order. The item, "employers' perceptions about employing persons with disabilities," was also the partners top choice in the 2017 survey as the biggest barrier to achieving employment goals for consumers with the most significant disabilities.

"Little or no work experience" shared the 11th position in 2017 and moved up to tie with "disability-related transportation issues" in 2021 for the position of second biggest barrier to employment for consumers with significant disabilities. The item "not having job skills" shared the 2017 survey third position and dropped to fourth biggest barrier in 2021. "Not having disability-related accommodations" shared the eighth position in 2017 and moved up to share the fifth position with "poor social skills" in 2021.

Other comparisons to the 2017 partner survey include:

1) "Other health issues" was selected by one respondent in 2017 and in 2021;
2) "Substance abuse" was not selected by any partners in 2017, nor was the item selected in the 2021 partner survey.

Table 78 summarizes the 2021 partner results.

Table 78

*Partner Survey: Five Biggest Barriers to Achieving Employment Goals - Consumers with the Most Significant Disabilities*

| Five Biggest Barriers to Employment Goals - Most Significant Disabilities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Employers' perceptions about employing persons with disabilities | 17 | 68.0% |
| Disability-related transportation issues | 14 | 56.0% |
| Little or no work experience | 14 | 56.0% |
| Not having job skills | 10 | 40.0% |
| Not having disability-related accommodations | 9 | 36.0% |
| Poor social skills | 9 | 36.0% |
| Lack of help with disability-related personal care | 8 | 32.0% |
| Perceptions regarding the impact of income on Social Security benefits | 6 | 24.0% |
| Not having education or training | 5 | 20.0% |
| Not having job search skills | 3 | 12.0% |
| Mental health issues | 3 | 12.0% |
| Language barriers | 2 | 8.0% |
| Not enough jobs available | 2 | 8.0% |
| Other transportation issues | 2 | 8.0% |
| Childcare issues | 2 | 8.0% |
| Housing issues | 2 | 8.0% |
| Other (please describe) | 2 | 8.0% |
| Community or systemic racism | 2 | 8.0% |
| Other health issues | 1 | 4.0% |
| Lack of STEM skills | 1 | 4.0% |
| Hiring changes in response to COVID-19 | 1 | 4.0% |
| **Total** | 115 | |

**Partner Survey: Difficulties Accessing BVR Services**

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

When comparing the ranking order of items from the 2017 survey to the 2021 partner survey in response to this question, the lists do not match. However, the top item selected by partners in 2017 is the same first choice partners selected in 2021 as to why consumers have difficulty accessing BVR (slow service delivery). For reference, partner respondents in 2017 cited "BVR staff do not meet clients in the communities where the clients live" as the second top reason and "inadequate assessment services" and "lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc." tied for the third position in 2017.

Table 79 contains the partners' choices of the top three reasons consumers find it difficult to access BVR.

Table 79

*Partner Survey: Top Three Reasons Consumers have Difficulty Accessing BVR Services*

| Top Three Reasons Difficult to Access BVR Services | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Slow service delivery | 14 | 50.0% |
| Difficulties completing the application | 11 | 39.3% |
| Limited accessibility of BVR via public transportation | 10 | 35.7% |
| BVR staff do not meet clients in the communities where the clients live | 9 | 32.1% |
| Difficulties completing the Individualized Plan for Employment (IPE) | 6 | 21.4% |
| Difficulties accessing training or education programs | 6 | 21.4% |
| Lack of options for the use of technology to communicate with BVR staff such as text, videoconferencing applications such as Zoom, Skype, etc. | 6 | 21.4% |
| Inadequate assessment services | 5 | 17.9% |
| Other challenges related to the physical location of the BVR office | 3 | 10.7% |
| Inadequate disability-related accommodations | 2 | 7.1% |
| Language barriers | 2 | 7.1% |
| Other (please describe) | 2 | 7.1% |
| Not willing to meet or engage with providers due to the COVID-19 pandemic | 2 | 7.1% |
| Community or systemic racism | 0 | 0.0% |
| **Total** | 78 | |

**Partner Survey: Most Important Change BVR Could Make to Support Consumer Efforts to Achieve Employment Goals**

Partner survey respondents were presented with an open-ended question and asked to identify the most important change that BVR could make to support consumers' efforts to achieve their employment goals. Twenty-two respondents provided a narrative response. The topics of "rate changes" and "transportation" were each mentioned eight times in the narrative comments. Other comments included: more consistency and follow-through with clients; increased communication with school staff and families throughout the VR process; improving the quality of service providers; increasing supports for clients; address barriers coming from third-party group homes; offer more services in northern and rural Nevada; increase partnerships with employers and local agencies; higher more counselors with emphasis on disabled individuals to have upper management positions; more assistance with education, job search, applications and interviewing; accept more clients; and speed up the process in getting employment needs met.

# STAFF SURVEY RESULTS

## Staff Survey: Barriers to Achieving Employment Goals

Staff survey respondents were asked a series of questions regarding the barriers to achieving employment goals for the general population of BVR consumers and for BVR consumers who require supported employment.

## Staff Survey: Common Barriers to Achieving Employment Goals

Staff respondents were presented with a list of 26 barriers and asked to identify the most common barriers to achieving employment goals for BVR consumers. There was no limit to the number of barriers that a respondent could choose.

The three most frequently selected items by staff and partners as common barriers to achieving employment goals matched, although the items placed in a different ranking order on the staff and partner result lists. Noted differences between staff, partner, and individual results to this question are:

5) Staff selected "poor social skills" and "mental health issues" more frequently as common barriers compared to the partners, and roughly two-thirds of individuals did not cite "mental health issues" as a barrier to employment goals.
6) Almost 40 percent of individuals cited "not enough jobs available" as a barrier to employment while less than 11 percent of staff and one partner identified "not enough jobs available" as a barrier to employment for consumers;
7) "Childcare issues" was selected by a higher percentage rate of staff (35.1%, n=13) compared to individuals (4.6%, n=16)

The three narrative comments received in the category of "other" were identical. The quote is:

- *"Lack of quality work"*

Table 80 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 80
*Staff Survey: Most Common Barriers to Employment Goals*

| Most Common Barriers to Employment Goals | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having job skills | 32 | 86.5% |
| Not having education or training | 29 | 78.4% |
| Little or no work experience | 29 | 78.4% |
| Poor social skills | 24 | 64.9% |
| Mental health issues | 23 | 62.2% |
| Disability-related transportation issues | 20 | 54.1% |
| Other transportation issues | 19 | 51.4% |
| Housing issues | 19 | 51.4% |
| Perceptions regarding the impact of income on Social Security benefits | 19 | 51.4% |
| Lack of knowledge about career ladders/pathways | 19 | 51.4% |
| Employers' perceptions about employing persons with disabilities | 17 | 45.9% |

| Most Common Barriers to Employment Goals | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having job search skills | 16 | 43.2% |
| Lack of access to technology | 15 | 40.5% |
| Childcare issues | 13 | 35.1% |
| Lack of reliable Internet access | 13 | 35.1% |
| Not having disability-related accommodations | 12 | 32.4% |
| Language barriers | 10 | 27.0% |
| Lack of financial literacy | 10 | 27.0% |
| Substance abuse issues | 9 | 24.3% |
| Convictions for criminal offenses | 8 | 21.6% |
| Not having STEM skills | 8 | 21.6% |
| Lack of help with disability-related personal care | 7 | 18.9% |
| Other health issues | 7 | 18.9% |
| Not enough jobs available | 4 | 10.8% |
| Other (please describe) | 3 | 8.1% |
| Community or systemic racism | 3 | 8.1% |
| **Total** | 388 | |

### Staff Survey: Five Biggest Barriers to Achieving Employment Goals – General Consumers

Staff survey respondents were presented a list of 26 barriers, including an option for "other", and were asked to identify the five biggest barriers that prevent the general population of BVR consumers from achieving their employment goals. There was no limit to the number of barriers that a respondent could choose.

The item "not having job skills" was the staff respondents' first choice as the biggest barrier preventing consumers from achieving employment goals and was the second choice for individual and partner survey respondents.

Other differences between the staff, individual, and partner choices for selecting the five biggest barriers to achieving employment goals include:

6) The five barriers that staff identified as the biggest barriers to achieving employment goals for consumers emphasize a lack of skill, experience, or education of the part of the consumer while partner and individuals identified items which indicate that a mix of consumer skill and environmental factors are the biggest obstacles for consumers seeking a job;
7) The item "employers' perceptions about employing persons with disabilities" does not rank in the top five positions on the staff result list. However, the item ranks as one of the top five barriers to achieving employment goals on partner and individual result lists;
8) "Mental health issues" tied for the 5th position on the staff result list, and was the 6th biggest barrier to getting a job selected by individual survey respondents;
9) Staff did not choose the item "perceptions regarding the impact of income on Social Security benefits" as frequently as partners and individual survey respondents.

Table 81 lists the 2021 biggest barriers to achieving employment goals for the general population of consumers as selected by staff.

Table 81
*Staff Survey: Five Biggest Barriers to Employment Goals – General Consumers*

| Five Biggest Barriers to Employment Goals - General | Number of times chosen | Percent of respondents |
|---|---|---|
| Not having job skills | 19 | 51.4% |
| Little or no work experience | 19 | 51.4% |
| Not having education or training | 18 | 48.6% |
| Poor social skills | 17 | 45.9% |
| Not having job search skills | 15 | 40.5% |
| Mental health issues | 15 | 40.5% |
| Disability-related transportation issues | 11 | 29.7% |
| Other transportation issues | 10 | 27.0% |
| Employers' perceptions about employing persons with disabilities | 7 | 18.9% |
| Not having disability-related accommodations | 7 | 18.9% |
| Lack of reliable Internet access | 7 | 18.9% |
| Housing issues | 6 | 16.2% |
| Convictions for criminal offenses | 6 | 16.2% |
| Lack of access to technology | 6 | 16.2% |
| Language barriers | 4 | 10.8% |
| Perceptions regarding the impact of income on Social Security benefits | 4 | 10.8% |
| Childcare issues | 3 | 8.1% |
| Other health issues | 2 | 5.4% |
| Not having STEM skills | 2 | 5.4% |
| Community or systemic racism | 2 | 5.4% |
| Lack of help with disability-related personal care | 1 | 2.7% |
| Substance abuse issues | 1 | 2.7% |
| Lack of knowledge about career ladders/pathways | 1 | 2.7% |
| Not enough jobs available | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Lack of financial literacy | 0 | 0.0% |
| **Total** | 183 | |

**Staff Survey: Five Biggest Barriers to Achieving Employment Goals – Consumers with the Most Significant Disabilities**

Staff respondents were also asked to identify the top five biggest barriers to achieving employment goals for consumers with the most significant disabilities.

Four of the five biggest barriers to employment that staff selected for consumers with the most significant disabilities are the same items the staff cited for the general population of consumers. The top four items chosen by the staff relate to the lack of skill/experience/education on the part of the consumer.

The item "employers' perceptions about employing persons with disabilities" was the fifth biggest barrier to employment cited by staff for consumers with significant disabilities and the item was not selected by staff as one of the five biggest barriers to employment for the general population of consumers. However, partners identified "employers' perceptions" as the biggest barrier to getting a job for consumers with the most significant disabilities. Partners also cited "lack of disability-related transportation" and "lack of disability-related accommodations" in their five choices for biggest barriers, indicating that partners have a different perspective than staff when determining what the primary obstacles to employment are for the population of consumers with significant disabilities.

Table 82
*Staff Survey: Five Biggest Barriers to Achieving Employment Goals - Consumers with the Most Significant Disabilities*

| Five Biggest Barriers to Employment Goals - Most Significant Disabilities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having job skills | 21 | 60.0% |
| Little or no work experience | 18 | 51.4% |
| Poor social skills | 17 | 48.6% |
| Not having education or training | 13 | 37.1% |
| Employers' perceptions about employing persons with disabilities | 12 | 34.3% |
| Not having job search skills | 11 | 31.4% |
| Mental health issues | 11 | 31.4% |
| Not having disability-related accommodations | 10 | 28.6% |
| Disability-related transportation issues | 8 | 22.9% |
| Lack of help with disability-related personal care | 6 | 17.1% |
| Language barriers | 5 | 14.3% |
| Other transportation issues | 5 | 14.3% |
| Other health issues | 5 | 14.3% |
| Perceptions regarding the impact of income on Social Security benefits | 4 | 11.4% |
| Lack of access to technology | 4 | 11.4% |
| Housing issues | 3 | 8.6% |
| Convictions for criminal offenses | 3 | 8.6% |

| Five Biggest Barriers to Employment Goals - Most Significant Disabilities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Lack of knowledge about career ladders/pathways | 3 | 8.6% |
| Lack of reliable Internet access | 3 | 8.6% |
| Childcare issues | 2 | 5.7% |
| Not enough jobs available | 1 | 2.9% |
| Substance abuse issues | 1 | 2.9% |
| Lack of financial literacy | 1 | 2.9% |
| Community or systemic racism | 1 | 2.9% |
| **Total** | 168 | |

## Staff Survey: Difficulties Accessing BVR Services

Staff respondents were presented with a list of 14 items and were asked to indicate the top three reasons that individuals with disabilities might find it difficult to access BVR services.

The top three items selected by staff in 2017 in response to a similar question are the same top three reasons staff respondents in 2021 selected as to why consumers have difficulty accessing BVR. "Difficulties completing the application" moved up from third position (2017 survey) to the first position in 2021, moving "slow service delivery" and "limited accessibility of BVR via public transportation" each down by one position. The top reasons selected by staff reflect the partner respondent top choices in response to this question.

The quotes from the item "other, please describe" are:

- *"Lack of Technology/Internet access and understanding of how to use technology."*
- *"Slow internet in rural areas."*
- *"Vacancies and subsequent staff overload"*

Table 83 contains the staff choices for the top three reasons why consumers find it difficult to access BVR.

Table 83

*Staff Survey: Top Three Reasons Consumers have Difficulty Accessing BVR Services*

| Top Three Reasons Difficult to Access BVR Services | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Difficulties completing the application | 23 | 67.6% |
| Slow service delivery | 13 | 38.2% |
| Limited accessibility of BVR via public transportation | 10 | 29.4% |
| Difficulties accessing training or education programs | 10 | 29.4% |
| Inadequate assessment services | 8 | 23.5% |
| Lack of options for the use of technology to access remote services such as text, videoconferencing applications (Zoom, Skype, etc.) | 7 | 20.6% |
| Language barriers | 6 | 17.6% |

| | | |
|---|---|---|
| Lack of options for the use of technology to communicate with BVR staff such as text, videoconferencing applications (Zoom, Skype, etc.) | 5 | 14.7% |
| Inadequate disability-related accommodations | 4 | 11.8% |
| Other (please describe) | 4 | 11.8% |
| BVR staff do not meet clients in the communities where the clients live | 4 | 11.8% |
| Other challenges related to the physical location of the BVR office | 3 | 8.8% |
| Difficulties completing the Individualized Plan for Employment (IPE) | 3 | 8.8% |
| Community or systemic racism | 1 | 2.9% |
| **Total** | 101 | |

## Remote BVR Services

Due to the Covid-19 pandemic, BVR closed offices and modified service delivery for clients to include remote services. Staff survey respondents were asked two questions regarding the remote services.

When asked if any of their consumers received remote services during the COVID pandemic, 100 percent of the 39 staff members that answered the question indicated that their consumers received remote services. The results are in table 84.

Table 84
*Staff Survey: BVR Services Delivered Remotely Since COVID*

| Consumers Received Remote Services Since the Beginning of COVID-19 | Number | Percent |
|---|---|---|
| Yes | 39 | 100.00% |
| No | 0 | 0.00% |
| **Total** | 39 | 100.0% |

Staff survey respondents agreed with individuals when asked to rate the effectiveness of the services that were delivered remotely. Fifty-nine percent of the staff respondents found the remote services either “effective” or “very effective” which is roughly 6.7 points lower than the combined rate for the items “very effective” or “effective” cited by individual respondents. Table 85 summarizes the results.

Table 85
*Staff Survey: Effectiveness of Remote Services*

| Effectiveness of Remote Services | Number | Percent |
|---|---|---|
| Effective | 19 | 48.7% |
| Somewhat effective | 16 | 41.0% |
| Extremely effective | 4 | 10.3% |
| Minimally effective | 0 | 0.0% |
| Not effective at all | 0 | 0.0% |
| **Total** | 39 | 100.0% |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**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. Transportation remains a major need for individuals with disabilities in Nevada. Although there is public transportation in Las Vegas and Reno, the rural areas have very few transportation options if a person does not drive or have family that can transport them. In addition, during the time of this study, there was a major shortage of bus drivers in the North and South, exacerbating the transportation issues for BVR consumers. The driver shortage has resulted in fewer routes in the major cities, less frequent stops, and has severely impacted the ability of students and youth to participate in rehabilitation planning and employment;
2. Fear of benefit loss continues to be a major concern for SSA beneficiaries and affects their return-to-work behavior. Many beneficiaries look for part-time work that will not jeopardize their benefit status, which prevents them from reaching their full employment potential;
3. Affordable housing is a major need – This need has been magnified since COVID as home prices and rent have soared. Many Nevadans, including BVR clients, are facing homelessness during this housing crisis. It will be critical for BVR to assess this need for all consumers going forward in order to maximize their likelihood for successful rehabilitation;
4. Career Counseling and information and referrals services (CC&I&R) for individuals working in subminimum wage employment was suspended during COVID. It will be important for BVR to reinstitute their partnerships with 14c employers to ensure that CC&I&R is provided at the prescribed intervals;
5. Poor soft skills, lack of education and training, poor work history, mental health concerns, the need for job coaching, lack of work skills and physical limitations were all mentioned repeatedly as barriers to employment and rehabilitation needs for individuals with the most significant disabilities;
6. Individuals with mental health impairments continue to constitute a significant percentage of BVR consumers and they need providers that are knowledgeable about how to effectively work with them and utilize service models that result in positive outcomes;
7. Many consumers need to increase and improve their computer literacy and technology skills and this should be a primary focus of BVR services especially since the pandemic;
8. There is a waitlist in many areas for extended services in supported employment. Although the SE model can benefit many individuals beyond those that qualify for Medicaid waiver services, there are limited options for those that do not qualify. For those that do qualify for services from the Regional Center, the wait list can be long;
9. The SE model is not fully understood by all BVR staff and partners. The conceptualization by many seems primarily to be that SE consists of providing job coaching for a period of time and then closing the case if the client is stable on the job. Further training is needed in this area;

10. The skill to provide customized employment has declined significantly since the training provided by BVR a few years ago. Provider turnover during the pandemic has resulted in a loss of knowledge and reduced capacity throughout the State. As a consequence, there is a long wait for CE services, or these services are no longer available in many areas;
11. Financial literacy was identified as a rehabilitation need for BVR consumers and the inability to manage money, plan for the future, save and invest was cited as a reason that BVR consumers may lose jobs and return to the agency for services again; and
12. The Bureau of Services to Persons Who are Blind or Visually Impaired was severely impacted by the pandemic during the period of this study. Their vacancy rate was 75% and services to individuals who are blind have been proportionately impacted.

## *RECOMMENDATIONS*

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

1. BVR needs to ensure that CC&I&R processes are reinstituted and all individuals in SMW employment receive the services at the prescribed timeframes;
2. BVR is encouraged to collaborate with their existing 14c employers and try and identify alternate ways of delivering CC&I&R that may increase the number of individuals currently working in SMW employment to pursue CIE. The impact of CC&I&R in the last several years has been minimal in this regard, so a new method or strategy should be considered;
3. BVR is encouraged to continue to develop resources and training that promote financial literacy and empowerment for their consumers. It is recommended that BVR avail themselves of the resources available through the National Disability Institute at https://www.nationaldisabilityinstitute.org/ if they have not already done so;
4. BVR is encouraged to continue to promote higher education and career pathways in IPEs, especially with youth;
5. Whenever possible, parents, school staff, providers and BVR staff need to convey and set high expectations for consumers and help individuals with the most significant disabilities to strive for their highest potential;
6. BVR is encouraged to identify resources to help reinvigorate training in supported and customized employment for staff and service providers across the state. One possibility will be to request technical assistance and training from the Vocational Rehabilitation Technical Assistance Center for Quality Employment (VRTAC-QE) at https://tacqe.com/;
7. BVR is encouraged to develop IPS services throughout the state to meet the placement and service needs of individuals with mental health impairments;
8. BVR staff should conduct a computer proficiency assessment for all consumers as a part of the routine comprehensive assessment process and provide training for consumers in need to ensure employability. This can be accomplished as part of the technology assessment recommended in Section One;
9. There are affordable housing listings in Nevada available online at: https://affordablehousingonline.com/housing-search/Nevada. In addition, the Nevada Housing Coalition has resources and information available online at https://nvhousingcoalition.org/resources/nevada-affordable-housing-101/. All BVR counselors are encouraged to share these resources with their consumers in need of housing assistance; and
10. BVR is encouraged to prioritize the hiring of individuals for their Bureau of Services to Persons Who are Blind or Visually Impaired.

# SECTION 3:

# 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 3 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 BVR.

## *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 BVR:

1. Hispanic and Asian individuals with disabilities were cited most frequently as potentially underserved populations by BVR;
2. The rural areas of Nevada were cited as geographic areas that are underserved because of the distance from services;
3. Individuals that are blind were cited as potentially underserved at the time of this study because of the high vacancy rate in BSBVI; and
4. The rehabilitation needs of minority groups were not identified as appreciably different than any other groups except for the need to have a counselor and service provider that speaks their language when needed.

## *NATIONAL AND/OR AGENCY SPECIFIC DATA RELATED TO THE NEEDS OF INDIVIDUALS WITH DISABILITIES FROM DIFFERENT ETHNIC GROUPS, INCLUDING NEEDS OF INDIVIDUALS THAT MAY HAVE BEEN UNSERVED OR UNDERSERVED BY BVR*

### 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/

## Ethnicity for the General Population

The State and Region averages meet or exceed the National average for ethnic diversity in the category of Hispanic and Latinos, American Indian and Alaska Natives, Asians and Native Hawaiian and Other Pacific Islanders.

Whites comprise the largest ethnic category in Nevada. The State rates for Whites are lower than the National rates by more than 7 percent. The North Region's rate for White residents is about 2 percent higher than the National rate while the South Region's rate (41.3%) is about 19% lower than the National rate. Rural Nevada's rate for Whites is about 9.5 percent lower than the National rural rate of 82 percent.

Hispanic and Latinos comprise the second largest ethnic group in the State, with an average that is 10.8% higher than the National average. The Region averages range from 18.6% to 31.6%.

The State averages for Black or African Americans are significantly lower than the National averages by roughly 3 to 4 percent. The South Region's average (11.9%) of Black or African Americans is six percent higher than the National rural average. The highest average of Asian residents is found in in the Southern Region, where the rate exceeds the National urban average by about 3 percent and exceeds the State's urban average by 1.1 percentage points.

Table 86 contains the information on the ethnic make-up of Nevada.

Table 86
*Ethnicity: General Population*

| Region | Total Population | Hispanic/ Latino | White alone | Black or African American alone | Am. Indian and Alaska Native | Asian alone | Hawaiian and Other Pacific Islander | Two or more races |
|---|---|---|---|---|---|---|---|---|
| **US** | 328,239,523 | 18.4% | 60.0% | 12.4% | 0.7% | 5.6% | 0.2% | 2.5% |
| **US Urban** | 264,476,876 | 21.1% | 54.6% | 13.9% | 0.5% | 6.7% | 0.2% | 2.7% |
| **US Rural** | 63,762,647 | 7.2% | 82.0% | 5.9% | 1.5% | 1.2% | 0.1% | 1.9% |
| **NV** | 3,080,156 | 29.2% | 47.8% | 9.3% | 0.9% | 8.3% | 0.7% | 3.4% |
| **NV Urban** | 2,882,913 | 30.3% | 46.0% | 9.7% | 0.7% | 8.7% | 0.7% | 3.5% |
| **NV Rural** | 197,243 | 13.6% | 74.9% | 3.2% | 3.2% | 3.0% | 0.2% | 2.0% |
| **N** | 471,519 | 25.0% | 62.2% | 2.2% | 1.4% | 5.6% | 0.6% | 2.7% |
| **S** | 2,266,715 | 31.6% | 41.3% | 11.9% | 0.5% | 9.8% | 0.7% | 3.7% |
| **R** | 333,442 | 18.6% | 72.5% | 1.5% | 3.2% | 1.6% | 0.2% | 2.3% |

## Ethnicity and Poverty for the General Population

Although the poverty levels are calculated for the entire population based on ethnicity, the data is important for understanding the impact of poverty and ethnicity when addressing the VR consumer needs. Black or African Americans have the highest poverty rates of the State, exceeding 18 percent in all Regions. Several counties do not have raw data for Native Hawaiian and Other Pacific Islanders and Asians, which influences the report. Table 87 identifies the percentage of individuals living below poverty levels for the State's ethnic categories.

Table 87

7) *Ethnicity and Poverty*

| Poverty and Ethnicity | Percent Below Poverty Level | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | US | US-Urban | US-Rural | NV | NV-Urban | NV-Rural | N | S | R |
| **Poverty Rate for Total Population** | 12.3% | 12.7% | 10.8% | 12.5% | 12.8% | 8.0% | 10.5% | 12.8% | 12.0% |
| **White alone** | 10.3% | 10.5% | 9.6% | 11.0% | 11.3% | 7.5% | 9.1% | 11.2% | 10.9% |
| **Black or African American alone** | 21.2% | 21.2% | 21.4% | 19.9% | 20.0% | N | 24.3% | 19.8% | 18.2% |
| **American Indian and Alaska Native alone** | 23.0% | 21.2% | 26.2% | 16.5% | 15.3% | 23.0% | 9.9% | 17.0% | 29.7% |
| **Asian alone** | 9.6% | 9.8% | 6.7% | 9.4% | 9.6% | N | 12.0% | 9.0% | 6.1% |
| **Native Hawaiian and Other Pacific Islander alone** | 16.5% | 16.2% | 19.6% | 13.1% | 13.1% | N | N | 14.6% | 5.8% |
| **Two or more races** | 15.2% | 15.1% | 16.0% | 13.3% | 13.4% | 12.0% | 16.5% | 12.6% | 13.8% |
| **Hispanic/Latino origin** | 17.2% | 17.3% | 16.6% | 15.9% | 16.0% | 9.5% | 13.6% | 16.4% | 14.1% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Ethnicity and Educational Attainment

The VR consumer's level of educational attainment impacts the vocational choices available to the consumer. Hispanic and Latinos have the lowest high school graduation rates in the State. American Indian and Alaska Natives in the Southern Region have a high school graduation rate that falls roughly 1.3% below the Hispanic Latino average.

Asians exceed all other ethnic categories in the State in attaining bachelor's degrees or higher by greater than 14 percentage points. The averages for Blacks, American Indian and Alaskan Natives, and Hispanics and Latinos residing in the Rural Region who have attained a bachelor's degree or higher are below 10% and are more than 9.5 percent lower than Whites and Asians.

Table 88 contains averages for high school and bachelor's degree recipients in each ethnic category for the population 25 years and over.

Table 88

8) *Educational Attainment by Ethnicity: Total Population Age 25 and over, including Urban and Rural Averages*

| Ethnicity | United States | | US -- Urban | | US -- Rural | |
|---|---|---|---|---|---|---|
| | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate or higher | Percent bachelor's degree or higher |
| **White alone** | 90.4% | 34.4% | 90.5% | 37.3% | 90.0% | 25.2% |
| **Black alone** | 87.1% | 22.5% | 87.5% | 23.2% | 82.5% | 16.4% |
| **American Indian or Alaska Native alone** | 81.5% | 16.1% | 81.4% | 17.9% | 81.8% | 12.9% |
| **Asian alone** | 87.8% | 55.6% | 87.7% | 55.6% | 90.8% | 55.3% |
| **Native Hawaiian and Other Pacific Islander alone** | 86.3% | 18.1% | 86.1% | 17.9% | 87.7% | 19.6% |
| **Two or more races** | 89.2% | 33.4% | 89.3% | 34.7% | 88.3% | 24.5% |
| **Hispanic/ Latino Origin** | 70.5% | 17.6% | 70.5% | 17.8% | 70.4% | 16.1% |
| | | | | | | |
| **Ethnicity** | **Nevada** | | **NV -- Urban** | | **NV -- Rural** | |
| | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate or higher | Percent bachelor's degree or higher |
| **White alone** | 89.1% | 26.9% | 88.8% | 26.9% | 92.8% | 26.1% |
| **Black alone** | 90.4% | 18.2% | 90.5% | 18.1% | 86.0% | 21.9% |
| **American Indian or Alaska Native alone** | 75.8% | 14.8% | 73.0% | 16.5% | 88.3% | 7.6% |
| **Asian alone** | 90.7% | 42.9% | 90.6% | 42.6% | 97.0% | 58.0% |
| **Native Hawaiian and Other Pacific Islander alone** | 88.0% | 19.6% | 88.1% | 19.4% | N | N |
| **Two or more races** | 89.1% | 24.9% | 89.2% | 25.1% | 87.1% | 21.3% |
| **Hispanic/ Latino Origin** | 67.0% | 10.6% | 66.8% | 10.4% | 73.4% | 16.7% |
| | | | | | | |
| **Ethnicity** | **North** | | **South** | | **Rural** | |
| | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate or higher | Percent bachelor's degree or higher | Percent HS graduate | Percent bachelor's degree or higher |

| | | | | | or higher | |
|---|---|---|---|---|---|---|
| **White alone** | 92.3% | 33.1% | 88.3% | 26.9% | 89.5% | 19.3% |
| **Black alone** | 92.8% | 29.0% | 90.6% | 17.8% | 79.6% | 9.8% |
| **American Indian or Alaska Native alone** | 84.3% | 17.2% | 66.7% | 15.9% | 83.6% | 8.5% |
| **Asian alone** | 94.9% | 52.4% | 90.2% | 42.3% | 89.5% | 33.6% |
| **Native Hawaiian and Other Pacific Islander alone** | N | N | 87.9% | 19.0% | 95.3% | 1.2% |
| **Two or more races** | 90.1% | 27.2% | 89.3% | 26.0% | 88.6% | 14.6% |
| **Hispanic/ Latino Origin** | 60.8% | 10.4% | 68.0% | 11.0% | 63.3% | 7.8% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Ethnicity and Disability

The U.S. Census collects data on disability among ethnic categories. The disability rates by ethnicity in Nevada are higher than the U.S. rate for Whites and Asians, but lower for Black or African American, American Indians and Alaska Natives, Native Hawaiians and Pacific Islanders, and Hispanic/Latinos. Native Hawaiian and Pacific Islanders in the Northern Region have the highest disability rate of all regions (21.1%), exceeding the South Region, State, and the Nation by more than 10 percentage points. Table 89 identifies the estimated average rates of disability among ethnic categories.

Table 89

9) *Disability and Ethnicity: US and NV, including Urban and Rural Statistics*

| Region | TCNP | 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 | Hispanic or Latino (of any race) |
|---|---|---|---|---|---|---|---|---|
| US | 12.7% | 13.2% | 14.1% | 17.2% | 7.2% | 10.6% | 11.0% | 9.1% |
| US -- Urban | 12.2% | 12.7% | 13.8% | 17.1% | 7.2% | 10.2% | 10.6% | 9.0% |
| US -- Rural | 15.0% | 15.0% | 17.1% | 17.4% | 7.9% | 14.8% | 14.1% | 9.6% |
| Nevad a | 12.3% | 13.3% | 12.9% | 12.3% | 10.1% | 9.2% | 10.8% | 8.1% |
| NV -- Urban | 12.1% | 13.1% | 12.8% | 11.7% | 10.2% | 9.2% | 10.9% | 8.1% |
| NV -- Rural | 14.8% | 15.7% | N | 15.2% | N | N | 7.7% | 6.3% |

| Region | TCNP | 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 | Hispanic or Latino (of any race) |
|---|---|---|---|---|---|---|---|---|
| **North** | 11.1% | 11.6% | 13.4% | 10.5% | 6.9% | 21.1% | 8.3% | 7.5% |
| **South** | 12.0% | 13.0% | 12.5% | 12.9% | 10.3% | 7.6% | 10.3% | 8.3% |
| **Rural** | 16.8% | 17.3% | 19.9% | 17.9% | 8.1% | 17.6% | 14.9% | 10.8% |

Source: 2019 ACS 1-Year Estimates and 2014-2019 ACS 5-Year Estimates

## Ethnicity and Disability Type Prevalence Rates

Cornell University online disability statistics provides data on disability prevalence rates by ethnicity and disability type.

The disability type reported by the four ethnic categories at rates of six percent or higher is Ambulatory disability. The least frequently reported disability type among working age Black/African Americans was hearing disability while self-care disability was cited by less than 1 percent of working age Asians.

Visual disabilities were reported by less than 4% of Whites, Blacks, American Indian and Alaskan Natives, Asians, and Hispanic ethnic categories. Self-care disabilities were reported by less than 3% of all ethnic groups with the exception of American Indian and Alaska Natives.

Table 90 contains the State's disability prevalence rates categorized by ethnicity, ages 18 to 64, and disability type.

Table 90

10) *Disability Type and Ethnicity: Ages 18 to 64*

| **Nevada 2018 Prevalence Rates** | **Visual Disability** | **Hearing Disability** | **Ambulatory Disability** | **Cognitive Disability** | **Self-care Disability** | **Independent Living Disability** |
|---|---|---|---|---|---|---|
| White, non-Hispanic | 2.1% | 2.8% | 6.1% | 4.3% | 2.1% | 4.2% |
| Black/African American, non-Hispanic | 3.0% | 1.8% | 6.7% | 5.7% | 2.6% | 5.0% |
| American Indian and Alaskan Native, non-Hispanic | 3.6% | 3.3% | 6.0% | 3.7% | 3.5% | 3.1% |
| Asian, non-Hispanic | 1.4% | 0.8% | 2.3% | 1.6% | 0.7% | 1.8% |
| Native Hawaiian and Other Pacific Islander, non-Hispanic | No Data | No Data | No Data | No Data | No Data | No Data |
| Some Other Race, non-Hispanic | 3.0% | 2.3% | 6.5% | 4.8% | 2.2% | 5.1% |
| Hispanic/Latino | 2.1% | 2.1% | 3.0% | 3.1% | 1.0% | 2.0% |

http://disabilitystatistics.org

**Ethnicity, Disability Type and Employment Rates**

Cornell University publishes online disability statistics for National and State employment by ethnicity. Individuals with disabilities ages 18 to 64 identifying as “Some Other Race, non-Hispanic” have the highest employment rates in the State of Nevada for all disability types. American Indian and Alaskan Natives have the lowest employment rates in five of the seven disability categories.

Hispanic/Latinos have the second highest employment rates for any disability and ambulatory, cognitive, self-care, and independent living disabilities.

Asians have the second highest employment rates for those with visual disabilities and hold the third position for employment with any disability and ambulatory disabilities.

Whites have the second highest employment rates for those with hearing disabilities and the third highest employment rates for those with cognitive disabilities.

Black/African Americans hold the fourth position for employment rates in the categories of hearing, ambulatory, cognitive and self-care disabilities.

The data in Table 91 contains the employment rates from 2018 for the Nation and the State by ethnicity and disability type. The categories include non-institutionalized civilians ages 18 to 64, male and female, from all education levels.

Table 91

11) *2018 Employment by Ethnicity and Disability Type: Non-institutionalized Population Ages 18-64*

| Nevada 2018 Disability Employment by Ethnicity Ages 16 to 64 | Percent Employed by Disability Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Any | Visual | Hearing | Ambulatory | Cognitive | Self-care | Independent Living |
| White, non-Hispanic | 40.9% | 49.8% | 55.1% | 23.9% | 33.2% | 9.3% | 17.4% |
| Black/African American, non-Hispanic | 31.3% | 24.1% | 45.5% | 30.5% | 26.3% | 23.8% | 20.8% |
| American Indian and Alaskan Native, non-Hispanic | 31.2% | 40.3% | N | 19.8% | 1.3% | 34.4% | 5.0% |
| Asian, non-Hispanic | 41.9% | 70.2% | 35.2% | 32.1% | 21.7% | 0.0% | 20.6% |
| Native Hawaiian and Other Pacific Islander, non-Hispanic | N | N | N | N | N | N | N |
| Some Other Race, non-Hispanic | 58.9% | 78.4% | 76.1% | 51.6% | 42.2% | 77.5% | 49.7% |
| Hispanic/Latino | 48.9% | 58.6% | 52.3% | 38.2% | 38.5% | 35.2% | 35.2% |

Source: https://disabilitystatistics.org/

## Ethnicity of BVR Consumers

The project team examined the ethnicity of BVR consumers for each PY of the study to determine what trends, if any, they are seeing in the diversity of individuals applying for and receiving services. Table 92 identifies the rate of BVR consumers by race for PYs 2017-2020.

Table 92

*Ethnicity of BVR Consumers PYs 2017-2020*

| Race | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **White** | 63.9% | 63.2% | 68.4% | 71.4% |
| **Hawaii/Pac Islander** | 1.2% | 1.4% | 2.9% | 1.0% |
| **American Indian** | 2.8% | 3.7% | 4.3% | 4.6% |
| **Asian** | 4.1% | 4.2% | 3.8% | 3.2% |
| **Hispanic/Latino** | 10.3% | 8.5% | 2.5% | 3.2% |
| **African American** | 17.6% | 19.0% | 18.1% | 16.6% |

The data indicates that the rate of White consumers has risen steadily since PY 2018 while the rate of Hispanic and Asian consumers declined during that same time period. The decline of Hispanic consumers was especially sharp from PY 2018 to 2019. The rate of American Indians increased each year of the study.

In order to determine if the BVR consumer population differed from the overall population of Nevada, the project team examined the ethnicity of Nevada's population and compared it to BVR's ethnicity of PY 2020. The results are in Table 93.

Table 93

*Ethnicity of Nevada Compared to BVR Consumers for PY 2020*

| Ethnicity | Nevada | BVR | Difference |
|---|---|---|---|
| **White** | 47.8% | 77.9% | 30.1% |
| **Hawaii/Pac Islander** | 0.7% | 1.7% | 1.0% |
| **American Indian** | 0.9% | 4.1% | 3.2% |
| **Asian** | 8.3% | 3.2% | -5.1% |
| **Hispanic/Latino** | 29.2% | 15.2% | -14.0% |
| **African American** | 9.3% | 18.7% | 9.4% |

The data indicates that Whites are overrepresented in BVR's consumer population when compared to their appearance in the general population of Nevada by more than 30%. African-Americans are overrepresented by more than 9% and American Indians by just over 3%. Hispanics were underrepresented by 14% and Asians by slightly more than 5%. This data supports the interview results in which Hispanic and Asian individuals were cited as possibly underrepresented or underserved by BVR. The pandemic appears to have further reduced the rate of Hispanic and Asian ethnicity from applying for BVR services.

## *SURVEY RESULTS BY TYPE*

### INDIVIDUAL SURVEY RESULTS

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

The number of respondents who answered the question regarding ethnicity is 443. The majority of respondents identified as Caucasian/White (56.9%), while Hispanic/Latinos and African American/Black respondents accounted for 37.7 percent of the 443 respondents. Three of the 15 narrative responses found in the category “other, please describe” cited “n/a” or “do not want to answer.” Responses to this question are detailed in Table 94.

Table 94

*Ethnicity of Respondents*

| Primary Race or Ethnic Group | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Caucasian/White | 252 | 56.9% |
| Hispanic/Latino | 84 | 19.0% |
| African American/Black | 83 | 18.7% |
| Asian | 36 | 8.1% |
| Other (please describe) | 19 | 4.3% |
| American Indian or Alaska Native | 14 | 3.2% |
| Hawaiian or Other Pacific Islander | 6 | 1.4% |
| **Total** | 494 | |

Individuals were asked a series of questions regarding cultural identity.

Individuals were asked a “yes-no” question about whether or not BVR honors and respects their cultural identity. Four-hundred forty-six respondents answered the question. Slightly more than three percent of respondents reported that BVR does not honor and respect their cultural identity. The choice option “yes” included an opportunity to provide a narrative response. Three of the narrative responses contained the phrases “don’t know” and “not sure.” The remaining 11 narrative responses contained rationale for why the individual felt cultural disrespect with two comments noting race and one comment noting not respecting religious holidays. The results are found in Table 94.

Table 94

*Honor and Respect Cultural Identity*

| Honor Respect Cultural ID | Number | Percent |
|---|---|---|
| Yes | 332 | 74.4% |
| I don't know | 100 | 22.4% |
| No | 14 | 3.1% |
| **Total** | 446 | 100.0% |

The final survey question regarding cultural identity was an open-ended question asking respondents to identify ways BVR can help its staff understand their culture. Thirteen responses were received. One comment stated that BVR did a good job as BVR helped the consumer understand BVR culture and BVR understood the consumer’s culture. One comment stated, “Not sure.” Three suggestions recommended completing projects to understand other cultures and sensitivity training. Five comments addressed counselors being respectful of client’s time, appointment times, paying attention to client needs, displaying empathy and not say insulting things without care.

## PARTNER SURVEY RESULTS

### Partner Survey: Five Biggest Barriers to Employment for Consumers Who Are Racial or Ethnic Minorities

Partners were provided a list of 25 barriers and asked to identify the five biggest barriers to achieving employment goals for consumers who were racial or ethnic minorities.

The top three biggest barriers to employment for minority consumers that were selected by over 50 percent of partners are: “community or systemic racism,” “language barriers,” and “employers' perceptions about employing persons with disabilities.” “Not having education or training” and “little or no work experience” were the fourth and fifth ranking items selected by 40 percent or more partner respondents. A similar question was asked of partners in 2017 and three of the top five items cited by partners in 2017 are also cited as top barriers by partners in the 2021 survey (language barriers, not having education or training, employers’ perceptions).

The top two barriers to employment cited by partners for minorities is significantly different from partners’ barrier choices for the general population and individuals with the most significant disabilities. “Community or systemic racism” ranked in the 19$^{th}$ position on the partner result list for general consumers and ranked 18th on the partner list for those with the most significant disabilities. The item “language barriers” ranked in the 12$^{th}$ position for general consumers and ranked 9$^{th}$ for those with significant disabilities. The partner results are also different from the individual survey results. Individuals were asked a narrative question, “If you have experienced other types of barriers to getting a job, please list them here.” Out of the 75 individual narrative comments received, four comments regarding racial discrimination were received.

Table 95 contains the partner survey results regarding the five biggest barriers to achieving employment goals for ethnic minorities.

Table 95
*Partner Survey: Five Biggest Barriers to Achieving Employment Goals - Minorities*

| Five Biggest Barriers to Employment Goals - Minorities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Community or systemic racism | 14 | 56.0% |
| Language barriers | 13 | 52.0% |
| Employers' perceptions about employing persons with disabilities | 13 | 52.0% |
| Not having education or training | 11 | 44.0% |
| Little or no work experience | 10 | 40.0% |
| Disability-related transportation issues | 8 | 32.0% |
| Not having job skills | 7 | 28.0% |
| Not having job search skills | 6 | 24.0% |
| Other transportation issues | 5 | 20.0% |
| Perceptions regarding the impact of income on Social Security benefits | 4 | 16.0% |
| Poor social skills | 4 | 16.0% |
| Convictions for criminal offenses | 3 | 12.0% |

| Five Biggest Barriers to Employment Goals - Minorities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having disability-related accommodations | 2 | 8.0% |
| Mental health issues | 2 | 80.0% |
| Housing issues | 2 | 8.0% |
| Childcare issues | 1 | 4.0% |
| Other (please describe) | 1 | 4.0% |
| Lack of financial literacy | 1 | 4.0% |
| Lack of assistive technology | 1 | 4.0% |
| **Total** | 108 | |

## STAFF SURVEY RESULTS

### Staff Survey: Five Biggest Barriers to Employment for Consumers Who Are Racial or Ethnic Minorities

Staff respondents were provided a list of 26 barriers and asked to identify the five biggest barriers to achieving employment goals for consumers who were racial or ethnic minorities.

Staff and partners differed in their ranking of barriers that prevent consumers who are racial or ethnic minorities from achieving their employment goals. Once again, staff choices emphasize a lack of skill/education/experience on the part of the consumer.

Staff selected two of the top four biggest barriers to employment for minority consumers that partners selected. Staff were divided on which barrier was the fifth biggest barrier that hindered minority consumers from getting a job. While partners selected "community or systemic racism" as their top barrier for minority consumers seeking work, "not having education or training" was the most frequently cited barrier by staff. "Community or systemic racism" tied with "poor social skills" and "lack of knowledge about career ladders/pathways" for the fifth position on the staff result list. Partner respondents' third top barrier for minority consumers (employers' perceptions about employing persons with disabilities) ranked in the 11th position on the staff result list.

The comments received in the staff results as part of the item choice "other, please describe" are "Difficult to answer" and "Not an issue as we do not have a very diverse community." These staff comments reflect individual responses. As noted previously in this report, four of 75 individual respondents reported encountering racial discrimination when seeking employment.

Table 96 contains the staff survey results to the question regarding the five biggest barriers to achieving employment goals for ethnic minorities.

Table 96

*Staff Survey: Five Biggest Barriers to Achieving Employment Goals - Minorities*

| Five Biggest Barriers to Employment Goals - Minorities | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not having education or training | 21 | 65.6% |
| Not having job skills | 18 | 56.3% |
| Language barriers | 14 | 43.8% |
| Little or no work experience | 12 | 37.5% |
| Poor social skills | 10 | 31.3% |
| Lack of knowledge about career ladders/pathways | 10 | 31.3% |
| Community or systemic racism | 10 | 31.3% |
| Other transportation issues | 8 | 25.0% |
| Not having job search skills | 7 | 21.9% |
| Lack of reliable Internet access | 7 | 21.9% |
| Employers' perceptions about employing persons with disabilities | 6 | 18.8% |
| Mental health issues | 6 | 18.8% |
| Not having disability-related accommodations | 5 | 15.6% |
| Disability-related transportation issues | 3 | 9.4% |
| Childcare issues | 3 | 9.4% |
| Lack of access to technology | 3 | 9.4% |
| Other health issues | 2 | 6.3% |
| Other (please describe) | 2 | 6.3% |
| Lack of financial literacy | 2 | 6.3% |
| Housing issues | 1 | 3.1% |
| Convictions for criminal offenses | 1 | 3.1% |
| **Total** | 151 | |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**The following themes emerged on a recurring basis from the individual interviews and focus groups conducted for this assessment in the area of the needs of individuals with disabilities from different ethnic groups, including needs of individuals who may have been unserved or underserved by the VR program:**

1. Most of the participants in the interviews did not believe that BVR underserved any specific group of individuals and indicated that any lack of diversity is a result of groups not accessing services or applying for services rather than their being any active screening out of individuals. The reasons for potential lack of access were almost exclusively noted as being a result of the pandemic:
2. When individuals did identify a group that was potentially underserved, the two groups mentioned the most often were Hispanic and Asian individuals;
3. The rural areas of Nevada were cited as geographic areas that are underserved because of the distance form services;
4. Individuals that are blind were cited as potentially underserved at the time of this study because of the high vacancy rate in BSBVI; and
5. The rehabilitation needs of minority groups were not identified as appreciably different than any other groups by the interview participants except for the need to have a counselor and service provider that speaks their language when needed.

## *RECOMMENDATIONS*

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

Many of the recommendations that were provided to BVR in the previous CSNA are still applicable as it relates to this section of the study. Some of the progress the agency mad eon these initiatives were derailed with he pandemic. It will be important for BVR to actively outreach to underserved communities to bring the agency back to pre-pandemic equity levels and then move beyond to increasing the rate of diverse individuals served by the agency. Recommendations include:

1. BVR is encouraged to recruit bilingual Hispanic counselors when they have vacant positions. In addition to being able to speak to Spanish speaking consumers in their native language, Hispanic counselors can help build trust and relationships with the Hispanic community and increase BVR's ability to reach this population;
2. BVR is encouraged to establish or renew liaison and referral relationships with community programs serving minority populations in the State. Targeted outreach to these community service organizations can help increase the awareness of BVR and build trust among traditionally underserved populations; and
3. It is important that BVR prioritize hiring for counselors to serve the blind in their BSBVI section. BVR is encouraged to recruit from their consumer pool in as much as there are qualified applicants. Ideally BVR would identify and recruit a blind consumer that is interested in being a Rehabilitation Counselor and is familiar with the rehabilitation needs of individuals that are blind or visually impaired.

# SECTION 4
# NEEDS OF YOUTH WITH DISABILITIES IN TRANSITION

This section contains information about the rehabilitation needs of transition-age youth with disabilities (14 to 24) and the needs of students with disabilities (16 to 21) for pre-employment transition services.

## *Recurring Themes Across all Data Collection Methods*

1. Transportation, lack of job skills, soft skills, lack of work experience and lack of training were common needs or barriers to employment for youth and students with disabilities;
2. Pre-employment transition services were discontinued during COVID and moved to virtual delivery - this affected BVR's ability to effectively reach students with disabilities. BVR did shift to virtual delivery of pre-employment transition services, but productivity in this area has not increased to pre-pandemic levels yet
3. Although pre-employment transition services were impacted during the pandemic, the five required services remain identified as a significant need for students with disabilities to prepare for employment. Of the five required services, work-based learning experiences was consistently noted as the most important pre-employment transition service;
4. Transition from secondary school to college remains a challenge for youth with disabilities as they are not aware of the support or accommodations available to them and do not initiate contact with disability resource centers at college.

## *NATIONAL AND/OR AGENCY SPECIFIC DATA RELATED TO THE NEEDS OF INDIVIDUALS IN TRANSITION*

### Youth Data

Vocational Rehabilitation 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 Nevada

## Educational Attainment: Ages 18 to 24 Years

The data indicates that the rate of individuals whose highest level of educational attainment is a high school graduate or the equivalent in the State is higher than the National average by 9.5 percent. The State Rural average is about 5 percent higher than the National Rural average.

The rates for individuals ages 18 to 24 who have attained some college, or an associate degree in the North Region is significantly higher than the National rate by 5.5 percent.

The rates of youth who have attained a bachelor's degree or higher in the State are significantly lower than the U.S. averages. Most notably, the Rural Region rate (3.5%) is lower than the Rural US average by 4.5 percent and is 8.4 percentage points lower than the US rate of 11.9%.

Table 97 contains Educational Attainment rates for ages 18 to 24 years, which includes high school graduation rates and bachelor's degree achievement.

Table 97
*Educational Attainment for Ages 18 to 24 Years*

| Region | Less than High School Graduate | HS Grad (includes equivalency) | Some college, or associate degree | Bachelor's degree |
|---|---|---|---|---|
| US | 12.1% | 32.7% | 43.4% | 11.9% |
| US - Urban | 11.3% | 31.5% | 44.5% | 12.6% |
| US - Rural | 16.1% | 39.0% | 36.9% | 8.0% |
| NV | 13.6% | 42.2% | 37.7% | 6.5% |
| NV - Urban | 13.3% | 42.1% | 38.2% | 6.4% |
| NV - Rural | 19.4% | 43.9% | 28.3% | 8.4% |
| N | 8.9% | 33.1% | 48.9% | 9.1% |
| S | 14.3% | 44.2% | 35.5% | 6.1% |
| R | 18.2% | 43.2% | 35.2% | 3.5% |

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates and 2014-2019 5-Year Estimates

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

Data found in Tables 98 and 99 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years. Rates for youth that participate in the labor force in Nevada are similar to the US averages in the urban area. Larger differences are noted in Nevada's Rural area when compared to the US – Rural labor force participation rates.

Table 98 contains data for the United States and Nevada, including urban and rural statics.

Table 98

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

| | United States | | Nevada | |
|---|---|---|---|---|
| | **Total Population** | **Percent of Enrolled/ Not Enrolled** | **Total Population** | **Percent of Enrolled/ Not Enrolled** |
| *Total:* | 17,166,913 | ----- | 145,916 | |
| *Enrolled in school:* | 14,586,802 | 85.0% | 115,188 | 78.9% |
| *Employed* | 4,376,969 | 30.0% | 30,119 | 26.1% |
| *Unemployed* | 716,681 | 4.9% | 7,233 | 6.3% |
| *Not in labor force* | 9,493,152 | 65.1% | 77,836 | 67.6% |
| *Not enrolled in school:* | 2,580,111 | 15.0% | 30,728 | 21.1% |
| *High school graduate (includes equivalency):* | 1,942,619 | 75.3% | 24,593 | 80.0% |
| *Employed* | 1,218,482 | 62.7% | 15,046 | 61.2% |
| *Unemployed* | 218,035 | 11.2% | 3,658 | 14.9% |
| *Not in labor force* | 506,102 | 26.1% | 5,889 | 23.9% |
| *Not high school graduate:* | 637,492 | 24.7% | 6,135 | 20.0% |
| *Employed* | 246,172 | 38.6% | 2,984 | 48.6% |
| *Unemployed* | 69,663 | 10.9% | 581 | 9.5% |
| *Not in labor force* | 321,657 | 50.5% | 2,570 | 41.9% |
| *Total Labor Force Participation* | 6,846,002 | 39.9% | 59,621 | 40.9% |
| *Total Not in Labor Force* | 10,320,911 | 60.1% | 86,295 | 59.1% |
| | | | | |
| | **United States - Urban** | | **Nevada - Urban** | |
| | **Total Population** | **Percent of Enrolled/ Not Enrolled** | **Total Population** | **Percent of Enrolled/ Not Enrolled** |
| *Total:* | 14,088,731 | ----- | 137,045 | ----- |
| *Enrolled in school:* | 12,079,858 | 85.7% | 108,280 | 79.0% |
| *Employed* | 3,579,733 | 29.6% | 28,218 | 26.1% |
| *Unemployed* | 610,653 | 5.1% | 6,885 | 6.4% |
| *Not in labor force* | 7,889,472 | 65.3% | 73,177 | 67.6% |
| *Not enrolled in school:* | 2,008,873 | 14.3% | 28,765 | 21.0% |
| *High school graduate (includes equivalency):* | 1,531,536 | 76.2% | 23,287 | 81.0% |
| *Employed* | 958,683 | 62.6% | 14,114 | 60.6% |

| | | | | |
|---|---|---|---|---|
| *Unemployed* | 173,068 | 11.3% | 3,418 | 14.7% |
| *Not in labor force* | 399,785 | 26.1% | 5,755 | 24.7% |
| *Not high school graduate:* | 477,337 | 23.8% | 5,478 | 19.0% |
| *Employed* | 177,203 | 37.1% | 2,735 | 49.9% |
| *Unemployed* | 54,911 | 11.5% | 581 | 10.6% |
| *Not in labor force* | 245,223 | 51.4% | 2,162 | 39.5% |
| *Total Labor Force Participation* | 5,554,251 | 39.4% | 55,951 | 40.8% |
| *Total Not in Labor Force* | 8,534,480 | 60.6% | 81,094 | 59.2% |
| | | | | |
| | ***United States - Rural*** | | ***Nevada - Rural*** | |
| | ***Total Population*** | ***Percent of Enrolled/ Not Enrolled*** | ***Total Population*** | ***Percent of Enrolled/ Not Enrolled*** |
| *Total:* | 3,078,182 | ----- | 6,841 | ----- |
| *Enrolled in school:* | 2,506,944 | 81.4% | 5,483 | 80.1% |
| *Employed* | 797,236 | 31.8% | 1,272 | 23.2% |
| *Unemployed* | 106,028 | 4.2% | 210 | 3.8% |
| *Not in labor force* | 1,603,680 | 64.0% | 4,001 | 73.0% |
| *Not enrolled in school:* | 571,238 | 18.6% | 1,358 | 19.9% |
| *High school graduate (includes equivalency):* | 411,083 | 72.0% | 1,011 | 74.4% |
| *Employed* | 259,799 | 63.2% | 631 | 62.4% |
| *Unemployed* | 44,967 | 10.9% | 157 | 15.5% |
| *Not in labor force* | 106,317 | 25.9% | 223 | 22.1% |
| *Not high school graduate:* | 160,155 | 28.0% | 347 | 25.6% |
| *Employed* | 68,969 | 43.1% | 91 | 26.2% |
| *Unemployed* | 14,752 | 9.2% | 65 | 18.7% |
| *Not in labor force* | 76,434 | 47.7% | 191 | 55.0% |
| *Total Labor Force Participation* | 3,078,182 | 42.0% | 2,426 | 35.5% |
| *Total Not in Labor Force* | 1,786,431 | 58.0% | 4,415 | 64.5% |

Source: ACS 1-Year Estimates Detailed Tables and ACS 5-Year Estimates Detailed Table (for Rural Nevada only)

Region S has the lowest labor force participation rate for youth and the highest rate of youth that are not participating in the labor force. Region S's rates have more than a 13 percent margin of difference when compared to Region N, which has a youth labor force participation rate that exceeds 50% and a "not in the labor force" rate that is below 46%.

Table 99 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years in Nevada's workforce development areas. The Northern and Southern Region data is taken from US Census Bureau one-year estimates. The data for the Rural Region is taken from five-year estimates.

Table 99

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

| | ***N*** | | ***S*** | | ***R*** | |
|---|---|---|---|---|---|---|
| | ***Total Population*** | ***Percent of Enrolled/ Not Enrolled*** | ***Total Population*** | ***Percent of Enrolled/ Not Enrolled*** | ***Total Population*** | ***Percent of Enrolled/ Not Enrolled*** |
| *Total:* | 23,124 | ----- | 106,790 | ----- | 14,529 | ----- |
| *Enrolled in school:* | 19,407 | 83.9% | 83,798 | 78.5% | 11,316 | 77.9% |
| *Employed* | 7,541 | 38.9% | 18,100 | 21.6% | 3,299 | 29.2% |
| *Unemployed* | 2,029 | 10.5% | 4,493 | 5.4% | 559 | 4.9% |
| *Not in labor force* | 9,837 | 50.7% | 61,205 | 73.0% | 7,458 | 65.9% |
| *Not enrolled in school:* | 3,717 | 16.1% | 22,992 | 21.5% | 3,213 | 22.1% |
| *High school graduate (includes equivalency):* | 3,170 | 85.3% | 18,564 | 80.7% | 2,232 | 69.5% |
| *Employed* | 2,033 | 64.1% | 10,879 | 58.6% | 1,412 | 63.3% |
| *Unemployed* | 502 | 15.8% | 3,019 | 16.3% | 313 | 14.0% |
| *Not in labor force* | 635 | 20.0% | 4,666 | 25.1% | 507 | 22.7% |
| *Not high school graduate:* | 547 | 14.7% | 4,428 | 19.3% | 981 | 30.5% |
| *Employed* | 477 | 87.2% | 1,960 | 44.3% | 297 | 30.3% |
| *Unemployed* | 0 | 0.0% | 563 | 12.7% | 246 | 25.1% |
| *Not in labor force* | 70 | 12.8% | 1,905 | 43.0% | 438 | 44.6% |
| *Total Labor Force Participation* | 12,582 | 54.4% | 39,014 | 36.5% | 6,126 | 42.2% |
| *Total Not in labor force* | 10,542 | 45.6% | 86,295 | 59.1% | 8,403 | 57.8% |

Source: ACS 1-Year Estimates Detailed Tables and ACS 5-Year Estimates Detailed Table (for Rural Nevada only)

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

The U.S. Bureau of Labor Statistics collects information on youth labor force participation and unemployment. The data indicates that the labor force participation rates for youth with disabilities are lower by 7% or more compared to individuals without disabilities when youth are ages 16-19. In January of 2022, the labor force participation rate for youth with disabilities ages 16 – 19 was 4.1 percentage points lower than youth without disabilities. However, once both groups age, the disparity grows dramatically to more than 20 percentage points.

The Annual 2021 unemployment rate for ages 20 to 24 with disabilities is 7.8 percentage points higher than those without disabilities in the same age group. In the February of 2022, the unemployment rate difference for youth ages 20 to 24 with disabilities and those without disabilities rises to 8.6 percent.

Seasonal work may be positively influencing employment rates for youth with disabilities in the month of December 2021. In November 2021, the unemployment rate for ages 16 to 19 with disabilities is 15.5 percent higher than ages 16 to 19 without disabilities. In December 2021, the unemployment rate for ages 16 to 19 is over six points higher than those without disabilities in the same age group. The gap in the rate rises again in January 2022 to 11.6 percent.

Table 100 provides National data for youth ages 16 to 19 and 20 to 24 with and without disabilities.

Table 100
*Youth Labor Force Participation Rate and Unemployment Rate: Annual Data 2020 and Jan-Apr 2021*

| Group | Labor Force Participation Rate | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Nov-21 | | Dec-21 | | Annual 2021 | | Jan-22 | | Feb-22 | |
| | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. |
| Age 16 to 19 | 25.2 % | 35.2% | 27.4% | 34.4% | 24.3% | 36.8% | 30.0% | 34.1% | 24.1% | 33.8% |
| Age 20 to 24 | 51.9 % | 72.4% | 49.2% | 72.2% | 46.7% | 72.0% | 50.8% | 70.9% | 48.9% | 72.0% |
| | Unemployment Rate | | | | | | | | | |
| | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. | Dis. | No Dis. |
| Age 16 to 19 | 25.5 % | 10.0% | 15.7% | 9.3% | 21.1% | 11.4% | 22.8% | 11.2% | 22.5% | 10.0% |
| Age 20 to 24 | 16.7 % | 6.3% | 15.1% | 6.1% | 16.5% | 8.7% | 18.3% | 7.5% | 15.9% | 7.3% |

Source: Borbely, James @bls.gov

### Cornell University Youth Employment by Disability Type

Cornell University provides online disability statistics for National and State youth employment. Youth with hearing disabilities have the highest employment rate (53.6%) in Nevada, which is similar to the working age (18 to 64 years) with hearing disabilities (53.8%). In the category of cognitive disabilities, the rates for working age and youth who are employed is identical (33.3%). In the category of ambulatory disability, the youth rate exceeds the working age rate by slightly more than 8 percentage points. The rates for employed youth in all categories of disability, with the exception self-care disability, in Nevada exceed the National averages by approximately 2.5 to 21 percent.

The following data in Table 101 contains youth employment rates from 2018 for the Nation and the State by disability type. The categories are for non-institutionalized youth ages 16 to 20, male and female, from all ethnic backgrounds and includes all education levels.

Table 101

*2018 Employment by Disability Type for Non-institutionalized Youth Ages 16 -20*

| Disability Type | Percent Employed in US | Percent Employed in NV |
|---|---|---|
| Any Disability | 25.5% | 32.6% |
| Visual Disability | 29.5% | 33.6% |
| Hearing Disability | 32.7% | 53.6% |
| Ambulatory Disability | 16.6% | 37.4% |
| Cognitive Disability | 22.6% | 33.3% |
| Self-Care Disability | 8.6% | N |
| Independent Living Disability | 13.6% | 16.1% |

Source: http://www.disabilitystatistics.org/

## Cornell University Youth Employment by Disability Type and Ethnicity - Nevada

Cornell University online data for youth ages 16 to 20 contains youth employment rates from 2018 for the Nation and the State by ethnicity and disability type. Data for Nevada's youth is limited. The data is presented for reference purposes.

Table 102

*2018 Employment by Disability Type and Ethnicity for Non-institutionalized Youth Ages 16 -20*

| ***Nevada 2018 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* | 59.7% | N | N | N | 59.0% | N | 46.5% |
| *Black/African American, non-Hispanic* | 5.5 | N | N | N | N | N | N |
| *American Indian and Alaskan Native, non-Hispanic* | N | N | N | N | N | N | N |
| *Asian, non-Hispanic* | N | N | N | N | N | N | N |
| *Native Hawaiian and Other Pacific Islander, non-Hispanic* | N | N | N | N | N | N | N |
| *Some Other Race, non-Hispanic* | N | N | N | N | N | N | N |
| *Hispanic/Latino* | 31.7% | 17.2% | N | N | 32.4% | N | 18.9% |

Source: http://www.disabilitystatistics.org/

## Transition-Age Youth in BVR

The project team examined data from BVR's case management system related to youth with disabilities age 14-24. Table 103 contains these results.

Table 103
*Transition-Age Youth in BVR PYs 2017-2020*

| Item | TRANSITION | | | |
|---|---|---|---|---|
| | 2017 | 2018 | 2019 | 2020 |
| Applications | 129 | 337 | 494 | 225 |
| % of apps found eligible | 100% | 97% | 93% | 89% |
| Avg. time for eligibility determination | 43 | 48 | 44 | 50 |
| % closed prior to IPE development | 0% | 18% | 26% | 21% |
| Plans developed | 129 | 277 | 366 | 177 |
| Avg. time from eligibility to plan (days) | 65 | 73 | 75 | 66 |
| Ave. length of open case (days) for cases closed other than rehabilitated | 932 | 462 | 316 | 148 |
| Ave. length of open case (days) for cases closed rehabilitated | 821 | 622 | 496 | 383 |
| Number of cases closed rehabilitated | 27 | 45 | 41 | 5 |
| Total number of cases served | 1675 | 1423 | 1847 | 1657 |
| Avg. cost of all cases | $4,666.15 | $2,223.97 | $1,418.14 | $1,488.07 |
| Avg. cost of cases closed rehabilitated | $6,751.69 | $4,275.99 | $3,082.03 | $2,964.37 |
| Avg. cost per case closed unsuccessful | $2,710.92 | $879.47 | $485.65 | $181.32 |
| Avg. cost per case closed prior to plan | N/A | $137.44 | $110.29 | $45.38 |

The data indicates that the number of applications from transition-age youth increased steadily form PY 2017-2019 before dropping by more than half in PY 2020. The decrease was due to the pandemic and resulting school closures. The decrease was felt in all areas related to service and case movement and outcomes, with the number of successful closures decreasing nearly tenfold in PY 2020.

## Pre-Employment Transition Services in BVR

In addition to the general statistics on transition-age youth, the project team examined data on pre-employment transition services provided by BVR in PYs 2017-2020. Table 104 contains this information.

Table 104
*Pre-Employment Transition Services Provided PY 2017-2019*

| Item | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| Total number of potentially eligible SWD in BVR | 2186 | 1036 | 3047 | 3060 |
| Number of potentially eligible SWD who received a pre-ETS service | 2145 | 161 | 378 | 141 |
| Percent of potentially eligible SWD that received a pre-ETS service | 98.1% | 39.6% | 12.4% | 4.6% |
| Total Number of SWD participants in BVR | 1,103 | 629 | 1,097 | 795 |

The data shows that the number of potentially eligible students with disabilities in BVR rose form 2018-2020, but the number that received a pre-employment transition service decreased from PY 2019 to 2020, along with the percentage that received a service. Once again, this decrease was due to the pandemic and the closures of schools and discontinuation of the delivery of pre-employment transition services by contracted providers during that time.

## *SURVEY RESULTS BY TYPE*

### PARTNER SURVEY RESULTS

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

Partner survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 25 barriers. There was no limit to the number of barriers that a partner respondent could choose.

The top three barriers to employment that partners selected for youth in transition are the same top three barriers partners identified as the biggest barriers to employment for the general population of consumers. These include little or not work experience, not having job skills and employers' perceptions about employing persons with disabilities. The only difference is the ranking order of the barriers. The top barrier for youth in transition selected by the partners in 2021 is "little or no work experience."

The 2021 results to the question regarding barriers to employment for youth in transition differed slightly from the 2017 partner results. "Not having education and training" and "not having job skills" tied for the top position in 2017 and "poor social skills" ranked in the third position on the 2017 result list.

Table 105 lists the barriers for youth in transition along with the number of times a barrier was identified by partner respondents.

Table 105: *Five Biggest Barriers to Achieving Employment Goals – Youth in Transition*

| Five Biggest Barriers to Employment Goals - Youth | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Little or no work experience | 19 | 76.0% |
| Not having job skills | 15 | 60.0% |
| Employers' perceptions about employing persons with disabilities | 14 | 56.0% |
| Not having education or training | 11 | 44.0% |
| Poor social skills | 11 | 44.0% |
| Disability-related transportation issues | 10 | 40.0% |
| Not having job search skills | 8 | 32.0% |
| Not having disability-related accommodations | 4 | 16.0% |

| Five Biggest Barriers to Employment Goals - Youth | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Other transportation issues | 3 | 12.0% |
| Other (please describe) | 3 | 12.0% |
| Substance abuse issues | 2 | 8.0% |
| Housing issues | 2 | 8.0% |
| Language barriers | 1 | 4.0% |
| Lack of help with disability-related personal care | 1 | 4.0% |
| Mental health issues | 1 | 4.0% |
| Childcare issues | 1 | 4.0% |
| Perceptions regarding the impact of income on Social Security benefits | 1 | 4.0% |
| Hiring changes in response to COVID-19 | 1 | 4.0% |
| Lack of financial literacy | 1 | 4.0% |
| Lack of assistive technology | 1 | 4.0% |
| Community or systemic racism | 1 | 4.0% |
| **Total** | 111 | |

## STAFF SURVEY RESULTS

### Staff Survey: Barriers to Employment for Youth in Transition

Staff survey respondents were asked to indicate the barriers to achieving employment goals for youth in transition from a list of 26 barriers. There was no limit to the number of barriers that a staff respondent could choose.

The 2021 results to the question regarding barriers to employment for youth in transition differed slightly from the 2017 staff results. "Difficulties completing the application," "limited accessibility of BVR via public transportation" and "other challenges related to the physical location of the BVR office" ranked in the top three positions on the 2017 result list.

Staff agreed with partners on four of five of the top barriers that affect youth that are seeking employment. The two top barriers affecting youth in transition selected by the staff and partners are "little or no work experience," and "not having job skills." The third ranking item on the staff result list, "poor social skills" does not match the partners' third choice, "employers' perceptions about employing persons with disabilities." The fourth staff choice, "not having education or training" is also a fourth choice selected by partners. The fifth ranking item on the staff list was selected by slightly more than 43 percent of staff respondents.

Table 106 lists the barriers to employment selected by staff for youth in transition along with the number of times a barrier was identified by staff respondents.

Table 106

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

| **Five Biggest Barriers to Employment Goals - Youth** | **Number of times chosen** | **Percent of number of respondents** |
|---|---|---|
| Little or no work experience | 26 | 86.7% |
| Not having job skills | 24 | 80.0% |
| Poor social skills | 20 | 66.7% |
| Not having education or training | 16 | 53.3% |
| Not having job search skills | 13 | 43.3% |
| Lack of knowledge about career ladders/pathways | 8 | 26.7% |
| Employers' perceptions about employing persons with disabilities | 6 | 20.0% |
| Other transportation issues | 6 | 20.0% |
| Disability-related transportation issues | 4 | 13.3% |
| Mental health issues | 4 | 13.3% |
| Not having disability-related accommodations | 3 | 10.0% |
| Not having STEM skills | 3 | 10.0% |
| Lack of help with disability-related personal care | 2 | 6.7% |
| Perceptions regarding the impact of income on Social Security benefits | 2 | 6.7% |
| Language barriers | 1 | 3.3% |
| Housing issues | 1 | 3.3% |
| Other (please describe) | 1 | 3.3% |
| Lack of access to technology | 1 | 3.3% |
| Lack of reliable Internet access | 1 | 3.3% |
| Lack of financial literacy | 1 | 3.3% |
| Community or systemic racism | 1 | 3.3% |
| **Total** | 144 | |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

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

1. BVR's outreach to schools has suffered during the pandemic and there is a need to restart many of the activities that were in place prior to school closures. The staff shortages at BVR and the schools has slowed this recovery process. Although the relationship between BVR and the schools is very positive, there are a lack of personnel resources to reinstitute much of the work that was in place prior to school and office closures;
2. Pre-employment transition services were discontinued during COVID and moved to virtual delivery - this affected BVR's ability to effectively reach students with disabilities. BVR did shift to virtual delivery of pre-employment transition services, but productivity in this area has not increased to pre-pandemic levels yet;
3. Although pre-employment transition services were impacted, the five required services remain identified as a significant need for students with disabilities to prepare for employment. Of the five required services, work-based learning experiences was consistently noted as the most important pre-employment transition service;
4. The VOICE program, which was a third-party cooperative arrangement with Washoe County School District, is no longer in existence, and this is partially a result of the pandemic. This program provided transition services to secondary and postsecondary students with disabilities by providing pre-employment transition services, work readiness skills training and specialized job placement for the achievement of CIE. Although the program no longer exists, the need is still prevalent and individuals involved in the program were hopeful that if resources allow, it can be reinstituted in the future
5. The ability of the secondary school system to provide transition services was severely affected during the pandemic. Large numbers of students simply stopped attending school because of the move to virtual instruction, which affected the pool of potentially eligible students;
6. Transition from secondary school to college remains a challenge for youth with disabilities as they are not aware of the support or accommodations available to them and do not initiate contact with disability resource centers at college. The accommodation needs of students with disabilities were taken care of in secondary school and the need for self-direction in college results in many not getting the support they need;
7. Nevada was receiving technical assistance from the National Technical Assistance Center on Transition (NTACT), and this has helped solidify the working relationship between the Nevada Department of Education and BVR, which continues to this day.

## *RECOMMENDATIONS*

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

1. BVR should continue to expand the number and type of pre-employment transition services provided in partnership with DOE such as virtual job shadow, while increasing the provision of in-person services;
2. BVR should try and recruit more pre-employment transition services providers to increase outreach to students with disabilities across the State;
3. BVR is encouraged to outstation staff at the University of Las Vegas (UNLV) campuses in the State as well as all colleges to ensure individuals with disabilities that are attending postsecondary education are aware of services and have easy access;
4. BVR staff should connect incoming college students with services at the college for accommodation and supports prior to them beginning their first semester to ensure needed accommodations and supports are in place;
5. BVR is encouraged to develop financial literacy and empowerment services for young people; and
6. BVR is encouraged to consider developing a peer mentoring program for youth with disabilities in Nevada. One possibility is an online peer mentoring program available through PolicyWorks at https://disabilitypolicyworks.org/peer-mentoringworks-2/. A key component of this mentoring program is the development of self-advocacy skills in youth and students with disabilities.

# SECTION 5

# 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 JobConnect will be used to refer to services provided by BVR's partners in what used to be termed the One-Stop Career Center, and is now referred to nationally as the American Job Centers (AJCs). The information and comments noted in this Section only refer to BVR's partners, not BVR.

## *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:

1. The Nevada JobConnect office closures during the pandemic significantly impacted the delivery of services to BVR consumers and much of the progress BVR had made in braided funding;
2. The relationship between BVR and the JobConnect offices needs to move beyond referral to increased co-enrollment and braided funding throughout the State rather than in isolated areas;
3. The core partners are in need of regular training on how to effectively work with individuals with disabilities so that they can move beyond a referral relationship and BVR consumers can access partner services; and
4. There are still JobConnect offices that need to increase programmatic accessibility

## *SURVEY RESULT BY TYPE:*

### INDIVIDUAL SURVEY RESULTS

#### American Job Centers or Nevada JobConnect Centers

Individuals with disabilities in Nevada were asked a series of questions about their use and opinion of the American Job Centers / Nevada JobConnect Centers.

Roughly one-third of the respondents cited "yes" when asked if they had used the Job Centers beyond an online account. Less than 12 percent of the respondents that physically visited the Centers had difficulty with the accessibility of the building, which is a 5 percent drop from 2017's rate of 17 percent of respondents who indicated they had experienced difficulty with the physical accessibility of the building.

Two of the fourteen narrative comments received regarding the physical access of the building indicated that they had not been to the building in person. One comment stated, "will discuss at interview." The remaining narrative comments contained various phrases: harassment from staff due to having a service dog; heavy doors with heavy tension; minimal sidewalk path; no personal assistance/very little help/terrible experience/ they are useless; difficult to find the building; pandemic shutdown; meetings on phone/online; and transportation.

With regard to program accessibility, in 2021, almost 16 percent had trouble accessing the programs at the Centers, also a decrease from 2017's rate of 28 percent. Table 107 summarizes the responses to questions of use and accessibility.

Table 107
*American Job Centers/ Nevada JobConnect Centers' 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 American Job Centers or Nevada JobConnect Centers beyond creating an online account? (this may include testing, preparing for or finding employment, job coaching, training assistive technology or other services) | 129 | 34.0% | 250 | 66.0% | 379 |
| Did you experience any difficulties with the physical accessibility of the building? | 15 | 11.6% | 114 | 88.4% | 129 |
| Did you have any difficulty accessing the programs at the JobConnect Center (i.e. no available assistive technology, no interpreters, etc.)? | 20 | 15.6% | 108 | 84.4% | 128 |

In 2017, one-third of the survey participants went to a JobConnect Center to get training. Over 60% of the participants got the training they were seeking, and 15% of them found work as a result of the training. Similarly, in 2021, slightly less than one-third of survey respondents went to a Center to get training and almost 60% received the training they were seeking. However, the rate of respondents that found employment as a result of the training doubled from 15 percent in 2017 to 31.4 percent in 2021, which included pandemic closures.

The 2021 rate (64.6%) for those that went to a JobConnect Center to find a job, is 4.6 percentage points higher than the 2017 rate of 60 percent. The rate of respondents who obtained a job with the help of the JobConnect Center staff increased in 2021 by roughly 9 percentage points, up from 35 percent in 2017. Table 108 details the results to the questions regarding training and employment.

Table 108

*Nevada JobConnect Centers' Training and Employment*

| Training and Employment Questions | Yes | Percent of Total | No | Percent of Total | Total Number of Responses |
|---|---|---|---|---|---|
| Did you go to the JobConnect Center to get training? | 37 | 28.7% | 92 | 71.3% | 129 |
| Did you get the training that you were seeking? | 21 | 58.3% | 15 | 41.7% | 36 |
| Did the JobConnect Center training result in employment? | 11 | 31.4% | 24 | 68.6% | 35 |
| Did you go to the JobConnect Center to find a job? | 82 | 64.6% | 45 | 35.4% | 127 |
| Did the JobConnect Center staff help you find employment? | 35 | 44.3% | 44 | 55.7% | 79 |

The concept of helpfulness is evaluated in this study with respect to Nevada JobConnect Center services. One-hundred twenty-four respondents answered the question regarding helpfulness in the 2021 individual survey. The majority of respondents found the JobConnect Center staff to be very helpful (54 percent), up from 49% in 2017. Slightly more than 15 percent of the respondents found that the JobConnect Center staff were not helpful (in 2017, the rate was 15 percent). Table 109 identifies the rating for helpfulness of the Nevada JobConnect Center staff by the individuals that responded to the survey in 2021.

Table 109

*Helpfulness of the Nevada JobConnect Centers' Staff*

| JobConnect Center Staff Helpful | Number | Percent |
|---|---|---|
| Yes, they were very helpful | 67 | 54.0% |
| They were somewhat helpful | 38 | 30.7% |
| No, they were not helpful | 19 | 15.3% |
| **Total** | 124 | 100.0% |

With regard to the effectiveness of the Nevada JobConnect Centers, almost an equal percentage of respondents found the JobConnect Center services to be "very effective" or "somewhat effective" in serving individuals with disabilities. In terms of an overall effectiveness rating, 27 percent of the respondents did not have an opinion while 32.5 percent selected "very effective". Table 110 details the effectiveness of the JobConnect Centers' services.

Table 110

*Effectiveness of the Nevada JobConnect Centers' Services*

| JobConnect Center Services Effective | Number | Percent |
|---|---|---|
| Yes, the services were very effective | 49 | 39.2% |
| The services were somewhat effective | 48 | 38.4% |
| No, the services were not effective | 28 | 22.4% |
| **Total** | 125 | 100.0% |
| **Effectiveness Rating** | **Number** | **Percent** |
| Very effective | 41 | 32.5% |
| No opinion | 34 | 27.0% |
| Somewhat effective | 31 | 24.6% |
| Somewhat ineffective | 10 | 7.9% |
| Very ineffective | 10 | 7.9% |
| **Total** | 126 | 100.0% |

When asked, "What recommendations do you have for the JobConnect Centers to improve their services to individuals with disabilities in Nevada?" individual survey respondents were given an opportunity to provide a narrative response. Three comments were positive toward the JobConnect Centers, and no improvement recommendations were provided. Thirteen comments cited "no experience using the Centers/none/don't know/not sure." Two responses contained details regarding JobConnect Center staff instructing the respondent to go to BVR for assistance. Fifteen narrative comments offered suggestions on improving staff attitude, communication, responsiveness, and helpfulness. Three comments cited supervising staff more often and increasing the number of caseworkers and staff in the computer area. Other comments cited increasing the number of job coaches, improving the active listening skills and communication skills of the job coaches, providing transportation, improving the physical layout of the computer area and offer dictation software and other adaptive equipment and provide internet at home.

## PARTNER SURVEY RESULTS

### Nevada JobConnect Centers

Partner survey respondents were asked a series of questions regarding their opinion and use of the Nevada JobConnect Centers. Tables 111-113 summarize the responses from BVR's community partners.

Table 111

*Partner Survey: Frequency of Interaction with Nevada JobConnect Centers*

| Frequency of Interaction with NV JobConnect Centers | Number | Percent |
|---|---|---|
| Infrequently | 11 | 42.3% |
| Not at all | 9 | 34.6% |
| Somewhat frequently | 6 | 23.1% |
| Very frequently | 0 | 0.0% |
| **Total** | 26 | 100.0% |

Table 112

*Partner Survey: Physical Accessibility of the Nevada JobConnect Centers*

| Physical Accessibility of the NV JobConnect Centers | Number | Percent |
|---|---|---|
| I do not know | 13 | 50.0% |
| Fully accessible | 6 | 23.1% |
| Somewhat accessible | 5 | 19.2% |
| Not accessible | 2 | 7.7% |
| **Total** | 26 | 100.0% |

Table 113

*Partner Survey: Programmatic Accessibility of the Nevada JobConnect Centers*

| Programmatic Accessibility of the NV JobConnect Centers | Number | Percent |
|---|---|---|
| I do not know | 17 | 65.4% |
| Somewhat accessible | 5 | 19.2% |
| Fully accessible | 3 | 11.5% |
| Not accessible | 1 | 3.9% |
| **Total** | 26 | 100.0% |

The project team asked respondents to identify their frequency of interaction with the Nevada JobConnect Centers. Almost 77 percent of the partner respondents interacted "infrequently" or "not at all" with the Nevada JobConnect Centers. Slightly more than 23 percent of the partner respondents interacted with the JobConnect Centers "somewhat frequently."

The survey asked about the physical and programmatic accessibility of the Centers. The majority of partner respondents (50 percent) indicated "I do not know" if the JobConnect Centers were physically accessible, and almost 27 percent of partners indicated that the buildings are either "somewhat accessible" or "not accessible." Of note, a minority of individual respondents (11.6%) reported they had difficulty with the physical accessibility of the Nevada JobConnect Centers.

The majority of partner respondents (65.4%) indicated that they are not knowledgeable regarding the Centers' program accessibility while 11.5 percent of partners indicated that the Centers were fully programmatically accessible. Individual respondents (84.5 percent) reported that they did not have difficulty accessing the programs at the Nevada JobConnect Centers.

Partners and individual survey respondents differed in their viewpoint when asked about the overall effectiveness of the Nevada JobConnect Centers in serving individuals with disabilities. Sixty percent of the partners indicated that the JobConnect Centers did not effectively serve individuals with disabilities. Conversely, 32.5 percent of individual respondents rated the effectiveness of the Nevada JobConnect Centers as "very effective" while 15.8 percent of individuals rated the JobConnect Center Services as "somewhat" or "very ineffective. Table 114 contains partner survey results.

Table 114

*Partner Survey: Effectiveness of the Nevada JobConnect Centers to Serve PWD*

| Effectiveness of NV JobConnect Centers to Serve People with Disabilities | Number | Percent |
|---|---|---|
| Not effectively | 12 | 60.0% |
| Effectively | 4 | 20.0% |
| They do not serve individuals with disabilities | 3 | 15.0% |
| Very effectively | 1 | 5.0% |
| **Total** | 20 | 100.0% |

In the final survey question related to the Nevada JobConnect Centers, the respondents were asked what the Centers could do to improve services for people with disabilities. Partners were presented a list of six items and asked to select all that apply.

Slightly more than 68 percent of partner respondents indicated that the JobConnect Centers should train their staff on how to work effectively with individuals with disabilities. The second most common choice was to "include individuals with disabilities when purchasing training for their clients." Fifty percent of partners would like the JobConnect Centers to improve their programmatic accessibility even though over 65 percent of partners do not know if the Center is programmatically accessible. Four narrative comments were received in the response for the item "other, please describe." Two narrative responses cited the phrase "don't know," and the other two comments suggested "broadening their services" and "improve computers and email abilities." Table 115 summarizes the partner results.

Table 115

*Partner Survey: Improving Service of NV JobConnect Centers for People with Disabilities*

| Improving Service of the Nevada JobConnect Centers to Effectively Serve PWD | Number | Percent of number of respondents |
|---|---|---|
| Train their staff on how to work with individuals with disabilities | 15 | 68.2% |
| Include individuals with disabilities when purchasing training for their clients | 13 | 59.1% |
| Improve programmatic accessibility | 11 | 50.0% |
| Partner more effectively with BVR | 8 | 36.4% |
| Improve physical accessibility | 6 | 27.3% |
| Other (please describe) | 4 | 18.2% |
| **Total** | 57 | |

## STAFF SURVEY RESULTS

### Nevada JobConnect Centers

Staff survey respondents were asked a series of questions regarding their opinion and use of the Nevada JobConnect Centers. Tables 116-118 summarize the responses from BVR staff.

Table 116

*Staff Survey: Frequency of Interaction with Nevada JobConnect Centers*

| Frequency of Interaction with NV JobConnect Centers | Number | Percent |
|---|---|---|
| Very frequently | 11 | 32.4% |
| Somewhat frequently | 10 | 29.4% |
| Infrequently | 8 | 23.5% |
| Not at all | 5 | 14.7% |
| **Total** | 34 | 100.0% |

Table 117

*Staff Survey: Physical Accessibility of the Nevada JobConnect Centers*

| Physical Accessibility of the NV JobConnect Centers | Number | Percent |
|---|---|---|
| Somewhat accessible | 17 | 50.0% |
| Fully accessible | 14 | 41.2% |
| I do not know | 3 | 8.8% |
| Not accessible | 0 | 0.0% |
| **Total** | 34 | 100.0% |

Table 118

*Staff Survey: Programmatic Accessibility of the Nevada JobConnect Centers*

| Programmatic Accessibility of the NV JobConnect Centers | Number | Percent |
|---|---|---|
| Somewhat accessible | 18 | 52.9% |
| Fully accessible | 10 | 29.4% |
| I do not know | 5 | 14.7% |
| Not accessible | 1 | 2.9% |
| **Total** | 34 | 100.0% |

The project team asked staff to identify their frequency of interaction with the Nevada JobConnect Centers. Opposite of partners, almost 32.4 percent of staff interacted "very frequently" with the Nevada JobConnect Centers. Roughly 6 percent more staff than partners (29.4% versus 23.1%) interacted with the JobConnect Centers "somewhat frequently."

Unlike partners, the majority of staff respondents (50 percent) indicated the JobConnect Centers were "somewhat accessible" and about 42 percent of staff indicated that the buildings are "fully accessible." Once again to note, a minority of individual respondents (11.6%) reported they had difficulty with the physical accessibility of the Nevada JobConnect Centers.

Almost 53 percent of staff respondents indicated that JobConnect Centers are "somewhat programmatically accessible" while about 30 percent of staff indicated that the Centers were fully programmatically accessible. These rates are opposite of partner respondents' choices in response to the question and reaffirm the opinion of the majority of individual respondents that reported that they did not have difficulty accessing the programs at the Nevada JobConnect Centers.

Although the partners' rating of the effectiveness of the JobConnect Centers was negative, staff and individual survey respondents agreed in their viewpoint when asked about the overall effectiveness of the Nevada JobConnect Centers in serving individuals with disabilities. Slightly less than fifty-eight percent of the staff indicated that the JobConnect Centers either "effectively" or "very effectively" serve individuals with disabilities. Similarly, 32.5 percent of individual respondents rated the effectiveness of the Nevada JobConnect Centers as "very effective" and 24.6 percent of individuals rated the JobConnect Center Services as "somewhat effective." Table 119 contains staff survey results.

Table 119

*Staff Survey: Effectiveness of the Nevada JobConnect Centers to Serve PWD*

| Effectiveness of NV JobConnect Centers to Serve PWD | Number | Percent |
|---|---|---|
| Effectively | 16 | 48.5% |
| Not effectively | 11 | 33.3% |
| Very effectively | 3 | 9.1% |
| They do not serve individuals with disabilities | 3 | 9.1% |
| **Total** | 33 | 100.0% |

In the final survey question related to the Nevada JobConnect Centers, staff were asked what the Centers could do to improve services for people with disabilities.

Staff and partner results differed in their responses to this question even though the most frequently cited item by staff and partners matched. An equal number of staff respondents (80.6%) indicated that the JobConnect Centers should train their staff on how to work effectively with individuals with disabilities and partner more effectively with BVR while the partner rates for each of the items are much lower and are not equal. The third most common choice of staff respondents was to "include individuals with disabilities when purchasing training for their clients." One narrative comment was received in the response for the item "other, please describe." The response cited the phrase "more collaboration between BVR and ESD staff." Table 120 details the staff responses to the question.

Table 120

*Staff Survey: Improving Service of NV JobConnect Centers for People with Disabilities*

| Improving Service of the Nevada JobConnect Centers to Effectively Serve PWD | Number | Percent of number of respondents |
|---|---|---|
| Train their staff on how to work with individuals with disabilities | 25 | 80.6% |
| Partner more effectively with BVR | 25 | 80.6% |
| Include individuals with disabilities when purchasing training for their clients | 17 | 54.8% |
| Improve programmatic accessibility | 10 | 32.3% |
| Improve physical accessibility | 3 | 9.7% |
| Other (please describe) | 1 | 3.2% |
| **Total** | 81 | |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**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:**

During the pandemic the Title I and III program shuttered all of their Nevada JobConnect offices and they remained close to the public for more than a year. During the interviews for this study, the JobConnect offices were beginning to reopen on a limited basis. All of the access to JobConnect services occurred online during the pandemic. The result of these closures was that individuals with disabilities served by BVR had very limited engagement with the core partners. Staff and partners indicated repeatedly that things were "on hold" with the JobConnect offices as far as serving co-enrolled individuals. Prior to the office closures, BVR staff had developed multiple cases of braided funding, especially in the Northern Region of the State. In addition, the JobConnect offices across the state experienced the same staffing turnover and shortages that other agencies experienced as part of the pandemic. Consequently, much of the cross-training that occurred will have to be provided again for new staff in BVR and the partner programs. The following themes that emerged from the interviews for this assessment were very similar to the previous CSNA, though it is important to note that progress had been made in these areas prior to the pandemic, so participants were optimistic that many of these activities could eb reinstituted easily:

1. The relationship between BVR and the JobConnect offices needs to move beyond referral to increased co-enrollment and braided funding throughout the State rather than in isolated areas;
2. The core partners are in need of regular training on how to effectively work with individuals with disabilities so that they can move beyond a referral relationship and BVR consumers can access partner services;
3. Prior to the pandemic there were still JobConnect offices where AT was out-of-date or not functional, which makes it very difficult for people with visual impairments to access systems on-site; and
4. There is room for growth in the relationship between the Title I youth program and BVR. Progress was being made in this partnership prior to the pandemic but has been limited since then.

## *RECOMMENDATIONS:*

**The following recommendations are offered to BVR 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. As the JobConnect offices throughout the State open up and begin serving people in-person, BVR is encouraged to renew their partnerships with these offices and ensure that individuals with disabilities are accessing services and programs;
2. BVR should ensure that their Business Development Team and internal job developers are working closely with their counterparts at the JobConnect offices to reach a broad range of employers for consumers being served by BVR;
3. BVR should ensure that they are working closely with Office of Workforce Innovation (OWINN) to expand registered apprenticeships as a workforce strategy that can benefit individuals with disabilities; and
4. BVR should ensure that JobConnect staff receive training on effectively working with individuals with disabilities, especially individuals who are blind, deaf, or that have mental health impairments as these were populations that were mentioned as particularly challenging for JobConnect staff to work with.

# SECTION 6

# NEED TO ESTABLISH, DEVELOP OR IMPROVE COMMUNITY REHABILITATION PROGRAMS IN NEVADA

Section 6 identifies the need to establish, develop or improve community rehabilitation programs in Nevada that serve individuals with disabilities. The pandemic has had, and continues to have, a significant impact on community rehabilitation programs and individual service providers across the state. Staff turnover, reduced provider capacity, the shift to remote service delivery and a shrinking referral base have all affected the provider network in Nevada. Consequently, much of the data and findings in this section should be interpreted through this lens.

## *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 Nevada:

1. The provider network was seriously adversely affected by the pandemic. Staff turnover and shortages has resulted in a need for providers for almost all VR services across the State;
2. Job development and placement, supported employment and psychological services need to be developed throughout the State;
3. The contracting and insurance requirements are a disincentive for providers and limit the number of individuals that will work with BVR to become service providers;
4. There is a need to develop assistive technology services; and
5. There is a need to develop the capacity of providers to effectively work with individuals who have blindness or who are deaf and need sign language interpreters.

## *SURVEY RESULTS BY TYPE*

### 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.

Respondents were asked to rate the quality of the service from the service provider. Ninety-six responses were received, and 86.5 percent (n=83) indicated that the quality of service from the service provider was “excellent” or “good.”  Table 121 details the results.

Table 121

*Quality of Service: Service Provider*

| Quality of Service: Service Provider | Number | Percent |
|---|---|---|
| Excellent | 45 | 46.9% |
| Good | 38 | 39.6% |
| Poor | 7 | 7.3% |
| Fair | 6 | 6.3% |
| **Total** | 96 | 100.0% |

Individuals were asked to rate the effectiveness of the service from the service provider. Ninety-six responses were received. A narrow margin of difference (3.2 percentage points) is noted between the ratings of "effective" and "very effective" (43.8% versus 40.6% respectively). The results are detailed in table 122.

Table 122

*Effectiveness of Service: Service Provider*

| Effectiveness of Services: Service Provider | Number | Percent |
|---|---|---|
| Effective | 42 | 43.8% |
| Very effective | 39 | 40.6% |
| Somewhat ineffective | 8 | 8.3% |
| Ineffective | 7 | 7.3% |
| **Total** | 96 | 100.0% |

Respondents were also asked to rate the responsiveness of the service provider. Slightly more than 85.5 percent of the respondents rated the responsiveness of the service provider as either "excellent" or "good." Table 123summarizes the results.

Table 123

*Responsiveness of Service: Service Provider*

| Responsiveness of Service Provider | Number | Percent |
|---|---|---|
| Excellent | 44 | 45.4% |
| Good | 39 | 40.2% |
| Fair | 8 | 8.3% |
| Poor | 6 | 6.2% |
| **Total** | 97 | 100.0% |

The final question asked of individuals regarding service providers was "Would you recommend your service provider to others served by BVR?" Roughly 80 percent of the respondents indicated that they would recommend their service provider to others. The response ratings are contained in table 124.

Table 124
*Recommend Service Provider*

| Recommend Service Provider | Number | Percent |
|---|---|---|
| Yes | 78 | 80.4% |
| Not sure | 12 | 12.4% |
| No | 7 | 7.2% |
| **Total** | 97 | 100.0% |

## PARTNER SURVEY RESULTS

### Services Immediately Available to BVR Consumers

Partners were provided with a list of 19 items and asked to select the services that are immediately available to BVR consumers. Forty partners responded to the question in 2021 and twenty partners addressed a similar question in 2017.

Similar to the 2017 survey, the 2021 partner respondents most frequently cited job training, job development, other education services, and assistive technology as services immediately available to consumers. Mental health treatment was cited by 50 percent of respondents in 2017 along with other education services, forming the 2017 top five list. However, in 2021, mental health treatment was cited by l5 percent of partners and did not make the partners' top five list of services immediately available to consumers. Also, the item "housing assistance" dropped from a 2017 rate of 43.7 percent to zero in 2021 and the item "vehicle modification" dropped 17.5 points from 2017 to 2021.

Comments in response to the category of "other" cited the following as services immediately available: advocacy; life skills; transition; ESL; GED; blind services; tutoring; and education on policymaking. Two narrative comments referenced that no services are immediately available.

Table 125 summarizes the responses of the 40 partner survey respondents.

Table 125
*Partner Survey: Services Immediately Available*

| Services Immediately Available | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Job training services (TWE, Job Coaching, OJT, etc.) | 26 | 65.0% |
| Job development services | 24 | 60.0% |
| Other education services | 20 | 50.0% |
| Assistive technology | 14 | 35.0% |
| Other transportation assistance | 13 | 32.5% |
| Remote service delivery (telecounseling, remote job supports, etc.) | 13 | 32.5% |
| Career Ladder/Pathways counseling | 11 | 27.5% |
| Other (please describe) | 8 | 20.0% |
| Mental health treatment | 6 | 15.0% |
| STEM skills training | 4 | 10.0% |

| Services Immediately Available | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Vehicle modification assistance | 3 | 7.5% |
| Substance abuse treatment | 3 | 7.5% |
| Benefit planning assistance | 3 | 7.5% |
| Financial literacy training | 3 | 7.5% |
| Income assistance | 2 | 5.0% |
| Medical treatment | 2 | 5.0% |
| Personal care attendants | 2 | 5.0% |
| Health insurance | 1 | 2.5% |
| Housing | 0 | 0.0% |
| **Total** | 158 | |

## Partner Survey: Services Not Immediately Available to BVR Consumers

Partner survey respondents were presented a subsequent question and asked to identify services that are not immediately available or do not exist. Twenty-five respondents answered the question.

The items selected by partners as services not immediately available is almost a complete reversal of the list of services that partners cited as immediately available in table XX above. Table 126 contains the list of services not immediately available as indicated by partner survey respondents.

Table 126
*Partner Survey: Services Not Immediately Available or Do Not Exist*

| Services Not Immediately Available or Do Not Exist in Area | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Housing | 12 | 48.0% |
| Income assistance | 10 | 40.0% |
| Personal care attendants | 10 | 40.0% |
| Financial literacy training | 10 | 40.0% |
| Vehicle modification assistance | 9 | 36.0% |
| Benefit planning assistance | 9 | 36.0% |
| Other (please describe) | 9 | 36.0% |
| STEM skills training | 9 | 36.0% |
| Other transportation assistance | 8 | 32.0% |
| Mental health treatment | 7 | 28.0% |
| Substance abuse treatment | 7 | 28.0% |
| Health insurance | 7 | 28.0% |

| Services Not Immediately Available or Do Not Exist in Area | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Career Ladder/Pathways counseling | 7 | 28.0% |
| Medical treatment | 6 | 24.0% |
| Job development services | 5 | 20.0% |
| Assistive technology | 4 | 16.0% |
| Remote service delivery (telecounseling, remote job supports, etc.) | 4 | 16.0% |
| Job training services (TWE, Job Coaching, OJT, etc.) | 3 | 12.0% |
| Other education services | 1 | 4.0% |
| **Total** | 137 | |

### Service Providers Meeting Consumer Needs

Partner survey respondents were asked to identify how frequently service providers in the State of Nevada were able to meet BVR consumers' rehabilitation service needs.

Roughly 61 percent of the partners indicated that the service needs of consumers are being met some of the time, inferring that that needs of consumers are partially being met but are not being met as often as possible. Less than one-third of partners believe that consumers' service needs are usually being met. Table 127 summarizes the results to the question.

Table 127
*Partner Survey: Frequency of Service Providers Meeting Consumer Needs*

| Frequency of Service Providers Meeting Consumer Needs | Number | Percent |
|---|---|---|
| Some of the time | 22 | 61.1% |
| Most of the time | 11 | 30.6% |
| All of the time | 2 | 5.6% |
| None of the time | 1 | 2.8% |
| **Total** | 36 | 100.0% |

### Services that Providers Are Most Effective in Providing BVR Consumers

Partners were provided a list of 19 items and asked to identify the services that service providers were most effective in providing to BVR consumers. There was no limit to the number of services that could be chosen.

Table 128 contains the partners' choices of services that service providers are most effective in providing. Five of the top six services identified by partners as services immediately available are cited again by partners in the top five positions on the list of services that providers are effective in providing.

Table 128
*Partner Survey: Services that Providers Are Most Effective in Providing to BVR Consumers*

| Services that Service Providers are Most Effective in Providing to BVR Consumers | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Job training services (TWE, Job Coaching, OJT, etc.) | 18 | 64.3% |
| Job development services | 16 | 57.1% |
| Other education services | 11 | 39.3% |
| Remote service delivery (telecounseling, remote job supports, etc.) | 11 | 39.3% |
| Assistive technology | 8 | 28.6% |
| Vehicle modification assistance | 5 | 17.9% |
| Other (please describe) | 5 | 17.9% |
| Medical treatment | 4 | 14.3% |
| Income assistance | 3 | 10.7% |
| Mental health treatment | 3 | 10.7% |
| Substance abuse treatment | 3 | 10.7% |
| Health insurance | 3 | 10.7% |
| Other transportation assistance | 2 | 7.1% |
| Personal care attendants | 2 | 7.1% |
| Housing | 2 | 7.1% |
| Benefit planning assistance | 2 | 7.1% |
| Financial literacy training | 2 | 7.1% |
| STEM skills training | 1 | 3.6% |
| Career Ladder/Pathways counseling | 1 | 3.6% |
| **Total** | 102 | |

## Unmet Rehabilitation Needs

Partner survey respondents were given an open-ended question and asked to identify the rehabilitation needs that service providers were unable to meet in their area. Eighteen respondents provided a narrative response indicating various service gaps. Two narrative comments cited "unknown/unsure," and two comments cited "most" are not met as "all rehab service are not available to all who need them." One narrative comment included the phrase "wider array of services" which represents the various services mentioned in partner comments: transportation, housing, financial literacy, insurance, supported/customized/competitive employment including proper supports, assistive technology, long-term follow-through, training and matching; finding meaningful work versus menial work; post-secondary education with supports; starting and maintaining a service provider business; and consistent job development and job coaching with onsite modifications for students.

### Primary Reasons Service Providers are Unable to Meet Consumer Needs

Partners were provided with a list of eight reasons and asked to identify the primary reasons why vocational rehabilitation service providers were unable to meet consumers' service needs. Respondents were able to select more than one item if desired.

Partners indicated the primary reasons why consumer needs are not being met in Nevada are due to the lack of available service providers, transportation barriers, and low payment rates. Slightly less than one third of the respondents believe that the reasons why consumer needs are not being met are due to the pandemic. Quotes from the narrative comments are:

- *"Availability and options for rural"*
- *"Barriers can also include family dynamics and resistance, individual financial limitations, limited services (i.e., transportation) in rural areas, group home & third-party agency staff issues"*
- *"Lack of an integrated and clear pathway for referrals to BVR services"*
- *"Not enough affordable, accessible housing options"*
- *"The contracts that are in place and the insurance requirements as well as delayed payment are complaints that have been made"*

Table 129 summarizes the responses to this question.

Table 129

*Partner Survey: Primary Reasons Providers are Unable to Meet Consumer Needs*

| Primary Reasons Service Providers are Unable to Meet Consumer Needs | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not enough service providers available in area | 18 | 64.3% |
| Transportation barriers | 16 | 57.1% |
| Low rates paid for services | 13 | 46.4% |
| Hiring changes in response to COVID-19 | 9 | 32.1% |
| Low quality of service provider services | 8 | 28.6% |
| Low levels of accountability for poor performance by service providers | 8 | 28.6% |
| Consumer barriers prevent successful interactions with service providers | 6 | 21.4% |
| Other (please describe) | 6 | 21.4% |
| **Total** | 84 | |

## STAFF SURVEY RESULTS

### Staff Survey: Services Immediately Available to BVR Consumers

Staff were provided with a list of 19 items and asked to select the services that are immediately available to BVR consumers.

In 2017, staff respondents most frequently cited job search services, assistive technology, job training services, other education services, and other transportation assistance as the services immediately available to consumers. In 2021, "remote service delivery" replaced "other education services" in the top five of staff choices. Partner respondents' choices are similar to the staff selection of the services most immediately available to consumers.

Table 130 summarizes the responses of the staff survey respondents.

Table 130
*Staff Survey: Services Immediately Available*

| Services Immediately Available | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Job training services (TWE, Job Coaching, OJT, etc.) | 36 | 83.7% |
| Job development services | 36 | 83.7% |
| Assistive technology | 30 | 69.8% |
| Remote service delivery (telecounseling, remote job supports, etc.) | 28 | 65.1% |
| Other transportation assistance | 27 | 62.8% |
| Benefit planning assistance | 21 | 48.8% |
| Other education services | 20 | 46.5% |
| Vehicle modification assistance | 19 | 44.2% |
| Medical treatment | 14 | 32.6% |
| Mental health treatment | 14 | 32.6% |
| Career Ladder/Pathways counseling | 13 | 30.2% |
| STEM skills training | 11 | 25.6% |
| Substance abuse treatment | 9 | 20.9% |
| Financial literacy training | 8 | 18.6% |
| Health insurance | 5 | 11.6% |
| Other (please describe) | 5 | 11.6% |
| Personal care attendants | 4 | 9.3% |
| Housing | 4 | 9.3% |
| Income assistance | 3 | 7.0% |
| **Total** | 307 | |

### Staff Survey: Services Not Immediately Available to BVR Consumers

Staff survey respondents were presented a subsequent question and asked to identify services that are not immediately available or do not exist. Thirty-five respondents answered the question.

Similar to the partner results in response to this question, the items selected by staff as services not immediately available is almost a complete reversal of the list of services that staff respondents cited as immediately available in table 130 above. Table 131 contains the list of services not immediately available as indicated by staff survey respondents.

Table 131

*Staff Survey: Services Not Immediately Available or Do Not Exist*

| Services Not Immediately Available or Do Not Exist in Area | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Income assistance | 27 | 77.1% |
| Housing | 26 | 74.3% |
| Personal care attendants | 22 | 62.9% |
| Financial literacy training | 22 | 62.9% |
| Health insurance | 21 | 60.0% |
| STEM skills training | 20 | 57.1% |
| Medical treatment | 19 | 54.3% |
| Mental health treatment | 18 | 51.4% |
| Substance abuse treatment | 18 | 51.4% |
| Career Ladder/Pathways counseling | 16 | 45.7% |
| Benefit planning assistance | 14 | 40.0% |
| Assistive technology | 11 | 31.4% |
| Vehicle modification assistance | 11 | 31.4% |
| Other transportation assistance | 11 | 31.4% |
| Other (please describe) | 7 | 20.0% |
| Job training services (TWE, Job Coaching, OJT, etc.) | 6 | 17.1% |
| Other education services | 6 | 17.1% |
| Job development services | 6 | 17.1% |
| Remote service delivery (telecounseling, remote job supports, etc.) | 5 | 14.3% |
| **Total** | 286 | |

## Staff Survey: Frequency of Service Providers Meeting Consumer Needs

Staff survey respondents were asked to identify how frequently service providers in the State of Nevada were able to meet BVR consumers' rehabilitation service needs.

Staff and partners differed in their responses to this question as the percentage rates for the items "most of the time" and "some of the time" are flipped. Unlike partners, over 67 percent of the staff indicated that the service needs of consumers are being met most of the time, inferring that that the rehabilitation needs of consumers are being met by service providers the majority of the time. Table 132 summarizes the results to the question.

Table 132
*Staff Survey: Frequency of Service Providers Meeting Consumer Needs*

| Frequency of Service Providers Meeting Needs | Number | Percent |
|---|---|---|
| Most of the time | 29 | 67.4% |
| Some of the time | 13 | 30.2% |
| All of the time | 1 | 2.3% |
| None of the time | 0 | 0.0% |
| **Total** | 43 | 100.0% |

## Staff Survey: Unmet Rehabilitation Needs

Staff survey respondents were given an open-ended question and asked to identify the rehabilitation needs that service providers were unable to meet in their area. Twenty-one respondents provided a narrative response indicating various service gaps.

Five narrative comments cited “na/unsure.” Five narrative comments detailed the lack of service providers/vendors/coaches that impedes the ability for the consumers’ needs being met. Three narrative comments detailed all of the services presented as response options in preceding questions regarding available services. Types of unmet service needs that were mentioned in staff comments: lack of work-based learning experiences; on-the-job-training career ladder pathways; transportation; financial assistance; restoration services; adaptive driving for the blind; low vision; deaf-blind services; psychiatry services; true job development services (not job placement); supported employment; customized employment; and weekly assessments specific to individuals with autism.

## Staff Survey: Primary Reasons Service Providers are Unable to Meet Consumer Needs

Staff survey respondents were provided with a list of seven reasons and asked to identify the primary reasons why vocational rehabilitation service providers were unable to meet consumers’ service needs. Respondents were able to select more than one item if desired.

Staff agreed with partners that the primary reason why the consumers’ rehabilitation service needs are not being met is due to not enough service providers are available. Staff also indicated that service provider turnover, low payment rates and the low quality of provider services are impacting the consumers’ rehabilitation needs from being met. The quotes received in response to the item “other, please describe” are:

- *“Inability to use external Job development”*
- *“Not trained for this service”*
- *“Transportation”*
- *“We are short-staffed”*

Table 133 summarizes the staff responses to this question.

Table 133

*Staff Survey: Primary Reasons Providers are Unable to Meet Consumer Needs*

| Primary Reasons Service Providers are Unable to Meet Consumer Needs | Number of times chosen | Percent of number of respondents |
|---|---|---|
| Not enough service providers available in area | 27 | 79.4% |
| Service provider staff turnover | 12 | 35.3% |
| Low rates paid for services | 10 | 29.4% |
| Low quality of service provider services | 10 | 29.4% |
| Consumer barriers prevent successful interactions with service providers | 8 | 23.5% |
| Low levels of accountability for poor performance by service providers | 8 | 23.5% |
| Other (please describe) | 4 | 11.8% |
| **Total** | 79 | |

### Staff Survey: Most Important Change Service Providers Could Make to Support Consumers' 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 consumer's efforts to achieve their employment goals. Twenty-three staff respondents provided a narrative response.

Three comments did not contain any change suggestions. Analysis of the remaining comments included: more effective communication and provide an interpreter; increase the number of job developers; provide more comprehensive and effective job development services; improve the quality of vendor services including training, accountability, with counselors comprehensively assessing and following the placement plans so vendors are not just placing consumers in the most convenient job; improving relationships with employers to include educating on the benefits of employing individuals with disabilities and assisting with customized employment; meet consumer transportation needs to include assisting with transport to obtain work clothing; and being flexible with the consumer's hours and schedule.

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**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 Nevada:**

1. There was a need for job coaches noted throughout the state by providers, BVR staff and partners. This service has been especially hit hard by turnover in providers due to COVID. Interview participants indicated that job coaches and other CRP staff are able to make much more money in other jobs in the current economy, so they are leaving in large numbers and this severely impacts the capacity of providers to deliver services;
2. Several participants indicated a need to improve the quality of job placements provided by vendors. This was a recurring theme in multiple interviews. Placements were described as primarily entry-level and low paying;
3. The need for SE and CE providers throughout the State was a recurring theme;
4. There is a need for psychological services throughout the State. The availability of these services for BVR consumers has been significantly impacted due to the insurance requirements for contractors. In virtually every interview of providers for this assessment, the contracting requirements were described as burdensome and the insurance requirements as prohibitively expensive, which prices many potential providers out of the market;
5. There is a need to develop providers for assistive technology evaluations; and
6. There is a need to develop the capacity of providers to effectively work with individuals who have blindness or who are deaf and need sign language interpreters.

## *RECOMMENDATIONS*

**The following recommendations are offered to BVR based on the results of the research in the Need to Establish, Develop or Improve Community Rehabilitation Programs in Nevada:**

1. If at all possible, BVR should find some way to minimize the requirements for service providers to purchase insurance in order to provide services. This Nevada State requirement has had the effect of disincentivizing individuals and agencies to work with BVR, and the result is that there are service gaps in many areas. This is especially true for job placement, SE and psychological services according to the individuals interviewed. If it is not possible to receive a waiver for BVR partners, then BVR should consider moving some of these services in-house as resources allow;
2. When BVR provides training for staff, they are encouraged to invite provider staff. His can help foster a positive working relationship between the provider and BVR and increase provider knowledge and capacity to serve different populations;
3. BVR is encouraged to ensure that they meet with providers across the State on at least a quarterly basis to ensure that they are maximizing communication and information sharing; and
4. BVR is encouraged to provide rate differential payments for high-paying placements in high demand occupations. This will help to incentivize providers to focus on high quality job placements.

# SECTION 7

# NEEDS OF BUSINESS AND EFFECTIVENESS IN SERVING EMPLOYERS

Businesses are an essential partner of BVR and the agency has set established specific classifications of employees to serve the needs of businesses. There are two teams at BVR who have different responsibilities related to serving businesses. The Business Development team is primarily responsible for establishing and cultivating relationships with employers that will result in these employers increasing their recruitment and hiring of individuals with disabilities. In addition, BVR has an internal job development team that provides direct job development and placement services for BVR consumers.

It should be noted that there were only 24 employers that participated in some way in this assessment. Consequently it is not possible to generalize any of the findings to the business community at large in Nevada.

## *Recurring Themes Across all Data Collection Methods*

The following themes emerged in the area of the needs of business and effectiveness in serving employers:

1. BVR continues to utilize their Business Development team primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to the internal job development team, CRPs or individual service providers that do job development and placement;
2. BVR has worked closely with their Workforce partners to develop employer relationships and customized training opportunities that include individuals with disabilities. The pandemic interrupted much of this work, but there was optimism that these relationships and resulting opportunities would be renewed, especially due to the employer demand for workers;
3. Employers continue to need to be educated about the abilities of individuals with disabilities; and
4. There is a need for BVR to increase the awareness of their program in the business community.

## BUSINESS SURVEY RESPONSES

### Business Survey: Disability in the Workplace

With respect to the "Disability in the Workplace" section of the survey, business survey representatives were presented with eight 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 response format. The 2021 business survey items are similar to the items presented to business representatives during the 2017 CSNA business survey. In 2017, eleven business surveys were completed and submitted. In 2021, forty-eight business representatives initiated the survey, and nineteen representatives submitted a completed survey.

Table 134 summarizes the results to the eight questions according to the percentage of representatives who indicated a need for help with respect to the need or needs indicated in the question.

Table 134
*Disability in the Workplace: Employer Needs*

| Does your business need help… | Number of Times Yes was Chosen | Percent of Time Yes was Chosen | Number of Times No was Chosen | Percent of Time No was Chosen | Total |
|---|---|---|---|---|---|
| Recruiting job applicants who are people with disabilities? | 11 | 57.9% | 8 | 42.1% | 19 |
| Obtaining training on the different types of disabilities? | 11 | 57.9% | 8 | 42.1% | 19 |
| Obtaining incentives for employing workers with disabilities? | 11 | 55.0% | 9 | 45.0% | 20 |
| Obtaining information on training programs available for workers with disabilities? | 10 | 50.0% | 10 | 50.0% | 20 |
| Helping workers with disabilities to retain employment? | 8 | 42.1% | 11 | 57.9% | 19 |
| Obtaining training on sensitivity to workers with disabilities? | 8 | 42.1% | 11 | 57.9% | 19 |
| Identifying job accommodations for workers with disabilities? | 6 | 31.6% | 13 | 68.4% | 19 |
| 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? | 4 | 21.1% | 15 | 79.0% | 19 |

Overall, businesses that collaborate with BVR would like assistance with addressing their needs in regard to supporting disability in the workplace. The percentage rates of business representatives who indicated a need for assistance with specific workplace issues significantly increased for six of eight items when comparing the 2017 CSNA business survey results to the 2021 results. The percentage rates for the six items increased by roughly 10 percent to 58 percent in 2021.

In 2017, sixty percent of business representatives indicated that their business needed help with recruiting job applicants who are people with disabilities and, in 2021, the percentage rate remained about the same, at roughly 58 percent. Also, in 2017, twenty percent of business representatives indicated that they would like assistance with understanding disability-related legislation, which is similar to the percentage rate of business representatives who selected the item in the 2021 survey.

The item, "obtaining training on different types of disabilities," was not selected by any business representatives in 2017. However, in 2021, almost fifty-eight percent of 19 business representatives would like to be educated on the various disability types. Compared to the 2017 rate of 40 percent, ten percent more of business representatives in 2021 indicated that they would like information on the training programs available for workers with disabilities.

Business representatives were asked, in a supplemental open-ended question, if they would like to further comment on their answers or on needs regarding disability in the workplace. Two narrative comments are included below:

- *"I was a trainer for seven years in Ohio. I loved it and would be very interested in learning more about Nevada's program."*
- *"I would like more information on the applicants and their disabilities."*

## Business Survey: Applicants with Disabilities

Business representatives were asked six questions regarding the need for recruitment assistance for applicants with disabilities. Representatives were asked to provide their answers to the questions in a yes-no response format.

In 2017, the survey items with the highest percentage rates of business representatives indicating that their business needed that particular service, were "recruiting applicants who meet the job qualifications" (60%) and "recruiting applicants with good social/interpersonal skills" (60%). The remaining items had lower percentage of need (40 percent) indicated by business representatives. The 2021 business survey results are similar, as the frequency that business representatives indicated a need for assistance with respect to a particular item on the list ranged from 44.4 to 50 percentage points.

Table 135 summarizes the results of the responses to the six questions according to the percentage of representatives who indicated a need for help with respect to the question.

Table 135
*Recruitment: Does Your Business Need Help with…*

| Does your business need help… | Number Yes was Chosen | Percent Yes was Chosen | Number No was Chosen | Percent No was Chosen | Total |
|---|---|---|---|---|---|
| Recruiting applicants who meet the job qualifications? | 9 | 50.00% | 9 | 50.00% | 18 |
| Assessing Applicants' skills? | 9 | 50.00% | 9 | 50.00% | 18 |
| Identifying reasonable job accommodations for applicants? | 9 | 50.00% | 9 | 50.00% | 18 |
| Recruiting applicants with good work habits? | 8 | 44.40% | 10 | 55.60% | 18 |
| Recruiting applicants with good social/interpersonal skills? | 8 | 44.40% | 10 | 55.60% | 18 |
| Discussing reasonable job accommodations with applicants? | 8 | 44.40% | 10 | 55.60% | 18 |

Business representatives were given the opportunity to further comment on their answers regarding the previous set of questions or if they had additional comments or needs regarding applicants with disabilities. One response was received in regard to this subsequent question. The quote is provided:

- *"Our Office has never employed an employee with disabilities other than a summer intern."*

Business representatives were asked a separate open-ended question, "If your business has any needs related to applicants or workers with disabilities that are not currently being met please describe them here." No individualized responses were received in regard to this question.

## Business Survey: Employees with Disabilities – Challenges to Job Retention

Business survey representatives were presented with a list of 12 job-related challenges and asked to identify the challenges they have now or have experienced in the past with respect to employees with disabilities and job retention.

Challenges, or barriers, to job retention vary slightly from 2017 to 2021. Seven of the eighteen business representatives in 2021 indicated that they had no knowledge of any challenges their business has incurred retaining employees with disabilities. "Slow work speed" was cited most frequently as a challenge to job retention in 2021 and "lack of transportation" was not selected as a challenge in 2021. In 2017, "slow work speed" was the most frequently selected barrier to job retention (75% of the representatives) and "lack of transportation" was selected by 25 percent of business survey representatives.

"Poor attendance" and "mental health concerns" were not cited as challenges to job retention by representatives in 2017. Note the two challenges tie for the third position in 2021 with the challenge "difficulty learning job skills." "Difficulty learning job skills" and "poor social skills" tied for the second position as top barriers to job retention in 2017 and were each cited by 50 percent of business representatives at that time.

In the 2021 survey, the narrative comment received in the category "other, please describe" cited a similar phrase as noted in the section regarding applicants with disabilities: "Other than a summer intern, our office has not employed any."

Table 136 contains the list of challenges to job retention and the number of times chosen by business survey representatives.

Table 136
*Challenges Related to Job Retention: Employees with Disabilities*

| Challenges to Job Retention | Number of Times Chosen | Percent of number of representatives |
|---|---|---|
| I have not had any challenges | 7 | 38.9% |
| Slow work speed | 5 | 27.8% |
| Poor attendance | 4 | 22.2% |
| Difficulty learning job skills | 4 | 22.2% |
| Mental health concerns | 4 | 22.2% |
| Poor social skills | 2 | 11.1% |
| Physical health problems | 2 | 11.1% |
| Poor work stamina | 1 | 5.6% |
| Language barriers | 1 | 5.6% |

| Challenges to Job Retention | Number of Times Chosen | Percent of number of representatives |
|---|---|---|
| Identifying effective accommodations | 1 | 5.6% |
| Other (please describe) | 1 | 5.6% |
| Lack of transportation | 0 | 0.0% |
| Total | 32 | |

Business representatives were provided the option to comment further on any of their answers in the previous set of questions above, or if they had additional comments or needs regarding challenges experienced with employees with disabilities. One response was received and is quoted:

- *"We are considered first responders. The ability to move quickly, respond quickly, remember imperative directions so protect themselves and others is the most important ability."*

## Business Survey: Services Provided by BVR

Business survey representatives were asked three questions regarding their knowledge of BVR, and their utilization of services provided by the agency.

Representatives were first asked to rate their knowledge of BVR and the services they provide to businesses. Roughly half of business survey representatives (47.1 percent, n=8 out of 17) indicated that they were somewhat knowledgeable regarding BVR and the services that they provide to businesses. In 2017, five representatives answered the question and three had little or no knowledge of the services BVR provides to businesses.

The second question asked representatives to cite whether or not their business had utilized BVR services to assist with their employment needs. Although 17 representatives answered this question, 2 representatives cited that they had used BVR services. The result is similar to the 2017 CSNA where one of 3 representatives had utilized BVR services.

One business representative answered the question identifying what services BVR provided to their business. No specific items were cited. The narrative item "other, please describe" was cited and the comment stated, "Our office employed a summer intern." Tables 137-138 include the results to the above series of questions.

Table 137

*Businesses' Knowledge of BVR and Services*

| Businesses' Knowledge of BVR and Services | Number | Percent |
|---|---|---|
| Somewhat knowledgeable | 8 | 47.1% |
| Little or no knowledge | 6 | 35.3% |
| Very knowledgeable | 3 | 17.7% |
| Total | 17 | 100.0% |

Table 138

*Utilization of BVR Services by Employers (Businesses)*

| Employer Usage of BVR Services | Number | Percent |
|---|---|---|
| No | 11 | 64.7% |
| I don't know | 4 | 23.5% |
| Yes | 2 | 11.8% |
| **Total** | 17 | 100.0% |

## Business Survey: Satisfaction with Services Provided by BVR

Business survey representatives who utilized BVR 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 BVR. Two representatives provided an answer to the question and the responses are different from the 2017 survey where one representative answered the question and selected "neither satisfied nor dissatisfied. Table 139 contains the results.

Table 139

*Employer (Business) Satisfaction with BVR Services*

| Satisfaction Rating | Number | Percent |
|---|---|---|
| Very satisfied | 1 | 50.0% |
| Satisfied | 1 | 50.0% |
| Neither satisfied nor dissatisfied | 0 | 0.0% |
| Dissatisfied | 0 | 0.0% |
| Very dissatisfied | 0 | 0.0% |
| **Total** | 2 | 100.0% |

## Business Survey: Business Demographics

Business survey representatives described their respective business types and the number of employees the business currently employs. Tables 140-141 indicate the various business types and size of the organization based on the number of employees.

Table 140
*Type of Business*

| Organization Type | Number | Percent |
|---|---|---|
| Manufacturing | 5 | 31.3% |
| Government | 5 | 31.3% |
| Other (please describe) | 4 | 25.0% |
| Service | 1 | 6.3% |
| Health care | 1 | 6.3% |
| **Total** | 16 | 100.0% |

Table 141
*Size of Organization by Employee*

| Number of Employees | Number | Percent |
|---|---|---|
| One - 15 | 4 | 25.0% |
| 16 - 50 | 4 | 25.0% |
| 51 - 250 | 4 | 25.0% |
| 251 - 999 | 3 | 18.8% |
| 1,000 or more | 1 | 6.3% |
| **Total** | 16 | 100.0% |

## *INDIVIDUAL AND FOCUS GROUP INTERVIEWS*

**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. BVR continues to utilize their Business Development team primarily to build relationships with employers by identifying their needs and helping to meet those needs. They generally do not do direct job placement for individual consumers, but leave that responsibility to the internal job development team, CRPs or individual service providers that do job development and placement;
2. BVR has worked closely with their Workforce partners to develop employer relationships and customized training opportunities that include individuals with disabilities. The pandemic interrupted much of this work, but there was optimism that these relationships and resulting opportunities would be renewed, especially due to the employer demand for workers;
3. Employers continue to need to be educated about the abilities of individuals with disabilities. Businesses were described as having a mixed response in terms of hiring individuals with disabilities. During the interviews for this CSNA, there was a dramatic shortage of workers and businesses were in dire need of employees. Consequently, many businesses were open-minded and receptive to hiring individuals with disabilities that may have been reticent prior to the current environment; and
4. There is a need for BVR to increase the awareness of their program in the business community.

## *RECOMMENDATIONS*

**The following recommendations are based on the information gathered in the Needs of Business and Effectiveness in Serving Employers section:**

1. BVR is encouraged to continue to educate employers about the benefits of hiring individuals with disabilities through training events and in partnership with other core Workforce partners;
2. BVR should expand marketing efforts to businesses to raise awareness of BVR and the services the agency can provide to businesses throughout the State;
3. BVR is encouraged to focus on increasing apprenticeship and pre-apprenticeship opportunities for their consumers. I addition, they should expand the use of on-the-job training opportunities. The labor market remains very good and employers may be receptive to creative options to recruit and train qualified employees from BVR's consumer pool; and
4. BVR is encouraged to explore the development of more customized training programs with employers as a way to ensure that individuals with disabilities are trained for high-demand occupations that result in employment when the training is completed.

## *CONCLUSION*

Nevada's Bureau of Vocational Rehabilitation, like all VR programs nationally, is emerging from a very challenging two-and-a-half-year period because of COVID-19 and the resulting closures of government services, schools and businesses. Many of the traditional rehabilitation needs of individuals with disabilities in Nevada have been magnified during the pandemic. The project team is hopeful that this CSNA will help the agency develop strategies to effectively meet those needs.

The staff of BVR are clearly committed to, and passionate about, serving their consumers. The agency continues to identify and utilize innovative strategies to improve services to consumers, despite staffing shortages and resource challenges. The project team would like to express our thanks to all BVR staff, partners and consumers that participated in this CSNA and are hopeful that the information contained in this study will inform the development of the Unified State Plan.

# Appendix A

**Individual and Focus Group Protocol**

1. Please identify your name, title, time with BVR and time in your current role.
2. Briefly describe your duties and service areas?

**Overall Agency Performance**

3. Regarding BVR's overall performance as an agency, how effectively is the organization fulfilling its mission of helping people with disabilities obtain employment?
   A. How would you describe the changes, if any, that have occurred in the agency in the last three years?
   B. What are the major challenges that BVR consumer's face in obtaining and retaining employment?
   C. What are the major challenges that you face that impact your ability to help consumers obtain and retain employment?

**MSD and SE**

4. What are the needs of people with people with the most significant disabilities in Nevada and how effectively is BVR meeting those needs?
5. What disability types are the most in need and what are the challenges they face in obtaining and retaining employment?
6. Do you provide SE services? If so, please describe the model of SE services you use.
   A. How long does job coaching typically last?
   B. Who provides extended services
   C. How many providers do you have and how effective are they?
   D. What populations generally receive SE services?
7. Do you provide customized employment services to individuals with disabilities in Nevada? Please describe this service.
8. What would you recommend to improve services to individuals with the most significant disabilities?
9. What would you recommend to improve your SE program?

**Unserved/Underserved Populations**

10. What geographic areas are underserved and why?
11. What racial/ethnic minority groups are underserved and why?
12. What are the rehabilitation needs of the minority populations that you serve?
13. What disability types are underserved and why?
14. How effective is BVR's outreach to these groups/areas and what can be done to improve outreach to them?
15. What do you recommend to improve service to these areas or populations?
16. Are there any other groups that are underserved, and if so, why do you think that is and what can be done to improve services to this group?

**Transition**

17. Please describe how transition services works in Nevada. Comment on:
    A. Partnerships with schools
    B. Outreach and intake/referral/plan processes

C. Services provided
18. What are the greatest needs of transition-aged youth and how well are BVR and the schools meeting these needs?
19. Are you involved in pre-employment transition services? If yes, please describe how this works in Nevada.
20. Do you serve foster care youth or youth involved with the juvenile justice system?
21. What can be done to improve youth and/or transition services in Nevada?

**CRPs**

22. How effective are the CRPs in Nevada?
23. What are the greatest challenges you face as a CRP, or in working with CRPs?
24. What needs to happen to improve or increase CRPs in Nevada?
25. Is there a need to develop CRPs to serve any specific population or geographic areas?

**Workforce Development System**

26. How well is the Workforce Development System in Nevada meeting the needs of people with disabilities? What are the strengths and weaknesses of the system?
27. What is the relationship like between BVR and America's Job Centers? Are BVR staff still out-stationed at the AJCs?
28. Are there shared-funding of cases between BVR and the AJCs?
29. What has to happen to improve the relationship between the two organizations? Has there been a noticeable improvement in the relationship over the last three years?
30. Do you work closely with Adult Education and Family Literacy? Please describe.
31. Are there other workforce agencies that serve people with disabilities in Nevada? If so, please identify them and the service they provide to your consumers as well as BVR's relationship with them.

**Business Partnerships**

32. Please describe the ways that BVR partners with businesses in Nevada to promote the employment of people with disabilities.
33. What can BVR do to improve business partnerships and to engage employers in recruiting and hiring people with disabilities?

34. What would you recommend that BVR do as an organization to maximize its effectiveness in fulfilling its mission and providing excellent customer service during the next three years?

# Appendix B

## Nevada 2020 CSNA - Individual Survey

Q1
**Nevada Bureau of Vocational Rehabilitation**
**Individual Survey**
*The Nevada Bureau of Vocational Rehabilitation (BVR) is conducting an assessment of the needs of individuals with disabilities who live in Nevada. The results of this needs assessment will help improve programs and services for persons with disabilities in Nevada.*

*The following survey includes questions that ask you about the unmet, employment-related needs of persons with disabilities. We anticipate that it will take about 20 minutes of your time to complete the 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 person with a disability and are responding on behalf of an individual with a disability, please answer the survey questions based upon your knowledge of the needs of the person with the disability.*

*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 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 or phone number:*

*ccompton@interwork.sdsu.edu*
*(619) 594-7935*

*Thank you very much for your time and input!*

Q2 Which statement best describes your association with the Nevada Bureau of Vocational Rehabilitation (BVR)? (select one response)

○ I have never used the services of BVR

○ I am a current client of BVR

○ I am a previous client of BVR, my case has been closed

○ I am not familiar with BVR

○ Other (please describe) ____________________

---

Q3 What part of the State do you live in?

○ Northern Nevada (Washoe County)

○ Southern Nevada (Clark County)

○ Rural Nevada (All other Counties)

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Q4 Please indicate whether you receive the following Social Security disability benefits (please 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 both SSI and SSDI
- ◯ I do not receive Social Security disability benefits
- ◯ 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

Q5

**Employment-Related Needs**

The next several questions ask you about employment-related needs that you may have.

Q6 Do you have the education or training to achieve your employment goals?

- ○ Yes
- ○ No

Q7 Do you have the job skills to achieve your employment goals?

- ○ Yes
- ○ No

Q8 Do you have the job search skills to achieve your employment goals?

- ○ Yes
- ○ No

Q9 Have you been prevented from achieving your employment goals because of prior convictions for criminal offenses?

- ○ Yes
- ○ No

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Q10 Have you been prevented from achieving your employment goals because of limited English language skills?

- ○ Yes
- ○ No

---

Q11 Have you been prevented from achieving your employment goals because there were not enough jobs available?

- ○ Yes
- ○ No

---

Q12 Have employers' perceptions of people with disabilities prevented you from achieving your employment goals?

- ○ Yes
- ○ No

---

Q13 Has a lack of assistive technology (such as adaptive computers, screen readers, etc.) prevented you from achieving your employment goals?

- ◯ Yes
- ◯ No

---

Q14 Has a lack of disability-related personal care prevented you from achieving your employment goals?

- ◯ Yes
- ◯ No

---

Q15 Has a lack of disability-related transportation prevented you from achieving your employment goals?

- ◯ Yes
- ◯ No

---

Q16 Have other transportation issues, such as not having a reliable means to go to and from work, prevented you from achieving your employment goals?

- ◯ Yes
- ◯ No

---

Q17 Have mental health issues prevented you from achieving your employment goals?

- ○ Yes
- ○ No

---

Q18 Have substance abuse issues prevented you from achieving your employment goals?

- ○ Yes
- ○ No

---

Q19 Besides mental health and substance abuse issues, have any other health issues prevented you from achieving your employment goals?

- ○ Yes (please describe) ________________________________________________
- ○ No

---

Q20 Have issues with childcare prevented you from achieving your employment goals?

- ○ Yes
- ○ No

---

Q21 Have issues with housing prevented you from achieving your employment goals?

- ○ Yes
- ○ No

Q22 Have concerns regarding the possible impact of employment on your Social Security benefits prevented you from achieving your employment goals?

- ○ Yes
- ○ No

Q23 Is there anything else that has prevented you from achieving your employment goals?

- ○ Yes (please describe) ________________________________________________
- ○ No

Q24 What is the most significant barrier to achieving your employment goals?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

Q25

**Barriers to Accessing Nevada Bureau of Vocational Rehabilitation (BVR) Services**

The next several questions ask you about barriers to accessing BVR services.

---

Q26 Has limited accessibility to BVR via public transportation made it difficult for you to access BVR services?

- ○ Yes
- ○ No

---

Q27 Have other challenges related to the physical location of the the BVR office made it difficult for you to access BVR services?

- ○ Yes
- ○ No

---

Q28 Have BVR's hours of operation made it difficult for you to access BVR services?

- ○ Yes
- ○ No

---

Q29 Has a lack of information about the services available from BVR made it difficult for you to access BVR services?

- ◯ Yes
- ◯ No

---

Q30 Has a lack of disability-related accommodations made it difficult for you to access BVR services?

- ◯ Yes
- ◯ No

---

Q31 Have language barriers made it difficult for you to access BVR services?

- ◯ Yes (Please describe) ________________________________________________
- ◯ No

---

Q32 Have difficulties scheduling meetings with your counselor made it difficult for you to access BVR services?

- ◯ Yes
- ◯ No

---

Q33 Have other difficulties working with BVR staff made it difficult for you to access BVR services?

- ○ Yes (please describe) ________________________________________________
- ○ No

Q34 Have difficulties completing the BVR application made it difficult for you to access BVR services?

- ○ Yes (please describe) ________________________________________________
- ○ No

Q35 Have difficulties completing the Individualized Plan for Employment made it difficult for you to access BVR services?

- ○ Yes (please describe) ________________________________________________
- ○ No

Q36 Have you had any other challenges or barriers not already mentioned that have made it difficult for you to access BVR services?

- ○ Yes (please describe) ________________________________________________
- ○ No

Q37 Where do you usually meet with your counselor?

- ◯ I usually meet with my counselor in my community/school
- ◯ I go to a BVR office to meet with my counselor
- ◯ I don't have a BVR counselor

Q38 What changes to BVR services might improve your experience with BVR and help you to achieve your employment goals?

Q39

**American Job Centers or JobConnect Centers**

The next several questions ask you about experiences you may have had with American Job Centers or Nevada JobConnect Centers (formerly referred to as One-Stops or Career Centers)

---

Q40 Have you ever tried to use the services of American Job Centers or Nevada JobConnect Centers (formerly referred to as the one-Stop Career Centers)?

- ◯ Yes
- ◯ No

*Skip To: Q50 If Have you ever tried to use the services of American Job Centers or Nevada JobConnect Centers (for... = No*

---

Q41 Did you experience any difficulties with the physical accessibility of the building?

- ◯ Yes (If yes, please describe the difficulties you experienced) ________________________________________________
- ◯ No

---

Q42 Did you have any difficulty accessing the programs at the Center (i.e. no available assistive technology, no interpreters, etc.)?

- ◯ Yes
- ◯ No

---

Q43 Did you go to the Center to get training?

- ◯ Yes
- ◯ No

*Skip To: Q46 If Did you go to the Center to get training? = No*

Q44 Did you get the training that you were seeking?

- ◯ Yes
- ◯ No

Q45 Did the training result in employment?

- ◯ Yes
- ◯ No

Q46 Did you go to the Center to find a job?

- ◯ Yes
- ◯ No

*Skip To: Q48 If Did you go to the Center to find a job? = No*

Q47 Did they help you find employment?

- Yes
- No

---

Q48 Please describe your opinion of the helpfulness of the staff at the Center.

- Very helpful
- Somewhat helpful
- Not helpful

---

Q49 Please describe your opinion of the value of the services at the Center.

- Very valuable
- Somewhat valuable
- Not valuable

---

Q50

**Demographic Information**

---

Q51 What is your age?

- 24 years of age or younger
- 25-64
- 65 or over

---

Q52 What is your primary race or ethnic group (check all that apply)?

- African American/Black
- American Indian or Alaska Native
- Asian
- Caucasian/White
- Hawaiian or Other Pacific Islander
- Hispanic/Latino
- Other (please describe) ________________________________________________
- I prefer not to say

---

Q53 Which of the following would you use to describe your primary disabling condition? (select one)

- ◯ Blindness or visually impaired
- ◯ Intellectual Disability (ID)
- ◯ Developmental Disability (DD)
- ◯ Communication
- ◯ Deaf or Hard of Hearing
- ◯ Deaf-Blind
- ◯ Mental Health
- ◯ Mobility
- ◯ Physical
- ◯ Other (please describe) ________________________________________________
- ◯ No impairment

---

Q54 Is there anything else you would like to add about BVR or its services?

________________________________________________________________

________________________________________________________________

________________________________________________________________

Q55 This is the end of the survey!  Your information and feedback is valuable to BVR, thank you for completing the survey.  Please select the "NEXT"  button below to submit your responses.

# Appendix C

## Nevada 2020 CSNA - Partner Survey

Start of Block: Default Question Block

Q1
***Nevada Bureau of Vocational Rehabilitation***
***Community Partner Survey***

*The Nevada Bureau of Vocational Rehabilitation (BVR) is conducting an assessment of the needs of individuals with disabilities who live in Nevada. The results of this needs assessment will inform the development of the BVR 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 20 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 or phone:*

*ccompton@interwork.sdsu.edu (619) 594-7935*

***Thank you** for your time and input!*

Q2 What type of organization do you work for?

- Secondary Education
- Postsecondary education
- Community Rehabilitation Program
- Veteran's Administration
- Workforce Development Agency
- Other Federal Agency
- Regional Center
- Other State Agency
- Client Advocacy Organization
- Other Private Non-Profit
- City or County Government
- I am an individual Service Provider
- Other (please describe) ________________________________________________

Q3 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 or more

Q4 Please indicate which client populations you work with on a regular basis (please check all that apply).

- ☐ Individuals with most significant disabilities
- ☐ Individuals that need long-term supports and extended services to maintain employment
- ☐ Individuals that are racial or ethnic minorities
- ☐ Individuals from unserved or underserved populations
- ☐ Transition-aged youth (14 - 24)
- ☐ Individuals served by America's Job Centers (formerly referred to as One-Stops or Workforce Investment Act-funded programs)
- ☐ Other (please describe) ________________________________________________

Q5 Please indicate which of the following services are readily available to individuals with disabilities who are served by the Nevada Bureau of Vocational Rehabilitation (BVR).  By "readily available" we mean that services are available in the area to individuals with a range of disabilities (check all that apply).

- ☐ Assessment
- ☐ Job development and placement services
- ☐ Vocational and/or Job training services
- ☐ Academic or educational training
- ☐ 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) ______________________________________________
- ☐ I do not know which services are readily available to individuals with disabilities who are served by BVR

Q6 In your experience, is the network of rehabilitation service providers in Nevada able to meet BVR consumers' vocational rehabilitation service needs?

- Yes
- No

*Skip To: Q9 If In your experience, is the network of rehabilitation service providers in Nevada able to meet BVR... = Yes*

Q29 What service needs are the network of rehabilitation service providers in Nevada unable to meet? (check all that apply).

- ☐ Assessment
- ☐ Job development and placement services
- ☐ Vocational and/or Job training services
- ☐ Academic or educational training
- ☐ 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) ________________________________________________
- ☐ I do not know which services are readily available to individuals with disabilities who are served by BVR

Q8 What are the primary reasons that vocational rehabilitation service providers are generally unable to meet consumers' service needs?

- [ ] Not enough providers available in area
- [ ] Low quality of provider services
- [ ] Client barriers prevent successful interactions with providers
- [ ] Low rate paid for provider services
- [ ] Turnover of staff
- [ ] Other (please describe) ________________________________________________

Q9 What would you say are the top three barriers to achieving employment goals for BVR consumers (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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

☐ Other (please describe) ________________________________________________

Q10 Are the barriers to achieving employment goals for consumers with the most significant disabilities different from the overall population?

○ Yes

○ No

*Skip To: Q12 If Are the barriers to achieving employment goals for consumers with the most significant disabilities... = No*

Q11 What would you say are the top three barriers to achieving employment goals for BVR consumers with the most significant disabilities (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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

☐ Other (please describe) ________________________________________________

Q12 Are the barriers to achieving employment goals for youth in transition different from the overall population?

○ Yes

○ No

*Skip To: Q14 If Are the barriers to achieving employment goals for youth in transition different from the overall po... = No*

Q13 What would you say are the top three barriers to achieving employment goals for youth in transition (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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
- [ ] Other (please describe) ________________________________________________

---

Q14 Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities different from the overall population?

- ○ Yes
- ○ No

*Skip To: Q16 If Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities dif... = No*

---

Q15 What would you say are the top three barriers to achieving employment goals for consumers who are racial or ethnic minorities (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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
- [ ] Other (please describe) ________________________________________________

Q16 Is there anything else we should know about the primary barriers to achieving employment goals for BVR consumers?

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

Q17 What would you say are the top three reasons that people with disabilities find it difficult to access BVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of BVR via public transportation
- ☐ Other challenges related to the physical location of the BVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment
- ☐ Inadequate assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ BVR staff do not meet clients in the communities where the clients live
- ☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- ☐ BVR staff are not responsive to communication from clients or potential clients
- ☐ Other (please describe) ________________________________________________

Q18 Are the reasons for finding it difficult to access BVR services by individuals with the most significant disabilities different from the general population of people with disabilities?

- Yes
- No

*Skip To: Q20 If Are the reasons for finding it difficult to access BVR services by individuals with the most sign... = No*

Q19 What would you say are the top three reasons that individuals with the most significant disabilities find it difficult to access BVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of BVR via public transportation
- ☐ Other challenges related to the physical location of the BVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment
- ☐ Inadequate assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ BVR staff do not meet clients in the communities where the clients live
- ☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- ☐ BVR staff are not responsive to communication from clients or potential clients
- ☐ Other (please describe) ________________________________________________

Q20 Are the reasons for finding it difficult to access BVR services by youth in transition different from the general population of people with disabilities?

○ Yes

○ No

*Skip To: Q22 If Are the reasons for finding it difficult to access BVR services by youth in transition different... = No*

Q21 What would you say are the top three reasons that youth in transition find it difficult to access BVR services (please select a maximum of three reasons)?

- [ ] Limited accessibility of BVR via public transportation
- [ ] Other challenges related to the physical location of the BVR office
- [ ] Inadequate disability-related accommodations
- [ ] Language barriers
- [ ] Difficulties completing the application
- [ ] Difficulties completing the Individualized Plan for Employment
- [ ] Inadequate assessment services
- [ ] Slow service delivery
- [ ] Difficulties accessing training or education programs
- [ ] BVR staff do not meet clients in the communities where the clients live
- [ ] Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- [ ] BVR staff are not responsive to communication from clients or potential clients
- [ ] Other (please describe) ________________________________________________

Q22 Are the reasons for finding it difficult to access BVR services by consumers who are racial or ethnic minorities different from the general population of people with disabilities?

○ Yes

○ No

*Skip To: Q24 If Are the reasons for finding it difficult to access BVR services by consumers who are racial or et... = No*

Q23 What would you say are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access BVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of BVR via public transportation
- ☐ Other challenges related to the physical location of the BVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment
- ☐ Inadequate accessing assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ BVR staff do not meet clients in the communities where the clients live
- ☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- ☐ BVR stafff are not responsive to communication from clients or potential clients
- ☐ Other (please describe) ________________________________________________

---

Q24 Is there anything else we should know about why individuals with disabilities find it difficult to access BVR services?

________________________________________________________________

________________________________________________________________

________________________________________________________________

Q25 What is the most important change that BVR could make to support consumers' efforts to achieve their employment goals?

Q26 What is the most important change that the network or rehabilitation service providers in Nevada could make to support consumers' efforts to achieve their employment goals?

Q27 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

# Nevada 2020 CSNA - Staff Survey

Start of Block: Default Question Block

Q1
***Nevada Bureau of Vocational Rehabilitation***
***Staff Survey***

*The Nevada Bureau of Vocational Rehabilitation (BVR) is conducting the triennial comprehensive statewide needs assessment as required by the Rehabilitation Act as amended. The purpose is to conduct an assessment of the vocational rehabilitation needs of individuals with disabilities who live in Nevada. The results of this needs assessment will inform the development of the BVR portion of the Unified State Plan for providing rehabilitation services and will us make decisions about programs and services for persons with disabilities.* We are once again conducting this assessment in partnership with the Interwork Institute at San Diego State University.

*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 20 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 or phone:*

*ccompton@interwork.sdsu.edu (619) 594-7935*

***Thank you** for your time and input!*

Page Break

Q2 In what area of the State do you work?

- ◯ North
- ◯ South
- ◯ Rural
- ◯ Central Office

Q3 How would you classify your position?

- ◯ Rehabilitation Counselor
- ◯ Rehabilitation Technician
- ◯ Supervisor, Manager or Executive
- ◯ Support Staff
- ◯ Business Services
- ◯ Other (please specify) ________________________________________________
- ◯ I prefer not to say

Q4 How long have you worked in the job that you have now?

- ○ Less than one year
- ○ 1-4 years
- ○ 5-9 years
- ○ 10-20 years
- ○ 21+ years

---

Q5 Please indicate which client populations you work with on a regular basis (please check all that apply).

- ☐ Individuals that need supported or customized employment
- ☐ Transition-age youth (14 - 24)
- ☐ Individuals that are blind or visually impaired
- ☐ Individuals that are deaf or hard of hearing
- ☐ General consumers (includes individuals with mental health impairments, physical disabilities, or other impairments not included in the other categories)
- ☐ other (please describe) ________________________________________________
- ☐ I do not work directly with consumers

---

Page Break

Q6 Please indicate which of the following services are readily available to BVR consumers. By "readily available" we mean that services are available in the area to individuals with a range of disabilities (check all that apply).

- ☐ Assessment
- ☐ Job development and placement services
- ☐ Vocational and/or Job training services
- ☐ Academic or educational training
- ☐ 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) ____________________________________________

Q7 In your experience, are vendors/service providers able to meet BVR consumers' vocational rehabilitation service needs?

- Yes
- No

*Skip To: Q10 If In your experience, are vendors/service providers able to meet BVR consumers' vocational rehabili... = Yes*

Q8 What service needs are vendors/service providers unable to meet?

- [ ] Assessment
- [ ] Job development and placement services
- [ ] Vocational and/or Job training services
- [ ] Academic or educational training
- [ ] 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) ________________________________________________

Q9 What are the primary reasons that vendors/service providers are generally unable to meet consumers' service needs?

- [ ] Not enough vendors/service providers available in area
- [ ] Low quality of vendor/service provider services
- [ ] Low rates paid for services
- [ ] Low levels of accountability for poor performance by vendors/service providers
- [ ] Client barriers prevent successful interactions with vendors
- [ ] Other (please describe) ________________________________________________

Page Break

Q10 What services do you feel BVR does the best job providing to its clients (either directly or through community partners - check all that apply)?

- ☐ Counseling and guidance
- ☐ Assessment
- ☐ Job development
- ☐ Job placement
- ☐ Vocational and/or job training services
- ☐ Academic or educational training
- ☐ Assistive technology
- ☐ Transportation
- ☐ Vehicle modification
- ☐ Maintenance
- ☐ Personal attendant care
- ☐ Benefits planning
- ☐ Other (please describe) ________________________________________________

Q11 What would you say are the top three barriers to achieving employment goals for BVR consumers (please select a maximum of three barriers to achieving employment goals)?

- [ ] 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
- [ ] Disability-related transportation issues
- [ ] Other 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

☐ Other (please describe) ________________________________________________

Q12 Are the barriers to achieving employment goals for consumers with the most significant disabilities different from the overall population?

○ Yes

○ No

*Skip To: Q14 If Are the barriers to achieving employment goals for consumers with the most significant disabilities... = No*

Q13 What would you say are the top three barriers to achieving employment goals for BVR consumers with the most significant disabilities (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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
- [ ] Other (please describe) ________________________________________________

---

Q14 Are the barriers to achieving employment goals for youth in transition different from the overall population?

- ○ Yes
- ○ No

*Skip To: Q16 If Are the barriers to achieving employment goals for youth in transition different from the overall po... = No*

---

Q15 What would you say are the top three barriers to achieving employment goals for youth in transition (please select a maximum of three barriers to achieving employment goals)?

- [ ] 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
- [ ] Disability-related transportation issues
- [ ] Other 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

☐ Other (please describe) ________________________________________________

Q16 Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities different from the overall population?

○ Yes

○ No

*Skip To: Q18 If Are the barriers to achieving employment goals for consumers who are racial or ethnic minorities dif... = No*

Q17 What would you say are the top three barriers to achieving employment goals for consumers who are racial or ethnic minorities (please select a maximum of three barriers to achieving employment goals)?

- ☐ 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
- ☐ Disability-related transportation issues
- ☐ Other 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
- [ ] Other (please describe) ________________________________________________

Q18 Is there anything else we should know about the primary barriers to achieving employment goals for BVR consumers?

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

Q19 What would you say are the top three reasons that people with disabilities find it difficult to access BVR services (please select a maximum of three reasons)?

- [ ] Limited accessibility of BVR via public transportation
- [ ] Other challenges related to the physical location of the BVR office
- [ ] Inadequate disability-related accommodations
- [ ] Language barriers
- [ ] Difficulties completing the application
- [ ] Difficulties completing the Individualized Plan for Employment
- [ ] Inadequate assessment services
- [ ] Slow service delivery
- [ ] Difficulties accessing training or education programs
- [ ] Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- [ ] BVR staff do not meet clients in the communities where the clients live
- [ ] Other (please describe) ________________________________________________

---

Q20 Are the reasons for finding it difficult to access BVR services by individuals with the most significant disabilities different from the general population of people with disabilities?

○ Yes

○ No

*Skip To: Q22 If Are the reasons for finding it difficult to access BVR services by individuals with the most sign... = No*

Q21 What would you say are the top three reasons that individuals with the most significant disabilities find it difficult to access BVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of BVR via public transportation
- ☐ Other challenges related to the physical location of the BVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment
- ☐ Inadequate assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- ☐ BVR staff do not meet clients in the communities where the clients live
- ☐ Other (please describe) ________________________________________________

Q22 Are the reasons for finding it difficult to access BVR services by youth in transition different from the general population of people with disabilities?

○ Yes

○ No

*Skip To: Q24 If Are the reasons for finding it difficult to access BVR services by youth in transition different... = No*

Q23 What would you say are the top three reasons that youth in transition find it difficult to access BVR services (please select a maximum of three reasons)?

☐ Limited accessibility of BVR via public transportation

☐ Other challenges related to the physical location of the BVR office

☐ Inadequate disability-related accommodations

☐ Language barriers

☐ Difficulties completing the application

☐ Difficulties completing the Individualized Plan for Employment

☐ Inadequate assessment services

☐ Slow service delivery

☐ Difficulties accessing training or education programs

☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.

☐ BVR staff do not meet clients in the communities where the clients live

☐ Other (please describe) ________________________________________________

---

Q24 Are the reasons for finding it difficult to access BVR services by consumers who are racial or ethnic minorities different from the general population of people with disabilities?

○ Yes

○ No

*Skip To: Q26 If Are the reasons for finding it difficult to access BVR services by consumers who are racial or et... = No*

Q25 What would you say are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access BVR services (please select a maximum of three reasons)?

- ☐ Limited accessibility of BVR via public transportation
- ☐ Other challenges related to the physical location of the BVR office
- ☐ Inadequate disability-related accommodations
- ☐ Language barriers
- ☐ Difficulties completing the application
- ☐ Difficulties completing the Individualized Plan for Employment
- ☐ Inadequate assessment services
- ☐ Slow service delivery
- ☐ Difficulties accessing training or education programs
- ☐ Lack of options for the use of technology to communicate with BVR staff such as Skype, text, etc.
- ☐ BVR staff do not meet clients in the communities where the clients live
- ☐ Other (please describe) ________________________________________________

Q26 Is there anything else we should know about why individuals with disabilities find it difficult to access BVR services?

________________________________________________________________

________________________________________________________________

Q27 What is the most important change that BVR could make to support consumers' efforts to achieve their employment goals?

Q28 What is the most important change that vendors/service providers could make to support consumers' efforts to achieve their employment goals?

Q29 What are the top three changes that would enable you to better assist your BVR consumers (please select a maximum of three changes)?

- ☐ Smaller caseload
- ☐ More streamlined processes
- ☐ Better data management tools
- ☐ Better assessment tools
- ☐ Additional training
- ☐ More administrative support
- ☐ More supervisor support
- ☐ Improved business partnerships
- ☐ Decreased procurement time
- ☐ More effective community-based service providers
- ☐ Increased outreach to clients in their communities
- ☐ Increased options for technology use to communicate with clients
- ☐ Other (please describe) ________________________________________________

Page Break

Q30 The last series of questions asks you about your experience working with, andyour opinion of the Nevada JobConnect Centers.

---

Q31 How frequently do you work with the American Job Centers or Nevada JobConnect Centers (formerly referred to as One-Stops or Career Centers) in Nevada?

- ○ Very frequently
- ○ Somewhat frequently
- ○ Infrequently
- ○ Not at all

---

Q32 In your opinion, how effectively do the American Job Centers or Nevada JobConnect Centers serve individuals with disabilities?

- ○ Very effectively
- ○ Effectively
- ○ Not effectively
- ○ They do not serve individuals with disabilities

---

Q33 What can the American Job Centers or Nevada JobConnect Centers 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 clients
- ▢ Partner more effectively with BVR
- ▢ Other (please describe) ________________________________________________

Q34 Please use the space below to make any final comments or recommendations.

________________________________________________________________

Q35 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.

**End of Block: Default Question Block**

# Appendix E

## Nevada 2020 CSNA - Business Survey

Start of Block: Default Question Block

Q1
**Nevada Bureau of Vocational Rehabilitation**
**Business Survey**
The purpose of this survey is to learn more about the needs of businesses and employers with respect to partnering with the Nevada Bureau of Vocational Rehabilitation (BVR) and employing and accommodating workers with disabilities. The information that you provide will help BVR 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 a physical or mental 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 confidential and you will not be asked for your name or the name of your organization anywhere in the survey.

Please select the response to each question that best describes your needs at this time.

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 or phone number: ccompton@interwork.sdsu.edu
(619) 594-7935 Thank you very much for your time and input!

Page Break

Q2 Disability in the Workplace: Does your business need help... (select one response for each)

| | Yes | No |
|---|---|---|
| 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? | ○ | ○ |

Q3 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.

________________________________________________________________

________________________________________________________________

________________________________________________________________

Page Break

Q4 Applicants with disabilities: With respect to applicants with disabilities, does your business need help... (select one response for each)

| | Yes | No |
|---|---|---|
| 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? | ○ | ○ |

Q5 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.

________________________________________________

________________________________________________

________________________________________________

________________________________________________

________________________________________________

Q6 Employees with disabilities: With respect to employees with disabilities you have now or have had in the past, what are the top three challenges you have experienced with them regarding job retention? (select a maximum of three items)

- [ ] I have not had any challenges
- [ ] 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
- [ ] Other (please describe) ________________________________________________

---

Q7 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.

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

Q8 How would you rate your knowledge of BVR and the services they can provide to businesses?

- ○ Very knowledgeable
- ○ Somewhat knowledgeable
- ○ Little or no knowledge

Q9 Have you utilized any of the services provided to businesses by BVR?

- ○ Yes
- ○ No
- ○ I don't know

*Skip To: Q12 If Have you utilized any of the services provided to businesses by BVR? = No*

Q10 Which of the following services did BVR 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) ________________________________________________

Q11 How satisfied were you with the services you received from BVR?

- ○ Very satisfied
- ○ Satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Dissatisfied
- ○ Very dissatisfied

Page Break

Q12 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
- ○ Gambling/Casino
- ○ Other (please describe) ________________________________________________

---

Q13 If your business has any needs related to applicants or workers with disabilities that are not currently being met please describe them here:

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

____________________________________________________________

---

Q14 How many people are employed at your business? (select one response)

- ○ 1 - 15
- ○ 16 - 50
- ○ 51 - 250
- ○ 251 - 999
- ○ 1,000 or more

Q15 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.

**End of Block: Default Question Block**

# Appendix F

# BPD Technology Committee's

**Technology Assessment Checklist for Social Work Practice (Version 2)**
**September 2018**

**History:** The BPD Technology Committee created the first version of the Technology Assessment Checklist for Social Work Practice in 2016, using the web-based mapping tool, *MindMeister (*https://www.mindmeister.com*),* with ten social workers contributing their suggestions this first version. After compiling all the ideas from the mapping tool, the list was reviewed by members of the committee, and was presented at BPD's 2017 Annual Conference during the Technology Committee's Board Sponsored Session in New Orleans. Feedback was provided and the next step was to revise the checklist. Here is a link that original document: https://tinyurl.com/BPDTechChecklist3-2017**.**

In 2018, we used an online collaborative process using *Google Docs* to crowd source the next round of revisions to the Technology Assessment List. Below is a list of the individuals who contributed to that process. A sample of the second version was shared at BPD's 2018 Annual Conference during the Technology Committee's Board-Sponsored Session in Atlanta, GA. Attendees reviewed the document for feedback, and the final version is included in this document.

Contributors:

- Becky Anthony, Salisbury University
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- Ellen Belluomini, Brandman University
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- Laurel Iverson Hitchcock, University of Alabama at Birmingham & Co-Chair of the BPD Technology Committee (2017-2019)
- Nathalie P. Jones, Tarleton State University & Co-Chair of the BPD Technology Committee(2017-2019)

**BPD Technology Committee's**

**Technology Assessment Checklist for Social Work Practice**

**Interpretation:** Historically, social workers have been taught to assess the psychosocial well-being of clients in the context of their environment, including relationships with family members, peers, neighbors, and coworkers. With the increasing use of technology in society, it is important for social workers to also consider clients' relationships and comfort with technology. Such assessments could include client strengths, such as access to particular forms of technology and the ability to use technology for family, work, school, social, recreational, and other purposes. In addition, social workers should consider relevant needs, risks, and challenges, such as clients' reluctance to use technology; difficulty affording technology; limited computer knowledge or fluency with technology; and the risk of cyberbullying, electronic identity theft, and other behaviors regarding the use of technology.

This assessment checklist also addresses Standard 2.05 of the NASW Technology Standards for Social Work Practice: Assessing Clients' Relationships with Technology, which reads "When conducting psychosocial assessments with clients, social workers shall consider clients' views about technology and the ways in which they use technology, including strengths, needs, risks, and challenges." The goal of this assessment is to help social workers and other practitioners focus on practical issues of technology use across client systems and life span issues. There are seven sections of this assessment checklist:

- Section I: Access to Social & Digital Technology
- Section II: Digital literacy and Comfort of client to use technology
- Section III: Developmentally-based Considerations for Individuals
- Section IV: Intergenerational/Cultural issues
- Section V: Special Populations
- Section VI: Families
- Section VII: Social Worker Technology Self-Assessment

This checklist is not meant to be comprehensive, and a social worker can you use any or all of these questions, in whatever order works best, when conducting an assessment on the use of technology. When using the questions on this checklist, please consider the following:

- Assess for strengths and needs as well as risks and challenges.
- Not every client will have or be aware of the available technology so you may want ask if they use a type of technology before asking about details (i.e. ask if they use email beforeasking for an email address).
- Although much research about technology use points to associations between mental distress and technology use, (a) the studies are typically correlational; (b) the effect of thecorrelation is often weak; and (c) the correlation typically occurs with very high rates of screen time, 5 or more non-work/school related hours.

## Section I: Access to Social & Digital Technology

<u>General questions</u>

*Note:* Please adapt these questions for different types hardware and software.

- What hardware/devices do you own?
- What hardware/devices do you have access to? Where? When? How frequently?
- What devices do you wish you had access to (i.e. hearing aids, smartphone, laptop)?
- What are the barriers to owning or accessing hardware/devices (i.e. cost, knowledge of howto use, awareness of what is available/possible)?

<u>Basic Information to obtain about technology ownership and access:</u>

- Hardware Devices available to client (i.e. smartphone, e-readers, computers, etc.):
- Wearable devices
- Assistive technology (i.e. have you ever been prescribed to use/do you use?)
- Software/apps/frequently visited sites used by client
- Internet connection or access available to clients - DSL, Wi-Fi, in-home, and/or library?
- Email Accounts - how many and how used? Email addresses are often required to set-up anaccount for Electronic Health Records (EHR).
- Social Media Accounts - how many, which ones and how used?
- Apps - how many, which ones and how used?

<u>General Use of Technology</u>

- Number of hours spent engaged with technology each day; How much screen time per day;per week?
- What reasons do you use technology (i.e. social, financial, entertainment, educational, etc.)?
- For social reasons, what types of relationships (i.e. online dating or relationships, online friendships, online community or group memberships)?
- How would you describe your screen time and/or use of technology (i.e. productive vs. non-productive; problematic vs. non-problematic; passive such web surfing, watching ads, or watching videos vs. active use such as reading, communicating with others; or creating content)? How do others perceive your use?
- How does tech affect mood? What prompts tech use; how do you feel after?
- Is any online activity monitored? By who? How?
- Is any online activity private? Secret?

<u>Financial Costs of Technology</u>

- Is computer used for financial purposes (online banking, shopping, medication)?
- What is the monthly expenditure for technology?
- How much awareness do members of your family have regarding the financial impact their technology has on the family budget?
- What is your accessibility and ability to access innovative technology?
- What is your financial burden regarding technology?
- Do you understand their monthly phone/internet plan/bill?
- Are you using online payments for any bills, transactions, or online shopping? If so, whatsites and how?
- Do you track your subscriptions? Micro-transactions?

- Are other people in or out of your household connected to these accounts?
- Do you share any subscriptions with anyone (i.e. *Netflix*, *Amazon,* etc.)?
- What percent of their spending is on *Amazon*, online shopping, etc.do you know ways to intervene in problematic tech use? Strategies for cutting back or taking breaks?

Resources:

- Pew Research Center. (n.d.). Internet & Technology Home Page. Retrieved from http://www.pewinternet.org/
- Techopedia. (n.d.). *Techopedia Home Page*. Retrieved from https://www.techopedia.com/

## Section II: Digital Literacy and Comfort of Client

*Note:* For this section, you are trying to assess a client's level of knowledge and skills about technology as well as their comfort with technology.

- Overall, how competent or comfortable do you feel using technology?
- Have you ever been uncomfortable with something you posted on someone else's social media site? Have you ever been uncomfortable (angry, sad, afraid) of a post someone sendyou on a social media site or by private message?
- Has technology created any benefits for you?
- Has technology created any problems for you?
- What do you want to learn or areas of where you need direct technical assistance?
- What is your comfort-level with use of technology with practitioner?
- News and other information - Where do you go for info? So you use trusted sites? How doyou assess?
- Online help-seeking behaviors (i.e. medical, behavioral, etc) - Where do you go for info? Soyou use trusted sites? How do you assess? How do you protect identity when you do?
- Identity Theft/Phishing – what do you do to protect your online identity? Do you use specific hardware or software?
- Netiquette - Is the client familiar with netiquette guidelines? How do the practice civility and etiquette in online environments?
- Tech-Mediated Communications/Interventions - Do you want to use tech-mediated communication/interventions? How do you think you would benefit from tech mediated interventions?

Resources:

- Belshaw, D. (2014). The Essential Elements of Digital Literacies. Retrieved from http://digitalliteraci.es/

- Jenkins, H., Clinton, K., Purushotma, R., Robison, A. J., & Weigel, M. (2009). *Confronting the Challenges of Participatory Culture: Media Education for the 21st Century*. Chicago, IL: MacArthur Foundation. Retrieved from https://www.macfound.org/media/article_pdfs/JENKINS_WHITE_PAPER.PDF

## Section III: Developmentally-based Considerations for Individuals

Infants, toddlers, and young children:

- How much screen time does the child per day?
- What technology is shared with the child (i.e. caregiver's phone or tablet?)
- What are parents teaching their kids about the internet?
- Do parents actively participate with their children while they are using technology?
- What content, sites, or apps are parents using with their younger children?

Elementary school, Tweens, and Teens:

- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger, Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
- Video: Do you watch *Netflix* or other video platforms such as *YouTube* or *Vine*? If so, when and what do you watch? Do you binge watch? What YouTube personalities do you follow? What movie or TV genres are most viewed? Be aware if child is viewing of high-risk content,including sexually-explicit, self-harm, and other that mismatches family values/practices.
- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online 'friends?' Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?
- Parental Involvement: Do parents speak with you about online issues or controversies, especially if you follow the online personality? Where does the phone/tablet/ computer resideduring bedtime? Family time?
- School: What are the school's policy on phone use, access to computers, Wi-Fi, social media, etc? How does this promote or hinder technology use by kids? Does the teen haveaccess to phone or other devices that would allow for chat during school and free Wi-Fi? How is technology used for school work?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. Some teenagers also use *Snapchat*and within chat communication of gaming apps to date, they also date within role playing games online using the computer and games on *Xbox* etc.

Adults (19 -64 years of age):

- Work: How is technology used for work activities? What devices are work only devices? Does your profession require technological adaptation over the years? If so, in what era ofinformational and communication technology did you leave off?
- Family & Friends: What types of technology do their families or friends use? Are they connected to their families or friends on social media? What types? How often do they useit? If they do not connect with them, why? Lack of tech literacy? How aware are you of internet scams and other risk factors? Assess possible isolation and technological disconnectedness.
- Leisure time: How is technology used for leisure activities or socializing?
- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger, Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
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- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. (i.e. *Tinder* and other dating apps). About a third of romantic relationships now begin online. It is good to know the strengths andrisks of various dating websites, whether your clients are using them, and how to assess their knowledge about strengths and risks.
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online 'friends?' Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?

Elderly (65 years of age and older):

- Leisure time: How is technology used for leisure activities or socializing? How often do yougo online? What type of activities do you engage in online?
- Family & Friends: What types of technology do their families or friends use? Are they connected to their families or friends on social media? What types? How often do they useit? If they do not connect with them, why? Lack of tech literacy? How aware are you of internet scams and other risk factors? Assess possible isolation and technological disconnectedness.

- Texting: With whom, do you have regular group texts? Who do you text one-on-one with themost?
- Social Media: What types of accounts do you have, use and how frequently used (*Instagram*, *Snapchat*, *Facebook Messenger, Kik*, *YouTube*, *Vine*)? What types of posts, comments or stories on your accounts? What do you post, like, re-post or share? Who do you follow on these social media accounts? If using anonymous posting sites (i.e. *Yik-yak*, *Whisper*, etc.) assess for potential bullying, mean-girl/boy behavior or older adult posing as ayounger person. What are some of the current social expectations about social media use (leaving friends unread, *Snapchat* replies, response time, etc)?
- Music: How do you listen to music? (i.e. *Pandora*, *Spotify* or *YouTube*, etc)
- Video: Do you watch *Netflix* or other video platforms such as *YouTube* or *Vine*? If so, when and what do you watch? Do you binge watch? What YouTube personalities do you follow? What movie or TV genres are most viewed? Be aware if child is viewing of high-risk content,including sexually-explicit, self-harm, and other that mismatches family values/practices.
- Create Content: Where do you generate content, and what is it about? (i.e. *YouTube* videos).
- Gaming: Which games? Length of gaming time? Online group video gaming? Any impact ofdaily functioning? What game streams are you watching? Do they participate in a role play game? Are they using micro-transactions or loot crates?
- Online Dating: Do you use in online dating apps? How many? Which ones? What is your profile like? Assess online dating practices and app use. (i.e. *Tinder* and other dating apps).
- Safety & Privacy: Have you discussed inappropriate conversations vs. appropriate conversations with online friends? Have they developed safety provisions if they want to meet online friends or potential dating prospects? Are you currently experiencing any stressor discomfort related to social media use (inability to meet social expectations due to lack ofaccess, not understanding social expectations)?

Resources:


- Albion. (n.d.). *Netiquette Home Page -- A Service of Albion.com*. Retrieved from http://www.albion.com/netiquette/
- American Academy of Pediatrics. (n.d.). *Media and Children Communication Toolkit*. Retrieved frhttps://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/pages/media-and-children.aspx
- Common Sense Media. (n.d.). *Common Sense Media's Home Page*. Retrieved from https://www.commonsensemedia.org/
- University of Southern California School of Gerontology. (n.d.). Designing Technology for theAging Population [Infographic]. Retrieved from: https://gerontology.usc.edu/resources/infographics/designing-technology-for-the-aging- population/


# Section IV: Intergenerational/Cultural issues

- Communication Preferences: For this can we say something like, what is your preferred communication style? What about for your family members? Are there any differences? Howdo you navigate these? How do you and/or your family communicate regarding sensitive issues in your families (i.e. teens texting parents about topics that they can't discuss face-to-face)? What is the communication style/preference for communicating with technology across generations (i.e. texting conversations at the dinner table instead of face-to-face or older adults (maybe) prefer face-to-face while (maybe) teens prefer to text)?

- Grief, death & loss Does the client or family have a plan for social media and other digital accounts at the end-of-life? Who has access to account log-on information to access in caseof an emergency? How familiar is the client with archiving or legacy account settings with different types of social media? How comfortable is the client or family with sharing private information via social media?
- Social Media: What cultural or personal beliefs encourage or discourage your interactionwith social media?
- General Cultural Issues: Are there any cultural factor that affect how you use technology?How that may impact family dynamics? Has technology increased your access to your culture and heritage? If so, how?

Resources:


- Singer, J. B. (Producer). (2017, February 19). #109 - Death and Grief in the Digital Age: Interview with Carla Sofka, Ph.D. [Audio Podcast]. *Social Work Podcast.* Retrieved from http://www.socialworkpodcast.com/2017/02/digital-death.html


# Section V: Special Populations

- Homeless: What are the options for battery life, Wi-Fi access? How willing are you to use device to communicate with service provider? What web-based programs do you use? Libraries available as resource? Welcoming or hostile? Social worker available? Some social workers program phone numbers and addresses of resources directly into the phones/direct technical assistance and/or set-up connections to a *Google* account to store phone numbers and addresses in case of phone loss or they lose the paper copy.
- Mental Health: What apps do you use to track your mental health? There are many apps thatcan be used to supplement mental health care (i.e. self-awareness, mindfulness, self- regulation, etc).
- Foster Youth: Who are you allowed to contact, and how? What are the special safetyissues? Do foster parents know how to monitor use?
- Clients with limited capacity/developmental disabilities: These clients may require extra support around psychoeducational, protection of personal information, online shopping,dating/sex-related sites, and gambling/addiction.
- Rural Communities: Many rural areas may have many dead spots for making phone calls butcan still send and receive text messages for help.
- Online Education: Does the student have access to hardware, software and devices neededto access learning management systems? Is student aware of school's institutional policies,requirements and resources for online education? Does student have access to Wi-Fi?

Resources:


- Johnson, E. (2016). *Tech/SW Assessment.* Retrieved from https://plus.google.com/100511899319175723425/posts/9nwu8RgkAiD
- Hitchcock, L. I., Sage, M., & Smyth, N. J. (Eds.). (2018). *Technology in social work education: Educators' perspectives on the NASW Technology Standards for Social Work Education and Supervision*. Buffalo, NY: University of Buffalo School of Social Work,State University of New York.

# Section VI: Families

- General perception of technology on family: Where does tech support, where does it create tension/harm/family conflict? A tech infused ecomap? Need direct technical assistance?
- Equal Access to Tech: Do the parents have the same kind of technology that their childrenhave (e.g. Does dad have a flip phone while the teenager has an iPhone 6?)
- Norms: What are the family rules/norms about technology use? How are rules made?
- Who has passwords to media accounts? Do parents know each media account youth use?Is the computer in public/private place? Do parents/caregivers teach netiquette to children?
- Privacy & Monitoring: What privacy settings are used in media accounts, and who supportsthe understanding of privacy use? What circumstances lead to restriction of use or monitoring? Do children know how to screen for lock specific apps and secret phone/video apps?
- Online Friendships: Does internet friendship ever move to "in real life" sphere (phonenumber exchange, in person meeting)? How and who is involved?
- Technology used by other resources that influence the family: School, Work, Health Care Providers, Non-Profit agencies, etc.
- Divorce: What is the family plan for communicating? There are communication sites for mediation and high conflict or abuse situational divorces where parents need to communicate such as *Our Family Wizard* (https://www.ourfamilywizard.com/pro/courts).

Resources:


- Belluomini, E. (2013). *Technology Assessments for Families*. Retrieved from http://www.socialworker.com/api/content/ce3c1470-3b8c-11e3-ade5-1231394043be/


# Section VII: Social Worker Technology Self-Assessment

- Knowledge & Skills: How knowledgeable are you about the technology that you use in your professional practice (i.e. could you explain privacy settings in *Facebook* to a client)? How familiar are you with online behaviors such as bullying, trolling, binge watching videos, etc?How would you rate your digital literacy skills (i.e. spotting fake news; awareness of and ability to use software, apps, and devices; netiquette; social networking, etc)?
- Technology Use: What technology do you use and how in your social work practice?
- Privacy & Confidentiality: How you protect client confidentiality related to the use of technology (i.e. use of encryption software, HIPAA compliant electronic records, etc)? How do you protect client privacy related to the use of technology? If you have a website, *Facebook* page/group, blog, how do you inform clients about posting, self-identification, andconfidentiality/privacy risk?
- Informed Consent: Do you use informed consent with clients about using technology to communicate, interact, etc? If so, how?
- Social Media Policy: What are your social media professional practices? Do you have asocial media policy?
- Professional Learning Network: Do you have a professional learning network? How do youstay current about tech trends (i.e. crisis texting services, telehealth, etc)?
- Organizational Context: How does your agency support technology use (i.e. training, provides adequate tech, etc)? Do you have a risk management plan for your technology inplace of employment?
- Financial: What type of financial transactions do you use your phone/computer for? How doyou track passwords? Do you use a fingerprint for financial transactions?

Resources:

- National Association of Social Workers (NASW). (2017a). *Code of ethics of the National Association of Social Workers*. Washington, DC: NASW Press. Retrieved from https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English

- National Association of Social Workers (NASW). (2017b). *NASW, ASWB, CSWE, & CSWA standards for technology in social work practice*. Washington, DC: NASW Press. Retrieved from https://www.socialworkers.org/includes/newIncludes/homepage/PRA-BRO-33617.TechStandards_FINAL_POSTING.pdf

- National Association of Social Workers & Association of Social Work Boards. (2005).*Technology for social work practice*. Retrieved from https://www.socialworkers.org/practice/standards/NASWTechnologyStandards.pdf

- University at Buffalo School of Social Work. (n.d.). *Social worker's guide to social media.* Retrieved from http://socialwork.buffalo.edu/resources/social-media-guide.html (Includes an infographic and embedded videos).

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