**San Diego State University**

**Interwork Institute**

**State of Idaho**

**Commission for the Blind and Visually Impaired (ICBVI)**

**Comprehensive Statewide Needs Assessment Report**

**December 29, 2023**

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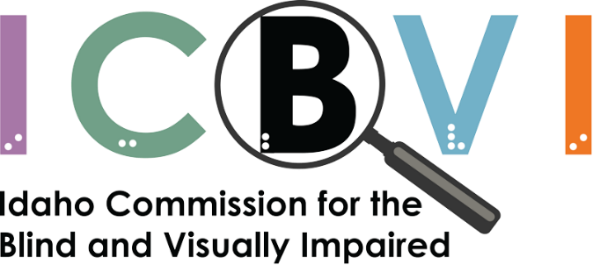
# ACKNOWLEDGEMENTS

The Interwork Institute at San Diego State University (SDSU) thanks the following individuals for their assistance in conducting the Comprehensive Statewide Needs Assessment (CSNA) on behalf of the State of Idaho's Commission for the Blind and Visually Impaired (ICBVI). These individuals were instrumental in helping to ensure the research activities associated with this needs assessment were completed successfully:

**Mike Walsh, Rehabilitation Services Chief**

**Angela Starr, Management Assistant**

**Thomas Duke, Senior Data Coordinator**

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

# EXECUTIVE SUMMARY

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

Recurring themes in this area include the following:

* Overall, ICBVI staff and partners were characterized as caring and committed to serving individuals with disabilities, particularly those with blindness and visual impairments. It is apparent that staff are passionate about the impact they are making in people's lives and, as a result, the consumers are benefiting.
* The COVID-19 pandemic had many impacts on ICBVI's operations, staff, and consumers. However, due to the political climate in the State, the effects appear to be minimal from an operational standpoint. ICBVI was able to respond through remote outreach and services, and it was back up and running sooner than many State agencies. ICBVI is back on track with service provision and is evaluating all aspects of the program for improvements.
* ICBVI has responded to the multiple organizational changes related to WIOA in a positive manner and they have aligned their mission with the goals of WIOA. Regardless, there is always room for improvement, and ICBVI is up for the challenge.
* Common barriers to employment for individuals with disabilities in Idaho include a lack of transportation, limited access to service providers, lack of industry and jobs in the rural communities, and employer misconceptions about the ability of individuals with blindness and visual impairments.
* ICBVI is outperforming many other Blind VR agencies in the country when it comes to the WIOA performance measures. In Program Year (PY) 2021, they were in the 1st quartile of performance when compared to other programs in four of five consumer outcome measures.

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

Recurring themes in this area include the following:

* Supported Employment (SE) is a necessary service for people with the most significant disabilities and needs. Access to providers and extended services are a challenge, however, due to the low number of consumers, ICBVI partners with IDVR under an MOU to manage the SE program and funds for the State.
* Participants expressed that there is a need to improve the quality of services provided by ICBVI to individuals with the most significant disabilities, particularly those with comorbidity/multiple disabilities.
* Having employees who are ready and able to provide employment to individuals with blindness and visual impairments is a necessity.
* Overall, ICBVI is doing a great job in preparing people for independence and employment, though some individuals feel financially prepared while others do not. Identifying best practices and increasing financial literacy/benefits counseling services could improve ICBVI's ability to serve people with the most significant needs related to sustainability.
* The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE) include transportation, job skills, training, job coaching, access to technology, employer support, and little to no work experience.

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

Recurring themes in this area include the following:

* The groups most commonly cited as potentially underserved include Hispanics, low economic families, and those living in rural areas.
* Limited access to services by some groups is magnified if they live in rural areas.
* Unemployment rates and lack of participation in the workforce for individuals with disabilities continue to be low. This coincides with poverty rates and other needs across Idaho, resulting in the need for ICBVI to consider job-driven training programs and sustainable employment in Idaho's workforce for individuals with blindness and visual impairments.
* Due to the growth rate in the State of Idaho, ICBVI needs to focus on growth and outreach and continue to assess changes to the population and areas of the State with increased needs.

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

Recurring themes in this area include the following:

* Overall, ICBVI has successfully implemented pre-employment transition services (Pre-ETS) and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences (WBLE) have been a particular strength of Pre-ETS developed through contracts across the State.
* Although the implementation of Pre-ETS has been successful, ICBVI will need to monitor the increasing demands of students, educators, and families across the State to ensure there are adequate resources available to meet the demand.
* Overall, youth are very satisfied with their services and access to ICBVI. Staff should be proud of the work they are doing and strive to continue these efforts for all youth.
* Students and youth need access to transportation and education. These seem to be the most important services and the lack thereof creates barriers faced by youth with blindness and visual impairments.
* For the most part, relationships with educators have greatly increased, which has resulted in students having more access to ICBVI and other workforce system partners. However, there seems to be a continued lack of understanding and support by parents, indicating a need for ICBVI to increase direct communication with parents and families of students and youth with disabilities served by the organization.

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

Recurring themes in this area include the following:

* Overall, partnerships within the Idaho Workforce Development System are regarded as positive at the administrative level.
* The large consensus was that the Idaho American Job Centers (AJC) lack the knowledge and ability to effectively provide services to individuals who are blind and visually impaired. Training, compassion, updated resources, and better collaboration with ICBVI were among many suggestions for improvement.
* ICBVI could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, actively sharing consumers (co-enrollment), and developing employer program partnerships.

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

Recurring themes in this area include the following:

* Overall, ICBVI has strong partnerships with current Community Rehabilitation Programs (CRP). These partnerships are longstanding and, despite the challenges, appear to be based on mutual respect.
* ICBVI seems to struggle with having access to qualified CRPs. Similar concerns were expressed, but one particular description stood out regarding consumers not having enough options or access in order to make informed decisions about CRP services: "… Choice is not informed choice."
* CRPs are generally viewed as caring with the desire to provide high quality services; however, they need extensive training and support in order to do this successfully. Implementing qualification standards was suggested; however, it was followed up by fear of those qualification standards limiting further access and options.
* Pre-ETS have created additional opportunities for CRPs. Although the level of quality varies, this is perceived as a great opportunity for all involved.
* Training was identified as a need that would increase CRP knowledge of working with individuals with blindness and visual impairments. Cross-training with ICBVI staff, CRPs, and others could greatly improve understanding and service delivery.

**Section Seven: The needs of businesses**

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

Recurring themes in this area include the following:

* Through ICBVI's Pre-ETS efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
* Business partnerships may not be considered an area of strength for ICBVI; however, it is a focus, and efforts are growing to serve this dual consumer under WIOA.
* Business/Employers were not interviewed; however, ICBVI business needs and employer barriers were discussed by ICBVI staff and partners, which included the following:
  + Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
  + New and updated strategies for serving business.
* The partnerships between ICBVI and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that workforce has strong relationships and access to employers, yet ICBVI is not included in these business partnerships at a statewide level.

Businesses who responded to the survey were open to receiving help in a variety of ways, but the low response rates reveal that ICBVI needs stronger engagement with employers. The project team provides recommendations associated with some of the needs identified in each of the categories. It is understood that many of the recommendations require the collaboration and partnership of multiple agencies over an extended period of time. Some of the recommendations may be much easier to adopt and implement than others. The project team offers the recommendations with this awareness and hopes that ICBVI and other stakeholders will find these recommendations helpful.

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# IMPETUS FOR NEEDS ASSESSMENT

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

# PURPOSE OF NEEDS ASSESSMENT AND UTILIZATION OF RESULTS

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

* The overall performance of ICBVI 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-ETS;
* The rehabilitation needs of individuals with disabilities served through other components of the statewide workforce development system;
* The need to establish, develop, and/or improve CRPs 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 ICBVI and the SRC with direction when creating the VR portion of the Combined State Plan and when planning for future program development, outreach, and resource allocation.

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

**Federal Program Year**

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

**Federal Fiscal Year**

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

**CSNA Period**

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

# METHODOLOGY

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

**Analysis of Existing Data Sources**

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

* United States Census Bureau Resident Population Estimates, 2022
* United States Census Bureau 2021 1-year and 5-year Estimates
* United States Department of Agriculture, 2020
* Office of Rural Health Policy, 2021
* Bureau of Labor and Statistics, 2023
* Office of Disability and Employment, 2022-2023
* Idaho Department of Labor, 2022-2023
* University of New Hampshire, Institute on Disability, 2022-2023
* ICBVI case service data compiled at the request of the project team; and
* The Federal Rehabilitation Services Administration's Case Service Report (RSA-911) data for ICBVI and Annual Performance Report data.

**Key Informant and Focus Group Interviews**

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

**Interview population:**The key informant and focus group population consisted of ICBVI staff and community partners. A total of 22 people were interviewed for this assessment. The interviews were conducted in Boise on February 21, 2023. Individuals, ICBVI staff members, partners, and businesses that were interested in participating in an interview or focus group were requested to contact the CSNA Project Coordinator at ICBVI to schedule an appointment. ICBVI staff volunteered to participate in-person in Boise or virtually through Webex. Table 1 identifies the total participants by type and group.

Table 1

*Interview Totals by Type and Group for ICBVI - Boise, ID (February 21, 2023)*

| **Research Method** | **Research Group and Count** | | | | |
| --- | --- | --- | --- | --- | --- |
| **Consumer** | **Partner** | **Staff** | **Business** | **Total** |
| Individual Interview |  |  | 3 |  | 3 |
| Focus Group |  |  |  |  |  |
| Number of Groups |  | 4 | 1 |  |  |
| Number of Participants |  | 15 | 4 |  | 19 |
| **Total Participants** |  | **15** | **7** |  | **22** |

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

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

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

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

**Surveys**

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

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

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

**Efforts to ensure respondent anonymity:** Respondents to the individual survey were not asked to identify themselves when completing the survey. In addition, responses to the electronic surveys were aggregated by the project team at SDSU prior to reporting results, which served to further obscure the identities of individual survey respondents.

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

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

**Number of completed surveys:** A total of 151 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. It is difficult to gauge the return rate of the surveys as many of the e-mail notices and invitations to take the survey could have come from forwarded email invitations. The survey totals for the different groups are detailed in Table 2.

Table 2

*Survey Totals for 2023 ICBVI CSNA*

| **Survey Type** | **Number Started** | **Valid Number** |
| --- | --- | --- |
| Transition | 23 | 20 |
| Individual | 79 | 71 |
| Partner | 29 | 19 |
| Staff | 44 | 36 |
| Business | 10 | 5 |
| **Totals** | **185** | **151** |

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

Table 3

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

| **Research Method** | **Research Group and Count** | | | | |
| --- | --- | --- | --- | --- | --- |
| **Consumer** | **Partner** | **Staff** | **Business** | **Total** |
| Survey | 91 | 19 | 36 | 5 | 151 |
| Individual Interview | 0 | 0 | 3 | 0 | 3 |
| Focus Group | 0 | 15 | 4 | 0 | 19 |
| **Totals** | **91** | **34** | **43** | **5** | **173** |

There were 173 individuals who participated in this CSNA in some form or another. The project team is confident that the information gathered, accurately and thoroughly, captures the vocational rehabilitation needs of individuals with disabilities in Idaho, particularly those with blindness and visual impairments, to the highest extent possible.

**Analysis and Triangulation of Data**

The data gathered from the National and agency-specific data sets, key informant interviews, surveys, and focus groups were analyzed by the researchers on the project team. The common themes that emerged regarding needs of individuals with disabilities, particularly those with blindness and visual impairments, 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 ICBVI and the SRC. We recommend that ICBVI 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 Idaho.

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

# FINDINGS

**Section One: Overall agency performance**

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

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

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

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

**Section Six: Need to establish, develop, or improve community rehabilitation programs in Idaho**

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

# SECTION ONE: OVERALL AGENCY PERFORMANCE

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

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

1. Data that pertains to the section in question, including observations based on the data;
2. Electronic and hard copy survey results pertaining to the section;
3. Recurring/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 the data in this CSNA is the three-year period from PY 2019 through 2021, and qualitative data through June 2023. The data on agency performance included in this section comes from the case management system (i.e., Orion) used by ICBVI and is compared to the available RSA-911 data submitted by ICBVI where available.

## Recurring Themes Across All Data Collection Methods

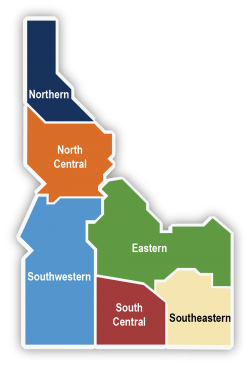
The following recurring themes emerged in the area of Overall Agency Performance:

* Overall, ICBVI staff and partners were characterized as caring and committed to serving individuals with disabilities, particularly those with blindness and visual impairments. It is apparent that staff are passionate about the impact they are making in people's lives and, as a result, the consumers are benefiting.
* The COVID-19 pandemic had many impacts on ICBVI's operations, staff, and consumers. However, due to the political climate in the State, the effects appear to be minimal from an operational standpoint. ICBVI was able to respond through remote outreach and services, and it was back up and running sooner than many State agencies. ICBVI is back on track with service provision and is evaluating all aspects of the program for improvements.
* ICBVI has responded to the multiple organizational changes related to WIOA in a positive manner and they have aligned their mission with the goals of WIOA. Regardless, there is always room for improvement, and ICBVI is up for the challenge.
* Common barriers to employment for individuals with disabilities in Idaho include a lack of transportation, limited access to service providers, lack of industry and jobs in the rural communities, and employer misconceptions about the ability of individuals with blindness and visual impairments.
* ICBVI is outperforming many other Blind VR agencies in the country when it comes to the WIOA performance measures. In Program Year (PY) 2021, they were in the 1st quartile of performance when compared to other programs in four of five consumer outcome measures.

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

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

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

Map 1

*Idaho Vocational Rehabilitation Service Regions*

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

Table 4

*Region Codes and Counties Served*

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

##### Population

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

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

Table 5

*Local Region Population for Idaho*

| Geographic Area Name | Total population | Percent of ID Pop. CSNA 2023 |
| --- | --- | --- |
| United States | 333,287,557 | ----- |
| United States - Urban | 265,980,172 | ----- |
| United States -- Rural | 65,913,573 | ----- |
| Idaho | 1,939,033 | ID = 0.6% of U.S. Pop |
| Idaho -- Urban | 1,303,689 | 0.5% |
| Idaho -- Rural | 597,234 | 0.9% |
| R1 | 272,719 | 14.1% |
| R2 | 114,353 | 5.9% |
| RTV | 896,063 | 46.2% |
| R4 | 213,919 | 11.0% |
| R5 | 181,321 | 9.4% |
| R6 | 260,658 | 13.4% |

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

The U.S. Census Bureau Annual Estimates of Resident Population Change State Rankings ending July 2022 indicated that Idaho was the tenth fastest numeric growing State in the U.S. from July 1, 2021, to July 1, 2022. Idaho grew in numeric population size from July 1, 2021, to July 1, 2022, by 34,719 residents and the cumulative growth rate was 182.3%. Idaho's overall population growth from 2010 to 2020 was 17.3%, which is roughly 10 percentage points higher than the Nation's population growth rate of 7.4% during the 2010 to 2020 decade.

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

##### Land Area and Urbanization

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

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

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

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

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

Table 6

*2010 Urban Areas that Changed to Rural in 2020*

| **ICBVI Region** | **Urban Areas that Changed to Rural Areas** | **County** |
| --- | --- | --- |
| **R1** | Bonners Ferry, ID | Boundary |
| Kellogg, ID | Shoshone |
| Newport, WA--ID | Bonner |
| Osburn, ID | Shoshone |
| St. Maries, ID | Benewah |
| **R2** | Grangeville, ID | Idaho |
| Orofino, ID | Clearwater |
| **R4** | Buhl, ID | Twin Falls |
| Filer, ID | Twin Falls |
| Gooding, ID | Gooding |
| Wendell, ID | Gooding |
| **R5** | American Falls, ID | Power |
| Preston, ID | Franklin |
| Soda Springs, ID | Caribou |
| **R6** | St. Anthony, ID | Fremont |
| Salmon, ID | Lemhi |
| **RTV** | Homedale, ID | Owyhee |
| Mountain Home AFB, ID | Elmore |

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

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

Table 7

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

| County | 2020 population density of the County (square miles) | Percent of the 2020 Census population of the County within Urban blocks | 2020 Urban population density of the County (square miles) | Percent of the 2020 Census population in the County within Rural blocks | 2020 Rural population density of the County (square miles) |
| --- | --- | --- | --- | --- | --- |
| Region 1 | | | | | |
| Benewah | 12.27 | 0.00% | 0.00 | 100.00% | 12.27 |
| Bonner | 27.18 | 27.22% | 1,386.09 | 72.78% | 19.89 |
| Boundary | 9.50 | 0.00% | 0.00 | 100.00% | 9.50 |
| Kootenai | 138.44 | 76.49% | 2,580.03 | 23.51% | 33.94 |
| Shoshone | 4.99 | 0.00% | 0.00 | 100.00% | 4.99 |
| Region 2 | | | | | |
| Clearwater | 3.55 | 0.00% | 0.00 | 100.00% | 3.55 |
| Idaho | 1.95 | 0.00% | 0.00 | 100.00% | 1.95 |
| Latah | 36.73 | 65.58% | 4,045.92 | 34.42% | 12.72 |
| Lewis | 7.38 | 0.00% | 0.00 | 100.00% | 7.38 |
| Nez Perce | 49.62 | 81.09% | 2,129.74 | 18.91% | 9.56 |
| Region RTV | | | | | |
| Ada | 470.50 | 94.43% | 3,127.95 | 5.57% | 30.52 |
| Adams | 3.21 | 0.00% | 0.00 | 100.00% | 3.21 |
| Boise | 4.01 | 0.00% | 0.00 | 100.00% | 4.01 |
| Canyon | 393.67 | 81.27% | 2,670.58 | 18.73% | 83.76 |
| Elmore | 9.32 | 62.09% | 2,714.30 | 37.91% | 3.54 |
| Gem | 34.16 | 53.20% | 1,775.25 | 46.80% | 16.15 |
| Owyhee | 1.55 | 0.00% | 0.00 | 100.00% | 1.55 |
| Payette | 62.39 | 58.76% | 2,104.05 | 41.24% | 26.19 |
| Valley | 3.20 | 31.46% | 611.66 | 68.54% | 2.20 |
| Washington | 7.23 | 52.42% | 2,396.43 | 47.58% | 3.44 |
| Region 4 | | | | | |
| Blaine | 9.20 | 75.73% | 1,386.67 | 24.27% | 2.24 |
| Camas | 1.00 | 0.00% | 0.00 | 100.00% | 1.00 |
| Cassia | 9.61 | 49.69% | 2,143.78 | 50.31% | 4.85 |
| Gooding | 21.39 | 0.00% | 0.00 | 100.00% | 21.39 |
| Jerome | 40.56 | 51.18% | 2,270.96 | 48.82% | 19.98 |
| Lincoln | 4.27 | 0.00% | 0.00 | 100.00% | 4.27 |
| Minidoka | 28.55 | 55.64% | 1,824.02 | 44.36% | 12.78 |
| Twin Falls | 46.86 | 65.31% | 2,665.08 | 34.69% | 16.44 |
| Region 5 | | | | | |
| Bannock | 78.22 | 82.98% | 2,629.34 | 17.02% | 13.65 |
| Bear Lake | 6.53 | 0.00% | 0.00 | 100.00% | 6.53 |
| Bingham | 22.92 | 40.30% | 1,997.08 | 59.70% | 13.75 |
| Caribou | 3.98 | 0.00% | 0.00 | 100.00% | 3.98 |
| Franklin | 21.41 | 0.00% | 0.00 | 100.00% | 21.41 |
| Oneida | 3.81 | 0.00% | 0.00 | 100.00% | 3.81 |
| Power | 5.61 | 0.00% | 0.00 | 100.00% | 5.61 |
| Region 6 | | | | | |
| Bonneville | 66.43 | 84.81% | 2,548.15 | 15.19% | 10.32 |
| Butte | 1.15 | 0.00% | 0.00 | 100.00% | 1.15 |
| Clark | 0.45 | 0.00% | 0.00 | 100.00% | 0.45 |
| Custer | 0.87 | 0.00% | 0.00 | 100.00% | 0.87 |
| Fremont | 7.18 | 0.00% | 0.00 | 100.00% | 7.18 |
| Jefferson | 28.25 | 33.29% | 1,350.05 | 66.71% | 18.98 |
| Lemhi | 1.75 | 0.00% | 0.00 | 100.00% | 1.75 |
| Madison | 112.76 | 78.11% | 4,405.91 | 21.89% | 25.19 |
| Teton | 25.90 | 0.00% | 0.00 | 100.00% | 25.90 |

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

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

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

##### Age, Income, and Home Value

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

###### Median Age and Median Working Age

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

Table 8

*Median Age/Median Working Age*

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

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

###### Median Household Income and Median Home Value

The median household incomes for the Nation and the State are $69,717 and $66,474, respectively. Although the rural Idaho median household income exceeds the National Rural average by $1,543, all of the VR service region median household income averages fall below the National average by roughly $9,860 to $17,556. The State median household income average exceeds all of the VR service region averages by $6,617 to $14,313.

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

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

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

Table 9

*Median Household Income and Median Home Value*

| **Geographic Area** | **Median Household Income** | **Household Income Ranges** | **Home Value 2021** | **Home Value Ranges** | **Census Bureau Estimate Type** |
| --- | --- | --- | --- | --- | --- |
| **U.S.** | $69,717 | $48,716 (MS) - $90,203 (MD) | $281,400 | $143,200 (MS) - $722,500 (HI) | 1-Year Supplemental |
| **U.S. -- Urban** | $69,777 | ----- | $298,900 | ----- | 1-Year Supplemental |
| **U.S. -- Rural** | $69,480 | ----- | $229,900 | ----- | 1-Year Supplemental |
| **ID** | $66,474 | $37,367 - $75,837 | $369,300 | $119,900 - $507,400 | 1-Year Supplemental; Ranges = 5 year |
| **ID -- Urban** | $64,874 | ----- | $361,600 | ----- | 1-Year Supplemental |
| **ID -- Rural** | $71,023 | ----- | $391,700 | ----- | 1-Year Supplemental |
| **R1** | $52,970 | $43,188 - $64,936 | $247,700 | $141,800 - $328,700 | 5-year |
| **R2** | $52,161 | $44,028 - $61,810 | $206,060 | $157,000 - $261,500 | 5-year |
| **RTV** | $58,794 | $45,065 - $75,115 | $244,140 | $171,300 - $355,600 | 5-year |
| **R4** | $56,779 | $37,367 - $71,749 | $221,125 | $156,700 - $507,400 | 5-year |
| **R5** | $59,857 | $52,116 - $65,528 | $183,071 | $160,000 - $232,500 | 5-year |
| **R6** | $56,516 | $41,552 - $75,837 | $227,978 | $119.900 - $385,500 | 5-year |

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

##### Poverty

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

###### Poverty in Idaho

Madison County, in R6, has a significantly higher poverty rate than the National average by 16.8%. Madison County also has a significantly higher poverty rate than the State average by 18.1%. The poverty rate for the Madison County is significantly higher than the State's rural poverty rate by 20.5%. Madison County was noted as the 7th largest county in the State for population size (54,976 people) in 2021. Note that 78.1% of Madison County's population resides in urban blocks and is considered rural by the Office of Rural Health Policy.

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

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

Table 10

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

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

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

##### Internet Accessibility

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

###### Internet Accessibility in Idaho

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

Table 11

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

| **Types of Computers and Internet Subscriptions** | **United States** | **U.S. -- Urban** | **U.S. -- Rural** | **Idaho** | **ID -- Urban** | **ID -- Rural** |
| --- | --- | --- | --- | --- | --- | --- |
| Total households | 127,544,730 | 102,611,249 | 24,933,481 | 693,882 | 489,246 | 204,636 |
| **TYPES OF COMPUTERS** | | | | | | |
| Has one or more types of computing devices: | 95.0% | 95.5% | 93.1% | 95.4% | 95.6% | 94.9% |
| Desktop or laptop | 80.5% | 81.5% | 76.4% | 83.4% | 83.7% | 82.7% |
| Desktop or laptop with no other type of computing device | 2.9% | 2.7% | 3.5% | 3.1% | 2.8% | 3.7% |
| Smartphone | 90.0% | 90.7% | 87.1% | 90.3% | 90.8% | 89.0% |
| Smartphone with no other type of computing device | 9.1% | 8.7% | 10.7% | 7.4% | 7.3% | 7.5% |
| Tablet or other portable wireless computer | 63.8% | 64.6% | 60.4% | 65.0% | 65.1% | 64.7% |
| Tablet or other portable wireless computer with no other type of computing device | 0.8% | 0.8% | 0.9% | 0.8% | 0.8% | 0.8% |
| Other computer | 2.5% | 2.7% | 2.1% | 2.2% | 2.2% | 2.0% |
| Other computer with no other type of computing device | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No computer | 5.0% | 4.5% | 6.9% | 4.6% | 4.4% | 5.1% |
| **TYPE OF INTERNET SUBSCRIPTIONS** | | | | | | |
| With an internet subscription: | 90.3% | 91.1% | 86.9% | 90.8% | 91.2% | 89.8% |
| Dial-up with no other type of internet subscription | 0.2% | 0.1% | 0.3% | 0.3% | 0.3% | 0.4% |
| Broadband of any type | 90.1% | 91.0% | 86.6% | 90.5% | 90.9% | 89.4% |
| Cellular data plan | 83.9% | 85.1% | 79.0% | 83.7% | 84.3% | 82.4% |
| Cellular data plan with no other type of internet subscription | 10.9% | 10.1% | 13.9% | 10.6% | 9.4% | 13.5% |
| Broadband such as cable, fiber optic or DSL | 75.5% | 78.4% | 63.5% | 72.3% | 77.5% | 59.9% |
| Satellite Internet service | 6.7% | 5.5% | 11.3% | 10.7% | 7.2% | 19.1% |
| Without an internet subscription | 9.7% | 8.9% | 13.1% | 9.2% | 8.8% | 10.2% |

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

Table 12

*Types of Computers and Internet Subscriptions: Regions*

| **Types of Computers and Internet Subscriptions** | **R1** | **R2** | **RTV** | **R4** | **R5** | **R6** |
| --- | --- | --- | --- | --- | --- | --- |
| Total households | 97,237 | 43,971 | 305,354 | 72,036 | 61,391 | 77,112 |
| **TYPES OF COMPUTERS** | | | | | | |
| Has one or more types of computing devices: | 93.4% | 91.6% | 95.1% | 93.1% | 93.6% | 94.8% |
| Desktop or laptop | 79.3% | 79.9% | 85.4% | 76.0% | 79.5% | 82.3% |
| Desktop or laptop with no other type of computing device | 5.6% | 6.2% | 4.0% | 4.2% | 4.0% | 3.1% |
| Smartphone | 84.5% | 81.2% | 88.5% | 85.9% | 86.9% | 89.1% |
| Smartphone with no other type of computing device | 8.6% | 6.7% | 5.5% | 10.9% | 8.9% | 7.3% |
| Tablet or other portable wireless computer | 61.8% | 56.6% | 68.9% | 57.7% | 62.3% | 66.5% |
| Tablet or other portable wireless computer with no other type of computing device | 1.1% | 1.1% | 0.7% | 0.7% | 0.7% | 0.8% |
| Other computer | 2.1% | 1.6% | 2.6% | 1.4% | 2.7% | 2.0% |
| Other computer with no other type of computing device | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% |
| No computer | 6.6% | 8.4% | 4.9% | 6.9% | 6.4% | 5.2% |
| **TYPE OF INTERNET SUBSCRIPTIONS** | | | | | | |
| With an internet subscription: | 86.6% | 84.2% | 90.1% | 86.5% | 87.6% | 89.0% |
| Dial-up with no other type of internet subscription | 0.4% | 0.5% | 0.4% | 0.3% | 0.5% | 0.3% |
| Broadband of any type | 86.2% | 83.6% | 89.7% | 86.2% | 87.1% | 88.7% |
| Cellular data plan | 75.9% | 73.2% | 82.9% | 72.1% | 78.6% | 81.1% |
| Cellular data plan with no other type of internet subscription | 13.2% | 9.9% | 10.0% | 14.0% | 14.2% | 10.6% |
| Broadband such as cable, fiber optic or DSL | 62.0% | 62.9% | 74.2% | 62.2% | 63.2% | 70.9% |
| Satellite internet service | 12.7% | 13.3% | 10.1% | 12.9% | 12.3% | 10.2% |
| Without an internet subscription | 13.4% | 15.8% | 9.9% | 13.5% | 12.4% | 11.0% |

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

##### Educational Attainment

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

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

***High School Graduation Rates***

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

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

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

Table 13

*Educational Attainment: Population 25 Years and Over*

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

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

##### Disabilities Under the Age of 65

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

###### Disability Status

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

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

Table 14

*Disability Status: Total Civilian Noninstitutionalized Population*

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

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

###### Disability Types

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

Table 15

*Disability Types: U.S. and Idaho*

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

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

Table 16

*Disability Types: Regions*

| Disability Status | Percent with a disability | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| R1 | R2 | RTV | R4 | R5 | R6 |
| With a hearing difficulty | 6.0% | 5.9% | 4.2% | 4.6% | 4.9% | 3.8% |
| Population under 18 years | 0.6% | 0.5% | 0.5% | 0.7% | 0.8% | 0.7% |
| Population 18 to 64 years | 3.3% | 3.4% | 2.5% | 2.8% | 3.5% | 2.2% |
| With a vision difficulty | 2.4% | 3.3% | 2.3% | 2.5% | 2.7% | 2.2% |
| Population under 18 years | 0.7% | 0.6% | 0.6% | 0.8% | 0.5% | 0.9% |
| Population 18 to 64 years | 2.3% | 3.7% | 2.2% | 2.1% | 2.5% | 2.0% |
| With a cognitive difficulty | 5.5% | 6.5% | 5.0% | 4.9% | 6.2% | 5.5% |
| Population under 18 years | 4.6% | 6.5% | 4.4% | 4.6% | 4.9% | 4.7% |
| Population 18 to 64 years | 6.0% | 6.5% | 5.2% | 4.7% | 6.6% | 5.8% |
| With an ambulatory difficulty | 7.7% | 7.6% | 5.2% | 6.6% | 6.7% | 5.3% |
| Population under 18 years | 0.5% | 0.6% | 0.5% | 0.4% | 0.4% | 0.6% |
| Population 18 to 64 years | 5.9% | 5.4% | 4.2% | 5.3% | 5.5% | 4.1% |
| With a self-care difficulty | 2.9% | 2.7% | 2.0% | 2.3% | 2.2% | 2.3% |
| Population under 18 years | 0.6% | 1.2% | 1.3% | 0.7% | 0.7% | 0.9% |
| Population 18 to 64 years | 2.6% | 2.1% | 1.5% | 1.7% | 1.9% | 1.8% |
| With an independent living difficulty | 4.9% | 4.6% | 3.8% | 4.1% | 5.0% | 3.8% |
| Population 18 to 64 years | 4.9% | 4.1% | 3.7% | 3.8% | 5.3% | 3.8% |

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

###### Disablement Index

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

Table 17

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

| **Disabling Environments Index - United States** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **United States Index = 32.4** | | |  |  |  |
| **State Ranking Low to High** | | | | | |
| **Rank** | **State** | **Index** | **Rank** | **State** | **Index** |
| **1** | North Dakota | 17.8 | **26** | Minnesota | 32.4 |
| **2** | Nebraska | 24.3 | **27** | Massachusetts | 32.5 |
| **3** | South Dakota | 25.3 | **28** | Alabama | 32.6 |
| **4** | Wyoming | 26.3 | **29** | Oregon | 32.7 |
| **5** | Idaho | 27.1 | **30** | Indiana | 32.9 |
| **6** | Maryland | 27.7 | **31** | Mississippi | 33.0 |
| **7** | Nevada | 28.4 | **32** | North Carolina | 33.0 |
| **8** | Alaska | 29.7 | **33** | Kentucky | 33.2 |
| **9** | Colorado | 29.7 | **34** | Tennessee | 33.2 |
| **10** | Texas | 29.9 | **35** | Delaware | 33.4 |
| **11** | Arizona | 30.1 | **36** | Illinois | 33.5 |
| **12** | Vermont | 30.3 | **37** | Connecticut | 33.6 |
| **13** | Montana | 30.8 | **38** | Pennsylvania | 33.6 |
| **14** | Ohio | 30.9 | **39** | Wisconsin | 33.7 |
| **15** | South Carolina | 30.9 | **40** | Rhode Island | 33.9 |
| **16** | Virginia | 30.9 | **41** | California | 34.1 |
| **17** | Iowa | 31.2 | **42** | Kansas | 34.1 |
| **18** | Oklahoma | 31.2 | **43** | Hawaii | 34.2 |
| **19** | Utah | 31.5 | **44** | West Virginia | 34.2 |
| **20** | Louisiana | 31.8 | **45** | New Jersey | 34.3 |
| **21** | Washington | 32.0 | **46** | Michigan | 34.8 |
| **22** | Florida | 32.1 | **47** | New York | 35.1 |
| **23** | Missouri | 32.1 | **48** | New Mexico | 35.2 |
| **24** | New Hampshire | 32.2 | **49** | Arkansas | 35.8 |
| **25** | Georgia | 32.3 | **50** | Maine | 40.1 |

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

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

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

##### Income and Disability

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

Individuals with disabilities in the United States earn approximately $12,510 per year less than individuals without a disability. In the State of Idaho, people with disabilities earn roughly $10,048 less than individuals without disabilities. Individuals with disabilities residing in rural Idaho earn $335 less than individuals with disabilities residing in urban areas of Idaho. Females with disabilities in R1 have the lowest earnings in the State, with an average that is lower than the National average for females with a disability by almost $9,594 and lower than the State rural average by $6,321. In R5, the median earnings for females with disabilities is $15,996, which is lower than the average for females without a disability in R5 by $3,716. When examining data for the individual regions, males with disabilities make between $6,453-$19,392 less than males without disabilities.

Tables 18

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

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

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

Table 19

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

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

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

##### Poverty and Disability

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

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

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

Table 20

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

|  |  |  |
| --- | --- | --- |
|  | **United States** | **Idaho** |
| Total Population | 323,173,982 | 1,864,114 |
| 18 years and over: | 250,876,885 | 1,402,466 |
| Percent of population 18 and over | 77.6% | 75.2% |
| Number of 18 years and over population classified in under .50 to .99 poverty ratio | 29,118,807 | 144,770 |
| Percent of 18 years and over population classified in under .50 to .99 poverty ratio | 11.6% | 10.3% |
| With a disability: | 3.0% | 2.6% |
| With a hearing difficulty | 0.6% | 0.6% |
| With a vision difficulty | 0.6% | 0.5% |
| With a cognitive difficulty | 1.4% | 1.2% |
| With an ambulatory difficulty | 1.7% | 1.3% |
| With a self-care difficulty | 0.7% | 0.6% |
| With an independent living difficulty | 1.4% | 1.2% |
| No disability | 8.6% | 7.7% |
|  | **United States -- Urban** | **Idaho -- Urban** |
| Total Population | 258,603,034 | 1,276,435 |
| 18 years and over: | 200,688,958 | 962,660 |
| Percent of population 18 and over | 77.6% | 75.4% |
| Number of 18 years and over population classified in under .50 to .99 poverty ratio | 24,069,314 | 109,347 |
| Percent of 18 years and over population classified in under .50 to .99 poverty ratio | 12.0% | 11.4% |
| With a disability: | 3.0% | 2.9% |
| With a hearing difficulty | 0.6% | 0.6% |
| With a vision difficulty | 0.6% | 0.6% |
| With a cognitive difficulty | 1.4% | 1.5% |
| With an ambulatory difficulty | 1.7% | 1.4% |
| With a self-care difficulty | 0.7% | 0.8% |
| With an independent living difficulty | 1.4% | 1.5% |
| No disability | 8.9% | 8.4% |
|  | **United States -- Rural** | **Idaho -- Rural** |
| Total Population | 64,570,948 | 587,679 |
| 18 years and over: | 50,187,927 | 439,806 |
| Percent of population 18 and over | 77.7% | 73.6% |
| Number of 18 years and over population classified in under .50 to .99 poverty ratio | 5,049,493 | 35,423 |
| Percent of 18 years and over population classified in under .50 to .99 poverty ratio | 10.1% | 8.1% |
| With a disability: | 3.1% | 1.9% |
| With a hearing difficulty | 0.8% | 0.6% |
| With a vision difficulty | 0.6% | 0.4% |
| With a cognitive difficulty | 1.3% | 0.7% |
| With an ambulatory difficulty | 1.7% | 0.9% |
| With a self-care difficulty | 0.6% | 0.4% |
| With an independent living difficulty | 1.3% | 0.6% |
| No disability | 7.0% | 6.1% |

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

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

Table 21

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

|  | R1 | RTV | R4 | R5 | R6 |
| --- | --- | --- | --- | --- | --- |
|  | Kootenai | Ada, Canyon | Twin Falls | Bannock | Bonneville |
| Total Population | 177,206 | 239,099 | 90,845 | 85,323 | 126,314 |
| 18 years and over: | 137,824 | 174,865 | 65,899 | 63,875 | 88,771 |
| Percent of population 18 and over | 77.8% | 73.1% | 72.5% | 74.4% | 70.3% |
| Number of 18 years and over population classified in under .50 to .99 poverty ratio | 12,905 | 50,081 | 8,836 | 7,824 | 7,041 |
| Percent of 18 years and over population classified in under .50 to .99 poverty ratio | 9.4% | 28.6% | 13.4% | 12.2% | 7.9% |
| With a disability: | 1.8% | 7.2% | 4.8% | 3.6% | 2.6% |
| With a hearing difficulty | 0.4% | 1.6% | 1.1% | 0.2% | 0.3% |
| With a vision difficulty | 0.2% | 1.5% | 0.9% | 0.2% | 0.5% |
| With a cognitive difficulty | 0.8% | 3.5% | 1.6% | 2.8% | 1.3% |
| With an ambulatory difficulty | 1.1% | 3.4% | 1.7% | 1.2% | 1.5% |
| With a self-care difficulty | 0.5% | 1.7% | 1.7% | 0.5% | 1.0% |
| With an independent living difficulty | 0.6% | 3.5% | 3.0% | 1.7% | 1.8% |
| No disability | 7.5% | 21.5% | 8.6% | 8.6% | 5.4% |

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

##### Educational Attainment for Individual with Disabilities

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

Table 22

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

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

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

Table 23

*Educational Attainment for Individuals with Disabilities: Regions*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Educational Attainment for Individuals with Disabilities: Regions** | **R1 (Bonner)** | | **R1 (Kootenai)** | |
| **With a Disability** | **No Disability** | **With a Disability** | **No Disability** |
| TCNP Age 25 and Over | 34,504 | | 116,419 | |
| Population Age 25 and Over | 6,959 | 27,545 | 22,244 | 94,175 |
| Less than high school graduate | 14.8% | 6.3% | 12.0% | 5.1% |
| High school graduate (includes equivalency) | 33.4% | 29.5% | 31.2% | 25.9% |
| Some college or associate degree | 35.3% | 34.9% | 35.9% | 41.1% |
| Bachelor's degree or higher | 16.6% | 29.3% | 20.9% | 28.0% |
|  | **R2 (Nez Perce)** | | **RTV (Ada)** | |
|  | **With a Disability** | **No Disability** | **With a Disability** | **No Disability** |
| TCNP Age 25 and Over | 28,757 | | 323,263 | |
| Population Age 25 and Over | 6,560 | 22,197 | 42,467 | 280,796 |
| Less than high school graduate | 11.9% | 5.1% | 9.2% | 4.1% |
| High school graduate (includes equivalency) | 35.5% | 28.4% | 28.2% | 19.0% |
| Some college or associate degree | 31.8% | 39.4% | 33.7% | 33.5% |
| Bachelor's degree or higher | 20.8% | 27.1% | 28.9% | 43.4% |
|  | **RTV (Canyon)** | | **R4 (Twin Falls)** | |
| **With a Disability** | **No Disability** | **With a Disability** | **No Disability** |
| TCNP Age 25 and Over | 141,018 | | 56,431 | |
| Population Age 25 and Over | 27,873 | 113,145 | 10,197 | 46,234 |
| Less than high school graduate | 16.1% | 12.8% | 21.1% | 11.1% |
| High school graduate (includes equivalency) | 34.4% | 28.9% | 32.4% | 26.3% |
| Some college or associate degree | 37.8% | 35.3% | 32.8% | 36.8% |
| Bachelor's degree or higher | 11.7% | 23.0% | 13.6% | 25.9% |
|  | **R5 (Bannock)** | | **R6 (Bonneville)** | |
| **With a Disability** | **No Disability** | **With a Disability** | **No Disability** |
| TCNP Age 25 and Over | 54,186 | | 73,203 | |
| Population Age 25 and Over | 11,441 | 42,745 | 13,461 | 59,742 |
| Less than high school graduate | 14.3% | 4.5% | 10.6% | 6.7% |
| High school graduate (includes equivalency) | 32.3% | 23.4% | 32.7% | 23.5% |
| Some college or associate degree | 36.4% | 39.5% | 36.2% | 35.7% |
| Bachelor's degree or higher | 17.0% | 32.7% | 20.5% | 34.1% |

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

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

#### General Trends of Employment, Occupations, Industries, and Labor Force Participation for the Civilian Non-institutionalized Population

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

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

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

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

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

Table 24

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

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

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

Table 25

*Internet Accessibility: Working Age and by Employment Status: ICBVI Regions*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | R1 | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 141,345 | 91.9% | 5.1% | 2.9% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 197,876 | 89.0% | 5.8% | 4.9% |
| In labor force | 115,889 | 93.0% | 4.8% | 2.1% |
| Employed | 111,558 | 93.1% | 4.7% | 2.0% |
| Unemployed | 4,331 | 88.8% | 7.3% | 3.5% |
| Not in labor force | 81,987 | 83.4% | 7.2% | 8.9% |
|  |  |  |  |  |
|  | **R2** | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 42,047 | 89.6% | 6.5% | 3.7% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 61,656 | 85.6% | 6.8% | 7.1% |
| In labor force | 34,911 | 90.8% | 5.7% | 3.2% |
| Employed | 33,616 | 90.9% | 5.8% | 3.1% |
| Unemployed | 1,295 | 90.0% | 4.9% | 5.2% |
| Not in labor force | 26,745 | 78.7% | 8.3% | 12.1% |
|  |  |  |  |  |
|  | **RTV** | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 487,623 | 93.4% | 4.7% | 1.8% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 630,796 | 91.4% | 5.1% | 3.3% |
| In labor force | 412,915 | 93.7% | 4.4% | 1.7% |
| Employed | 397,197 | 93.9% | 4.2% | 1.7% |
| Unemployed | 15,718 | 90.2% | 7.7% | 1.7% |
| Not in labor force | 217,881 | 86.8% | 6.4% | 6.2% |
|  |  |  |  |  |
|  | **R4** | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 101,256 | 90.4% | 6.5% | 3.0% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 134,417 | 88.2% | 6.8% | 4.8% |
| In labor force | 87,984 | 91.1% | 6.4% | 2.3% |
| Employed | 84,666 | 91.3% | 6.3% | 2.3% |
| Unemployed | 3,318 | 88.2% | 8.3% | 3.5% |
| Not in labor force | 46,433 | 82.5% | 7.7% | 9.4% |
|  |  |  |  |  |
|  | **R5** | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 96,975 | 91.9% | 5.5% | 2.4% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 128,035 | 89.9% | 5.4% | 4.2% |
| In labor force | 81,211 | 92.8% | 4.7% | 2.1% |
| Employed | 77,411 | 92.9% | 4.6% | 2.2% |
| Unemployed | 3,800 | 90.9% | 8.5% | 0.6% |
| Not in labor force | 46,824 | 84.9% | 6.5% | 7.9% |
|  |  |  |  |  |
|  | **R6** | | | |
| **Total** | **With a Computer** | | **Percent No Computer** |
| **Percent With BB Internet** | **Percent No Internet** |
| 18 to 64 years | 140,148 | 91.3% | 6.7% | 2.0% |
| EMPLOYMENT STATUS | | | | |
| Civilian population 16 years and over | 178,875 | 90.0% | 6.4% | 3.3% |
| In labor force | 116,862 | 91.6% | 6.5% | 1.8% |
| Employed | 111,477 | 91.7% | 6.4% | 1.8% |
| Unemployed | 5,385 | 88.9% | 9.3% | 1.6% |
| Not in labor force | 62,013 | 87.1% | 6.3% | 6.2% |

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

##### Unemployment Rates

At the end of December 2022, the National non-adjusted unemployment rate was 3.6% and the annual State non-adjusted unemployment rate was 2.7%. R1 had the highest unemployment rate (3.9%) at the end of 2022 and throughout the first five months of the year in 2023. Note that R1 accounts for the second largest portion (14.1%) of the State's population, has three completely rural counties, and has two counties with portions of the population residing in urban blocks.

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

Table 26

*Local Area Unemployment Rates*

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

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

##### Occupations

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

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

Table 27

*Occupational Employment Statistics for the U.S.*

| **Largest Occupations in the United States, May 2022** | |
| --- | --- |
| **Occupation** | **Employment** |
| Retail Salespersons | 3,640,040 |
| Home Health and Personal Care Aides | 3,504,230 |
| General and Operations Managers | 3,376,680 |
| Fast Food and Counter Workers | 3,325,050 |
| Cashiers | 3,296,040 |
| Registered Nurses | 3,072,700 |
| Laborers and Freight, Stock, and Material Movers, Hand | 2,934,050 |
| Consumer Service Representatives | 2,879,840 |
| Stockers and Order Fillers | 2,842,060 |
| Office Clerks, General | 2,517,350 |

https://www.bls.gov/oes/current/area\_emp\_chart/area\_emp\_chart\_data.htm#United\_States

Table 28

*Occupational Employment Statistics for the State of Idaho*

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

https://www.bls.gov/oes/current/area\_emp\_chart/area\_emp\_chart\_data.htm#United\_States

##### Local Employers in Idaho

The Idaho Department of Labor (IDOL) publishes statewide and regional labor force and economic data that identifies local industries and local employers in Idaho. Table 29 contains information that was published in May 2023 that reflected April 2023 top 10 local employers in Idaho and in each ICBVI region. Of note, only employers that have given the IDOL permission to release employment range data are listed.

Table 29

*Local Employers in Idaho*

|  |  |
| --- | --- |
| Top Employers, 2021 (Statewide) | |
| Wal-Mart | |
| St. Luke's Health System | |
| Micron Technology | |
| Saint Alphonsus Health System | |
| Albertson's Inc. | |
| Battelle Energy Alliance | |
| West Ada School District | |
| Boise State University | |
| Boise School District | |
| Kootenai Health | |
| Top Employers, 2021 (Region 1) | **Top Employers, 2021 (Region 2)** |
| Kootenai Health | University of Idaho |
| Wal-Mart | Federal Cartridge Company |
| Coeur d'Alene School District | Clearwater Paper Corporation |
| Hagadone Hospitality | Lewiston Independent School District |
| Kootenai County | Schweitzer Engineering Laboratories |
| North Idaho College | Gritman Medical Center |
| Coeur d'Alene Casino | Lewis-Clark State College |
| Idaho Forest Group | Nez Perce Tribal Executive Committee |
| Post Falls School District | Happy Day Corporation |
| Lakeland School District | U.S. Department of Agriculture |
| Top Employers, 2021 (Region RTV) | **Top Employers, 2021 (Region 4)** |
| St. Luke's Regional Medical Center | St Luke's Magic Valley Regional Medical Center |
| Micron Technology | Twin Falls School District |
| St. Alphonsus Health System | Amalgamated Sugar Company |
| West Ada School District | College Of Southern Idaho |
| Albertsons | Wal-Mart |
| Boise State University | Sun Valley Resort |
| Wal-Mart | Chobani |
| Boise School District | Cassia County Joint School District |
| J. R. Simplot Company | Glanbia Foods |
| City of Boise | Lamb Weston Inc |
| Top Employers, 2021 (Region 5) | **Top Employers, 2021 (Region 6)** |
| Idaho State University | Battelle Energy Alliance |
| Pocatello/Chubbuck School District | Melaleuca |
| Port Neuf Medical Center | Wal-Mart |
| Idaho Central Credit Union | Fluor Idaho |
| Amy's Kitchen | Bonneville Joint School District |
| Bingham Memorial Hospital | Brigham Young University-Idaho |
| Basic American Foods | Eastern Idaho Regional Medical Center |
| Shoshone Bannock Tribes | Idaho Falls School District |
| City of Pocatello | Fluor Marine Propulsion |
| Wal-Mart | City of Idaho Falls |

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

##### Regional Industries

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

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

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

Table 30

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

| **Geographic Area** | **Industries** | **Percent** |
| --- | --- | --- |
| **U.S.** | 1) Educational services, and health care and social assistance | 1) 23.5% |
| 2) Professional, scientific, and management, and administrative and waste management services | 2) 12.4% |
| 3) Retail trade | 3) 11.1% |
| 4) Manufacturing | 4) 10.1% |
| 5) Arts, entertainment, and recreation, and accommodation and food services | 5) 8.2% |
| 6) Construction | 6) 6.9% |
| **U.S. Urban** | 1) Educational services, and health care and social assistance | 1) 23.7% |
| 2) Professional, scientific, and management, and administrative and waste management services | 2) 13.1% |
| 3) Retail trade | 3) 11.1% |
| 4) Manufacturing | 4) 9.5% |
| 5) Arts, entertainment, and recreation, and accommodation and food services | 5) 8.6% |
| 6) Finance and insurance, and real estate and rental and leasing | 6) 7.1% |
| **U.S. Rural** | 1) Educational services, and health care and social assistance | 1) 22.6% |
| 2) Manufacturing | 2) 12.7% |
| 3) Retail trade | 3) 10.8% |
| 4) Professional, scientific, and management, and administrative and waste management services | 4) 9.1% |
| 5) Construction | 5) 8.9% |
| 6) Arts, entertainment, and recreation, and accommodation and food services | 6) 6.6% |
| **Idaho** | 1) Educational services, and health care and social assistance | 1) 22.1% |
| 2) Retail trade | 2) 11.1% |
| 3) Professional, scientific, and management, and administrative and waste management services | 3) 10.4% |
| 4) Manufacturing | 4) 10.0% |
| 5) Construction | 5) 8.9% |
| 6) Arts, entertainment, and recreation, and accommodation and food services | 6) 8.8% |
| **ID Urban** | 1) Educational services, and health care and social assistance | 1) 23.2% |
| 2) Retail trade | 2) 11.6% |
| 3) Professional, scientific, and management, and administrative and waste management services | 3) 10.8% |
| 4) Manufacturing | 4) 10.3% |
| 5) Arts, entertainment, and recreation, and accommodation and food services | 5) 9.2% |
| 6) Construction | 6) 7.9% |
| **ID Rural** | 1) Educational services, and health care and social assistance | 1) 19.4% |
| 2) Construction | 2) 11.1% |
| 3) Retail trade | 3) 9.8% |
| 4) Professional, scientific, and management, and administrative and waste management services | 4) 9.3% |
| 5) Manufacturing | 5) 9.2% |
| 6) Agriculture, forestry, fishing and hunting, and mining | 6) 8.6% |

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

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

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

##### Occupations and Employees with Disabilities

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

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

Table 31

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

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

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

Table 32

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

| **Area # and County** | **TCNP and Disability Category** | **Management, business, science, and arts occupations** | **Service occupations** | **Sales and office occupations** | **Natural resources, construction, and maintenance occupations** | **Production, transportation, and material moving occupations** |
| --- | --- | --- | --- | --- | --- | --- |
| R1 Bonner | TCNP | 30.8% | 16.9% | 21.8% | 13.8% | 16.7% |
| With a Disability | 21.0% | 24.3% | 19.7% | 18.1% | 16.8% |
| No Disability | 31.7% | 16.2% | 22.0% | 13.4% | 16.7% |
| R1 Kootenai | TCNP | 34.7% | 18.2% | 23.9% | 11.5% | 11.7% |
| With a Disability | 29.4% | 24.8% | 22.5% | 9.5% | 13.9% |
| No Disability | 35.1% | 17.6% | 24.0% | 11.7% | 11.5% |
| R2 Nez Perce | TCNP | 33.1% | 17.5% | 21.4% | 11.3% | 16.7% |
| With a Disability | 24.7% | 24.4% | 18.7% | 6.3% | 25.9% |
| No Disability | 34.0% | 16.9% | 21.6% | 11.8% | 15.8% |
| RTV Ada | TCNP | 45.6% | 14.6% | 22.3% | 8.6% | 8.8% |
| With a Disability | 36.1% | 18.0% | 23.0% | 11.1% | 11.9% |
| No Disability | 46.2% | 14.4% | 22.3% | 8.5% | 8.6% |
| RTV Canyon | TCNP | 29.1% | 17.5% | 21.9% | 14.9% | 16.7% |
| With a Disability | 23.2% | 16.7% | 21.6% | 18.1% | 20.4% |
| No Disability | 29.7% | 17.5% | 21.9% | 14.5% | 16.3% |

| **Area # and County** | **TCNP and Disability Category** | **Management, business, science, and arts occupations** | **Service occupations** | **Sales and office occupations** | **Natural resources, construction, and maintenance occupations** | **Production, transportation, and material moving occupations** |
| --- | --- | --- | --- | --- | --- | --- |
| R4 Twin Falls | TCNP | 33.3% | 15.9% | 19.0% | 12.8% | 19.0% |
| With a Disability | 24.2% | 28.9% | 13.4% | 13.9% | 19.6% |
| No Disability | 34.0% | 14.9% | 19.4% | 12.8% | 18.9% |
| R5 Bannock | TCNP | 37.2% | 17.3% | 22.8% | 8.9% | 13.8% |
| With a Disability | 35.4% | 18.2% | 20.0% | 10.9% | 15.5% |
| No Disability | 37.4% | 17.2% | 23.1% | 8.7% | 13.6% |
| R6 Bonneville | TCNP | 38.0% | 18.0% | 21.6% | 9.9% | 12.6% |
| With a Disability | 32.7% | 21.2% | 21.4% | 11.8% | 12.9% |
| No Disability | 38.5% | 17.7% | 21.6% | 9.7% | 12.5% |

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

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

##### Regional Industries and Employees with Disabilities

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

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

Table 33

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

| **Geographic Area** | **Industries** | **Employees with Disabilities** | **Employees without Disabilities** |
| --- | --- | --- | --- |
| U.S. | 1) Educational services, and health care and social assistance | 1) 22.7% | 1) 23.6% |
| 2) Retail trade | 2) 13.3% | 2) 10.9% |
| 3) Professional, scientific, and management, and administrative and waste management services | 3) 11.2% | 3) 12.5% |
| 4) Manufacturing | 4) 9.7% | 4) 10.1% |
| 5) Arts, entertainment, and recreation, and accommodation and food services | 5) 9.1% | 5) 8.2% |
| 6) Construction | 6) 6.3% | 6) 6.9% |
| Idaho | 1) Educational services, and health care and social assistance | 1) 19.1% | 1) 22.4% |
| 2) Retail trade | 2) 12.5% | 2) 11.0% |
| 3) Arts, entertainment, and recreation, and accommodation and food services | 3) 11.7% | 3) 8.6% |
| 4) Manufacturing | 4) 9.8% | 4) 10.0% |
| 5) Professional, scientific, and management, and administrative and waste management services | 5) 9.7% | 5) 10.4% |
| 6) Construction | 6) 9.3% | 6) 8.8% |
| R1  Bonner  Pop Rank =  8 | 1) Educational services, and health care and social assistance | 1) 23.8% | 1) 16.9% |
| 2) Retail trade | 2) 17.3% | 2) 12.6% |
| 3) Construction | 3) 9.5% | 3) 12.4% |
| 4) Arts, entertainment, and recreation, and accommodation and food services | 4) 9.5% | 4) 10.2% |
| 5) Professional, scientific, and management, and administrative and waste management services | 5) 7.5% | 5) 10.9% |
| 6) Other services (except public administration) | 6) 6.7% | 6)  4.6% |
| R1  Kootenai  Pop Rank =  3 | 1. Educational services, and health care and social assistance | 1) 23.8% | 1) 21.8% |
| 2) Retail trade | 2) 15.3% | 2) 13.0% |
| 3) Arts, entertainment, and recreation, and accommodation and food services | 3) 14.8% | 3) 9.8% |
| 4) Professional, scientific, and management, and administrative and waste management services | 4) 9.6% | 4) 8.9% |
| 5) Other services (except public administration) | 5) 7.8% | 5) 5.5% |
| 6) Manufacturing | 6) 7.5% | 6) 8.0% |
| R2  Nez Perce  Pop Rank =  10 | 1) Educational services, and health care and social assistance | 1) 23.1% | 1) 24.2% |
| 2) Retail trade | 2) 14.2% | 2) 12.5% |
| 3) Arts, entertainment, and recreation, and accommodation and food services | 3) 13.5% | 3) 8.1% |
| 4) Professional, scientific, and management, and administrative and waste management services | 4) 7.8% | 4) 4.8% |
| 5) Manufacturing | 5) 7.2% | 5) 14.2% |
| 6) Wholesale trade | 6) 7.2% | 6) 1.8% |
| RTV  Ada  Pop Rank =  1 | 1) Educational services, and health care and social assistance | 1) 19.4% | 1) 22.3% |
| 2) Professional, scientific, and management, and administrative and waste management services | 2) 12.8% | 2) 12.7% |
| 3) Arts, entertainment, and recreation, and accommodation and food services | 3) 10.3% | 3) 8.7% |
| 4) Retail trade | 4) 9.9% | 4) 11.6% |
| 5) Manufacturing | 5) 8.8% | 5) 8.8% |
| 6) Construction | 6) 8.3% | 6) 7.8% |
| RTV  Canyon  Pop Rank =  2 | 1) Educational services, and health care and social assistance | 1) 15.9% | 1) 19.8% |
| 2) Retail trade | 2) 15.6% | 2) 10.5% |
| 3) Construction | 3) 11.6% | 3) 10.3% |
| 4) Manufacturing | 4) 11.1% | 4) 11.8% |
| 5) Transportation and warehousing, and utilities | 5) 7.8% | 5) 6.6% |
| 6) Professional, scientific, and management, and administrative and waste management services | 6) 7.1% | 6) 9.6% |
| R4  Twin Falls  Pop Rank =  5 | 1) Educational services, and health care and social assistance | 1) 19.3% | 1) 23.5% |
| 2) Manufacturing | 2) 12.7% | 2) 12.4% |
| 3) Retail trade | 3) 12.0% | 3) 14.3% |
| 4) Arts, entertainment, and recreation, and accommodation and food services | 4) 10.6% | 4) 8.1% |
| 5) Professional, scientific, and management, and administrative and waste management services | 5) 9.5% | 5) 6.8% |
| 6) Agriculture, forestry, fishing and hunting, and mining | 6) 7.2% | 6) 8.1% |
| R5  Bannock  Pop Rank =  6 | 1) Educational services, and health care and social assistance | 1) 22.7% | 1) 28.5% |
| 2) Transportation and warehousing, and utilities | 2) 12.2% | 2) 5.1% |
| 3) Retail trade | 3) 11.7% | 3) 11.7% |
| 4) Arts, entertainment, and recreation, and accommodation and food services | 4) 9.6% | 4) 8.9% |
| 5) Professional, scientific, and management, and administrative and waste management services | 5) 9.1% | 5) 7.1% |
| 6) Manufacturing | 6) 9.0% | 6) 8.0% |
| R6  Bonneville  Pop Rank =  4 | 1) Educational services, and health care and social assistance | 1) 24.4% | 1) 24.4% |
| 2) Arts, entertainment, and recreation, and accommodation and food services | 2) 13.7% | 2) 10.0% |
| 3) Professional, scientific, and management, and administrative and waste management services | 3) 11.7% | 3) 14.4% |
| 4) Construction | 4) 10.1% | 4) 8.6% |
| 5) Retail trade | 5) 10.1% | 5) 11.4% |
| 6) Manufacturing | 6) 7.8% | 6) 8.2% |

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

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

##### United States Department of Labor Disability Employment Statistics

The U.S. Department of Labor provides monthly Disability Employment Statistics. The Labor Force Participation Rate refers to the percentage of non-institutionalized U.S. citizens who are in the labor force. The unemployment rate measures the percentage within the labor force who are currently without a job. The data indicates that labor force participation rates for individuals with disabilities is consistently over 43 points higher than the rate for individuals without disabilities. In addition, the unemployment rate for individuals with disabilities is consistently at least twice as high as those without disabilities. Table 34 contains the statistics for the first five months of 2023 with annual data from 2022 for individuals without and with a disability in the U.S. ages 16 and over.

Table 34

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

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

https://www.bls.gov

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

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

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

The NIDILRR also publishes statistics regarding employment based on disability type for ages 18 to 64-year-old individuals with disabilities. Table 35 contains the National and State employment rates by disability type from 2021 that were published in the 2022 Annual Compendium. The categories are for non-institutionalized civilians ages 18 to 64, male and female, from all ethnic backgrounds and includes all education levels.

Table 35

*2021 Employment by Disability Type for Civilians Ages 18 to 64*

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

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

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

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

###### Labor Force Participation Rates (LFP)

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

Table 36

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

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

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

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

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

Table 37

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

| Geographic Area |  | Population Age 16 and Over | Employed | Not in Labor Force |
| --- | --- | --- | --- | --- |
| R1 Bonner | TCNP | 38,234 | 50.3% | 47.8% |
| With Disability | 7,367 | 22.5% | 76.5% |
| No Disability | 30,867 | 56.9% | 40.9% |
| R1 Kootenai | TCNP | 132,859 | 59.3% | 38.5% |
| With Disability | 23,690 | 25.5% | 72.7% |
| No Disability | 109,169 | 66.6% | 31.1% |
| R2 Nez Perce | TCNP | 33,148 | 60.2% | 37.7% |
| With Disability | 7,058 | 25.0% | 74.0% |
| No Disability | 26,090 | 69.7% | 27.9% |
| RTV Ada | TCNP | 376,838 | 65.7% | 31.9% |
| With Disability | 46,295 | 30.1% | 66.3% |
| No Disability | 330,543 | 70.7% | 27.1% |
| RTV Canyon | TCNP | 169,235 | 60.9% | 36.3% |
| With Disability | 30,429 | 32.4% | 64.4% |
| No Disability | 138,806 | 67.1% | 30.2% |
| R4 Twin Falls | TCNP | 66,427 | 62.2% | 35.4% |
| With Disability | 11,133 | 26.9% | 68.9% |
| No Disability | 55,294 | 69.3% | 28.7% |
| R5 Bannock | TCNP | 65,582 | 59.2% | 37.5% |
| With Disability | 12,727 | 28.2% | 67.6% |
| No Disability | 52,855 | 66.7% | 30.2% |
| R6 Bonneville | TCNP | 87,468 | 62.9% | 34.4% |
| With Disability | 14,871 | 32.5% | 65.0% |
| No Disability | 72,597 | 69.1% | 28.1% |

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

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

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

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

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

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

Table 38

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

|  |  |  |
| --- | --- | --- |
| **State/ Urban – Rural/ County** | | |
| **Geographic Area** | | **Percent** |
| United States | Total | 40.8 |
| Urban | 41.7 |
| Rural | 37.3 |
| Idaho | Total | 49.4 |
| Urban | 50.6 |
| Rural | 46.5 |
| **Counties in Idaho** | | |
| **Area** | **County** | **Percent** |
| R1 | Kootenai | 48.1 |
| RTV | Ada | 50.5 |
| Canyon | 52.4 |
| R4 | Twin Falls | 36.8 |
| R5 | Bannock | 46.2 |
| R6 | Bonneville | 40 |
| **Cities in Idaho** | | |
| **Area** | **City and (County)** | **Percent** |
| **RTV** | Boise City (Ada) | 47 |
| Meridian (Ada) | 73.3 |
| Nampa (Canyon) | 61.1 |
| **R6** | Idaho Falls (Bonneville) | 44.1 |
| **PUMAs** | | |
| Bonner, Latah, Shoshone, Boundary, Benewah & Kootenai (Southeast) Counties PUMA | | 50 |
| Kootenai County (Northwest)--Coeur d'Alene, Post Falls & Hayden Cities PUMA | | 48.1 |
| Central Idaho--Lewiston City & Nez Perce Reservation PUMA | | 50.8 |
| Ada (North), Payette, Canyon (North), Gem & Washington Counties--Eagle City PUMA | | 40.4 |
| Canyon (South) & Owyhee Counties--Caldwell & Nampa (South & West) Cities PUMA | | 50.6 |
| Canyon (East) & Ada (West) Counties--Nampa (Central & East) & Meridian (West) Cities PUMA | | 67 |
| Ada County (Central)--Meridian (Northeast) & Boise (Far West) Cities PUMA | | 60.6 |
| Ada County (Northeast)--Boise (North & West) & Garden City Cities PUMA | | 48.6 |
| Ada County (South)--Boise (South) & Kuna Cities PUMA | | 42.1 |
| Twin Falls & Cassia Counties--Twin Falls City PUMA | | 43.7 |
| Elmore, Jerome, Blaine, Minidoka, Gooding, Lincoln & Camas Counties PUMA | | 62.7 |
| Bingham (Outside Fort Hall AIR), Madison, Jefferson, Fremont & Teton Counties PUMA | | 44.4 |
| Bonneville County--Idaho Falls City PUMA | | 40 |
| Southeast Idaho--Pocatello, Chubbuck Cities & Fort Hall Reservation PUMA | | 48.2 |

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

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

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

###### Employment Status by Disability Type

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

Table 39

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **U.S.** | | | **ID** | | |
|  |  | **Urban** | **Rural** |  | **Urban** | **Rural** |
| **Total 18 - 64 years:** | 198,812,874 | 161,426,956 | 37,385,918 | 1,100,116 | 776,922 | 323,194 |
| **In labor force:** | 77.6% | 78.1% | 75.2% | 78.3% | 79.3% | 75.8% |
| **Employed:** | 93.8% | 93.4% | 95.2% | 96.8% | 97.0% | 96.3% |
| With a disability | 6.0% | 5.9% | 6.4% | 7.6% | 7.8% | 7.2% |
| Hearing | 25.4% | 23.5% | 33.0% | 28.4% | 24.3% | 39.5% |
| Vision | 23.1% | 23.3% | 22.3% | 28.4% | 29.4% | 25.6% |
| Cognitive | 37.7% | 39.3% | 31.5% | 41.0% | 45.2% | 29.6% |
| Ambulatory | 27.2% | 27.0% | 28.0% | 23.7% | 20.6% | 32.2% |
| Self-care | 6.2% | 6.2% | 6.2% | 4.3% | 3.9% | 5.1% |
| Independent Living | 17.5% | 18.0% | 15.7% | 14.3% | 15.5% | 11.0% |
| No disability | 94.0% | 94.1% | 93.6% | 92.4% | 92.2% | 92.8% |
| **Unemployed:** | 6.2% | 6.6% | 4.8% | 3.2% | 3.0% | 3.7% |
| With a disability | 13.7% | 13.4% | 15.5% | 22.4% | 19.9% | 27.7% |
| No disability | 86.3% | 86.6% | 84.5% | 77.6% | 80.1% | 72.3% |
| **Not in labor force:** | 22.4% | 21.9% | 24.8% | 21.7% | 20.7% | 24.2% |
| With a disability | 25.3% | 24.3% | 29.0% | 24.7% | 26.1% | 21.8% |
| No disability | 74.7% | 75.7% | 71.0% | 75.3% | 73.9% | 78.2% |
| LFP employed & unemployed w/ disability | 5.7% | 6.4% | 6.9% | 8.1% | 8.1% | 7.9% |
| LFP employed & unemployed w/o disability | 94.3% | 93.6% | 93.1% | 91.9% | 91.8% |  |
| **Total Pop w/ disability** | 10.3% | 10.3% | 12.3% | 11.7% | 11.8% | 11.3% |
| **Total Pop w/o disability** | 89.7% | 89.7% | 87.7% | 88.3% | 88.1% | 88.7% |

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

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

Table 40

*Employment Status by Disability Status and Type: Regions*

|  | **R1** | **RTV** | | **R4** | **R5** | **R6** |
| --- | --- | --- | --- | --- | --- | --- |
|  | Kootenai | Ada | Canyon | Twin Falls | Bannock | Bonneville |
| **Total 18 - 64 years:** | 103,400 | 309,278 | 141,204 | 51,157 | 52,114 | 71,856 |
| **In labor force:** | 79.1% | 79.6% | 79.2% | 76.2% | 75.0% | 76.7% |
| **Employed:** | 97.6% | 97.1% | 95.7% | 93.3% | 96.1% | 95.6% |
| With a disability | 7.3% | 6.1% | 9.2% | 7.5% | 10.1% | 8.6% |
| Hearing | 59.7% | 20.6% | 32.6% | 24.4% | 20.0% | 17.0% |
| Vision | 15.9% | 30.0% | 29.8% | 30.7% | 21.0% | 23.5% |
| Cognitive | 31.9% | 49.7% | 35.0% | 43.9% | 58.0% | 50.8% |
| Ambulatory | 43.0% | 20.3% | 18.0% | 20.5% | 12.5% | 24.7% |
| Self-care | 3.9% | 2.4% | 2.2% | 5.4% | 1.2% | 9.0% |
| Independent Living | 1.9% | 6.9% | 18.5% | 10.5% | 20.0% | 31.0% |
| No disability | 92.7% | 93.9% | 90.8% | 92.5% | 89.9% | 91.4% |
| **Unemployed:** | 2.4% | 2.9% | 4.3% | 6.7% | 3.9% | 4.4% |
| With a disability | 21.4% | 21.5% | 24.7% | 55.1% | 21.0% | 23.1% |
| No disability | 78.6% | 78.5% | 75.3% | 44.9% | 79.0% | 76.9% |
| **Not in labor force:** | 20.9% | 17.1% | 20.8% | 23.8% | 25.0% | 23.3% |
| With a disability | 27.0% | 20.2% | 26.5% | 26.5% | 31.3% | 37.3% |
| No disability | 73.0% | 79.8% | 73.5% | 73.5% | 68.7% | 62.7% |
| LFP employed & unemployed w/ disability | 7.6% | 6.5% | 9.9% | 10.7% | 10.5% | 9.2% |
| LFP employed & unemployed w/o disability | 92.4% | 93.5% | 90.1% | 89.3% | 89.5% | 90.8% |
| Total Pop w/ disability | 11.7% | 9.3% | 13.4% | 14.1% | 15.7% | 15.8% |
| Total Pop w/o disability | 88.3% | 90.7% | 86.6% | 85.6% | 84.3% | 84.2% |

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

### Agency-Specific Data Related to Overall Performance

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

Table 41  
*General Statistics for all ICBVI Consumers*

| **Item** | **ALL CONSUMERS** | | |
| --- | --- | --- | --- |
|  |
| **2019** | **2020** | **2021** |  |
| Applications | 151 | 119 | 134 |  |
| Percent of all applications | 100.00% | 100.00% | 100.00% |  |
| Percent of apps found eligible | 90.73% | 78.99% | 71.64% |  |
| Percent of apps that had a determination made within 60 days | 98.54% | 98.94% | 98.96% |  |
| Significance of Disability |  |  |  |  |
| Disabled | 3 | 1 | 1 |  |
| % of total | 2.29% | 0.90% | 0.93% |  |
| Significant | 31 | 21 | 25 |  |
| % of total | 23.66% | 18.92% | 23.15% |  |
| Most significant | 97 | 89 | 82 |  |
| % of total | 74.05% | 80.18% | 75.93% |  |
| Percent closed prior to IPE development | 6.87% | 8.11% | 6.48% |  |
| Plans developed | 137 | 80 | 100 |  |
| Percent of plans developed within 90 days | 90.51% | 96.25% | 98.00% |  |
| Number of consumers in training by type |  |  |  |  |
| Vocational | 10 | 9 | 8 |  |
| Undergraduate | 34 | 43 | 32 |  |
| Graduate | 4 | 1 | 1 |  |
| Number of cases closed rehabilitated | 47 | 26 | 32 |  |
| Employment rate at exit | 36.43% | 72.22% | 59.26% |  |
| Median wages of all exited participants | $5988.10 | $7,498.45 | $12,136.08 |  |
| Total number of cases served | 765 | 834 | 970 |  |
| Avg. cost of all cases | $6,584.14 | $6,646.02 | $6,558.48 |  |
| Avg. cost of cases closed rehabilitated | $7,663.30 | $6,030.47 | $9,447.51 |  |
| Avg. cost per case closed unsuccessful | $5,615.20 | $4,047.68 | $8,897.47 |  |
| Avg. cost per case closed prior to plan | $94.89 | $56.78 | $23.73 |  |

The data indicates that from 2019 to 2021, there was a significant decrease of individuals who applied for services from ICBVI but ending with an uphill climb at 134 applicants in 2021. Though the applicant trends could largely be due to the pandemic, the average time for a determination of eligibility for these applicants was largely within the time frame of 60 days allowed by the Rehabilitation Act, as amended. The percent of applicants that were determined eligible for ICBVI services decreased significantly during the three-year period from 90.73% in 2019 down to 71.64% in 2021; however, the reason behind this is unknown and should be further investigated by ICBVI.

The significance of disability determinations for eligible ICBVI consumers was fairly consistent for each of the three possible categories (Disabled, Significantly Disabled, and Most Significantly Disabled) throughout the three years of this study. However, there was noticeable change in disability category from 2019 to 2020 for the Disabled category. In 2020, the Disabled category decreased by 1.4%, but with fairly low numbers, these numbers may not be significant or worrisome.

The average time for the development of an Individualized Plan for Employment (IPE) for eligible consumers was largely within the maximum time frame of 90 days allowed by the Rehabilitation Act, as amended. Over the three-year period, those cases that took longer than 90 days to develop an IPE decreased by 8% from 2019 to 2021. Like many other data points during the three years of this study, the employment rate increased and decreased significantly and is on an upward trend as of 2021. It would be prudent for ICBVI to examine the reasons for the number of individuals whose cases are closed after services without employment to have a much clearer picture of the circumstances related to these individuals.

The average cost for successful closures and unsuccessful closures remained fairly consistent from 2019 to 2021; however, both increased between $3-5,000 in 2021, which is on trend with other data points for 2021.

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

#### Gender Differences

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

Table 42

*General Information by Gender*

| **Item** | **GENDER** | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Male** | | | **Female** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Applications | 74 | 63 | 72 | 78 | 56 | 61 |
| Percent of all applications | 49.01% | 52.94% | 53.73% | 51.66% | 47.06% | 45.52% |
| Plans developed | 67 | 37 | 61 | 70 | 43 | 38 |
| Percent of plans developed within 90 days | 83.58% | 94.59% | 96.72% | 97.14% | 97.67% | 100.00% |
| Number of consumers in training by type |  |  |  |  |  |  |
| Vocational | 6 | 7 | 3 | 4 | 2 | 5 |
| Undergraduate | 11 | 18 | 10 | 22 | 24 | 20 |
| Graduate | 1 | 0 | 0 | 3 | 1 | 1 |
| Number of cases closed rehabilitated | 20 | 15 | 17 | 24 | 10 | 13 |
| Employment rate at exit | 32.79% | 75.00% | 60.71% | 36.36% | 66.67% | 54.17% |
| Median wages of all exited participants | $10,934.39 | $7,651.22 | $16,925.04 | $2,394.65 | $5,808.50 | $18,258.74 |
| Avg. cost of cases closed rehabilitated | $7,265.92 | $3,278.24 | $8,661.81 | $6,739.12 | $10,145.40 | $7,516.01 |
| Avg. cost per case closed unsuccessful | $5,265.19 | $1,836.68 | $5,824.92 | $6,152.39 | $5,816.48 | $11,970.03 |

The rate of male applicants exceeded the rate of female applicants in both 2020 and 2021, as well as the total number of cases closed rehabilitated, resulting in a lower employment rate for females by 6-8 percentage points, respectively. However, the rate of median wages for females increased consistently over the three-year period, from $2,394.65 in 2019 to over $18,000 in 2021. This increase is consistent with males but with larger earnings by 2021. Additionally, females participated in postsecondary training at a higher rate than males in all three years of the study.

#### Age Differences

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

Table 43  
*General Information by Age*

| **Item** | **AGE** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **14-24** | | | **25-64** | | | **65+** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Applications | 50 | 48 | 55 | 98 | 65 | 67 | 6 | 6 | 8 |
| Percent of all applications | 31.85% | 36.36% | 41.04% | 64.90% | 54.62% | 50.00% | 3.97% | 5.04% | 5.97% |
| Plans developed | 49 | 33 | 42 | 85 | 41 | 51 | 6 | 3 | 5 |
| Number of consumers in training by type |  |  |  |  |  |  |  |  |  |
| Vocational | 1 | 3 | 3 | 9 | 6 | 5 | 0 | 0 | 0 |
| Undergraduate | 27 | 32 | 26 | 7 | 10 | 6 | 0 | 0 | 0 |
| Graduate | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 0 |
| Number of cases closed rehabilitated | 10 | 7 | 10 | 33 | 16 | 22 | 4 | 2 | 0 |
| Employment rate at exit | 27.78% | 77.78% | 45.45% | 39.76% | 66.67% | 73.33% | 33.33% | 100.00% | 0.00% |
| Median wages of all exited participants | $1,369.17 | $7,966.55 | $17,415.96 | $8,885.53 | $7,867.68 | $19,101.52 | N/A | $3,268.30 | N/A |
| Avg. cost of cases closed rehabilitated | $14,765.47 | $6,500.32 | $18,250.28 | $8,333.72 | $6,886.86 | $8,374.01 | $1,983.11 | $2,273.36 | $1,073.98 |
| Avg. cost per case closed unsuccessful | $7,840.21 | $864.50 | $10,814.08 | $5,891.87 | $4,957.16 | $8,795.76 | $2,763.53 | $0.00 | $832.17 |

The data indicates that youth have accounted for more than 40% of all individuals applying for ICBVI services since 2021. This reflects the transition focus and outreach of ICBVI since the passage of WIOA and the implementation of Pre-ETS. During the three-year period, there was a consistent increase in the number of individuals applying for ICBVI who were older than 65 years of age. This remained steady throughout the three years of the study, accounting for just 4-6% of all individuals served by the agency.

Youth ages 14-21 participated in postsecondary training at a higher rate than any other age category during all three years of the study. However, youth was the only category where the employment rate did not consistently increase each year, due to a 32% decrease in 2021. Median wages for youth increased significantly during the three-year period from $1,369.17 in 2019 to over $17,000 in 2021. The highest earners during the three-year period was over $19,000 in 2021 for those between the ages of 25-64.

#### Case Service Expenditures

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

Table 44

*Case Service Expenditures for ICBVI*

| **Expenditure by Service Category** | | | |
| --- | --- | --- | --- |
| **Service Category** | **Amount spent per year** | | |
|  | **2019** | **2020** | **2021** |
| **Training Services** |  |  |  |
| Graduate College or University | $42,302.00 | $6,523.00 | $5,943.00 |
| Four-Year College or University Training | $104,560.00 | $98,652.00 | $102,111.00 |
| Junior or Community College Training | $14,400.00 | $4,810.00 | $4,633.00 |
| Occupational or Vocational Training | $16,377.00 | $16,587.00 | $2,765.00 |
| On-the-Job Training | $8,873.00 | $11,144.00 | $9,449.00 |
| Registered Apprenticeship Training | $0.00 | $0.00 | $0.00 |
| Basic Academic Remedial or Literacy Training | $0.00 | $0.00 | $520.00 |
| Work Based Learning | $0.00 | $0.00 | $0.00 |
| Miscellaneous Training | $750.00 | $400.00 | $50.00 |
| Training Services Total | $187,262 | $138,116 | $125,471 |
| **Percent of total** | **43%** | **41%** | **29%** |
| **Disability and Job Support Services** |  |  |  |
| Assessment | $5,501.00 | $1,280.00 | $2,243.00 |
| Diagnosis and Treatment of Impairments | $60,254.00 | $48,056.00 | $102,651.00 |
| Job Readiness Training | $4,269.00 | $10,179.00 | $1,587.00 |
| Job Search Assistance | $10,683.00 | $11,195.00 | $8,720.00 |
| Short-Term Job Supports | $6,130.00 | $3,425.00 | $2,940.00 |
| Disability Related Skills Training | $4,218.00 | $1,109.00 | $4,893.00 |
| Supported Employment Services | $0.00 | $0.00 | $0.00 |
| Customized Employment Services | $0.00 | $0.00 | $0.00 |
| Extended Services | $0.00 | $0.00 | $0.00 |
| Disability and Job Support Services Total | $91,055 | $75,244 | $123,034 |
| **Percent of total** | **21%** | **22%** | **28%** |
| **Other** |  |  |  |
| Benefits Counseling | $0.00 | $0.00 | $0.00 |
| Transportation | $10,177.00 | $13,374.00 | $29,394.00 |
| Maintenance | $13,499.00 | $2,241.00 | $17,597.00 |
| Rehabilitation Technology | $118,138.00 | $102,154.00 | $130,260.00 |
| Personal Assistance Services | $300.00 | $0.00 | $0.00 |
| Technical Assistance Services & Self-Employment | $0.00 | $0.00 | $0.00 |
| Reader Services | $0.00 | $400.00 | $845.00 |
| Interpreter Services | $1,605.00 | $100.00 | $0.00 |
| Other Services | $13,193.00 | $5,970.00 | $6,666.00 |
| Other Total | $156,912 | $124,239 | $184,762 |
| **Percent of total** | **36%** | **37%** | **43%** |
| **Expenditure Totals** | **$435,229** | **$337,599** | **$433,267** |

ICBVI's highest expenditures during the three-year study were in the Training Services and Other services. The total expenditures for training decreased from 43% in 2019 to 29% in 2021, while Other services increased from 36% in 2019 to 43% in 2021 of the total expenditures listed. The highest case service expenditure for individual services was Rehabilitation Technology at over $130,000 in 2021 and over $118,000 in 2019. The next highest expenditure category was Four-Year College or University Training at over $104,000 in 2019.

Similar to other data points, there is a flux in expenditures over the three-year period, potentially due to the pandemic. There are a number of services where ICBVI did not report expenditures. It is important to note that this may not mean services were not provided, but services could have been provided in-house by ICBVI staff. ICBVI is encouraged to investigate the services with $0 expenditures to verify accurate reporting and to identify needs for consumers in these categories. Pre-Employment Transition Service expenditures are addressed in Section Four.

Expenditures on transportation increased significantly from 2019 to 2021 from over $10,000 to just under $30,000. This need aligns with barriers of transportation showing in other data and expressed by survey and interview participants. ICBVI is encouraged to review this data to ensure that expenses are being accurately assigned to each category to increase the ability to make data informed decisions with expenditure data.

#### Types of Employment Outcomes

An important measure of the performance of ICBVI is the type of employment outcomes obtained by the consumers served. The project team utilized RSA-911 data to examine employment outcomes by 2018 Standard Occupational Classification (SOC) code for ICBVI compared to all other VR programs combined. Table 45 identifies these outcomes for PY 2020 by SOC categories in ICBVI and compares them to all other VR programs combined for PY 2020. Cases included in this analysis are those that (a) exited with an employment outcome, and (b) had a Standard Occupational Classification code recorded in the file.

Table 45

*Employment Outcomes by SOC Code for PY 2020*

| **SOC Code Category** | **VR Agency Frequency in 2020** | **All VR Programs in 2020** | **Difference** |
| --- | --- | --- | --- |
| **Management Occupations** | **7.1%** | **2.4%** | **4.7%** |
| **Business and financial operations occupations** | **5.4%** | **1.4%** | **4.0%** |
| Computer and Mathematical Operations | 1.3% | 1.1% | 0.2% |
| Architecture and engineering occupations | 0.9% | 0.7% | 0.2% |
| Life, physical and social science occupations | 1.8% | 0.5% | 1.3% |
| **Community and social science occupations** | **4.9%** | **2.9%** | **2.0%** |
| Legal occupations | 1.8% | 0.4% | 1.4% |
| **Education, training and library occupations** | **8.5%** | **3.0%** | **5.5%** |
| Art, design, entertainment, sports and media occupations | 2.2% | 1.1% | 1.1% |
| Healthcare practitioners and technical occupations | 1.8% | 2.7% | -0.9% |
| Healthcare support occupations | 3.6% | 4.1% | -0.5% |
| Protective service occupations | 0.4% | 1.6% | -1.2% |
| **Food preparation and serving related occupations** | **7.6%** | **11.3%** | **-3.7%** |
| **Building and grounds cleaning and maintenance occupations** | **4.0%** | **9.3%** | **-5.3%** |
| Personal care and service occupations | 4.9% | 5.7% | -0.8% |
| **Sales and related occupations** | **4.9%** | **8.5%** | **-3.6%** |
| **Office and administrative support occupations** | **21.0%** | **15.8%** | **5.2%** |
| Farming, fishing and forestry occupations | 0.4% | 0.6% | -0.2% |
| Construction and extraction occupations | 3.6% | 2.5% | 1.1% |
| Installation, maintenance, and repair occupations | 4.0% | 4.9% | -0.9% |
| **Production occupations** | **4.9%** | **8.0%** | **-3.1%** |
| **Transportation and material moving occupations** | **3.6%** | **8.5%** | **-4.9%** |

The occupational categories where ICBVI differed by more than two percentage points from all other VR programs in the country combined are bolded. Out of these 10 categories, ICBVI is higher in 50%. RSA-911 data indicate that ICBVI was consistent with the rest of the Nation across many of the occupational classifications, but ICBVI was lower than all other VR programs combined with respect to the proportions of individuals closed in the following:

1. Building and grounds cleaning and maintenance occupations (-5.3%)
2. Transportation and material moving occupations (-4.9%)
3. Food preparation and serving-related occupations (-3.7%)
4. Sales and related occupations (-3.6%)
5. Production occupations (-3.1%)

ICBVI exceeded all other VR programs in the category of Education, training and library occupations by 5.5%. It will be important for ICBVI to regularly examine the employment goals and outcomes of consumers to ensure that they are aware of and reflect the appropriate occupational categories available to them as well as alignment with top growing industries in Idaho.

#### WIOA Performance Accountability Measures for the VR Program

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

1. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
2. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
4. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program;
5. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
6. The indicators of effectiveness in serving employers.

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

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

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

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

| **Performance Measure** | **Agency** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **National** | | | **Idaho Title IV** | | | **IDVR** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Employment Rate 2nd Quarter After Exit | 51.30% | 48.60% | 52.50% | 59.30% | 58.90% | 63.10% | 60.40% | 60.20% | 63.20% |
| Employment Rate 4th Quarter After Exit | 43.60% | 44.00% | 48.00% | 54.60% | 57.30% | 57.20% | 56.00% | 58.20% | 57.30% |
| Median Earnings 2nd Quarter After Exit | $4,005 | $4,280 | $4,776 | $4,055 | $4,259 | $4,523 | $4,044 | $4,183 | $4,457 |
| Credential Attainment Rate | 11.20% | 23.20% | 30.80% | 3.80% | 40.30% | 53.30% | 4.00% | 41.00% | 53.30% |
| Measurable Skill Gains Rate | 31.40% | 43.30% | 43% | 51.20% | 52.60% | 58.30% | 53.60% | 56.00% | 60.90% |

Table 46a  
*WIOA Annual Performance Results – National Compared to Idaho Title IV and IDVR*

*Table 46b  
WIOA Annual Performance Results – National Blind compared to ICBVI*

| **Performance Measure** | **Agency** | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **National Blind Agencies** | | | **ICBVI** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Employment Rate 2nd Quarter After Exit | 44.40% | 37.60% | 44.20% | 15.40% | 28.40% | 51.90% |
| Employment Rate 4th Quarter After Exit | 37.80% | 30.60% | 35.60% | 21.10% | 35.40% | 53.50% |
| Median Earnings 2nd Quarter After Exit | $6,206 | $7,177 | $7,263 | $7,422 | $7,868 | $18,201 |
| Credential Attainment Rate | 11.20% | 30.40% | 31.70% | 0.00% | 27.30% | 55.60% |
| Measurable Skill Gains Rate | 51.50% | 52.10% | 53% | 27.40% | 22.10% | 42.90% |

The data shows that Idaho's title IV exceeds the National weighted totals in all of the measures except median earnings in 2021, but only by $253. ICBVI is outperforming many other Blind VR agencies in the country when it comes to the WIOA performance measures. In PY 2021, they were in the 1st quartile of performance when compared to other programs in four of five consumer outcome measures (3rd quartile for MSG). Additionally, ICBVI’s wages for consumers not only exceed the National Blind VR agencies, but are well over the entire country's wages, particularly in PY 2021, where the median earnings exceed $18,000.

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

### Survey Results by Type

#### Individual Survey Results

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

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

##### Individual Survey: Respondent Demographics

Individual survey respondents were asked to identify their age. A total of 71 respondents indicated their age. The largest percentage of respondents were between the ages of 25 to 64 (74.7%) followed by individuals under 25 (14.1%). Table 47 identifies the age of the respondents.

Table 47

*Individual Survey: Age of Respondents*

| **Age Range of Respondents** | **Number** | **Percent** |
| --- | --- | --- |
| 25-64 | 53 | 74.7% |
| 65 and over | 8 | 11.2% |
| Under 25 | 10 | 14.1% |
| **Total** | **71** | **100.0%** |

Respondents were also asked to identify the ICBVI office that provides their VR services. The Boise office was identified most frequently by respondents. The Pocatello office was the least frequently cited office in the survey. Table 48 summarizes the respondents' choices.

Table 48

*Individual Survey: Office Providing ICBVI Services – 2023 Survey*

| **ICBVI Office Providing Service** | **Number** | **Percent** |
| --- | --- | --- |
| The Boise office | 29 | 40.9% |
| The Lewiston office | 9 | 12.7% |
| The Idaho Falls office | 8 | 11.3% |
| The Coeur d'Alene office | 7 | 9.9% |
| The Twin Falls office | 7 | 9.9% |
| The Pocatello office | 6 | 8.5% |
| I am not served by an ICBVI office | 5 | 7.0% |
| **Total** | 71 | 100.0% |

##### Individual Survey: Secondary Disabilities

Respondents were asked to identify their secondary disability, if they had one. A total of 63 responses were received. Although the choice option "no impairment" was cited most frequently, 27% of respondents cited Mental Health conditions as a secondary disability. Table 49 details the results.

Table 49

*Individual Survey: Secondary Disability of Respondents*

| **Secondary Disability** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| No impairment | 22 | 34.9% |
| Mental Health | 17 | 27.0% |
| Mobility | 13 | 20.6% |
| Physical | 12 | 19.0% |
| Other (please describe) | 10 | 15.9% |
| Traumatic Brain Injury | 7 | 11.1% |
| Deaf or Hard of Hearing | 5 | 7.9% |
| Deaf-Blind | 4 | 6.3% |
| Developmental Disability (DD) | 3 | 4.8% |
| Intellectual Disability (ID) | 2 | 3.2% |
| Communication | 1 | 1.6% |
| Autism Spectrum Disorder | 1 | 1.6% |
| Alcoholism or substance abuse | 0 | 0.0% |
| **Total** | **97** |  |

##### Individual Survey: Association with ICBVI

Individuals who responded to the survey were presented a question asking them to identify the statement that best described their association with ICBVI by identifying their consumer status.

Roughly 53% of the individual respondents indicated that they were current consumers of ICBVI. A gap of about 25% is noted between current consumers and previous consumers. The individuals who selected "other" indicated that they were: parents or family members of current consumers, new applicants to the ICBVI program, consumers with previous case history, or consumers who were rejected by ICBVI for various reasons. Table 50 summarizes the results.

Table 50

*Individual Survey: Consumer Status 2023*

|  |  |  |
| --- | --- | --- |
| **Association with ICBVI** | **Number** | **Percent** |
| I am a current consumer of ICBVI | 38 | 53.5% |
| I am a previous consumer of ICBVI, my case has been closed | 20 | 28.2% |
| Other (please describe) | 7 | 9.9% |
| I have never used the services of ICBVI | 3 | 4.2% |
| I am not familiar with ICBVI | 3 | 4.2% |
| **Total** | **71** | **100.0%** |

##### Individual Survey: Relationship with Counselor

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

###### Individual Survey: Meeting Location

When asked to indicate where they usually met with their counselor, almost 46% of the respondents indicated that they met with their counselor at the ICBVI office. Less than 2% meet with their counselor by video conference. Table 51 summarizes the meeting locations reported by respondents.

Table 51

*Individual Survey: Meeting Location*

|  |  |  |
| --- | --- | --- |
| **Meeting Location** | **Number** | **Percent** |
| I go to the ICBVI office | 26 | 45.6% |
| We meet remotely by phone | 14 | 24.6% |
| In my community/school | 9 | 15.8% |
| I don't have a ICBVI counselor | 7 | 12.3% |
| We meet remotely by video conference | 1 | 1.8% |
| **Total** | **57** | **100.0%** |

###### Individual Survey: Ability to Reach Counselor

Individual survey respondents were presented with a five-point response scale (with responses ranging from "always" to "never") and asked to indicate how often they were able to reach their counselor when they needed to. Over 56% of the respondents indicated that they "always" were able to reach their counselor when they needed to. The responses to this question are found in Table 52.

Table 52

*Individual Survey: Ability to Reach Counselor*

|  |  |  |
| --- | --- | --- |
| **Ability to Reach Counselor** | **Number** | **Percent** |
| Always | 31 | 56.4% |
| Usually | 15 | 27.3% |
| Sometimes | 8 | 14.6% |
| Rarely | 1 | 1.8% |
| Never | 0 | 0.0% |
| **Total** | **55** | **100.0%** |

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

Respondents were presented with another five-point response scale (with responses ranging from "excellent" to "terrible") and asked to rate their ability to get along with their counselor. Over half of the 54 respondents selected "excellent" when asked how well they get along with their counselor. The response results are identified in Table 53.

Table 53  
*Individual Survey: Getting Along with Counselor*

|  |  |  |
| --- | --- | --- |
| **Getting Along with Counselor** | **Number** | **Percent** |
| Excellent | 34 | 63.0% |
| Good | 12 | 22.2% |
| So-so | 6 | 11.1% |
| Poor | 1 | 1.9% |
| Terrible | 1 | 1.9% |
| **Total** | **54** | **100.0%** |

##### Individual Survey: Remote ICBVI Services

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

###### Individual Survey: ICBVI Services Delivered Remotely Since COVID

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

Roughly 38% of the individual survey respondents (n=55) who answered the question indicated that they received assistive technology services remotely from ICBVI during the COVID pandemic. Less than 37% of respondents indicated that they did not receive any services from ICBVI remotely since COVID started. Three of the six narrative responses received cited the following services: Tuition assistance; assistance starting a small business; and computer adaptations. The remaining responses indicated phrases such as "met in person," "started with ICBVI after COVID" or "I need training and they refused to help me find it."

Table 54

*Individual Survey: ICBVI Services Delivered Remotely Since COVID*

| **ICBVI Services Delivered Remotely Since COVID** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Help with a device or technology that helps me with work (Assistive technology) | 21 | 38.2% |
| I have not received any services from ICBVI remotely since COVID started | 20 | 36.4% |
| Helping finding and landing a job (Job development and/or job placement) | 10 | 18.2% |
| Help learning about jobs (Career Counseling) | 8 | 14.5% |
| Other (please describe) | 6 | 10.9% |
| Help keeping a job (Supports on the  job) | 5 | 9.1% |
| Help understanding how work would impact my benefits (Benefits counseling) | 1 | 1.8% |
| **Total** | **71** |  |

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

The respondents who utilized remote services were asked to rate the effectiveness of the services that were delivered remotely. Thirty-two respondents answered the subsequent question. A gap of about 3% and a difference of one respondent separates the choice options of "extremely effective" and "effective" when rating the effectiveness of ICBVI's remote services during the COVID pandemic. Roughly 12.5% of respondents indicated that remote service during the pandemic were either "less effective" or "not effective at all." Table 55 details the effectiveness ratings for remote services as cited by respondents.

Table 55

*Individual Survey: Effectiveness of Remote Services*

|  |  |  |
| --- | --- | --- |
| **Effectiveness of Remote Services** | **Number** | **Percent** |
| Extremely effective | 13 | 40.6% |
| Effective | 12 | 37.5% |
| Not effective at all | 3 | 9.4% |
| Somewhat effective | 3 | 9.4% |
| Less effective | 1 | 3.1% |
| **Total** | 32 | 100.0% |

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

An open-ended survey question relating to the overall performance of ICBVI asked individual respondents if there was anything else that they would like to add to the survey regarding ICBVI or its services. A total of 20 narrative responses were received. Six of the comments were positive and included citing gratitude for ICBVI services. Seven respondents wrote phrases such as "Not at this time" or "None." Two comments were negative regarding ICBVI staff and services, with remarks referencing not receiving help or containing specific details on why the program is poor. Quotes from remaining comments include the following:

* *"ICBVI only provides job training for those with the employment goals that they set. Since my goal was to provide non-profit support to other Braille readers, I did not qualify for additional job support. Their training was fine but limited in scope."*
* *"I believe that most everyone working there is doing the best they can, and for the right reasons, unfortunately, trying to be taken seriously as a blind person can feel like running on a hamster wheel. So much time energy and effort goes into the attempt but often it results in going nowhere."*
* *"Many of us are not seeking employment. I am an avid user of the Talking Books service, and I might benefit from help managing cooking with my vision challenges, but I am NOT seeking employment. Is that ALL that ICBVI does?"*

#### Community Partner Survey Results

##### Partner Respondent Characteristics

Partners were provided a list and asked to identify the ICBVI offices that they contract services with. There was no limit to the number of areas that a partner could choose. A total of 20 respondents answered the question. Almost 30% of the respondents contract with the Coeur d'Alene office. The Pocatello office is not represented in the survey. Table 56 includes this information.

Table 56

*Partner Survey: ICBVI Offices Partners Contract With*

|  |  |  |
| --- | --- | --- |
| **ICBVI Offices Partners Contract With** | **Number of times chosen** | **Percent of number of respondents** |
| The Coeur d'Alene office | 6 | 30.0% |
| The Lewiston office | 5 | 25.0% |
| The Twin Falls office | 5 | 25.0% |
| The Boise office | 4 | 20.0% |
| The Idaho Falls office | 3 | 15.0% |
| The Pocatello office | 0 | 0.0% |
| **Total** | **23** |  |

Partner survey respondents were asked to identify if their organization provides service exclusively to individuals with blindness or visual impairments. The question was presented in a yes-no format.

Over 89% of the respondents indicated that their agency serves a variety of disability types. Table 57 includes this information.

Table 57

*Partner Survey: Exclusive Service to Individuals with Blindness or Other Visual Impairments*

| **Serve Blind or Visual Impairments Exclusively** | **Number** | **Percent** |
| --- | --- | --- |
| No, we provide services to individuals with other types of disabilities | 17 | 89.5% |
| Yes | 2 | 10.5% |
| **Total** | **19** | **100.0%** |

#### Staff Survey Results

##### Staff Respondent Characteristics

The first survey question asked staff to identify their job classification. Slightly more than 36% of the staff respondents identified as an instructor. Four staff respondents who selected the item "other," provided narrative comments which specified their particular title. The quotes are as follows:

* *"Admin"*
* *"Accounting"*
* *"Program Coordinator"*
* *"VRA"*

Table 58 details the job titles and the selections of the staff respondents.

Table 58

*Staff Survey: Staff Job Classification*

| **Job Classification** | **Number** | **Percent** |
| --- | --- | --- |
| Instructor | 13 | 36.1% |
| Counselor | 7 | 19.4% |
| Support Staff | 7 | 19.4% |
| Supervisor or Manager | 5 | 13.9% |
| Other (please generally classify) | 4 | 11.1% |
| **Total** | **36** | **100.0%** |

The second survey question asked staff respondents to identify the office(s) where they work. There was no limit to the number of response options a respondent could choose. A total of 36 staff provided a response to this survey item.

Similar to the individual respondents, the Boise office was selected by the majority of staff, securing the top position on the result list and the Lewiston office ranked in the second position. Table 59 details the information.

Table 59

*Staff Survey: Offices*

| **Offices** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| The Boise office | 21 | 58.3% |
| The Lewiston office | 6 | 16.7% |
| The Idaho Falls office | 5 | 13.9% |
| The Pocatello office | 4 | 11.1% |
| The Twin Falls office | 4 | 11.1% |
| The Coeur d'Alene office | 3 | 8.3% |
| **Total** | **43** |  |

##### Staff Survey: Top Three Changes to Help Better Serve ICBVI Consumers

Staff were presented with a list of 12 options and asked to identify the top three changes that would enable them to better assist their consumers. A total of 25 staff respondents answered the question.

The top two changes identified by staff are improved business partnerships and more effective community-based service providers. Two items (increased outreach to consumers in their communities; more streamlined processes) were cited an equal number of times, creating a tie for the third top change in response to the question. Table 60 details the staff responses identifying the top three changes that would enable them to better serve ICBVI consumers.

Table 60

*Staff Survey: Top Three Changes To Better Serve ICBVI Consumers*

| **Top Three Changes to Better Serve ICBVI Consumers** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Improved business partnerships | 9 | 36.0% |
| More effective community-based service providers | 8 | 32.0% |
| Increased outreach to consumers in their communities | 7 | 28.0% |
| More streamlined processes | 7 | 28.0% |
| Additional training | 6 | 24.0% |
| More administrative support | 6 | 24.0% |
| Smaller caseload | 5 | 20.0% |
| Other (please describe) | 4 | 16.0% |
| Better data management tools | 3 | 12.0% |
| Better assessment tools | 2 | 8.0% |
| Decreased procurement time | 2 | 8.0% |
| More supervisor support | 1 | 4.0% |
| **Total** | **60** |  |

##### Staff Survey: Most Important Change ICBVI Could Make

Staff respondents were asked a narrative question regarding the most important change that could be made to support a consumer's efforts to achieve their employment goals. Sixteen written responses were received, and 15 responses contained suggestions for change. Four narrative comments recommended addressing the transportation needs of consumers which included opening and operating a transport service. Service-related changes included easier demonstration to the ATC and clarify what it offers; on site job skills training; faster access to the ICBVI long-term services; more and frequent training to consumers in their home area; and more itinerant training. Six quotes are provided as the content analysis revealed a variety of topics:

* *"Fill a full time VRC position in Pocatello and a full time VRA position in Idaho Falls. Ensure consumers have equal access to the personnel resources that are available in other regions of the state."*
* *"Provide RTs a step-by-step detailed curriculum for all areas of ADLs, assistive technology, job skills, job accommodations (to include typing skills, reading using different formats), job seeking skills, interview skills, creating resumes, informational interviews."*
* *"Maybe the counselors could have more direct involvement with the employment process?"*
* *"This is an RSA barrier, but if possible, close the cases of nearly every client who is not actively engaging in services (and have no intention of participating in the foreseeable future) and move towards smaller caseloads. Smaller caseloads with an emphasis on consumer service and ability to serve each client more effectively would likely lead to better outcomes. VR budget wouldn't change much as these cases will on average require VR funds to achieve the goal of CIE."*
* *"Raise the standard for what blind consumers can do"*
* *"A more result-oriented approach to helping consumers find and obtain employment"*

### Key Informant 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 ICBVI:

1. Overall, ICBVI staff and partners were characterized as caring and committed to serving people with disabilities. It was apparent that staff are passionate about the impact they are making in people's lives. Many ICBVI staff and partners are proud to be part of the organization.
2. The general consensus is that ICBVI is effectively fulfilling its mission. However, there are areas that need improvement in order to increase the positive impact on individuals with disabilities, including timeliness of service delivery and access to providers.
3. Many barriers to accessing and maintaining employment for ICBVI consumers were noted on a repeated basis. Common barriers include the following:
   1. The Idaho public transportation is better in some areas than others. However, it continues to create significant barriers for people with disabilities seeking integration and employment into the community. This issue was recognized as a collective challenge, not solely the responsibility of ICBVI.
   2. There is limited access to CRPs, which limits ICBVI consumer-informed choice.
   3. There are a lack of employers who understand how to employ and support individuals with blindness and visual impairments, and ICBVI needs to increase its presence in the business community.
   4. Employers still have misconceptions about the ability of individuals with disabilities to perform meaningful work.
   5. Access to higher education.
4. Participants indicated that consistent training is an area in need of further development. This includes training of CRPs and the training center staff to ensure increased knowledge and access to current skills.
5. The ability to serve rural areas of the State is an essential component of VR in Idaho. ICBVI needs to examine ways to expand the use of distance technologies and online platforms to serve individuals in the rural areas more effectively.
6. There is a need to increase awareness of ICBVI in the community and improve marketing of services.

## Recommendations

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

1. ICBVI should continue assessing the training needs of the field staff to address continued improvement and increased quality of services under WIOA. ICBVI should evaluate the timeliness of the delivery of training, as well as follow up and evaluate the impact of that training.
2. ICBVI should consider areas where cross-training with partners or providers would be of benefit, and they are encouraged to invite staff from the various technical assistance centers to assist with the provision of training and technical assistance.
3. ICBVI should identify ways to increase distance and online options for consumers to participate in the VR process. Some of the possibilities include the following:
4. Increasing access to and the use of social media for consumers and staff;
5. Allowing individuals with disabilities to apply for services online; and
6. Identifying ways technology can improve access for both staff and consumers.
7. ICBVI should partner with local communities, employers, and other service agencies to collaboratively address the transportation limitations in Idaho.
8. ICBVI should develop marketing and outreach material with an effective plan to inform the community about its organization and services.
9. ICBVI should consider partnering with CRPs and other agencies (e.g., IDVR, IDOL) to find solutions to common barriers faced by Idahoans with disabilities in accessing, gaining, and maintaining employment opportunities, while ensuring these partners understand the unique needs of those with blindness and visual impairments.

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

Section Two includes an assessment of the needs of individuals with the most significant disabilities, including their need for supported employment. This section includes the rehabilitation needs of ICBVI consumers as expressed by the different groups interviewed and surveyed. All general needs of ICBVI 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:

* Supported Employment (SE) is a necessary service for people with the most significant disabilities and needs, which is an area that ICBVI could improve. Access to providers and extended services are a challenge.
* Participants expressed that there is a need to improve the quality of services provided by ICBVI to individuals with the most significant disabilities, particularly those with comorbidity/multiple disabilities.
* Having employees who are ready and able to provide employment to individuals with blindness and visual impairments is a necessity.
* Overall, ICBVI is doing a great job in preparing people for independence and employment, though some individuals feel financially prepared while others do not. Identifying best practices and increasing financial literacy/benefits counseling services could improve ICBVI's ability to serve people with the most significant needs related to sustainability.
* The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE) include transportation, job skills, training, job coaching, access to technology, employer support, and little to no work experience.

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

The project team gathered information from ICBVI on their consumers by disability type. Tables 61a and 61b include this information.

Table 61a

*General Information by Disability Type*

| **Item** | **Disability Type** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Visual Impairments** | | | **Physical Impairments** | | | **Communicative Impairments** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Applications | 141 | 116 | 95 | 2 | 0 | 0 | 0 | 0 | 1 |
| Percent of all applications | 89.81% | 87.88% | 70.90% | 1.27% | 0.00% | N/A | N/A | N/A | 0.75% |
| Plans developed | 138 | 89 | 99 | 4 | 0 | 0 | 0 | 0 | 1 |
| Percent of plans developed within 90 days | 92.75% | 96.63% | 97.98% | 50.00% | N/A | N/A | N/A | N/A | 100.00% |
| Number of consumers in training by type |  |  |  |  |  |  |  |  |  |
| Vocational | 9 | 8 | 8 | 1 | 1 | 0 | 0 | 0 | 0 |
| Undergraduate | 33 | 42 | 32 | 0 | 0 | 0 | 1 | 0 | 0 |
| Graduate | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of cases closed rehabilitated | 45 | 23 | 31 | 100.00% | 1 | 0 | 0 | 1 | 1 |
| Employment rate at exit | 35.71% | 67.65% | 58.49% | 25.00% | 100.00% | N/A | N/A | 100.00% | 100.00% |
| Median wages of all exited participants | $5,988.10 | $7,867.68 | $18,986.92 | N/A | N/A | N/A | N/A | N/A | $17,415.96 |
| Total number of cases served | 725 | 801 | 884 | 12 | 10 | 10 | 6 | 6 | 7 |
| Avg. cost of cases closed rehabilitated | $8,536.85 | $6,158.90 | $9,875.64 | $6,961.95 | $8,129.41 | $5,568.37 | $2,774.90 |  |  |
| Avg. cost per case closed unsuccessful | $6,346.54 | $4,047.68 | $8,970.44 | $6,392.60 | $8,110.94 | $7,896.20 | $1,590.50 |  | $2,523.20 |

Table 61b

*General Information by Disability Type, continued*

| **Item** | **Disability Type** | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **ID/DD or other Cognitive** | | | **Mental health Impairments** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Applications | 2 | 0 | 0 | 0 | 0 | 0 |
| Percent of all applications | 0.93% | N/A | N/A | N/A | N/A | N/A |
| Plans developed | 2 | 0 | 0 | 0 | 0 | 0 |
| Percent of all applications | 100.00% | N/A | N/A | N/A | N/A | N/A |
| Number of consumers in training by type |  |  |  |  |  |  |
| Vocational | 0 | 0 | 0 | 0 | 0 | 0 |
| Undergraduate | 0 | 0 | 0 | 0 | 0 | 0 |
| Graduate | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of cases closed rehabilitated | 0 | 0 | 0 | 0 | 0 | 0 |
| Employment rate at exit | Null | N/A | N/A | 0.00% | N/A | N/A |
| Median wages of all exited participants | N/A | $1,002.22 | N/A | N/A | N/A | N/A |
| Total number of cases served | 8 | 1 | 1 | 1 | 1 | 1 |
| Avg. cost of cases closed rehabilitated | $8,041.54 | $3,165.44 | $44.94 | $9,401.50 | $9,872.18 | $5,865.01 |
| Avg. cost per case closed unsuccessful | $3,771.64 | $20,239.98 | $3,856.70 | $5,193.04 | $6,828.61 | $15,370.64 |

As expected, the data indicates that for all three years of the study, individuals with visual impairments constituted the largest percentage of applicants, total number of cases served, and the total number of plans developed for ICBVI. Over the three-year period, the number of applicants and total number of cases decreased for all other disability categories apart from Communicative Impairments. For this category, the numbers increased by 1 in 2021. Physical Impairments and Communicative Impairments were the next largest disability categories during the three-year period but include limitations in comparisons due to the low numbers.

Though the total number of cases of visual impairments increased during the three-year period, the employment rates were inconsistent with a high of 67.65% in 2020, but a decrease to 58.49% in 2021. These employment rates are well above the national rates by other VR programs. For 2021 the national employment rate was 45.5%, while the national blind agency employment rate was 51%, and ICBVI's employment rate was at 58.49%. ICBVI should assess best practices that have resulted in these high employment rates to increase rates in the future.

For most of the disability categories and years, average costs of cases were similar across successful and unsuccessful closures. The exception to this is with ID/DD and Mental Health Impairment categories. The largest amounts spent were on unsuccessful cases at $20,239.98 for ID/DD in 2020 and $15,370.64 for Mental Health Impairment in 2021. Though only one individual was served in these categories, there may be some discrepancies in the data as it also shows associated costs for successful cases. ICBVI should examine these results to ensure that the data is reliable in order to make data-informed decisions about service delivery.

#### Social Security Beneficiaries

When assessing the needs of individuals with the most significant disabilities, it is important to examine the rate of Social Security Administration (SSA) beneficiaries served by ICBVI. Recipients of Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) often have significant fears about going back to work after the lengthy process of being approved for benefits. The fear of benefit loss generally leads to beneficiaries trying to obtain work that is part-time and will not exceed the substantial gainful activity (SGA) amount which will count towards their trial work period and could eventually lead to losing benefits (if they are an SSDI recipient). SSI recipients often fear falling off the "cash cliff" if they receive SSI. The project team heard from many individuals in all stakeholder groups that the fear of benefit loss and the loss of medical insurance was of paramount concern for SSA beneficiaries, and that they come to ICBVI explicitly requesting work below SGA. The project team requested data from ICBVI specific to SSA beneficiaries. Table 62 contains this information.

Table 62

*SSA Beneficiaries*

| **Item** | **SSA BENEFICIARIES** | | |
| --- | --- | --- | --- |
|
| **2019** | **2020** | **2021** |
| Applications | 3 | 6 | 2 |
| Percent of apps found eligible | 100.00% | 100.00% | 100.00% |
| Significance of Disability |  |  |  |
| Disabled | 0 | 0 | 0 |
| % of total | 0.00% | 0.00% | 0.00% |
| Significant | 1 | 0 | 0 |
| % of total | 33.33% | 0.00% | 0.00% |
| Most significant | 2 | 6 | 2 |
| % of total | 66.67% | 100.00% | 100.00% |
| Plans developed | 6 | 4 | 2 |
| Number of cases closed rehabilitated | 0 | 0 | 1 |
| Employment rate at exit | 0.00% | N/A | 100.00% |
| Median wages of all exited participants | N/A | N/A | N/A |
| Total number of cases served | 14 | 17 | 19 |
| Avg. cost of cases closed rehabilitated | $7,675.00 | $10,202.75 | $12,780.62 |
| Avg. cost per case closed unsuccessful | $6,719.46 | $4,212.86 | $13,327.39 |

The data indicates that SSA beneficiaries who were determined eligible for ICBVI services declined by 4 individuals from 2020 to 2021. SSA beneficiaries were determined to have a most significant disability at 100% in 2020 and 2021. Though only one individual exited during the three-year period, that individual exited successfully in employment, resulting in a 100% employment rate in 2021.

Table 63

*Supported Employment for ICBVI*

| **Item** | **SUPPORTED EMPLOYMENT** | | |
| --- | --- | --- | --- |
|  |
| **2019** | **2020** | **2021** |  |
| Significance of Disability |  |  |  |  |
| Disabled | 0 | 0 | 0 |  |
| % of total | 0.00% | 0.00% | 0.00% |  |
| Significant | 2 | 0 | 0 |  |
| % of total | 22.22% | 0.00% | 0.00% |  |
| Most significant | 7 | 7 | 6 |  |
| % of total | 77.78% | 100.00% | 100.00% |  |
| Number of cases closed rehabilitated | 0 | 0 | 1 |  |
| Employment rate at exit | N/A | N/A | 100.00% |  |
| Median wages of all exited participants | N/A | N/A | N/A |  |
| Total number of cases served | 15 | 24 | 28 |  |

Though ICBVI did not spend any funds on Supported Employment (SE) Services, including Customized Employment Services (see Table 44), they did report a number of consumers as needing SE services. The data is unclear on the services provided and the total number of SE consumers. The data shows that the total number of SE consumers increased from 15 in 2019 to 28 in 2021; however, there are only 6-9 individuals per year designated with a significance of disability, and all SE consumers must be MSD (this is likely an error). ICBVI should examine these results to ensure that the data is reliable to make data-informed decisions about SE service delivery and the expenditure of SE funds.

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

### Survey Results by Type

#### Individual Survey Results

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

Individual survey respondents were presented with a checklist and asked to indicate whether they received Social Security disability benefits. The total number of respondents who answered this question is 64.

Based on the table data, the inference can be made that almost 44% of the individual survey respondents do not receive Social Security disability benefits. Table 64 summarizes the responses to this question. Note that individuals were allowed to select more than one option in the series of items (e.g., in the case of an individual who received both SSI and SSDI).

Table 64

*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 | 28 | 43.8% |
| I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history) | 17 | 26.6% |
| I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals who have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions) | 16 | 25.0% |
| I don't know if I receive Social Security disability benefits | 2 | 4.7% |
| I receive a check from the Social Security Administration every month, but I do not know which benefit I get | 2 | 4.7% |
| I have received benefits in the past, but no longer receive them | 2 | 4.7% |
| **Total** | **67** |  |

##### Individual Survey: Finances and Money Management

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

###### Financial Situation

Respondents were given a list of statements and asked to rate how well each of the statements describe their financial situation. A total of 53 respondents participated in answering this survey item. When analyzing the results for each item the following inferences are revealed:

1. Almost one-fourth of the respondents believe they will never have the things they want in life;
2. Roughly one-half of the respondents believe they are getting by financially; and
3. Over one-third of respondents express concern that their money will not last.

Table 65 details the ratings for each of the statements.

Table 65

*Individual Survey: Financial Situation*

| **Describe Financial Situation** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| I am just getting by financially | 27 | 50.9% |
| I am concerned the money I have, or will have, won't last | 19 | 35.8% |
| I am comfortable with my financial situation | 19 | 35.8% |
| Because of my money situation, I feel like I will never have the things I want in life | 12 | 22.6% |
| **Total** | **77** |  |

###### Managing Money

Individual survey respondents were presented a checklist of statements regarding money management and asked to indicate whether the item represents how they manage money. Although over 57% of respondents indicated they have monthly budgets in addition to savings and checking accounts, slightly more than 11% of the respondents indicated they invest money. Almost 15% of the respondents want to learn more about managing money. Table 66 details the results.

Table 66

*Individual Survey: Managing Money*

| **Managing Money** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| I have a checking account | 42 | 77.8% |
| I have a savings account | 32 | 59.3% |
| I have a monthly budget | 31 | 57.4% |
| I would like to learn more about managing my money | 8 | 14.8% |
| I invest my money | 6 | 11.1% |
| **Total** | **119** |  |

###### Money Left by the End of the Month

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 54 individuals who answered the question, the rating of "sometimes" was selected by 27.8% of respondents and an equal percentage of respondents selected either "rarely" or "often." Table 67 summarizes the details reported by respondents.

Table 67

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

| **Money Left by the End of the Month** | **Number** | **Percent** |
| --- | --- | --- |
| Sometimes | 15 | 27.8% |
| Often | 13 | 24.1% |
| Rarely | 13 | 24.1% |
| Always | 10 | 18.5% |
| Never | 3 | 5.6% |
| **Total** | **54** | **100.0%** |

###### Finances Control Life

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. The margin of difference is one respondent (n=1) between the choice options of "always" and "often" while an equal percentage of respondents (13%) selected "rarely" or "never." Table XX includes this information.

Table 68

*Individual Survey: Finances Control Life*

| **Finances Control Life** | **Number** | **Percent** |
| --- | --- | --- |
| Always | 15 | 27.8% |
| Often | 14 | 25.9% |
| Sometimes | 11 | 20.4% |
| Rarely | 7 | 13.0% |
| Never | 7 | 13.0% |
| **Total** | **54** | **100.0%** |

##### Individual Survey: Services from the Idaho Commission for the Blind and Visual Impaired Assessment and Training Center (ATC)

Individual survey respondents were presented with a series of questions regarding their experience with the Idaho Commission for the Blind and Visual Impaired Assessment and Training Center (ATC).

###### Individual Survey: Attending and Completing the Training Center Program

Fifty-five respondents answered the question whether or not they attended and completed the ICBVI Training Center program (ATC). The majority of the respondents (65.5%) did not attend the program. Eight respondents selected the item "Yes, but I did not complete the program."

Thirty-nine respondents answered the subsequent question "Why did you not complete the Training Center program?" Twenty-eight narrative comments were received in the category "other" for the subsequent question and 6 of the comments contained phrases such as "I did not know about the program" or "never heard of it". Five comments identified that training was not offered, one comment identified "they would not allow me to go," and two comments cited "I did not attend." The COVID pandemic was noted as the reason one respondent did not attend training. Two comments indicated that the respondents currently attends the program. Two respondents are waiting to attend the ATC and one commented being new to the ICBVI and is in the assessment phase of the process. Seven of the remaining comments provided specific details of the personal reasons why the respondent did not participate in training.

Tables 69 and 70 detail the responses to the questions regarding attending and completing the ICBVI ATC program.

Table 69

*Individual Survey: Attending and Completing the ICBVI Training Center Program*

| **Attend Assessment and Training Center** | **Number** | **Percent** |
| --- | --- | --- |
| No, I did not attend the Assessment and Training Center | 36 | 65.5% |
| Yes, and I completed the program | 11 | 20.0% |
| Yes, but I did not complete the program | 8 | 14.6% |
| **Total** | **55** | **100.0%** |

Table 70

*Individual Survey: Why Training Center Program Not Completed*

| **Why Program Not Completed** | **Number** | **Percent** |
| --- | --- | --- |
| Other (please describe) | 28 | 71.8% |
| The program was too long | 3 | 7.7% |
| Health issues | 3 | 7.7% |
| Mental health concerns prevented me from completing | 3 | 7.7% |
| I was dismissed from the program | 1 | 2.6% |
| Family issues | 1 | 2.6% |
| I was not pleased with the instruction | 0 | 0.0% |
| I had difficulty getting along with others | 0 | 0.0% |
| **Total** | **39** | **100.0%** |

###### Individual Survey: Quality of the ATC Program

Individual survey respondents were asked to rate a series of questions regarding the quality of services at the ATC using a five-point scale (excellent, good, average, poor, did not receive/participate in the training). Tables 71-74 summarize the responses.

Table 71

*Individual Survey: Quality of the Orientation and Mobility Training at ATC*

| **Quality of the Orientation and Mobility Training at the ATC** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 8 | 57.1% |
| Good | 4 | 28.6% |
| I did not receive Orientation and Mobility training | 2 | 14.3% |
| Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| **Total** | **14** | **100.0%** |

Table 72

*Individual Survey: Quality of the Braille and Assistive Technology Training at the ATC*

| **Quality of the Braille and Assistive Technology Training at the ATC** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 7 | 50.0% |
| I did not receive Braille and assistive technology training | 4 | 28.6% |
| Good | 1 | 7.1% |
| Average | 1 | 7.1% |
| Poor | 1 | 7.1% |
| **Total** | **14** | **100.0%** |

Table 73

*Individual Survey: Quality of the Activities of Daily Living Training at the ATC*

| **Quality of the ADL Training at the ATC** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 6 | 42.9% |
| Good | 4 | 28.6% |
| I did not receive activities of daily living training | 3 | 21.4% |
| Average | 1 | 7.1% |
| Poor | 0 | 0.0% |
| **Total** | **14** | **100.0%** |

Table 74

*Individual Survey: Quality of the Wood Shop Training at the ATC*

| **Quality of the Wood Shop Training at the ATC** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 6 | 42.9% |
| I did not participate in the wood shop training | 6 | 42.9% |
| Good | 1 | 7.1% |
| Average | 1 | 7.1% |
| Poor | 0 | 0.0% |
| **Total** | **14** | **100.0%** |

The sample size is small (n=14) for rating the ATC training and is consistent for all four training courses offered.

The ratings provided for each training is reflected by the number of respondent attendees. The Orientation and Mobility Training had the highest attendance by survey respondents (n=12). Each of the remaining trainings was attended by 8 to 12 respondents. Caution is used when analyzing the results and making inferences. Findings of interest when analyzing the results:

1. Each training received a rating of "excellent" by the majority of the respondent attendees;
2. A rating of "poor" was cited for one training (Braille and AT training). No other trainings receive a "poor" rating by respondent attendees;
3. Of the 12 individuals who attended the Orientation and Mobility training, eight of the individual survey respondents rated the training as excellent and the choice options average and poor were not cited.

###### Individual Survey: Preparedness as a Result of Training Received

Individual survey respondents were asked two questions regarding the preparedness they experienced as a result of the training they received at the ATC using a four-point scale (very prepared, moderately prepared, minimally prepared, not prepared at all). Tables 75 and 76 detail the results.

Table 75  
*Individual Survey: Preparedness to Live Independently as a Result of Training Received*

| **Preparedness to Live Independently as a Result of Training Received** | **Number** | **Percent** |
| --- | --- | --- |
| Very prepared | 8 | 61.5% |
| Moderately prepared | 5 | 38.5% |
| Minimally prepared | 0 | 0.0% |
| Not at all prepared | 0 | 0.0% |
| **Total** | **13** | **100.0%** |

Table 76

*Individual Survey: Preparedness to Go to Work as a Result of Training Received*

|  |  |  |
| --- | --- | --- |
| **Preparedness to Go To Work as a Result of Training Received** | **Number** | **Percent** |
| Very prepared | 6 | 46.2% |
| Moderately prepared | 6 | 46.2% |
| Minimally prepared | 1 | 7.7% |
| Not at all prepared | 0 | 0.0% |
| **Total** | **13** | **100.0%** |

The sample size is small (n=13) for rating the level of preparedness to live independently and to go to work after receiving ATC training. Caution is used when making inferences.

The majority of respondents rated their level of preparedness to live independently as "very prepared" after received training. Respondents were almost equally divided regarding their level of preparedness to go to work as a result of the training they received at the Center. The information reflects the responses received regarding the four training courses.

###### Individual Survey: How Can Services at the ATC be Improved

Respondents were asked an open-ended question on how the ICBVI Assessment and Training Center could improve their services. A total of eight survey participants responded to the question. Two responses cited "don't know." Six comments provided recommendations and are quoted as follows:

* *"Better AT training"*
* *"Bring in potential employers"*
* *"Have a more comprehensive job readiness class"*
* *"I think that there should be a plan for next steps in the future after someone completes the program, there should be next steps after so that the people who completed the training at the training center can be successful"*
* *"Job fair, interviews with employers, this could be done, maybe once a term for example"*
* *"More hands-on things"*

##### Individual Survey: Internal Vocational Rehabilitation Services

Individual survey respondents were presented with a series of questions regarding the Idaho Commission for the Blind and Visually Impaired's Internal Vocational Rehabilitation Services.

###### Individual Survey: Use and Quality of Internal Vocational Evaluation Services

Individual survey respondents were asked to identify if they used specific internal vocational evaluation and training services from Idaho's Commission for the Blind and Visually Impaired and rate the quality of the services they received using a four-point scale (excellent, good, average, poor). A total of 53 individuals provided responses for this section of the survey.

Technology training services was used by the largest number of respondents (n=37 of 53), and employment services were used by the least number of respondents (n=20 of 51). Employment services and technology training received the quality rating of "excellent" by over 56 percent of respondents who rated the services. The quality of the vocational evaluation services was rated as "good" by a narrow majority of the respondents. The margin of difference between the ratings of "excellent" and "good" for the vocational evaluation services is 3.6 percent and one respondent (n=1). Tables 77-82 summarize the responses.

Table 77

*Individual Survey: Received Vocational Evaluation Services*

| **Vocational Evaluation Services from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Yes, I received vocational evaluation services. | 27 | 52.9% |
| No, I did not receive vocational evaluation services. | 24 | 47.1% |
| Total | 51 | 100.0% |

Table 78

*Individual Survey: Quality of Vocational Evaluation Services*

| **Quality of Vocational Evaluation Services from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Good | 12 | 42.9% |
| Excellent | 11 | 39.3% |
| Average | 4 | 14.3% |
| Poor | 1 | 3.6% |
| **Total** | **28** | **100.0%** |

Table 79

*Individual Survey: Received Technology Training*

| **Technology Training from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Yes, I received technology training. | 37 | 69.8% |
| No, I did not receive technology training. | 16 | 30.2% |
| **Total** | **53** | **100.0%** |

Table 80

*Individual Survey: Quality of Technology Training*

| **Quality of Technology Training from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 21 | 56.8% |
| Good | 11 | 29.7% |
| Average | 3 | 8.1% |
| Poor | 2 | 5.4% |
| **Total** | **37** | **100.0%** |

Table 81

*Individual Survey: Received Employment Services*

| **Employment Services from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| No, I did not receive employment services. | 33 | 64.7% |
| Yes, I received employment services. | 18 | 35.3% |
| **Total** | **51** | **100.0%** |

Table 82

*Individual Survey: Quality of Employment Services*

| **Quality of Employment Services from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 12 | 60.0% |
| Good | 5 | 25.0% |
| Poor | 2 | 10.0% |
| Average | 1 | 5.0% |
| **Total** | **20** | **100.0%** |

###### Individual Survey: Preparedness as a Result of Internal VR Services Received

Individual survey respondents were asked two questions regarding the preparedness they experienced as a result of the internal vocational rehabilitation evaluation and training services they received from ICBVI using a four-point scale (very prepared, moderately prepared, minimally prepared, not prepared at all).

The majority of individual respondents, (although by a narrow margin) cited being "very prepared" to live independently as result of internal VR services from ICBVI. Roughly 14 percent (n=7) of respondents identified being either "minimally prepared" or "not at all prepared" to live independently in response to the question. Table 83 details the results.

Table 83

*Individual Survey: Preparedness to Live Independently as a Result of Internal ICBVI Services*

| **Prepared to Live Independently as a Result of Training from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Very prepared | 22 | 44.9% |
| Moderately prepared | 20 | 40.8% |
| Not at all prepared | 5 | 10.2% |
| Minimally prepared | 2 | 4.1% |
| **Total** | **49** | **100.0%** |

Nineteen individuals (43.2%) cited being "very prepared" to go to work as a result of receiving internal VR services. Conversely, 9.1 percent, (n=4), indicated that they were "not at all prepared" to go to work after receiving ICBVI evaluation services and training. The difference between the number of respondents who indicated that they were either "minimally prepared" or "moderately prepared" to go to work after using ICBVI VR services is nine respondents. Table 84 contains the results.

Table 84

*Individual Survey: Preparedness to Go to Work as a Result of Internal ICBVI Services*

| **Prepared to Go To Work as a Result of Training from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Very prepared | 19 | 43.2% |
| Moderately prepared | 15 | 34.1% |
| Minimally prepared | 6 | 13.6% |
| Not at all prepared | 4 | 9.1% |
| **Total** | **44** | **100.0%** |

###### Individual Survey: How Training by ICBVI Can be Improved

Respondents were asked an open-ended question on how the training provided by ICBVI VR staff could be improved. A total of 23 survey participants responded to the question.

Content analysis of the narrative responses indicated that six respondents either did not use the ICBVI training or had jobs prior to using ICBVI services. Four comments were positive, complimenting the services and staff. One response cited providing specific steps for success after finishing training as the respondent did not get the help they needed after completing the program. Six responses cited "NA" "not sure" or "I don't know." The remaining narrative comments cited: improving the job training course; better responsiveness; ensuring issued equipment is a good fit for the client and not providing what is cheap; providing extensive computer and accessible technology training; more community education; and actually providing the services that are offered.

##### Individual Survey: Barriers to Employment

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

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

Respondents were presented with a list of 21 potential barriers to getting a job and asked to indicate whether or not the item had been a barrier that impacted their ability to obtain a job. There was no limit to the number of items that an individual respondent could choose.

Three items on the list were selected by over 44% of the respondents who answered the question. The two choices that were not identified as a barrier for getting a job are substance abuse and limited English skills. Table 85 summarizes the barriers and the impact on getting a job.

Table 85

*Individual Survey: Identifying Barriers to Getting a Job*

| **Identifying Barriers to Getting a Job** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employers hesitant to hire people with disabilities | 25 | 48.1% |
| Employer concerns about my ability to do the job due to my disability | 24 | 46.2% |
| Lack of reliable transportation | 23 | 44.2% |
| Lack of job skills | 14 | 26.9% |
| Concern over loss of Social Security benefits due to working | 13 | 25.0% |
| Lack of job training | 13 | 25.0% |
| Lack of available jobs | 11 | 21.2% |
| Age | 11 | 21.2% |
| Lack of disability skills training | 9 | 17.3% |
| Lack of assistive technology and/or assistive technology training | 8 | 15.4% |
| Mental health concerns | 7 | 13.5% |
| Lack of job search skills | 6 | 11.5% |
| Lack of adjustment to blindness training | 6 | 11.5% |
| Lack of education | 5 | 9.6% |
| Lack of child care | 3 | 5.8% |
| Criminal Record | 2 | 3.8% |
| Lack of housing | 2 | 3.8% |
| Lack of reliable Internet access | 2 | 3.8% |
| Lack of attendant care | 1 | 1.9% |
| Limited English skills | 0 | 0.0% |
| Substance abuse | 0 | 0.0% |
| **Total** | **185** |  |

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

Respondents were presented with a list and were asked to identify the top three barriers that they have faced specifically toward getting a job. A total of 50 respondents answered the question.

Lack of reliable transportation was the most frequently selected barrier to getting a job. A tie occurs for the second top barrier to employment. An equal percentage of individual survey respondents identified employer concerns about my ability to do the job due to my disability and Employers hesitant to hire people with disabilities as barriers to getting a job. Lack of reliable internet service was identified twice on the previous Table 85 but is not cited on this list. Table 86 contains a summary of the responses to the question.

Table 86

*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 reliable transportation | 23 | 46.0% |
| Employer concerns about my ability to do the job due to my disability | 21 | 42.0% |
| Employers hesitant to hire people with disabilities | 21 | 42.0% |
| Lack of job skills | 10 | 20.0% |
| Age | 8 | 16.0% |
| Concern over loss of Social Security benefits due to working | 7 | 14.0% |
| Lack of available jobs | 6 | 12.0% |
| Lack of job training | 6 | 12.0% |
| Lack of disability skills training | 6 | 12.0% |
| Mental health concerns | 5 | 10.0% |
| Lack of job search skills | 4 | 8.0% |
| Lack of assistive technology and/or assistive technology training | 4 | 8.0% |
| Lack of child care | 3 | 6.0% |
| Lack of adjustment to blindness training | 3 | 6.0% |
| Criminal Record | 2 | 4.0% |
| Lack of education | 1 | 2.0% |
| Lack of attendant care | 1 | 2.0% |
| Lack of housing | 1 | 2.0% |
| Limited English skills | 0 | 0.0% |
| Substance abuse | 0 | 0.0% |
| Lack of reliable Internet access | 0 | 0.0% |
| **Total** | **132** |  |

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

Individuals 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 that are not included in the previous questions. There were 12 individuals who provided a narrative response to this question. Content analysis of the responses indicated that three respondents did not experience barriers to employment. Two respondents indicated that they already have jobs, and one respondent is not actively looking for work. Other items cited as barriers include fear of failure; interview skills and training; employers wanting to hire those with long term career goals; employers not liking previous training and education; fluctuating shifts instead of set shift schedule; new mental health and medical conditions; and Boise office refusing to education requests.

##### Individual Survey: Barriers to Accessing ICBVI Services

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

One item was cited as a barrier to accessing ICBVI services with percentage rates over 40%. The two items most frequently cited as barriers were lack of information about available services and the ICBVI office is not on a public bus route. The two items that were not identified as barriers to accessing ICBVI were language barriers and difficulties completing the ICBVI application. Table 87 contains a summary of the responses to the question.

Table 87

*Individual Survey: Barriers to Accessing ICBVI Services*

| **Barriers to Accessing ICBVI** | **Times identified as a barrier** | **Percent of number of respondents** |
| --- | --- | --- |
| Lack of information about available services | 13 | 40.6% |
| The ICBVI office is not on a public bus route | 7 | 21.9% |
| Difficulty reaching ICBVI staff | 6 | 18.8% |
| Reliable Internet access | 6 | 18.8% |
| ICBVI's hours of operation | 5 | 15.6% |
| Difficulties scheduling meetings with my counselor | 4 | 12.5% |
| Other difficulties with ICBVI staff | 4 | 12.5% |
| Difficulties completing the Individualized Plan for Employment (IPE) | 3 | 9.4% |
| Lack of disability-related accommodations | 2 | 6.3% |
| Language barriers | 0 | 0.0% |
| Difficulties completing the ICBVI application | 0 | 0.0% |
| **Total** | **50** |  |

###### Individual Survey: Top Three Barriers to Accessing ICBVI Services

Individual survey respondents were also presented with a list and were asked to identify the three top barriers to accessing ICBVI services. The most frequently selected item on the list, chosen by 44.2% of the 43 respondents who answered the question, was the phrase "I have not had any barriers to accessing ICBVI services." The barriers that rank in the second, third, and fourth positions of Table 86 are similar to the top items in Table 87 above. Table 88 lists the barriers along with the number of times each of the barriers was cited.

Table 88

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

| **Top Three Barriers to Accessing ICBVI Services** | **Times identified as a barrier** | **Percent of number of respondents** |
| --- | --- | --- |
| I have not had any barriers to accessing ICBVI services | 19 | 44.2% |
| Lack of information about available services | 12 | 27.9% |
| Difficulty reaching ICBVI staff | 6 | 14.0% |
| The ICBVI office is not on a public bus route | 5 | 11.6% |
| ICBVI's hours of operation | 5 | 11.6% |
| Difficulties scheduling meetings with my counselor | 4 | 9.3% |
| Other difficulties with ICBVI staff | 4 | 9.3% |
| Reliable Internet access | 4 | 9.3% |
| Lack of disability-related accommodations | 3 | 7.0% |
| Difficulties completing the Individualized Plan for Employment (IPE) | 2 | 4.7% |
| Difficulties completing the ICBVI application | 1 | 2.3% |
| Language barriers | 0 | 0.0% |
| **Total** | **65** |  |

###### Individual Survey: Other Challenges to Accessing ICBVI Services

Individual survey respondents were presented a yes-no question asking them if they had experienced any other challenges or barriers not already mentioned that have made it difficult to access ICBVI services. A total of 48 responses were received. Seventy-five percent of the respondents indicated "no" in response to the question. Twelve narrative responses were received from the respondents who cited "yes." Four narrative comments cited transportation issues. Five narrative comments indicated specific problems relating to counselors and ICBVI refusing to provide requested assistance and training. One comments cited recovering from medical condition and one comment cited embarrassment. Table 89 details the results.

Table 89

*Individual Survey: Other Challenges to Accessing ICBVI Services*

| **Other Challenges to Accessing ICBVI Services** | **Number** | **Percent** |
| --- | --- | --- |
| No | 36 | 75.0% |
| Yes (please describe) | 12 | 25.0% |
| **Total** | **48** | **100.0%** |

##### Individual Survey: Employment Goals

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

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

Individual survey respondents were asked an open-ended question asking them to identify their current employment goal. A total of 44 survey participants responded to the question. Content analysis of the narrative responses cited a wide variety of occupations, from items requiring four-year college or university-level education, such as becoming a librarian, social worker, or teaching. Non-university level careers also appeared in the narrative responses, such as becoming a massage therapist, journeyman, puppetry, or bank clerk. Two responses cited self-employment. Fourteen responses cited currently employed with comments to maintain their current job or obtain a better paying job. Other responses included items describing the number of hours the consumer wants to work, remote work, working in current field, and to become employed again.

###### Individual Survey: ICBVI Assistance with Employment Goal

Respondents answered a follow-up yes-no question: "Has ICBVI helped you progress towards your employment goal?" Slightly more than three-fourths of the respondents indicated that ICBVI helped them make progress towards their employment goal. Table 90 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 90

*Individual Survey: ICBVI Helped Progress to Employment Goal*

| **ICBVI Helped Progress to Employment Goal** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 44 | 78.6% |
| No | 8 | 14.3% |
| I have not worked with ICBVI | 4 | 7.1% |
| **Total** | **56** | **100.0%** |

###### Individual Survey: ICBVI Referral

Individual survey respondents were asked a yes-no question requesting them to indicate whether or not they had received services from an organization or individual that ICBVI referred them to. Almost 28% of the of the 54 respondents indicated "I am not sure" in response to the question. The numeric difference between the number of "yes" responses compared to the number of "no" responses is three (n=3). Table 91 details the results.

Table 91

*Individual Survey: Use of ICBVI Referral*

| **Use of ICBVI Referral** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 21 | 38.9% |
| No | 18 | 33.3% |
| I am not sure | 15 | 27.8% |
| **Total** | **54** | **100.0%** |

###### Individual Survey: Thought Towards Next Job

Individual survey respondents were asked whether or not if they had thought about their next job once their employment goal was achieved. Respondents were provided three response options to choose from. Less than half of the respondents indicated that they have thought about their next job. Table 92 contains the number of times and the percent of time either yes, no, or the phrase "I don't know" was identified.

Table 92

*Individual Survey: Thought Towards Next Job*

| **Thought Towards Next Job** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 22 | 41.5% |
| No | 21 | 39.6% |
| I don't know | 10 | 18.9% |
| **Total** | **53** | **100.0%** |

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

Respondents were also asked whether or not if they would need more training or help to get their next job. Fifty percent of the 22 respondents who answered the question indicated "yes." Table 93 details the results.

Table 93

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

| **Need More Training or Help to Get Next Job** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 11 | 50.0% |
| I don't know | 8 | 36.4% |
| No | 3 | 13.6% |
| **Total** | **22** | **100.0%** |

##### Individual Survey: How Can ICBVI Improve Service

Individual respondents were asked an open-ended question asking them for suggestions on how ICBVI could improve their services in order to assist them in obtaining, keeping, or getting a better job. A total of 37 survey participants responded to the question.

Eight of the narrative responses indicated no suggestions for improvement by citing phrases including: "I don't know," "unsure," "none," currently employed or not seeking employment. Seven of the write-in responses contained positive comments regarding ICBVI without including a recommendation for change. Three comments cited negative experience instances with counselors and cited improving communication, support with employers, and changing counselors when requested. Content analysis of the remaining narrative responses cited many topics including: assisting with transportation; educate on VR services that are available and let the consumer use the services; provide information on available jobs in the community; more direct assistance with finding a job; a more thorough job readiness class; extensive computer and AT courses; improve job placement services; and outreach to employers. One quote summarizes several topics found in the narrative comments:

*"Generally speaking the vocational rehabilitation system has a long way to go in helping individuals become more aware of the services available. I have been a client for 9 years now and I only recently have been educated regarding the option to have a VR counselor work with a client to provide help finding employment and job readiness skills and I really don't understand what kind of service can be given in the event that an individual becomes employed. Additionally, I've heard stories of people trying to use the service to find work only to be given listings for jobs that don't match the qualifications of the client. I understand that everyone has different needs and VR counselors should be available to answer individual questions. However, if individuals don't even know what services the vocational rehabilitation system has to offer, how are they going to advocate for themselves when working with a VR counselor or a future employer? ICBVI could start by sending out information to clients through an email that shares information about the various services available and how to access them should they be interested in receiving help. It may also be helpful to highlight common job search sites such as indeed, job seeker, or LinkedIn, so people know where to start if they want to try job searching on their own and just need a counselors help getting accommodations. Oh and let's not forget about students. What can VR pay for in regard to their education? How does a student go about getting such financial assistance? What about grad school can VR pay for that too?*

*All of this could easily be included in a comprehensive email or news letter sent to all clients or any clients who want it and that would help people become more educated regarding the program benefits. It may also be helpful to occasionally share stories of successful VR cases with current clients that help give them an idea of what they can do with the services VR facilitates while also giving insight into what could be down the road.*

*Finally, the necessary forms to apply for service are not accessible to individuals who are blind and visually impaired. Where we have so much technology right at our finger tips today this is unacceptable."*

#### Community Partner Survey Results

##### Partner Survey: Top Three Barriers to Achieving Employment Goals

Partner survey respondents were given a list of 20 barriers, including an option for "other," and asked to identify the top three barriers to achieving employment goals for ICBVI consumers. There was no limit to the number of barriers that a respondent could choose.

Partner and individual survey respondents were asked a similar question regarding the top three barriers and had slightly different lists to choose from. Partners and individual respondents were similar in their choices of top barriers.

"Employers' perceptions/employers concerns to hire people with disabilities" ranked as the top barrier on the partner respondent and ranked in the second and third positions on the individual respondent result lists because of the list differences.

Both partners and individual survey respondents selected transportation issues as a top barrier to achieving employment goals for ICBVI consumers. Although partners selected transportation as the number two barrier to employment for ICBVI consumers, there is a distinct difference between consumer perceptions and the partner perceptions on what type of transportation is the biggest barrier. Partners selected "disability-related transportation" while individuals selected "lack of reliable transportation," which are different items. "Disability-related transportation" is the need for accessible transportation resulting or related to the disability. "Other transportation," for the purposes of this survey, is defined as lack of a car, lack of public transportation or lack of reliable transportation. Individual survey respondents selected "lack of reliable transportation" as the top barrier, which is comparable to the eighth ranking item "other transportation issues" on the partner survey.

Partners differed with individuals on the third top barrier to achieving employment goals, and the lowest ranking items on the partners result list were similar to the individual survey respondents' choices. Table 94 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 94

*Partner Survey: Top Three Barriers to Achieving Employment Goals - General ICBVI Consumers*

| **Top Three Barriers to Employment Goals - General ICBVI Consumers** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employer perceptions about employing persons with disabilities | 9 | 56.3% |
| Disability-related transportation issues | 7 | 43.8% |
| Not having education or training | 5 | 31.3% |
| Perceptions about the impact of income on Social Security benefits | 5 | 31.3% |
| Not having job skills | 4 | 25.0% |
| Not having disability-related accommodations | 3 | 18.8% |
| Other (please describe) | 2 | 1.3% |
| Not having job search skills | 1 | 6.3% |
| Other transportation issues | 1 | 6.3% |
| Mental health issues | 1 | 6.3% |
| Childcare issues | 1 | 6.3% |
| Housing issues | 1 | 6.3% |
| Poor social skills | 1 | 6.3% |
| Lack of self-confidence | 1 | 6.3% |
| Language barriers | 0 | 0.0% |
| Not enough jobs available | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| **Total** | **42** |  |

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

Partners were asked two questions related to barriers to achieving employment goals for ICBVI consumers who require supported employment.

Partners were asked whether or not the barriers to achieving employment goals for ICBVI consumers who required supported employment were different from the general population of ICBVI consumers. The sample size was 14 respondents. Five of the respondents indicated that the barriers to achieving employment goals were different for ICBVI consumers who require supported employment. Table 95 details the results to the question from the survey.

Table 95

*Partner Survey: Different Barriers – ICBVI Consumers Supported Employment*

| **Barriers To Goals Different for Consumers Requiring Supported Employment** | **Number** | **Percent** |
| --- | --- | --- |
| No | 9 | 64.3% |
| Yes | 5 | 35.7% |
| **Total** | **14** | **100.0%** |

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

All six partner respondents cited employer perceptions about employing persons with disabilities as a top barrier to employment for consumers with the most significant disabilities, matching the partner list of the top barriers for the general population of ICBVI consumers. Due to the small sample size, the top three barriers cannot be determined. Table 96 summarizes the results.

Table 96

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

| **Top Three Barriers to Employment Goals - Supported Employment** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employer perceptions about employing persons with disabilities | 6 | 100.0% |
| Not having disability-related accommodations | 3 | 50.0% |
| Not having education or training | 1 | 16.7% |
| Not having job search skills | 1 | 16.7% |
| Not enough jobs available | 1 | 16.7% |
| Disability-related transportation issues | 1 | 16.7% |
| Other transportation issues | 1 | 16.7% |
| Perceptions about the impact of income on Social Security benefits | 1 | 16.7% |
| Poor social skills | 1 | 16.7% |
| Not having job skills | 0 | 0.0% |
| Language barriers | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Mental health issues | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Housing issues | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| Lack of self-confidence | 0 | 0.0% |
| **Total** | 16 |  |

Partner survey respondents were presented an open-ended question asking them if there was anything else that ICBVI should know about the primary barriers to achieving employment goals for ICBVI consumers. Partners did not answer the question as no narrative responses were received.

##### Partner Survey: Difficulties Accessing ICBVI Services

Partner survey respondents were asked a series of questions related to accessing ICBVI services for the general population of ICBVI consumers and for ICBVI consumers who require supported employment. Thirteen partner respondents participated in this section of the survey.

###### Partner Survey: Difficulties Accessing ICBVI Services – General Population Consumers

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

"Limited accessibility of ICBVI via public transportation" was identified by partners as the top reason the general population of ICBVI consumers find it difficult to access services. Partners were divided on the second and third reasons why consumers have difficulty accessing services. Due to the split results and small sample size, comparing to the individual respondents' survey results is deferred. One comment was received in the category of "other," and the quote is as follows:

* *"Unaware that services are available"*

Table 97 details the partner results.

Table 97

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

| **Top Three Reasons Difficult to Access ICBVI Services - General Population Consumers** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Limited access to ICBVI via public transportation | 8 | 80.0% |
| Other challenges related to the physical location of the ICBVI office | 2 | 20.0% |
| Difficulties completing the application | 2 | 20.0% |
| Difficulties accessing training or education programs | 2 | 20.0% |
| Inadequate disability-related accommodations | 1 | 10.0% |
| Other (please describe) | 1 | 10.0% |
| Slow service delivery | 1 | 10.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 1 | 10.0% |
| ICBVI staff are not responsive to communication from consumers or potential consumers | 1 | 10.0% |
| Language barriers | 0 | 0.0% |
| Difficulties completing the Individualized Plan for Employment | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| Lack of broadband Internet access | 0 | 0.0% |
| **Total** | **19** |  |

###### Partner Survey: Difficulties Accessing ICBVI Services – Supported Employment

Partner respondents were presented a yes-no question asking them to identify whether or not the difficulties to accessing ICBVI services is different for ICBVI consumers requiring supported employment compared to the general population of ICBVI consumers. The sample size is thirteen (n=13). The majority of the partners indicated that the difficulties accessing ICBVI services are not different for ICBVI consumers requiring supported employment. Table 98 summarizes the results.

Table 98

*Partner Survey: Difficulty To Access ICBVI Services Different for Supported Employment*

| **Difficulty To Access ICBVI Different for Supported Employment** | **Number** | **Percent** |
| --- | --- | --- |
| No | 12 | 92.3% |
| Yes | 1 | 7.7% |
| **Total** | **13** | **100.0%** |

Partner respondents were presented with a subsequent question asking them to identify the top three reasons ICBVI consumers who require supported employment have difficulty accessing services. One respondent answered the question, making the sample size too small for making inferences. Table 99 details the results.

Table 99

*Partner Survey: Top Three Reasons Difficult to Access ICBVI Services – Supported Employment*

| **Top Three Reasons Difficult to Access ICBVI Services - Supported Employment** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Inadequate disability-related accommodations | 1 | 100.0% |
| Limited access to ICBVI via public transportation | 0 | 0.0% |
| Other challenges related to the physical location of the ICBVI office | 0 | 0.0% |
| Language barriers | 0 | 0.0% |
| Difficulties completing the application | 0 | 0.0% |
| Difficulties completing the Individualized Plan for Employment | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| Difficulties accessing training or education programs | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Slow service delivery | 0 | 0.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 0 | 0.0% |
| ICBVI staff are not responsive to communication from consumers or potential consumers | 0 | 0.0% |
| Lack of broadband Intent access | 0 | 0.0% |
| **Total** | **1** |  |

Partner survey respondents were presented an open-ended question asking them if there was anything else that ICBVI should know about why individuals with blindness or a visual impairment find it difficult to access ICBVI services. One partner responded to the question and the quote is provided:

* *"Parents of youth are unaware of the services because school age transition team does not fully understand the difference between ICBVI and VR."*

##### Partner Survey: Most Important Change ICBVI Could Make

Partner respondents were asked a narrative question regarding the most important change that could be made to support consumer's efforts to achieve their employment goals. A total of 6 written responses were received. Two comments were positive and complemented ICBVI. The quotes are provided from the remaining four comments:

* *"Change the perception and show that folks with disabilities are hirable"*
* *"Early technology training"*
* *"Follow through on appointments that are set up. This is not in relation to all providers in this area, but there have been many times that appointments are set up and missed or there is not a consistency in services provided."*
* *"Visiting high schools and senior facilities. (I'm not certain whether they are already doing this)"*

#### Staff Survey Results

##### Staff Survey: Services from the Idaho Commission for the Blind and Visual Impaired Assessment and Training Center (ATC)

Tables 100-102 summarize the responses to a series of questions regarding the Idaho Commission for the Blind and Visually Impaired (ICBVI) Assessment and Training Center (ATC).

Eleven respondents (91.7%) have referred consumers to the ATC. Eleven respondents answered the survey questions regarding the ability of the Center's services to effectively prepare consumers to live and work independently. The majority of staff indicated that the Center's services "very effectively" prepared consumers to live independently and "somewhat prepared" consumers for working independently upon completing the program. Note the margin of difference is one respondent (n=1) in Table 102 for the question addressing preparedness for work. Caution is used when analyzing the data and making inferences due to the small sample size.

Table 100

*Staff Survey: Referral to the ATC*

| **Referred to Assessment and Training Center** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 11 | 91.7% |
| I don't work with consumers | 1 | 8.3% |
| No | 0 | 0.0% |
| **Total** | **12** | **100.0%** |

Table 101

*Staff Survey: Effectiveness of the ATC to Prepare Consumers to Live Independently*

| **Effectively Prepare to Live Independently as a Result of Training** | **Number** | **Percent** |
| --- | --- | --- |
| Very effectively | 9 | 81.8% |
| Somewhat effectively | 2 | 18.2% |
| Not effectively | 0 | 0.0% |
| **Total** | **11** | **100.0%** |

Table 102

*Staff Survey: Consumer Preparedness for Work Upon Completing ATC Program*

| **Preparedness to Go To Work After Completing ATC Program** | **Number** | **Percent** |
| --- | --- | --- |
| Somewhat prepared | 6 | 54.6% |
| Very prepared | 5 | 45.5% |
| Not at all prepared | 0 | 0.0% |
| I do not send my consumers to the Assessment and Training Center to prepare for employment | 0 | 0.0% |
| **Total** | **11** | **100.0%** |

Staff were presented with an open-ended question asking them to identify at least two ways the Idaho Commission for the Blind and Visually Impaired (ICBVI) Assessment and Training Center could improve its services. A total of seven responses were received that included more counselor involvement, improved planning for training related to work and being fully staffed. The quotes are:

* *"Have the client apply for employment near the end of training"*
* *"It is the client's responsibility to get prepared to be independent. The ATC can only direct them."*
* *"Meet the needs of the client goals, not just run a set program. Tailor a day around needed skills and goals."*
* *"More flexible training (i.e. specialized training for specific needs)"*
* *"More training geared towards college attendance (using computer programs like Excel and PowerPoint as examples)"*
* *"Resume job training skills, i.e. creating resumes, completing applications, teach interview skills, teach and assist consumers to go to informational interviews with different employers in the Boise area"*
* *"Try more short-term training options (1-2 week options) of intense training in specified area, try some outreach in other regions, rural communities, develop a short-term program for transition age students 18-21"*

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

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

Staff agreed with individuals by choosing "employers' perceptions about employing persons with disabilities" more often than the other barriers. Staff ranked "not having job skills" higher than individuals. Individuals chose "lack of available jobs" more frequently than staff. Overall, the staff list of barriers differed from the individual respondents' choices. Table 103 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 103

*Staff Survey: Identifying Barriers to Employment Goals*

| **Identify Barriers to Employment** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employers' perceptions about employing persons with disabilities | 26 | 86.7% |
| Not having job skills | 23 | 76.7% |
| Disability-related transportation issues | 22 | 73.3% |
| Inability to advocate for oneself | 22 | 73.3% |
| Not having job search skills | 21 | 70.0% |
| Other transportation issues | 21 | 70.0% |
| Poor social skills | 21 | 70.0% |
| Not having education or training | 20 | 66.7% |
| Perceptions regarding the impact of income on Social Security benefits | 17 | 56.7% |
| Mental health issues | 13 | 43.3% |
| Housing issues | 13 | 43.3% |
| Not having disability-related accommodations | 12 | 40.0% |
| Convictions for criminal offenses | 10 | 33.3% |
| Substance abuse issues | 9 | 30.0% |
| Other health issues | 9 | 30.0% |
| Language barriers | 8 | 26.7% |
| Lack of help with disability-related personal care | 8 | 26.7% |
| Childcare issues | 8 | 26.7% |
| Not enough jobs available | 2 | 6.7% |
| Other (please describe) | 2 | 6.7% |
| **Total** | **287** |  |

##### Staff Survey: Top Three Barriers to Achieving Employment Goals - General ICBVI Consumers

Staff and individuals were similar on the top barriers to achieving employment goals. Staff identified "employers' perceptions about employing persons with disabilities" as the top barrier and both types of transportation issues as the second and third top barriers, matching individual respondents' choices. Staff ranked not having education or training and perceptions regarding Social Security lower than partners. Note that the sample size of staff respondents is double the size of the partners in response to this question and caution is used when making inferences.

Table 104 lists the barriers along with the number of times each of the barriers was identified as one of the top three barriers by staff survey respondents.

Table 104

*Staff Survey: Top Three Barriers to Achieving Employment Goals - General ICBVI Consumers*

| **Top Three Barriers to Employment Goals - General ICBVI Consumers** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employer perceptions about employing persons with disabilities | 19 | 61.3% |
| Disability-related transportation issues | 13 | 41.9% |
| Other transportation issues | 11 | 35.5% |
| Not having education or training | 10 | 32.3% |
| Not having job skills | 9 | 29.0% |
| Lack of self-confidence | 7 | 22.6% |
| Not having job search skills | 4 | 12.9% |
| Not having disability-related accommodations | 4 | 12.9% |
| Perceptions about the impact of income on Social Security benefits | 4 | 12.9% |
| Poor social skills | 4 | 12.9% |
| Mental health issues | 3 | 9.7% |
| Not enough jobs available | 1 | 3.2% |
| Language barriers | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Housing issues | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| **Total** | **89** |  |

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

Staff respondents were asked two questions related to barriers to achieving employment goals for ICBVI consumers who also require supported employment.

Staff were asked whether or not the barriers to achieving employment goals for ICBVI consumers who required supported employment were different from the general population of ICBVI consumers. The results were vastly different than partners as a large majority of staff indicated that the barriers to achieving employment goals were different for ICBVI consumers who require supported employment. Table 105 details the results to the question from the survey.

Table 105

*Staff Survey: Different Barriers – ICBVI Consumers Supported Employment*

| **Barriers To Goals Different for Consumers Requiring Supported Employment** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 18 | 62.1% |
| No | 11 | 37.9% |
| **Total** | **29** | **100.0%** |

Staff respondents who answered "yes" to the previous question were presented a second question asking them to identify the top three barriers to achieving employment goals for consumers with the most significant disabilities. A total of 18 respondents answered the question.

The rank order of items that staff selected in response to the question are different from the partner respondents' choices for barriers to achieving employment goals for consumers with the most significant disabilities except for the top choice. The top three items chosen by the staff relate to employer's perceptions/the lack of job skills/and education/training on the part of the consumer. Table 106 details the results to the question.

Table 106

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

| **Top Three Barriers to Employment Goals - Supported Employment** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Employers' perceptions about employing persons with disabilities | 13 | 72.2% |
| Not having job skills | 10 | 55.6% |
| Not having education or training | 7 | 38.9% |
| Not having job search skills | 5 | 27.8% |
| Not having disability-related accommodations | 5 | 27.8% |
| Disability-related transportation issues | 4 | 22.2% |
| Other transportation issues | 3 | 16.7% |
| Other health issues | 2 | 11.1% |
| Poor social skills | 2 | 11.1% |
| Mental health issues | 1 | 5.6% |
| Language barriers | 0 | 0.0% |
| Not enough jobs available | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Housing issues | 0 | 0.0% |
| Perceptions regarding the impact of income on Social Security benefits | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| Lack of self-confidence | 0 | 0.0% |
| **Total** | **52** |  |

Staff survey respondents were presented an open-ended question asking them if there was anything else that ICBVI should know about the primary barriers to achieving employment goals for ICBVI consumers. A total of eight responses were received. Two comments contained the word "no." Topics cited in the remaining comments include barriers include physical and mental health issues; the DOL one-stop shop is not active and does not follow through; employers prefer to hire employees that do not require accommodations; transportation; and consumer low expectations. One comment cited education and transportation. The quote is as follows:

* *"Elementary and Secondary education programs need to address the lack of teaching assistive technology, alternative techniques, non-visual skills to students. Twin Falls and Pocatello regions are growing. Twin Falls needs to get on the transportation wagon and figure things out, it's well overdue."*

##### Staff Survey: Difficulties Accessing ICBVI Services

Staff respondents were asked a series of questions related to accessing ICBVI services for the general population of ICBVI consumers and for ICBVI consumers who require supported employment.

###### Staff Survey: Difficulties Accessing ICBVI Services – General Population

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

Staff agreed with partners on the top reason consumers have difficulty accessing ICBVI services (limited accessibility of ICBVI via public transportation). Due to the partners' small sample size, comparisons are deferred. Staff and individual respondents did not agree on the top three reasons for not assessing ICBVI services. Comments received in the category "other" indicated the lack of staff, lack of taking responsibility to make things happen, the VCR shares time in two regions and people do not know about ICBVI are reasons why consumers do not access services. Table 107 summarizes the staff choices in response to the question.

Table 107

*Staff Survey: Top Three Reasons Difficult Access ICBVI* *- General Population ICBVI Consumers*

| **Top Three Reasons Difficult to Access ICBVI Services - General Population Consumers** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Limited access to ICBVI via public transportation | 18 | 69.2% |
| Slow service delivery | 7 | 26.9% |
| Other challenges related to the physical location of the ICBVI office | 5 | 19.2% |
| Difficulties accessing training or education programs | 5 | 19.2% |
| Other (please describe) | 5 | 19.2% |
| Lack of broadband Internet access | 5 | 19.2% |
| Inadequate disability-related accommodations | 4 | 15.4% |
| Language barriers | 3 | 11.5% |
| Difficulties completing the application | 1 | 3.8% |
| Difficulties completing the Individualized Plan for Employment | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 0 | 0.0% |
| **Total** | **53** |  |

###### Staff Survey: Difficulties Accessing ICBVI Services – Supported Employment

Staff respondents were presented a yes-no question asking them to identify whether or not the difficulties to accessing ICBVI services is different for ICBVI consumers requiring supported employment compared to the general population of ICBVI consumers. The results are similar to the partner results as staff also indicated that the difficulties accessing ICBVI services are not different for ICBVI consumers requiring supported employment. Table 108 contains the results.

Table 108

*Staff Survey: Difficulty to Access ICBVI Services Different for Supported Employment*

| **Difficulty To Access ICBVI Different for Supported Employment** | **Number** | **Percent** |
| --- | --- | --- |
| No | 24 | 82.8% |
| Yes | 5 | 17.2% |
| **Total** | **29** | **100.0%** |

Staff respondents who answered "yes" to the previous question were presented with a subsequent question asking them to identify the top three reasons ICBVI consumers who require supported employment have difficulty accessing services. A total of five respondents answered the question. Similar to partners, the sample size was too small to make inferences.

Table 109

*Staff Survey: Top Three Reasons Difficult to Access ICBVI Services – Supported Employment*

| **Top Three Reasons Difficult to Access ICBVI Services - Supported Employment** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Limited access to ICBVI via public transportation | 3 | 60.0% |
| Inadequate disability-related accommodations | 2 | 40.0% |
| Slow service delivery | 2 | 40.0% |
| Difficulties accessing training or education programs | 2 | 40.0% |
| Other (please describe) | 1 | 20.0% |
| Other challenges related to the physical location of the ICBVI office | 0 | 0.0% |
| Language barriers | 0 | 0.0% |
| Difficulties completing the application | 0 | 0.0% |
| Difficulties completing the Individualized Plan for Employment | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 0 | 0.0% |
| Lack of broadband Internet access | 0 | 0.0% |
| **Total** | **10** |  |

Staff survey respondents were presented an open-ended question asking them if there was anything else that ICBVI should know about why individuals who are blind or have a visual impairment find it difficult to access ICBVI services. A total of seven responses were received. Three comments contained the word "no/NA/I don't know." Topics cited in the remaining comments include transportation; lack of staff; motivation; slow process; and reluctance to travel to Boise training center.

##### Staff Survey: Remote ICBVI Services

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

###### Staff Survey: Remote ICBVI Services Received

Staff were first asked the question, "Have any of the consumers you serve received services delivered remotely since the beginning of the COVID-19 pandemic?" Eight respondents (22.9%) indicated "no" out a total of 35 responses that were received. In contrast, 36.4% of individual survey respondents reported not receiving any ICBVI services remotely since COVID started (20 of 55 individual respondents). Table 110 details the responses from the staff.

Table 110

*Staff Survey: Remote ICBVI Services Received*

| **Received Remote During COVID-19** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 27 | 77.1% |
| No | 8 | 22.9% |
| **Total** | **35** | **100.0%** |

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

The second question regarding remote services presented to staff asked respondents to rate the effectiveness of remote services. An equal percentage of the staff respondents (30.8%) indicated that the remote services were either "effective" or "somewhat effective." The staff percentage rate for "extremely effective" is about 29% lower than the individual respondents' ratings for remote service effectiveness (40.6% extremely effective). Table 111 summarizes the staff responses to the question.

Table 111

*Staff Survey: Effectiveness of Remote Services*

| **Effectiveness of Remote Services** | **Number** | **Percent** |
| --- | --- | --- |
| Effective | 8 | 30.8% |
| Somewhat effective | 8 | 30.8% |
| Minimally effective | 6 | 23.1% |
| Extremely effective | 3 | 11.5% |
| Not effective at all | 1 | 3.9% |
| **Total** | **26** | **100.0%** |

### Key Informant 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. Supported Employment is a necessary service for people with the most significant disabilities and needs, which is an area in which ICBVI could improve. Access to providers and extended services are a challenge.
2. Participants expressed that there is a need to improve the quality of services provided by ICBVI individuals with the most significant disabilities, including those with comorbidity/multiple disabilities.
3. ICBVI has successfully implemented strategies for serving individuals with the Most Significant Disabilities (MSD) and is committed to improving their ability to meet the needs of all individuals served by the agency. Examples of improvements by ICBVI include, but are not limited to, SE training and enhancing policies, increasing work experiences for adults, attempting to break the myths of MSD and their ability to work and contribute in society.
4. The rehabilitation needs of individuals with the most significant disabilities that were cited the most frequently (beyond SE and CE) include transportation, job skills, training, job coaching, and access to technology.

## Recommendations

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

1. ICBVI is encouraged to recruit for supported employment service providers, including in the rural areas of the State, and train them in the needs of individuals with blindness and visual impairments.
2. ICBVI should continue to provide remote services to those who request/need but should also put efforts in place to increase the value and effectiveness of these services, especially as a potential relief to the transportation barrier experienced by many.
3. Overall, ICBVI is known for providing high quality services and preparing people for independence and work, however, establishing more employment relationships could increase access to employers for consumers.
4. ICBVI is encouraged to assess why some individuals feel financially prepared while others are not. Identifying best practices and increasing financial literacy/benefits counseling services could improve ICBVI's ability to serve people with the most significant needs related to sustainability.

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

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

## 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 ICBVI:

* The groups most commonly cited as potentially underserved include Hispanics, low economic families, and those living in rural areas.
* Limited access to services by some groups is magnified if they live in rural areas.
* Unemployment rates and lack of participation in the workforce for individuals with disabilities continue to be low. This coincides with poverty rates and other needs across Idaho, resulting in the need for ICBVI to consider job-driven training programs and sustainable employment in Idaho's workforce for individuals with blindness and visual impairments.
* Due to the growth rate in the State of Idaho, ICBVI needs to focus on growth and outreach and continue to assess changes to the population and areas of the State with increased needs.

### National, State and/or Local Data Related to the Needs of Individuals with Disabilities From Different Ethnic Groups, Including Needs of Individuals Who May Have Been Unserved or Underserved by ICBVI

#### Race and Ethnicity

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

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

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

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

##### Race/Ethnicity for the General Population

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

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

Whites comprise over 78% of Idaho's population and the State's average is 20.6% higher than the National average of 58.1%. R4's average for Whites is the lowest in the State (70.4%) and the average is 12.3% higher than the National average. Note that five of R4's eight counties are considered to be over 49.5% urban.

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

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

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

Two regions, R2 and R5, have rates for individuals affiliating with American Indian or Alaskan Native race categories that exceed the National averages. R2 has the highest rate of individuals reporting in the American Indian and Alaska Native (3.1%) categories, which is higher than the National average by roughly 2.5%. Table 87 contains the information regarding the ethnic diversity of Idaho.

Table 87

*Race/Ethnicity in Idaho*

| **Area** | **Total population** | **Hispanic or Latino (of any race)** | **White alone** | **Black or African American alone** | **American Indian and Alaska Native alone** | **Asian alone** | **Native Hawaiian and Other Pacific Islander alone** | **Two or more races** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| U.S. | 331,893,745 | 18.8% | 58.1% | 11.8% | 0.5% | 5.7% | 0.2% | 4.3% |
| U.S. -- Urban | 265,980,172 | 21.5% | 52.9% | 13.4% | 0.3% | 6.7% | 0.2% | 4.4% |
| U.S. -- Rural | 65,913,573 | 8.2% | 78.9% | 5.7% | 1.2% | 1.5% | 0.1% | 4.0% |
| Idaho | 1,900,923 | 13.3% | 78.7% | 0.7% | 0.7% | 1.4% | 0.1% | 4.4% |
| ID Urban | 1,303,689 | 14.6% | 77.1% | 0.9% | 0.4% | 1.6% | 0.1% | 4.4% |
| ID Rural | 597,234 | 10.3% | 82.0% | 0.2% | 1.3% | 0.8% | 0.1% | 4.6% |
| R1 | 249,397 | 4.7% | 88.8% | 0.3% | 1.2% | 0.7% | 0.2% | 3.7% |
| R2 | 110,110 | 4.4% | 87.1% | 0.6% | 3.1% | 1.3% | 0.1% | 3.3% |
| RTV | 830,215 | 14.2% | 78.7% | 1.0% | 0.5% | 1.8% | 0.2% | 3.2% |
| R4 | 204,589 | 24.7% | 70.4% | 0.4% | 0.5% | 0.9% | 0.1% | 2.8% |
| R5 | 173,636 | 12.3% | 80.6% | 0.4% | 2.7% | 1.0% | 0.1% | 2.8% |
| R6 | 243,670 | 11.7% | 84.2% | 0.3% | 0.4% | 0.8% | 0.1% | 2.3% |

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

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

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

Table 112 identifies the percentage of individuals living below poverty levels in the Nation and the State. Table 113 contains the calculated rates for the VR service regions.

Table 112

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

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

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

Table 113

*Race/Ethnicity and Poverty: Regions*

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

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

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

The VR consumers' educational attainment impacts the vocational choices available to them. The U.S. Census Bureau collects data on educational attainment and ethnicity. Tables 114 and 115 contain averages for educational attainment at the high school and bachelor's degree level in each ethnic category for the population 25 years and over in the Nation, State, and regions, including the urban and rural averages.

Table 114

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

| Race/Ethnicity | United States | | Idaho | |
| --- | --- | --- | --- | --- |
| High school graduate or higher | Bachelor's degree or higher | High school graduate or higher | Bachelor's degree or higher |
| White alone | 93.5% | 38.3% | 93.9% | 32.4% |
| Black alone | 88.0% | 24.9% | 70.3% | 25.6% |
| American Indian or Alaska Native alone | 77.5% | 16.1% | 86.8% | 20.2% |
| Asian alone | 87.8% | 56.4% | 85.9% | 48.4% |
| Native Hawaiian and Other Pacific Islander alone | 88.0% | 18.2% | N | N |
| Two or more races | 80.6% | 27.0% | 81.5% | 21.1% |
| Hispanic or Latino Origin | 72.4% | 19.7% | 68.9% | 14.6% |
| Race/Ethnicity | **United States -- Urban** | | **Idaho -- Urban** | |
| **High school graduate or higher** | **Bachelor's degree or higher** | **High school graduate or higher** | **Bachelor's degree or higher** |
| White alone | 94.1% | 42.0% | 94.2% | 34.7% |
| Black alone | 88.4% | 25.4% | 68.5% | 26.0% |
| American Indian or Alaska Native alone | 75.6% | 17.0% | 86.1% | 26.0% |
| Asian alone | 87.6% | 56.3% | 83.7% | 50.4% |
| Native Hawaiian and Other Pacific Islander alone | 87.8% | 17.7% | N | N |
| Two or more races | 80.3% | 27.5% | 81.6% | 20.9% |
| Hispanic or Latino Origin | 72.3% | 19.7% | 68.9% | 15.0% |
| Race/Ethnicity | **United States -- Rural** | | **Idaho -- Rural** | |
| **High school graduate or higher** | **Bachelor's degree or higher** | **High school graduate or higher** | **Bachelor's degree or higher** |
| White alone | 91.8% | 28.0% | 93.3% | 27.7% |
| Black alone | 84.3% | 19.9% | N | N |
| American Indian or Alaska Native alone | 82.0% | 13.9% | 87.6% | 14.1% |
| Asian alone | 90.7% | 57.8% | 94.5% | 40.1% |
| Native Hawaiian and Other Pacific Islander alone | 89.6% | 23.5% | N | N |
| Two or more races | 82.6% | 23.6% | 81.2% | 21.4% |
| Hispanic or Latino Origin | 73.7% | 19.4% | 68.9% | 13.3% |

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

Table 115

*Race/Ethnicity and Educational Attainment: VR Service Regions*

| **Race/Ethnicity** | **Degree level and higher** | **R1** | **R2** | **RTV** | **R4** | **R5** | **R6** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| White alone | HS graduate+ | 92.7% | 93.9% | 93.9% | 86.9% | 93.5% | 94.1% |
| Bachelor's degree+ | 25.1% | 30.0% | 33.8% | 23.9% | 25.0% | 32.0% |
| Black alone | HS graduate+ | 94.1% | 97.9% | 80.9% | 99.7% | 87.0% | 94.9% |
| Bachelor's degree+ | 20.2% | 26.0% | 25.2% | 29.5% | 12.1% | 13.8% |
| American Indian/Alaska Native alone | HS graduate+ | 81.4% | 94.0% | 80.6% | 86.1% | 80.8% | 68.7% |
| Bachelor's degree+ | 6.8% | 19.2% | 19.1% | 11.3% | 9.9% | 16.4% |
| Asian alone | HS graduate+ | 85.0% | 97.6% | 88.6% | 68.8% | 85.7% | 94.6% |
| Bachelor's degree+ | 32.8% | 41.6% | 50.7% | 23.5% | 48.6% | 40.6% |
| Native Hawaiian/ Other Pacific Islander alone | HS graduate+ | 95.7% | 100.0% | 91.7% | 100.0% | 89.8% | 100.0% |
| Bachelor's degree+ | 4.7% | 23.1% | 34.1% | 34.1% | 0.0% | 15.0% |
| Two or more races | HS graduate+ | 94.1% | 92.8% | 86.3% | 70.1% | 84.6% | 86.3% |
| Bachelor's degree+ | 28.0% | 26.6% | 26.8% | 13.2% | 22.7% | 24.8% |
| Hispanic/Latino | HS graduate+ | 89.3% | 82.0% | 69.5% | 55.5% | 70.1% | 65.9% |
| Bachelor's degree+ | 15.8% | 21.5% | 15.7% | 7.8% | 9.8% | 14.0% |

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

##### Race/Ethnicity and Disability

The U.S. Census collects data on disability among ethnic categories for the total civilian noninstitutionalized population (TCNP). Consider the ethnic category's population size in relation to the percentage of individuals reporting a disability. Table 116 identifies the estimated average rates of disability among ethnic categories for the Nation and the State. Table 117 contains data for the VR service regions.

Table 116

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

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

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

Table 117

*Race/Ethnicity and Disability: Regions*

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

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

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

The 2023 Annual Disability Statistics Supplement published data on poverty, disability and race/ethnicity for the total population. The trends were produced using data from the Current Population Survey-Annual Social and Economic Supplement (which is distributed annually in March) and the 2021 American Community Survey. Table 118 presents population raw numbers, percentage rates, and the differences (gaps) between the poverty rates for individuals with disabilities and individuals without disabilities for five race/ethnic categories in the U.S. and Idaho. The population numbers provide an accurate picture of the percentage rate differences in this table. The most significant poverty rate and gap of difference between individuals with and without disabilities is noted in the Asian population of Idaho, which includes Native Hawaiians and Other Pacific Islanders.

Table 118

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

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

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

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

The U.S. Department of Labor in collaboration with (ODEP) published 2022 Annual Labor Force Statistics by disability status and ethnicity. Statistics provided include the labor force participation rate, employment-to-population ratio, and unemployment rate by disability status and race/ethnicity for ages 16 to 64 years. Table 119 contains the annual 2022 data.

Table 119

*2022 Annual Labor Force Statistics by Disability Status and Ethnicity*

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

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

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

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

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

Table 120

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

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

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

### Agency-Specific Data Related to the Needs of Individuals with Disabilities From Different Ethnic Groups, Including Needs of Individuals Who May Have Been Unserved or Underserved by ICBVI

The project team gathered general data from ICBVI on all individuals served by ethnicity. Tables 121 and 122 contain this information. The tables are divided into largest ethnicities served and smaller ethnicities served. It should be noted that the data only reflects individual ethnicity groups, though some consumers fall under more than one category.

Table 121

*Largest Ethnicities Served*

| **Item** | **Ethnicities/Race** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **White** | | | **American Indian** | | | **Hispanic/Latino** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Total number of cases served | 727 | 803 | 904 | 18 | 18 | 26 | 87 | 99 | 109 |
| Percent of total | 95% | 96% | 93% | 2% | 2% | 3% | 11% | 12% | 11% |
| Applications | 143 | 103 | 116 | 4 | 1 | 8 | 14 | 17 | 11 |
| Percent of total | 95% | 87% | 87% | 3% | 0.8% | 6% | 9% | 14% | 8% |
| Plans developed | 132 | 77 | 90 | 4 | 0 | 3 | 20 | 7 | 9 |
| Percent of total | 96% | 96% | 90% | 3% | 0% | 3% | 15% | 9% | 9% |
| Number of consumers in training | 48 | 52 | 41 | 0 | 0 | 0 | 3 | 7 | 7 |
| Percent of total | 100% | 98% | 100% | 0% | 0% | 0% | 6% | 13% | 17% |
| Employment rate at exit | 33.85% | 69.44% | 62.75% | 100.00% | N/A | 0.00% | 16.67% | 25.00% | 75.00% |
| Median wages of all exited participants | $6,264.00 | $7,498.45 | $18,201.44 | $2,394.65 | N/A | N/A | $1,369.17 | $7,129.22 | $27,323.56 |

Table 122

*Smaller Ethnicities Served*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Ethnicities/Race** | | | | | | | | |
| **Native Hawaiian/Pacific Islander** | | | **Asian** | | | **African American** | | |
| **2019** | **2020** | **2021** | **2019** | **2020** | **2021** | **2019** | **2020** | **2021** |
| Total number of cases served | 5 | 5 | 7 | 10 | 12 | 13 | 14 | 15 | 21 |
| Percent of total | 0.7% | 0.6% | 0.7% | 1% | 1% | 1% | 2% | 2% | 2% |
| Applications | 0 | 0 | 3 | 4 | 3 | 1 | 6 | 1 | 6 |
| Percent of total | 0% | 0% | 2% | 3% | 3% | 0.8% | 4% | 0.8% | 5% |
| Plans developed | 2 | 0 | 1 | 0 | 2 | 3 | 6 | 1 | 3 |
| Percent of total | 2% | 0% | 1% | 0% | 3% | 3% | 4% | 1% | 3% |
| Number of consumers in training | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Percent of total | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Employment rate at exit | N/A | N/A | 0.00% | 100.00% | N/A | 0.00% | N/A | N/A | N/A |
| Median wages of all exited participants | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

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

With few exceptions, the employment rate of each group was inconsistent from year to year, which is consistent with the trend in the overall ICBVI population. The employment rates for Whites reached its high in 2020 at 69.44%, however, the highest employment rates were for Hispanics in 2021 at 75% and Asians in 2019 at 100%. It is important to note that the total number served in each of these groups can affect larger fluctuations in the rate. (Higher volatility is an inherent issue when analyzing the smaller numbers found with minority populations in Idaho.) Additionally, some groups did not have any individuals exit resulting in NA. Median earnings seemed to correlate with the employment rates but is challenging to analyze without more data (e.g., hourly rates, hours worked). Lastly, Whites and Hispanics were the only groups accessing education and training opportunities, with White individuals constantly upwards of 100%. ICBVI may want to analyze the cause of these inconsistencies to ensure validity of the data and learn of effective best practices resulting in education and training, higher wages, and employment rates.

In order to provide ICBVI with information to determine if any ethnicities may be potentially underserved by the organization, the project team compared the rates of each ethnicity type in Idaho with their appearance in the overall population of individuals served by ICBVI. Table 123 contains this information.

Table 123

*Ethnicity Comparison of Idaho with ICBVI Consumers*

|  |  |  |  |
| --- | --- | --- | --- |
| **Race** | **Percent in Idaho** | **Percent of all served by ICBVI 2021** | **Difference** |
| White | 78.7% | 93% | -14.3% |
| Hispanic/Latino | 13.3% | 11% | 2.3% |
| African American | 0.7% | 2% | -1.3% |
| American Indian and Alaska Native | 0.7% | 3% | -2.3% |
| Native Hawaiian or Pacific Islander | 0.1% | 0.7% | -0.6% |
| Asian | 1.4% | 1% | .4% |

The data indicates that the rate of White consumers served by ICBVI is higher than Idaho's total population, which constitutes the greatest variance from the general Idaho population. Overall, the rest of the races are within a 3% difference, closely near the Idaho population. It will be important for ICBVI to regularly review the ethnic make-up of their consumers and consider strategies to increase access and service to diverse populations, especially during times of growth that Idaho is experiencing.

### Survey Results by Type

#### Individual Survey Results

##### Individual Survey: Race and Ethnicity

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

The number of respondents who answered the question regarding ethnicity was 67. The majority of respondents identified as Caucasian/White. Hispanic/Latinos respondents accounted for 7.5% of the 67 respondents. Note the ranking order of the results in Table 124 that almost reflects the ethnicity of the respondents compared to the ranking order and percentage rates of the State's ethnic demographic category ranking based on the U.S. Census Bureau data from 2021.

Table 124

*Individual Survey: Race or Ethnic Group*

| **Primary Race or Ethnic Group** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Caucasian/White | 61 | 91.0% |
| Hispanic/Latino | 5 | 7.5% |
| American Indian or Alaska Native | 4 | 6.0% |
| Asian | 1 | 1.5% |
| African American/Black | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Hawaiian or Other Pacific Islander | 0 | 0.0% |
| **Total** | **71** |  |

##### Individual Survey: Cultural Identity

Individuals were asked a series of questions regarding cultural identity.

Individuals were asked a yes-no question about whether or not ICBVI honors and respects their cultural identity. None of the 67 respondents who answered the question reported that ICBVI does not honor nor respect their cultural identity. The results are found in Table 125.

Table 125

*Individual Survey: ICBVI Honor and Respect Cultural Identity*

| **ICBVI Honor Respect Cultural ID** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 58 | 86.6% |
| I don't know | 9 | 13.4% |
| No | 0 | 0.0% |
| **Total** | **67** | **100.0%** |

Individuals were asked a subsequent yes-no question: "Have you ever been in a situation when you felt that ICBVI did not honor your cultural identity?" A total of 68 respondents answered the question. The number of respondents who answered this question is one more than the previous Table 125. Table 126 details the results to the question.

Table 126

*Individual Survey: Situation ICBVI Did Not Honor Culture ID*

| **ICBVI Not Honor Cultural ID** | **Number** | **Percent** |
| --- | --- | --- |
| No | 68 | 100.0% |
| Yes | 0 | 0.0% |
| **Total** | **68** | **100.0%** |

The final question related to cultural identity presented to individual survey respondents was an open-ended question: "What can ICBVI do to help its staff understand your culture?" Consistency is noted when comparing the results of this question to the results indicated in the previous tables 125 and 126. No responses were received.

#### Community Partner Survey Results

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

Partners were asked two questions related to barriers to achieving employment goals for ICBVI consumers who are from ethnic groups that are considered minority groups.

Partners were asked whether or not the barriers to achieving employment goals for ICBVI consumers who are minorities were different from the general population of ICBVI consumers. The sample size was 14 respondents. Twelve of the respondents indicated that the barriers to achieving employment goals were not different for minorities. Table 127 details the results to the question.

Table 127

*Partner Survey: Different Barriers – Minorities*

| **Barriers To Goals Different for Minorities** | **Number** | **Percent** |
| --- | --- | --- |
| No | 12 | 85.7% |
| Yes | 2 | 14.3% |
| **Total** | **14** | **100.0%** |

Partner respondents were presented a subsequent question asking them to identify the top three barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities. Respondents were limited to three choice options. Four partner respondents ranked the barriers.

Determining the top three barriers to achieving employment goals is deferred as not all respondents selected three items. Caution is used in making the inference that General consumers and ICBVI consumers who are from minority ethnic groups do not experience different barriers to achieving employment goals because the sample size is small and divides the results. The comments, "Employer perception about hiring minorities" and "I don't know" were written in the narrative comments in response to the item "other, please describe." Table 128 details the results to this question.

Table 128

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

| **Top Three Barriers to Employment Goals - Minorities** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Language barriers | 2 | 50.0% |
| Other (please describe) | 2 | 50.0% |
| Not having education or training | 1 | 25.0% |
| Employer perceptions about employing persons with disabilities | 1 | 25.0% |
| Disability-related transportation issues | 1 | 25.0% |
| Convictions for criminal offenses | 1 | 25.0% |
| Not having job skills | 0 | 0.0% |
| Not having job search skills | 0 | 0.0% |
| Not enough jobs available | 0 | 0.0% |
| Not having disability-related accommodations | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Other transportation issues | 0 | 0.0% |
| Mental health issues | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Housing issues | 0 | 0.0% |
| Perceptions about the impact of income on Social Security benefits | 0 | 0.0% |
| Poor social skills | 0 | 0.0% |
| Lack of self-confidence | 0 | 0.0% |
| **Total** | **8** |  |

##### Partner Survey: Difficulties Accessing ICBVI Services

Partner survey respondents were asked a series of questions related to accessing ICBVI services for the general population of ICBVI consumers and for ICBVI consumers who are minorities. Thirteen partner respondents participated in this section of the survey.

###### Partner Survey: Difficulties Accessing ICBVI Services – Minorities

Partner respondents were presented a yes-no question asking them to identify whether or not the difficulties accessing ICBVI services are different for ICBVI consumers who are minorities compared to the general population of ICBVI consumers. The results are in Table 129. All partners indicated that the difficulties accessing ICBVI services are not different for ICBVI consumers who are minorities.

Table 129

*Partner Survey: Difficulty to Access ICBVI Services Different for Minorities*

| **Difficulty To Access ICBVI Different for Minorities** | **Number** | **Percent** |
| --- | --- | --- |
| No | 13 | 100.0% |
| Yes | 0 | 0.0% |
| **Total** | **13** | **100.0%** |

The second/subsequent question in this series is null due to the response rate in the first question.

#### Staff Survey Results

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

Staff respondents were asked two questions related to barriers to achieving employment goals for ICBVI consumers who are from ethnic minority groups.

Staff were asked whether or not the barriers to achieving employment goals for ICBVI consumers who are minorities were different from the general population of ICBVI consumers. The results reflected the partners' choices as a large majority of staff indicated that the barriers to achieving employment goals were not different for ICBVI consumers who are minorities. Table 130 details the results to the question from the survey.

Table 130

*Staff Survey: Different Barriers – Minorities*

| **Barriers To Goals Different for Minorities** | **Number** | **Percent** |
| --- | --- | --- |
| No | 21 | 72.4% |
| Yes | 8 | 27.6% |
| **Total** | **29** | **100.0%** |

Staff respondents were presented a subsequent question asking them to identify the top three barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities. Respondents were limited to three choice options. Eight partner respondents answered the question.

Staff respondents answered the question and an equal percentage of staff selected "not having education or training," "not having job skills," and "language barriers" as the top three barriers to achieving employment goals for those who are minorities. These results are different from staff choices for the general population of ICBVI consumers. Caution is used in making inferences as the sample size is small.

Table 131

*Staff Survey: Top Three Barriers to Employment Goals – Minorities*

| **Top Three Barriers to Employment Goals - Minorities** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Not having education or training | 4 | 50.0% |
| Not having job skills | 4 | 50.0% |
| Language barriers | 4 | 50.0% |
| Employer perceptions about employing persons with disabilities | 3 | 37.5% |
| Not having job search skills | 2 | 25.0% |
| Disability-related transportation issues | 2 | 25.0% |
| Lack of self-confidence | 2 | 25.0% |
| Childcare issues | 1 | 12.5% |
| Housing issues | 1 | 12.5% |
| Other (please describe) | 1 | 12.5% |
| Not enough jobs available | 0 | 0.0% |
| Not having disability-related accommodations | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Other transportation issues | 0 | 0.0% |
| Mental health issues | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Perceptions about the impact of income on Social Security benefits | 0 | 0.0% |
| Poor social skills | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| **Total** | **24** |  |

##### Staff Survey: Difficulties Accessing ICBVI Services

Staff were asked two questions related to difficulties accessing ICBVI services for the population of ICBVI consumers who belong to ethnic minority groups.

###### Staff Survey: Difficulties Accessing ICBVI Services – Minorities

Staff respondents were presented a yes-no question asking them to identify whether or not the difficulties to accessing ICBVI services is different for minorities compared to the general population of ICBVI consumers. Similar to partner results, most staff indicated that the difficulties accessing ICBVI services is not different for minorities. Table 132 details the staff responses.

Table 132

*Staff Survey: Difficulties Accessing ICBVI Services – Minorities*

| **Difficulty To Access ICBVI Different for Minorities** | **Number** | **Percent** |
| --- | --- | --- |
| No | 24 | 82.8% |
| Yes | 5 | 17.2% |
| **Total** | **29** | **100.0%** |

Staff were asked a subsequent question asking them to identify the top three reasons ICBVI consumers who belong to minority groups have difficulty accessing ICBVI services. Although four of five respondents selected language barriers as a top reason, due to the limited sample size (n=5), inferences should not be generalized.

Table 133

*Staff Survey: Top Three Reasons Difficult to Access ICBVI Services - Minorities*

| **Top Three Reasons Difficult to Access ICBVI Services - Minorities** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Language barriers | 4 | 80.0% |
| Inadequate disability-related accommodations | 3 | 60.0% |
| Limited access to ICBVI via public transportation | 2 | 40.0% |
| Other (please describe) | 2 | 40.0% |
| Other challenges related to the physical location of the ICBVI office | 1 | 20.0% |
| Difficulties completing the Individualized Plan for Employment | 1 | 20.0% |
| Difficulties completing the application | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| Slow service delivery | 0 | 0.0% |
| Difficulties accessing training or education programs | 0 | 0.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 0 | 0.0% |
| Lack of broadband Internet access | 0 | 0.0% |
| **Total** | **13** |  |

### Key Informant and Focus Group Interviews

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

1. There were a variety of themes in Idaho related to underserved populations by ICBVI, depending on the lens of the individual. This list includes an assortment of possibilities that may rise as potential areas of risk:
   1. Hispanic (e.g., non-English speaking);
   2. Aging individuals;
   3. Native Americans – Tribal VR;
   4. Low economic households/communities; and
   5. Rural and remote communities.
2. Though ICBVI is accustomed to serving the rural areas of the State, many concerns were discussed related to the lack of access and ability to serve the above list of high-risk populations in the more remote communities. This challenge becomes even more difficult for individuals who are hesitant to leave their small communities for services or employment opportunities. This also includes access to internet and online services.
3. Concerns were expressed with ICBVI being great at serving the "vanilla blind," but struggling with serving individuals who have multiple or more complex disabilities and need a variety of approaches to rehabilitation. This includes VR services and others provided through the training center that have been described as "old school" or "cookie-cutter" that need some evolution.
4. There was a concern expressed by multiple individuals that educators are unaware of ICBVI or of how ICBVI differs from IDVR. This could create access and referral concerns with students who are not traditionally referred to ICBVI.

## Recommendations

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

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

# SECTION FOUR: NEEDS OF YOUTH WITH DISABILITIES IN TRANSITION

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

## Recurring Themes Across all Data Collection Methods

* Overall, ICBVI has successfully implemented pre-employment transition services (Pre-ETS) and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences (WBLE) have been a particular strength of Pre-ETS developed through contracts across the State.
* Although the implementation of Pre-ETS has been successful, ICBVI will need to monitor the increasing demands of students, educators, and families across the State to ensure there are adequate resources available to meet the demand.
* Overall, youth are very satisfied with their services and access to ICBVI. Staff should be proud of the work they are doing and strive to continue these efforts for all youth.
* Students and youth need access to transportation and education. These seem to be the most important services and the lack thereof creates barriers faced by youth with blindness and visual impairments.
* For the most part, relationships with educators have greatly increased, which has resulted in students having more access to ICBVI and other workforce system partners. However, there seems to be a continued lack of understanding and support by parents, indicating a need for ICBVI to increase direct communication with parents and families of students and youth with disabilities served by the organization.

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

#### Youth Data

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

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

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

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

Table 133 contains Educational Attainment rates for ages 18 to 24 years, which includes high school graduation rates and bachelor's degree achievement.

Table 133

*Educational Attainment: Ages 18 to 24 Years*

|  | Less than high school graduate | High school graduate (includes equivalency) | Some college or associate degree | Bachelor's degree or higher |
| --- | --- | --- | --- | --- |
| U.S. | 11.7% | 34.8% | 40.7% | 12.8% |
| U.S. -- Urban | 10.9% | 33.8% | 41.7% | 13.5% |
| U.S. -- Rural | 15.6% | 40.4% | 35.2% | 8.9% |
| Idaho | 13.3% | 40.8% | 39.2% | 6.7% |
| Idaho -- Urban | 13.6% | 39.6% | 39.2% | 7.6% |
| Idaho -- Rural | 12.1% | 44.9% | 39.4% | 3.6% |
| R1 | 17.8% | 43.5% | 34.7% | 4.0% |
| R2 | 8.9% | 24.9% | 55.3% | 10.9% |
| RTV | 12.9% | 38.2% | 39.4% | 9.5% |
| R4 | 19.1% | 44.7% | 32.6% | 3.6% |
| R5 | 13.4% | 39.1% | 40.2% | 7.2% |
| R6 | 11.3% | 34.8% | 48.5% | 5.3% |

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

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

Data found in Tables 134 and 135 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years.

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

Table 134

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **United States** | | **Idaho** | |
| **Total Population** | **Percent of Enrolled** | **Total Population** | **Percent of Enrolled** |
| **Not Enrolled** | **Not Enrolled** |
| Total: | 17,481,586 | ----- | 107,530 | ----- |
| Enrolled in school: | 14,693,525 | 84.1% | 81,630 | 75.9% |
| Employed | 4,419,435 | 30.1% | 34,118 | 41.8% |
| Unemployed | 603,793 | 4.1% | 2,346 | 2.9% |
| Not in labor force | 9,670,297 | 65.8% | 45,166 | 55.3% |
| Not enrolled in school: | 2,788,061 | 15.9% | 25,900 | 24.1% |
| High school graduate (includes equivalency): | 2,131,060 | 76.4% | 19,385 | 74.8% |
| Employed | 1,313,892 | 61.7% | 15,599 | 80.5% |
| Unemployed | 227,565 | 10.7% | 667 | 3.4% |
| Not in labor force | 589,603 | 27.7% | 3,119 | 16.1% |
| Not high school graduate: | 657,001 | 23.6% | 6,515 | 25.2% |
| Employed | 240,140 | 36.6% | 2,414 | 37.1% |
| Unemployed | 68,700 | 10.5% | 1,271 | 19.5% |
| Not in labor force | 348,161 | 53.0% | 2,830 | 43.4% |
| Total Labor Force Participation | 6,873,525 | 39.3% | 56,415 | 52.5% |
| Total Not in labor force | 10,608,061 | 60.7% | 51,115 | 47.5% |
|  | **United States - Urban** | | **Idaho – Urban** | |
|  | **Total Population** | **Percent of Enrolled** | **Total Population** | **Percent of Enrolled** |
| **Not Enrolled** | **Not Enrolled** |
| Total: | 14,247,425 | ----- | 75,211 | ----- |
| Enrolled in school: | 12,070,630 | 84.7% | 58,420 | 77.7% |
| Employed | 3,554,216 | 29.4% | 24,965 | 42.7% |
| Unemployed | 514,752 | 4.3% | 1,457 | 2.5% |
| Not in labor force | 8,001,662 | 66.3% | 31,998 | 54.8% |
| Not enrolled in school: | 2,176,795 | 15.3% | 16,791 | 22.3% |
| High school graduate (includes equivalency): | 1,684,703 | 77.4% | 12,723 | 75.8% |
| Employed | 1,025,220 | 60.9% | 10,530 | 82.8% |
| Unemployed | 187,593 | 11.1% | 458 | 3.6% |
| Not in labor force | 471,890 | 28.0% | 1,735 | 13.6% |
| Not high school graduate: | 492,092 | 22.6% | 4,068 | 24.2% |
| Employed | 172,595 | 35.1% | 1,364 | 33.5% |
| Unemployed | 55,194 | 11.2% | 923 | 22.7% |
| Not in labor force | 264,303 | 53.7% | 1,781 | 43.8% |
| Total Labor Force Participation | 5,509,570 | 38.7% | 39,697 | 52.8% |
| Total Not in labor force | 8,737,855 | 61.3% | 35,514 | 47.2% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **United States - Rural** | | **Idaho - Rural** | |
|  | **Total Population** | **Percent of Enrolled** | **Total Population** | **Percent of Enrolled** |
| **Not Enrolled** | **Not Enrolled** |
| Total: | 3,234,161 | ----- | 32,319 | ----- |
| Enrolled in school: | 2,622,895 | 81.1% | 23,210 | 71.8% |
| Employed | 865,219 | 33.0% | 9,153 | 39.4% |
| Unemployed | 89,041 | 3.4% | 889 | 3.8% |
| Not in labor force | 1,668,635 | 63.6% | 13,168 | 56.7% |
| Not enrolled in school: | 611,266 | 18.9% | 9,109 | 28.2% |
| High school graduate (includes equivalency): | 446,357 | 73.0% | 6,662 | 73.1% |
| Employed | 288,672 | 64.7% | 5,069 | 76.1% |
| Unemployed | 39,972 | 9.0% | 209 | 3.1% |
| Not in labor force | 117,713 | 26.4% | 1,384 | 20.8% |
| Not high school graduate: | 164,909 | 27.0% | 2,447 | 26.9% |
| Employed | 67,545 | 41.0% | 1,050 | 42.9% |
| Unemployed | 13,506 | 8.2% | 348 | 14.2% |
| Not in labor force | 83,858 | 50.9% | 1,049 | 42.9% |
| Total Labor Force Participation | 1,363,955 | 42.2% | 16,718 | 51.7% |
| Total Not in labor force | 1,870,206 | 57.8% | 15,601 | 48.3% |

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

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

Table 135 represents school enrollment and educational attainment by employment status for individuals ages 16 to 19 years in Idaho's VR service regions. The data is taken from 2021 five-year estimates.

Table 135

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **R1** | | **R2** | |
| **Total Population** | **Percent of Enrolled/** | **Total Population** | **Percent of Enrolled/** |
| **Not Enrolled** | **Not Enrolled** |
| Total: | 11,216 | ----- | 6,486 | ----- |
| Enrolled in school: | 8,861 | 79.0% | 5,527 | 85.2% |
| Employed | 3,006 | 33.9% | 2,111 | 38.2% |
| Unemployed | 554 | 6.3% | 288 | 5.2% |
| Not in labor force | 5,301 | 59.8% | 3,128 | 56.6% |
| Not enrolled in school: | 2,355 | 21.0% | 959 | 14.8% |
| High school graduate (includes equivalency): | 1,567 | 66.5% | 789 | 82.3% |
| Employed | 1,119 | 71.4% | 592 | 75.0% |
| Unemployed | 134 | 8.6% | 107 | 13.6% |
| Not in labor force | 314 | 20.0% | 90 | 11.4% |
| Not high school graduate: | 788 | 33.5% | 170 | 17.7% |
| Employed | 431 | 54.7% | 55 | 32.4% |
| Unemployed | 72 | 9.1% | 3 | 1.8% |
| Not in labor force | 285 | 36.2% | 112 | 65.9% |
| Total Labor Force Participation | 5,316 | 47.4% | 3,156 | 48.7% |
| Total Not in labor force | 5,900 | 52.6% | 3,330 | 51.3% |

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

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

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

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

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

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

Table 136 details the National labor force participation and unemployment data for youth ages 16 to 19 and 20 to 24 with and without disabilities.

Table 136

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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Group** | **Youth Labor Force Participation Rate** | | | | | | | |
| **Feb-23** | | **Mar-23** | | **Apr-23** | | **May-23** | |
|  | **Disability** | **No Disability** | **Disability** | **No Disability** | **Disability** | **No Disability** | **Disability** | **No Disability** |
| **Age 16 to 19** | 25.9% | 35.4% | 27.9% | 35.6% | 22.2% | 35.6% | 26.2% | 36.4% |
| **Age 20 to 24** | 51.8% | 72.3% | 56.0% | 72.2% | 54.6% | 70.7% | 52.9% | 72.1% |
|  | **Youth Unemployment Rate** | | | | | | | |
|  | **Disability** | **No Disability** | **Disability** | **No Disability** | **Disability** | **No Disability** | **Disability** | **No Disability** |
| **Age 16 to 19** | 12.9% | 11.3% | 12.3% | 9.3% | 12.8% | 8.2% | 13.9% | 10.0% |
| **Age 20 to 24** | 16.8% | 6.8% | 15.6% | 6.3% | 10.8% | 4.5% | 15.4% | 5.9% |

Source: Borbely, James @bls.gov

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

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

Table 137  
*2021 Idaho Employment by Ethnicity and Disability Type for Non-institutionalized Population Ages 16-20*

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

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

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

The project team requested data from ICBVI on transition-age youth (14 to 24). Although some of this information is included in Section One when discussing differences in age groups served by the organization, we have expanded the data in Table 138.

Table 138

*Transition-Age Youth Data*

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **TRANSITION** | | |
|  |
| **2019** | **2020** | **2021** |  |
| Applications | 50 | 48 | 55 |  |
| Percent of apps found eligible | 94.00% | 95.83% | 72.73% |  |
| Significance of Disability |  |  |  |  |
| Disabled | 1 | 0 | 0 |  |
| % of total | 2.17% | 0.00% | 0.00% |  |
| Significant | 17 | 10 | 6 |  |
| % of total | 36.96% | 20.41% | 13.33% |  |
| Most significant | 28 | 39 | 39 |  |
| % of total | 60.87% | 79.59% | 86.67% |  |
| Percent closed prior to IPE development | 4.35% | 4.08% | 2.22% |  |
| Plans developed | 49 | 33 | 42 |  |
| Number of consumers in training by type |  |  |  |  |
| Vocational | 1 | 3 | 3 |  |
| Undergraduate | 27 | 32 | 26 |  |
| Graduate | 1 | 0 | 0 |  |
| Number of cases closed rehabilitated | 10 | 7 | 10 |  |
| Employment rate at exit | 27.78% | 77.78% | 45.45% |  |
| **Total number of cases served** | **273** | **311** | **362** |  |

The number of youth ages 14 to 24 who were determined eligible for ICBVI services remained fairly consistent from 2019 to 2020 but declined by 23% in 2021. The significance of disability varied during the three-year period with the percentage of youth who were most significantly disabled was up to almost 87% by 2021. Possibly because of the pandemic, the employment rate at exit was fairly low in both 2019 and 2021; however, it seemed to increase quite a bit in 2020 at 77.78%. Noticeably, ICBVI youth were consistently engaged in undergraduate training over the three-year period.

### Pre-Employment Transition Services

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

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

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

34 CFR §361.48 (a) outlines the activities ICBVI can provide under Pre-ETS. Required activities must be provided/available statewide before the Division can engage in authorized activities using the Pre-ETS 15% reserve. Authorized activities are outlined in 34 CFR §361.48(a)(3). To determine if a VR agency can move from the five required services to the nine authorized services, a fiscal forecasting model must be utilized which identifies the expenditures on the required services and on coordination activities, and then forecasts how much of the remaining funds, if any, can be utilized to pay for authorized services. Table 139a shows the expenditures for the five required Pre-ETS, while Tables 139b and 139c show the breakdown of students with disabilities (SWD) and the type of Pre-ETS provided.

Table 139a

*Pre-Employment Transition Services Expenditures*

| **Service Category** | **Amount spent per year** | | |
| --- | --- | --- | --- |
|  | **2019** | **2020** | **2021** |
| Pre-ETS Job Exploration Counseling | $0.00 | $1,912.00 | $0.00 |
| Pre-ETS Work-Based Learning Experiences | $32,507.00 | $68,380.00 | $54,568.00 |
| Pre-ETS Counseling on Enrollment Opportunities | $0.00 | $950.00 | $0.00 |
| Pre-ETS Workplace Readiness Training | $43,715.00 | $52,118.00 | $29,525.00 |
| Pre-ETS Instruction in Self-Advocacy | $0.00 | $0.00 | $0.00 |

Work-Based Learning Experiences and Workplace Readiness Training account for the largest amounts of VR funds, compared to the three remaining required activities. ICBVI spent $168,380 on Work-Based Learning Experiences in 2020 which was the highest of all activities during the review period. ICBVI spent $0 on Self-Advocacy during each of the three years of the review; however, the project team suspects this service is largely provided in-house by VR staff and may not have been accounted for in this table. During 2021, ICBVI began looking at revising policies and procedures and programs to provide Pre-ETS to students with disabilities across the State of Idaho, outreach to students, as well as developing a mechanism to track and report all services more effectively. ICBVI is encouraged to strategically analyze these expenditures when establishing priorities for the needs of students with disabilities and fiscal forecasting related to the use of authorized activities.

Table 139b

*SWD Data for ICBVI*

| **Item** | **SWD Served** | | |
| --- | --- | --- | --- |
|  | **2019** | **2020** | **2021** |
| Potentially Eligible | 0 | 0 | 0 |
| VR Applicants | 55 | 65 | 72 |
| **Total** | **55** | **65** | **72** |

ICBVI consistently increased the number of students with disabilities who applied for VR services over the three-year period. Though they did not serve any students as potentially eligible for VR services, this is not uncommon due to students with visual impairments and blindness typically need additional VR services in order to successfully access and participate in Pre-ETS.

Table 139c

*Pre-ETS Provided by ICBVI*

| **Service Category** | **Pre-ETS Provided** | | |
| --- | --- | --- | --- |
|  | **2019** | **2020** | **2021** |
| Pre-ETS Job Exploration Counseling | 12 | 23 | 10 |
| Pre-ETS Work-Based Learning Experiences | 31 | 31 | 33 |
| Pre-ETS Counseling on Enrollment Opportunities | 27 | 25 | 18 |
| Pre-ETS Workplace Readiness Training | 43 | 46 | 55 |
| Pre-ETS Instruction in Self-Advocacy | 25 | 34 | 36 |
| **Total Pre-ETS** | **138** | **159** | **152** |

Workplace Readiness Training was the Pre-ETS provided the most to students during the three-year period, increasing from 43 services in 2019 up to 55 services in 2021, closely followed by Work-Based Learning Experiences and Self-Advocacy training. This aligns with the efforts ICBVI is making to provide these opportunities with employers. Job Exploration Counseling was the least provided Pre-ETS to students; however, this is likely underreported. Counseling on Enrollment Opportunities was the only service that consistently dropped during the three-year period. ICBVI is encouraged to review this service to understand its implementation and opportunities for growth.

### Survey Results by Type

#### Transition-Age Youth Survey

##### Transition-Age Youth Survey: Respondent Demographics

Transition-age youth survey participants were presented with two choice options and asked to identify their respondent type. A total of 20 responses were received. Roughly two-thirds of the respondents were transition-age youth. Table 140 summarizes the results.

Table 140

*Youth Survey: Respondent Classification*

| **Respondent Classification** | **Number** | **Percent** |
| --- | --- | --- |
| I am a transition-age youth | 13 | 65.0% |
| I am completing the survey on behalf of a transition-age youth | 7 | 35.0% |
| **Total** | **20** | **100.0%** |

Respondents were asked to identify age based on their respondent classification. A total of 21 respondents answered these two demographic questions. The age range cited by the majority of youth respondents and represented youth respondents is ages 14 to 21 (100% for each classification). Tables 141 and 142 summarize the results to the question on age for each classification of respondents.

Table 141

*Youth Survey: Age of Youth Respondent*

| **Age of Respondent** | **Number** | **Percent** |
| --- | --- | --- |
| 14-21 | 14 | 100.0% |
| 22-24 | 0 | 0.0% |
| 25 years or older | 0 | 0.0% |
| **Total** | **14** | **100.0%** |

Table 142

*Youth Survey: Age of Represented Youth*

| **Age of Youth Representing in Survey** | **Number** | **Percent** |
| --- | --- | --- |
| 14-21 | 7 | 100.0% |
| 22-24 | 0 | 0.0% |
| 25 years or older | 0 | 0.0% |
| **Total** | **7** | **100.0%** |

Youth survey respondents were asked to identify their region of residence. The majority of respondents cited the Twin Falls office. The Lewiston office is not represented in this survey.

Table 143

*Youth Survey: Region of Residence*

| **ICBVI Office Providing Service** | **Number** | **Percent** |
| --- | --- | --- |
| The Twin Falls office | 6 | 28.6% |
| The Coeur d'Alene office | 5 | 23.8% |
| The Boise office | 4 | 19.1% |
| The Pocatello office | 4 | 19.1% |
| The Idaho Falls office | 1 | 4.8% |
| I am not served by an ICBVI office | 1 | 4.8% |
| The Lewiston office | 0 | 0.0% |
| **Total** | **21** | **100.0%** |

##### Youth Survey: Primary Disability

Youth survey respondents were presented with a list of four choice options and asked to identify which visual condition is their primary disability. Slightly more than 84% of the 19 respondents cited visual impairment as their primary disability. Table 144 summarizes the youth respondents' choices.

Table 144

*Youth Survey: Primary Disability*

| **Primary Disability** | **Number** | **Percent** |
| --- | --- | --- |
| Visual impairment | 16 | 84.2% |
| Blindness | 3 | 15.8% |
| Deaf-Blind | 0 | 0.0% |
| Unsure | 0 | 0.0% |
| **Total** | **19** | **100.0%** |

##### Youth Survey: Additional Disability

Youth survey respondents were presented with a list of 11 choice options and asked to identify their additional disabling condition, if they had one. There was no limit to the number of options that a youth respondent could choose. A total of 19 responses were received in regard to this question.

Blind or visually impaired (63.2%) was the most frequently indicated disability type by youth respondents followed by "other" (36.8%). The diagnoses of Autism and seizures were each cited two times in the narrative responses received in the category of "other." Cerebral palsy, joint problems, and the word "none" were each cited one time in the narrative comments. Table 145 details the disabling conditions reported by youth survey respondents.

Table 145

*Youth Survey: Additional Disability*

| **Additional Disability** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Blind or visually impaired | 12 | 63.2% |
| Other (please describe) | 7 | 36.8% |
| Mental health disability | 5 | 26.3% |
| Intellectual disability | 2 | 10.5% |
| Deaf or hard of hearing | 2 | 10.5% |
| Developmental disability | 2 | 10.5% |
| Learning disability | 1 | 5.3% |
| Communication | 1 | 5.3% |
| Unsure | 1 | 5.3% |
| Substance abuse disability | 0 | 0.0% |
| Physical/mobility | 0 | 0.0% |
| **Total** | **33** |  |

##### Youth Survey: Association with ICBVI

Youth survey respondents were presented with three choice options and asked to identify the statement that best described their association with ICBVI. A total of 21 respondents answered the question.

Almost 100% of the respondents indicated that they were current consumers of ICBVI. One of the youth respondents indicated that they were not familiar with ICBVI. Table 146 details the survey responses to this question.

Table 146

*Youth Survey: Association with ICBVI*

| **Relationship with ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| I am currently working with ICBVI | 20 | 95.2% |
| I am not familiar with ICBVI | 1 | 4.8% |
| I used to work with ICBVI | 0 | 0.0% |
| **Total** | **21** | **100.0%** |

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

Youth survey respondents were asked a series of questions regarding their participation in and the quality of the Idaho Commission for the Blind and Visually Impaired Vocational Rehabilitation Pre-ETS. Services include job exploration counseling, work-based learning experiences, post-secondary education counseling, social skills and independent living training, and self-advocacy instruction.

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

Respondents were presented with a question asking if they had received any Pre-ETS.

The results are almost equally divided between the three choice options. Less than one-third of the respondents indicated that they had received Pre-ETS. Results suggest that one-third of the youth require additional clarification on what Pre-ETS are. Table 147 contains the results from the survey.

Table 147

*Youth Survey: Pre-Employment Transition Services*

| **Received Pre-ETS from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| No | 8 | 38.1% |
| I am not sure | 7 | 33.3% |
| Yes | 6 | 28.6% |
| **Total** | **21** | **100.0%** |

###### Youth Survey: Job Exploration Counseling

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

The first question presented to respondents was in a yes-no format asking them to identify whether or not they received job exploration counseling through ICBVI transition services. Table 148 details the responses to this question.

Table 148

*Youth Survey: Received Job Exploration Counseling*

| **Job Exploration Counseling** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 7 | 53.9% |
| No | 6 | 46.2% |
| **Total** | **13** | **100.0%** |

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

The majority of the seven respondents who rated the job exploration counseling services cited the service as "excellent." The ratings "average" and "poor" were not selected in response to the question. Table 149 summarizes the survey results.

Table 149

*Youth Survey: Quality of Job Exploration Counseling Services*

| **Rate Job Exploration Counseling** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 5 | 71.4% |
| Good | 2 | 28.6% |
| Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| **Total** | **7** | **100.0%** |

The last question regarding job exploration counseling was an open-ended question asking for recommendations to improve job exploration counseling services. One narrative response was received and indicated "not sure."

###### Youth Survey: Work-Based Learning Experiences

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

Respondents were asked to identify if they had participated work-based learning experiences through ICBVI transition services. A total of 13 respondents answered the question and 61.5 % of respondents received work-based learning experiences. Table 150 details the responses to the question.

Table 150

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

| **Work-Based Learning Experiences** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 8 | 61.5% |
| No | 5 | 38.5% |
| Total | 13 | 100.0% |

Respondents who indicated that they had participated in work-based learning experiences (n=8) were presented with a subsequent question that asked them to rate the quality of their work-based learning experiences using a four-point scale (excellent/good/average/poor).

The response options "excellent" and "good" were cited by the respondents rating the quality of the work-based learning experiences. Table 151 details the survey results in response to the question.

Table 151

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

| **Rate Job Exploration Counseling** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 6 | 75.0% |
| Good | 2 | 25.0% |
| Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| **Total** | **8** | **100.0%** |

Respondents were asked an open-ended question asking for recommendations to improve the work-based learning experiences. A total of one narrative response was received. The comment contained the abbreviation "NA."

###### Youth Survey: Post-Secondary Education Counseling

Youth respondents were asked three questions regarding post-secondary education counseling provided by ICBVI.

The first question asked respondents to indicate whether or not they received post-secondary education counseling. Slightly more than 84.5% of the respondents indicated that they received post-secondary education counseling. Table 152 summarizes the responses to this question.

Table 152

*Youth Survey: Received Post-Secondary Education Counseling*

| **Post-Secondary Ed Counseling** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 11 | 84.6% |
| No | 2 | 15.4% |
| Total | 13 | 100.0% |

The 11 respondents who indicated "yes" to receiving post-secondary education services rated the quality of the post-secondary education using a four-point scale.

Over one-half of the respondents rated the quality of the post-secondary education counseling as "excellent." The lowest quality rating cited in response to the question was "average." Table 153 contains the survey results.

Table 153

*Youth Survey: Quality of Post-Secondary Education Counseling*

| **Rate Post-Secondary Ed Counseling** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 6 | 54.6% |
| Good | 4 | 36.4% |
| Average | 1 | 9.1% |
| Poor | 0 | 0.0% |
| **Total** | **11** | **100.0%** |

The last post-secondary education counseling survey question was open-ended and asked respondents for recommendations to improve the services. A total of one narrative response was received and contained the phrase "not sure."

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

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

Respondents were presented a yes-no question and asked to identify whether or not they received social skills or independent living training through ICBVI. Roughly 92% (n=12) of the 13 respondents who answered the question indicated that they had received the services. Table 154 summarizes the results.

Table 154

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

| **Social Skills or Ind Living Training** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 12 | 92.3% |
| No | 1 | 7.7% |
| **Total** | **13** | **100.0%** |

Twelve respondents who answered "yes" were presented with a subsequent question asking them to rate the quality of the social skills or independent living services they had received. The majority of youth survey respondents rated the quality of the services as "excellent." The ratings "average" and "poor" were not selected by respondents. Table 155 summarizes the survey results.

Table 155

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

| **Rate Social Skills or Ind Living Training** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 7 | 58.3% |
| Good | 5 | 41.7% |
| Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| **Total** | **12** | **100.0%** |

Youth respondents were presented with an open-ended question asking for recommendations for improving the social skills and independent living trainings. No narrative responses were received.

###### Youth Survey: Self-Advocacy Instruction

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

Respondents were presented with a yes-no question and asked to identify whether or not they received instruction in self-advocacy. The majority of respondents (84.6%) indicated that they received instruction in self-advocacy through ICBVI pre-employment services.

Table 156

*Youth Survey: Received Self Advocacy Instruction*

| **Self-Advocacy Instruction** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 11 | 84.6% |
| No | 2 | 15.4% |
| **Total** | **13** | **100.0%** |

The 11 respondents who answered "yes" to the previous question were presented with a subsequent question asking them to rate the quality of the instruction in self-advocacy and the peer mentoring they had received using a four-point scale ranging from excellent to poor. Over 72% of the respondents rated the self-advocacy instruction that include peer mentoring as "excellent." Table 157 contains the results to the survey question.

Table 157

*Youth Survey: Quality of Self-Advocacy Instruction*

| **Rate Self-Advocacy Instruction** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 8 | 72.7% |
| Good | 3 | 27.3% |
| Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| **Total** | **11** | **100.0%** |

The last survey question related to Pre-ETS asked respondents to provide recommendations for improving the self-advocacy instruction services. No respondents answered the question.

##### Youth Survey: Obtaining and Keeping a Job

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

###### Youth Survey: ICBVI Services for Obtaining and Keeping a Job

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

Transportation was cited most frequently by respondents. College education and vocational training were cited an equal number of times, ranking the items in a tie for the second position on the results list. Youth respondents did not cite substance abuse counseling as a service they need. Youth respondents who selected "other" were given the opportunity to provide a narrative response. One narrative comment was received and is quoted:

* *"Explore my options with someone who knows what is most likely to work best for me"*

Table 158 lists the 12 services options presented to respondents along with the number of times and percentage rates that respondents cited the item in the survey.

Table 158

*Youth Survey: Services Needed from ICBVI*

| **Services Needed from ICBVI** | **Number** | **Percent** |
| --- | --- | --- |
| Transportation | 11 | 57.9% |
| College education | 10 | 52.6% |
| Vocational training | 10 | 52.6% |
| Help finding a job | 10 | 52.6% |
| Help with employment preparation activities like writing a resume, completing an application and interviewing. | 9 | 47.4% |
| Assistive technology | 8 | 42.1% |
| Support on the job like a job coach | 7 | 36.8% |
| Affordable housing | 5 | 26.3% |
| Mental health counseling | 2 | 10.5% |
| Other (please describe) | 1 | 5.3% |
| Substance abuse counseling | 0 | 0.0% |
| Childcare | 0 | 0.0% |
| **Total** | **73** |  |

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

Youth were provided a list of 12 ICBVI services and asked to identify the three most important services they needed to help obtain and keep the job they desired. There was no limit to the number of services respondents could choose. A total of 18 respondents answered the question.

Transportation, college education, and assistive technology were the most frequently selected items in response to the question regarding the three most important services youth needed to obtain and keep a desired job. When compared to the previous question, note that two of the top-ranking items on both lists are identical. Table 159 summarizes the results.

Table 159

*Youth Survey: Three Most Important Services Needed from ICBVI*

| **Most Needed Services Needed from ICBVI** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Transportation | 10 | 55.6% |
| College education | 10 | 55.6% |
| Assistive technology | 9 | 50.0% |
| Vocational training | 7 | 38.9% |
| Help finding a job | 5 | 27.8% |
| Help with employment preparation activities like writing a resume, completing an application and interviewing. | 3 | 16.7% |
| Affordable housing | 3 | 16.7% |
| Support on the job like a job coach | 3 | 16.7% |
| Mental health counseling | 1 | 5.6% |
| Substance abuse counseling | 0 | 0.0% |
| Childcare | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| **Total** | **51** |  |

Youth respondents were asked an open-ended question regarding any other comments about the services that would help to prepare for, obtain, and retain employment. Four narrative responses were received. One comment was positive towards the assistance received from ICBVI and did not contain a service need. The three remaining quotes are as follows:

* *"I would also need a job coach"*
* *"It would be helpful to work with someone who is familiar with jobs available for people with low vision."*
* *"I think it would be helpful for training on learning how to navigate adult life as a person with a disability. I think extra help with learning to be more independent and doing it with confidence would be very helpful. I am just so grateful for ICBVI for all the help that they've given me and for helping me learn how to help myself."*

#### Community Partner Survey Results

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

Partners were asked two questions related to barriers to achieving employment goals for ICBVI consumers who are youth with blindness and vision impairments and in transition.

Partners were asked whether or not the barriers to achieving employment goals for ICBVI consumers who are youth with blindness and vision impairments, and in transition were different from the general population of ICBVI consumers. The sample size was 14 respondents. The respondents were evenly divided on whether or not the barriers to achieving employment goals were different for youth in transition. Table 160 details the split results to the question.

Table 160

*Partner Survey: Different Barriers – Youth in Transition*

| **Barriers To Goals Different for Youth in Transition** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 7 | 50.0% |
| No | 7 | 50.0% |
| **Total** | **14** | **100.0%** |

Partner survey respondents were presented with a subsequent question asking them to indicate the top three barriers to achieving employment goals for youth in transition from a list of 20 barriers. There was no limit to the number of barriers that a partner respondent could choose. A total of eight respondents answered the question.

Two of the top four (tie exists in the third position) most frequently cited barriers to employment that partners selected for youth in transition match two of the top three barriers partners identified for the general population of consumers.

Table 161 lists the barriers for youth in transition along with the number of times a barrier was identified by partner respondents.

Table 161

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

| **Top Three Barriers to Employment Goals - Youth** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Not having education or training | 4 | 50.0% |
| Employer perceptions about employing persons with disabilities | 4 | 50.0% |
| Not having job skills | 3 | 37.5% |
| Poor social skills | 3 | 37.5% |
| Not having job search skills | 1 | 12.5% |
| Not enough jobs available | 1 | 12.5% |
| Not having disability-related accommodations | 1 | 12.5% |
| Disability-related transportation issues | 1 | 12.5% |
| Other transportation issues | 1 | 12.5% |
| Mental health issues | 1 | 12.5% |
| Housing issues | 1 | 12.5% |
| Perceptions about the impact of income on Social Security benefits | 1 | 12.5% |
| Lack of self-confidence | 1 | 12.5% |
| Language barriers | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| **Total** | **23** |  |

##### Partner Survey: Difficulties Accessing ICBVI Services

Partner survey respondents were asked two questions related to accessing ICBVI services for the general population of ICBVI consumers and for ICBVI consumers who are youth in transition. Thirteen partner respondents participated in this section of the survey.

###### Partner Survey: Difficulties Accessing ICBVI Services – Youth in Transition

Partner respondents were presented a yes-no question asking them to identify whether or not the difficulties to accessing ICBVI services is different for ICBVI consumers who are youth in transition compared to the general population of ICBVI consumers. Partner respondents indicated that the difficulties accessing ICBVI services is not different for ICBVI consumers who are youth in transition by roughly 86%. Table 162 summarizes the results.

Table 162

*Partner Survey: Difficulty to Access ICBVI Services Different for Youth in Transition*

| **Difficulty To Access ICBVI Different for Youth** | **Number** | **Percent** |
| --- | --- | --- |
| No | 12 | 85.7% |
| Yes | 2 | 14.3% |
| **Total** | **14** | **100.0%** |

Partners were presented with a subsequent question asking them to identify the top three reasons ICBVI consumers who are youth in transition have difficulty accessing services. Two respondents answered the question, making the sample size too small for making inferences. The comment received in the category "other" is as follows:

* *"High schools are well aware of their own transition model to include VR but do not know to include ICBVI or how ICBVI supports transitioning youths"*

#### Staff Survey Results

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

Staff were asked two questions related to barriers to achieving employment goals for ICBVI consumers who are youth with blindness and vision impairments in transition to college, career, and adulthood.

Similar to partners, when staff were asked about the differences in barriers to achieving employment goals, the results were almost evenly divided. A difference of one respondent separates the results of those who cited "yes" to the question and those who cited "no." Table 163 contains the results to the question.

Table 163

*Staff Survey: Different Barriers – Youth in Transition*

| **Barriers To Goals Different for Youth in Transition** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 14 | 51.9% |
| No | 13 | 48.2% |
| **Total** | **27** | **100.0%** |

Staff respondents were presented with a subsequent question and asked to identify the top three barriers to achieving employment goals for ICBVI consumers who are youth in transition. Fourteen respondents answered the question.

One of the items (employer perceptions about employing persons with disabilities) staff selected as a top barrier to employment for youth ranked as one of the top three barriers to employment for the general population of ICBVI consumers. Table 164 lists the barriers for youth in transition along with the number of times a barrier was identified by staff respondents.

Table 164

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

| **Top Three Barriers to Employment Goals - Youth** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Not having job skills | 8 | 57.1% |
| Not having education or training | 7 | 50.0% |
| Employer perceptions about employing persons with disabilities | 7 | 50.0% |
| Poor social skills | 5 | 35.7% |
| Disability-related transportation issues | 4 | 28.6% |
| Lack of self-confidence | 3 | 21.4% |
| Not having job search skills | 2 | 14.3% |
| Not enough jobs available | 2 | 14.3% |
| Not having disability-related accommodations | 2 | 14.3% |
| Other transportation issues | 1 | 7.1% |
| Other (please describe) | 1 | 7.1% |
| Language barriers | 0 | 0.0% |
| Lack of help with disability-related personal care | 0 | 0.0% |
| Mental health issues | 0 | 0.0% |
| Substance abuse issues | 0 | 0.0% |
| Other health issues | 0 | 0.0% |
| Childcare issues | 0 | 0.0% |
| Housing issues | 0 | 0.0% |
| Perceptions about the impact of income on Social Security benefits | 0 | 0.0% |
| Convictions for criminal offenses | 0 | 0.0% |
| **Total** | **42** |  |

##### Staff Survey: Accessing ICBVI Services – Youth in Transition

Staff respondents were presented a yes-no question asking them to identify whether or not the difficulties to accessing ICBVI services is different for ICBVI consumers who are youth in transition compared to the general population of ICBVI consumers. Almost 76% of staff indicated that the difficulties accessing ICBVI services is not different for ICBVI consumers who are youth in transition. Table 165 contains the results.

Table 165

*Staff Survey: Difficulty To Access ICBVI Services Different for Youth in Transition*

| **Difficulty To Access ICBVI Different for Youth in Transition** | **Number** | **Percent** |
| --- | --- | --- |
| No | 22 | 75.9% |
| Yes | 7 | 24.1% |
| **Total** | **29** | **100.0%** |

When asked a subsequent question that required staff to identify the top three reasons ICBVI consumers who are youth in transition have difficulty accessing services, seven respondents replied to the question.

"Other, please describe" was the most frequently cited item by staff in response to the question. The quotes are:

* *"Limited hours available to meet with the VRC"*
* *"Limited training due to school involvement"*
* *"Parental buy-in or allowing child participation"*
* *"Parental encouragement to engage in services, provide transportation to activities, and parents believing our services are beneficial"*
* *"School or they don't know about ICBVI"*

Overall, the items selected by staff for the youth and the general population of ICBVI consumers as difficulties to accessing ICBVI are similar. Note the items "limited access to ICBVI via public transportation" and "difficulties accessing training or education programs" rank within the top three on both result lists. Table 166 details the staff choices as top barriers to accessing ICBVI services.

Table 166

*Staff Survey: Accessing ICBVI Services – Youth in Transition*

| **Top Three Reasons Difficult to Access ICBVI Services - Youth in Transition** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Other (please describe) | 5 | 71.4% |
| Limited access to ICBVI via public transportation | 3 | 42.9% |
| Difficulties accessing training or education programs | 3 | 42.9% |
| Slow service delivery | 2 | 28.6% |
| Inadequate disability-related accommodations | 1 | 14.3% |
| Difficulties completing the Individualized Plan for Employment | 1 | 14.3% |
| Lack of broadband Internet access | 1 | 14.3% |
| Other challenges related to the physical location of ICBVI office | 0 | 0.0% |
| Language barriers | 0 | 0.0% |
| Difficulties completing the application | 0 | 0.0% |
| Inadequate assessment services | 0 | 0.0% |
| ICBVI staff do not meet consumers in the communities where the consumers live | 0 | 0.0% |
| **Total** | **16** |  |

### Key Informant and Focus Group Interviews

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

1. Overall, ICBVI has successfully implemented pre-employment transition services and has increased opportunities for youth with disabilities to prepare for meaningful employment. Work-based learning experiences have been a particular strength of Pre-ETS. ICBVI is evaluating how services have been implemented so they can be improved and adapted as needed.
2. Although the pandemic slowed down the provision of Pre-ETS, they are seeing an increase to pre-pandemic levels. ICBVI will need to monitor the increasing demands of students, educators, and families across the State to ensure that there are adequate resources available to meet the demand.
3. ICBVI has seen an increase in SWD and has been focusing on potentially eligible students to get them in the door. However, continued services tend to be lacking and need to be addressed to ensure Pre-ETS are meeting SWD needs.
4. Low incidence disabilities can be challenging for educators who do not work with them often. ICBVI should be trusted and used as the expert for consultation, strategic planning, and advocacy.
5. The provision of Pre-ETS have helped vendors grow a better understanding of SWD impairments.
6. The focus on transition and youth is believed to have an enormously positive impact in the future, as long as ICBVI continues growing and serving them.

## Recommendations

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

1. ICBVI is encouraged to continue efforts to identify needs and programs for implementing Pre-ETS. The agency should consider adding some tiered approaches that will enhance the delivery of Pre-ETS to SWD who may have multiple disabilities. In addition, ICBVI is encouraged to develop strategies, either through direct or contracted services, to increase the delivery of Pre-ETS to all areas of the State.
2. ICBVI is encouraged to focus outreach efforts to students and youth with disabilities that are not traditionally known to ICBVI through collaboration with special education services. The agency should consider increasing marketing and outreach to mainstream educators, 504 coordinators, school counselors, school nurses, and eye/pediatric medical providers in the community. As outreach results in increased referrals and applications by these populations, ICBVI is encouraged to tailor services to meet the diverse needs of these individuals.
3. ICBVI is encouraged to increase marketing, communication, and expectations directed toward parents and families of youth with disabilities.
4. ICBVI should consider assessing the availability of education and training services that could lead to in-demand jobs to increase educational engagement and workforce participation in youth.
5. ICBVI is encouraged to assess its ability to support youth in accessing transportation to increase their independence, access to education and training ,and ability to enter into the workforce.

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

The following information was gathered during this assessment in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System. Throughout this section, the term Idaho Workforce Center will be used to refer to services provided by ICBVI's partners in what used to be termed the One-Stop Career Center and is now referred to Nationally as American Job Centers (AJCs). The information and comments noted in this Section refer only to ICBVI's partners, not ICBVI, unless explicitly stated.

## Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the needs of individuals with disabilities served through other components of the Statewide Workforce Development System:

* Overall, partnerships within the Idaho Workforce Development System are regarded as positive at the administrative level.
* The large consensus was that the Idaho American Job Centers (AJC) lack the knowledge and ability to effectively provide services to individuals who are blind and visually impaired. Training, compassion, updated resources, and better collaboration with ICBVI were among many suggestions for improvement.
* ICBVI could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, actively sharing consumers (co-enrollment), and developing employer program partnerships.

#### Co-enrollment

34 CFR §361.160 describes the information that is required to be submitted in State Annual Performance reports, including co-enrollment in more than one core program. WIOA Section 116(b)(3)(A)(ii) describes these programs, which include the following:

**Title I (U.S. Department of Labor)**

* + Adult program
  + Dislocated Worker program
  + Youth program

**Title II (U.S. Department of Education)**

* + Adult Education and Family Literacy Act program

**Title III (U.S. Department of Labor)**

* + Wagner-Peyser Employment Service program

**Title IV (U.S. Department of Education)**

* + State Vocational Rehabilitation Services program (Blind and General Programs together represent title IV)

Each State collects and reports co-enrollment differently; however, it must be included in the State's annual performance report each year. Overall, the State of Idaho title IV has reported co-enrollment consistently below 10% for the three years of this review (7.9% in 2019, 4.3% in 2020 and 5% in 2021).

### Survey Result by Type

#### Individual Survey Results

##### Individual Survey: American Job Centers/Idaho Department of Labor Offices

Individuals with disabilities in Idaho were asked a series of questions about their use and opinion of the American Job Centers/Idaho Department of Labor Offices (AJC).

###### Individual Survey: AJC Centers - Use and Accessibility

Fifty-three respondents answered the survey question regarding utilizing the AJC Centers beyond an online account and 30.2% (n=16) indicated "yes" they used services.

Of the respondents who utilized AJC Centers beyond creating an online account, physical accessibility of the building was difficult for five respondents (n=5) and access to programs was challenging for 21.4% (n=3). The quotes from the narrative responses regarding physical concerns are as follows:

* *"Discrimination due to my disability and language barriers"*
* *"Hard to maneuver wheelchair"*
* *"It is not user friendly for the blind"*
* *"Lack of understanding of my disability. Inappropriate job and training offerings. I wish there had been a mentoring opportunity for individuals with disabilities. I struggled to find a job for many months."*
* *"Would not help people with disabilities or criminal records"*

Table 167 summarizes the responses to questions of use and accessibility.

Table 167

*Individual Survey: AJCs – Use and Accessibility*

| **Accessibility Questions** | **Yes** | **Percent of Total** | **No** | **Percent of Total** | **Total Number of Responses** |
| --- | --- | --- | --- | --- | --- |
| Have you ever tried to use the services of the American Job Centers/Idaho Department of Labor offices beyond creating an online account? (this may include testing, preparing for or finding employment, job coaching, training assistive technology or other services) | 16 | 30.2% | 37 | 69.8% | 53 |
| Did you experience any difficulties with the physical accessibility of the AJC/ID DOL building? | 5 | 35.7% | 9 | 64.3% | 14 |
| Did you have any difficulty accessing the services at the American Job Centers/Idaho Department of Labor offices building (i.e., no available assistive technology, no Braille, etc.)? | 3 | 21.4% | 11 | 78.6% | 14 |

###### Individual Survey: AJCs – Training and Employment

Individuals indicated that the services they sought at the AJCs did not result in desired outcomes for the respondents. Two survey respondents (13.3% of 15 respondents) went to the Center to get training. Individuals indicated that they did not receive the training they were seeking. Ten (62.5%) of 16 individuals went to the Center with the purpose of seeking assistance to find a job. Ten respondents answered the question regarding receiving help that resulted in employment with 50% indicating that they did not receive assistance in finding employment. Table 168 details the results from using the AJCs for seeking training and employment.

Table 168

*Individual Survey: American Job Centers of Idaho - Training and Employment*

| **Training and Employment Questions** | **Yes** | **Percent of Total** | **No** | **Percent of Total** | **Total Number of Responses** |
| --- | --- | --- | --- | --- | --- |
| Did you go to the American Job Centers/Idaho Department of Labor offices to get training? | 2 | 13.3% | 13 | 86.7% | 15 |
| Did you get the training from the American Job Centers/Idaho Department of Labor offices you were seeking? | 0 | 0.0% | 3 | 100.0% | 3 |
| Did the training purchased or provided by the American Job Centers/Idaho Department of Labor result in employment? | 0 | 0.0% | 3 | 100.0% | 3 |
| Did you go to the American Job Centers/Idaho Department of Labor offices to find a job? | 10 | 62.5% | 6 | 37.5% | 16 |
| Did the staff at the American Job Centers/Idaho Department of Labor offices help you find employment? | 5 | 50.0% | 5 | 50.0% | 10 |

###### Individual Survey: AJCs – Helpfulness and Effectiveness

The concepts of helpfulness and effectiveness are evaluated in this study with respect to the AJC Centers' services. Overall, the ratings of American Job Centers indicate that individuals are mixed on the helpfulness and effectiveness of the services.

Individual Survey: AJCs – Helpfulness

Sixteen respondents answered the question regarding the helpfulness of AJCs' staff. Note the narrow margin of difference (n=1) between the number of individuals (n=7) who cited that the AJCs' staff are somewhat helpful and the number of individuals who indicated that the AJCs' staff are very helpful (n=6). Table 169 summarizes the results.

Table 169

*Individual Survey: Helpfulness of AJCs' Staff*

| **AJC/ID DOL Staff Helpful** | **Number** | **Percent** |
| --- | --- | --- |
| They were somewhat helpful | 7 | 43.8% |
| Yes, they were very helpful | 6 | 37.5% |
| No, they were not helpful | 3 | 18.8% |
| **Total** | **16** | **100.0%** |

Individual Survey: AJCs – Effectiveness

In regard to the effectiveness of the American Job Centers, an equal number of respondents found the Center' services to be "very effective" or "not effective" in serving individuals with disabilities. In terms of overall effectiveness rating, the results were mixed. Slightly more than one-third of the respondents selected option "somewhat effective", and an equal number of respondents cited either "very effective" or "not effective." Table 170 identifies the effectiveness of the AJCs' services by the individuals who responded to the survey.

Table 170

*Individual Survey: Effectiveness of AJCs' Services*

| **AJC/ID DOL Services Effective** | **Number** | **Percent** |
| --- | --- | --- |
| Yes, the services were very effective | 6 | 37.5% |
| No, the services were not effective | 6 | 37.5% |
| The services were somewhat effective | 4 | 25.0% |
| **Total** | 16 | 100.0% |
| **Effectiveness Rating** | **Number** | **Percent** |
| Somewhat effective | 6 | 37.5% |
| Very effective | 4 | 25.0% |
| Very ineffective | 4 | 25.0% |
| No opinion | 2 | 12.5% |
| Somewhat ineffective | 0 | 0.0% |
| **Total** | **16** | **100.0%** |

When asked, "What recommendations do you have for the AJCs to improve service to individuals with disabilities in Idaho?" individual survey respondents were given an opportunity to provide a narrative response. Six of the seven comments received provided suggestions for improvement. The quotes are as follows:

* *"Find jobs accessible for ICBVI trainees"*
* *"Going blind, computers screens too small"*
* *"Accessible technology on the computers. Employees willing to help if accessible technology is not offered. By employees willing to help, I mean someone who knows how to use a computer."*
* *"Help clients and answer their questions not just say, It's on our website so figure it out."*
* *"Staff training on how to best help and better computers that have voice on them so that clients know what they are doing."*
* *"Have mentoring opportunities with individuals who also have disabilities. In this case, the blind CAN lead the blind!!!"*

#### Staff Survey Results

##### Staff Survey: American Job Centers

Staff respondents were asked a series of questions regarding their opinion and use of the American Job Centers through the Idaho Department of Labor.

###### Staff Survey: American Job Centers - Referral

Twenty-six staff respondents answered the question regarding referring consumers to the AJCs. Slightly more than one-third of the staff respondents referred consumers to the Centers. Table 171 summarizes the responses regarding staff providing referrals to the American Job Centers.

Table 171

*Staff Survey: Referral to American Job Centers*

| **Refer to AJC** | **Number** | **Percent** |
| --- | --- | --- |
| No | 16 | 61.5% |
| Yes | 10 | 38.5% |
| **Total** | **26** | **100.0%** |

###### Staff Survey: AJCs – Training and Getting a Job

The 10 respondents who cited that they refer consumers to the American Job Centers were asked to respond to additional survey questions regarding the Centers. Two questions addressed training and assistance with obtaining a job.

Roughly half of the staff respondents who referred consumers to the AJC indicated that their consumers did not receive training through the AJCs in order to get a job. Five staff respondents indicated that their consumers found a job with the help of the Centers.

Table 172

*Staff Survey: AJCs Training for a Job*

| **AJC to Get Training for a Job** | **Number** | **Percent** |
| --- | --- | --- |
| No | 5 | 50.0% |
| Yes | 4 | 40.0% |
| I have never referred anyone for training | 1 | 10.0% |
| **Total** | **10** | **100.0%** |

Table 173

*Staff Survey: AJCs Help with Getting a Job*

| **AJC Helped Get Job** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 5 | 45.5% |
| No | 4 | 36.4% |
| I have never referred a consumer for employment | 2 | 18.2% |
| **Total** | **11** | **100.0%** |

###### Staff Survey: American Job Centers – Effectively Serve

Staff were asked to rate the effectiveness of the American Job Centers to serve consumers with blindness and low vision. Similar to individual survey results, the majority of staff respondents indicated that the Centers somewhat effectively serve ICBVI consumers. Table 174 details the staff responses to the question.

Table 174

*Staff Survey: Effectiveness of AJCs in Serving ICBVI Consumers*

| **Effectiveness of AJCs** | **Number** | **Percent** |
| --- | --- | --- |
| Somewhat effectively | 5 | 50.0% |
| Not effectively | 4 | 40.0% |
| Unsure | 1 | 10.0% |
| Very effectively | 0 | 0.0% |
| They do not serve individuals who are blind or have a visual impairment | 0 | 0.0% |
| **Total** | **10** | **100.0%** |

###### Staff Survey: Improving Service of American Job Centers

Staff survey respondents were asked what the American Job Centers could do to improve service to consumers. Staff respondents were given a list of five items and asked to select all that apply. There was no limit to the number of suggestions that could be chosen. A total of nine respondents answered the question.

Almost 89% of staff agreed that the American Job Centers could improve services to people with blindness or low vison by training their staff on how to work with people with blindness or low vision and roughly two-thirds of staff cited partnering more effectively with ICBVI. Table 175 lists suggestions for improvement and the number of times each item was selected.

Table 175

*Staff Survey: Improving AJCs for Individuals with Blindness and Low Vision*

| **Improving Service of the AJCs to Effectively Serve Individuals with Blindness and Low Vision** | **Number** | **Percent of number of respondents** |
| --- | --- | --- |
| Train their staff on how to work with people who are blind or have a visual impairment | 8 | 88.9% |
| Partner more effectively with ICBVI | 6 | 66.7% |
| Improve programmatic accessibility | 5 | 55.6% |
| Other (please specify) | 3 | 33.3% |
| Improve physical accessibility | 0 | 0.0% |
| **Total** | **22** |  |

### Key Informant 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:

1. Overall, access and engagement within AJCs is lacking; therefore, many people did not have much experience accessing their services.
2. There was concern that the AJCs did not understand how to work with individuals with blindness and visual impairments, so they either do not get help, or get referred elsewhere (i.e., ICBVI).
3. Low incidence disabilities can be challenging for community partners who do not work with them often. ICBVI should be trusted and used as the expert for consultation, strategic planning, and advocacy.
4. ICBVI could improve its collaboration with the Workforce Development System through sharing data, increased cross-referral, leveraging resources, sharing consumers, and developing youth program partnerships.

## Recommendations

The following recommendations are offered to ICBVI 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. ICBVI should develop regular opportunities for cross-training among local level WIOA core partner staff to learn about available services and increase the level of consumers with ICBVI and other workforce programs to leverage resources and serve Idahoans together.
2. ICBVI is encouraged to identify effective ways to share consumer data and develop joint opportunities to increase the level of partnership at the local level.
3. ICBVI should continue efforts to improve services for individuals with blindness and visual impairments in the larger Idaho workforce system by maintaining partnerships and the level of engagements of ICBVI within the WIOA core programs. For example, ICBVI can provide ADA training, disability awareness and etiquette training, community accessibility, blind-specific training, assistive technology, etc., to workforce agencies as well as community partners.

# SECTION SIX: NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS IN IDAHO

Section Six identifies the need to establish, develop, or improve community rehabilitation programs in Idaho that serve individuals with disabilities. The rural nature of Idaho makes the purchase of service through vendors challenging in many parts of the State. The findings and recommendations in this Section must be interpreted with these challenges in mind.

## Recurring Themes Across all Data Collection Methods

The following themes emerged in the area of the need to establish, develop, or improve community rehabilitation programs (CRP) serving individuals with disabilities in Idaho:

* Overall, ICBVI has strong partnerships with current Community Rehabilitation Programs (CRP). These partnerships are longstanding and, despite the challenges, appear to be based on mutual respect.
* ICBVI seems to struggle with having access to qualified CRPs. Similar concerns were expressed, but one particular description stood out regarding consumers not having enough options or access in order to make informed decisions about CRP services: "… Choice is not informed choice."
* CRPs are generally viewed as caring with the desire to provide high quality services; however, they need extensive training and support in order to do this successfully. Implementing qualification standards was suggested; however, it was followed up by fear of those qualification standards limiting further access and options.
* Pre-ETS have created additional opportunities for CRPs. Although the level of quality varies, this is perceived as a great opportunity for all involved.
* Training was identified as a need that would increase CRP knowledge of working with individuals with blindness and visual impairments. Cross-training with ICBVI staff, CRPs, and others could greatly improve understanding and service delivery.

### Survey Results by Type

#### Individual Survey Results

##### Individual Survey: Service Providers

Individual survey respondents were asked a series of questions identifying the quality, effectiveness, and responsiveness of their service provider and whether or not they would recommend their service provider to others.

###### Individual Survey: Quality of Service - Service Provider

Respondents were asked to rate the quality of the service from the service provider. A total of 22 responses were received and less than one-half indicated that the quality of service from the service provider was "excellent." Table 176 details the results.

Table 176

*Individual Survey: Quality of Service - Service Provider*

| **Quality of Service: Service Provider** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 10 | 45.5% |
| Good | 6 | 27.3% |
| Fair | 4 | 18.2% |
| Poor | 2 | 9.1% |
| **Total** | **22** | **100.0%** |

###### Individual Survey: Effectiveness of Service - Service Provider

Individuals were asked to rate the effectiveness of the services from the service provider. The results are divided. Caution is used when making inferences. A majority (n=7) rated the services from the service provider as "somewhat ineffective" and an equal number of respondents (n=6), rated the effectiveness of their service provider as either "very effective" or "effective". When combining the ratings of effective versus ineffective, 40% of respondents rated the effectiveness of service providers as ineffective while 60% rated the services as effective. The results are detailed in Table 177.

Table 177

*Individual Survey: Effectiveness of Service - Service Provider*

| **Effectiveness of Services: Service Provider** | **Number** | **Percent** |
| --- | --- | --- |
| Somewhat ineffective | 7 | 35.0% |
| Very effective | 6 | 30.0% |
| Effective | 6 | 30.0% |
| Ineffective | 1 | 5.0% |
| **Total** | **20** | **100.0%** |

###### Individual Survey: Responsiveness of Service - Service Provider

Respondents were also asked to rate the responsiveness of the service provider. Although the margin of difference between excellent and good is one respondent (n=1), almost 41% of the respondents rated the responsiveness of the service provider as "excellent." Table 178 summarizes the results.

Table 178

*Individual Survey: Responsiveness of Service - Service Provider*

| **Responsiveness of Service Provider** | **Number** | **Percent** |
| --- | --- | --- |
| Excellent | 9 | 40.9% |
| Good | 8 | 36.4% |
| Fair | 4 | 18.2% |
| Poor | 1 | 4.6% |
| **Total** | **22** | **100.0%** |

###### Individual Survey: Recommend Service Provider

The final question asked of individuals regarding service providers was "Would you recommend your service provider to others served by ICBVI?" Slightly more than 68% of the respondents indicated that they would recommend their service provider to others. The response ratings are contained in Table 179.

Table 179

*Individual Survey: Recommend Service Provider*

| **Recommend Service Provider** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 15 | 68.2% |
| Not sure | 5 | 22.7% |
| No | 2 | 9.1% |
| **Total** | **22** | **100.0%** |

#### Partner Survey Results

##### Partner Survey: Services Available to ICBVI Consumers

Partners were provided with a list of 16 items and asked to select the services that were available to ICBVI consumers.

"Assistive technology services" was identified by slightly more than 88% of the 17 partner survey respondents who answered the question. Three services were selected by almost 65% of partners, resulting in a three-way tie ranking in the second position for available services.

Vehicle modification assistance was not chosen by the respondents. Seven narrative responses were received in the category of "other." Phrases from the narrative responses include victim services; ophthalmic care; education services; and establishing accommodations. Two comments cited that that the respondent was unsure and unaware of all services. One narrative comment cited that ICBVI is local, and all services are available. Table 180 summarizes the services available as reported by partner survey respondents.

Table 180

*Partner Survey: Services Available*

| **Services Available** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Assistive technology | 15 | 88.2% |
| Job search services | 11 | 64.7% |
| Other education services | 11 | 64.7% |
| Low vision services | 11 | 64.7% |
| Job training services | 10 | 58.8% |
| Other (please describe) | 7 | 41.2% |
| Other transportation assistance | 5 | 29.4% |
| Medical treatment | 4 | 23.5% |
| Mental health treatment | 3 | 17.6% |
| Health insurance | 3 | 17.6% |
| Income assistance | 2 | 11.8% |
| Personal care attendants | 2 | 11.8% |
| Housing | 2 | 11.8% |
| Substance abuse treatment | 1 | 5.9% |
| Benefit planning assistance | 1 | 5.9% |
| Vehicle modification assistance | 0 | 0.0% |
| **Total** | **88** |  |

##### Partner Survey: Service Providers Meeting Consumer Needs

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

Roughly three-fourths of the partner respondents indicated that service providers are able to meet the needs of ICBVI consumers. Table 181 summarizes the results to this question.

Table 181

*Partner Survey: Ability of Service Providers Meeting Needs*

| **Service Providers Meeting Needs** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 13 | 76.5% |
| No | 4 | 23.5% |
| **Total** | **17** | **100.0%** |

##### Partner Survey: Service Needs that Rehabilitation Service Providers Are Unable to Meet

Partners were provided a list of 16 items and asked to identify the service needs that rehabilitation service providers were unable to meet in the State of Idaho. There was no limit to the number of services that could be chosen. Four partner respondents participated in answering this survey question.

Partners identified "assistive technology" as the top service that is not available to ICBVI consumers. Two comments in the category "other" were received and cited:

* *"Employment/training support for individuals with cortical visual impairments"*
* *"Providing supplies/learning materials for students with low vision and other multiple disabilities. The most difficult population to provide services for."*

Caution is used when making inferences as the sample size is small. Table 182 contains the partners' choices of service needs that rehabilitation service providers are unable to meet.

Table 182

*Partner Survey: Service Needs that Rehab Providers are Unable to Meet*

| **Service Needs Rehab Providers Unable to Meet** | **Number of times chosen** | **Percent of total number of respondents** |
| --- | --- | --- |
| Assistive technology | 2 | 50.0% |
| Other (please describe) | 2 | 50.0% |
| Job training services | 1 | 25.0% |
| Vehicle modification assistance | 1 | 25.0% |
| Mental health treatment | 1 | 25.0% |
| Housing | 1 | 25.0% |
| Benefit planning assistance | 1 | 25.0% |
| Low vision services | 1 | 25.0% |
| Job search services | 0 | 0.0% |
| Other education services | 0 | 0.0% |
| Other transportation assistance | 0 | 0.0% |
| Income assistance | 0 | 0.0% |
| Medical treatment | 0 | 0.0% |
| Substance abuse treatment | 0 | 0.0% |
| Personal care attendants | 0 | 0.0% |
| Health insurance | 0 | 0.0% |
| **Total** | **10** |  |

##### Partner Survey: Primary Reasons Providers Unable to Meet Consumer Needs

Partners were provided with a list of seven reasons and asked to identify the primary reasons why community service providers were unable to meet consumers' service needs. A total of four survey respondents answered this question.

The most common response was "other." The two quotes from the narrative responses are as follows:

* *"Lack of funding for providers to meet all students' needs (especially those with multiple disabilities in addition to vision impairment/blindness)"*
* *"The service providers are fantastic in this area; they just reported that their services couldn't support an individual with a cortical visual impairment."*

Table 183 summarizes the partners' responses to the question.

Table 183

*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** |
| --- | --- | --- |
| Other (please describe) | 2 | 50.0% |
| Not enough providers available in area | 1 | 25.0% |
| The rates of payment for services are too low | 1 | 25.0% |
| Services take too long to provide | 1 | 25.0% |
| Providers lack knowledge and skills to effectively work with individuals who are blind or low vision | 1 | 25.0% |
| Low quality of provider services | 0 | 0.0% |
| Consumer barriers prevent successful interactions with providers | 0 | 0.0% |
| **Total** | **6** |  |

##### Partner Survey: Most Important Change Service Providers Could Make to Support Consumer Efforts to Achieve Employment Goals

Partner respondents were asked to identify the most important change that service providers in the State of Idaho could make to support consumers' efforts to achieve their employment goals. Eight narrative responses were received. One-half of the narrative comments (n=4 of 8) cited not being sure, not being aware, and/or not having the knowledge to answer the questions. The remaining four comments provided specific changes. Table 184 contains the quotes from the partners who provided comments.

Table 184  
*Partner Survey: Content Analysis of Quotes Regarding Most Important Change Service Providers Could Make*

|  |
| --- |
| **Unsure/Unaware** |
| "Not sure" |
| "I'm not informed enough to answer this" |
| "I'm sorry I left so many questions blank. I just don't have the knowledge & don't want to guess." |
| "I'm not really sure. Personally, I have held several jobs and the experiences led me to seek out more satisfying and better paying jobs. Do ICBVI consumers get the experience of only being employed with a single employer?" |
| **Improving School-Based Services** |
| "Don't know that it is a change, but continuing to work with school teams to make sure we are looking at barriers for these students." |
| **Employer Relationships** |
| "More networking and giving the employer the opportunity to get to know this population of possible employees" |
| **Know Which Organizations Provide Disability Specific Resources** |
| "Realize/be aware that there are disability specific organizations working with this population" |
| **Building Consumer Independence Skills/Communication** |
| "Teaching the importance of self-advocacy skills and not relying on others to do it for you. Ensuring that all parties are communicating and on the same page." |

Although the sample size is small, the number of comments citing unawareness/lack of knowledge is concerning because the respondents are the community partners with whom ICBVI is contracting to provide ICBVI consumers with rehabilitation services.

#### Staff Survey Results

##### Staff Survey: Services Readily Available to ICBVI Consumers

Staff respondents were provided with a list of 19 items and asked to select the services that are readily available to ICBVI consumers. Thirty-two staff respondents answered this question.

Overall, staff choices in response to the question were similar to the partners' selections of services available. Assistive technology was cited by all partners (100%) and was the most frequently cited item by partners. Job training services and assistive technology training were cited by over 90% of the staff respondents. No narrative responses were received in the category of "other."

Table 185

*Staff Survey: Services Readily Available to ICBVI Consumers*

| **Services Readily Available** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Assistive technology | 32 | 100.0% |
| Job training services | 31 | 96.9% |
| Assistive technology training | 30 | 93.8% |
| Job search services | 28 | 87.5% |
| Home management | 27 | 84.4% |
| Orientation and Mobility | 27 | 84.4% |
| Other education services | 26 | 81.3% |
| Adjustment to blindness training | 25 | 78.1% |
| Other transportation assistance | 21 | 65.6% |
| Medical treatment | 20 | 62.5% |
| Mental health treatment | 19 | 59.4% |
| Substance abuse treatment | 18 | 56.3% |
| Health insurance | 16 | 50.0% |
| Personal care attendants | 15 | 46.9% |
| Housing | 14 | 43.8% |
| Benefit planning assistance | 14 | 43.8% |
| Income assistance | 11 | 34.4% |
| Vehicle modification assistance | 6 | 18.8% |
| Other (please describe) | 1 | 3.1% |
| **Total** | **381** |  |

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

Staff survey respondents were asked to identify whether or not vendors in the State of Idaho were able to meet ICBVI consumers' vocational rehabilitation service needs.

The majority of staff agreed with the majority of partners that service providers are able to meet the needs of ICBVI consumers. Table 186 summarizes the staff results on the ability of service providers to meet consumer needs.

Table 186

*Staff Survey: Ability of Service Providers to Meet Consumers' Needs*

| **CRPs Ability to Meet ICBVI Consumers' Needs** | **Number** | **Percent** |
| --- | --- | --- |
| Yes | 21 | 67.7% |
| No | 10 | 32.3% |
| **Total** | **31** | **100.0%** |

##### Staff Survey: Service Needs that Rehab Providers are Unable to Meet

Staff respondents were provided a list of 19 items and asked to identify the service needs that rehabilitation service providers were unable to meet. There was no limit to the number of services that could be chosen. Nine staff respondents participated in answering this survey question.

Staff cited "job search services" and "job training services" as the top service needs that rehabilitation service providers are unable to meet. A comparison to the partners' result list is not presented due to the low number of partners that answered the similar question. Table 187 contains the staff choices of service needs that rehabilitation service providers are unable to meet.

Table 187

*Staff Survey: Service Needs that Rehab Providers are Unable to Meet*

| **Service Needs CRPs Unable to Meet** | **Number of times chosen** | **Percent of total number of respondents** |
| --- | --- | --- |
| Job search services | 5 | 55.6% |
| Job training services | 5 | 55.6% |
| Assistive technology | 4 | 44.4% |
| Adjustment to blindness training | 4 | 44.4% |
| Low vision services | 4 | 44.4% |
| Orientation and mobility training | 4 | 44.4% |
| Assistive technology training | 4 | 44.4% |
| Income assistance | 3 | 33.3% |
| Housing | 3 | 33.3% |
| Other education services | 2 | 22.2% |
| Other transportation assistance | 2 | 22.2% |
| Medical treatment | 2 | 22.2% |
| Personal care attendants | 2 | 22.2% |
| Health insurance | 2 | 22.2% |
| Home management | 2 | 22.2% |
| Mental health treatment | 1 | 11.1% |
| Substance abuse treatment | 1 | 11.1% |
| Benefits planning assistance | 0 | 0.0% |
| Other, please describe | 0 | 0.0% |
| **Total** | **50** |  |

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

Staff were provided with a list of eight reasons and asked to identify the primary reasons why community service providers were unable to meet ICBVI consumers' vocational rehabilitation service needs.

Slightly more than one-half of the nine respondents who answered the question cited two reasons why service providers are unable to meet consumer needs: 1) not enough providers available; and 2) low quality of provider/vendor services. Three comments were received from the category "other" and are quoted as follows:

* *"Lack of specialized training"*
* *"Lack of understanding of the BVI diagnosis and impacts to clients. Lack of skills knowledge in terms of working with BVI individuals"*
* *"Many CRP's have not had much if any training about blindness"*

Table 188 summarizes the staff responses.

Table 188

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

| **Primary Reasons CRPS are Unable to Meet Consumers' Needs** | **Number of times chosen** | **Percent of number of respondents** |
| --- | --- | --- |
| Not enough CRPs, other service providers or vendors available in area | 5 | 55.6% |
| Low quality of CRP, other service provider or vendor services | 5 | 55.6% |
| Low levels of accountability for poor performance by CRPs, other service providers or vendors | 4 | 44.4% |
| Other (please describe) | 3 | 33.3% |
| Low rates paid for services | 1 | 11.1% |
| Consumer barriers prevent successful interactions with CRPs, other service providers or vendors | 1 | 11.1% |
| Services take too long | 1 | 11.1% |
| ICBVI does not purchase the full range of services from CRPs, other service providers or vendors | 1 | 11.1% |
| **Total** | **21** |  |

##### Staff Survey: Most Important Change Service Providers Could Make to Support Consumer 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. Seventeen staff respondents provided a narrative response.

Nine of the 17 narrative comments received suggested service providers obtain education regarding blindness and low vision and develop an understanding of the consumers' challenges and assistive technology needs in order to better serve the consumers. Improving consumer service and improving effort to assist the consumer was noted in two comments. Other comments include submitting timely applications, following the consumer beyond hiring, and educating employers about accommodations; needing more CRPs to work with consumers; and coordinating with AJC for employer needs and job searches.

### Key Informant 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 Idaho:

1. Overall, ICBVI seems to struggle with having access to qualified CRPs. Similar concerns were expressed, but one particular description stood out regarding consumers not having enough options or access in order to make informed decisions about CRP services: "Choice is not informed choice."
2. CRPs are generally viewed as caring with the desire to provide high quality services; however, they need extensive training and support in order to do this successfully. Implementing qualification standards was suggested; however, it was followed up by fear of that limiting further access and options.
3. Pre-employment transition services have created additional opportunities for CRPs. This is seen as a great opportunity for all involved, but the level of quality varies.
4. The provision of Pre-ETS has helped vendors grow a better understanding of SWD impairments.
5. Training was identified as a need that would increase CRP knowledge of working with individuals with blindness and visual impairments. Cross-training with ICBVI staff, CRPs and others could greatly improve understanding and service delivery.

## Recommendations

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

1. ICBVI should consider statewide training opportunities (regularly) to increase the skills of CRPs and understanding of working with individuals with disabilities, particularly those with blindness and visual impairments.
2. Develop and implement improved screening protocol that examines the knowledge of the CRP prior to contracting with the provider. This could help identify ongoing needs and supports that could be provided by ICBVI or through continued collaboration. Areas to investigate include the following:
   1. Knowledge of disability services/ resources in the local area;
   2. Experience advocating for workplace accommodations with employers;
   3. Experience working with consumers with blindness and visual impairments;
   4. Knowledge and use of American Job Centers;
   5. Employers with whom provider has built relationships; and
   6. Knowledge and use of medical and community resource organizations in the local area.
3. ICBVI is encouraged to consult and partner with CRP staff to engage in a collaborative process to revise policies and fees for service that are agreed upon by both groups, especially if increased qualification standards are set for staff.
4. If this does not already exist, consider adding feedback questions related to CRP services to the participant satisfaction surveys sent by ICBVI.

# SECTION SEVEN: NEEDS OF BUSINESS AND EFFECTIVENESS IN SERVING EMPLOYERS

The need for the VR program to engage with the business community and effectively provide services to employers is one of the common performance measures for the core partners in WIOA. WIOA has moved the discussion from whether or not VR programs should serve the business community to how well VR programs are serving this community. Consequently, it is important for every VR program to do a self-assessment of how well they are serving employers. The project team is hopeful that this section of the report will be useful to ICBVI as they engage in the evaluation of how effectively they are providing services to employers and developing strategies to increase business engagement.

A total of five employers participated in this CSNA, and all of those were by survey. The reader is cautioned to interpret any findings with the low participation rates in mind. In future CSNAs, it will be essential for ICBVI to proactively recruit businesses to engage in the assessment. One of the most effective ways to make this happen is to partner with IDVR and title I/III counterparts responsible for employer relationships.

## Recurring Themes Across all Data Collection Methods

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

* Through ICBVI's Pre-ETS efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
* Business partnerships may not be considered an area of strength for ICBVI; however, it is a focus, and efforts are growing to serve this dual consumer under WIOA.
* Business/Employers were not interviewed; however, ICBVI business needs and employer barriers were discussed by ICBVI staff and partners, which included the following:
  + Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
  + New and updated strategies for serving business.
* The partnerships between ICBVI and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that workforce has strong relationships and access to employers, yet ICBVI is not included in these business partnerships at a statewide level.

### Survey Results

#### Business Survey Responses

##### Disability in the Workplace: Employer Needs

With respect to the "Disability in the Workplace" section of the survey, business survey respondents were presented with nine questions regarding whether or not their business needed help with a variety of concerns related to disability and employment. The questions were structured in a yes-no format. Table 189 summarizes the results to the eight questions according to the number of respondents who indicated a need for help with respect to the need or needs indicated in the question.

Table 189

*Disability in the Workplace: Employer Needs*

| **Does your business need help …** | **Number of Yes** | **Percent of Yes** | **Number of No** | **Percent of No** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Obtaining incentives for employing workers who are blind or have visual impairments? | 4 | 80.0% | 1 | 20.0% | 5 |
| Obtaining information on training programs available for workers who are blind or have visual impairments? | 3 | 60.0% | 2 | 40.0% | 5 |
| Understanding disability-related legislation such as the Americans with Disabilities Act and the Rehabilitation Act? | 1 | 20.0% | 4 | 80.0% | 5 |
| Identifying job accommodations for workers who are blind or visually impaired? | 1 | 20.0% | 4 | 80.0% | 5 |
| Recruiting job applicants who are blind or have a visual impairment? | 1 | 20.0% | 4 | 80.0% | 5 |
| Helping workers who are blind or have a visual impairment to retain employment? | 1 | 20.0% | 4 | 80.0% | 5 |
| Obtaining awareness training on working with individuals who are blind or have visual impairments? | 1 | 20.0% | 4 | 80.0% | 5 |
| Obtaining diversity training for leadership and/or employees related to hiring employees who are blind or have visual impairments | 1 | 20.0% | 4 | 80.0% | 5 |

The sample size is (n=5) in response to employer needs regarding disability in the workplace as the total number of survey respondents who answered specific questions is five respondents.

The majority of business respondents indicated that they need assistance in regard to incentives for employing workers with blindness or visual impairments and obtaining information on training programs that are available for workers who are blind or have visual impairments.

Business respondents were asked, in a supplemental open-ended question, if they would like to further comment on needs regarding blindness and low vision in the workplace. One response to the question was received and is quoted:

* *"None of these are particularly pressing needs for us, but we are always eager to learn more and be as accommodating as we can."*

##### Applicants with Disabilities

Business respondents were asked six questions regarding the need for recruitment assistance for applicants with disabilities. Respondents were asked to provide responses to the questions in a yes-no response format. Table 190 summarizes the results of the responses to the six questions according to the percentage of respondents who indicated a need for help with respect to the item indicated in each question.

Table 190

*Recruitment: Applicants with Disabilities: Does Your Business Need Help with…*

| **Does your business need help…** | **Number of Yes** | **Percent of Yes** | **Number of No** | **Percent of No** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Recruiting applicants who meet the job qualifications? | 1 | 20.0% | 4 | 80.0% | 5 |
| Recruiting applicants with good work habits? | 1 | 20.0% | 4 | 80.0% | 5 |
| Recruiting applicants with good social/interpersonal skills? | 1 | 20.0% | 4 | 80.0% | 5 |
| Assessing Applicants' skills? | 1 | 20.0% | 4 | 80.0% | 5 |
| Identifying reasonable job accommodations for applicants? | 1 | 20.0% | 4 | 80.0% | 5 |
| Discussing reasonable job accommodations with applicants? | 0 | 0.0% | 5 | 100.0% | 5 |

One of five business respondents indicated needing assistance with recruitment in all the areas listed except for discussing reasonable accommodations with applicants.

Business respondents were asked if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding recruiting applicants with blindness and low vision. No responses were received.

##### Employees with Disabilities: Positive Employee Traits Related to Job Retention

Business survey respondents were presented with a list of 12 positive employee traits and asked the question, "What are the positive employee traits you have experienced with employees who are blind or have a visual impairment either now or in the past?"

Five responses were received regarding this question. Reliability, positive attitude, and punctual were each selected by 60% (n=3) of the respondents. Table 191 summarizes the percentage of business survey respondents who identified each trait as a part of job retention.

Table 191

*Employees with Disabilities: Positive Employee Traits Related to Job Retention*

| **Employees with Disabilities: Positive Employee Traits Related to Job Retention** | **Number** | **Percent** |
| --- | --- | --- |
| Reliability | 3 | 60.0% |
| Positive attitude | 3 | 60.0% |
| Punctual | 3 | 60.0% |
| Flexibility | 2 | 40.0% |
| Initiative/Ambition | 2 | 40.0% |
| Honesty/Integrity | 2 | 40.0% |
| Works well with their team | 2 | 40.0% |
| Determined/dedicated | 2 | 40.0% |
| Independent | 2 | 40.0% |
| Organized | 2 | 40.0% |
| Attention to detail | 2 | 40.0% |
| Have no experience with having an employee who was blind or had a visual impairment | 2 | 40.0% |
| **Total** | **27** |  |

##### Employees with Disabilities: Challenges to Job Retention

Business survey respondents were presented with a list of 14 job-related challenges and asked to identify the top three challenges they have now or have experienced in the past with respect to employees who are blind or have a visual impairment. A total of five respondents answered the question. Specific challenges on the list were not selected. One narrative response was received in the category "other," and the quote is as follows:

* *"Attention to details and sometimes missing things that I would hope would not slip past."*

Table 192 presents the percentage of business survey respondents who identified each item as a challenge to job retention.

Table 192

*Challenges Related to Job Retention: Employees with Disabilities*

| **Challenges to Job Retention** | **Number** | **Percent** |
| --- | --- | --- |
| We have not experienced any challenges | 2 | 40.0% |
| Have not worked with an employee that was blind or had a visual impairment | 2 | 40.0% |
| Other (please describe) | 1 | 20.0% |
| Poor attendance | 0 | 0.0% |
| Difficulty learning job skills | 0 | 0.0% |
| Slow work speed | 0 | 0.0% |
| Poor work stamina | 0 | 0.0% |
| Poor social skills | 0 | 0.0% |
| Physical health problems | 0 | 0.0% |
| Mental health concerns | 0 | 0.0% |
| Language barriers | 0 | 0.0% |
| Identifying effective accommodations | 0 | 0.0% |
| No promotional opportunities | 0 | 0.0% |
| Family concerns | 0 | 0.0% |
| **Total** | **5** |  |

Business survey respondents were asked an open-ended question if they would like to further comment on their answers in the previous question or if they had additional comments or needs regarding challenges experienced with employees with disabilities. Respondents were given the opportunity to provide a narrative response. No narrative responses were received.

##### Services Provided by ICBVI

Business survey representatives were asked two questions regarding their utilization of services provided by the agency. The representatives were asked to do the following:

1. Cite whether or not their business had utilized ICBVI services; and
2. Identify what services ICBVI provided their business

Eighty percent of business respondents have not used ICBVI services for their business. Tables 193-194 include the results of those questions.

Table 193

*Employer Usage of ICBVI Services*

| **Employer Usage of ICBVI Services** | **Number** | **Percent** |
| --- | --- | --- |
| No | 4 | 80.0% |
| Yes | 1 | 20.0% |
| **Total** | **5** | **100.0%** |

Table 194

*Identify ICBVI Services Used by Employers*

| **Identify ICBVI Services Used by Employers** | **Number** | **Percent** |
| --- | --- | --- |
| Assistance identifying job accommodations for workers who are blind or have a visual impairment | 1 | 100.0% |
| Helping workers who are blind or have a visual impairment to retain employment | 1 | 100.0% |
| Obtaining training on the different types of visual impairments | 1 | 100.0% |
| Recruiting job applicants who are people who are blind or have a visual impairment | 1 | 100.0% |
| Obtaining incentives for employing workers who are blind or have a visual impairment | 1 | 100.0% |
| Training in understanding disability-related legislation such as the Americans with Disabilities Act and the Rehabilitation Act | 0 | 0.0% |
| Other (please describe) | 0 | 0.0% |
| Obtaining Awareness training on working with individuals who are blind or have a visual impairment | 0 | 0.0% |
| Obtaining information on training programs available for workers who are blind or have a visual impairment | 0 | 0.0% |
| Recruiting applicants who meet the job qualifications | 0 | 0.0% |
| Recruiting applicants with good work habits | 0 | 0.0% |
| Recruiting applicants with good social/interpersonal skills | 0 | 0.0% |
| Assessing Applicants' skills | 0 | 0.0% |
| Discussing reasonable job accommodations with applicants | 0 | 0.0% |
| Identifying reasonable job accommodations for applicants | 0 | 0.0% |
| **Total** | **5** |  |

##### Satisfaction and Recommendation of ICBVI Services

Business survey representatives who utilized ICBVI 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 ICBVI.

One respondent provided an answer to the question and indicated that they were very satisfied with the services they received from ICBVI. Table 195 details the results.

Table 195

*Satisfaction Rating*

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

##### Applicant or Employee Needs Not Met

Business survey respondents were asked an open-ended question asking if their business has any needs related to applicants or workers with disabilities that are not currently being met and to describe them in a narrative format. One narrative response was received and is quoted:

* *"I would like to learn/explore what is available from a testing and additional training perspective."*

##### Business Demographics

Business survey respondents described their respective business types and the number of employees the business currently employs. The tables below indicate the various business types and the size of the organization based on the number of employees.

In response to the question regarding business types, the two business types reported in the category "other" are museum and real estate brokerage. In response to the question regarding organization size, the most frequently cited size was one to 15 employees.

Table 197

*Type of Business*

| **Business Type** | **Number** | **Percent** |
| --- | --- | --- |
| Service | 2 | 40.0% |
| Other (please describe) | 2 | 40.0% |
| Manufacturing | 1 | 20.0% |
| Retail | 0 | 0.0% |
| Agriculture/Forestry/Fishing | 0 | 0.0% |
| Construction | 0 | 0.0% |
| Government | 0 | 0.0% |
| Education | 0 | 0.0% |
| Health care | 0 | 0.0% |
| Banking/Finance | 0 | 0.0% |
| **Total** | **5** | **100.0%** |

Table 198

*Number of Employees*

| **Number of Employees** | **Number** | **Percent** |
| --- | --- | --- |
| 1 - 15 | 3 | 60.0% |
| 16 - 50 | 1 | 20.0% |
| 251 - 999 | 1 | 20.0% |
| 51 - 250 | 0 | 0.0% |
| 1,000 or more | 0 | 0.0% |
| **Total** | **5** | **100.0%** |

### Key Informant 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. Unfortunately, no businesses were interviewed outside of the electronic survey. Others provided the following information:

1. Through ICBVI's Pre-ETS efforts, transition-age youth have more access to employers than ever before. Work-based learning experiences are showing employers the abilities of students and youth with disabilities, which is increasing the number of employers willing to provide these experiences, particularly in rural areas.
2. Business partnerships may not be considered an area of strength for ICBVI; however, it is a focus, and efforts are growing to serve this dual consumer under WIOA.
3. Business/Employers were not interviewed; however, ICBVI business needs and employer barriers were discussed by ICBVI staff and partners, which included the following:
4. Perceptions/stigmas and education for employers related to the skills and abilities of hiring people with disabilities, including dispelling myths; and
5. New and updated strategies for serving business.
6. The partnerships with ICBVI and the local workforce system appear to be lacking when it comes to partnering with business. There is some perception that workforce has strong relationships and access to employers, yet ICBVI is not included in these business partnerships at a statewide level.

## Recommendations

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

1. ICBVI is encouraged to market success stories that include business and ICBVI consumers. Consider using programs with proven success so that other businesses want to engage.
2. ICBVI should consider implementing strategies (e.g., employer consultants) to develop work-based learning experiences for ICBVI consumers to increase awareness and opportunities with employers, which include adults and other consumers who do not qualify for Pre-ETS.
3. ICBVI should increase its partnership with IDVR and IDOL in the area of services to employers, and collectively provide services and education to employers in Idaho.

# CONCLUSION

The Comprehensive Statewide Needs Assessment for State of Idaho's Commission for the Blind and Visually Impaired (ICBVI) utilized qualitative and quantitative methods to investigate the vocational rehabilitation needs of individuals with disabilities, particularly those with blindness and visual impairments, in the State of Idaho. The combination of surveys and interviews resulted in over 1,200 participating in the assessment. Though these numbers are much less than the previous CSNA participation rates (almost 2,000), the project team at San Diego State University's Interwork Institute is confident that data saturation occurred across the multiple areas of investigation in the CSNA (other than perceptions of employers) and is hopeful that the findings and recommendations will be utilized by ICBVI to inform future planning and resource allocation for the agency.

# APPENDICES

## APPENDIX A: INTERVIEW PROTOCOLS

### ICBVI Staff Interviews

#### Needs of clients with blindness or visual impairments in getting and keeping employment

* What barriers do people with blindness or other visual impairments in Idaho face in getting or keeping a job?

#### Barriers to accessing services

* What barriers do people with blindness or other visual impairments encounter when trying to access rehabilitation services from ICBVI?

#### MSD needs and Supported and Customized Employment

* How frequently are ICBVI consumers dealing with secondary or other disabilities?
* What are the most common disabilities they have in addition to blindness or visual impairments?
* Are SE and CE services readily available for those who need them? Is there a wait list for these services? Enough providers to meet the needs? What can be done to improve SE and CE services?
* For those clients that need mental health services, are these services available in the community? Is the mental health treatment system well developed or does it need work? What can be done to improve mental health services for individuals with blindness or visual impairments?

#### Needs of underserved groups with blindness or other visual impairments

* What groups of individuals would you consider un-served or underserved by ICBVI based either on race, geography, disability type or other characteristics?
* (For each identified group): What do you think they are not accessing ICBVI services and what can the agency do to increase and improve services to these groups?

#### Transition

* What needs do young people with blindness or other visual impairments in transition from high school have as far as preparing for, obtaining or retaining employment?
* How well are the high schools in Idaho preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
* How would you characterize ICBVI’s relationship/partnership with the secondary school system in Idaho?
* How well is ICBVI serving youth in transition in terms of preparing them for postsecondary education or employment?
* How does ICBVI provide pre-employment transition services? How effective are those services? Of the five required services, which ones are provided most frequently and which ones need to be developed further?
* What can ICBVI do to improve services to youth in transition?

#### Needs of individuals served through the American Job Centers of Idaho (AJC)

* How effectively does the AJC system serve individuals with blindness or other visual impairments?
* Are there any barriers to individuals with blindness or other visual impairments accessing services through the AJC? If so, what are they and what can be done to change this?
* How effectively is ICBVI working in partnership with the AJC? Do you have any recommendations about how to improve this partnership if needed?
* What would you recommend to improve the AJCs' ability to serve individuals with blindness or other visual impairments in Idaho?

#### Need for establishment, development or improvement of CRPs

* What in-house services need to be developed or enhanced by ICBVI in order to more effectively serve individuals with blindness or visual impairments?
* What community-based rehabilitation programs or services need to be created, expanded or improved to help individuals with blindness or visual impairments to obtain and retain employment?
* What services need to be offered in new locations in order to meet people's needs?
* What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

#### The Assessment and Training Center

* Have you referred individuals to the Assessment and Training Center (ATC)? If so, what is your assessment of the effectiveness of the services provided at the ATC?
* What services or training needs to be developed or enhanced at the ATC?
* How prepared are your consumers to function independently and go to work after completing the ATC?
* What can the ATC do to improve services?

#### Recommendation to improve services

* What recommendations do you have for ICBVI to improve services for individuals with blindness or visual impairments?

### ICBVI Service Provider Interviews

#### Needs of clients with blindness or visual impairments in getting and keeping employment

* What barriers do people with blindness or other visual impairments in Idaho face in getting or keeping a job?

#### Barriers to accessing services

* What barriers do people with blindness or other visual impairments encounter when trying to access rehabilitation services from ICBVI?

#### MSD needs and Supported and Customized Employment

* How frequently are ICBVI consumers dealing with secondary or other disabilities?
* What are the most common disabilities they have in addition to blindness or visual impairments?
* Are SE and CE services readily available for those who need them? Is there a wait list for these services? Enough providers to meet the needs? What can be done to improve SE and CE services?
* For those clients that need mental health services, are these services available in the community? Is the mental health treatment system well developed, or does it need work? What can be done to improve mental health services for individuals with blindness or visual impairments?

#### Needs of underserved groups with blindness or other visual impairments

* What groups of individuals would you consider un-served or underserved by ICBVI based either on race, geography, disability type or other characteristics?
* (For each identified group): Why do you think they are not accessing ICBVI services, and what can the agency do to increase and improve services to these groups?

#### Transition

* What needs do young people with blindness or other visual impairments in transition from high school have as far as preparing for, obtaining or retaining employment?
* How well are the high schools in Idaho preparing young people for the world of postsecondary education or employment? What can the schools do differently to prepare young people to be successful in postsecondary education or employment?
* How would you characterize ICBVI's relationship/partnership with the secondary school system in Idaho?
* How well is ICBVI serving youth in transition in terms of preparing them for postsecondary education or employment?
* How does ICBVI provide pre-employment transition services? How effective are those services? Of the five required services, which ones are provided most frequently, and which ones need to be developed further?
* What can ICBVI do to improve services to youth in transition?

#### Needs of individuals served through the Idaho American Jobs Centers

* How effectively does the Idaho American Jobs Center (AJC) system serve individuals with blindness or other visual impairments?
* Are there any barriers to individuals with blindness or other visual impairments accessing services through the Idaho American Jobs Centers? If so, what are they and what can be done to change this?
* How effectively is ICBVI working in partnership with the Idaho American Jobs Centers? Do you have any recommendations about how to improve this partnership if needed?
* What would you recommend to improve the Idaho American Jobs Centers' ability to serve individuals with blindness or other visual impairments in Idaho?

#### Need for establishment, development or improvement of CRPs

* What community-based rehabilitation programs or services need to be created, expanded or improved to help individuals with blindness or visual impairments to obtain and retain employment?
* What services need to be offered in new locations in order to meet people's needs?
* What community-based rehabilitation services are most successful? How are they most successful or what makes them so?

#### Recommendation to improve services

* What recommendations do you have for ICBVI to improve services for individuals with blindness or visual impairments?

## APPENDIX B: INDIVIDUAL SURVEY

### Idaho Commission for the Blind and Visually Impaired Individual Survey

The Idaho Commission for the Blind and Visually Impaired (ICBVI) is working collaboratively

with the Interwork Institute at San Diego State University in order to conduct an assessment of

the needs of individuals who are blind or have visual impairments who live in the State of Idaho.

The results of this needs assessment will inform the development of the ICBVI's portion of the

Unified State Plan for providing rehabilitation services and will help planners make decisions

about programs and services for persons who are blind or have visual impairments.

The following survey includes questions that ask you about the unmet, employment-related

needs of persons who are blind or have visual impairments. 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 who is blind or has a visual impairment and are

responding on behalf of that individual, please answer the survey questions based upon your

knowledge of the needs of that individual.

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: ccompton@sdsu.edu

Q1. Which statement best describes your association with the Idaho Commission for the Blind and Visually Impaired (ICBVI) (select one response)

* I have never used the services of ICBVI
* I am a current consumer of ICBVI
* I am a previous consumer of ICBVI, my case has been closed
* I am not familiar with ICBVI
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Demographic Information

Q2. What is your age?

* under 25
* 25-64
* 65 and over

Q3. Which ICBVI office serves you?

* The Boise office
* The Idaho Falls office
* The Pocatello office
* The Coeur d'Alene office
* The Lewiston office
* The Twin Falls office
* I am not served by an ICBVI office

Q4. 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

Q5. Do you feel that ICBVI respects your cultural identity?

* Yes
* No
* I don't know

Q6. Have you ever been in a situation when you felt that ICBVI did not respect your cultural identity?

* Yes (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No

*If you answered "No," skip to Question 8.*

Q7. What can ICBVI do to help its staff understand your culture?

Q8. If you have one or more disabilities in addition to blindness or low vision, please identify them below (check all that apply):

* Intellectual Disability (ID)
* Developmental Disability (DD)
* Autism Spectrum Disorder
* Traumatic Brain Injury
* Communication
* Deaf or Hard of Hearing
* Deaf-Blind
* Mental Health
* Mobility
* Physical
* Alcoholism or substance abuse
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No impairment

Q9. Please indicate whether you receive the following Social Security disability benefits (check all that apply).

* I receive SSI (Supplemental Security Income. SSI is a means-tested benefit generally provided to individuals with little or no work history)
* I receive SSDI (Social Security Disability Insurance. SSDI is provided to individuals that have worked in the past and is based on the amount of money the individual paid into the system through payroll deductions)
* I receive a check from the Social Security Administration every month, but I do not know which benefit I get
* I don't know if I receive Social Security disability benefits
* I do not receive Social Security disability benefits
* I have received benefits in the past, but no longer receive them

#### Employment-Related Needs

The next several questions ask about employment-related needs that you may have.

Q10. Please identify which of the following have been barriers to you getting a job. (check all that apply)

* Lack of education
* Lack of job training
* Lack of disability skills training
* Lack of adjustment to blindness training
* Lack of job skills
* Lack of job search skills
* Lack of reliable Internet access
* Criminal Record
* Limited English skills
* Lack of available jobs
* Employer concerns about my ability to do the job due to my disability
* Age
* Lack of assistive technology and/or assistive technology training
* Lack of attendant care
* Lack of reliable transportation
* Mental health concerns
* Substance abuse
* Lack of child care
* Lack of housing
* Employers hesitant to hire people with disabilities
* Concern over loss of Social Security benefits due to working

Q11. Please identify what have been the top three barriers to you getting a job.  (check up to 3)

* Lack of education
* Lack of job training
* Lack of disability skills training
* Lack of adjustment to blindness training
* Lack of job skills
* Lack of job search skills
* Lack of reliable Internet access
* Criminal Record
* Limited English skills
* Lack of available jobs
* Employer concerns about my ability to do the job due to my disability
* Age
* Lack of assistive technology and/or assistive technology training
* Lack of attendant care
* Lack of reliable transportation
* Mental health concerns
* Substance abuse
* Lack of child care
* Lack of housing
* Employers hesitant to hire people with disabilities
* Concern over loss of Social Security benefits due to working

Q12. If you have experienced other barriers to getting a job not mentioned above, list them here.

#### Barriers to Accessing ICBVI Services

The next several questions ask about barriers to accessing ICBVI services.

Q13. Which of the following have been a barrier to you accessing ICBVI services. (check all that apply)

* The ICBVI office is not on a public bus route
* ICBVI's hours of operation
* Lack of information about available services
* Lack of disability-related accommodations
* Language barriers
* Difficulties scheduling meetings with my counselor
* Difficulty reaching ICBVI staff
* Other difficulties with ICBVI staff
* Difficulties completing the ICBVI application
* Difficulties completing the Individualized Plan for Employment (IPE)
* Reliable Internet access

Q14. What have been the top three barriers to you accessing ICBVI services? (check up to 3)

* The ICBVI office is not on a public bus route
* ICBVI's hours of operation
* Lack of information about available services
* Lack of disability-related accommodations
* Language barriers
* Difficulties scheduling meetings with my counselor
* Difficulty reaching ICBVI staff
* Other difficulties with ICBVI staff
* Difficulties completing the ICBVI application
* Difficulties completing the Individualized Plan for Employment (IPE)
* Reliable Internet access
* I have not had any barriers to accessing ICBVI services

Q15. Have you had any other challenges or barriers not already mentioned that have made it difficult for you to access ICBVI services?

* Yes (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No

Q16. Where do you usually meet with your ICBVI counselor?

* In my community/school
* I go to the ICBVI office
* We meet remotely by phone
* We meet remotely by video conference
* I don't have a ICBVI counselor

Q17. How many ICBVI counselors have you had?

* 1
* 2
* 3
* 4
* More than 4
* I have never had a ICBVI counselor

Q18. How often are you able to reach your counselor when you need to?

* Always
* Usually
* Sometimes
* Rarely
* Never

Q19. How do you get along with your ICBVI counselor?

* Excellent
* Good
* So-so
* Poor
* Terrible

Q20. Has ICBVI helped you to make progress towards your employment goal?

* Yes
* No
* I have not worked with ICBVI

Q21. Which of the following ICBVI services have you received remotely (by phone, email or video conference) since the beginning of the COVID-19 pandemic? (check all that apply)

* Career Counseling
* Job development and/or job placement
* Job support to keep a job
* Benefits counseling
* Assistive technology
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* I have not received any services from ICBVI remotely during the pandemic

*If you answered "I have not received any services from ICBVI remotely during the pandemic," skip to Question 23.*

Q22. How effective were the services offered remotely during the pandemic?

* Extremely effective
* Effective
* Somewhat effective
* Less effective
* Not effective at all

Q23. How can ICBVI improve their services to help you get a job, keep your job, or get a better job?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q24. How do you manage your money? (check all that apply)

* I have a monthly budget
* I have a savings account
* I have a checking account
* I invest my money
* I would like to learn more about managing my money

Q25. Which of the following statements are true for you? (check all that apply)

* Because of my money situation, I feel like I will never have the things I want in life
* I am just getting by financially
* I am concerned the money I have, or will have, won't last
* I am comfortable with my financial situation

Q26. How often do you have money left over at the end of each month?

* Always
* Often
* Sometimes
* Rarely
* Never

Q27. How often do you feel your finances control your life?

* Always
* Often
* Sometimes
* Rarely
* Never

Q28. What is your current employment goal?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q29. Have you thought about what your next job might be after reaching your current employment goal?

* Yes
* No
* I don't know

*If you answered "No" or "I don't know," skip to Question 31.*

Q30. Will you need more training or help to get your next job?

* Yes
* No
* I don't know

Q31. Has ICBVI referred you for services provided by an outside organization or individual? (This may include an assessment, preparing for or finding employment, job coaching, training, assistive technology, or other services)

* Yes
* No
* I am not sure

*If you answered "No" or "I am not sure," skip to Question 36.*

Q32. How effective were the services you received from the service provider?

* Very effective
* Effective
* Somewhat ineffective
* Ineffective

Q33. How would you rate the quality of services you received from the service provider?

* Excellent
* Good
* Fair
* Poor

Q34. How would you rate the responsiveness of the service provider?

* Excellent
* Good
* Fair
* Poor

Q35. Would you recommend the service provider to others served by ICBVI?

* Yes
* No
* Not sure

#### Assessment and Training Center

The next set of questions asks you about the Assessment and Training Center.

Q36. Did you attend the Assessment and Training Center?

* Yes, and I completed the program
* Yes, but I did not complete the program
* No, I did not attend the Assessment and Training Center

*If you answered "Yes, and I completed the program," skip to Question 38.*

Q37. Why did you not complete the program at the Assessment and Training Center?

* The program was too long
* Health issues
* I was dismissed from the program
* Family issues
* I was not pleased with the instruction
* I had difficulty getting along with others
* Mental health concerns prevented me from completing
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If you answered "The program was too long" or "Health issues" or "I was dismissed from the program" or "Family issues" or "I was not pleased with the instruction" or "I had difficulty getting along with others" or "Mental health concerns prevented me from completing" or "Other (please describe)," skip to Question 45.*

Q38. Rate the quality of the Orientation and Mobility training provided at the Assessment and Training Center.

* Excellent
* Good
* Average
* Poor
* I did not receive Orientation and Mobility training

Q39. Rate the quality of the Braille and assistive technology training you received at the Assessment and Training Center.

* Excellent
* Good
* Average
* Poor
* I did not receive Braille and assistive technology training

Q40. Rate the quality of the activities of daily living training you received at the Assessment and Training Center.

* Excellent
* Good
* Average
* Poor
* I did not receive activities of daily living training

Q41. Rate the wood shop training you received at the Assessment and Training Center.

* Excellent
* Good
* Average
* Poor
* I did not participate in the wood shop training

Q42. How prepared are you to live independently as a result of the training that you received at the Assessment and Training Center?

* Very prepared
* Moderately prepared
* Minimally prepared
* Not at all prepared

Q43. How prepared are you to go to work as a result of the training that you received at the Assessment and Training Center?

* Very prepared
* Moderately prepared
* Minimally prepared
* Not at all prepared

Q44. How can the services at the Assessment and Training Center be improved?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Vocational Rehabilitation Services Provided Directly by ICBVI Staff

The next set of questions relates to internal Vocational Rehabilitation services provided directly by ICBVI staff.

Q45. Did you receive vocational evaluation services (assessments, career exploration or job explorations) from ICBVI ?

* Yes, I received vocational evaluation services.
* No, I did not receive vocational evaluation services.

*If you answered "No, I did not receive vocational evaluation services," skip to Question 47.*

Q46. Rate the quality of the vocational evaluation services you received.

* Excellent
* Good
* Average
* Poor

Q47. Did you receive technology training (acquiring and using assistive technology such as CCTVs, speech output devices or magnification software) from ICBVI?

* Yes, I received technology training.
* No, I did not receive technology training.

*If you answered "No, I did not receive technology training," skip to Question 49.*

Q48. Rate the quality of the technology training you received.

* Excellent
* Good
* Average
* Poor

Q49. Did you receive employment services (job placement assistance) from ICBVI ?

* Yes, I received employment services.
* No, I did not receive employment services.

*If you answered "No, I did not receive employment services," skip to Question 51.*

Q50. Rate the quality of the employment services you received.

* Excellent
* Good
* Average
* Poor

Q51. How prepared are you to live independently as a result of the training that you received from ICBVI?

* Very prepared
* Moderately prepared
* Minimally prepared
* Not at all prepared

Q52. How prepared are you to go to work as a result of the training that you received from ICBVI?

* Very prepared
* Moderately prepared
* Minimally prepared
* Not at all prepared

Q53. How can the training provided by ICBVI staff be improved?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### American Job Centers of Idaho

The next several questions ask you about experiences you may have had with the American Job Centers of Idaho (AJCs), also known as American Job Centers or the One-Stop Career Centers.

**These questions refer only to your experience with the staff or services at the AJCs and not with ICBVI staff who may be working at the centers.**

Q54. Have you ever tried to use the services of the AJCs beyond creating an online account? (this may include testing, preparing for or finding employment, job coaching, training assistive technology or other services)

* Yes
* No

*If you answered "No," skip to Question 66.*

Q55. Did you experience any difficulties with the physical accessibility of the building?

* Yes (If yes, please describe the difficulties you experienced) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No

Q56. Did you have any difficulty accessing the services at the AJCs (i.e. no available assistive technology, no interpreters, etc.)?

* Yes
* No

Q57. Did you go to the AJCs to get training?

* Yes
* No

*If you answered "No," skip to Question 60.*

Q58. Did you get the training from the AJCs you were seeking?

* Yes
* No

Q59. Did the AJCs training result in employment?

* Yes
* No

Q60. Did you go to the AJCs to find a job?

* Yes
* No

*If you answered "No," skip to Question 63.*

Q61. Did the staff at the AJC help you find employment?

* Yes
* No

Q62. Was the AJC staff helpful?

* Yes, they were very helpful
* They were somewhat helpful
* No, they were not helpful

Q63. Were the services at the AJCs effective?

* Yes, the services were very effective
* The services were somewhat effective
* No, the services were not effective

Q64. Rate the overall effectiveness of the AJCs in serving individuals with disabilities.

* Very effective
* Somewhat effective
* No opinion
* Somewhat ineffective
* Very ineffective

Q65. What recommendations do you have for the AJCs to improve their services to individuals with disabilities in Idaho?

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Q66. Is there anything else you would like to add about ICBVI or its services?

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This is the end of the survey! Your information and feedback is valuable to ICBVI, thank you for completing the survey. Please select the "NEXT" button below to submit your responses.

## APPENDIX C: PARTNER SURVEY

### Idaho Commission for the Blind and Visually Impaired Community Partner Survey

The Idaho Commission for the Blind and Visually Impaired (ICBVI) is working collaboratively with the Interwork Institute at San Diego State University in order to conduct an assessment of the needs of individuals who are blind or have a visual impairment who live in Idaho. The results of this needs assessment will inform the development of the Idaho Unified 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 who are blind or have a visual impairment. You will also be asked about the type of work you do and whether you work with specific disability populations. It will take about 12 minutes of your time to complete this survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Q1. Please identify the ICBVI offices that you work with in Idaho. (check all that apply)

* The Boise office
* The Idaho Falls office
* The Pocatello office
* The Coeur d'Alene office
* The Lewiston office
* The Twin Falls office

Q2. Does your organization provide services exclusively to individuals who are blind or have a visual impairment?

* Yes
* No, we provide services to individuals with other types of disabilities

Q3. Please indicate which of the following services are available to individuals who are blind or have a visual impairment in the geographic area(s) where you work (check all that apply).

* Job search services
* Job training services
* Other education services
* Assistive technology
* Low vision services
* Vehicle modification assistance
* Other transportation assistance
* Income assistance
* Medical treatment
* Mental health treatment
* Substance abuse treatment
* Personal care attendants
* Health insurance
* Housing
* Benefit planning assistance
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q4. In your experience, is the network of rehabilitation service providers in the state of Idaho able to meet the vocational rehabilitation needs of ICBVI consumers?

* Yes
* No

*If you answered "Yes," skip to Question 7.*

Q5. What service needs are the network of rehabilitation service providers in the Idaho unable to meet (check all that apply)?

* Job search services
* Job training services
* Other education services
* Assistive technology
* Low vision services
* Vehicle modification assistance
* Other transportation assistance
* Income assistance
* Medical treatment
* Mental health treatment
* Substance abuse treatment
* Personal care attendants
* Health insurance
* Housing
* Benefit planning assistance
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6. What are the primary reasons that vocational rehabilitation service providers are unable to meet consumers' service needs?

* Not enough providers available in area
* Low quality of provider services
* Services take too long to provide
* The rates of payment for services are too low
* Consumer barriers prevent successful interactions with providers
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7. What are the top three barriers to achieving employment goals for ICBVI consumers? (check up to three)

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8. Are the barriers to achieving employment goals for ICBVI consumers that require supported employment services different from those of other of consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 10.*

Q9. What are the top three barriers to achieving employment goals for ICBVI consumers that require supported employment services? (check up to three)

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10. Are the barriers to achieving employment goals for youth in transition different from those of other of individuals served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 12.*

Q11. What are the top three barriers to achieving employment goals for Youth in transition?  For this survey, we are defining Youth as any individual 24 years of age or younger. (check up to three)

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12. Are the barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities different from those of other of consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 14.*

Q13. What are the top three barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities? (check up to three)

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14. Is there anything else we should know about the primary barriers to achieving employment goals for ICBVI consumers?

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Q15. What are the top three reasons that individuals who are blind or have a visual impairment find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Lack of broadband Internet access
* Other challenges related to the physical location of the ICBVI 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* ICBVI staff are not responsive to communication from consumers or potential consumers
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16. Are the reasons that individuals who require supported employment services find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 18.*

Q17. What are the top three reasons that individuals that require supported employment services find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Lack of broadband Intent access
* Other challenges related to the physical location of the ICBVI 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* ICBVI staff are not responsive to communication from consumers or potential consumers
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18. Are the reasons that youth in transition find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 20.*

Q19. What are the top three reasons that youth in transition find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Lack of broadband Internet access
* Other challenges related to the physical location of the ICBVI 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* ICBVI staff are not responsive to communication from consumers or potential consumers
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20. Are the reasons consumers who are racial or ethnic minorities find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 22.*

Q21. What are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Lack of broadband Internet access
* Other challenges related to the physical location of the ICBVI 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* ICBVI staff are not responsive to communication from consumers or potential consumers
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q22. Is there anything else we should know about why individuals who are blind or have a visual impairment find it difficult to access ICBVI services?

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Q23. What is the most important change that ICBVI could make to support consumers' efforts to achieve their employment goals?

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Q24. What is the most important change that the network of rehabilitation service providers in Idaho could make to support consumers' efforts to achieve their employment goals?

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This is the end of the survey. Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

## APPENDIX D: STAFF SURVEY

### Idaho Commission for the Blind and Visually Impaired Staff Survey

The Idaho Commission for the Blind and Visually Impaired (ICBVI) is working collaboratively with the Interwork Institute at San Diego State University in order to conduct an assessment of the needs of individuals who are blind or have a visual impairment in Idaho. The results of this needs assessment will inform the development of the Idaho Unified State Plan for providing rehabilitation services.

The following survey includes questions that ask you about the unmet, employment-related needs of persons who are blind or have a visual impairment. You will also be asked questions about the type of work that you do. We anticipate that it will take about 12 minutes of your time to complete the survey.

Your participation in this needs assessment is voluntary. If you decide to participate, your responses will be anonymous; that is, recorded without any identifying information that is linked to you. You will not be asked for your name anywhere in this survey.

If you have any questions regarding this survey or would like to request the survey in an alternate format, please contact Dr. Chaz Compton at San Diego State University at the following e-mail address: ccompton@sdsu.edu

Q1. How would you classify your job?

* Counselor
* Support Staff
* Supervisor or Manager
* Instructor
* Other (please generally classify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q2. Please identify the office(s) where you work in Idaho. (check all that apply)

* The Boise office
* The Idaho Falls office
* The Pocatello office
* The Coeur d'Alene office
* The Lewiston office
* The Twin Falls office

Q3. Have any of the individuals you serve received services that were delivered remotely during the COVID-19 pandemic?

* Yes
* No

*If you answered "No," skip to Question 5.*

Q4. How would you rate the effectiveness of the services that were delivered remotely?

* Extremely effective
* Effective
* Somewhat effective
* Minimally effective
* Not effective at all

Q5. Please indicate which of the following services are readily available to ICBVI consumers in the geographic area where you provide services. A readily available service can be provided directly or purchased from the available network of service providers in the area. (check all that apply)

* Job search services
* Job training services
* Home management
* Orientation and Mobility
* Other education services
* Assistive technology
* Assistive technology training
* Adjustment to blindness training
* Vehicle modification assistance
* Other transportation assistance
* Income assistance
* Medical treatment
* Mental health treatment
* Substance abuse treatment
* Personal care attendants
* Health insurance
* Housing
* Benefit planning assistance
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6. In your experience, are Community Rehabilitation Programs (CRPs), other service providers, or vendors able to meet the vocational rehabilitation service needs of ICBVI consumers in your geographic area?

* Yes
* No

*If you answered "Yes," skip to Question 9.*

Q7. What service needs are CRPs, other service providers, or vendors unable to meet? (check all that apply)

* Job search services
* Job training services
* Home management
* Orientation and mobility training
* Adjustment to blindness training
* Other education services
* Assistive technology
* Assistive technology training
* Low vision services
* Other transportation assistance
* Income assistance
* Medical treatment
* Mental health treatment
* Substance abuse treatment
* Personal care attendants
* Health insurance
* Housing
* Benefits planning assistance
* Other, please describe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8. What are the primary reasons that CRPs, other service providers, or vendors are generally unable to meet consumers' service needs?

* Not enough CRPs, other service providers or vendors available in area
* Low quality of CRP, other service provider or vendor services
* Low rates paid for services
* Services take too long
* Low levels of accountability for poor performance by CRPs, other service providers or vendors
* Consumer barriers prevent successful interactions with CRPs, other service providers or vendors
* ICBVI does not purchase the full range of services from CRPs, other service providers or vendors
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9. Please identify which of the following are barriers to employment for individuals who are blind or have a visual impairment in Idaho. (check all that apply)

* Not having education or training
* Not having job skills
* 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
* Inability to advocate for oneself
* 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. What would you say are the top three barriers to achieving employment goals for ICBVI consumers (check up to three)?

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11. Are the barriers to achieving employment goals for ICBVI consumers that require supported employment services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 13.*

Q12. What are the top three barriers to achieving employment goals for ICBVI consumers that require supported employment services? (check up to three)?

* Not having education or training
* Not having job skills
* 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 self-confidence
* 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13. Are the barriers to achieving employment goals for youth in transition different than those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 15.*

Q14. What are the top three barriers to achieving employment goals for youth in transition? (check up to three)?

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15. Are the barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 18.*

Q16. What are the top three barriers to achieving employment goals for ICBVI consumers who are racial or ethnic minorities? (check up to three)

* Not having education or training
* Not having job skills
* Not having job search skills
* Convictions for criminal offenses
* Language barriers
* Poor social skills
* Not enough jobs available
* Employer perceptions about employing persons with disabilities
* Not having disability-related accommodations
* Lack of self-confidence
* 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 about the impact of income on Social Security benefits
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17. Is there anything else we should know about the primary barriers to achieving employment goals for ICBVI consumers?

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Q18. What are the top three reasons that people who are blind or have a visual impairment find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Other challenges related to the physical location of the ICBVI office
* Inadequate disability-related accommodations
* Lack of broadband Internet access
* 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19. Are the reasons that individuals who require supported employment find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 21.*

Q20. What are the top three reasons that individuals that require supported employment services find it difficult to access ICBVI services? (check up to three)?

* Limited access to ICBVI via public transportation
* Other challenges related to the physical location of the ICBVI office
* Inadequate disability-related accommodations
* Lack of broadband Internet access
* 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21. Are the reasons that youth in transition find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 23.*

Q22. What are the top three reasons that youth in transition find it difficult to access ICBVI services (check up to three)?

* Limited access to ICBVI via public transportation
* Other challenges related to the physical location of the ICBVI office
* Inadequate disability-related accommodations
* Lack of broadband Internet access
* 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23. Are the reasons that consumers who are racial or ethnic minorities find it difficult to access ICBVI services different from those of other consumers served by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 25.*

Q24. What are the top three reasons that consumers who are racial or ethnic minorities find it difficult to access ICBVI services? (check up to three)

* Limited access to ICBVI via public transportation
* Other challenges related to the physical location of the ICBVI office
* Inadequate disability-related accommodations
* Lack of broadband Internet access
* 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
* ICBVI staff do not meet consumers in the communities where the consumers live
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25. Is there anything else we should know about why individuals who are blind or have a visual impairment find it difficult to access ICBVI services?

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#### American Job Centers of Idaho

The next set of questions ask you about the effectiveness of the American Job Centers (AJCs) - Idaho (previously referred to as One-Stops or Career Centers) in serving individuals who are blind or have a visual impairment in Idaho.

Q26. Have you ever referred one of your consumers to an AJC?

* Yes
* No

*If you answered "No," skip to Question 31.*

Q27. Has an AJC helped any of your consumers to get training for a job?

* Yes
* No
* I have never referred anyone for training

Q28. Has an AJC helped any of your consumers to get a job?

* Yes
* No
* I have never referred a consumer for employment

Q29. In your opinion, how effectively do the AJCs serve individuals who are blind or have a visual impairment?

* Very effectively
* Somewhat effectively
* Not effectively
* They do not serve individuals who are blind or have a visual impairment
* Unsure

Q30. What can the AJCs do to more effectively serve individuals who are blind or have a visual impairment in Idaho (check all that apply)?

* Improve physical accessibility
* Improve programmatic accessibility
* Train their staff on how to work with people who are blind or have a visual impairment
* Partner more effectively with ICBVI
* Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Assessment and Training Center

The next set of questions asks you about the Assessment and Training Center.

Q31. Have you ever referred a consumer to the Assessment and Training Center?

* Yes
* No
* I don't work with consumers

*If you answered "No" or "I don't work with consumers," skip to Question 34.*

Q32. How effectively does the Assessment and Training Center prepare your consumers to live independently?

* Very effectively
* Somewhat effectively
* Not effectively

Q33. How prepared are consumers to go to work after completion of the Assessment and Training Center?

* Very prepared
* Somewhat prepared
* Not at all prepared
* I do not send my consumers to the Assessment and Training Center to prepare for employment
* Q38 Please identify at least two ways that the Assessment and Training Center can improve services to consumers.  You may include more than two suggestions.
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q34. What is the most important change that ICBVI could make to support consumers' efforts to achieve their employment goals?

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Q35. What is the most important change that CRPs, other service providers, or vendors could make to support consumers' efforts to achieve their employment goals?

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Q36. What are the top three changes that would enable you to better assist ICBVI consumers (check up to three)?

* 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 consumers in their communities
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your feedback is valuable to us. Thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

## APPENDIX E: BUSINESS SURVEY

### Idaho Commission for the Blind and Visually Impaired Business Survey

The purpose of this survey is to learn more about the needs of businesses and employers with respect to partnering with the Idaho Commission for the Blind and Visually Impaired (ICBVI) and employing and accommodating employees who are blind or have a visual impairment. The information that you provide will help ICBVI to more effectively respond to the needs of businesses and will influence the planning and delivery of vocational services to persons who are blind or have a visual 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: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Q1. Disability in the Workplace: Does your business need help ...

* Understanding disability-related legislation such as the Americans with Disabilities Act and the Rehabilitation Act?
* Identifying job accommodations for workers who are blind or visually impaired?
* Recruiting job applicants who are blind or have a visual impairment?
* Helping workers who are blind or have a visual impairment to retain employment?
* Obtaining awareness training on working with individuals who are blind or have visual impairments?
* Obtaining diversity training for leadership and/or employees related to hiring employees who are blind or have visual impairments
* Obtaining incentives for employing workers who are blind or have visual impairments?
* Obtaining information on training programs available for workers who are blind or have visual impairments?

Q2. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding blindness or visual impairments in the workplace, please describe them in the space below.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3. Applicants who are blind or have visual impairments: With respect to applicants who are blind or have visual impairments, does your business need help... (select one response [yes or no] for each)

* 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?

Q4. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding applicants who are blind or have visual impairments, please describe them in the space below.

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Q5. What are the positive employee traits you have experienced with employees who are blind or have a visual impairment either now or in the past? (check all that apply)

* Flexibility
* Reliability
* Initiative/Ambition
* Honesty/Integrity
* Works well with their team
* Positive attitude
* Determined/dedicated
* Independent
* Punctual
* Organized
* Attention to detail
* Have no experience with having an employee who was blind or had a visual impairment

Q6. What are the top 3 challenges you have experienced with respect to employees who are blind or have a visual impairment, now or in the past? (Check a maximum of 3)

* We have not experienced 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
* No promotional opportunities
* Family concerns
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Have not worked with an employee that was blind or had a visual impairment

Q7. If you would like to comment further on any of your answers above, or if you have additional comments or needs regarding employees who are blind or have a visual impairment, please describe them in the space below.

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Q8. Have you utilized any of the services provided to businesses by ICBVI?

* Yes
* No

*If you answered "No," skip to Question 11.*

Q9. Which of the following has ICBVI provided to your business (please check all that apply)?

* Training in understanding disability-related legislation such as the Americans with Disabilities Act and the Rehabilitation Act
* Assistance identifying job accommodations for workers who are blind or have a visual impairment
* Recruiting job applicants who are people who are blind or have a visual impairment
* Helping workers who are blind or have a visual impairment to retain employment
* Obtaining training on the different types of visual impairments
* Obtaining Awareness training on working with individuals who are blind or have a visual impairment
* Obtaining incentives for employing workers who are blind or have a visual impairment
* Obtaining information on training programs available for workers who are blind or have a visual impairment
* 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10. How satisfied were you with the services you received from ICBVI?

* Very satisfied
* Satisfied
* Neither satisfied nor dissatisfied
* Dissatisfied
* Very dissatisfied

Q11. Which of the following best describes your type of business? (select one response)

* Service
* Retail
* Manufacturing
* Agriculture/Forestry/Fishing
* Construction
* Government
* Education
* Health care
* Banking/Finance
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12. If your business has any needs related to applicants or workers who are blind or have a visual impairment that are not currently being met please describe them here:

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Q13. How many people are employed at your business? (select one response)

* 1 - 15
* 16 - 50
* 51 - 250
* 251 - 999
* 1,000 or more

Q14. ICBVI can help your business with recruiting, hiring, accommodating or retaining individuals who are blind or have a visual impairment.  If you would like to help in any of these areas, please leave your name and number in the box below and someone from ICBVI will contact you.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This is the end of the survey. Your feedback is valuable to us, and we would like to thank you for taking the time to complete the survey! Please select the "NEXT" button below to submit your responses.

## APPENDIX F: TRANSITION SURVEY

### Idaho Commission for the Blind and Visually Impaired Transition-Age Youth Needs Assessment

The Idaho Commission for the Blind and Visually Impaired (ICBVI) has teamed up with San Diego State University (SDSU) Interwork Institute to better understand the needs of people who are blind or who have vision impairments that are between the ages of 14-24 as they leave high school and move on to work or college. This survey asks youth with disabilities about the value of services they have had or need to have to prepare for what’s next.

Participation is voluntary. The survey takes about 10 minutes to finish. Responses are anonymous (not linked to you). You can ask someone to complete the survey for or with you. If you are completing for a youth, please answer with their needs in mind.

If you have questions or if you want to do this survey another way, please contact Dr. Chaz Compton at SDSU at the following e-mail address: [ccompton@sdsu.edu](mailto:ccompton@sdsu.edu)

Thank you for your time and input!

Q1. Are you a transition-age youth or someone completing the survey on behalf of a transition-age youth?

* I am a transition-age youth
* I am completing the survey on behalf of a transition-age youth

*If you answered "I am completing the survey on behalf of a transition-age youth," skip to Question 3.*

Q2. What is your age?

* 14-21
* 22-24
* 25 years or older

*If you answered "25 years or older," skip to End.*

*If you answered "14-21" or "22-24," skip to Question 4.*

Q3. What is the age of the youth that you are completing the survey for?

* 14-21
* 22-24
* 25 years of age or older

*If you answered "25 years or older," skip to End.*

Q4. What statement best describes your association with the Idaho Commission for the Blind and Visually Impaired (ICBVI)?

* I am not familiar with ICBVI
* I am currently working with ICBVI
* I used to work with ICBVI

Q5. Which ICBVI office serves you?

* The Boise office
* The Idaho Falls office
* The Pocatello office
* The Coeur d'Alene office
* The Lewiston office
* The Twin Falls office
* I am not served by an ICBVI office

Q6. What is your primary disability?

* Blindness
* Visual impairment
* Deaf-Blind
* Unsure

Q7. If you have one or more disabilities in addition to blindness or low vision, please identify them below (check all that apply):

* Learning disability
* Intellectual disability
* Developmental disability
* Mental health disability
* Substance abuse disability
* Deaf or hard of hearing
* Blind or visually impaired
* Physical/mobility
* Communication
* Unsure
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8. Have you received any pre-employment transition services from ICBVI?

* Yes
* No
* I am not sure

*If you answered "No," skip to Question 21.*

Q9. Did you receive job exploration counseling (counseling or services to explore different kinds of jobs)?

* Yes
* No

*If you answered "No," skip to Question 10.*

Q10. How would you rate the job exploration counseling you received?

* Excellent
* Good
* Average
* Poor

Q11. What would you recommend (if anything) to improve job exploration counseling?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10. Did you participate in work-based learning experience(s) (i.e., paid work experiences or job shadows)?

* Yes
* No

*If you answered "No," skip to Question 13.*

Q11. How would you rate the work-based learning experience(s) you participated in?

* Excellent
* Good
* Average
* Poor

Q12. What would you recommend to improve work-based learning experiences?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13. Did you receive information on different options for you to continue your education after high school? For example, did you get information on different college programs, help on applying for college or financial aid?

* Yes
* No

*If you answered "No," skip to Question 16.*

Q14. How would you rate the counseling on opportunities for training or college after high school?

* Excellent
* Good
* Average
* Poor

Q15. What would you recommend (if anything) to improve counseling on opportunities for training or college after high school?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16. Did you receive social skills or independent living training (skills working with and communicating with others, or helping to live more independently on your own)?

* Yes
* No

*If you answered "No," skip to Question 19.*

Q17. How would you rate the social skills or independent living training (skills working with and communicating with others, or helping to live more independently on your own) you received?

* Excellent
* Good
* Average
* Poor

Q18. What would you recommend (if anything) to improve social skills or independent living training?

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Q19. Did you receive instruction in how to advocate for yourself? This is also called instruction in self-advocacy. Self-advocacy is knowing how to communicate your needs, interests, and desires. It also means understanding your disability and how it may impact you in school or at work.

* Yes
* No

*If you answered "No," skip to Question 21.*

Q20. How would you rate the instruction in self-advocacy, which may include peer mentoring (help from other youth that have been there) that you received?

* Excellent
* Good
* Average
* Poor

Q21. What would you recommend (if anything) to improve instruction in self-advocacy, which may include peer mentoring?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21. Other than the services you have already received from ICBVI, what services do you need to help you get and keep the job you want? (check all that apply)

* Transportation
* College education
* Vocational training
* Assistive technology
* Help with employment preparation activities like writing a resume, completing an application and interviewing.
* Help finding a job
* Mental health counseling
* Substance abuse counseling
* Childcare
* Affordable housing
* Support on the job like a job coach
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q22. What are the three most important services you need to get and keep the job you want? (please pick a maximum of three)

* Transportation
* College education
* Vocational training
* Assistive technology
* Help with employment preparation activities like writing a resume, completing an application and interviewing.
* Help finding a job
* Mental health counseling
* Substance abuse counseling
* Childcare
* Affordable housing
* Support on the job like a job coach
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23. Please use the space below to add any other comments about services that would help you to prepare for, obtain or retain employment?

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This is the end of the survey. Thank you for taking the time to complete this survey.  Please click the "next" button to record your answers.