

**Georgia Department of Labor  
Rehabilitation Services  
Vocational Rehabilitation Program**

**Comprehensive Statewide Needs Assessment**

**Phase One**

**September 2006**

**Table of Contents**

<b>Executive Summary</b>	<b>3</b>
<b>Overview</b>	<b>6</b>
<b>Research Objectives</b>	<b>6</b>
<b>Research Approach</b>	<b>6</b>
<b>Research Objective I</b>	<b>7</b>
<b>Survey and Sampling Plan</b>	<b>7</b>
<b>Response Rate</b>	<b>8</b>
<b>Survey Findings</b>	<b>9</b>
<b>Profile of Participants</b>	<b>10</b>
<b>Demand for VR Service</b>	<b>18</b>
<b>Differences in the Need for VR Services</b>	<b>22</b>
<b>Conclusions</b>	<b>28</b>
<b>Research Objective II</b>	<b>30</b>
<b>Appendix</b>	<b>32</b>

## Executive Summary

This assessment is designed to answer important questions about the population eligible for DOL-VR services in Georgia and their need for vocational rehabilitation services. It will also help the agency strategically plan and develop goals for the Division in 2007 and beyond. Specifically, the research responds to federal regulations requiring DOL-VR to jointly conduct a “comprehensive statewide assessment” with the State Rehabilitation Council (SRC) every three years that describes the vocational rehabilitation needs of individuals with disabilities residing within the State.

The four research objectives of the needs assessment correspond to the four regulatory requirements to assess the vocational rehabilitation services needs of:

- I. Individuals with significant and most significant disabilities, including their need for supported employment services.
- II. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this title.
- III. Individuals with disabilities served through other components of the statewide workforce investment system (other than the vocational rehabilitation program), *as identified by such individuals and personnel assisting such individuals through other components of the statewide workforce investment system.*
- IV. Additionally, Federal regulations require an assessment of the need to establish, develop, or improve community rehabilitation programs within the state.

**Research Objective I.** The need for vocational rehabilitation services varied considerably across the fifteen service categories assessed. The greatest need is for job seeking skills, followed by job training and transportation. A third or more of the total sample reported a need for these three services. More than a quarter of participants indicated a need for job support services, counseling, education and benefits planning. The percentage of the sample that needs all other services is significantly lower.

Participants were also asked which services they are currently receiving. About half reported receiving counseling and guidance; one third are receiving job seeking skills; a quarter receive educational services; and, twenty one percent receive job training. The percent of participants receiving all other services is significantly lower.

**Research Objective II.** It appears that VR receives a greater proportion of minority applicants with an employment disability than exist in the general population of Georgia. Using the 2004 American Census Survey [ACS] database for the state of Georgia provided by the United States Census Bureau, we find that 444,940 individuals or about

7.6% percent of the working age population has an employment disability and may qualify for VR services. As expected, this number far exceeds GADOL-RS's capacity. The analysis also shows that Whites account for about 60 percent of working aged persons with an employment disability but only about 48 percent of applicants to the VR Program. Blacks account for about 27 percent of the population of interest but nearly 49 percent of all VR applicants.

**Research Objective III.** The One Stop system needs improvement. The VR system can serve about five percent of the total number of Georgia citizens who may have an employment disability, as defined by the U.S. census bureau. All consumers with disabilities do not need VR services. More needs to be done to enable OSC staff to make *appropriate* referrals to VR.

The One Stops generally rely on a transactional model where consumers make one or two visits to a Center for assistance finding employment. The VR model is more relational where they develop a relationship with consumers designed to identify vocational goals and capabilities, barriers to employment, and solutions to these barriers. The typical VR consumer remains in active status for some months and sometimes years.

There is a need to bridge these two systems so that only consumers who truly need VR services are referred to VR. Seventy percent of the OSC respondents in this study believe that individuals with disabilities are better served through referral to VR. If the One Stop system is going to help the hundreds of thousands of Georgia citizens who have an employment disability find employment most must be served through the One Stop Centers.

**Research Objective IV.** Ninety six percent of the VR counselors participating in this survey referred clients to CRPs; over forty percent refer more than twenty consumers each year. The two most common reasons for referrals are for work adjustment training and vocational evaluation.

Although most of the VR services clients need seem to be available across the state, the capacity is often inadequate. The most severe supply gap applies to Employment Skills Training services followed by Transportation, Supported Employment and Job Coaching.

The mean scores for quality of service varied widely but were relatively high for services needed most often: work adjustment training and vocational evaluation. The mean scores for consistency and quality of service differed for 23 of the 27 services evaluated; in 17 of these cases, consistency exceeded quality of service. The largest gap was for Transportation services.

Counselors seem to believe that most providers are generalists capable of serving consumers with all types of disabilities. An overwhelming majority of respondents also believe that most providers give consumers an opportunity to make informed choices and offer accommodations when needed.

Nearly all counselors have some clients who need assistive technology. When asked if providers make assistive technology available when needed, two thirds of the participants said yes, all or most do.

Two thirds of the respondents have some clients whose first language is *not* English. This same percentage seems to view providers as having the ability to serve these consumers. Most counselors participating in the survey also perceive that most providers are CARF accredited and hire certified vocational evaluators.

## **Georgia Department of Labor Rehabilitation Services**

### ***Comprehensive Statewide Needs Assessment***

In order to facilitate the desire of people with disabilities to get and keep a job, Georgia Department of Labor Rehabilitation Services (DOL-VR) must have detailed knowledge of consumers' need for specific vocational rehabilitation services. This assessment is designed to answer important questions about the population eligible for DOL-VR services in Georgia and their need for vocational rehabilitation services. It will also help the agency strategically plan and develop goals for the Division in 2007 and beyond. Specifically, the research responds to federal regulations requiring DOL-VR to jointly conduct a "comprehensive statewide assessment" with the State Rehabilitation Council (SRC) every three years that describes the vocational rehabilitation needs of individuals with disabilities residing within the State.

### **Research Objectives**

The four research objectives of the needs assessment correspond to the four regulatory requirements to assess the vocational rehabilitation services needs of:

- V. Individuals with significant and most significant disabilities, including their need for supported employment services.
- VI. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this title.
- VII. Individuals with disabilities served through other components of the statewide workforce investment system (other than the vocational rehabilitation program), *as identified by such individuals and personnel assisting such individuals through other components of the statewide workforce investment system.*
- VIII. Additionally, Federal regulations require an assessment of the need to establish, develop, or improve community rehabilitation programs within the state.

A two phased approach was employed due to time and cost constraints. The first phase addressed research objectives I and II and has been completed; the remainder of this report presents the findings from phase one. Phase two addresses research objectives III and IV and will be completed by December 31, 2006.

### **Research Approach**

Research Objective I was addressed through a survey of individuals with significant or most significant disabilities. Research Objective II was addressed by using the American Census Survey data for the state of Georgia. The approach and the findings for each research objective will be discussed in turn.

**Research Objective I****Survey and Sampling Plan**

The survey contained twenty two questions which asked participants about their needs for specific vocational rehabilitation services, their disability, work history, work status, communications needs and preferences, health insurance, transportation needs and various demographic and socio-economic data helpful in discerning and responding to the needs of individuals with disabilities seeking services form VR.

The list of VR services was identified by reviewing similar research conducted by other state vocational rehabilitation agencies, by reviewing academic literature and through discussions with internal GADOL-VR staff. Fifteen VR services were identified that are relevant to GADOL-VR, a general agency that includes services to both the deaf/hard of hearing and the visually impaired. The fifteen VR services appeared on the survey with a brief explanation to help participants more precisely understand each service. The fifteen VR services and related descriptions are:

1. Counseling And Guidance [on choosing a career, how to obtain available jobs, job skills needed, referral to other agencies]
2. Transportation [such as bus or taxi fare, gas, car repairs]
3. Vehicle Modification [such as a lift, driving controls, or a ramp]
4. Assistive Technology [such as telecommunication devices, wheelchair modifications, or computer hardware and software modifications]
5. Housing [such as home modification, help applying for government housing]
6. Personal Care Assistants [someone to help with dressing, bathing, eating, other daily living activities]
7. Job Support [such as work clothes, tools or equipment]
8. Job Seeking Skills [such as writing a resume, finding job openings, completely an application, getting a job interview, or how to do a job interview]
9. Job Training such as [books, tuition for skills training, certification or recertification]
10. Education [such as GED classes, books, tuition for associate degree, college degree or graduate studies]
11. Benefits Planning [such as how working will change your benefits, if at all]
12. Supported employment services [someone who helps you find a job, goes with you to help you get a job, gives you "on the job" training, and goes with you to help with problems on the job]
13. Blind services [orientation and mobility, activities of daily living training]
14. Deaf/Hard of Hearing services [sign language training, interpreter services]
15. Therapeutic recreation [such as fitness training, leisure time activities, hobbies, therapeutic swimming, strength building]

Participants were asked to choose one of four responses as to whether a service would help them get a job or keep the job they had now. The four response choices were:

- Need the service
- I am receiving the service
- Not available in your area
- Do not need the service

Two questions on the survey asked participants about the nature of their disabilities. The first question asked how many disabilities they had; the second question asked about the nature of their primary disability.

Three questions addressed work experience. The first question asked about work status. The second question asked how much work experience they had; the third asked how recent their work experience was.

The survey also included three questions designed to help the agency better communicate with clients. These questions asked participants about their primary language, whether they had a need to receive information in alternative formats and their preferences for receiving information via U.S. mail, email, the internet, face-to-face or telephone.

The survey also asked how far an individual traveled to a VR office and the typical mode of transportation. For many individuals with a disability, health insurance is a major factor in the decision to seek employment. One question asked participants if they had health insurance and if so, what kind of insurance.

Finally, the survey asked participants about source of income, age, marital status and where [county, zip code] they lived.

The survey was pretested with a sample of twenty five individuals with significant or most significant disabilities. Pretest participants completed the survey and then completed a second survey asking them to evaluate the survey in a variety of ways. The pretest enabled the researchers to evaluate the survey layout, instructions, order of the questions, the wording of the questions and response categories, and the completeness of the questions and response categories. Several changes were made in response to feedback from the pretest. A copy of the survey is shown in Appendix A.

### **Response Rate**

A random sample of 2400 VR clients with significant or most significant disabilities was drawn by an independent research firm and each of these individuals was invited to participate in a survey. Most participants completed a web based survey, either alone or with help from a family member or other party. Individuals were contacted by telephone and invited to participate in the survey. If they agreed, it was then determined if they had email and internet access and felt comfortable completing a web based survey. If so, the link to the survey was emailed to them. Clicking on the link brought up the survey in a web browser. Upon completion, the participant simply clicked on the "submit" button and the survey was sent electronically to a database maintained by an independent

research firm. Some telephone and face-to-face interviews were held when the web based approach was not suitable.

The response rate for the survey was almost exactly fifty percent; 1261 usable responses were returned from a sample of 2400. This is an exceptional response rate. Two factors that helped us obtain a good response rate are the ease with which the participant could complete the survey and the reasonably short length of the survey itself.

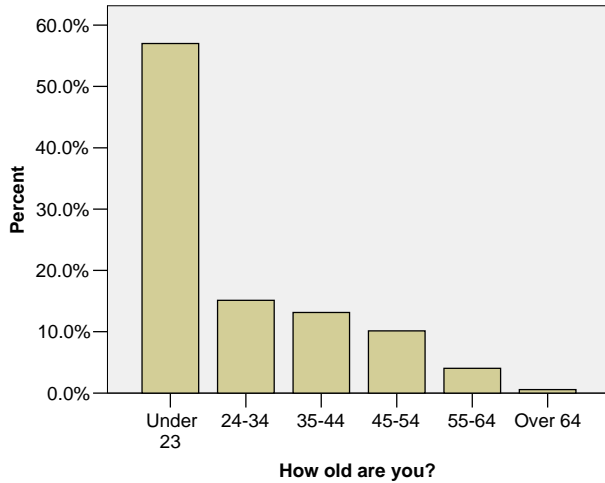
### **Survey Findings**

This section is divided into three parts: Profile of Participants; Need for VR Services; and, Differences in Need for VR Services. The Profile section describes the make up of the sample in terms of demographics including gender, age, race/ethnicity, level of education, primary source of income, type of health insurance, marital status, household make up, type of dwelling, number of disabilities and type of disability. It also describes work history, communications preferences and transportation practices. The Need for VR Services section describes the percentage of participants who need the service, who are receiving the service, who do not need the service and who believe the service is not available in their area. The section on Differences in Need for VR Services examines the relationship between the need for VR services and participant characteristics. The purpose is to determine if statistically significant differences exist that may provide insights useful in shaping our strategic priorities and operational practices.

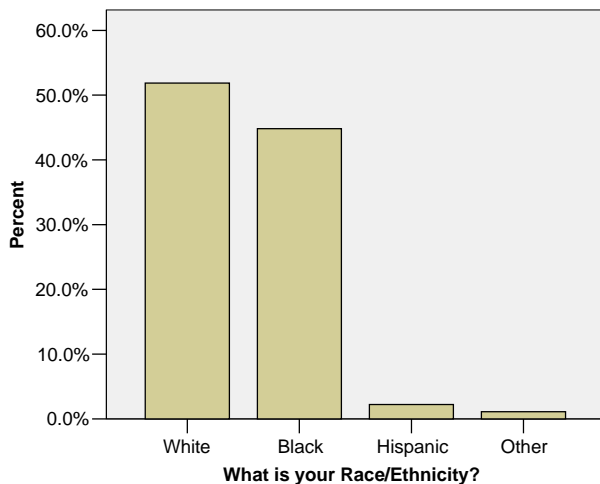
**Profile of Participants**

**Demographics**

Slightly more than fifty three percent of the respondents were male; nearly forty seven percent female. Every county in the state of Georgia was represented.

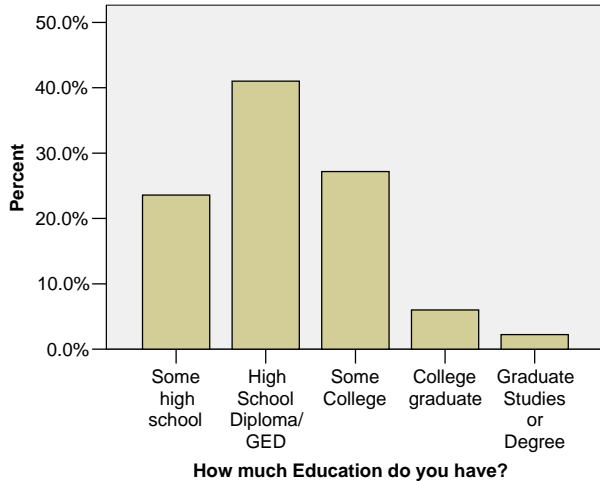


Over half of the respondents were under the age of twenty three. About thirty nine percent of the participants were between the ages of twenty four and fifty four; slightly more than five percent of the sample was fifty five or older. This finding suggests that we are serving a disproportionate number of young clients; a result of the high priority placed on transition from school to work and the fact that younger people often need more help to get and keep a job. The large sample facilitated an analysis of differences in needs related to age. The results of this analysis are discussed under the section titled, *“Differences in the Need for VR Services”*.

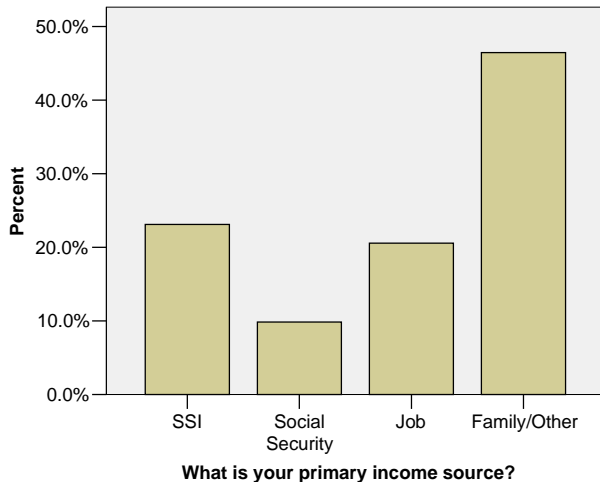


Fifty two percent of participants identified themselves as white while almost forty five percent indicated their race as black. Slightly more than two percent were Hispanic and all other racial/ethnic groups combined accounted for less than one percent of the survey

respondents. This racial/ethnic distribution differs from the racial/ethnic distribution for the general population in the state of Georgia. This is explained by several factors. It would seem to suggest that Blacks are over represented and Whites are under represented. However, racial and ethnic groups differ in terms of rates of employment, median income and attitudes and behaviors related to disability, employment and using government services. They may also differ regarding the incidence of disability but we have no firm data to confirm this. Blacks tend to experience higher unemployment and lower median income which would explain why this racial group accounts for a disproportionate share of the sample.



Almost two thirds of the participants have a high school diploma or less. Slightly more than twenty seven percent have some college while six percent are college graduates. Fewer than three percent have any graduate education.



Almost half of all participants indicated that their primary source of income was Family/Other. SSI is the primary source of income for slightly more than twenty three percent of participants. Twenty percent earn their primary source of income by working

a job. The remaining ten percent reported Social Security as their primary income source.

Respondents were asked to indicate what type of Health Insurance they have and could select all that apply. Well over a quarter of the sample have no health insurance while nearly fifty percent are insured through Medicaid or Medicare. Other Private accounted for twenty two percent and Employer Private nine percent. Less than one percent reported that they have Workers Compensation.

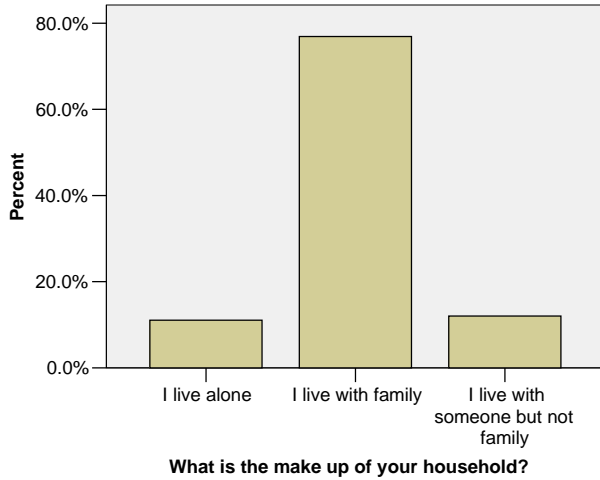
Type of Health Insurance	Percent of Participants*
None	28.8
Medicaid	33.5
Medicare	14.9
Medicare Supplement	.5
Employer Private Insurance	9.0
Other Private	22.0
Workers Compensation	.6

\* Participants selected all that apply



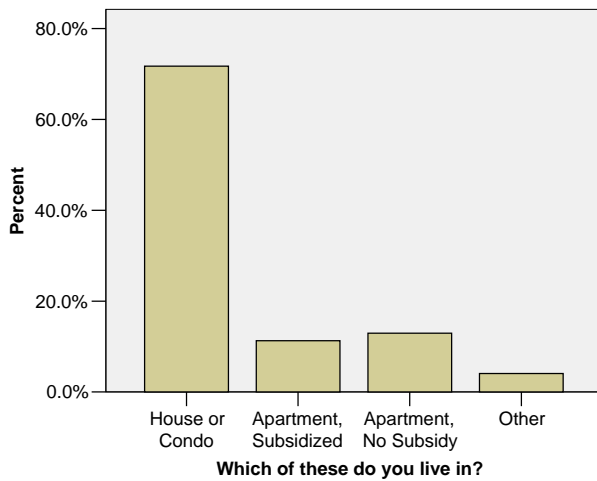
Seventy seven percent of the sample had never been married; the remainder either is married now or had been at some time.

When asked about their living arrangement, over three fourths indicated that they live with family. Twelve percent said they live with someone other than family; eleven percent lives alone.

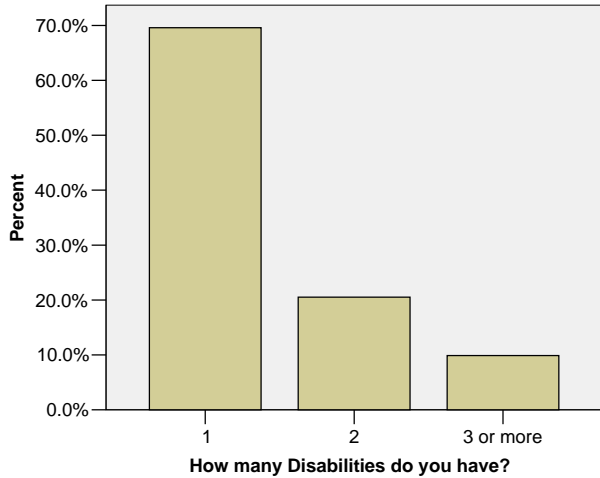


This finding may be explained by the youthfulness of our sample and may also reflect the limited financial resources available to them.

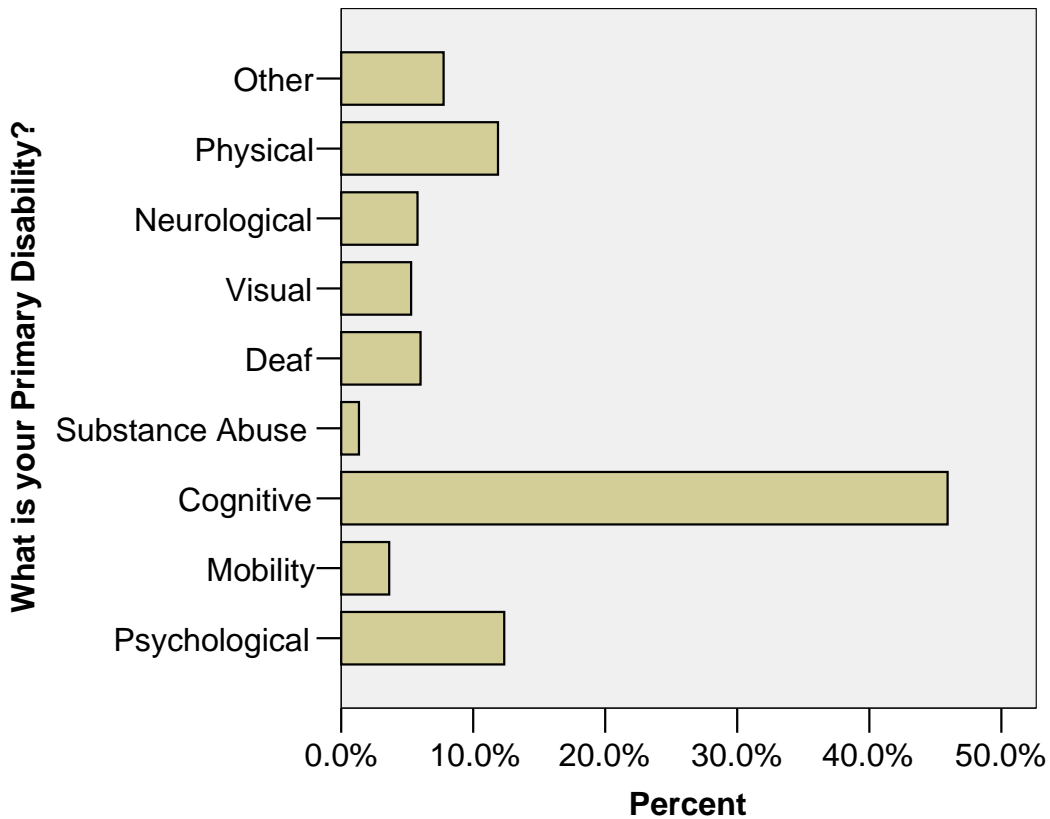
More than two thirds live in a house or condo while nearly a quarter live in an apartment; eleven percent subsidized apartments. Group living and assisted living accounted for less than five percent of responses. No participants live in nursing homes. These last three categories were collapsed into one called “other” in the bar chart shown here.

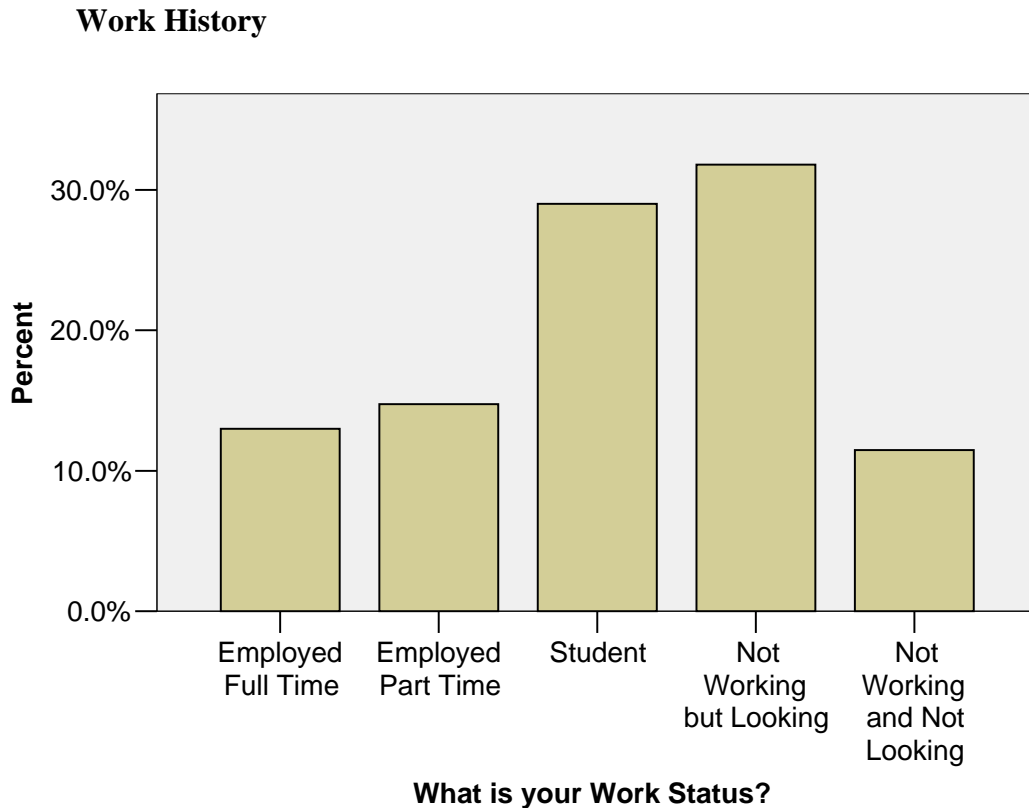


More than two thirds of participants report having just one disability; twenty one percent reported two disabilities and ten percent three or more disabilities.



When asked to indicate their primary disability, forty six percent report cognitive/learning/ADHD; twelve percent selected psychological and eleven percent said they have a physical disability. Deaf/hard of hearing, visual and neurological each accounted for five to six percent of the sample. Mobility was indicated by less than four percent; substance abuse was chosen by slightly more than one percent. About seven percent reported “other”.

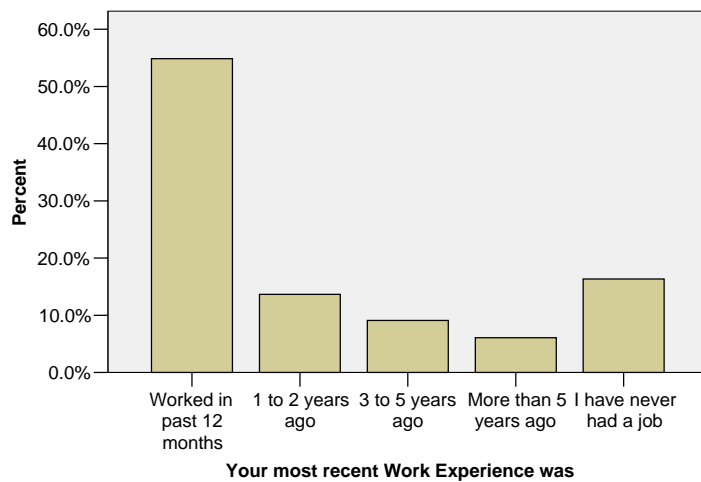
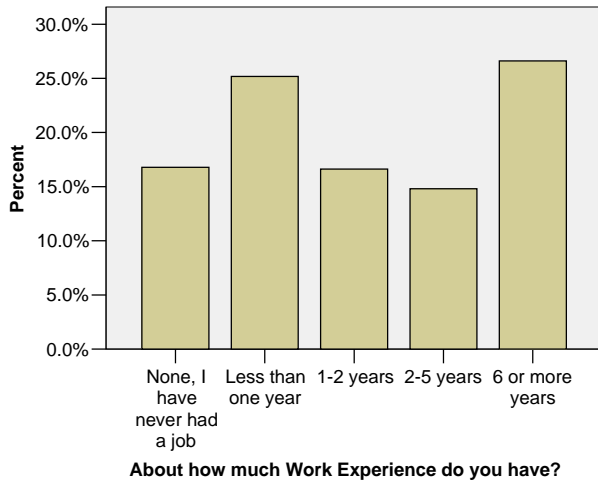




Almost one third of the sample was not working but looking for employment. Twenty nine percent were students. Nearly twenty eight percent of participants are working; half fulltime. Less than twelve percent were not working and not looking.

Slightly less than seventeen percent of the sample had never held a job, although another twenty five percent had less than one year work experience. More than a quarter had worked more than six years; roughly thirty percent had between one and five years work experience.

Participants were also asked how recently they had worked. Once again nearly seventeen percent reported that they had never had a job. About fifty five percent had worked in the past twelve months. Almost fourteen percent had worked 1 to 2 years ago. Nine percent had worked 3 to 5 years ago and 6 percent more than five years ago.



**Communications Preferences**

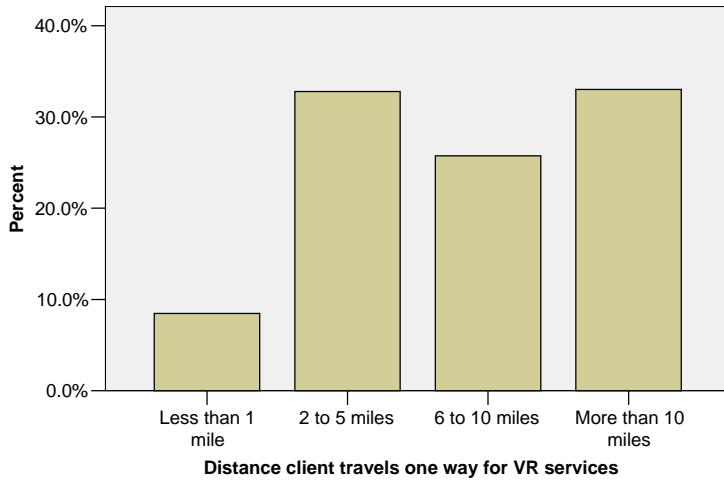
Respondents could select all of the communication methods they found acceptable. Meeting face-to-face was the most preferred method, selected by more than half of the participants. U.S. Mail and telephone were the next most preferred methods with about forty five percent of the sample choosing these options. Email was not as popular with less than a quarter preferring this method. Only fifteen percent chose the internet. About ten percent of the sample indicated a need for information in alternative formats.

Communication Method	Percent of Participants*
Face-to-face	53.5
U.S. Mail	46.0
Telephone	45.3
Email	23.6
Internet	15.2
Alternative Formats	10.6

\* Participants selected all that apply

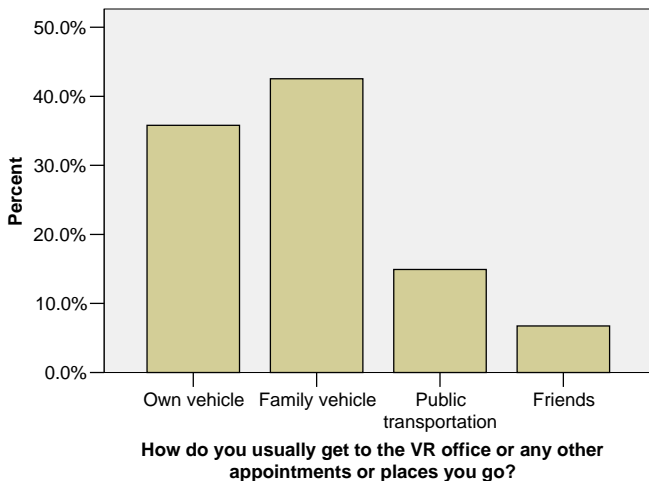
**Transportation Practices**

The survey included two transportation related questions. One asked how far the individual traveled to the VR office and the other asked about primary mode of transportation.



The findings show that more than two thirds of the participants live within ten miles of a VR office. This suggests that the VR offices are reasonably close to consumers and well distributed across the state. Counties showing a relatively high percentage of participants who travel more than 10 miles to a VR office include Gwinnett, DeKalb, Cobb and Fulton.

The survey also asked how consumers about their usual mode of transportation. The largest group, over forty percent, indicated that they use the family vehicle; the next largest group reported that they use their own vehicle. Fifteen percent rely on public transportation while almost seven percent get a ride from friends.



Finally, some of the consumer characteristics were related to each other. Statistically significant relationships [ $p \leq .05$ ] were identified between Age, Race/Ethnicity and Primary Source of Income with the Number of Disabilities variable. These relationships are shown in the following table.

	<b>Number of Disabilities</b>		
	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Age</b>	<b>Younger</b>	<b>Older</b>	<b>Older</b>
	<b>Number of Disabilities</b>		
<b>Race/Ethnicity</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>White</b>		<b>Higher</b>	<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Primary Income Source</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>SS/SSI</b>			<b>Higher</b>
<b>Job</b>			<b>Lower</b>
<b>Family/Other</b>			<b>Lower</b>

Consumers with multiple disabilities tended to be somewhat older, were more likely to be White and have Social Security or SSI as their primary income source.

### **Demand for VR Services**

The survey findings provided insight into the percent of respondents who need each service, the percent receiving each service, and the total level of demand [% needing a service plus % receiving].

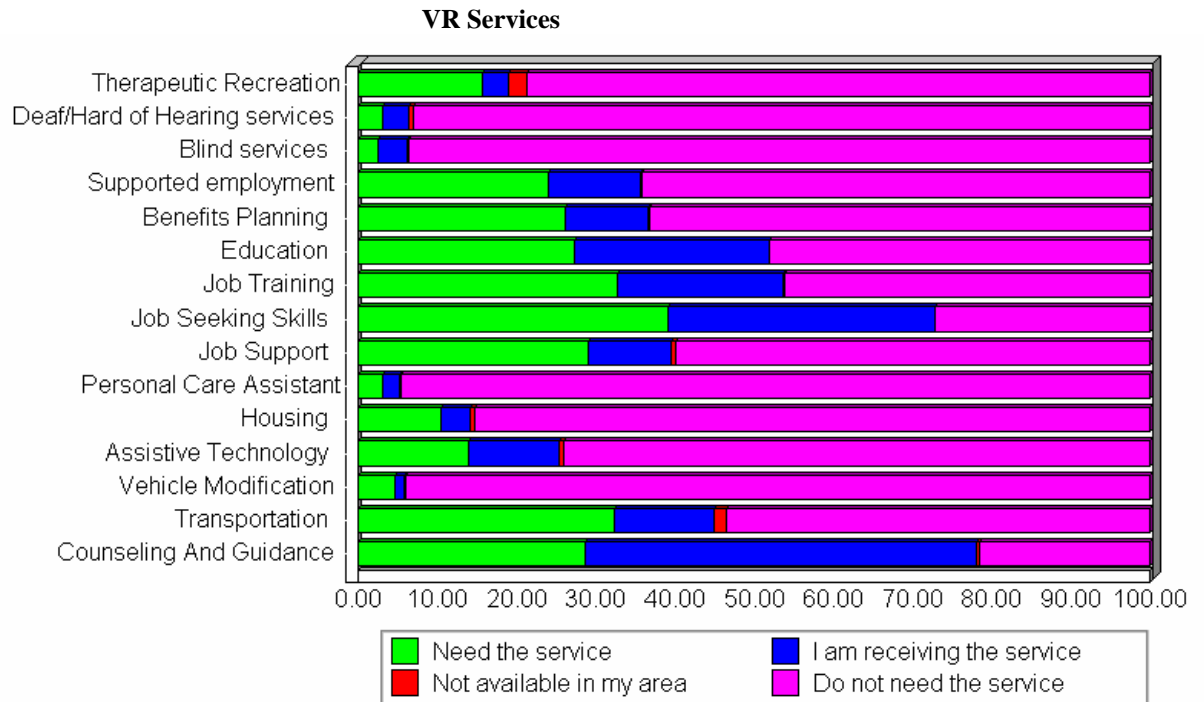
As noted earlier in this report, the survey presented each of the fifteen VR services along with a description of what each service involves. When reviewing the findings, it is important to keep these definitions in mind. For the convenience of the reader, the descriptions are shown here.

1. Counseling And Guidance [on choosing a career, how to obtain available jobs, job skills needed, referral to other agencies]
2. Transportation [such as bus or taxi fare, gas, car repairs]
3. Vehicle Modification [such as a lift, driving controls, or a ramp]
4. Assistive Technology [such as telecommunication devices, wheelchair modifications, or computer hardware and software modifications]
5. Housing [such as home modification, help applying for government housing]
6. Personal Care Assistants [someone to help with dressing, bathing, eating, other daily living activities]
7. Job Support [such as work clothes, tools or equipment]

8. Job Seeking Skills [such as writing a resume, finding job openings, completely an application, getting a job interview, or how to do a job interview]
9. Job Training such as [books, tuition for skills training, certification or recertification]
10. Education [such as GED classes, books, tuition for associate degree, college degree or graduate studies]
11. Benefits Planning [such as how working will change your benefits, if at all]
12. Supported employment services [someone who helps you find a job, goes with you to help you get a job, gives you "on the job" training, and goes with you to help with problems on the job]
13. Blind services [orientation and mobility, activities of daily living training]
14. Deaf/Hard of Hearing services [sign language training, interpreter services]
15. Therapeutic recreation [such as fitness training, leisure time activities, hobbies, therapeutic swimming, strength building]

The need for vocational rehabilitation services varied considerably across the fifteen service categories. The greatest need is for job seeking skills, followed by job training and transportation. A third or more of the total sample reported a need for these three services. More than a quarter of participants indicated a need for job support services, counseling, education and benefits planning. The percentage of the sample that needs all other services is significantly lower as shown in the following chart and table.

Participants were also asked which services they are currently receiving. About half reported receiving counseling and guidance; one third are receiving job seeking skills; a quarter receive educational services; and, twenty one percent receive job training. The percent of participants receiving all other services is significantly lower.



**Percent of Respondents**

VR Service	Need Each VR Service	Receiving Each VR Service	Do Not Need Each VR Service	VR Service Not Available
Counseling And Guidance	28.8	49.6	21.3	.4
Transportation	32.3	12.5	53.7	1.6
Vehicle Modification	4.8	1.1	93.9	.2
Assistive Technology	13.9	11.4	74.4	.6
Housing	10.5	3.6	85.2	.7
Personal Care Assistants	3.3	2.1	94.4	.2
Job Support	29	10.5	59.8	.6
Job Seeking Skills	39.3	33.8	26.8	.2
Job Training	32.8	21.0	46.0	.2
Education	27.2	24.7	48.0	.1
Benefits Planning	26.3	10.6	62.8	.2
Supported employment services	24.1	11.6	64.2	.2
Blind services	2.6	3.6	93.6	.2
Deaf/Hard of Hearing services	3.2	3.3	92.9	.6
Therapeutic Recreation	15.8	3.3	78.7	2.2

Adding the percent of participants who need a service and the percent who are receiving a service may give us an estimate of the overall level of demand for each service. This,

of course, assumes that respondents who said they need a service are not currently receiving the service. This analysis appears in the following table and shows that the biggest demand is for counseling and guidance followed by job seeking skills, job training and education. These services can easily be viewed as the foundation for the VR Program. This distribution of demand is encouraging because it suggests that individuals who participate in the VR Program understand that it is a workforce program, have reasonably accurate expectations as to the types of services available and are in the right place.

<b>VR Service</b>	<b>Sum of % Participants Who Need A Service and % Who Receive It Now</b>	<b>% Need Each VR Service</b>	<b>% Receiving Each VR Service</b>
Counseling And Guidance	78.7	28.8	49.6
Job Seeking Skills	73.2	39.3	33.8
Job Training	54.0	32.8	21
Education	52.0	27.2	24.7
Transportation	46.3	32.3	12.5
Job Support	40.2	29	10.5
Benefits Planning	37.2	26.3	10.6
Supported employment services	35.8	24.1	11.6
Assistive Technology	25.6	13.9	11.4
Therapeutic Recreation	21.3	15.8	3.3
Housing	14.8	10.5	3.6
Deaf/Hard of Hearing services	7.1	3.2	3.3
Blind services	6.4	2.6	3.6
Vehicle Modification	6.1	4.8	1.1
Personal Care Assistants	5.6	3.3	2.1

Caution is advised when interpreting these findings because research shows that consumers sometimes indicate a need for a service without fully understanding what the service entails. Thus it is possible that the percent of respondents who need a service is somewhat overstated. Also, since the survey respondents represent consumers in all active statuses, a consumer who says they need a service may ultimately receive a service as they move along in the rehabilitation process. A high percentage of consumers who need a service should not be interpreted to mean the agency is not delivering services to these consumers. Rather, it should be interpreted as an indicator of unmet demand.

Finally, participants were also asked if each of the services is not available in their area. The percent of participants who did not believe a service was available in their area was less than one percent for all but two of the services; 2.2 percent did not think therapeutic recreation was available and 1.6 percent did not think transportation was available in their area.

**Differences in Need for VR Services**

Responses to the question regarding VR Services were compared to characteristics of the participants to determine if any statistically significant relationships exist. This analysis is designed to answer such questions as do younger consumers have a relatively greater need for job support services than older consumers? Or, do minorities have a higher need for job training and are they receiving job training at the expected rate?

For analysis purposes it is customary to combine related response categories with a relatively low number of respondents into one category. This procedure was used for many of the variables such as age, race/ethnicity and work status. Using age as an example, two response categories were collapsed into one called “24-44” and three categories were combined to form “45 and Older”. Similar groupings were created for other variables. It is important to remember that the response categories have been changed somewhat when interpreting the results.

When a statistically significant relationship exists it means that one of the groups or response categories within a variable is relatively different in relationship to the variable it is being compared to. An example will help the reader understand how to interpret these findings.

Mode of transportation is statistically related to the demand for transportation services. Respondents who use public transportation as their primary mode of transportation are relatively more likely to need transportation services. This does not mean that other respondents don’t need transportation services. Rather, it means that respondents who rely on public transportation need the service at a higher rate.

This analysis found that several variables are mildly related to response patterns for VR Services. Those variables are age, race/ethnicity, number of disabilities, work status, amount of work experience, recent work experience, household makeup, level of education, mode of transportation and primary source of income.

Three statistically significant relationships were related to age, nine to race/ethnicity, and twelve to number of disabilities. Ten statistically significant relationships were related to work status, four to amount of work experience, five to recent work experience, four to household makeup, seven to level of education, and eleven to primary income source.

The findings for each variable are summarized in the accompanying tables. Some of these relationships may be more managerially useful than others. Not all statistically significant relationships prove to have practical managerial value.

	<b>Age Group</b>		
<b>Counseling</b>	<b>Under 23</b>	<b>24-44</b>	<b>45 and Older</b>
<b>Need service</b>	<b>Higher</b>		
	<b>Age Group</b>		
<b>Transportation</b>	<b>Under 23</b>	<b>24-44</b>	<b>45 and Older</b>
<b>Need service</b>			
<b>Receive service</b>	<b>Lower</b>		
	<b>Age Group</b>		
<b>Education</b>	<b>Under 23</b>	<b>24-44</b>	<b>45 and Older</b>
<b>Need service</b>			<b>Higher</b>

<b>Race/Ethnicity</b>		
<b>Transportation</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>		<b>Higher</b>
<b>Receive service</b>		<b>Higher</b>
	<b>Race/Ethnicity</b>	
<b>Job Support</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>		<b>Higher</b>
<b>Receive service</b>		<b>Higher</b>
	<b>Race/Ethnicity</b>	
<b>Job Seeking Skills</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>	<b>Lower</b>	
<b>Receive service</b>	<b>Lower</b>	
	<b>Race/Ethnicity</b>	
<b>Job Training</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>		<b>Higher</b>
<b>Receive service</b>		<b>Lower</b>
	<b>Race/Ethnicity</b>	
<b>Education</b>	<b>White</b>	<b>Minority</b>
<b>Receive service</b>	<b>Higher</b>	<b>Lower</b>
	<b>Race/Ethnicity</b>	
<b>Assistive Technology</b>	<b>White</b>	<b>Minority</b>
<b>Receive service</b>	<b>Higher</b>	<b>Lower</b>
	<b>Race/Ethnicity</b>	
<b>Housing</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>	<b>Higher</b>	
	<b>Race/Ethnicity</b>	
<b>Benefits Planning</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>	<b>Higher</b>	
<b>Receive service</b>	<b>Higher</b>	
<b>Do not need</b>		<b>Higher</b>
	<b>Race/Ethnicity</b>	
<b>Supported Employment</b>	<b>White</b>	<b>Minority</b>
<b>Need service</b>	<b>Higher</b>	<b>Lower</b>
<b>Receive service</b>	<b>Higher</b>	

	<b>Number of Disabilities</b>		
<b>Counseling</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
<b>Receive service</b>			<b>Lower</b>
	<b>Number of Disabilities</b>		
<b>Transportation</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Job Support</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Job Seeking Skills</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
<b>Receive service</b>			<b>Lower</b>
	<b>Number of Disabilities</b>		
<b>Job Training</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Education</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Assistive Technology</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Housing</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>			<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Benefits Planning</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>		<b>Higher</b>	<b>Higher</b>
<b>Receive service</b>		<b>Lower</b>	<b>Lower</b>
	<b>Number of Disabilities</b>		
<b>Supported Employment</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>	<b>Lower</b>	<b>Higher</b>	<b>Higher</b>
	<b>Number of Disabilities</b>		
<b>Therapeutic Recreation</b>	<b>1</b>	<b>2</b>	<b>3+</b>
<b>Need service</b>	<b>Lower</b>	<b>Higher</b>	<b>Higher</b>

	<b>Work Status</b>			
<b>Counseling</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>			
<b>Receive service</b>				<b>Lower</b>
	<b>Work Status</b>			
<b>Transportation</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>		<b>Higher</b>	
<b>Receive service</b>			<b>Higher</b>	
	<b>Work Status</b>			
<b>Job Support</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>		<b>Higher</b>	<b>Lower</b>
<b>Receive service</b>	<b>Higher</b>	<b>Lower</b>		<b>Lower</b>
	<b>Work Status</b>			
<b>Job Seeking Skills</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>			
<b>Receive service</b>		<b>Lower</b>	<b>Higher</b>	<b>Lower</b>
	<b>Work Status</b>			
<b>Job Training</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>			<b>Lower</b>	
<b>Receive service</b>		<b>Lower</b>		
	<b>Work Status</b>			
<b>Education</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>			<b>Lower</b>	
<b>Receive service</b>		<b>Lower</b>		
	<b>Work Status</b>			
<b>Assistive Technology</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>		<b>Higher</b>		
<b>Receive service</b>		<b>Higher</b>		
	<b>Work Status</b>			
<b>Housing</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>		<b>Higher</b>		
	<b>Work Status</b>			
<b>Benefits Planning</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>		<b>Higher</b>	<b>Higher</b>
<b>Receive service</b>				
	<b>Work Status</b>			
<b>Supported Employment</b>	<b>Employed</b>	<b>Student/Volunteer</b>	<b>Not Working Looking</b>	<b>Not Working Not Looking</b>
<b>Need service</b>	<b>Lower</b>		<b>Higher</b>	<b>Higher</b>

	<b>How Much Work Experience</b>		
<b>Job Seeking Skills</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service		Lower	
Receive service			Lower
	<b>How Much Work Experience</b>		
<b>Education</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service			Lower
Receive service		Lower	
	<b>How Much Work Experience</b>		
<b>Supported Employment</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service	Higher		
Receive service			
	<b>How Much Work Experience</b>		
<b>Therapeutic Recreation</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service			Higher

	<b>How Recent Work Experience</b>		
<b>Transportation</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service			Higher
Receive service			
	<b>How Recent Work Experience</b>		
<b>Job Seeking Skills</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service		Lower	
	<b>How Recent Work Experience</b>		
<b>Assistive Technology</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service			Higher
Receive service			Higher
	<b>How Recent Work Experience</b>		
<b>Benefits Planning</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service	Lower		Higher
Receive service			
	<b>How Recent Work Experience</b>		
<b>Supported Employment</b>	Never Had A Job	Less Than 1 Year	1 + Years
Need service	Lower		

	<b>Household Makeup</b>		
<b>Job Training</b>	Live Alone	Live With Family	Live With Someone Not Family
Need service	Higher		Lower
Receive service	Lower		Higher
	<b>Household Makeup</b>		
<b>Benefits Planning</b>	Live Alone	Live With Family	Live With Someone Not Family
Need service	Higher		Lower
	<b>Household Makeup</b>		
<b>Therapeutic Recreation</b>	Live Alone	Live With Family	Live With Someone Not Family
Need service	Higher		

	<b>Mode of Transportation</b>			
<b>Transportation</b>	<b>Own Vehicle</b>	<b>Family Vehicle</b>	<b>Public Transportation</b>	<b>Friends</b>
<b>Need service</b>	<b>Lower</b>		<b>Higher</b>	
<b>Receive service</b>	<b>Lower</b>	<b>Lower</b>		

	<b>Level of Education</b>	
<b>Counseling</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Need service</b>		<b>Lower</b>
	<b>Level of Education</b>	
<b>Job Support</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Need service</b>	<b>Higher</b>	
	<b>Level of Education</b>	
<b>Job Seeking Skills</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Receive service</b>	<b>Higher</b>	<b>Lower</b>
	<b>Level of Education</b>	
<b>Job Training</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Need service</b>	<b>Higher</b>	
<b>Receive service</b>	<b>Lower</b>	<b>Higher</b>
	<b>Level of Education</b>	
<b>Education</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Receive service</b>	<b>Lower</b>	<b>Higher</b>
	<b>Level of Education</b>	
<b>Assistive Technology</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Need service</b>		<b>Higher</b>
<b>Receive Service</b>		<b>Higher</b>
	<b>Level of Education</b>	
<b>Supported Employment</b>	<b>High School or Less</b>	<b>Some College or More</b>
<b>Need service</b>		
<b>Receive service</b>	<b>Higher</b>	<b>Lower</b>

	<b>Primary Income Source</b>		
<b>Counseling</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher	Lower	
	<b>Primary Income Source</b>		
<b>Transportation</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher	Lower	
<b>Receive service</b>	Higher		
	<b>Primary Income Source</b>		
<b>Job Support</b>	SS/SSI	Job	Family/Other
<b>Need service</b>		Lower	
	<b>Primary Income Source</b>		
<b>Job Seeking Skills</b>	SS/SSI	Job	Family/Other
<b>Need service</b>		Lower	
<b>Receive service</b>			
	<b>Primary Income Source</b>		
<b>Job Training</b>	SS/SSI	Job	Family/Other
<b>Need service</b>		Lower	
	<b>Primary Income Source</b>		
<b>Education</b>	SS/SSI	Job	Family/Other
<b>Need service</b>		Lower	
	<b>Primary Income Source</b>		
<b>Assistive Technology</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher		
	<b>Primary Income Source</b>		
<b>Housing</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher		
	<b>Primary Income Source</b>		
<b>Benefits Planning</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher		
<b>Receive service</b>	Higher		
	<b>Primary Income Source</b>		
<b>Supported Employment</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher	Lower	
	<b>Primary Income Source</b>		
<b>Therapeutic Recreation</b>	SS/SSI	Job	Family/Other
<b>Need service</b>	Higher		

## Conclusions

Several conclusions can be drawn from these findings.

Conclusion #1: There may be a high level of demand for core services such as counseling and job seeking skills. The total level of demand for a service was estimated by adding the percentage of respondents receiving a service and the percentage that need the service. The findings from this analysis show a high level of total demand for core services such as counseling and job seeking skills; over three fourths of the sample indicated demand for these two services. Over half appear to need services such as job training and education to develop marketable skills and knowledge.

Conclusion #2: There seems to be a high level of unmet demand for services. However, this does not mean that the agency is not responsive to these needs. Since the survey respondents represent consumers in all active statuses, a consumer who voices a need for a service now may receive the service as they move along in the rehabilitation process. Thus, unmet demand for services needs to be examined to identify the major causes. As in most things, the Pareto rule is likely to apply; eighty percent of the problem can be eliminated by addressing twenty percent of the causes. Some causes will be more actionable than others. These should be addressed as a means for improving overall service to consumers who need VR services.

Conclusion #3: Not all consumers are alike, and their needs vary in predictable ways.

The level of demand for the fifteen VR services varied considerably supporting the conclusion that all consumers are not alike in their needs. There is a very high level of demand for counseling and guidance. Demand is nearly as high for job seeking skills. Even so, twenty to twenty five percent of respondents did not indicate a demand for these services, both arguably core services for someone seeking help to get and keep a job. Who doesn't need these services?

If consumers vary in their need for VR services, then on what basis do those needs differ? Consumer needs vary in relationship to several characteristics. The characteristic that showed the most far reaching impact on needs is the number of disabilities a respondent reported. Consumers with multiple disabilities generally have a greater need for VR services. This seems to reinforce the logic that underlies order of selection based on severity of disability. Other variables that affect the need for specific VR services are work status and primary income source. Respondents who indicated that social security or supplemental security income was their primary income source evidenced a higher need for many VR services. This seems to support the use of a financial needs test as a means for rationing services to individuals with the greatest need and the least ability to pay.

Work status is also a factor in shaping the need for specific VR services. Individuals with a job don't have the same needs as those individuals who aren't working or have never worked. For example, they have relatively less need for job seeking skills, transportation and job support than respondents who are not working but are looking for work.

Several other variables help explain differences in the need for VR services. This information can be useful in forecasting the level of demand for services, budgeting and allocating resources, staff training, and in shaping approaches to client services.

Several state agencies are exploring the potential for better serving individuals with more limited needs for VR services but with a high potential for employment. Individuals with a job would most likely fall into this category since they're already working. Other consumers also qualify for this "fast track"; individuals who need vehicle modifications or assistive technology to work but little else may be examples.

Conclusion #4: Transportation is a major barrier to employment, affecting nearly half of all consumers. Much of the need for transportation services is not being met. This could be due to a variety of factors, some of which are beyond the control of the organization.

Conclusion #5: Benefits planning is another barrier. Over thirty seven percent of the respondents to the survey indicated a need for this service but only ten percent receive the service. This means that about seventy percent of the total demand for benefits planning is unmet.

Conclusion #6: Health insurance is a significant unmet need for nearly a third of the sample. An inability to address ongoing health care needs more than likely limits consumers' ability to successfully pursue services and to sustain employment. The agency cannot address this need directly but can partner with others on behalf of consumers. One implication is that these consumers need jobs that offer health care benefits.

Conclusion #7: Most consumers do not prefer email and the internet as a means for receiving information that helps them get or keep a job. Only twenty five percent find email acceptable and just fifteen percent chose the internet. These percentages are likely to grow as our society becomes more technologically skilled. So, while these methods are not preferred by most, fifteen percent of the agency's client population is a significant number and likely to grow. The agency may help increase acceptance of the internet by increasing the variety of things consumers can use it for and by making the web site easier to use.

## **Research Objective II**

This objective is designed to provide insight as to individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this title. There is no perfect method for making this determination. Rough estimates are the best that can be achieved because the data sources do not provide sufficient detail to develop a precise estimate. This is suitable for our purposes because capacity constraints limit the agency's ability to serve all but a fraction of the number of individuals eligible for services.

This analysis was prepared to compare population estimates for the state of Georgia with GADOL-RS applicants to the VR program.

ACS (2004) Estimates for GA Residents with a Self-Reported Employment Disability, Ages 16 to 64, Compared to GADOL-RS Applications for the VR Program by Racial/Ethnic Group				
Race/Ethnicity	Total <sup>1</sup>	Total Percent	Applications to VR <sup>2</sup>	Applications Percent
1 White	268,012	60.24%	6,377	48.80%
2 Black	120,917	27.18%	6,349	48.60%
3 American Indian or Alaskan Native	831	0.19%	31	0.24%
4 Asian	11,635	2.61%	64	0.50%
5 Hawaiian or other Pacific Islander	124	0.03%	15	0.11%
6 Hispanic	23,269	5.23%	39	0.30%
8 Other	14,543	3.27%	0	0.00%
9 Multiple Races	5,609	1.26%	190	1.45%
Total	444,940	100.00%	13,065	100.00%

<sup>1</sup> U.S. Census Bureau

<sup>2</sup> 2004 data from GADOL-RS client database

Data for working aged adults with an employment disability, obtained from the 2004 American Community Survey for Georgia, a product of the U.S. Census Bureau, was compared to data on applicants for the VR Program obtained from the VR Program client database. The purpose of this comparison is to see if the number of applicants was proportional to the population of persons who might receive services. It appears that VR receives a greater proportion of minority applicants with an employment disability than exist in the general population of Georgia.

Using the 2004 American Census Survey [ACS] database for the state of Georgia provided by the United States Census Bureau, we find that 444,940 individuals or about 7.6% percent of the working age population has an employment disability and may qualify for VR services. As expected, this number far exceeds GADOL-RS's capacity. The analysis also shows that Whites account for about 60 percent of working aged persons with an employment disability but only about 48 percent of applicants to the VR Program. Blacks account for about 27 percent of the population of interest but nearly 49 percent of all VR applicants.

# **APPENDIX**

**Understanding the Work Related Needs of People with Disabilities**

Thank you for helping us better serve your needs! The purpose of this survey is to develop a better understanding of the services you need to get and keep a job. Please try to answer all of the questions. This information will help us better serve you and others with similar needs.

**1. Which of these services would help you get a job or keep the job you have now?**

Service	For each service, please tell me if you:			
	Need the service	I am receiving the service	Not available in my area	Do not need the service
Assistive Technology [such as telecommunication devices, wheelchair modifications, or computer hardware and software modifications]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle Modification [such as a lift, driving controls, or a ramp]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing [such as home modifications, help applying for government housing]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Training [such as books, tuition for skills training, certification or recertification]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care Assistants [someone to help with dressing, bathing, eating, other daily living activities]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Support [such as work clothes, tools or equipment]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deaf/Hard of Hearing services [sign language training interpreter services]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits Planning [such as how working will change your benefits, if at all]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapeutic Recreation [such as fitness training, leisure time activities, hobbies, therapeutic swimming, strength building]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Seeking Skills [such as writing a resume, finding job openings, completing an application, getting a job interview, or how to do a job interview]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blind services [orientation and mobility,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service	For each service, please tell me if you:			
	Need the service	I am receiving the service	Not available in my area	Do not need the service
activities of daily living training]				
Supported employment services [such as someone who helps you find a job, goes with you to help you get a job, gives you "on the job" training, and goes with you to help with problems on the job]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation [such as bus or taxi fare, gas, car repairs]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education [such as GED classes, books, tuition for associate degree, college degree or graduate studies]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling And Guidance [on choosing a career, how to obtain available jobs, job skills needed, referral to other agencies]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What is your First Language?

- English
- Spanish
- Portuguese
- Vietnamese
- Chinese
- American Sign Language
- Other

3. Do you need information in Alternative Formats (such as Braille, large print, Diskette/CD, or sign language)?

- Yes
- No

4. How would you like to get information about services that will help you get a job or keep the job you have? Please check all of the methods useful for you.

- Telephone
- Internet
- U.S. Mail

- Meeting face-to-face
- Email

5. Are you?

- Male
- Female

6. How old are you?

- Under 23
- 24-34
- 35-44
- 45-54
- 55-64
- Over 64

7. What is your Race/Ethnicity?

- White
- Black
- Hispanic
- Asian
- Hawaiian
- Native American

8. What is your Primary Disability?

- Psychological
- Mobility
- Cognitive/Learning/ADHD
- Substance Abuse
- Deaf/Hard of Hearing
- Visual
- Neurological
- Physical
- Other

**9.** What is your Work Status?

- Employed Full Time
- Employed Part Time
- Student
- Volunteer
- Not Working but Looking
- Not Working and Not Looking

**10.** About how much Work Experience do you have?

- None, I have never had a job
- Less than one year
- 1-2 years
- 2-5 years
- 6 or more years

**11.** Which of these do you live in?

- House or Condo
- Apartment, Subsidized
- Apartment, Market Rate
- Assisted Living
- Nursing Home
- Other Group Living

**12.** What type of Health Insurance do you have? Please check all that apply.

- None
- Medicaid
- Medicare
- Medicare Supplement
- Employer Private Insurance
- Other Private Insurance
- Workers Compensation

**13.** Please estimate how far you travel **one way** for VR services.

- Less than 1 mile
- 2 to 5 miles
- 6 to 10 miles
- More than 10 miles

14. How do you usually get to the VR office or any other appointments or places you go?

- Own vehicle
- Family vehicle
- Public transportation
- Friends

15. How much Education do you have?

- Some high school
- High School Diploma/GED
- Some College
- College graduate
- Graduate Studies or Degree

16. What is your primary income source?

- SSI
- Social Security
- Job
- Other

Thank you for helping us better serve you by learning more about the services you need to get and keep a job.