

Illinois Department of Human Services

Division of Rehabilitation Services

2023 CUSTOMER SERVICE & NEEDS ASSESSMENT SURVEY REPORT
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Submitted to:

Robyn Lewis, Administrator
Rahnee Patrick, Director
State Rehabilitation Council

Submitted by:

CW Financial & Management Group LLC
Angela Mathews, BSN, MHA
Sharon Hardigree, BSN, MSOD
Mr. Craig C. Williams (561) 386-3356 craig@cwfmgroup.com
DUNS Number: 117021419 Business Type: SDVOSB
433 W. Harrison St. Ste #5409
Chicago, IL 60699



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Illinois Department of Human Services Division of Rehabilitation Services

2023 Customer Service and Needs Assessment Survey

Executive Summary

Introduction

In 2014, the Workforce Innovation and Opportunity Act replaced the 1995 Workforce. WIOA mandates a Needs Assessment every 3 years. The last Needs Assessment in Illinois was conducted in 2018. The Needs Assessment scheduled for 2020 was paused due to the COVID-19 pandemic. The Illinois Department of Human Service Division of Rehabilitation Services elected to subcontract the 2023 Satisfaction with Customer Service and the Needs Assessment Surveys. Both surveys were conducted concurrently. This document serves to report the data, findings, and recommendations based on the results of the survey administered.

Strengths Identified

- Division Leadership
- Strong and Supportive State Rehabilitation Council
- Mature data sets tracking performance measures.
- Well-developed Pre-employment Transition Services
- Strong engagement by Black / African American minority group

Opportunities for Improvement (OFIs)

- Increase engagement with the Hispanic / Latinx minority group.
- Implement a formal Customer Service program.
- Leverage potential of the Qualtrics Platform for the customer service program.
- Develop skills acquisition metrics for the Senior Disabled “special population”.
- Employ workload analytics to assess workflows and staffing numbers.

Weighted Priorities for improvement

Three customer groups (disabled persons, providers, and employers) were surveyed. More than 19,000 respondents between all three customer groups. Based on feedback from all three customer groups

As an analytical prioritization exercise, the top five responses from all three groups were scored and weighted by priority of each group. The already implied responses were added for a total weighted score of priorities. This is the weighted priority order for all three groups:

1. Making the referral process easier
2. Virtual access to counselors
3. Online access to applications
4. Cross-training of staff on services provided by the Division of Rehabilitation Services (DRS)
5. Information about transition programs on DRS website
6. Better accessibility to other state workforce programs
7. Coordinating funding and staffing
8. Disability awareness training
9. Increased DRS presence in the Illinois Workforce Development Systems
10. Extended hours at in-person offices
11. Accessible equipment in Workforce Development Centers
12. Interpretation services for primary languages

Conclusion

The Illinois Department of Human Services Division of Rehabilitation Services is poised for success. The recent reorganization demonstrates a commitment to change. The focus on statistics for good business decisions confirms a commitment to accountability. The collaboration between the Director and the State Rehabilitation Council exhibits dedicated leadership. Strong leadership at the Director level with the help of a supportive State Rehabilitation Council can take the services to the disabled workforce to the next level.

2023 Customer Service and Needs Assessment Survey

Introduction

The COVID-19 pandemic created unique challenges for all sectors. In particular, the Illinois Department of Human Services Division of Rehabilitation Services (DRS) and their customers. The pandemic shut down and changes that evolved in the workforce landscape isolated disabled citizens and hampered communications with their support systems within DRS. The suspended 2020 Needs Assessment Survey further complicated a return to the new normal. DRS has been working hard to return services to a “new normal” post-covid. This survey provides the voice of the customer to empower the DRS leadership with information to help reset the workforce landscape for the disabled citizen of Illinois.

According to the Center for Disease Control website, Illinois has a 28% disability rate for residents 18 years old and older (Center for Disease Control, 2023), equaling approximately one in four adults and impacting more than 2.8 million Illinois residents of working age. The top disabilities identified by the CDC include disabilities impacting mobility, cognition, independent living, hearing, vision, and self-care. (Center for Disease Control, 2023)

The fiscal impact of these disabilities is \$32.8 billion per year or up to 33% of the state’s healthcare spending, averaging \$18,881 per person with a disability (Center for Disease Control, 2023). Disabled workforce contributes to the welfare of the state of Illinois. As of April 2023, the overall employment rate for disabled persons between the ages of 16 and 65 in the United States is 35.6%. In Illinois, the employment rate was 37% for disabled persons in the same age range (U.S. Bureau of Labor Statistics, 2023).

In the state of Illinois, the Division of Rehabilitation Services serves disabled citizens seeking employment. DRS is a Division under the Illinois Department of Human Services. This survey, conducted for and in collaboration with the DRS Leadership and the State Rehabilitation Council (SRC), reports the findings of a Satisfaction with Customer Service and a Needs Assessment Survey conducted concurrently, with the following objectives:

Objective #1: Collect data to assess the current state of Customer Service.

Objective #2: Collect data which will inform the Needs Assessment in compliance with the 2014 WIOA (U. S. Department of Labor, 2014).

Objective #3: Analyze the data using scientific methods.

Objective #4: Identify Opportunities for Improvement (OFIs) based on data collected.

Objective #5: Make recommendations based on the OFIs.

The last Needs Assessment was conducted in Illinois in 2018. This survey re-established the cadence of Needs Assessments and serves as a baseline to inform decisions for future DRS work supporting the disabled workforce. Since the last Needs Assessment in 2018, the Division of Rehabilitation Services, has undergone leadership changes and is collaborating with all stakeholders to improve the working conditions for the disabled persons in the Illinois workforce.

In response to Federal law, the Illinois governor, J.B. Pritzker, in conjunction with workforce partners, prepared and submitted the 2020-2024 State of Illinois WIOA Unified State Plan which was approved on May 29, 2020 (Governor Pritzker, 2020). Federal law further mandated a modification halfway through the plan, resulting in the 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) which serves as a bridge plan spanning the gap between the pre-Covid performance expectations and the implementation of the new level of performance targets anticipated in the upcoming 2024 Unified WIOA Plan for the state of Illinois. The 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) (Governor's Office - State of Illinois, 2022) recognizes and responds to changes in the workforce landscape impacting disabled workers, including but not limited to, remote work and furloughs. The Governor's 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) (Governor's Office - State of Illinois, 2022) acknowledges a new normal in the adoption of technology as tool to improve services and as an access point to services. The plan also supports innovation to improve communication and services to underserved, minority and work-vulnerable populations of Illinois.

To avoid competing priorities and to honor the time and attention of DRS teams, this report will pair recommendations within this document with performance metrics and plans contained within the Governor's 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) (Governor's Office - State of Illinois, 2022). Pairing of data and goals enables the Division of Rehabilitation Services to better serve disabled citizens by leveraging priorities and rationale in justification of funds and support by the legislature to provide greater resources, traction, and momentum for initiatives designed to benefit the disabled citizens.

The information within this survey will help create a new normal in the wake of changes in workforce dynamics that arose during the COVID-19 lockdown. The 2023 Satisfaction with Customer Service and Needs Assessment, partnered with the Governor's 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) (Governor's Office - State of Illinois, 2022), lays a parallel support system designed to get the disabled workforce back on track.

Survey Design

Data Design

The Satisfaction with Customer Service Survey and the Needs Assessment were conducted simultaneously. Opportunities for improvement within the Satisfaction with Customer Service Survey provides context and increases the depth of insight when analyzing the data collected for the Needs Assessment.

Satisfaction with Customer Service Survey

The Customer Service question is the leading and key variable in the survey and informs all subsequent analysis. Demographic data informs the specific population satisfaction. Key stakeholders (or customers) were identified and included in the survey build and response. Key stakeholders included community partners, Division of Rehabilitation Services employees, educational professionals, counselors, and employers.

Needs Assessment

The Needs Assessment evaluates the effectiveness of programs within the Division of Rehabilitation Services (DRS) for the state of Illinois as reflected within the WIOA mission statement. The WIOA mission statement is as follows:

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. (U. S. Department of Labor, 2014)

The survey organizes data into the service areas within the WIOA Mission statement:

- Employment Programs
- Education Services
- Training Programs
- Support Services

The survey also assesses the communication and operational strengths of DRS.

Research and Best Practices

The survey team reviewed Disability Needs Assessments from the following states: Massachusetts, Indiana, Michigan, and Virginia. These reviews provided insight into national trends and best practices in Satisfaction with Customer Service Survey and Needs Assessment Surveys for the disabled population, their community partners, and employers.

Opportunities for Improvement (OFIs) and Recommended Actions

Satisfaction with Customer Service and Needs Assessments identify Opportunities for Improvements (OFIs). It is an objective of this report to make the OFIs clear and tie them to supportive data and rationale. OFIs emerged early during the design process. Because the survey assesses the needs based on the WIOA mission statement OFIs naturally organized into the following numbered categories:

- Category 1: Customer Service
- Category 2: Communication
- Category 3: Training Programs
- Category 4: Employment Programs
- Category 5: Support Services
- Category 6: Leadership and Operations

To ensure OFIs are tied to their inspiration point and data, they are numbered according to the category and number within the category of OFI. Then each OFI is captioned within the body of the document to correspond and link to the summary documents. Each has a hyperlink associating it with its location within the body of the summary tables of OFIs.

Opportunities for Improvement (OFIs) are presented in a table format, each category with its own table including rationale and hyperlinks to original location within the document as well as hyperlinks to supporting data sets. The summary tables are included in the [Executive Summary](#) and in the [Summary of Recommendation](#).

State Rehabilitation Council (SRC) Focus Group

The survey design incorporated feedback from collaboration with the Division of Rehabilitation Services State Rehabilitation Council (DRS-SRC). The State Rehabilitation Council (SRC) is an objective body appointed by the Governor and is comprised of the DRS leadership and community partners (Illinois Department of Human Services, 2023). As of July 2022, members of the State Rehabilitation Council include:

- Hershel Jackson - Disability/Advocacy Group
- Vacant - Disability/Advocacy Group
- Katherine Blank - Disability/Advocacy Group
- Erin Compton - Disability/Advocacy Group
- Cindy Montgomery- Business, Industry, & Labor
- LaDonna Henson - Business, Industry, & Labor
- Timothy Engstrom- Business, Industry, & Labor
- Tracy Wright- Community Resource Provider
- Vacant- Community Resource Provider*

- Rachel Weisberg- Client Assistance Program
- Robert Gould - Secondary or Higher Education
- Kelsey Thompson - Vocational Rehabilitation Counselor
- Vacant - Current or Former Recipient of VR Services
- Debbie Einhorn - Parent Training Information Center
- Barbara Moore - State Board of Education
- David Friedman - State Workforce Innovation Board
- Vacant- Blind Services Planning Council
- Shelly Richardson - Statewide Independent Living Council
- Rahnee Patrick, Director - Division of Rehabilitation Services

(Illinois Department of Human Services, 2023)

The group met with the SRC focus group on three occasions gleaning input, direction, and feedback on the survey design. High priority for this focus group included the following:

1. Statistically Significant Response Rate

The priority rising to the top of each focus group was the strategy to increase the total number of responses and be greater than the last Needs Assessment response rate in 2016 which was less than 3500 total respondents. The small response rate in 2016 fueled the subsequent priorities. The design team obtained more than 180,000 emails from the DRS to send personal email invitations with embedded links to the survey. Obtaining email distribution lists presented challenges due to separate email lists provided from across all BCCS (Bureau of Customer and Community Services) regions, inaccurate emails, outdated emails, duplicate emails within the lists, and emails of deceased or inactive customers.

2. Accessibility

The SRC made it clear that accessibility to the survey through multiple access points would ensure compliance with the Illinois Information Technology Accessibility Act (IITAA). DRS and community partners received QR codes and public text links to the survey for sharing during the live survey period.

3. Readability (reading level)

During the editing process, the SRC voiced concerns to ensure the wording for those with disabilities was on a third-grade reading level. Apart from the proprietary wording within the DRS

program descriptions, the survey for disabled persons and parents was scored at a third-grade reading level on the Flesch-Kincaid readability test.

4. Translations

The SRC recommended translations into the top two or three languages. The survey was translated into the following five predominant languages spoken in Illinois (IPUMS (University of Minnesota), 2020): Spanish, Chinese, Polish, Arabic, Tagalog. Translation access rates during the survey period are as follows:

- 366 respondents completed the survey in Spanish.
- 23 respondents completed the survey in Arabic.
- 17 respondents completed the survey in Polish.
- 7 respondents completed the survey in Tagalog.
- 0 respondents accessed the survey in Chinese.

The survey team also attended a quarterly meeting to learn about the current state of data reporting. DRS operates with refined and mature data sets. The December 2020 performance data reported statistics using the legacy service region naming conventions (Bureau Field Services [BFS]). For the purposes of this report, the survey team analyzed data based on the same legacy service regions.

Opportunity for Improvement (OFI): 1 Category 6: Leadership and Operations #1:

Leadership dashboard. Business Intelligence (BI) dashboards display key performance and customer service data which is updated in real time. Live data equips leaders with decision-making tools to respond to dynamic situations with both solution support and accountability. Live data equips leaders to manage and allocate resources based on measured needs. A data dashboard would also honor the work of the data management team.

Regional Town Hall Meetings

The DRS Director conducted town hall meetings in 2022 as a lead-up in preparation for the Needs Assessment. The survey team reviewed the transcripts from the town hall meetings during the design phase. Analysis of the transcripts revealed the following areas of concern:

1. Transportation

Transportation not only to work, but also to interviews, training and development, educational opportunities, and DRS appointments. These concerns were expressed even more strongly in the rural areas where public transportation is not accessible during non-business hours or not at all.

2. Technology Infrastructure

The COVID-19 pandemic revealed disparities in rural areas for access to broadband that supported remote work for the disabled population.

3. Limited Access to DRS Team

The requirement of meeting on-site in-person during a limited workday presented challenges to the disabled population and their community partners.

4. Skills Training

In addition to formal educational training, vocational skills and training programs frequented the feedback topic list.

Survey questions were designed to include the opportunity to capture additional feedback on these topics for confirmation and clarification of priorities.

Survey Platform

To maintain confidentiality and secure data, the Division of Rehabilitation Services provided Qualtrics licenses to the survey team for the duration of this survey and reporting.

Developing the survey tool within Qualtrics provides a baseline for continuity in Customer Service and a foundation for future Needs Assessment. The Qualtrics platform also includes features that support the requested increased accountability around real-time reporting of customer concerns with built-in escalation and resolution triggers, as well as alerts on a leadership dashboard. Qualtrics dashboards would enhance and comply with the 2022 WIOA Unified State Plan (Governor's Office - State of Illinois, 2022) by employing vendor support for new platforms, resources for customers to navigate support via email and text notices and expanded stakeholder outreach.

Opportunity for Improvement (OFI): 2 Category 1: Customer Service #1:

Need for an accountability tool for follow-up on customer service needs. Qualtrics is a Customer Service platform with accountability for follow-up technology programmed into the system. The State of Illinois already purchased a license for DRS.

Survey Build

The survey employed branch and response logic building the question sequencing into blocks. The first block introduced the survey and included the key indicator question for satisfaction with customer service "Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?" The second question identified the discrete population and directed the participant to the appropriate set of distinct survey questions.

The second block asked respondents to identify their role in relation to the Division of Rehabilitation Services. Branch logic directed respondents to the survey questions tailored to their roles. The choices provided were as follows:

- Person with a disability
- Parent or guardian of a person with a disability
- Disability Service Provider
- Partnership Agency
- Teacher or Other Educational Professional
- Employer of person(s) with disability.

These six roles flowed into three distinct customer survey blocks. The block numbering helps to distinguish the customer group within the survey and within this report. Each audience and their number are as follows:

1. Disabled persons or parents of disabled persons. (Correlate with questions numbered with a Q.3.x Questions)
2. Care Providers, which included DRS employees, counselors, educators, education professionals and community partners. (Correlate with Q.4.x Questions)
3. Employers. (Correlate with Q.5.x Questions)

Separate question blocks captured data for each target group based on their roles and needs.

The Division logo added increase credibility and decreased concerns by recipients about spam or phishing emails.

Data Collection

Leading up to the survey launch, the Division of Rehabilitation Services prepared a multipronged approach to distribution. The approach consisted of developing a website place holder for the survey link, developing multiple email distribution lists, and developing public and personal survey links.

First, DRS collaborated with their community partners to develop a website placeholder for the survey link. The live link was sent to the community partners for insertion into their webpages once the survey was in active distribution and collection phase.

Second, DRS provided two email distribution lists that were de-duplicated and scrubbed for clean emails. The two lists were identified as combined internal customers and external customers.

Finally, DRS sent a public survey link, along with the QR code, to community partners to ease the process of reaching their constituency. The formatted email allowed for a copy-paste approach to ease the burden of distribution to the community partners' distribution lists. DRS offered to send the surveys directly to any emails provided to the Division. Community partners were hesitant to share email addresses for

confidentiality purposes, therefore only email addresses already stored within the DRS database were utilized. A QR Code and a public survey link provided access for constituents of community partners, **Special Note:** During the survey distribution, the Director received emails requests for removal from the distribution list for distinct reasons including but not limited to:

1. Death of disabled person since the previous survey period.
2. Respondents did not want to participate due to lack of confidence in the Division based on their dissatisfaction with the Division's previous response to requests for help.
3. No longer live in the state.

When dissatisfied customers and families reached out to the Director of DRS, she personally followed up and contacted everyone. It is poor steward of resources for communication problems to rise to the level of the Director of DRS. The Director follow-up was beyond the call of duty during this survey. She is to be commended.

Opportunity for Improvement (OFI): 3 Category 2: Communications #1:

Client e-mail addresses within the DRS System are outdated or inaccurate. It is financially prohibitive to employ anyone in a role dedicated to communications and maintenance of a current and active email program. DRS needs a process for maintaining accurate contact information.

To decrease concern about the survey appearing as spam or junk email, the Director of DRS reviewed and approved of the email content. Further, the Director lent her signature and Division logo to the email distribution.

The survey distribution and collection occurred between 12:01 am Central Time March 28, 2023, and 12:01 am Central Time April 11, 2023. A full seven-day allowance provided for late participation and for survey completion by late respondents.

On March 28, 2023, at 0001 (12:01 a.m.) Central Time, Qualtrics launched 112,076 email invitations with personal links to the survey. Within the first week, the number of respondents had already exceeded the response rate from the previous survey, thereby meeting the objective set forth by the SRC to have a more robust response rate for data validity. Qualtrics recognized email addresses that had not completed surveys and sent scheduled reminders every three days. All emails participating in the survey received a "thank you" email with an invitation to share the public link with other constituents of the Division of Rehabilitation Services.

During the survey open period, DRS received an additional 181,787 email addresses from the Medicaid office. The survey period was extended one week to allow for distribution to this email list. The newly publicized

end date was April 18, 2023, with a seven-day grace period. The new absolute close date was April 25, 2023, at 12:01 a.m. Central Time. The emails provided by Medicaid were de-duplicated and scrubbed. On April 12, 2023, an email invitation distribution was sent to 181,375 respondents.

On April 25, 2023, the survey officially closed. Personal survey link invitations were sent to 293,779 total discrete email addresses. Overall survey participant respondent total: 21,062. QR Codes were accessed by 117 participants, anonymous links were accessed by 1254 participants. There were 17,958 participants via personal survey email invitations. Responses are anonymized by the surveyors engaging the unique identifier feature within Qualtrics. In total, 16,777 emails bounced back due to inaccuracies in email provided, server rejection based on suspicious domain.

The Report

As previously described, the survey was built with survey branch logic leading the survey participant to the questions tailored based on their role in relationship to the Division of Rehabilitation Services. The survey question numbering system reflects this organization. Each grouping has a numeric prefix with the subsequent number for the question within the subset. The first question in the survey was the key indicator of overall satisfaction. This question was numbered with prefix one “1”. The second question identified the role of the participants based on their relationship to the Division of Rehabilitation Services, and this question prefix is two “2”. The subsequent group number prefixes are as follows:

- All questions beginning with the numbering prefix three “3” represent the Disabled Person and/or Parent of the Disabled person group.
- All questions beginning with the numbering prefix four “4” represent the Provider group. The Provider group includes all roles related to support roles within the disability system, educational system, or network of community partners.
- All questions beginning with the numbering prefix five “5” represent the Employer group.

The report leads with the Satisfaction with Customer Service Survey which provides data that informs the Needs Assessment. All data was analyzed using a 95% confidence interval.

Satisfaction with Customer Service

The Satisfaction with Customer Service portion of the survey was analyzed employing a process of crosstab analyses with a 95% confidence level. Crosstab analysis identifies relationships between specific single demographic data points and the “key indicator” question, “Overall, how happy are you with the employee support provided by the Division of Rehabilitation Services?” Identifying relationships between the key indicator and reported demographic data reveals patterns of gaps in service that illicitly needed improvement. Opportunities for Improvement (OFIs) arise from these gaps in reported satisfaction from specific demographic groups.

Of note, the satisfaction with Customer Service reported within this survey may reflect not only the sentiment toward current customer service but also sentiment toward historic services which have not had an outlet for expression in over 5 years. Sentiments referring to historic services spanning three or more years are referred to as “legacy sentiments” if necessary. While “legacy sentiments” are detected throughout the Satisfaction with Customer Service and Needs Assessment process, these sentiments do not diminish from the understanding of the data nor the validity of the recommendations as these legacy sentiments do not represent a statistically significant sampling to be removed or discarded.

The key indicator question, “Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?” was asked of all three customer groups:

- The Disabled group which includes disabled persons, caregivers, family, or parents of disabled persons.
- The Provider group includes DRS employees, community partners, and educators.
- The Employer group which includes anyone who employs persons with disabilities.

The Customer Service Results were overall positive. For the key indicator question, “Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?” An average score of 3.4 was elicited on a 1 – 5 scale, with one (1) being the lowest positive sentiment and five (5) being the highest positive sentiment. The average of 3.4 indicates most respondents feel positively toward the services received by the Division of Rehabilitation Services (DRS). The Division of Rehabilitation Services provides unbiased services to all special populations, age groups, gender, and disability types across the state of Illinois. However, the demographic data reveals a potentially disproportionate response to the survey which may indicate a disproportionate engagement with DRS based on demographics. Gaining access to services and the receipt of services are two vastly different experiences. From the demographics we learn that the African American population and the urban area demographic sector in Illinois access the 2023 Survey link at higher rates than other groups within the state. It is positive that the Division provides services to minority groups typically underserved. The goal would be to understand the disproportionate response rates between the minorities to grow the access and to increase engagement by the Hispanic / Latinx population, as well as the rural regions. Any respondents who identified as less than satisfied and provided additional feedback that informed the reporting of the Needs Assessment.

The greatest learning in the Satisfaction with Customer Service portion of the Survey is that when asked which Division of Rehabilitation Services Office provided them services, the greatest aggregate of respondents within each customer group, 30% of disabled, 14% of all providers, and 18% of employers, did not know which DRS office aided them in obtaining disability services and support. This gap in knowledge may itself be a barrier to obtaining needed services and may also contribute to dissatisfaction with programs and to challenges identified within the Needs Assessment.

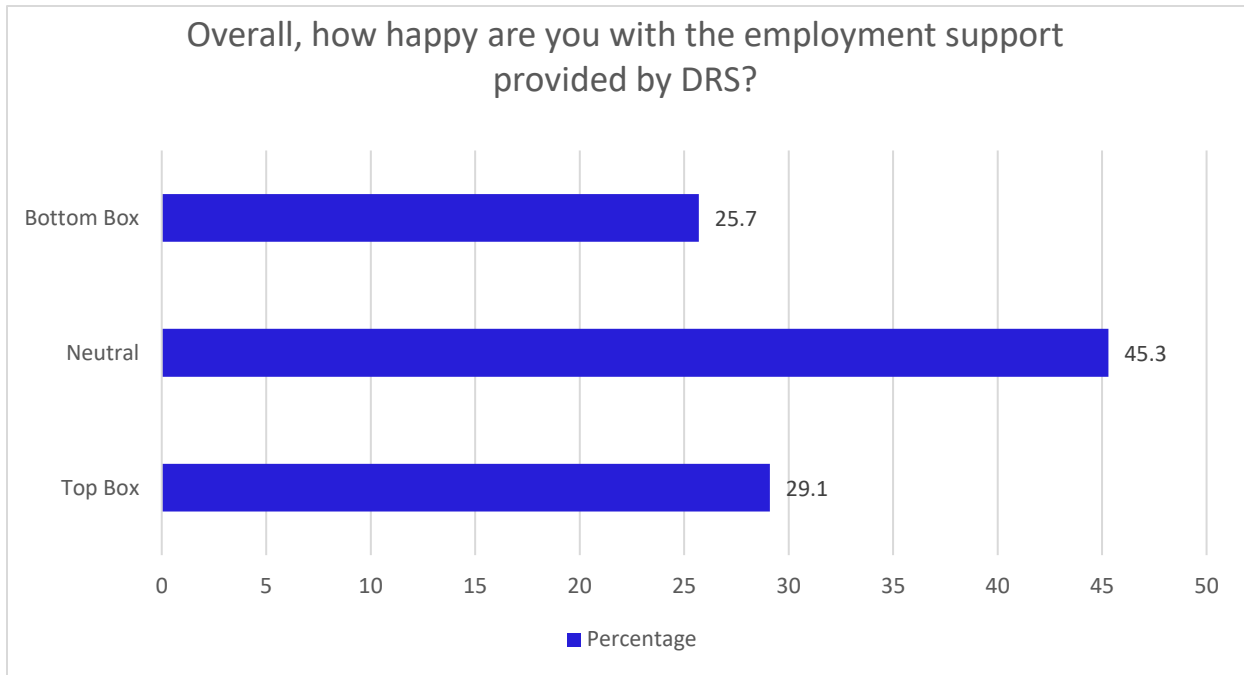
Key Indicator Question:

The key indicator to the Satisfaction with Customer Service Survey is the first question assessing the overall satisfaction of Employment Programs provided by the Division of Rehabilitation Services. The question ranked the respondents’ happiness on a five-point scale with the choices ranging from “Extremely Unhappy” to “Extremely Happy.” The Top Box focuses on the percentage of respondents answering the question in the

top two responses indicating either “Extremely Happy” or “Somewhat Happy.” This survey reveals that 47.8% of respondents fall into the Top Box responses, indicating that 52.2%, the majority, of respondents are either neutral or bottom box respondents. The Bottom Box score includes the bottom two responses of “Somewhat Unhappy” and “Extremely Unhappy.” The Neutral Box score for neither happy nor unhappy indicates the greatest opportunity for improvement.

Table 1: Key Indicator of Satisfaction with Customer Service.

Q1.2: Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?



Field	Count	Percentage	Cumulative
Extremely happy	4,336	29.1%	29.1%
Somewhat happy	2,798	18.7%	47.8%
Neither happy nor unhappy	3,959	26.5%	74.3%
Somewhat unhappy	1,525	10.2%	84.5%
Extremely unhappy	2,307	15.5%	100.0%
Top Box	4, 336	29.1%	29.1%
Neutral	6,757	45.3%	74.3%
Bottom Box	3,832	25.7%	100.0%

Sample Size	Average	Median	Number of District Categories
14,925	14	3	5

Additional questions to answer in the analysis:

There are two ways to look at the overall satisfaction data to make the greatest positive gains to have more than 50% in the top box. There are two target groups.

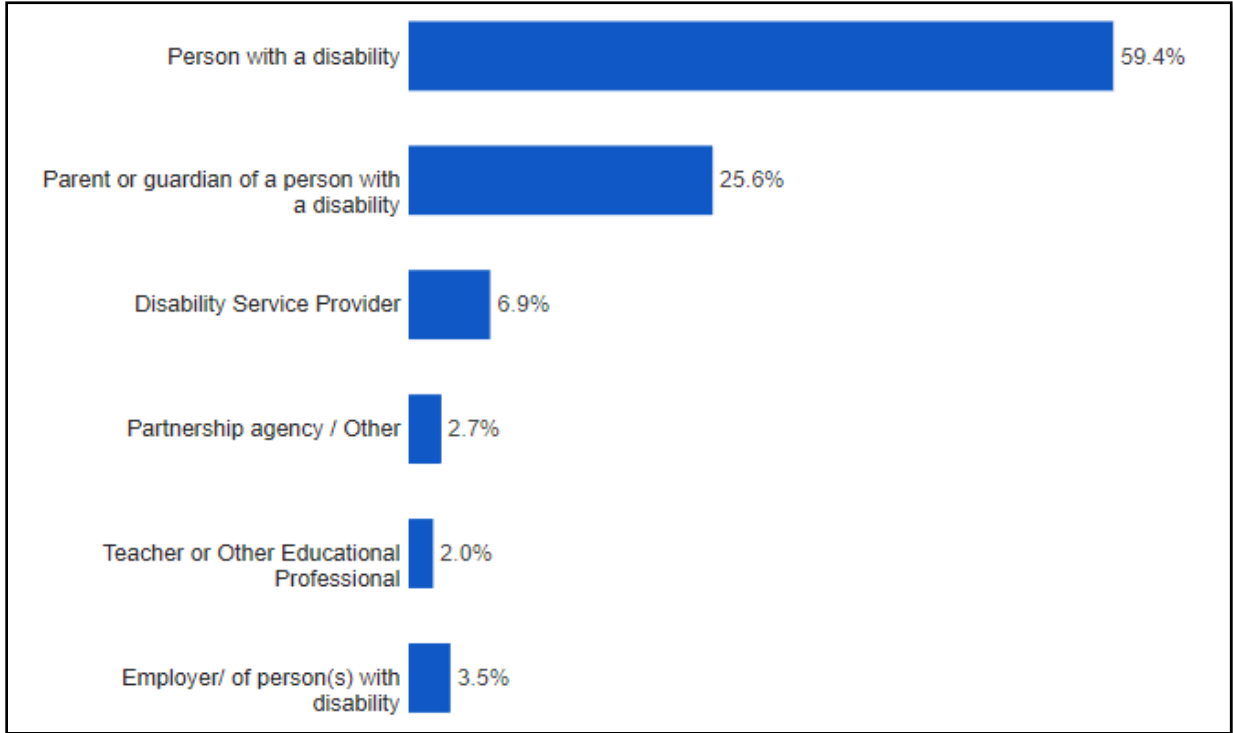
1. **“Neither happy nor unhappy” group**: Improving the scores of the neutral group would have the greatest positive gains overall. To move the neutral customers to the top box would mean focusing on what the Division of Rehabilitation Services (DRS) is doing well. Building on the strengths already within DRS would make the quickest positive gains in customer service for participants in the middle ground. The key will be to measure Satisfaction with Customer Service Survey more often than every three years.
2. **“Somewhat unhappy” and “Extremely unhappy” groups**: The Needs Assessment portion of the document provides the answers to how to improve the experience of the “Bottom Box” group.

Respondent Roles

Of the overall respondents, 84.9% were either a person with a disability (59.4% of overall respondents) or the parents or guardians of a person with a disability (25.6% of overall respondents). The remaining 15.1% of respondents break out as 12% as Disability Service Provider, Community Partnership Agency/Other, Teacher or Other Educational Professional and 3% Employers.

Table 2 Respondent Role

Q2.1- What is your primary role?



Role	Percentage
Person with a disability	59.4%
Parent or guardian of a person with a disability	25.6%
Disability Service Provider	6.9%
Partnership agency/Other	2.7%
Teacher or Other Educational Professional	2.0%
Employer of person(s) with disability	3.5%
Total Respondents: 14738	

This is the first question of the survey that once chosen directed the respondent to the branch logic for the appropriate questions.

Table 3: Employment support happiness rating

Q1.2 Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?

	Total	Person with a disability	Parent or guardian of a person with a disability	Disability Service Provider	Partnership agency / Other	Teacher or Other Educational Professional	Employer/ of person(s) with disability
Extremely happy	29.2%	30.2%	26.9%	26.1%	18.0%	24.2%	45.9%
Somewhat happy	18.6%	16.7%	19.3%	26.8%	23.5%	27.3%	21.1%
Neither happy nor unhappy	26.5%	27.5%	26.6%	21.9%	30.5%	25.6%	15.0%
Somewhat unhappy	10.2%	9.3%	11.0%	13.1%	16.4%	12.3%	6.1%
Extremely unhappy	15.5%	16.2%	16.1%	12.2%	11.5%	10.6%	12.0%
Average	3.4	3.4	3.3	3.4	3.2	3.4	3.8
Median	3.0	3.0	3.0	4.0	3.0	4.0	4.0
Standard Deviation	1.4	1.4	1.4	1.3	1.2	1.3	1.4

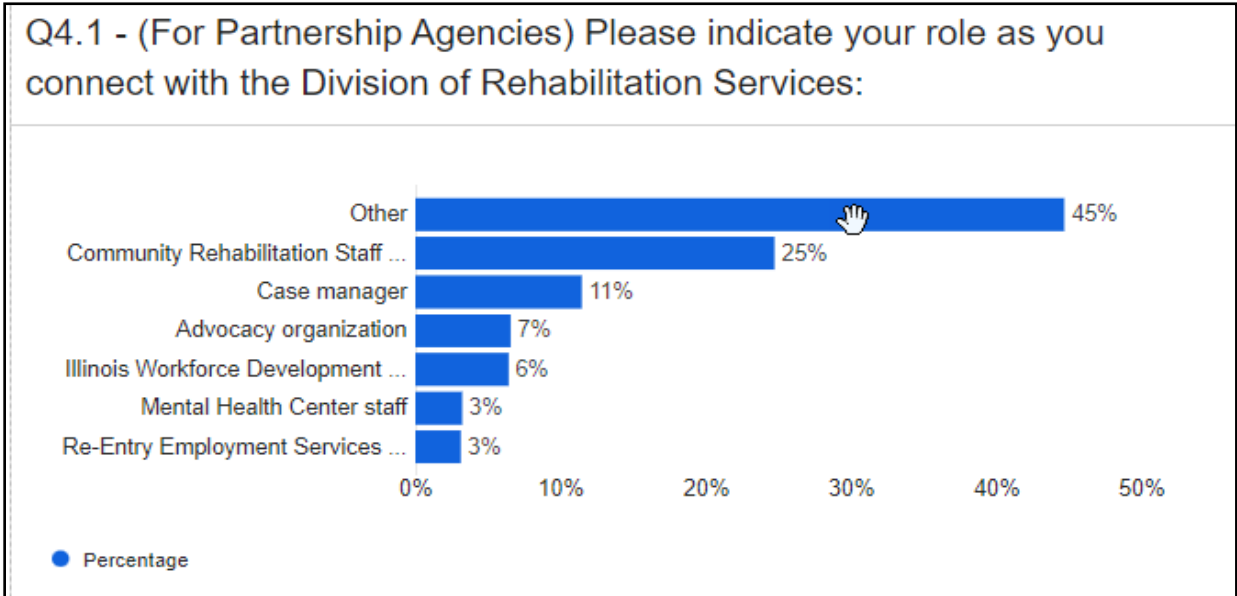
Table 3 shows the average score as 3.4 on a 5-point scale. The Overall Stat Test of Averages reveals a statistically significant correlation between overall satisfaction and role. Three roles, person with a disability, Disability Service Provider and Teachers or other Education Professional, landed on 3.4 the average score. These three roles are the roles that most frequently engage with each other within the DRS programs and processes. They may have higher scores due to positive relational dynamics. Two of these populations may be subject to an unconscious bias (Psychology Today) and skew data because they are reporting satisfaction with the services they provide.

Two groups, parent or guardian or disabled person and Partnership Agency, reported below average satisfaction with scores of 3.3 and 3.2, respectively. These two groups do not engage within the DRS programs; however, these two groups are engaging with DRS as advocates for disabled persons. This peripheral role may contribute to lower satisfaction.

The employer group reports a higher-than-average overall satisfaction.

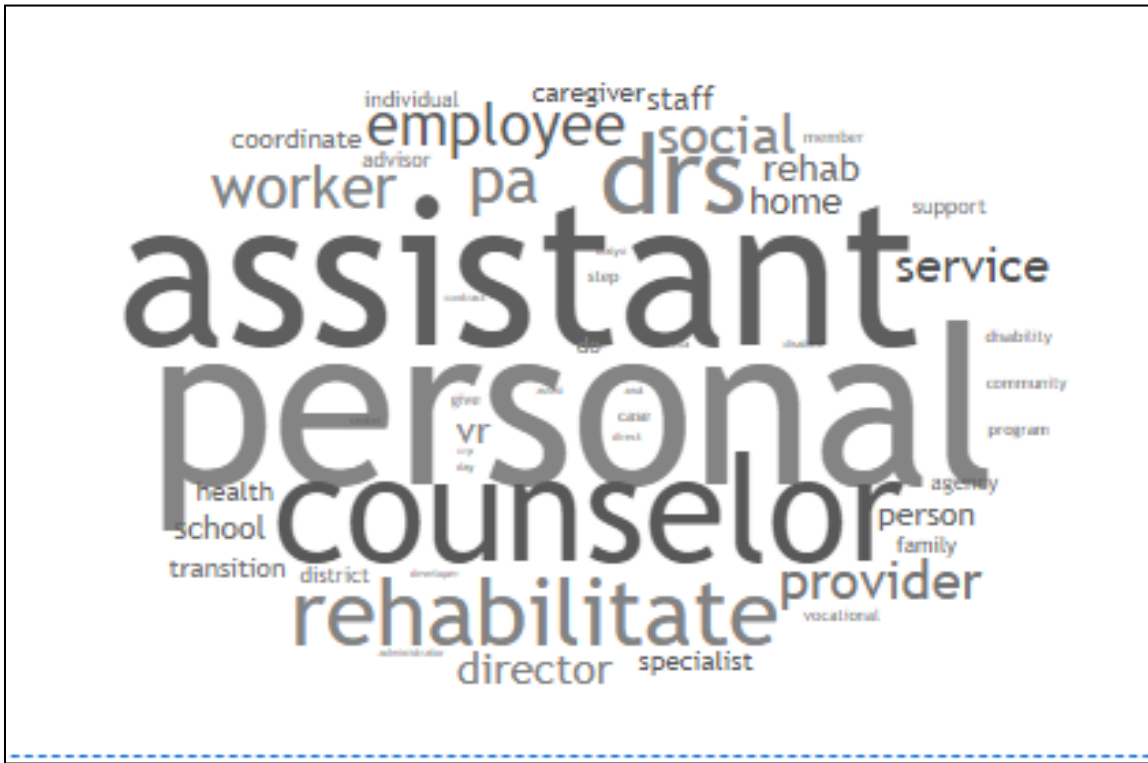
Table 4: Partnership Agency Role

Q4.1- Please indicate your role as you connect with the Division of Rehabilitation Services:



Partnership Role	Percentage
Other	44.7%
Community Rehabilitation Staff (e.g., Employment Service Provider Staff	24.7%
Case Manager	11.4%
Advocacy Organization	6.5%
Illinois Workforce Development System	3.2%
Re-Entry Employment Services Program	3.1%
Total Respondents: 1162	

Figure 1: Word Cloud for Q4.1 Respondent Groups

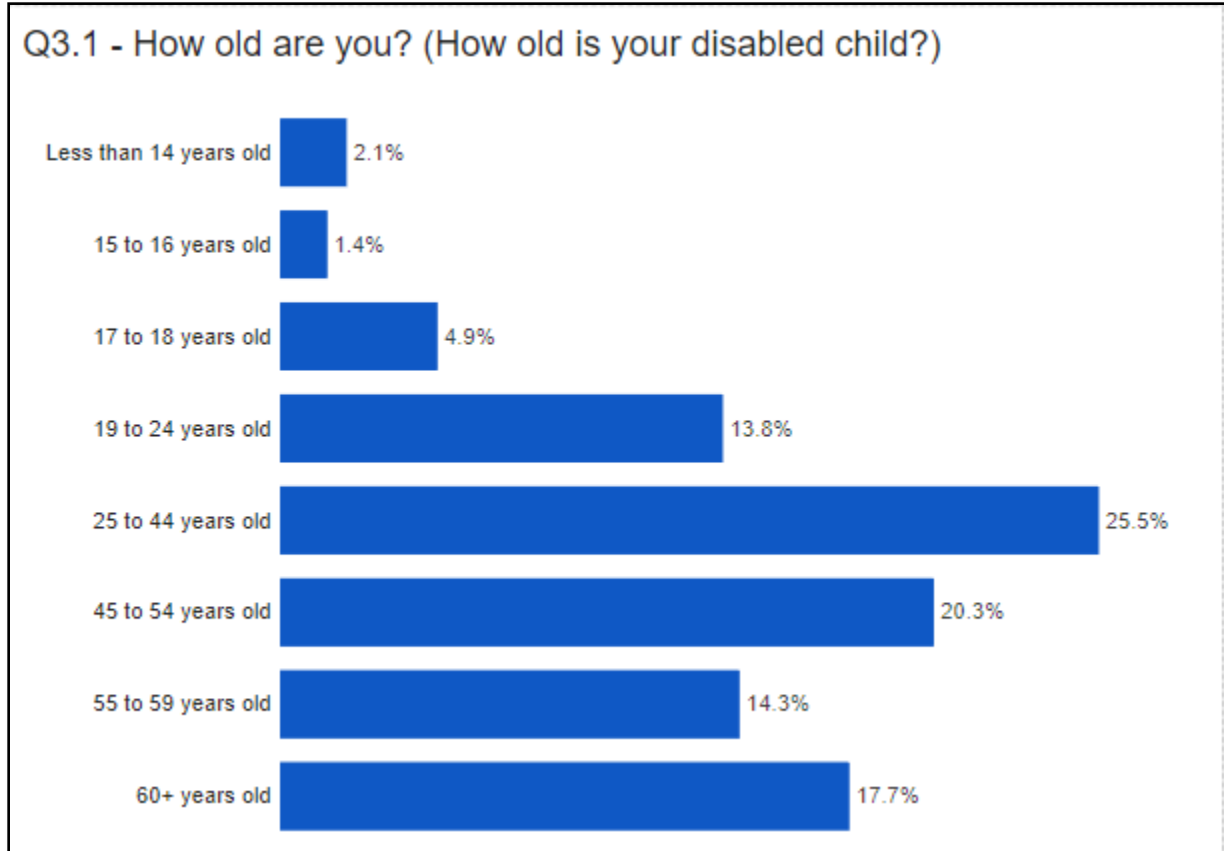


A word cloud representing the most prominent themes in the open-ended other text responses from the partnership agencies. Key words found in the word cloud are personal assistant, counselor, care provider, specialist, caregiver, rehab worker. These words represent individuals who did not find or choose an option from the choice fields on the survey.

Age Demographics

Table 5: Age Demographics

Q3.1 - How old are you? (How old is your disabled child?)



Disabled Respondent Age Range

Age range	Percentage
Less than 14 years old	2.1%
15 to 16 years old	1.4%
17 to 18 years old	4.9%
19 to 24 years old	13.8%
25 to 44 years old	25.5%
45 to 54 years old	20.3%
55 to 59 years old	14.3%
60+ years old	17.7%
Total Respondents: 12,371	

The disabled customers ages ranged: 8.4% were 18 years of age or younger, and 17.7% were within five (5) years of retirement age. Most respondents, 73.9%, will benefit from improvements in service in the next five years. The smallest age group(s) of disabled people responding were the three age ranges that include school-age students (Less than 14 years old, 15 to 16 years old, and 17 to 18 years old). Even combined these three populations only total 8.4% of the disabled respondents.

Table 6: Satisfaction based on Age

Cross tab analysis of overall satisfaction based on age of responding disabled person.

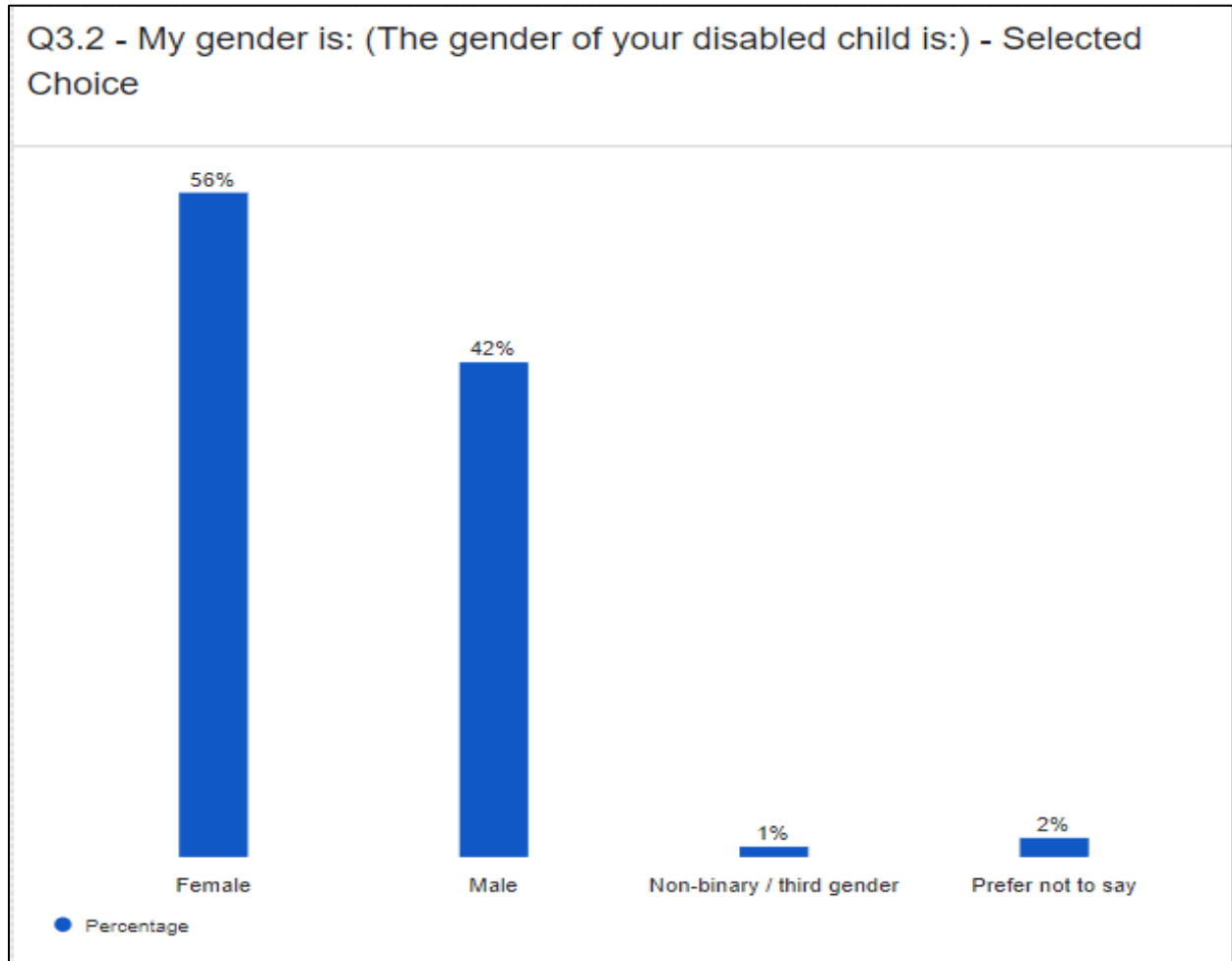
	Total	Less than 14 years old	15 to 16 years old	17 to 18 years old	19 to 24 years old	25 to 44 years old	45 to 54 years old	55 to 59 years old	60+ years old
Extremely happy	29.3%	30.5%	28.2%	28.5%	27.3%	28.7%	29.4%	30.7%	30.5%
Somewhat happy	17.5%	24.0%	23.0%	21.8%	19.9%	17.2%	16.8%	15.6%	15.9%
Neither happy nor unhappy	27.3%	22.0%	27.0%	29.5%	26.4%	25.1%	26.9%	28.9%	30.2%
Somewhat unhappy	9.9%	9.3%	8.6%	7.8%	10.0%	11.5%	9.6%	8.7%	9.3%
Extremely unhappy	16.1%	14.2%	13.2%	12.5%	16.4%	17.4%	17.3%	16.1%	14.1%
Average	3.3	3.5	3.4	3.5	3.3	3.3	3.3	3.4	3.4
Median	3.0	4.0	4.0	4.0	3.0	3.0	3.0	3.0	3.0
Standard Deviation	1.4	1.4	1.3	1.3	1.4	1.4	1.4	1.4	1.4

Table 6 employs two statistical tests that identify if there is a statistically significant correlation between age and satisfaction. The “Overall Stat Test of Percentages” and the “Overall Stat Test of Averages” reveal a statistically significant correlation between age and overall satisfaction does exist. The percentages help narrow down exactly where the variance between responses is greatest. The average overall score is a metric which can be targeted for improvement and measured in subsequent improvement efforts. The average score reveals that the youngest and oldest customers were the most satisfied. The greatest gains in overall Satisfaction with Customer Service can be gained by focusing improvement efforts that will positively impact on the three age groups encompassing the 19-year-old to 54-year-old age ranges. This age range also constitutes the largest portion of the adult workforce age range. It is interesting to note that the senior population is on the more positive end of satisfaction. Employers responding indicated that the largest “special group” of disabled citizens they employ is the Senior Citizen group. The other most satisfied group are the disabled students and parents of students ranging in age of below 14-years-old to 18-years-old.

Gender Demographics

Figure 2: Gender Demographics

Q3.2 My gender is: (The gender of your disabled child is):



The data presented in Figure 2 is simply informational. Q3.2 addresses the demographics related to gender association with other than female, male, non-binary/third gender and the prefer not to say choice fields. The other 18 were a mix of the following: Agender, Transgender, Beyond, Complicated, Intersex, White and some who did not answer or stated they were offended by the question. Based on the analysis at this time, there is not a statistically significant correlation between overall satisfaction and gender identity. This statistic will be important to watch over time as the population of non-binary and transitioning grows.

Table 7: Satisfaction based on Gender Identification

Cross tab analysis of overall satisfaction based on Gender Identification

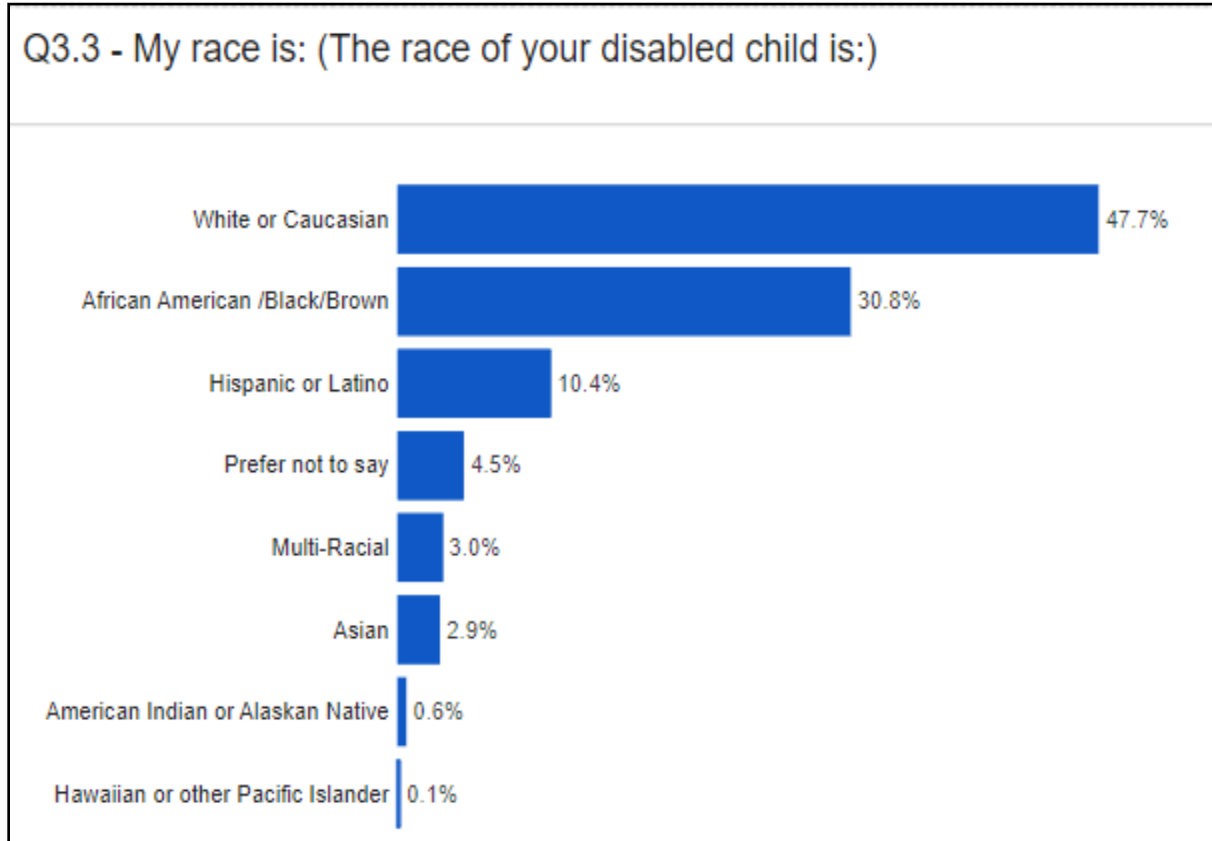
	Total	Female	Male	Non-binary / third gender	Prefer not to say
Extremely happy	29.3%	30.4%	28.4%	15.8%	20.3%
Somewhat happy	17.4%	17.5%	17.6%	10.5%	12.6%
Neither happy nor unhappy	27.2%	26.9%	27.3%	34.7%	33.0%
Somewhat unhappy	9.9%	9.8%	9.9%	13.7%	9.9%
Extremely unhappy	16.1%	15.3%	16.8%	25.3%	24.2%
Top Box	28.7%	29.7%	27.8%	15.3%	19.7%
Neutral	43.7%	43.4%	43.9%	43.9%	44.1%
Bottom Box	25.4%	24.6%	26.1%	37.8%	33.0%

Table 7 reveals the Overall Stat Test of Percentages demonstrates a statistically significant relationship between gender identification and overall satisfaction. The non-binary customers demonstrate a greater dissatisfaction score with a high percentage of respondents within the bottom box. While this is a small percentage of the population, it will be important to track this number in future surveys, as the population identifying as non-binary may increase over time and cultural adoption and understanding of this gender selection improves.

Race Demographics

Table 8: Race Demographics

Q3.3 - My race is: (The race of your disabled child is:)



Race	Percentage
White or Caucasian	47.7%
African American/ Black/Brown	30.8%
Hispanic or Latino	10.4%
Prefer not to say	4.5%
Multi-Racial	3.0%
Asian	2.9%
American Indian or Alaskan Native	0.6%
Hawaiian or Other Pacific Islander	0.1%
Total Respondents: 11,918	

Assessing the race and ethnicity of respondents, the Division can identify the proportion of engaged and disengaged populations. The identified race and ethnicity of respondents to the survey are both positively and negatively disproportionate to the race and ethnicity of the state.

Table 9: Response rate for minorities

Analysis of response rates for minorities in comparison with actual minority percentages within the State of Illinois to assess proportionality of engagement.

Identified Race and Ethnicity	2020 U.S. Census - State of Illinois Race and Ethnicity Prevalence	Identified Race and Ethnicity identified in the DRS SRC Needs Assessment Survey	Difference between State Prevalence and Response Rate
White alone, not Hispanic or Latino	58.3 %	47.67 %	- 10.63 %
Hispanic or Latino	18.2 %	10.39 %	- 7.81 %
Black or African American alone, not Hispanic or Latino	13.9 %	30.81 %	+ 16.91
Other (The U.S. Census combines all other groups in their report. There are no further specificity detail other minority groups for comparison.)	9.6 %	11.14 %	+ 1.54 %

(2020 U.S. Census, 2021)

Table 9 demonstrates a positive response rate from the “Black or African American alone, not Hispanic or Latino” and the “Other” (all other minority groups other than Hispanic). The response rate infers a positive or at least engaged relationship between” Black or African Americans (non-Hispanic or Latino)” and “Other” group and the Division of Rehabilitation Services.

Table 9 also demonstrates two populations which are less engaged, “White alone, not Hispanic or Latino” and “Hispanic or Latino.” It is important to assess their specific areas of need in their responses later in the survey to assess how to improve engagement with these two groups specifically, with the greatest priority for the Hispanic and Latino population since this population is identified by the U.S. Department of Health and

Humans Services as a socially vulnerable, underserved, and protected minority groups. Illinois holds the sixth largest Hispanic/Latino population by state according to the Census Bureau. (U.S. Department of Health and Human Services, 2023) According to the CDC, one in six Hispanics live with a disability. (Center for Disease Control and Prevention, 2020) Any barrier to services increases the vulnerability of the Hispanic (or any minority, socially vulnerable) population. In the case of the Hispanics, this population in Illinois engaged with the survey at a disproportionately low rate to their population size, indicating the need for additional attention to gaps in services for this “special group.” The success demonstrated with the “Black or African American alone, not Hispanic, or Latino” group can be reproduced. The open comment question included in this survey asking what the Division of Rehabilitation Services is doing well may inform efforts to expand on existing demonstrated strengths to reach the under-engaged Hispanic or Latino customer base.

Language Demographics

Figure 3: Language Demographics (Disabled Respondents)

Q3.4 The language I speak and read best/most is:

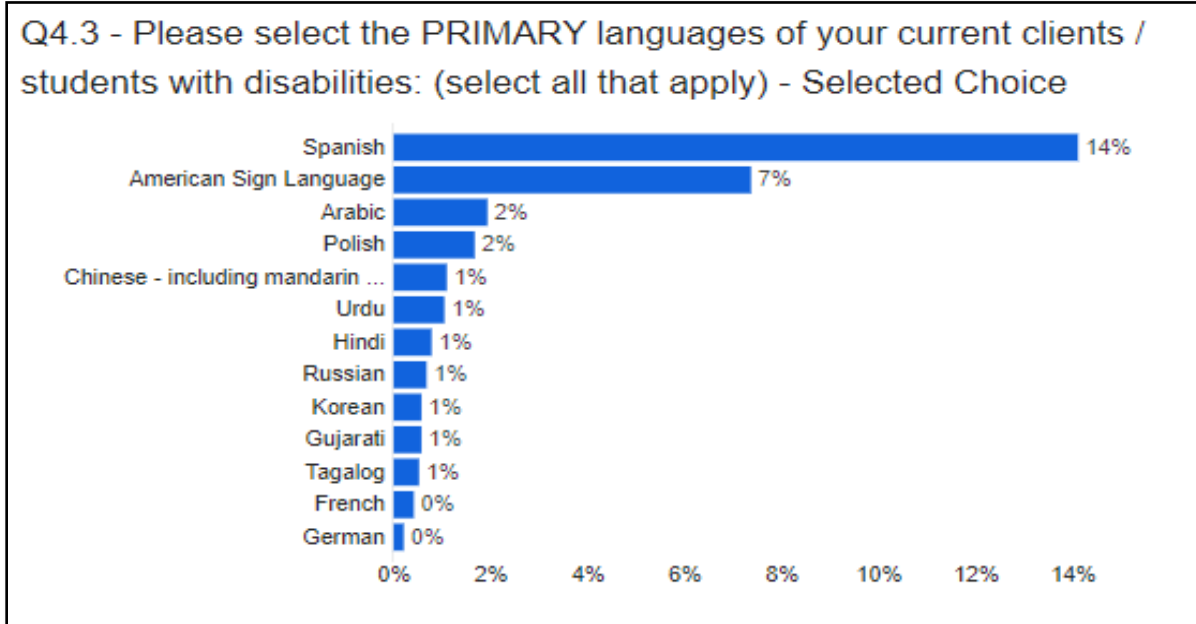


The 2023 survey was translated in Illinois' top five languages –Spanish, Polish, Chinese, Arabic, Tagalog.

The top five languages by percentage of respondents were English (93.7%), American Sign Language (2.4%), Spanish (2.3%), Arabic (0.3%), and Polish (0.3%). Question 3.4 was answered by 11826 respondents from the disabled or disabled representative. One percent of the 11826 respondents is equivalent to 118 responses for perspective. **Other languages reported in text responses include** Albanian, Assyrian, Belarusian, Bosnian, Farsi, Greek, Hebrew, Iranian, Italian, Lithuanian, Malayalam, Nigerian, Non-Verbal, Persian, Polish, Romanian, Russian, Turkish, Ukrainian.

Table 10: Primary Language (Provider Respondents)

Q4.3 Please select the Primary languages of your current clients / students with disabilities:

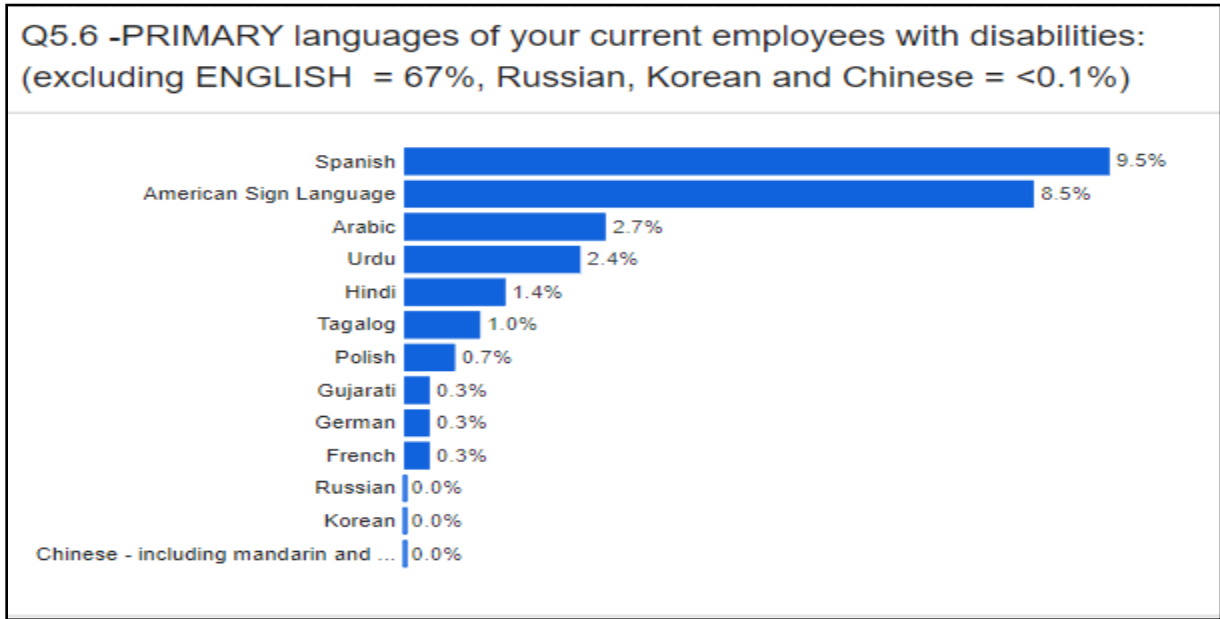


Language	Percentage
English	69.0%
Spanish	14.1%
American Sign Language	7.4%
Arabic	1.9%
Polish	1.7%
Chinese- including Mandarin and Cantonese	1.1%
Urdu	0.8%
Russian	0.7%
Korean	0.6%
Gujarati	0.6%
Tagalog	0.5%
French	0.4%
German	0.2%

Providers report 69% of their customers speak English, 14% speak Spanish, and 7.4% support customers who utilize American Sign Language (ASL) to communicate.

Table 11: Primary Language (Employer Respondents)

Q5.6 -PRIMARY languages of your current employees with disabilities:



Language	Percentage
English	67.1%
Spanish	9.5%
American Sign Language	8.5%
Other	5.8%
Arabic	2.7%
Urdu	2.4%
Hindi	1.4%
Tagalog	1.0%
Polish	0.7%
Gujarati	0.3%
German	0.3%
French	0.3%
Russian	0.0%
Korean	0.0%
Chinese- including Mandarin and Cantonese	0.0%

(Excluding ENGLISH = 67%, Russian, Korean, and Chinese = <0.1%)

Most survey respondents, 93.67%, identifying as a disabled person or the parent of a disabled person report speaking English.

Of the Provider group (DRS Employees, Partner Agencies, and Educational Professionals), 69% report customers who speak English, 9% report serving customers who speak Spanish, and 7% report serving customers who employ American Sign Language (ASL).

Sixty-seven percent (67%) of employer's report employing disabled persons who speak English. Nine percent (9%) employ disabled Spanish speakers, and 8.47% employ disabled persons employing American Sign Language (ASL).

It is important to recognize that the percentage of disabled persons who employ a language other than English represents 31% of the customer base and 33% of the employed disabled workforce. The question for the Division to explore further is whether the disabled constituency who speak languages other than English disengaged because of the language barrier or because of customer service. This survey can help identify causes of disengagement but may not be able to pinpoint that singular factor to answer this question.

It is also important to recognize that while translation services may not be a potential gap in services for the customer accessing information, translation services might be a gap in service for the two groups providing support, services, and employment to the disabled persons: the "Provider" group and the "Employer" group. Providers and Employers may require more translation services than the customers. Miscommunication can occur when services with Providers and Employers occur during, including but not limited to, safety orientation and on-the-job instruction when training is provided in English only. It is critical to have a systematic approach to assess potential language barriers between the individuals within each group (Customer, Provider, Employer). Federal law entitles workers to "receive workplace safety and health training in a language they (you) understand" "without fear of retaliation." (United States Department of Labor, n.d.)

Opportunity for Improvement (OFI): 4 Category 1: Customer Service #2:

The lower Hispanic / Latinx engagement scores may indicate a language barrier issue. Spanish was the most frequently accessed language in this survey. Recent efforts to relocate immigrants from the southern border where Spanish is the primary language will contribute to a growing Hispanic / Latinx minority group. It will be important to expand translation efforts to meet the growing demand and increase engagement by the Hispanic / Latinx minority group.

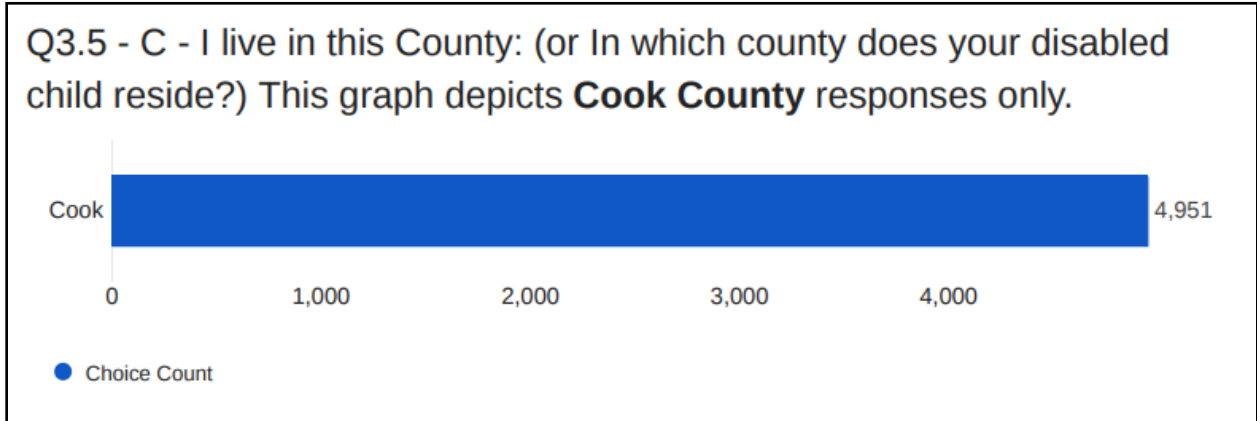
County Demographics

The county of residence is important based on 2022 WIOA Unified State Plan (Governor's Office - State of Illinois, 2022). It will be important to align disabled workforce growth with the Economic Development Regions to ensure equitable access to workforce opportunities.

An overwhelming majority of respondents in all groups reported living, working, or employing disabled persons in Cook County.

Figure 4: County Demographics (Disabled Respondents)

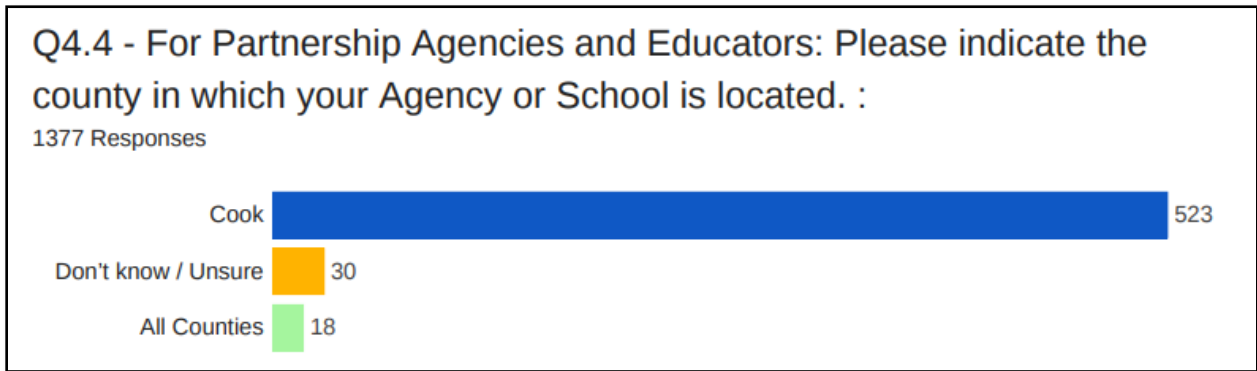
Q3.5 - I live in this County - only Cook County respondent rate.



4,951 respondents indicate they reside in Cook County

Figure 5: County Demographics (Provide Respondents)

Q4.4 - County location of Partnership Agencies



523 of 1,377 partnership agencies report being in Cook County. Thirty agencies did not know or were not sure in which county their agency or school was located.

Figure 6: County Demographics (Employer Respondents)

Q5.2 - County location for businesses that employ disabled persons.



134 of the employers answering the survey reported being in Cook County, while five of those employers did not know or were unsure of the county. Representing the response by counties is a challenging visual as many counties had a zero-response rate for each group:

- All counties had at least one (1) disabled person or their parent participate in the survey. However, seventy-seven counties remained underrepresented. Twenty-five (25) counties represented 80% of the Disabled Person/Parents of Disabled Person respondent groups, with Cook County representing 44% of total overall respondents and 55% of the highest responding counties (80% of overall counties).
- Twenty-three (23) counties are represented in the Provider respondent group. Eighty-one counties (80% of total counties in Illinois [102]) had ten or less respondents. This majority of underrepresented or unrepresented counties comprises only 10% of the total respondents while representing 80% of the total county count.
- Cook County represents 53.6% of total Employers responding. More than fifty counties were not represented at all for the Employer group.

The disparity of response rates across the state within each of the representative groups dilutes the analysis and makes recommendations based on Rehabilitation Workforce Regions and Economic Development Regions potentially difficult, if not impossible. Therefore, to facilitate meaningful discourse and analysis, the county data is subsequently organized into Economic Development Regions as defined in the governor's The 2022-2023 PY Workforce Innovation and Opportunity Act (WIOA) Unified State Plan (Modified) will be referred to as the 2022 WIOA Unified State Plan (Govern's Office - State of Illinois, 2022) for the remainder of

the analysis. The Economic Development Regions, as defined within the 2022 WIOA Unified State Plan (Governor's Office - State of Illinois, 2022) are as follows:

- Region 1 (Central [12 counties]) – Cass, Christian, Greene, Logan, Macon, Macoupin, Menard, Montgomery, Morgan, Sangamon, Scott, Shelby Counties.
- Region 2 (East Central [6 counties]) – Champaign, Douglas, Ford, Iroquois, Piatt, Vermilion Counties.
- Region 3 (North Central [10 counties]) – De Witt, Fulton, Livingston, Mc Lean, Marshall, Mason, Peoria, Stark, Tazewell, Woodford Counties.
- Region 4 (Northeast [10 counties]) – Cook, De Kalb, Du Page, Grundy, Kane, Kankakee, Kendall, Lake, Mc Henry, Will Counties.
- Region 5 (Northern Stateline [4 counties]) – Boone, Ogle, Stephenson, Winnebago Counties.
- Region 6 (Northwest [10 counties]) – Bureau, Carroll, Henry, Jo Daviess, Ls Salle, Lee, Mercer, Putnam, Rock Island, Whiteside Counties.
- Region 7 (Southeastern [13 counties]) – Clark, Clay, Coles, Crawford, Cumberland, Edgar, Effingham, Fayette, Jasper, Lawrence, Marion, Moultrie, Richland Counties.
- Region 8 (Southern [19 counties]) – Alexander, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Wabash, Wayne, White, Williamson Counties.
- Region 9 (Southwestern [9 counties]) – Bond, Calhoun, Clinton, Jersey, Madison, Monroe, Randolph, St. Clair, Washington Counties.
- Region 10 (West Central [9 counties]) – Adams, Brown, Hancock, Henderson, Knox, McDonough, Pike, Schuyler, Warren Counties.

Realigning the survey feedback into these corresponding Economic Development (ED) Regions is particularly important considering the governor's plan to realign the workforce into Economic Development Regions (Governor's Office- State of Illinois, 2022). For the Division of Rehabilitation Services (DRS) to accurately represent the disabled workforce, it is important for the DRS team to understand the data from the perspective of informing service decisions impacting the workforce within these respective development regions. Failing to do so would set up further challenges for disabled persons if economic growth is realized in the form business growth while not including increased opportunities for disabled employment.

To establish a baseline of Division of Rehabilitation Services Satisfaction with Customer Service Survey by analyzing the overall key question "Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?", the responses were collated and cross analyzed by counties organized into the Economic Development Regions as defined by the 2022 WIOA Unified State Plan (Governor's Office- State of Illinois, 2022):

Table 12: Satisfaction based on Economic Development Regions

Cross tab analysis of overall satisfaction based on Economic Development (ED) Regions as Defined by the 2022 WIOA Unified State Plan (Governor’s Office - State of Illinois, 2022) Modified

	Total	ED Region 1	ED Region 2	ED Region 3	ED Region 4	ED Region 5	ED Region 6	ED Region 7	ED Region 8	ED Region 9	ED Region 10	Don't know / Unsure
Extremely happy	29.2%	26.1%	32.8%	35.4%	29.3%	23.1%	25.8%	29.7%	32.1%	26.0%	30.1%	30.9%
Somewhat happy	17.4%	19.7%	15.3%	14.4%	17.8%	18.1%	17.0%	15.1%	16.4%	12.5%	16.1%	21.6%
Neither happy nor unhappy	27.5%	29.4%	22.0%	27.8%	27.2%	33.1%	31.8%	26.2%	25.6%	31.4%	28.5%	19.6%
Somewhat unhappy	9.9%	8.1%	10.2%	10.6%	10.0%	7.2%	9.7%	10.5%	12.1%	10.6%	10.4%	10.8%
Extremely unhappy	16.0%	16.6%	19.8%	11.8%	15.8%	18.4%	15.8%	18.6%	13.7%	19.5%	15.0%	17.2%
Top Box	46.6%	45.8%	48.0%	49.8%	47.1%	41.2%	42.7%	44.8%	48.5%	38.5%	46.1%	52.5%
Neutral	27.5%	29.4%	22.0%	27.8%	27.2%	33.1%	31.8%	26.2%	25.6%	31.4%	28.5%	19.6%
Bottom Box	25.9%	24.8%	29.9%	22.4%	25.7%	25.6%	25.5%	29.1%	25.9%	30.1%	25.4%	27.9%
Average	3.3	3.3	3.3	3.5	3.3	3.2	3.3	3.3	3.4	3.1	3.4	3.4
Median	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	4.0
Standard Deviation	1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.5

Table 12 demonstrates the variation in the overall Satisfaction with Customer Service Survey and identifies Top Box and Bottom Box scores, as well as the average scores. The average score provides an important distinction for overall satisfaction in customer service. Top Box scores represent respondents who are “Extremely happy” and “Somewhat happy.” Bottom Box scores represent respondents who are “Somewhat unhappy” and “Extremely unhappy.” The green boxes (ED Region 2 Top Box; ED Region 3 Top Box, Bottom Box, and average; ED Region 8 Top Box and Average, and ED Region 10 Top Box and Average) represent the scores contributing to a positive average score. The yellow boxes (ED Region 5 Top Box and Average; ED Region 9 Top Box, Bottom Box, and Average) represent scores contributing to the lower average scores. The orange boxes (ED Region 2 Bottom Box and Average) represent a remarkable outlier of a mean average score resulting from a high-Top Box score and a high Low Box score with few within the neutral box. This is important to note because while this economic region may have constituents who feel very positively, there is a high percentage of respondents who feel very negatively.

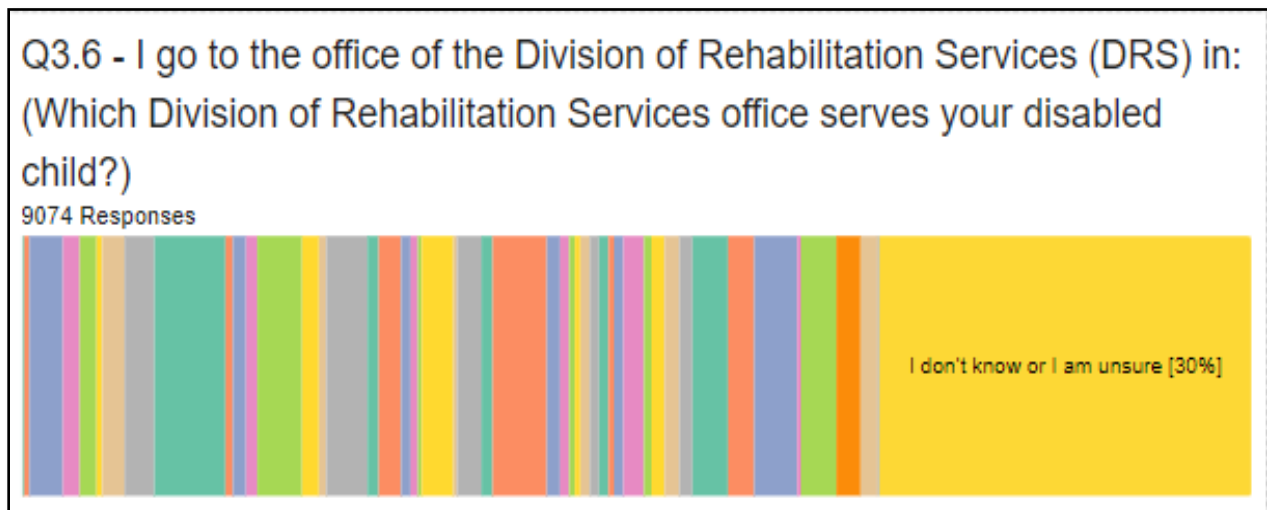
The orange boxes for Economic Development Region 2 highlight a region which could swing to a negative average very quickly. Having a mechanism for business informatics for decision-making and responsiveness to customer needs within this region would help track and manage potential variations in real-time.

Region 5 has a lower Top Box percentage and a higher “Neither happy nor unhappy” percentage while the Bottom Box percentage is within the median of the range. The average scores for Region 5 would increase by positively impacting the middle group of respondents (“Neither happy nor unhappy”).

Region 9 has a lower Top Box percentage and a higher neutral and Bottom Box percentages. The average scores of Region 9 would increase positively by impacting either the neutral or Bottom Box percentage.

Figure 7: Knowledge of Office Location (Disabled Respondents)

Q.3.6- I go to the office of the Division of Rehabilitation Services (DRS) in: (Which DRS office serves your disabled child?)



Thirty percent (30%) of total Disabled or Representative Disabled respondents (~3000) report not knowing the name of the DRS office responsible to help them navigate services and overcome roadblocks.

Q4.5 - The office of Division of Rehabilitation Services that serves me and my clients / students with disabilities:

Figure 8 Knowledge of Office Location (Provider Respondents)

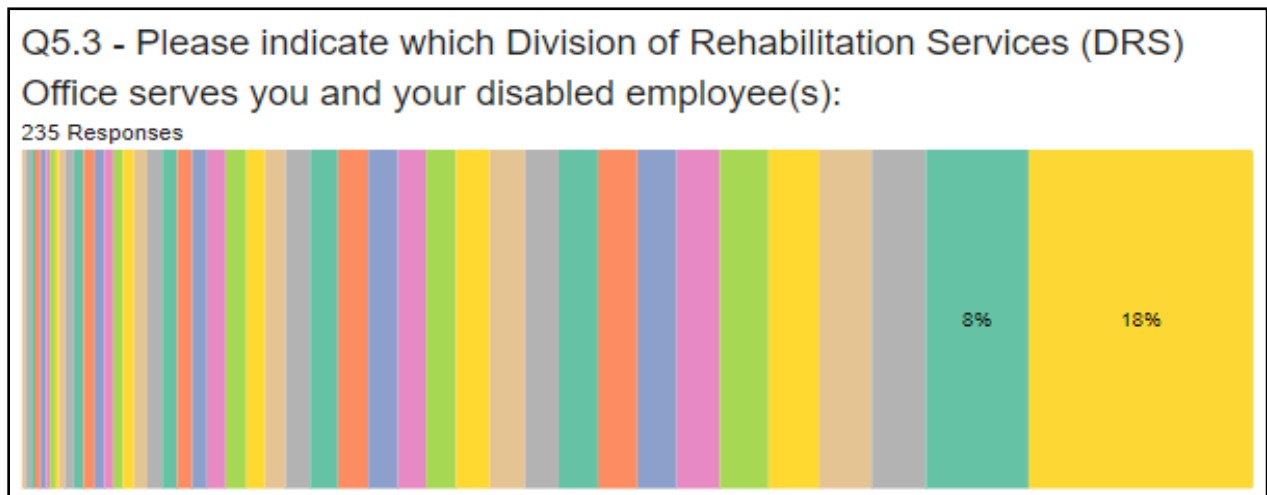
Q4.5 - The office of Division of Rehabilitation Services that serves me and my clients / students with disabilities:



Fourteen percent (14%) of total Provider respondents (counselors, educators report not knowing the DRS office assigned to their customers.

Figure 9: Knowledge of Office Location (Employer Respondents)

Q5.3 - Please indicate which Division of Rehabilitation Services (DRS) Office serves you and your disabled employee(s):



Eighteen percent (18%) of Employer respondents report not knowing the DRS office that would provide them or their employees employment support services.

Knowing the location of your advocates and navigators for workforce resources, training, and support is foundational to customer service.

To help plan improvements in customer service, it is important to identify DRS offices with high Satisfaction with Customer Service Survey ratings and recognize their work as well as replicate their efforts in offices with lower recognition rates. In 2022, DRS Leadership reorganized the Bureau of Field Services. All regional offices now report to a single Bureau of Customer and Community Services (BCCS) office. However, because of the sheer number of offices, it is most useful and reportable to cohort the DRS office by the historical Bureau Field Services (BFS) for analysis. The historic BFS Regions as follows:

- **Region 1 North:** Hiawatha VR, Humboldt Park, North Pulaski, Rolling Meadows, Westchester, Wood Street.
- **Region 1 South:** Avalon Park, Chicago Heights, Emerald City, Ford City, Wrightwood.
- **Region 2:** Aurora, Danville, Dekalb, Downers Grove, Elgin, Freeport, Joliet, Kankakee, Rockford VR, Sterling, Waukegan.
- **Region 3:** Bloomington, Champaign, Galesburg, LaSalle, Pekin, Peoria, Rock Island.
- **Region 4:** Decatur, Jacksonville, Macomb, Mattoon, Quincy, Springfield.
- **Region 5:** Anna, Belleville, Benton, East St. Louis, Harrisburg, Mt. Vernon, Murphysboro, Olney, Riverbend.

Neither the historic nor the current BCCS Regions coincide directly with the 10 Economic Development (ED) Regions identified within the governor's workforce development 2022 WIOA Unified State Plan (Governor's Office - State of Illinois, 2022). It might be helpful to align the DRS offices with the ED Regions to develop and track workforce needs as a work community. It is difficult to extrapolate the effectiveness of the workforce support to the economic workforce development plan since the current DRS office Regions do not directly correspond to and correlate with the Economic Development Regions.

Opportunity for Improvement (OFI): 5 Category 6: Leadership and Operations #2:

BCCS Regions do not directly align with the Economic Development Regions within the 2022-2023 WIOA Unified Plan (Modified). Last year the Division reorganized the Bureaus. All regional offices now report to the Bureau of Customer and Community Services (BCCS).

Table 13: Satisfaction based on Division of Rehabilitation Regions

Cross tab analysis of overall satisfaction based on historical Division of Rehabilitation Bureau of Field Services (BFS) Regions.

	Total	BFS Region 1 North	BFS Region 1 South	BFS Region 2	BFS Region 3	BFS Region 4	BFS Region 5	Does not know	Other
Extremely happy	30.3%	34.0%	34.4%	33.3%	34.2%	30.5%	31.6%	22.5%	38.0%
Somewhat happy	18.0%	19.1%	18.0%	17.5%	18.2%	19.9%	17.7%	17.4%	19.0%
Neither happy nor unhappy	25.8%	20.7%	19.3%	24.2%	23.5%	23.2%	22.2%	34.4%	18.7%
Somewhat unhappy	10.0%	9.8%	9.0%	10.1%	11.0%	9.8%	11.5%	10.3%	8.2%
Extremely unhappy	15.8%	16.3%	19.2%	15.0%	13.1%	16.6%	17.1%	15.4%	16.1%
Top Box	48.3%	53.1%	52.5%	50.8%	52.4%	50.5%	49.3%	39.9%	57.0%
Neutral	25.8%	20.7%	19.3%	24.2%	23.5%	23.2%	22.2%	34.4%	18.7%
Bottom Box	25.8%	26.1%	28.2%	25.1%	24.1%	26.4%	28.6%	25.8%	24.3%
Average	3.4	3.4	3.4	3.4	3.5	3.4	3.4	3.2	3.5
Median	3.0	4.0	4.0	4.0	4.0	4.0	3.0	3.0	4.0
Standard Deviation	1.4	1.5	1.5	1.4	1.4	1.4	1.5	1.3	1.5

Table 13 highlights the statistically significant relationship between knowing where to obtain DRS support and overall satisfaction. Customers who did not know the location of their assigned DRS offices were more likely to be unhappy or dissatisfied with the overall support provided by DRS.

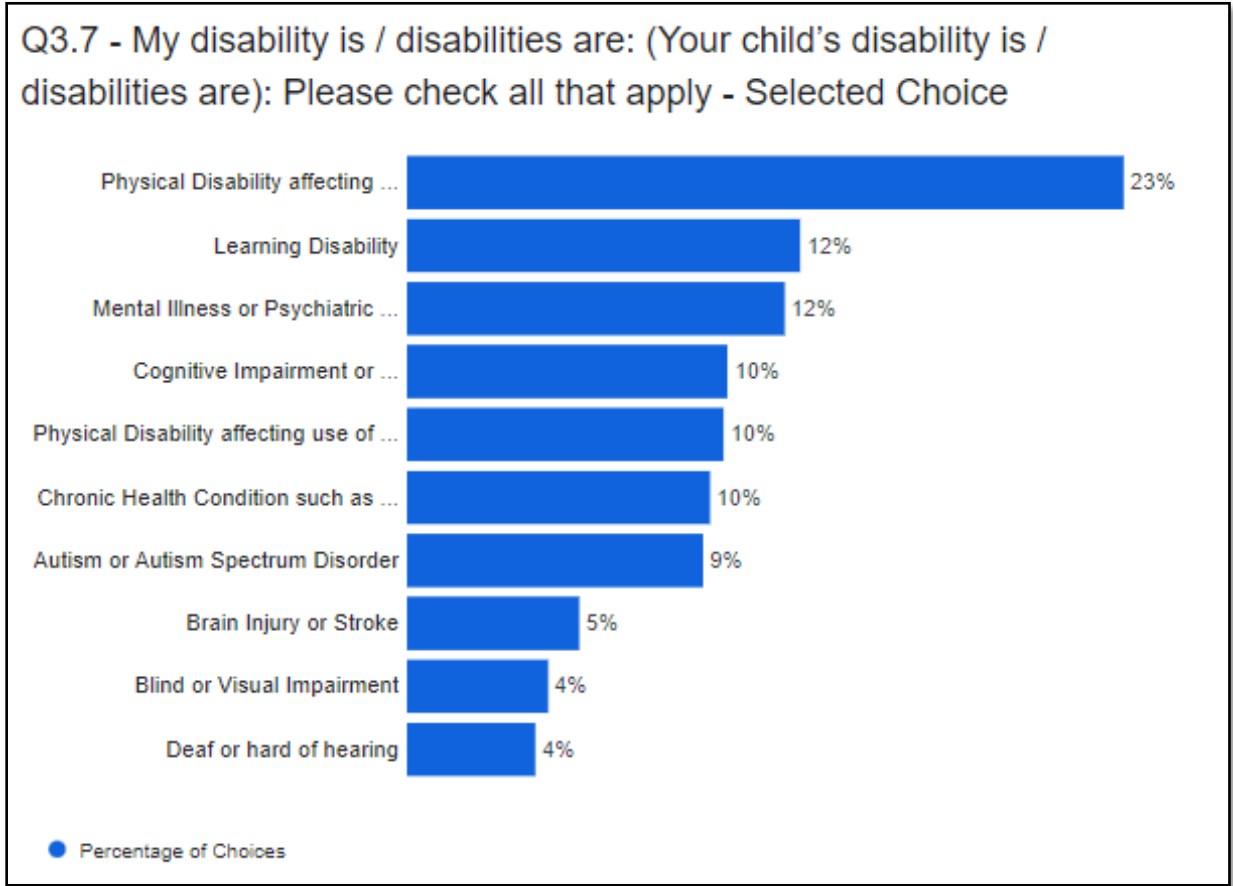
Opportunity for Improvement (OFI): 6 Category 1: Customer Service #4:

Customers lack knowledge of what DRS office or Bureau Field Office location supports their rehabilitation and workforce needs.

Disability Types by Roles - Disabled Persons and the Parents of Disabled Persons

Table 14: Disability type (Disabled Respondents)

Q3.7 – My disability is / disabilities are: (Your child’s disability is / disabilities are):

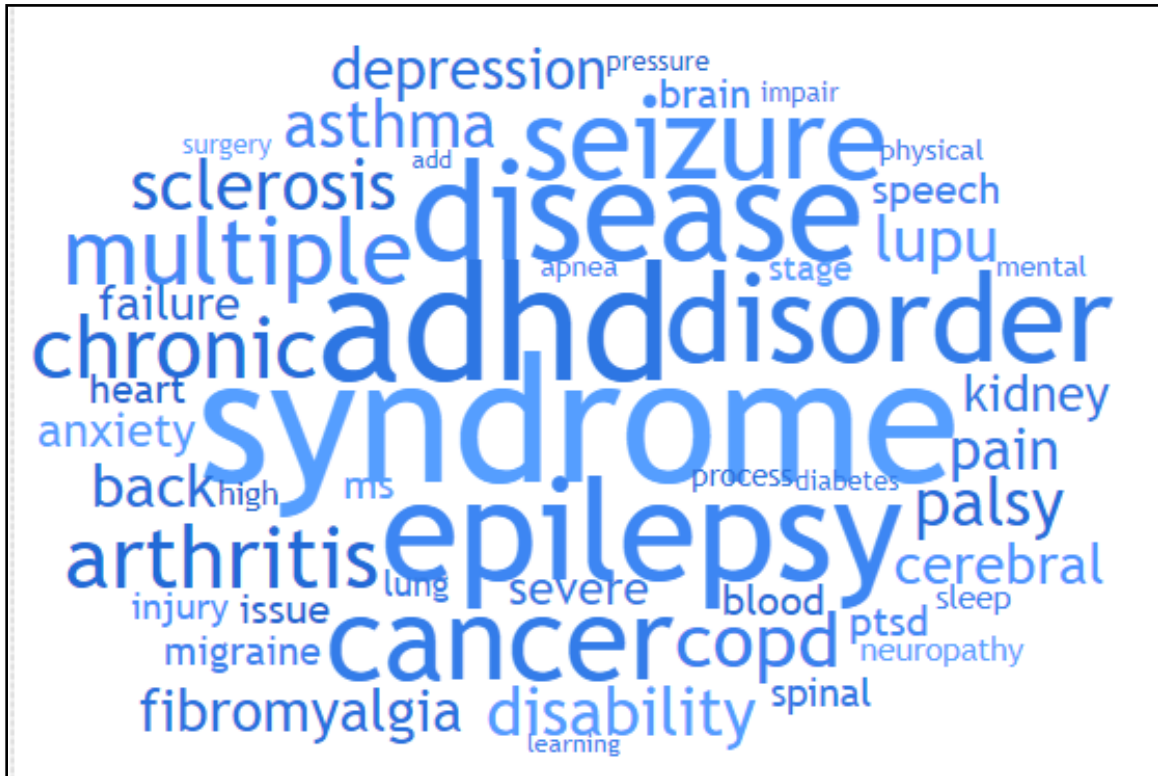


Disability	Percentage
Physical Disability affecting mobility, walking, or standing	23%
Learning Disability	12%
Mental Illness or Psychiatric Disorder	12%
Cognitive Impairment or Intellectual Disability	10%
Physical Disability affecting use of arms or hands	10%
Chronic Health Conditions such as heart disease or diabetes	10%
Autism or autism spectrum disorder	9%
Brain Injury or Stroke	5%
Blind or Visual Impairment	4%
Deaf or Hard of Hearing	4%
Total Respondents: 10,384	

Twenty-three percent (23%) of disabled respondents reported identifying with the “Physical disability affecting mobility, walking or standing.” Some disabled participants entered a text comment describing their disability that they believed to be different than options provided. A text analysis of that data produced the following word cloud:

Figure 10: Disability Types Word Cloud (Disabled Respondents)

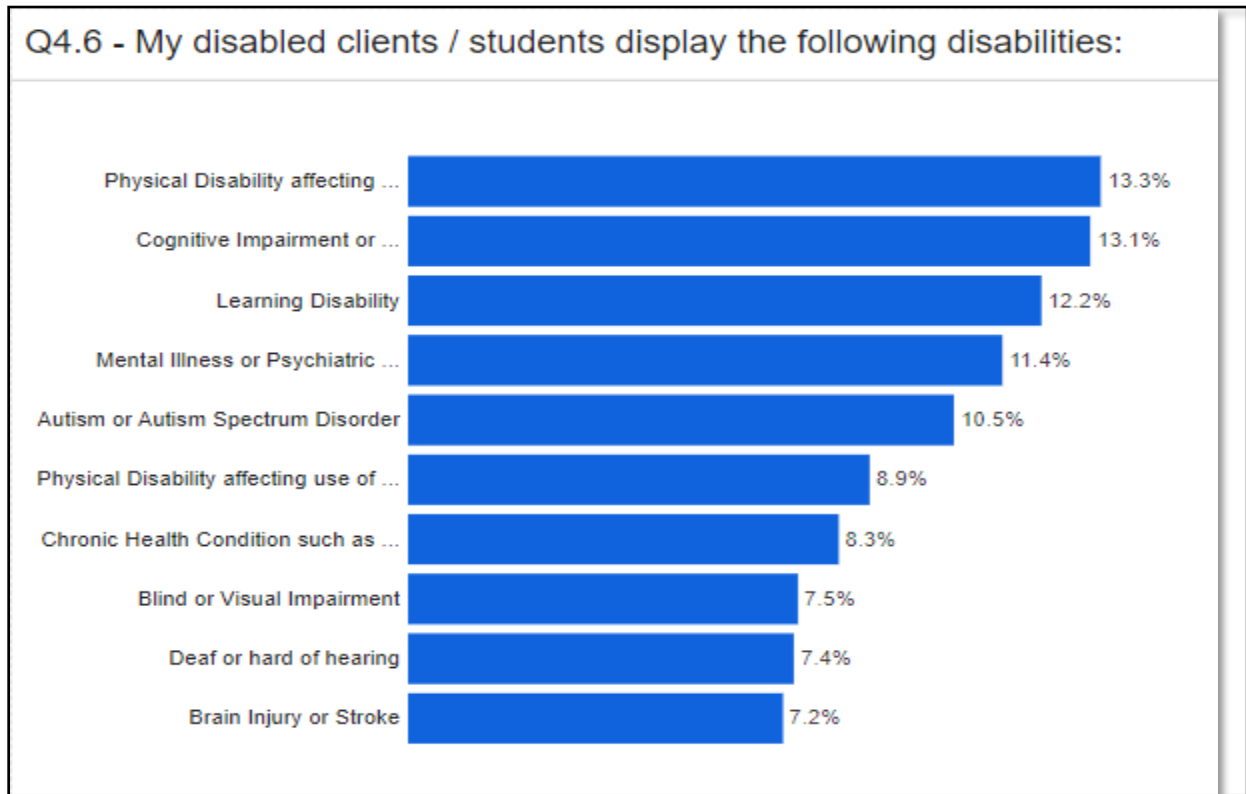
Word cloud for disability types added in comments by disabled persons.



Analysis of the “other” text responses by “Disabled and Parents of Disabled” respondents produce the word cloud presented in Figure 10. There were 10,833 responses representing the disabled population.

Table 15: Disability type (Provider Respondents)

Q4.6 – My disabled clients / students display the following disabilities:



Disability	Percentage
Physical Disability affecting mobility, walking, or standing	13.3%
Cognitive Impairment or Intellectual Disability	13.1%
Learning Disability	12.2%
Mental Illness or Psychiatric Disorder	11.4%
Autism or autism spectrum disorder	10.5%
Physical Disability affecting use of arms or hands	8.9%
Chronic Health Conditions such as heart disease or diabetes	8.3%
Blind or Visual Impairment	7.5%
Deaf or Hard of Hearing	7.4%
Brain Injury or Stroke	7.2%
Total Respondents: 1185	

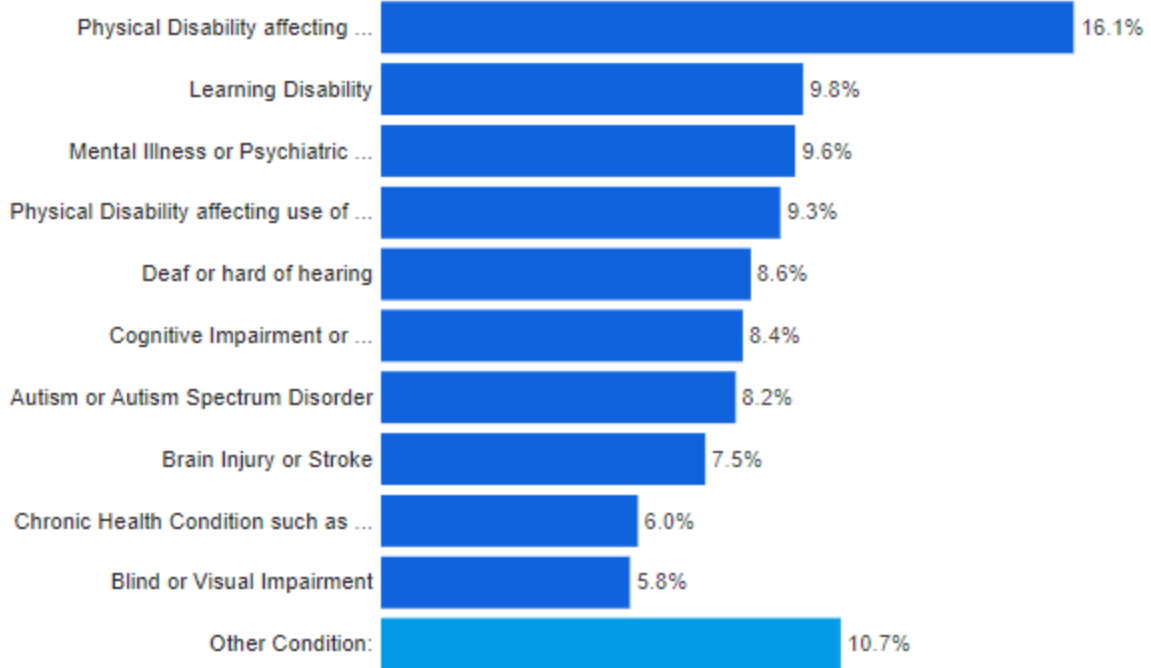
Thirteen percent (13%) of Partner respondents reported they served customers within two disability type options:

- “Physical disability affecting mobility, walking or standing.”

Table 16: Disability type (Employee Respondents)

Q5.4 – Employer respondents - I employ people with the following disabilities:

Q5.4 - I employ people with the following disabilities: (Please select all that apply) - Selected Choice

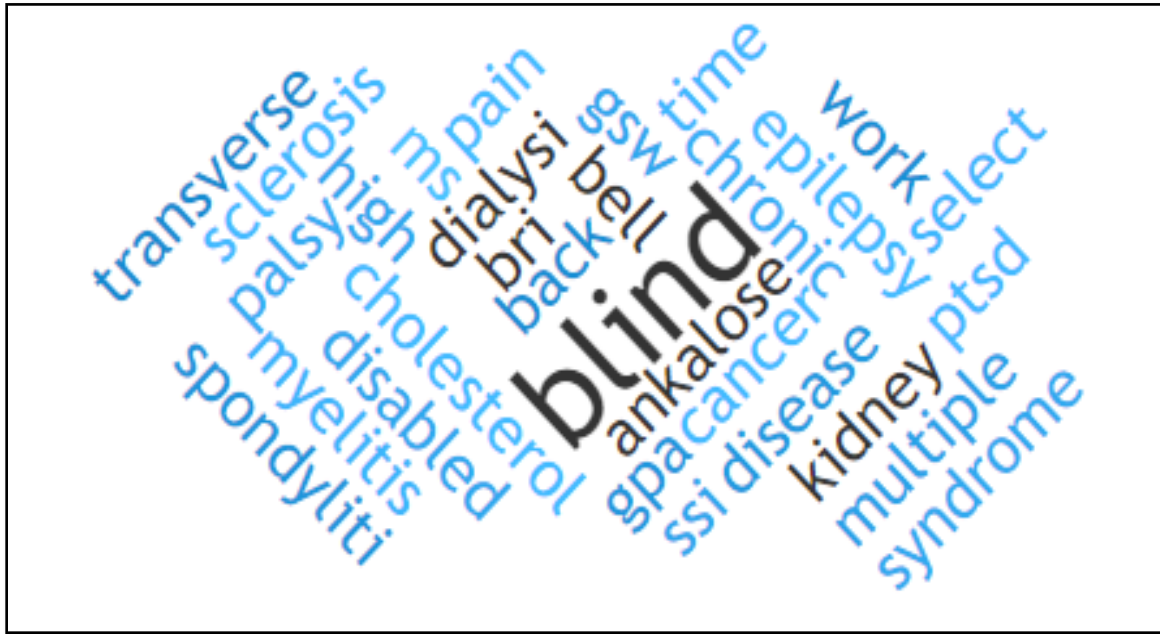


Disability	Percentage
Physical Disability affecting mobility, walking, or standing	16.1%
Learning Disability	9.8%
Mental Illness or Psychiatric Disorder	9.6%
Physical Disability affecting use of arms or hands	9.3%
Deaf or Hard of Hearing	7.4%
Cognitive Impairment or Intellectual Disability	8.4%
Autism or autism spectrum disorder	8.2%
Brain Injury or Stroke	7.5%
Chronic Health Conditions such as heart disease or diabetes	6.0%
Blind or Visual Impairment	5.8%
Other Condition	10.7%
Total Respondents: 255	

Sixteen percent (16%) of Employers report employing people with “Physical Disability affecting mobility, walking, or standing.” The Employer group resulted with 10.7% “other” (open comment box) ranking in the top two most frequent responses. A combined text analysis of “other” (open comment box) resulted in the following word cloud:

Figure 12: Disability type Word Cloud (Employer Respondents)

Word cloud depicting disability types added by employer respondents.



Analysis of the text responses by “Employer” respondents produces the adjacent word cloud.

The top text responses by employers were blind, back, cholesterol...

For all three respondent groups, (disabled, providers and employers), two disabilities rise to the top in the most common served:

- Physical disability affecting mobility, walking, or standing.
- Learning disability.

All surveys also rank Mental Illness or Psychiatric Disorder within the top five.

All three participant groups “word clouds” confirm the priorities identified within the survey question groups as the following:

1. Physical Disability affecting mobility, walking, or standing.
2. Learning Disability

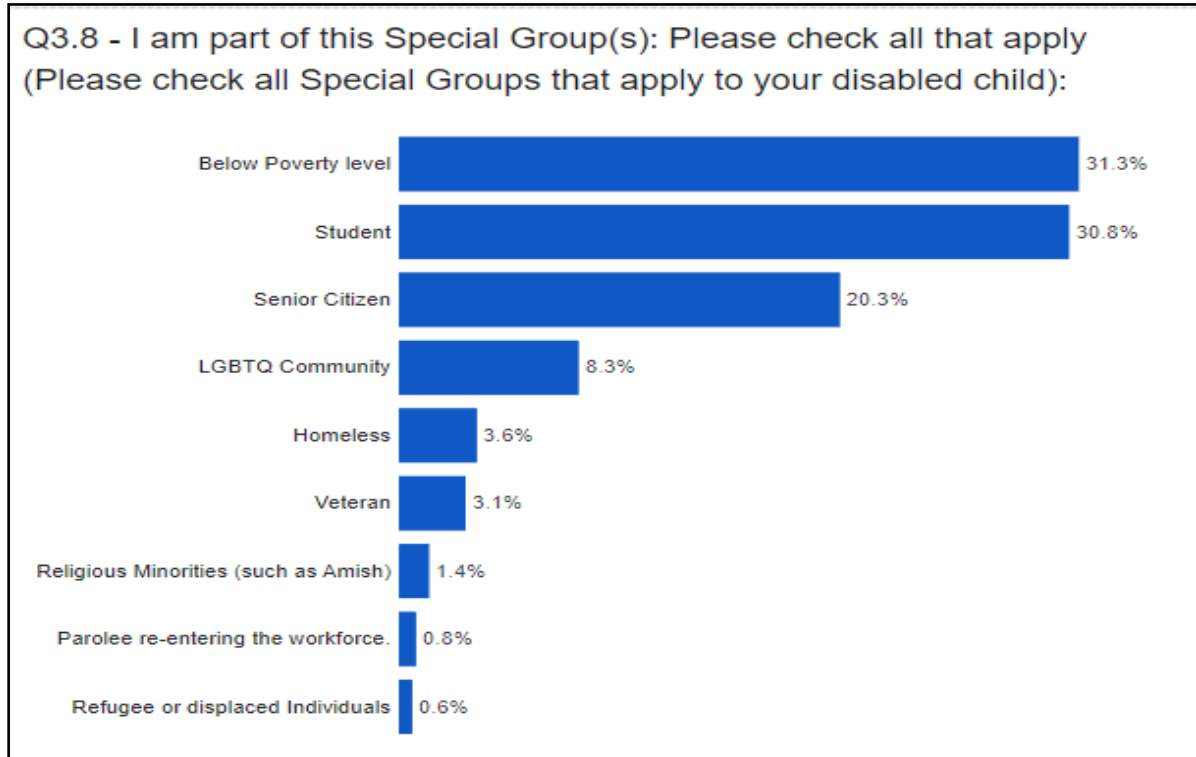
3. Mental Illness or Psychiatric Disorder

These special groups highlight the importance of the supported Employment Programs managed by the Division of Rehabilitation Services. Customers with these special needs may require additional support learning job skills as well as potentially needing additional on-the-job support. Employers feedback is important to ensure they have the resources to support employees for long-term success. Special attention to mobility assistance devices and to transportation needs may be necessary for employees with impaired mobility.

Special Groups

Table 17: Special Groups (Disabled Respondents)

Q3.8 - I am part of this Special Group(s): Please check all that apply (Please check all Special Groups that apply to your disabled child):

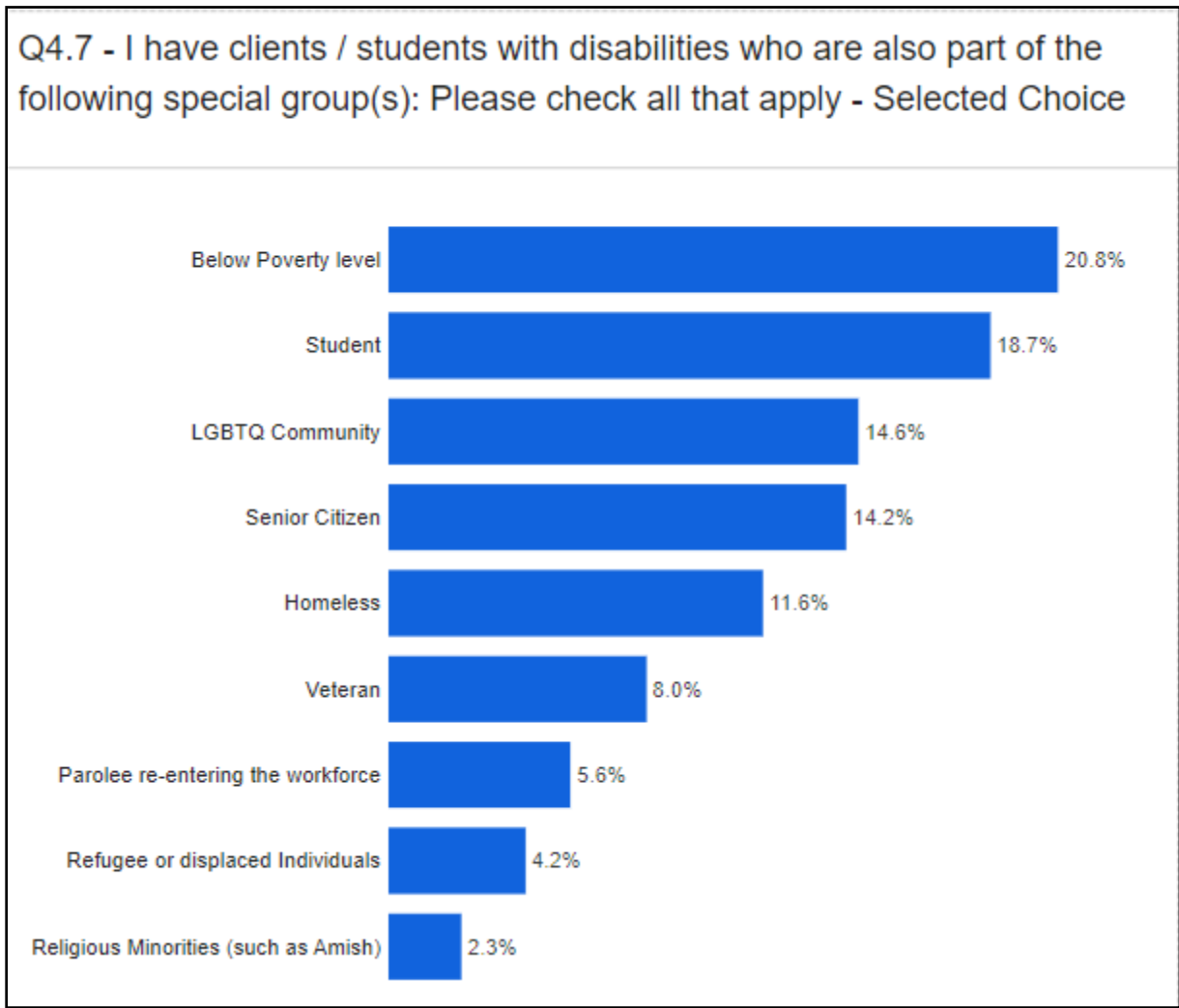


Special Groups	Percentage
Below Poverty Level	31.3%
Student	30.8%
Senior Citizen	20.3%
LGBTQ	8.3%
Homeless	3.6%
Veteran	3.1%
Religious Minorities (such as Amish)	1.4%
Parolee re-entering the workforce	0.8%
Refugee or displaced individuals	0.6%
Total Respondents: 6573	

An “other” option or a text box for open comment was not provided on this question. May want to consider this for the next survey.

Table 18: Special Groups (Provider Respondents)

Q4.7 - I have clients / students with disabilities who are also part of the following “special group(s)”



Special Groups	Percentage
Below Poverty Level	20.8%
Student	18.7%
LGBTQ	14.6%
Senior Citizen	14.2%
Homeless	11.6%
Veteran	8.0%
Parolee re-entering the workforce	5.6%
Refugee or displaced individuals	4.2%
Religious Minorities (such as Amish)	2.3%
Total Respondents: 961	

Both the “Disabled” and “Provider” respondent groups identify the highest special population as “Below Poverty Level” with 31.3% and 20.8% respectively. Poverty creates an even greater need for employment support related to transportation and support services. The “Below Poverty Level” special population highlights the importance of collaborating with employers to develop quality employment opportunities that include a living wage and benefits.

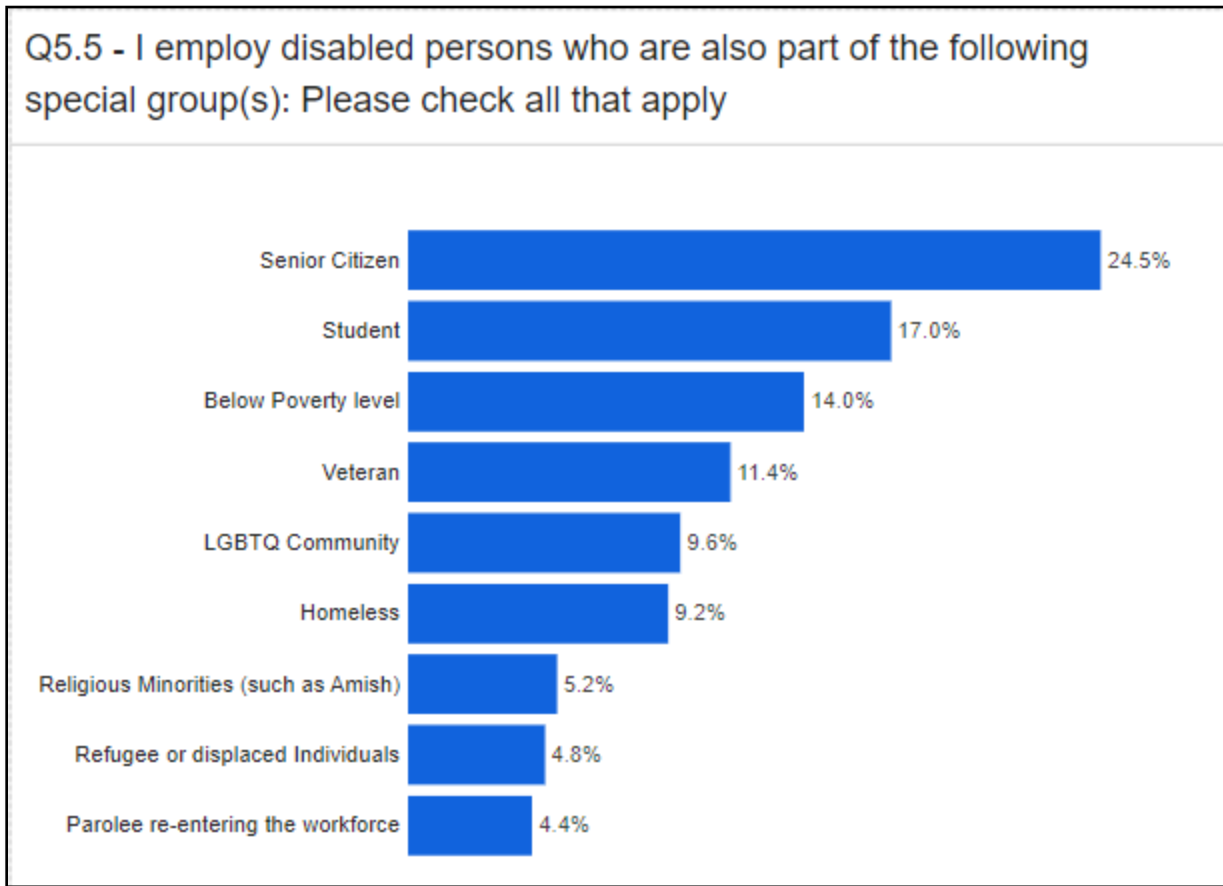
Fourteen percent of the “Employer” respondents identify as employing a disabled person who qualifies for the “Poverty level” “special group.” This demonstrates an opportunity to collaborate with employers to help them understand their ability to impact this statistic.

Opportunity for Improvement (OFI): 7 Category 4: Employment Programs #1:

Employers need help developing quality employment for disabled persons into their business plans for planning of insurance and other benefits.

Table 19: Disabled Groups (Employer Respondents)

Q5.5 - I employ disabled persons who are also part of the following “special group(s)”



Special Groups	Percentage
Senior Citizen	24.5%
Below Poverty Level	14.0%
Student	17.0%
Veteran	11.4%
LGBTQ	9.6%
Homeless	9.2%
Religious Minorities (such as Amish)	5.2%
Refugee or displaced individuals	4.8%
Parolee re-entering the workforce	4.4%
Total Respondents: 112	

All three groups also identify Students and Senior Citizens within their top four groups. The Employers group response lists “Senior Citizen” as their highest employed “Special Group.” This is important to bear in mind as programs are developing. Disabled Senior Citizens employed in the state of Illinois is a positive stabilizing factor. This brings attention to the training and support needs for this group. The PTS programs are

specifically geared toward the student population just beginning in life and in their careers. This question reveals there may be a place for a training program geared specifically to the senior population focusing on “re-tooling” existing skill sets for jobs accommodating the physical limitations acquired through aging.

The LGBTQ+ Special Group were recognized and supported within the top five list of all three groups.

One observation, the “Religious Minority” group may refrain from the use of electronic communication devices due to their religious convictions and may, therefore, be underrepresented. When developing a communication plan and outreach program there might be a need for special in-person efforts necessary to reach this population to build community and support. As most groups are requesting more technology and remote access, these groups will be at risk of even greater disability and loss of service without efforts to accommodate the needs of their “special group.”

Summary for Satisfaction with Customer Service Survey

The Satisfaction with Customer Service Survey data was analyzed employing crosstab analysis of reported demographics with the key indicator “Overall, how happy are you with the employment support provided by the Division of Rehabilitation Services?” The Satisfaction with Customer Service Survey Results were overall positive. The Division of Rehabilitation Services provides unbiased services to all “special populations,” age groups, gender, and disability types across the state of Illinois.

Overall, respondents feel positively toward the services received by the Division of Rehabilitation Services (DRS). Respondents indicated they like the services received. However, the demographic data reveals a potentially disproportionate response to the survey which may indicate a disproportionate engagement with DRS for services based on race demographics. Gaining access to services and the receipt of services are two vastly different experiences. From the demographics we learn there is one minority demographic sector in Illinois which accesses the Division of Rehabilitation Services at disproportionately higher rates than larger minority groups within the state. It is positive that the Division provides services to minority groups typically underserved. The differences between minority groups accessing services, including barriers and gaps, are addressed in the needs assessment portion of this document. Those served were overall happy with the support provided to them by the Division of Rehabilitation Services. Any respondents who identified as less than satisfied will provide insight into the Needs Assessment.

The Satisfaction with Customer Service Survey greatest learning is the largest percentage of all respondent populations were not aware of which DRS office aided them in obtaining disability services and support and the corresponding relationship to lower satisfaction scores.

Needs Assessment

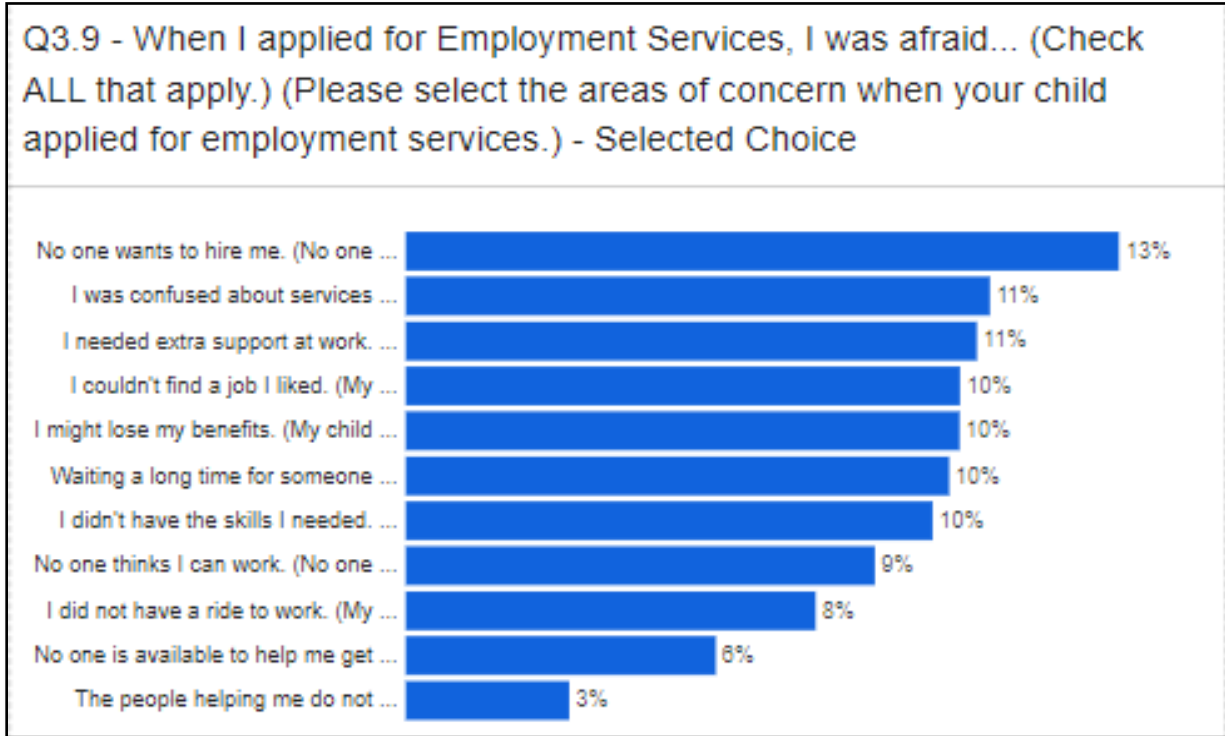
The analysis of the Needs Assessment portion of the survey was conducted through the Qualtrics tool using Stats IQ (describe, relate, regression) tools and the Crosstab (see above) IQ tool as appropriate. Pivot tables, spreadsheets aggregating data into discrete categories for summarization and graphic representations, were also utilized when they could bring greater clarity.

Response Data organized by Respondent Groups (Disabled, Providers, and Employers)

Disabled Person/Parent of Disabled Person

Table 20: Fears (Disabled Respondents)

Q3.9 - When I applied for Employment Programs, I was afraid:



Fear	Percentage
No one wants to hire me (my child)	13.2%
I was confused about services available to help me (my child) find work	10.8%
I (my child) needed extra support at work	10.6%
I (my child) could not find a job I liked	10.3%
I (my child) might lose my benefits	10.3%
Waiting a long time for someone to help me (my child)	10.1%
I (my child) didn't have the skills I needed	9.8%
No one thinks I (my child) can work	8.7%
I (my child) did not have a ride to work	7.6%
No one is available to help me (my child) get a job.	5.7%
The people helping me (my child) do not work together	3.0%
Total Respondents: 6537	

Question 3.9 reveals informational and educational needs to assuage the fears and concerns of disabled persons and their parents as they connect with the Division of Rehabilitation Service.

Opportunity for Improvement (OFI): 8 Category 2: Communication #2:

Customer fears are driven by lack of information or misinformation. Fear may prevent disabled persons from seeking employment support. More information is needed before specific communication tactics are specifically recommended. DRS leadership can evaluate current communication avenues for opportunities for improvement that are within their budgetary requirements.

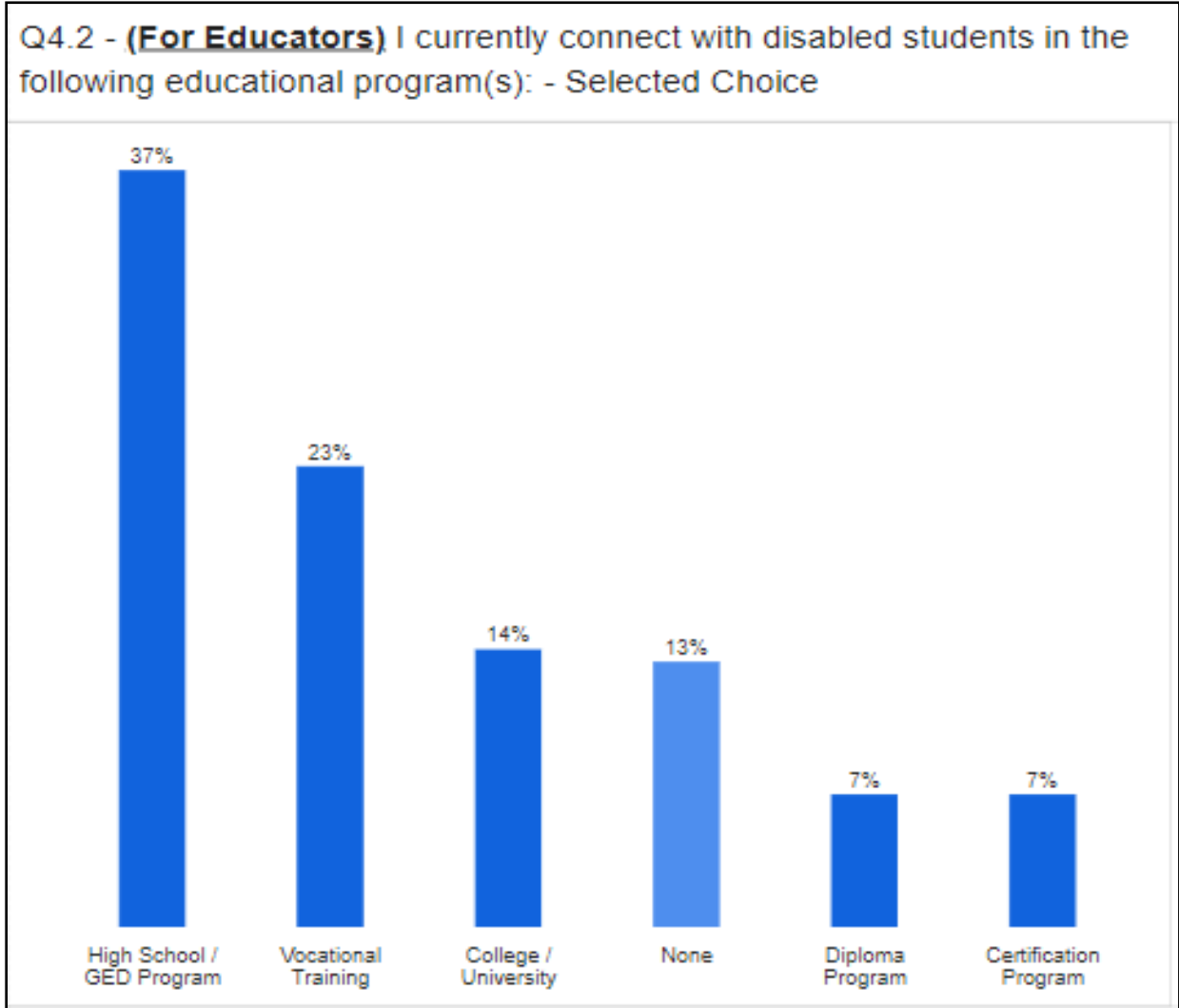
Opportunity for Improvement (OFI): 9 Category 3: Training Programs #1

Disabled persons indicate it would be helpful to earn money while also learning and developing measurable skills. Expand “on the job” or “earn while you learn” programs.

Providers (Educators, Counselors, DRS Employees, Community Partners)

Table 21: Educational Programs (Provider Respondents)

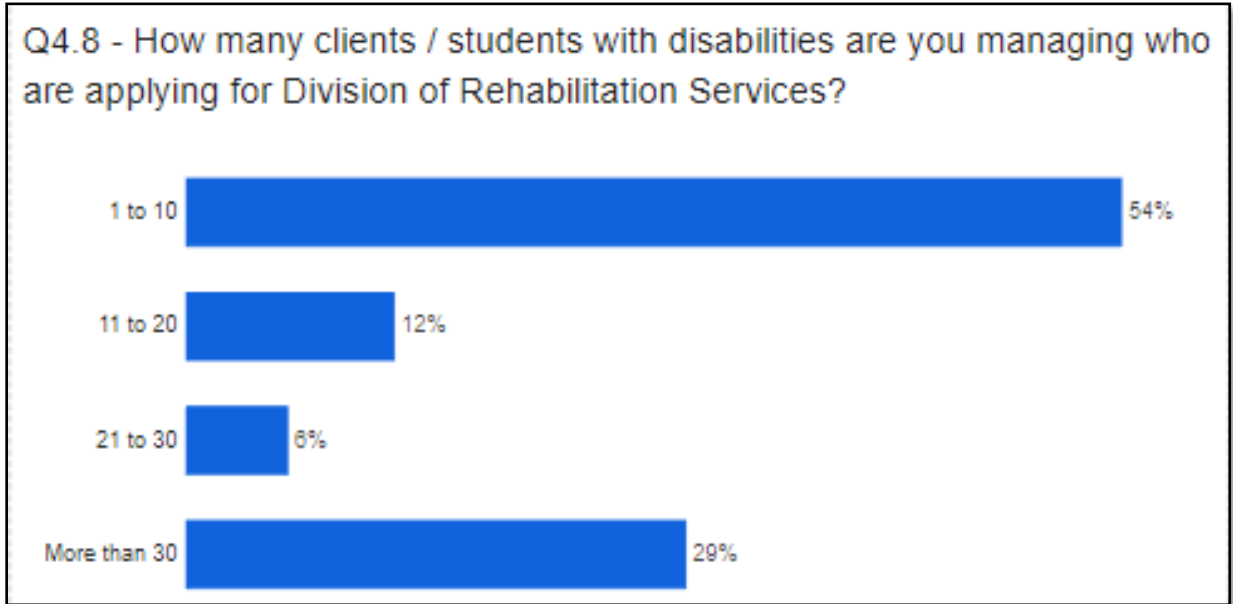
Q4.2 - (For Educators) I currently connect with disabled students in the following educational program(s):



Educational program	Percentage
High School/GED Program	37%
Vocational Training	23%
College/University	14%
None	13%
Diploma Program	7%
Certification Program	7%
Total Respondents: 242	

Table 22: Caseload (Provider Respondents)

Q4.8 - How many clients / students with disabilities are you managing who are applying for Division of Rehabilitation Services?



Number of clients managed	Percentage
1 to 10	53.6%
11 to 20	11.9%
21 to 30	5.8%
More than 30	28.6%
Total Respondents: 1166	

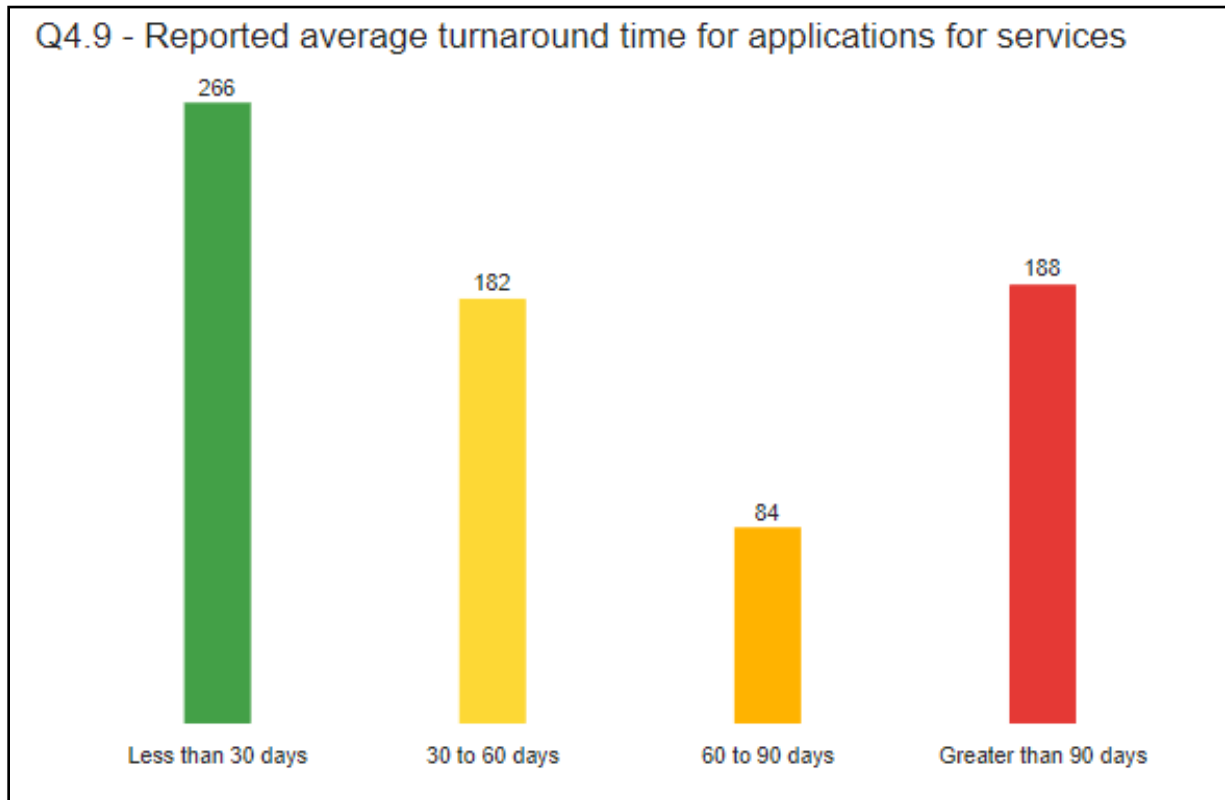
Fifty-four percent of Provider respondents report having less than ten customers. However, 29% of Provider respondents report supporting more than thirty customers. More information is needed to understand how this impacts specific services. However, this data supports the comments within the free text fields that indicates disabled persons and their parents report support programs being understaffed, waiting a long time for services, and frustration for lack of follow-up.

Opportunity for Improvement (OFI): 10 Category 6: Leadership and Operations #3:

DRS office hours do not meet client demands. Consider requesting additional staffing with negotiated special union rates for shift work outside normal business hours.

Table 23: Average Turnaround time

Q4.9 Reported average turnaround time for applications for services.



Average application turnaround time	Percentage	Total Respondents:
Less than 30 days	36.9%	266
30 to 60 days	25.3%	182
60 to 90 days	11.7%	84
Greater than 90 Days	26.1%	188

Table twenty-three reveals a wide variation in the response times. The order of percentages for the responding reveals that 36.9% of respondent applications turn around in less than 30 days. Of those responding to the survey, 26.1% report applications are turned around greater than 90 days with a close third place 25.3%, for a 30-to-60-day turnaround time. This data reveals a 60-to-90-day period when little is communicated or happening with the applications.

Opportunity for Improvement (OFI): 11 Category 2: Communication #3:

Gap in communication regarding reasons for delayed applications for disability services between the 60-to-90-day time frame post application.

Figure 13: Application Delays Word Cloud a\Analysis

Q4.10 – Please tell us what you think contributes to application delays:

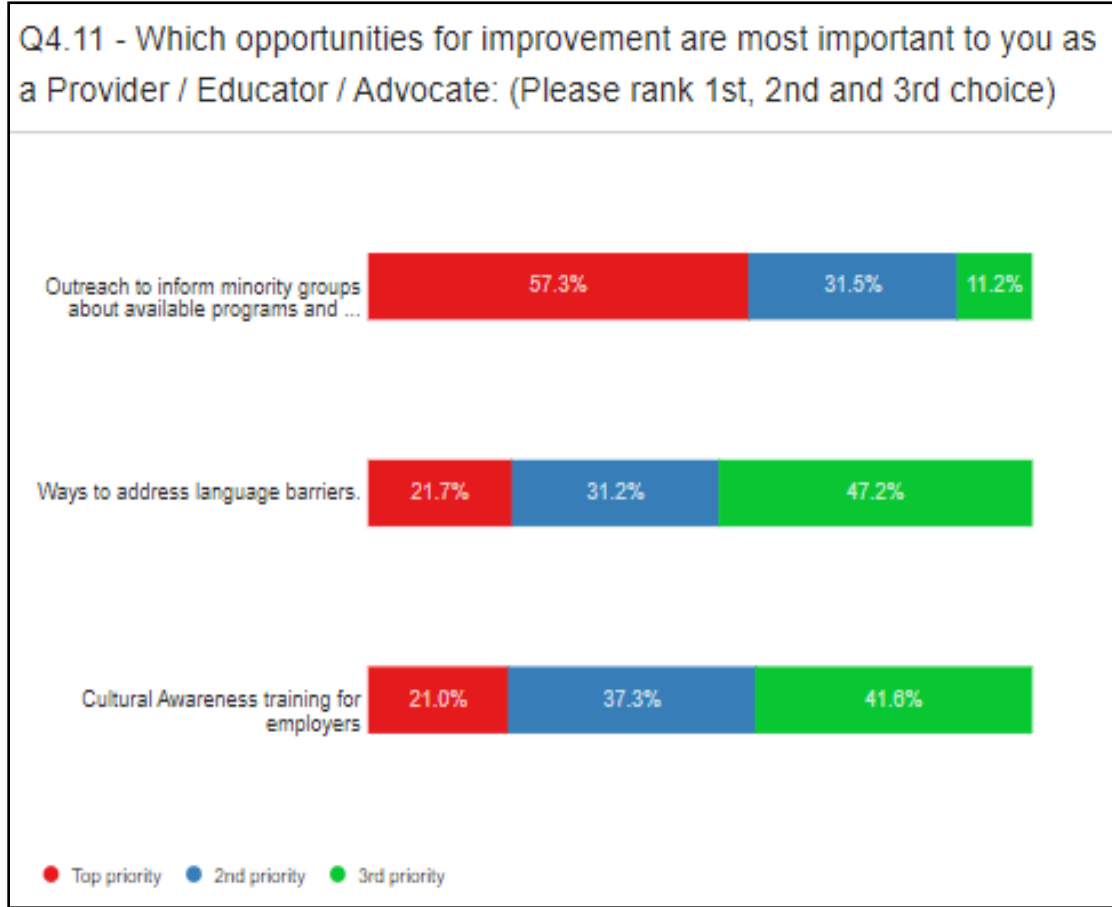
Q4.10 - Please tell us what you think contributes to application delays:



When Providers were asked what they believed contributed to the delays in turnaround time for applications for services. Providers responded in text. An analysis of that text revealed the text cloud represented in Figure 13. Words that rose to the top for frequency were staffing, time, customer service, and communication.

Table 24: Opportunities for Improvement (Provider Respondents)

Q4.11 - Which opportunities for improvement are most important to you as a Provider / Educator / Advocate? (Please rank 1st, 2nd, and 3rd choices)



Opportunities for improvement	Rank 1	Rank 2	Rank 3
Outreach to inform minority groups about available programs and services	57.3%	31.5%	11.2%
Ways to address language barriers	21.7%	31.2%	47.2%
Cultural Awareness training for employers	21.0%	37.3%	41.6%

Of the 651 responding Providers 57.3% identify their number one priority for improvement as outreach to minority groups about available programs and services.

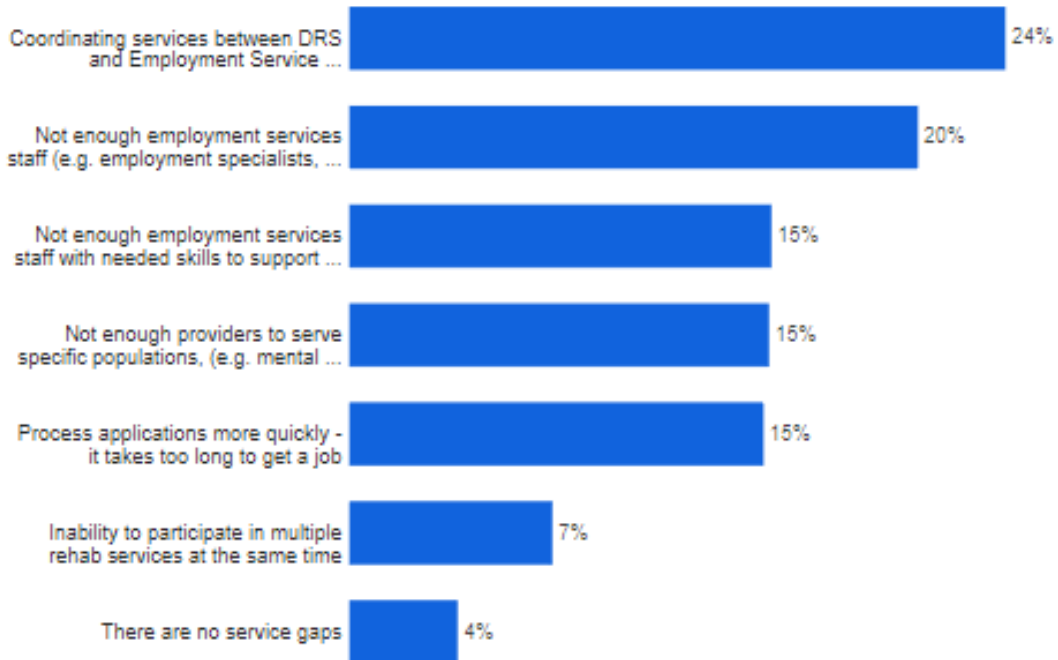
Opportunity for Improvement (OFI): 12 Category 2: Communication #4:

Minority groups need more information about programs and services available through DRS.

Table 25: Making getting a Job easier (Provider Respondents)

Q4.12 - What three things can make getting a job easier for your disabled clients / students?

Q4.12 - What three things can make getting a job easier for your disabled clients / students?



What can make getting a job easier	Percentage
Coordinating services between DRS and Employment Service Providers (including funding)	23.5%
Not enough employment services staff (e.g., employment specialists, job coaches, etc.)	20.4%
Not enough employment services staff with needed skills to support varied and complex needs	15.1%
Process applications more quickly- it takes too long to get a job	14.8%
Inability to participate in multiple rehab services at the same time	7.3%
There are no service gaps	3.9%
Total Respondents: 993	

Of Providers responding, 23.5% recognize the need for coordinating services to benefit the disabled citizens as the number action by DRS that could positively impact employment of their disabled customers. During the pre-survey focus groups, the SRC indicated they believed coordinating funding across services would be beneficial, as would coordinating the applications for services. Currently clients can only apply for one service

at a time. To coordinate and expedite work opportunities, having a coordinated approach may be beneficial to clients and may streamline workloads within DRS and the partner agencies.

Opportunity for Improvement (OFI): 13 Category 1: Customer Service #4:

Current services and benefits are not fully coordinated between DRS and Employment Service Providers for accountability and follow-up. Develop a specific customer service portal for the Employment Service Providers.

After coordinating services, the next very clear priority would be having enough Employment Programs staff overall. The third priority would have three competing options that all land within 1% of respondents of each other. These three options are as follows:

1. Not enough Employment Programs staff with needed skills to support varied and complex needs. (Specialized skills)
2. Not enough providers to serve specific populations (e.g., mental health, low vision, etc.).
3. Process applications more quickly – it takes too long to get a job.

In the Satisfaction with Customer Service Survey portion of the Survey, the following two statistics looked at together reveal a potential cause for delayed application turnaround times:

1. Q4.8 How many clients / students with disabilities are you managing who are applying for DRS? (Table 22), and
2. Reported average turnaround time for applications for services (Table 23).

If Providers who support the disabled person carry a caseload of greater than thirty customers and this is contributing to the prolonged application turnaround time, it can be determined that workloads are having a negative impact on the disabled customer's ability to gain employment.

Opportunity for Improvement (OFI): 14 Category 6: Leadership and Operations #4:

Complete a workload analysis to help inform manhours of work and staffing levels based on the actual work. Additional information is needed to determine if workloads are sustainable with performance expectations. This would inform budget requests for staffing.

Figure 14: Making getting a job easier Word Cloud Analysis

Q4.12_8 What can make getting a job easier for your disabled customers?



Analysis of the open text comment box provides insight into the suggestions providers to help their customers get jobs easier. The most prominent word with a significant difference is “transportation”.

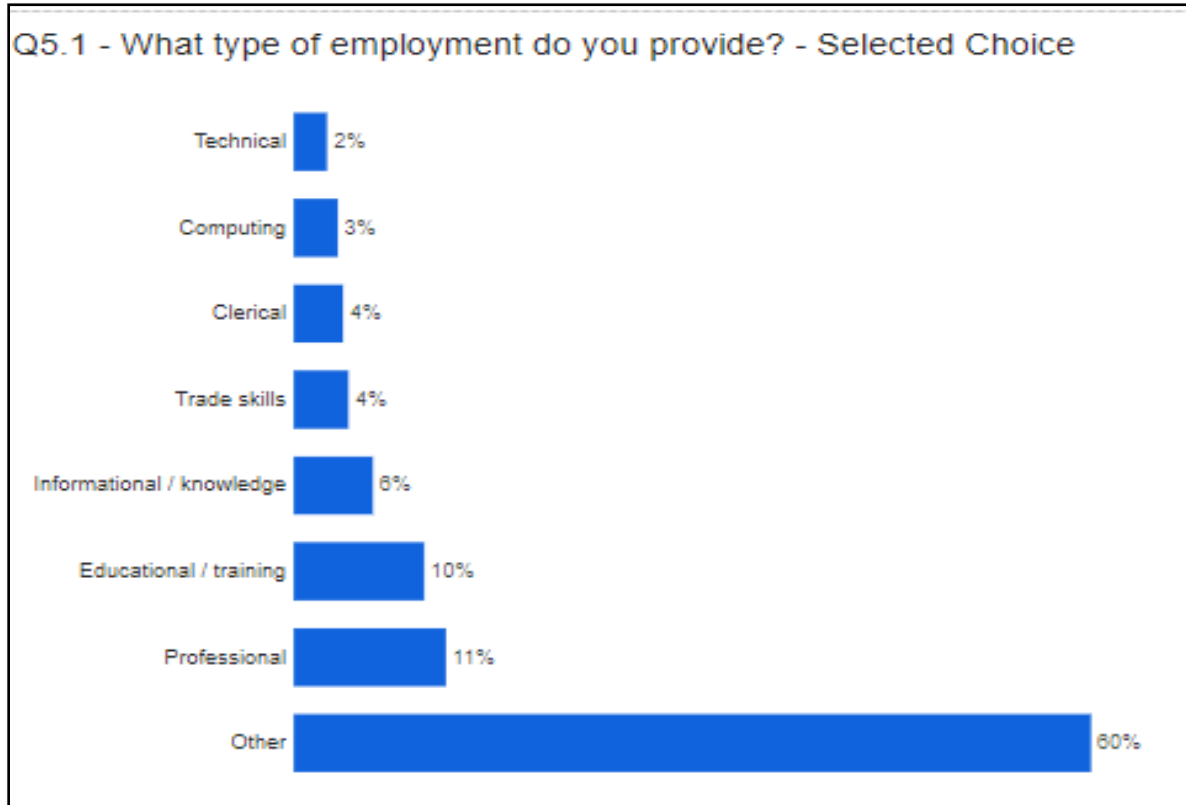
Opportunity for Improvement (OFI): 15 Category 5: Support Services #1:

Transportation assistance would have a positive impact on getting and keeping a job.

Employers

Table 26: Employment Industry Types

Q5.1 - What type of employment do you provide?

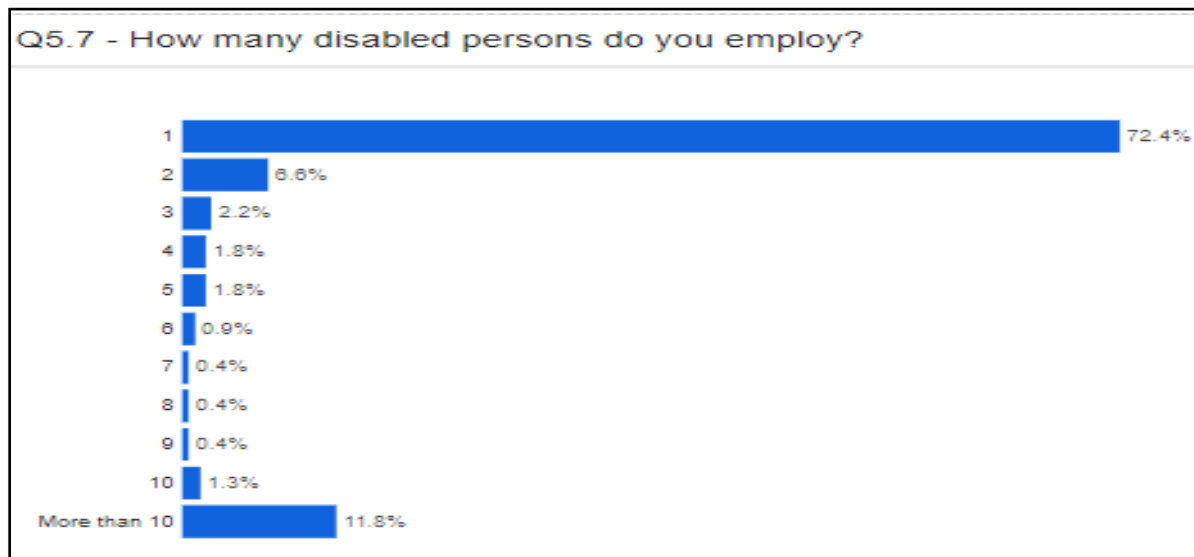


Employment type	Percentage
Technical	2.4%
Computing	3.2%
Clerical	3.6%
Trade Skills	4.0%
Informational/Knowledge	5.9%
Educational/Training	9.7%
Professional	11.3%
Other	59.7%
Total Respondents: 421	

Of Employer respondents, 59.7% report employing disabled individuals in jobs other than those listed. Analysis of the text data revealed that most “other” jobs were in the service industry. Recommend adding “service jobs” for future surveys.

Table 27: Number of Disabled Employees (Employer Respondents)

Q5.7 - How many disabled persons do you employ?



Number of Disabled Employees	Percentage
1	72.4%
2	6.6%
3	2.2%
4	1.8%
5	1.8%
6	0.9%
10	1.3%
More than 10	11.8%
Total Respondents: 228	

Of Employer respondents, 72% report only having one disabled person in their employ, 11.8% report employing more than ten disabled persons. What the survey does not tell us is whether these employment opportunities are quality opportunities with a living wage and benefits, which is a facet not covered by this survey.

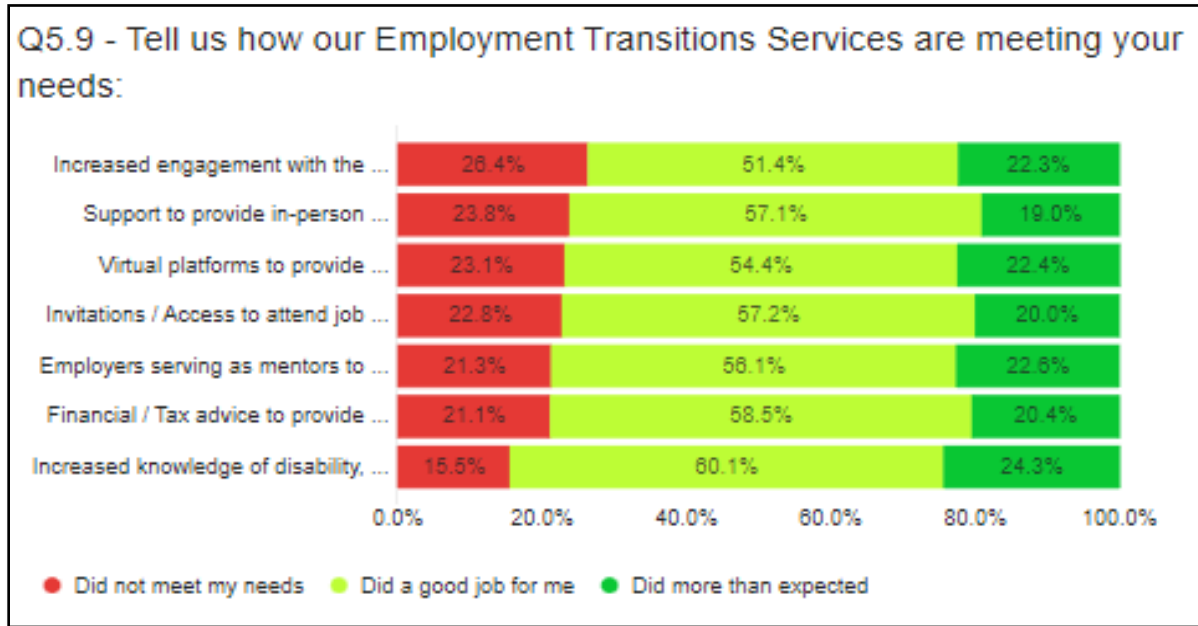
Opportunity for Improvement (OFI): 16 Category 4: Employment Programs #1:

There is a gap between employing disabled persons and providing quality employment for disabled persons. This survey will not identify if the responding employers provide quality employment. Future study is needed to explore this topic further.

More than 70% of Employer respondents who employ disabled persons believe the Employment Transition Services provided is doing either a good job or more than expected for student-aged disabled persons.

Table 28: Employment Transition Services (Employer Respondents)

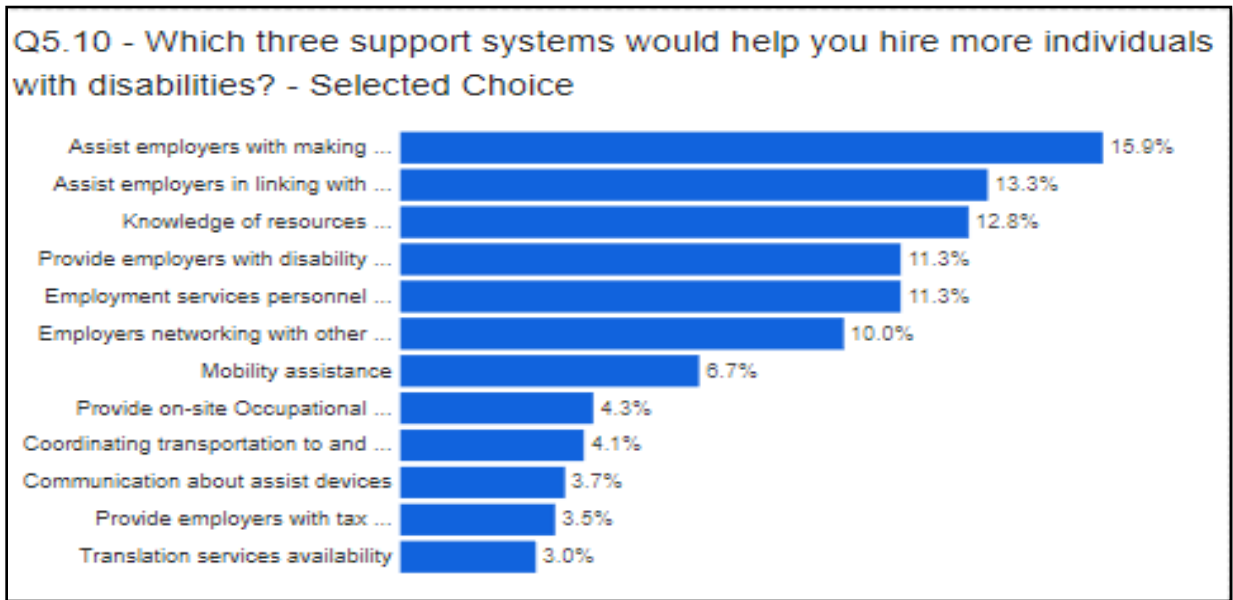
Q5.9: Employers report how the Employment Transition Services are meeting their needs.



Employment Transition Services	Did not meet my needs	Did a good job for me	Did more than expected
Increased engagement with the pr-ETS (Employment Transition Services)	26.4%	51.4%	22.3%
Support to provide in-person opportunities for internships, job trials, and job shadowing	23.8%	57.1%	19.0%
Virtual Platforms to provide information on their business and students	23.1%	54.4%	22.4%
Invitations/Access to attend job fairs at schools (mock interviews/application practices)	22.8%	57.2%	20.0%
Employers serving as mentors to students while they are in post-secondary programs, as students graduate and through the transition into their career.	21.3%	56.1%	22.6%
Financial/Tax advice to provide quality employment opportunities that provide a higher than minimum wage and benefits such as insurance	21.1%	58.5%	20.4%
Increased knowledge of disability, workplace accommodations and diversity, equity, and inclusion	15.5%	60.1%	24.3%
			Total Respondents: 161

Table 29: Top Support Systems (Employer Respondents)

Q5.10 Employers report which three support systems will help them employ more disabled workforce.



Support Systems	Percentage
Assist employers with making necessary accommodations	15.9%
Assist employers in linking with other employers who have successfully hired individuals with disabilities	13.3%
Knowledge of resources (ex. Assistive technology presentation and assessments, ADA considerations, tax incentives.)	12.8%
Provide employers with disability awareness training	11.3%
Employment services personnel being skilled in working with employers	11.3%
Employers networking with other employers to provide on-the-job training and internship sites	10.0%
Mobility Assistance	6.7%
Provide on-site Occupational Therapy support	4.3%
Coordinating transportation to and from work assignments	4.1%
Communication about assist devices	3.7%
Provide employers with tax incentives information	3.5%
Translation services availability	3.0%
Total Respondents:	157

Employers identified the top priority needs that would help them employ more disabled persons. Six priorities on the list were selected by 10% or more of employer respondents. Four of the top six items relate to knowledge, training, and coaching needs to equip employers to hire disabled persons. Two of the top

three support systems identified to help employers hire more disabled persons relate to knowledge and access to key resources to assist with workplace accommodations.

Opportunity for Improvement (OFI): 17: Category 5; Support Services #1:

Knowledge deficits for employers to know about and access workplace accommodation resources.

Table 30: Top Training Needs (Employer Respondents)

Q5.12 Please select your top three training needs as an employer of persons with disabilities.



Employer Training needs	Percentage
Making good job matches for disabled candidates	15.5%
Supported employment (Job training/coaching and supports)	14.3%
Identifying individual's strengths and talents	12.9%
Getting to know disabled job seekers	11.3%
Customizing services to meet the specific needs of individuals	10.2%
Customizing job opportunities	9.9%
Understanding the unique needs of individuals with the re-entry program	7.2%
No additional training needed at this time	6.7%
Understanding cultural implications on employment	6.5%
Understanding poverty and its impact on employment	5.5%

Ten percent or greater of employers identified six training needs to be a better employer of disabled persons.

- Fifteen percent (15%) want to learn about matching disabled candidates with jobs.

- Fourteen percent (14%) want to learn about supporting disabled persons in their work environment through job training and coaching.
- Thirteen percent (13%) want to learn how to identify disabled candidates’ strengths and talents.
- Eleven percent (11%) want to learn how to connect with disabled job seekers.
- Ten percent (10%) want to learn about both customizing services within their workplace.
- Ten percent (10%) want to learn about customizing job opportunities to meet the specific needs of disabled candidates.

Opportunity for Improvement (OFI): 18 Category 4: Employment Programs #3:

Employers need training on diverse topics to better support disabled employees in quality work opportunities. All training topics focus on how employers can provide improved employment opportunities and work experiences. Equipping employers with this knowledge would increase the quality work opportunities for disabled persons and worthy of the investment of time and resources.

Table 31: Contributors to Gaps in Services (Employer Respondents)

Q5.13 - Please rank the following in order that each contributes to gaps in services at DRS.

Field	1	2	3	4	5	6	7
Information	37.7%	22.1%	5.2%	7.8%	13.0%	3.9%	10.4%
Financial Constraints	25.6%	15.4%	11.5%	11.5%	11.5%	7.7%	16.7%
Vacant positions/ Trained personnel	18.7%	13.3%	16.0%	13.3%	13.3%	17.3%	8.0%
Infrastructure	13.5%	5.4%	14.9%	18.0%	16.2%	16.2%	14.9%
Efficient Processes	13.3%	10.7%	24.0%	16.0%	16.0%	10.7%	9.3%
Inter-facility Accountability	10.8%	14.9%	9.5%	8.1%	18.9%	20.3%	17.6%
Integrated Systems	10.8%	10.8%	18.9%	21.6%	16.2%	13.5%	8.1%

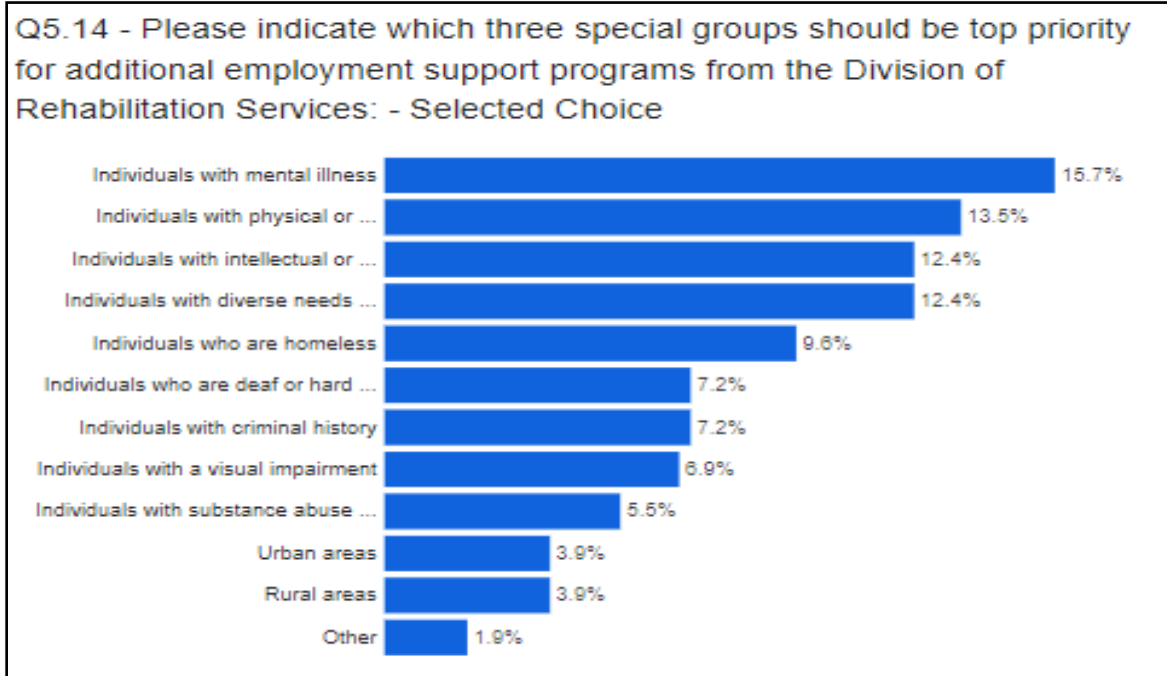
While employers indicated the Division of Rehabilitation Services did a generally “good job” in telling the public about vital programs, in this question, the employers identify “Information” as the number one contributor to gaps in services. A Customer Service Program with employers would help to refine understanding in this area. More information is needed to delineate what gaps in services they are attributing to lack of information. This survey does not help identify whether the gaps reported are based on their own experience or based on gaps observed in their disabled employees. The second greatest contributor to gaps in services are financial constraints. This too needs additional exploration to refine the recommendations.

Opportunity for Improvement (OFI): 19 Category 2: Communication #5:

Employers have needs for information and support to understand the vital programs offered by DRS.

Table 32: Special Group Priority (Employer Respondents)

Q5.14 (Employers) Please indicate which three special groups should be top priority for additional employment support programs from DRS



Top priority “Special Groups” for additional employment support Percentage

Special Group	Percentage
Individuals with mental illness	15.7%
Individuals with Physical or mobility impairments	13.6%
Individuals with intellectual or developmental disabilities	12.4%
Individuals with diverse needs (job seekers with multiple disabilities)	12.4%
Individuals who are homeless	9.6%
Individuals who are deaf or hard of hearing	7.2%
Individuals with criminal history	7.2%
Individuals with substance abuse history	5.5%
Urban areas	3.9%
Rural areas	3.9%
Other	1.9%

Ten percent or greater of Employer respondents identified four “Special Populations” as top priority for needing additional support services related to employment.

- Individual with mental illness
- Individuals with physical or mobility impairments
- Individuals with intellectual or developmental disabilities
- Individuals with diverse needs (e.g., job seekers with multiple disabilities)

These groups directly correlate with the demographic data reported by employers as their most frequently employed disabled groups:

- Physical Disability affecting mobility, walking, or standing.
- Learning Disability.
- Mental Illness or Psychiatric Disorder.
- Physical Disability affecting use of arms or hands.

The identification of the special groups further correlates with the greatest need employers identified in Q5.10 when asked what would help them employ more disabled persons. Employers identified “Workplace Accommodations” as their top priority in being able to provide a quality work opportunity.

Gap 1: Gap in supportive services for workplace accommodations, including, but not limited to, mobility assistance or other accommodations based on the needs of each special population. This may also include special training tools for learning disabled and environment considerations for mental illness or psychiatric disorders.

Employment Programs, Training Programs, and Support Services Evaluation

The WIOA mission statement includes three specific program areas: employment programs, training programs, and support services. The survey assesses gaps in current services by asking the three customer groups (disabled, providers, and employers) how well these three program areas met their needs. The three response options were:

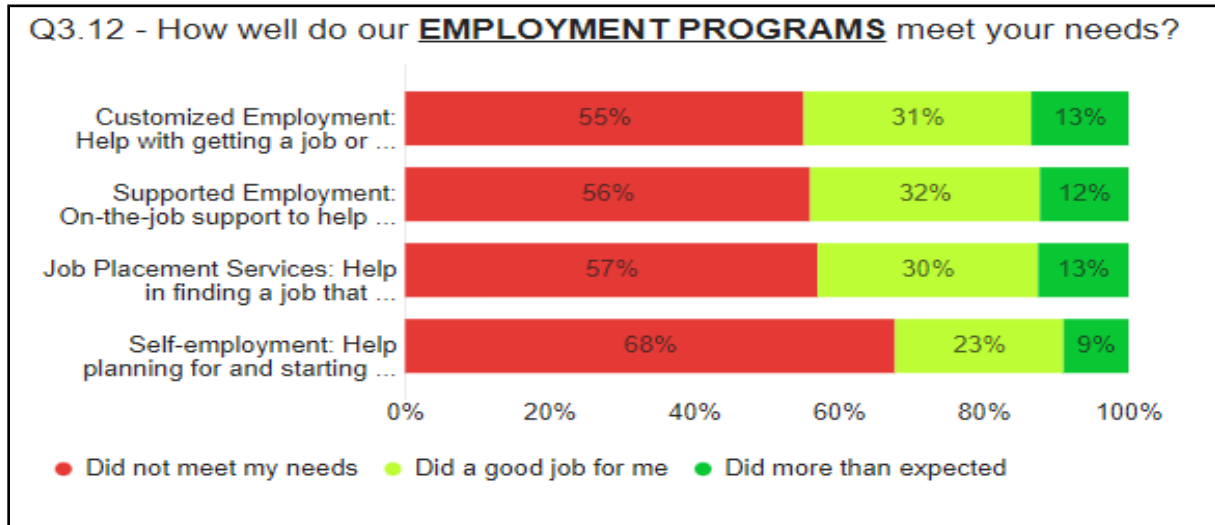
- Did more than expected.
- Did a good job for me.
- Did not meet my needs.

The statistical analysis of the response groups blocks the two positive response groups together (“Did more than expected” and “Did a good job for me”) as positive responses to isolate the needs within the single response “Did not meet my needs.”

Employment Programs

Table 33: Employment Programs (Disabled Respondents)

Q3.12 – (Disabled respondents) How well do our Employment Programs meet your needs?



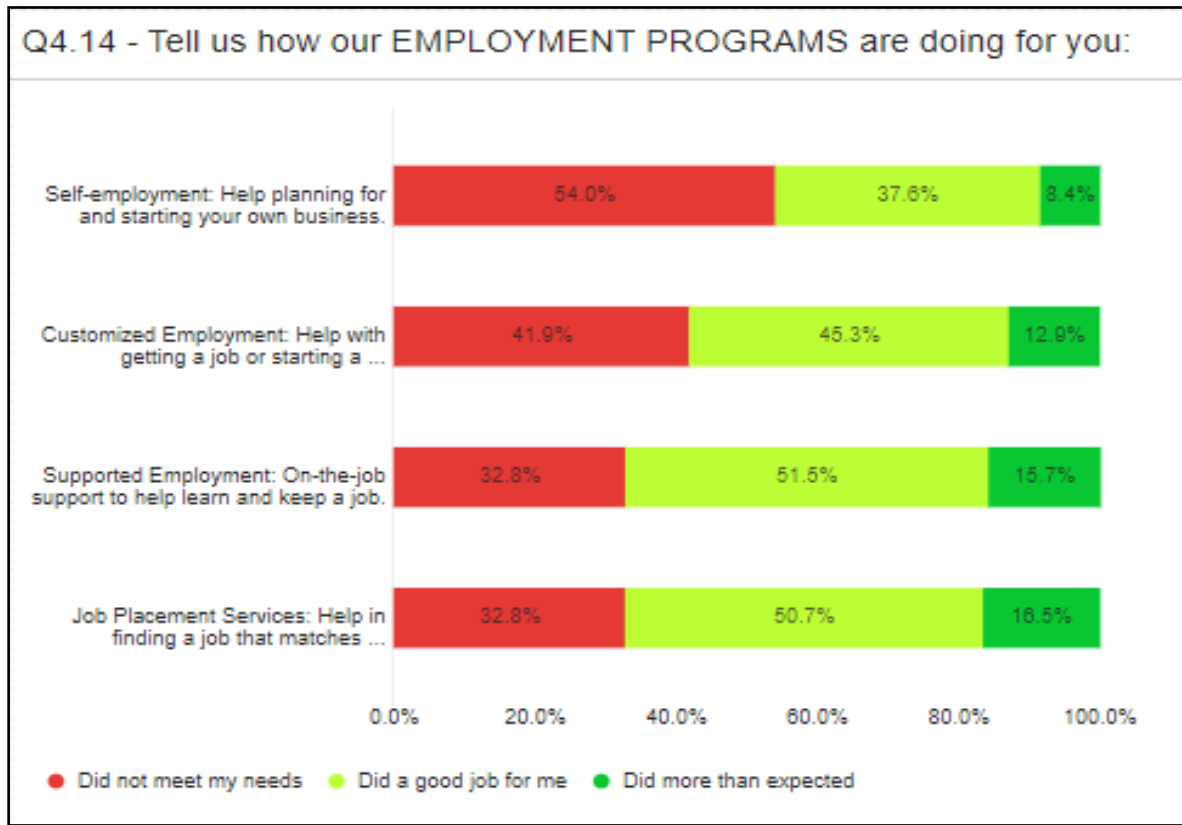
Employment Program	Did not meet my needs	Did a good job for me	Did more than expected
Customized Employment: Help with getting a job or starting a business based on individual strengths and needs.	55.1%	31.5%	13.4%
Supported Employment: On-the-job support to help learn and keep a job	56.0%	31.8%	12.3%
Job Placement Services: Help in finding a job that matches individual skills	57.0%	30.5%	12.5%
Self-Employment: Help planning for and starting your own business	67.6%	23.3%	9.0%
			Total Respondents: 5887

Disabled customers and their parents identified the priorities for improvement in employment programs as follows:

1. Self-employment
2. Job placement
3. Supported employment
4. Customize employment.

Table 34: Employment Programs (Provider Respondents)

Q4.14 – (Providers) How well do our Employment Programs meet your needs?



Employment Program	Did not meet my needs	Did a good job for me	Did more than expected
Customized Employment: Help with getting a job or starting a business based on individual strengths and needs.	41.9%	45.3%	12.9%
Supported Employment: On-the-job support to help learn and keep a job	32.8%	51.5%	15.7%
Job Placement Services: Help in finding a job that matches individual skills	54.0%	37.6%	8.4%
Self-Employment: Help planning for and starting your own business	32.8%	50.7%	16.5%
			Total Respondents: 782

The Providers (DRS employees, community partners, and educators) reported a more positive experience in meeting expectations than the disabled people or their parents. The highest response rate to the “Did not meet my needs” for the Provider group was less than the lowest response rate to “Did not meet my needs” in

the Disabled person group. This may be due to a “self-reporting” response bias. (American Psychological Association, 2023)

The Provider respondents identified the priorities for improvement in employment programs as follows:

1. Self-Employment
2. Customize Employment
3. Supported Employment
4. Job placement

Both groups identified the area that “Did not meet the needs” as “Self-employment: help planning for a starting your own business.”

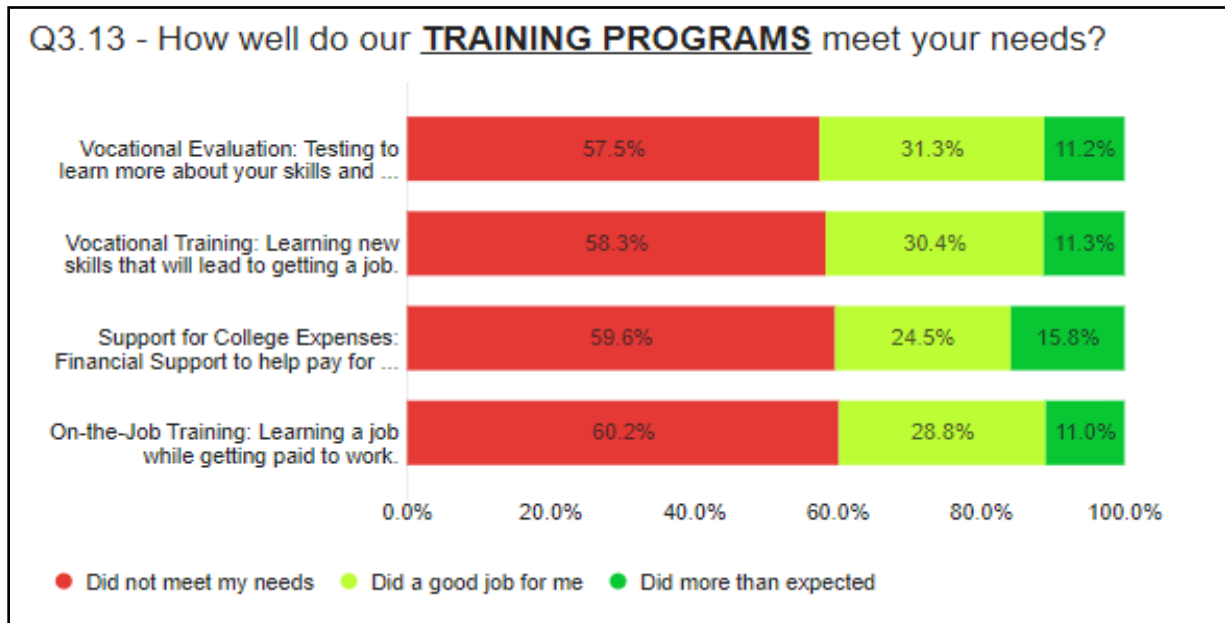
Improvement in the “Supported employment: on-the-job support to help learn and keep a job” was third greatest need for both disabled and provider respondents.

Opportunity for Improvement (OFI): 20 Category 4: Employment Programs #4:

Evaluate opportunities for the Small Business Administration to partner with the Division of Rehabilitation Services to provide coaching for starting a small business and self-employment for disabled persons.

Table 35: Training Programs (Disabled Respondents)

Q3.13 (Disabled respondents) How well do our TRAINING Programs meet your needs?

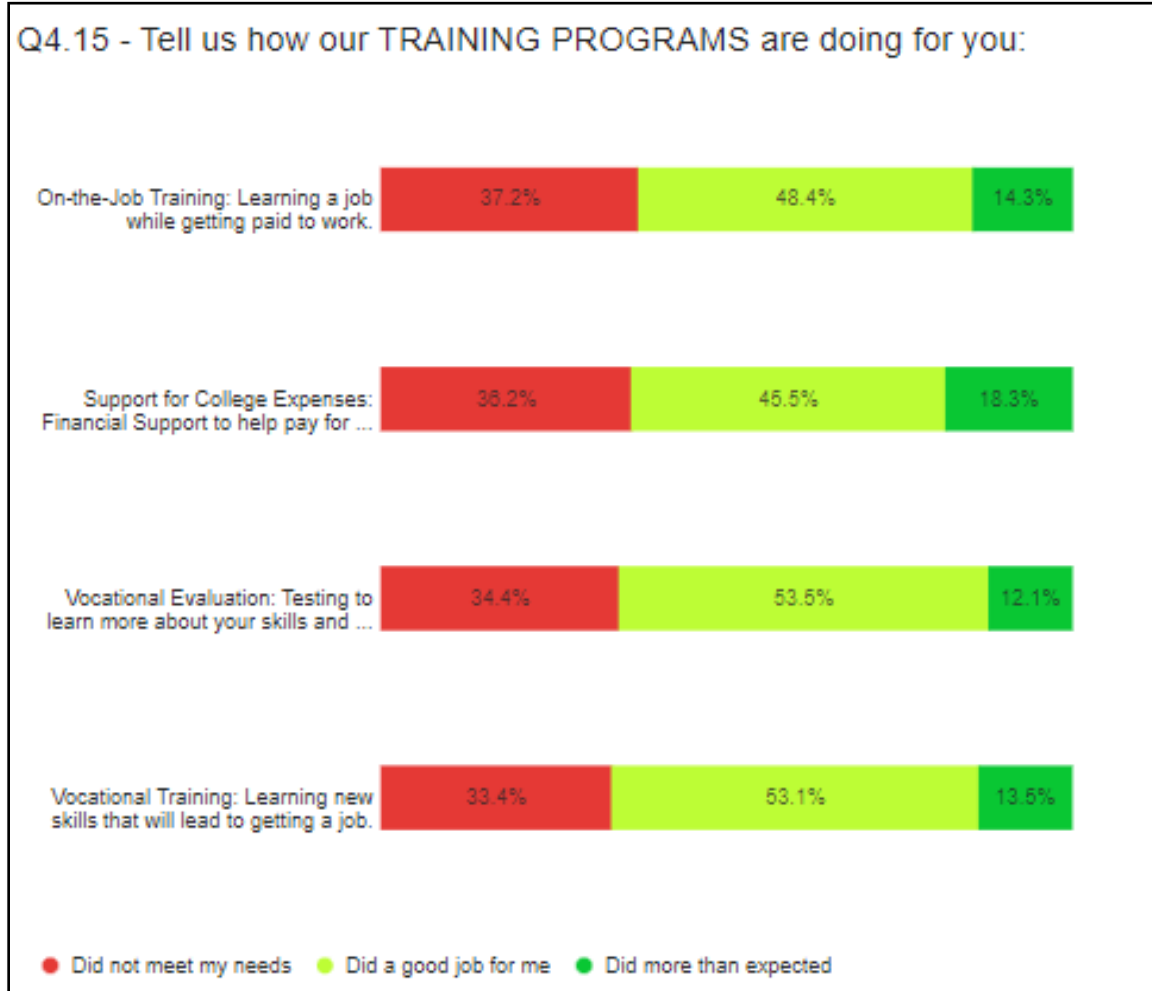


Training Program	Did not meet my needs	Did a good job for me	Did more than expected
Vocational Evaluation: Testing to learn more about your skills and abilities	57.5%	31.3%	11.2%
Vocational Training: Learning new skills that will lead to getting a job	58.3%	30.4%	11.3%
Support for College Expenses: Financial Support to help pay for tuition, books, and housing	59.6%	24.5%	15.8%
On-the-job Training: Learning a job while getting paid to work	60.2%	18.8%	11.0%
			Total Respondents: 5519

Training Programs

Table 36: Training Programs (Provider Respondents)

Q4.15 (Providers) How well do our TRAINING Programs meet your needs?



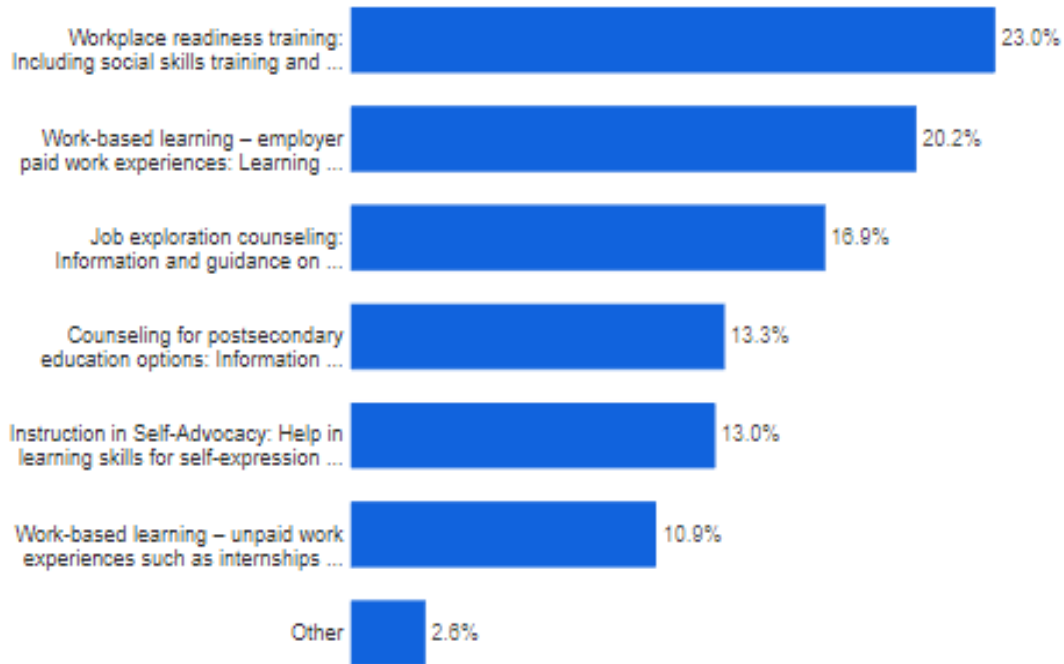
Training Program	Did not meet my needs	Did a good job for me	Did more than expected
Vocational Evaluation: Testing to learn more about your skills and abilities	34.4%	53.5%	12.1%
Vocational Training: Learning new skills that will lead to getting a job	33.4%	53.1%	13.5%
Support for College Expenses: Financial Support to help pay for tuition, books, and housing	36.2%	45.5%	18.3%
On-the-job Training: Learning a job while getting paid to work	37.2%	48.4%	14.3%
			Total Respondents: 731

Both the Disabled Persons and the Provider groups identified “On-the-job Training: Learning a job while getting paid to work” as their number one area that did not meet their needs.

Table 37: Top Employment Programs (Provider Respondents)

Q4.13 - Please pick the top three programs that helped your clients / student the most.

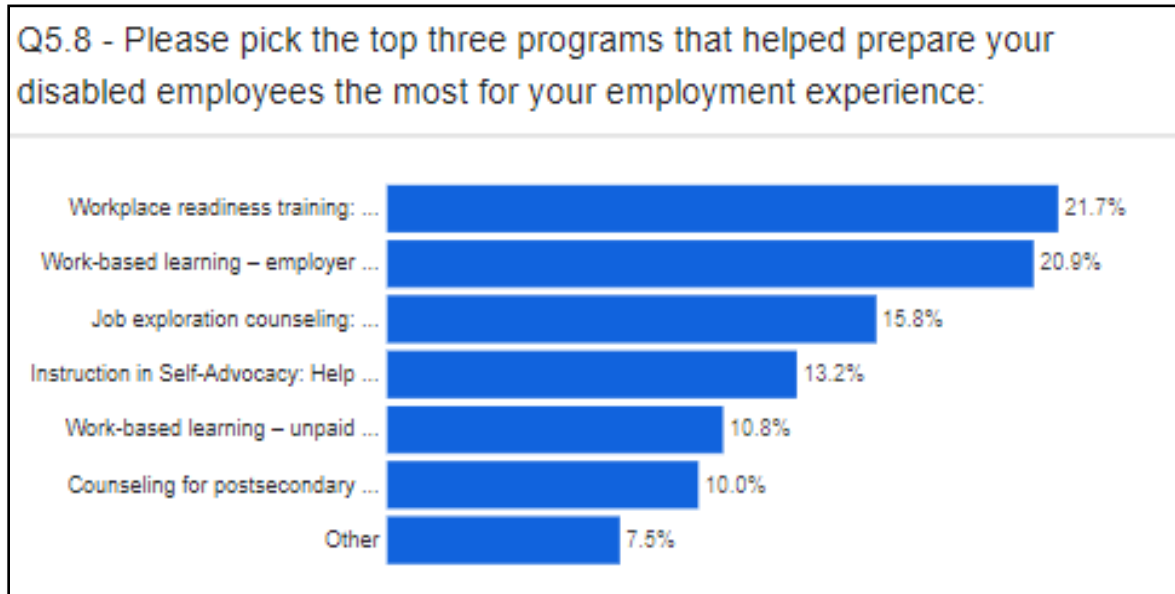
Q4.13 - Please pick the top three programs that helped your clients / students the MOST: - Selected Choice



Employment Programs	Percentage
Workplace readiness training: including social skills training and independent living skills training	23.0%
Work-based learning- employer paid work experiences: Learning while earning money at a job	20.2%
Job exploration counseling: Information and guidance on types of jobs and careers.	16.9%
Counseling for post secondary education options: Information and guidance on educational programs after high school (higher education, military, vocational training, etc.)	13.3%
Instruction in Self-Advocacy: Help in learning skills for self-expression and self-direction	13.0%
Work-based learning- unpaid work experiences such as internships or job-shadowing: Learning and gaining work experience	10.9%
Other	2.5%
Total Respondents: 908	

Table 38: Top Employment Programs (Employer Respondents)

Q5.8 - Please pick the top three programs that helped prepare your disabled employees the most for your employment experience.



Employment Programs	Percentage
Workplace readiness training: including social skills training and independent living skills training	21.7%
Work-based learning- employer paid work experiences: Learning while earning money at a job	20.9%
Job exploration counseling: Information and guidance on types of jobs and careers.	15.8%
Instruction in Self-Advocacy: Help in learning skills for self-expression and self-direction	13.2%
Work-based learning- unpaid work experiences such as internships or job-shadowing: Learning and gaining work experience	10.8%
Counseling for postsecondary education options: Information and guidance on educational programs after high school (higher education, military, vocational training, etc.)	10.0%
Other	7.5%

Tables 37 and 38 reveal that while the Providers and Employers reported “Work-based learning- Employer paid work experiences: Learning while earning money at a job” was one of the top three keys to success for the disabled persons, both the Disabled Persons and the Provider groups reported “On-the-job Training: Learning a job while getting paid to work” as the a high priority area that DID NOT meet their needs. Disabled Persons selected the “On-the job Training” option least often as “Did more than Expected.” The disparity of sentiment toward paid “work-based” learning opportunities between disabled citizens and their colleague respondent groups, both providers and employers, clearly identifies a gap in knowledge,

understanding and expectations for paid “work-based learning.” Disabled citizens did express a desire to have paid “work-based learning” opportunities. And providers and employers also report paid “work-based” learning is positive. The overall feedback for paid “work-based learning” clearly identifies a high priority need. In question 3.10 (p. 91), disabled persons were asked to identify in which type of educational program they were currently enrolled. Most disabled persons reported not being enrolled in any formal education program currently. On-the-job training programs were not included as an option to select as a formal training option. This may be because no certificate or diploma are provided at the conclusion of the programs. On-the-job training programs should be validated for credibility and inclusion in future surveys as a choice of educational programs. This will codify the technical and skilled labor force.

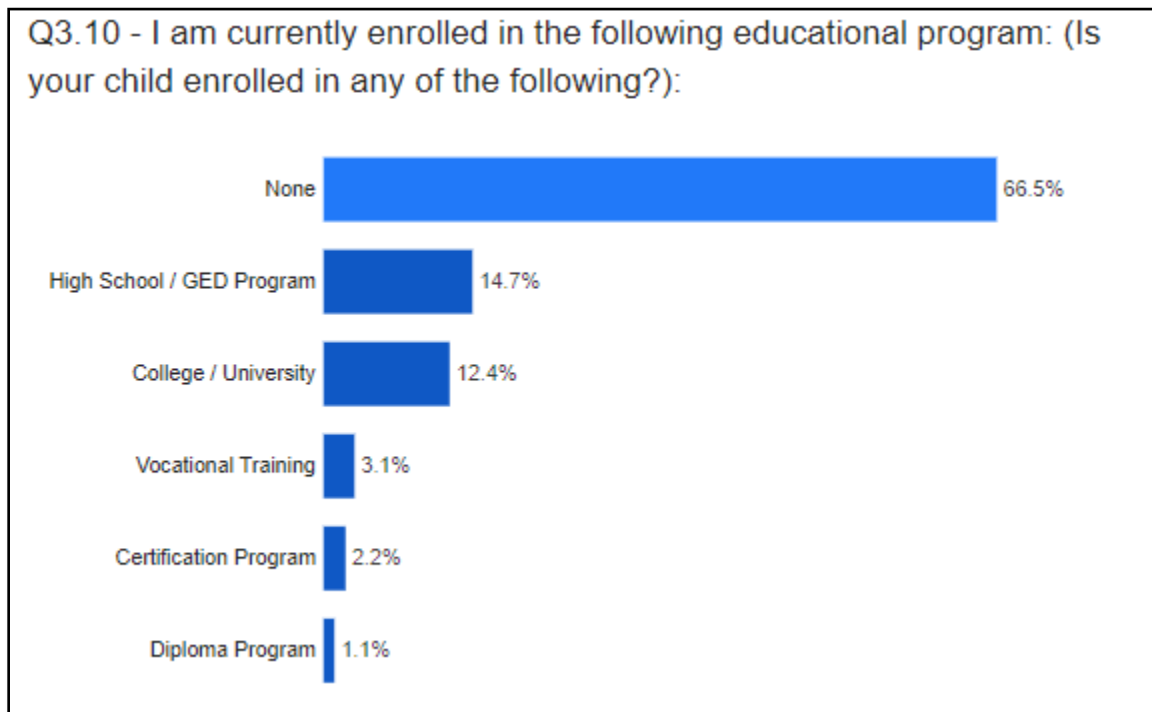
Table 37 and 38 reflect the same top two priorities:

1. **Workplace readiness training:** Including social skills training and independent living skills training.
2. **Work-based learning:** employer paid work experiences: Learning while earning money at a job.

This study does not provide insight into how many employers of disabled persons provide “work-based learning” opportunities. Further study is needed to understand and support effective paid “work-based learning” opportunities.

Table 39: Education Programs (Disabled Respondents)

Q3.10 - I am currently enrolled in the following educational program:

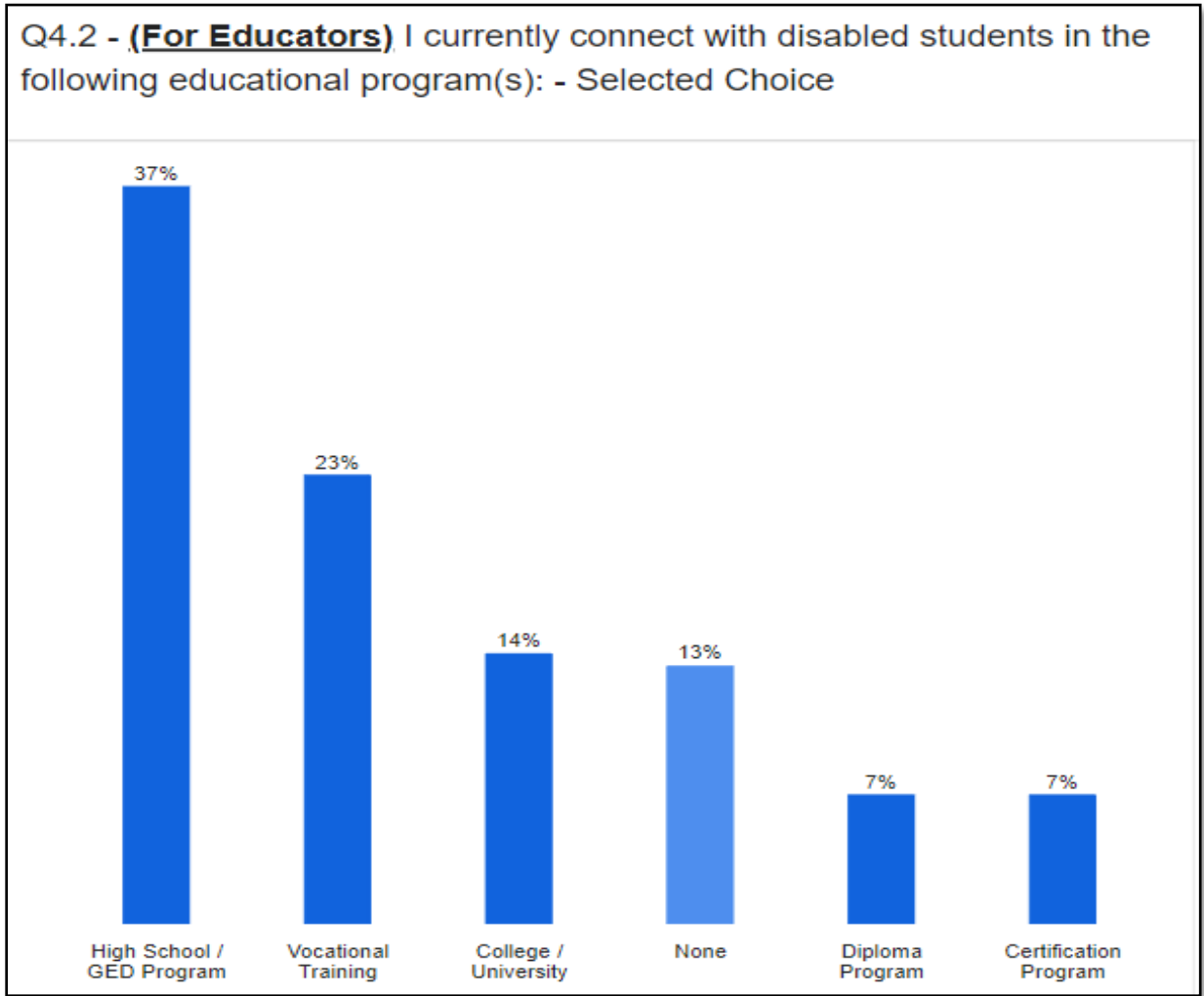


Enrolled Educational program	Percentage
None	66.5%
High School/GED Program	14.7%
College/University	12.4%
Vocational Training	3.1%
Certification Program	2.2%
Diploma Program	1.1%

With only 12.4 % of respondents identifying as being enrolled in college and 40.3 % of respondents identifying the benefit as meeting or exceeding the needs of the respondents, this would place “Support for College Expenses” at the bottom of this priority list for needed improvement based on the feedback from Disabled persons or their parents.

Table 40: Education Programs (Provider Respondents)

Q4.2 (For Educators) I currently connect with disabled students in the following educational program(s):



Connect students with educational program Percentage

Connect students with educational program	Percentage
High School/GED Program	37%
Vocational Training	23%
College/University	14%
None	13%
Certification Program	7%
Diploma Program	7%

Table 40 demonstrates the age groups most served by educators and training programs. This graph relates to Table 5. The correlation between high satisfaction among the youngest age groups and the number of educational programs provided. Based on Table 5 the most satisfied group, and the group receiving the most educational opportunities represent less than 9% of overall respondents.

As the analysis unfolds, this data is important to reference for the following reasons:

1. Improvements in the Pre-Employment Transition Services (PTS) resulting from the feedback within this survey will have limited impact on this student group. This does not mean that improvements for the PTS are not important to this group of students, only that the improvements will be evaluated by the next generation of students and educators. However, improvements made in the PTS program, based on the feedback provided by the current student group, will impact the work of the educator respondent group.
2. Needs Assessment recommendations impacting the PTS programs are based on gaps identified by the current student group. Any improvements implemented will positively impact future generations of students, however, the group of students responding will not benefit from the improvements and may end up with gaps that need to be addressed through the continuing education, training programs, and employment programs provided by the Division of Rehabilitation Services.
3. Based on the age ranges of survey respondents, it is important to remember that any improvements made in the PTS programs while positively impacting future students, will leave gaps for the students who have graduated or aged out before the improvements were initiated. Therefore, for the populations who aged out or completed the high school credentials, it is important to focus improvements on continuing education, training programs, and employment programs that can positively impact the measurable skill gains to fill the needs created by any gaps in services identified by the current student group. Additionally, the respondents age range of 18 – 30 would benefit from additional support services within continuing education for measurable skill acquisition to secure quality gainful employment.

Opportunity for Improvement (OFI): 21 Category 3; Training Programs #2:

Current training metrics focus on measurable acquired skills gains among the younger age groups. There is not a metric tracking performance on measurable acquired skills gains in the special and protected population of the senior disabled group.

Opportunity for Improvement (OFI): 22 Category 3: Training Programs #3:

Currently no metrics are tracking how the engagement of Senior disabled population in mentoring or coaching programs for the younger disabled workforce.

Support Services

Table 41: Support Services (Disabled Respondents)

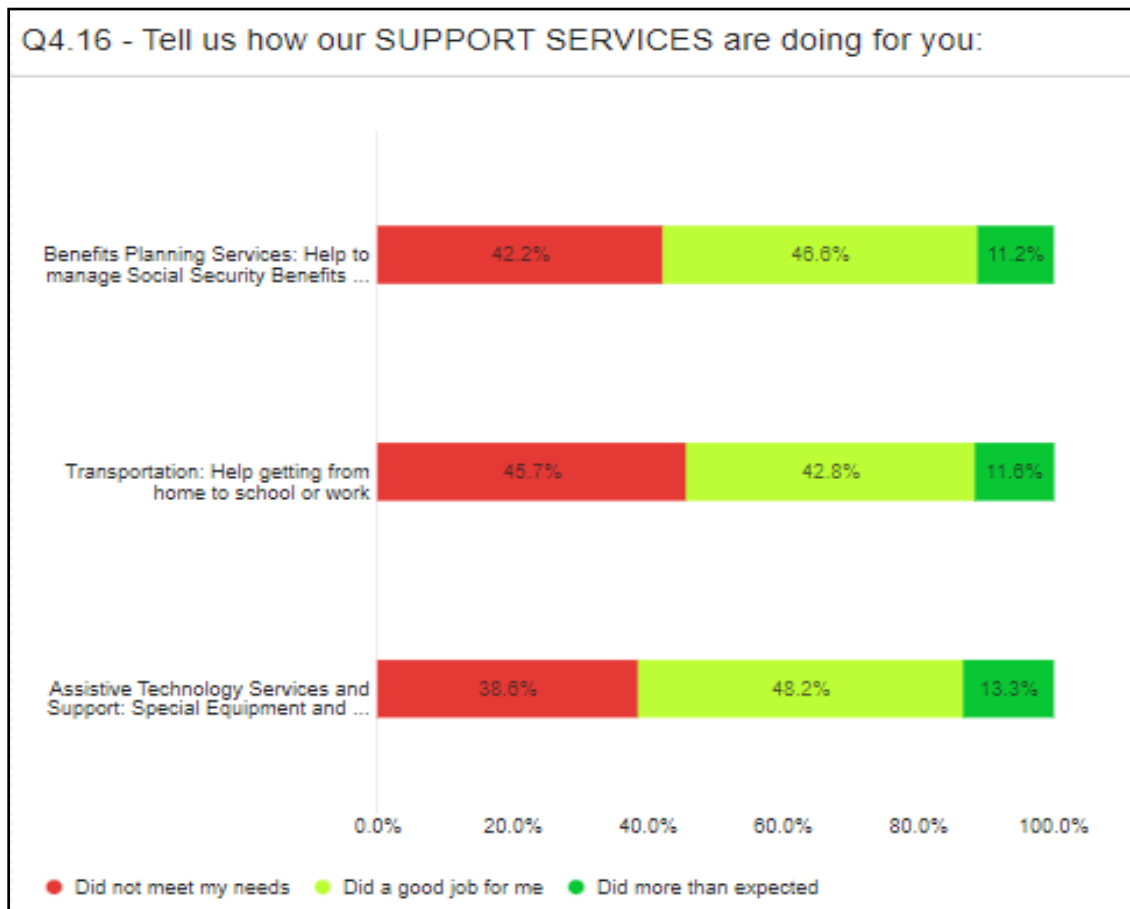
Q3.14 - Disabled respondents inform how well SUPPORT SERVICES meet their needs.



Support Services	Did not meet my needs	Did a good job for me	Did more than expected
Transportation: Help getting from home to school or work	60.1%	29.2%	10.7%
Benefits Planning Services: Help to manage Social Security Benefits and plan to begin working	58.5%	30.5%	11.0%
Assistive Technology Services and Support: Special Equipment and electronic devices to help with reading, speaking, or using a computer	57.9%	29.7%	12.5%
			Total Respondents: 5542

Table 42: Support Services (Provider Respondents)

Q4.16 Providers inform how well SUPPORT SERVICES meet their needs:



Support Services	Did not meet my needs	Did a good job for me	Did more than expected
Transportation: Help getting from home to school or work	45.7%	42.8%	11.6%
Benefits Planning Services: Help to manage Social Security Benefits and plan to begin working	42.2%	46.6%	11.2%
Assistive Technology Services and Support: Special Equipment and electronic devices to help with reading, speaking, or using a computer	38.5%	48.2%	13.3%
			Total Respondents: 718

Both disabled and provider respondent groups identified the following priorities for needed improvements in the "Support Services" area:

1. **Transportation:** Help getting from home to school or work.
2. **Benefits Planning Services:** Help to manage Social Security Benefits and plan to begin working.
3. **Assistive Technology Services and Support:** Special Equipment and electronic devices to help with reading, speaking, or using a computer.

Priorities Aligned with WIOA Mission and Workplan

The WIOA mission and workplans focus on three primary program areas: Employment Programs, Training Programs, and Support Services:

The feedback provided on the previous pages summarizes the data about all three major program areas. The following items are the top priorities for improvement in each one of the program areas (Employment Programs, Training Programs, and Support Services):

Opportunity for Improvement (OFI): 23 Category 3: Training Programs #4:

Paid "work-based learning" opportunities: On-the-job Training: Learning a job while getting paid to work. This includes teaching employers how to build opportunities like this into their business and economic development plan.

Opportunity for Improvement (OFI): 24 Category 4: Employment Programs #5:

Support and enhance the Self-Employment Programs: help with planning for and starting your own business. Consider a collaboration with the Small Business Administration.

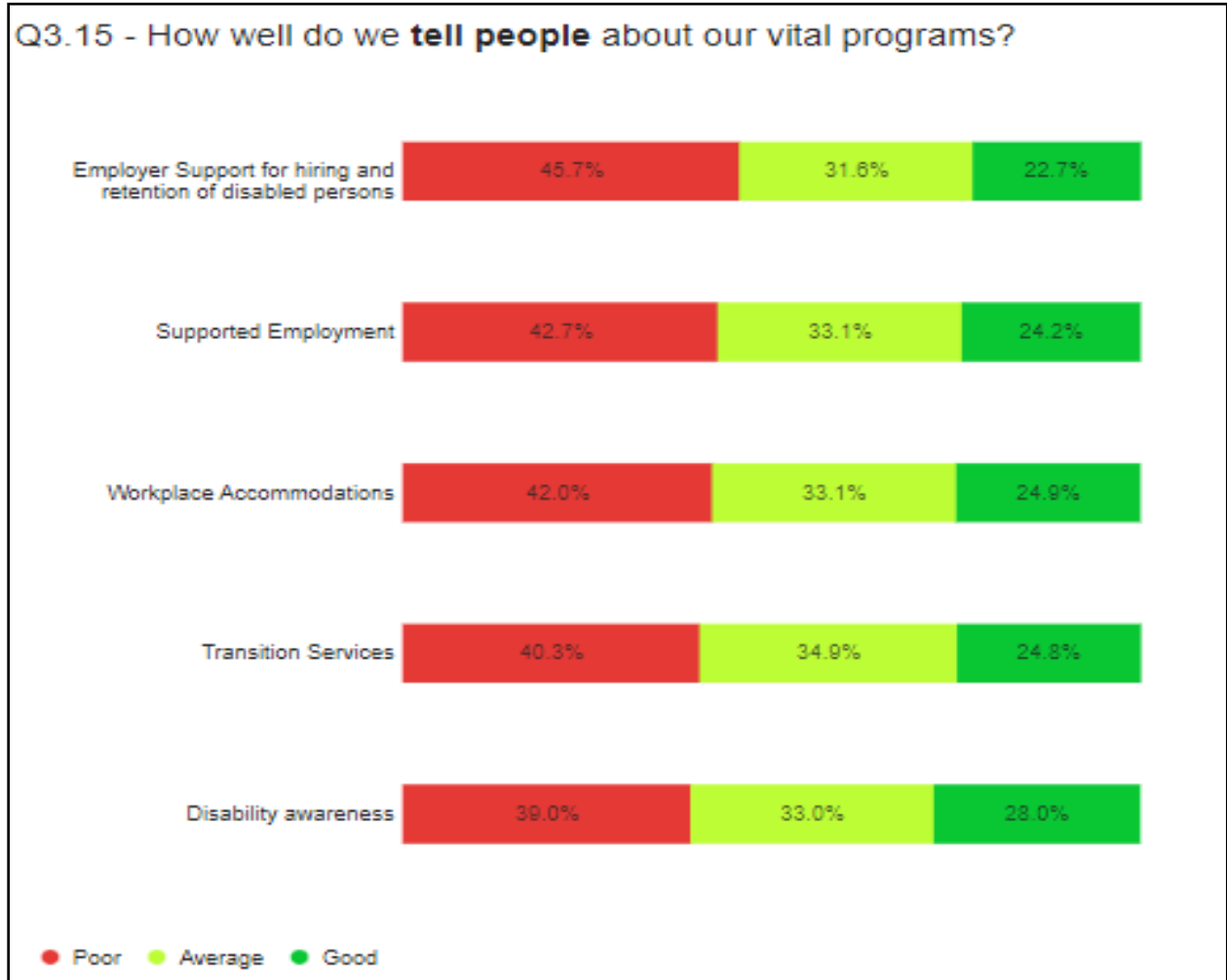
Opportunity for Improvement (OFI): 25 Category 5: Support Services #3:

Transportation Needs: Help getting from home to school or work. Assess transportation needs in rural areas and other areas where public transportation is limited.

Communication

Table 43: Communication (Disabled Respondents)

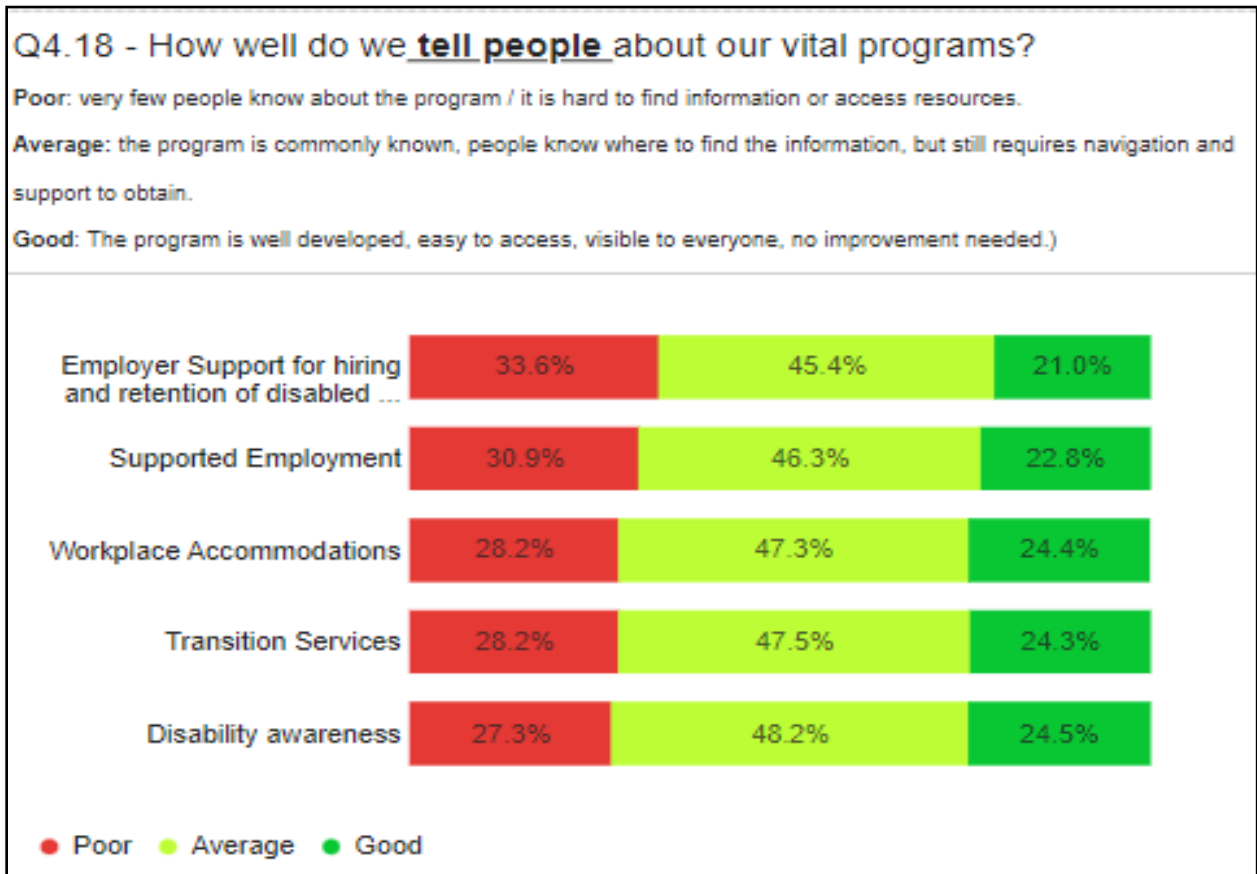
Q3.15 - Disabled respondents inform how well DRS Communicates about vital programs.



Communication	Poor	Average	Good
Employer Support for hiring and retention of disabled persons	45.7%	31.6%	22.7%
Supported Employment	42.7%	33.1%	24.2%
Workplace Accommodations	42.0%	33.1%	24.9%
Transition Services	40.3%	34.9%	24.8%
Disability awareness	39.0%	33.0%	28.0%
			Total Respondents: 6845

Table 44: Communication (Provider Respondents)

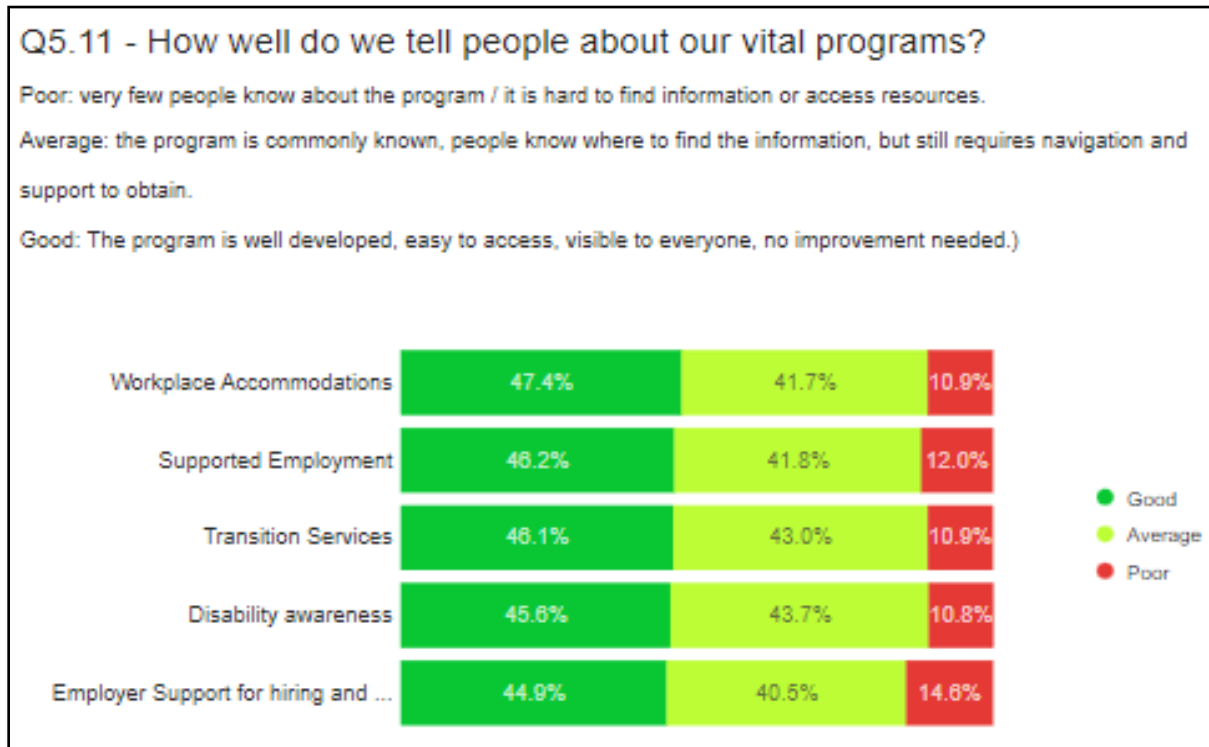
Q4.18 - Provider respondents inform how well DRS Communicates about vital programs.



Communication	Poor	Average	Good
Employer Support for hiring and retention of disabled persons	33.6%	45.4%	21.0%
Supported Employment	30.9%	46.3%	22.8%
Workplace Accommodations	28.2%	47.3%	24.4%
Transition Services	28.2%	47.5%	24.3%
Disability awareness	27.3%	48.2%	24.5%
			Total Respondents: 825

Table 45: Communication (Employer Respondents)

Employer respondents inform how well DRS Communicates about vital programs.



Communication	Poor	Average	Good
Employer Support for hiring and retention of disabled persons	14.6%	40.5%	44.9%
Supported Employment	12.0%	41.8%	46.2%
Workplace Accommodations	10.9%	41.7%	47.4%
Transition Services	10.9%	43.0%	46.1%
Disability awareness	10.8%	43.7%	45.6%
			Total Respondents: 165

The three surveyed groups have vastly different experiences with communication.

- The Disabled and Parents of the Disabled were more dissatisfied with communication about vital programs.
- The Provider group were more positive about communication about vital programs.
- The Employer group was favorable about the communication about vital programs.

Opportunity for Improvement (OFI): 26 Category 2: Communication #6:

Disabled respondents expressed dissatisfaction with communication about vital programs.

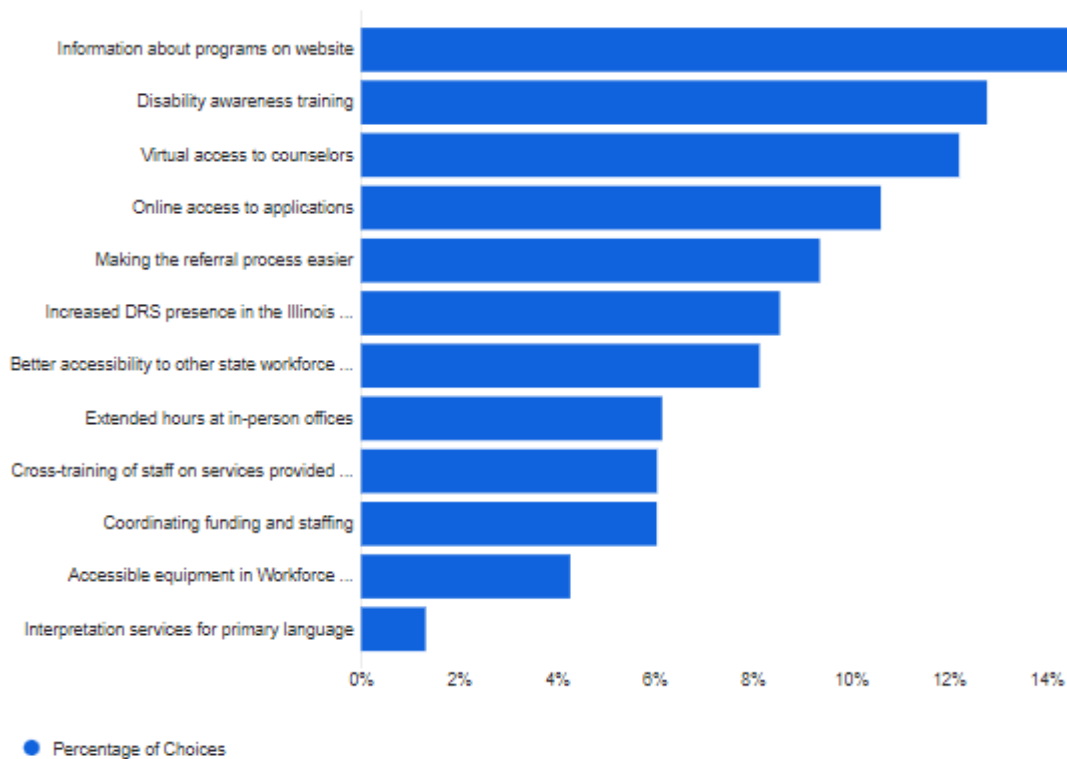
Needs Assessment Across Respondent Groups

One question was asked of all the respondent groups to enable a deeper understanding of shared priorities and sentiments. Question 3.16, 4.17 and 5.15 asked respondents to prioritize the same list of actions that would improve services to disabled people. These are the results:

Table 46: Improvement Initiatives (Disabled Respondents)

Disabled respondents prioritize improvement initiatives.

Q3.16 - What three actions would help make Employment Services better through the Division of Rehabilitation Service (DRS)?



Improvement Initiatives	Percentage
Information about programs on website	15%
Disability awareness training	13%
Virtual Access to counselors	12%
Online access to applications	11%
Making the referral process easier	9%
Increased presence in the Illinois Workforce System	9%
Better Accessibility to other State workforce programs	8%
Extended hours at in-person offices	6%

Cross-training staff on services provided by DRS	6%
Coordinating funding and staffing	6%
Accessible equipment in Workforce Development centers	4%
Interpretation services for primary language	1%
Total Respondents:	5701

The top five needs in order of priority identified by the Disabled or Parent of Disabled Group:

1. Information about programs on website
2. Disability awareness training
3. Virtual Access to counselors
4. Online access to applications
5. Making the referral process easier

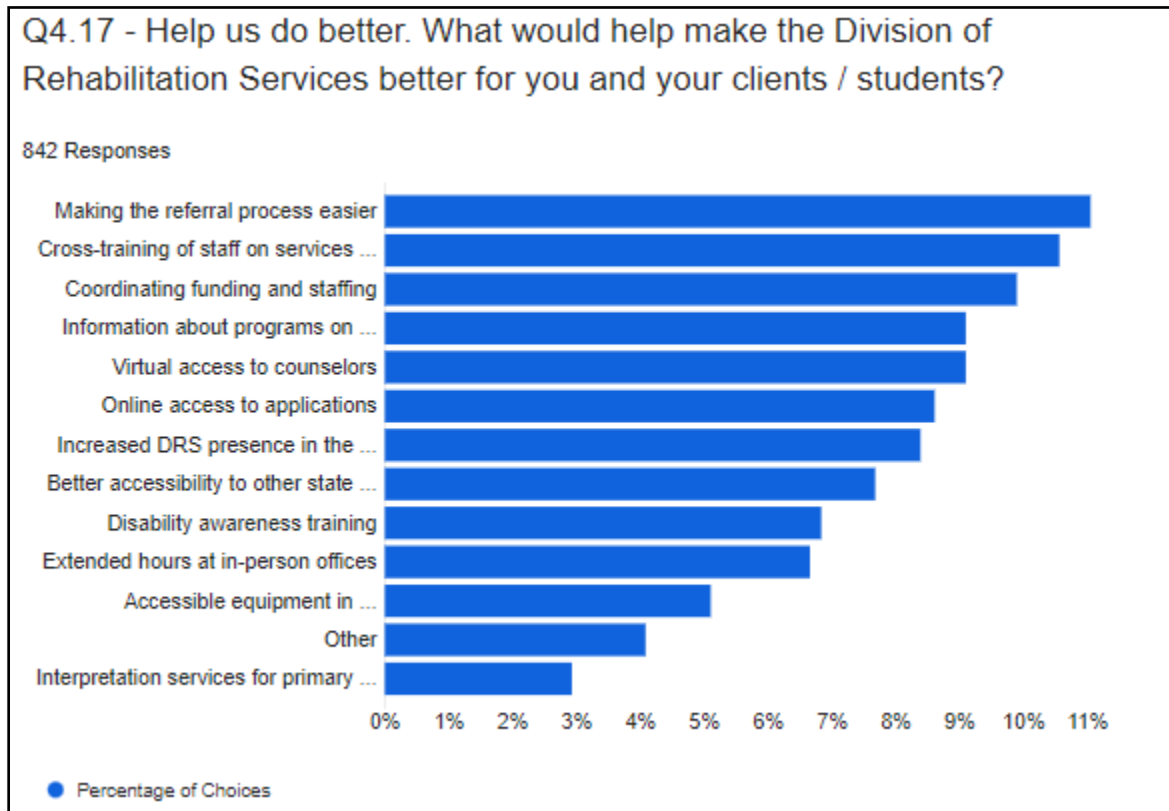
It is important to note that while “interpretation services for primary language” was ranked 2% or less as a priority by most participants there are two groups with a concern rate of 5% or higher. The two groups are Asian, Hispanic, and Latino. As recognized earlier in the survey, Spanish was the third most widely spoken language in Illinois by those surveyed. Since the Latino population participated in the survey at a lower rate than the overall population, it is important to acknowledge that the rate of Spanish language usage may be higher than reflected in this survey due to lower engagement scores. Therefore, the impact of improved “Interpretation Services for Primary Languages” may have a positive impact.

Opportunity for Improvement (OFI): 27 Category 1: Customer Service #5:

Advanced utilization of technology to enhance virtual access to resources on websites.

Table 47: Improvement Initiatives (Provider Respondents)

Q4.17 - Provider respondents prioritize improvement initiatives.



Improvement Initiatives	Percentage
Making the referral process easier	11.1%
Cross-training staff on services provided by DRS	10.6%
Coordinating funding and staffing	9.9%
Information about programs on website	9.1%
Virtual Access to counselors	9.1%
Online access to applications	8.6%
Increased DRS presence in the Illinois Workforce System	8.4%
Better Accessibility to other State workforce programs	7.7%
Disability awareness training	6.8%
Extended hours at in-person offices	6.7%
Accessible equipment in Workforce Development centers	5.1%
Other	4.1%
Interpretation services for primary language	2.9%

The top five needs in order of priority identified by the “Provider” group:

1. Making the referral process easier.
2. Cross-training of staff on services provided by DRS.
3. Coordinating funding and staffing
4. Information about programs on the website
5. Virtual access to counselors.

Opportunity for Improvement (OFI): 28 Category: Leadership and Operations #5:

Operational gaps in service hours. Working disabled persons may not have the ability to contact the DRS offices during working hours only. DRS offices close for the lunch period as well, further limiting access to their services. May need to negotiate specific special pay into contracts for union workers to meet the needs of the disabled workforce.

Table 48: Improvement Initiatives (Employer Respondents)

Q5.15 - Employer respondents prioritize improvement initiatives.



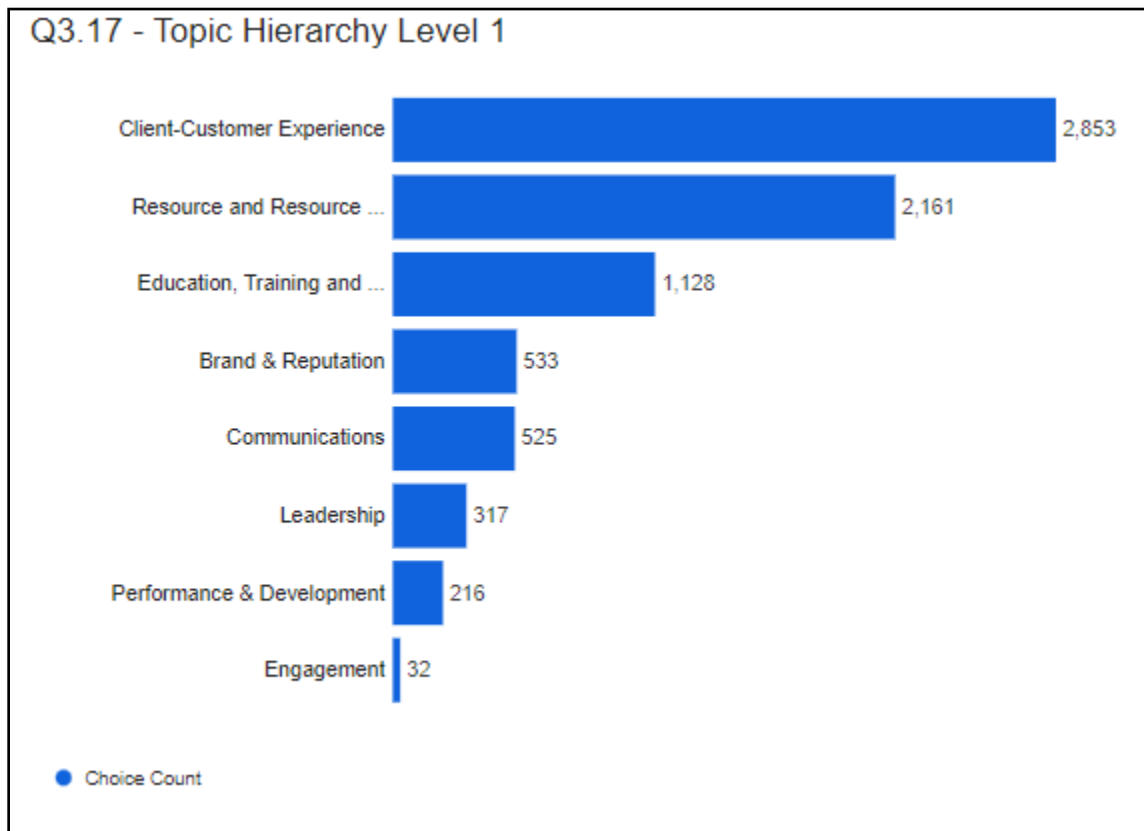
Improvement Initiatives	Percentage
Better Accessibility to other State workforce programs	11.4%
Extended hours at in-person offices	11.2%
Virtual Access to counselors	10.4%
Cross-training staff on services provided by DRS	10.2%
Online access to applications	10.0%
Making the referral process easier	9.5%
Disability awareness training	6.8%
Increased DRS presence in the Illinois Workforce System	6.7%
Information about programs on website	6.5%
Accessible equipment in Workforce Development centers	5.1%
Interpretation services for primary language	3.0%
Other	2.2%

Across all three surveyed populations there were themes within the text responses to this singular question.

The following word-cloud represents the top twenty most popular words within the text responses from the disabled population:

Table 49: Top Themes (Disabled Respondents)

TextIQ analysis produced the chart of the top themes from the disabled respondents.



Top Themes from Disabled respondents # of Respondents

Top Themes from Disabled respondents	# of Respondents
Client-Customer Experience	2,853
Resources	2,161
Education, Training, and	1,128
Brand and Reputation	533
Communications	525
Leadership	317
Performance and Development	216
Engagement	32

It is clear from the Topic Hierarchy level that the disabled respondents value customer service.

The top five needs in order of priority identified by the Employer Group:

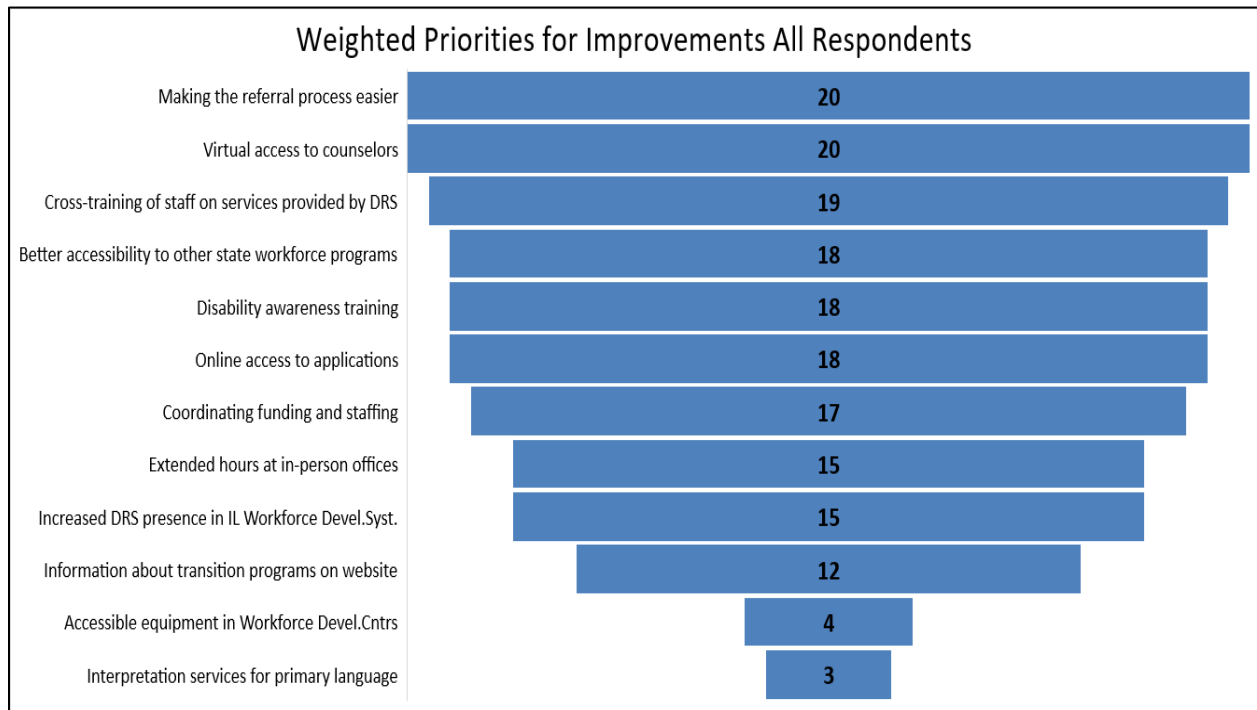
1. Better accessibility to other state workforce programs
2. Extended hours at in-person offices

3. Virtual access to counselors
4. Cross-training staff on services provided by DRS
5. Online access to applications

As an analytical prioritization exercise, the top five responses from all three groups were scored and weighted by priority of each group. The already implied responses were added for a total weighted score of priorities. This is the weighted priority order for all three customer groups:

1. Making the referral process easier
2. Virtual access to counselors
3. Online access to applications
4. Cross-training of staff on services provided by the Division of Rehabilitation Services (DRS)
5. Information about transition programs on DRS website
6. Better accessibility to other state workforce programs
7. Coordinating funding and staffing
8. Disability awareness training
9. Increased DRS presence in the Illinois Workforce Development Systems
10. Extended hours at in-person offices
11. Accessible equipment in Workforce Development Centers
12. Interpretation services for primary languages

Table 50: Weighted Priorities for Improvements All Respondents



Improvement Initiatives	Weight
Making the referral process easier	20
Virtual Access to counselors	20
Cross-training staff on services provided by DRS	19
Online access to applications	18
Better Accessibility to other State workforce programs	18
Disability awareness training	18
Coordinated funding and staffing	17
Increased DRS presence in the Illinois Workforce System	15
Extended hours at in-person offices	15
Information about programs on website	12
Accessible equipment in Workforce Development centers	4
Interpretation services for primary language	3

Open-ended Sentiment Questions all Survey Respondent Groups

Two final questions in the Needs Assessment survey posed to all groups were as follows:

1. A positive sentiment open comment text box asked across all respondent groups was designed to ascertain positive sentiments toward the current work of the Division of Rehabilitation Services. It is as important to know what you are doing well as it is to know where you need to improve. By learning what the Division is doing well, the team can identify reasons these areas are successful and use those strengths to help improve the areas where needs are identified.:
 - a. Tell us what you like about the Division of Rehabilitation Services.
 - b. Tell us what the Division of Rehabilitation Services is doing well.
2. The open text comment field asked of all respondent groups was an open-ended option to provide any additional comments or suggestions (positive or negative) for improvement.

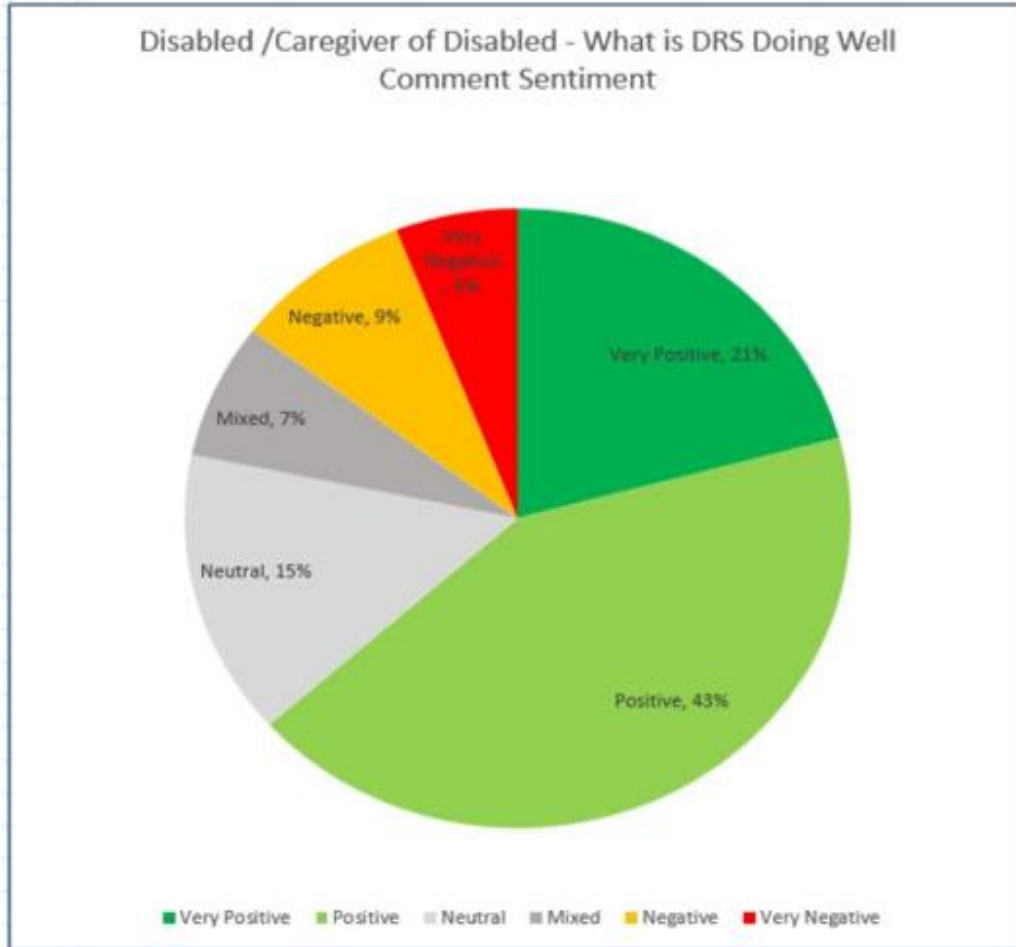
The results were not surprising as the first question revealed a positive sentiment and the second question resulted in a negative sentiment. The texts were analyzed through textIQ as far as possible. Additional work with text responses was done using export and pivot tables. The results below are grouped together by respondent groups (disabled, providers, and employers).

The two open-ended, open text comment fields provided at the end of the survey revealed an interesting dynamic. When all three survey groups (disabled, providers, and employers) were asked what they liked about DRS, service was one of the top words that appeared in their word cloud during the textIQ analysis. Additionally, textIQ analysis identified a primarily positive sentiment score for all three groups with opportunities for improvement in the comments.

Concurrently, when all three populations were asked for suggestions for improvement, the same word “service” rises to the top during the textIQ analysis. Because the survey question is requesting critiques, it is expected that textIQ identifies a more negative sentiment. All survey comments are available confidentially within the Qualtrics tool for leadership review.

Q3.17 (Disabled/Caregiver of Disabled) Please tell us what you like about the Division of Rehabilitation Services

Figure 15: Positive sentiment visualization for responses (Disabled Respondents)



The Pie chart in Figure 15 shows Disabled/Caregiver of disabled respondents text responses as 21% Very Positive, 43% Very Positive, 15% Neutral, 7% Mixed, 9% Negative, and 6% Very Negative sentiments.

Q3.17 (Disabled/Caregiver of Disabled) Please tell us what you like about the Division of Rehabilitation Services

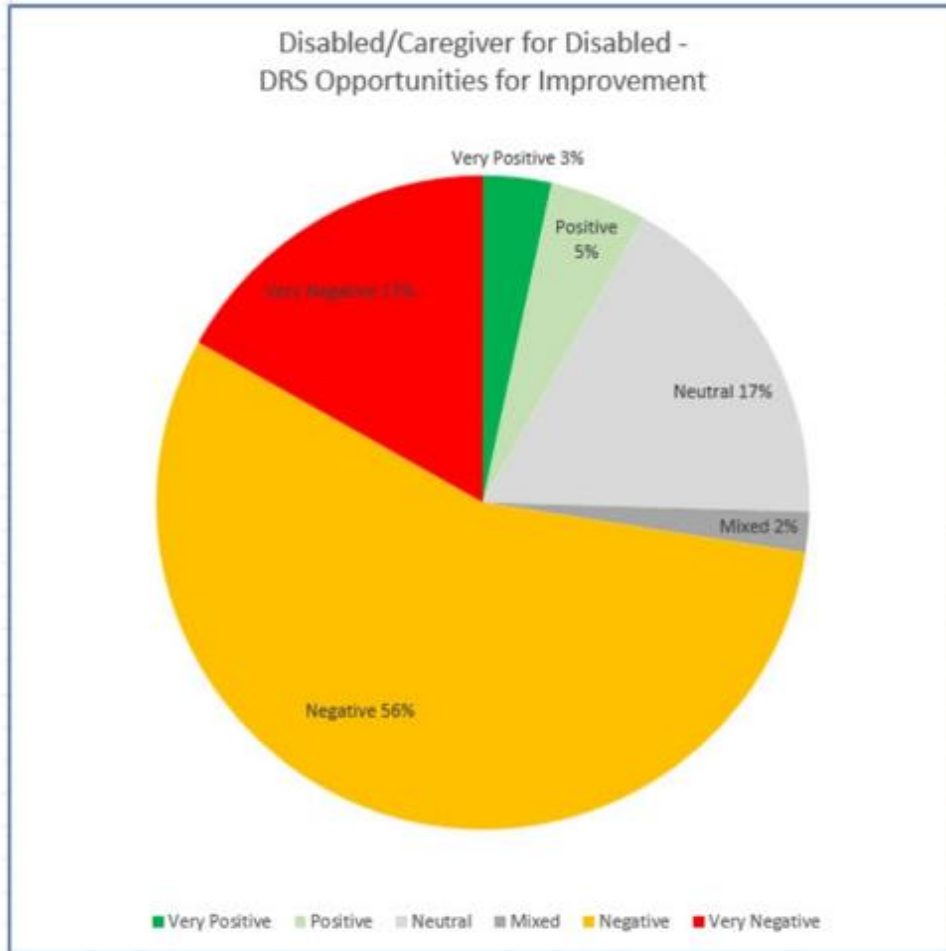
Figure 16: Positive sentiment Word Cloud (Disabled Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 16. Words that rose to the top for frequency were service, program, work, job, people and helpful.

Q3.18 Please provide any additional comments or suggestions for improvement.

Figure 17: Suggestions for Improvement Sentiments (Disabled Respondents)



The Pie chart in Figure 17 shows Disabled/Caregiver of disabled respondents text responses as 3% Very Positive, 5% Positive, 17% Neutral, 2% Mixed, 56% Negative, and 17% Very Negative sentiments.

Q3.18 Please provide any additional comments or suggestions for improvement.

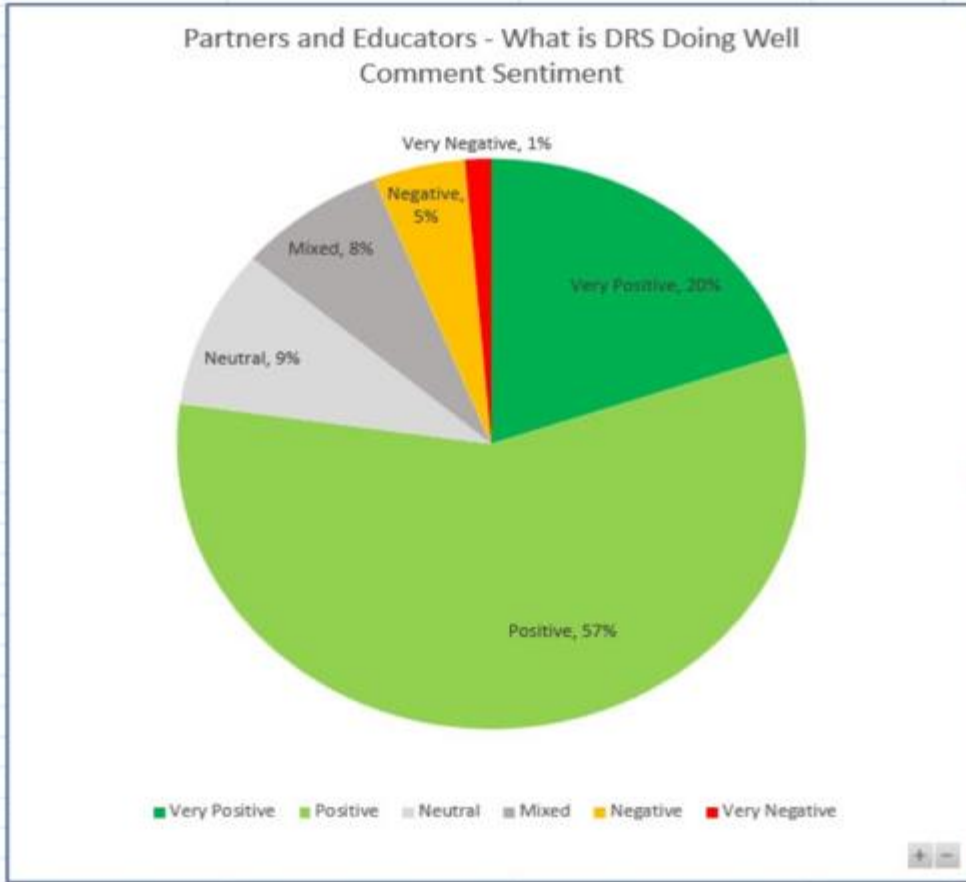
Figure 18: Suggestion for Improvement Word Cloud (Disabled Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 18. Words that rose to the top for frequency were service, program, work, job, people and disability.

Q4.19: (Providers) Please tell us what the Division of Rehabilitation Services is doing well

Figure 19: Positive Sentiment visualization (Provider Respondents)



The Pie chart in Figure 19 shows Disabled/Caregiver of disabled respondents text responses as 20% Very Positive, 57% Positive, 9% Neutral, 8% Mixed, 5% Negative, and 1% Very Negative sentiments.

Q4.19: (Providers) Please tell us what the Division of Rehabilitation Services is doing well

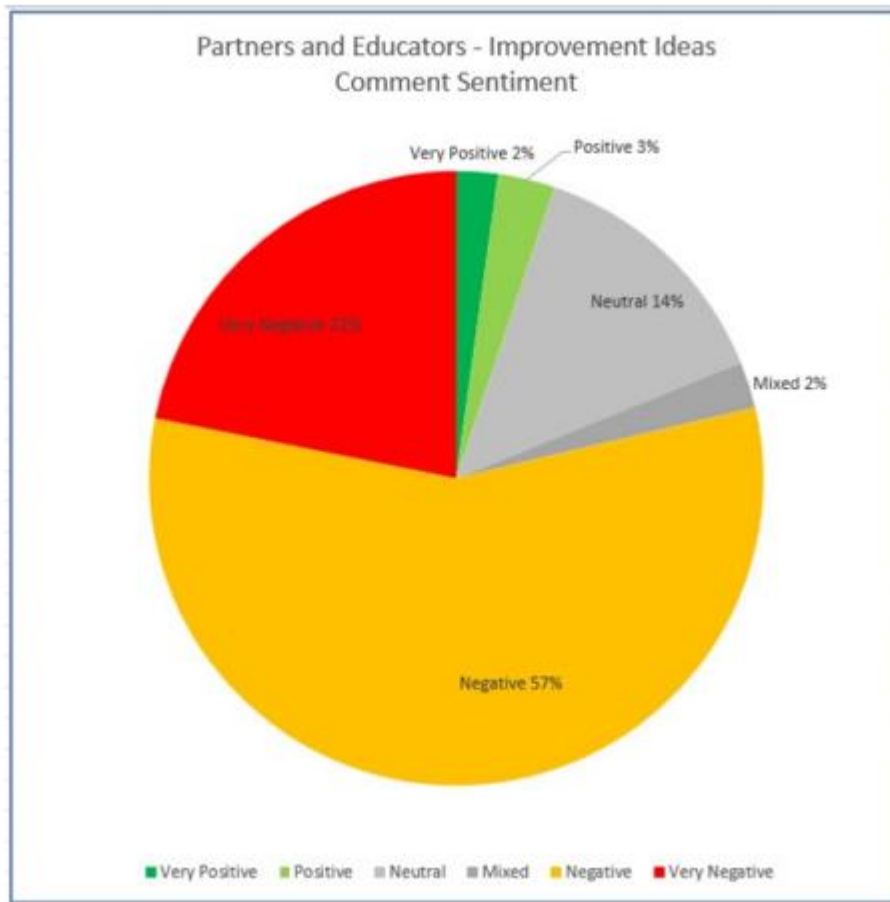
Figure 20: Positive sentiment Word Cloud (Provider Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 20. Words that rose to the top for frequency were service, counselor, job, student, work, and program.

Q4.20 (Providers) Please provide any additional comments or suggestions for improvement.

Figure 21: Suggestions for Improvement Sentiments (Provider Respondents)



The Pie chart in Figure 21 shows Provider respondents text responses as 2% Very Positive, 3% Positive, 14% Neutral, 2% Mixed, 57% Negative, and 17% Very Negative sentiments.

Q4.20 (Providers) Please provide any additional comments or suggestions for improvement.

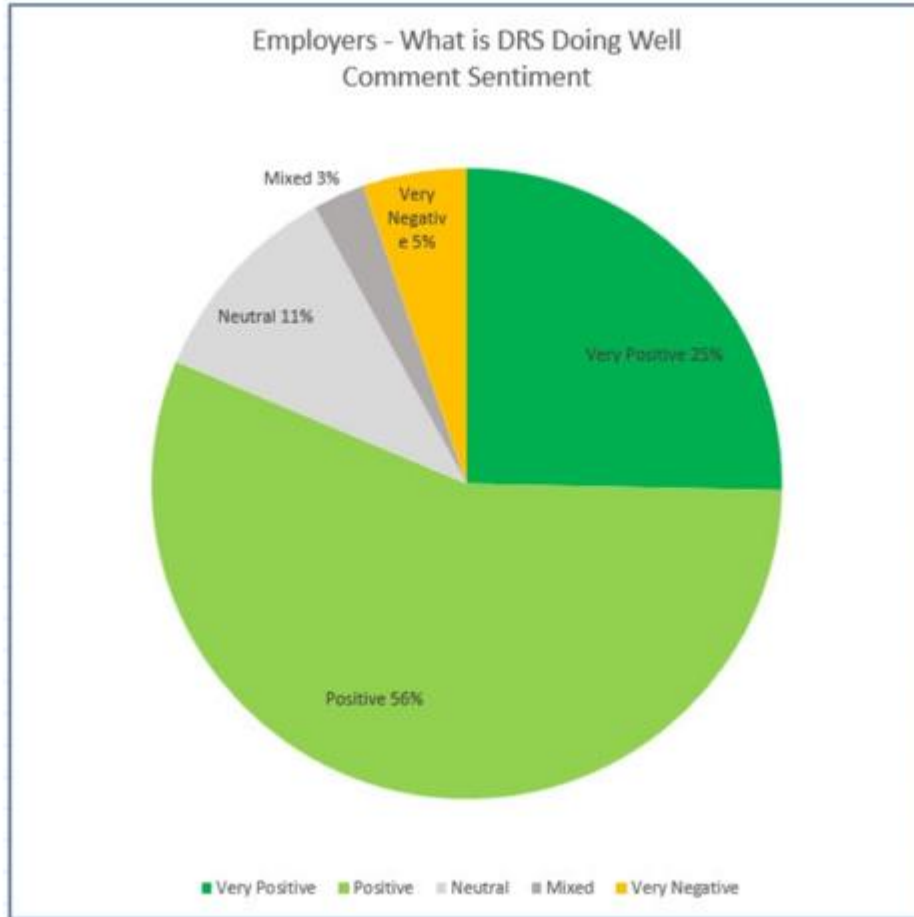
Figure 22: Suggestion for Improvement Word Cloud (Provider Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 22. Words that rose to the top for frequency were service, Counselor, people, staff, school, and program.

Q5.16 (Employers) Please tell us what the Division of Rehabilitation Services is doing well.

Figure 23: Positive Sentiment Visualization (Employer Respondents)



The Pie chart in Figure 23 shows Employer respondents text responses as 25% Very Positive, 55% Positive, 11% Neutral, 3% Mixed, and 5% Very Negative sentiments.

Q5.16 (Employers) Please tell us what the Division of Rehabilitation Services is doing well.

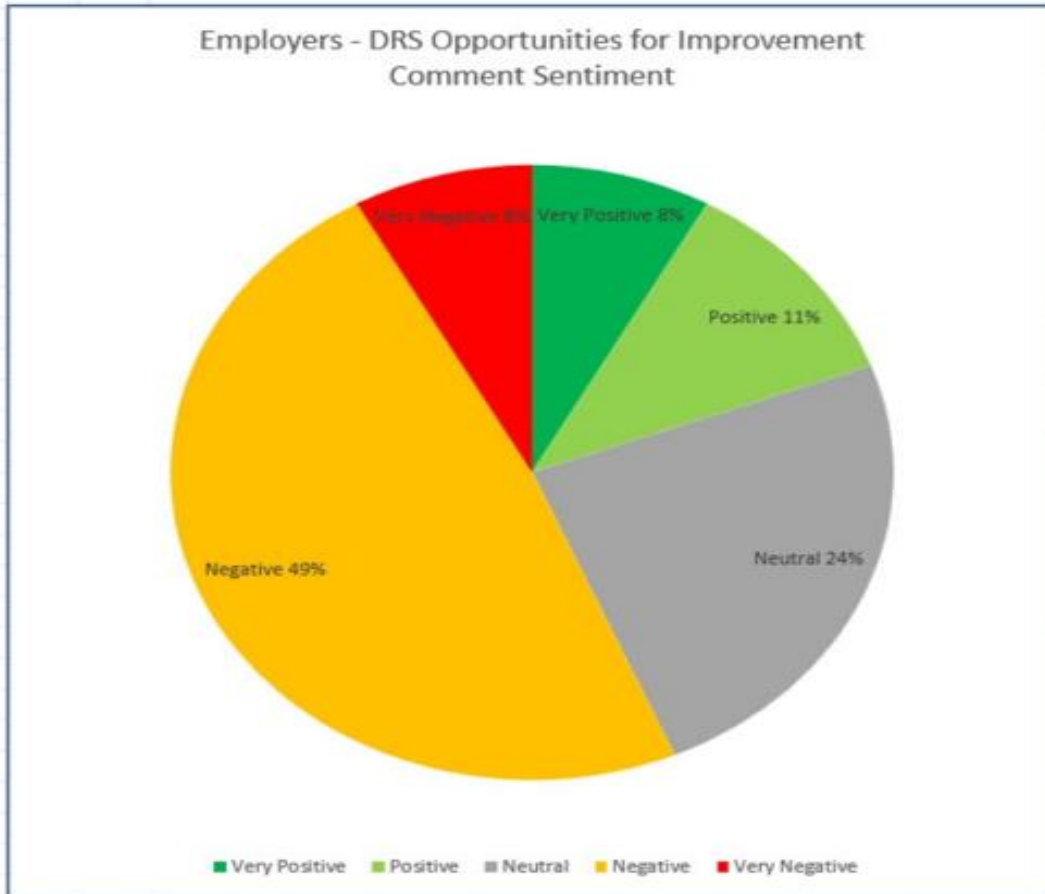
Figure 24: Positive sentiment Word Cloud (Employer Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 24. Words that rose to the top for frequency were good, job, helping, disability, service, work and people.

Q5.17 (Employers) Please provide any additional comments or suggestions for improvement.

Figure 25: Suggestion for Improvement Sentiments (Employer Respondents)



The Pie chart in Figure 25 shows Employer text responses as 8% Very Positive, 11% Positive, 24% Neutral, 49% Negative, and 8% Very Negative sentiments.

Q5.17 (Employers) Please provide any additional comments or suggestions for improvement.

Figure 26: Suggestion for improvement Word Cloud (Employer Respondents)



Disabled respondents and their caregivers were asked what they like about Division of Rehabilitation Services. They responded in text. An analysis of that text revealed the text cloud represented in Figure 26. Words that rose to the top for frequency were service, good, DRS, job, community, and time.

Figures 15-26 provide visualizations of general sentiments. It is difficult to glean specific opportunities for improvement from these visualizations. However, we can discern that while customers want greater access to services, they are generally happy with the services once they gain access.

Summary of Strengths

The Satisfaction for Customer Service and Needs Assessment Survey revealed strengths as well as opportunities. Strengths list from each of the Survey Categories:

Category 1: Customer Service

- Leadership Supports Customer service: Both the Director and the State Rehabilitation Council.
- The Division was provided licensed access to a solid Customer Service platform in Qualtrics.

Category 2: Communication

- Website upgrades

Category 3: Education Services

- Strong Pre-Employment Transition Services (PTS)

Category 4: Training Programs

Provider and Employer groups selected the exact same order for the top three programs with the greatest success:

1. **Workplace readiness training:** Including social skills training and independent living skills.
2. **Work-based learning-Employer paid work experiences:** Learning while earning money at a job.
3. **Job exploration counselling:** Information and guidance on types of job and careers.

Category 7: Leadership & Operations

- Leadership demonstrates success initiating positive change: e.g., Reorganization of Bureaus and Regions.
- Leadership is focused on the future and are committed advocates of the disabled.
- Mature data sets for measuring performance.

The 2023 Satisfaction with Customer Service and Needs Assessment Survey elicited actionable feedback in the form of Opportunities for Improvement (OFIs). For easy reference, all OFIs are summarized in a chart organized by category.

Summary of Opportunities for Improvement

OPPORTUNITY FOR IMPROVEMENT (OFI): 1 CATEGORY 6: LEADERSHIP AND OPERATIONS #1:	14
OPPORTUNITY FOR IMPROVEMENT (OFI): 2 CATEGORY 1: CUSTOMER SERVICE #1:	15
OPPORTUNITY FOR IMPROVEMENT (OFI): 3 CATEGORY 2: COMMUNICATIONS #1:	17
OPPORTUNITY FOR IMPROVEMENT (OFI): 4 CATEGORY 1: CUSTOMER SERVICE #2:	40
OPPORTUNITY FOR IMPROVEMENT (OFI): 5 CATEGORY 6: LEADERSHIP AND OPERATIONS #2:	49

OPPORTUNITY FOR IMPROVEMENT (OFI): 6 CATEGORY 1: CUSTOMER SERVICE #4:	50
OPPORTUNITY FOR IMPROVEMENT (OFI): 7 CATEGORY 4: EMPLOYMENT PROGRAMS #1:	75
OPPORTUNITY FOR IMPROVEMENT (OFI): 8 CATEGORY 2: COMMUNICATION #2:	80
OPPORTUNITY FOR IMPROVEMENT (OFI): 9 CATEGORY 3: TRAINING PROGRAMS #1	80
OPPORTUNITY FOR IMPROVEMENT (OFI): 10 CATEGORY 6: LEADERSHIP AND OPERATIONS #3:	82
OPPORTUNITY FOR IMPROVEMENT (OFI): 11 CATEGORY 2: COMMUNICATION #3:	83
OPPORTUNITY FOR IMPROVEMENT (OFI): 12 CATEGORY 2: COMMUNICATION #4:	85
OPPORTUNITY FOR IMPROVEMENT (OFI): 13 CATEGORY 1: CUSTOMER SERVICE #4:	87
OPPORTUNITY FOR IMPROVEMENT (OFI): 14 CATEGORY 6: LEADERSHIP AND OPERATIONS #4:	87
OPPORTUNITY FOR IMPROVEMENT (OFI): 15 CATEGORY 5: SUPPORT SERVICES #1:	88
OPPORTUNITY FOR IMPROVEMENT (OFI): 16 CATEGORY 4: EMPLOYMENT PROGRAMS #1:	76
OPPORTUNITY FOR IMPROVEMENT (OFI): 17: CATEGORY 5; SUPPORT SERVICES #1:	79
OPPORTUNITY FOR IMPROVEMENT (OFI): 18 CATEGORY 4: EMPLOYMENT PROGRAMS #3:	80
OPPORTUNITY FOR IMPROVEMENT (OFI): 19 CATEGORY 2: COMMUNICATION #5:	81
OPPORTUNITY FOR IMPROVEMENT (OFI): 20 CATEGORY 4: EMPLOYMENT PROGRAMS #4:	85
OPPORTUNITY FOR IMPROVEMENT (OFI): 21 CATEGORY 3; TRAINING PROGRAMS #2:	93
OPPORTUNITY FOR IMPROVEMENT (OFI): 22 CATEGORY 3: TRAINING PROGRAMS #3:	93
OPPORTUNITY FOR IMPROVEMENT (OFI): 23 CATEGORY 3: TRAINING PROGRAMS #4:	96
OPPORTUNITY FOR IMPROVEMENT (OFI): 24 CATEGORY 4: EMPLOYMENT PROGRAMS #5:	96
OPPORTUNITY FOR IMPROVEMENT (OFI): 25 CATEGORY 5: SUPPORT SERVICES #3:	96
OPPORTUNITY FOR IMPROVEMENT (OFI): 26 CATEGORY 2: COMMUNICATION #6:	99
OPPORTUNITY FOR IMPROVEMENT (OFI): 27 CATEGORY 1: CUSTOMER SERVICE #5:	101
OPPORTUNITY FOR IMPROVEMENT (OFI): 28 CATEGORY : LEADERSHIP AND OPERATIONS #5:	103

Opportunities for Improvement in Table Format

OFI Category 1: Customer Service

Category 1: Customer Service

OFI number in document	Category Number	Number within Category	Opportunities for Improvement (OFI)
2	1	1	Need for an accountability tool for follow-up on customer service needs. Qualtrics is a Customer Service platform with accountability for follow-up technology programmed into the system. The State of Illinois already purchased a license for DRS.
4	1	2	Client e-mail addresses within the DRS System are outdated or inaccurate. It is financially prohibitive to employ anyone in a role dedicated to communications and maintenance of a current and active email program. DRS needs a process for maintaining accurate contact information.
6	1	3	Customers lack knowledge of what DRS office or Bureau Field Office location supports their rehabilitation and workforce needs.
13	1	4	Current services and benefits are not fully coordinated between DRS and Employment Service Providers for accountability and follow-up. Develop a specific customer service portal for the Employment Service Providers.
27	1	5	Advanced utilization of technology to enhance virtual access to resources on websites.

OFI Category 2: Communication

Category 2: Communication

OFI number	Category Number	Number within Category	Opportunities for Improvement (OFI)
	2	1	Client e-mail addresses within the DRS System are outdated or inaccurate. It is financially prohibitive to employ anyone in a role dedicated to communications and maintenance of a current and active email program. DRS needs a process for maintaining accurate contact information.
8	2	2	Customer fears are driven by lack of information or misinformation. Fear may prevent disabled persons from seeking employment support. More information is needed before specific communication tactics are specifically recommended. DRS leadership can evaluate current communication avenues for opportunities for improvement that are within their budgetary requirements.
11	2	3	Gap in communication regarding reasons for delayed applications for disability services between the 60-to-90-day time frame post application.
12	2	4	Minority groups need more information about programs and services available through DRS.
19	2	5	Employers have needs for information and support to understand the vital programs offered by DRS.
26	2	6	Disabled respondents expressed dissatisfaction with communication about vital programs.

OFI Category 3: Training Programs

Category 3: Training Programs

OFI number	Category Number	Number within Category	Opportunities for Improvement (OFI)
9	3	1	Disabled persons indicate it would be helpful to earn money while also learning and developing measurable skills. Expand “on the job” or “earn while you learn” programs.
21	3	2	Current training metrics focus on measurable acquired skills gains among the younger age groups. There is not a metric tracking performance on measurable acquired skills gains in the special and protected population of the senior disabled group.
22	3	3	Currently no metrics are tracking how the engagement of Senior disabled population in mentoring or coaching programs for the younger disabled workforce.
23	3	4	Paid "work-based learning" opportunities: On-the-job Training: Learning a job while getting paid to work. This includes teaching employers how to build opportunities like this into their business and economic development plan.

OFI Category 4: Employment Programs

Category 4: Employment Programs

Table 51

OFI number	Category Number	Number within Category	Opportunities for Improvement (OFI)
7	4	1	Employers need help developing quality employment for disabled persons into their business plans for planning of insurance and other benefits.
16	4	2	There is a gap between employing disabled persons and providing quality employment for disabled persons. This survey will not identify if the responding employers provide quality employment. Future study is needed to explore this topic further.
18	4	3	Develop a program to support and reward employers for adding an “Earn While you Employers need training on diverse topics to better support disabled employees in quality work opportunities. All training topics focus on how employers can provide improved employment opportunities and work experiences. Equipping employers with this knowledge would increase the quality work opportunities for disabled persons and worthy of the investment of time and resources.
20	4	4	Evaluate opportunities for the Small Business Administration to partner with the Division of Rehabilitation Services to provide coaching for starting a small business and self-employment for disabled persons.
24	4	5	Support and enhance the Self-Employment Programs: help with planning for and starting your own business. Consider a collaboration with the Small Business Administration.

Category 5: Support Systems

OFI number	Category Number	Number within Category	Opportunities for Improvement (OFI)
15	5	1	Transportation assistance would have a positive impact on getting and keeping a job.
17	5	2	Knowledge deficits for employers to know about and access workplace accommodation resources.
25	5	3	Transportation Needs: Help getting from home to school or work. Assess transportation needs in rural areas and other areas where public transportation is limited.

OFI Category 6: Leadership and Operations

Category 6: Leadership and Operations

OFI number	Category Number	Number within Category	Opportunities for Improvement (OFI)
1	6	1	Leadership dashboard. Business Intelligence (BI) dashboards display key performance and customer service data which is updated in real time. Live data equips leaders with decision-making tools to respond to dynamic situations with both solution support and accountability. Live data equips leaders to manage and allocate resources based on measured needs. A data dashboard would also honor the work of the data management team.
5	6	2	BCCS Regions do not directly align with the Economic Development Regions within the 2022-2023 WIOA Unified Plan (Modified). Last year the Division reorganized the Bureaus. All regional offices now report to the Bureau of Customer and Community Services (BCCS).
10	6	3	DRS office hours do not meet client demands. Consider requesting additional staffing with negotiated special union rates for shift work outside normal business hours.
14	6	4	Complete a workload analysis to help inform manhours of work and staffing levels based on the actual work. Additional information is needed to determine if workloads are sustainable with performance expectations. This would inform budget requests for staffing.
28	6	5	Operational gaps in service hours. Working disabled persons may not have the ability to contact the DRS offices during working hours only. DRS offices close for the lunch period as well, further limiting access to their services. May need to negotiate specific special pay into contracts for union workers to meet the needs of the disabled workforce.

Conclusion

The Illinois Department of Human Services Division of Rehabilitation Services is poised for success. The recent reorganization demonstrates a commitment to change. The focus on statistics for good business decisions confirms a commitment to accountability. The collaboration between the Director and the State Rehabilitation Council exhibits dedicated leadership. Strong leadership at the Director level with the help of a supportive State Rehabilitation Council can take the services to the disabled workforce to the next level.

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