

# Are There Gaps or Delays in the Delivery of Vocational Rehabilitation Services?

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## Questions to be Addressed

Vocational Rehabilitation (VR) services are services provided to eligible individuals with disabilities to assist them in gaining and maintaining competitive integrated employment. Opportunities for Ohioans with Disabilities (OOD) provides services to eligible individuals in Ohio's 88 counties. As part of the Comprehensive Statewide Needs Assessment, which is completed every three years, OOD seeks to examine the capacity of VR providers to deliver services in Ohio. This project seeks to address the following questions:

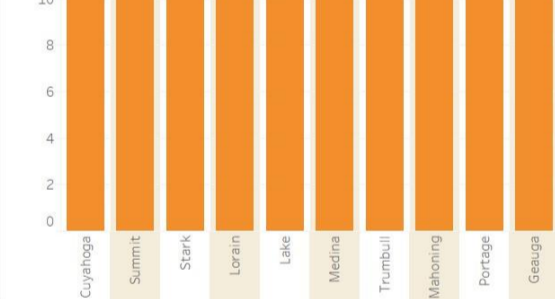
1. Are there gaps in Ohio counties between the need for service and the availability of service providers? What services are most affected by the gap?
2. Are there delays in services due to provider capacity? What is the duration of the delays? What services are most impacted by the delays?

## Data Source

OOD conducted surveys of VR staff (209 responses) and VR providers (131 responses) from across the state. The survey results are analyzed to obtain information about the gaps and delays in services.

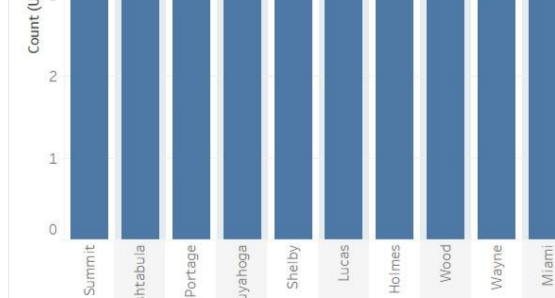
### Provider Capacity to Accept More Participants By County - Top Ten

County ((GS... % of Total Sum... Sum of Count1	Sum of Count1
Cuyahoga	23.00
Summit	18.00
Stark	16.00
Lorain	15.00
Lake	15.00
Medina	14.00
Mahoning	13.00
Trumbull	13.00
Portage	12.00
Geauga	11.00



### Number of Vocational Rehabilitation Staff Unable to Find Service Providers by County - Top Ten

County (... % of Total Count (... Count (Unable By ...	Count (Unable By ...
Summit	6.000
Ashtabula	6.000
Portage	5.000
Cuyahoga	5.000
Shelby	4.000
Lucas	4.000
Holmes	4.000
Wood	3.000
Wayne	3.000
Miami	3.000

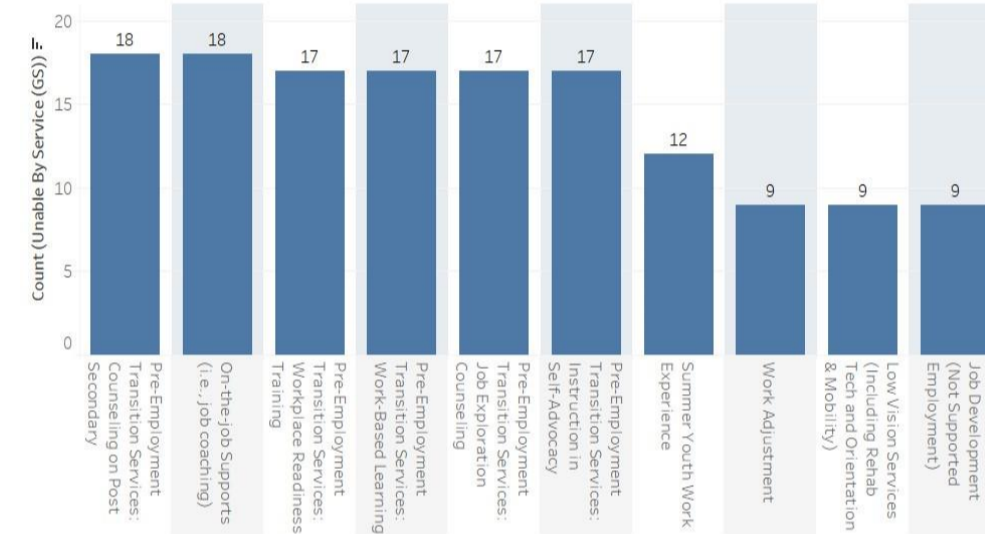


## Gaps in Services by Service Type

VR staff respondents were asked to select the services for which they were unable to find service providers for new referrals. VR providers were asked to indicate the services that they had capacity to serve more participants. There was an indication that providers had capacity to take more referrals for job development, job exploration counseling, instruction in self advocacy, work adjustment, and on-the-job supports.

There is a gap in service for counseling on post-secondary, workplace readiness training, work based learning, low vision services, and summer youth work experience; where VR staff indicated that they had difficulty finding a provider and providers did not have capacity to take more referrals.

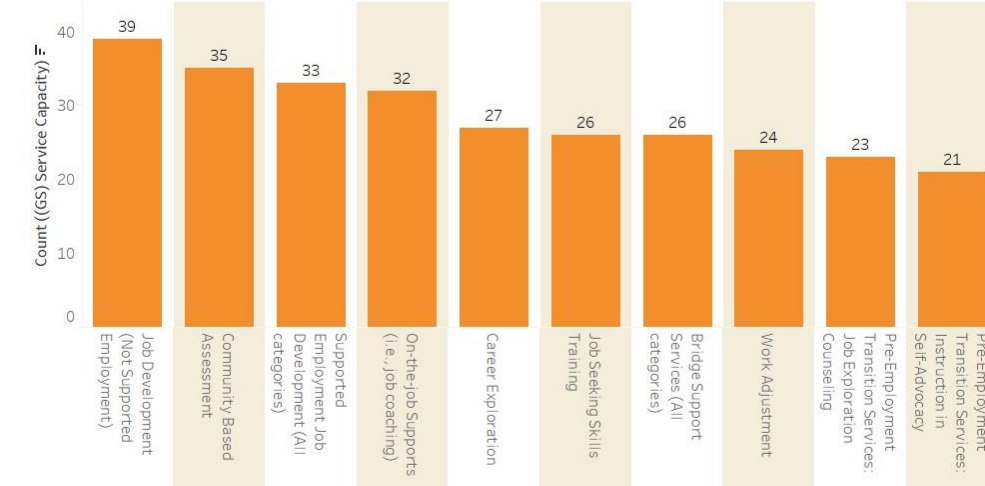
### Need For More Providers by Top Ten Services



Service (Unable By Service (GS))	% of Total Count (Unable By Ser...	Count (Unable By Service (GS))
Pre-Employment Transition Services: Counseling on Post Secondary	9.52%	18
On-the-job Supports (I.e., job coaching)	9.52%	18
Pre-Employment Transition Services: Workplace Readiness Training	8.99%	17
Pre-Employment Transition Services: Work-Based Learning	8.99%	17
Pre-Employment Transition Services: Job Exploration Counseling	8.99%	17
Pre-Employment Transition Services: Instruction in Self-Advocacy	8.99%	17
Summer Youth Work Experience	6.35%	12
Work Adjustment	4.76%	9
Low Vision Services (Including Rehab Tech and Orientation & Mobilit...	4.76%	9
Job Development (Not Supported Employment)	4.76%	9

### Capacity to Serve More Participants by Top 10 Services

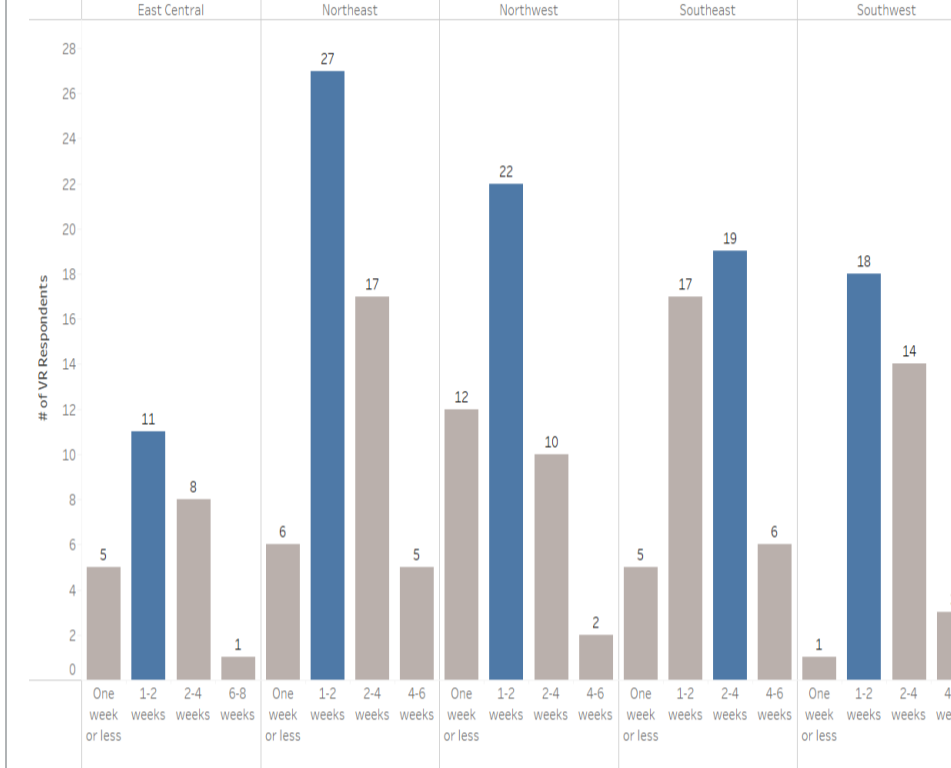
Service	% of Total Count ((GS) Service ...	Count ((GS) Service Capacity)
Job Development (Not Supported Employment)	8.53%	35.00
Community Based Assessment	7.66%	33.00
Supported Employment: Job Development (All categories)	7.22%	33.00
On-the-job Supports (I.e., job coaching)	7.00%	32.00
Career Exploration	5.91%	27.00
Bridge Support Services (All categories)	5.69%	26.00
Job Seeking Skills Training	5.69%	26.00
Work Adjustment	5.25%	24.00
Pre-Employment Transition Services: Job Exploration Counseling	5.03%	23.00
Pre-Employment Transition Services: Instruction in Self-Advocacy	4.60%	21.00



## Provider Response Times Comparison per VR Staff and Providers

In all regions, VR staff reported that most providers take between 1-2 weeks to contact OOD participants, except in the Southeast, where more respondents reported that providers took an average of 2-4 weeks to respond.

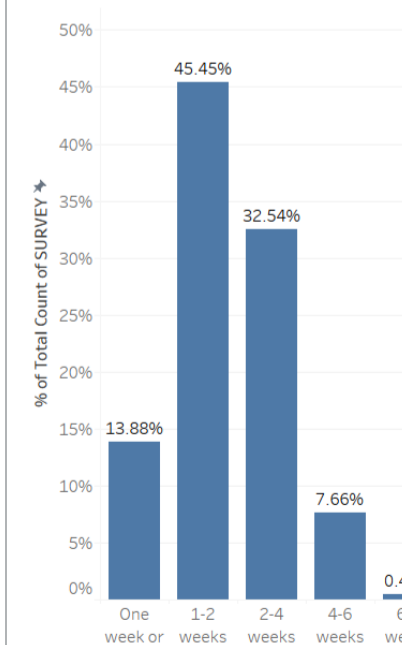
### Average Provider Response Time by Area



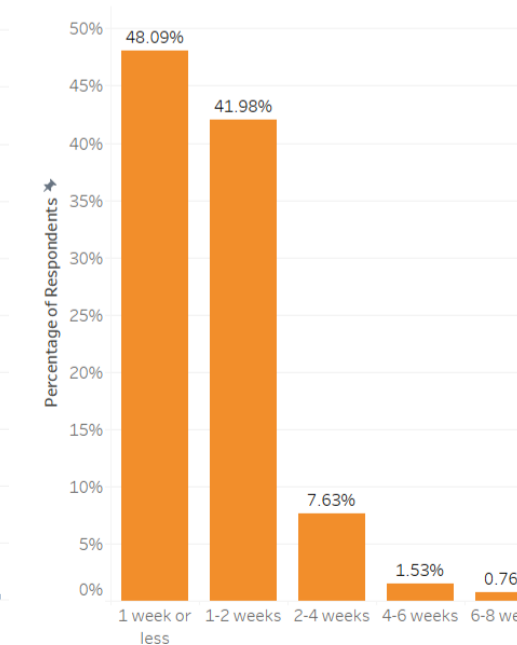
## Provider Response Times

There was a large discrepancy between the staff and providers for the time categories of "One week or less" and "2-4 weeks." Survey responses were similar for the categories "1-2 weeks" and "6-8 Weeks."

### Time For Providers to Contact New Referrals - VR Staff



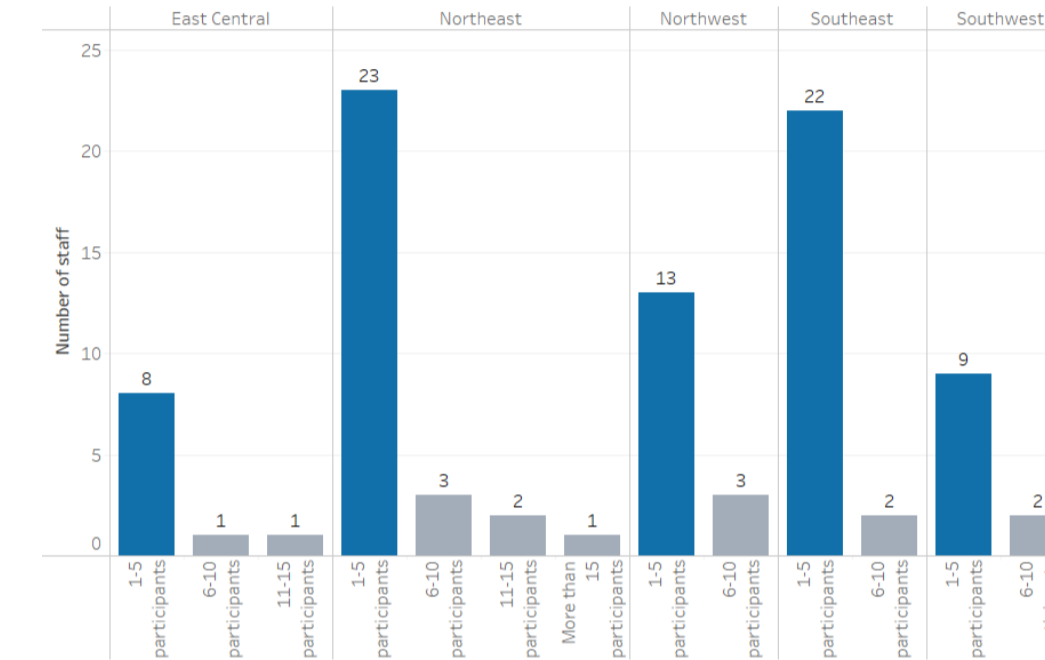
### Time to Contact New Referrals - VR Providers



## Provider Changes by OOD Service Area Due to Delays

92 out of 209 VR staff statewide indicated that they had participants who required a change in provider due to service delays with the original provider. Change in providers appeared to be more frequent in the Northeast and Southeast areas.

### Number of participants requiring a provider change by service area



## Delays in Services by County and Service Type

VR Staff were asked to indicate where they experienced delays of 8 weeks or more. 93 respondents (44.5%) listed the counties where they experienced delays in services. 107 respondents (51.2%) experienced no delays

- 52.0% of East Central staff
- 43.6% of Northeast staff
- 67.4% of Northwest staff
- 36.2% of Southeast staff
- 61.1% of Southwest staff

VR Staff were also asked to indicate the service types where they experienced delays. 105 respondents (50.2% of those surveyed) had no delays of 8 weeks or more, leaving 104 (49.8%) to list the most underprovided services. Of these most commonly indicated services; job development, community-based assessment, supported employment, on-the-job supports, work adjustment, job exploration counseling, and instruction in self advocacy lined up with services that providers said that they could support more referrals.

## Findings

A service which repeatedly came up as requiring more providers was low vision support services. VR staff experienced not being able to find providers and delays of 8 weeks or longer for this service.

44.0% of staff had participants who required a change in service providers due to delays.

There appears to be some discrepancy between staff and providers on whether it is most common to have established contact between a provider and recipient in less than one week or in 1-2 weeks.

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